Report to Economic and Environmental Wellbeing Scrutiny & Policy Development Committee
18th February 2014

Report of:	**Executive Director for Communities**

Subject:	**The future of Sheffield's library services**

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Summary:

At the Full Council meeting on 8th January it was agreed:

> That this Council requests that the report to be prepared on the outcome of the library review consultation, together with the views expressed via the 12 petitions submitted to this meeting in relation to libraries and as outlined during this debate on the library review, be submitted to the Economic and Environmental Wellbeing Scrutiny and Policy Development Committee for comment prior to the consideration of the proposals by the Cabinet.

The full Cabinet paper is provided to enable the committee to comment prior to the consideration of the proposals by the Cabinet.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	**X**
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	

The Scrutiny Committee is being asked to:

Comment on the proposals

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Background Papers:
Category of Report: OPEN

SHEFFIELD CITY COUNCIL

Cabinet

Report of:	The Executive Director for Communities
Report to:	Cabinet
Date:	19th February 2014
Subject:	The future of Sheffield's library services
Author of Report:	Dawn Shaw/Lynne Richardson

Summary:

- This report seeks approval on the proposal for the future of Sheffield's libraries, archives and information services.
- The Council wishes to keep open as many libraries as possible. The proposal describes the creation of 11 hub libraries and up to 5 community co-delivered libraries. Tinsley library will remain open as a Council run facility until the rental agreement expires in 2016. Up to 10 libraries may become independent with support from the Council for up to 3 years. A change is proposed for the opening hours of Central Library which will retain its 6 day opening. It is proposed that the Mobile service be closed due to a decline in usage, and the Home Library service will be developed to support people who find it difficult to access their local library due to age, disability or significant health issues.

Reasons for Recommendations:

Following extensive public consultation, to implement the review of the Libraries, Archives and Information Service, establishing a new service which will meet the City's aspirations for the future, will be comprehensive and efficient and will develop new partnerships with community organisations and people who use library services.

This new service will take account of the issues raised in the public consultation, the needs assessment and Equality Impact Assessment and will be affordable.

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RECOMMENDATIONS

1. To agree a new operating model for community libraries. Taking account of the Council's obligation to deliver a comprehensive and efficient library service as informed by the needs assessment, consultations undertaken and Equality Impact Assessment. The new operating model will consist of:

   o 11 SCC run hub libraries
   o Up to 5 co-delivered community libraries
   o Retain Tinsley Library as a Council run facility until its rental agreement expires in 2016.
   o Up to 10 independent libraries, with support for up to 3 years
   o New opening times for Central Library
   o Closure of the mobile library service
   o Development of the Home Library Service through a volunteer programme
   o All other existing library, information and archives services will be retained including the Schools Library Service
   o A volunteer programme

2. To agree £262,000 of funding from the Public Health Grant for 2013, carried forward to 2014/15, to support the sustainability and viability of independent libraries and volunteering, in response to issues raised during the consultation around the needs of older and disabled people and the role which libraries play in promoting health and well-being and in accordance with the Public Health Outcomes framework.

3. To agree funding of £262,000 from the Public Health Grant to support independent libraries and volunteering for the period 2015/16 and 2016/17, in response to issues raised during the consultation around the needs of older and disabled people and the role which libraries play in promoting health and well-being and in accordance with the Public Health Outcomes framework.

4. Subject to consultation with the relevant Cabinet Members to ask the Executive Directors for Resources and Communities to explore the potential for a further capital allocation for any major repairs to independent libraries.

Background Papers: Needs Assessment Sept 2013, Equality Impact Assessment Feb 2014, Evaluation of responses to the Library Service Review Phase 2 Consultation, January 2014.

Category of Report: OPEN

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Statutory and Council Policy Checklist

Financial Implications		
YES Cleared by: Eugene Walker		
Legal Implications		
YES Cleared by: Steve Eccleston		
Equality of Opportunity Implications		
YES Cleared by: Michael Bowles		
Tackling Health Inequalities Implications		
NO		
Human rights Implications		
NO:		
Environmental and Sustainability implications		
NO		
Economic impact		
NO		
Community safety implications		
NO		
Human resources implications		
YES Cleared by: Julie Toner		
Property implications		
YES/NO		
Area(s) affected		
Sheffield Area		
Relevant Cabinet Portfolio Leader		
Mazher Iqbal, Cabinet Member for Communities		
Relevant Scrutiny Committee if decision called in		
Economic and Environmental Wellbeing		
Is the item a matter which is reserved for approval by the City Council?		
NO		
Press release		
YES		

Report to the Cabinet

REPORT TITLE: The future of Sheffield's library services

1.0   SUMMARY

This report seeks approval on the proposal for the future of Sheffield's libraries, archives and information services.

The Council wishes to keep open as many libraries as possible. The proposal describes the creation of 11 hub libraries and up to 5 community co-delivered libraries. Tinsley library will remain open as a Council run facility until the rental agreement expires in 2016. Up to 10 libraries may become independent with support from the Council for up to 3 years. A change is proposed for the opening hours of Central Library which will retain its 6 day opening. It is proposed that the Mobile service be closed due to a decline in usage, and the Home Library service will be developed reflecting the needs of an ageing population.

2.0   BACKGROUND

The Libraries Archives and Information Service (LAI(s)) Review began with the establishment of an Elected Members Task and Finish Group in July 2011 and concludes in February 2014 with this report to Cabinet.   Included in this report is a history of the service review, what has been learned from consultation in different forms and how the Council will respond.

The Review was to ensure the Council has a comprehensive, efficient, modern, and sustainable service:

- A comprehensive service: because the Council needs to provide a range of library services, materials and information for residents of Sheffield, visitors, businesses and community organisations. These services need to be accessed across the city and increasingly on line.

- An efficient service: because the Council know the number of people using the library service has been declining overall, with a 23% reduction in book issues between 2011/12 to 2012/13.

- A modern service: because the Council know that people want to access library services in new ways, such as reserving more books online, more community activity and use of technology such as e-books and Wi-Fi amongst younger age groups.

- A sustainable service: because services need to be fit for purpose when there are fewer resources. Since the period of national austerity began there have been a number of cuts to the LAI(s) budget. It is no longer possible to make further budget savings without re-organising and re-designing the service.

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The proposal for the future of Sheffield's library service has been made in compliance with the statutory duty under the Public Libraries and Museums Act 1964 to provide a 'comprehensive and efficient' library service.

Sheffield's Libraries Archives and Information service currently has 27 community based libraries plus Central library. This service is supplemented by Mobile and Home Library Services.   As well as public libraries, there are a range of other front line services such as Archives and Local Studies, Help Yourself Directory, Schools Library Service, and services to business including patent advice and the World Metal Index.

In 2012/13 the service had 133,337 registered adult users, this included 39,912 people over 65 years of age, and 2491 people who declared (voluntarily) a disability. In addition there were over 60,000 registered children and young people under the age of 18. There were 27,786 people who were registered (voluntarily) as having a minority ethnic background.

3.0   WHAT DOES THIS MEAN FOR SHEFFIELD PEOPLE

The Sheffield City Council Corporate Plan 2011-2014 states that as an organisation the Council will focus on four priorities:

1. Standing up for Sheffield
2. Supporting and protecting communities
3. Focusing on jobs
4. Business friendly

Libraries are and can continue to be, key community anchors, connecting the City Centre with local communities. Critical to this role is the importance of a sustainable, flexible library provision which is outward facing, welcoming and inclusive of all. To meet our duty to provide a comprehensive and efficient service, care has been taken to address the needs of Sheffield people including a fair geographical spread of hub libraries across the City (including Central lending & children's library, Archives & Local Studies) as well as ensuring a range of services which meet the varying demographic needs of all of Sheffield's residents. School children will still be able to access the school's library service which is commissioned by individual schools.

Alternatively library users may wish to access a co-delivered or independent library, access the e-book service when this is established, or, if eligible, may join the Home Library Service.

Around 70 per cent of registered library users are registered with a community library. Should the proposals be adopted by the City Council, is it estimated that approximately 63 per cent of library users registered with a community library will have a Council run resource for at least 31 hours per week with an improved service offer. The introduction of Wi-Fi and e-books will enable people to access and use the library in new ways. Consultation and analysis indicate that this is becoming an increasingly important need in the city.

Around 12 per cent of library users registered with a community library will experience a new way of receiving the service through co-delivered libraries, which will still provide, as a minimum, the basic offer of providing free book loan, free internet access and a welcoming space for all people. Up to 25 per cent of users registered with a community library will have their community library run as an independent library that will develop to reflect local needs.

4.0   DRIVERS FOR CHANGE

There are compelling developments forcing and influencing change in the delivery of library services. The review has sought to understand these change drivers and how the service can adapt.

4.1   Customer driven change

Increasingly 'book issue' is not a good indicator of the value or effectiveness of the service. There is an increasing use of libraries by non-members primarily to access the People's Network (free internet access). The way people choose to access information is changing as technology is developing. Access to information and services 24/7 is an increasing expectation. Finding information almost instantly via the internet is increasingly preferred to drawing information from reference books and materials. Having physical access to books is still highly desired, particularly for young children and older people. Our city wide consultation from 2012 and 2013/14 has enhanced our understanding of customer needs and the results can be found in Appendix B and Appendix C.

The Survey in 2012 showed that many people (who responded to the final comments question), said that activities should concentrate on activities for children and young people, supporting homework and encouraging reading and educational attainment. Slightly less people (10%) said they wanted more activities for adults including community events and self improvement classes.

Even though it is easier for people to borrow books (for instance self issue and reservation on line) the number of book issues continues to fall. This is in line with a national trend and is to be expected. It is important that the reshaped library service takes account of these changing trends.

There were 1,924,742 book and other media issues (-23% on the previous year), 366,609 Peoples Network sessions (+22% on previous year), and 2,179,879 visits to libraries (-10% on previous year).

4.2   Technology driven change

We are now in a digital age where the options for accessing information are expanding. The quality and reliability of this information can vary greatly and the role of a Librarian can ensure people have access to the most valid and appropriate information.

There is a growing demand for new and improved technology such as e-books, Wi-Fi access and improved online catalogue facilities. Local authorities that have

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introduced e-books for loan have seen a surge in membership as a result. Despite the increase in home computers, the demand for access to the People's Network has increased 22% over the past year. This growth is impeded by low numbers of computer terminals in Sheffield compared with other core cities.

4.3 **Adapting to new circumstances**

Over the period of the Library Review it became increasingly clear that the scale of savings required to help the Council meet its overall budget deficit targets would be greater than originally envisaged. The Government identified a period of austerity which was to last for a number of years but this was subsequently extended beyond the current parliamentary period and into the next.

Elected Members were aware that budget savings in library services made over the past years had been more pragmatic than strategic. Although previous budget savings had enabled the service to maintain the number of libraries and opening hours, this approach was untenable in the long term, given the diminishing financial resources that would be available to Local Authorities.

The savings in expenditure required in recent years have been met by reductions in front line staffing, opening hours and the deletion of back room development resources. The budget reduction target from 2014/15 at £1.669 million means that sufficient savings cannot simply be made by continuing to cut back services while still delivering a comprehensive service. It was recognised that a completely fresh review of the library service was required. Elected Members have sought to use what has been learned through the Review to direct resources to priority areas and into more efficient ways of running services.

5.0 **REVIEW OF THE LIBRARY, ARCHIVES AND INFORMATION SERVICE**

The Review of Libraries Archives and Information Service began with the establishment of an Elected Members Task and Finish Group in July 2011 and will conclude with a report to Cabinet in February 2014. This section describes the history of this Review, what has been learned and what has changed.

5.1 **Elected Members Task and Finish Group**

The Elected Members Task and Finish group set off the Review in 2011/12 with the remit of analysing all services, looking at best practice elsewhere and considering how the Council could make the service more efficient, modern and community based.

In 2011 the principles set by the group were:
- All services will be the subject of a consultation.
- A city wide LAI(S) service where some communities may need more/different support to achieve city standards of service.
- The Council will not seek to close any libraries
- The Council will increase the use of volunteering to enhance our service provision, but not to replace paid staff.
- The service will be more self-supporting, by increasing income

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Priorities for review:

- Review the library service organisation and culture.
- Seek to increase flexibility across the service, to support modern service delivery.
- Make the best use of changing technology and resources and seek investment.
- Consider the benefits and risks of working more closely in partnership with local communities.
- Consider how income could be further increased.
- Consider how services to business can be further developed.

5.2 A vision for the library service

In the early stages of the LAI(S) review a vision was drafted and agreed by Elected Members. This vision describes what the Council want from the city's library service, how this can be achieved, and some key objectives. The vision can be found in Appendix K. The difficult financial context means the vision will be harder to achieve, but remains the focus for the development of the service into the future. In assessing the potential models of operation, the ability of each model to deliver the vision has been taken into consideration.

The vision document describes a sustainable and deliverable service which includes the following features:

- Promote reading and a wide range of resources
- Create welcoming library spaces
- Celebrate Sheffield's successful centres and rich local history
- Tackle poverty and social inequality
- Promote lifelong learning
- Deliver sustainable services with a focus on 'need'
- Utilising social capital
- Promoting better health and wellbeing

5.3 Researching good practice

A Libraries Review team consisting of Elected Members, theme group members, and library staff, visited 6 different local authorities to see how they had implemented new ways of working. The local authorities visited were: Manchester, Newcastle, Peterborough, Leeds, Wakefield and Doncaster. Research also looked at the strategy and practice of others via the internet, e.g. Liverpool, Edinburgh and Barnsley.

Research highlighted the different ways the Council can run and develop library services. Options identified including the development of e-lending, expansion of online and digital services, working together in partnership and co-location, working with volunteers in new ways, developing the library offer with links to commercial services and partners (such as cafes and booksellers), increasing income earning opportunities such as charging for the People's Network.

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The key learning points were:

- Opportunities for partnership working are strong, but need to take into consideration the challenges of joint working, such as sharing resources, and operational compatibility.
- Volunteers can make a significant contribution to the running of libraries, it is important to ensure the role is clear and people are supported.
- There are opportunities and challenges to meet the future demand for technology based services such as e-books, PCs and improved online catalogue which requires investment.
- Learning from other cities shows the importance of service location, understanding the needs of our users and understanding how volunteers can be successfully involved and engaged in services.

5.4 **Theme groups**

The LAI(S) Review was divided into theme groups in order to explore and identify the issues and opportunities, and build on the research. Council officers from different council departments were invited to attend relevant theme groups alongside the Libraries Review team and library service management.

The theme groups were:

- Communication planning - Remit (in brief):-
  - Develop a communications strategy and consultation plan.
  - Deliver consultation. Explore creative ways to engage users and non users.
  - Analysis of questionnaires/consultation data

- Resources – Remit (in brief):-
  - Identify options for an increase (or decrease) in fees and charges
  - Identify options for sponsorship, marketing and branding and complementary commercial use (i.e. renting/sub letting space).
  - Identify options for income from partnership activity, grants and fundraising
  - Identify options for income generation from library resources – archives, grounds, transport, I.T.,

- Future development and delivery – Remit (in brief):-
  - Consider principles against which to consider options – Library vision, corporate plan i.e., tackling poverty and social injustice and the promotion of social regeneration.
  - Analyse alternate/new models of delivery, including volunteering, partnership working, digital options, and complementary franchises.

- Buildings and assets – Remit (in brief):-
  - Link to Asset Review/Community Investment Plan/Face to Face strategy
  - Identify how efficient and flexible the current library buildings are and make recommendations for improvement.
  - Develop proposals for buildings which are not fit for purpose

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6.0   **CONSULTATION 2012**

A consultation survey was developed with support and feedback from the consultation theme group, communications team, senior Council officers, and Elected Members of the task and finish group.   The consultation invited both library users and non-library users to take part in the survey in order to obtain a range of views and opinions on the review. The survey could be completed online via Sheffield City Council website, or paper copies could be obtained from libraries or First Point centres. Paper copies could be returned to any library or returned in a freepost envelope. Arrangements were made for a language translation telephone service to be available if required. A total of 6,037 people completed the consultation survey, with 4,126 of these being completed online.

Throughout the survey, there were free text boxes which invited comments and ideas, and over 15,000 comments were made. The survey was structured in 3 sections, 'Using the library services', 'Making our library services more efficient', and 'Ideas for the future'.

It was anticipated that the needs of some specific groups would be diluted by the generic nature of the wider survey.   Therefore a number of consultation sessions were arranged with specific groups to gain a wider understanding of their specific needs in relation to library services. There were 7 sessions held with groups of young people, older people, disabled people, and refugees and asylum seekers.

See report on the survey results Appendix B.

Learning points from the 2012 consultation include:

- Quality and choice of materials were most important to survey respondents (out of 10 choices), and what they wanted to protect the most.

- The Council running library services (rather than social enterprises, charitable trusts or community groups running them), was what survey respondents wanted to protect the least (from a choice of 5).

- Survey respondents proposed a number of ways in which to raise funding or make savings. This included increasing fees and charges, making better use of technology, taking in (more) donated books, broader use of the library building with other council services, events and classes. The majority of survey respondents were also positive about complementary commercial activity in libraries particularly café bars, cafes and newsagents.

- The majority of respondents were in favour of charging for the Peoples Network (PN), although this was a more popular choice in libraries which had the lowest rate of PN usage.

- New technology in libraries such as Wi-Fi and e-books was not an influencing factor for people over 40 (who were the majority of respondents), but it was desired by younger age groups.

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- The majority of survey respondents are in favour of exploring partnership opportunities.

- The majority of survey respondents answered 'yes' to supporting the use of volunteers to enhance the service. However, comments made in relation to this questions indicated most people felt volunteers should not replace paid staff.

- Comments made about developing activities in libraries demonstrated a desire for a community space. Activities for children and young people were the most popular suggestions including homework clubs and developing educational attainment. Activities for adults was also a popular suggestion.

- Consultation with young people highlighted a preference for technology. Study space was important, but not in the children's area. Greater links to schools, colleges and universities was a popular suggestion in the overall survey results.

- Consultation with older people highlighted that technology is good but they will always value books, staff, and a welcoming service/ambience.

- Consultation with disabled people highlighted that not all libraries are accessible. Signage is important, and ability to get to know a librarian. Social benefits are important.

- Refugees and Asylum seekers highlighted their need for books which help them to learn English. Libraries should help promote cultural awareness.

7.0 PROSPECTUS Feb-April 2013

After the surveys from the 2012 consultation were analysed, the Council was aware that a number of groups and individuals had offered to support the running of library services. The Council then issued a prospectus (see Appendix D) inviting further ideas and suggestions and offers of support, ensuring all the possibilities had been explored.

The prospectus included a Needs Assessment, and asked for ideas and suggestions that reflected the needs of Sheffield people. The prospectus also included a description of each service/function operated by Sheffield's Libraries, Archives and Information services.

Individuals, groups and organisations were able to register an interest for 8 weeks from 11th February until 8th April 2013. The Council received 27 registrations of interest that included 18 from not for profit groups or organisations, 6 from individual people, 1 from a Parish Council, and 2 from private sector organisations. This exercise was successful in gauging the level of interest and helped to formulate different models of operation. The registrations of interest were not part of any formal tendering process.

8.0 IDENTIFYING THE PREFERRED OPERATING MODEL

A range of potential operating models were developed, drawing on the research of different approaches, learning from best practice, the consultation in 2012 and ideas generated from the prospectus.

13 potential models of operation (with variations) were devised and analysed. This includes a SWOT (Strengths, Weaknesses, Opportunities,Threats) analysis being undertaken on each model. This incorporated relevant issues drawn out from the needs assessment at that time. A workshop involving the Cabinet Member for Communities, Cabinet Advisors and council officers discussed the pros and cons of each model using the analysis against criteria, to determine a preferred model.

Details of the 13 models and the analysis can be found in Appendix I

Summary of the operating models considered:

- Model 1: SCC only support SCC run libraries. Libraries run and staffed by SCC.
- Model 2: SCC oversees all libraries in the city, both SCC run and community run, with volunteer support from the Council.
- Model 3: Libraries run by external organisation with volunteer support. A mix of SCC run libraries and community co-delivered libraries (as model 2), with volunteer support from an external organisation
- Model 4: SCC provides financial support only to SCC libraries, but allow communities to take over closed libraries.
- Model 5: Transfer the entire library service to a charitable trust (or similar)
- Model 6: Transfer the community library service to a charitable trust, retain other services within SCC provision
- Model 7: Consortium model for community libraries only. All community libraries transferred to a number of social enterprises collaborating under one contract. Libraries run mainly with volunteers, not SCC staff.
- Model 8: Voluntary sector hub. All community libraries transferred to social enterprises operating libraries in clusters. Each cluster managed under a separate contract. Libraries run mainly with volunteers, not SCC staff.
- Model 9: Statutory sector hub. Libraries run and staffed by SCC, sharing library buildings with other statutory services creating a service hub.
- Model 10: Private sector hub. Library buildings transferred to or managed by a private sector organisation that would operate the service on behalf of the Council.
- Model 11: A mixture of hub models. Allowing for social enterprise, private sector and SCC delivery.
- Model 12: Education link model. Link library provision, including co-location to other services such as schools and children's centres.
- Model 13: Technology model. Reduced number of SCC hubs, with an increase in book depositories and online access.

Model 2, a 'mixed delivery' operating model involving SCC libraries and community co-delivered libraries was selected for the following reasons:

- More libraries remain part of the main libraries network
- Able to keep as many libraries open as possible with community and volunteer support.
- Co-delivery with community organisations will help to ensure sustainability and quality of delivery
- Opportunity for additional 'voluntary sector' services to run alongside library services

9.0 NEEDS ASSESSMENT

The Needs Assessment (see Appendix E) is part of the process that informs the cabinet decision, taking into account the Council's obligation to deliver a comprehensive and efficient library service, the consultation exercises in 2012, and 2013/14, and an Equality Impact Assessment.

9.1 The needs of Sheffield people

The needs assessment is drawn from a range of statistics and evidence including the 2011 census. The following extract from the Needs Assessment document (the full report can be found in Appendix E) describes the needs and characteristics of Sheffield as a whole.

- The 2011 Census reveals that 552,698 people lived in the Sheffield local authority area.
- In 2010 Sheffield had the highest proportion of its population aged 65 years or over (15.5%) compared to the other English Core Cities.
- There are 29 neighbourhoods in the city that are within the most 20% deprived within England, in total accounting for 28% of the city's population, whilst there are seven neighbourhoods in the 10% of least deprived locations in England. 12% of households rely on benefits with 24% of Sheffield's dependent children and 28% of the population over 60 years old living in households claiming Housing and/or Council Tax Benefit.
- There are 128 languages spoken in the city's schools and community cohesion and community safety remain positive points for Sheffield.
- The educational profile of the city's population has seen the proportion of residents with no qualifications falling from 16.6% in 2008 to 10.0% in 2011, bringing Sheffield in line with the national average.
- Communities living in neighbourhoods in the north and east of the city are more likely to experience deprivation in respect to education, skills and training. Sheffield still has a higher number than the national average of 16-18 year olds not in education, employment or training (NEET).

- Although the city is becoming healthier for most people, health inequalities across neighbourhoods remain and are in some cases widening, with particular individuals and groups remaining or increasingly vulnerable, in particular older people, the young and some women and some ethnic minority groups. People in the most deprived parts of Sheffield still experience poorer health and die earlier than people living in the rest of the city. This reflects the key issue that inequalities in health and wellbeing are intrinsically linked with wider social, cultural and economic conditions.
- Getting around the city is changing with more people using Supertram and walking and cycling although bus travel is declining and motor vehicles are still used by most people to travel.

9.2 NEEDS ASSESSMENT AND PRIORITISATION APPROACH

The needs assessment (Appendix E) contains a range of indicators, which includes indicators to help assess:

- Use of Library Services
- Demographic Need

Following the development of the needs assessment an analysis was undertaken using both of these elements (which are described in more detail below) to inform the council's proposals around the 11 hub libraries. The factors included in the 'Demographic Need' element were given **twice the weight** of those in the 'Use of Library Services' element. This was used as the basis for the council's 2013/14 consultation. Full details of the methodology are given at appendix J (technical report).

Following the public consultation we have reviewed the needs assessment to ensure accuracy – this has resulted in a number of minor alterations and corrections. However, these have not had the effect of altering the 11 libraries initially indicated as hubs nor the 5 libraries initially indicated as co-delivered (although the precise position of each library within the ranking has changed slightly as a result). For further details see Appendix J.

9.2.1 Use of Library Services

To apply fairness between libraries which may have longer or shorter opening hours, the calculations, where relevant, are on a per hour basis.

The Council took into account the number of registered users, the number of books and materials issued, the number of People's Network sessions and the number of library visits.

The number of people using the library service has been declining overall, with a 23% reduction in book issues between 2011/12 to 2012/13.

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The way people choose to access information is changing as technology is developing. Access to information and services 24/7 is an increasing expectation. Local authorities that have introduced e-books for loan have seen a surge in membership as a result. Despite the increase in home computers, the demand for access to the People's Network has increased 22% over the past year. Finding information almost instantly via the internet is increasingly preferred to drawing information from reference books and materials.

Although having physical access to books is still highly desired, particularly for young children and older people, 'book issue' alone, is not a good indicator of the value or effectiveness of the service. Even though it is easier for people to borrow books (for instance self-issue and reservation on line) the number of book issues continues to fall. This is in line with a national trend and is to be expected. It is important that the reshaped library service takes account of these changing trends.

There were 1,924,742 book and other media issues (-23% on the previous year), 366,609 Peoples Network sessions (+22% on previous year), and 2,179,879 visits to libraries (-10% on previous year).

9.2.2 Demographic Need

This part of the assessment considers the demographic needs of those who live, work and study in each library area. This includes the needs of older people, children and young people, people who have a disability and people from minority ethnic backgrounds, people facing deprivation, and people with literacy needs.

The needs of these groups in particular have been identified because:

- Older people (over 65): Increasingly there are more people aged over 65 in the population. Social isolation is an issue for many older people, particularly those who have lost a partner (by 2025 it is estimated that there will be a 23% increase in people aged over 75 living alone). Low income is an issue for many pensioners, and 28% of people aged over 60, living in Sheffield households, claiming benefits relating to low income.

- Children and young people: reading for young children helps them view books as a fun activity, not a chore. Numerous studies have shown that students who are exposed to reading from a young age are more likely to do well in all facets of formal education. Sheffield still has a higher number than the national average of 16-18 year olds not in education, employment or training (NEET).

- People who have a disability: 2% of adult registered users have declared (voluntarily) a disability. Libraries provide a safe and welcoming space. The location of library services is more acute for this group of people, who may be less able to travel to other libraries.

- People from minority ethnic backgrounds: Unlike the general population

(from a white British background), many people from black and minority ethnic communities live in households concentrated in specific areas of the city. This means the location of a library service could have a bigger impact on this group.

- People facing deprivation. There are 29 neighbourhoods in the city that are within the most 20% deprived within England, in total accounting for 28% of the city's population. The location of library services is acute for this group of people, as the cost of travelling to another library could be a barrier to accessing the service. The availability of free books and internet access is of greater importance when income levels are low.

- People with literacy needs. Access to books, knowledge and learning in a safe and welcoming environment, can help people with low literacy needs improve their skills.

- Proximity. The proximity between a library and the next nearest library was calculated as a measurement of the distance using public transport. However the next nearest library by public transport is not always the closest geographically. This allowed the council to determine the libraries that were initially indicated as hubs or to be co-delivered.

9.3 SCC hubs

Using the methodology described in Appendix J, the following were initially identified to be retained as SCC run hubs libraries:

	Priority Ranking (1 = Highest Priority)
Firth Park	1
Crystal Peaks	2
Darnall	3
Manor	4
Woodseats	5
Hillsborough	6
Chapeltown	7
Ecclesall	8
Highfield	9
Parson Cross	10
Stocksbridge	11

9.4 Co-delivered and independent libraries

Using the methodology set out at Appendix J, the following were initially identified to be retained as SCC co-delivered and independent libraries:

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	Priority (1=highest)
Newfield Green	1
Burngreave	2
Southey	3
Woodhouse	4
Park	5
Broomhill	6
Upperthorpe	7
Greenhill	8
Tinsley	9 *
Jordanthorpe	10
Ecclesfield	11
Stannington	12
Frecheville	13
Totley	14
Gleadless	15
Walkley	16

Libraries highlighted in bold are proposed to be co-delivered, with the remaining libraries proposed to be independent. Tinsley library will remain under SCC provision until the rental agreement expires in 2016, after which point it may become an independent library.

10.0   CONSULTATION 2013/14 SUMMARY

A full report on the Consultation 2013/14: 'Evaluation of responses to the Library Service Review Phase 2 Consultation', can be found in Appendix C. Please note this report in itself contains appendices.

The phase 2 consultation followed a decision by the Executive Director of Communities to consult on the new proposals to create a new model of delivery for the Library Service. The report about this decision can be found in Appendix A.

The aim was to ensure as many people of Sheffield as possible were aware of the proposals for the future of Sheffield's library services, and knew how to have their say. A survey was prepared asking questions about each proposal and the possible impact, and allowing space for free text responses.

To enable engagement in the survey there were numerous facilities in place such as a dedicated phone line to give views over the telephone, a Language Line poster in all libraries advertising interpretations support to all communities, post cards, regular press releases, details emailed to 7,538 organisations.

Sheffield Futures were commissioned to organise and facilitate focus groups with children from secondary school age up to age 25. The Children's Involvement Team were also engaged to organise and facilitate focus groups with children from primary school ages.

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Engagement work sought the views of, BME groups, disabled people, older people, children and young people.

People who responded:

- Nearly 9000 people submitted some comments, the majority being via the consultation survey with 7435 individuals completing it, 2757 being paper copies, and 4678 being online surveys.

- 4.9% of adults registered with a library responded to the consultation via the survey.

The response rate per library as a percentage of Registered Library Users at that library range from 0.5% to 13.6%

For consultation results by Equality Groupings, please see section 18 on Equality Impacts.

10.1 Summary of response rates by library

The table below shows response by library and proposed type and shows the percentage of the overall response and also the percentage of registered library users at each library/service.

Library service	Proposed type of service	No. of survey responses	% of respondents	% of registered library users
Archives	City wide services	45	0.60%	0.60%
Broomhill	Independent	591	7.90%	7.00%
Burngreave	Co-delivery	101	1.40%	2.20%
Central	City wide services	976	13.10%	2.00%
Chapeltown	Hub	258	3.50%	3.30%
Crystal Peaks	Hub	295	4.00%	2.40%
Darnall	Hub	39	0.50%	0.50%
Ecclesall	Hub	450	6.10%	4.40%
Ecclesfield	Independent	136	1.80%	5.10%
Firth Park	Hub	107	1.40%	0.70%
Frecheville	Independent	80	1.10%	4.50%
Gleadless	Independent	271	3.60%	7.70%
Greenhill	Independent	371	5.00%	8.40%
Highfield	Hub	173	2.30%	1.90%
Hillsborough	Hub	222	3.00%	2.40%
Home Library	City wide services	72	1.00%	10.80%
Jordanthorpe	Independent	57	0.80%	2.80%
Manor	Hub	109	1.50%	1.30%
Mobile Library	Closure	178	2.40%	5.40%

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Newfield Green	Community led co-delivery	57	0.80%	2.10%
Park	Community led co-delivery	177	2.40%	5.50%
Parson Cross	Hub	57	0.80%	1.20%
Southey	Community led co-delivery	51	0.70%	1.30%
Stannington	Independent	376	5.10%	12.90%
Stocksbridge	Hub	148	2.00%	2.80%
Tinsley	Exception	50	0.70%	1.70%
Totley	Independent	611	8.20%	13.60%
Upperthorpe	Independent	182	2.40%	4.70%
Walkley	Independent	363	4.90%	11.00%
Woodhouse	Community led co-delivery	221	3.00%	6.10%
Woodseats	Hub	186	2.50%	2.70%
Not Selected	N/A	425	5.70%	

If a respondents library is proposed to be a hub, the overall positive responses to the proposals range from 51% to 67%, but if their library is proposed to be independent then positive responses lie between 32% and 41%.

10.2   What people thought of the proposals

A positive response to the questions includes those who answered 'yes' and those who answered 'yes' with reservations. Respondents were also invited to make responses 'no' or not sure.

- As a whole 39% of survey respondents are positive about the proposals, although the response to individual proposals varies.
- 53% of respondents were positive about the needs assessment process.
- 44% of respondents were positive about the hub proposals.
- 45% of respondents were positive about independent library proposals.
- 43% of respondents were positive about community led (co-delivery). Proposals.
- 41% of respondents are positive about the mobile library proposal.
- 62% of respondents are positive about the home library proposal.
- Job seekers and BME communities are significantly less positive about the proposals, although it does vary from question to question.
- Disabled people are very significantly less positive about the proposals.
- If the library a respondent used most closed, 31.9% would stop using libraries, 17.8 % would use the central library and 16.2% would go to the next nearest library.

10.3   Concerns that were raised

- For hub proposals the biggest reservation was longer distance to travel, followed by loss of service.
- For community led (co-delivery) libraries the biggest reservation was uncertain long term future, followed by loss of knowledge and expertise of staff.
- For independent libraries the biggest reservation was uncertain long term future tied with reliability of service.

- For mobile library proposal the biggest reservation was loss of service provision followed by loss of convenience.
- 53% of people were satisfied we had taken into account the right things to inform the proposals, but the most common reservation was the loss of a library as a 'community or social resource'.

11.0   REGISTRATIONS OF INTEREST OCT 2013-JANUARY 2014

As the consultation on the proposal for the future of Sheffield's library service was launched in October 2013, the Council was aware that a successful independent or co-delivered library requires a robust business plan that needs time to be developed.

Therefore an appeal for groups and organisations to register an interest in running either a co-delivered or independent library was made in October 2013. A guidance pack was issued at the beginning of November, followed by workshops, individual group support and a visit to independent libraries in Wakefield.   As this was during a period of consultation, it was made clear to all groups involved, that, until the decision has been made by Cabinet in February 2014, the proposal may be subject to change.

11.1   Summary of support and guidance for the development of independent and co-delivered libraries

Group Name	Library	Proposal	Face to face	Work-shops	Wakefield Visit
Southey Forum	Southey	Co delivery	✓		
Gleadless Valley Community Forum	Newfield Green	Co delivery	✓	✓	
Woodhouse Forum	Woodhouse	Co delivery	✓	✓	
Park Community Action	Park	Co delivery	✓	✓	
Friends of Burngreave Library	Burngreave	Co delivery	✓		
Broomhill Library Action Group	Broomhill	Independent	✓	✓	✓
Friends of Upperthorpe Library	Upperthorpe	Independent	✓	✓	
Friends of Greenhill Library	Greenhill	Independent	✓	✓	✓
Friends of Ecclesfield Library	Ecclesfield	Independent	✓		
Stannington & District Library Group	Stannington	Independent	✓	✓	✓
Frecheville Library Action Group	Frecheville	Independent	✓	✓	✓
Gleadless Library Supporters	Gleadless	Independent	✓		✓
Totley library management group /friends of Totley Library	Totley	Independent	✓	✓	✓
Meadowhead Christian	Jordanthorpe	Independent		✓	

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Fellowship					
Forum Café Bars	Walkley	Independent			
Gleadless Valley Tenants & Residents Association	Newfield Green	Co-delivery			
Walkley Community Library Futures Group	Walkley	Independent		✓	✓

11.2 The key learning points from developing independent and co-delivered libraries

Many of the issues and concerns raised in this section are addressed in the proposal in section 13.5.

Discussions with the groups who have submitted initial business plans revealed a range of needs which, they feel, if met, would increase the viability and sustainability of the library, these are:

- Support for the group to develop and achieve appropriate legal status. This will aid the group to fundraise, enter into contracts and limit their liability.
- Transitional period for the group to go into the library and learn how to do things before officially being handed over to them.
- Funding to help with initial cash flow (as long as overall financial plan is viable).
- Allow independent libraries to be depositories for reservations on SCC catalogue. This would enable library users to access the full Council catalogue as well as book stock in the library.
- For independent libraries to link into local and national initiatives such as the 6 book challenge.
- Plan to get library members signed up to the new independent service (as well as council library service). Not to have a gap between SCC service and new independent service starting (independent libraries will find it harder to get back users who start to make alternative arrangements).
- Library buddying/clusters – links between hubs, co-delivered and independent libraries.
- Support with recruiting, co-ordinating and supporting volunteers, including marketing & promotion.
- The majority of groups have expressed that a 25 year peppercorn lease (subject to conditions) is desirable to help access funding.
- Some groups are concerned about taking on buildings which may incur significant repairs and maintenance bills.
- Independent libraries may fail if their book stock is not updated. This can be overcome in a number of ways:
  - o Buying new books from fundraising (groups feel there will be greater demands on the money they raise such as running costs)
  - o Take in book donations

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- Circulate book stock with other independent libraries, using their own cataloguing I.T. system.
- Independent libraries become book depositories for the SCC library catalogue
- Remain on SCC's catalogue and access city wide book stock and material.

13.0   THE PROPOSAL

The Council has revised the proposal for the future of Sheffield's library services following consideration of the consultation results, feedback from communities and library groups, the Equality Impact Assessment, and insight provided by the priority tool.

The Council will create a comprehensive, modern, affordable and efficient library, archives and information service for Sheffield: Sheffield's libraries will be *in person and on-line.*

The Council want to keep as many libraries in the City open, whether directly through the City Council or in partnership with other organisations.

13.1   Eleven hub libraries

Consultation and research has highlighted the desire and benefit of libraries running as community hubs, where local people can access a range of council services, advice and community activity from one place. Hub libraries will be easily accessible by public transport and conveniently located amongst other services and shops. The Council will liaise with other council services and voluntary sector partners to ensure the 'hub' mix of services provided reflects the needs of local people as much as possible. Library space is regarded as a safe and welcoming environment and this will be maintained.

Eleven hub libraries have been identified by the priority tool (see section 9.2.4) as libraries which will fulfill the Council's statutory duty (and beyond).

This analysis has taken into consideration library usage and performance (best performing libraries) the needs of people in the library catchment area (the libraries with greatest need) and geographical (travelling) distances between libraries (providing geographical coverage across the city).

Everyone will have a hub library within reasonable access to them via a public transport service. There is no doubt that a number of people will have to travel further to access a hub library service. People may be faced with a longer journey to an area they are less familiar with. Nevertheless the proposal ensures a good spread of libraries across the city. Of equal importance, the proposal, ensures that all the services and community space which libraries offer are still appropriately available to the citizens of Sheffield. This remains more than a minimum service offer.

The library service in the 11 hubs will operate with an increased offer (i.e. the development of Wi-Fi and e-book service). The hubs will run for a minimum of 31 hours per week (days and times to reflect the needs of the local community), and volunteers will be encouraged to supplement existing services. As well as providing a service for everyone, a specific programme for different age groups and communities will be provided.

The 11 proposed hub libraries are (in alphabetical order):

Library
Chapeltown
Crystal Peaks
Darnall
Ecclesall
Firth Park
Highfield
Hillsborough
Manor
Parson Cross
Stocksbridge
Woodseats

13.2   Tinsley Library

As an addition to the main proposal the Council will continue to fund and staff Tinsley library for 21 hours per week until the rental agreement expires in 2016. Following this, Tinsley may become an independent library. This ensures that financial resources are used wisely in the current context.

13.3   Community 'co-delivered' libraries

The Council wishes to keep as many libraries open as possible, beyond the core service, and with support from the communities of Sheffield this can be achieved. A community 'co-delivered' library will benefit from all the services and resources of a SCC run hub library, but without the staffing.

There has been careful and considerable reflection on this approach. The greatest cost for community libraries, far outweighing running costs, is the cost of staff. Although the library service can afford to provide a support package for co-delivered libraries, community partners are needed to run the libraries with volunteers in order to keep the libraries open.

The Council is aware from the consultation in 2012, that 59% of respondents were in favour of exploring partnerships (rather than library closure). In February 2013 the Council invited individuals, groups and organisations to register an interest in supporting community libraries. This exercise enabled the Council to better understand how it can work together with different partners. These benefits include fundraising and gaining access to funding, enhancing community engagement, providing volunteers and helping to tailor services and resources more closely to community need.
Co-delivery is therefore considered to be an effective way to keep more libraries

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open in Sheffield. This is a creative approach which takes account of Sheffield's particular profile. The research which looked at the experience of other local authorities, suggests it is not sustainable for community groups/organisations to take over the running of redundant libraries without any ongoing support and commitment from the Council.   The Council can therefore offer the following package of support, subject to an approved business plan by end of June 2014.

- Property running costs, including but not limited to: utilities, cleaning, waste disposal, repairs and maintenance, rent and service charge where applicable
- Book and material stock, and circulation.
- Radio Frequency Identification Devices (self service machines)
- Computers and free access to the Peoples Network (internet access)
- Computer maintenance
- On-line catalogue
- Access to activities and initiatives run by the Young People's Library Service.
- Community librarians will work with these libraries to improve literacy in the community.
- Advice and guidance on running the library will be provided by community development librarians for up to 15 hours per week
- The Council will work with these libraries to provide a training and support programme for volunteers.
- The Council will provide support to recruit and manage volunteers

The Council will seek a city wide approach to connect the hubs with community libraries (both co-delivered and independent) under a joint strategy. The Council will also support groups to develop links and partnerships with voluntary, statutory and private sector partners.

The Council will fund community co-delivered libraries for a pilot period which will last for 2 years, following assessment, this may be extended. During this period the Council will seek to develop the range of skills and experience within groups to run library services. Support will be given by Council library staff to help groups set up and sustain their library. Progress will guide future proposals for the community library service.

Five community organisations have registered an interest to run a co-delivered library and have submitted an acceptable initial business plan.

It is proposed that the following libraries become community co-delivered libraries, subject to the completion of an approved full business plan by end of June 2014. These are (in alphabetical order):

Burngreave
Newfield Green
Park
Southey
Woodhouse

13.4   Independent libraries

In line with the priority tool, it is proposed the following libraries may become independent libraries:

(in alphabetical order)

Broomhill
Ecclesfield
Frecheville
Gleadless
Jordanthorpe
Stannington
Totley
Upperthorpe
Walkley
(plus Tinsley after the rental agreement expires in 2016)

In the report of the Executive Director 25th September 2013, it was outlined that libraries vulnerable to closure, which do not become community co-delivered libraries, may become independent libraries without financial support from the Council. However, a range of non-financial support, advice and assistance was always proposed for the formational stages though this would not be ongoing.

Since the launch of the consultation the Council has encouraged community groups and organisations to come forward and register an interest in running their community library. Interest has been strong and every library which is vulnerable to closure has a group/organisation willing to run it.

Guidelines were produced for individuals, groups and organisations who want to run, or help to run a library service in Sheffield. As listed in section 11.1 library groups took advantage of a range of information and support sessions organised by the Council, including workshops and a visit to independent libraries in Wakefield.
The guidelines included a range of information and advice, including the criteria for initial and full business plans (see appendix G) The list below outlines the criteria for the initial business plans which had a submission deadline of 24th January 2014.

   (1) A volunteer register
   (2) Managing and co-ordinating volunteers
   (3) Working with partners
   (4) Governance arrangements
   (5) Ideas
   (6) Financial plan

11 groups/organisations have submitted an approved initial business plan and will be invited to develop a full business plan.

Where more than one group have submitted an approved initial business plan,

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the Council will encourage groups to work together and consider submitting a full business plan as a joint venture. If this is not possible, the full business plans will be competitively assessed/scored.

Library groups that have specified an interest in delivering a library as 'co-delivered' for a library which is now confirmed as an 'independent' library will have until 31st March 2014 to confirm if they wish to proceed with a full business plan as an independent library. Library groups where the library is now confirmed as 'co-delivered', may submit a full business plan as either a co-delivered or independent library.

Groups/organisations (who have submitted an approved initial business plan) may submit their full business plan between 1st April 2014 and 30th June 2014.

Although the Council is working actively to keep libraries open, if groups do not make sufficient progress (given the support that is available), or fail to submit a business plan to the required standard, in the interest of operating an efficient service, library closures will be needed.

If there are no alternative plans for the library building, up until the end of June 2014 the Council will look at all additional viable proposals for retaining a library service.

As the library groups developed their initial business plans, they were able to raise issues and concerns they had about the viability and sustainability of independent libraries. These needs have been considered, along with the consultation results and are now reflected in a new offer for independent libraries.

13.5   Additional support for independent libraries

By increasing the viability and sustainability of independent libraries the Council can address many of the concerns expressed in the consultation and identified in the equality impact assessment.

A series of support measures to the value of £262,000 will be funded by the Council for up to 3 years:

Development Support
An allocation of £47,700 has been made to support the development of groups to enable them to run an independent library. This includes support from a volunteer co-ordinator.

- Support for the group to development & achieve appropriate legal status.
- Tailored transitional plans for each co-delivered and independent library with support and training including H&S, safeguarding, equalities etc.
- Develop a network of independent libraries.
- Support to recruit, manage, retain and support volunteers. Including marketing and promotion.
- Support to link with other statutory and voluntary services.

- Cluster support arrangements to be put in place linked to nearest hub library.

Support to manage library buildings
- Each building will be negotiated individually with Property & Facilities Management. Peppercorn rent subject to conditions. Alternative arrangements such as SCC retaining responsibility for the building can be considered.
- The Council will explore where any further capital support may be available as part of the Council's capital programme.

Support to run independent libraries
- An allocation of £154,300 has been made for a grant pot of funding to aid sustainability linked to a viable (and approved) business plan:
  - Year 1, each independent library can apply for funding (up to the level of the running cost budget for that library), for funding needs identified in their final full business plan. The Council will work with the independent libraries to identify and implement an appropriate system to monitor the success of the libraries and the impact gained from the Council's investment.
  - Year 2, each independent library can apply for funding, (as year 1 value) for projects that will enable sustainability and future financial independence from the Council.
  - Year 3, criteria for this funding to be determined by an assessment undertaken after years 1 and 2.

Access to Library Services
An allocation of £6000 (based on 10 independent libraries) has been made for each independent library to access services described below (if they wish). A guidance pack will be produced.

- Book depository service giving library users access to SCC catalogue stock at their independent library.
- Independent libraries may remain on the library catalogue system. This will involve training and additional security arrangements. The book stock will not be transferred to the independent library as the stock may be requested by any library user in the city. Income generation from SCC materials i.e fees and charges will remain with SCC. Independent libraries may retain (where these are already installed) a Radio Frequency Identification Device (self service machine) until the current lease period expires.
- Alternatively independent libraries may prefer to have their own cataloguing system.
- Independent libraries will be able to link into local and national initiatives such as 6 book challenge.
- Independent libraries may retain the People's Network service, (subject

to additional security arrangements).

Workshops will be set up for independent library groups and a guidance pack will be produced.

14.0   VOLUNTEER PROGRAMME

Volunteering is a core component of an active and vital library service, bringing new skills and community involvement into how libraries are run.

Volunteers are already engaged with a variety of library services, this includes a range of non-core projects that enhance the Archive and Local Studies Service, and young people volunteering for the Summer Reading Challenge.

The Library, Archives and Information service will develop a Volunteer Strategy that recognises the benefits volunteering can bring to the community, those involved in volunteering, and the service as a whole. This will include links to City Wide Strategy and the Fairness Commission.

A volunteer programme for library services will have the following features:
- A volunteer coordinator, to support community co-delivered and independent libraries, hub libraries and the Home Library Service in recruiting, managing and training volunteers.
- A hub support programme, enabling volunteers to work with hub libraries to enhance the service. This could be by delivering additional activities, or running the library outside the Council run opening times, therefore extending the opening hours of the library.
- Home Library Service volunteer programme, volunteers will be recruited, trained and supported to help expand the service as demand grows.

The Consultation in 2012, whilst generally approving of volunteers, raised a number of concerns. Again, concerns were raised in the 2013/14 consultation. The actions outlined below aim to address these concerns.

Concern that volunteers will replace paid staff
As described in 13.3, there has been careful and considerable reflection on this approach. The greatest cost for community libraries, far outweighing running costs, is the cost of staff. Although the library service can afford to provide a support package for co-delivered libraries, community partners are needed to run the libraries with volunteers in order to keep the libraries open.

The reduction in the number of posts as a result of the new operating model and service structure, will be the same, whether or not any co-delivered or independent libraries become operable. It can therefore be considered, that volunteers in community co-delivered and independent libraries are not replacing paid staff.

Volunteers in SCC run hub libraries will only be used to enhance the service offer, or extend opening hours. Volunteers for the Home Library Service will only be used to enhance and extend the service.

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Volunteer reliability
- Each community co-delivered and independent library will have a full business plan including how they will manage and co-ordinate volunteers. Training and advice will be provided.
- A volunteer coordinator funded by the Council, will help the community co-delivered, independent libraries and Home Library Service to manage and co-ordinate their volunteers

Quality & suitability of volunteers
- Volunteer role profiles will be produced, and volunteers will be matched to the qualities required for the role.
- A volunteer training programme will be in place to meet legal obligations, such as Health and Safety, equalities training, safeguarding of vulnerable people and children.
- For community-co-delivered libraries a Community Development Librarian will be available to provide advice and guidance on running the library effectively.
- Safeguarding procedures will be in place. Volunteers should not work by themselves with library service users, unless they have undergone a Disclosure and Barring Service check, which the Council will co-ordinate.

Accountability of volunteers
- Community co-delivered and independent libraries will be required to submit an approved business plan with good governance arrangements.
- Equalities training will help maintain a welcoming environment for all people.

15.0 FUTURE OF THE MOBILE LIBRARY SERVICE

The proposal is to close the Mobile Library Service. However, the Council will consider any offer to run the mobile library on an independent basis without on-going financial support from the Council, up to the point of closure.

There are currently two mobile Library units (but generally only 1 is used at a time). The service offers access to range of books and materials. It does not offer community space, access to the catalogue, computers or internet access.

The mobile library stops are often close to static libraries.

The cost of the Mobile service per transaction is very high compared to other libraries. It costs 3 times as much to issue a book through the Mobile Service than from a static library. The usage is low and declining, between 2010/11 and 2012/13 issues were down 57%.

The results of consultation 2013/14 (see Appendix C), showed that 41 per cent of the survey respondents answered 'yes' or 'yes with reservations' about the proposal to close the mobile library service.

The concerns raised (consultation 2013/14) regarding closure are:
- Loss of service provision - 58%
- Loss of convenience – 56%
- Having to travel to use a library – 50%
- Not being able to borrow books and other materials – 48%
- Cost of travel – 40%
- Not able to use or access materials – 33%
- Losing the opportunity to meet people – 29%
- Loss of educational opportunities - 27%
- Other – 22%
- Loss of access to computers/internet – 18%

In response the Council will promote the following services:

- Users of the mobile library service, who are unable to visit a static library or need help to do so, may apply to join the Home Library Service.
- The location of static libraries, hubs, community co-delivered and independent libraries will be promoted, included the services that are offered. This includes activities and opportunity to meet people.
- Mobile library users will be able to access free e-books, and access computers and internet in static libraries (which are not available from the mobile library)
- Access to the library catalogue, available in static libraries will enable service users to identify and reserve materials and books from anywhere in the city. (This service is not available from the mobile unit).
- The Council aims to keep open as many libraries as possible by providing a support package for co-delivered and independent libraries. This will limit the journey time and cost of travel to access a library service.

16.0   DEVELOPMENT OF THE HOME LIBRARY SERVICE

The Home Library Service offers an important service for people who are unable to visit a library and do not have any help to do so. The Home Library Service will be available for people who need help to live independently. This service will also be offered to current users of the mobile service who cannot access their community library and fulfil the criteria for the service.

The ageing population of Sheffield is likely to increase demand for the Home Library service therefore it is important to retain and support. The Council aim to develop and expand this service through a volunteer scheme in addition to paid staff.

In the summer 2012 a separate consultation exercise was undertaken with users of the Home Library Service. A report on the consultation results can be found in

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Appendix L. The majority of respondents (who answered the question), said they liked the idea of volunteers helping library staff as they do their rounds delivering books and materials in the library service delivery van. This report highlights a high level of satisfaction with the service and the staff. However there was concern regarding the use of volunteers, for example "I am not good with strangers visiting my home and volunteers could be anyone and different every time I am quite worried that this could happen ".

The development and promotion of the Home Library Service received the highest levels of approval in the consultation 2013/14 exercise. The response to this question is as follows (extract from full report Appendix C):

- 62% of survey respondents answered 'yes' or 'yes with reservations' to the proposal to expand the home library service with the use of volunteers.
- The most common reservation expressed was the possible use of volunteers as well as paid staff .
- Black and minority ethnic (BME) people were statistically significantly less positive than non BME people. Although the use of volunteers was the biggest reservation, within the free text box BME differed from the whole group in being slightly less concerned about vetting arrangements and slightly more concerned about quality.
- Job seekers were statistically significantly less positive than non-job seekers. The use of volunteers was again the biggest reservation but they differed from the main group in the free text box by being less concerned about vetting arrangements and more concerned about loss of knowledge and expertise of staff.
- Disabled people were also statistically significantly less positive than non-disabled people. Use of volunteers was again the biggest reservation but they differed from the main group in the free text box by being more concerned about vetting arrangements for volunteers.
- Those who contributed views outside of the survey process in general did not comment in detail about the home library service proposal.

As this service is delivering to vulnerable people in their own home, the Council will ensure safeguarding procedures are in place as well as training, support and supervision. Volunteers and staff will not visit Home Library Users on a 1 to 1 basis, without a Disclosure and Barring Service check having been undertaken. Where volunteers are used, this will be with the approval of the service user.

Social isolation is an issue for many older people, particularly those who have lost a partner. By 2025 it is estimated that there will be a 23% increase in people aged over 75 living alone. The demand for the Home Library Service is expected to grow and this could result in a reduced visit time. The development of a volunteer scheme should help to alleviate this pressure.

The Volunteer Co-ordinator engaged to support the viability and sustainability of the Independent libraries, will also oversee the co-ordination of volunteers for the Home Library Service in the development stages. This will maximise efficiency and avoid duplication. Over the next two years the Home Library Service will develop its capacity to manage volunteers effectively and expand the service.

The Equality Impact Assessment (see full report in Appendix F) describes a number of opportunities to support the delivery of the Home Library Service, this includes:

- The opportunity to work alongside voluntary sector groups and lunch clubs to facilitate greater access to the Home Library Service or to develop alternative approaches.

- Support via the Housing+ service. Including:
  - support for tenants and their families to define their aspirations, independently
  - manage their own health, well-being and improve their household resilience
  - better joined-up working between Council services to support tenants more effectively
  - taking a 'whole household' approach, and building better links with GPs and other health staff
  - building community resilience by encouraging more 'grassroots' involvement of tenants

17.0 CENTRAL LIBRARY

Central Library will continue to be open 6 days a week, although this will be with a reduction in opening hours by 1 evening and 1 afternoon per week. Opening times will be scheduled across the library network, to be as convenient as possible.

Central Library will continue to offer a range of lending opportunities for all ages, provide local studies, the library theatre and host Graves Art Gallery.

The position of Central Library in the city centre offers residents and visitors from across the whole city and beyond, a great location to access a range of services.

Proposals are being developed to offer a more modern and flexible space, where culture/art and library uses can better share space and offer an accessible, attractive and welcoming environment for residents and visitors to enjoy.

18.0 EQUALITY IMPLICATIONS

An Equality Impact Assessment (EIA) forms appendix F. The EIA assesses the impact of these proposals on a range of people with what are termed "protected characteristics" under S149 the Equality Act 2010 and also issues relating to poverty, deprivation and financial inclusion. Some of these impacts may subsequently be addressed in part or in whole by the establishment of community co-delivered libraries and independent libraries.

The EIA includes an assessment of the impacts of the wider proposals in the main report including, for example, the Mobile Library service, and the Home Library Service. All individual Libraries not proposed as hubs have individual Equality Impact Assessments.

The EIA, which has been informed by the consultations undertaken, should be

read together with the needs assessment.

In summary, there is no doubt that any library closure would have some negative impact on protected characteristic groups both in local communities and the city as a whole. The consultation has identified stronger reaction to some of the proposals from some protected groups but in particular from disabled library users.

The process of the needs assessment has looked to take into account the demographic needs of the key protected groups and has included this in the process of prioritisation for the SCC run hubs, and community led co-delivered libraries.

The additional funding for independent libraries which has been identified should provide a basis to avoid closures and thereby avoid the most negative equality impacts. Additional support that will be provided to independent libraries will help them to develop links with other services such as Public Health.

Some of the other potential negative impacts can be mitigated in part by policy developments such as Housing+, that will include local community-based approaches to delivering services and work to extend Digital Inclusion, ensuring the inclusiveness of services supported by staff and greater utilisation of the Schools Library Service.

The Council has examined key indicators to determine whether there are likely to be significant equality impacts should an individual 'non-hub' library face closure and we have identified the following locations/characteristics;

- o Park Library – Young People
- o Burngreave Library – BME People
- o Tinsley Library – BME people
- o Upperthorpe Library – Disabled People
- o Totley Library – Older People.

The needs and concerns of Children & Young people, BME people, Older People and Disabled people expressed in the consultation 2013/14 exercise are described below. Also the issues relating to Job-seekers.

18.1   Children & Young People

The consultation work undertaken in 2013/14 with children 5-11 years gathered the views of 152 children. 28% of these were non-library users. In the work undertaken by Sheffield Futures with 164 11-19 year olds views, 49% were non-library users. See Appendices 8 and 9 for full reports of the consultation activity. Some of the key concerns expressed by children and young people were:

- Library hours as they are at the moment are inconvenient for children and are a reason why some of the children don't use libraries.
- Central library – want it to close in mornings instead of afternoons and evenings as they can only go later in day after school.

- Hubs proposals – Those whose local library isn't becoming a hub had concerns about distance to travel and the cost and safety implications of travelling on their own. This mirrors concerns expressed by adults in the survey.
- Community-led – concerns about volunteers with no professional librarians on site.
- Scepticism about whether volunteers in the number needed could be recruited for non-profit making activity.
- In favour of expanding the home library service.
- Against the closure of mobile library service.

A range of issues were expressed by children and young people through the main survey, particularly pre-school children, these included:

- Loss of activities e.g. toddler groups, reading groups
- Travel with small children and pushchairs
- Loss of support networks for parents
- Libraries fostering positive attitude to literacy and current low literacy rates in the city.

18.2   Older people

Overall, older people did not offer statistically different opinions to people aged under 65. However, there were significant differences on a few questions where those under 65 were less positive than those over 65.   This included the question about the proposals overall, the central library proposals and the proposal for independent libraries.   Only on the question on mobile libraries were people over 65 less positive than those under 65.

However, some of the free text comments received offered some insight into factors that might be important for older people. These comments are not statistically significant but highlight some possible areas to note:

- Reliance on local libraries as a source of social contact to relieve isolation.
- Difficulty travelling and carrying books.
- Concerned about cost of transport if bus passes are withdrawn at some stage.
- The closure of the mobile library service was a particular concern.
- Travelling longer distances in bad weather and negotiating the hills.

18.3   Job seekers

Overall job seekers are less positive about the proposals than non- job seekers. The responses clearly show that a significantly greater proportion of Job Seekers use the library for:
- Accessing computers
- Borrowing CDs/DVDs
- Printing and photocopying
- Job searching and /or volunteering opportunities
- Reading books/newspapers in the library

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- Education and learning
- Meeting people
- Advice and guidance

Job seekers were significantly more likely than non-job seekers to use Central library or the next nearest library should their usual library close. However, they were not significantly more likely to lose access to library services altogether, nor were they significantly more concerned about travel to another library.

18.4   Disabled people

Disabled people were significantly less positive about all the proposals than non -disabled people. Some comments from free text boxes that might shed some insight into the reasons are listed below. These are not statistically significant but may highlight some causes for concern:

- Value relationship with current librarians which they fear will be lost if they have to attend another library e.g. making adjustments and offering support where required e.g. with accessing appropriate materials – audio books and Braille.
- Concerns about fewer staff being available to support disabled people.
- More difficult to travel to alternative libraries in general and a greater impact on disabled people of this.
- Some alternative libraries reported as being particularly inaccessible for disabled people e.g. Hillsborough, Woodseats, Central and Ecclesall. Parking, distance to walk and toilet facilities were registered as factors in this.
- Upperthorpe was particularly valued for its ease of access.
- The cumulative impact of the proposed cuts in library services and other changes e.g. benefit changes.

18.5   Black and Minority Ethnic (BME) communities

People from BME communities were significantly less positive about the proposals overall than non BME communities. This did vary from question to question though. Some factors identified in the free text boxes and in visits to BME groups which might indicate a difference in reliance or use of libraries are listed below. These are not statistically significant but may offer some insight:

- Confidence in their local area but concerns about using libraries outside of their community e.g. personal safety.
- Expressed concern about loss of language support if their local library closes.
- The libraries they use now have resources in community languages e.g. Urdu and Bengali and concern that alternative libraries may not have these.
- Familiarity with staff and strong relationships with staff are something people value, perhaps because of the support that's been available.
- People who've arrived relatively recently have less awareness of the

geography of the city and therefore will find it hard to navigate to alternative libraries outside of their communities.
- Some BME people use libraries as a way to engage with people in their local community and are concerned that if their local library closes it will have a more significant impact on BME people.

19.0 LINKS TO STRATEGY AND CORPORATE PRIORITIES

The Fairness Commission, set up by the Council but independently chaired, focuses attention on reducing the big differences in income and life chances between different parts of the city. In line with the Council's commitment to the Fairness Commission, in particular, the principle that those in greatest need should take priority, the co-delivered libraries have been ranked according to the demographic need indicator. This includes levels of deprivation (IMD rank), educational attainment, the population of older people, children and young people under 19, disabled people, and people from minority ethnic backgrounds.

This is also in line with the Council's Corporate Plan 'Standing up for Sheffield', where the library service can help to tackle poverty, increase social justice and support better health and wellbeing. The Council is aware of digital exclusion and the need for people to access benefits online. Free internet access offered by co-delivered community libraries will continue to play an important part in tackling digital exclusion.

The following table outlines how the proposal will meet the needs identified in this report, and how it will contribute to the delivery of the LAI(S) strategy.

Links to Strategy	Links to needs assessment	Features of the Proposal
Library provision that recognises the changing demands and expectation of its users.	• Needs relating to Universal Benefit and digital access. • An estimated 45,980 households in Sheffield do not have a computer at home with internet access.	• Online training courses and other IT classes • Computers and access to internet via People's Network • E - books • Wi-fi • Self service (RFID's, online catalogue) to free up staff time for enquiries, activities and other support.
Library provision which enables the improvement of literacy and skills for people of all ages.	• Literacy needs	• Reader development activities e.g. adult literacy schemes, the Six book challenge • Reading groups • Community outreach by Community Development Librarians

The diverse needs of individuals and groups across the city are recognised.	• Needs of disabled people • Needs of elderly people • Needs of BME communities • Needs of children and young people	• Talking books • Safe spaces • Large print books • Targeted services for 'new arrivers' – e.g. access to the 'Life in Great Britain Citizenship course'. • Books in a broad range of community languages • Children's activities
People of all ages are enabled to explore, discover and learn to realise their potential.	• Literacy needs • Health and wellbeing	• Book and material loan • art clubs and other creative activity • coffee mornings • reading groups • homework zones • classes and educational activities
Communities are developed, improving skills and employment prospects	• A higher number than the national average of 16-18 year olds not in education, employment or training (NEET). • Needs of people who are job seeking	• Job search sessions • Free access to computers and the internet for all via the People's Network. • Community outreach by Community Development Librarians • Fax and photocopying services
Contribute and support towards opportunities to tackle poverty and social inequality	• Low income is an issue for many pensioners • 28% of the city's population living in deprived neighbourhoods. • Cost of travelling to another library could be a barrier to accessing the service. • Free books and internet access is of greater importance when income levels are low.	• Job search sessions • Smart meters for loan • Free access to computers and the internet for all via the People's Network. • Community outreach by Community Development Librarians
Services are cost effective and efficiently managed and demonstrate value and	• Ability to travel considering geography and transport routes.	• Commitment to 11 hub libraries hubs fully staffed and resourced.

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quality to the community.	• People who are not in employment – access to work experience	• Running costs and professional support for community co-delivered libraries, following a clear business plan and service level agreement. • Support for up to 10 independent libraries with a £262k support package to help them maintain library services. • Volunteer co-ordinator and training programme to build capacity and ensure compliance with relevant legislation and equalities duties.
Service points are closer to neighbourhoods.	• People who are less able to travel.	• A geographical spread of services across the city. • Community Development Librarians that go out into communities. • Investment in I.T. (WI-FI, twitter, flickr, facebook, blogs, online catalogue reservations and renewals) to extend the reach of library services.
Books and reading are celebrated.	• Literacy needs.	• Book and material loan • Writing groups • Meet the Author sessions • Range of activities for adults and children
Information is easy to source and convenient. - Digital inclusion is supported and there is easier access to online services.	• Digital inclusion needs • Access to information needs.	• Reference and information services in hubs • Newspapers • Free access to computers and the People's Network • Online catalogue
Sheffield's diverse history, locality and culture is celebrated and showcased.	• Promote cultural awareness and social co-hesion.	• Family and local history • Library activities
Children and young people are encouraged to gain the right skills for the future and attain their potential.	• A higher number than the national average of 16-18 year olds not in education, employment or training (NEET).	• Continuing commitment to activities in hub and community run libraries such as: – babytime and storytime

		− children's books and children's library space − homework zones & after school clubs − educational activities
Groups and individuals are encouraged to use the library space, and space responds to local need.	• Community cohesion • Health and wellbeing	• Community rooms and exhibition space
Different areas of the service are enhanced.	• Needs of elderly people and those who are housebound • Digital inclusion	• Sustained and expanded Home Library Service for people who are unable to travel to a library • Wi-fi access • E-book service
Access to health benefits for library users and visitors	• Social isolation is an issue for many older people • Safe places for people with learning disabilities • Health & wellbeing	• Safe and welcoming spaces • Access to books for self help • Information and exhibition space • Social activity

20.0   SUMMARY OF FINANCIAL INVESTMENTS

The Council will have targeted investments to ensure that the library service is developing in a way that will meet needs into the future, with particular emphasis on social and technological change.

- £50,000 investment in technology to extend on-line services and develop e-lending service and Wi-Fi.
  - E-books delivered on a pilot basis and will be evaluated. In the 2012 consultation 37% of survey respondents (across all age ranges) indicated they would use libraries more if they could borrow downloadable e-books.   The preference amongst younger age groups (16 to 40) is higher.
  - Wi-Fi to be installed in Central library and the 11 hubs.
  - Further research leading to a strategy for I.T. development and investment in the future, including the development of the on-line catalogue.

- In the longer term, the Council wants to move library buildings into new or upgraded facilities. This work includes the upgrading of Central Library
- Independent library sustainability support = £262k per year for up to 3 years
  - Up to £154,300 pot of funding to develop the viability and sustainability of independent libraries (linked to full business plans).

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- Up to £60,000 for independent libraries to access library services, this may include I.T. security (any surplus to be added to the above pot of funding).
- £47,700 Volunteer development and support programme for independent and co-delivered, SCC hubs, and the Home Library Service. Including the development of service links with voluntary, statutory and private sector services. Training for volunteers to ensure compliance with statutory obligations e.g. health and safety, equalities, safeguarding.

21.0 FINANCIAL IMPLICATIONS

Following consultation, should the proposals be approved by the Council, it is estimated that savings achieved as a result of service changes would be in the region of £1.669m in total over the next 2 financial years (2014/15 and 2015/16). The service budget would be reduced from just over £6m per annum to just over £4.3m per annum, a reduction of 15% in each year. The additional support for independent libraries to the value of £262k will be funded from an under spend in the Public Health budget in 2013/14 carried forward to 2014/15. For the following two years 2015/16 and 2016/17, up to £262k per year will be allocated from the Public Health budget.

22.0 LEGAL IMPLICATIONS

1. S7 Libraries and Museums Act 1964 requires that

   7 General duty of library authorities.
   (1)It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof, . . .
   (2)In fulfilling its duty under the preceding subsection, a library authority shall in particular have regard to the desirability—
   (a)of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and
   (b)of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it; and
   (c)of securing, in relation to any matter concerning the functions both of the library authority as such and any other authority whose functions are exercisable within the library area, that there is full co-operation between the persons engaged in carrying out those functions.

2. Cabinet must be satisfied that the needs assessment and priority tool, consultation feedback, EIA and other attached report(s) provide sufficient information to

evidence that the council will satisfy this duty through the proposed new library service.

3. S149 Equality Act 2010 ("The Public Sector Equality Duty" *PSED*) requires that:

    149Public sector equality duty.
    (1)A public authority must, in the exercise of its functions, have due regard to the need to— .
    (a)eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act; .
    (b)advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; .
    (c)foster good relations between persons who share a relevant protected characteristic and persons who do not share it. .
    .
    (3)Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to— .
    (a)remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic; .
    (b)take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it; .
    (c)encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low. .
    …
    (7)The relevant protected characteristics are— .
    age;
    disability;
    gender reassignment;
    pregnancy and maternity;
    race;
    religion or belief;
    sex;
    sexual orientation.

4. Cabinet must be satisfied that these obligations have been understood and will be met in the delivery of the proposed new library service. The primary tool for achieving this is via the Equality Impact Assessment (EIA) at appendix *. It is also noted that PSED obligations are considered within the attached needs assessment and Cabinet must be satisfied that they are properly taken account of in reaching its decision. If the EIA identifies negative impacts on protected characteristic groups then these should be set out and mitigations described so far as that is possible.

5. There is no statutory obligation to consult with members of the public when considering a change to library services but there is a legitimate expectation of consultation where public services are the subject of this level of change. In reviewing the consultation, Cabinet need to be satisfied as to the following:-

(i)   consultation must take place when the proposal is still at a formative stage;

(ii)   sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response;

(iii)   adequate time must be given for consideration and response; and

(iv)   the product of consultation must be conscientiously taken into account.

23.0   HUMAN RESOURCE IMPLICATIONS

Detailed implementation plans will be developed to address the HR implications of the proposed changes to the Library Service. Due process will be followed including full consultation with trade unions, legal advice if necessary and attempts to mitigate against any redundancies.

Roles will be developed to reflect the requirements of the proposal, in particular:

- Community Development Librarians will offer advice and guidance to co-delivered libraries to help them deliver a quality service, and help to form library support clusters.

- Community Development Librarians will develop and expand reader development activities in the community, building links with statutory and voluntary sector organisations in the community to help them achieve this.

- A Volunteer Coordinator will support independent and co-delivered libraries, hub libraries and the Home Library Service to recruit and co-ordinate volunteers, gain appropriate training and link with other statutory and voluntary sector services, such as public health and UK-online

24.0   REASONS FOR RECOMMENDATIONS

Following extensive public consultation, to implement the review of the Libraries, Archives and Information Service, establishing a new service which will meet the City's aspirations for the future, will be comprehensive and efficient and will develop new partnerships with community organisations and people who use library services.

This new service will take account of the issues raised in the public consultation, the needs assessment and Equality Impact Assessment and will be affordable.

25.0   RECOMMENDATIONS

To agree a new operating model for community libraries. Taking account of the Council's obligation to deliver a comprehensive and efficient library service as

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informed by the needs assessment, consultations undertaken and Equality Impact Assessment. The new operating model will consist of:

- o 11 SCC run hub libraries
- o Up to 5 co-delivered community libraries
- o Retain Tinsley Library as a Council run facility until its rental agreement expires in 2016.
- o Up to 10 independent libraries, with support for up to 3 years
- o New opening times for Central Library
- o Closure of the mobile library service
- o Development of the Home Library Service through a volunteer programme
- o All other existing library, information and archives services will be retained including the Schools Library Service
- o A volunteer programme

5. To agree £262,000 of funding from the Public Health Grant for 2013, carried forward to 2014/15, to support the sustainability and viability of independent libraries and volunteering, in response to issues raised during the consultation around the needs of older and disabled people and the role which libraries play in promoting health and well-being and in accordance with the Public Health Outcomes framework.

6. To agree funding of £262,000 from the Public Health Grant to support independent libraries and volunteering for the period 2015/16 and 2016/17, in response to issues raised during the consultation around the needs of older and disabled people and the role which libraries play in promoting health and well-being and in accordance with the Public Health Outcomes framework.

7. Subject to consultation with the relevant Cabinet Members to ask the Executive Directors for Resources and Communities to explore the potential for a further capital allocation for any major repairs to independent libraries.

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SHEFFIELD CITY COUNCIL

Executive Director
Report

Report of:	**Jan Fitzgerald/Andrew Milroy**

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Report to:	Richard Webb

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Date:	**25th September 2013**

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Subject:	The future of Sheffield's Library Services

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Author of Report:	(Jan Fitzgerald 2734486/Andrew Milroy 2734751)

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Summary: This report to the Executive Director seeks approval for the next stage of the Libraries, Archives and Information Service review.   Research, consultation and an option analysis have been undertaken. The next stage will consist of a 12 week consultation period seeking views on the proposals for the future of library services. This proposal describes the creation of 11 hub libraries and up to 5 co-delivered community libraries. The remainder may become independent libraries with the exception of Tinsley library which will remain open as a Council run facility for the next two years for reasons set out in the report. A change is proposed for the opening hours of Central Library which will retain its 6 day opening. It is proposed that the Mobile service be closed due to a decline in usage, and the Home Library service will be developed reflecting the needs of an ageing population. The results of the consultation will inform a report to Cabinet in the New Year.

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Reasons for Recommendations:

1. To progress the review of the Libraries Archives and Information Service, enabling a new structure to be created and taking into account future requirements for libraries, both social and technological, and affordability of the service.

Recommendations:
1. To go out to consultation for a period of 12 weeks to seek views on the proposal including:
    - Views on 11 hub libraries
    - Views on up to 5 co-delivered community libraries
    - Views on retaining Tinsley Library as a Council run facility for the next two years
    - Views on library closure
    - Views on new opening times for Central Library
    - Views on the closure of the mobile library service

2. To open up a further period of Registrations of Interest for groups and organisations who are interested in helping us to co-deliver a library or deliver a library independently.

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3. To report the insights and information arising out of this consultation to Cabinet in the New Year, with a final proposal.
4. To consider whether any further consultation is required as part of the report to cabinet in the New Year.

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Background Papers:

- **Survey 2012 results**
- **Library Review Report (draft)**
- **Outline strategy**

Category of Report: OPEN

Statutory and Council Policy Checklist

Financial Implications
YES   Cleared by: Liz Orme
Legal Implications
YES   Cleared by: Steve Eccleston
Equality of Opportunity Implications
YES   Cleared by: Phil Reid
Tackling Health Inequalities Implications
NO
Human rights Implications
NO:
Environmental and Sustainability implications
YES
Economic impact
YES
Community safety implications
NO
Human resources implications
NO
Property implications

NO
Area(s) affected
All
Relevant Cabinet Portfolio Leader
Cllr Mazher Iqbal
Relevant Scrutiny Committee if decision called in
Economic and Environmental Wellbeing
Is the item a matter which is reserved for approval by the City Council?
NO
Press release
YES

1. Summary

The Libraries Archives and Information Service (LAI(s)) Review began with the establishment of an Elected Members Task and Finish Group in July 2011 and will conclude with a report to Cabinet in the New Year 2014. This report to the Executive Director includes a history of the service review, what has been learned, what has changed, and what is now proposed.

The Review was to ensure we have a comprehensive, efficient, modern, and sustainable service:

- A comprehensive service: because we need to provide a range of library services, materials and information for residents of Sheffield, visitors, businesses and community organisations. These services need to be accessed across the city and increasingly on line.

- An efficient service: because we know the number of people using the library service has been declining overall, with a 23% reduction in book issues between 2011/12 to 2012/13.

- A modern service: because we know that people want to access library services in new ways, such as reserving more books online, more community activity and use of technology such as e-books and Wi-Fi amongst younger age groups.

- A sustainable service: because services need to be fit for purpose when we have fewer resources. Since the period of national austerity began there have been a number of cuts to the LAI(s) budget. It is no longer possible to make further budget savings without re-organising and re-designing the service.

The proposal for the future of Sheffield's library service has been made in consideration of our statutory duty under the Public Libraries and Museums Act 1964 to provide a 'comprehensive and efficient' library service.

Sheffield's Libraries Archives and Information service has 28 libraries in total, 13 in district centres including Central Library and 15 in local community settings. This service is supplemented by

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Mobile and Home Library Services. As well as public libraries, there are a range of other front line services such as Archives and Local Studies, Help Yourself Directory, Schools Library Service, and services to business including patent advice and the World Metal Index.

In 2012/13 the service had 133,337 registered adult users, this included 39,912 people over 65 years of age, and 2491 people who declared (voluntarily) a disability. In addition there were over 60,000 registered children and young people under the age of 18. There were 27,786 people who were registered (voluntarily) as having a minority ethnic background.

This report seeks approval for the next stage of the Libraries, Archives and Information Service review. Significant research, consultation and option analysis has already been undertaken. The next stage will consist of a 12 week consultation period seeking views on the proposal for the future of the library service. This proposal describes the creation of 11 hub libraries, up to 5 co-delivered libraries (plus Tinsley library as a Council run facility for the next two years), independent libraries, new opening hours for Central Library and the future of the mobile and home library services. The results of the consultation will be presented to Cabinet in the New Year, so that Elected Members can use information from the consultation to help them make their decision.

2. What does this mean for Sheffield people?

The Sheffield City Council Corporate Plan 2011-2014 states that as an organisation we will focus on four priorities:

1. Standing up for Sheffield
2. Supporting and protecting communities
3. Focusing on jobs
4. Business friendly

Libraries are and can continue to be, key community anchors, connecting the City Centre with local communities. Critical to this role is the importance of a sustainable, flexible library provision which is outward facing and inclusive to all. This report seeks approval to launch a public consultation on proposals to change the way services are delivered, and their scale, whilst maintaining a comprehensive and efficient service.

Should the proposals be adopted by the City Council, is it estimated that for approximately 65 per cent of registered library users their local library will remain a Council run resource for at least 31 hours per week with an improved service offer. The introduction of Wi-Fi and e-books will enable people to access and use the library in new ways.

Around 12 per cent of registered library users would experience a new way of delivering the service through co-delivered libraries, which would still provide, as a minimum, the basic offer of providing free book loan, free internet access and a welcoming space for all people.

Up to 23 per cent of registered library users would need to travel further to access a library building. Care has been taken to ensure a fair geographical spread across the City, taking bus routes and frequency into consideration. Alternatively library users may wish to access the e-book service when this is established, or, if eligible, join the Home Library Service.

3. Outcome and sustainability

We want to achieve an up to date Library, Archives and Information Service which is comprehensive and affordable. The scale of the reduction to the Council's budget means that basic efficiency savings alone will not be enough to cover the loss in funding. The consultation seeks views on proposals which are aimed at delivering a comprehensive and efficient service whilst recognising the reduction in resources that will be available. The proposals seek to balance

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resources available to provide directly delivered services whilst also supporting a number of community organisations who are able and willing to develop a viable business plan to run their local library themselves, with some Council support, so harnessing community resources.

We have looked at library services afresh, and looked at how we can operate in new and different ways. This has involved researching new ways of working, visiting other local authority library services, city wide consultation in the summer 2012, and exploring the possibilities further by inviting registrations of interest.

We hope, by adopting a mixed delivery model, the impact of the cuts to the Council's budget will be minimised as much as reasonably practicable. Under this model we have the opportunity to develop creative and innovative ways of working together with Sheffield people and local groups and organisations. By supplying central services such as book and material stock and circulation, I.T. access and maintenance, we aim to ensure the quality and sustainability of libraries run by our community partners.

We will increase sustainability by supporting the groups who have registered an interest in developing their business plan to run any of the local libraries at risk of closure. Although priority will be given to libraries that rank highest on demographic needs (reflecting the findings of the Fairness Commission) all business plans must pass a quality threshold.

The needs analysis identified a number of libraries that, compared with other Sheffield libraries, have a comparatively low usage and have fewer people in the catchment area who need a library service. Some of these libraries are less essential because there is another library within walking distance or short bus ride, and it is more efficient to have a better geographical spread. Although it it's unfortunate to have to close any library, in the interest of operating an efficient service, it is proposed that 10 libraries should close, with a further 5 at risk of closure if groups do not come forward to take them over. (An Equality Impact Assessment has been undertaken on this proposal and the results can be found in Appendix C). This recommendation is subject to further consultation with the communities affected.

We will give consideration to any proposal to run a vulnerable (to closure) library on an independent basis. Although we may provide the current book and material stock and furnishings, there would be no other financial or staff support from Sheffield Council. Terms for occupying the building would be negotiated with the Councils Property and Facilities Management service.

4. Drivers for change

There are compelling recent developments forcing and influencing change in the delivery of library services. The review has sought to understand these change drivers and how the service can adapt.

4.1 Customer driven change

Increasingly 'book issue' is not a good indicator of the value of the service. There is an increasing use of libraries by non-members primarily to access the People's Network. The way people choose to access information is changing as technology is developing. Access to information and services 24/7 is an increasing expectation. Finding information almost instantly via the internet is increasingly preferred to drawing information from reference books and materials. Having physical access to books is still highly desired, particularly for young children and older people. Our city wide consultation from summer 2012 enhanced our understanding of customer needs and the results can be found in Appendix A.

The Survey in 2012 showed that many people (who responded to final comments question), said that activities should concentrate on activities for children and young people, supporting homework

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and encouraging reading and educational attainment. Slightly less people (10%) said they wanted more activities for adults including community events and self improvement classes.

There were 1,924,742 book and other media issues (-23% on the previous year), 366,609 Peoples Network sessions (+22% on previous year), and 2,179,879 visits to libraries (-10% on previous year).
Even though we have increased the ease with which people can borrow books (for instance self issue and reservation on line) the number of book issues continues to fall.

4.2 Technology driven change

We are now in a digital age where the options for accessing information are expanding. The quality and reliability of this information can vary greatly and the role of a Librarian can ensure people have access to the most valid and appropriate information.

There is a growing demand for new and improved technology such as e-books, wi-fi access and improved online catalogue facilities. Local authorities that have introduced e-books for loan have seen a surge in membership as a result.   Despite the increase in home computers, the demand for access to the People's Network has increased 22% over the past year. This growth is impeded by low numbers of computer terminals in Sheffield compared with other core cities.

4.3 Deficit-reduction driven change

The savings in expenditure required in recent years have been met by reductions in front line staffing, opening hours and the deletion of back room development resources.   The budget reduction target from 2014/15 at £1.669 million means that sufficient savings cannot simply be made by continuing to cut back services.

We want to have a comprehensive, efficient, modern service which is fit for purpose and delivers our statutory obligations. Given the resources available, this can only be achieved by re-structuring the service.

5.   Review of the Library, Archives and Information Service

The Review of Libraries Archives and Information Service began with the establishment of an Elected Members Task and Finish Group in July 2011 and will conclude with a report to Cabinet in the New Year 2014. This section describes the history of this Review, what has been learned and what has changed.

5.1 Elected Members Task and Finish Group

The Elected Members Task and Finish group set off the Review in 2011/12 with a remit of analysing all services looking at best practice elsewhere and how we could make the service more efficient, modern and community based.

The principles set by the group were:
- All services will be the subject of a consultation.
- A city wide LAI(S) service where some communities may need more/different support to achieve city standards of service.
- We will not seek to close any libraries
- We will increase the use of volunteering to enhance our service provision, but not to replace paid staff.
- The service will be more self supporting, by increasing income.

Priorities for review:

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- Review the library service organisation and culture.
- Seek to increase flexibility across the service, to support modern service delivery.
- Make the best use of changing technology and resources and seek investment.
- Consider the benefits and risks of working more closely in partnership with local communities.
- Consider how income could be further increased.
- Consider how services to business can be further developed.

5.2 A vision for the library service

In the early stages of the LAI(S) review a vision was drafted and agreed by Elected Members. This vision describes what we want from the city's library service, how this can be achieved, and some key objectives. The vision can be found in Appendix D. Although budget reductions were anticipated because of national austerity measures, the level of reduction was greater than anticipated. This means the vision will be harder to achieve, but remains the focus for the development of the service into the future. In assessing the potential models of operation, the ability of each model to deliver the vision has been taken into consideration.

The vision document describes a sustainable and deliverable service which includes the following features:

- *Promote reading and a wide range of resources*
- *Create welcoming library spaces*
- *Celebrate Sheffield's successful centres and rich local history*
- *Tackle poverty and social inequality*
- *Promote lifelong learning*
- *Deliver sustainable services with a focus on 'need'*
- *Utilising social capital*
- *Promoting better health and wellbeing*

5.3 Needs analysis

The aim of the needs analysis (attached at Appendix C) is to provide insight into and evidence of the need for library services in the city. In addition, from the consultation undertaken in 2012 we can ascertain that people need libraries for the following key reasons (not exclusive):

- Free access to books and other materials, particularly for people who are frequent and heavy readers, and people on low and restricted incomes.
- Social spaces – for book groups, coffee mornings, children's activities, general relaxing space to meet. Particularly important for isolated older people. Children's activities not only provide development and socialisation opportunities for children, but also provide support to parents and guardians by enabling them to make new friendships and share the challenges of parenting.
- Access to knowledge, particularly for young people, especially where there is access to school and college curriculum information, and quiet space to study.
- Access to free computers and internet. It is estimated that 45,980 households in Sheffield do not have a computer at home with internet access.   Many services are now only available online, such as Universal Credit; therefore free access to the internet is essential for many people.
- Access to reliable information, research and reference material including local history for leisure and educational purposes

The needs analysis falls into two categories. The first is the assessment of demographic needs of older people, children and young people, people who have a disability and people from minority ethnic backgrounds.

The needs of these groups in particular have been identified because:

- Older people (over 65): Increasingly there are more people aged over 65 in the population. Social isolation is an issue for many older people, particularly those who have lost a partner (by 2025 it is estimated that there will be a 23% increase in people aged over 75 living alone). Low income is an issue for many pensioners, and 28% of people aged over 60, living in Sheffield households, claiming benefits relating to low income.

- Children and young people: reading for young children helps them view books as a fun activity, not a chore. Numerous studies have shown that students who are exposed to reading from a young age are more likely to do well in all facets of formal education. Sheffield still has a higher number than the national average of 16-18 year olds not in education, employment or training (NEET).

- People who have a disability: 2% of adult registered users have declared (voluntarily) a disability. Libraries provide a safe and welcoming space.   The location of library services is more acute for this group of people, who may be less able to travel to other libraries.

- People from minority ethnic backgrounds: Unlike the general population (from a white British background), many people from black and minority ethnic communities live in households concentrated in specific areas of the city. This means the location of a library service could have a bigger impact on this group.

- All people facing deprivation.   There are 29 neighbourhoods in the city that are within the most 20% deprived within England, in total accounting for 28% of the city's population. The location of library services is acute for this group of people, as the cost of travelling to another library could be a barrier to accessing the service. The availability of free books and internet access is of greater importance when income levels are low.

- All people with literacy needs. Access to books, knowledge and learning in a safe and welcoming environment, can help people with low literacy needs improve their skills.

The second category of analysis is library usage. This looks at the number of registered users, the number of books and materials issued, the number of People's Network sessions and the number of library visits. This demonstrates how well used each library is.

5.4 Researching good practice.

A Libraries Review team consisting of Elected Members, theme group members, and library staff, visited 6 different local authorities to see how they had implemented new ways of working. The local authorities visited were: Manchester, Newcastle, Peterborough, Leeds, Wakefield and Doncaster. We also looked at the strategy and practice of others via the internet, e.g. Liverpool, Edinburgh and Barnsley.

Research highlighted the different ways we can run and develop library services. Options identified including the development of e-lending, expansion of online and digital services, working together in partnership and co-location, working with volunteers in new ways, developing the library offer with links to commercial services and partners (such as cafes and booksellers), increasing income earning opportunities such as charging for the People's Network.

5.5 Theme groups

The LAI(S) Review was divided into 5 theme groups in order to explore and identify the issues and opportunities, and build on the research. Council officers from different council departments were invited to attend relevant theme groups alongside the Libraries Review team and library service management.

The theme groups were:

- Communication planning - Remit (in brief):-
    - Develop a communications strategy and consultation plan.
    - Deliver statutory consultation. Explore creative ways to engage users and non users.
    - Analysis of questionnaires/consultation data

- Resources – Remit (in brief):-
    - Identify options for an increase (or decrease) in fees and charges
    - Identify options for sponsorship, marketing and branding and complementary commercial use (i.e. renting/sub letting space).
    - Identify options for income from partnership activity, grants and fundraising
    - Identify options for income generation from library resources – archives, grounds, transport, I.T.,

- Future development and delivery – Remit (in brief):-
    - Consider principles against which to consider options – Library vision, corporate plan i.e., tackling poverty and social injustice and the promotion of social regeneration.
    - Analyse alternate/new models of delivery, including volunteering, partnership working, digital options, and complementary franchises.

- Buildings and assets – Remit (in brief):-
    - Link to Asset Review/Community Investment Plan/Face to Face
    - Identify how efficient and flexible the current library buildings are and make recommendations for improvement.
    - Develop proposals for buildings which are not fit for purpose
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5.6 Consultation 2012

A key element of the review was a city wide consultation which took place between 14th August and 8th October 2012. A consultation survey was developed with support and feedback from the consultation theme group, communications team, senior Council officers, and Elected Members of the task and finish group. The consultation invited both library users and non-library users to take part in the survey in order to get a variety of views and opinions on the Review. The survey could be completed online via Sheffield City Council Website, or paper copies could be obtained from libraries or First Point centres. Paper copies could be returned to any library or returned in a freepost envelope. Arrangements were made for a language translation telephone service to be available if required. A total of 6,037 people completed the consultation survey with 4,126 of these being done online.

Throughout the survey, there were free text boxes which invited comments and ideas, and over 15,000 comments were made. The survey was structured in 3 sections, 'Using the library services', 'Making our library services more efficient', and 'Ideas for the future'.

See report on the survey results Appendix A.

5.7 Consultation 2012 groups

It was anticipated that the needs of some specific groups would be diluted by the generic nature of the wider survey.   Therefore a number of consultation sessions were arranged with specific groups to gain a wider understanding of their specific needs in relation to library services. There were 7 sessions held with groups of young people, older people, people with disabilities, and refugees and asylum seekers.

5.8 Registrations of interest

After the surveys were analysed, we were aware that a number of groups and individuals had offered to support the running of library services.   It was then decided to issue a prospectus inviting further ideas and suggestions and offers of support, ensuring all the possibilities had been explored.   This activity was open for 8 weeks from 11th February until 8th April 2013. We received 27 registrations of interest that included 18 from not for profit groups or organisations, 6 from individual people, 1 from a Parish Council, and 2 from private sector organisations. This exercise was successful in helping us to gauge the level of interest, and help formulate different models of operation. The registrations of interest are not part of any formal tendering processes and we have not engaged in any negotiations with any group or organisation to take over library services.

See summary of registrations of interest Appendix B.

5.9 Adaptation to new circumstances

Over the period of the Review it became increasingly clear that the scale of savings required to help the Council meet its overall budget deficit targets would be greater than originally envisaged. The Government identified a period of austerity which was to last for a number of years but this was subsequently extended beyond the current parliamentary period and into the next.

Elected Members were aware that budget savings in library services made over the past years had been more pragmatic than strategic. Although previous budget savings had enabled the service to maintain the number of libraries and opening hours, this approach was untenable in the long term, given the diminishing financial resources that would be available to Local Authorities.

In the face of a very different financial landscape for local authorities Elected Members have sought to use what we have learned through the Review to direct resources to priority areas and into more efficient ways of running services.

The need to deliver a comprehensive and efficient service was considered in the light of priorities set by the needs analysis, and seeking to develop a community focused, rather than a building focused service.   Elected Members felt that the potential to use more flexible peripatetic staff to outreach into communities and link closely with volunteer run libraries was a positive way to better connect with communities to make the best use of library buildings as community hubs.

An original desire not to replace staff with volunteers has been overridden by the desire to maintain libraries that would otherwise close

6.   Key learning points from the Review

A report on the Library Review brought together the research and learning that has taken place. There were some recommendations in the report, but it sought to guide the development of proposals for the future of the library service.

The key learning points from the Review were:

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- Opportunities for partnership working are strong, but need to take into consideration the challenges of joint working, such as sharing resources, and operational compatibility.
- Volunteers can make a significant contribution to the running of libraries, it is important to ensure the role is clear and people are supported. Consideration needs to be given to the impact on staff.
- There are opportunities and challenges to meet the future demand for technology based services such as e-books, PCs and improved online catalogue which requires investment. Consultation showed that people in age groups up to 40 are more positive about the use of technology than older age groups.
- Consultation showed a strong willingness to pay for some library services such as the People's Network (after an initial free period), events and activities, reserving books and pay more for things such as DVDs and photocopying.
- Learning from other cities shows the importance of service location, understanding the needs of our users and understanding how volunteers can be successfully involved and engaged in the services.

7. An outline strategy

An outline strategy has been developed which is strongly influenced by the Vision for the library service and considers the learning gained from the Review. The detail of the strategy is to be completed when the proposal for the future of Sheffield's library service is agreed, taking into consideration the next stage consultation. The outline strategy can be found in Appendix F.

See section 10 to see how the proposal relates to the desired outcomes of the strategy.

8. Potential Operating Models

Research, consultation and registrations of interest helped to formulate a range of operating models which could be used to deliver the library service. Each of these models has been considered. The analysis of each model can be found in Appendix E.

8.1 Summary of the models considered

The future operating models which were considered are, in summary:

- Model 1. SCC run library services: under the existing operating model, ensuring a comprehensive service in line with affordability.

- Model 2/3. Mixed delivery model: SCC run some libraries and also partner with organisations that will run some libraries (with volunteers). Volunteer recruitment and training is a joint effort between SCC and its partners. Central support (book and material stock, circulation and online access) and full building running costs paid for each library, community run as well as SCC.   Model 3 is a small variation to model 2 where SCC delivers a volunteer recruitment and training programme via a contract with an external organisation.

- Model 4. SCC runs library services as in model 1. Allow community groups, if they request, and subject to an acceptable business plan, to run community libraries which might otherwise close. No running costs, staff or ongoing support would be provided.

- Models 5 to 8. All outsourcing models where a procurement exercise would take place for external organisations to bid to run the whole service or part of the service. This would be open to not for profit groups and organisations as well as Charitable Trusts and private sector organisations.   Under procurement rules Council contracts must be

put out to tender (if the total value of the contract is above £25,000). The Council cannot restrict tender applications to a specific type of organisation.

Hub models have been developed but were not considered to be stand alone models and could be incorporated into models described above. It is already Council policy to co-locate 'first point customer services where appropriate.

A technology based model had been devised but not considered as it was agreed that improved use of technology should be a goal of each model.

8.2 Assessing the models

A method of assessment was devised which would enable each of the models to be scored. This assessment looked at:

- Quality of service: Based on staffing levels and the level of training and support for volunteers. The assessment also looked at sustainability
- Sustainability: Based on income levels and resources, and capacity to adapt.
- Impact: The number of libraries the model may be able to sustain.
- Equality Impact: The impact positive or negative of different models on protected groups and other groups. E.g. the impact of closure, the impact of new technology, the impact of fewer paid staff etc.
- Risk level – Operational: Based on the capacity to deliver and timescale
- Risk level – Other: Based on legal implications and costs to the Council.

Each of the criteria above was scored from a scale of 0 to 3 (0 being low, and 3 high). Therefore the higher scores reflect greater quality and sustainability, a more positive impact and lower risk level.

A facilitated session held to discuss the pros and cons of each model and for those present (Elected Members and officers) to independently score each model. The results of this scoring are:

Model	Average score
1 – Existing Council run	7.6
2/3 Mixed delivery model	9.9
4 Council run, but with community groups taking on those at risk of closure	5.8
5 outsourced model	9.4
6 outsourced model	6.3
7 – outsourced model	8.8
8 – outsourced model	6.1

The top scoring model at 9.9 was the mixed delivery model, featuring SCC delivery for some libraries and other libraries run by volunteers with SCC support. The next highest score at 9.5 was an outsource model for the whole service to be transferred to a Charitable Trust or similar organisation. In third place was model 7 again an outsourced model run by a consortium of voluntary organisations that would run libraries in clusters to provide capacity of scale. For more information on these models see Appendix E.

The mixed delivery model was favoured because a level of quality could be guaranteed through running SCC operated libraries. The support package to volunteer run libraries would also help to maintain the quality. This model could also provide added value from its links with partners (both voluntary and statutory) to enhance links with the community and provide additional services.   This

model was considered to retain more libraries than other models helping to fulfil the requirement for a comprehensive service.

8.3 Financial Assessment

An initial financial assessment was undertaken to identify if the models were financially viable. This assessment was concentrated on the top scoring models, plus the existing model. At this stage there were lots of financial assumptions such as the total budget available for community libraries and savings which can be made from other parts of the library service. Each model was financially assessed using the same set of predictive data to compare across models.

8.4 Refining the model

The top scoring model 'mixed delivery model', was presented to the Council's Executive Management Team (EMT) and an Advisory group of officers to ensure the model was as robust and deliverable as possible. Subsequent refinements are described in the proposal below.

9. Proposal for implementing a mixed delivery model.

We will create a comprehensive, modern, affordable and efficient library, archives and information service for Sheffield: Sheffield's libraries will be *in person and on-line.*

We want to keep as many libraries in the City open, whether directly through the City Council or in partnership with other organisations, that when austerity is over, we have the option to invest again. On this basis, we are asking the City:

- *Can we run the library service together with you?*
- *Can we run a bigger service than the Council alone can afford by making the Council's money go further through partnerships with other organisations?*

The table below sets out the proposed model:

Central Library and Archives	Central Library and city-wide services, including the Archives, services for business, Help Yourself and the World Metal Index
Hub Libraries	Up to 11 main libraries, located in communities across the city – funded and staffed directly by the Council and supplemented by volunteers (plus Tinsley due to lease running until 2016) Home Library service
Community Library Services	Up to 5 volunteer-led libraries, part funded by the Council Community library staff, working with volunteers and out in communities
Independent Libraries	Any remaining volunteer-led libraries that would be run without Council funding Mobile Library Service – if a volunteer-run option is forthcoming

9.1 **Eleven hub libraries**

Consultation and research has highlighted the desire and benefit of libraries running as community hubs, where local people can access a range of council services, advice and community activity from one place. Hub libraries will be easily accessible by public transport and conveniently located amongst other services and shops. We will liaise with other council services and voluntary sector partners to ensure the 'hub' mix of services provided reflects the needs of local people as much as possible. Library space is regarded as a safe and welcoming environment and this will be maintained.

Eleven hub libraries have been identified by the needs analysis (see section 5.3) as the most important libraries to fulfill the Council's statutory duty (and beyond). This analysis has taken into consideration library usage and performance (best performing libraries) the needs of people in the library catchment area (the libraries with greatest need) and geographical (travelling) distances between libraries (providing geographical coverage across the city). Everyone will have a hub library within reasonable access to them via a frequent public transport service (approx 30 minutes journey time)

The library service in the 11 hubs will operate with an increased offer (i.e. the development of Wi-Fi and e-book service). The hubs will run for a minimum of 31 hours per week, and we will encourage volunteers to supplement existing services. As well as providing a service for everyone, we will provide specific programmes for different age groups and communities. See Appendix G for details of the new service offer.

The 11 proposed hub libraries are:

- Chapeltown
- Crystal Peaks
- Darnall
- Ecclesall
- Firth Park
- Highfield
- Hillsborough
- Manor
- Parson Cross
- Stocksbridge
- Woodseats

9.2 **Up to 5 community (co-delivered) libraries**

In addition to the 11 hub libraries, we will also fund running costs and support (but not staff) for up to 5 community libraries.

As an exception we will continue to fund and staff Tinsley library for 21 hours per week and provide a staff member until the rental agreement expires in 2016, rather than waste resources paying for an empty building.

We will seek a city wide approach to connect the hubs with community libraries under a joint strategy, and will seek to introduce groups seeking to run community libraries to private sector partners who may be able to support them in a variety of ways.

In February 2013 we invited individuals, groups and organisations to register an interest in supporting community libraries. This exercise enabled us to better understand how we can work

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together with partners. Research has also highlighted the added value partners can bring to a service, such as fundraising and gaining access to funding, enhancing community engagement, providing volunteers and helping to tailor services and resources more closely to community need.

We are aware from the survey in 2012, 59% of respondents were in favour of exploring partnerships (rather than library closure).

Co-delivery is the best way for keeping more libraries open. Our research, which looked at the experience of other local authorities, suggests it is not sustainable for community groups and organisations to take over the running of redundant libraries without any ongoing support and commitment from the Council.   We feel it is essential that for any library to be sustainable it needs to be supported. We can therefore offer the following package of support:

- Building running costs: heat, light, cleaning, waste disposal, (rent if applicable).
- Book and material stock, and circulation.
- Radio Frequency Identification Devices (self service machines)
- Computers and free access to the Peoples Network (internet access)
- Computer maintenance (to be confirmed)
- On-line catalogue
- Access to activities and initiatives run by the Young People's Library Service.
- Community librarians will focus on improving literacy in the community and will support volunteer-run community libraries

There has been considerable deliberation. The greatest cost for community libraries, far outweighing running costs, is the cost of staff. Although we can afford to provide the above support package, we need community groups and organisations to come forward to run the libraries with volunteers in order to keep the libraries open.   We will however, provide a small peripatetic staff support team which will cover all co-delivered libraries. Each co-delivered library will be supported according to need. Pro-rata this support is likely to equal 1 member of paid professional support and guidance for 15 hours per week. The Council will also be committed to working with these libraries to provide a training and support programme for volunteers.

It should be noted that the support package for co-delivered libraries will not include management fees, but income from room hire for example, may be retained subject to conditions. It should also be noted that complementary commercial activity (provided directly or indirectly) may be acceptable and will be subject to approval. The asset transfer of library buildings is not envisaged, but this has not been ruled out. Council funding and resources will only be committed to applications which meet quality & other criteria. Further details of eligible activity and quality standards will be outlined in the application and guidance pack.

Supporting the recommendations of the Fairness Commission, the criteria for the location of the co-delivered libraries are the demographic needs of the community. This includes levels of deprivation (IMD rank), educational attainment, the population of older people, children and young people under 19, disabled people, and people from minority ethnic backgrounds (Appendix C). This is also in line with the Council's Corporate Plan 'Standing up for Sheffield', where the library service can help to tackle poverty, increase social justice and support better health and wellbeing. We are aware of digital exclusion and the need for people to access benefits online. Free internet access offered by co-delivered community libraries will continue to play an important part in tackling digital exclusion.

During the consultation phase we will re-open Registrations of Interest for any group or organisation (who has not previously registered) who are interested in working with us to deliver a local library service or run a library or mobile service independently. It should be noted that as the proposals have not yet been considered by the Council and consideration must be given to the consultation results, any preparatory work undertaken by groups or organisations in developing a

business plan (following information and guidance provided by SCC) must be done so at their own cost and their own risk.

We will fund community co-delivered libraries for a pilot period which will last for two years, during which we will seek to develop the range of skills and experience within groups to run library services. Support will be given by Council library staff to help groups set up and sustain their library. Progress will guide future proposals for the community library service.

Libraries eligible to be delivered as a community co-delivered library are:

Newfield Green
Burngreave
Southey
Woodhouse
Park
Broomhill
Upperthorpe
Tinsley
Greenhill
Jordanthorpe
Ecclesfield
Stannington
Frecheville
Gleadless
Totley
Walkley

The list order represents the libraries ranking in relation to demographic needs (see Appendix C). Newfield Green being highest and Walkley lowest.

*Supplementary note. This data was updated on 19th September 2013 following identification of an error. The BME population data used, although correct, had been ranked incorrectly.

9.3 **Independent libraries**

The libraries above which do not become hubs or co-delivered community libraries are likely to be closed though the final recommendations will be informed by the proposed consultation. There is a further option for these libraries to become independent libraries without Council support or funding (regarded as a closure in relation to our comprehensive and efficient duty). Our research of independent libraries run by other local authorities suggests this is not a long term sustainable option. However, we believe in the creativity of Sheffield people, and we will not rule out any viable proposal for running libraries on an independent basis. Any requests to purchase library buildings will be subject to Council procedures and open and transparent processes.

All 15 local libraries which have not been selected as a hub library are vulnerable to closure and eligible to become an independent library.

9.4 **Volunteering**

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In the consultation undertaken in 2012, 73% were in favour of volunteering to enhance the service. Many respondents indicated their approval as long as we are not replacing paid staff.

We will develop a volunteer strategy in line with corporate processes. This will include:

- Links to City Wide Strategy and the Fairness commission
- Working with volunteers to enhance and extend the Council run library services.
- Working alongside community groups and organisations in supporting and encouraging volunteering in community run libraries.
- We will encourage our schools and universities to support community libraries through volunteering and vocational placement schemes

9.5 Future of the Mobile Library Service

There are currently two mobile Library units (but generally only 1 is used at a time). The cost of the Mobile service per transaction is very high compared to other libraries – it costs 3 times as much to issue a book through the Mobile Service (£3.99 per issue versus £1.30 per issue from a static library. In addition, the Mobile service doesn't offer community space, internet access or other activities. The usage is low and declining. Therefore it is proposed to close the Mobile library service, subject to consultation.

We will seek interest from organisations who may want to run the Mobile Library Service on an independent basis.

9.6 Home library service developed

The Home Library Service offers an important service for people who are unable to visit a library and do not have any help to do so. The Home Library Service will be available for people who need help to live independently.

This service will also be offered to current users of the mobile service who cannot access their local library

The ageing population of Sheffield is likely to increase demand for this service therefore it is an important service to retain and support. We aim to develop and expand this service through a volunteer scheme in addition to paid staff.

As this service is delivering to vulnerable people in their own home, we will ensure safeguarding procedures are in place as well as training, support and supervision. Where volunteers are used, this will be with the approval of the service user. Consultation in 2012 highlighted that Home Library service users were concerned about a series of 'strangers' delivering this service. Therefore, where-ever possible, we will aim to provide continuity of staff and/or volunteer.

9.7 Central Library

Under the proposals, Central Library would continue to be open 6 days a week (albeit with a reduction of 1 evening and 1 afternoon) offering a range of lending opportunities for all ages, local studies, library theatre, art gallery and because of its position in the city centre residents can access a range of other services. The current building is not fit for purpose and proposals are being developed to offer more modern and flexible space, where culture/art and library uses can better share space and offer an accessible, attractive and welcoming space for residents and visitors to enjoy..

9.8 SINTO and World Metal Index

SINTO is a partnership of library and information services in the Yorkshire and North Derbyshire region. With the goal of improving services to users through cooperation, training and planning. A decision was taken in the last financial year to discontinue this service by the founding partners and largest financial contributors, namely SAI(S), The University of Sheffield, and Sheffield Hallam University.

The World Metal Index has been developing its presence as a world wide database and this project is reaching its development potential. .

9.9 Transfer of Archives and Local Studies

We will look for a partner with whom to develop Archives services. This will be essential in continuing to meet the statutory duty to provide and maintain Archives. At present we cannot develop the service to its full potential without further investment. The potential of this service can be reached by utilizing economies of scale and developing income earning capacity with partners who have relevant and successful experience. Consultation on this proposal is not recommended at the current time as the opportunities are still being explored. This is likely to be a medium to longer term goal.

9.10   Organisation structure

We will develop a new organisation structure to deliver this proposal and the LAI(S) strategy. Key characteristics will be flexible and well trained staff, with a customer focus and key skills in community engagement and developing literacy. The management tiers will be streamlined with appropriate levels of responsibility.

9.11   Investments

We will have targeted investments to ensure that the library service is developing in a way that will meet needs into the future, with particular emphasis on social and technological change.

Financial investments:

- We will invest in technology to extend on-line services and develop e-lending

- In the longer term, we want to move our library buildings into new or upgraded facilities. This work includes the upgrading of Central Library

  - £30,000 to introduce an e-book service and Wi-Fi.

    - E-books delivered on a pilot basis and will be evaluated. 37% of survey respondents (across all age ranges) indicated they would use libraries more if they could borrow downloadable e-books. The preference amongst younger age groups (16 to 40) is higher.
    - Wi-Fi to be installed in Central library and the 11 hubs.

Non-financial investments:

- Development of a volunteer programme using existing resources and working in partnership with voluntary and community organisations. This will involve job-redesign

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as part of the organisational structure changes. A proportionate amount of the training budget will be re-deployed to supporting community run libraries. This will involve the training of both paid staff and volunteers.

- Development of a volunteering scheme for the Home Library Service.
- Further research leading to a strategy for I.T. development and investment in the future, including the development of the on-line catalogue.

10. Analysis of the Proposal.

The following table outlines how the proposal will meet the needs identified in this report, and how it will contribute to the delivery of the LAI(S) strategy.

Links to Strategy	Links to needs analysis	Features of the Proposal
Services are cost effective and efficiently managed and demonstrate value and quality to the community.	• Ability to travel considering geography and transport routes. • People who are not in employment – access to work experience	• Commitment to 11 hub libraries hubs fully staffed and resourced. • Running costs and professional support for volunteer run libraries, following a clear business plan and service level agreement. • Volunteer training programme to ensure compliance with relevant legislation and equalities duties.
Library provision that recognises the changing demands and expectation of its users.	• Needs relating to Universal Benefit and digital access. • 45,980 households in Sheffield do not have a computer at home with internet access.	• Online training courses and other IT classes • Computers and access to internet via People's Network • E - books • Wi-fi • Self service (RFID's, online catalogue) to free up staff time for enquiries, activities and other support.
Contribute and support towards opportunities to tackle poverty and social inequality	• Low income is an issue for many pensioners • 28% of the city's population living in deprived neighbourhoods. • Cost of travelling to another library could be a barrier to accessing the service. • Free books and internet access is of greater importance when income levels are low.	• Job search sessions • Smart meters for loan • Free access to computers and the internet for all via the People's Network. • Community outreach by Community Development Librarians

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Library provision which enables the improvement of literacy and skills for people of all ages.	• Literacy needs	• Reader development activities e.g. adult literacy schemes, the Six book challenge • Reading groups • Community outreach by Community Development Librarians
Service points are closer to neighbourhoods.	• People who are less able to travel.	• A geographical spread of services across the city. • Use of peripatetic staff to go out into communities and not tied to buildings. • Investment in I.T. (WI-FI, twitter, flickr, facebook, blogs, online catalogue reservations and renewals) to extend the reach of library services.
Books and reading are celebrated.	• Literacy needs.	• Book and material loan • Writing groups • Meet the Author sessions • Range of activities for adults and children
Information is easy to source and convenient. - Digital inclusion is supported and there is easier access to online services.	• Digital inclusion needs • Access to information needs.	• Reference and information services in hubs • Newspapers • Free access to computers and the People's Network • Online catalogue
Sheffield's diverse history, locality and culture is celebrated and showcased.	• Promote cultural awareness and social co-hesion.	• Family and local history • Library activities
The diverse needs of individuals and groups across the city are recognised.	• Needs of people with disabilities • Needs of elderly people • Needs of BME communities • Needs of children and young people	• Talking books • Safe spaces • Large print books • Targeted services for 'new arrivers' – e.g. access to the 'Life in Great Britain Citizenship course'. • Books in a broad range of community languages • Children's activities
People of all ages are enabled to explore, discover and learn to realise their potential.	• Literacy needs • Health and wellbeing	• Book and material loan • art clubs and other creative activity • coffee mornings • reading groups • homework zones • classes and educational activities

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Children and young people are encouraged to gain the right skills for the future and attain their potential.	• A higher number than the national average of 16-18 year olds not in education, employment or training (NEET).	• Continuing commitment to activities in hub and community run libraries such as: – babytime and storytime – children's books and children's library space – homework zones & after school clubs – educational activities
Communities are developed, improving skills and employment prospects	• A higher number than the national average of 16-18 year olds not in education, employment or training (NEET). • Needs of people who are job seeking	• Job search sessions • Free access to computers and the internet for all via the People's Network. • Community outreach by Community Development Librarians • Fax and photocopying services
Groups and individuals are encouraged to use the library space, and space responds to local need.	• Community cohesion • Health and wellbeing	• Community rooms and exhibition space
Different areas of the service are enhanced.	• Needs of elderly people and those who are housebound • Digital inclusion	• Sustained and expanded Home Library Service for people who are unable to travel to a library • Wi-fi access • E-book service
Access to health benefits for library users and visitors	• Social isolation is an issue for many older people • Safe places for people with learning disabilities • Health & wellbeing	• Safe and welcoming spaces • Access to books for self help • Information and exhibition space • Social activity

11. Alternative options considered

The main alternative to the Mixed Delivery Model proposal was to deliver a Sheffield City Council only model (see Model 1 see 8.1). The benefit of model 1 is:

- We know what works (experienced library staff)
- Easiest and quickest model to deliver

The weakness in this model over the preferred model is:

- Overall, this will deliver fewer community libraries (which will limit our ability to grow again in the future).
- Cannot take advantage of investment available to non-profit organisations
- Limits the opportunity to work more with volunteers

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The other key alternatives revolved around variations of the Mixed Delivery model, i.e. should we have 7 hubs, 9 hubs, 10 hubs. The proposal for 11 hubs was considered the best in terms of overall geographical coverage, whilst enabling sufficient finance to support co-delivered libraries.

12. Consultation

12.1 Consultation timescale

- Forward Plan, report to the Executive Director published on Council Website 17th September.

- Decision by Executive Director 25th September (subject to scrutiny)

- Consultation to run for 12 weeks from early October until the beginning of January 2014 (exact dates to be confirmed).

- Analysis by mid-January leading to Cabinet report on final proposals in February 2014.

- Any further and final consultation which is considered to be necessary will be completed before the Council sets its budget in early March 2014

- We have not yet closed any libraries and, ahead of April 2014, there will not be any closures or major changes to, libraries

12.2   Consultation activity

- We will organise specific consultation meetings and drop-in surgeries rather than large scale public consultation meetings. The Cabinet Member will attend, if possible, all appropriate requests to attend meetings arranged by others.

- Targeted consultation will take place in line with Equality Impact Assessment requirements

- On-line Survey

- Paper-based Survey, available in all libraries and library vehicles.

- Focus Groups

- Drop-in sessions at First Points locations proposed

- Targeted conversations with Voluntary Sector encouraging further development of Registrations of Interest

13. Financial implications

The cost of the consultation is estimated at around £6000, and this cost is provided for in the current library services budget 2013/14.

Following consultation, should the proposals be approved by the Council, it is estimated that savings achieved as a result of service changes would be in the region of £1.669m in total over the next 2 financial years (2014/15 and 2015/16). The service budget would be reduced from just over £6m per annum to just over £4.3m per annum, a reduction of 15% in each year.

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14. Human Resources implications

There are no immediate human resource implications of going out to consult on the proposals, however should the proposals be accepted by the Council, significant job losses would be necessary. Staff affected will be informed of the content of the consultation, and their views considered. If the proposals are accepted, appropriate negotiation with staff and Trades Unions would commence

15. Equality implications

An Equality Impact Assessment on the consultation plan has been completed and considered as part of planning the consultation, and is attached at Appendix H

16. Reasons for Recommendations

The recommendations have been made to ensure the review of the Libraries Archives and Information Service progresses, enabling a new structure to be created taking into account the modern requirements of libraries, both social and technological, and affordability of the service.

17. Recommendations

We have undertaken a "Registration of Interest exercise" which has tested if there is interest in helping us to run library services, and there is. This has enabled us to identify options and generate a number of models which provide for the most flexibility.

On this basis we seek an Executive Directors decision to agree the following process for taking this forward:

1. To go out to consultation for a period of 12 weeks to seek views on the proposal including:
    - o Views on 11 hub libraries
    - o Views on up to 5 co-delivered community libraries
    - o Views on retaining Tinsley library as a Council run facility for the next two years
    - o Views on library closure
    - o Views on new opening times for Central Library
    - o Views on the closure of the mobile library service

2. To open up a further period of Registrations of Interest for groups and organisations who are interested in helping us to co-deliver a library or deliver a library independently

3. To report the insights and information arising out of this consultation to Cabinet in the New Year, with a final proposal

4. To consider whether any further consultation is required as part of the report to cabinet in the New Year

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Library Review Consultation Results
'Have your say on Sheffield's library services'
Survey 2012

Libraries Archives and Information Service
Sheffield City Council
Updated September 2013

1.0 Introduction

This report presents the findings of the consultation *'Have your say on Sheffield's library service'* and sets out what you told us, what we are already doing, and, where possible, key points of variation. The final section highlights what we will be doing with this information.

It is worth noting that not everyone who completed a survey completed all the questions. The percentage calculations which relate to the quantitative questions are based on the total number of people who completed the main survey which is 6,037, and referred to as survey respondents. In total there were 7 free text questions included in the consultation document giving respondents the opportunity to add further ideas, suggestions and comments.

Any personal data given for the purposes of feedback such as names, postal or email addresses have been stored on a separate database from the consultation questions, and will remain confidential.

2.0 Background

Sheffield's library service provides free access to resources in a variety of formats right across the city:
- Central library
- 27 community libraries
- 2 mobile libraries
- Home Library Service
- Sheffield Archives
- Schools library service
- Hospital library

Sheffield recognises that the way people use libraries has been changing. The introduction of new technology has brought in new users and a demand for new services, whilst at the same time experiencing a decline in book borrowing. The Government now requires the Council to make significant savings and this will continue for some years. Some of these savings will have to come from our library services.

We therefore consulted on how we change our library services to make them fit and affordable for the future and meet people's aspirations and circumstances across the city.

3.0 Consultation methodology

The consultation period ran for 8 weeks from 13th August to 8th October 2012.

3.1 The consultation document

A paper and online survey form was produced which asked people for their help in creating affordable, up to date library services which can still offer a comprehensive and efficient service. 7,500 survey forms were distributed via libraries and First Point services and an online version was made available through the Sheffield City Council website. The survey provided details of why the consultation was taking place and there were web pages dedicated to the review outlining a range of future options for consideration. The survey was made up of three key sections. The first asked people if and how they use the library services, the second explored how library services can be more efficient, and the

final section invited people to express ideas and opinions for the future. Throughout the survey, there were free text boxes which invited comments and ideas.

3.2 Promotion
Awareness of the consultation was achieved through: press releases, distribution of leaflets and posters, visible surveys in libraries and First Point buildings, community newsletter articles, Community Assembly 'blogs', Sheffield City Council web pages, Intranet and social media, e-shot to library members and local businesses and direct contact with community and voluntary organisations and service users.

Other forms of promotion included:
- Posters displayed and 7,500 surveys distributed to all libraries and First Point buildings
- 10,000 z-cards (mini information leaflets) distributed across all libraries, First Points and local communities
- Approximately 27,000 registered library members were emailed
- Over 3,000 organisations were emailed including the community and voluntary sector, local businesses, Universities, Parish Councils
- Publicity via press releases
- Attendance at events and festivals across the city
- Attendance at library based events
- 7 focus groups held
- 2 drop-in sessions at the Town Hall
- Community engagement delivered by Dead Earnest Theatre Company
- Communications to Sheffield City Council staff via internal bulletins

3.3 Who did we consult with?
The consultation invited both library users and non-library users to take part in the survey in order to get a variety of views and opinions on the review. A total of 6,037 people completed the consultation survey with 4,126 of these being done online.

During this time, focus groups were held with 7 individual groups including older people, young people, those with disabilities and refugees and asylum seekers. This provided an opportunity to engage with people who can sometimes be hard to reach during public consultations.

4.0 Summary of the survey results
The results of the consultation survey are reported in three sections: 4.1 Using the library services; 4.2 Making our library services more efficient; 4.3 Ideas for the future. Each section provides a summary of what respondents told us and if there are any local variations to consider. This is followed by an overview of what the service is currently doing in relation to this.

Additional data to support this summary can be found in appendix 1 and 2.

4.1 Using the library services

Chart 1 shows a breakdown of the number of online and paper surveys completed:

Number of responses to the consultation survey

- Online
- Paper

32%
68%
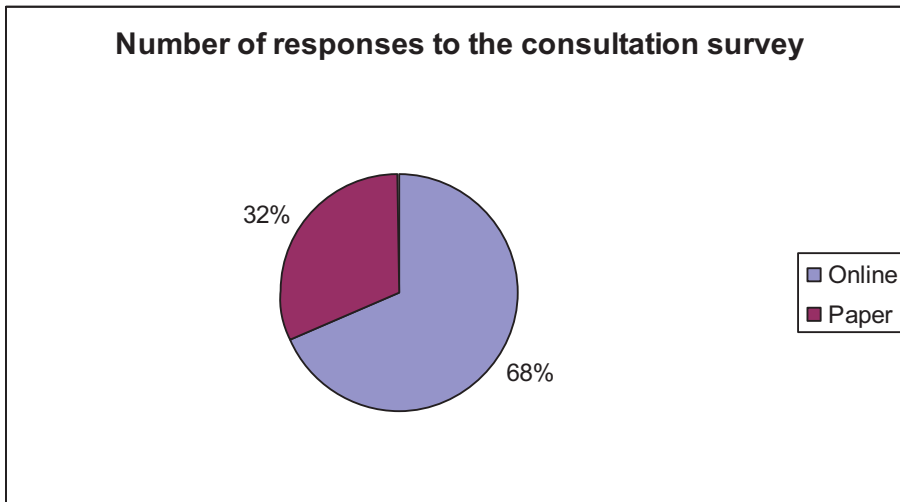
Chart 2 summarises the number of respondents that currently use Sheffield's library services:

Do you use Sheffield's library services?

5%
2%
93%

- Yes
- No
- Did not specify either way
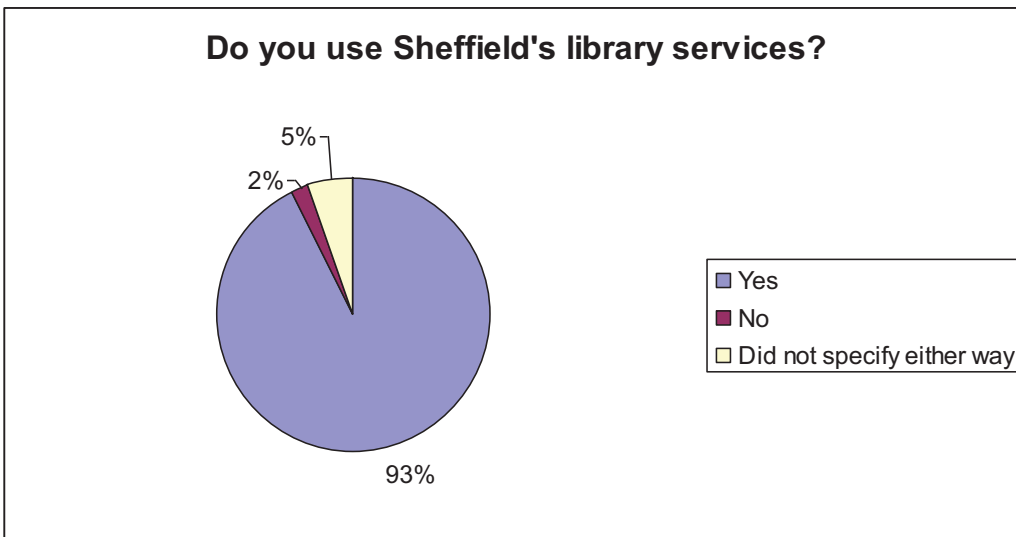
Table 1 summarises the response to the question *'Which Sheffield library do you use the most?'*

The most responses were received from Central library	1,242
Libraries with over 200 responses	10
Libraries receiving 100-200 responses	8
Libraries with less than 100 responses	10
Number of respondents who did not complete this section of the survey	258

4.1.1 Opening hours
The survey asked *'When do you most want your library to be open?'*. 5878 people (97%) responded to this question out of the total number of survey respondents which was 6037

What you told us
- Saturday mornings are the most popular opening time overall (3790 responses)
- Friday afternoons are the second most popular opening time (3487 responses)
- Weekday afternoons are the most popular opening times in general followed by weekday mornings.
- 42% of respondents to this question made a preference for afternoon opening times, and 39% for mornings.
- 5% of respondents to this question made a preference for evening opening hours between 7-9pm and 14% between 5-7pm (any day of the week)
- Sunday evenings are the least popular opening times
- 59% of survey respondents would prefer to have weekend opening even if this is at the expense of closure during the week.

What we are doing already
- Sheffield's 27 community libraries are currently open for a total of 797.5 hours per week. This means that the average number of opening hours for community libraries is 29.5.
- The Central Library is open for 52.5 hours per week
- All libraries and Sheffield Archives are open after 5pm at least one day during the week
- All 28 libraries are currently open on Saturday's (this varies in terms of being open in the morning, afternoon or all day)
- Central Library and the Local Studies library is open until 8pm Monday's and Wednesday's

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4.1.2 Most important library services and facilities
The survey asked *'What is most important to you in a library service?'*. 5509 people (91%) responded to this question out of the total number of survey respondents which was 6037. Respondents were provided with the following options and asked to rank their top 5:

- Quality and choice of books
- Computers and internet
- Other media – Film DVDs, music CDs, talking books
- Within walking distance
- On a convenient bus or tram route
- Located close to shops and facilities
- Educational events and activities
- Other social events and activities
- Building is accessible and in good repair
- The library is welcoming and comfortable

What you told us

In order of preference, respondents rated the top 5 services most important to them as:

Quality and choice of books	★ ★ ★ ★ ★
The library is welcoming and comfortable	★ ★ ★ ★
Within walking distance	★ ★ ★
Other media – film DVDs, music CDs, talking books	★ ★
Building is accessible and in good repair	★

The two least important services and facilities rated by respondents were 'educational events and activities' and 'other social events and activities'.

The results therefore show that respondents value the choice and quality of physical materials available and how welcoming libraries are the most.

Variations

There is some slight variation between libraries:

- **Important for being near local shops -** Frecheville, Jordanthorpe, Newfield Green, Stocksbridge
- **Important for other media -** Central, Broomhill, Chapeltown, Ecclesall, Gleadless, Home Library, Highfield, Hillsborough, Mobile, Upperthorpe, Walkley.
- **Important for being on a convenient bus or tram route -** Central, Crystal Peaks
- **Important for computers and internet -** Burngreave, Firth Park, Manor, Park, Southey
- **Important for building accessibility and repair –** Archives, Crystal Peaks, Darnall, Ecclesfield, Greenhill, Parson Cross, Stannington, Stocksbridge,Tinsley, Totley, Woodhouse, Woodseats.

There is some variation between ages:

- Under 16's, and 16-25 year olds rank 'Computers and internet' 3rd, this is ranked 7th overall.

What we are doing already

- Last year, library users borrowed over 2 million books and around 200,000 CDs, DVD's and audio materials. £802,838 was spent on materials and the Give and Take donation scheme was launched.
- Plans are underway to redevelop some libraries and in order to make them easier to get in to, we have a programme to improve accessibility across libraries
- Highfield library is currently undergoing a refurbishment which will improve its access and the general library provision. Hillsborough library underwent a major refurbishment in 2011
- As part of the project to introduce self service, general improvements to remodel libraries has been undertaken to make them more welcoming and comfortable e.g. re-carpeting, counters, shelving

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4.2 Making our library services more efficient

4.2.1 Making Savings
The survey asked *'What do you want to protect the most?'* and *'Do you have any other ideas on how the library services should make savings?'*

What you told us
5553 people (92%) responded to the question '*What do you want to protect the most'*. Respondents were asked to rank the choices given and the most popular service to protect is the 'range of services and materials' with the majority of respondents selecting this option. This was followed by the 'number of local libraries'.

The range of services and materials	☆ ☆ ☆ ☆ ☆
The number of local libraries	☆ ☆ ☆ ☆
Library opening hours	☆ ☆ ☆
Library staff	☆ ☆
The Council running library services (rather than social enterprises, charitable trusts or community groups running them)	☆

Respondents indicated that maintaining library services that are run by the Council should not be protected in favour of the other options given. The results therefore show that the majority of respondents to this question value the range of services and materials and the number of local libraries the most.

What you told us – Additional ideas/comments
Out of the 6037 people that completed the survey, 2056 people (34%) responded to the second part of the question which asked *'Do you have any other ideas on how the library services should make savings?'*. Respondents were invited to leave any additional comments and ideas on this. There was a broad range of comments received with a total of 2230 suggestions being made.

The list below highlights some of the common themes received from respondents with regards to how the library services should make savings. A more detailed summary of responses is available in appendix 2.

- Increase fees and charges – Fines, events, printing
- Broader use of the building the community and other Council services - Increase activities, events, classes
- Donations of books and DVDs - Book swaps, sell used and good quality books and DVDs
- Making better use of technology - Introduce an online catalogue, e-books and Kindle loan
- Improve energy efficiency in libraries - Too warm, reduce energy costs

Variations

There were some small variations based on library selection:

- **Protect opening hours was desired at -** Central, Crystal peaks, Frecheville, Greenhill, Jordanthorpe, Newfield Green, Parson Cross and Southey.
- **Protect library staff was desired at -** Archives, Jordanthorpe, Mobile, Park, Walkley.

There were some small variations based on age:
- **Protect library staff was desired** (ranked 3rd) with under 16 year olds, and 26-39 year olds.

What we are doing already

- **Give and Take donation scheme -** In February 2012, Sheffield libraries launched the 'Give and Take' scheme enabling people to donate their books, talking books or CDs to the library service. Donations are then either sold in libraries for 50p or added to the library stock if they are in high demand. The money raised from sales, goes back in the book fund to buy more new books and other materials. There are now five libraries that hold Give and Take collections: Central, Frecheville, Firth Park, Crystal Peaks and Chapeltown. Donations can however be taken to any library.
- **Charging for DVDs –** DVD hire incurs charges of £2 / £1 / 50p per week. Non fiction DVDs are currently free of charge.
- **Reducing postal costs –** From 1st August 2012, the library service decided to stop sending letters to remind customers that their books are overdue. Email communication is being encouraged where possible.
- **Borrowing restriction –** From 1st August 2012, people owing the library service more than £5 in fees and charges will not be able to borrow further items until they start to pay off the outstanding amount.
- **Online Catalogue -** An online catalogue is available through the libraries web page. Customers can reserve, renew and search for items across all Sheffield libraries.

4.2.2 Complementary commercial activity

Respondents were asked *'Which of the following services would you find useful to have located within a local library?* They was asked to make a preference for the top 3 services to be located within a local library. The survey listed a number of suggestions that could be considered to increase income and help sustain library services.

What you told us

5349 people responded to this question which is 89% of the total number of people filling in the survey.

The top 3 services that respondents said they would find useful to have located within a local library were:
1. Coffee bar
2. Café
3. Newsagent

18% of respondents to this question indicated that none of the options given for additional services would be suitable. The most popular additional services highlighted by these people were:

- Advice Services/Citizens Advice Bureau/Credit Union
- Play area / Crèche/ Nursery, children's activities
- Post Office/ Shop selling stationary, stamps and gifts
- A place for meeting/ Adult Learning or training classes

Variations

In addition, although not a significant number, respondents also commented that other services that would be useful to be located in a library included:

- **Improved toilet provision -** Central Library, Crystal Peaks, Darnall, Highfield, Hillsborough, Stannington, Stocksbridge, Totley, Woodseats and Woodhouse libraries
- **Offering meeting space –** Central Library, Stocksbridge, Greenhill and Frecheville libraries

There were some small variations based on age:

- **Cafes** are the top preference for all age ranges under 39
- **Booksellers** were popular (3rd rank) with 65-80 year olds

There were some slight variations based on gender:

- **Booksellers** were more popular (3rd rank) with men

What we are doing already
- 9 of the community libraries are co-located other services: Sheffield Homes, First Point, GP surgery, community organisations.
- 12 of the community libraries have community rooms and meeting space available for hire.
- Central Library has a café located with Graves Art Gallery and a coffee cart in the foyer
- Upperthorpe library, located within the Zest healthy living centre has a café serving food and drink
- All libraries hold regular activity sessions for children of all ages including baby time sessions and the homework zone
- A number of libraries offer free supported access to 'Go-on' courses through UK Online, helping people to use computers and the internet

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4.2.3 Fees and charges

Respondents were asked *'Do you think we should consider charging for the use of computers and internet access (People's Network)?'*. Respondents were also asked if there are any additional library services that they would be willing to pay for or pay more for.

What you told us

When asked if the library service should consider charging for the use of computers and internet access, 3513 people responded to this question.

- 58% of respondents were in favour of charging.
- 26% of respondents were against charging.
- 14% of respondents indicated that they were 'not sure'
- 2% of respondents did not answer this question.

The response to this question shows the majority of respondents are in favour of charging for the People's Network .

What you told us – Additional comments
Respondents were asked if there are any additional library services that they would be willing to pay for or pay more for. 2799 people responded to this question (46%), with 3248 suggestions:

- 3% of comments said that the use of computers and internet access should not be charged for, particularly for certain groups or certain activities e.g. job applications.
- 4% felt that limiting the amount of free time or adopting an approach like the Manchester model of access to computers would be a good idea.

The key services that were highlighted were:

Service willing to pay for/more for	Response rate (out of 3248 comments)
DVDs and CDs	14%
Computer use, internet access, Wi-Fi	11%
Groups, Classes and Events	8%
Reserving books	7%
Interlibrary Loans, ordering books	4%
Printing	4%
Photocopying	4%
Overdue books and Late fines	4%
Library membership	3%
Charging for Services in General	2%
E Books and Kindle loan	2%

There were also 363 respondents (11% of 3248) who indicated they would not be willing to pay for services or pay more for any service.

Variations
When this data is broken down per library, Park is the only library which has a greater selection of 'No' to charging for the use of computers and internet access.

There is some variation based on age – the majority of under 16's and 16-25 year olds selected 'No' to charging for the use of computers and internet access.

What we are doing already
- **DVDs and CDs –** DVD hire incurs charges of £2 / £1 / 50p per week. Non fiction DVDs are currently free of charge. CDs are 50p per week.
- **Reducing postal costs –** From 1st August 2012, the library service decided to stop sending letters to remind customers that their books are overdue. Email communication is being encouraged where possible
- **Borrowing restriction –** From 1st August 2012, people owing the library service more than £5 in fees and charges will not be able to borrow further items until they start to pay off the outstanding amount.
- **Photocopying –** 10p per side, black and white. 20p per side colour (A4)
- **Printing** - 10p per side, black and white. 50p per side colour (A4)
- **Inter Library loans** - increased from £5 to £7 in August 2012.

- **Outstanding fees and charges -** From 1ˢᵗ October 2012, people owing the library service more than £5 in fees and charges now have to pay a minimum of £1.00 each time they wish to use a People's Network computer until they have paid off their fine.

From Monday 3ʳᵈ December 2012, anyone wishing to use the People's Network Computers as a 'visitor' (non-library members) will be charged £1.00 for up to 1 hour's use. Additional time (if available) will be charged at the same rate.
Use of the people's network computers is free for library members.

Other fees and charges can be found on the Sheffield City Council website under the Libraries pages.

4.3 Ideas for the future

4.3.1 New technology
The survey listed four possible opportunities for new technology in libraries and asked *'Would you use your library more if it offered the following?'* Respondents were then invited to add any comments of ideas relating to this theme. 5689 respondents (94%) answered this question.

In error, the online survey did not contain a data field for 'Improved online catalogue', which is contained in the paper based survey. The results below therefore do not include 'improved online catalogue'.

What you told us
37% of survey respondents said that they would use their library more if it had downloadable e-books, 33% made a preference for Wi-Fi and 20% said they would like more computers with internet access. The majority of respondents however indicated that these services would not make them use a library more.

1443 people (24%) of survey respondents provided comments and ideas for this question. Overall there were 1652 suggestions made but not all of these related to new technology.

Key themes for comments and ideas around new technology % based on 1652 comments made	Comment/ideas - general % based on 1652 comments made
Downloadable e-books – 15%	9% stated that they would rather the library focused on books
Wi-Fi access – 9%	12% stated that they would not use the library more with these services
Charging for computer use – 5%	3% mentioned Café facilities (including internet café)
Move with the times and embrace technology – 2%	4% said libraries should have computers for those who do not have one at home

To summarise, the majority of respondents indicated that having new technology in libraries would not influence their use of the service.

> ***What we are doing already***
> - People's Network computers available in every library
> - Online catalogue where members can search for items, place reservations for items they would like and renew items they already have on loan
> - 24 hour reference services – wide range of high quality electronic reference and information resources available free to library members.
> - Picture Sheffield – web based image resource
> - Communications via social media (Twitter, Facebook, Flikr, YouTube, Full Story Blog)
> - Qwidget on-line 'ask a librarian' enquiry service

There are also projects underway to introduce Wi-Fi, e-talking books and a mobile app to give access to the library catalogue.

Variations
- All age ranges under 39 had a 'Yes' majority for wi-fi and e-books.
- Age groups under 26 also had a greater 'Yes' majority for more computers and internet.
- There is a clear preference for all forms of technology by younger age groups.

4.3.2 Developing partnership opportunities
The survey asked if developing partnership opportunities with other organisations should be explored. Respondents were also invited to add any comments or ideas on this option.

What you told us
5836 people (96%) responded to this question out of the total number of survey respondents which was 6037. Developing partnership opportunities was favoured by 59% (3537 people) of total respondents while 16% were against this. 22% of respondents were 'not sure' and 3% did not answer this question.

In summary the majority of survey respondents are in favour of exploring partnership opportunities.

What you told us – Additional comments
1822 people (30%) responded to the second part of the question that asked for comments or ideas. Overall there were 2502 comments made.

The key things highlighted in terms of developing partnership opportunities with other organisations were:

Key themes for comments and ideas	Response % based on 2502 comments
General approval for exploring partnerships	561 comments (22%)
Retaining staff and/or skills and knowledge	432 comments (17%)
Keep as council run or co-ordinated	260 comments (10%)
Voluntary sector management issues	169 comments (7%)
Maintaining quality and standards	159 comments (6%)

> **What we are doing already**
> - Upperthorpe Library is co-located within Zest* healthy living centre. Facilities include library, swimming pool, exercise classes, café
> - Parson Cross Library @ The Learning Zone is co-located with Sheffield Homes and SOAR*. SOAR directly manages the learning and activity space
>
> *note: Zest and SOAR are both not for profit community organisations.*
> Plans are underway to offer a more joined up service at Park library through partnership working with Park Community Action

4.3.3 Volunteering opportunities

The survey asked, *'In general do you support the use of volunteers to help enhance our library services?'*. The survey then invited people to add any comments or ideas on this option.

What you told us

5878 people (97%) responded to this question out of the total number of survey respondents which was 6037. The majority of total respondents (73%) answered 'yes' to supporting the use of volunteers to enhance the service. 11% of respondents indicated 'no', 13% were 'not sure' and 3% did not respond to this question.

What you told us – Additional comments

1985 people (33%) responded to the second part of the question which asked for comments or ideas on the use of volunteers to enhance the service. Overall there were 2701 comments made.

The key themes that respondents highlighted in terms of recruiting volunteers to enhance services were:

Key themes for comments and ideas	Response % based on 2701 comments made
Not to replace paid staff with volunteers	848 comments (31%)
General support for volunteering	429 comments (16%)
Volunteering not supported in general	209 comments (8%)
Training, support and supervision requirements	147 comments (5%)
Concerns over quality of volunteers, reliability, CRB checks	92 comments (3%)
Provides opportunity for work experience	89 comments (3%)
A need to maintain standards	58 comments (2%)

The comments and ideas received show that the majority of respondent's value paid library staff.

What we are doing already

Volunteers are currently used across the library service in the following areas:

- Young People's Volunteers Scheme- helps deliver the Summer Reading Challenge with accreditation available for the Open College Network and Duke of Edinburgh Awards
- 'Off The Shelf'
- Archives and Local Studies e.g. digitisation of archives records, listing records and other items, research (using the library and the internet), preservation tasks (such as re-packaging)
- Over 50% of the people who volunteer within the Archives and Local Studies service are of retirement age

4.4 Final comments

The final section of the survey invited any further ideas and suggestions on how library services could develop.

What you told us

1846 people (30%) responded to this section of the survey out of the total number of survey respondents (6037). Overall there were 2992 suggestions made.

The most popular suggestions were for developing activities:

- 11% of the ideas and suggestions received concentrated on **activities for children and young people.** This includes groups for toddlers, doing homework and encouraging reading and educational attainment.
- 10% of the ideas and suggestions received concentrated on **activities for adults.**

Other key comments and suggestions covered the following:

- Use of library space and meeting space
- More promotion of activities and services
- Support for community hubs
- General service improvement suggestions
- Against cuts/closures/want the service to stay the same

What we are doing already

- Last year, over 65,000 people attended library based activities. This includes over 18,000 adults and over 47,000 children
- Over 3,000 activity sessions were delivered across community libraries last year and around 200 were delivered in Central library. This includes family learning events and reading groups.
- All of the following libraries have bookable community rooms or meeting space: Burngreave, Chapeltown, Crystal Peaks, Darnall, Ecclesall, Firth Park, Manor, Park, Parson Cross, Southey, Stocksbridge, Upperthorpe and Woodhouse.

Promotion and communication streams:

- Flyers, bookmarks, posters, service leaflets (Jobseekers, Reference & Information), Z cards (Your Library, and the adult & children's joining z cards), pencils & pens
- 'The Full Story' newsletter, produced quarterly (a list of what's on in libraries)
- 'The Full Story Continues' blog,
- Social media - Facebook, Twitter, You Tube, Flickr
- Customer Alerts
- Library Tours

- Bags for life
- Talks/stalls at community and partner events etc
- Work with partnership organisations e.g. NHS

In addition, there are plans to improve marketing and promotion of library services through additional leaflets for Children's services, Library Theatre, cotton book bags, updated photographs to promote services e.g. on the website, newsletters.

5.0 Profile of survey respondents

Age - The age of respondents showed that the largest proportion (42%), were aged 40-64. For those under 25 the proportion was very low at 5%.

Gender – 60 % of survey respondents were female and 30% were male. 10% did not specify their gender. (updated on previous version of this document, to correct a transcription error).

Ethnicity – 87% of respondents declared a White ethnicity, 4.5 % declared a BME (black, minority, ethnic) ethnicity, and 8.5% is unknown.

Disability - The proportion of respondents reporting a disability was 8.5%.

6.0 Summary of results from focus groups
During the consultation, seven individual focus groups were held with youth groups, older people, those with physical disabilities and learning disabilities, as well as refugees and asylum seekers.

These sessions did not specifically concentrate on the questions that are within the survey but were designed to enable a small, intensive discussion around library services and what is important to different groups of people.   Below is a short summary of the key points that were learnt from these groups.

6.1 Youth groups
Three sessions were held with youth groups from different geographical locations across the city.

What they told us
- Its not always convenient to go to the library due to other commitments, and don't have enough time
- Found the Summer Reading Challenge as a real draw when younger – would be good to have something like that for older kids.
- Text reminders for overdue items would be good
- Need a space that is warm and somewhere to meet friends and hang out
- Need study space with revision books. Its needs to be away from the children's area and should be quiet for study
- Self service is good

- Don't always know the system – nothing to tell you how to get the most out of the library.

6.2 Over 50's group

A session was held with members of '50+', a local older people's advisory group.

What they told us
- Yes to technology but always value books
- Want help with technology, computers and self service
- Value staff skill and expertise
- Value variety and diversity of services and stock
- Ambience and comfort is important
- Staff to be more 'outward facing' and get out more within local communities i.e. attending public meetings, telling people about the library service
- 'Shed' the traditional image

6.3 Learning disabilities group

A session was held with people with learning difficulties at Heeley City Farm.

What they told us
- People with a learning difficulty would need assistance at the library
- Not all libraries are accessible and steps make it impossible with a wheelchair
- Would like a café or somewhere to sit and have a drink.
- Choosing books can be overwhelming
- Signage and information signposting needs – pictorial, sensory, audio
- Need to get to know the librarians

6.4 Access Liaison Group

A session was held with members of the disability consultative group, 'Access Liaison'.

What they told us
- More links with RNIB, visually impaired/blind receive no benefit from going to the library as can download talking books etc at home
- Need to promote 121 help available for computers and large monitors available for visually impaired
- Access – furniture is often in the way and this is a big problem
- Somewhere warm and safe to sit, social benefits
- Link with the Blue Badge scheme and other organisations
- Need toilets

6.5 Conversation group

A session was held at the United Reform Church with refugees and asylum seekers who attend a regular conversation group.

What they told us
- Libraries are good for communication and relationships and computers are free
- Borrow books to help improve English language e.g. borrow books that are easy reading.
- General need for books about different cultures

- More links needed to Citizens Advice Bureau.
- Stock reference books about UK citizenship

7.0 Next steps

Proposals for the future of the library service will be developed in the near future and will give due consideration to the consultation results, Library Review outcomes, needs analysis and budget outcomes. At this stage, no decisions have been made on the future of the library service; however it is likely that some small scale service improvements highlighted by the survey will begin.

In order to formulate proposals for the future, we will consider the outcomes of the survey as a whole along with what we have learned from research and visits to other local authorities.

More results are being gathered from additional consultation exercises and these will also be considered alongside any future proposals for the service.

Sheffield City Council

Evaluation of responses to the Library Service Review Phase 2 Consultation

Kate Register
Development Manager
Communities

January 2014

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1. Introduction

During summer 2012 Sheffield City Council held a consultation about the future of the Library Service in Sheffield, 'Have your say on Sheffield's Library Services'. Sheffield City Council consulted on how library services can change to make them fit and affordable for the future and to meet people's aspirations and needs across the city.

The full report of that phase 1 consultation can be viewed at:

www.sheffield.gov.uk/libraryreview

Following the phase 1 consultation, Sheffield City Council used these results to inform the development of the new library proposals. A comprehensive needs assessment was also carried out and used to inform the proposals.

This phase 2 consultation followed a decision by the Executive Director of Communities to consult on the new proposals to create a new structure for the Library Service. The report about that decision is available at www.sheffield.gov.uk/libraryreview

The second phase of the consultation ran from 11 October 2013 to 10 January 2014 and aimed to find out public views on the new proposals.

This consultation report summarises and explains the comments and feedback received by Sheffield City Council. This report will be considered by decision makers prior to any decisions being made on the library proposals.

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2. Summary of responses

- Nearly 9000 people have submitted some comments, the majority being via the consultation survey with 7435 individuals completing it.
- A positive response includes those who answered 'yes' and those who answered 'yes with reservations'. Many of the reservations listed were significant.
- 39% of survey respondents are positive about the proposals as a whole, although answers to questions about individual proposals vary.
- 53% of respondents were positive about the needs assessment process
- 44% of respondents are positive about the hub proposals
- 43% respondents are positive about community led proposals
- 45% respondents are positive about independent library proposal
- 41% respondents are positive about the mobile library proposal
- 62% respondents are positive about the home library proposal
- Job seekers and BME communities are significantly less positive about the proposals, although it does vary from question to question.
- Disabled people are very significantly less positive about all the proposals
- Respondents who were least affected by a proposal were significantly more positive than those who were most affected by a proposal.
- Most responses were received from those who would be affected by the proposals
- if a respondent's library is proposed to be a hub overall positive responses to the proposals ranges from 51% to 67%, but if their library is proposed to be independent led then positive responses lie between 32% and 41%.
- For hub proposals the biggest reservation is longer distance to travel, followed by loss of service.
- For community led the biggest reservation is uncertain long term future, followed by loss of knowledge and expertise of staff.
- For independent led the biggest reservation is uncertain long term future tied with reliability of service.
- For mobile library proposal the biggest reservation is loss of service provision followed by loss of convenience.

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3. Consultation methodology

Our aim was to ensure as many people of Sheffield as possible were aware of the library review proposals and knew how to have their say in relation to these. A survey was prepared asking questions about each proposal and possible impact, and allowing space for free text responses too.

Engagement and involvement in this consultation was promoted by:

- Paper copies of the survey in all libraries and Sheffield City Council First Points
- Online survey on the council website
- Dedicated phone line to give views over the telephone or complete a survey over the telephone
- Dedicated email address to email views and comments or requests
- Language Line poster in all libraries and advertised on web to offer interpretation support to all communities
- Alternative formats of the survey including large print and easy read were produced and available upon request
- Clear explanation of the proposals by production of a document highlighting them all, available at all libraries, First Points and online
- 42415 registered library users were emailed about the consultation
- Public sector employers in Sheffield advertised the consultation on their staff intranets, e.g. NHS and South Yorkshire Police
- Details emailed to 7,538 organisations in Sheffield and asked to disseminate information to all staff and customers
- Postcard with contact details about the consultation distributed at all consultation events and targeted distribution across the city
- Publications and press stories in 25 different journals
- Regular press releases from the council's communications team
- Regular social media advertising including twitter
- Offered to facilitate consultation events with all organisations contacted and targeted organisations that support underrepresented groups to ensure their views were heard. In total, 24 different groups were consulted with
- Commissioned Sheffield Futures to organise and facilitate focus groups with children from secondary schools age up to age 25. Engagement included working with young carers, BME groups and Sheffield Youth Cabinet
- Commissioned the Council's Children's Commissioning Team to organise and facilitate focus groups with children from primary school ages, including children with disabilities and from minority groups
- Pop up events where staff were able to promote the consultation through postcard distribution and assisting people to complete the survey

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Full details of the consultation methodology and all activities organised to raise awareness and promote engagement in this consultation can be found in **Appendix 1.** Copies of all the documents used in the consultation process can be found in **Appendix 2.**

An equality impact assessment was also undertaken for the consultation plan and this too can be found in **Appendix 3.** Effort was made to target those groups or areas of the city who are seldom heard or where responses were low.

The consultation was undertaken by the Quality and Involvement Team within Business Strategy, Communities portfolio Sheffield City Council. This team has experience and expertise in consultation work, particularly reaching those who are seldom heard and are independent of the library service.

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4. Feedback and other interest in consultation

As well as the planned consultation activities described above, feedback and interest was received in a variety of ways from members of the public.

4.1 Petitions

16 petitions were received by Sheffield city council in relation to the library proposals comprising a total of 23,666 signatures. Some of these were received before the proposals were published but indicate interest in the future of libraries. All these petitions have been logged and will be available on the council's website. See **Appendix 4** for a table of petitions received about library proposals.

4.2 Freedom of information requests

12 requests from members of the public were received for further information/detail about the library proposals. All of these have been responded to in line with the Freedom of Information Act and regulations.

4.3 Emails, letters and phone calls

See the table below for a summary of other contact received.

Comms contact through:	Numbers
Emails regarding consultation	21
Emails regarding FOIs	12
Emails requesting alternative formats	6
Emails regarding request for further guidance	6
Emails regarding expressing further comments	31
Emails requesting a paper copy of survey	18
Emails to complete a survey	3
Telephone calls received to complete survey	66
Telephone calls to seek additional guidance	10
Telephone calls to request alternative formats	1
Telephone calls to comment on consultation	6
Telephone calls to register interest in community led	5
Letters/poster from children and young people	207
Letters from adults	6
TOTAL	**398**

8 schools undertook an activity with children to write letters and draw posters about the library proposals. These schools were Lydgate Junior School, Tapton Secondary school, Charnock Hall Primary school, Totley Primary school, Bradway Primary school, Dore Primary school, Totley All Saints School and King Ecgberts Secondary school.

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4.4 Surveys conducted by community groups

A number of community groups organised their own surveys and forwarded the completed ones to the consultation teams. These were:

- Zest Young People's survey
- Broomhill library action group children and adults surveys

A summary of these surveys can be found at **Appendix 5.** It should be noted that respondents did not necessarily have access to information about proposals before completing the surveys and the consultation team was not asked to advise on survey design.

4.5 Community organised public meetings

A number of community organisations/interested parties arranged public meetings during the consultation period to which councillors and council officers were invited. See **Appendix 6** for a list of public meetings attended by Sheffield City Council representatives. Notes were taken and the views expressed have been taken account of. All attendees were invited to complete the online or paper survey so it is possible that people may have expressed their views in the survey and at a public meeting.

4.6 Media coverage

A number of stories appeared in the press, on local radio and on television during the consultation period. Some of these were in response to council press releases and some of these were generated by members of the public.

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5. Consultation responses

5.1 Introduction

There are 550,000 residents in Sheffield, of whom 133,000 are adults registered with the library service and 60,000 children who are registered with a library. It is acknowledged that registration with the library service doesn't necessarily denote use of the library service.

Overall, 7,435 people completed a survey and other people shared their views at public meetings, through petitions, focus groups and writing letters or emails. Specific consultation work was also commissioned and delivered with children and young people. In total nearly 9,000 responses were received in addition to those who had signed a petition. A summary of contributions received outside of the survey is included at **Appendix 7.**

A copy of the survey questions is available in **Appendix 2.** The questions asked whether or not people used libraries and if so which library service. The survey asked whether people agreed with proposals individually. Some questions gave options to tick about any reservations people had with additional free text space if there wasn't an appropriate choice. Some questions were open with all responses being free text boxes. All the comments made have been analysed and recorded and used in the analysis below. Paper copies of surveys received were loaded online and included in the survey analysis.

The conclusions reached below include analysis of the survey and have taken account of views shared outside of the survey process as well.

A positive response means where people have ticked 'yes', or 'yes with reservation'.

A statistically significant result is one where there are enough responses and a big enough sample size to be reasonably certain that the differences seen are genuine. There are specific formulae that are applied in order to decide whether a result is statistically significant. See Appendix 2 for a more detailed summary of the statistically significant calculations.

5.2 People who responded

- 4.9% of adults registered with a library responded to the consultation via the survey.

- The specific work commissioned with Sheffield Futures, heard from 164 11-25 year olds, of whom 31% were from BME communities and 19% identified themselves as disabled. See **Appendix 8** for full report of this consultation work.

- The work undertaken by the Children's involvement team heard from 152 children aged 5-11, of whom 41% were from BME communities. See **Appendix 9** for a full report of this consultation work.

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A summary table below **Figure 1** shows who responded to the survey.

Library Consultation

7,435
Total number of repsondents to the consultation

12.5%
More than one in ten respondents were Black or Minority Ethnic

-6.7%
This was proportionally less than the citywide population

ONE THIRD ☑ ☐ ☐
OF RESPONDENTS WERE MALE

-15.5%
Citywide, this figure is 49%, suggesting this group is underrepresented in the responses

13.8%
1,024 respondents considered themselves to be disabled

	1%	3%	23%	45%	23%	5%
Age	17-19	20-25	26-39	40-64	65-79	80+
Difference from 2011 Census	⬇	⬇	⬆	⬆	⬆	↔
	-5.8%	-11.2%	0.2%	7.8%	9.8%	0%

- Please note that as described in section 3 specific consultation work outside the survey also took place in order to ensure all groups were included. The results from these other activities are included in the analysis. Comments made outside the formal consultation process have also been included.

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The table below **Figure 2** shows response by library, and shows the percentage of the overall response and also the percentage of registered library users at each library/service.

Figure 2

	No.	%	% of RLUs
Totley	611	8.2%	13.6%
Stannington	376	5.1%	12.9%
Walkley	363	4.9%	11.0%
Home Library Service	72	1.0%	10.8%
Greenhill	371	5.0%	8.4%
Gleadless	271	3.6%	7.7%
Broomhill	591	7.9%	7.0%
Woodhouse	221	3.0%	6.1%
Park	177	2.4%	5.5%
Mobile Library Service	178	2.4%	5.4%
Ecclesfield	136	1.8%	5.1%
Upperthorpe	182	2.4%	4.7%
Frecheville	80	1.1%	4.5%
Ecclesall	450	6.1%	4.4%
Chapeltown	258	3.5%	3.3%
Jordanthorpe	57	0.8%	2.8%
Stocksbridge	148	2.0%	2.8%
Woodseats	186	2.5%	2.7%
Hillsborough	222	3.0%	2.4%
Crystal Peaks	295	4.0%	2.4%
Burngreave	101	1.4%	2.2%
Newfield Green	57	0.8%	2.1%
Central	976	13.1%	2.0%
Highfield	173	2.3%	1.9%
Tinsley	50	0.7%	1.7%
Manor	109	1.5%	1.3%
Southey	51	0.7%	1.3%
Parson Cross	57	0.8%	1.2%
Firth Park	107	1.4%	0.7%
Archives	45	0.6%	0.6%
Darnall	39	0.5%	0.5%
Not Selected	425	5.7%	

- The biggest percentage of responses was received from Central Library. Those libraries that were proposed to be an independent library had a higher proportion of registered library users responding, perhaps because of organised local campaigns, or people being more motivated to respond.

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5.3 What do you use the library for?

The table below, **Figure 3,** shows what people stated they use the library for.

Figure 3

	Number of Respondents	% of Total (exc. Non library users)
Borrowing books for adults	6,219	87.9%
Borrowing CDs / DVDs	3,207	45.3%
Reading books / newspapers in the library	2,203	31.1%
Printing and photocopying	1,910	27.0%
Access to computers and the internet	1,798	25.4%
Education and learning	1,680	23.7%
Meeting people	1,646	23.3%
Clubs / activities	1,258	17.8%
Access to archives	1,095	15.5%
Borrowing books for children	804	11.4%
Other	677	9.6%
Job searching and / or volunteering opportunities	598	8.4%
Access to other services	556	7.9%
Advice and guidance, e.g. Councillor's Surgery, Credit Union, etc.	524	7.4%
Room hire	307	4.3%

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5.4 What will you do if the library you use most closes?

The table below **Figure 4** shows what people stated they will do if the library they use closes.

	No.	%
Stop using libraries and lose access to facilities available in libraries	2,255	31.9%
Not applicable as the library I use most is one of the proposed 11 hub libraries	1,632	23.1%
Use the Central Library in the city centre	1,263	17.8%
Go to your next nearest library	1,145	16.2%
Not sure	908	12.8%
Other	687	9.7%
Buy books / CDs / DVDs or get them electronically, e.g. Kindle, iTunes, LoveFilm	672	9.5%
Go to another hub library	265	3.7%
Use computers elsewhere	227	3.2%
Have another way of meeting my needs	211	3.0%
Use a school library	111	1.6%

- The biggest category in 'other' was lose community resource followed by cost and inconvenience of travel.

- Job seekers reported that they were more likely to use central library or the next nearest library than non- job seekers

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5.5 Are you satisfied that we have taken into account the right things to inform the proposals?

- Overall 53% of respondents to the survey answered 'yes' or 'yes with reservations'.
- Those people who contributed views outside of the survey in general expressed the same sort of reservations about the needs assessment as those responding to the survey.
- The most common reservation people expressed was that the loss of a library as a 'community or social resource' had not been adequately taken into account (see below for explanation and examples).
- The next two most common reservations were 'process' followed by 'against closures' and closely followed by 'travel'.

Community/social value

This included factors of added value/significance which people don't believe have been taken into account sufficiently and the potential impact if these aren't available. It included things like:

- Use of the library building by community groups, and a fear that alternative venues may not be available locally so groups may face closure.
- The effect on the wellbeing of some users if they lose the opportunity for local social interaction

☺ 'You did not appear to have taken into account the number of people who gain their only human interaction through the local library, who would otherwise be isolated'.

☺ 'The Zest Centre, which includes Upperthorpe Library, is a very popular and well used space and resource….In an area of huge need and a very ethnically diverse population the loss of this centre will fragment the sense of community and lead to isolation and community degeneration. Why is it that when many big cities experienced riots a year ago Sheffield was spared? I feel it is these sorts of services that make a huge difference to people and we scrap them at our peril'.

☺ 'Totley library is the only Council-provided public facility for meetings, events, other than book lending and computer services'.

☺ 'The Library is the heart of the Burngreave community as there is no other centre. It is a meeting point, a help centre etc'.
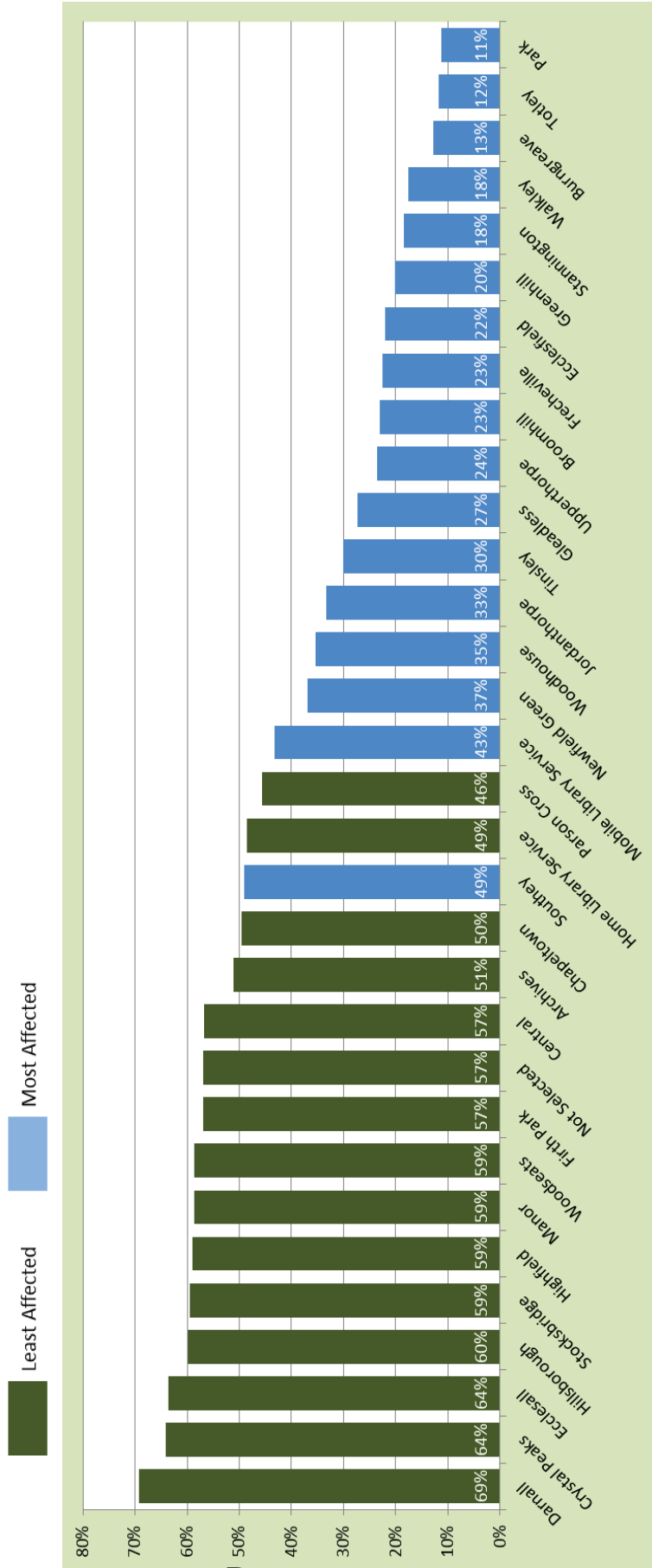
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5.6 Overall, what do you think of the proposals?

- 39% of survey respondents answered with 'yes' or 'yes with reservations' that the proposals as a whole were fair and reasonable.

- The most common reservation was the loss of a 'community or social resource' (see above for explanation and examples).

- The next most common reservations were 'against closures' followed by 'fairness'

- ☺ 'The scale of the proposed cuts is scandalous! Important centres of learning, inspiration and enjoyment will be lost.. .'

- ☺ 'A reduction in the number of libraries will only be the start of the overall decline and eventual termination of library services in Sheffield'

- ☺ 'Unreasonable as SCC have a legal duty to maintain a comprehensive, efficient, modern service..'

- ☺ 'A definite backwards step…not equality of opportunity..'

- ☺ 'I think it deprives the people who most need it to access resources they can't really afford..'

- ☺ 'Not fair on the local residents who use the service..'

- ☺ 'It is always the south west of the city that suffers in council cutbacks.'

- ☺ 'I will be unable to access library services due to disabilities'

- ☺ 'In the 2012 Library Review consultation, the second most important factor identified by the public for a community library was "within walking distance", however the needs analysis is based on the use of buses …'

- The respondents most affected by the proposals were the least positive in their overall responses and those that were least affected were the most positive. See **Figure 5** below.
- Those respondents who don't use any library services were more positive about the proposals.

Figure 5

Least Affected Respondents are those who indicated they most use
- Proposed Hub Library
- Central Library or Archives
- Home Library Service

Most Affected Respondents are those who indicated they most use
- Proposed Community or Independent Library
- Mobile Library Service

Legend:
- Least Affected (dark green)
- Most Affected (blue)

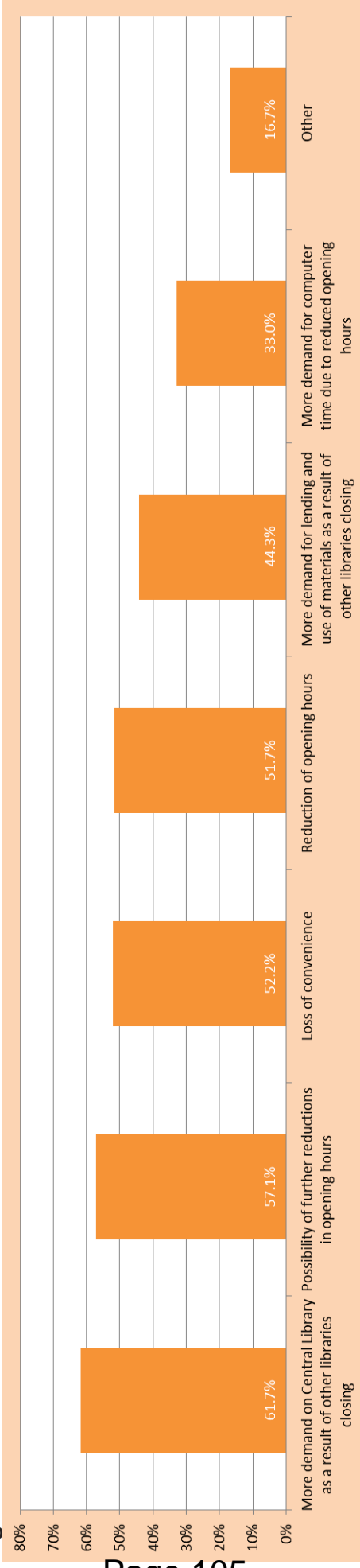| Location	Percentage
Darnall	69%
Crystal peaks	64%
Ecclesall	64%
Hillsborough	60%
Stocksbridge	59%
Highfield	59%
Manor	59%
Woodseats	59%
Firth Park	57%
Not Selected	57%
Central	57%
Archives	51%
Chapeltown	50%
Home Library Service	49%
Parson Cross	49%
Mobile Library Service	46%
Newfield Green	43%
Woodhouse	37%
Jordanthorpe	35%
Tinsley	33%
Gleadless	30%
Upperthorpe	27%
Broomhill	24%
Frecheville	23%
Ecclesfield	23%
Greenhill	22%
Stannington	20%
Walkley	18%
Burngreave	18%
Totley	13%
Park	12%
	11%

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- There is a statistically significant difference overall to the responses from disabled people. Overall they are less positive about the proposals as a whole

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5.7 Do you agree with the proposal to reduce the opening hours of the Central Library by one afternoon and one evening?

- Overall 55% of survey respondents said 'yes', or 'yes with reservations' about the proposal to reduce the opening hours of central library by one afternoon and one evening.

- the most common reservation was that there would be more 'demand on central library' if other libraries in the city close followed by a concern that this might be followed by a 'further reduction in opening hours' (see Figure 6 below).

- Job seekers were statistically less positive about this question as were BME people, disabled people, men and people under 65.

- People who contributed views outside of the survey in general did not make a lot of comments about the central library proposals.

Figure 6

Figure 6 bar chart:
- More demand on Central Library as a result of other libraries closing: 61.7%
- Possibility of further reductions in opening hours: 57.1%
- Loss of convenience: 52.2%
- Reduction of opening hours: 51.7%
- More demand for lending and use of materials as a result of other libraries closing: 44.3%
- More demand for computer time due to reduced opening hours: 33.0%
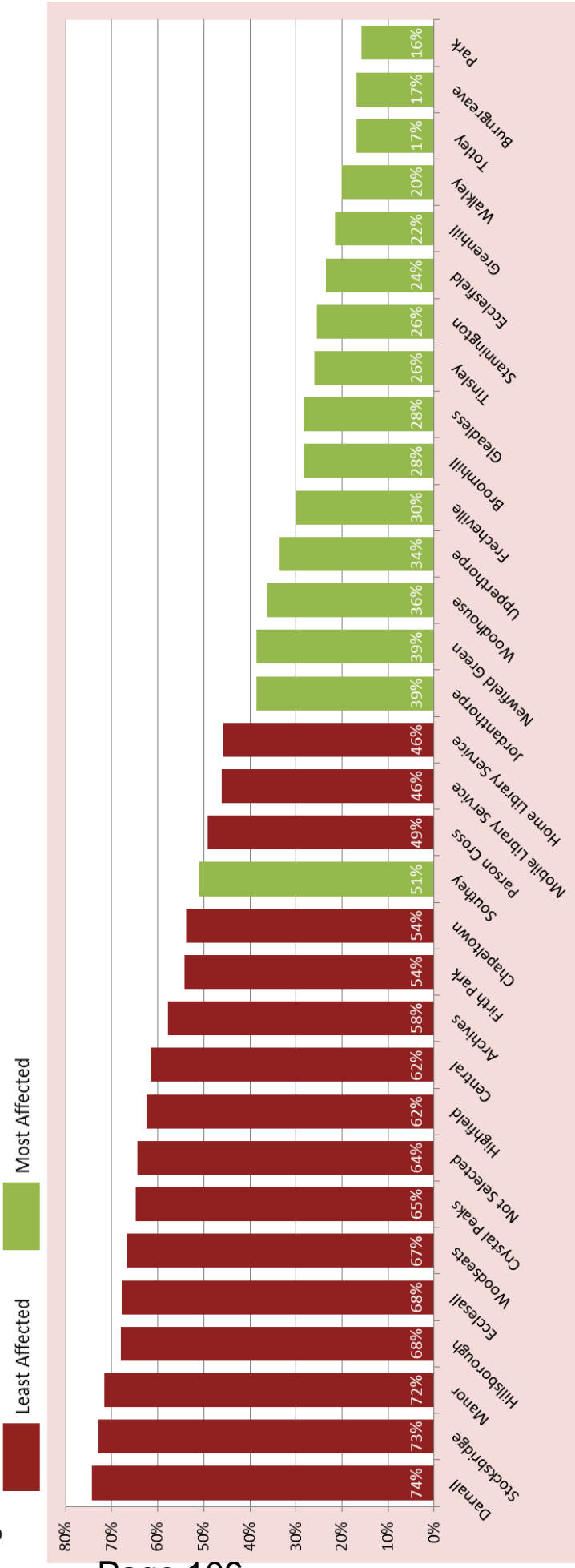- Other: 16.7%

- The most common reservation people expressed in 'other' in the free text was around the issues that arise from changing the opening hours.

- Children and young people in the commissioned work expressed particular reservations about the loss of afternoon and evening closures as that is when they can access libraries.

5.8 Do you agree with the proposal to have 11 hub libraries?

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- Overall 44% of respondents to the survey said 'yes', or 'yes with reservations' about the hub proposals.
- Respondents using libraries which are proposed to be hubs were all more positive about that proposal than respondents whose library was not one of the proposed hubs. This is illustrated below in **Figure 7** bar chart showing percentage of positive responses by library area. Those in brown/red are hub libraries i.e. 'least affected' by this proposal. Those in green are 'most affected' by the proposal i.e. they are libraries which are proposed to be either a community led or an independent library and are at risk of closure. (NB the mobile and home library and central library users are also shown as least affected by this particular proposal).
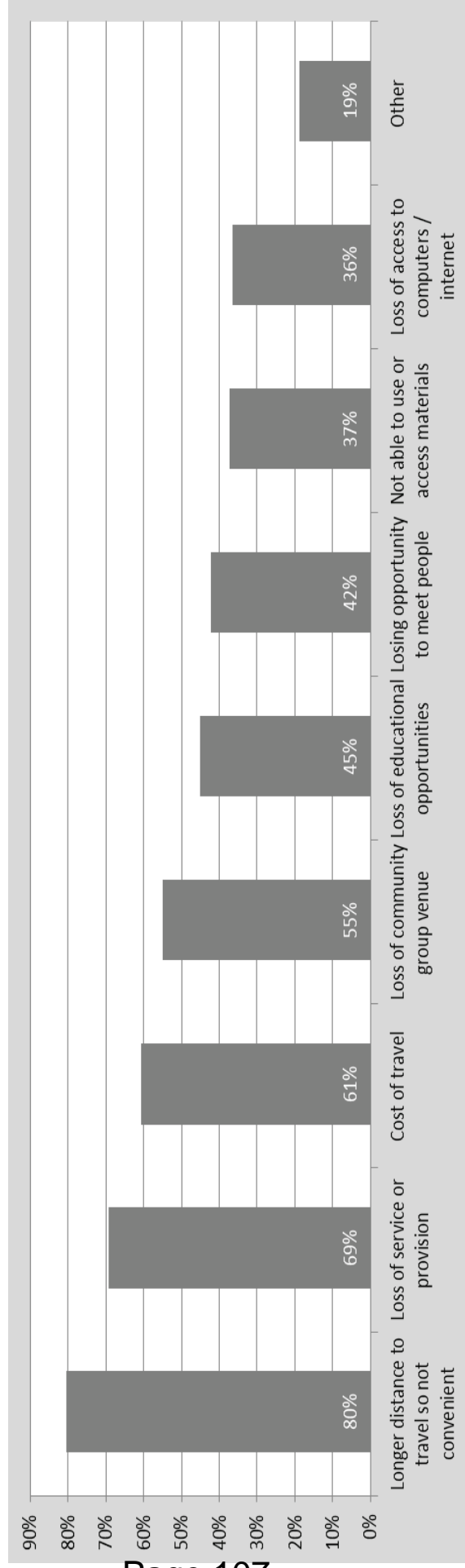
Figure 7

Legend: Least Affected (red), Most Affected (green)

Data (library: percentage):
- Damall: 74%
- Stocksbridge: 73%
- Manor: 72%
- Hillsborough: 68%
- Ecclesall: 68%
- Woodseats: 67%
- Crystal Peaks: 65%
- Not Selected: 64%
- Highfield: 62%
- Central: 62%
- Archives: 58%
- Firth park: 54%
- Chapeltown: 54%
- Southey: 51%
- Parson Cross: 49%
- Mobile Library Service: 46%
- Home Library Service: 46%
- Jordanthorpe: 39%
- Newfield Green: 39%
- Woodhouse: 36%
- Upperthorpe: 34%
- Frecheville: 30%
- Broomhill: 28%
- Gleadless: 28%
- Tinsley: 26%
- Stannington: 26%
- Ecclesfield: 24%
- Greenhill: 22%
- Walkley: 20%
- Totley: 17%
- Burngreave: 17%
- Park: 16%

- The most common reservation expressed was longer distance to travel (see **Figure 8** below).

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- Disabled people were statistically much less in favour of these proposals than nondisabled people. Their biggest reservation was longer distance to travel.
- People contributing outside of the survey in general tended to be from most affected groups i.e. their library was not proposed to be a hub and therefore reflected many of the same concerns as the survey respondents who were most affected.
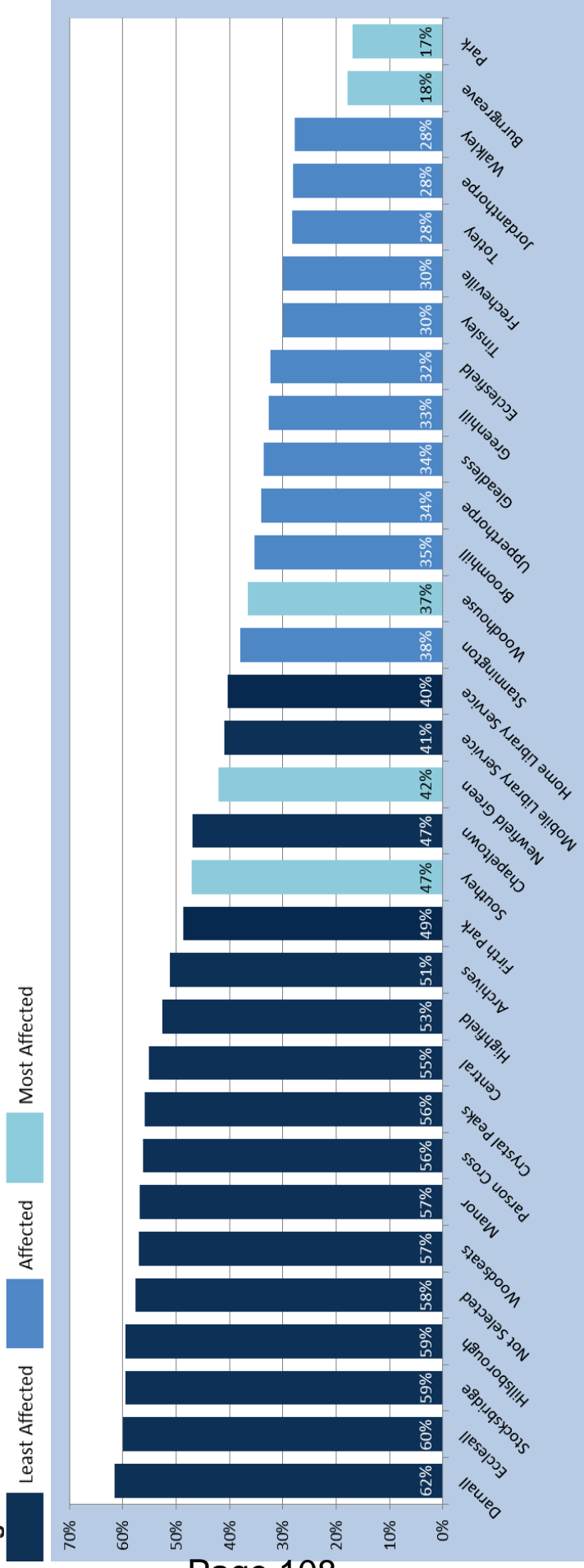
Figure 8

Bar chart showing reservations:
- Longer distance to travel so not convenient: 80%
- Loss of service or provision: 69%
- Cost of travel: 61%
- Loss of community group venue: 55%
- Loss of educational opportunities: 45%
- Losing opportunity to meet people: 42%
- Not able to use or access materials: 37%
- Loss of access to computers / internet: 36%
- Other: 19%

- The most common reservation people expressed in free text reservations was 'against closures'

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5.9 Do you agree with the proposal to have up to 5 community-led libraries?

- Overall 43% of people who responded to the survey answered yes or yes with reservations to the question 'do you agree to the proposal to have 5 community led libraries.

- Those who were least affected by this proposal were the most positive about it. See summary bar chart **Figure 9** below.

Figure 9

Library	%
Darnall	62%
Ecclesall	60%
Stocksbridge	59%
Hillsborough	59%
Not Selected	58%
Woodseats	57%
Manor	57%
Parson Cross	56%
Crystal Peaks	56%
Central	55%
Highfield	53%
Archives	51%
Firth Park	49%
Southey	47%
Chapeltown	47%
Newfield Green	42%
Mobile Library Service	41%
Home Library Service	40%
Stannington	38%
Woodhouse	37%
Broomhill	35%
Upperthorpe	34%
Gleadless	34%
Greenhill	33%
Ecclesfield	32%
Tinsley	30%
Frecheville	30%
Totley	28%
Jordanthorpe	28%
Walkley	28%
Burngreave	18%
Park	17%

Legend: Least Affected, Affected, Most Affected

- The most common reservation expressed was uncertainty over long term future (see **Figure10** below).

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Figure 10

Uncertain long-term future: 78%
Loss of knowledge and expertise: 72%
Reliability of service: 64%
Loss of Council staffing: 63%
Possible use of volunteers rather than paid staff: 59%
Lack of accountability and control: 55%
Loss of Council funding: 19%
Other: 19%

- BME peopals were statistically significantly less positive than non BME people about these proposals and disabled people were statistically significantly less positive than non-disabled people. The most common reservation for both these groups was uncertainty over long term future i.e. the same as the overall group.
- Those people who contributed views outside of the survey in general expressed the same sort of reservations about the proposal as those responding to the survey.
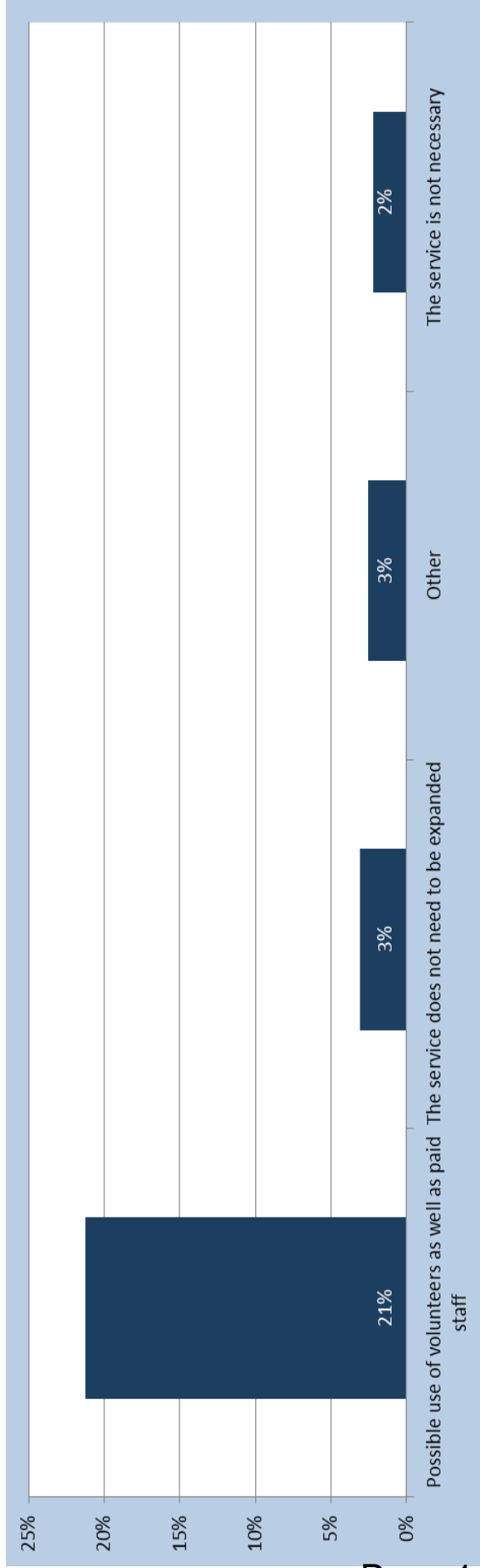- The most common reservation people expressed in 'other' free text reservations was 'objection to volunteers'. This included concerns about data security, reliability and loss of jobs for library staff etc.

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5.10 Do you agree with the proposal to have any remaining libraries run by independent groups?

- Overall 45% of survey respondents answered 'yes', or 'yes with reservations' about the independent library proposal.
- Those who were least affected by this proposal were the most positive about it.   See summary bar chart **Figure 11** below.
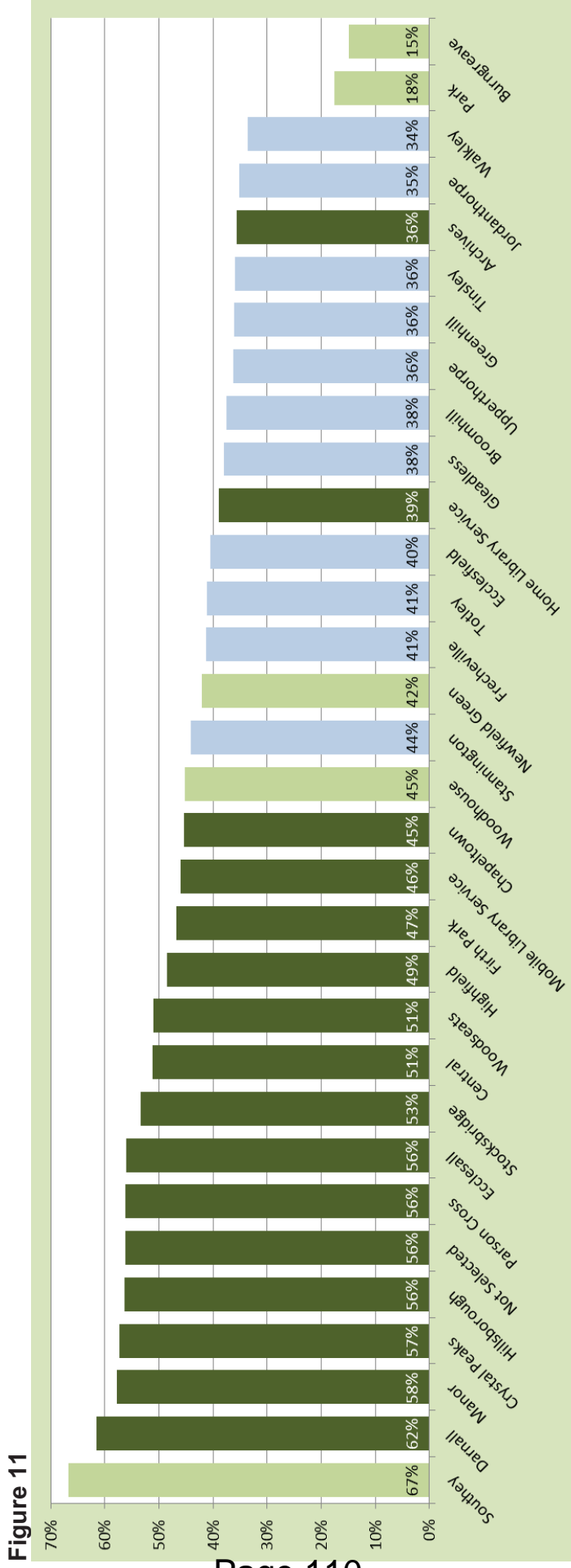
Figure 11

- The most common reservation expressed was uncertainty over long term future of the library, closely followed by concerns over reliability of service (see **Figure 12** Below).
- BME people were statistically significantly less positive than non BME people about these proposals and disabled people were statistically significantly less positive than non-disabled people. However, people over 65 were statistically significantly more positive about these proposals.

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- The main reservation for BME communities was reliability of service, very closely followed by uncertainty about the long term future. The main reservation for disabled people was reliability of service, followed by uncertainty about the long term future. These reservations have a reversed emphasis for these groups compared to the overall responses.
- Those people who contributed views outside of the survey in general expressed the same sort of reservations about the proposal as those responding to the survey.

Figure 12
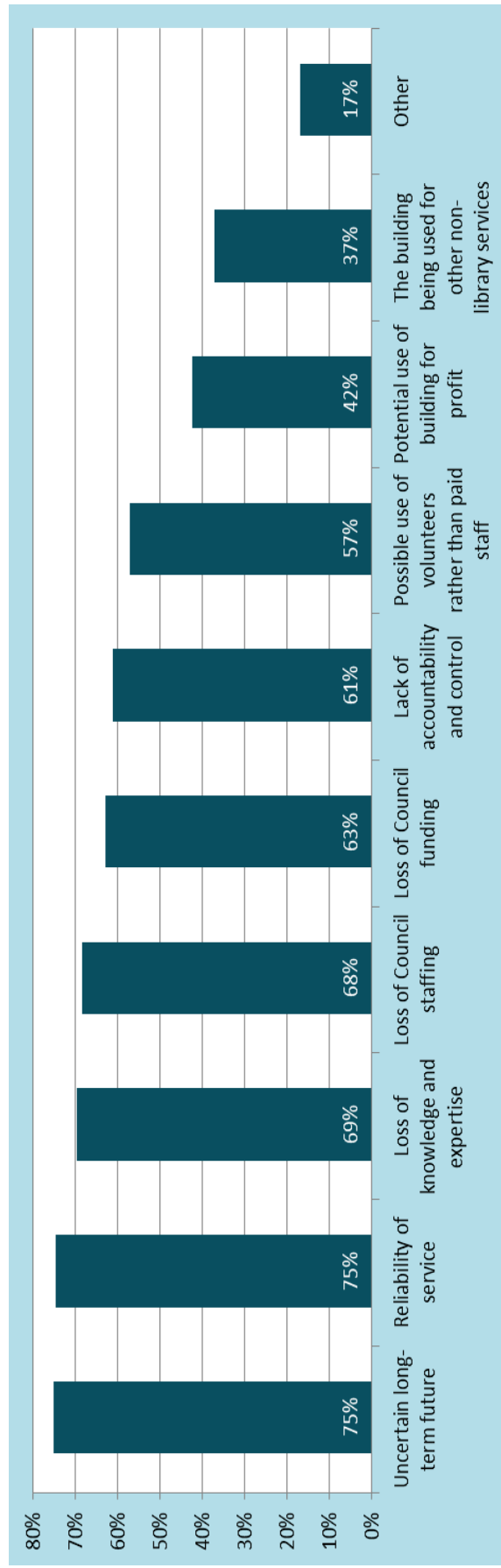
The most common reservation people expressed in 'other' was 'wrong approach' i.e. reservations about the proposed model.

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5.11 Do you agree with the proposal to develop and expand the Home Library Service by the use of volunteers?

- 62% of survey respondents answered 'yes' or 'yes with reservations' to the proposal to expand the home library service with the use of volunteers.
- The most common reservation expressed was the possible use of volunteers as well as paid staff (see **Figure 13** below).
- BME people were statistically significantly less positive than non BME people. Although the use of volunteers was the biggest reservation, within the free text box BME differed from the whole group in being slightly less concerned about vetting arrangements and slightly more concerned about quality.
- Job seekers were statistically significantly less positive than non-job seekers. The use of volunteers was again the biggest reservation but they differed from the main group in the free text box by being less concerned about vetting arrangements and more concerned about loss of knowledge and expertise of staff.
- Disabled people were also statistically significantly less positive than non-disabled people. Use of volunteers was again the biggest reservation but they differed from the main group in the free text box by being more concerned about vetting arrangements for volunteers.
- Those who contributed views outside of the survey process in general did not comment in detail about the home library service proposal.

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Figure 13

Bar chart showing:
- Possible use of volunteers as well as paid staff: 21%
- The service does not need to be expanded: 3%
- Other: 3%
- The service is not necessary: 2%

- The most common reservation people expressed in 'other' free text reservations was with the 'vetting arrangements for volunteers'

5.12 Do you agree with the proposal to close the Mobile Library Service?

- 41% of the survey respondents answered 'yes' or 'yes with reservations' about mobile library proposal.
- The biggest reservation was the loss of service provision (see **Figure 14** below).
- The most affected by the proposals i.e. those who currently use the mobile library service are statistically significantly a lot less satisfied about the proposals, with only 10% of mobile service users answering 'yes' or 'yes with reservations'. 32% of respondents who identified as mobile service users were disabled.
- BME responses were in line with group, i.e. no significant difference.
- People over 65, disabled people and job seekers were all significantly less positive about the proposal. Their biggest reservation was loss of convenience.
- Men were significantly more positive about the proposals than women.
- Those who contributed views outside of the survey process in general did not comment in detail about the home library service proposal.

Figure 14
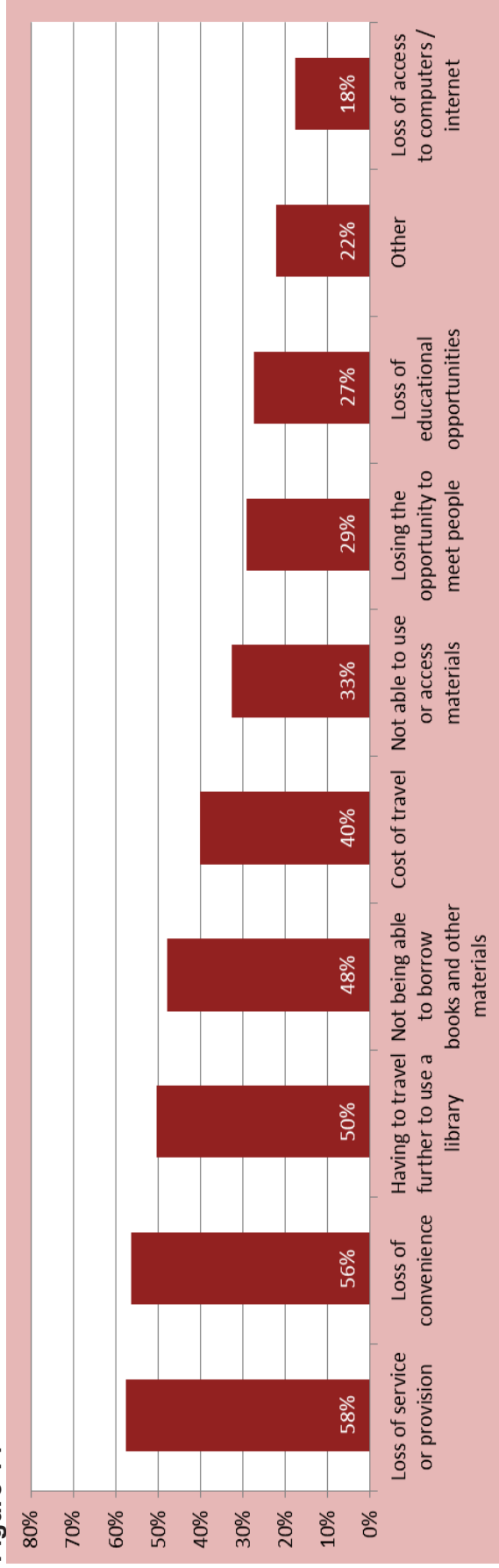
- The most common reservation people expressed in free text reservations was the impact on 'older and disabled people.'

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5.13 If there are things we could do to lessen any potential concerns you have, let us know what they are.

Respondents were invited to contribute any ideas they had to lessen any potential concerns about the proposals as a whole. People took the opportunity to comment on a number of issues, including logging their reservations. A summary of comments is in the chart below **Figure 15.**

Figure 15
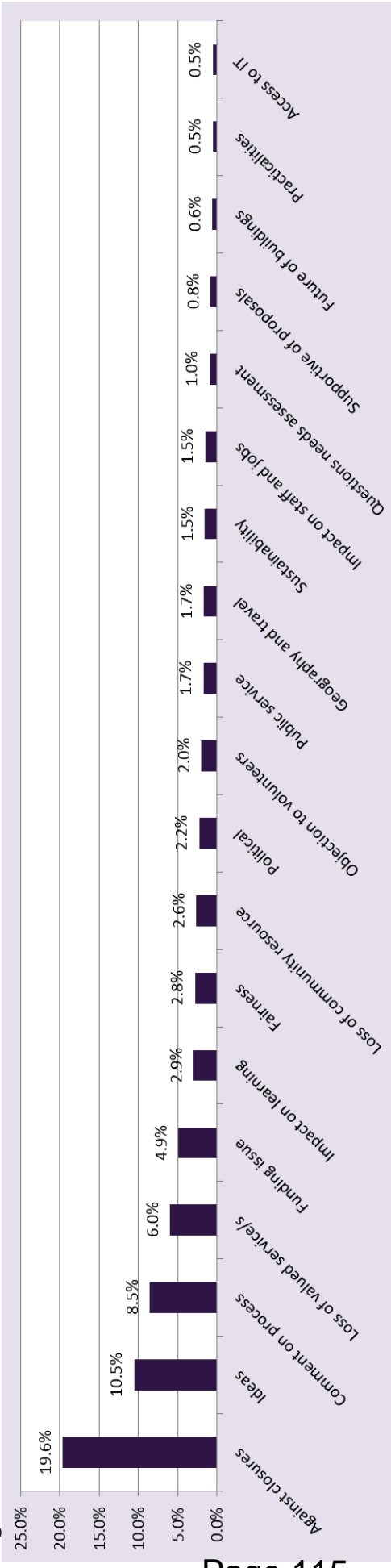
- The second most common point raised was to suggest alternative ideas. See **Appendix 10** for a summary of ideas, suggestions, alternative models and ideas for funding from elsewhere. This includes contributions from the survey respondents and from outside the survey.

5.14 Do you have alternative ideas or suggestions or any other comments?

Respondents were invited to contribute any other ideas or suggestions they had. A summary of responses is in the chart below
Figure 9

- People who contributed outside of the survey also submitted ideas and suggestions, many of which were replicated by those who commented within the survey.

- Please see **Appendix 10** for a summary of ideas, suggestions, alternative models and ideas for funding from elsewhere.

☺ *'Keep all libraries open!!! This is why we pay our council tax.'*

☺ *'Cost of keeping libraries is not great, closing them is retrograde.'*

☺ *'Remove the stress and anxiety from mums and the elderly by keeping the library open'.*

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☺ 'Please make every effort to keep open and fund and staff as many libraries as possible. It could save a lot of people from despair resulting in extra medical treatment costs.'

☺ 'A positive vision of the future would be helpful..'
☺ "feels very much like a rushed attempt to see just how much the money can stretch to, rather than thinking about just what the library service is for in the first place. An opportunity missed.'

☺ 'This consultation does not feel like a consultation, it feels like we really will have no choice or real influence on your proposals. I hope I am wrong in thinking that.'

☺ 'Books are not a luxury; they should be an everyday part of life for all. By closing local libraries you are taking away the right that children and adults have to read – and therefore to learn'

6. Results by equalities groupings

6.1 Children and Young People

Children's Consultation re: Library Proposals

The consultation work undertaken with children 5-11 years gathered the views of 152 children. 28% of these were non-library users. In the work undertaken by Sheffield Futures with 164 11-19 year olds views, 49% were non-library users. See Appendices 8 and 9 for full reports of the consultation activity.

Some of the key concerns expressed by children and young people were:

- Library hours as they are at the moment are inconvenient for children and are a reason why some of the children don't use libraries

- Central library – want it to close in mornings instead of afternoons and evenings as they can only go later in day after school

- Hubs proposals – Those whose local library isn't becoming a hub had concerns about distance to travel and the cost and safety implications of travelling on their own. This mirrors concerns expressed by adults in the survey.

- Community-led – concerns about volunteers with no professionals librarians on site

- Scepticism about whether volunteers in the number needed could be recruited for non-profit making activity.

- In favour of expanding the home library service

- Against the closure of mobile library service

Children and young people concerns through survey

A range of issues were expressed about children and young people, particularly pre-school children in the main survey. These included:

- Loss of activities e.g. toddler groups, reading groups
- Travel with small children and pushchairs
- Loss of support networks for parents
- Libraries fostering positive attitude to literacy and current low literacy rates in the city

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Children's views from letters and community group surveys

Where letters and surveys were received from schools and community groups, it wasn't clear how much of the rationale behind the proposals had been explained to the children. All the children were library users who submitted comments in this way.

Comments received were usually about the proposed loss of their local library and concerns expressed were very similar to those expressed by adults who use those libraries in the main survey e.g. distance, convenience, loss of a service etc. Some children particularly mentioned:

- Loss of a venue for homework and study and a safe place to go after school
- Issues with travel, distance and safety e.g. if unable to travel alone particularly at night and the cost of travel
- Access to the internet for children and young people who don't have it at home and the ability to complete homework.
- Loss of venue for school trips and libraries as a venue
- Loss of libraries as a part of the school curriculum

Job seekers

Overall job seekers are less positive about the proposals than non- job seekers.
The responses clearly show that a significantly greater proportion of Job Seekers use the library for:

- Accessing computers
- Borrowing CDs/DVDs
- Printing and photocopying
- Job searching and /or volunteering opportunities
- Reading books/newspapers in the library
- Education and learning
- Meeting people
- Advice and guidance

Job seekers were significantly more likely than non-job seekers to use Central library or the next nearest library should their usual library close. However, they were not significantly more likely to lose access to library services altogether, nor were they significantly more concerned about travel to another library.

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Older people

Overall, older people did not offer statistically different opinions to people aged under 65. However, there were significant differences on a few questions where those under 65 were less positive than those over 65.   This included the question about the proposals overall, the central library proposals and the proposal for independent libraries.   Only on the question on mobile libraries were people over 65 less positive than those under 65.

However, some of the free text comments received offered some insight into factors that might be important for older people. These comments are not statistically significant but highlight some possible areas to note

- Reliance on local libraries as a source of social contact to relieve isolation.
- Difficulty travelling and carrying books.
- Concerned about cost of transport if bus passes are withdrawn at some stage.
- The closure of the mobile library service was a particular concern.
- Travelling longer distances in bad weather and negotiating the hills

Disabled people

As reported in the results section, disabled people were significantly less positive about all the proposals than non -disabled people. Some comments from free text boxes that might shed some insight into the reasons are listed below. These are not statistically significant but may highlight some causes for concern:

- Value relationship with current librarians which they fear will be lost if they have to attend another library e.g. making adjustments and offering support where required e.g. with accessing appropriate materials – audio books and Braille.
- Concerns about fewerstaff being available to support disabled people.
- More difficult to travel to alternative libraries in general and a greater impact on disabled people of this
- Some alternative libraries reported as being particularly inaccessible for disabled people e.g. Hillsborough, Woodseats, Central and Ecclesall. Parking, distance to walk and toilet facilities were registered as factors in this.
- Upperthorpe was particularly valued for its ease of access.
- The cumulative impact of the proposed cuts in library services and other changes e.g. benefit changes.

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BME

People from BME communities were significantly less positive about the proposals overall than non BME communities. This did vary from question to question though. Some factors identified in the free text boxes and in visits to BME groups which might indicate a difference in reliance or use of libraries are listed below. These are not statistically significant but may offer some insight:

- Confidence in their local area but concerns about using libraries outside of their community e.g. personal safety.
- Expressed concern about loss of language support if their local library closes.
- The libraries they use now have resources in community languages e.g. Urdu and Bengali and concern that alternative libraries may not have these.
- Familiarity with staff and strong relationships with staff are something people value, perhaps because of the support that's been available.
- People who've arrived relatively recently have less awareness of the geography of the city and therefore will find it hard to navigate to alternative libraries outside of their communities.
- Some BME people use libraries as a way to engage with people in their local community and are concerned that if their local library closes it will have a more significant impact on BME people
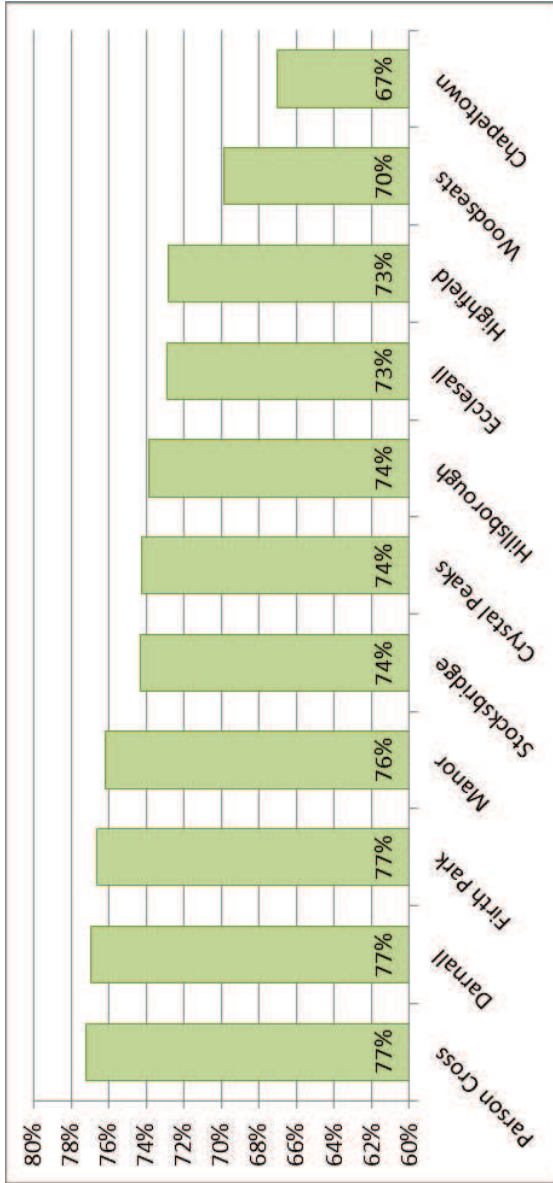
33

7. Results by individual libraries

- Results have been analysed by individual libraries. Some of the response rates are small, so it hasn't been possible to analyse each library for equalities data.
- Results overall demonstrate that within each category of proposal there are differences in positive response between different libraries.

7.1 Hub libraries

- Although there is some variation between individual libraries which are proposed to be hub libraries, overall the responses are generally positive in line with the overall survey results which show that those who are unaffected by proposals are more positive about the proposals.
- Figure 10 below shows the responses by library for those who answered 'yes' or 'yes with reservations' when asked whether the right things had been taken into account to inform the proposals.

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Figure 10 hub library positive responses to needs assessment

Library	%
Parson Cross	77%
Darnall	77%
Firth Park	77%
Manor	76%
Stocksbridge	74%
Crystal Peaks	74%
Hillsborough	74%
Ecclesall	73%
Highfield	73%
Woodseats	70%
Chapeltown	67%

- The response by the different equality groups for hub libraries as a whole to the question 'do you agree the right things have been taken into account to inform the proposals'   is shown below in figure 11.

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Figure 11 positive responses by equality groups for hub libraries for needs assessment question

Group	Percentage
Total	72.8%
Job Seekers	57.8%
Non Job Seekers	74.4%
Disabled	62.6%
Non-Disabled	75.3%
Female	73.4%
Male	74.0%
65 and Over	77.3%
Under 65	72.7%
BME	73.9%
White British	73.7%

36
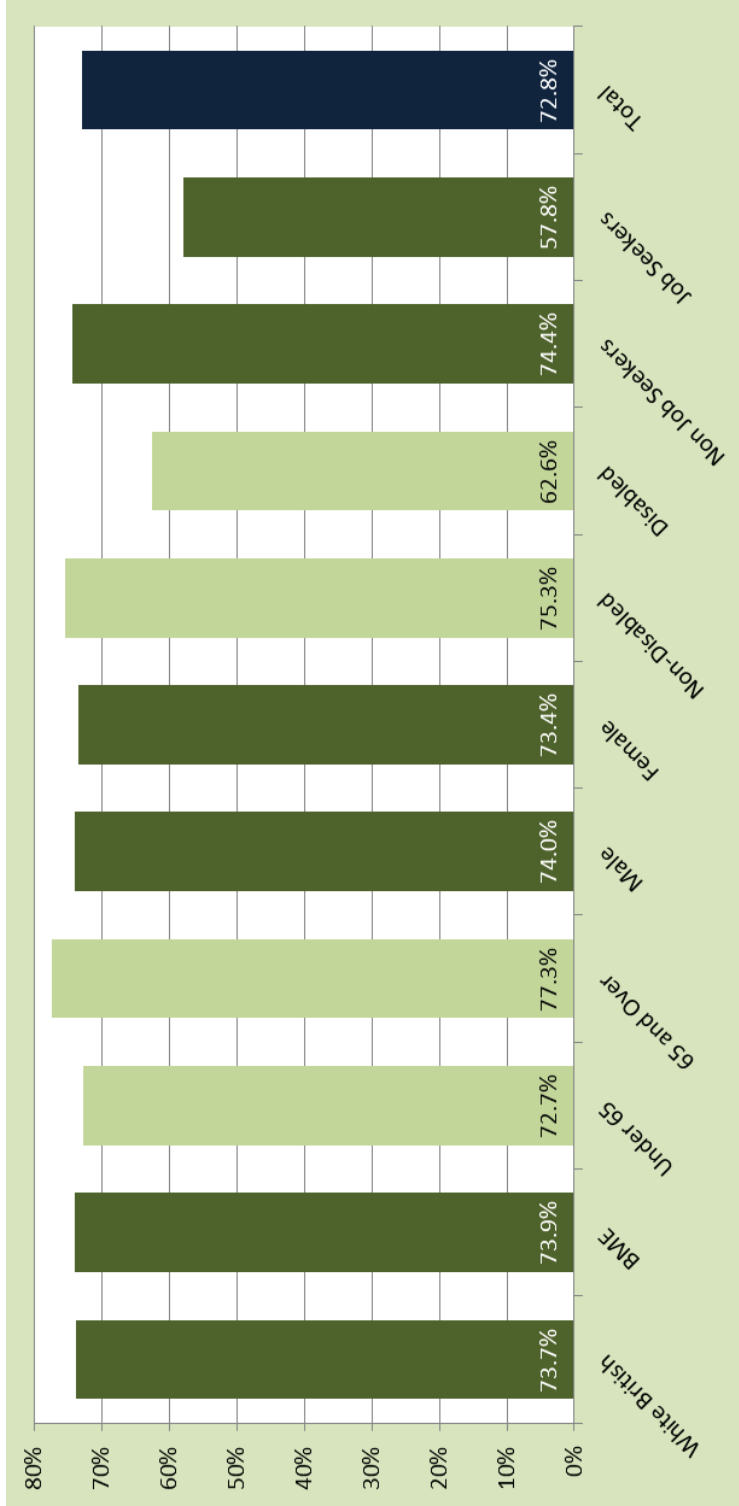
Figure 12   hub library positive responses to overall proposals

Hub library	Positive response
Darnall	69%
Crystal Peaks	64%
Ecclesall	64%
Hillsborough	60%
Stocksbridge	59%
Highfield	59%
Manor	59%
Woodseats	59%
Firth Park	57%
Chapeltown	50%
Parson Cross	46%
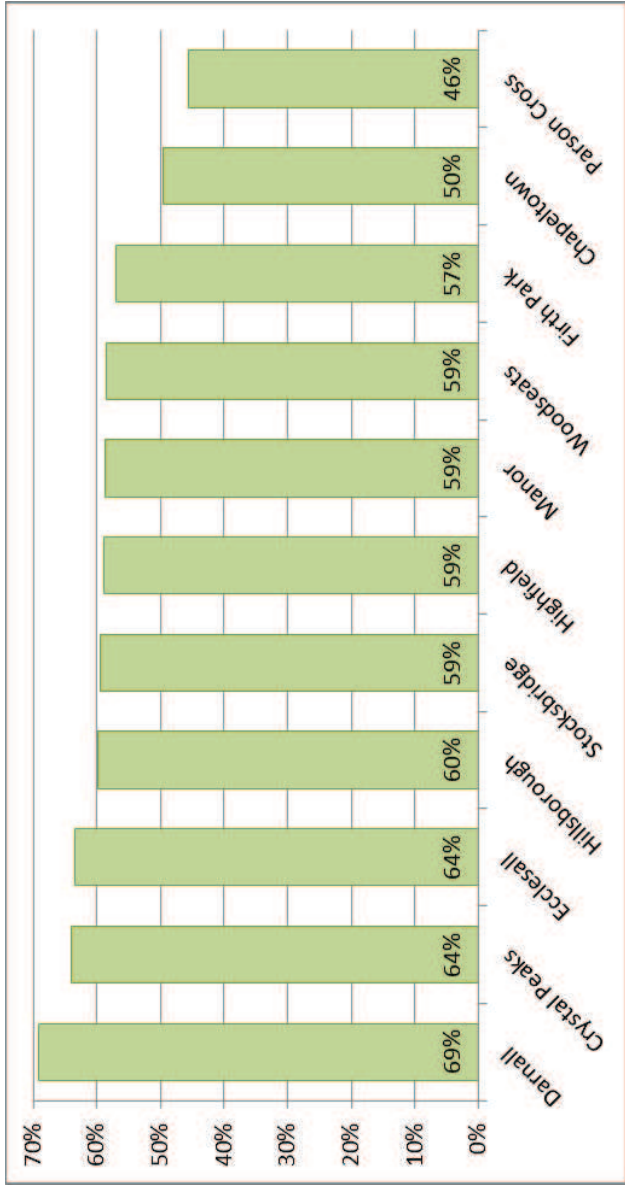
- Figure 12 above shows the positive responses by hub library to the question 'overall what do you think of the proposals?'.

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- Figure 13 below shows the positive responses by equality group across all hub libraries to the question 'overall what do you think of the proposals?'

Figure 13 Equality group positive responses across all hub libraries to question about overall proposals

Group	Positive response
Total	59.3%
Job Seekers	45.1%
Non Job Seekers	61.2%
Disabled	46.4%
Non-Disabled	63.0%
Female	60.0%
Male	61.5%
65 and Over	64.8%
Under 65	59.1%
BME	57.7%
White British	61.0%

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- Figure 14 below shows the positive responses by individual hub library to the question 'do you agree with the proposal to have 11 hub libraries?'

Figure 14 positive responses by hub library to the hub library proposal question

Hub library	Positive response
Darnall	74%
Stocksbridge	73%
Manor	72%
Hillsborough	68%
Ecclesall	68%
Woodseats	67%
Crystal Peaks	65%
Highfield	62%
Firth Park	54%
Chapeltown	54%
Parson Cross	49%

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- Figure 15 below shows positive responses by equality group across the hub libraries as a whole to the hub library proposal question.

Figure 15 equality group positive responses across all hubs to the hub library proposal

Equality Group	Positive Response
Total	64.5%
Job Seekers	56.9%
Non Job Seekers	65.8%
Disabled	51.5%
Non-Disabled	67.3%
Female	65.8%
Male	64.7%
65 and Over	67.8%
Under 65	64.5%
BME	60.9%
White British	66.0%

40
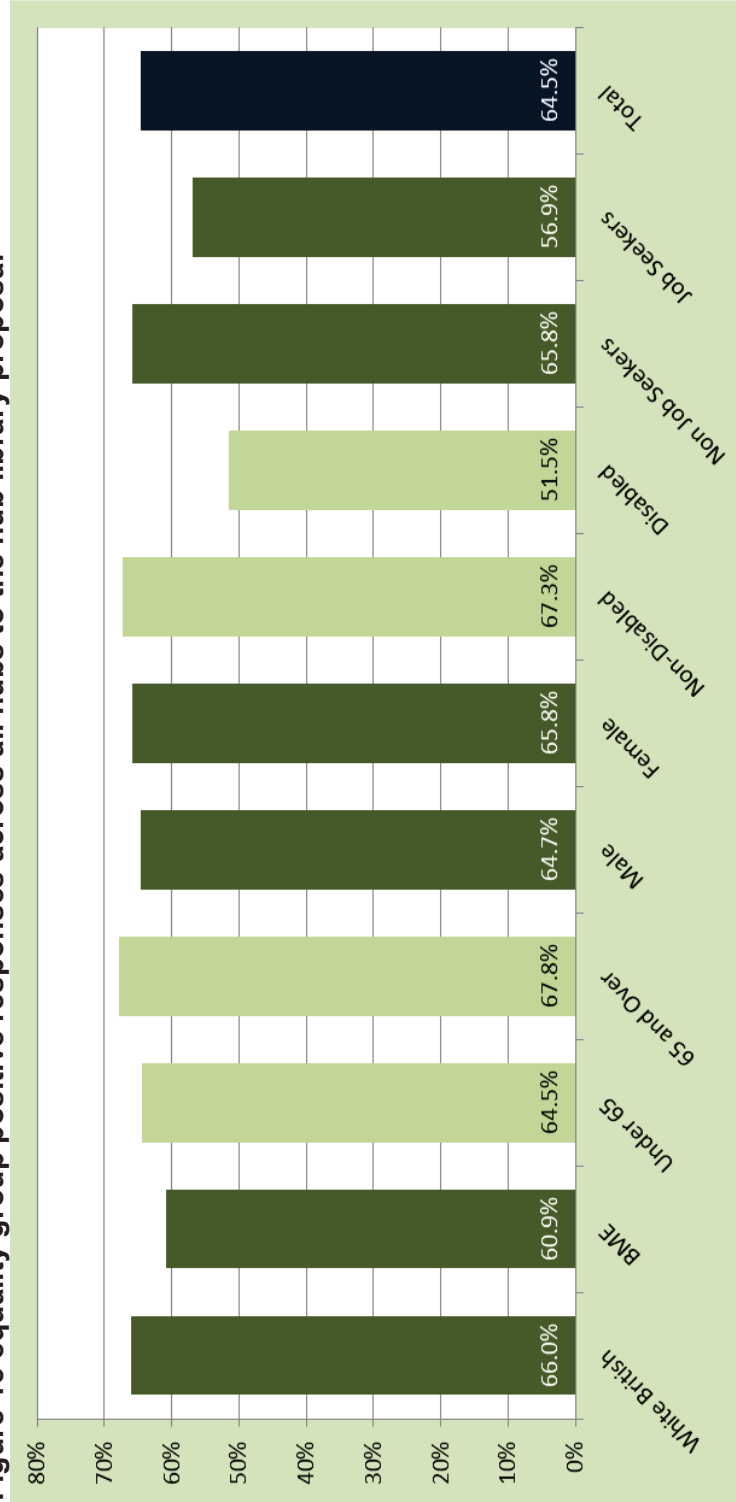
7.2 Community Led libraries

Figure 16 Community-led positive responses to needs assessment
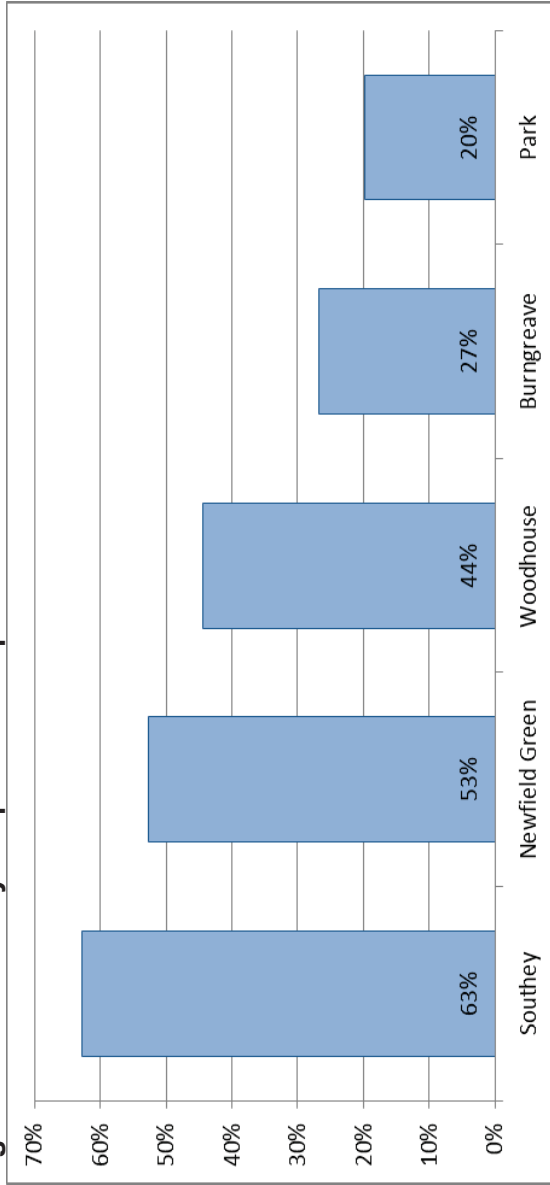
- There was a wide range of views across the libraries proposed to be community-led as illustrated above.

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Figure 17 positive responses for community-led libraries for needs assessment question by equality groups
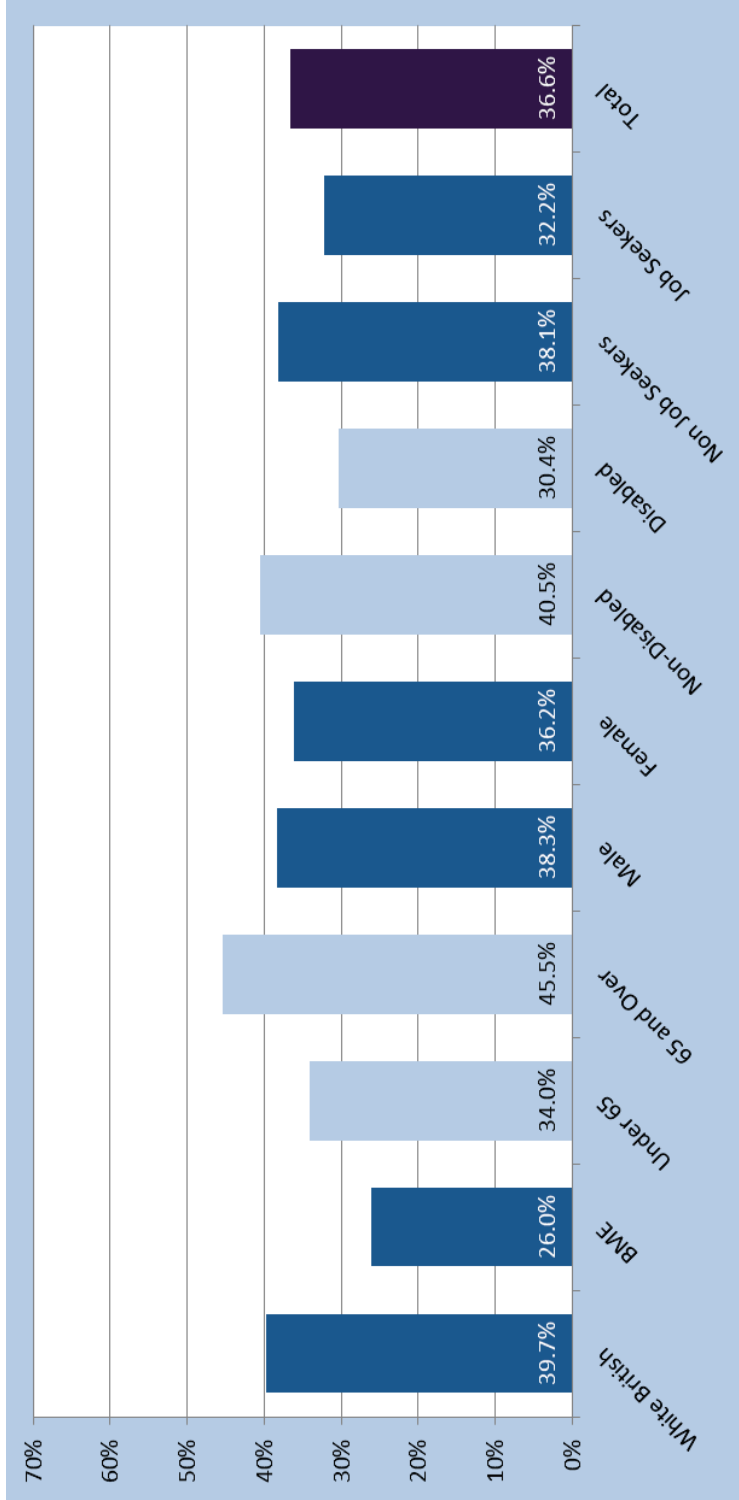
- This reflects the overall survey results which demonstrate that those people who are not affected by a proposal are more positive about the proposal than those who are affected, i.e. most groups are not very positive about the proposal

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Figure 18   community-led library positive responses to overall proposals

A bar chart showing positive responses by library:
- Southey: 49%
- Newfield Green: 37%
- Woodhouse: 35%
- Burngreave: 13%
- Park: 11%

Vertical axis ranges from 0% to 70% in 10% increments.
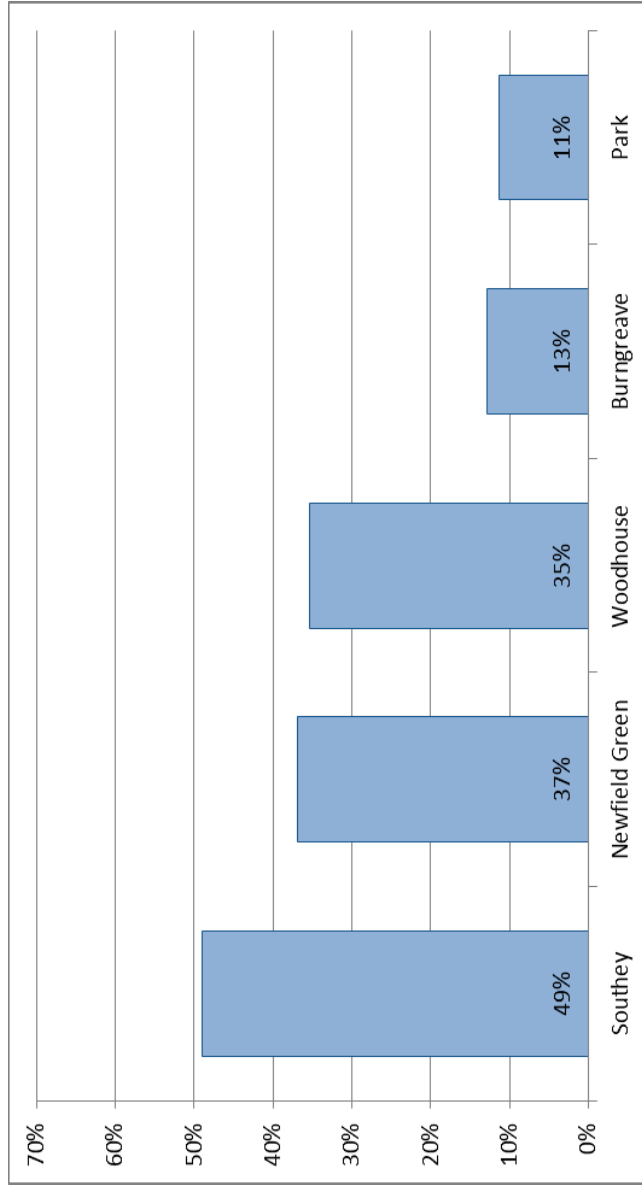
- Respondents from libraries who are proposed to be community led showed a range of responses to the overall proposals as illustrated above.

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Figure 19 community-led libraries positive responses by equality group to overall proposals

Equality group	Positive response
White British	27.7%
BME	21.0%
Under 65	22.3%
65 and Over	39.0%
Male	26.4%
Female	26.4%
Non-Disabled	27.2%
Disabled	26.5%
Non Job Seekers	25.3%
Job Seekers	28.8%
Total	25.9%
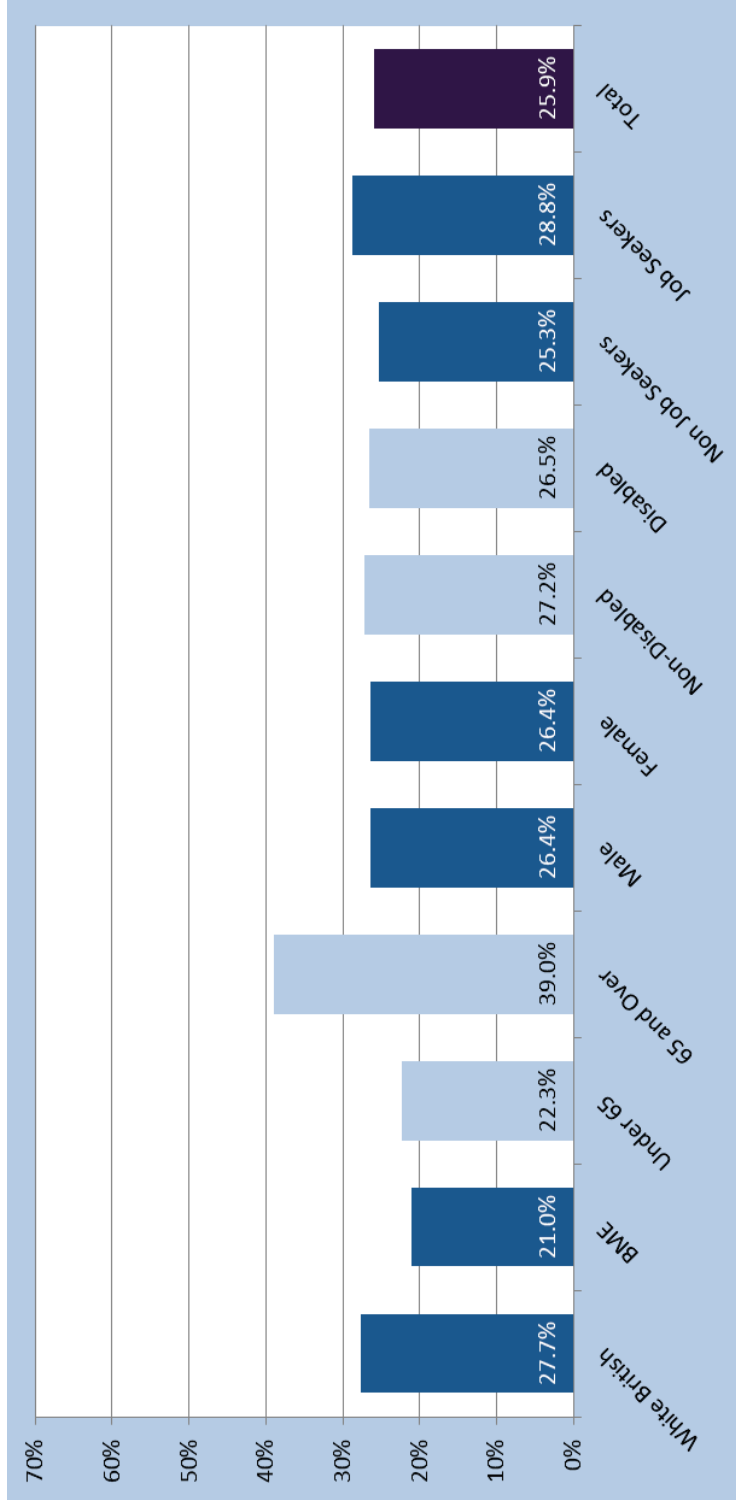
- There was a marked difference between the responses for under 65s and over 65s to the community-led proposal for those people responding who use a library which is proposed to be a community-led library.

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Figure 20 community-led positive responses to community led proposal
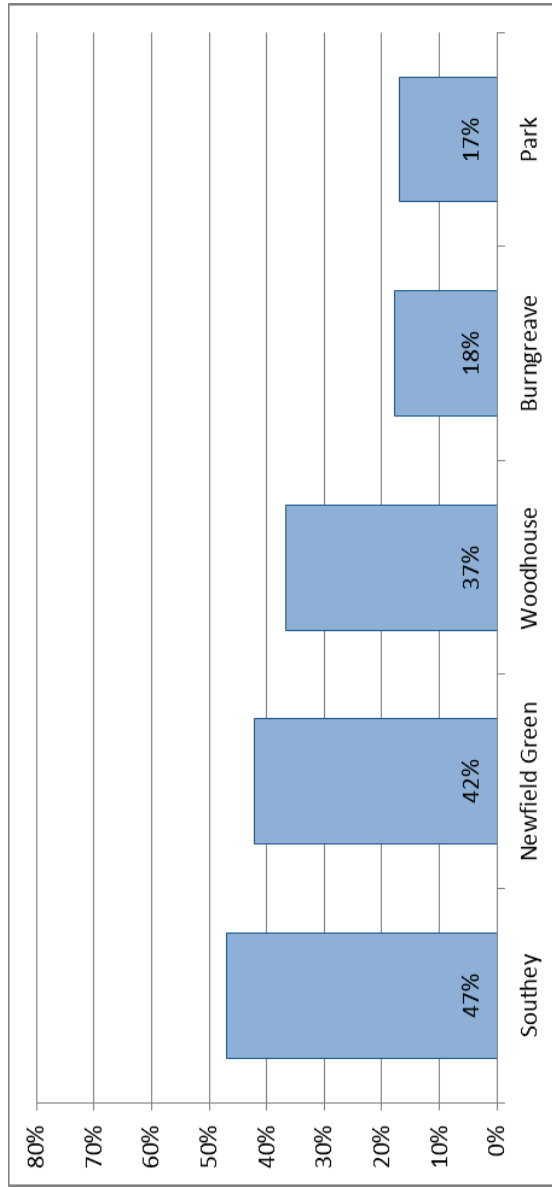
- A range of views were expressed, with Park and Burngreave lower than the other 3 libraries, however it should be noted that relatively small numbers of people were responding from most of these libraries so comparing these results should be done with caution.

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Figure 21 community-led positive responses to community led proposal by equality groups

Group	%
White British	31.5%
BME	19.0%
Under 65	25.4%
65 and Over	39.0%
Male	25.9%
Female	30.5%
Non-Disabled	31.2%
Disabled	28.4%
Non Job Seekers	28.8%
Job Seekers	28.8%
Total	29.2%
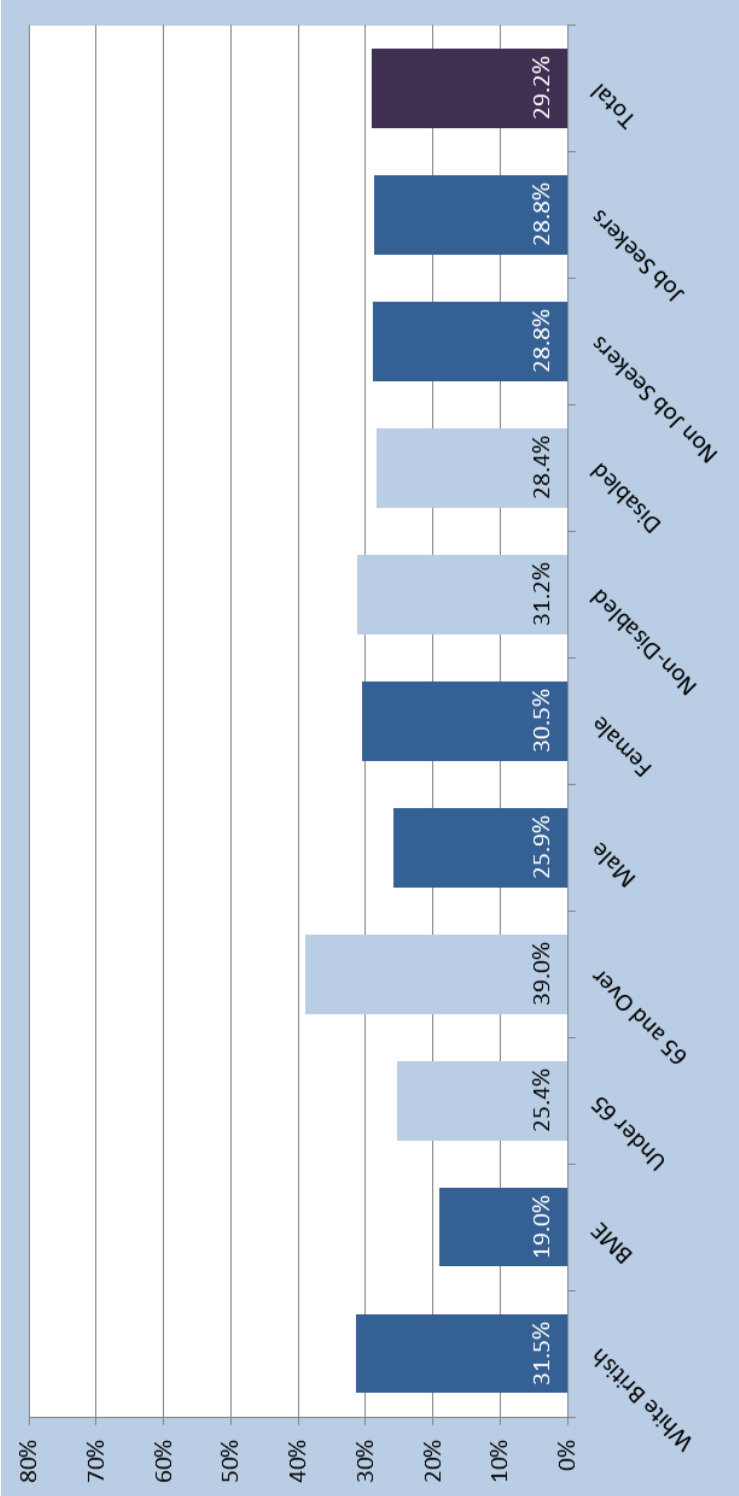
- Relatively small sample sizes means these figures should be treated with some caution.

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7.3 Independent libraries

Figure 22 independent libraries positive responses to needs assessment
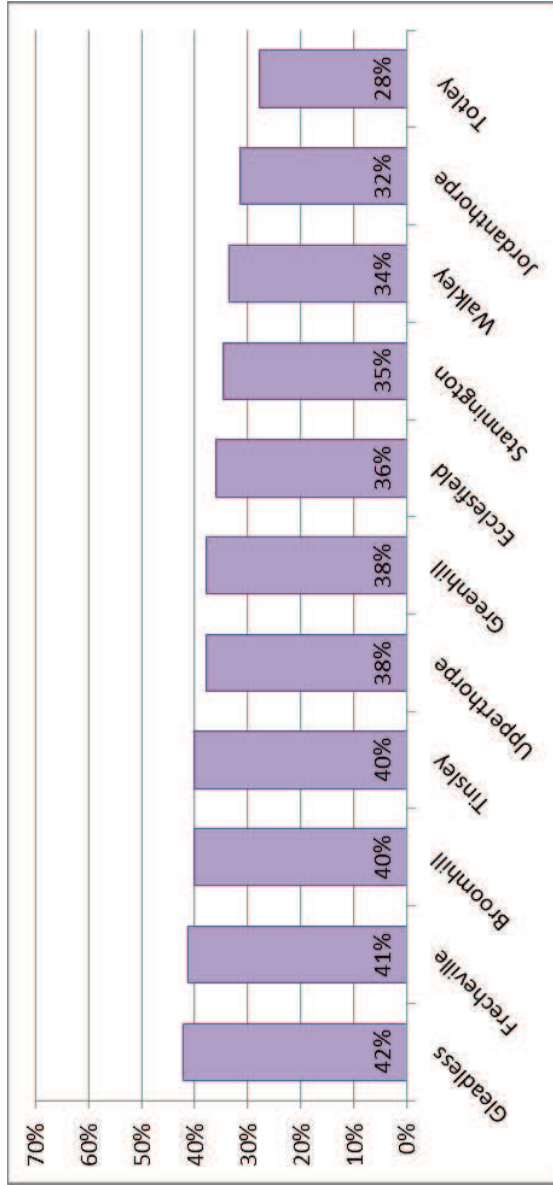
- It should be noted that some libraries had a larger % of their registered library users completing the survey e.g. Totley had 13.6% of its RLU's responding whilst Jordanthorpe only had 2.8% of its RLU's responding.
- Several of these libraries also contributed additional material in the form of petitions, surveys, and comments outside of the survey.

Figure 23 independent libraries positive responses to needs assessment by equality groups

Group	Percentage
White British	36.6%
BME	34.7%
Under 65	35.9%
65 and Over	37.4%
Male	36.4%
Female	36.3%
Non-Disabled	37.6%
Disabled	32.3%
Non Job Seekers	36.6%
Job Seekers	34.7%
Total	35.7%

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Figure 24 independent libraries positive responses to overall proposals

Library	Percentage
Jordanthorpe	33%
Tinsley	30%
Gleadless	27%
Upperthorpe	24%
Broomhill	23%
Frechevile	23%
Ecclesfield	22%
Greenhill	20%
Stannington	18%
Walkley	18%
Totley	12%

49
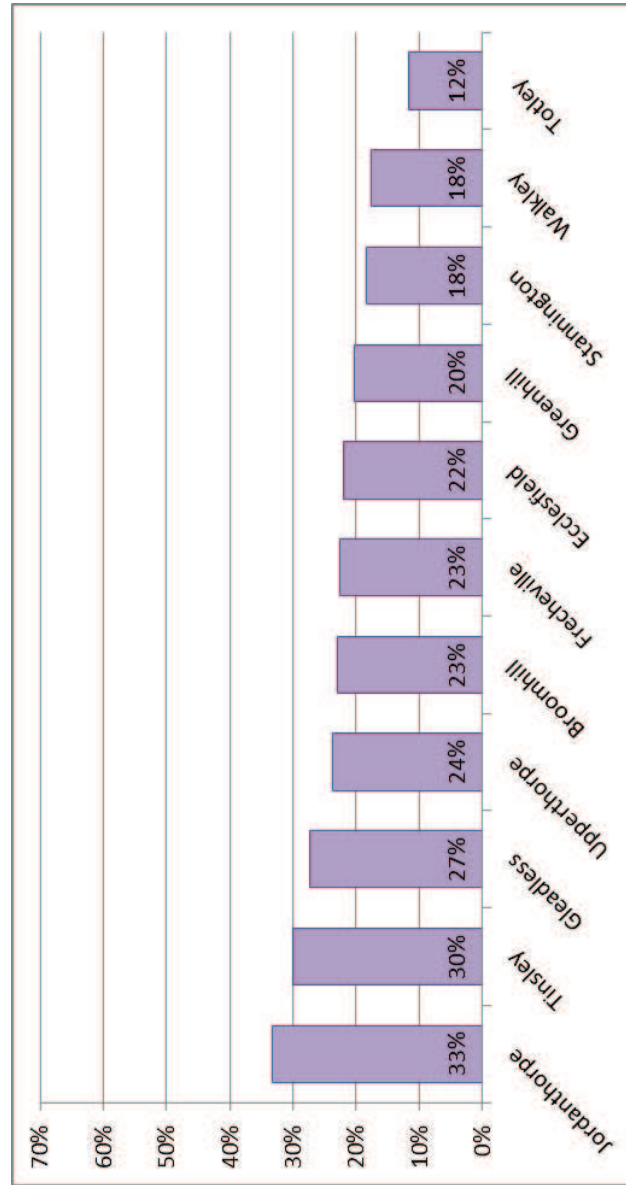
Figure 24 independent libraries positive responses to overall proposals by equality groups

Total	19.9%
Job Seekers	23.4%
Non Job Seekers	20.5%
Disabled	19.3%
Non-Disabled	21.0%
Female	20.4%
Male	20.7%
65 and Over	23.5%
Under 65	19.3%
BME	19.7%
White British	20.6%

50
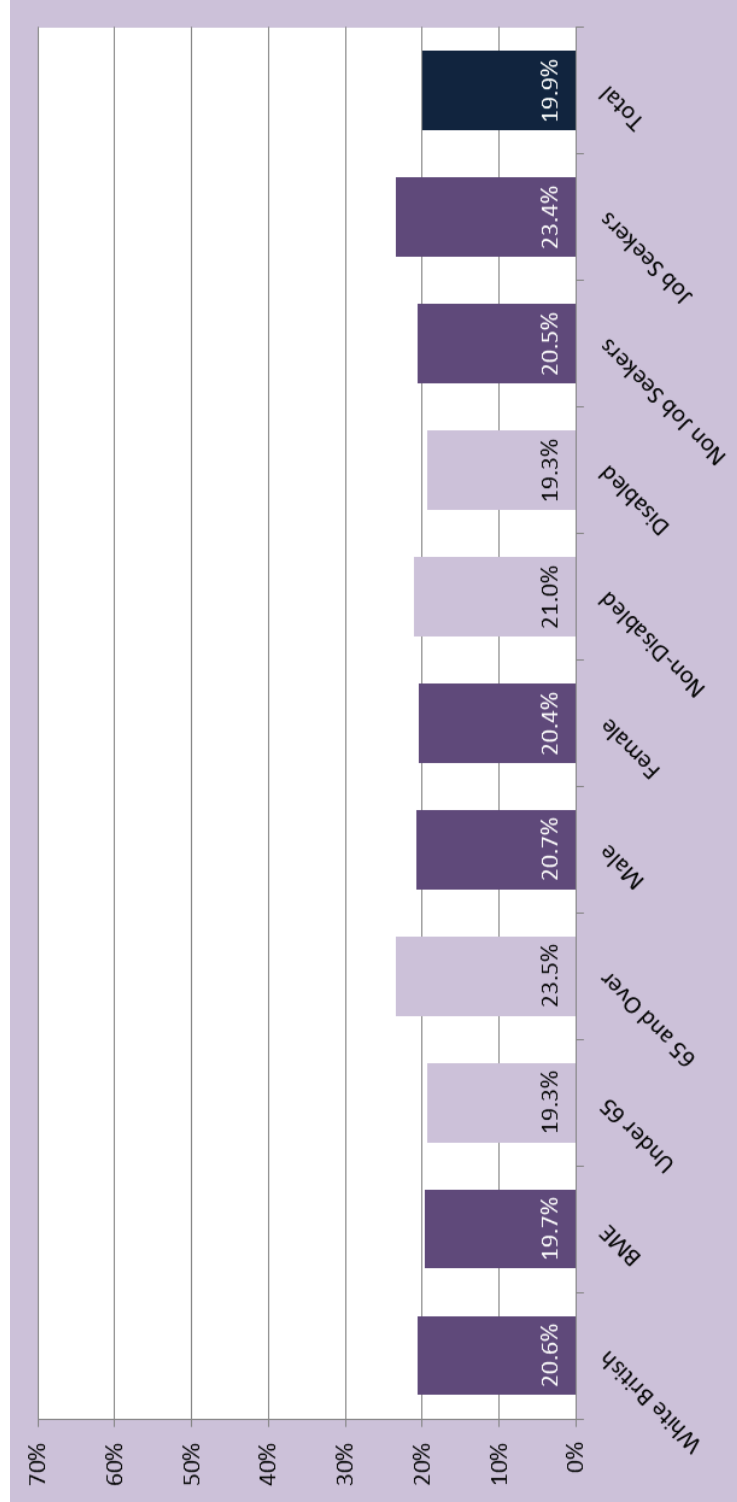
Figure 25 independent libraries positive responses to independent library proposal

Library	Positive response
Stannington	44%
Frecheville	41%
Totley	41%
Ecclesfield	40%
Gleadless	38%
Broomhill	38%
Upperthorpe	36%
Greenhill	36%
Tinsley	36%
Jordanthorpe	35%
Walkley	34%

51
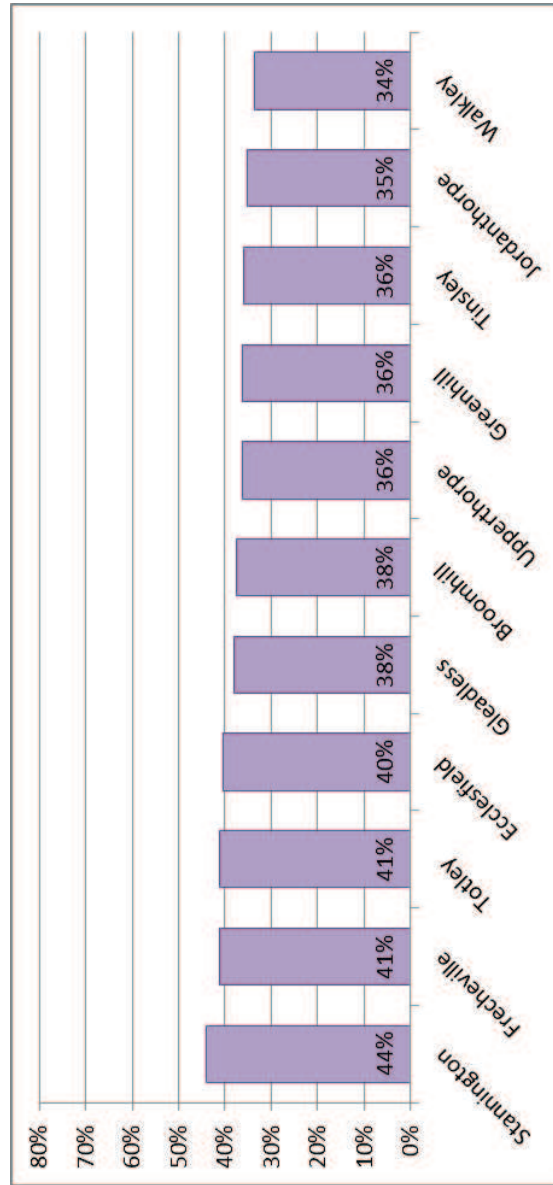
Figure 26 independent libraries positive responses to independent library proposal by equality group

Equality group	Positive response
White British	36.6%
BME	20.0%
Under 65	29.3%
65 and Over	46.8%
Male	33.2%
Female	33.6%
Non-Disabled	34.4%
Disabled	38.2%
Non Job Seekers	33.3%
Job Seekers	32.2%
Total	33.6%

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The future of Sheffield's library services

PROSPECTUS

Sheffield City Council

February 2013

The Council is facing tough financial decisions in order to find £50m of savings in 2013/14 and more in future years. It has already cut £140m from its budget in the last two years due to the Governments drastic cutbacks in Council funding. This has meant that the library services budget will have to take its share of the reductions – with a proposed £1.6m less available to run the library service which currently costs £6.4m a year.

We want to save our libraries for future generations in the City. However, if there are no viable alternatives, given the budget available, this could mean the closure of up to 14 libraries.

As part of a review of library services, an extensive consultation was carried out over the summer of 2012 and over 6000 people gave their views. The majority of respondents thought that developing partnerships with others was a good idea. This included some interest from groups and individuals who are open to becoming more involved in the running of library services.

We are inviting individuals, groups and organisations to engage with us to discuss their ideas and proposals for maintaining the viability of the City's library services. This can range from offers of volunteering to the running of whole services.

Councillor Mazher Iqbal
Cabinet Member, Communities and Inclusion
Sheffield City Council

Contents

5. Appendices/attachments
- Registration of interest form
- Information session booking form
- Consultation results 2012

1. Registering an interest

This prospectus document has been put together to provide you with key information to help you formulate ideas and proposals to support the future of Sheffield's library services.

Appendix 1 provides you with a **Registration of Interest Form**. This form can be used by individuals, groups or organisations to register how they can support the library services to be viable and economically sustainable into the future. The form also asks you to specify what information you need.

Appendix 2 is an **Information Session Booking Form**. These information sessions are for individuals, groups and organisations that are intending to, or have made a Registration of Interest. These sessions will enable you to come along to the Town Hall and discuss your ideas and proposals and obtain information you need to develop your ideas further.

The registration of interest process, including follow up discussions and information sessions, will last for a period of approximately 8 weeks.

Later in the year we may issue formal invitations to tender based on the ideas and proposals submitted in the register of interest. If you wish to propose ideas which are your intellectual property this should be clearly stated.

2. About Sheffield's library services

This section provides information about the vision, standards and governance for Sheffield's Libraries, Archives and Information Service, including its frontline services and central support functions. However, the information provided is to aid general understanding and is not fully comprehensive.

2.1 A Vision for Sheffield's Libraries, Archives and Information Service

The Sheffield City Council Corporate Plan 2011-2014 states that as an organisation we will focus on four priorities:

1. Standing up for Sheffield
2. Supporting and protecting communities
3. Focusing on jobs
4. Business-friendly

Libraries are and can continue to be, key community 'anchors' connecting the City Centre with local communities. Critical to this role is the importance of a sustainable, flexible library provision which is outward facing and inclusive to all.

The four priorities above will set the direction for Sheffield's Libraries, Archives and Information Service and will work alongside our vision.

What do we want for the city's Library service?

Sheffield will be proud of its forward thinking, innovative and contemporary library service that promotes lifelong learning, digital inclusion and celebrates reading. Libraries will

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enable people to become informed citizens through access to information and services and encouraging participation. The Council will ensure that our library services are maintained by developing sustainable and deliverable options for the future.

How will we do this?

Promote reading and a wide range of resources
Sheffield's libraries will provide a wealth of literacy and IT resources for people of all ages and abilities. By celebrating books and reading we will enhance literacy skills across the city through provision of a variety of programmes and outreach services.

Create welcoming library spaces
Libraries will be attractive places that encourage use by a variety of groups and individuals whilst ensuring neutral, high quality public spaces, both indoor and outdoor, that respond to local community needs. They will be 'fit for purpose' and co-located with other services where appropriate, bringing service points closer to neighbourhoods.

Celebrate Sheffield's successful centres and rich local history
Libraries will act as 'hubs' for the community shaping our successful centres; providing a focus for local civic pride, and celebrating the city's diverse history, locality and culture. A high quality Central Library offering an opportunity to showcase Sheffield will demonstrate the city's commitment to this.

Tackle poverty and social inequality
As community hubs, libraries will recognise the need for tackling poverty and social inequality, enabling access to a wealth of information to aid development and new opportunities.

Promote lifelong learning
Libraries will enable people of all ages and life experience to explore, discover and learn on their terms through access to information and learning opportunities. Children and young people will be encouraged to gain the right skills for the future and attain their potential through access to learning, reading and literacy, and usable study space.

Deliver sustainable services with a focus on 'need'
We will take a 'tailor made' approach towards a new library model which recognises the needs of individuals and groups across the city. Sustainable, flexible and modern services that can be integrated with community resources will inspire, enrich and entertain Sheffield.

Utilising social capital
We will provide greater opportunities for volunteers to work with local communities and to enhance different areas of our service. By developing a Volunteer Strategy that works alongside a Council wide policy on volunteering, the library service will continue to develop specialist projects and opportunities for individuals and groups to become involved in.

Our Key Objectives
- Libraries that offer quality resources and space for a variety of groups and individuals;
- Cost effective and efficiently managed services that demonstrate value and quality to the community;
- Delivery of services that meet the individual and diverse needs of the local community;

- Improve literacy and skills for people of all ages and promote reading through specialist services and projects;
- Enable people to realise their potential through learning opportunities;
- Community managed and locally organised services;
- Strong partnerships and links with community organisations and local services including Advice Centres, Job Centres and other stakeholders;
- A diverse, flexible and well trained workforce, supportive of change;
- A library provision that recognises the changing demands and expectations of its users.

2.2 Frontline services

The front line services include:

2.2.1 **Central Library** - provides a lending library, reference and local studies service for the whole city as well as specialist services, e.g. Music and Film, World Metal Index, Intellectual Property and business information - the library is part of PATLIB UK. (Patent Libraries UK is an alliance of libraries across the UK providing information on Intellectual Property to business and the local community). The Central Library also acts as the service headquarters particularly in terms of stock purchase and management. It also has a role for reserve stock collections used across the city. .

2.2.2 **Central Children and Young People's Library** - provides a comprehensive service to children, young people and families. It has lending and reference facilities, including multi-format videos and talking books. Activities for children and parents include Beginner Bookworms, Babytime and Storytime.

2.2.3 **Community Libraries** - are a key component of the Council's Successful Centres Programme providing a variety of social spaces – as well as somewhere to borrow books or find information. Sheffield currently has 27 Community Libraries (not including the Central Library) across the city. Services provided include: -

- Book lending, request service and inter-library loan
- 24 hour online services, online reservations and renewals and interaction via social media – Twitter, Facebook, Flickr, & blogs.
- Fax and photocopying services
- Online training courses and other IT classes
- Children's books and activities
- Reading groups for adults, teenagers/young people and children (including groups for different communities/languages)
- Reference and information services
- Family and local history
- Newspapers and magazines
- CD and DVD hire
- Community meeting rooms
- Homework Zones and after school groups
- Access to computers and the internet for all via the People's Network
- Reader development activities, e.g. 'Meet the Author' sessions, adult literacy schemes, the 'Six Book Challenge'

- Targeted services for 'new arrivers' – e.g. access to the 'Life in Great Britain Citizenship course'
- Books in a broad range of community languages
- Partial membership for individuals without ID
- Councillor's and MPs surgeries
- Job search sessions
- Writing groups
- Coffee mornings/discussion groups
- Mother and baby sessions
- Smart meters for loan
- Art clubs/creative activities for young people
- Exhibition spaces

2.2.4 **Schools Library Service** – provides collections of material linked to the National Curriculum and to reading for pleasure in schools as well as providing help and advice on school libraries and literacy provision, author events and activities. The unit operates on a trading basis and individual schools purchase the service.

2.2.5 **The Young People's Library Service** - oversees the Summer Reading Challenge, Sheffield Children's Book and Baby Book Awards and Bookstart. It also manages the Little Library van - targeting 'hard to reach' families across the city. The unit has links with major events and festivals, reading groups, Homework Zones and after school groups as well as a broad range of activities for children and young people. The service is also recognised as a Learning Destination for The Children's University.

2.2.6 **Sheffield Library Theatre** - offers an affordable venue, supporting the local arts, theatre, music and film scene hosting a broad range of events, from music, to wrestling to burlesque to variety and film shows.

2.2.7 **Patients Library -** provides a library for patients and staff in Weston Park Hospital in conjunction with the NHS, who partially fund the service
.
2.2.8 **Home Library Service** - is for any Sheffield resident who is unable to get to their local library and has no-one to help them do so. Reason for doing so could include disability, illness and or cultural isolation. The service may also be offered on a temporary basis, for example, whilst recovering from a hospital operation. Each month the service will select and deliver books or other materials based on the individual interests of the user.

2.2.9 **Mobile Library Service** – this is similar to our other lending services but provides a flexible alternative to borrowing materials for users who may be without transport or live a long distance from community libraries. There are 2 mobile library vehicles that cover 15 routes and over 90 stopping points.

2.2.10 **Sheffield Conservation Unit** - provides a full range of preservation and conservation by accredited staff. Principally the service works on archival material and undertakes the conservation of wax seals, parchment, paper and photographic material. The Unit also provides a service to the Local Studies library (which has items from the 17th century onwards in its collections) and, on occasion the wider

library service. The service also provides a digital preservation service to Archives and Local Studies. It acts as the Conservation Unit for the South Yorkshire Archives Service based at Sheffield Archives.

2.2.11 Sheffield Archives - acts as the archival repository for the City Council and its predecessors from the 13th century to date - this includes records relating to governance, schools, planning, finance, etc. It has 'The National Archive' status and is appointed a 'Place of Deposit' by the Ministry of Justice for the storage and management of archives from central government - the NHS, HM Courts and HM Coroner. In addition it is the repository for historical records of South Yorkshire Police, the Diocese of Sheffield and the Roman Catholic Diocese of Hallam. Also stored are the records of the South Yorkshire Archives Service which is funded by all four local authorities. Under the Local Government Act 1972 it also stores private records on loan or gifted to the City Council. Two large collections are held on behalf of the DCMS under the Treasury's Acceptance in Lieu of Inheritance Tax Scheme. The service responds to Freedom of Information and Data Protection requests on a daily basis and is open to the public 5 days a week. In addition there is a public engagement programme as well as services dealing with incoming material (the collections expand by approx 700 boxes a year), cataloguing and digitisation.

2.2.12 Picture Sheffield - is an online database of over 50,000 images of the city.

2.2.13 Sheffield Community Information Service / Help Yourself Directory - provides up to date information on voluntary organisations, clubs, community groups and related statutory services.

2.2.14 Give and Take donation scheme - began in February 2012 and is a great way of recycling used books, talking books and music CD's. As of Sept 2012, 6,079 items have been donated through 'Give and Take', 3,539 of which have been added to the library stock. Through the sale of donations, a total of £894.31 has been generated and reinvested into the materials fund.

2.3   Centralised support services

The following services provide support to front line library services to enable them to function efficiently, particularly the operation of the 28 libraries. Please note that the descriptions are clustered to aid general understanding of function, and are not necessarily reflective of service structure.

2.3.1   Records Management Service - provides a file storage, retrieval and disposal service for most Council Departments. The service also liaises with Archives to select files for permanent preservation.

2.3.2   Building maintenance & support - provides ad hoc and planned buildings work e.g. repairs, maintenance, and refurbishments. H&S risk assessments, First Aid training, Legionnella testing, fire training and compliance monitoring at all sites.

2.3.3 **Distribution services** - has 3 library vans based at Staniforth Road that make deliveries to and from community libraries and other services. This facilitates the circulation of books and other library materials, delivery of internal mail and library equipment.

2.3.4 **Budget & resource management.** General budget management including the payment of utility bills and rates. HR functions including salary payments, timetabling and deployment of staff.

2.3.5 **Materials management** - focuses on the selection of books and materials for acquisition involving ordering, cataloguing, and electronic tagging. This service also involves managing book reservations, book donations and the inter-library loan system (i.e. lending and receipt of materials from other authorities).

2.3.6 **Marketing & Promotion** - service promotes library activity via social media e.g. Twitter, Facebook, blogs, Flickr and other sites. The service also produces promotional materials, e.g. quarterly newsletter, posters, notices, web and Intranet content.

2.3.7 **Library IT Systems** – provides the development and day to day support and maintenance of a range of IT systems in partnership with BIS & Capita This includes:
- The Symphony library management system
- The People's Network (pc internet access).
- Dealing with systems failures and managing system recovery.
- System updates e.g. library closed dates, alterations to charges etc
- Training and development of staff on the Library Management System
- Provision of digital services e.g. web catalogue, online reservation and renewal facilities
- Netloan – a PC booking system for the People's Network
- Installation and maintenance of RFID (Radio Frequency Identification) self service machines.

Note: I.T systems are delivered by Capita as part of SCC contract, e.g. network connections, servers, business applications, desktop hardware.

2.4 Use of community libraries

Community Libraries	Issues	People's Network	Visits	Weekly Hrs	Annual Hrs	Issues/Hr	PN/Hr	Visits/Hr	Comment
Broomhill	121,341	3,810	69,289	36.00	1,800	67.4	2.1	38.5	
Burngreave	23,699	10,784	37,810	24.00	1,200	19.7	9.0	31.5	
Chapeltown	111,793	6,521	81,780	36.00	1,800	62.1	3.6	45.4	
Crystal Peaks	114,309	11,749	117,706	40.00	2,000	57.2	5.9	58.9	
Darnall	47,175	4,580	75,431	36.00	1,800	26.2	2.5	41.9	
Ecclesall	209,102	5,571	115,096	42.50	2,125	98.4	2.6	54.2	
Ecclesfield	42,302	1,723	23,232	21.00	1,050	40.3	1.6	22.1	
Firth Park				40.00		43.5	11.9	67.1	

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	87,098	23,851	134,246		2,000				
Frecheville	28,366	1,382	38,699	21.00	1,050	27.0	1.3	36.9	
Gleadless	53,144	2,701	65,282	25.00	1,250	42.5	2.2	52.2	
Greenhill	66,794	6,988	47,681	25.00	1,250	53.4	5.6	38.1	
Highfield	95,605	11,586	77,312	36.00	1,800	53.1	6.4	43.0	
Hillsborough	94,864	8,341	75,761	36.00	1,800	52.7	4.6	42.1	
Jordanthorpe	17,432	5,050	27,302	21.00	1,050	16.6	4.8	26.0	
Manor	67,987	22,062	73,832	36.00	1,800	37.8	12.3	41.0	
Newfield Green	22,321	4,843	33,387	21.00	1,050	21.3	4.6	31.8	
Park	41,250	6,460	39,300	21.00	1,050	39.3	6.2	37.4	
Parson Cross	37,586	11,971	92,352	36.00	1,800	20.9	6.7	51.3	Visitor figure is for whole building not just library
Southey	26,160	6,623	39,879	21.00	1,050	24.9	6.3	38.0	
Stannington	59,652	1,003	46,482	21.00	1,050	56.8	1.0	44.3	
Stocksbridge	65,507	6,406	71,157	36.00	1,800	36.4	3.6	39.5	
Tinsley	16,842	5,063	26,866	21.00	1,050	16.0	4.8	25.6	
Totley	84,821	3,757	59,232	32.00	1,600	53.0	2.3	37.0	
Upperthorpe	35,957	10,428	190,350	35.00	1,750	20.5	6.0	108.8	Visitor figure is for whole building not just library
Walkley	44,404	3,409	39,915	21.00	1,050	42.3	3.2	38.0	
Woodhouse	42,506	4,158	40,489	21.00	1,050	40.5	4.0	38.6	
Woodseats	89,189	10,527	62,235	36.00	1,800	49.5	5.8	34.6	
Total Community Libraries	**1,747,206**	**201,347**	**1,802,103**	**798**	**39,875**	**1,119.5**	**131.0**	**1,163.7**	

Library	Postcode	Total hours open	Space/Area estimate in m²	Building quality & state of repair	Building Date	Does SCC own the Building?	Who owns the freehold?	Councils Interest	Toilets	DDA Accessibility	Community space and co-location
Broomhill	S10 5BR	36	548	Moderate	2005	Yes	Council	Freehold	staff	x	
Burngreave	S4 7LF	24	299	Good	2005	Yes	Other	Leasehold	staff	✓	Community room.
Central	S1 1XZ	52.5	4723	Poor	check	Yes	Council	Freehold	public	✓but limited	Community room.
Chapeltown	S35 1AE	36	391	Moderate	2008	Yes	Council	Freehold	public	✓	Community room. Co-located with a Children's Centre
Crystal Peaks	S19 6HZ	40	2419	Good	2008	No	Other		staff	✓	Library & Council Offices building - shared with First Point, Sheffield Homes. Shared community room.
Darnall	S9 5JG	36	474	Moderate	2008	Yes	Council	Freehold Reversion	staff	✓	Community room.
Ecclesall	S11 9PL	42.5	561	Good	2005	Yes	Council	Freehold	public	✓	Community room.
Ecclesfield	S35 9UA	21	193	Good	2008	Yes	Council	Freehold	staff	✓	
Firth Park	S5 6QQ	40	1018	Moderate	2008	Yes	Council	Freehold	staff	✓	Community room.
Frecheville	S12 4YD	21	173	Poor	2008	Yes	Council	Freehold	staff	✓	
Gleadless	S12 3GH	25	212	Good	2008	Yes	Council	Freehold	staff	✓	The building is co-located with a medical centre and other health organisations.
Greenhill	S8 7FE	25	467	Moderate	2008	Yes	Council	Freehold	staff	✓	
Highfield	S2 4NF	36	782	Moderate (listed)	2008	Yes	Council	Freehold	public	x	Highfield House is attached to Highfield Library but is currently vacant.
Hillsborough	S6 4HD	36	994	Moderate (Listed)	2008	Yes	Council	Freehold	staff	✓	
Jordanthorpe	S8 8DX	21	230	Good	2008	Yes	Council	Freehold	staff	✓	
Manor	S12 2SS	36	920	Good	2008	Yes	Council	Freehold	public	✓	Manor Library co-located with a First Point Service. Community room.
Newfield Green	S2 2BT	21	196	Good	2008	Yes	Council	Freehold	staff	✓	
Park	S2 5QP	21	480	Good	2008	Yes	Council	Freehold	staff	✓	Community room.
Parson Cross Learning Zone	S5 8RB	36	276	Good	2011	No	Council	Freehold - Leased to SOAR	public	✓	Library is co-located with Sheffield Homes and SOAR (Southey and Owlerton Area Regeneration)
Southey	S5 8RB	21	385	Moderate	2008	Yes	Council	Freehold	staff	✓	Community room is used as a base for Southey Development Forum and LEAF (Local Enterprise Around Food).
Stannington	S6 6BX	21	112	Good	2008	Yes	Council	Freehold	staff	✓	
Stocksbridge	S36 1DH	36	569	Moderate	2008	Yes	Council	Freehold	staff	x	There is a community room which is accessible to wheelchair users on the ground floor.
Tinsley	S9 1UY	21	248	Moderate	2008	No	Other	Leasehold	staff	✓	
Totley	S17 4DT	32	313	Moderate	2008	Yes	Council	Freehold	staff	✓	
Upperthorpe	S6 3NA	35	1062	N/A	N/A	Yes	Council	Leasehold		x	Shared with various health and leisure facilities provided by Zest
Walkley	S6 3TD	21	446	Moderate (listed)	2008	Yes	Council	Freehold		x	
Woodhouse	S13 7JU	21	306	Moderate	2008	Yes	Council	Freehold	staff	✓	Community room.
Woodseats	S8 0SH	36	354	Poor	2008	Yes	Council	Freehold		x	

3. <u>Library services in the future</u>

3.1 Service standards and governance

If you are proposing to run a library service, in whole or in part, you will need to consider the following requirements for service standards and governance. We will want to discuss jointly with you how these standards will be met. Sheffield City Council reserves the right to amend or add to these requirements prior to any agreement.

3.1.1 Standards

- Libraries should be welcoming and open to everyone.

- Libraries should be free at the point of access and should be promoted as free and accessible to all sections of the community

- Library membership should be available for everyone who is living, working, studying or visiting Sheffield.

- The operation of the library, including the purchase of books and other materials must be neutral to political or religious interests.

- Libraries will continue to provide books as their core product but this should increasingly be in a variety of formats

- Libraries should aim to meet the diverse needs of the community for which it serves

- Libraries should continue to work with and develop the library services with organisations and groups outside of their library buildings

- The use of a wide range of library promotional events and activities should be seen as integral to a healthy and successful library service

- Fees and charges should be published and fairly applied to all users.

- Library users must be able to visit a library without a time limit, subject to library opening hours. (This does not extend to the use of resources).

- Library users must be able to visit a library free of charge.   There should not be an entrance fee or membership restriction.

- In some circumstances admittance may be restricted i.e. anti-social behaviour, offensive or abusive behaviour.

- Responsibility for promoting and developing the service will be communicated in line with local, Regional and National decision making bodies and policy

3.1.2 Governance

- A clear, advertised and accountable decision making structure should be in place

- Procedures for dealing with complaints and disputes concerning the operation of a library service

- Safeguarding procedures for vulnerable adults and children using the service should be in place and both the provider and user of the service should be aware

- Awareness, understanding and compliance with employment, equalities, data protection and health and safety legislation

- Possession of the relevant insurances necessary for the operation of a library service– e.g. public liability

- Proven financial management procedures and accountability

3.2 Current Assessment of Need

The Library Review is undertaking a comprehensive needs assessment and analysis of which this 'Current Assessment of Need' is a preliminary extract. The comprehensive document will be finalised later in 2013. We will be looking for ideas and proposals that can help meet the needs of Sheffielders now and into the future.

This section highlights some of the issues and choices facing Sheffield people and library users.

3.2.1 Sheffield – key issues and characteristics

For more detailed information see the State of Sheffield report 2012
https://www.sheffieldfirst.com/key-documents/state-of-sheffield

a. **Population**

- The population for the city of Sheffield is 552,700 (Census 2011).

- By 2020, the city's population is expected to rise to around 587,000.

- Factors relating to increased population are: more young adults living in the city and a growing student population, longer life expectancy and a continuing increase in the city's birth rate.

b. **Deprivation and affluence**

- Generally, the most deprived communities are concentrated in the north east and east of the city.

- There are 29 neighbourhoods in the city that are within the most 20% deprived within England, in total accounting for 28% of the city's population.

- 12% of households rely on benefits with 24% of Sheffield's dependent children and 28% of the population over 60 years old living in households claiming Housing and/or Council Tax Benefit.

- There are 7 neighbourhoods in the 10% of least deprived (most affluent) locations in England.

- The most affluent communities are in the south west of the city.

c. **Education and employment**
- Sheffield's two universities now have around 58,500 students and Sheffield College has some 26,600 students.

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- The proportion of the population with a degree level qualification in 2011 (32.5%) comparing well with many other cities.

- The educational profile of the city's population has seen the proportion of residents with no qualifications falling from 16.6% in 2008 to 10.0% in 2011, bringing Sheffield in line with the national average.

- Communities living in neighbourhoods in the north east and east of the city are more likely to experience deprivation in respect to education, skills and training.

- Sheffield still has a higher number than the national average of 16-18 year olds not in education, employment or training (NEET).

d. Health and wellbeing

- Compared to the other Core Cities, Sheffield has the longest overall life expectancy and the lowest levels of early deaths from cancer, heart disease and strokes.

- People in all parts of the city are living longer. Deaths from major illnesses, especially heart disease and cancer, have reduced markedly and there has been a reduction in the number of people, particularly children, killed or seriously injured on the roads.

- Mortality rates for men have halved since 1975 and for women reduced by 40%.

- Life expectancy, at 81.8 years for women and 78.2 years for men, is only a little below the national average.

- People in the most deprived parts of Sheffield still experience poorer health and die earlier than people living in the rest of the city.

- Ageing is a key component of overall wellbeing, and it is likely that Sheffield will have many more older people in the future than it does now.

- Currently around 9,000 older people (12% of all in city) receive support.

- By 2025 it is estimated that there will be a 23% increase in people aged over 75 years living alone, and an increase of 21% in people over 65 years old unable to manage at least one self-care activity (such as washing or dressing) on their own.

e. Diversity

- There are 128 languages spoken in the city's schools and communities.

- The ethnic and cultural profile continues to change. The proportion of residents classifying themselves as non-British white has grown from 11% in 2001 to 17% in 2009, with the largest increases occurring in the East European, Indian and Chinese communities.

f. Travel and accessibility

- Getting around the city is changing with more people using the city's tram network (Supertram) and favouring walking and cycling.
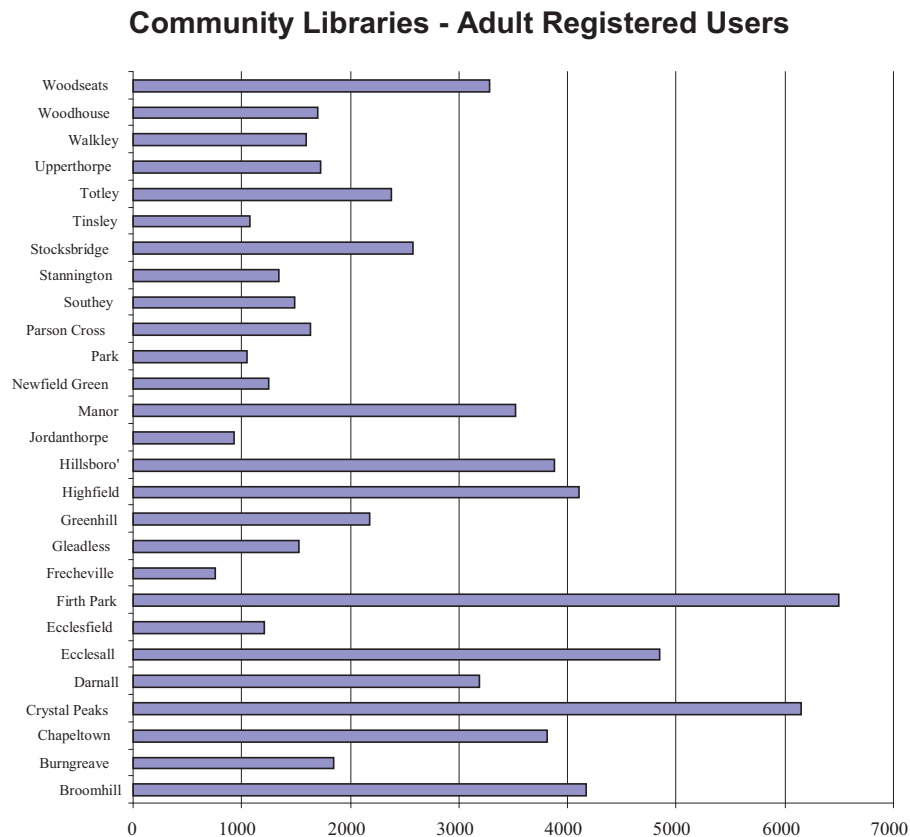
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- Bus travel is declining and motor vehicles are still used by most people to travel with 153,960 households in Sheffield having access to a car or van (Census 2011).
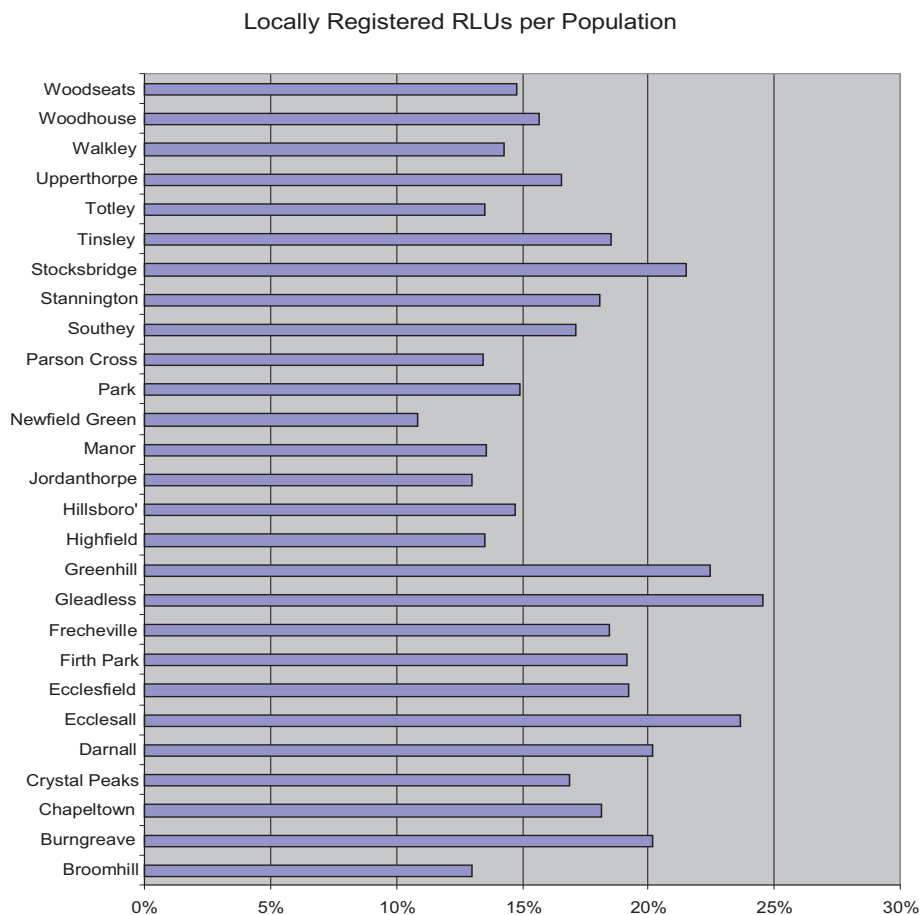
3.2.2 Library users

a. Registered library users (RLU's)

- Almost 1/3 of the city's population are registered library users.

- Individuals can register at, and use the services of, any of the library access points.

- 2011/12 figures show the number of registered (and active within 2 years) library users as 110,111, plus 69,702 children and young people under 18.

- In the period from November 2006 to April 2010 there was an overall reduction of 25% in Adult RLU's.

- The current record of RLU's includes anyone who has registered since April 2010 and anyone who registered before 2010 and used library services between 2010 and April 2012.

- The topography of Sheffield and its public transport links means that RLU's do not always live near to their closest library.

The graph below shows the number of RLU's at each community library:

Community Libraries - Adult Registered Users

The graph below shows the percentage of RLU's per population:

Locally Registered RLUs per Population

Region	
Woodseats	
Woodhouse	
Walkley	
Upperthorpe	
Totley	
Tinsley	
Stocksbridge	
Stannington	
Southey	
Parson Cross	
Park	
Newfield Green	
Manor	
Jordanthorpe	
Hillsboro'	
Highfield	
Greenhill	
Gleadless	
Frecheville	
Firth Park	
Ecclesfield	
Ecclesall	
Darnall	
Crystal Peaks	
Chapeltown	
Burngreave	
Broomhill	

0% 5% 10% 15% 20% 25% 30%

b. **Black and Minority Ethnic community**
  - Analysis of RLU's shows that 24% are from BME backgrounds compared to an estimate 17-18% of the population. This means 40% of BME adults are RLU's compared to 25% of White British adults. However, the BME community cannot be seen as a single homogenous group thus within the BME profile there are wide variations such that 60% of Black African adults and 20% of White Irish Adults are RLU's.

  - Libraries can offer refugees and asylum seekers an environment to communicate, build relationships and improve English language skills. There is an expectation for libraries to provide information about UK citizenship and links to advice services such as the Citizens Advice Bureau. (**Source**: Focus group with refugees and asylum seekers in Sheffield).

  - The chart below shows the percentage of RLU's from BME communities compared to the overall number of RLU's.   This shows that the 3 BME ethnic groups most likely to be RLU's are Black African, Pakistani and Other White groups.

BME Population v RLU's
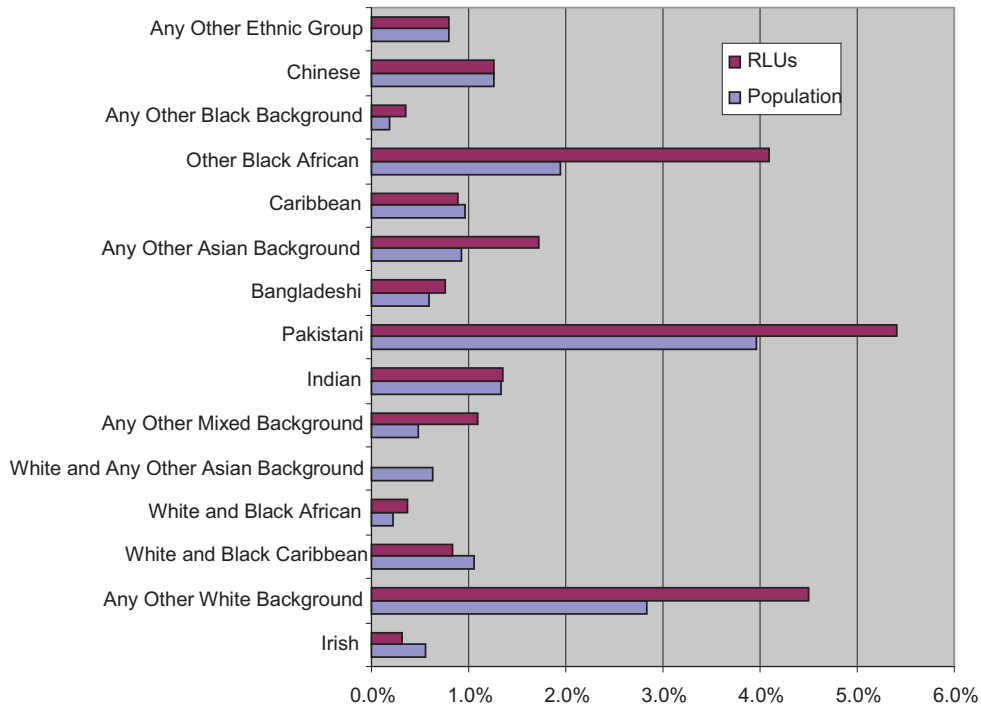
c. Children and Young People

- Young people have expressed a need for libraries to provide a quiet space to study and do their homework as well as to provide an element of social space that is warm and welcoming. (**Source:** Consultation focus groups with young people aged 11-18 years who live in the north and north east of the city).

- There is no discernable pattern in the proportions of children (under 18's) in the population registered as library users. The best performing areas are dispersed around the city. The only apparent feature is the generally lower performance in this area across the south east of the city.

The map below shows the distribution of RLU's who are under 18 years of age:

Libraries: U18 Registered User Distribution

Source: SCC

Legend

- Branch Library
- Library Review Neighbourhoods

%ge 0-19 Population
- 3.00% - 21.60%
- 21.61% - 40.20%
- 40.21% - 58.80%
- 58.81% - 77.40%
- 77.41% - 96.00%

Classification: Equal Interval

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Scale: 1:95,000

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Knowledge & Research Team

Policy, Partnerships & Research Service
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d. **Older People**

- Sheffield residents are living longer and there is an estimated increase in the number of people over 75 years living alone.

- The Home Library Service currently has 763 (Jan 2013) active users (majority aged 60+) which delivers books and other materials to people who otherwise cannot access library provision - this may be because of old age, disability or illness.

- Around 9,000 older people in Sheffield currently receive some form of social support

The map below shows how the Home Library Service users appear to be evenly distributed around the city:
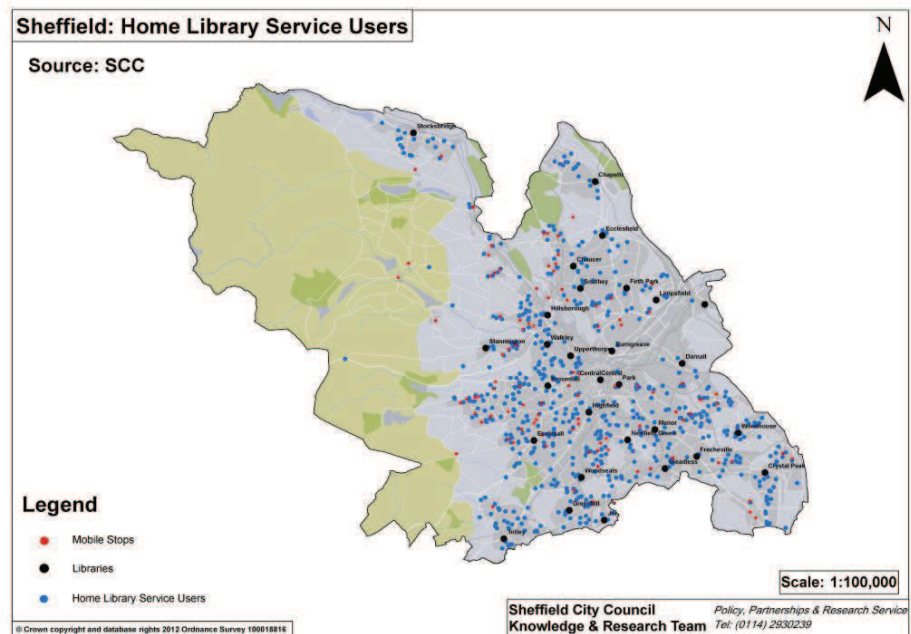
Sheffield: Home Library Service Users

Source: SCC

Legend

- Mobile Stops
- Libraries
- Home Library Service Users

Scale: 1:100,000

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Sheffield City Council
Knowledge & Research Team

Policy, Partnerships & Research Service
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e. Disability

- Monitoring of library users asks whether individuals consider themselves disabled. The current overall figure for this declaration is 10% in community libraries.

- People with disabilities feel it is important for libraries to be accessible. Issues such as the need to increase signage in libraries and the use of pictorial signs have been raised along with the barriers that physical access to non DDA compliant buildings can pose. (**Source:** Consultation focus groups).

- The need to provide accessible library buildings has been supported by a programme of works to improve accessibility (this is not yet complete).

- Users of the Home Library Service were invited to respond to a survey about the home delivery provision during the same consultation. 189 users responded which is approximately 26% of the total active users for this service. Out of these respondents, 125 people (65%) told us that they consider themselves to have a disability.

- The 2009 PLUS survey asked for further details about the nature of disability and the graph below details the relative proportions of the responses – this does not identify where one individual might have multiple disabilities.
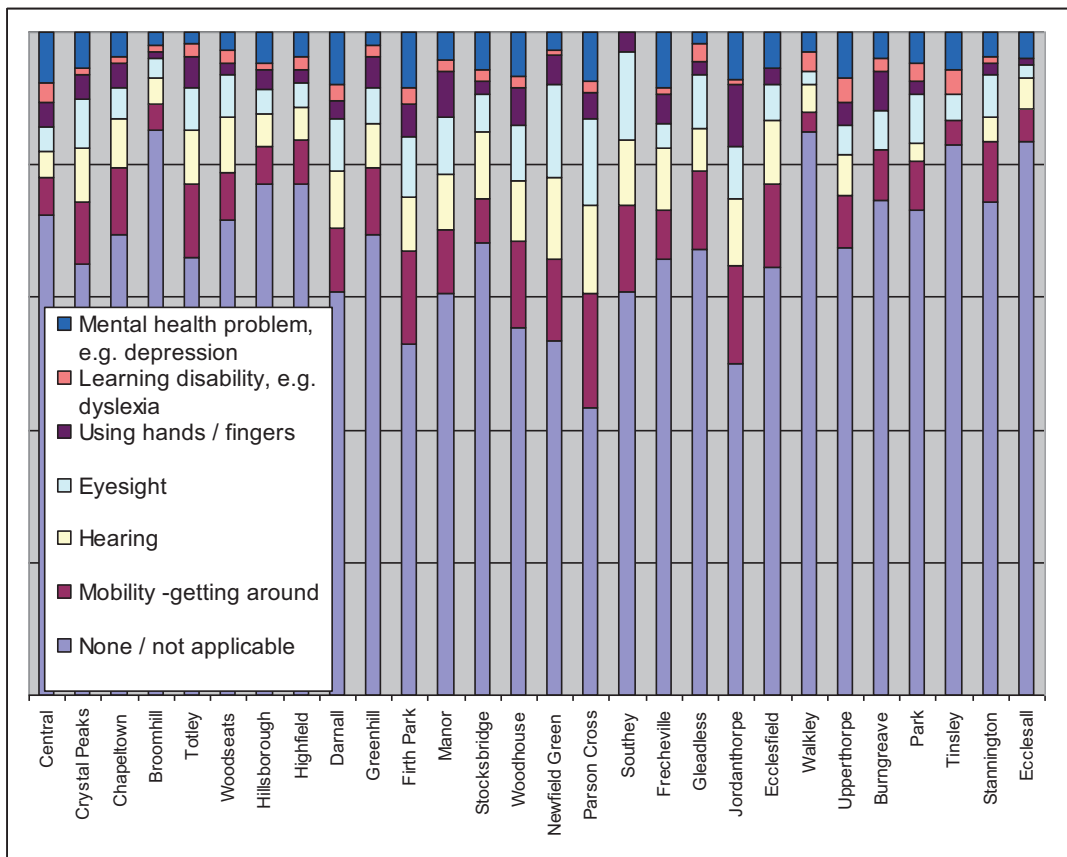
3.2.3 Community library usage

a. Trend

- The general trend of library activity shows a steady reduction in borrowing – down around 13% between 2009 & 2011. This contrasts with a steady increase in access to the People's Network (PN) – up around 10% between 2009 & 2011.

b. Internet access

- The PN internet access service was first introduced in 2003, grant funded from the New Opportunities Fund (the midweek lottery).

- The usage of this service varies significantly across the library service points with Manor and Firth Park providing more than twice the number of sessions than all other community libraries.

- Some community libraries have very limited space and hence limited numbers of PCs whilst others are better equipped and have more PN sessions available. This impacts on the number of PN sessions recorded. Therefore analysis is based on 'occupancy' rate to show how well the individual library sessions available are utilised.

- Occupancy rates vary from under 15% in less deprived areas like Ecclesall and Totley, to more than 60% in relatively poorer areas like Park and Firth Park. There is a correlation between the areas where households are less likely to have internet access and where library internet activity is high.

The graph below shows PN occupancy rates for each community library:

2011-2012 PN Occupancy
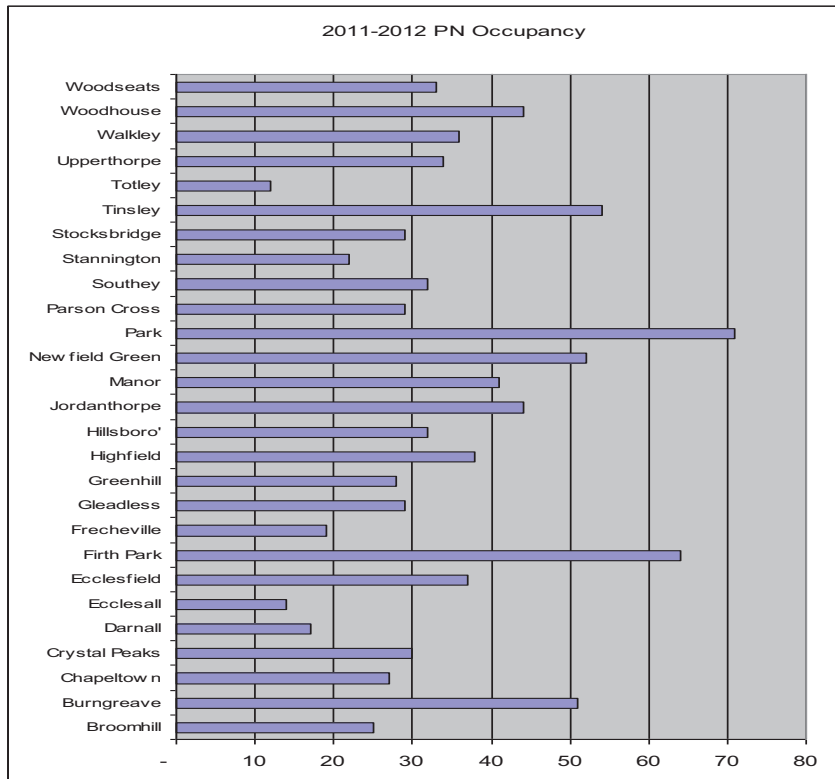
The map below depicts Experian Mosaic data set asking if households are 'likely to be Library Internet users'. This has common characteristics with the distribution of Job Seekers Allowance claimants across the city.
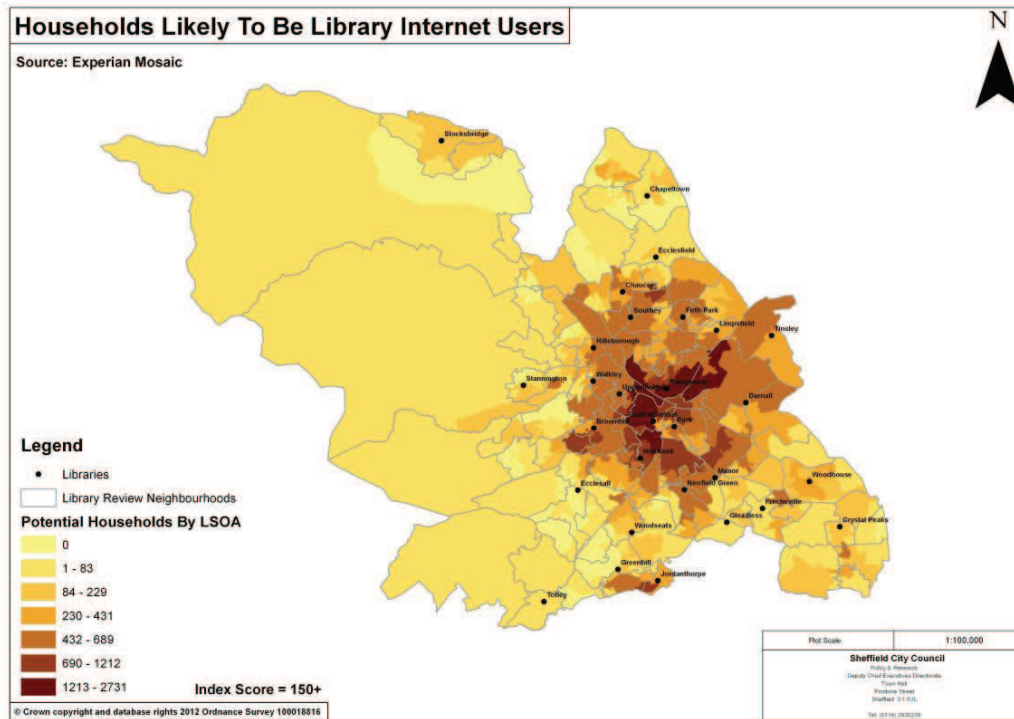
c. Location of libraries

- The location of libraries around the city results from a legacy stretching back to Victorian times when some of the current buildings were built but also encompasses initiatives throughout the last century and more recently, to respond locally to needs.

- Changes in the number of the population and the shifts in preferred locations mean that current buildings are not always in ideal locations.

- Some community libraries are relatively close together, whilst others are several miles away from the next nearest library.

- The topography of Sheffield is such that the proximity of a nearby library does not necessarily mean that it is accessible by public transport routes. Some library users therefore choose to use the Mobile Library Service as an alternative.

- Some of the mobile stops are located in rural areas well away from static libraries whilst in other areas mobile stops can be within 10 minutes walking distance.

The map below shows the proximity of community libraries and mobile stops and relative walking distances:
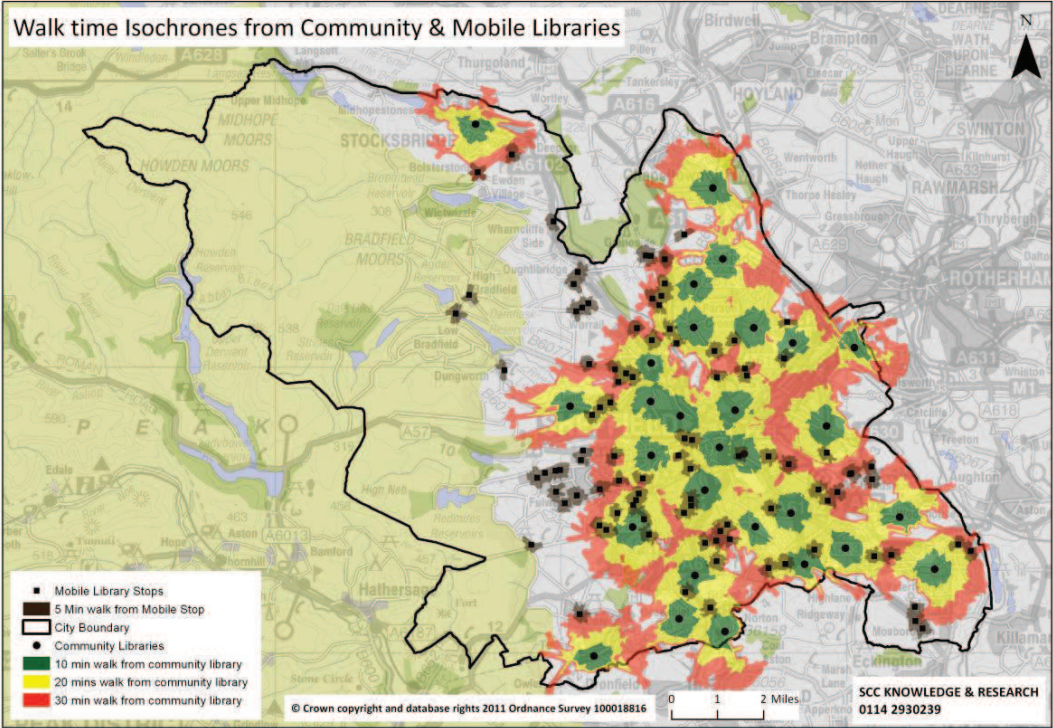
The map below shows the distance registered library users need to travel to their nearest library:
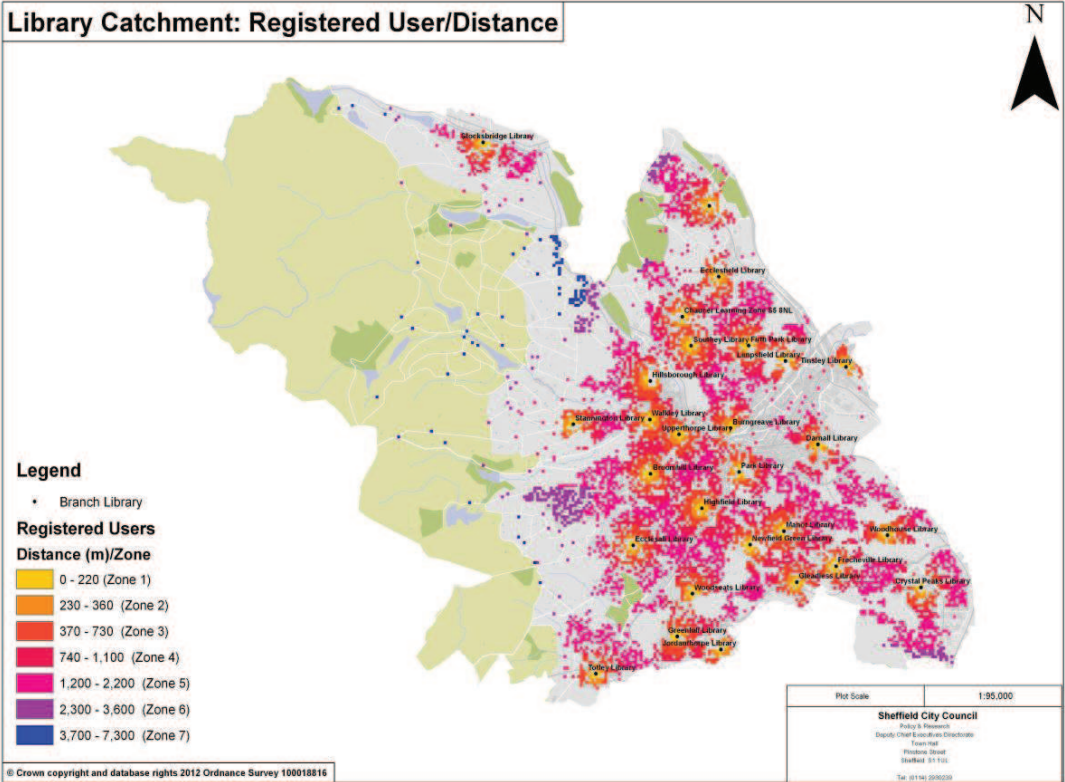
3.3   Library transfer models

At present Sheffield City Council operates 28 community libraries including the Central Library. To enable libraries to be economically sustainable in the future, some community libraries may be transferred to other organisations or groups.   In many parts of England different local authorities have transferred some of their local libraries to community organisations.

3.3.1   Different models of governance for transferred libraries

The following are 4 possible different models of community involvement in running a library service:

a. SCC oversees all libraries in the city, sets standards and monitors outcomes – any library service which is transferred will be subject to SCC standards and monitoring.

b. SCC only oversees libraries which are part of a supported network. Other libraries act independently and can vary their service delivery and standards.

c. A Trust is set up to oversee all library services across the city, or a Trust is set up to oversee some of the library services across the city.

d. SCC provides centralised support services such as I.T., stock movement and peripatetic staff support, rather than providing and running library buildings. Support can be provided to independent libraries and/or libraries which are part of a supported network.

Further information and guidance for local authorities on communities becoming more involved in the provision of local library services has recently been produced by Arts Council England. This can be found on their website at:

http://www.artscouncil.org.uk/what-we-do/supporting-libraries/community-libraries-research/

3.3.2   Examples of how other local authorities have transferred libraries

a. **Wakefield (Independent community libraries model) -** Wakefield Council are committed to managing and funding 14 libraries. 12 libraries were identified as not being viable and were in the process of closing. The Council explored whether any community groups were able to take on this library provision and 8 community groups have come forward to offer a volunteer run service. These 8 community led libraries are now independent of the Council and most have moved in to other buildings. The Council will provide training to the community groups running these libraries and a one off grant of £100k. They are also gifting a supply of surplus book stock, fixtures and fittings where available.

Web link:
http://www.wakefield.gov.uk/CultureAndLeisure/Libraries/LibraryReview/default.htm

b. **Suffolk (Co-produced model - commissioned community library) -** Suffolk County Council has transferred its 44 libraries, mobile, school and prison library services to an independent organisation with charitable status. The new organisation

aims to work in partnership with local library groups to support and expand the service and opening hours. Library staff have been transferred to the new organisation, although some roles have been restructured.

Web link: http://suffolkreads.onesuffolk.net/news/new-chapter-for-suffolk-s-libraries/

c. **Peterborough (Co-produced model - commissioned community library) -** An independent not-for-profit organisation with charitable status was set up called Vivacity which now runs the city's libraries and archives as well as other leisure and cultural services. The bulk of their funding comes from the Council but the remainder comes from trust funds. The library service is run with a mixture of paid staff and volunteers. Staff numbers were reduced prior to the transfer to Vivacity. Staff were transferred under the same terms of employment and pension conditions.

Web link: http://www.vivacity-peterborough.com/vivacity/

d. **Wigan (Co-produced model - commissioned community library) -** The Wigan Leisure and Culture Trust was formed in 2003. The Trust is both a registered charity and a social enterprise and works on behalf of Wigan Council and other local authorities in the Metropolitan Borough of Wigan. The Trust manages and supports libraries and other leisure and cultural services. The transfer was intended to improve investment and the quality of service and 800 members of staff were transferred at the time from the Council. Staff were issued with new, more flexible working agreements and volunteers support and enhance the service whilst also running one of the Boroughs' libraries. The Trust receives external funding and is supported by income generation schemes that help to improve facilities and services. The Council also provides an annual grant to the Trust and remains the owner of all library buildings. A review is being carried out in light of current financial challenges which may see more changes to the library model.

Web link: http://www.wlct.org/library-services/library-services.htm

e. **Luton (Co-produced model - commissioned community libraries covering the entire service) -** Luton libraries are now part of Luton Culture, a registered charity delivering services on behalf of the local authority. The aim was to enhance services whilst also making savings. The model enables funding to be more accessible, income to be generated and decisions made quicker. 9 libraries were transferred to the charitable trust. There remains an agreement whereby the Council still has the power to close libraries in the future if it needs to and the service is currently undergoing a review.

Web link: http://www.lutonculture.com/luton-libraries/

f. **Kirklees (Co-produced model, community managed library) -** In 2005 the Chestnut Centre which is run by community organisation Fresh Horizons, opened in the deprived Deighton Brackenhall area of Kirklees. At the time, the centre contained a community café, nursery, IT suite and other community facilities. Then in 2007, a Library and Information Centre opened in the same building which was seen as a natural extension to the already successful centre. The service is delivered by

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volunteers and there is a service level agreement between the Council and Fresh Horizons.

Web link: http://www.kirklees.gov.uk/events/venuedetails.asp?vID=1533

g. **Hounslow (Commercial) -** Hounslow libraries were initially transferred to a charitable trust. When this arrangement came to an end, the council issued a tender to run the library service which resulted in a 15 year partnership (since 2008) with John Laing a private sector organisation. As part of the agreement libraries have been kept open. Most of the staff were transferred to the employment of John Laing, and efficiencies were identified in the staffing structure.

Web link: http://www.hounslowlibraries.org/web/arena

h. **Caistor (Independent community libraries model) -** The Council transferred its library at Caistor to a social enterprise - the Caister Arts and Heritage Centre. This involved the library moving into the centre (formerly a council owned chapel) and the premises being transferred into the ownership of the social enterprise. The centre is run mainly by volunteers. The library is run with a mixture of employed staff (formerly council staff) and volunteers who are trained by the Council. Under the terms of a service level agreement the centre must house a café and a library and the Council pays an annual fixed sum.

Web link: http://www.28ploughhill.co.uk/content/library

i. **Lewisham (Co-produced model, community managed library) -** Lewisham Council made the decision to retain 7 libraries and close 5. The closures were prevented by 4 libraries being transferred to community organisations. The libraries are run with a combination of volunteers and staff (from the community organisation), and library staff from the Council provide a peripatetic service. The fifth library scheduled for closure was shut in 2011 but is now being run in partnership between the Council and local organisations (without transfer). The opening hours have either remained the same of increased and there are self-issue terminals in all libraries.

Web link: http://www.lewisham.gov.uk/myservices/libraries/branches/Pages/Community-library-service.aspx

j. **Dorset -** Dorset Council runs 34 libraries in the county and plans to retain 25 and transfer 9. Dorset Council is working with eight communities to set up nine community managed libraries. The Council will provide books, computers and self service facilities and some staff support.

Web link: http://www.dorsetforyou.com/403893

4. What Next

Over the next couple of months (February - April 2013), we will be seeking ideas and proposals to support the future of Sheffield's library services. This will involve running information sessions, meeting with groups and organisations and providing, where possible, additional information (without breaching confidentiality or data protection).

Proposals will be formed by looking at the possibilities that come forward, alongside:

- The comprehensive needs assessment and analysis

- The results of consultation from the summer 2013

- The City's priorities

- The budget requirements

- Learning and good practice from elsewhere

These proposals will be the subject of a cabinet report in the spring. This will be followed by a further period of consultation, likely to be in the summer 2013 before the final decisions are ratified.

5. Appendices / attachments

Appendix 1 (Registration of Interest form) and Appendix 2 (Information session booking form) are attached to this document. They are accessible via the attachments panel on the left hand side.

These documents, along with the attached summary of consultation results, can also be downloaded from:

www.sheffield.gov.uk/libraryprospectus

www.sheffield.gov.uk/libraryreview

Paper copies can be mailed upon request.

Enquiries to: libraryreview@sheffield.gov.uk

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The future of Sheffield's library services - Needs Assessment

September 2013

1.   BACKGROUND AND CONTEXT

Sheffield: a local story

1.1.   Sheffield is a city that is an increasingly vibrant and lively place to live with a lot to offer those who are born in the city and those who come to Sheffield for work or education.

1.2.   The recent publication of the Census reveals that 552,698 people lived in the Sheffield local authority area in 2011, and the city experienced an 8% increase in its population since the previous Census in 2001 in line with the national average. In 2010 Sheffield also had the highest proportion of its population aged 65 years or over (15.5%) compared to the other English Core Cities.

1.3.   The city's population is expected to rise to around 587,000 by 2020. Three factors combined to lead to this: more young adults living in the city as a result of more inward economic migration and a growing university student population, longer life expectancy with a 16% increase in the number of people aged over 75 and a 22% increase of people aged over 85 and a continuing increase in the city's birth rate.

1.4.   Sheffield has a geographical pattern of communities that experience differing levels of deprivation and affluence. Generally speaking, the most deprived communities are concentrated in the north and east of the city whilst the most affluent in the south and west. This pattern of affluence and deprivation

has profound implications for inequalities within the city.
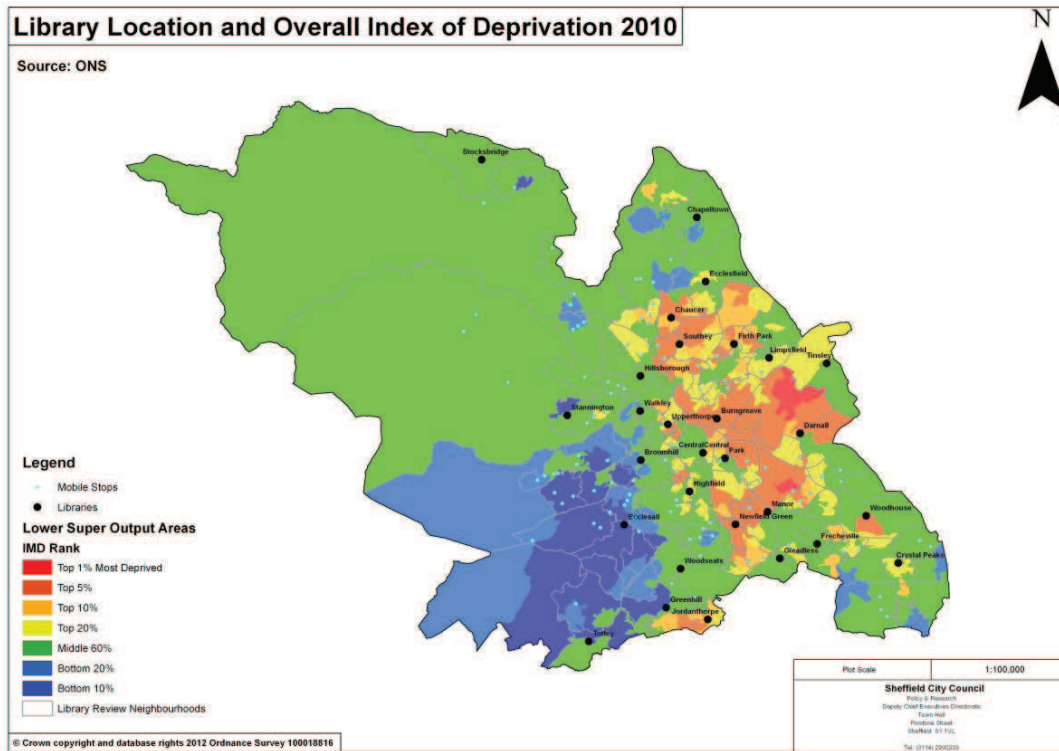
Library Location and Overall Index of Deprivation 2010
Source: ONS

1.5.   There are 29 neighbourhoods in the city that are within the most 20% deprived within England, in total accounting for 28% of the city's population, whilst there are seven neighbourhoods in the 10% of least deprived locations in England. 12% of households rely on benefits with 24% of Sheffield's dependent children and 28% of the population over 60 years old living in households claiming Housing and/or Council Tax Benefit.

Library Location and JSA Claimants 2011
Source: ONS
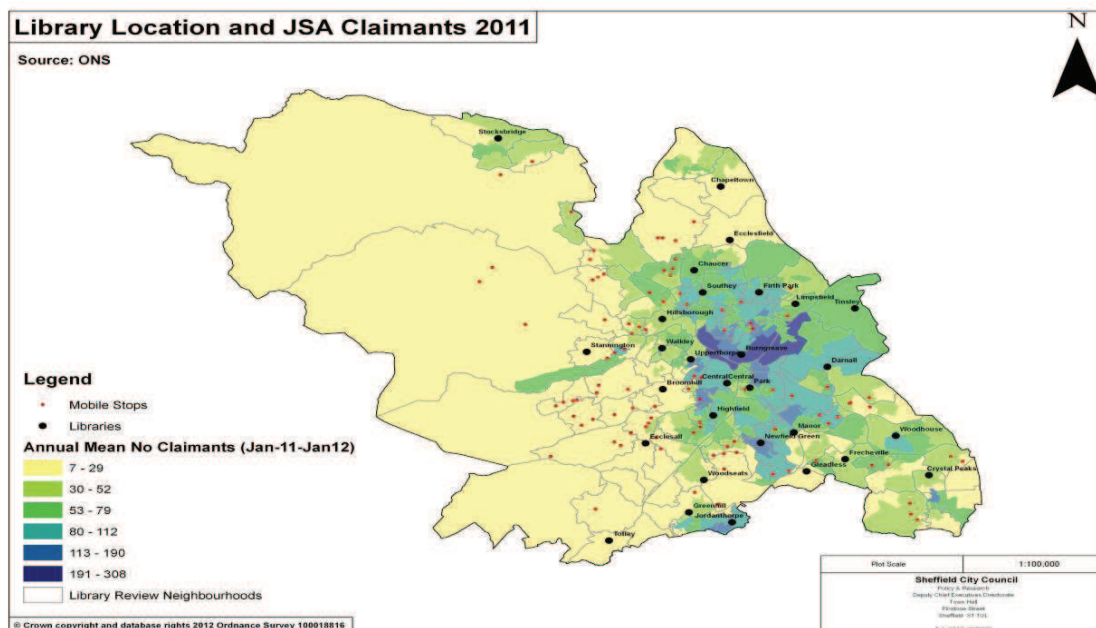
1.6. Sheffield also has a number of rural and smaller settlements, some of which are distinctively situated within the Peak District National Park. These communities are diverse in their characteristics and the challenges they face.

Some key contextual issues

The following issues are relevant to the provision of Library Services and needs of the local communities.

1.7. There are more young adults living in the city thanks to the excellent offer of the city's two universities and college and those looking for jobs that a modern and inclusive city attracts.

1.8. Sheffield is also increasingly a diverse city, both ethnically and culturally, and is becoming more cosmopolitan. There are 128 languages spoken in the city's schools and community cohesion and community safety remain positive points for Sheffield

1.9. The ethnic and cultural profile also continues to change, with the proportion of residents classifying themselves as non-British white growing from 11% in 2001 to 19% in 2011, with the largest increases occurring in the Black African, Black other and Chinese communities since 2001. Sheffield has long-standing, established ethnic communities and new BME communities have also emerged. The ethnic profile of the city will continue to change in the future reflecting the age profile and birth rates among some of the BME communities.

1.10. The two universities now have around 63,125 students and Sheffield College has some 18,500 students. The proportion of the population with a degree level qualification in 2011 (32.5%) also compares well with many other cities. Similarly, the educational profile of the city's population has seen the proportion of residents with no qualifications falling from 16.6% in 2008 to 10.0% in 2011, bringing Sheffield in line with the national average.

1.11. Communities living in neighbourhoods in the north and east of the city are more likely to experience deprivation in respect to education, skills and training. Sheffield still has a higher number than the national average of 16-18 year olds not in education, employment or training (NEET).

1.12. The general health of the city is improving. Compared to the other Core Cities, Sheffield has the longest overall life expectancy and the lowest levels of early deaths from cancer, heart disease and strokes. People in all parts of the city are living longer. Deaths from major illnesses, especially heart disease and cancer, have reduced markedly and there has been a reduction in the number of people, particularly children, killed or seriously injured on the roads.

1.13. This means mortality rates for men have halved since 1975 and for women reduced by 40%. Life expectancy, at 81.8 years for women and 78.2 years for men, is only a little below the national average. Overall health in Sheffield continues to improve, including a narrowing of the gender gap but improvements in women's health have slowed over the last few years. This may be due in part to changing employment and lifestyles, since levels of smoking and drinking alcohol to excess have been increasing in young females.

1.14. Although the city is becoming healthier for most people, health inequalities across neighbourhoods remain and are in some cases widening, with particular individuals and groups remaining or increasingly vulnerable, in particular older people, the young and some women and some ethnic minority groups. People in the most deprived parts of Sheffield still experience poorer health and die earlier than people living in the rest of the city. This reflects the key issue that inequalities in health and wellbeing are intrinsically linked with wider social, cultural and economic conditions.

1.15. Ageing is a key component of overall wellbeing, and as stated earlier, it is likely that Sheffield will have many more older people in the future than it does now. Currently around 9,000 older people (12% of all in city) receive support, and by 2025 it is estimated that there will be a 23% increase in people aged over 75 years living alone, and an increase of 21% in people over 65 years old unable to manage at least one self-care activity (such as washing or dressing) on their own.

1.16. Getting around the city is changing with more people using Supertram and walking and cycling although bus travel is declining and motor vehicles are still used by most people to travel.

1.17. Along with other northern cities, house prices in Sheffield increased between 2000 and 2010 at a rate above the national average (a growth rate of +9% compared to GB at +8%), with the mean price rising from £63,310 to £149,600. However between June 2012 and June 2013 house prices in Sheffield fell by 2.58% whilst the average house price in England and Wales rose by 0.79%.

1.18. The State of Sheffield 2012 was also prepared at a time when the city and the UK more generally were facing considerable financial and economic uncertainty. Over the last year these conditions have remained as a backdrop to the changing circumstances of each and every individual and household in Sheffield. In the summer of 2012 the U.K. economy remained in recession, after GDP shrank by 0.4% in the three months of April to June. Yet there is an impression that many of the positive attributes of the city – such as the recent economic diversification, the changing demographic profile, and the continued quality of life offer – have contributed to the amelioration of some of the worst impacts of these wider national and international circumstances on many people and communities in the city.

1.19.   Of equal importance are the immediate to short term changes that the city will undergo in the next five years as a result of a range of national government policies that will increasingly have impact over this period. Particularly significant are

   1.19.1.   the reforms of the welfare system and the introduction of universal benefit;

   1.19.2.   the shifting scenery of economic development and changes in planning policies and procedures; and finally

   1.19.3.   changes which have seen an increase in University fees, an increase in apprenticeships, and changes in many aspects of the way schools operate and are run.

1.20.   These challenges to Sheffield and its leaders are those also faced by all other cities across the UK, yet there are differences in how individual cities and regions are affected, and there can be variety in their ability to respond.

2. SHEFFIELD LIBRARIES AND ARCHIVE SERVICE – OUR VISION

2.1. The Sheffield City Council Corporate Plan 2011-2014 states that as an organisation we will focus on four priorities:

    2.1.1. Standing up for Sheffield

    2.1.2. Supporting and protecting communities

    2.1.3. Focusing on jobs

    2.1.4. Business-friendly

2.2. Libraries are and can continue to be, key community 'anchors' connecting the central governance of the city with local communities. Critical to this role is the importance of the libraries themselves creating and sustaining a strong sense of place in the city and the community.

2.3. The four priorities above will set the direction for Sheffield's Libraries, Archives and Information Service and will work alongside our 'vision'.

2.4. **Our vision** - Sheffield will be proud of its forward thinking, thriving, innovative and contemporary library service that promotes lifelong learning, digital inclusion and celebrates reading. The future sustainability and development of deliverable options will ensure that our library services flourish.

2.5. **How we will do this**

    2.5.1. **Promote reading and a wide range of resources** - Sheffield's libraries provide a seamless service with a wealth of literacy and IT resources for people of all ages. Celebrating books and reading will enhance literacy skills across the city through provision of a wide variety of programmes and services.

    2.5.2. **Create welcoming library spaces** - Libraries will be attractive places that encourage use by a variety of groups whilst ensuring neutral, high quality public spaces, both indoor and outdoor, that respond to local community needs. They will be fit for purpose and co-located with other services where appropriate, bringing service points closer to neighbourhoods.

    2.5.3. **Celebrate Sheffield's successful centres and rich local history** - Libraries will act as 'hubs' for the community shaping our successful centres; providing a focus for local civic pride, and celebrating the city's diverse history, locality and culture. A high

quality Central Library offering an opportunity to showcase Sheffield will demonstrate the city's commitment to this.

2.5.4. **Tackle poverty and social inequality** - As community hubs, libraries will recognise the need for tackling poverty and social inequality, enabling access to a wealth of information to aid development and new opportunities.

2.5.5. **Promote lifelong learning** - Libraries will enable people of all ages and life experience to explore, discover and learn on their terms through access to information and learning opportunities. Children and young people will be encouraged to attain their potential through learning, reading and literacy.

2.5.6. **Deliver sustainable services with a focus on 'need'** - We will take a 'tailor made' approach towards a new library model which recognises the needs of district and local centres across the city. Sustainable and modern services will inspire, enrich and entertain Sheffield.

2.6.   **Our Key Objectives**

2.6.1.   Libraries that offer quality resources and space for a variety of groups and individuals;

2.6.2.   Cost effective and efficiently managed services that demonstrate value and quality to the community;

2.6.3.   Delivery of services that meet the individual and diverse needs of the local community;

2.6.4.   Improvement of literacy and skills for people of all ages and promote reading through specialist services and projects;

2.6.5.   Enable people to realise their potential through learning opportunities;

2.6.6.   Community managed and locally organised services;

2.6.7.   Strong partnerships and links with community organisations and local services including Advice Centres, Job Centres and other stakeholders;

2.6.8.   A diverse, flexible and well trained workforce, supportive of change

3. SHEFFIELD LIBRARIES AND ARCHIVE SERVICE - OUR SERVICES

3.1. **Central Library -** provides a lending library, reference and local studies service for the whole city as well as specialist services, e.g. Music and Film, World Metal Index, Intellectual Property and business information - the library is part of PATLIB UK. (Patent Libraries UK is an alliance of libraries across the UK providing information on Intellectual Property to business and the local community). The Central Library also acts as the service headquarters particularly in terms of stock purchase and management. It also has a role for reserve stock collections used across the city.

3.2. **Central Children and Young People's Library** - provides a comprehensive service to children, young people and families. It has lending and reference facilities, including multi-format videos and talking books. Activities for children and parents include Beginner Bookworms, Babytime and Storytime.

3.3. **Community Libraries** - are a key component of the Council's Successful Centres Programme providing a variety of social spaces – as well as somewhere to borrow books or find information. Sheffield currently has 27 Community Libraries (not including the Central Library) across the city. Services provided include: -

- Book lending, request service and inter-library loan

- 24 hour online services, online reservations and renewals and interaction via social media – Twitter, Facebook, Flickr, & blogs.

- Fax and photocopying services

- Online training courses and other IT classes

- Children's books and activities

- Reading groups for adults, teenagers/young people and children (including groups for different communities/languages)

- Reference and information services

- Family and local history

- Newspapers and magazines

- CD and DVD hire

- Community meeting rooms

- Homework Zones and after school groups

- Access to computers and the internet for all via the People's Network

- Reader development activities, e.g. 'Meet the Author' sessions, adult literacy schemes, the 'Six Book Challenge'

- Targeted services for 'new arrivers' – e.g. access to the 'Life in Great Britain Citizenship course'

- Books in a broad range of community languages

- Partial membership for individuals without ID

- Councillor's and MPs surgeries

- Job search sessions

- Writing groups

- Coffee mornings/discussion groups

- Mother and baby sessions

- Smart meters for loan

- Art clubs/creative activities for young people

- Exhibition spaces

3.4.   **Schools Library Service** – provides collections of material linked to the National Curriculum and to reading for pleasure in schools as well as providing help and advice on school libraries and literacy provision, author events and activities. The unit operates on a trading basis and individual schools purchase the service.

3.5.   **The Young People's Library Service** - oversees the Summer Reading Challenge, Sheffield Children's Book and Baby Book Awards and Bookstart. It also manages the Little Library van - targeting 'hard to reach' families across the city. The unit has links with major events and festivals, reading groups, Homework Zones and after school groups as well as a broad range of activities for children and young people. The service is also recognised as a Learning Destination for The Children's University.

3.6.   **Sheffield Library Theatre** - offers an affordable venue, supporting the local arts, theatre, music and film scene hosting a broad range of events, from music, to wrestling to burlesque to variety and film shows.

3.7.   **Patients Library -** provides a library for patients and staff in Weston Park Hospital in conjunction with the NHS, who partially fund the service

3.8.   **Home Library Service** - is for any Sheffield resident who is unable to get to their local library and has no-one to help them do so. Reason for doing so could include disability, illness and or cultural isolation. The service may also be offered on a temporary basis, for example, whilst recovering from a hospital operation. Each month the service will select and deliver books or other materials based on the individual interests of the user.

3.9.   **Mobile Library Service** – this is similar to our other lending services but provides a flexible alternative to borrowing materials for users who may be without transport or live a long distance from community libraries. There are 2 mobile library vehicles that cover 15 routes and over 90 stopping points.

3.10.   **Sheffield Conservation Unit** - provides a full range of preservation and conservation by accredited staff. Principally the service works on archival material and undertakes the conservation of wax seals, parchment, paper and photographic material. The Unit also provides a service to the Local Studies library (which has items from the 17th century onwards in its collections) and, on occasion the wider library service. The service also provides a digital preservation service to Archives and Local Studies. It acts as the Conservation Unit for the South Yorkshire Archives Service based at Sheffield Archives.

3.11.   **Sheffield Archives** - acts as the archival repository for the City Council and its predecessors from the 13th century to date - this includes records relating to governance, schools, planning, finance, etc. It has 'The National Archive' status and is appointed a 'Place of Deposit' by the Ministry of Justice for the storage and management of archives from central government - the NHS, HM Courts and HM Coroner. In addition it is the repository for historical records of South Yorkshire Police, the Diocese of Sheffield and the Roman Catholic Diocese of Hallam. Also stored are the records of the South Yorkshire Archives Service which is funded by all four local authorities. Under the Local Government Act 1972 it also stores private records on loan or gifted to the City Council. Two large collections are held on behalf of the DCMS under the Treasury's Acceptance in Lieu of Inheritance Tax Scheme. The service responds to Freedom of Information and Data Protection requests on a daily basis and is open to the public 5 days a week. In addition there is a public engagement programme as well as services dealing with incoming material (the collections expand by around 700 boxes a year), cataloguing and digitisation.

3.12.   **Picture Sheffield** - is an online database of over 50,000 images of the city.

3.13.   **Sheffield Community Information Service / Help Yourself Directory** – an on-line directory which provides up to date information on voluntary organisations, clubs, community groups and related statutory services and achieves 30,000 'hits' per month.

3.14. **Give and Take donation scheme** - began in February 2012 and is a great way of recycling used books, talking books and music CD's. As of Sept 2012, 6,079 items have been donated through 'Give and Take', 3,539 of which have been added to the library stock. Through the sale of donations, a total of £894.31 has been generated and reinvested into the materials fund.

3.15. **Centralised support services**

The following services provide support to front line library services to enable them to function efficiently, particularly the operation of the 28 libraries. Please note that the descriptions are clustered to aid general understanding of function, and are not necessarily reflective of service structure.

3.15.1. **Records Management Service** - provides a file storage, retrieval and disposal service for most Council Departments. The service also liaises with Archives to select files for permanent preservation.

3.15.2. **Building maintenance & support** - provides ad hoc and planned buildings work e.g. repairs, maintenance, and refurbishments. H&S risk assessments, First Aid training, Legionella testing, fire training and compliance monitoring at all sites.

3.15.3. **Distribution services** - has 3 library vans based at Staniforth Road that make deliveries to and from community libraries and other services. This facilitates the circulation of books and other library materials, delivery of internal mail and library equipment.

3.15.4. **Budget & resource management.** General budget management including the payment of utility bills and rates. HR functions including salary payments, timetabling and deployment of staff.

3.15.5. **Materials management** - focuses on the selection of books and materials for acquisition involving ordering, cataloguing, and electronic tagging. This service also involves managing book reservations, book donations and the inter-library loan system (i.e. lending and receipt of materials from other authorities).

3.15.6. **Marketing & Promotion** - service promotes library activity via social media e.g. Twitter, Facebook, blogs, Flickr and other sites. The service also produces promotional materials, e.g. quarterly newsletter, posters, notices, web and Intranet content.

3.15.7. **Library IT Systems** – provides the development and day to day support and maintenance of a range of IT systems in partnership with BIS & Capita This includes:

- The Symphony library management system

- The People's Network (pc internet access).

- Dealing with systems failures and managing system recovery.

- System updates e.g. library closed dates, alterations to charges.

- Training and development of staff on the Library Management System

- Provision of digital services e.g. web catalogue, online reservation and renewal facilities

- 'Netloan' – a PC booking system for the People's Network

- Installation and maintenance of RFID (Radio Frequency Identification) self-service machines.

Note: I.T systems are delivered by Capita as part of SCC contract, e.g. network connections, servers, business applications, desktop hardware.

4.   ASSESSMENT OF LOCAL NEEDS

4.1.   This analysis of local needs has been primarily based on:

- consideration of the wide range of those needs caught by the definition of all those who live, work and study in the area;

- an assessment of accessibility – drawing on travel data including frequent and accessible public transport routes;

- consideration of the views of existing users;

- an assessment as to whether there is any differential impact (via an equalities impact assessment) on whether any specific communities or groups would experience positive or negative impacts as a result of the proposed changes to the service; and

- consideration of information from other services/portfolios.

4.2.   There has also been a consideration of new and or amended ways of operating the service that might be more efficient including:

- whether the library buildings are fit for purpose, and or in the right place to serve the needs of the community;

- whether there is scope for more effective use of resources;

- whether there is scope to provide the service more efficiently via delivery partnerships within and outside of the authority;

- the level of demand for the services in the way that they are currently offered;

- whether the buildings are beyond their useful life and what the scope of shared facilities might be; and

- whether a physical presence is necessary, taking into account the particular needs of that community, and if it could be replaced by other means such as a mobile service;

4.3.   Specific considerations have been given to:

- relative levels of deprivation, (IMD rankings across the city)

- Indications of whether people are likely to use the Library Service's IT and internet facilities

- levels of unemployment

- Levels of need/usage by people from BME Communities

- Levels of need/usage by people with Disabilities

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- Proportions of older people - who are a key user group of the Library Service currently and may have particular mobility needs.

- Levels of usage by children and/or their carers.

4.4. **Community Libraries**

4.4.1.　　　Sheffield currently has 27 Community Libraries across the city. Individuals can register at, and use the services of, any of the Library access points. The current record of Registered Library Users (RLUs) includes anyone who has registered since April 2010 and anyone who registered before 2010 and used Library Services between 2010 and April 2012. In order to analyse how effectively Community Libraries are meeting the needs of their local population we have designated Community Library catchment areas based on where local people have chosen to register as RLUs. The map below shows these catchment areas. The topography of Sheffield and its public transport links means that this is not always the closest library.
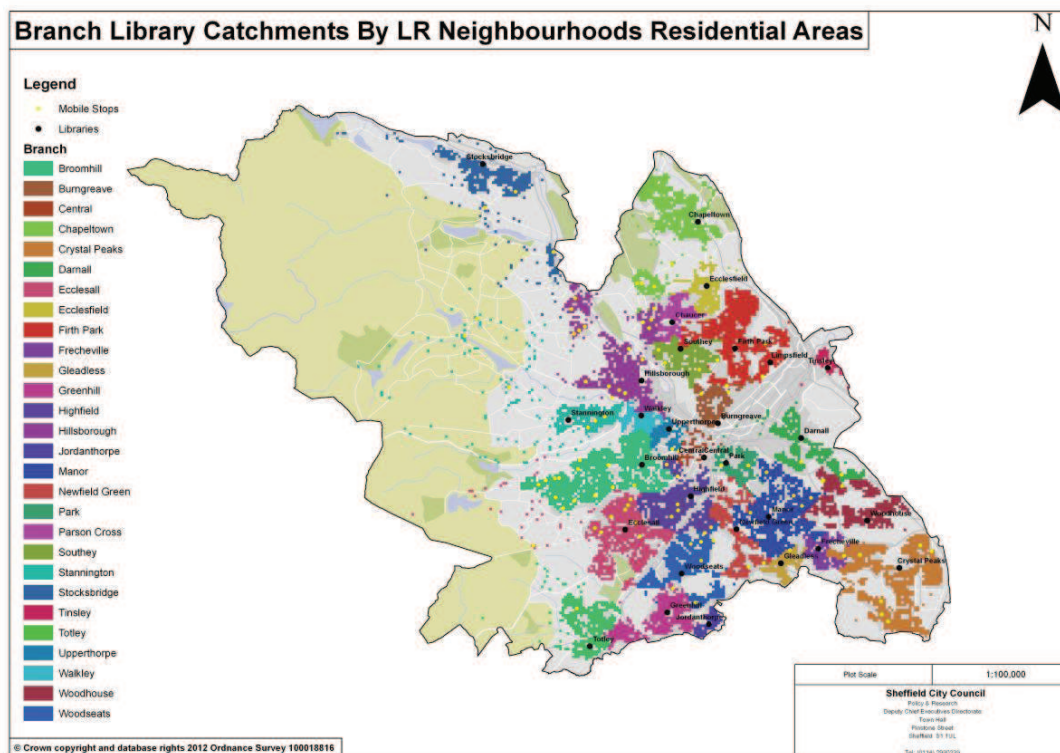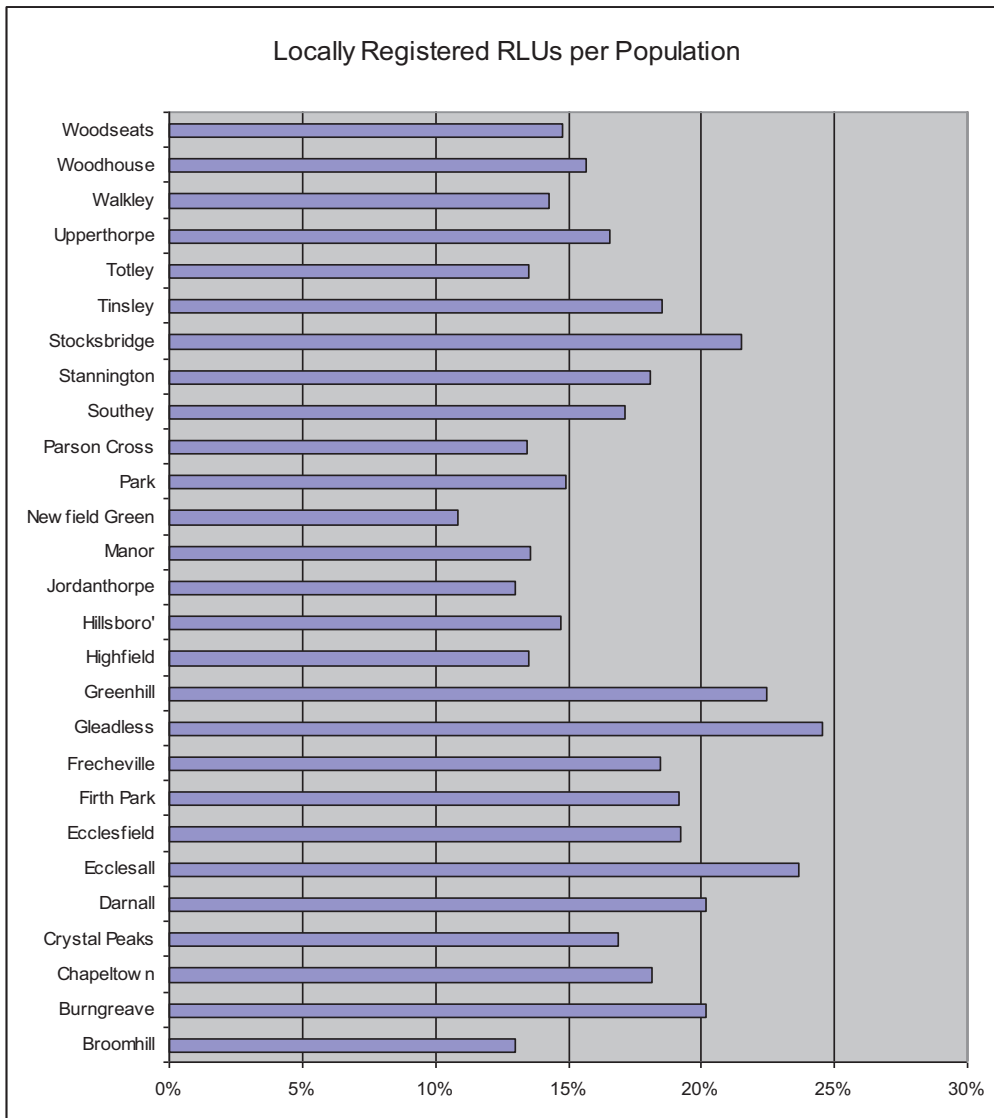

4.5.　　Registered Library Users

4.5.1.　　　As at May 2013 Sheffield had a total of 194,000 Registered Library Users (RLUs), around 35% of its total population. This is made up of 134,000 adults and 60,000 people under the age of 18. For adults 60% are registered at Community Libraries, 28% at the Central Library and the remaining 32% with the Archives, Home or Mobile Library Services. For children 90% are registered at Community Libraries.
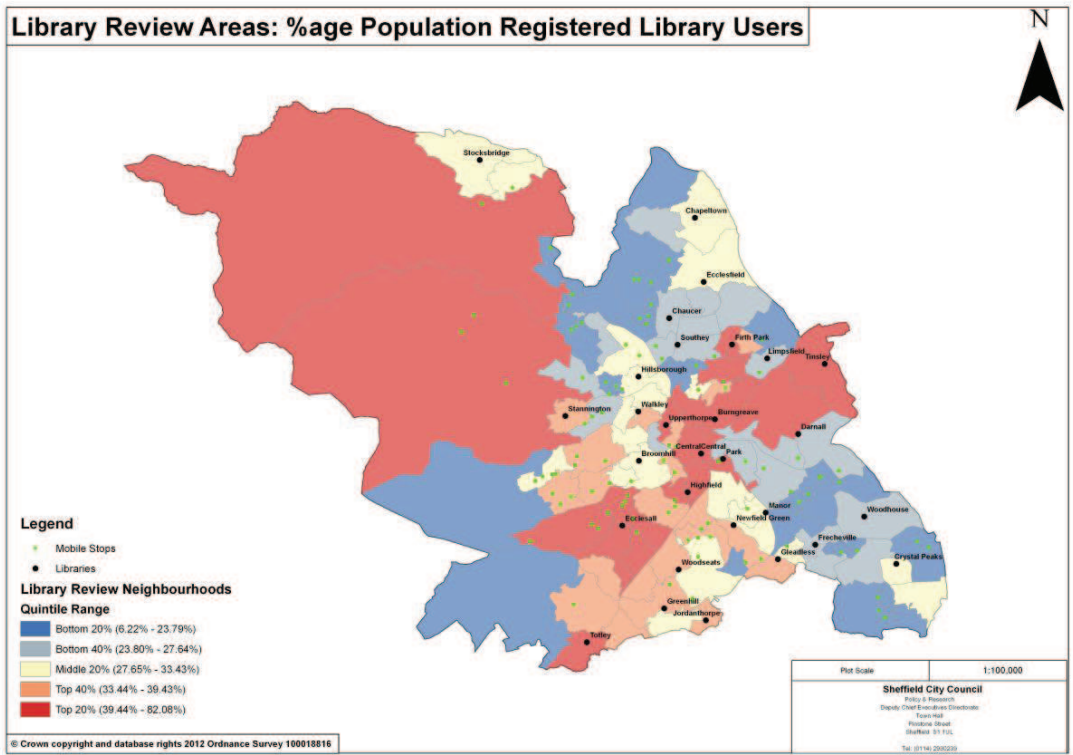
Page 185

4.5.2.   Each Community Library has its own distinguishing features not least the number of adult registered users, shown in the table below. This varies from around 800 in Frecheville to over 7,000 at Firth Park and at Crystal Peaks.

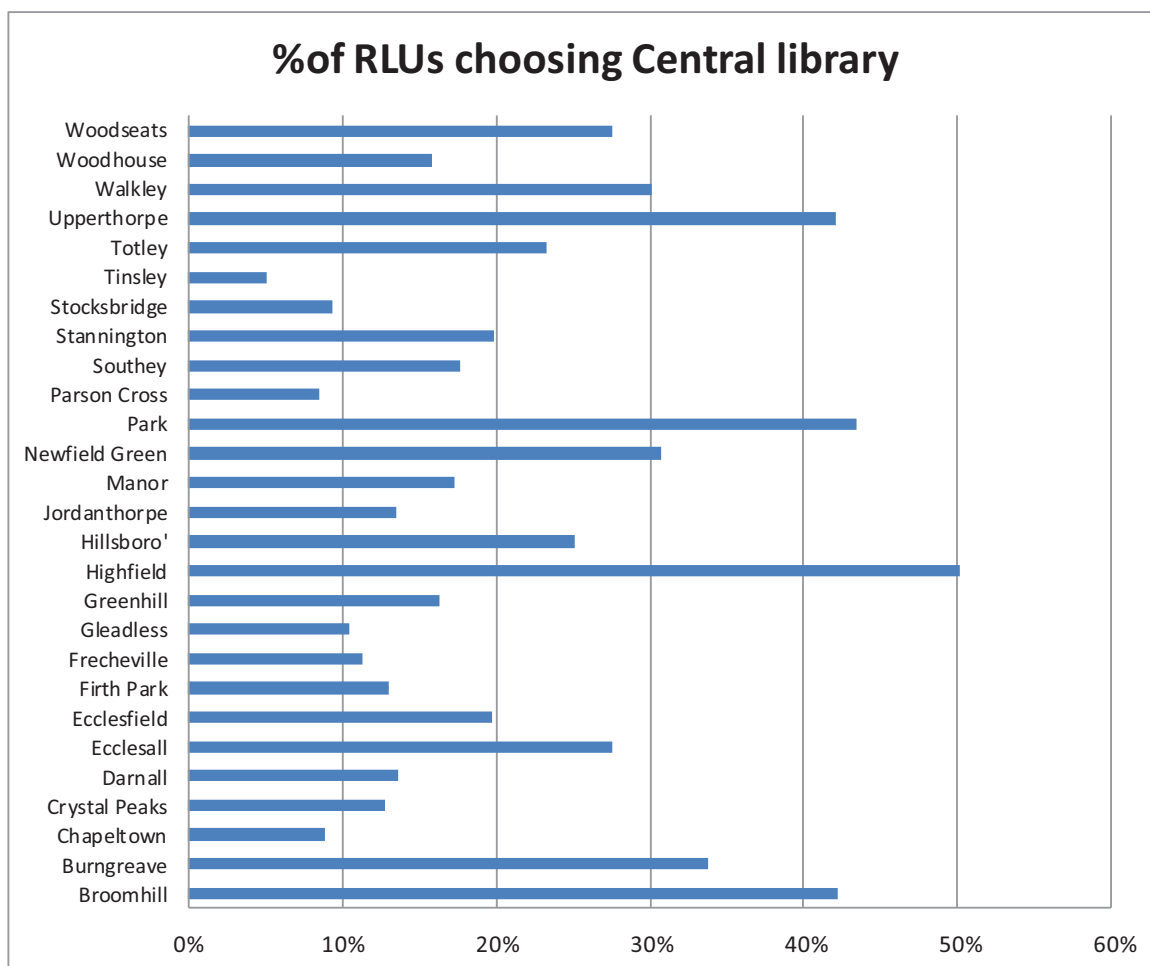**Community Libraries Adult RLUs**
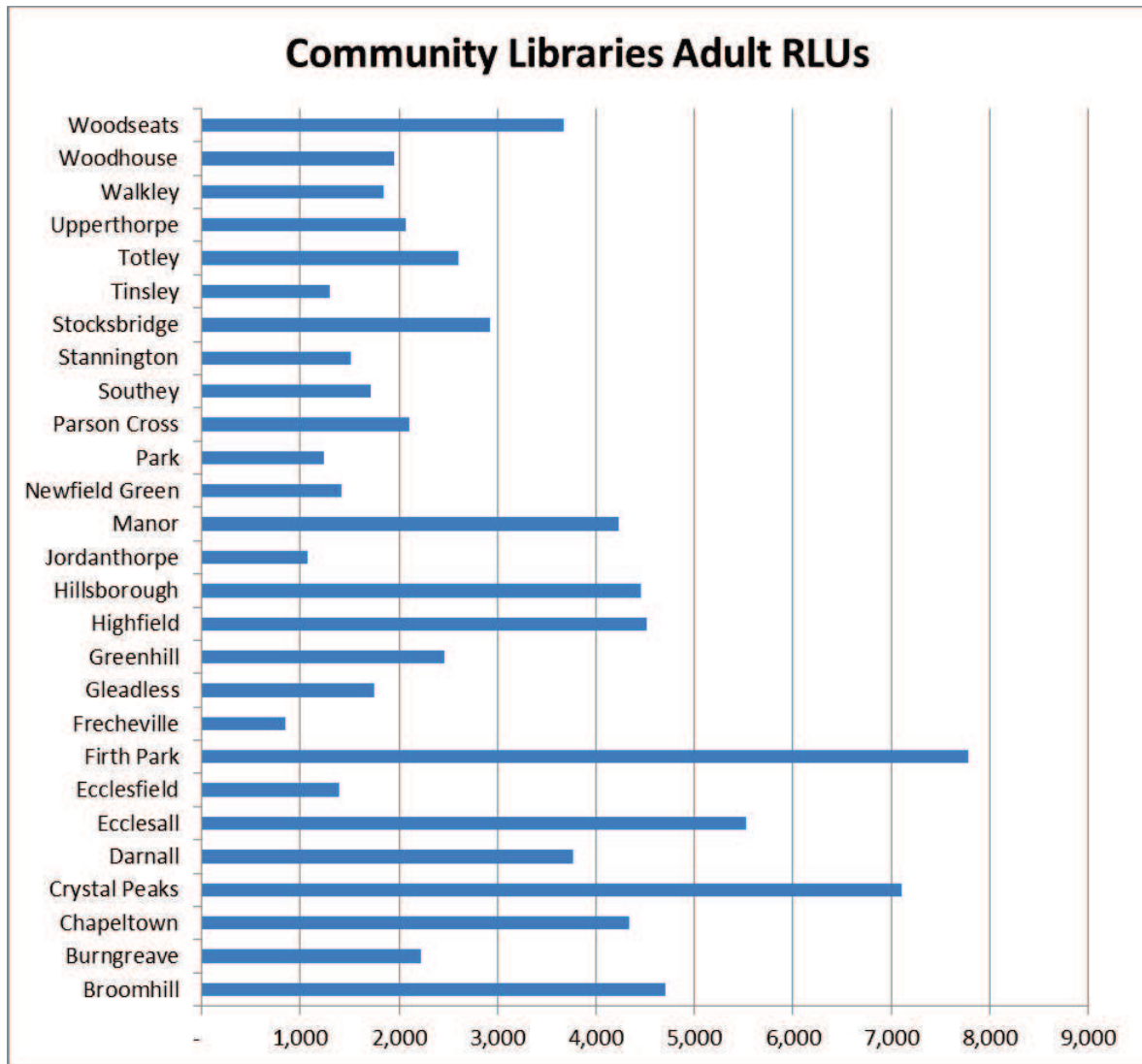
4.5.3.   Library Users can register at any Library across the City. The proportion of the local population who are RLUs and who choose to register at their local library – as opposed to registering with the Central Library or other local libraries varies between 25% in Gleadless and 11% in Newfield Green and is as follows;

Locally Registered RLUs per Population

Area	Value (approx.)
Woodseats	~15%
Woodhouse	~16%
Walkley	~14%
Upperthorpe	~17%
Totley	~13.5%
Tinsley	~18.5%
Stocksbridge	~21.5%
Stannington	~18%
Southey	~17%
Parson Cross	~13.5%
Park	~15%
New field Green	~11%
Manor	~13.5%
Jordanthorpe	~13%
Hillsboro'	~14.5%
Highfield	~13.5%
Greenhill	~22.5%
Gleadless	~24.5%
Frecheville	~18.5%
Firth Park	~19%
Ecclesfield	~19%
Ecclesall	~23.5%
Darnall	~20%
Crystal Peaks	~17%
Chapeltow n	~18%
Burngreave	~20%
Broomhill	~13%

4.5.4.   This variation across the city is shown in the map below. If the sparsely populated rural areas are ignored, the lowest rates of registration are in the North and South East areas of the City whilst the highest rates of registration occupy an axis stretching from the east end of the city right through to the South West. This appears to have no correlation to the rates of deprivation or JSA claimants, to the location of static libraries or mobile stops.

Library Review Areas: %age Population Registered Library Users

Legend

* Mobile Stops
• Libraries

Library Review Neighbourhoods
Quintile Range
- Bottom 20% (6.22% - 23.79%)
- Bottom 40% (23.80% - 27.64%)
- Middle 20% (27.65% - 33.43%)
- Top 40% (33.44% - 39.43%)
- Top 20% (39.44% - 82.08%)

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| Plot Scale | 1:100,000 |

Sheffield City Council
Policy & Research
Deputy Chief Executives Directorate
Town Hall
Pinstone Street
Sheffield S1 1UL

Tel: (0114) 2000239

4.5.5.   The number of local people choosing to register with the central library varies between 50% in Highfield down to 5% in Tinsley. The reasons for registration with Central Library may relate to place of work or patterns of other activities. Isolation and accessibility are other factors in this choice but this does show to some degree the importance of the local library. The overall pattern is as follows;

%of RLUs choosing Central library

Area	%
Woodseats	~27%
Woodhouse	~16%
Walkley	~30%
Upperthorpe	~42%
Totley	~23%
Tinsley	~5%
Stocksbridge	~9%
Stannington	~20%
Southey	~18%
Parson Cross	~9%
Park	~43%
Newfield Green	~31%
Manor	~17%
Jordanthorpe	~13%
Hillsboro'	~25%
Highfield	~50%
Greenhill	~16%
Gleadless	~11%
Frecheville	~11%
Firth Park	~13%
Ecclesfield	~20%
Ecclesall	~27%
Darnall	~14%
Crystal Peaks	~13%
Chapeltown	~9%
Burngreave	~34%
Broomhill	~42%

4.6.   Buildings and Accessibility –

4.6.1.   Location of Libraries - The location of Libraries around the city results from a legacy stretching back to Victorian times when some of the current buildings were built, but also encompasses initiatives throughout the last century and more recently, to respond locally to needs. Changes in the number of the population and the shifts in preferred locations mean that current buildings are not always in the ideal locations. The map below shows the proximity of Community Libraries to all RLUs and in particular shows the parts of the city which are not especially close to static community libraries. Oughtibridge is the most obviously 'detached' neighbourhood but Lodge Moor is also not well served, however both of these areas are well served by the Mobile Library Service.

Library Catchment: Registered User/Distance
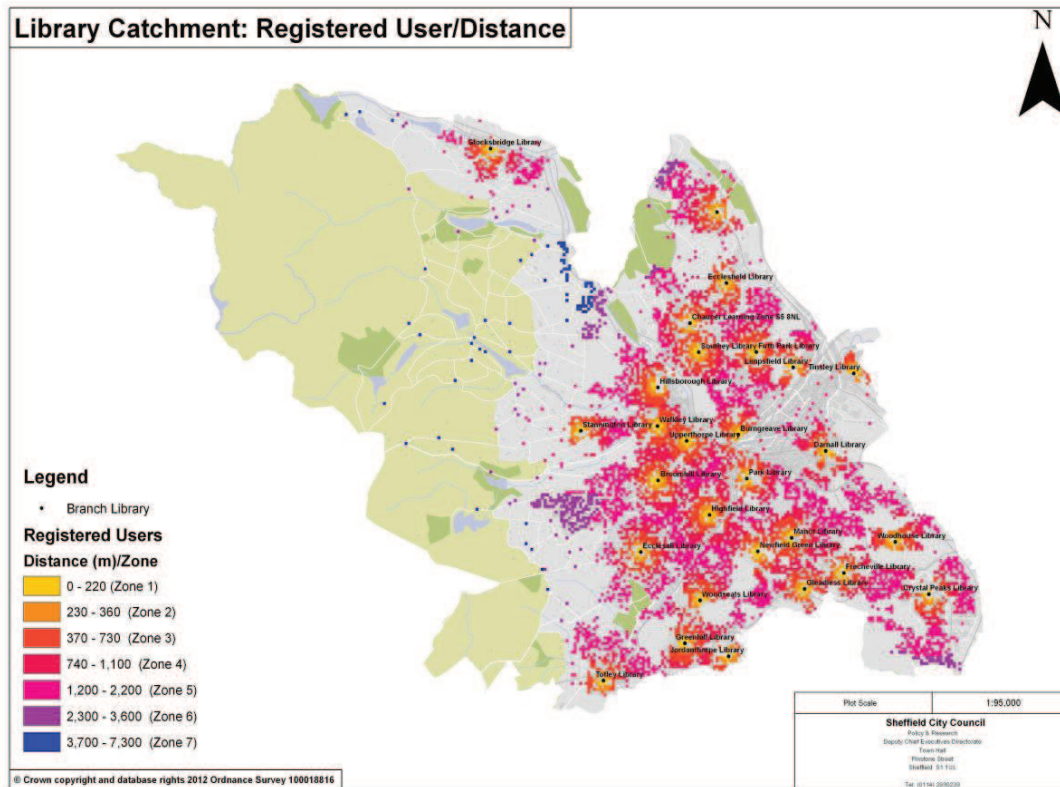
4.6.2.   Proximity between Community Libraries

Some Community Libraries are relatively close together – Parson Cross and Southey are not much more than half a mile apart – whilst others are several miles away from the next nearest library – Stocksbridge is over seven miles away from Hillsborough. The topography of Sheffield is such that the proximity of a nearby Library does not necessarily mean that it is accessible by public transport routes; hence Walkley is closest to Upperthorpe but it would be easier for most of their respective users to use Broomhill or Central Libraries as an alternative. In our considerations of accessibility to alternative Libraries we have used data supplied by South Yorkshire Passenger Transport Executive which identifies the next closest Library using frequent public transport (minimum of 30 minutes during the day) within 300 metres of a bus/tram stop

4.6.3.   Condition of Library Buildings

There is a wide variation in the condition and facilities in Community Libraries varying from the recently built library at Parson Cross to the dilapidated building at Woodseats. There are also a number of continuing discussions and negotiations relating to potential re-provision of Library buildings. Some Libraries are not yet DDA compliant whilst others have no public access toilets.

4.6.4.   Home Library Users

All of the home library users are aged 60+ and they appear to be evenly distributed around the city. The map below shows this even distribution but also makes it clear that many Home Library Users are located within very short distances of the fixed Community Libraries.
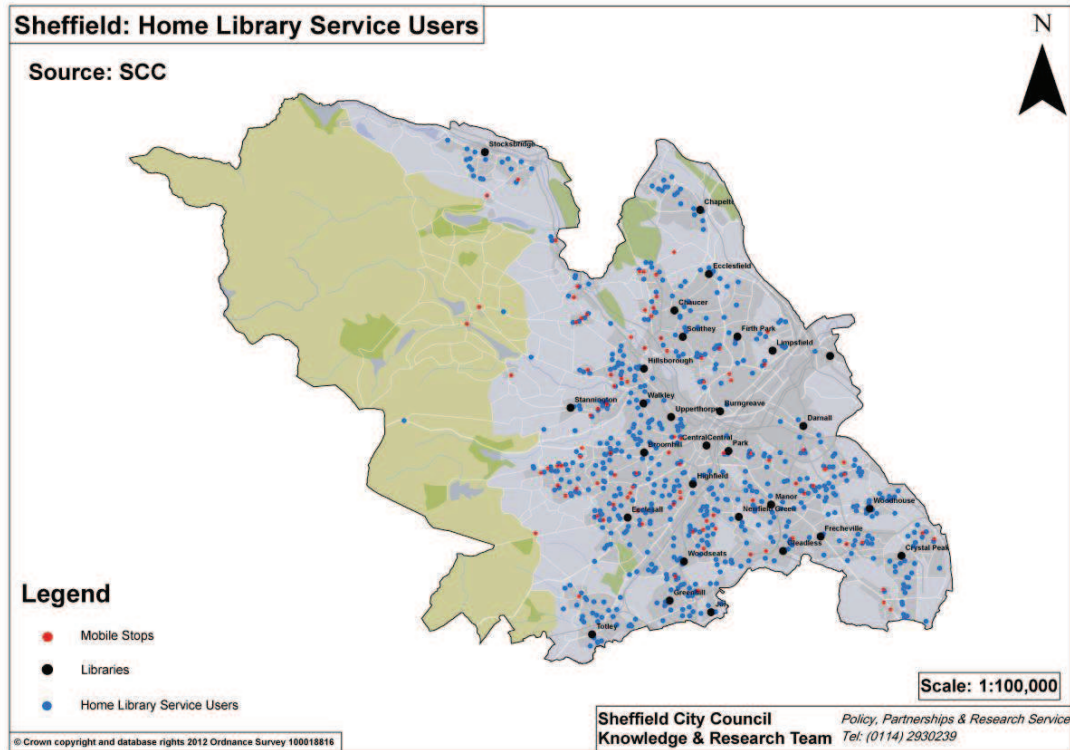
4.6.5.   Mobile Library Users – There has been much representation over the last few years about the number and location of Mobile Library stops. The map below shows the current pattern of mobile stops in relation to the static libraries. Some of these seem to be strategically located in rural areas well away from static libraries whilst others are well within 10 minutes walking distance of them. Some mobile stops are very close – within 5 minutes walking distance - to others, whilst at the same time there are well populated areas out of reach of both mobiles and statics. Over the years the Library service has tested out new sites in areas such as these but hasn't been successful in attracting customers.

Walk time Isochrones from Community & Mobile Libraries

Legend:
- Mobile Library Stops
- 5 Min walk from Mobile Stop
- City Boundary
- Community Libraries
- 10 min walk from community library
- 20 mins walk from community library
- 30 min walk from community library

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SCC KNOWLEDGE & RESEARCH
0114 2930239
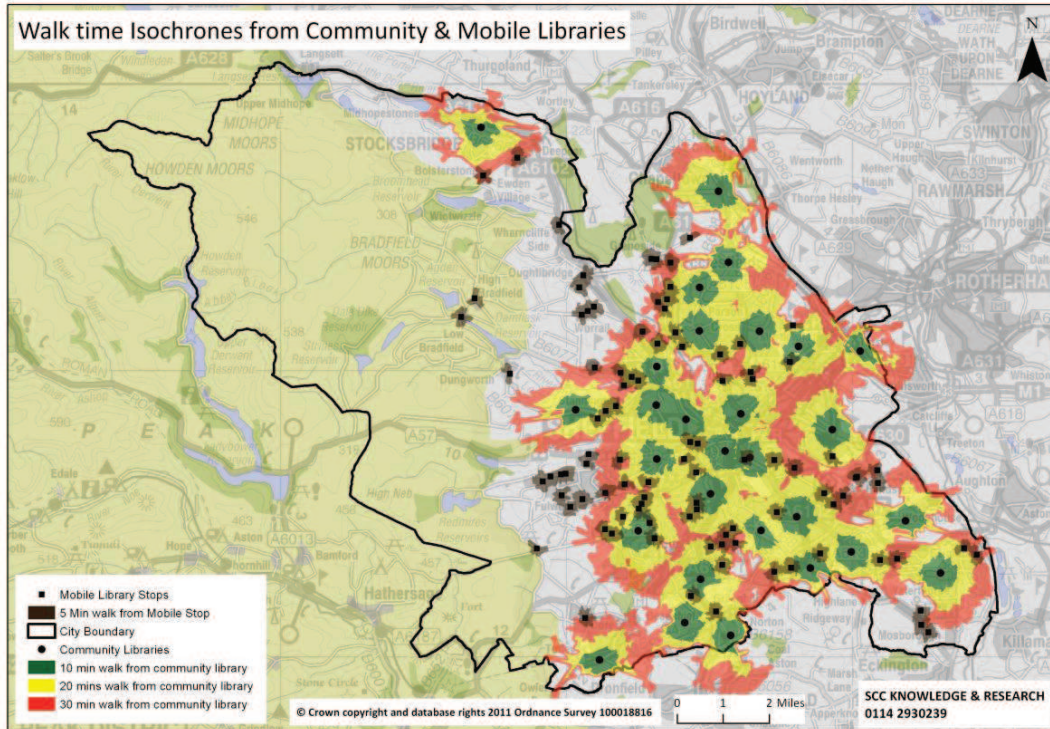
4.6.6.   Community Library activity is broken down into 2 categories; issues and People's Network sessions and the breakdown of this activity is shown here. The comparisons between the issues and the PN sessions are somewhat artificial in that they are entirely different products - the one involving a transaction resulting in a product being taken away and used – the other involving use of a facility within the Library.
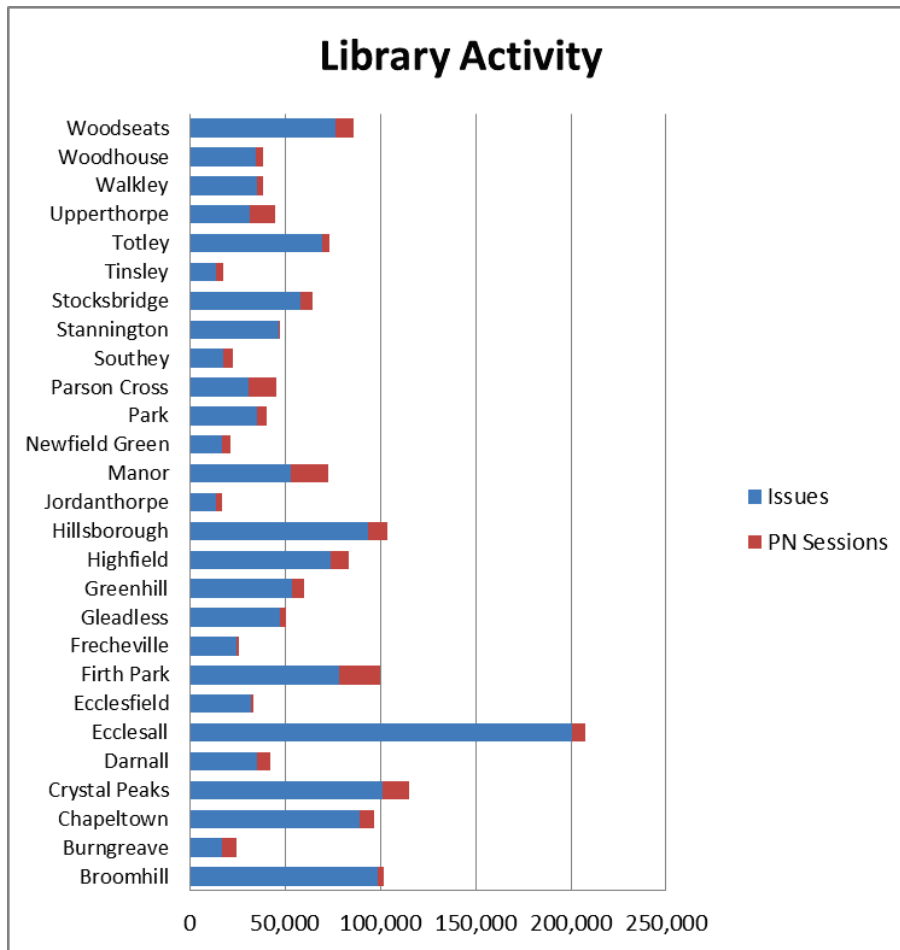
Library Activity

4.6.7.   The chart above shows the significant variations in the levels of activity within each community library in both scale and activity area. So some provide less than one eighth of the activity of others.

4.6.8.   The general trend of Library activity shows a steady reduction in borrowing – down 22% between 2010/11 & 2012/13 - contrasting with a steady increase in access to the People's Network – up 18% between the same periods.

4.6.9.   Issues – The number of issues is related to the capacity of the local library and can be curtailed by limitations in opening hours. The following chart shows the number of issues each hour the library is open

Issues per hour open
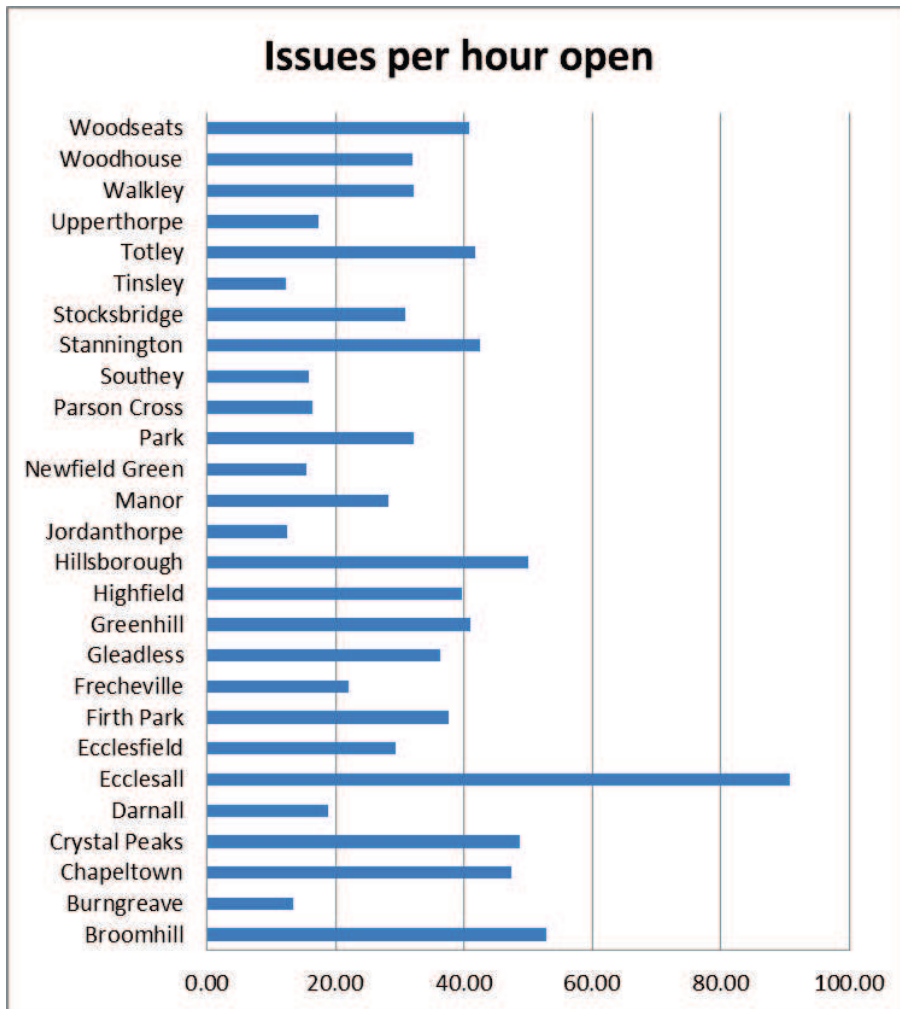
4.6.10.   **Peoples Network** – The Peoples Network internet access service was first introduced in 2003 grant funded from the New Opportunities Fund (the midweek lottery). It was updated in 2010 to replace all servers and desktop PCs and replacing all scanners and including Windows7 and Office 2010. At the same time PN moved off the Council's internet onto a separate connection using the Council's infrastructure to facilitate faster access. This has proved to be a very popular library service across the city. The usage of this service varies significantly across the library service points with Firth Park providing more than 20,000 sessions in 2012/13 contrasting with Stannington which provided less than 1,000 in the same period.

2012/13 PN sessions
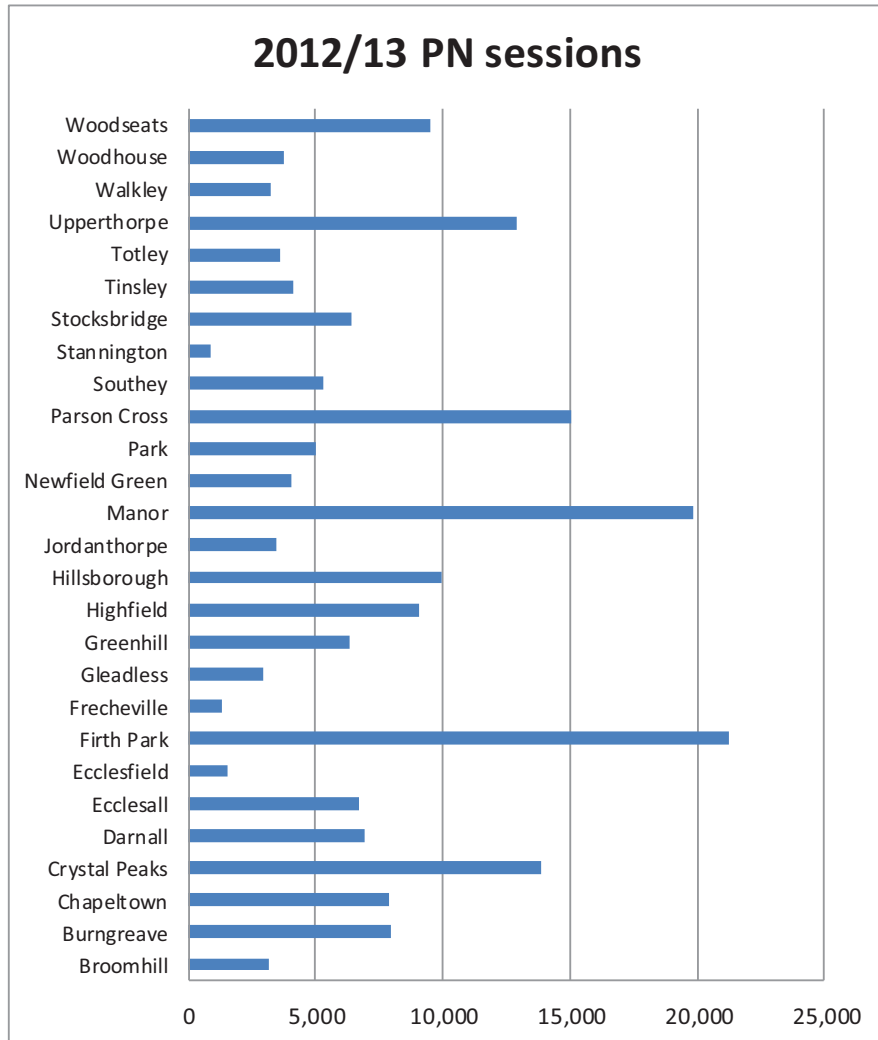
4.6.11.　　There is a specific question in the Experian Mosaic data set asking if households are likely to be Library Internet users. This provides the following picture which has common characteristics with the earlier map showing the distribution of JSNA claimants.

Households Likely To Be Library Internet Users

Source: Experian Mosaic

Legend

• Libraries

Library Review Neighbourhoods

Potential Households By LSOA

- 0
- 1 - 83
- 84 - 229
- 230 - 431
- 432 - 689
- 690 - 1212
- 1213 - 2731

Index Score = 150+

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Plot Scale   1:100,000

Sheffield City Council
Policy & Research
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5.   CONSULTATION

5.1.   A large scale consultation about the future of Library Services took place during the summer of 2012 when some 6,000 people responded to a survey.

5.2.   In a choice about the most important elements of a Library service, respondents ranked the 'quality and choice of books' as most important, followed by being 'welcoming and comfortable', and 'within walking distance' third, 'other media' such as film DVD's, music CD's, talking books as fourth, and a building which is accessible and in good repair as fifth.

5.3.   In a choice about the element they wished to protect most survey respondents selected the 'range of services and materials' as the highest priority followed by the number of local libraries. Council run Libraries was the lowest priority.

5.4.   A second phase of consultation will begin in October 2013 for 12 weeks. This consultation will identify the impact of the proposal for the future of Sheffield's library services on library users and non-users. This information will inform a further version of this Needs Assessment document.

6.   EQUALITIES IMPACTS

6.1.   **Gender** – More women than men are registered as Library Users. There is very little distinction in the gender of RLUs up to the age of 16 – but between the ages of 16 and 69 there are around 50% more women RLUs than men. A 60% - 40% split was also evident in the 2009 PLUS survey responses. This might reflect the variations in working and caring patterns between the genders.

Registered users by age/gender
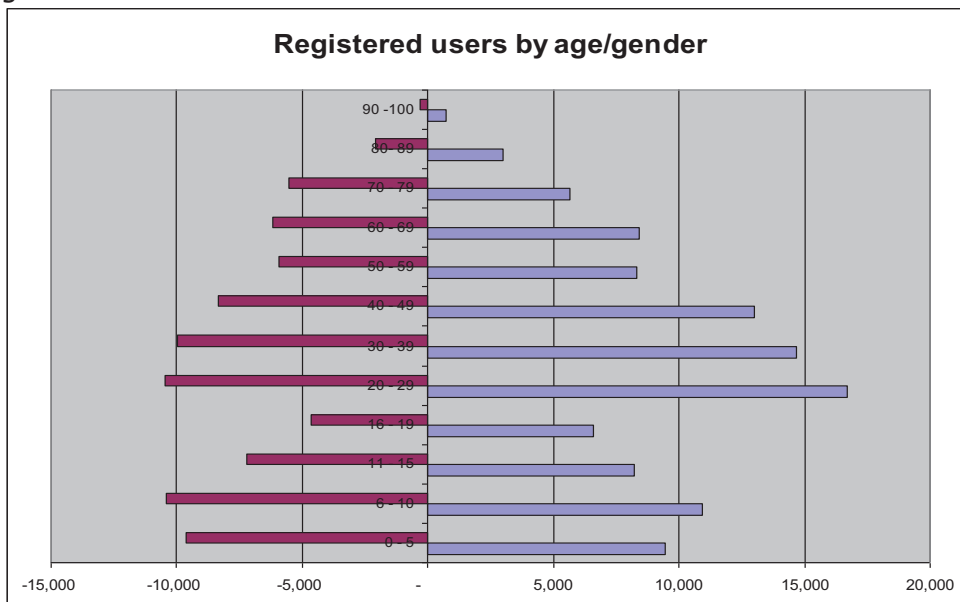
6.2.   **Age** – The age profile of registered Library users shows that the largest proportion comes from the 18-65 age groups with 47%. Under 18's make up 40% of and those 65+ 13%. There is a wide variation in the age profiles of registered library users in individual community libraries.
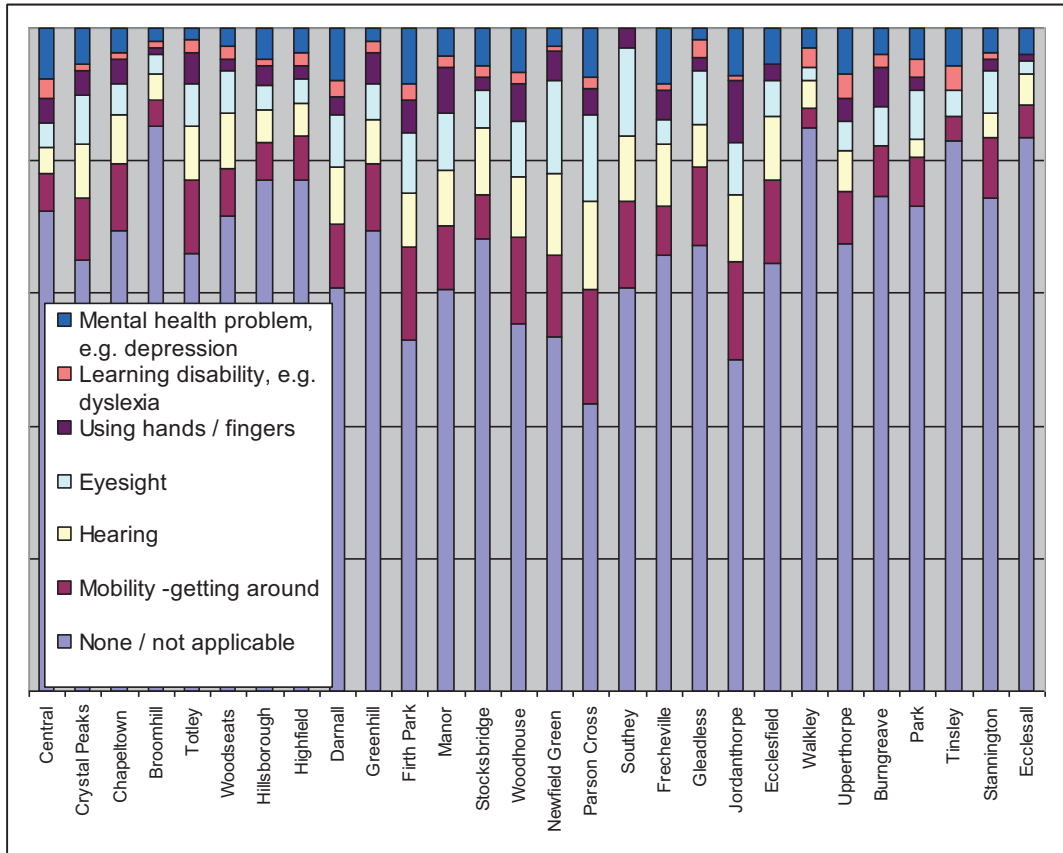
6.2.1.   Under 18's - there is no discernible pattern in the proportions of children in the population registered as Library users across the city. The CL with the largest proportion is Park with 59% of its RLUs under 18 with the lowest proportion at 35% in Crystal Peaks and Totley. The best performing areas are dispersed around the city and may in part reflect the success of the promotion of the Bookstart programme. The numbers are generally lower in the South East of the City.

6.2.2.   Increasingly there are more older people in the population. Social isolation is an issue for many older people, particularly those who have lost a partner (by 2025 it is estimated that there will be a 23% increase in people aged over 75 living alone). Low income is an issue for many pensioners, and 28% of people aged over 60, living in Sheffield households, claiming benefits relating to low income. The highest proportion of 65+ RLUs is 25% in Totley and the lowest is 4% in Burngreave

Libraries: U18 Registered User Distribution
Source: SCC

Legend
• Branch Library
☐ Library Review Neighbourhoods
%ge 0-19 Population
- 3.00% - 21.60%
- 21.61% - 40.20%
- 40.21% - 58.80%
- 58.81% - 77.40%
- 77.41% - 96.00%

Classification: Equal Interval
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Scale: 1:95,000

Sheffield City Council
Knowledge & Research Team
Policy, Partnerships & Research Service
Tel: (0114) 2930239
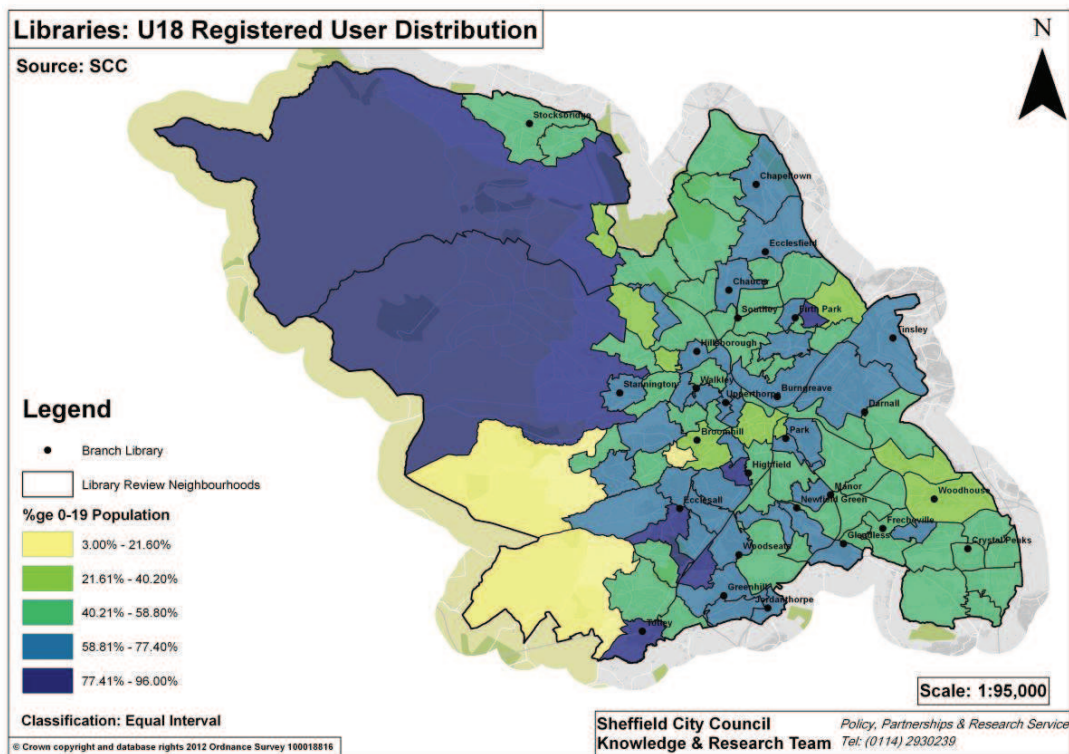
6.3.   **Disability** – Monitoring of Library Users asks whether individuals consider themselves disabled. The current overall figure for this declaration is 1.4% in Community Libraries. The highest proportion of RLUs declaring themselves disabled is in Woodhouse at 3% and the lowest is in Broomhill at 0.6%. The
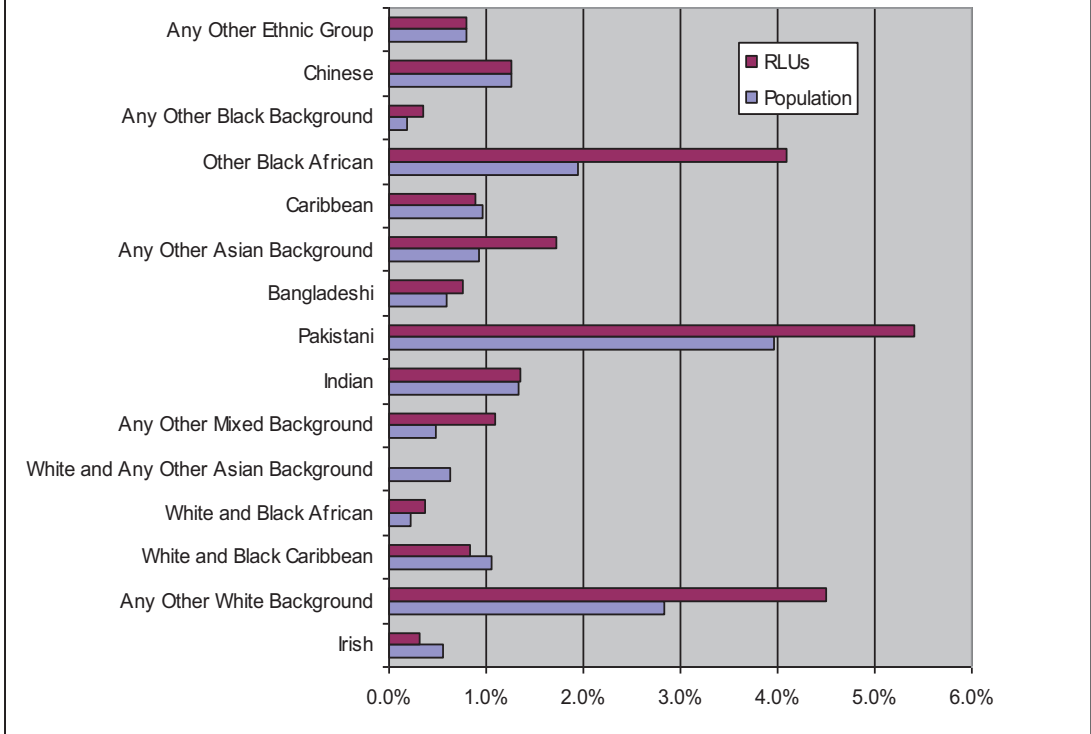
2009 PLUS survey of approximately 5,000 Sheffield RLUs did ask for further details about the nature of disability and the graph below details the relative proportions of the responses – This does not identify where one individual might have multiple disabilities.

Legend:
- Mental health problem, e.g. depression
- Learning disability, e.g. dyslexia
- Using hands / fingers
- Eyesight
- Hearing
- Mobility -getting around
- None / not applicable

X-axis: Central, Crystal Peaks, Chapeltown, Broomhill, Totley, Woodseats, Hillsborough, Highfield, Darnall, Greenhill, Firth Park, Manor, Stocksbridge, Woodhouse, Newfield Green, Parson Cross, Southey, Frecheville, Gleadless, Jordanthorpe, Ecclesfield, Walkley, Upperthorpe, Burngreave, Park, Tinsley, Stannington, Ecclesall

6.3.1.   **Ethnicity** – Analysis of RLUs shows that 21% are from BME backgrounds compared to an estimate 19% of the population. As ever the BME Community cannot be seen as a single homogenous group. The chart below shows the relative proportion of the projected population compared to the proportion of RLUs and this confirms that the 3 groups that are most significantly better represented within RLUs are the Black African, Pakistani and Other White groups.

6.3.2.   Unlike the general population (from a white British background), many people from black and minority ethnic communities live in households concentrated in specific areas of the city. This means the location of a library service could have a bigger impact on this group. Thus the proportion of RLUs from BME Communities within individual Community Libraries varies enormously from 72% to 2.3%.

BME Population v RLUs

Legend:
- RLUs
- Population

Ethnic Group	
Any Other Ethnic Group	
Chinese	
Any Other Black Background	
Other Black African	
Caribbean	
Any Other Asian Background	
Bangladeshi	
Pakistani	
Indian	
Any Other Mixed Background	
White and Any Other Asian Background	
White and Black African	
White and Black Caribbean	
Any Other White Background	
Irish	

Axis: 0.0%, 1.0%, 2.0%, 3.0%, 4.0%, 5.0%, 6.0%

7. DETERMINING PRIORITIES FOR COMPREHENSIVE & EFFICIENT COMMUNITY LIBRARIES

7.1.1. Careful consideration has been given to a range of indicators contained in the evidence above to assist in the process of determining priorities for comprehensive and efficient Community Libraries.

7.1.2. The indicators have been grouped into two domains; Use/Performance of Library services; Demographic need. Within each of the domains the individual indicators have been attributed equal value, each indicator has been ranked and the rankings added together to give an overall domain ranking.

7.1.3. In the context of the Strategic Objectives of the City Council it has been determined that the demographic needs of the local population is the most important of these two domains and it has therefore been attributed twice the weighting of the other.

7.1.4. The list of indicators chosen is shown here.

Indicator	Details (All data sets use the most recent data available)
Use/Performance of Libraries	
Registered Users	All Registered Library users (RLUs) registered in the Community Library who have used the service since April 2010.
Locally Registered Adult RLUs per Population	Adult RLUs registered in the Community Library compared to the adult population for the catchment area of that Library
2012-2013 hourly Issues	The total number of 'issues' by the Community Library in the last financial year divided by the total opening hours
2012-2013 Hourly PN Sessions	The total number of PN Sessions in the Community Library in the last financial year divided by the total opening hours
Issues per £	The total number of issues divided by the individual library budget
Library Visits	The total number of people visiting the library in the last financial year
The needs of the local population	
IMD Literacy Skills	Data taken from Index of Multiple Deprivation 2010
IMD 2010	Data taken from Index of Multiple Deprivation 2010
BME Population	The total number of Black & Minority Ethnic people living in the catchment area of the Community Library (2011 Census)

Disabled People	The total number of Disabled People, receiving a service from Adult Social Care, or CYPF who live in the catchment area of the Community Library
65+ Population	The total number of people 65+ living in the catchment area of the Community Library (2011 Census)
U19 population	The total number of people Under 19 living in the catchment area of the Community Library (2011 Census)
Educational Attainment of Pupils in the Catchment Area	Proportion of Low Attaining Pupils by Library catchment Area
Proximity of nearest other Library	SYPTE have provided information which shows the distance to the next nearest Library using Public Transport with a frequency of at least every 30 minutes during the day

7.1.5.   We have then taken into account how close and accessible the next nearest library is – taking into account access to frequent public transport and the needs of the Library Users in the Community Library - to help us arrive at initial thoughts about our Comprehensive and Efficient Library Service.

Use & Performance Indicators

Demographic Need Indicators

Library Ranking

Proximity to nearest alternative

No. of Library Users needing to move

Overall Priority

7.1.6. Overall Priority

Community Library	Priority Ranking (27 - Highest Priority)
Firth Park	27
Crystal Peaks	26
Darnall	25
Chapeltown	24
Ecclesall	23
Woodseats	22
Highfield	21
Manor	20
Hillsboro'	19
Stocksbridge	18
Parson Cross	17
Broomhill	16
Woodhouse	15
Tinsley	14
Totley	13
Newfield Green	12
Greenhill	11
Burngreave	10
Stannington	9
Upperthorpe	8
Southey	7
Park	6
Gleadless	5
Ecclesfield	4
Jordanthorpe	3
Walkley	2
Frecheville	1

7.1.7. Demographic Need Indicators (27 = Highest Need)

Community Library	Demographic Needs (1 - Lowest Need)
Manor	27
Firth Park	26
Newfield Green	25
Burngreave	24
Highfield	23
Darnall	22
Southey	21
Crystal Peaks	19
Woodhouse	19
Hillsboro'	18
Park	17
Broomhill	16
Upperthorpe	15
Parson Cross	14
Chapeltown	13
Tinsley	12
Greenhill	11
Woodseats	10
Jordanthorpe	9
Ecclesfield	8
Ecclesall	7
Stannington	6
Stocksbridge	5
Frecheville	4
Gleadless	3
Totley	2
Walkley	1

This data was updated on 19th September 2013 following identification of a mistake in the calculations. The BME population data used, although correct, had been ranked incorrectly.

7.1.8.   Use/Performance Indicators (27 = Best performance)

Community Library	Use of Library Services (1 - Worst Performing)
Ecclesall	27
Firth Park	26
Crystal Peaks	25
Hillsboro'	24
Woodseats	23
Chapeltown	22
Manor	21
Greenhill	20
Highfield	19
Gleadless	17
Totley	17
Broomhill	16
Upperthorpe	15
Stocksbridge	14
Parson Cross	13
Darnall	12
Park	10
Walkley	10
Stannington	9
Burngreave	8
Woodhouse	7
Ecclesfield	6
Southey	5
Tinsley	4
Jordanthorpe	3
Frecheville	2
Newfield Green	1

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Appendix F
Sheffield City Council
Equality Impact Assessment

Name of policy/project/decision: Libraries Review

Name of person(s) writing EIA; Dawn Shaw

Date: 07/02/2014   **Service:** Libraries

Portfolio   Communities

What are the brief aims of the policy/project/decision?

The overall aim of the Libraries Review is to provide a comprehensive & efficient Library Service within the dedicated budget. The proposal for consultation is to retain 11 hub libraries – determined by a priority tool linked to the overall needs assessment; to provide limited resources for up to 5 'co-delivered' libraries; to provide support for independent libraries.

This process may take until June 2014 to be completed so at this stage this EIA is a 'live' document focussing on proposed changes. Some impacts may subsequently be addressed in part or in whole by the determination of community-led and independent libraries.

A major consultation has been undertaken on these proposals and the outcomes are highlighted in this assessment and in the Cabinet Report. This includes an assessment of the impacts of the wider proposals in the main report including, for example, the Mobile Library service, and the Home Library Service. All individual Libraries not proposed as hubs have individual Equality Impact Assessments.

Areas of possible impact	Explanation and evidence
Age	The age profile of Registered Library Users (RLUs) shows that the largest proportion comes from the 18-65 age groups with 47%. Under 18's make up 40% of and those 65+ 13%. There is a wide variation in the age profiles of registered library users in individual community libraries. The number of under 18s and people 65+ living in the community has been included as a demographic indicator in determining need/priorities for Community Libraries

Under 18's - there is no discernible pattern in the proportions of children in the population registered as Library users across the city. The Community Library with the largest proportion is Park with 59% of its RLUs under 18 with the lowest proportion at 35% in Crystal Peaks and Totley. The best performing areas are dispersed around the city and may in part reflect the success of the promotion of the Bookstart programme. The numbers are generally lower in the South East of the City.

65+ - The highest proportion of 65+ RLUs is 25% in Totley and the lowest is 4% in Burngreave.

The needs of older people (over 65) were also taken into account in the priority tool as increasingly there are more older people in the population. Social isolation is an issue for many older people, particularly those who have lost a partner (by 2025 it is estimated that there will be a 33% increase in people aged over 75 living alone). Low |

Areas of possible impact	Explanation and evidence
	income is an issue for many pensioners, and 28% of people aged over 60, living in Sheffield households, claiming benefits relating to low income. **2012 Consultation** The largest proportion of RLU's who responded were aged 65+ at around 3%. For those under 25 the proportion was very low at 0.2%. This indicates the consultation exercise was least successful with younger RLUs and most successful with older RLUs. Whilst all age groups wished to protect the range of services and materials most, and the Council running services least, there were some distinctive variations in between. - Under 16s wished to protect Opening Hours; Library staff; Number of Libraries (in that order) - Over 80s wished to protect Opening Hours; Number of Libraries; Library staff **2013/14 Consultation** In general, **older people** did not offer statistically different opinions to people aged under 65. However, some of the free text comments received offered some insight into factors that might be important for older people: - Reliance on local libraries as a source of social contact to relieve isolation. - Difficulty travelling and carrying books. - Concerned about cost of transport if bus passes are withdrawn at some stage. - The closure of the mobile library service was a particular concern. - Travelling longer distances in bad weather and negotiating the hills **Children** – The needs of children and young people were taken into account as students who are exposed to reading from a young age are more likely to do well in their education. Sheffield has a higher number than the national average of 16-18 year olds not in education, employment or training. The consultation work undertaken with children 5-11 years gathered the views of 152 children. 28% of these were non-library users. In the work undertaken by Sheffield Futures with 164 11-19 year olds views, 49% were non-library users. Some of the key concerns expressed by children and young people were: - Library hours as they are at the moment are inconvenient for children and are a reason why some of the children don't use libraries - Central library – want it to close in mornings instead of afternoons and evenings as they can only go later in day after school - Hubs proposals – Those whose local library isn't becoming a hub had concerns about distance to travel and the cost and safety implications of travelling on their own. This mirrors concerns expressed by adults in the survey. - Community-led – concerns about volunteers with no professionals librarians on site - Scepticism about whether volunteers in the number needed could be recruited for non-profit making activity. - In favour of expanding the home library service - Against the closure of mobile library service
Disability	Monitoring of Library Users asks whether individuals consider themselves disabled. The current overall figure for this declaration is 1.4% in Community Libraries. The highest proportion of RLUs declaring themselves disabled is in Woodhouse at 3% and the lowest is in Broomhill at 0.6%. The estimated number of disabled people (using figures for Adults and Children in receipt of Social Care) has been included as a demographic indicator in determining need/priorities for Community Libraries.

Areas of possible impact	Explanation and evidence
	The needs of disabled people were taken into account in the priority tool as the location of library services may be more acute for some members of this group of people, who may be less able to travel to other libraries. **2012 Consultation** The proportion of respondents reporting a disability was 10%. This compares very favourably with the 1.5% of RLUs reporting disabilities. There was no variation from the overall priorities for protection from disabled respondents. **2013/14 Consultation** 14% of respondents identified themselves disabled. Disabled people were significantly less positive about all the proposals than non - disabled people. Some comments from free text boxes that might shed some insight into the reasons why include: - Value relationship with current librarians which they fear will be lost if they have to attend another library e.g. making adjustments and offering support where required e.g. with accessing appropriate materials – audio books and Braille. - Concerns about less staff being available to support disabled people. - More difficult to travel to alternative libraries in general and a greater impact on disabled people of this - Some alternative libraries reported as being particularly inaccessible for disabled people e.g. Hillsborough, Woodseats, Central and Ecclesall. Parking, distance to walk and toilet facilities were registered as factors in this. - Upperthorpe was particularly valued for its ease of access. - The cumulative impact of the proposed cuts in library services and other changes e.g. benefit changes. - The closure of the mobile library service was a particular concern. **Accessibility to Hubs** Anecdotal comments have suggested that some disabled Library Users with access issues travel to for example to Upperthorpe Library because of the better ramped access, toilets and parking than such libraries as Broomhill, Walkley and Hillsborough. This is not evidence based but does highlight a key issue for residual hub libraries in that they really must be prioritised for removing barriers (both physical and non-physical) that disabled people might face when trying to access the service. (This would also provide an antithesis to the representations that wider library users would not travel to neighbouring libraries). Likewise individuals have identified the benefits of a person centred approach where library staff have developed and applied an understanding of the individual needs of disabled library users to better facilitate their use of specific libraries. **Mobile Library** In the consultation exercise 33% of mobile library users identified themselves as disabled - despite the obvious and severe accessibility issues of the Mobile Library buses. This suggests that the Mobile Library service has certain distinct benefits for disabled people who don't have mobility issues.
Pregnancy/ maternity	There are no impacts anticipated for this category and there is no monitoring of diversity of RLUs in this area. 2013/14 consultation did not identify any specific issues from this group.
Race	Analysis of RLUs shows that 21% are from BME backgrounds compared to an estimate 19% BME people in the wider population. The BME Community should not, however, be seen as a single homogenous group. The 3 groups that are most significantly better

Areas of possible impact	Explanation and evidence
	represented within RLUs are the Black African, Pakistani and Other White groups. The number of BME people has been included as a demographic indicator in determining need/priorities for Community Libraries. The proportion of RLUs from BME Communities in individual Community Libraries varies substantially from 72% in Burngreave to 2.3% in Frecheville - in part reflecting the make-up of the communities using the Community Libraries. The needs assessment has taken into account people from minority ethnic backgrounds. Unlike the general population (from a white British background), many people from black and minority ethnic communities live in households concentrated in specific areas of the city. This means the location of a library service could have a bigger impact on this group. **2012 Consultation** – 9% of the respondents identified themselves as BME – half of what would have been expected. The views expressed were consistent with the overall survey results in terms of priorities. Refugees and Asylum seekers highlighted their need for books which will help them learn English. **2013/14 Consultation** 12.5% of respondents identified themselves as BME. People from BME communities were significantly less positive about the proposals overall than non BME communities. This did vary from question to question though. Some factors identified in the free text boxes and in visits to BME groups which might indicate a difference in reliance or use of libraries include: • Confidence in their local area but concerns about using libraries outside of their community e.g. personal safety. • Expressed concern about loss of language support if their local library closes. • The libraries they use now have resources in community languages e.g. Urdu and Bengali and concern that alternative libraries may not have these. • Familiarity with staff and strong relationships with staff are something people value, perhaps because of the support that's been available. • People who've arrived relatively recently have less awareness of the geography of the city and therefore will find it hard to navigate to alternative libraries outside of their communities. • Some BME people use libraries as a way to engage with people in their local community and are concerned that if their local library closes it will have a more significant impact on BME people
Religion/belief	There are no impacts anticipated for this category and there is no monitoring of diversity of RLUs in this area of diversity. 2013/14 consultation did not identify any specific issues from this group.
Sex	More women than men are registered as Library Users 57% – 43%. There is very little distinction in the gender of RLUs up to the age of 16 – but between the ages of 16 and 69 there are around 50% more women RLUs than men. A 60% - 40% split was also evident in the 2009 PLUS survey responses. This might reflect the variations in working and caring patterns between the genders. **2012 Consultation** The split between women and men respondents was exactly 2/3 – 1/3. This balance is quite disproportionate to the population where it is nearly 50/50 but more reflective of Library Users. There was very little difference in opinions on gender lines for the key question around options for cuts with the biggest variation being greater preference amongst women to retain the number of libraries.

Areas of possible impact	Explanation and evidence
	2013/14 Consultation 66% of respondents identified themselves as women and 34% as men but there were few differences in answers to the key questions.
Sexual orientation	There are no impacts anticipated for this category and there is no monitoring of diversity of RLUs in this area of diversity 2013/14 consultation did not identify any specific issues from this group. We will ensure that Hub Libraries have staff that are trained in diversity awareness issues so they can develop and apply an understanding of the individual needs of LGB library users – a person centred approach - to better facilitate their use of specific libraries.
Transgender	There are no impacts anticipated for this category and there is no monitoring of diversity of RLUs in this area of diversity 2013/14 consultation did not identify any specific issues from this group. We will ensure that Hub Libraries have staff that are trained in diversity awareness issues so they can develop and apply an understanding of the individual needs of Transgender library users – a person centred approach - to better facilitate their use of specific libraries.
Financial inclusion, poverty, social justice, cohesion or carers	Poverty – The Index of Multiple Deprivation has been included as a demographic indicator in determining need/priorities for Hub & Community Led Libraries. There are 29 neighbourhoods in the city that are within the most 20% deprived within England, in total accounting for 28% of the city's population. The location of library services is acute for this group of people, as the cost of travelling to another library could be a barrier to accessing the service. The availability of free books and internet access is of greater importance when income levels are low. In considering how a comprehensive geographical spread of Libraries might be achieved, consideration has included the accessibility by frequent public transport routes. Carers were identified as part of the **2012 consultation** but expressed views consistent with the overall survey findings. **2013/14 Consultation** **Job seekers** - Overall job seekers are less positive about the proposals than non- job seekers. The responses clearly show that a significantly greater proportion of Job Seekers use the library for: • Accessing computers • Borrowing CDs/DVDs • Printing and photocopying • Job searching and /or volunteering opportunities • Reading books/newspapers in the library • Education and learning • Meeting people • Advice and guidance • Job seekers were significantly more likely than non-job seekers to use Central library or the next nearest library should their usual library close. However, they were not significantly more likely to lose access to library services altogether, nor were they significantly more concerned about travel to another library. • The closure of the mobile library service was a particular concern.
Voluntary,	VCF Sector organisations have been invited to express an interest in running libraries

Areas of possible impact	Explanation and evidence
community & faith sector	and will be invited to participate in the process to facilitate the running of the 'community led' libraries. Positive impacts include the potential for enhancing community engagement, gaining access to external funding, and helping tailor activities more closely to community need. The proposal includes a volunteer programme with training and support. Some Community Groups will be affected in the context of their use of Library buildings for meetings and events in those areas where 'Hub' Libraries are not provided. Engagement with Community Groups as part of the proposed consultation will seek to establish whether there are specific impacts.
Other/additional:	The needs analysis referenced in the report provides insight and evidence of the need for library services in the city. From this and the consultation undertaken in 2012 we can ascertain that people use libraries for the following key reasons: - Free access to books and other materials, particularly for people who are frequent and heavy readers, and people on low and restricted incomes. - Social spaces – for book groups, coffee mornings, children's activities, general relaxing space to meet. Particularly important for isolated older people. - Children's activities not only provide development and socialisation opportunities for Children, but also provide support to parents and guardians by enabling them to make new friendships and share the challenges of parenting. - Access to knowledge, particularly for young people, especially where there is access to school and college curriculum information, and quiet space to study. - Access to free computers and internet. It is estimated that 45,980 households in Sheffield do not have a computer at home with internet access. Many services are now only available online, such as Universal Credit; therefore free access to the internet is essential for many people. - Access to reliable information, research and reference material including local history for leisure and educational purposes The needs assessment has also taken into account literacy needs, as access to books, knowledge and learning in a safe and welcoming environment, can help people with low literacy needs improve their skills. Consultation will seek to establish whether there are specific impacts.

Overall summary of possible impact

- The Cabinet report outlines how features of the proposal will contribute to the Library Archives and Information Service Strategy and meeting the needs identified
- There is no doubt that any closures of Libraries would have a negative impact on protected groups both in local communities and the city as a whole.
- The process of the needs assessment has taken into account the demographic needs of the key protected groups and has included this in the process of prioritisation.
- A key mitigation against potential negative impacts will be the provision of packages of support for 'community co-delivered' libraries and a package of support and funding to enable independent

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libraries to become viable and sustainable.   The additional funding which has been identified should provide a basis to avoid closures and thereby avoid the most negative equality impacts.

- The attached Action Plan below highlights a number of specific actions to mitigate potential negative impacts. Some of these can be mitigated in part by policy developments such as Housing+ which will include providing local community-based approaches to delivering services; work to address the digital inclusion agenda as part of the Councils emerging digital strategy; ensuring the inclusiveness of services supported by staff; and greater utilisation of the Schools Library Service.
- The consultation has identified stronger resistance to the proposals from protected group but in particular from Disabled Library Users
- We have examined key indicators to determine whether we feel there are likely to be significant equality impacts should an individual 'non-hub' library face closure and we have identified the following locations/characteristics;
  - o Park Library – Young People
  - o Burngreave Library – BME People
  - o Tinsley Library – BME people
  - o Upperthorpe Library – Disabled People
  - o Totley Library – Older People.
- Individual actions have been identified and will need to be incorporated into negotiations with communities to ensure the residual services are responsive to the equality needs of local residents

Approved (Lead Manager): Dawn Shaw   **Date:** 23/01/2014

Approved (EIA Lead): Michael Bowles   **Date:** 07/02/2014

Action Plan	
Areas of impact	**Actions**
Age	**Development of the Home Library Service** The development and promotion of the Home Library Service received the highest levels of approval in the consultation exercise and will be a critical tool to address the needs of the least mobile of Older People. We will explore the possibility of closer working alongside voluntary sector groups and lunch clubs to facilitate greater access to the Home Library Service or to develop alternative approaches. **Housing+** This will provide local community-based approaches to delivering services and building community resilience by encouraging more 'grassroots' involvement of tenants In considering the options for more efficient and fit-for-purpose accommodation to meet the needs of the Housing+ model, co-location options are currently being considered in liaison with the Libraries Review. **School Library Services** The School Library Service is a traded service which schools choose whether to buy. The current buy in of schools at all levels across the city is 71%. This is an important element of the overall provision for school children which, given the focus on Community Libraries, may have been partly overlooked in this consultation. The School Library Service works closely with schools and may be able to provide some mitigation should any of the Libraries have to close. **Library Opening Hours** Consideration should be given to protecting/expanding the opening hours of Hub Libraries to facilitate greater use by children outside of school library hours. Under the proposal, there will be a continuing commitment to activities in hub and community run libraries such as baby and story-time ; children's books and children library space; homework zones & after school clubs; and educational activities. Provision of reader development activities e.g. adult literacy schemes, reading groups, and community outreach will enable the improvement of literacy and skills for people of all ages.
Disability	**Development of the Home Library Service** The development and promotion of the Home Library Service received the highest levels of approval in the consultation exercise and will be a critical tool to address the needs of the least mobile of Disabled People. We will explore the possibility of closer working alongside voluntary sector groups to facilitate greater access to the Home Library Service or to develop alternative approaches. **Housing+** This will provide local community-based approaches to delivering services and including building community resilience by encouraging more 'grassroots' involvement of tenants

Action Plan	
Areas of impact	**Actions**
	In considering the options for more efficient and fit-for-purpose accommodation to meet the needs of the Housing+ model, co-location options are currently being considered in liaison with the Libraries Review. **Accessibility to Hubs** Hub libraries will be considered as potential priorities for improvements to facilitate removing barriers (both physical and non-physical) that disabled people might face when trying to access the service including such issues as access, parking and toilets. We will ensure that Hub Libraries have staff that are trained in diversity awareness issues so they can develop and apply an understanding of the individual needs of disabled library users – a person centred approach - to better facilitate their use of specific libraries. **Digital Inclusion** Library Users with sensory impairments may be more likely to utilise digital access to the Library Service which will continue to be developed. This will include the 24 hour reservation/renewal, access to reference and information services, and e-audio books. The Council is developing a digital strategy that will include addressing digital inclusion as an important element of ensuring communities are able to access services and benefits e.g. Universal Credit.
Race	The dispersal of the BME population means that impacts cannot all be mitigated on a city-wide basis but need to be focussed locally as detailed below however we will ensure that Hub Libraries have staff that are trained in diversity awareness issues so they can develop and apply an understanding of the individual needs of BME library users – a person centred approach - to better facilitate their use of specific libraries. We will also ensure that Hub libraries will have accessible stocks of appropriate minority language materials. **Digital Inclusion** There is some evidence to suggest that Library Users in areas with high BME populations are increasingly likely to utilise digital access to the Library Service which will continue to be developed. This will include the 24 hour reservation/renewal, access to reference and information services, and e-audio books. The Council is developing a digital strategy that will include addressing digital inclusion as an important element of ensuring communities are able to access services and benefits e.g. Universal Credit.
Financial inclusion, poverty, social justice, cohesion or carers	**Job Seekers** Overall job seekers are less positive about the proposals than non-job seekers. The responses clearly show that a significantly greater proportion of Job Seekers use the library for: • Accessing computers • Borrowing CDs/DVDs • Printing and photocopying • Job searching and /or volunteering opportunities • Reading books/newspapers in the library • Education and learning

Action Plan	
Areas of impact	**Actions**

	• Meeting people
	• Advice and guidance
	Job seekers were significantly more likely than non-job seekers to use the Central Library or the next nearest library should their usual library close. However, they were not significantly more likely to lose access to library services altogether, nor were they significantly more concerned about travel to another library.
	
	Features of the proposal includes running job search sessions, free access to computers and the internet via the People's Network, smart meters for loan, and community outreach by Community Development Librarians.
	
	Housing+ This will provide local community-based approaches to delivering services including
	
	      building community resilience by encouraging more 'grassroots'
	      involvement of tenants
	
	In considering the options for more efficient and fit-for-purpose accommodation to meet the needs of the Housing+ model, co-location options are currently being considered in liaison with the Libraries Review.
	
	Digital Inclusion
	There is some evidence to suggest that Job Seekers are increasingly likely to utilise digital access to the Library Service which will continue to be developed. This will include the 24 hour reservation/renewal, access to reference and information services, and e-audio books. The Council is developing a digital strategy that will include addressing digital inclusion as an important element of ensuring communities are able to digitally access services and benefits e.g. Universal Credit.
	
	The location of static libraries, hubs, community co-delivered and independent libraries will be promoted, including the services they offer. This includes activities and opportunity to meet people

Voluntary, community & faith sector	The investment in Community-led libraries provides a new opportunity for building social capital in the areas affected. The proposal includes a volunteer co-ordinator and training programme to build capacity and ensure compliance with legislation and equalities duties.
	Individual Libraries
Park – Young People	Issues in Park have actually increased by 7% (-22% average) and PN sessions have fallen by 8% (+18% average) – at odds with city wide trends. Visits have retained the same level whilst the city wide average shows a 12% reduction **Mitigation** Park has been identified as a Community-led library so the needs of children can be negotiated with the community as part of the new arrangements. **Housing+** Specific parts of Park will be covered by Housing+ and this will provide local community-based approaches to delivering services and including

Action Plan	
Areas of impact	**Actions**
	• building community resilience by encouraging more 'grassroots' involvement of tenants **Schools Library Service** is working with schools in the area to ensure high quality provision within and alongside the schools.
Upperthorpe – Disabled People	**Housing+** Specific parts of Upperthorpe will be covered by Housing+ and this will provide **l**ocal community-based approaches to delivering services including • building community resilience by encouraging more 'grassroots' involvement of tenants **Digital Inclusion** Library Users with sensory impairments may be more likely to utilise digital access to the Library Service which will continue to be developed. This will include the 24 hour reservation/renewal, access to reference and information services, and e-audio books. The Council is developing a digital strategy that will include addressing digital inclusion as an important element of ensuring communities are able to access services and benefits e.g. Universal Credit.
Burngreave – BME People	Issues have fallen 35% (22% average) between 2010 and 2012 from 26K to 17K whilst for the same period PN sessions have increased 19% (18% average) from 7K to 8K. This shows the overall trend of usage. Overall visits are down by the city wide average (-12%) **Mitigation** Burngreave has been identified as a Community-led library so the needs of BME people should be a key priority in the discussions with the community about the new arrangements. **Housing+** Specific parts of Burngreave will be covered by Housing+ and this will provide **l**ocal community-based approaches to delivering services including • building community resilience by encouraging more 'grassroots' involvement of tenants **Digital Inclusion** There is some evidence to suggest that Library Users in areas with high BME populations are increasingly likely to utilise digital access to the Library Service which will continue to be developed. This will include the 24 hour reservation/renewal, access to reference and information services, and e-audio books. The Council is developing a digital strategy that will include addressing digital inclusion as an important element of ensuring communities are able to access services and benefits e.g. Universal Credit.
Tinsley – BME People	Issues are down by 32% and PN sessions up by 22% **Mitigation** Tinsley will remain open until April 2016 so this will give time for an options appraisal on what elements might be re-provided locally **Digital Inclusion** There is some evidence to suggest that Library Users in areas with high BME populations are increasingly likely to utilise digital access to the Library Service which will continue to be developed. This will include the 24 hour reservation/renewal, access to reference and information services, and e-audio books. The Council is developing a digital strategy that will include addressing digital inclusion as an important element of ensuring communities are able to access services and benefits e.g. Universal Credit.

Action Plan	
Areas of impact	**Actions**
Totley – Older People	Totley shows an average 23% reduction in issues but has only maintained the same level of PN usage **Promotion of the Home Library Service** The development and promotion of the Home Library Service received the highest levels of approval in the consultation exercise and will be a critical tool to address the needs of the least mobile of Older People. We will explore the possibility of closer working alongside voluntary sector groups to facilitate greater access to the Home Library Service or to develop alternative approaches. **Housing+** Specific parts of Totley will be covered by Housing+ and this will provide local community-based approaches to delivering services including • building community resilience by encouraging more 'grassroots' involvement of tenants **South West Local Area Partnership** are about to embark on some work around tackling social isolation of older people and digital inclusion

Individual Library Analysis

Equality Impacts – Individual Libraries vulnerable to closure

We have examined 3 key indicators to determine whether we feel there are likely to be significant equality impacts should an individual library face closure;
- The proportion of the total library users registered at the library that is in the specific group,
- The proportion of the local population in that group that is registered with the local library,
- The demographic needs ranking for that specific group

The full table of data/evidence is attached but the key areas of significant impact we have identified are as follows;
- Park Library – Young People
- Burngreave Library – BME People
- Tinsley Library – BME people
- Upperthorpe Library – Disabled People
- Totley Library – Older People

Non 'Hub' Library	Areas of Impact	Evidence	Impact
Frecheville	Young People	Higher than average proportion of RLUs are younger people – 47% (40%) Lower than average proportion of population as RLUs - 43% (50%)	No disproportionate impacts
	Older People	Slightly higher than average proportion of RLUs are older people – 16% (13%) Average proportion of population as RLUs – 20% (22%)	No disproportionate impacts
	Disabled People	Higher than average proportion of RLUs are disabled people – 2.3% (1.4%) Higher than average proportion of population as RLUs – 31% (21%)	No disproportionate impacts
	BME People	Much lower than average proportion of RLUs are BME people – 2% (20%) Lower than average proportion of population as RLUs - 14% (25%)	No disproportionate impacts
Walkley	Young People	Average proportion of RLUs are younger people – 37% (40%) Higher than average proportion of population as RLUs - 94% (50%)	No disproportionate impacts
	Older People	Lower than average proportion of RLUs are older people – 10% (13%) Higher than average proportion of population as RLUs – 30% (22%)	No disproportionate impacts
	Disabled People	Lower than average proportion of RLUs are disabled people – 0.7% (1.4%) Lower than average proportion of population as RLUs – 14% (21%)	No disproportionate impacts

	BME People	Lower than average proportion of RLUs are BME people – 12% (20%) Higher than average proportion of population as RLUs - 38% (25%)	No disproportionate impacts
Jordanthorpe	Young People	Average proportion of RLUs are younger people – 38% (40%) Higher than average proportion of population as RLUs - 72% (50%)	No disproportionate impacts
	Older People	Average proportion of RLUs are older people – 16% (13%) Higher than average proportion of population as RLUs – 38% (22%)	No disproportionate impacts
	Disabled People	Average proportion of RLUs are disabled people – 1.8% (1.4%) Higher than average proportion of population as RLUs – 29% (21%)	No disproportionate impacts
	BME People	Lower than average proportion of RLUs are BME people – 10% (20%) Higher than average proportion of population as RLUs - 42% (25%)	No disproportionate impacts
Park	Young People	Higher than average proportion of RLUs are younger people – 59% (40%) Higher than average proportion of population as RLUs - 63% (50%)	Some Significant Impact
	Older People	Lower than average proportion of RLUs are older people – 9% (13%) Average proportion of population as RLUs – 21% (22%)	No disproportionate impacts
	Disabled People	Lower than average proportion of RLUs are disabled people – 0.8% (1.4%) Lower than average proportion of population as RLUs – 7% (21%)	No disproportionate impacts
	BME People	Higher than average proportion of RLUs are BME people – 27% (20%) Average proportion of population as RLUs - 24% (25%)	No disproportionate impacts
Gleadless	Young People	Average proportion of RLUs are younger people – 43% (40%) Higher than average proportion of population as RLUs - 94% (50%)	No disproportionate impacts
	Older People	Higher than average proportion of RLUs are older people – 20% (13%) Higher than average proportion of population as RLUs – 38% (22%)	No disproportionate impacts
	Disabled People	Average proportion of RLUs are disabled	No disproportionate

		people – 1.6% (1.4%)	impacts
	BME People	Higher than average proportion of population as RLUs – 43% (21%)	
		Much lower than average proportion of RLUs are BME people – 3% (20%) Higher than average proportion of population as RLUs - 38% (25%)	No disproportionate impacts
Ecclesfield	Young People	Average proportion of RLUs are younger people – 41% (40%) Average proportion of population as RLUs - 48% (50%)	No disproportionate impacts
	Older People	Higher than average proportion of RLUs are older people – 20% (13%) Slightly higher than average proportion of population as RLUs – 25% (22%)	No disproportionate impacts
	Disabled People	Slightly higher than average proportion of RLUs are disabled people – 1.8% (1.4%) Average proportion of population as RLUs – 20% (21%)	No disproportionate impacts
	BME People	Much lower than average proportion of RLUs are BME people – 3% (20%) Lower than average proportion of population as RLUs - 21% (25%)	No disproportionate impacts
Upperthorpe	Young People	Average proportion of RLUs are younger people – 37% (40%) Lower than average proportion of population as RLUs - 42% (50%)	No disproportionate impacts
	Older People	Lower than average proportion of RLUs are older people – 9% (13%) Higher than average proportion of population as RLUs – 29% (22%)	No disproportionate impacts
	Disabled People	Higher than average proportion of RLUs are disabled people – 2.9% (1.4%) Higher than average proportion of population as RLUs – 40% (21%)	Some Significant Impact
	BME People	Much higher than average proportion of RLUs are BME people – 43% (20%) Average proportion of population as RLUs - 24% (25%)	No disproportionate impacts
Southey	Young People	Higher than average proportion of RLUs are younger people – 48% (40%) Lower than average proportion of population as RLUs - 38% (50%)	No disproportionate impacts
	Older People	Lower than average proportion of RLUs are older people – 8% (13%) Lower than average proportion of population as RLUs – 11% (22%)	No disproportionate impacts

	Disabled People	Average proportion of RLUs are disabled people – 1.4% (1.4%) Lower than average proportion of population as RLUs – 14% (21%)	No disproportionate impacts
	BME People	Lower than average proportion of RLUs are BME people – 13% (20%) Lower than average proportion of population as RLUs - 19% (25%)	No disproportionate impacts
Stannington	Young People	Average proportion of RLUs are younger people – 41% (40%) Lower than average proportion of population as RLUs - 40% (50%)	No disproportionate impacts
	Older People	Higher than average proportion of RLUs are older people – 19% (13%) Lower than average proportion of population as RLUs – 15% (22%)	No disproportionate impacts
	Disabled People	Higher than average proportion of RLUs are disabled people – 2.2% (1.4%) Average proportion of population as RLUs – 20% (21%)	No disproportionate impacts
	BME People	Much lower than average proportion of RLUs are BME people – 4% (20%) Lower than average proportion of population as RLUs - 17% (25%)	No disproportionate impacts
Burngreave	Young People	Higher than average proportion of RLUs are younger people – 43% (40%) Lower than average proportion of population as RLUs - 35% (50%)	No disproportionate impacts
	Older People	Lower than average proportion of RLUs are older people – 4% (13%) Lower than average proportion of population as RLUs – 9% (22%)	No disproportionate impacts
	Disabled People	Lower than average proportion of RLUs are disabled people – 0.7% (1.4%) Lower than average proportion of population as RLUs – 7% (21%)	No disproportionate impacts
	BME People	Higher than average proportion of RLUs are BME people – 72% (20%) Higher than average proportion of population as RLUs - 44% (25%)	Some Significant Impact
Greenhill	Young People	Average proportion of RLUs are younger people – 38% (40%) Lower than average proportion of population as RLUs - 37% (50%)	No disproportionate impacts
	Older People	Higher than average proportion of RLUs are older people – 19% (13%)	No disproportionate impacts

		Average proportion of population as RLUs – 21% (22%)	
	Disabled People	Average proportion of RLUs are disabled people – 1.2% (1.4%) Lower than average proportion of population as RLUs – 14% (21%)	No disproportionate impacts
	BME People	Lower than average proportion of RLUs are BME people – 7% (20%) Lower than average proportion of population as RLUs - 19% (25%)	No disproportionate impacts
Newfield Green	Young People	Average proportion of RLUs are younger people – 39% (40%) Lower than average proportion of population as RLUs - 19% (50%)	No disproportionate impacts
	Older People	Average proportion of RLUs are older people – 13% (13%) Lower than average proportion of population as RLUs – 10% (22%)	No disproportionate impacts
	Disabled People	Average proportion of RLUs are disabled people – 1.6% (1.4%) Lower than average proportion of population as RLUs – 13% (21%)	No disproportionate impacts
	BME People	Average proportion of RLUs are BME people – 20% (20%) Lower than average proportion of population as RLUs - 12% (25%)	No disproportionate impacts
Tinsley	Young People	Higher than average proportion of RLUs are younger people – 47% (40%) Higher than average proportion of population as RLUs - 69% (50%)	No disproportionate impacts
	Older People	Lower than average proportion of RLUs are older people – 4% (13%) Average proportion of population as RLUs – 22% (22%)	No disproportionate impacts
	Disabled People	Lower than average proportion of RLUs are disabled people – 0.7% (1.4%) Higher than average proportion of population as RLUs – 38% (21%)	No disproportionate impacts
	BME People	Higher than average proportion of RLUs are BME people – 68% (20%) Higher than average proportion of population as RLUs - 51% (25%)	Some Significant Impact
Totley	Young People	Lower than average proportion of RLUs are younger people – 35% (40%) Higher than average proportion of population as RLUs - 55% (50%)	No disproportionate impacts

	Older People	Higher than average proportion of RLUs are older people – 25% (13%) Higher than average proportion of population as RLUs – 33% (22%)	Some Significant Impact
	Disabled People	Lower than average proportion of RLUs are disabled people – 0.8% (1.4%) Lower than average proportion of population as RLUs – 16% (21%)	No disproportionate impacts
	BME People	Much lower than average proportion of RLUs are BME people – 4% (20%) Lower than average proportion of population as RLUs - 19% (25%)	No disproportionate impacts
Broomhill	Young People	Average proportion of RLUs are younger people – 37% (40%) Lower than average proportion of population as RLUs - 25% (50%)	No disproportionate impacts
	Older People	Average proportion of RLUs are older people – 13% (13%) Lower than average proportion of population as RLUs – 15% (22%)	No disproportionate impacts
	Disabled People	Lowest proportion of RLUs are disabled people – 0.6% (1.4%) Lower than average proportion of population as RLUs – 8% (21%)	No disproportionate impacts
	BME People	Lower than average proportion of RLUs are BME people – 16% (20%) Lower than average proportion of population as RLUs - 15% (25%)	No disproportionate impacts
Woodhouse	Young People	Average proportion of RLUs are younger people – 37% (40%) Lower than average proportion of population as RLUs - 24% (50%)	No disproportionate impacts
	Older People	Higher than average proportion of RLUs are older people – 18% (13%) Lower than average proportion of population as RLUs – 13% (22%)	No disproportionate impacts
	Disabled People	Highest proportion of RLUs are disabled people – 3.0% (1.4%) Average proportion of population as RLUs – 18% (21%)	No disproportionate impacts
	BME People	Much lower than average proportion of RLUs are BME people – 7% (20%) Lower than average proportion of population as RLUs - 13% (25%)	No disproportionate impacts

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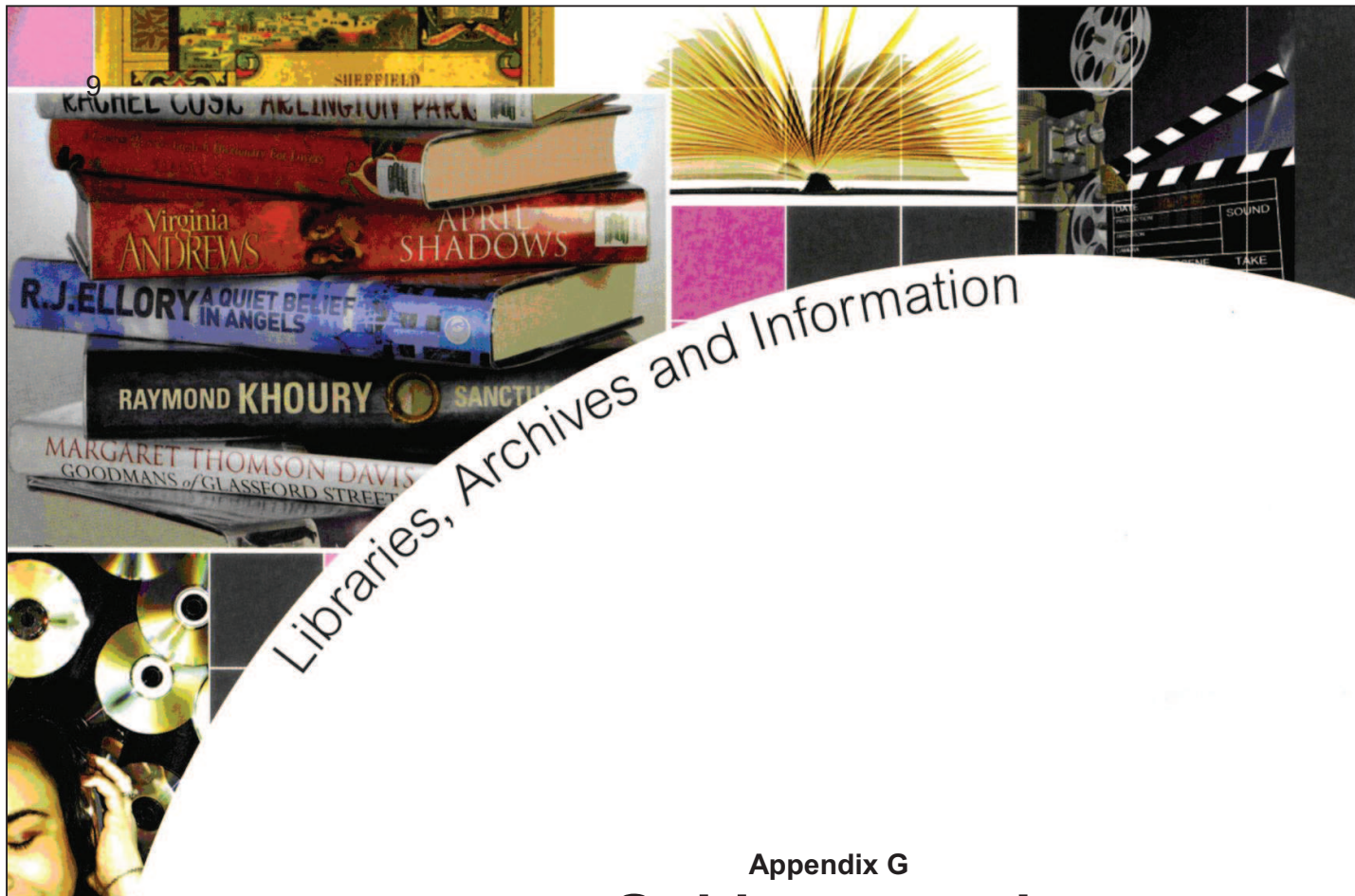
Libraries, Archives and Information

Appendix G

Guidance pack

For individuals, groups and organisations who want to run, or help to run a library service in Sheffield.

November 2013

Sheffield
City Council

Sheffield City Council • Libraries, Archives & Information • Tel: 0114 273 4712
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DP6304

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1. Summary

The proposal for the future of Sheffield's library service has been made in consideration of our statutory duty under the Public Libraries and Museums Act 1964 to provide a 'comprehensive and efficient' library service.

As of October 2013 Sheffield's Libraries, Archives and Information (LAI) service has 28 libraries in total, 13 in district centres including Central Library and 15 in local community settings. This service is supplemented by Mobile and Home Library Services.   As well as public libraries, there are a range of other front line services such as Archives and Local Studies, Help Yourself Directory, Schools Library Service, and services to business including patent advice and the World Metal Index.

In 2012/13 the service had 133,337 registered adult users, this included 39,912 people over 65 years of age, and 2,491 people who declared (voluntarily) a disability. In addition there were over 60,000 registered children and young people under the age of 18. There were 27,786 people who were registered (voluntarily) as having a minority ethnic background.

The review of Sheffield's Libraries, Archives and Information Service was to ensure we have a comprehensive, efficient, modern, and sustainable service:

- A comprehensive service: because we need to provide a range of library services, materials and information for residents of Sheffield, visitors, businesses and community organisations. These services need to be accessed across the city and increasingly 'on line'.

- An efficient service: because we know the number of people using the library service has been declining overall, with a 23% reduction in book issues between 2011/12 to 2012/13.

- A modern service: because we know that people want to access library services in new ways, such as reserving more books online, more community activity and use of technology such as e-books and Wi-Fi amongst younger age groups.

- A sustainable service: because services need to be fit for purpose when we have fewer resources. Since the period of national austerity began there have been a number of cuts to the LAI(s) budget. It is no longer possible to make further budget savings without re-organising and re-designing the service.

The proposal will deliver a comprehensive and efficient service that meets the requirements of the needs assessment (see appendix B) and is affordable in this context by:

- Investing in technology to extend on-line services and develop e-lending
- Extending the Home Library Service which is available for people who need help to live independently
- Developing 11 SCC run hub libraries.
- Retaining Tinsley library as a SCC run library until the rental agreement expires in 2016.
- Supporting up to 5 volunteer run co-delivered community libraries for an agreed pilot period of 2 years.

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- Enabling libraries at risk of closure to become independent libraries if a business plan is approved.
- Closing the Mobile library service due to declining usage.
- Looking for a partner with whom to develop Archives services
- In the longer term, moving our library buildings into new or upgraded facilities. This work includes the upgrading of Central Library

A consultation period began on 11th October 2013 and will end on 10th January 2014.

Individuals, groups and organisations are now being invited to register an interest in running libraries, and submit an initial business plan by 10th January 2014. A final recommendation to the Councils' Cabinet in February 2014, will be shaped by the needs assessment and informed by the consultation results, Equality Impact Assessment and the assessment of the initial business plans.

Stage 1
- Groups & organisations register their interest in running library services, and invited to develop initial business plans. Workshop sessions and SCC support.
- Consultation with users and non-users of Sheffield's library services from 11th October 2013 to 10th January 2014

Stage 2
- Submission and assessment of initial business plan from 2nd December 2013 until 10th January 2014, ahead of Cabinet Report in February 2014.

Stage 3
- Initial business plans that are successful at stage 2 will be invited to submit a full business plan. Plans must be submitted by end of June 2014. Ongoing support from SCC.

The Council is currently deciding how it will evaluate the business plans submitted in stage 2 and 3 above. However the Council can confirm the consideration of business plans will be made against criteria defined by the outcome of the consultation process. This will ensure that the selected solution aligns with the needs and wants of local communities. The Council will confirm in due course the scope of the evaluation criteria once the outcome of the consultation process is known.

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2. What Sheffield Libraries, Archives and Information service wants to achieve.

Sheffield's LAI service wants to achieve an up to date service which is not only comprehensive and efficient but affordable within the Council's budget context. This will be a service that continues to be valued by its citizens and meets their needs as library users.

Under the proposed model the service will have the opportunity to develop with Sheffield people, local groups and organisations creative and innovative ways of working.

Together, the vision is to deliver a service where:

- Sheffield will be proud of its forward thinking and its innovative and contemporary library service promoting lifelong learning, digital inclusion and celebrates reading.

- Libraries will continue to enable people to access information and services and encourage participation.

- The Council will ensure that our library services are maintained by developing sustainable and deliverable options for the future.

3. Standards of service delivery

Standards of service delivery were published in 'the Future of Sheffield's Library Service - Prospectus', launched in February 2013. These standards were based primarily on existing requirements for SCC run library services, reflecting on local, regional & national policy and legislative requirements.

To ensure a high standard and consistent service, both SCC hub libraries and SCC co-delivered libraries will be subject to the delivery standards listed below: Note these standards may be updated from time to time.

3.1 Standards of delivery

- Libraries should be welcoming and open to everyone.
- Libraries should be free at the point of access and should be promoted as free and accessible to all sections of the community
- Library membership should be available for everyone who is living, working, studying or visiting Sheffield.
- The operation of the library, including the purchase of books and other materials must be neutral to political or religious interests.
- Libraries will continue to provide books as their core product but this should increasingly be in a variety of formats
- Libraries should aim to meet the diverse needs of the community for which it serves

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- Libraries should continue to work with and develop the library services with organisations and groups outside of their library buildings

- The use of a wide range of library promotional events and activities should be seen as integral to a healthy and successful library service

- Fees and charges should be published and fairly applied to all users.

- Library users must be able to visit a library without a time limit, subject to library opening hours. (This does not extend to the use of resources).

- Library users must be able to visit a library free of charge. There should not be an entrance fee or membership restriction with the exception of some specific events

- In some circumstances admittance may be restricted i.e. anti-social behaviour, offensive or abusive behaviour.

4. Co-delivered community run libraries

Delivering library services together with community partners (co-delivery) is an alternative way for keeping more libraries open.

By supplying central services (see description of services in Appendix M) and some professional staff support and guidance for co-delivered libraries, the Council aims to ensure the quality and sustainability of libraries run by community partners. The Council will support up to 5 co-delivered community libraries for an agreed 2 year pilot period, and priority has been given under the needs assessment to those libraries that rank highest on demographic needs. This is in addition to the service which the council considers to meet the current needs of the city (as set out in the needs assessment in Appendix B.)

4.1 The Priority ranking for (non- hub/vulnerable to closure) libraries

Newfield Green (highest priority)
Burngreave
Southey
Woodhouse
Park
Broomhill
Upperthorpe
Greenhill
Jordanthorpe
Ecclesfield
Stannington
Frecheville
Gleadless
Totley
Walkley (lowest priority)

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4.2 What SCC will provide for the five co-delivered community run libraries

- Energy, cleaning and waste disposal costs, will be paid directly by SCC under the City Council contract terms.

- Books and materials stock, and stock circulation (provided by central support) will be provided by SCC from its materials fund. It is important to note the book stock and materials will remain the property of SCC. Any book or material for loan will, from time to time, be circulated to other libraries. SCC will work with delivery partners to ensure the book stock and materials in each library reflect the needs of the local community.

- SCC will continue to provide book lending, a request/reservation and inter-library loan service in co-delivered community run libraries.   All lending materials can be reserved using the on-line catalogue by any library member throughout the city. Reserved materials will then be transported by the libraries support team to the users preferred library for collection.

- Introduce e-book lending. SCC will enter into a city wide agreement to enable library users to download library e-books onto their own e-reader. SCC will not be loaning e-reader devices, but this may be something delivery partners wish to do. More details of e-book lending will be available upon launch of the scheme.

- SCC will provide some staff support and guidance for co-delivered community run libraries. This will, in part, be determined by the business plans that are developed, with consideration given to the capacity of the delivery partner, volunteer levels, and how busy libraries are.

- Delivery partners will be encouraged to make purchase suggestions which reflect the needs of the local community. All materials in co- delivered community run libraries will be part of the city's computerised lending system.

- Photocopying service. SCC will supply and maintain the photocopiers in SCC run libraries and co-delivered community run libraries. The fees charged for this service will be set and retained by SCC.

- Newspapers.   Subject to the business plan of the co-delivery partner, SCC will continue to stock newspapers at both hub and co-delivered libraries.

- Free access to computers and the internet for all via the People's Network (computer maintenance provided by central support/Capita). Measures to maintain internet security will be discussed with co-delivery partners.   SCC is committed to free access to the Peoples' Network in fulfilling the recommendations of the Fairness Commission, in particular addressing the digital divide, and the increased demand due to Universal Credit.

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- Reader development activities (provided by central support). Subject to the business plan of the co-delivery partner, SCC can provide a range of activities in libraries, such as reading groups. It is envisaged that library activity may be extended through wider links with the community, support from volunteers and other voluntary groups.

- Books in a broad range of community languages. SCC will provide books in a broad range of community languages in fulfilling its commitment to the Equalities Act. SCC will liaise with the delivery partner to ensure the stock reflects community need.

- Radio Frequency Identification Device (RFID). Subject to the business plan of the co-delivery partner, we will supply and maintain a Radio Frequency Identification Device (RFID) in each co-delivered library (as well as hub libraries). The RFID's enable users to take out books, CD's & DVD's, make payments and take fines.

- Essential repairs

Note: The support package for co-delivered libraries does not include management fees being paid to community organisations and volunteers.

4.3 What SCC looks for from a co-delivery partner organisation

- Management of the building in line with SCC requirements for opening, closing, health and safety, hazard reporting, general security, grounds maintenance, creating a welcoming environment and child and adult safeguarding.
- A procedure for the Recruitment and co-ordination of volunteers in conjunction with SCC
- Additional added value activity such as running a job club, benefits advice, adult learning classes, children's activities, work experience programmes, fundraising activities.

Joint responsibility – for negotiation and clarification

- Small general maintenance issues.
- Decoration, purchase of new equipment, furnishings.
- Consumables (e.g. light bulbs, toiletries etc.)
- Training programme for volunteers
- Book purchases
- Disposal or sale of old book stock
- Equality responsibilities, Health & Safety and the protection of children and vulnerable adults.

4.4 Co-delivered community run libraries – income generation

The income from library fees will be in line with SCC fee tariffs. The fees and charges raised from SCC materials in co-delivered libraries will be used within the whole SCC run library service. The 2013/14 library income budgets can be found in the individual library

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profiles. The Radio Frequency Identification Devices will be used to collect fees and charges, unless a strong case is made for not doing so.

The co-delivery partner may generate and retain income from fundraising activities in the library such as coffee mornings, or from delivering complimentary services, subject to agreement. Proposed fundraising/income generation activity must be detailed in the business plan, and should take into consideration the standards of service delivery outlined in section 3.

5 Independent Libraries

Libraries that are vulnerable to closure may become independently run libraries, i.e. without Council funding, support. SCC may provide the current book, material stock and furnishings subject to agreement. Terms for occupying the building would be negotiated with the SCC Property and Facilities Management service.

Independent libraries do not need to comply with SCC fees and tariffs, and they may be able to retain income generated from the library building, subject to conditions in the lease agreement.

We will give consideration to any proposal to run a vulnerable (to closure) library on an independent basis which may include being part of a community hub/resource. This includes the Mobile Library Service.

6 Registering an Interest – Stage 1

Registering an interest is a simple first stage to help us to identify the people, groups and organisations who are interested in:

- Running or supporting a co-delivered and community run library
- Running or supporting an 'at risk of closure' library independently
- Running or supporting the Mobile library service independently
- Enhancing the operation of community hub libraries

A registration of interest form can be found in Appendix C.   It is important that you register an interest as soon as possible, so we can ensure you receive appropriate support and can be kept informed of events and activities.   Please note that the level of public interest in this project means that the Council will probably have to publish registrations of interest under the freedom of Information Act if requested. In registering your interest you are deemed to have consented to this.

If you are an individual, we will put you in touch with other individuals or groups registering an interest in the same library.

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7 Support for groups and organisations in developing business plans plan

7.1 Guidance pack

This guidance pack is available to any individual, group or organisation who is interested in running a library service, whether this is co-delivered or independent. This pack will be e-mailed to groups who have registered an interest, and a hard copy pack will be delivered to the nearest library for collection if requested.

7.2 Workshops

Groups who have registered an interest will be invited to a series of workshops which aim to:
  - Provide face to face advice relating to the guidance pack and process
  - Enable groups and organisations to network
  - Enable groups and organisations to learn from the experience of co-delivered and independent libraries delivered elsewhere and create links

7.3 Council Officer support

The type of support that may be provided includes: responding to information requests, advice on developing the business plan, library fact finding visits, attending community meetings.

8 Developing a business plan – Stage 2

The second stage is to develop a business plan following the guidelines provided. An initial business plan can be submitted for assessment from 2nd December 2013. Business plans which do not sufficiently meet the criteria may be re-submitted up to a deadline date of 10th January 2014. Business plans should be submitted to: 1 x paper copy version to The Library Review Team, Central Library, Surrey Street, **Sheffield** S1 1XZ, plus 1 x electronic media version should be emailed to libraries@sheffield.gov.uk   Guidance on producing a business plan can be found in Appendix D.

It is expected that co-delivered community run libraries will be operated according to library standards of delivery (see section 3), and may be restricted by statutory duties or council wide service contracts.

From this point forward, reference to groups and organisations developing a business plan will be referred to as 'applicants'.

The initial business plan should include the following as a minimum:

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8.1 A Volunteer Register

A register of people that have volunteered to give their time to help run the library. If applicants do not intend to run the library with volunteers, an alternative proposal should be described in detail. A sample register template can be found in Appendix G.

8.2 Managing and co-ordinating volunteers

A description (if applicable) of how applicants will recruit, retain, support and co-ordinate volunteers. Please see Appendix H information sheet on involving volunteers. Note: applicants are not required to describe the training of volunteers at this stage. SCC will collaborate with the applicant regarding the initial training of volunteers.

8.3 Working with partners

Applicants may partner with others (groups, voluntary organisations, statutory services, commercial/private sector organisations) to deliver a library service or other complimentary activity.   Applicants should describe the role and contribution of any groups/organisations it will work with. Partnerships are encouraged where they will help the library deliver what the community wants and needs, increase sustainability and add to the quality of service delivery. Thought should be given to collaborative activity with other applicants, whether this is in relation to the same library or other libraries across the city. It is recognised that partnership work may be in an initial stage until confirmation of success at the second stage.

8.4 Governance arrangements

A short CV from each member of the management committee, board of trustees, management board or team (as applicable).   Applicants should describe any previous experience of managing a group or organisation with volunteers, and describe any previous experience of managing funds or fundraising, or any other relevant experience. Detailed governance, accountability, policies and procedures required by the end of stage 3.

8.5 Ideas

Applicants should outline their ideas for running the library. Co-delivered library applicants should give close consideration to the library principles described in section 6. We would welcome innovative ideas about delivering the service and we will not be prescriptive about this as long as it meets the key principles and standards outlined in sections 2 and 3.

8.6 Financial plan

This should outline any income generation or fundraising plans including what income raised will be spent on (please see section 4.4).   This should include how, if applicable, the ideas described in section 8.5 will be funded.

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9 Assessment of initial business plans

Initial business plans must be submitted by 10th January 2014 at the very latest.

Assessment of the plans will include:

- An interview/discussion with the applicant
- A consideration of viability asking the following questions:
    - Does the applicant have sufficient number of volunteers (or other arrangements) to enable the library to open as described in section 4.3?
    - Does the applicant have clear proposals (if applicable) for recruiting, managing and supporting volunteers, and is this within the capacity and skills of the applicant to deliver?
    - Are the applicant's ideas for the future delivery of the library viable, do they meet the library principles, and do they meet the needs of the community?
    - Can stage 3 business plan requirements be operational by June 2014?
    - Is the financial plan realistic and achievable?

The Council is currently deciding how it will evaluate the business plans. However the Council can confirm the consideration of business plans will be made against criteria defined by the outcome of the consultation process. This will ensure that the selected solution aligns with the needs and wants of local communities. The Council will confirm in due course the scope of the evaluation criteria once the outcome of the consultation process is known.

Once the Business plans have been assessed applicants will be notified of the outcome by SCC. For independent libraries, the plans will be assessed and leasing arrangements will be determined. It is not envisaged that assets will be transferred, although this does not rule out the possibility.

The outcome of the assessments will inform the final recommendation together with the needs assessment, consultation, and Equality Impact Assessment (EIA). This will be presented to the Council's Cabinet for a decision in February 2014. If there are any significant or fundamental changes, a re-assessment of the processes and timescales in this guidance pack will be required and applicants informed.

It should be noted that all business plan preparation is at the risk of applicants, and SCC will not accept any liability for any costs incurred by applicants. SCC will support groups in developing business plans (within the resources available), run information workshops and signpost to free sources of information and advice.

10 Developing a final business plan – stage 3

Pending the outcome of the Council's cabinet decision February 2014 all groups with viable business plans will be notified of the agreed way forward which could involve moving to stage 3 of the business planning process.

10.1 Stage 3 process for co-delivered and community run libraries

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Co-delivery partners will be required to submit a stage 3 business plan as follows:

- Detailed governance arrangements. This will include selection of the governing body, terms of office, role descriptions, how decisions will be made etc.
- Library operational processes. SCC library service staff will be available to support groups/organisations to develop these processes:
- Library opening and closing arrangements
- Library service that reflects the local community
- Security (for building, staff, users, data)
- Data protection procedures re access to user records
- Managing book and material loans – procedure, training
- Managing reserved stock
- Customer service
- Safeguarding procedures for children and vulnerable adults
- Linking into local and national initiatives, activities and programmes
- Risk assessment and mitigation
- Links to hubs and on-going support arrangements from SCC
- Operational processes for any additional complimentary activity
- Description of complimentary activity and its impact on the library service (benefits and drawbacks)
- Description of how the complimentary activity will be managed and resourced.
- Financial management plan
- Income generation and fundraising plan (if applicable).
- Financial accountability procedures
- Latest financial accounts (if applicable)

SCC will continue to support co-delivery partners in developing the stage 3 business plan as described in section 7.

A stage 3 business plan should be submitted for approval by the end of June 2014.   If the plan is approved (at any time up to the deadline), SCC will liaise with the co-delivery partner to plan the transitional arrangements, leading to a new co-delivered library service. If the business plan is not approved before the deadline this may result in the closure of the library on either a temporary or permanent basis.

10.2 Stage 3 for Independent libraries

Following approval at stage 2, groups/organisations will liaise with SCC in negotiating a lease or other contractual arrangement for use of the library property or space, the outcome of which cannot be guaranteed. It may be useful for independent libraries to consider developing a more detailed business plan as set out above for co-delivered libraries.

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It is anticipated the assessment process for independent libraries may differ slightly from the co-delivered libraries because the Council will be placing less restrictions on independent libraries in respect of things such as opening hours. As stated above the Council is currently considering how the evaluation process will be undertaken for both co-delivered and independent libraries and will confirm this in due course.

1. SCC only support SCC run libraries
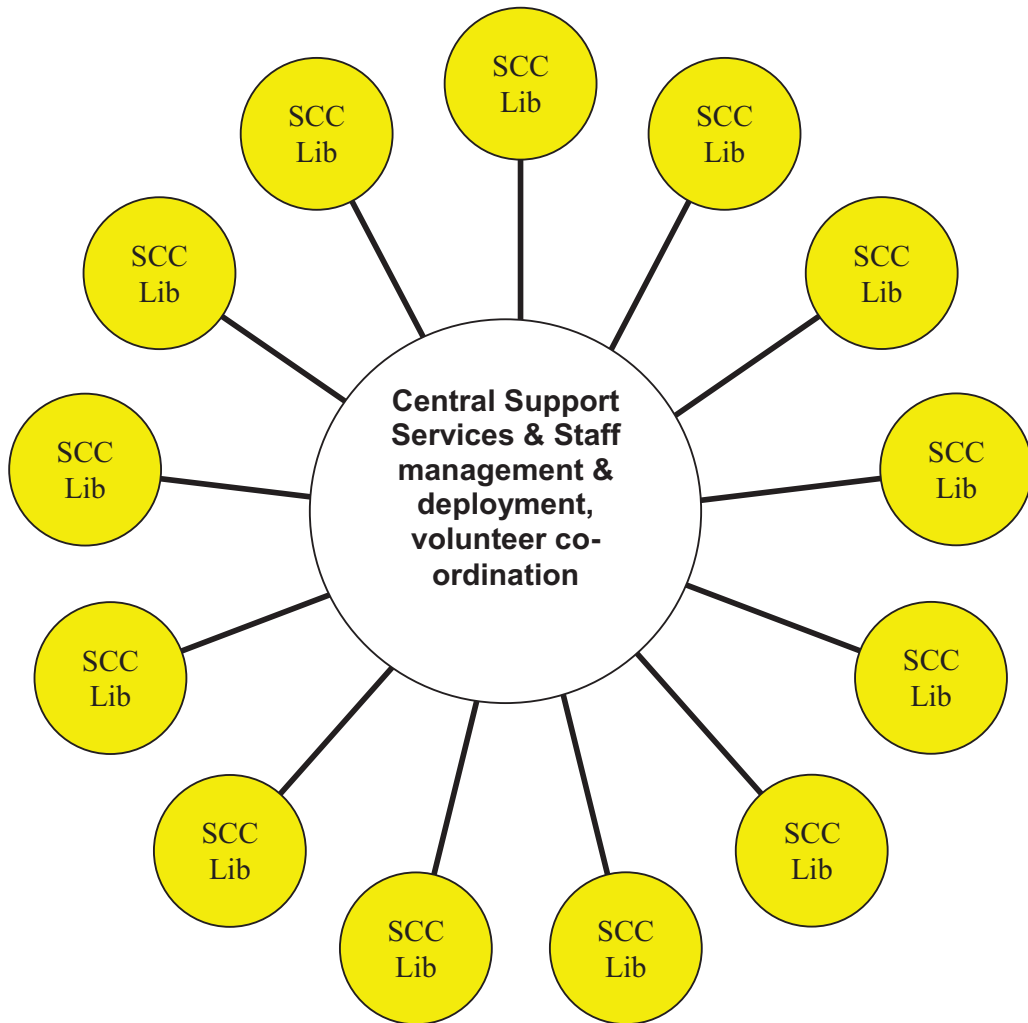
Model 1
SCC only support SCC run libraries

- Only support SCC libraries. Staffing and resources would remain basically the same. E.G. Less 10%. There may be additional support from volunteers to enhance services.
- All libraries not to be SCC run would be closed.

Model 1 SWOT

Strengths	- Libraries remain part of the main libraries network - Service standards are maintained - Financial savings in terms staff/management costs - Financial savings in terms of buildings, running costs, materials
Weaknesses	- Slimmed down service with some closures - Staff redundancies due to closure - Will not achieve the budget savings required – more cuts will be needed across the service (including Community Libraries) - Less libraries means less income generated - Leaves little opportunity to enhance services – delivery would more or less stay the same - Limits the opportunities to work with partners in the voluntary/community sector
Opportunities	- Some buildings could be sold which would generate income for SCC (but not library service) - Utilise the Mobile Service in order to bridge the gap - Volunteers to 'enhance' the work of paid staff - Community Right to Challenge – some libraries up for closure could be saved in the short term
Threats	- Some users may need to travel further to get to their library - Library usage may decrease - Financial ability to maintain remaining libraries if more cuts are imminent - not sustainable in the long term - Assets – threat that we cannot get out of long leases and tied in to paying for buildings after closure - Would not rule out future threat of library closures - The wrong libraries close and we face legal challenge (important to have robust needs analysis) - More and more libraries close and we are not able to fulfil the 1964 act to provide an efficient library service - Campaigns/protest against closure – threat of Judicial Review? - Cost of developing/delivering outreach work in areas with no library provision

2. SCC oversee all libraries in the city, both SCC run and Community run
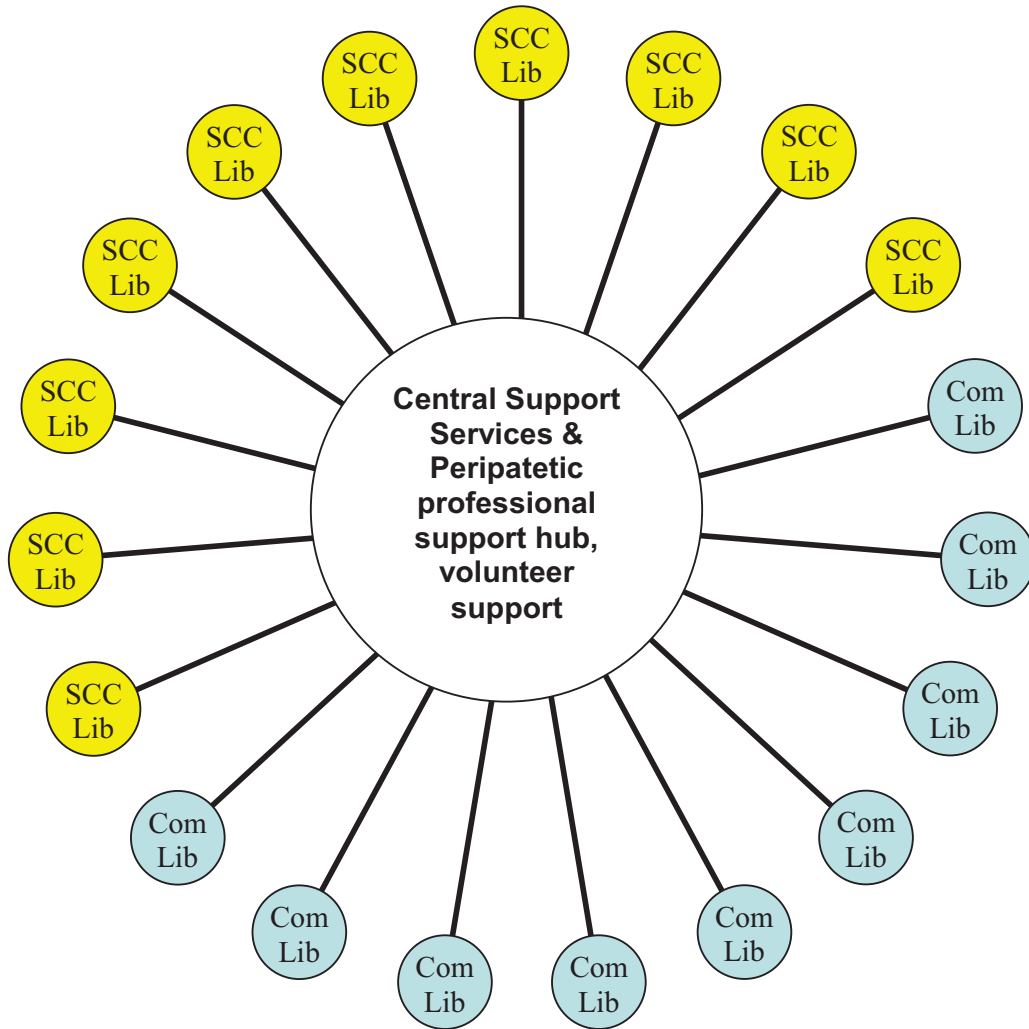
Model 2 description
SCC oversee all libraries both SCC run and community run libraries.

- Community run libraries will have a service level agreement where they agree to quality
- standards and targets, manage the library building and manage volunteers.   In return the community group will have the building running costs paid by SCC, and access to central support services (book stock and other materials, computer maintenance, People's Network, online catalogue and member records, training for volunteers.
- SCC run libraries will be similar to what they are currently. Some jobs may be re-designed, there may be fewer staff. Volunteers will be used to enhance the service not replace staff in these libraries.
- Community organisations running the libraries would need to have sufficient capacity to manage SLA contracts and manage volunteers.

Model 2 SWOT

Strengths	- No library closures - Community managed libraries remain part of the libraries network - Support package is appealing to community groups/organisations - Service standards are maintained via Service Level Agreement - Volunteers trained by experienced library staff - Library staff support community managed libraries on day to day basis (buddying system) - Library users are not affected in the long term by change in management of libraries - All income generated (SCC or by community) is invested back in to libraries - Sustainable in the long term if community groups embark on an agreement to deliver library service for X number of years - Financial saving – management cost/staff reductions
Weaknesses	- Support package is of financial cost to SCC - Would not rule out future threat of library closures - Staff redundancies - Will not achieve the budget savings required – more cuts will be needed across the service as a whole
Opportunities	- Potential for opening hours to increase across community managed libraries - Enables additional services to be delivered alongside the library provision - Community organisations can access funding that the Council cannot - More scope for volunteers to become involved - Community empowerment
Threats	- The library provision becomes secondary in some cases - Library users experience a decline in the level of service and expertise delivered - Community groups pull out and no one wants to take on the library – ultimately the library must close or the Council must take it back - Only sustainable if community groups embark on a long term agreement to deliver library service - Challenge of changing the perceptions of campaigners/ protestors against cuts - Failure to negotiate the right package with community organisations/groups - Financial ability to maintain support package (SCC experiences further cut, utility rates increase etc) - Culture change

**3. Volunteer Support run by external organisation**
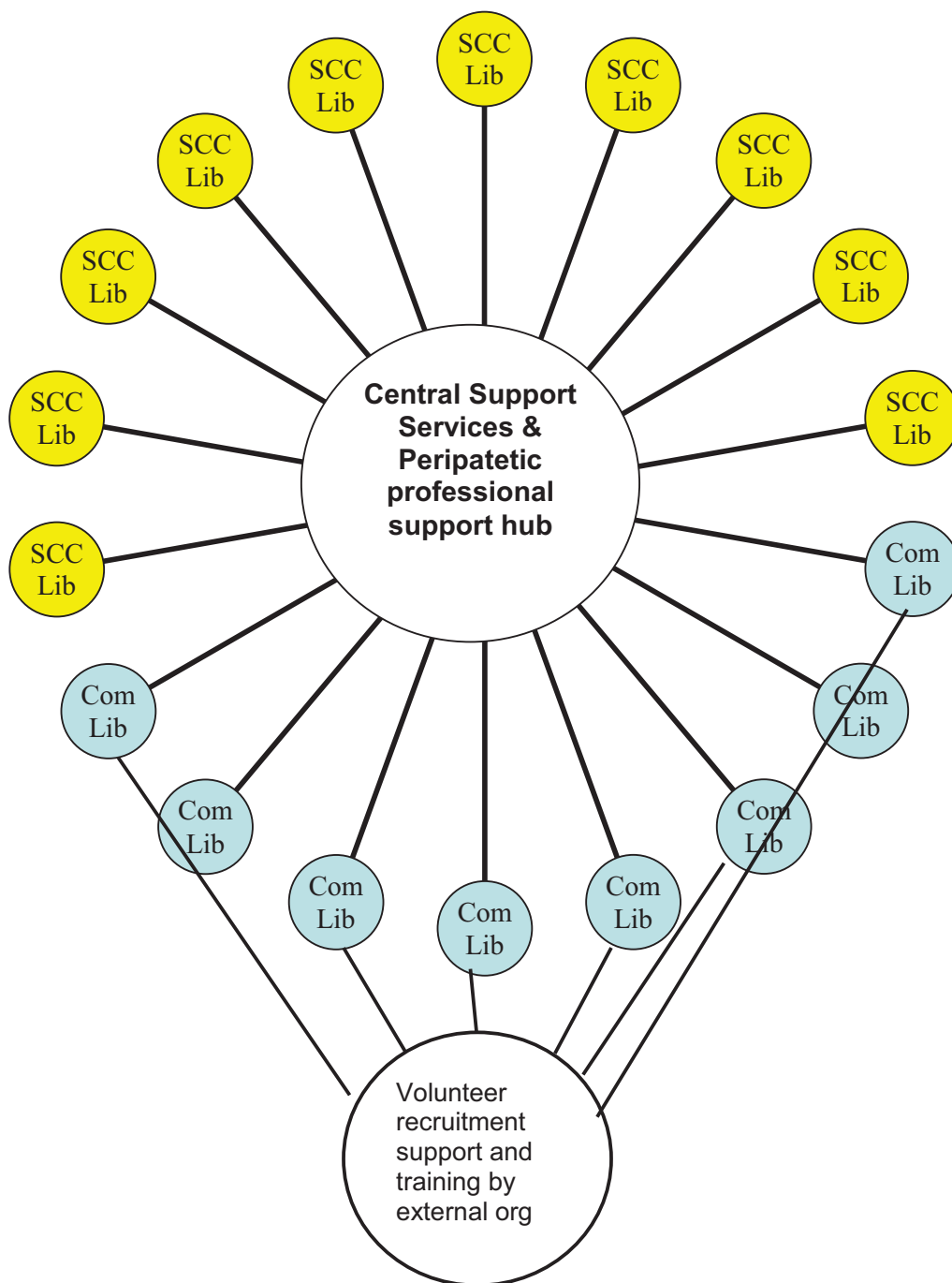
Model 3 description
Volunteer Support run by external organisation

- As model 2, but volunteer recruitment, co-ordination, training and support undertaken by an external organisation for all the community run libraries.
- This would be more suitable where the community groups running the libraries have low capacity and little experience with volunteers.
- SCC would contract with the external organisation to provide this service.
- SCC would still need to be involved in and provide some resources for training.
- The external organisation would be responsible for paying any volunteer expenses.

Model 3 SWOT

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Strengths	- No library closures - Community managed libraries remain part of the libraries network - Support package is appealing to community groups/organisations - No strain on staff resources to deliver training, support and volunteer recruitment - co-ordinated by an external organisation - Service standards are maintained via Service Level Agreement - All income generated (SCC or by community) is invested back in to libraries (is this correct?) - Sustainable in the long term if community groups embark on an agreement to deliver library service for X number of years - Financial saving – management cost/staff reductions
Weaknesses	- Support package is of greater financial cost to SCC than model 1 - Would not rule out future threat of library closures - Staff redundancies - Additional cost implications of getting external organisation manage training, support and recruitment function - Dependent upon external organisation to deliver training and support - Will not achieve the budget savings required – more cuts will be needed across the service as a whole - Library users may affected by change in management of libraries due to level of training received - Less control for the Council
Opportunities	- Potential for opening hours to increase across community managed libraries - Enables additional services to be delivered alongside the library provision - Community organisations can access funding that the Council cannot - More scope for volunteers to become involved - Community empowerment - External organisation may encourage volunteers to help in SCC libraries as well – to enhance - Opportunities to learn from external organisation
Threats	- Standard of training and support is difficult to determine if being co-ordinated by an external organisation - Training may not be refreshed regularly enough - Money runs out to offer support delivered by external organisation resulting in increased pressure on staff resources - The library provision becomes secondary in some cases - Library users experience a decline in the level of service and expertise delivered - Community groups pull out and no one wants to take on the library – ultimately the library must close or the Council must take it back - Only sustainable if community groups embark on a long term agreement to deliver library service - Challenge of changing the perceptions of campaigners/ protestors against cuts - Failure to negotiate the right package with community organisations/groups - Financial ability to maintain support package (SCC experiences further cut, utility rates increase etc) - Culture change

4. SCC only financial support SCC libraries, but allow communities to take over closed libraries.
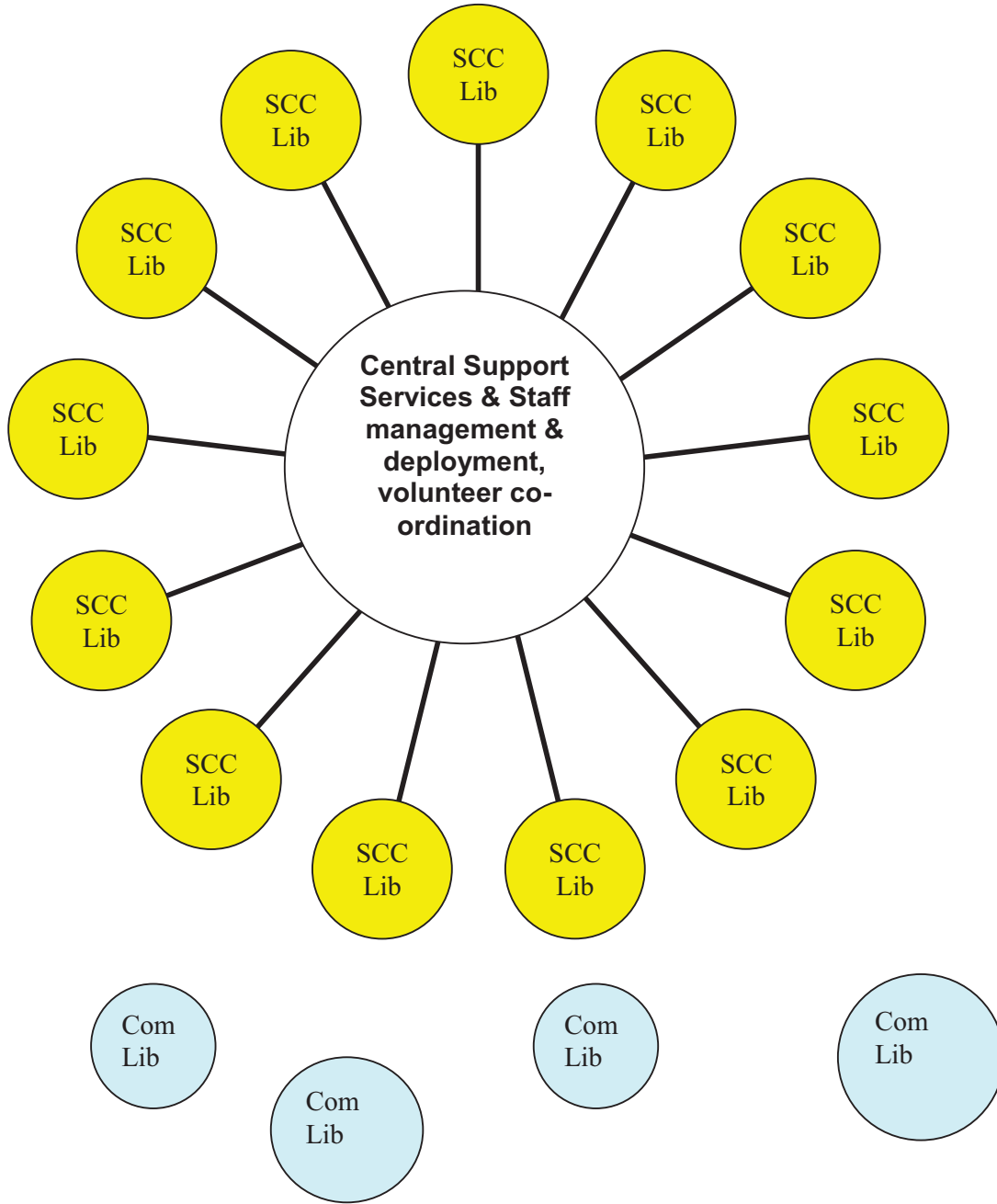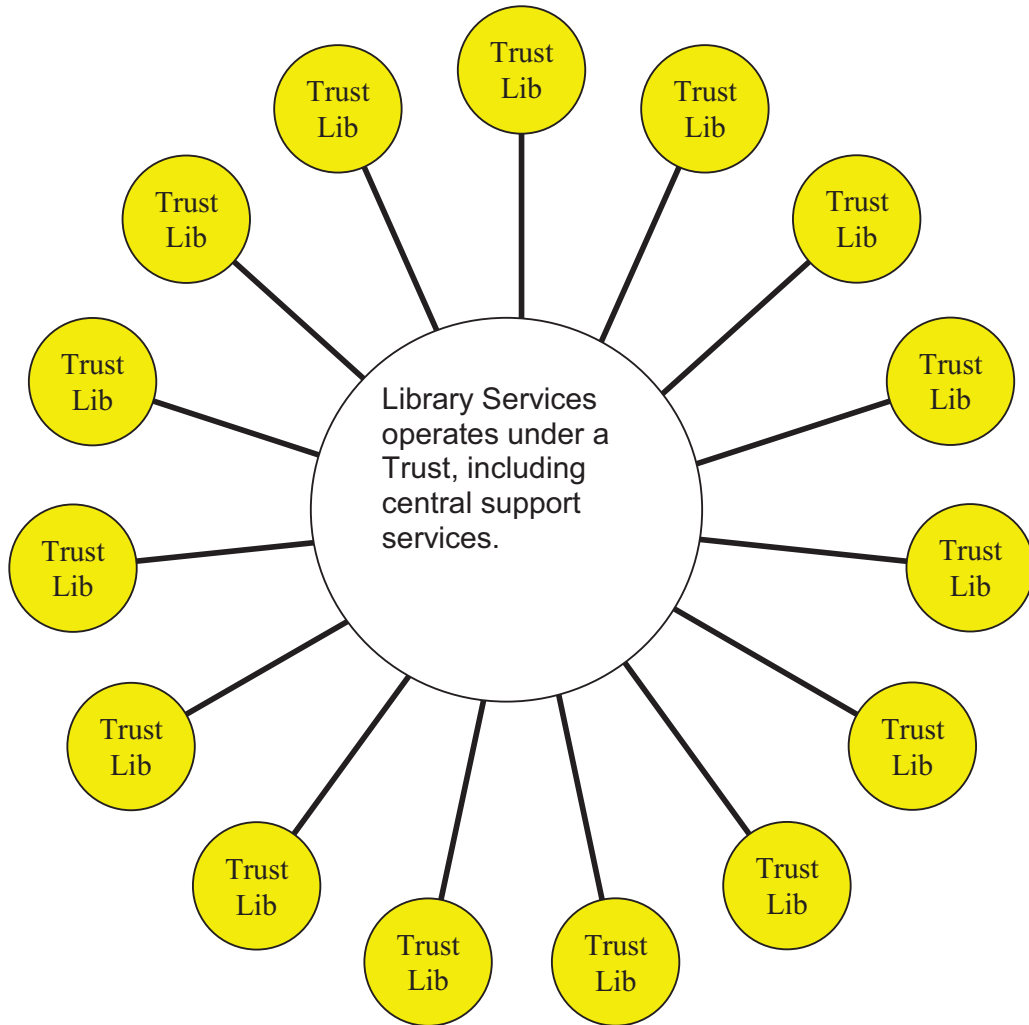

Model 4 description
SCC only financial support SCC libraries, but allow communities to take over closed libraries.
- SCC only resource SCC libraries
- Communities allowed to take over the running of library buildings and retain some element of a library service. SCC will not replenish book stock, or allow access to the book catalogue or peoples network or RFID's. Ad hoc professional advice at discretion of SCC.

Model 4 SWOT

Strengths	- Maintains current number of libraries - No strain on staff resources to deliver training, support and volunteer recruitment - No cost to the Council - Financial savings in terms staff/management costs - Financial savings in terms of buildings, running costs, materials - SCC library staff provide ad-hoc professional advice
Weaknesses	- Library closures unless community groups come forward - Community managed libraries would not be part of the library network – no access to catalogues, stock, PN, RFID etc - Would not rule out future threat of library closures - Staff redundancies - Will not achieve the budget savings required – more cuts will be needed across the service as a whole - Loss of income generation - No control over maintaining standards in community managed libraries
Opportunities	- Potential for opening hours to increase across community managed libraries - Enables additional services to be delivered alongside the library provision - Community organisations can access funding that the Council cannot - More scope for volunteers to become involved - Community empowerment - Library provision may move in to a more suitable building
Threats	- Library users experience a lower quality of service in Community Managed Libraries - Standard and quality of training and support is difficult to determine if being co-ordinated by an external organisation - Library usage may decrease - The library provision becomes secondary (or worse) in some cases - Community groups pull out and no one else wants to take on the library – ultimately the library must close or the Council must take it back - Only sustainable if community groups embark on a long term agreement to deliver library service - Challenge of changing the perceptions of campaigners/ protestors against cuts - Failure to negotiate with community organisations/groups in order to maintain at least a minimum standard - Culture change - Financial ability to maintain remaining libraries (SCC experiences further cuts, utility rates increase etc) - Assets – threat that we cannot get out of long leases and tied in to paying for buildings after closure - Judicial Review??

5. Entire library service transferred to a Trust
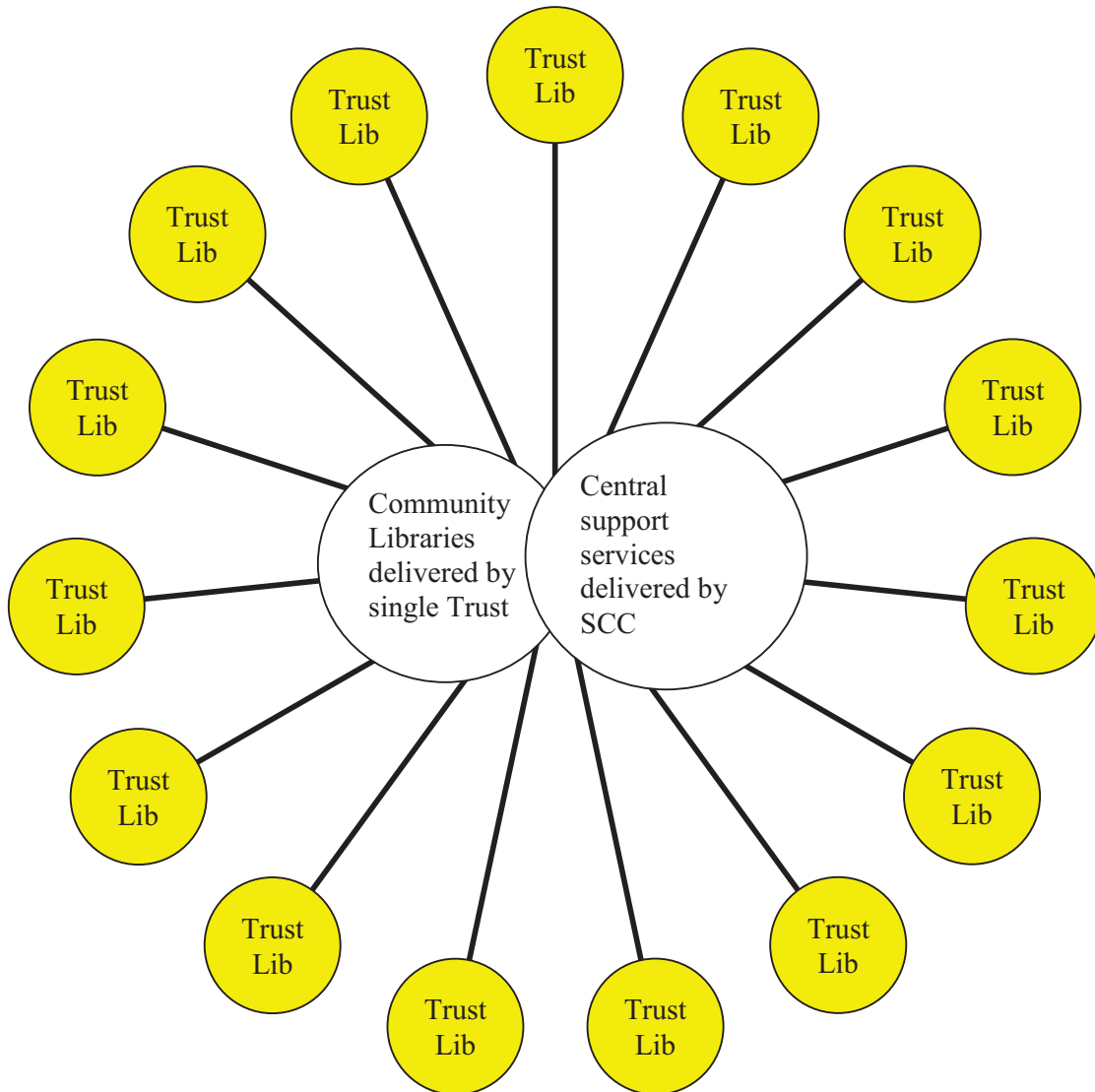

Model 5 description
Entire library service transferred to a Trust

- SCC no longer manages the library service, run by a Trust on Contract with the Council.
- Staff reductions may need to take place before transfer to a Trust.
- Would need strong income earning strategy to take advantage of Trust status.
- Former council tie-ins for rental agreements etc, not valid for the Trust. Needs assessment only would be criteria for keeping libraries open, so would not need to keep very expensive libraries open.

Model 5 SWOT

Strengths	- No library closures - All libraries remain part of the libraries network but operate under a Trust - The library service gains charitable status – more options for external funding - Service standards are maintained - Any volunteers would be trained by experienced library staff - Financial saving – management cost/staff reductions - Library users are not affected in the long term by transfer - Future threat of closure is reduced - Staff reductions can be made prior to the transfer - Mandatory rate relief and VAT breaks - Income generated can be invested back into improving services - Would still receive funding from SCC - Transfer of liability from SCC to Trust does not apply - Protects library services against future LA cuts
Weaknesses	- SCC no longer manages the library service - Would not totally rule out future threat of library closures - Staff redundancies - Will not achieve the budget savings required – more cuts will be needed across the service as a whole - May take time to fully establish the organisation - Potential procurement costs - Possible TUPE implications
Opportunities	- The library service gains charitable Trust status itself - An existing Trust delivers library services - Greater flexibility – SCC no longer runs library service - An organisation with charitable status can access funding that the Council cannot - More scope for volunteers to become involved - Potential for increased income generation - As a registered charity would be able to accept donations - Could close some of the more expensive libraries - Greater independence - the Trust would be independent meaning that the board of trustees is a mixture of Councillors and residents - Enables the community to be involved in decision making, making it a trust run by local people for local people - Enables more business-like thinking - Increased opening hours - Volunteers to support service - Increased partnership opportunities - Combined Trust set up for Library service and Museums
Threats	- Culture change - TUPE - Failure to increase income due to weak income earning strategy - Lack of expertise to access external funding (especially if libraries were to set up their own trust) - We do not know what funding would be available in the future and how this will impact on the sustainability of libraries

6. Trust model for community libraries only
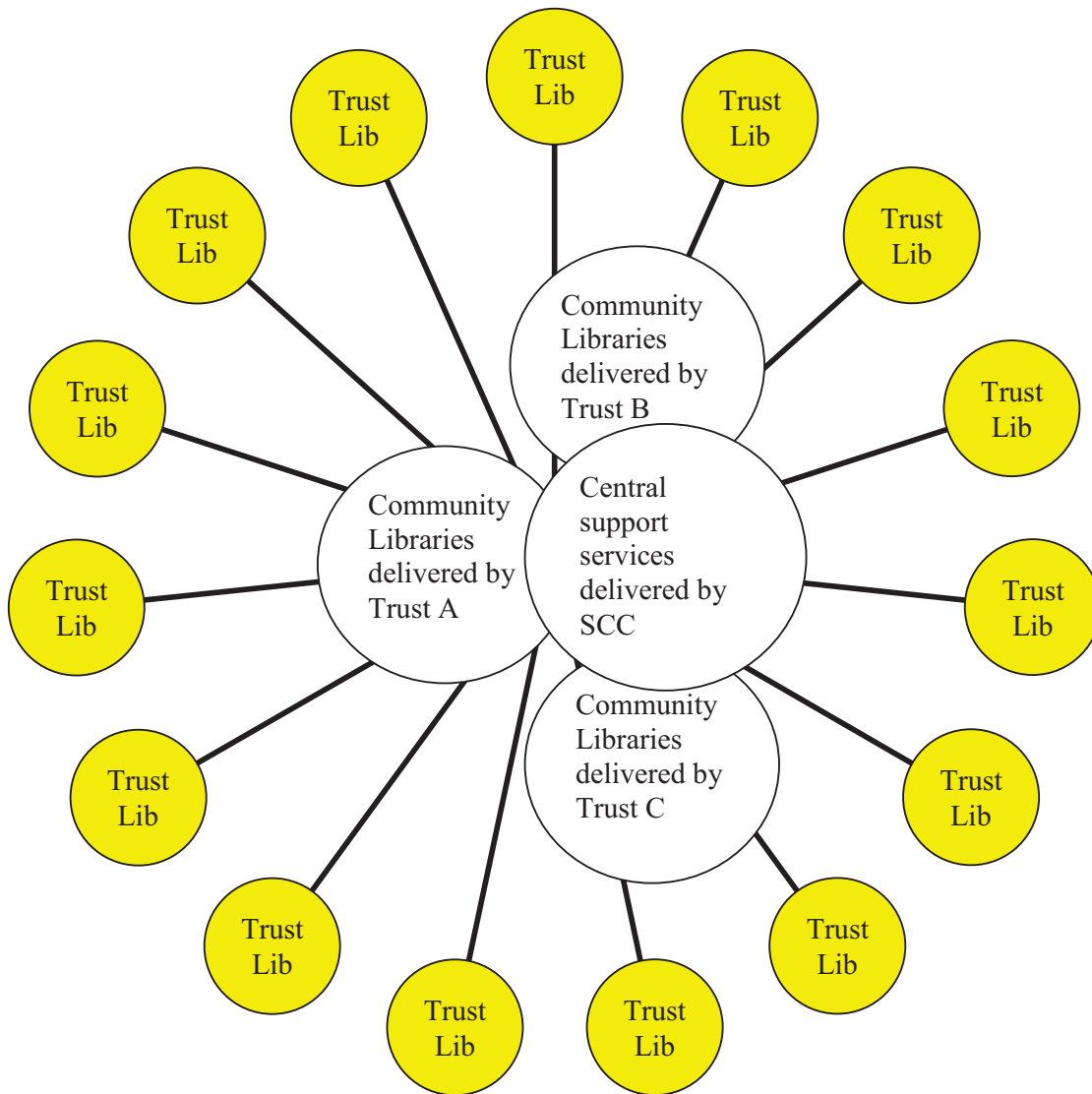

Model 6 description
Trust model for community libraries only
- SCC retains central support functions – book stock, book rotation, computer maintenance and support, peoples network, online catalogue.
- Staff reductions may need to take place before transfer to a Trust.
- Former council tie-ins for rental agreements etc, not valid for the Trust. Needs assessment only would be criteria for keeping libraries open, so would not need to keep very expensive libraries open.

Model 6 SWOT

Strengths	- No library closures - All community libraries remain part of the libraries network but operate under a Trust - All library services (except community libraries) remain responsibility of SCC - Financial saving – management cost/staff reductions - Part of the library service gains charitable status – more options for external funding - Service standards are maintained - Any volunteers would be trained by experienced library staff - Library users are not affected in the long term by transfer - Future threat of closure for community libraries is reduced - Staff reductions can be made prior to the transfer - Mandatory rate relief and VAT breaks for Trust - Income generated can be invested back into improving all services (would need to check this) - Would still receive funding from SCC - Transfer of liability from SCC to Trust does not apply - Protects community libraries against future LA cuts
Weaknesses	- SCC no longer manages the entire library service - Would not rule out future threat of cuts/closure in other parts of the service - Staff redundancies - Will not achieve the budget savings required – more cuts will be needed across the service as a whole - May take time to fully establish the organisation - Potential procurement costs - TUPE implications
Opportunities	- The library service gains charitable Trust status itself - An existing Trust delivers library services - Greater flexibility – SCC no longer runs entire library service - An organisation with charitable status can access funding that the Council cannot - More scope for volunteers to become involved - Potential for increased income generation - As a registered charity would be able to accept donations (but not service wide) - Could close some of the more expensive community libraries - Greater independence - the Trust would be independent meaning that the board of trustees is a mixture of Councillors and residents - Enables the community to be involved in decision making, making it a trust run by local people for local people - Enables more business-like thinking - Increased opening hours in community libraries - Volunteers to support service - Increased partnership opportunities
Threats	- Culture change - TUPE - Failure to increase income due to weak income earning strategy - Network of community libraries become stronger but further cuts jeopardise other services - Less funding available to support Trust - Services become less joined-up

7. Consortium model for community libraries only
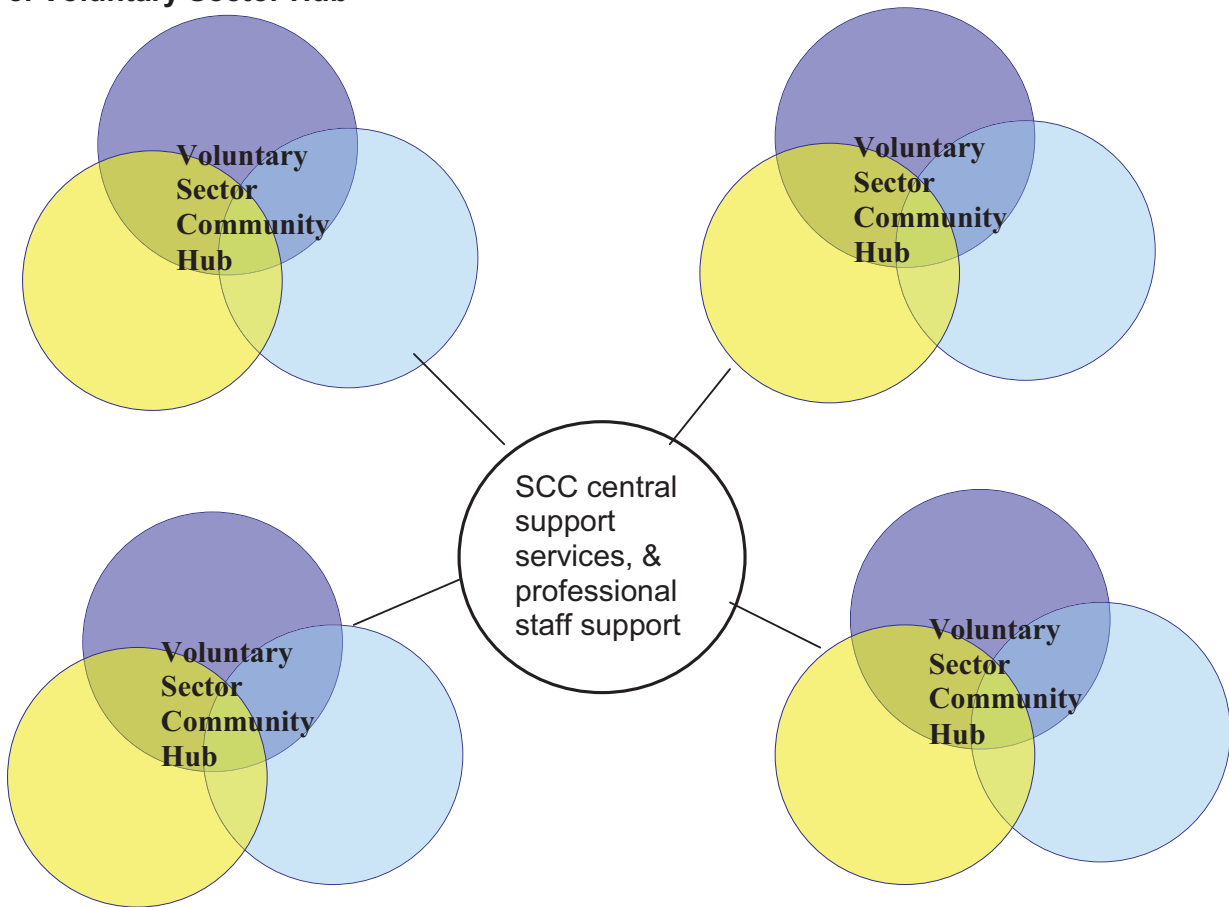

Model 7 description
Multiple Trust or Social Enterprise model for community libraries only

- All community libraries are transferred to trusts or social enterprises who are collaborating under 1 contract.
- Libraries would be run with volunteers and self issue and some paid staff not SCC.
- SCC retains central support functions – book stock, book rotation, computer maintenance and support, peoples network, online catalogue.
- Staff reductions may need to take place before transfer to a Trust.
- Former council tie-ins for rental agreements etc, not valid for the Trust. Needs assessment only would be criteria for keeping libraries open, so would not need to keep very expensive libraries open.

Model 7 SWOT

| Strengths	- No library closures - All community libraries remain part of the libraries network but operate under several different Trusts - All library services (except community libraries) remain responsibility of SCC - Financial saving – management cost/staff reductions - Part of the library service gains charitable status – more options for external funding - Service standards are maintained - Any volunteers would be trained by experienced library staff - Library users are not affected in the long term by transfer - Future threat of closure for community libraries is reduced - Staff reductions can be made prior to the transfer - Mandatory rate relief and VAT breaks for Trusts - Income generated can be invested back into improving all services (would need to check this) - Would still receive funding from SCC - Transfer of liability from SCC to Trust does not apply - Protects community libraries against future LA cuts
Weaknesses	- Having multiple Trust models could become complex - Multiple Trust models could take longer to negotiate - SCC no longer manages the entire library service - Would not rule out future threat of cuts/closure in other parts of the service - Staff redundancies - Will not achieve the budget savings required – more cuts will be needed across the service as a whole - May take time to fully establish the organisation - Potential procurement costs - TUPE implications
Opportunities	- The library service gains charitable Trust status itself to run some of the community libraries - Existing Trusts deliver community library services - Greater flexibility – SCC no longer runs entire library service - Organisations with charitable status can access funding that the Council cannot - More scope for volunteers to become involved - Potential for increased income generation - As a registered charity would be able to accept donations (but not service wide) - Could close some of the more expensive community libraries - Greater independence - the Trusts would be independent meaning that the board of trustees is a mixture of Councillors and residents - Enables the community to be involved in decision making, making it a trust run by local people for local people - Enables more business-like thinking - Increased opening hours in community libraries - Volunteers to support service - Increased partnership opportunities
Threats	- Culture change - TUPE - Failure to increase income due to weak income earning strategy - One of the Trusts decides to pull out - Network of community libraries become stronger but further cuts jeopardise other services - Less funding available to support Trust - Services become less joined-up

8. Voluntary Sector Hub

Model 8 description
Voluntary Sector Hub

- Library or other SCC building transferred to a Social Enterprise by Community Asset Transfer or lease on a peppercorn rent. Libraries will be based or retained in the building free of charge or low space rental to the library service.
- The Social enterprise can use the building to run its services and generate income, but will be responsible for running costs and maintenance.
- There is a joint agreement between the Social Enterprise and SCC to train and support volunteers.
- SCC provides book stock & transport, people's network, access to online catalogue, some professional staff support, RFIDs.
- SCC library service would retain the income from fines and charges for CDs etc. Income from room hire would be retained by the social enterprise.
- It is unlikely that there are enough suitable buildings and social enterprises to use this model and maintain a comprehensive library service. It is likely this model would need to work alongside other models.

| Strengths	• No library closures • Community managed libraries remain part of the libraries network • Financial savings in terms of buildings, running costs, maintenance (asset transfer) • Joint agreement to train and support volunteers • SCC library service would retain income from fees and charges etc • Support package is appealing to community groups/organisations • Service standards are maintained via Service Level Agreement • Sustainable in the long term if community groups embark on an agreement to deliver library service for X number of years • Financial saving – management cost/staff reductions
Weaknesses	• Income generated from room hire would be retained by social enterprise • Cost of offering support package • Would not rule out future threat of library closures • Staff redundancies • Will not achieve the budget savings required – more cuts will be needed across the service as a whole •
Opportunities	• Potential for opening hours to increase across community managed libraries • Enables additional services to be delivered alongside the library provision • Community organisations can access funding that the Council cannot • More scope for volunteers to become involved • Community empowerment • External organisation may encourage volunteers to help in SCC libraries as well – to enhance • Opportunities to learn from external organisation • Library staff transfer to social enterprise (TUPE)
Threats	• There are not enough willing social enterprises to make this work • Social enterprise does not gain enough financially from transfer • There are not enough suitable buildings in the city • The library provision becomes secondary in some cases • Library users experience a decline in the level of service and expertise delivered • Community groups pull out and no one wants to take on the library – ultimately the library must close or the Council must take it back • Only sustainable if community groups embark on a long term agreement to deliver library service • Challenge of changing the perceptions of campaigners/ protestors against cuts • Failure to negotiate the right package with community organisations/groups • Financial ability to maintain support package (SCC experiences further cut, utility rates increase etc) • Staff are not transferred to social enterprise – solely run by volunteers

9. Statutory Sector Hub
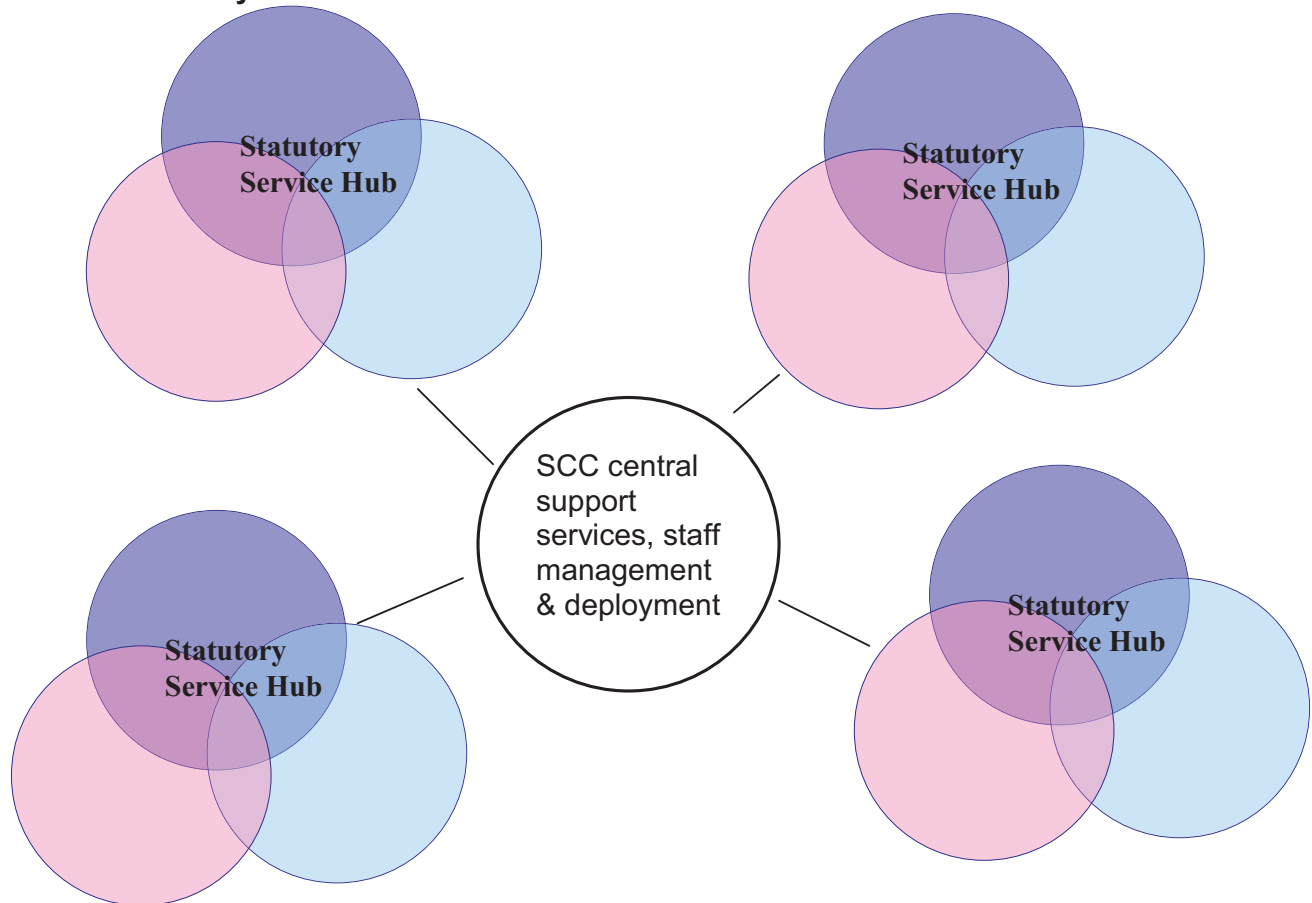
Model 9 description
Statutory Sector Hub

- Service hub run by corporate property from community library buildings. Savings on running costs by sharing the building with other services would be transferred to Corporate Property. Note- this would not be a saving for the library service.
- Library services may incur additional charges to hire space to run activities.
- Some small library spaces may be able to operate with RFID's and minimum of volunteers or staffing, if the building is supervised by other services.
- Statutory hub libraries as defined by the Face to Face given priority for resourcing.
- This model is unlikely to facilitate volunteer run libraries.
- Although there may be increased footfall to the building, the library may have reduced numbers if the library space is reduced.

Model 9 SWOT

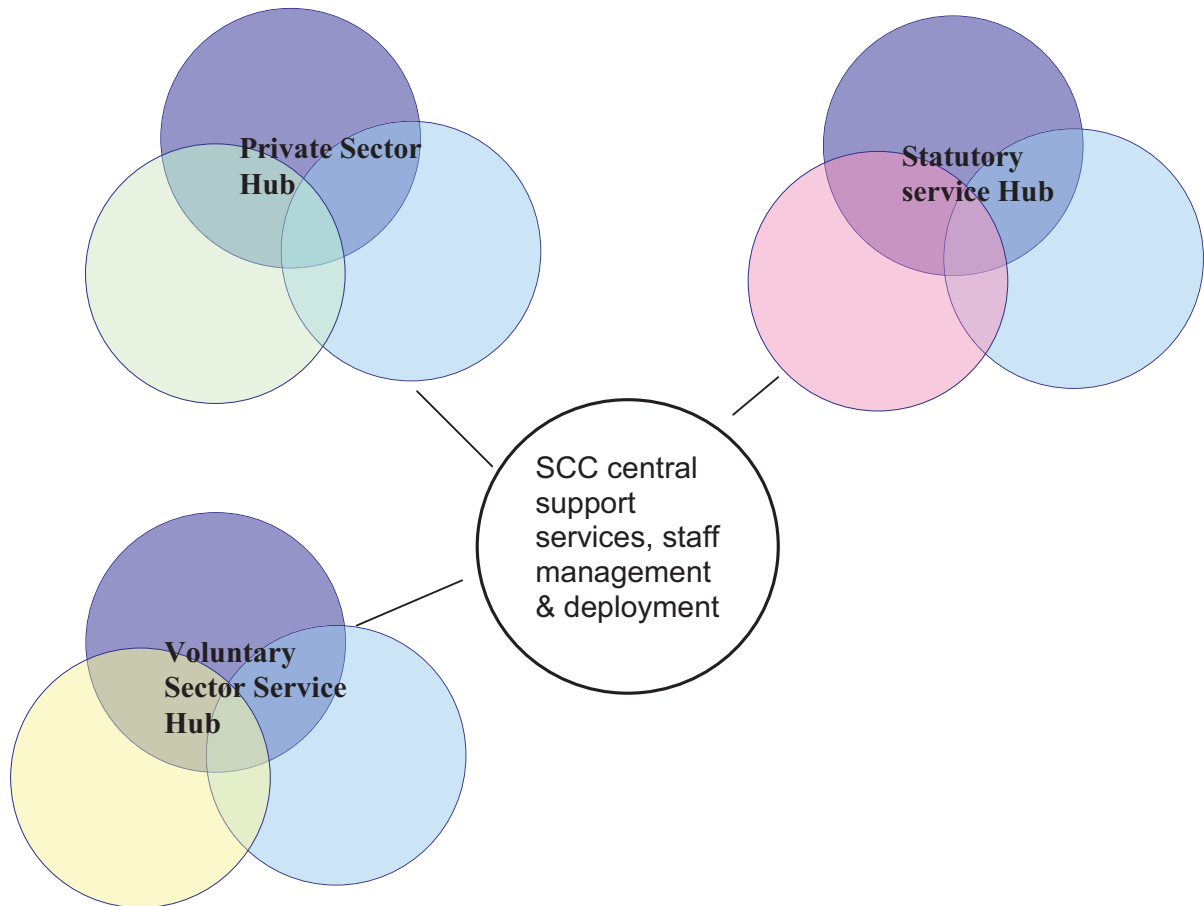| Strengths	- Libraries remain part of the main libraries network - Service standards are maintained - Shared buildings will increase footfall - Relocation of some libraries in to more suitable buildings - Co-location of services - Income generated by Corporate Property to be put back in to Capital projects such as Surrey Street Central - Staff less likely to be replaced by volunteers - Supports the Customer First 'Face to Face' hub strategy
Weaknesses	- Could lead to reduced library space in some places - Would not achieve a financial saving for the library service - May incur additional charges through hire of meeting/ community rooms - Does not rule out closure of libraries - Only benefit 13 libraries (Asset Rationalisation project) - Limits the use/development of volunteers
Opportunities	- Increased partnership working - Relocation of libraries could be of benefit to users geographically - Refurbishment - Future opportunities for Capital investment into library buildings - Increased opening hours
Threats	- Less income generated for library service via hire of meeting/community space - Co-location is not complementary to libraries i.e. the wrong partners are involved - The library becomes a secondary provision - Disputes with partners over running of the building – need agreement in place - Needs Assessment is overlooked - Relocation of libraries may mean some users have to travel further to get to their library - Library usage may decrease - Financial ability to maintain remaining libraries if more cuts are imminent - Would not rule out future threat of library closures - Implications if library had to pull out due to it no longer being financially viable

10. Private Sector Hub
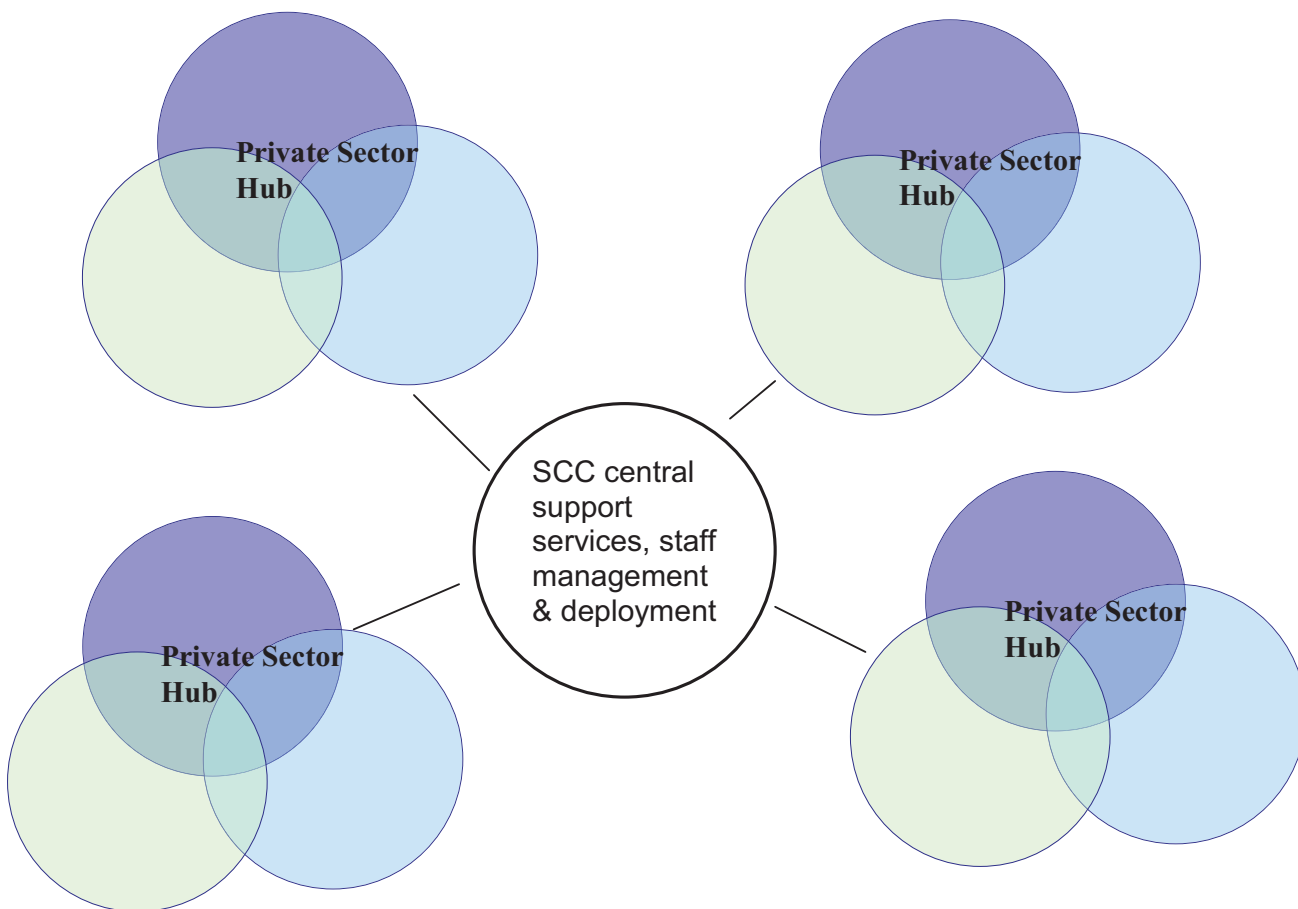
Model 10 description:
Private sector hub

- Service hub run by Private Sector/commercial organisations. Either libraries within the buildings owned by the commercial organisation, or they purchase/take over library buildings but maintain space for a library service. The library service would have running costs (energy maintenance) covered by the private sector organisation. There may be a charge for the space used at market rates, depending on the terms of the transfer.
- The Council would benefit from sale of a building but not the library service.
- Library services may incur additional charges to hire space to run activities.
- It is unlikely that there will be sufficient suitable buildings and private sector organisations to sustain this model. It may be part of a range of models.
- Although there may be increased footfall to the building, the library may have reduced numbers if the library space is reduced.

Model 10 SWOT

Strengths	- Libraries remain part of the main libraries network - Service standards are maintained - Financial saving – running costs - Financial saving – management cost/staff reductions
Weaknesses	- Reduced/slimmed down library provision - SCC will benefit from the sale of any buildings but the library service will not - Does not rule out closure of libraries - Staff redundancies due to 'slimmed' down service - Cost implication if have to pay market rate for rental of space
Opportunities	- Private/commercial sector purchases library buildings and SCC lease the library space - SCC leases the building to the private/commercial sector - Increased footfall - Libraries are run more like a business - Refurbishment/redevelopment of libraries - Increased opening hours - Deliver Private sector hub model on a small scale rather than across all community libraries
Threats	- Less community space within library could result in decreased income generation - Less community space within library could result in fewer activities and events being held - The private/commercial partner does not want to retain library provision in the long term - The library becomes a secondary provision - Needs Assessment is overlooked - Library usage may decrease - Would not rule out future threat of library closures - Implications if library had to pull out of support package due to it no longer being financially viable - There is an insufficient number of private sector organisations interested in this model

11. Mixed Hub Model

Private Sector Hub

Statutory service Hub

SCC central support services, staff management & deployment

Voluntary Sector Service Hub

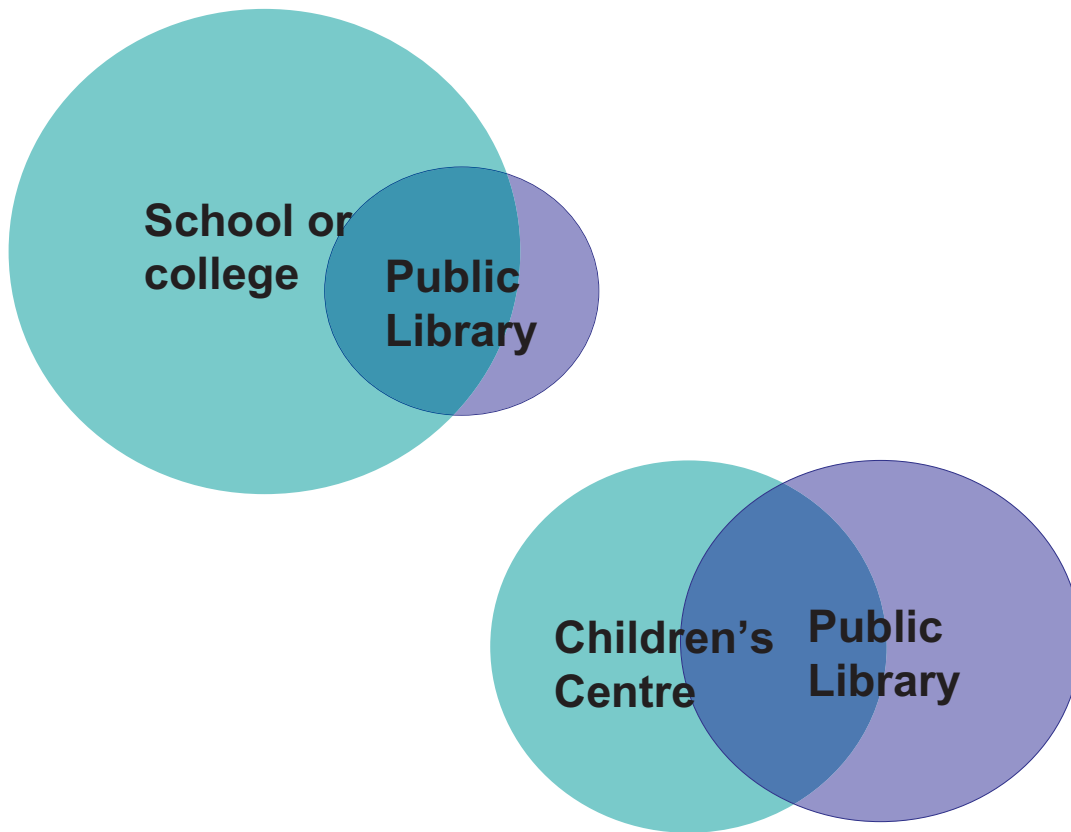**Model 11 description**
Mixed Hub Model

- Enabling mixture of hub models
- All building management and maintenance would be the responsibility of organisations external to the council (if allowed by Corporate Property).
- Would need strong service level agreements to ensure the service is not sidelined, moved, given reduced space, given significant rental increases etc.
- Although there may be increased footfall to the building, the library may have reduced numbers if the library space is reduced.

Model 11 SWOT

Strengths	- No library closures - Community managed libraries remain part of the libraries network - Some financial savings in terms of buildings, running costs, maintenance (asset transfer) - Financial saving – management cost/staff reductions - Building management and maintenance would be responsibility of external organisations - Joint agreement to train and support volunteers - Support package available - Service standards are maintained via Service Level Agreement - Shared buildings will increase footfall - Relocation of some libraries in to more suitable buildings - Co-location of services - Income generated by Corporate Property to be put back in to Capital projects such as Surrey Street Central - Partially supports the Customer First 'Face to Face' hub strategy
Weaknesses	- Complex model with lots of partners involved – difficult to manage - Will only work if strong SLA in place - Income generated from room hire would be retained by external organisations - May incur additional charges through hire of meeting/ community rooms - Financial cost of support package - Would not rule out future threat of library closures - Staff redundancies - Will not achieve the budget savings required – more cuts will be needed across the service as a whole - Could lead to reduced/slimmed down library space in some places - SCC will benefit from the sale of any buildings but the library service will not - Cost implication if have to pay market rate for rental of space
Opportunities	- Potential for opening hours to increase across community managed libraries - Enables additional services to be delivered alongside the library provision - Community organisations can access funding that the Council cannot - More scope for volunteers to become involved- community empowerment - External organisation may encourage volunteers to help in SCC libraries as well – to enhance - Opportunities to learn from external organisation - Possible transfer of library staff (TUPE) – would reduce redundancies - Increased partnership working - Relocation of libraries could be of benefit to users geographically - Future opportunities for Capital investment into library buildings - Increased opening hours - Private/commercial sector purchases library buildings and SCC lease the library space

|		
		▪ SCC leases the building to the private/commercial sector ▪ Increased footfall ▪ Some libraries are run more like a business ▪ Refurbishment/redevelopment of libraries
Threats		▪ There are not enough willing external partners interested in making this work ▪ There are not enough suitable buildings in the city ▪ The library provision becomes secondary in some cases ▪ Library users experience a decline in the level of service and expertise delivered ▪ Partners pull out and no one wants to take on the library – ultimately the library must close or the Council must take it back ▪ Only sustainable if partners embark on a long term agreement to deliver library service (i.e. external partner does not want to retain library provision in the long term) ▪ Challenge of changing the perceptions of campaigners/protestors against cuts ▪ Financial ability to maintain support package (SCC experiences further cut, utility rates increase etc) ▪ Staff are not transferred – solely run by volunteers ▪ Co-location is not complementary to libraries i.e. the wrong partners are involved ▪ Disputes with partners over running of the building – need agreement in place ▪ Needs Assessment is overlooked ▪ Relocation of libraries may mean some users have to travel further to get to their library ▪ Library usage may decrease ▪ Financial ability to maintain remaining libraries if more cuts are imminent ▪ Would not rule out future threat of library closures ▪ Less community space within library could result in decreased income generation ▪ Less community space within library could result in fewer activities and events being held ▪ The library becomes a secondary provision

12. Education link model

Model 12 Description
Education Link Model

- Libraries would be co-located within education establishments.
- Where libraries are within schools, the school is responsible for running the library with central support services from SCC library service.
- Where libraries are co-located with children's centres, there would be merging of services and activity to avoid duplication – creating a new offer for children different to a distinct library or children's centre.
- It is unlikely that this model could be replicated across the city, therefore this model would need to work alongside other models.

Model 12 SWOT

Strengths	▪ Libraries under the education model remain part of the libraries network ▪ Co-location with education establishments ▪ Increased children's offer ▪ Shared building/maintenance costs due to co-location ▪ Library service to offer advice and expertise ▪ Would attract more young people into libraries ▪ Retains (some) trained library staff
Weaknesses	▪ Financial cost of providing central support services ▪ Would not rule out future threat of library closures ▪ Small financial saving to library service ▪ Replication of model city wide unlikely - would need to be implemented alongside other models ▪ Dual use has not worked well in Sheffield in the past in either Primary and/or Secondary ▪ Possible redundancies?
Opportunities	▪ Increased footfall ▪ Attract new users ▪ Increase literacy ▪ Stronger partnerships with schools and/or Children's Centres ▪ School library model pilot ▪ Volunteers – pupils to help run libraries (linked to accreditation) ▪ Given the right 'ingredients' a dual use library could work
Threats	▪ Safeguarding ▪ Decreased footfall ▪ Attracts young people but not adults ▪ Reputation - Announcement of opening new public library in a school following the closure of a community library ▪ Accessibility issues ▪ Impact of cuts to Children's Centres ▪ Public library joined to a school is not viable – ultimately becomes a school library ▪ Maintaining standards - students volunteering in libraries ▪

13. Technology model
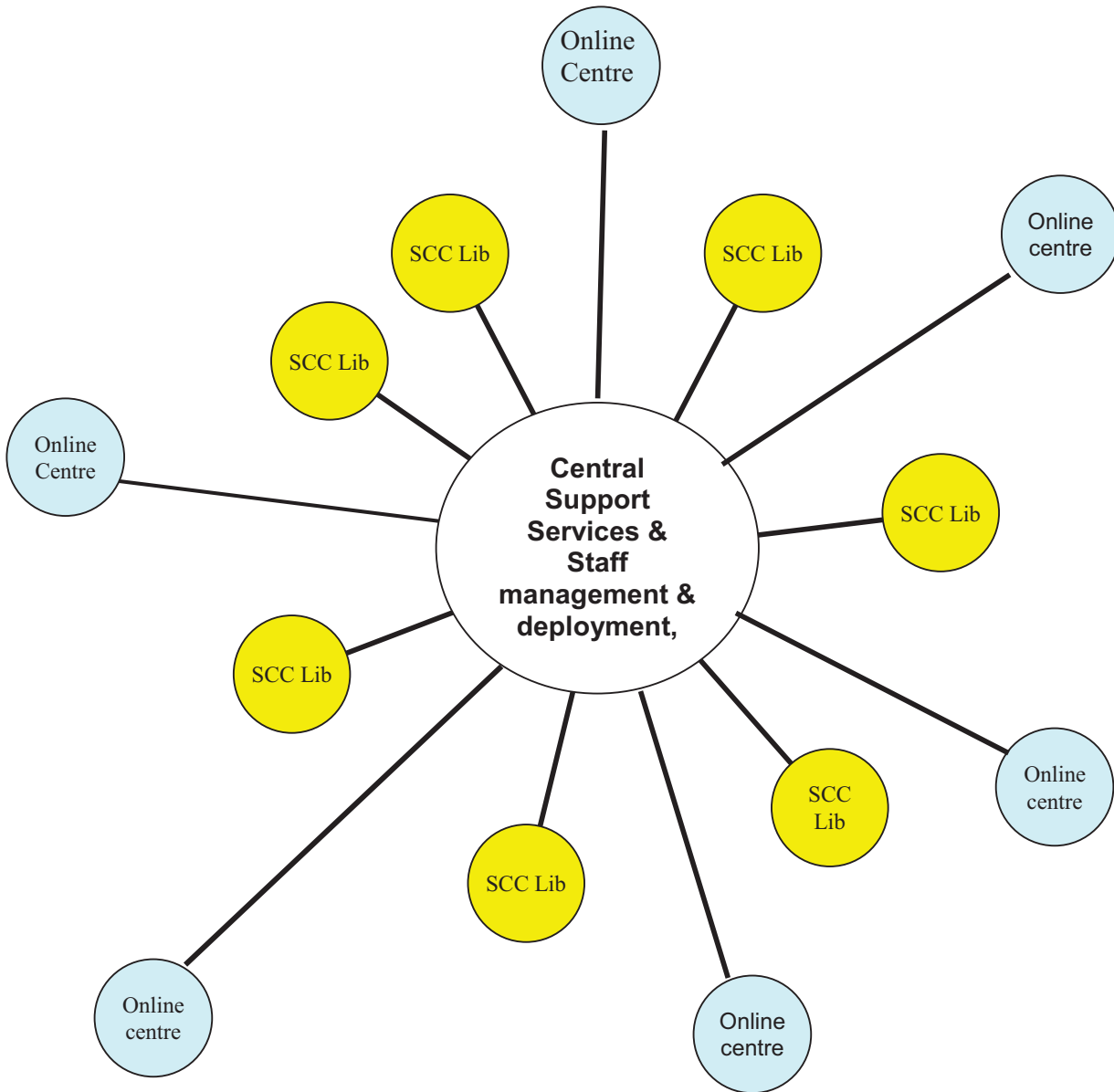
Model 13 Description
Technology Model
- SCC run service
- Less physical library buildings
- Investment in e-books, wifi, improved online catalogue
- Creation of online reservation centres, where people can reserve books online (at the centre or from home) and have them delivered to the centre – this could be a community centre, GP surgery, or other suitable public building. The number of online centres may need to be limited due to capacity of van rounds.

Model 13 SWOT

Strengths	- SCC run service - Library network maintained - Less physical library buildings – cost saving - Enhanced digital/technology offer - Greater access via online reservation centres - Financial savings in terms staff/management costs - Maintains access to books and other materials
Weaknesses	- Cost of enhance digital technology offer - Reliant of service support team - Less library buildings - Loss of expertise from library staff - Some libraries would close - Staff redundancies - Decreased access to other library services e.g. PN, children's activities, baby time - User may need to travel further to access a fully functioning library provision
Opportunities	- More 'convenient' access points e.g. community centres, GP surgery - A more flexible service - Increase usage/membership - Negotiate with partners to take on running of activities – baby time etc - Could work alongside Community investment Programme – but could not be reliant on library buildings - Staff deployment in reservation centres
Threats	- Will only work in those areas with suitable public access buildings - Will only work if enough people are willing to become a reservation centre - Could create a gap in provision across the city - Threat that service delivery no longer meets wider vision - User numbers decrease - Reservation centres pull out – need agreement in place - Financial ability to maintain remaining libraries if more cuts are imminent - not sustainable in the long term - Financial ability to maintain online reservation centres i.e. what happens if this is no longer financially viable but physical library buildings have already been disposed of? –impact ability to delivery efficient library service - Legal challenge - Local campaign groups/Community Right to Challenge

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Appendix J

Libraries Needs Assessment and Priority Calculation

This document explains the data and methodology used to carry out the libraries Needs Assessment and Priority Calculations that informed the choice of the 11 libraries put forward as Hubs for the public consultation exercise.

Following the public consultation and additional queries submitted by members of the public, the data and calculations used in this process have been checked for accuracy. There have been some minor corrections and alterations made as part of this review, however these have not had the effect of altering the 11 libraries selected as hubs (although the precise position of each library within the ranking has changed slightly as a result).

1.0 Needs Assessment

The Needs Assessment consists of two elements – these are considered in detail in the sections below.

- **Use of Library Services**
- **Demographic Need**

The factors included in the 'demographic need' element were given **twice the weight** of those in the 'Use of Library Services' element.

1.1 Use of Library Services

The following factors informed this element of the Needs Assessment for each of the 27 libraries.
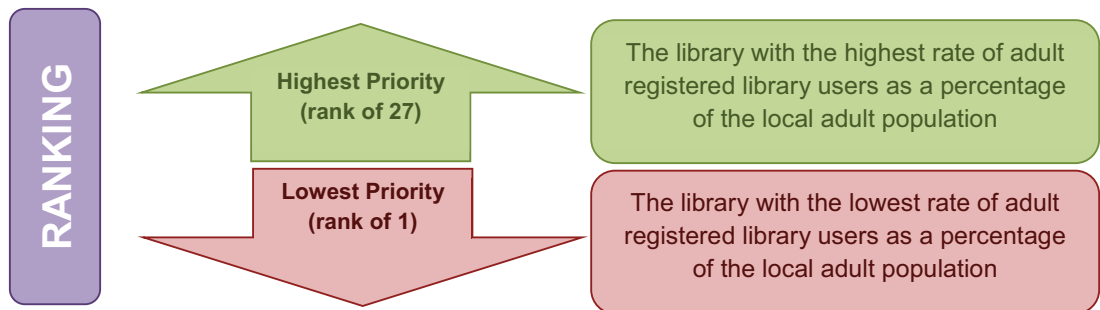
1.1.1   Number of registered library users

The number of people registered with each library as at May 2013, who had used the library since 2010.
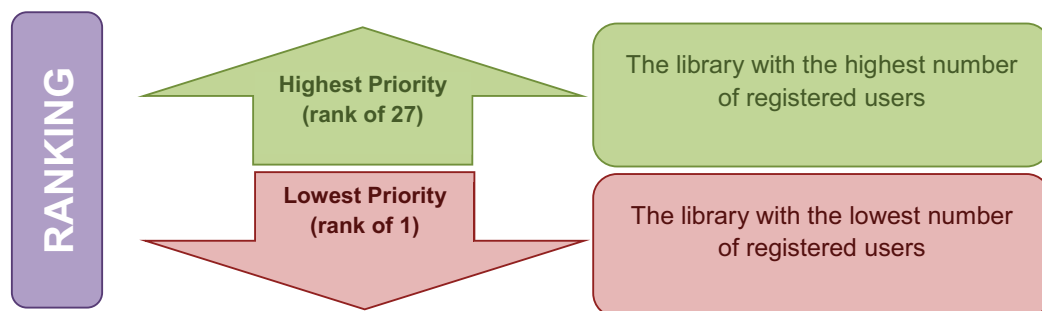
1.1.2   The number of adult registered library users as a proportion of the population local to each library
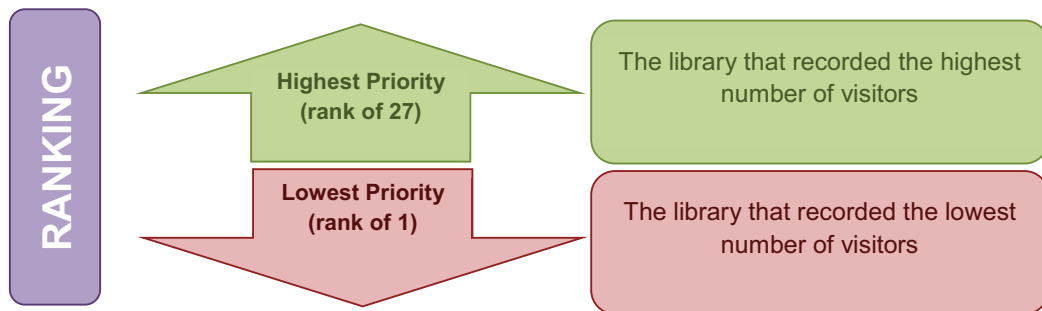
This percentage was calculated by using the number of adults registered at each library, who had used the library in the two years from April 2010, or who had an outstanding balance to pay, divided by the population aged 18+ living in the catchment area at the time of the 2011 Census.

Registered library users data from 2012 was used in this calculation, as it was the closest available, in terms of when it was gathered, to the date the Census information on population was collated. This provides a more accurate proportion than would be achieved by using more recent registered library user numbers, as we do not have an accurate update on population figures for 2013.

| RANKING | Highest Priority (rank of 27) | The library with the highest rate of adult registered library users as a percentage of the local adult population |
| | Lowest Priority (rank of 1) | The library with the lowest rate of adult registered library users as a percentage of the local adult population |

1.1.3 The number of visits made to each library

This data is gathered from sensors at the doors of each library - this counted the number of visitors in 2012/13.

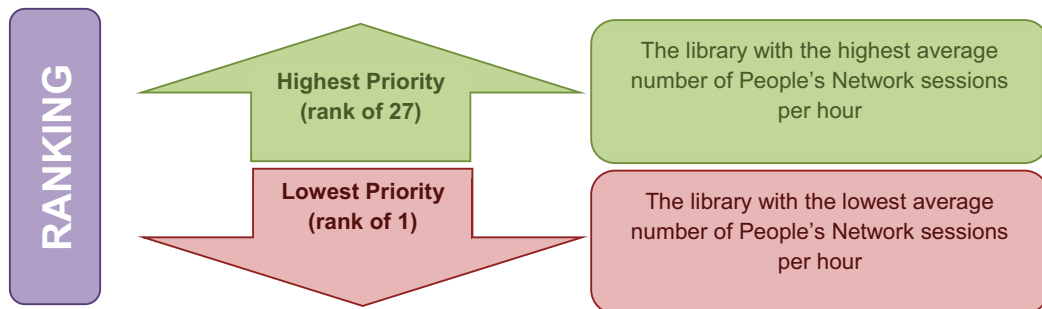| RANKING | Highest Priority (rank of 27) | The library that recorded the highest number of visitors |
| | Lowest Priority (rank of 1) | The library that recorded the lowest number of visitors |

1.1.4 The number of issues made, on average, each hour the library was open – 2012/13 data

The hours each library was open was approximated by multiplying the number of hours they were open each week by 52. The number of issues made by the library in 2012/13 was then divided by this figure to give the issues per hour.
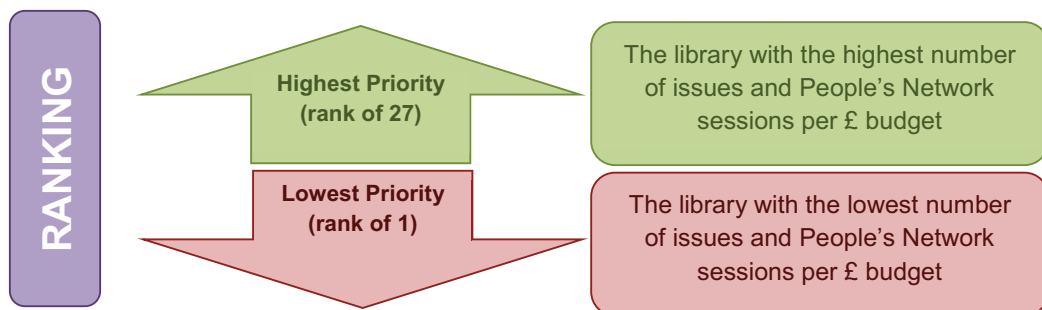
RANKING

Highest Priority (rank of 27) — The library with the highest average number of issues made per hour

Lowest Priority (rank of 1) — The library with the lowest average number of issues made per hour
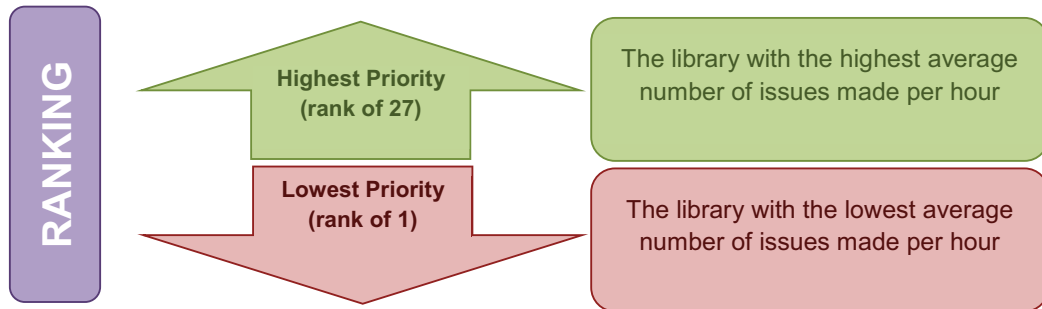
1.1.5 The number of People's Network Sessions (internet access), on average, each hour the library was open

As with the previous calculation, the number of People's Network sessions used in 2012/13 was divided by the number of hours the library was open.

RANKING

Highest Priority (rank of 27) — The library with the highest average number of People's Network sessions per hour

Lowest Priority (rank of 1) — The library with the lowest average number of People's Network sessions per hour

1.1.6 The number of People's Network Sessions and Issues per £ of library budget

This calculation added the number of 2012/13 issues to the number of People's Network Sessions from each library and divided them by the library's budget for that year.

RANKING

Highest Priority (rank of 27) — The library with the highest number of issues and People's Network sessions per £ budget

Lowest Priority (rank of 1) — The library with the lowest number of issues and People's Network sessions per £ budget

The sum of the 6 ranks for each library was then itself ranked, to give an overall ranking for the Use of Library Services element.

1.2   Demographic Need

The following factors were taken into account to inform the Demographic Need element of the wider Needs Assessment for the 27 libraries:
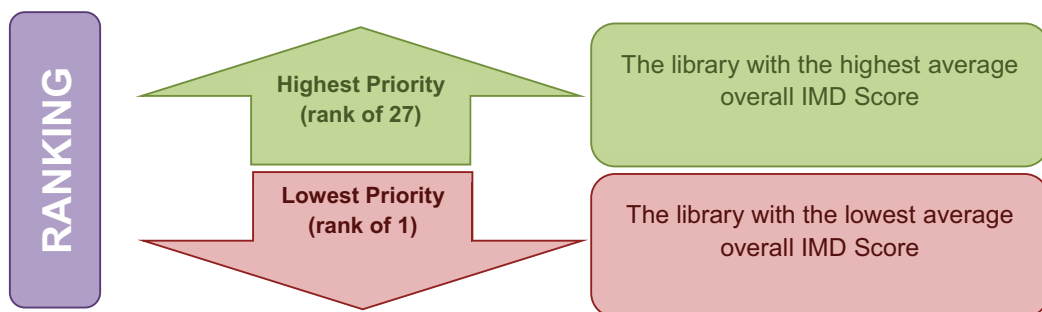
1.2.1   Average Indices of Deprivation (ID) Score for Literacy

Each library's catchment area is made up of a number of Lower Super Output Areas (LSOAs), each of which has been assigned a score from the indices of deprivation education and skills domain, weighted according to the population of each part of each LSOA which fell within the library catchment boundary. The average score for each library catchment area was then calculated.

RANKING

Highest Priority (rank of 27) — The library with the highest average ID Literacy Score

Lowest Priority (rank of 1) — The library with the lowest average ID Literacy Score
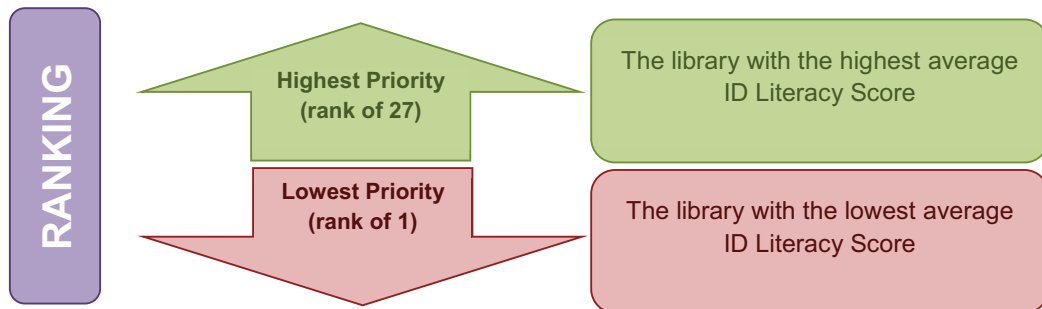
1.2.2   Average IMD overall score

Calculated using the same method as above, except the Index of Multiple Deprivation (IMD) score was averaged, as opposed to just the education and skills domain.

RANKING

Highest Priority (rank of 27) — The library with the highest average overall IMD Score

Lowest Priority (rank of 1) — The library with the lowest average overall IMD Score

1.2.3   The proportion of school pupils within each library catchment deemed to be 'low performers'

This factor looked at the educational attainment (between 2010 and 2012) of the children living in each library catchment areas and calculated the proportion of them who are among the lowest achievers at each stage.

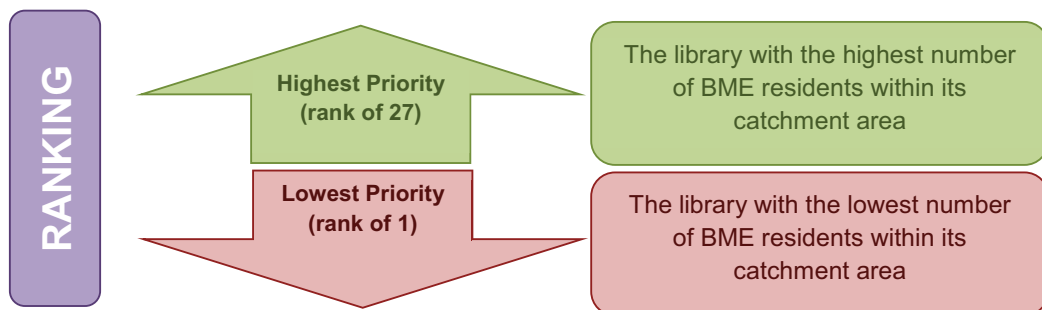The following table outlines the assessment stages and the definitions of low performance in each case:

Assessment Stage	Low Performance
Foundation Stage	Within the lowest 20% of pupils
Key Stage 1	Not achieving a level 2 in reading, writing and maths
Key Stage 2	Not achieving a level 4 in English and maths
Key Stage 4 (GCSE or equivalent)	Not achieving 5 A* - C grades

To calculate the percentage for each library, the number of pupils falling into the 'Low Performance' category for each assessment stage was divided by the total number of pupils at that stage in that library catchment area.

RANKING

Highest Priority (rank of 27) — The library with the highest percentage of pupils deemed to be 'low performers'

Lowest Priority (rank of 1) — The library with the lowest percentage of pupils deemed to be 'low performers'
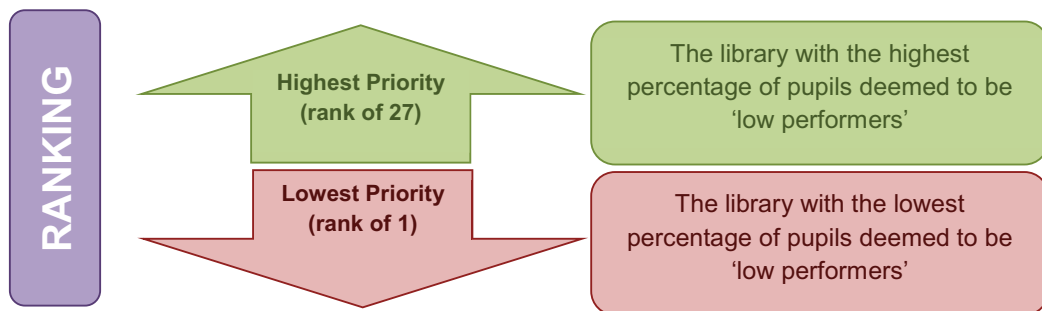
1.2.4 The number of Black or Minority Ethnic (BME) residents within the library catchment

2011 Census data was used for the number of BME residents in each area.

RANKING

Highest Priority (rank of 27) — The library with the highest number of BME residents within its catchment area

Lowest Priority (rank of 1) — The library with the lowest number of BME residents within its catchment area

1.2.5 The number of people receiving adult social care within the library catchment

The system that holds the details for all Sheffield's residents receiving help through the Council, was used to total the number of people currently receiving a package of care within each of the library catchment areas.

RANKING

Highest Priority (rank of 27) — The library with the highest number of adult residents receiving a social care package

Lowest Priority (rank of 1) — The library with the lowest number of adult residents receiving a social care package
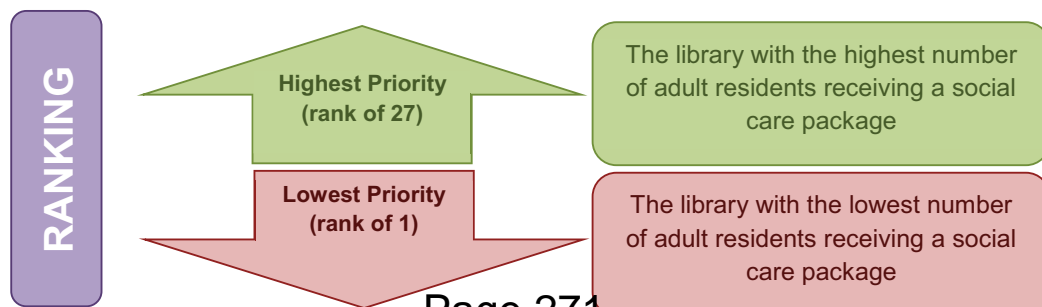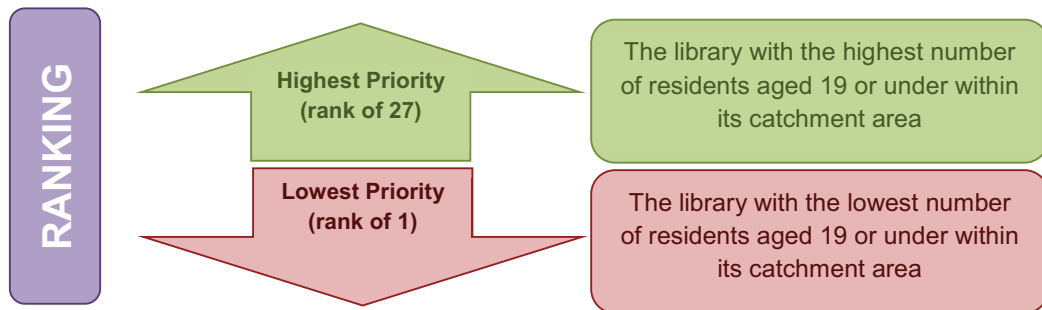
1.2.6 The number of people within the library catchment aged 65 or over

2011 Census data was used for the number of residents aged 65 or over in each of the library catchment areas

RANKING

Highest Priority (rank of 27) — The library with the highest number of residents aged 65 or over within its catchment area

Lowest Priority (rank of 1) — The library with the lowest number of residents aged 65 or over within its catchment area
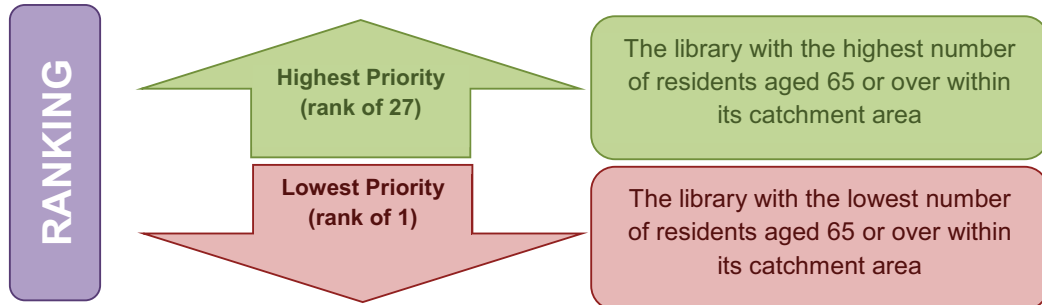
1.2.7 The number of people within the library catchment aged 19 or under

2011 Census data was used for the number of residents aged 19 or under in each of the library catchment areas

RANKING

Highest Priority (rank of 27) — The library with the highest number of residents aged 19 or under within its catchment area

Lowest Priority (rank of 1) — The library with the lowest number of residents aged 19 or under within its catchment area

The sum of the 6 ranks for each library was then itself ranked, to give an overall ranking for Demographic Needs element.

1.3 Calculation of the Needs Assessment Score

The rank from the "Use of Libraries" calculations and the rank from the "Demographic Need" calculations are combined in the following way:

(Use of Libraries Rank x 0.33) + (Demographic Need Rank x 0.67) = Needs Assessment Score

This score is then used in the priority calculations.

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2.0 Priority Calculations

2.1   Proximity Calculations

A key aspect of the calculation is the distance required to travel (door to door) from one library to its most accessible neighbour, using public transport. As part of this, it was decided that a library user should not have to walk more than 200m between a library and the relevant bus stop. As such, the library judged to be 'next nearest' is not always the closest geographically, but the one that can be accessed by public transport most quickly and easily. These distances were calculated by South Yorkshire Passenger Transport Executive on behalf of Sheffield City Council.

As a result of the distances between libraries being calculated in this way, i.e. by measuring the public transport route, there are occasions where the journey between two libraries can be different in one direction than in the other. For example, due to the differing bus routes and bus stop locations, the journey from Walkley to Broomhill is measured as 2.49km, but the journey from Broomhill to Walkley is 2.31km.

In the event of a library's next nearest neighbour having dropped out of the calculations because of a low ranking, the second nearest neighbour would be used, and so on.

2.2   Overall Score and Initial Ranking

The first step in the process is to create an overall score for each library, which was done as follows:

Number of registered library users x Needs Assessment Score (as calculated in section 1.3) x Proximity (in km) to the next nearest library

Each of the libraries was then ranked (note: a rank of 1 = Highest Priority in these calculations)

RANKING

Highest Priority (rank of 1) — The library with the highest overall score

Lowest Priority (rank of 27) — The library with the lowest overall score
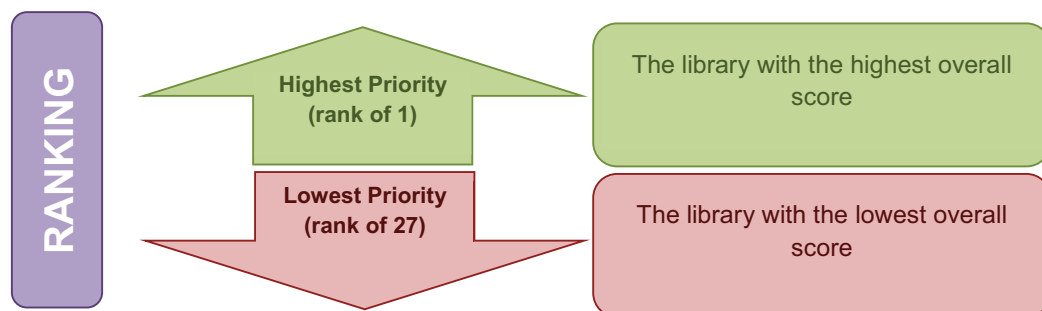
2.3   Removing a library from the calculation

The lowest ranked library from the step above was removed from the calculation and its users were transferred to the next nearest library. Assuming the next nearest

library was not Central Library, the score of that next nearest library was increased to reflect the increased number of users and the extra distance they would have to travel to get to a different library should it close. This calculation was performed in the following way:

Library 1 (L1) is lowest ranked and is removed from the calculation
Library 2 (L2) is the next nearest library.

Library 2 Revised Score =

(L1 Needs Score x L1 Number of Registered Users x L1 proximity to L2) +

       (L2 proximity to its next nearest neighbour x

              ((L1 Needs Score x L1 Number of Registered Users) +

              (L2 Needs Score x L2 Number of Registered Users)))

NOTE: A key assumption is that all Library 1's users will move to Library 2 and then, should Library 2 be lowest ranked and removed, they will move to Library 2's next nearest neighbour

Any libraries that had the 'removed library' as their nearest neighbour will now have to use their second closest library, and consequently their proximity value will increase as will their overall score.

2.4   Removing other libraries from the calculation

Once a library has been removed and the relevant scores for the remaining libraries updated, the libraries are ranked again. The next lowest ranked library is then removed from the calculation and the libraries' scores recalculated.

This process is repeated until the 11 libraries with the highest priority remained – these are the proposed hub libraries.

A Vision for Sheffield's Libraries, Archives and Information Service APPENDIX K

The Sheffield City Council Corporate Plan 2011-2014 states that as an organisation we will focus on four priorities:

1. Standing up for Sheffield
2. Supporting and protecting communities
3. Focusing on jobs
4. Business-friendly

Libraries are and can continue to be, key community 'anchors' connecting the central governance of the city with local communities. Critical to this role is the importance of a sustainable, flexible library provision which is outward facing and inclusive to all.

The four priorities above will set the direction for Sheffield's Libraries, Archives and Information Service and will work alongside our 'vision'.

Our vision

Sheffield will be proud of its forward thinking, innovative and contemporary library service that promotes lifelong learning, digital inclusion and celebrates reading. Libraries will enable people to become informed citizens through access to information and services and encouraging participation. The Council will ensure that our library services are maintained by developing sustainable and deliverable options for the future.

How will we do this?

Promote reading and a wide range of resources

Sheffield's libraries will provide a wealth of literacy and IT resources for people of all ages and abilities. By celebrating books and reading we will enhance literacy skills across the city through provision of a variety of programmes and outreach services.

Create welcoming library spaces

Libraries will be attractive places that encourage use by a variety of groups and individuals whilst ensuring neutral, high quality public spaces, both indoor and outdoor, that respond to local community needs. They will be fit for purpose and co-located with other services where appropriate, bringing service points closer to neighbourhoods.

Celebrate Sheffield's successful centres and rich local history

Libraries will act as 'hubs' for the community shaping our successful centres; providing a focus for local civic pride, and celebrating the city's diverse history, locality and culture. A high quality Central Library offering an opportunity to showcase Sheffield will demonstrate the city's commitment to this.

Tackle poverty and social inequality
As community hubs, libraries will recognise the need for tackling poverty and social inequality, enabling access to a wealth of information to aid development and new opportunities.

Promote lifelong learning
Libraries will enable people of all ages and life experience to explore, discover and learn on their terms through access to information and learning opportunities. Children and young people will be encouraged to gain the right skills for the future and attain their potential through access to learning, reading and literacy, and usable study space.

Deliver sustainable services with a focus on 'need'
We will take a 'tailor made' approach towards a new library model which recognises the needs of individuals and groups across the city. Sustainable, flexible and modern services that can be integrated with community resources will inspire, enrich and entertain Sheffield.

Utilising social capital
We will provide greater opportunities for volunteers to work with local communities and to enhance different areas of our service. By developing a Volunteer Strategy that works alongside a Council wide policy on volunteering, the library service will continue to develop specialist projects and opportunities for individuals and groups to become involved in.

Promoting better health and wellbeing
Libraries will offer opportunities for enjoyment and relaxation, developing self-esteem, confidence and connection with others, in safe, neutral locations. By playing an active role in national programmes and promoting a love of books and reading, Sheffield's libraries will contribute locally towards the wider Public Library Health Offer.

Our Key Objectives
- Libraries that offer quality resources and space for a variety of groups and individuals;
- Cost effective and efficiently managed services that demonstrate value and quality to the community;
- Delivery of services that meet the individual and diverse needs of the local community;
- Improve literacy and skills for people of all ages and promote reading through specialist services and projects;
- Enable people to realise their potential through learning opportunities;
- Community managed and locally organised services;
- Strong partnerships and links with community organisations and local services including Advice Centres, Job Centres and other stakeholders;
- A diverse, flexible and well trained workforce, supportive of change;
- Support the health and wellbeing of local communities;
- A library provision that recognises the changing demands and expectations of its users.

Appendix C continued

Library Review Consultation Report
Appendices

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Appendix 1

Consultation Events for Library Review Consultation Oct 13 – Jan 14

Aim of the Consultation

- To fully explain and gather opinion on the library review proposals with a wide variety of Sheffield citizens covering different geographical locations and protected and minority groups.

Approaches taken to generate feedback

- Opportunity for citizens to contribute their feedback in a variety of ways; including an online questionnaire available on Sheffield City Council website, telephone or email the Quality Team to give feedback, host a focus group with client group with support from quality team, quality team lead on facilitating focus group, quality team present at events/large venues to engage with the general public and 1-1 appointments available with quality team. The following are events planned and facilitated by the quality team:

Organisation / Event	Geographical Location	Group type	Approach	Date
50+ Group	All areas	Older citizens	Presentation and Q&A session facilitated	15/10/13
People's Parliament	All areas	Learning Disabilities	Awareness raising of how to contribute to consultation	18/10/13
LD Partnership Board	All areas	Learning Disabilities	Given information to disseminate with clients	21/10/13
Sheffield Jesus Centre Church group	Broomhill / central	Mental Health/ Learning Disabilities	Presentation and Q&A session and drop in 1-1 apts.	02/11/13

1

Organisation / Event	Geographical Location	Group type	Approach	Date
Carers Health & Well Being Event	All areas	Carers	Article in carers newsletter and attendance at event to distribute surveys	08/11/13
Shout session	All areas	LGBT	Offered to facilitate a focus group. Group organiser disseminated information sent instead	Oct 13
Disability Sheffield – the Centre for Independent Living	All areas	Disabled adults	Offered to facilitate a focus group. Group organiser disseminated information sent instead	Nov 13
Chinese Community Group	Highfields	Local Chinese Community	Offered to facilitate a focus group but they are happy to run their own group and give feedback.	Nov 13
Howden House First Point	Central	All	On site consultation to 45 people – 32 took postcards & 13 took paper surveys	18/11/13
HealthWatch Launch Event	Central	All	Facilitating a stall to engage interested people in consultation	18/11/13
SAVE Event	All areas	Vulnerable & excluded adults	On agenda to talk about consultation and Q&A to promote taking part	22/11/13
SCC Black Workers Forum	All areas	BME communities	On agenda to talk about consultation and Q&A to promote taking part	25/11/13
Social Studies Group	Stocksbridge	Stocksbridge & Deepcar Townswomen Guild	Presentation and Q&A session facilitated	25/11/13

Organisation / Event	Geographical Location	Group type	Approach	Date
Crystal Peaks First Point	South East	All	Pop up consultation	26/11/13
Sheffield Foyer	Norfolk Park	All	Facilitated a stall at their Christmas Fayre	29/11/13
Arbourthorne Health Centre	Arbourthorne	All	Facilitated a stall at their Christmas Fayre	04/12/13
Sheffield Parent Carer Forum	All areas	Parents of disabled Children	Article in newsletter – no interest in focus group	03/12/13
Partners for Inclusion (PFI)	All areas	Disabled adults	Article in newsletter and distributed to all members	09/12/13
Parental Assembly	All areas	Parents/carers	Offered to facilitate a focus group through article in their newsletter – no interest, but advertising opportunity again in new bulletin	18/12/13
Sheffield Futures & CYP Involvement Team	All areas	Children & Young People	Commissioned CYP Involvement team and Sheffield Futures to carry out 5 focus groups with under 12 year olds (152) and 5 focus groups with over 12 year olds (164)	All completed by 18/12/13
SUFA	All areas	Learning disabilities	Presentation and Q&A session facilitated by Quality Team and facilitated group response to proposals	19/12/13

3

Proposals for the future of Library Services in Sheffield

We want to hear your views about the future of library services in Sheffield. We want to hear from everyone, whether or not you use library services.

This document explains the library proposals so should be read before you complete the survey.

A frequently asked questions document is also included.

You can respond to the consultation in the following ways:

- Complete a survey on-line available at www.sheffield.gov.uk/libraryreview
- Email: libraryreview@sheffield.gov.uk to request a paper copy of the survey to complete and return Freepost
- Telephone 0114 2735299 to complete a survey over the phone, or to request alternative formats or in other community languages
- Collect and complete a paper survey in any library or First Point
- Libraries can be located by going to www.sheffield.gov.uk/libraries
- First Points can be located by going to www.sheffield.gov.uk/firstpoint
- Telephone 0114 2735299 to enquire about being involved in a focus group
- Attend drop-ins and targeted focus groups
- Contact us regarding us coming to talk to your group

FREEPOST address to return the survey to:

The Quality Team
Corporate Mail Facility
FREEPOST NEA5527
Town Hall
Sheffield
S1 2ZZ

The consultation ends on Friday 10 January 2014

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Background

During summer 2012 we held a consultation about the future of the Library Service in Sheffield, 'Have your say on Sheffield's Library Services'. We consulted on how library services can change to make them fit and affordable for the future and to meet people's aspirations and needs across the city.

We will shortly start the next part of the consultation process and will seek your views and opinions on more detailed proposals.

The main reasons for these proposals are:

- The way people use library services in Sheffield is changing. The introduction of new technology has brought in new customers and a demand for new services, whilst at the same time we are experiencing a decline in book borrowing
- To have an affordable library service within budget
- There are fewer people using both community libraries and mobile library services.

We want to create a new structure for the library service that takes into account future requirements and one that is affordable, so we will be consulting widely on these new proposals.

These proposals are part of the overall plan for how Sheffield City Council uses its resources. We have a duty to provide a comprehensive and efficient library service and also to have a balanced budget. We cannot afford to provide the same level of financial support for the Libraries as we have in the past. We need to make a saving in the library budget of £1.669 million for 2014/15 and 2015/16.

What you told us in the first consultation:

Consultation and research has highlighted the desire for and benefits of libraries running as 'community hubs'. A community hub is the term we're using to describe a library where local people can access a range of council services, advice and community activity from one place.

Listed below are the most popular answers to all questions asked in the first consultation. The results are based on overall opinion across the city from all groups. The results vary slightly from different parts of the city and from different groups of people; hence these findings represent the views of most people of Sheffield who contributed to the consultation:

- Most preferred time to visit a library was identified as Saturday morning
- Most important service identified was the quality and choice of books
- Protecting the range of services and materials was the most important aspect in the context of reducing budget
- Most preferred commercial activity in libraries is a coffee bar
- Younger people were influenced by access to technology in libraries whereas older people were not influenced by this
- Overall people supported the idea of partnerships in libraries
- People supported using volunteers in libraries as long as they weren't replacing paid staff.
- The top idea to make savings was increasing fees and charges.
- Additional services found most useful were advice centres.
- Services people are willing to pay for were DVDs and CDs.
- People would use libraries more if there were downloadable e –books available.

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- Services should be developed to support more activities for children & young people – such as toddler groups, homework clubs & encouraging reading.

We have used these results to develop the proposals for the libraries; for example we are proposing to work in partnership to provide community led libraries.

The full report of the first consultation is available at www.sheffield.gov.uk/libraryreview

This second consultation

The consultation follows a decision by the Executive Director of Communities to consult on the new proposals to create a new structure for the library service. The report about the decision is available at www.sheffield.gov.uk/libraryreview

The second part of the consultation will run from October 2013 until January 2014 and will find out your views on the proposals

We want to know what your views on the proposals are:

- Do you agree with the proposals?
- What the impact of the changes in the proposals will be on you if they are made?
- Do you have alternative proposals to the ones that have been made?

To make sure that we are making well informed decisions, and that we are following Government guidance on how we should do this, we have gathered together a wide range of information about the libraries and the communities they serve. This is called the 'Needs Assessment'. The Libraries that we propose will still receive full Council support have been identified by the needs assessment

Some of the information we have looked at in developing the needs assessment includes:

- All registered library users registered in community libraries who have used the service since April 2010
- The total number of people visiting libraries in the last financial year
- The total number of books and other resources borrowed from each library
- Location of nearest alternative library
- Proportion of low attaining pupils by library catchment areas
- Travelling distances between libraries to ensure geographical coverage

To find out more about the needs assessment used, you can view this information online at www.sheffield.gov.uk/libraryreview, or email libraryreview@sheffield.gov.uk or telephone 0114 2735299 to request a copy of this document.

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What happens after the consultation?

Prior to any decisions being made, we will ensure we act fairly and meet our Public Sector Equality Duty by paying due regard to equalities issues. We meet this responsibility by undertaking equality impact assessments. These will determine whether there are any disproportionate impacts on groups protected by the Equality Act 2010. This will include checking for example – that disabled people, women & children, black & minority ethnic groups are not more affected than everyone else. Where necessary we can take actions to lessen any impacts.

A copy of the initial Equality Impact Assessment on the proposals is available at www.sheffield.gov.uk/libraryreview or by telephoning 0114 2735299. The assessment will be updated as necessary throughout the consultation.

A report will be written about the results of the consultation and decision makers will take this into account when they decide about the proposals.

The Proposals

1. Central Library

The Central Library will continue to be open 6 days a week. It will be open for 45 hours during the week which is a reduction of 1 evening and 1 afternoon. It will continue to offer a range of lending opportunities for all ages, local studies, information services, library theatre, art gallery and café.

2. Hub Libraries

We will retain the 11 libraries listed below as hub libraries. These will be run as community hubs, where local people can access a range of council services, advice and community activity from one place. All will open 31 hours per week and be located in communities across the city.

Hub libraries will be accessible by public transport and conveniently located amongst other services and shops. We will liaise with other council services and voluntary sector partners to ensure the 'hub' mix of services provided reflects the needs of local people as much as possible.

Library space is regarded as a safe and welcoming environment and this will be maintained. Hub libraries will be funded and staffed directly by the Council and we will encourage volunteers who would be willing to help extend opening hours.

Applying the approach described above the 11 hub libraries which will be open for 31 hours per week are:

1	Chapeltown
2	Crystal Peaks
3	Darnall
4	Ecclesall
5	Firth Park
6	Highfield
7	Hillsborough
8	Manor
9	Parson Cross
10	Stocksbridge
11	Woodseats

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The central library and hub libraries together will, we believe, enable us to provide a comprehensive and efficient service.

3. Community Led Libraries

In addition to the 11 hub Libraries and central library, we expect to be able to fund running costs and support (but not staff) for up to 5 community-led libraries. We will need interested groups to come forward to run the community led libraries. Support will be given by council library staff to help groups set up and sustain their library.

We will also continue to fund and staff Tinsley Library * for 21 hours per week and provide a staff member until the rental agreement expires in 2016, rather than waste resources paying for an empty building.

We will have a city wide way of connecting the hub libraries with community-led libraries and will try to introduce groups seeking to run community-led libraries to partners who may be able to support them in different ways.

In February 2013 we invited individuals, groups and organisations to register an interest in supporting community-led libraries. This helped us to understand more about how we can work together with partners. We are continuing to discuss possible options with partners.

Libraries eligible to be delivered as community-led libraries are listed below in alphabetical order:

Broomhill
Burngreave
Ecclesfield
Frecheville
Gleadless
Greenhill
Jordanthorpe
Newfield Green
Park
Southey
Stannington
Tinsley *
Totley
Upperthorpe
Walkley
Woodhouse

We will prioritise support to the first 5 libraries by demographic needs, provided there are interested community groups able to help run them. These 5 libraries are:

Burngreave
Newfield Green
Park
Southey
Woodhouse

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4. Independent Libraries

The libraries above which do not become community-led libraries are likely to be closed, though the final recommendations will be informed by the consultation.

However, there is a further option for these libraries to become independent libraries without Council support or funding if independent groups are interested and able to run them.

5. The Mobile Library Service

There are two mobile library service vehicles but generally only one is in use at a time. Use of the service is low and declining and the cost of the service is high compared with other libraries. Therefore it is proposed to close the mobile library service. If an independent organisation was able to run the mobile library service we would consider this.

6. The Home Library Service

The Home Library Service offers an important service for people who are unable to visit a library and do not have any help to do so. The Home Library Service will continue to be available for people who need it.

The ageing population of Sheffield is likely to increase demand for this service so it is an important service to retain and support. We aim to develop and expand this service through a volunteer scheme in addition to paid staff.

As this service is delivering to vulnerable people in their own home, we will ensure safeguarding procedures are in place as well as training, support and supervision. Where volunteers are used, this will be with the approval of the people using the service.

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Frequently asked Questions for Library Review Consultation

Q. What is the consultation about?

We are consulting on the new proposals affecting the future of the Library Services in Sheffield. The proposals are available to read at: www.sheffield.gov.uk/libraryreview . We want to communicate these proposals to as many residents of Sheffield as possible and ask for your feedback on these.

Q. How can people contribute to the consultation?

The consultation will start in October 2013 and close on 10 January 2014. You can complete an online survey at www.sheffield.gov.uk/libraryreview or collect a paper copy of the survey at any library or First Point. You can also give us your feedback over the telephone or request a paper copy to be posted to you by telephoning 0114 273 5299. The address to return the survey to is: The Quality Team, Corporate Mail Facility, FREEPOST NEA5527, Town Hall, Sheffield, S1 2ZZ.

Q. What will happen to all the feedback given in the surveys?

All the comments and feedback received will be given to decision makers before any decision is finally made about the future of libraries. The report will be made available on the Council website and paper copies will be available on request.

Q. The survey mentions hub and community libraries. What are these? What's the difference between hubs and community libraries?

The 11 hub libraries have been chosen by the needs assessment and will continue to receive full funding and support from the Council and will be staffed by Council employees. These libraries will continue to be developed and made fit for purpose for future needs.
We are suggesting a partnership approach for community libraries. We will ask organisations to run these libraries with volunteers. At these community libraries the Council will provide the books and computers and pay the building heating, lighting, and cleaning costs. A team of experienced library staff will also be on hand to help the volunteers if they need them.

Q. When will you close libraries?

A decision has not been made to close any libraries at the moment. Decisions will be taken about the proposals in February 2014.

Q. What about the central library? Will it stay?

The proposal that is currently being consulted on is that the central library will stay open. However, it is proposed that we reduce the opening hours by one evening and one afternoon, to 45 hours per week. Decisions will be taken about the proposals in February 2014. No changes will happen to library opening hours and services until after April 2014.

Q. What will happen to the Home Library Service?

The Home Library Service offers an important service for people who are unable to visit a library and do not have any help to do so. The Home Library Service will be available for people who need help to live independently.

The ageing population of Sheffield is likely to increase demand for this service therefore it is an important service to retain and support. We aim to develop and expand this service through a volunteer scheme in addition to paid staff.

As this service is delivering to vulnerable people in their own home, we will ensure safeguarding procedures are in place as well as training, support and supervision. Where volunteers are used, this will be with the approval of the service user.

Q. What about the Mobile Library Service?

There are currently two mobile Library units (but generally only 1 is used at a time). The cost of the Mobile service per transaction is very high compared to other libraries. The usage is low and declining. Therefore it is proposed to close the Mobile library service, subject to consultation. We will seek interest from organisations who may want to run the Mobile Library Service on an independent basis.

Q. What about the Archives Service?

We are committed to maintaining the archives services and there are no current proposals affecting public access to archives. Most people in the first consultation wanted to access material online. A pilot has commenced enabling staff to prioritise making more records available online. This has decreased opening hours slightly. The success of this pilot is being reviewed separately, and options for the future will be considered at a later date.

Q. How has the needs assessment been done?

To make sure that we are making well informed decisions, and that we are following Government guidance on how we should do this, we have gathered together a wide range of information about the libraries and the communities they serve. This is called the Needs Assessment.
Some of the information we have looked at in developing the proposals include:
•	All Registered Library users (RLUs) registered in the Community Library who have used the service since April 2010
•	The total number of people visiting the library in the last financial year
•	Proximity of nearest other library
•	Proportion of Low Attaining Pupils by Library catchment Area
If you would like more information about the needs assessment, please go to
www.sheffield.gov.uk/libraryerview

Q. What is the Council's budget for Library Services and what will future budgets be?

The savings in library services expenditure required in recent years have been met by reductions in front line staffing, opening hours and the deletion of back room development resources. During this time we have kept 27 libraries open in communities. The budget reduction target from 2014/15 at £1.669 million means that sufficient savings cannot be made by continuing to cut back services. We want to have an efficient, modern service which is fit for purpose. Given the resources available, this can only be achieved by re-structuring the service.

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Q. I do not use the library; can I still have my say?

Yes of course! Everyone is welcome to have their say on these proposals and we actively want to gather views from non-library users as well as library users.

Q. Is it too late to talk to the council about running a library?

No. You can still express your interest in running a community or an independent library. The council are facilitating conversations about this during the consultation period. Please email libraries@sheffield.gov.uk to formally express your interest.

Q. What if I do not understand these proposals?

You can contact the Quality Team in Business Strategy who are leading on the consultation. Telephone 0114 2735299 or email libraryreview@sheffield.gov.uk and a member of the team will help you to understand these proposals.

Q. Will there be any impact on library staff?

Yes, it is proposed that approximately 75 full time equivalent posts will be lost out of 187.

Appendix 2.2

Questions from Library Review Survey

1. Are you a library user?

2. Which library service / location do you use the most?

3. What do you use the library for?

4. What will you do if the library you use most closes?

5. Are you satisfied that we have taken into account the right things to inform the proposals?

6. If you did not answer 'yes', please tell us what your reservations are, if any?

7. Overall, what do you think of the proposals?

8. If you did not answer 'fair and reasonable', please tell us what your reservations are, if any.

9. Do you agree with the proposal to reduce the opening hours of the Central Library by one afternoon and one evening?

10. If you did not answer 'yes' please tell us what your reservations are, if any.

11. Do you agree with the proposal to have 11 hub libraries?

12. If you did not answer 'yes', please tell us what your reservations are, if any.

13. Do you agree with the proposal to have up to 5 community-led libraries?

14. If you did not answer 'yes', please tell us what your reservations are, if any.

15. Do you agree with the proposal to have any remaining libraries run by independent groups?

16. If you did not answer 'yes', please tell us what your reservations are, if any.

17. Do you agree with the proposal to develop and expand the Home Library Service by the use of volunteers?

18. If you did not answer 'yes', please tell us what your reservations are, if any.

19. Do you agree with the proposal to close the Mobile Library Service?

20. If you did not answer 'yes', please tell us what your reservations are, if any.

21. If there are things we could do to lessen any potential concerns you have, let us know what they are.

22. Finally, do you have alternative ideas or suggestions or any other comments?

Questions 7,8,21 & 22: These questions had free text boxes only with no predetermined list of reservations. All other questions had a list as well as a free text box.

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Have your say
Future of Library Services

Easy read information and survey

Why does the Library Service need to change?

The Law says that Councils need to make sure there is a library service for everyone. It also needs to be good value for money.

The main reasons for changing Sheffield's Library Services are:

- People are using libraries in a different way now. People aren't borrowing books as much as they used to but they are going in to use other services like computers and the internet.
- We have less money.
- There are less people using libraries and the mobile libraries.

In August 2012 we asked people in Sheffield for ideas about how we could do things differently.

The Council has listened to what people have said. They have got a lot of information about libraries and the communities they serve. We call this a needs assessment.

We have got some ideas on what to do with the libraries in Sheffield. We want to make sure people can use them and this will also help us save money.

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Our Ideas
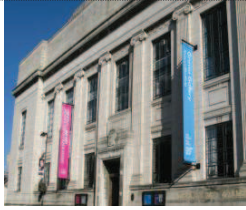
1. Central Libraries

Central Library will be open 6 days.
It will be open for 45 hours a week.
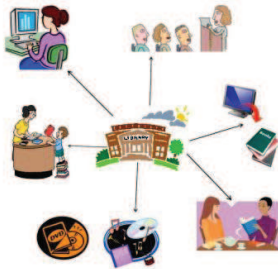
2. Hub Libraries

There would be 11 libraries across the city where you can come and use lots of services and get advice.

The libraries will be open 31 hours over a week.

The Hub Libraries will be in:
12   Chapeltown
13   Crystal Peaks
14   Darnall
15   Ecclesall
16   Firth Park
17   Highfield
18   Hillsborough
19   Manor
20   Parson Cross
21   Stocksbridge
22   Woodseats

3. Community Led Libraries

There could be 5 'Community-led Libraries' if there are people who are interested and able to run them.

The Council will pay for the running costs but not staff costs.

Libraries that might deliver 'Community Led Libraries' are:

Broomhill	Park
Burngreave	Southey
Ecclesfield	Stannington
Frecheville	Tinsley*
Gleadless	Totley
Greenhill	Upperthorpe
Jordanthorpe	Walkley
Newfield Green	Woodhouse

*Tinsley will stay open 21 hours a week until 2016 because we have agreed to rent the building until then.

The libraries the council are thinking might become community led libraries are:

Burngreave, Newfield Green, Park, Southey and Woodhouse.

4. Independent Libraries

If a library doesn't become a 'Community Led Library' then it might have to close.

One last idea would be to get these libraries run by people who are interested and able to. But they wouldn't get any support from the Council.

5. The Mobile Library Service will close.

This service is not used by many people. If another organisation was able to run the mobile library service we would think about this.

6. The Home Library Service

This would be available for people who can't get to a library.

How you can have your say

You have until Friday 10 January 2014 to tell us what you think.

Here's how you can tell us what you think:

Online at **www.sheffield.gov.uk/libraryreview**

Email Libraryreview@sheffield.gov.uk

Or talk to us by **telephone** on 0114 2735299.

Fill in a paper survey in any library.

Fill in a paper survey at First Point.

Ask us to come and talk to your group about our ideas.

Return your completed survey using this **freepost address** (you don't need a stamp):

Freepost NEA 5527
Quality & Development Team
Corporate Mail Facility
Town Hall
Sheffield
S1 SZZ

Or you can take it to any library or First Point.
www.sheffield.gov.uk/firstpoint

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Changes to Library Services

Have Your Say

1. Do you use a library? (tick a box)

☐ Yes

☐ No (if you've ticked this one, go to question 5)
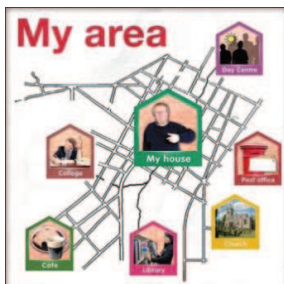
2. Which library service/location do you use now? (you can tick more than one box)

☐ Burngreave
☐ Broomhill
☐ Central
☐ Chapeltown
☐ Crystal Peaks
☐ Darnall
☐ Ecclesall
☐ Ecclesfield
☐ Firth Park
☐ Frecheville
☐ Gleadless
☐ Greenhill
☐ Highfield
☐ Hillsborough
☐ Jordanthorpe
☐ Manor

☐ Newfield Green
☐ Park
☐ Parson Cross
☐ Southey
☐ Stannington
☐ Stocksbridge
☐ Tinsley
☐ Totley
☐ Upperthorpe
☐ Walkley
☐ Woodhouse
☐ Woodseats
☐ Mobile Library Service
☐ Home Library Service
☐ Archives

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3. What do you use the library for? (you can tick more than one box)

- ☐ Borrowing books for adults
- ☐ Borrowing books for children
- ☐ Reading books/ newspapers in the library
- ☐ Printing and photocopying
- ☐ Borrowing CDs/DVDs
- ☐ Access to archives
- ☐ Access to computers and the internet

- ☐ Job searching and volunteering opportunities
- ☐ Meeting people
- ☐ Room hire
- ☐ Clubs/activities
- ☐ Education and learning
- ☐ Advice & guidance e.g. Councillors surgery, credit union
- ☐ Access to other services
- ☐ Other

Is there anything else you use the library for?

4. What will you do if the library you use most closes? – (you can tick more than one box)

- ☐ This doesn't affect me. My library is staying open
- ☐ Go to your next nearest library
- ☐ Go to another hub library
- ☐ Use a school library
- ☐ Use computers elsewhere
- ☐ Use the Central library in the city centre
- ☐ Stop using libraries and lose access to facilities available in libraries

- ☐ Buy books/CD's/DVD's or get them electronically e.g. Kindle, iTunes, Love Film
- ☐ Have another way of meeting my needs
- ☐ Not sure
- ☐ Other

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Is there anything else you would do if the library near you closed?

We thought about these things when writing down our ideas:

- How many people visited a library
- How many books were borrowed at a library
- We also thought about what people in different areas needed
- We looked at the distance between all the libraries

5. Do you think we have thought about everything?

☐ Yes
☐ No
☐ Not sure

Is there anything else we should have thought about?

6. What do you think about all our ideas?

☐ Fair and reasonable
☐ Fair and reasonable with some doubts
☐ Not fair and reasonable
☐ Not sure

Is there anything else you would like to say about our ideas for the library service? (You can use another piece of paper if you run out of space)

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Appendix 2.4

Summary of Statistical Significance

Statistical Test Methodology for Library Consultation Analysis

The statistical method used to determine if any differences observed between the responses from different groups of people were deemed significant or not was the **z-test for two population proportions**.

The sample used for the survey was not random and, as such, the views expressed by the different groups cannot be said to be truly representative of the group as a whole, only of those who responded to the consultation.

The formula used is as follows:

$$\frac{(\bar{p}_1 - \bar{p}_2) - 0}{\sqrt{\bar{p}(1 - \bar{p})\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

$\bar{p}_1$ The proportion of the first population that made the particular choice e.g. % of males who responded "Fair and Reasonable" with or without reservations

$\bar{p}_2$ The proportion of the second population that made the particular choice e.g. % of females who responded "Fair and Reasonable" with or without reservations.

$\bar{p}$ The total proportion of both populations that made the particular choice

n_1 The total number of people in the first population, e.g. total male respondents

n_2 The total number of people in the second population e.g. total female respondents

This formula calculates the 'z-value', which then equates to a 'p-value', which is the probability that any differences observed between the responses of two groups could have occurred purely by chance. For the purpose of this process, it was decided to accept as significant any differences where the likelihood of them having occurred by chance was less than 5% (where $p < 0.05$).

Example

Question 11

Disability - Disabled Vs Non-Disabled

Most Affected Only

	Total Pop	Number Responding Positively	% Responding Positively	Number not responding positively
Disabled	98	43	43.9%	55
Non Disabled	830	458	55.2%	372
Total	928	501		427

$(\bar{p}_1 - \bar{p}_2) - 0$	0.113031719
$\bar{p}$	0.53987069

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1-p̄	0.46012931
1/n₁	0.01020408
1/n₂	0.001204819
Z-Value	2.123213188
p-Value	**0.033735991**

P < 0.05, therefore, the differences can be seen as being significant i.e. we accept that there are differences between the responses of disabled and non-disabled respondents for this question.

It should be noted that the **Pearson's Chi-square test for Independence** would produce the same results as the z-tests used in the analysis:

$$X^2 = \sum_{i=1}^{n} \frac{(O_i - E_i)^2}{E_i}$$

O   Observed frequency - or the number of people who responded in a particular way

E   Expected frequency - the number of people we could have expected to respond in a particular way, based on their frequency in the population

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Appendix 3

Consultation Equality Impact Assessment

Sheffield City Council
Draft Equality Impact Assessment

Name of policy/project/decision: Libraries Review

Status of policy/project/decision: Existing

Name of person(s) writing EIA: Melanie Rice & Nick Hoult

Date: 19/08/13   **Service:** Business Strategy, Quality Team

Portfolio: Communities

What are the brief aims of the policy/project/decision? To consult on new proposals regarding the future development of Libraries in Sheffield

Are there any potential Council staffing implications, include workforce diversity? No

Under the Public Sector Equality Duty, we have to pay due regard to: "Eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations." More information is available on the council website

Areas of possible impact	Impact	Impact level	Explanation and evidence (Details of data, reports, feedback or consultations. This should be proportionate to the impact.)
Age	Negative	Medium	In the first library review consultation, 5% of respondents were from children and young people which was indicitive of normal response rates for this group. However, 0-14 year olds represent 17.1% of thr overal population of Sheffield, which is 552,698; and 15-19 year olds represent 7.7%, totaling 24.8% for 0-19 year olds. Therefore to give this group more opportunity to respond, we have commissioned CYP Involvement team to carry out 5 focus groups with under 14 year olds and 5 focus groups with over 14 year olds, spread geographically across the city to analyse any changes depending on deprivation/affluency. Library membership takes a

Areas of possible impact	Impact	Impact level	Explanation and evidence (Details of data, reports, feedback or consultations. This should be proportionate to the impact.)
			significant drop when children turn 13, one reason being primary schools register all their pupils and secondary schools don't. 20 - 65 year olds make up 59.6% and 65-90+ year olds make up the remaining 15.6% of the polulation of Sheffield.
Disability	Negative	High	In first consultation, 8.5% of respondents were disabled. Overall disabled people make up 19% of the population of Sheffield. Therefore in the second consultation we are targeting disabled groups to facilitate focus groups to represent their views.
Pregnancy/maternity	Neutral	Low	We don't anticipate there will be any disproportionate impact on this group so this group will not be included on the equality monitoring form or have targeted engagement in this consultation.
Race	Negative	High	In first consultation, 4.5% of respondents identified themselves as BME, which is indicitive of normal response rates for this group. However, BME groups represent 19.2% of the population of Sheffield so to give this group more opportunityi to respond, in the second consultation we are targeting BME groups to facilitate focus groups to represent their views. The 4 largest BME groups in Sheffield who will be targeted are Pakistani (4%), Black African (3.6%), Arab (1.5%) and Chinese (1.3%).
Religion/belief	Neutral	Low	We don't anticipate there will be any disproportionate impact on this group so this group will not be included on the equality monitoring form or have targeted engagement in this consultation.
Sex	Negative	Medium	In first consultation, 30% of respondents identifed themselves as male which is indicitive of normal response reates for this group. 48% of Sheffield residents are male and overall 40% of library users are male.
Sexual orientation	Neutral	Low	We don't anticipate there will be any disproportionate impact on this group so this group will not be included on the equality monitoring form or have targeted engagement in this consultation.
Transgender	Neutral	Low	We don't anticipate there will be any disproportionate impact on this group so this group will not be included on the equality monitoring form or have targeted

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Areas of possible impact	Impact	Impact level	Explanation and evidence (Details of data, reports, feedback or consultations. This should be proportionate to the impact.)
			engagement in this consultation.
Carers	Negative	Medium	This was not recorded in first consultation, however, we will target a carers group to facilitate a focus group to generate their views to these proposals as approximately 12% of the adult population of Sheffield are carers (1 in every 8 adults).
Voluntary, community & faith sector	Negative	Medium	This was not recorded in first consultation, however, we will target voluntary and community groups to generate their views to these proposals
Financial inclusion, poverty, social justice:	Negative	High	This was not recorded in first consultation, however, we will target our contacts with SAVE to raise awareness of this consultaiton with agencies who support people living in poverty
Cohesion:	Neutral	Low	This was not recorded in the first consulation
Other/additional:	-Select-	-Select-	

Overall summary of possible impact (to be used on EMT, cabinet reports etc):

Review date: 21 Oct 13   **Q Tier Ref**   **Reference number:**

Entered on Qtier: No   **Action plan needed**: No

Approved (Lead Manager): Kate Register   **Date:** 03.09.13

Approved (EIA Lead person for Portfolio): Phil Reid **Date:** 03.09.13

Does the proposal/ decision impact on or relate to specialist provision: yes

Risk rating: High

Action plan

Area of impact	Action and mitigation	Lead, timescale and how it will be monitored/reviewed
-Select-		
Age	Commissioned CYP involvement team to carry out consultations with 150 children at primary schools. Also commissioned Sheffield Futures to carry out consultations with over 11 year olds at secondary schools and youth clubs/centres. Also carried out focus groups with 50+ group and womens guild group to raise awareness of this consultation with older people	Weekly monitoring of responses to consultation carried out. Regular meetings held with these teams and progress requested from quality team during cons period. Given deadline of 13 Dec to submit their cons report and agreed format beforehand. As at 06/12/13 118 under 12 yo have been consulted with and 164 over 11 yo have been consulted with through focus groups. As at 09/12/13 77 19 and under yo have completed survey
Disability	Organised focus group with SUFA using easy read versions of survey developed by LD team. LD team have disseminated postcards to LD Partnership Board and meetings. Sent out cons materials to 31 organisations who support people with physical disabilities, 16 groups who support people with learning disabilities and 19 groups who support people with mental health disabilities. Informaiton also sent to all Special schools in Sheffield.	Weekly monitoring of responses to consultation carried out. Targeted additional groups when response rate was lower than the represented population of Sheffield. Offered to facilitate focus group with the Centre of Disability Living but no interest generated, but info still circulated to all members. As at 09/12/13 11.9% of respondents are disabled
Race	Presented information about the library review at SCC BME Forum and circulated full details to wider membership of forum. Sent cons details to 13 BME groups in Sheffield. Chinese Community Centre have sent details to all their members. CYP involvement team and Sheffield Futures targeted schools where BME pupils ratio is high to record views from all communities. Also, in areas of higher numbers of BME communities and a low response rate, we targeted GP surgeries and sent them postcards and posters to display to help raise awareness.	Weekly monitoring of responses to consultation carried out.Tried to organise focus groups through the BME Network and Somali advice centre but no interest. Offered supporting all 13 BME groups in Sheffield but no take up. As at 09/12/13 7.8% of respondents are BME
Sexual orientation	Sheffield Fututres have engaged with Fruit Bowl so have recorded views of young LGBT. Sent cons details to 38 LGBT groups in Sheffield	N/A as not asked this question on survey
Carers	Article written in Carers in Sheffield Newsletter which was sent out to all carers in Sheffield. Also disseminated cons details at carers event. Sheffield Futures have engaged with young carers as well	In cons report, young carers vews will be communicated. Adult carers were not asked to verify their status on survey so no monitoring available

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Area of impact	Action and mitigation	Lead, timescale and how it will be monitored/reviewed
VCF	Sent cons details to 54 faith organisations and 404 community and voluntary organisations and asked them to disseminate informaiton to all their members and offered to facilitate focus groups with any organisations interested	Received requests to run focus groups or attend meetins as a result of this communication
Poverty	Presented LR cons details at SAVE event to 16 organisations who support homeless, excluded and vulnerable people of Sheffield. Left resources for them to disseminate with all their clients and offerd focus group with any	Recorded issues expressed at event and communicated these to library project group
-Select-		
-Select-		
-Select-		
-Select-		

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Appendix 4

Petitions Received Regarding Library Review Proposals

No.	Date Received	No. of Signatures	Description	Presented To	Referred To
1	3/7/13	52	Opposing the possible closure of Ecclesall Library	Council – 3/7/13	Cllr Mazher Iqbal
2	3/7/13	504	Opposing the proposed withdrawal of funding for community libraries	Council – 3/7/13	Cllr Mazher Iqbal
3	4/9/13	173	Objecting to the threat of library closure in the Parish of Ecclesfield	Council – 4/9/13	Cllr Mazher Iqbal
4	4/11/13	991	Objecting to the possible closure of Jordanthorpe Library	Council – 6/11/13	Cllr Mazher Iqbal
5	23/12/13	2963	Objecting to the possible closure of Greenhill Library	Council – 8/1/14	Cllr Mazher Iqbal
6	23/12/13	3128	Objecting to the possible closure of Totley Library	Council – 8/1/14	Cllr Mazher Iqbal
7	24/12/13	242	Objecting to the possible closure of Park Library	Council – 8/1/14	Cllr Mazher Iqbal
8	2/1/14	155	Objecting to the possible closure of Frechville Library	Council – 8/1/14	Cllr Mazher Iqbal
9	8/1/14	2056	Objecting to the possible closure of Walkley Library	Council – 8/1/14	Cllr Mazher Iqbal
10	8/1/14	1153	Objecting to the possible closure of community libraries	Council – 8/1/14	Cllr Mazher Iqbal
11	8/1/14	1211	Objecting to the possible closure of Ecclesfield Library	Council – 8/1/14	Cllr Mazher Iqbal
12	8/1/14	1239	Objecting to the possible closure of Burngreave Library	Council – 8/1/14	Cllr Mazher Iqbal

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No.	Date Received	No. of Signatures	Description	Presented To	Referred To
13	8/1/14	1942	Objecting to the possible closure of Broomhill Library	Council – 8/1/14	Cllr Mazher Iqbal
14	8/1/14	5068	Objecting to the possible closure of community libraries	Council – 8/1/14	Cllr Mazher Iqbal
15	8/1/14	1535	Objecting to the possible closure of Stannington Library	Council – 8/1/14	Cllr Mazher Iqbal
16	8/1/14	1254	Objecting to the possible closure of Upperthorpe Library	Council – 8/1/14	Cllr Mazher Iqbal

TOTAL NUMBER OF SIGNATURES: 23,666

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Appendix 5.1

Summary of Friends of Zest Children and Young People's Surveys

Zest designed and organised their own survey for children and young people who use Broomhill, Upperthorpe and Walkley libraries and received 430 responses. Surveys were completed by pupils at Westways Primary in Crookes, Netherthorpe Primary in Upperthorpe, and St. Mary's Primary in Walkley. A number of other schools (primary and secondary) were asked to distribute the survey, but chose not to. Below is a summary of findings from the survey:

- When asked 'should libraries close' 94% of children and young people who responded disagreed.
- 71% of children and young people who responded use Upperthorpe Library/Zest, 16% used Walkley and 13% used Broomhill libraries.
- If the libraries close 57% said they would stop using public libraries. This rose to 79% of secondary school children. 24% said they would go to Central library and 19% would go to Hillsborough.
- The top two ways respondents use the libraries are; 89% to borrow books and 75% for reading in the library.
- Many children use their libraries for doing homework (71% of secondary school children) and using computers (39% of all children) in addition to borrowing books and reading in the library. Young people also use the library as a safe social space.
- The most popular times to use the libraries are after school, and on a Saturday morning. 73% of use is during the daytime on week days, 41% Saturday mornings, 27% weekday evenings, 25% Saturday p.m. and 25% Sunday a.m. The extended opening hours at Upperthorpe because of co-location within Zest are valued.
- Most common ways to travel to the libraries is walking 59% and by car 34%.
- Almost 80% of library users visit their local libraries with school. For example, pupils from Netherthorpe Primary visit Upperthorpe library every Friday afternoon. 54% said they visit the library with school, 25% sometimes.
- 54% of respondents visit Upperthorpe, 24% Broomhill and 22% Walkley for school visits.
- During school visits 30% borrow books, 27% read, 28% do activities with librarians and 15% meet authors.

Summary of comments from Friends of Zest Children and Young People's Surveys

What do you love most about your local library?

- Reading/information (quiet space/inspiration/support)
- Computers
- Activities (swimming, meet authors, fun)
- Borrow books for free
- Range of books
- Safe place to do homework
- Convenience/local/safety
- Builds community cohesion
- Socialising/friendly
- Pleasant Staff
- Borrow DVDs
- Activities (swimming, meet authors, fun, chill)
- Socialising/friendly/relaxing

How would it affect you if your local library closed?

- Impact on behaviour (upset, mad, bad, sad, angry, cry, unhappy etc.)
- Impact on learning/education/support with homework
- Against closure
- Stop using the library
- Travel further/cost/inconvenience
- No access to computers or internet
- Nowhere to go/bored/waste time
- Nowhere to do homework
- Impact on community
- Travel further/cost/inconvenience
- Can't borrow books
- Impact on staff
- Loss of facilities

Appendix 5.2

Broomhill Library Action Group's Response to the Library Review Survey

- BLAG challenge the basis of the needs assessment and state the impact of branch closures has not been clearly addressed.

- Challenge the claims that the restructured service will meet

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requirements of the 1964 Libraries and Museums Act.

- BLAG presented details of barriers that library users could face if proposals go ahead.

- BLAG feel the proposed hub network will not meet needs of library users.

- BLAG are opposed to the proposed changes have put forward an alternative proposal, after reflecting on work of the Fairness Commission, that draws all Sheffield communities into a partnership with the Council with the aim of restructuring the library service.

- BLAG ask the Council to reconsider their proposals and evaluate the feasibility of giving all current branch libraries the opportunity to develop as co-produced libraries.

- BLAG do not consider that the needs assessment has been carried out on a credible or robust basis and has important omissions.

- BLAG reflected on recent CIPFA Report (CIPFA, 2012), that compares library provision across 15 authorities, and suggested it could be viewed that Sheffield is currently under-providing and at risk of failing to meet legal obligations.

- BLAG are aware that Council officers have made reference to the Wirral Inquiry but do not accept that the LA has satisfactorily dealt with important issues raised in the Wirral Inquiry Report.

- BLAG refer to research completed at the University of Sheffield in 1998, which investigated the impact of the closure of 6 Sheffield branch libraries, which found that there was a permanent reduction in usage from those communities. (Proctor, R. et al, 1998).

- BLAG refer to the Council's own Corporate Plan priorities and argue that current proposals conflict with these priorities and will mean an erosion of community resources across the city.

- BLAG conducted a survey with 290 questionnaires completed and felt results show that the library is a well-used important community resource.

- BLAG feel that
  several important indicators to rank the 27 libraries have
  been calculated incorrectly.

- BLAG have gathered extensive evidence about needs of schools and pupils.

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- BLAG view the proposals as so damaging that it is difficult to envisage lessening concerns without replacing the proposals with an entirely new approach.

- BLAG reject the strategy of closing 11 local libraries all together, and placing a further 5 on an insecure financial and administrative basis.

Some specific options for consideration to preserve capacity with a view to expansion when economic circumstances permit are:

- revise the needs assessment, with support of independent experts

- investigate the potential to keep all local libraries open with reduced opening hours

- increase in voluntary staffing alongside paid, professional staff

Results from Broomhill Library Action Group Survey

1. Are you aware of the proposal to close Broomhill Library?

257 said Yes; 22 said they were not; 4 said not sure; 7 did not answered question

2. How often do you use Broomhill Library on average?

48 visited more than once month; 26 visited more than once a week; 51 visited occasionally; 51 visited once a month; 106 visited once a week; 4 did not answered question

3. How do you use Broomhill Library? (select all that apply)

261 To borrow books / cds / dvds 10 for community activities; 11 for computer/quiet place to study; 3 did not answered question

4. How do you travel to Broomhill Library?

20 by bus; 12 by bus/car; 38 by car; 152 by walking; 22 by Walking/bus; 10 by Walking/Bus/Car; 1 by Walking/Bus/Other; 27 by Walking/car; 1 by Walking/other; 2 did not answered question

5. Where do you travel from?

1 said Belsize Rd; 2 said Broomhill; 7 said Crookes; 4 said Crosspool; 3 said Fulwood; 2 said Lawson Rd; 1 said Lodge Moor; 1said Lydgate Lane; 1 said Millhouses; 1 said Nether Green; 1 said Sale Hill; 1 said Tapton School; 2 said Walkey; 1 said Whitham Road; 1said one mile away; 140 were in S10;

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11 were in S11; 1 was in S19; 7 were in S6; 2 were in S7; 97 did not answered question

6. How much does it cost you (and your family) to get to Broomhill Library?

1 said £1.50; 12 said £1.50-£3.00; 26 said Less than £1.50; 120 said Nothing; 2 said Petrol; 1said wear and tear on shoes energy; 125 did not answered question

7. How long does your journey to Broomhill Library take?

46 said 10-20 minutes; 14 said 20-30 minutes; 76 said Less than 10 minutes; 4 said Over 30 minutes; 148 did not answered question

8. If Broomhill Library closed, do you think you will be able to use public library services elsewhere?

123 said No; 31 said Not Sure; 126 said Yes; 8 did not answered question

9. If you will use another library, which one(s)?

79 said Central; 13 said Ecclesall; 11 said Ecclesall/Central; 1 said Ecclesall/Darnall; 5 said Hillsborough; 1 said Hillsborough/Central; 1 said Hillsborough/Ecclesall; 4 said Hillsborough/Ecclesall/Central; 4 said Walkley/Upperthorpe; 1said Rotherham; 1 said Unlikely to use any; 1 said Not easy to get to; 8 said Not sure; 3 said None; 152 did not answered question

10. How long do you anticipate the journey to this library will take?

1person said Less than 10 minutes; 5 people said 10-20 minutes; 14 people said 20-30 minutes; 33 people said Over 30 minutes; 235 people did not answered question

11. How much do you anticipate it will cost you (and your family)?

11 said £1.50-£3.00; 18 said £3.00-£5.00; 8 said More than £5.00; 2 said not sure; 3 said Nothing; 246 did not answered question

12. If Broomhill Library closed, how will this affect you and your friends or family?

BLAG thought they would:

Lose children's activity and learning; Lose access to activity and event information; Lose community engagement; thought distance to another library would be an issue; thought travel to another library would be an issue; incur extra costs to travel to another library; find it inconvenience to travel to

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another library; lose a valued community resource; impact on learning; stop using/use less

50 did not answered question

13. Would you describe yourself as?

16 described themselves as having mobility/health issues; 14 described themselves as over 65 year old; 82 described themselves as parent with a young family; 3 described themselves as under 18 years old; 4 described themselves as unemployed; 169 did not answered question

Appendix 5.3
Friends of Ruskin Park

- A local group actively involved in the community around Ruskin Park
- We are very upset that both local community libraries are under threat, being Upperthorpe and Walkley libraries
- Loss of one library would be a very great shame
- Loss of both libraries would do great damage to the local communities
- Upperthorpe library, within the Zest building, is the only library in the area providing book lending and computer facilities seven days a week
- People travel from across the city to take advantage of the unique swimming and gym facilities
- Upperthorpe has some of the best disabled access of any library in Sheffield
- Computer and internet access is vital as demonstrated by the queues to use
- Children's area is regularly full of children and parents
- Many books are read within the building and never checked out
- Walkley library also plays a key role in the area it serves
- It hosts popular parent & toddler sessions and children's activities
- It also serves as a hub for sharing information about events in the area
- It is housed in Sheffield's only Carnegie library building and much loved landmark
- Computers are a valued resource by the local schools
- When Walkley library was under threat in the early 90s, there was a successful campaign to keep it open which raised thousands for new books and stained glass window
- This library is dear to the hearts of Walkley people

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Appendix 5.4

Crookes Forum Response to Sheffield City Council's Library Review Consultation

- Crookes Forum was reignited late 2012 by local residents with support from Sheffield City Council
- Has a formal Constitution, Elected Officers, and Committee
- Holds a variety of community events and activities to foster community cohesion, improve area as a place to live and work and ensure views of the community are represented
- Forum feels some survey questions don't lend themselves towards a joint response, more suitable for an individual's feedback
- Forum strongly feels there are a number choices which require further consideration before any final decisions can be made
- Proposals are based on a methodology of prioritisation, including a needs assessment, equality impact assessment, and the outcome of the Council's Fairness Commission in terms of deprivation and inequalities
- Strongly disputes proposals provide for a good geographical spread of services
- Lack of library in Crookes been offset by relative close proximity of libraries in Broomhill, Walkley and Upperthorpe
- Proposals mean nearest libraries for the Crookes will be the Central or Hillsborough
- Proposals mean travel by car or public transport for majority of residents in Crookes
- 2012 Consultation third most important aspect of a library service is that library is within walking distance
- Travelling will affect parents with young children in pushchairs, older children who visit the library unsupervised, elderly population who are less mobile leading to loss of service
- Proposals impact on early learning/reading opportunities for infants and toddlers

- Concerns over education and independent learning experiences for older children
- Concerns around isolation and social exclusion for the elderly who generally will not be able to benefit from the proposals of better use of technology
- strongly feels that our area in particular is being given an unfair deal with the closure of all three local libraries
- SCC must reconsider its commitment to maintaining a good geographical spread of services and this can only be truly achieved through at least one of the three libraries remaining open as a Hub
- Forum invests considerable time and resources voluntarily trying to make a difference for the residents and businesses in Crookes and surrounding area
- Forum strongly feel proposals undermines the important work of the Forum and other community organisations trying to make a difference
- In current challenging climate never before has there been a need for groups, such as the Forum, to step-up and help try to fill the void and deliver some of the ideology and provisions set out as part of the Localism Agenda
- The Crookes area, with the exception of the churches, has a real drought of suitable community facilities in general
- The Libraries act as community hubs, including hosts for wider community activities
- They provide opportunities to connect and network individuals and likeminded community groups with one-another
- Libraries help foster community cohesion, spirit, and opportunities for groups to grow and evolve into the future
- The Forum is concerned that its success going forward will be hampered without any local community hubs
- Proposals will see library buildings/assets surplus to SCC's requirements and the Forum has concerns around the future of such facilities
- Vacant buildings will be targets for anti-social behaviour, vandalism and, in time, blight local communities
- The Forum would like to know what consideration has been given to such issues and how are they going to be managed
- The Forum expects that SCC will be looking to maximise capital receipts from its disposals programme of surplus library assets as soon as possible whilst detaching itself from any revenue costs
- Once such community strongholds are turned over to alternative uses they will be lost as community facilities for good making the likelihood of future availability virtually nil and void

We trust the Forum's concerns will be given the proper consideration they deserve and urge SCC to rethink the proposals in order to ensure Crookes is not disproportionately affected by the Library Review process.

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Appendix 5.5

Evaluation of feedback from Chinese Community for Library Review Survey

The Chinese community centre held focus group consultation events and individual interviews with members of the Chinese community regarding the proposals for the future of Library services in Sheffield.

The majority of respondents were Highfield library users, which is a proposed Hub library and mainly use the library for borrowing books and reading in the library.

95% of respondents felt the right things have been taken into account in carrying out the needs assessment and again, 95% felt that the proposals were fair and reasonable or fair and reasonable with some reservations. Their reservations were not stated.

Over 70% of respondents agreed with the proposal to reduce the opening hours of central library. The 30% who disagreed stated that loss of convenience and any reduction of opening hours were their main reservations.

93% of respondents agreed with the proposal to have 11 Hub libraries and the remaining 7% said yes with reservations, which included longer distance to travel so not convenient and cost of travel.

58% of respondents disagreed with the proposal to have 5 community led libraries. Their reasons for disagreeing were mainly loss of council staffing and worriers over reliability of service as well as lack of accountability and control. They also had concerns over using volunteers instead of paid staff and loss of knowledge and expertise.

100% of respondents agreed with the proposal for independent libraries, but still expressed some reservations about the loss of council staffing and funding and buildings being used for non-library purposes and sustainability of future library services.

35% agreed to the proposal to extend the home library service but 65% expressed concerns over the use of volunteers working with vulnerable people.

80% of respondents agreed with the proposal to close the mobile library service, with the 20% who disagreed expressing concerns over loss of

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convenience, having to travel further to use a library, cost of travel and loss of service or provision.

Appendix 6

Public Meetings attended by Sheffield City Council representatives during the Library Review Consultation

October 2013

14	Libraries Surgery, Town Hall
16	Broomhill Library area
17	Walkley Library area
19	Burngreave Library
21	Libraries Surgery, Town Hall
22	Stannington Library area
23	Frechville Library
24	Newfield Green Library area
28	Libraries Surgery, Town Hall

November 2013

4	Libraries Surgery, Town Hall
13	Gleadless Library area
20	Greenhill Library area
20	Ecclesfield Library area
21	Woodhouse Library area
22	Southey Library area
25	Libraries Surgery, Town Hall
26	Libraries and Advice Centres
27	Burngreave Library, Vestry Hall

December 2013

2	Libraries Surgery, Town Hall
7	Upperthorpe Library area
9	Libraries Surgery, Town Hall
16	Libraries Surgery, Town Hall

January 2014

9	Totley Library

At all the above events, participants had the opportunity to learn more about the library proposals, take part in a Q&A session and receive library review consultation information including the survey in different formats.

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Appendix 7

Summary of Comments Received outside of the Survey

Comments received, by email/telephone, about the proposals

Many comments were received about a variety of aspects of the proposals and consultation and they are highlighted below:

- wrong priority order given to libraries
- loss of valued community/social resources will damage communities
- impact on learning
- fairness on various groups/sets of people, e.g. elderly, children, disabled
- difficulties/distance/cost of travelling to a "new" library
- will lose access to children's' events/activities
- criticism of needs assessment, e.g. goes against SCC policies
- adults/children expressing sadness over the loss of "their" library and what they would lose
- not looked at "uniqueness" of individual branches to see the value of what they have
- size of city in relation to library provision here and in other cities
- loss of valued experienced staff, should be an alternative to redundancies
- effect on rural and isolated residents
- alternative ideas and alternative ways of drawing up proposals
- problems around volunteers
- reinvesting money into libraries from sale of building
- "moth ball " libraries until there is an upturn in the economy
- unaware of /not understood proposals
- libraries are our heritage and must be preserved for future generations
- will be devastating to communities
- criticism of the weighting process leading to proposals
- priority given to affluent areas/priority given to deprived areas
- affluent areas disadvantaged by proposals/deprived areas disadvantaged by proposals
- what will be the financial savings made for each library closed
- suggestions to generate income
- costs of running the consultation and its impact on the environment
- loss of access to computers/internet
- impact on remaining services
- proposal will impact on future literacy levels
- lack of information about future of documents held at Local Studies library and Archives

Young People's Involvement Team

Libraries Consultation

Report of findings

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1. Introduction

Young people are at the heart of many services throughout Sheffield. Their involvement in the planning, delivery and evaluation of services affecting them is critical for ensuring a service is efficient and based on actual need.

Article 12 of the United Nations' Convention on the Rights of the Child states that,

"Children and young people have a right to express an opinion on any matter affecting them and to have that opinion taken into account".

This statement is supported in Sheffield through the Sheffield Children and Young People's Plan and the Sheffield Children and Young People's Participation Strategy.

The Young People's Involvement Team is firmly committed to this principle and is leading on consultation and participation work with young people in Sheffield.

This report was compiled by Emma Hinchliffe on behalf of the Young People's Involvement Team. For more information on matters relating to this report or the consultation, please contact Emma Hinchliffe, Young People's Involvement Worker on:

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For support and advice in involving young people in your setting, please contact:

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2. Background

The Young People's Involvement Team (YPIT), Sheffield Futures, were approached in September 2013 to put forward a proposal for a consultation with secondary aged children all about the future of libraries in Sheffield.

We consulted with secondary school and post 16 aged young people (11 - 25 years old) across five geographical areas of Sheffield (North, South, East, West and Central) in order to seek the views of a well-represented cohort of library users and non-users.

We aimed to work with an average of 15 young people from each of the identified settings which would generate responses from an overall cohort of approximately 150 young people.

3. Objectives

- Establish if participants are library users or non-users
- Find out which libraries they use regularly and what they access there
- Present the council's proposals and generate comments and opinions about them

4. Methodology

In order to gain as wide a representation of young people from across the city as possible, we identified 4 special interest groups, 4 schools and 4 youth club venues to take part in the consultations. Unfortunately 3 of these settings after making numerous contacts proved difficult to engage with and therefore we consulted with a total of 9 settings reaching a total of 164 young people. These 9 settings were VOYCE PG (A young carers participation group), Darnall Education Centre (Mainly BME young people), Hi 5's (Young people with disabilities), Tapton School, Westfield School, Yewlands school, Southey Development Forum Young People's group, Ellesmere Youth Project and Sheffield Youth Cabinet.

We used a mixture of interactive consultation methods in order to gain the views from the young people present. This included picture voting, for the young people to vote on which libraries they currently use, a sliding scale for young people to rate what they thought of the proposed changes to central library, tops and pants for young people to write down their thoughts on HUB libraries and a graffiti wall for young people to write down their thoughts on community and independent libraries. We also used a short paper based survey to find out young people's overall views of the proposals and whether they had any other ideas on how the savings could be made.

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This report is structured in a way that the first section offers a brief overview of the main findings, the second section is pulling all the findings together to give an overall picture of what young people in general felt and the third section then splits the information down in terms of each of the individual groups we have consulted with.

5. Executive Summary:

Throughout this report you will see that the young people consulted were generally in favour of the proposals given. However, there were also some reservations under each of the identified proposals that young people felt it would be important to consider before implementation begins. The young people also had some good ideas as to how their concerns could be lessened and other suggestions on how to make the cuts.

When consulting about the proposals for **Central Library**, many of the young people were concerned regarding the loss of afternoon and evening opening time as for them, unless it was school holidays, these are the only times they can access the library service. Therefore it is felt that the changes to opening times should be reconsidered and instead of closing in afternoons/ evenings, consider closing in a morning.

Young people generally liked the idea of **HUB Libraries** and being able to access many services from under one roof. However, there were a few concerns regarding the distance people may need to travel to get to their nearest library and the fact that some individuals may struggle to access the service due to issues with travel or the cost of travel. There were also some concerns regarding some of the identified libraries being too small to become HUB Libraries.

In terms of **Community Libraries**, young people generally had mixed views on this as some felt that it may encourage more people to engage with their local libraries and that there should be more of them. However some of the young people were concerned regarding the wider impact on the community of the service relying on some volunteers and the impact this may have.

Young people generally struggled to imagine how **Independent Libraries** may work, as they felt that no one would want to run this service without a profit. Therefore they felt that people needed to be more realistic about the fact that these libraries could potentially close and that this category should be renamed.

Young people were generally in favour of the proposals to expand the **Home Library service**. However, they did comment on the fact that again this may rely on the good will of people to volunteer.

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There were mixed views around the **Mobile Library service**, as some young people had never seen the mobile library, but others used it on a regular basis and felt it was vital for specific members of the community.

The young people were very keen to be kept informed about the outcome of the consultations and what this means moving forward. Specifically some of the young people were concerned about the loss of Broomhill Library.

6. Overall findings:

<u>**Monitoring information**</u>

In total, we consulted with 164 young people from across the 9 settings, of which 94 were male and 70 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age ranges of young people consulted
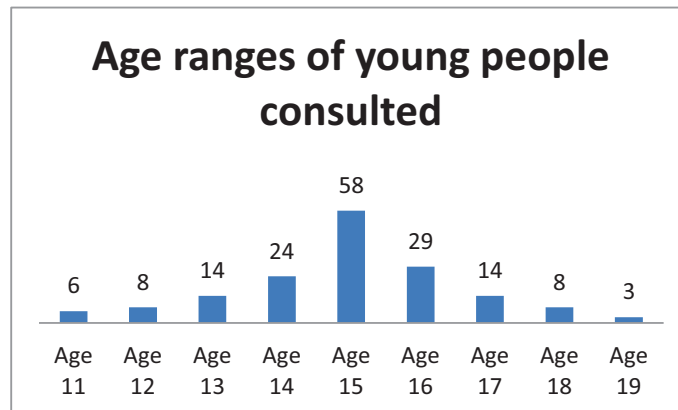
As you can see from the graph, 68% of the young people consulted were aged 14-16. Of the young people consulted, 91% were in education, 7% were in training and 2% were in work.

In terms of ethnic origins of the young people consulted, 69% of the young people identified as being from a White British background and 31% identified as being form a BME background, which included, 10% Roma Slovak and 13% Asian.

When asked if they considered themselves as having a disability, the graph below shows that 19% of the young people consulted identified themselves as having a disability.
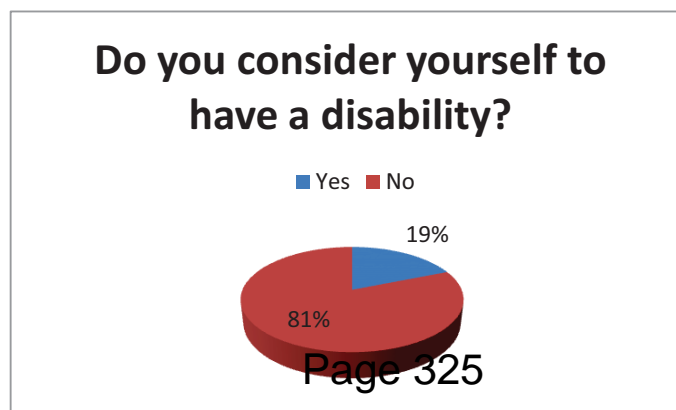
Do you consider yourself to have a disability?

In terms of geographical spread, this consisted of young people from the following postcodes:

Post code areas of the young people consulted

Postcode	Count
S2	4
S3	11
S5	7
S6	10
S8	1
S9	37
S10	13
S11	1
S12	12
S13	11
S20	24
S35	32
S36	1
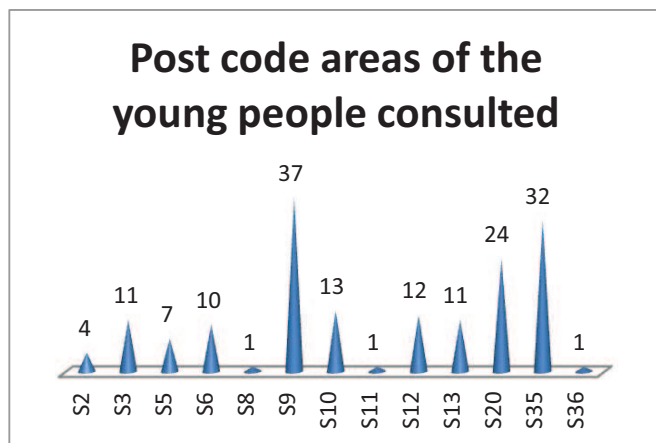
As you can see from the chart above, 23% of young people came from the S9 area, 20% were from the S35 area and 15% were from the S20 area.

Main Consultation:

Initially, we asked the young people to picture vote, which involved sticking a sticky dot on the **libraries which they currently use**, for the young people that don't use the library service, there was also an option for none.

51% of the young people we consulted with were **library users**, where as **49%** of the young people **weren't library users**.

Of the 51% of young people who were library users, the libraries that they used most were:

- 17 young people used Southey Library
- 15 young people used Parson Cross Library
- 11 young people used Darnall Library
- 11 young people used Crystal Peaks Library
- 11 young people used Burngreave Library
- 10 young people used Central Library
- 9 young people used Broomhill Library
- 5 young people used Firth Park Library
- 5 young people used Manor Library
- 4 young people used Ecclesfield Library

Young people also used Hillsborough, Gleadless, Woodhouse, Greenhill, Frechville, Jordanthorpe, Stocksbridge, Stannington, Woodseats and Ecclesall Libraries.

When asked what they currently use libraries for, the young people generally used them for using the computers and borrowing books both for personal use and to aid

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them with their studies, as well as for education and learning and advice and guidance.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All 164 young people felt that the way in which the proposal was created was reasonable. Hence the young people agreed with what was taken into consideration in creating these proposals and didn't have any other suggestions to add.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

5 young people rated 0

24 young people rated 2

18 young people rated 4

18 young people rated 1

61 young people rated 3

31 young people rated 5

As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However a few of the young people did have some reservations regarding loss of afternoon/ evening opening hours and the impact this would have on wider users of the library who may work or be at school.

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/ evening opening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposals.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

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The young people were generally in favour of the proposal, with 63% rating it tops, 10% rating it pants and the others having mixed views. Some of the main reasons the young people gave in favour of HUB Libraries were:

- Some young people felt that it would encourage more people to become involved in their libraries
- Several young people felt it was good that a lot of services were going to be under one roof
- Some young people felt that it would promote integration amongst different communities
- Some young people felt there should be more HUB Libraries

Some of the reasons that young people gave for disagreeing with this proposal were:

- Travelling may be an issue for some members of the community
- Cost is an issues as people may now have to pay bus fare to get to their nearest library
- Some couldn't see the benefits to young people

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

There was a split decision in terms of the proposal for Community Libraries, with roughly a 50/50 split of young people agreeing and disagreeing with the proposal.

Some of the comments made by the young people who agreed with the proposal were as follows:

It could give young people a chance to volunteer

If run by the community it may encourage more people to access the library because it will be people that we know

It will help the community to work together

One young person also said that the community would be able to acquire skills which would give them work experience and help get jobs and that it may make people become friendlier. Several young people also felt that their needed to be more than 5 Community Libraries.

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Young people who disagreed with the proposal for Community Libraries generally were concerned about people losing their jobs, that volunteers may not come forward to run the libraries as they may be too busy, that volunteers should be paid and that the service may become unreliable. In general, young people were also concerned about the distance they may have to travel to the nearest library and the cot and the inconvenience involved in this.

Several young people also felt that Broomhill Library in particular should be kept open as a Community Library to provide services for the area.

On the proposal for Independent Libraries, 48% of the young people disagreed with the proposal and only 26% of the 164 young people agreed with the proposal. In general, young people struggled to see how Independent Libraries may work, and felt very strongly that people needed to be more realistic about the potential for these libraries to close and rename this category.

The young people that agreed with this proposal generally agreed because they felt that there would at least still be a library service. The young people generally disagreed because they had reservations as to whether people would want to run a service if they weren't making money from it, they felt that there would be no guarantee of adequate resources and a library for the future and they had concerns that people may not have the skills to run the libraries.

In terms of the Home Library service, 48% of the young people agreed with this proposal. However 41% of the young people felt that they couldn't comment as they had never used the service. Some young people were also concerned by the fact that this was another part of the library service which could become potentially reliant on volunteers and so were worried about the potential impact this may have on individuals and the service provided.

In terms of the Mobile Library service, 64 of the young people agreed with the proposal and 26 young people disagreed. In general we found that depending on the area of the city you visited the response to this question varied in that some young people had never seen or used the Mobile Library service, but others were themselves regular users or knew people in their communities who were regular users, so were concerned about the impact on them.

Some of the young people consulted had ideas on how concerns could be lessened, which included:

- Encouraging local schools to get involved more with libraries
- Keeping more libraries open
- Advertising more so that people are aware of them
- Keeping people up to date about what is happening

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Young people also had a few ideas on how these savings could be made elsewhere, which included lowering funding for all libraries to keep as many open as possible, introducing more automated libraries, volunteers and donations and internet libraries as more young people now use technology as a source of information.

Throughout the consultations there were several key threads which were that young people were generally concerned about the impact that these proposals may have on the most vulnerable people in society as well as the impact on themselves as individuals. There were mixed response to the level of agreement with each proposal as a result of this. However, some young people felt that there was a huge benefit to adults, but the benefit to young people was minimal and therefore more thought needs to go into things such as opening times to make the libraries as fully accessible as possible to as many members of the communities.

7. Individual Consultations

Tapton School

We visited Tapton school on 14th November, to consult with a group of pupils who were on the school council. We consulted with a total of 9 pupils, however after initial consultation others within the school wanted to participate, so we distribute the online survey link to the contact teacher for him to send around school.

Monitoring data:

In total, we consulted with 9 young people, of which 6 were male and 3 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.
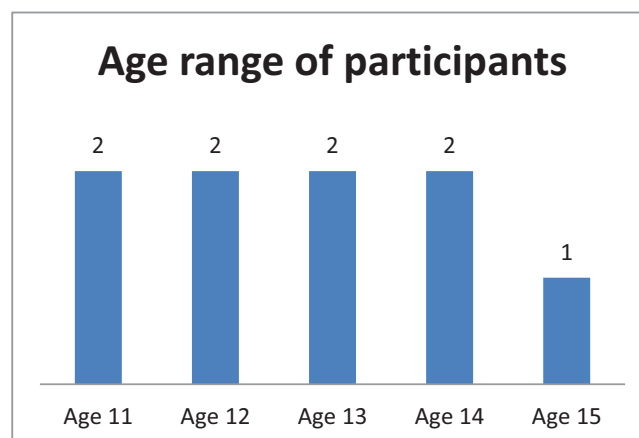
As you can see from the graph, all participants were aged 11 to 15 and in full time education.

In terms of ethnic origins of the young people consulted, 78% of the young people identified as being from a White British background and 22% identified as being form a BME background, which included, 1 Asian young person and 1 Somalian young person.

When asked if they considered themselves as having a disability, none of the young people we consulted at this setting identified themselves as having a disability.

In terms of geographical spread, all 9 of the young people consulted came from the S10 area.

Consultation questions:

All 9 of the young people we consulted with at this school were **current library users**, and **used the following libraries**:

- 6 used Broomhill Library
- 2 used Ecclesall Library
- 1 used Central Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the young people generally used them for using the computers and borrowing books both for personal use and to aid them with their studies.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All 9 young people felt that the way in which the proposal was created was reasonable. Hence the young people agreed with what was taken into consideration in creating these proposals and didn't have any other suggestions to add.

We then went on to talk about Central Library and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal

3 young people rated number 3

6 young people rated at number 4

As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However a few of the young people did have some reservations regarding loss of afternoon/ evening opening hours and these were as follows:

Libraries shouldn't lose late hours for those who need them x **2 young people**

Concerns re loss of space for after school revision/ work space

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/ evening opening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposals.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

In principle, all the young people agreed with the proposal for HUB Libraries and felt that this may get more people interested in accessing services provided through the library. However, there was a concern as to whether there may be a loss of some staff at the HUB Libraries.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

The comments made by the young people were as follows:

2 young people said Broomhill Library should be kept open possibly as a community library

2 young people said Broomhill Library should be kept open – closest to Tapton and other surrounding schools.

1 young person said if there wasn't many libraries then what would happen to disadvantage young people who can't afford access elsewhere

The young people felt that there should be more advertising and more encouragement to go to Broomhill Library to keep it open. Therefore the main objections young people had to these proposals are that they thought that Broomhill

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Library should be one of the libraries prioritised to stay open and the impact on disadvantaged young people should be considered more.

Young people at Tapton school had no comments to make on the **Home Library service** as none of them had ever used it. However they had some very strong feelings about the **Mobile Library service**, which was as follows:

2 young people said we should definitely not lose the mobile library service as it is a huge benefit for elderly and young people

2 young people said mobile libraries should be kept as they are used by many

1 young person said loosing mobile libraries is a silly idea as it is not ideal for frequent users

Generally young people said:

- Libraries are useful for children reading and getting homework done
- The proposal is not fair and reasonable as I think libraries are vital to communities and funds should be cut to other places
- Not sure about the proposal but you should keep Broomhill library
- I understand why it is needed, but is cutting mobile libraries needed?

One of the young people consulted said that the only way to **lessen their concerns** was to not close any libraries and don't take any jobs away.

Other suggestions that the young people had were as follows:

- Public donations
- Internet libraries sound like a good idea, although they might be vandalised and hacked

In summary, the young people consulted at Tapton school generally were in favour of the proposals but had concerns around the loss of the Mobile Library service, the loss of evening opening at Central Library and the fact that Broomhill Library may be facing closure.

Westfield School

We visited Westfield school on 11th November, to consult with an identified group of pupils. We consulted with a total of 16 pupils, all of whom were non library users.

Monitoring data:

In total, we consulted with 16 young people, of which 6 were male and 10 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.
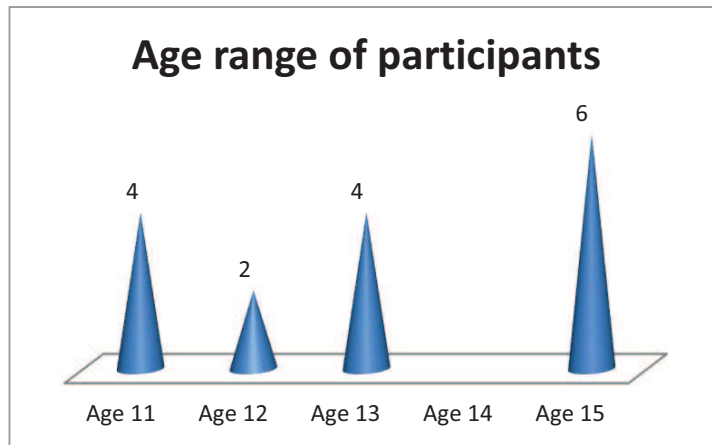
As you can see from the graph, 63% of the young people consulted were aged 13-15. All of the young people consulted were in full time education.

In terms of ethnic origins of the young people consulted, all 16 young people were White British.

When asked if they considered themselves as having a disability, none of the young people in this consultation group considered themselves to have a disability.

In terms of geographical spread, this consisted of young people from the following postcodes:
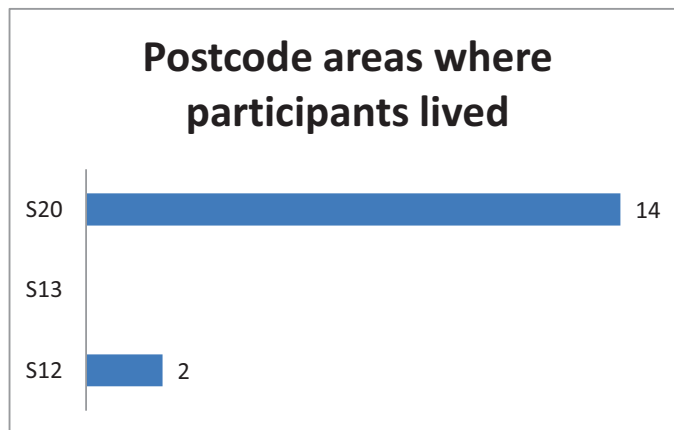
As you can see from the chart above,88% of the young people consulted in this group lived in the S20 area.

Consultation questions:

All 16 of the young people we consulted with at this school were non library users, as they pointed out they didn't feel the need to use the library service at this point in their life. However several identified that their family members used the library service.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All 16 young people felt that the way in which the proposal was created was reasonable. Hence the young people agreed with what was taken into consideration in creating these proposals and didn't have any other suggestions to add.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

2 young people rated 1

5 young people rated 2

6 young people rated 3

3 young people rated 5

As you can see from the information above, there was split opinions amongst the young people in terms of what they thought here. Most of the young people did have some reservations regarding loss of afternoon/ evening opening hours and these were as follows:

Libraries shouldn't lose evening opening for those who need them
x **10 young people**

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/ evening opening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposals.

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We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

In principle, most of the young people agrees with the proposal for HUB Libraries and wrote on their tops things like:

- 5 young people said you will have all the things your community needs in one place
- 2 young people said your current local library might not have all the resources, hub libraries will
- 2 young people felt they would draw more people in
- 2 young people felt the council wouldn't have to fund as many libraries
- 1 young person felt it would be good for old people to socialise
- 1 young person said that it would only be one trip away

However, the young people did have some reservations regarding travel and opening times and these were as follows:

- 8 young people were concerned about travel
- 3 young people felt that it still may be too far for some people
- 2 young people felt that people who work late might want to use these libraries and wondered if these would be open
- 2 young people felt it would be bad for travelling and people with disabilities
- 1 young person was concerned about the fact that they would have to leave their area

Hence, opening times of the HUB Libraries may need to be considered to suit all members of the community, and transport links to the HUB Libraries may need to be well promoted to ensure ease of access.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

The young people consulted were generally in favour of Community Libraries, however they struggled to understand how the Independent Libraries might work.

The comments made by the young people were as follows:

- If something useful is replacing it then it's ok
- Libraries provide more variety
- It is often more convenient if they are on your doorstep
- Independent Libraries – how are these going to work?

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The young people consulted were concerned about how young people in primary schools would have to rely on parents to take them and there was concern over loss of jobs.

2 of the young people consulted felt that people would stop going to libraries as they wouldn't want to travel that far.

In summary, the young people at Westfield school were generally in favour of the proposals. However, they did have some reservations regarding lack of evening opening hours for Central Library, and the distance they might have to travel and the cost to travel to their closest library.

Yewlands School

We visited Yewlands school on 21st November, to consult with a group of identified pupils. We consulted with a total of 32 pupils of which only 1 was a library user.

Monitoring data:

In total, we consulted with 32 young people, of which 11 were male and 21 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.
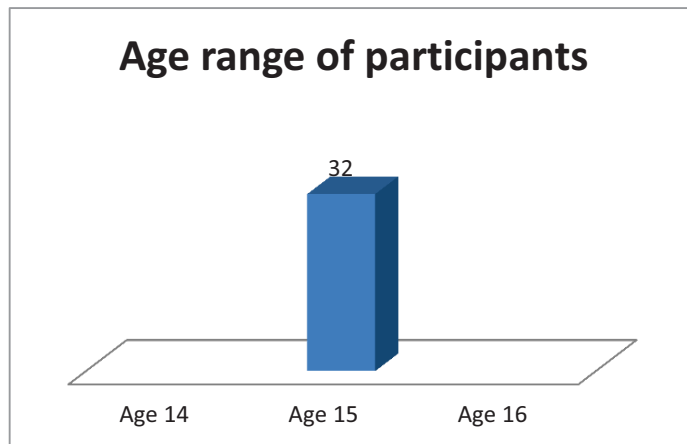
As you can see from the graph, 100% of the young people consulted were aged 15 and all were in full time education.

In terms of ethnic origins of the young people consulted, 31 of the young people identified as being from a White British background and 1 young person identified as being from an Asian background.

When asked if they considered themselves as having a disability, none of the young people consulted in this group identified that they had a disability.

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In terms of geographical spread, all the young people consulted at this school were from the S35 area.

<u>Consultation questions:</u>

Only 1 of the 32 young people consulted was a **current library user**. However of the years the young people have **used the following libraries**:

- 9 used Parson Cross Library
- 6 used Southey Library
- 4 used Ecclesfield Library
- 1 used Firth Park Library
- 1 used Hillsborough Library
- 1 used Stocksbridge Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the one user said that they used it for access to computers and internet, borrowing books for children and printing and photocopying.

One of the other young people also commented on the fact that they thought we were consulting with the wrong age group as they do not use the library service.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. 27 young people felt that the way in which the proposal was created was reasonable. They said this was because they are important factors in determining what happens to the libraries, one felt it was a good needs assessment and one felt that there was no point in keeping it open for long hours if it wasn't being used. The 5 that disagreed said that this was because of the following:

- Other people still use the library often
- They haven't looked at specific people's cases and why the library may be very important to one person. The library may play a very important role in that person's life
- People who can't afford or who do not have transport at certain times won't be able to walk such a distance to another library like elderly people

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

3 young people rated 1

7 young people rated 2

10 young people rated 3

1 young person rated 4

11 young people rated 5
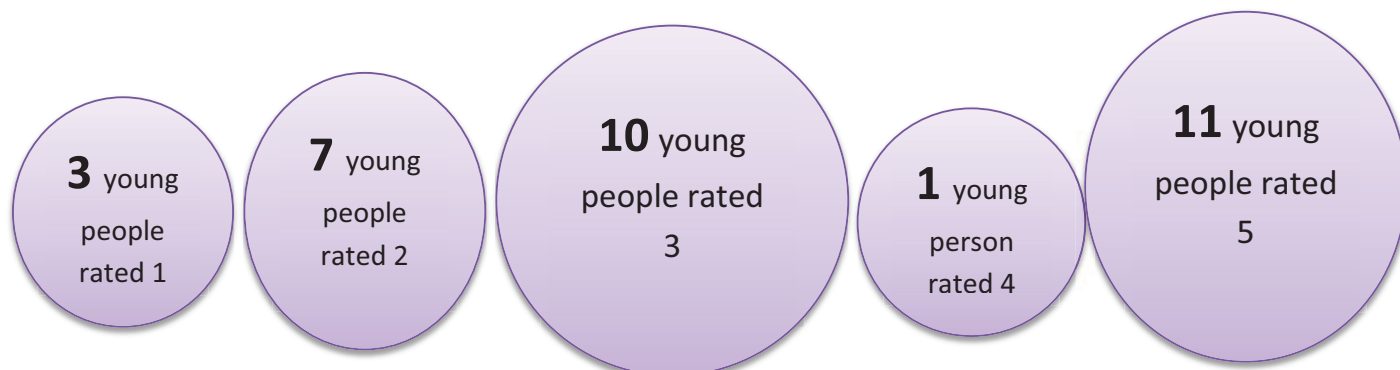
As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However a few of the young people did have some reservations regarding loss of afternoon/ evening opening hours and these were as follows:

- 2 young people said that they didn't think it was fair as they are closing other libraries so why can't this stay the same
- It doesn't make much of a difference as the library will still be available to people
- One said they disagree because people need to use the library all the time especially university students who live/ study in the city
- One said they disagree with the opening hours changing because not only are schools being benefitted by the library but libraries provide activities for young people such as arts and crafts – this helps the community – it gives young people things to do

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/ evening opening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposals.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

The young people were generally split about this proposal as 16 agreed but the other 16 disagreed with the proposal.

Young people who agreed with this proposal generally agreed because they felt it was a great idea if one library could serve many communities with many services,

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they felt it would promote integration amongst communities, and one agreed because they don't use libraries so felt it doesn't affect them.

Young people who disagreed with this proposal generally disagreed because they would not travel, they felt that there would be a loss of service, because young people cannot travel long distances by themselves or because other members of the community might not be able to get there.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

Only 10 of the young people agreed with the proposals for Community Libraries, whereas 22 disagreed.

The comments made by the young people who agreed with the proposal were as follows:

2 young people said that at least there would still be provision

If run by the community it may encourage more people to access the library because it will be people that we know

2 said People will be able to run it the way they want so perhaps libraries may not be such a quiet place encouraging more young people to come in

One young person also said that the community would be able to acquire skills which would give them work experience and help get jobs.

Young people who disagreed with the proposal for Community Libraries generally was concerned about people losing their jobs, that volunteers may not come forward to run the libraries as they may be too busy, that volunteers should be paid and that the service may become unreliable.

On the proposal for Independent Libraries, 15 of the young people agreed and 17 disagreed.

The young people that agreed with this proposal generally agreed because they felt that there would at least still be a library service. The young people generally disagreed because they had reservations as to whether people would want to run a service if they weren't making money from it, they felt that there would be no

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guarantee of adequate resources and a library for the future and they had concerns that people may not have the skills to run the libraries.

As the young people didn't use the Mobile Library or the Home Library service, they generally felt unable to comment about these proposals.

In summary, young people were generally in favour of the proposal for Central Library, with some reservations over the opening hours. There was a split decision on HUB Libraries due to concerns over the distance people may have to travel, they disagreed with the proposal for Community Libraries as they were concerned over the impact of volunteers and job losses and they were split on Independent Libraries as they weren't sure who would want to run it without making profit.

Southey Development Forum Young People's group

We visited Southey Development forum Young People's group on 9th November, to consult with a group of identified young people. We consulted with a total of 15 young people, 14 of which were library users.

Monitoring data:

In total, we consulted with 15 young people, of which all were male.

The graph below shows the **age ranges** of the young people with whom we consulted.
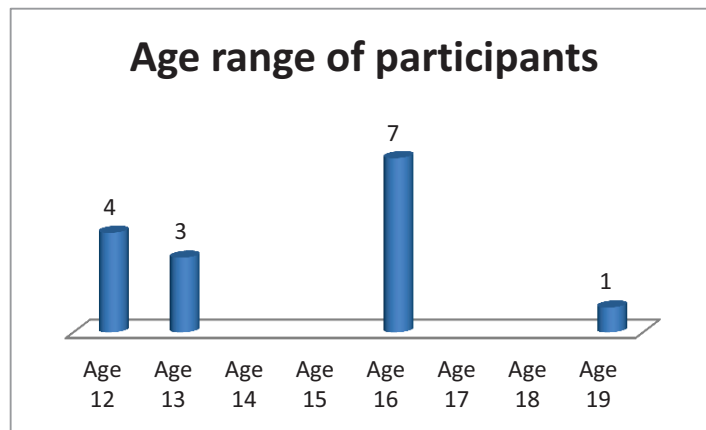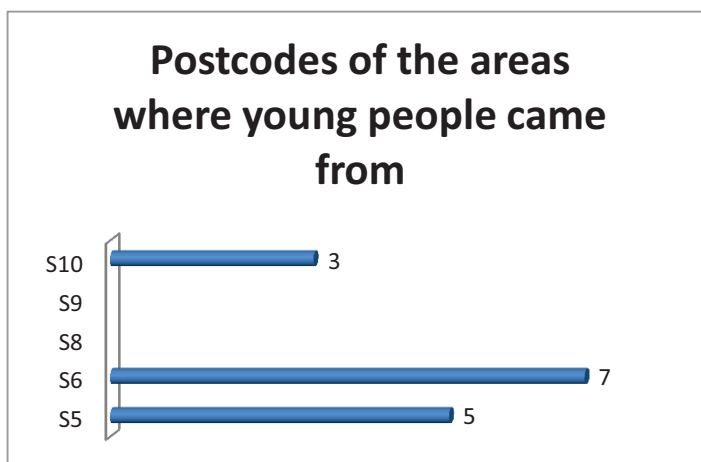

As you can see from the graph, 47% of the young people consulted were aged 16. Of the young people consulted, all 15 were still in education.

In terms of ethnic origins of the young people consulted, 100% identified as being White British.

When asked if they considered themselves as having a disability, none of the group consulted identified themselves as having a disability.

In terms of geographical spread, this consisted of young people from the following postcodes:

Postcodes of the areas where young people came from

Postcode	Count
S10	3
S9	
S8	
S6	7
S5	5

As you can see from the chart above, 47% of young people came from the S6 area.

Consultation questions:

14 of the 15 young people consulted was a **current library users**, the other young person stated he couldn't be bothered to use the library. These young people **used the following libraries**:

- 10 used Southey Library
- 3 used Parson Cross Library
- 1 used Central Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things the young people used the libraries for were access to computers and internet, advice and guidance, job searching and volunteer opportunities, printing and photocopying, clubs and activities and education and learning.

The young people commented on the fact that they regularly go to Southey development forum, which is in Southey Library and is the heart of the community, and they regularly organise activities for young people providing them with places to go and things to do. They also offer community classes there.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable. They said this was because a lot of factors were considered.

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We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

1 young person rated 2

14 young people rated 5
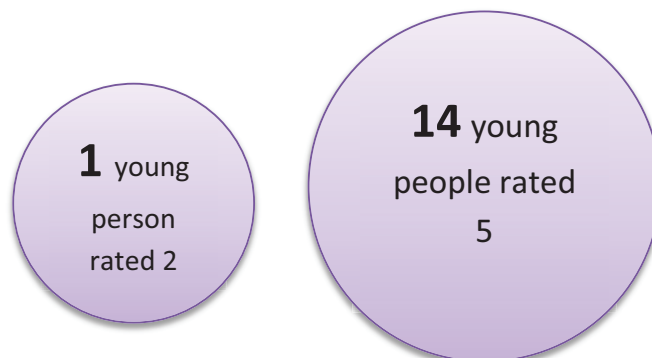
As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However there was a reservation regarding time, where the young person stated: "The proposal is relatively fair. The hours are reasonable. However, why should it be shut in the afternoon, can it not be shut for 2 evenings. It is easier for young people to visit the library straight after school therefore closing the library on a afternoon is not convenient for young people and many young people don't feel safe in the city centre at night."

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon hours were lost and therefore this could be something that could potentially be considered further before implementing the proposal.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

14 young people agreed with the proposals for HUB Libraries, and only 1 of the young people disagreed.
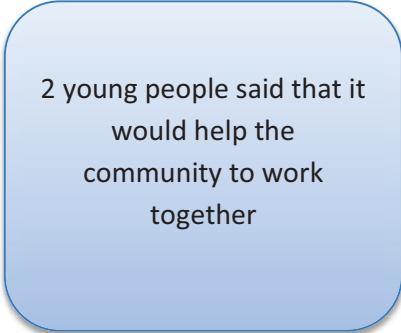
Young people who agreed with this proposal generally agreed because they felt that 31 hours was reasonable, they liked the idea of many support services under one roof, that people could possibly gain work experience, it could mean better provision with plenty of services under one roof, it may encourage more people to use them if they are located near convenient shops, it could be an opportunity to meet other people from surrounding neighbourhoods and it might mean more computers and shorter waiting times.

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The young person who disagreed with this proposal generally disagreed because he felt that if his local library got shut then travelling to another could be hectic and cost, so he wouldn't be able to go if he didn't have money.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

10 of the young people agreed with the proposals for Community Libraries, and 5 of the young people disagreed.

The comments made by the young people who agreed with the proposal were as follows:

2 young people said that it would help the community to work together

Young people who disagreed with the proposal for Community Libraries generally were concerned about people losing their jobs, and that the library service may not be as reliable if it is run by volunteers.

On the proposal for Independent Libraries, 14 of the young people agreed and 1 disagreed.

All the young people agreed with the proposals for the Home Library service as they felt that this was a good idea.

In terms of the Mobile Library service, 10 of the young people agreed with the proposal, as they felt that if it costs a lot of money and is rarely used then it should be closed and we could use the money elsewhere. 5 young people disagreed with the proposal stating that it was unfair as their family use the service regularly on a Saturday and one said that their grandmother was heavily dependent on the service so has the impact on elderly people been considered at all?

In summary, young people were generally in favour of all the proposals. However, they did have a few reservations. In terms of Central Library they were concerned about the loss of the afternoon opening, in terms of HUB Libraries they were concerns about the travel and the cost, in terms of Community Libraries there were

concerns over loss of jobs and the impact of volunteers and in terms of the Mobile Library they were concerned about the individual impact.
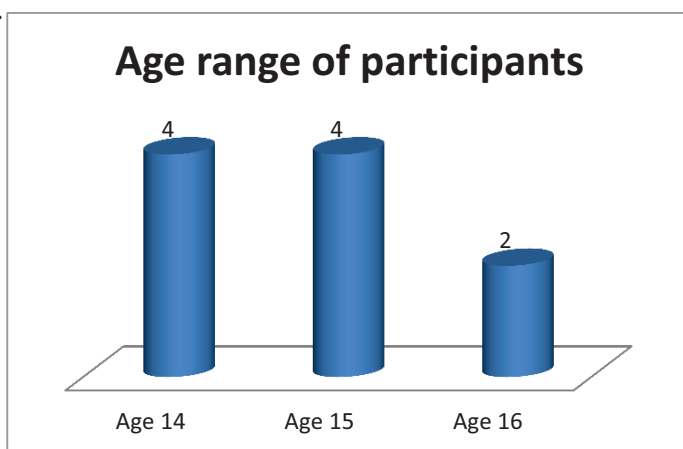
Ellesmere Youth Project

We visited Ellesmere Youth Project on 3rd December, to consult with a group of identified young people. We consulted with a total of 10 young people, 8 of which were library users.

Monitoring data:

In total, we consulted with 10 young people, all of which were male.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants

Age 14	Age 15	Age 16
4	4	2

As you can see from the graph, 100% of the young people consulted were aged 14-16. Of the young people consulted, 9 identified as Somalian and 1 identified as Roma Slovak.

When asked if they considered themselves as having a disability, none of the young people present considered themselves to have a disability.

In terms of geographical spread, all the young people in this group lives in the S3 area of the city.

Consultation questions:

8 of the 10 young people consulted was a **current Library users**, the other 2 young people were non library users. These young people **used the following libraries**:

- 10 used Burngreave Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things the young people used the libraries for were access to computers and internet,

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borrowing books for adults, education and learning and reading books and newspapers.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

8 young people rated 3

2 young people rated 4

As you can see from the information above, the young people consulted generally felt that this proposal was reasonable. However there was a reservation regarding time and how it is not fair that the library will only be open one evening as some people may not be able to get.

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon and evening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposal.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

All 10 of the young people agreed with the proposal for HUB Libraries, as they felt they were good but that there may need to be more of them.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

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There was a split decision on Community led libraries in that 5 of the young people agreed with the proposals for community libraries, and 5 of the young people disagreed.

These young people were generally concerned about the impact of being run by volunteers and whether people should have to do it for nothing, and one young person felt that the only people that would go to these libraries are the friends and the family of the people running it.

On the proposal for Independent Libraries, all 10 young people disagreed with the proposal as they generally felt that these libraries would close down as no one would want to do it for a loss.

All the young people agreed with the proposals for the home library service as they felt that this was a good idea but they were again concerned about relying on volunteers.

In terms of the Mobile Library service, all the young people agreed with the proposal as they said that they had never seen a Mobile Library so closing it won't make a difference to them.

In summary, young people were generally in favour of all the proposals. However, they did have a few reservations. In terms of Central Library they were concerned about the loss of the evening opening, in terms of Community Libraries there were concerns over the impact of volunteers and in terms of home library service again they were concerned about the impact on volunteers.

Sheffield Youth Cabinet

We visited Sheffield Youth Cabinet on 3rd December, to consult with a group of identified young people. We consulted with a total of 9 young people, 6 of which were library users.

Monitoring data:

In total, we consulted with 9 young people, of which 4 were male and 5 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants
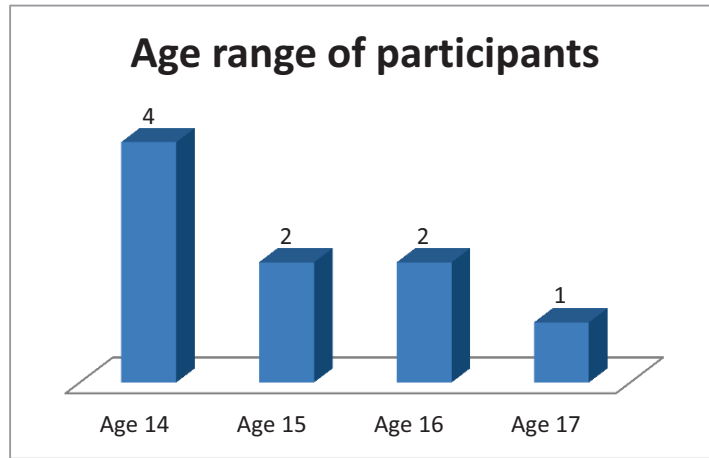
As you can see from the graph, 89% of the young people consulted were aged 14-16. Of the young people consulted, all 9 were in full time education.

In terms of ethnic origins of the young people consulted, 78% of the young people identified as being from a White British background and 22% identified as being form a BME background.

When asked if they considered themselves as having a disability, the graph below shows that 11% of the young people consulted identified themselves as having a disability.
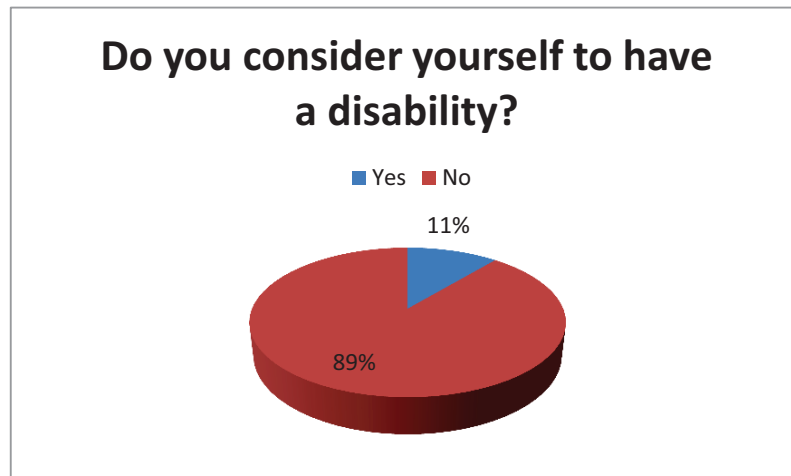
Do you consider yourself to have a disability?

In terms of geographical spread, this consisted of young people from the following postcodes:

Postcode areas of participants
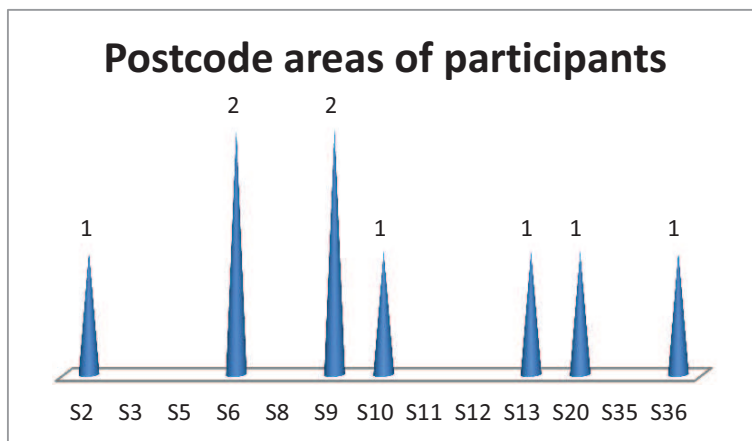
As you can see from the chart above, 22% of young people came from S9 area and 22% came from the S6 area.

<u>Consultation questions:</u>

6 of the 9 young people consulted was a **current Library users**, the other 3 young people were non library users. These young people **used the following libraries**:

- 2 used Crystal Peaks Library
- 1 used Woodhouse Library
- 1 used Firth Park Library
- 1 used Broomhill Library
- 1 used Stocksbridge Library
- 1 used Parson Cross Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things were for borrowing books for personal use and for homework and to access computers and the internet.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

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3 young people rated 1

4 young people rated 2

2 young person rated 3

As you can see from the information above, the young people consulted generally weren't happy with the proposal. This was because they were concerned over the opening times, 2 said it should stay open after school/ work hours and one said by the time they get into town from school it will have closed. One young person said they weren't really sure where the library was.

Hence, young people were generally concerned regarding the impact to themselves and others when afternoon/evening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposal.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

There were mixed views here regarding the proposals.

Young people who agreed with this proposal generally agreed because 2 of them felt it would be suitable for adults, 2 of them liked the fact that it would be open for 31 hours and there would be lots of services under one roof, one felt it was good because there library is one of them and one thought you would get more useful things.

The young people who disagreed with this proposal generally couldn't see the benefit for young people, it would cost more to get to the library, it would be noisy, may have to travel a long distance and one said they didn't tend to use libraries so it isn't helpful. One young person also said that it meant that there would be no local library for much of his area e.g. Broomhill and adjacent areas e.g. Crookes/ Crosspool.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

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The young people were generally in favour of the proposal for Community Libraries and Independent Libraries. However they did have some reservations. Comments they made in favour of the proposals for community libraries were as follows:

Community led libraries could get involved with schools in the local area, which leads to community getting closer

Community led libraries may encourage more young people to go to libraries

However, the young people who disagreed with these proposals were generally concerned about the impact of specific library closures on the communities. Comments they made were as follows:

They shouldn't shut Walkley/ Upperthorpe library down because there are a lot of elderly people that live in the area

Broomhill library could make a good community centre as it is in the middle of a large residential area with surrounding schools

Broomhill library is only mot used much as it is not cared for by those who run it – it used to be a great environment

The young people were also concerned about the cost of travelling to the nearest library, about the fact that fewer young people might read if there local library closes, that people may lose interest and be demotivated to go to another library and about the impact of the loss of qualified librarians as it was felt these were needed to run libraries properly.

In terms of Independent Libraries, young people generally felt that it was basically a long winded way of saying that these libraries were closing, as they felt that no one would be interested as it would turn more into a business if they weren't funded or supported by the council.

The young people consulted were all in favour of the proposals for the Home Library service and the Mobile Library service.

Generally 3 said the proposals were fair and reasonable with some reservations, 3 said the proposals were not fair and reasonable and 3 were unsure. Reasons the young people gave were as follows:

- 3 young people said some people may stop going to the library
- 2 young people said people wouldn't travel and spend money to get there

- 1 said the council were relying on the community too much to do these jobs
- 1 said considering the money issues it is reasonable, but really the libraries shouldn't shut
- One said they should find money elsewhere rather than cut libraries
- One said the libraries are mainly used by adults and young people don't tend to use them as often
- One said the proposals focused heavily on adults and there should be more benefits for young people

The young people consulted had a few ideas on how to **lessen their concerns** which included more advertising so people are aware, encourage local schools to get involved with the library, offer revision sessions and encourage reading to show young people the importance of the library and keep more libraries (mainly Broomhill) open and find other efficiency savings rather than reducing front line community services.

Other suggestions that the young people had were as follows:

- They could lower the funding for other libraries and then that would also stop people losing their jobs
- Not many use the libraries because of e-readers and kindles
- Introduce more automated libraries which will reduce the day to day running costs through fewer staff therefore keeping them open

In summary, the young people consulted at Sheffield Youth Cabinet generally were in favour of the majority of the proposals but had concerns around the loss of afternoon/ evening opening hours at Central Library, and generally struggled to see the benefits of these proposals to young people to travel, cost and opening hours being more convenient for adults. Therefore it may be worth considering further how these proposals could further benefit young people.

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VOYCE PG (Young Carers Participation group)

We visited VOYCE PG on 14th November, to consult with a group of identified young people. We consulted with a total of 9 young people, all of which were library users.

Monitoring data:

In total, we consulted with 9 young people, of which 3 were male and 6 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants

| Age 13	Age 14	Age 15	Age 16	Age 17	Age 18	Age 19
1	1	1	2	2		2
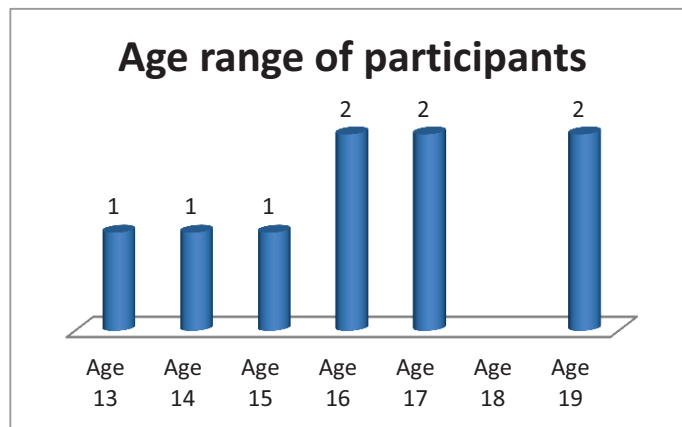
As you can see from the graph, 56% of the young people consulted were aged 14-16 and 22% of participants were aged 19. Of the young people consulted, all 9 were still in education.

In terms of ethnic origins of the young people consulted, 67% of the young people identified as being from a White British background and 33% identified as being form a BME background, which included 2 young people who were Asian and one who was Black African.

When asked if they considered themselves as having a disability, none of the participants in this group considered themselves to have a disability.

In terms of geographical spread, this consisted of young people from the following postcodes:

Postcode areas of participants

S2	S3	S5	S6	S8	S9	S10	S11
1	1	2	1	1	2		1
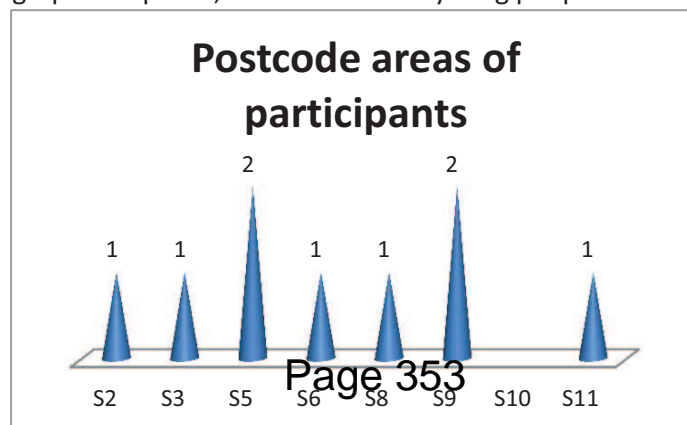
As you can see from the chart above, 22% of young people came from the S9 area, and 22% came from the S5 area.

Consultation questions:

All 9 of the young people were **current Library users**. These young people **used the following libraries**:

- 7 used Central Library
- 2 used Darnall Library
- 2 used Firth Park Library
- 2 used Burngreave Library
- 1 used Stannington Library
- 1 used Woodseats Library
- 1 used Parson Cross Learning Zone
- 1 used Southey Library
- 1 used Manor Library
- 1 used Hillsborough Library
- 1 used Greenhill Library
- 1 used Frechville Library
- 1 used Broomhill Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things the young people used the libraries for were studying and meeting friends.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

3 young people rated 0

2 young people rated 2

2 young people rated 3

1 young person rated 4

As you can see from the information above, the young people consulted had mixed feelings regarding this proposal. The young people who agreed with this proposal felt that the money could be used for something else and that the proposal seemed perfectly reasonable. The young people who disagreed with the proposal generally felt that the proposal affected the elderly and the workers, that central library is the main library in the city, that Sheffield Hallam and City college are next to the library and they use it a lot and that resource materials need to be available at a later time (after 5:30).
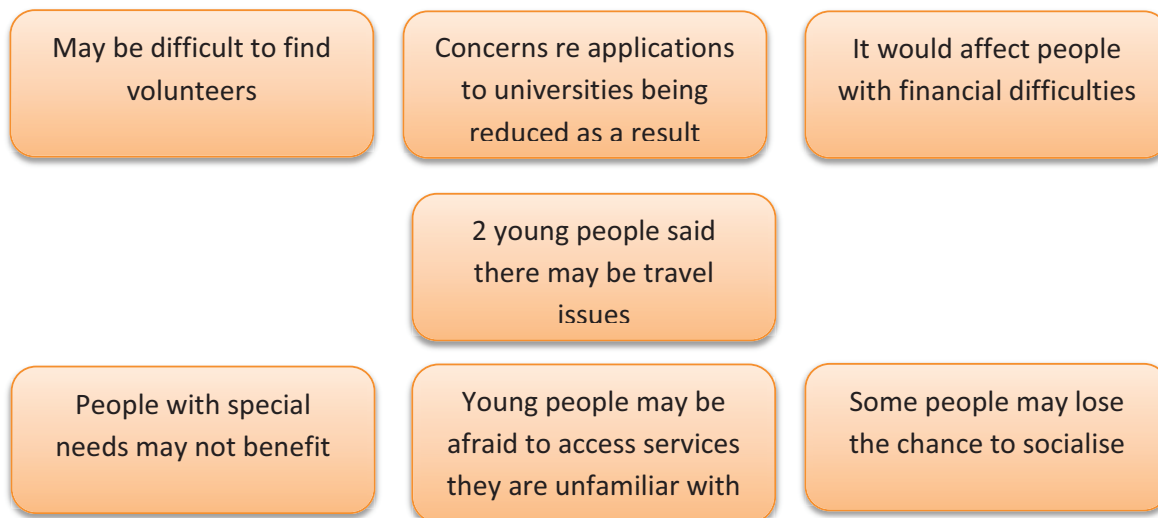
Hence, young people were generally concerned regarding the impact to themselves and others when afternoon and evening hours were lost and therefore this could be something that could potentially be considered further before implementing the proposal.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

Again, there were mixed views from the young people regarding the proposal for HUB Libraries. 4 of the young people who agreed felt that it wouldn't cost as much, 2 said there was lots of services under one roof, and one said many people would visit libraries more. Young people who disagreed with this proposal generally felt that people wouldn't or couldn't travel, that people may not visit libraries so might not find out about things, that many people would have nowhere to go, that young people may fee discouraged to use them and were concerned that Sheffield College doesn't have enough resources for specific subject so there local library (Firth Park) was a good source of information. Young people were also concerned that too many were shutting down and that Woodseats library would be too small to be made into a HUB library.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

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The young people consulted had some reservations regarding these proposals. In terms of Community Libraries their thoughts were as follows:

May be difficult to find volunteers	Concerns re applications to universities being reduced as a result	It would affect people with financial difficulties
	2 young people said there may be travel issues	
People with special needs may not benefit	Young people may be afraid to access services they are unfamiliar with	Some people may lose the chance to socialise

In terms of Independent Libraries, the young people were concerned that this may mean that people could lose the chance to get free books and that this category should be renamed as they felt that this was giving people false hope. Generally the young people felt that people might not go somewhere else and less people would use libraries, that these proposals could give young people a chance to volunteer and that priority should focus on cuts in other areas.

In terms of the Home Library service, young people generally agreed with this proposal. In terms of the Mobile Library service, 3 young people felt that people need mobile libraries like old people or people who have disabilities.

Generally 3 said the proposals were fair and reasonable with some reservations, 4 said the proposals were not fair and reasonable and 2 were unsure. Reasons the young people gave were as follows:

- You are increasing the risk of petitions, riots and marches etc.
- It is unfair to many people e.g. elderly, students and children
- I think some things will help save money but lots of things are really rubbish
- Need to rename category "independent libraries"
- I agree with HUB libraries but not stopping mobile libraries or late night opening
- It is not fair for the people who visit them

The young people consulted had a few ideas on how to **lessen their concerns** which included keeping everyone up to date about what is happening and keep it young people friendly, don't get rid of the libraries and don't stop mobile libraries for elderly, disabled or people with mental health issues.

Other suggestions that the young people had were as follows:
- Tax millionaires more
- Cut down on services found to be un-needed
- Target other areas that need to be cut
- Volunteers

In summary, the young people consulted at VOYCE generally were in favour of some of the proposals but had concerns around the loss of afternoon/ evening opening hours at Central Library that too many libraries were being shut down and were concerned that for particular individuals they may not be able to travel to HUB Libraries. They were also happy that it may give young people an opportunity to volunteer, but concerned that it may be difficult to find volunteers. The young people also felt that Independent Libraries should be renamed as they felt that they would actually be closed and were concerned about the impact of the loss of the Mobile Library service.

Hi 5's (Young people with disabilities)

We visited Hi 5's on 21st November, to consult with a group of identified young people. We consulted with a total of 31 young people, 16 of which were library users.

Monitoring data:

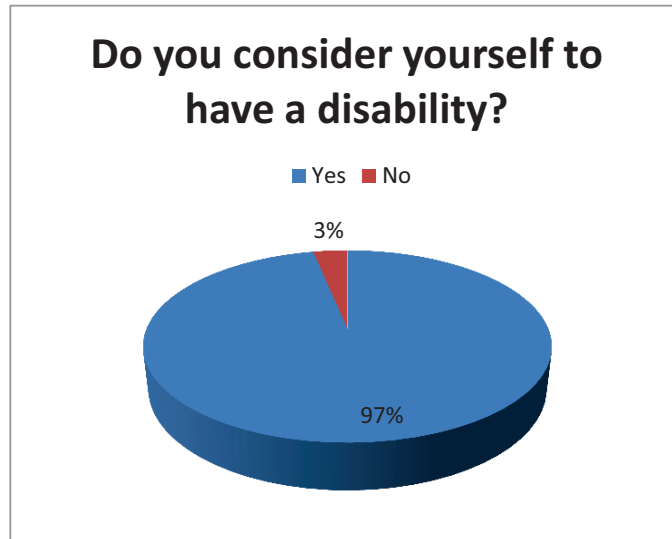In total, we consulted with 31 young people, of which 14 were male and 17 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.
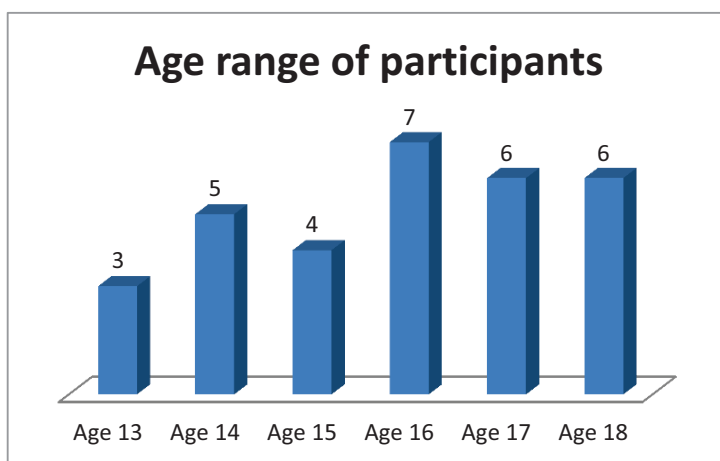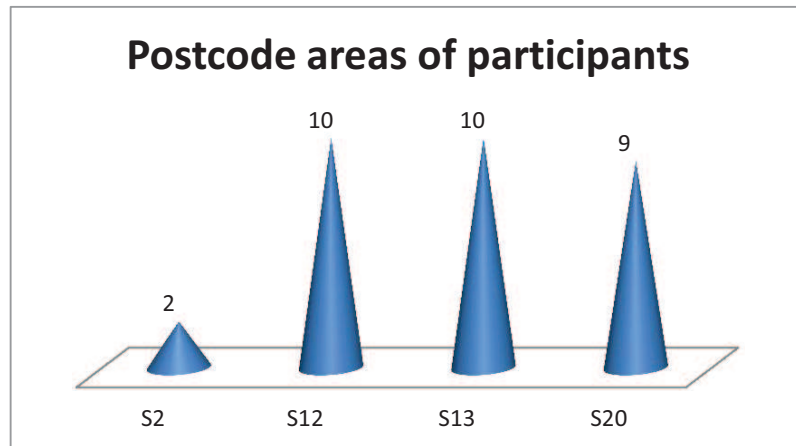

As you can see from the graph, 61% of the young people consulted were aged 16-18. Of the young people consulted, 81% were in education, 16% were in training and 3% were in work.

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In terms of ethnic origins of the young people consulted, 94% of the young people identified as being from a White British background and 6% identified as being form a BME background, which was Black Caribbean.

When asked if they considered themselves as having a disability, the graph below shows that 97% of the young people consulted identified themselves as having a disability.

Do you consider yourself to have a disability?

■ Yes ■ No

3%

97%

In terms of geographical spread, this consisted of young people from the following postcodes:

Postcode areas of participants

10   10
                      9
2

S2   S12   S13   S20

As you can see from the chart above, 32% of young people came from the S12 area, and 32% were from the S13 area.

<u>Consultation questions:</u>

16 of the 31 young people consulted were a **current library users**, the other 15 young people were non library users. These young people **used the following libraries**:

- 9 used Crystal Peaks Library
- 2 used Manor Library
- 1 used Frechville Library
- 1 used Firth Park Library
- 1 used Gleadless Library
- 1 used Stannington Library
- 1 used Woodhouse Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things were for borrowing books, advice and guidance, job searching and volunteering and education and learning.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

4 young people rated 1

15 young people rated 3

3 young people rated 5

2 young people rated 0

2 young people rated 2

5 young people rated 4

As you can see from the information above, the young people consulted generally agreed with the proposal. However there were some concerns over the loss of

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afternoon/ evening opening times and the impact that this would have on people who worked.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

All of the 31 young people consulted were in favour of the HUB Libraries proposal as they felt it was a good idea, and liked the fact that lots of services would be provided under one roof. However the young people felt that there should be more HUB Libraries.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

In terms of Community Libraries, the opinions of the young people were generally split, with 18 of the young people agreeing with the proposal and 13 young people disagreeing. Comments they made in favour of the proposals for Community Libraries were as follows:

Good idea but there needs to be more than 5	At least people will get experience for their application forms	We need to look at how we save money, if this means the money can go into things that are used then good job done

However, the young people who disagreed with these proposals were generally concerned about the impact of specific library closures on the communities. Comments they made were as follows:

What about the people that will lose their jobs?	There is not as much need for libraries now since I pods, computers etc.	Are we becoming an area of volunteers? Will there be any paid jobs left?

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In terms of Independent Libraries, 14 young people agreed with the proposal and 17 young people disagreed. These young people were generally concerned about who would run these libraries for nothing and felt that we should be realistic about them closing. Young people were also concerned about the impact on the community in terms of more people being on job seekers and the loss of places for older people and people with disabilities to socialise with friends.

In terms of the Home Library service, 15 young people agreed with this proposal and 16 young people disagreed. One young person pointed out that in order to expand the service, yet again we were relying on people's good will, however you get sanctioned by the job centre for doing volunteer work, so they felt it was a joke.

In terms of the Mobile Library service, 10 young people agreed with the proposal, however 21 young people disagreed with this proposal. One young person who agreed with the proposal said that they felt there was no need for both Mobile and Home Library but the Home Library will be run by volunteers so there was a concern that this would be cut in the future leaving people who struggle to get out with nowhere to go.

In summary, the young people consulted at HI 5's generally were in favour of the majority of the proposals but had concerns around the loss of afternoon/ evening opening hours at Central Library, and the impact on the community and volunteers for community and Independent Libraries. They were also concerned about the impact on volunteers and the potential future cuts to the home library service. Hence, it seems that young people need some reassurance around this and further work may need to be dome to support and encourage volunteers to reduce the impact on communities.

Darnall Education Centre (Mainly BME young people)

We visited Darnall Education Centre on 2nd December, to consult with a group of identified young people. We consulted with a total of 33 young people, 21 of which were library users.

Monitoring data:

In total, we consulted with 33 young people, of which 25 were male and 8 were female.

The graph below shows the **age ranges** of the young people with whom we consulted.

Age range of participants
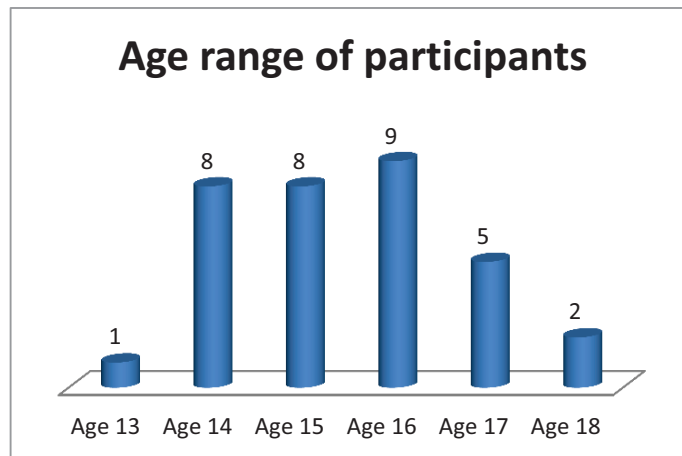
As you can see from the graph, 76% of the young people consulted were aged 14-16. Of the young people consulted, 76% were in education, 18% were in training and 6% were in work.

In terms of ethnic origins of the young people consulted, 6% of the young people identified as being from a White British background and 94% identified as being form a BME background, which included, 15 Roma Slovak young people and 16 Asian young people.

When asked if they considered themselves as having a disability, none of the young people consulted identified themselves as having a disability.

In terms of geographical spread, all 33 young people consulted were from the S9 area.

<u>Consultation questions:</u>

21 of the 33 young people consulted was a **current library users**, the other 12 young people were non library users. These young people **used the following libraries**:
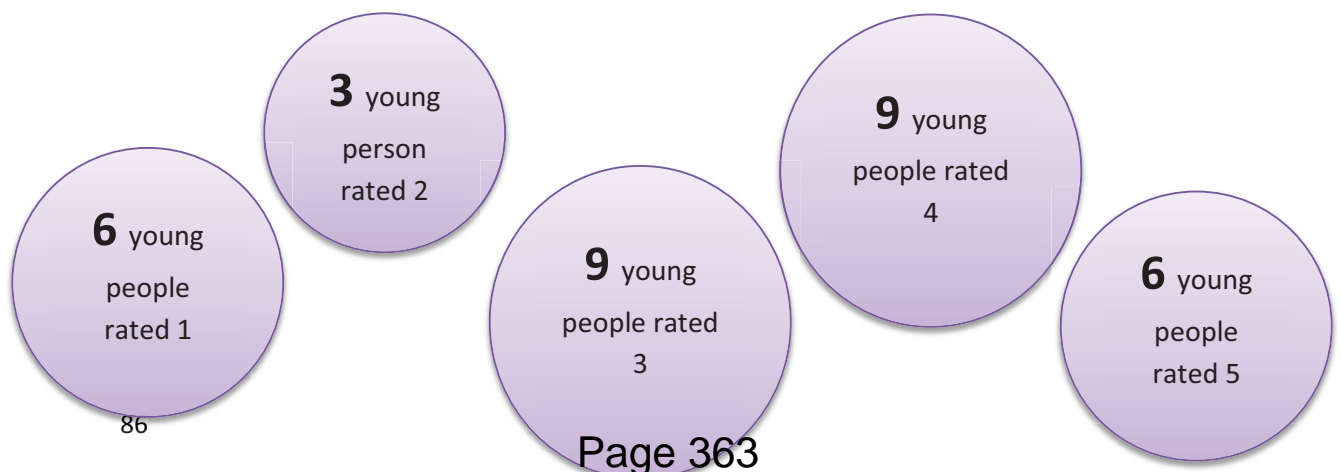
- 9 used Darnall Library
- 2 used Manor Library
- 1 used Gleadless Library
- 1 used Woodhouse Library
- 1 used Central Library
- 1 used Broomhill Library
- 1 used Greenhill Library
- 1 used Parson Cross Library
- 1 used Jordanthorpe Library
- 1 used Stocksbridge Library
- 1 used Woodseats Library
- 1 used Burngreave Library

Hence the young people generally used libraries which were in close proximity to where they lived or went to school.

When asked what they **currently use libraries for**, the most important things were for borrowing books for personal use and for homework and to access computers and the internet and for printing and photocopying, some also read the books in the library.

We then spoke to the young people as to **how the proposal was reached** and asked them to stand up and move towards the agree or disagree sign depending on their thoughts. All the young people felt that the way in which the proposal was created was reasonable, and one stated that it was a good way to make a decision as if people were not using them then they needed to go.

We then went on to talk about **Central Library** and the proposed changes to opening hours and young people were asked to rate on a scale of 0 (totally disagree) to 5 (totally agree) how much they agreed with the proposal.

3 young person rated 2

9 young people rated 4

6 young people rated 1

9 young people rated 3

6 young people rated 5

As you can see from the information above, the young people consulted generally were happy with the proposal. However one young person suggested that it should stay open all the time like the university library.

We then went on to discuss **HUB Libraries**, and the young people were asked to consider the proposal given and write on a picture of a top what they thought was good about the proposal and on a picture of a pair of trousers what they though was pants about the proposal.

All 33 young people agreed with this proposal. The young people stated some of the reasons were because Darnall was staying open so it didn't affect them, at least they have libraries there was none where the young person was born and one said they do their learning at Darnall so they are glad it is staying open, but what about other people. One young person also felt that there should be more HUB Libraries.

We then went on to discuss the proposal for **Community Libraries and Independent Libraries**. We did this by outlining the proposal and asking the young people to then write down their thoughts onto a big sheet of paper about this, and what they thought people might do if their local library closed.

There were generally mixed views on the proposals for Community Libraries, with 14 young people agreeing with the proposal and 19 young people disagreeing. The reasons the young people gave were because they expect volunteers to work in libraries, it means more people will not be working, it would be good if it works but people cannot afford to volunteer forever and one young person felt that it may make people more friendly.

In terms of Independent Libraries, all the 33 young people consulted disagreed with this proposal as they felt that no one would take it over without profit and that people would lose money. However some young people did look on the positive side and felt at least there would still be libraries and that people would be able to gain experience.

The young people consulted were all in favour of the proposals for the Home Library service and the Mobile Library service as most people had not heard of them so felt that they couldn't be doing a very good job currently.

In summary, the young people consulted at Darnall Education Centre generally were in favour of the majority of the proposals but had concerns around Community Libraries and Independent Libraries due to the impact on communities and potential volunteers as they were concerned that the service may become less reliable. The young people also struggled to see who would want to run Independent Libraries without profit.

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Sheffield Libraries Review Consultation

Children's Consultation Report
December 2013

Contents

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1. Introduction

Children are at the heart of many services throughout Sheffield. Their involvement in the planning, delivery and evaluation of services affecting them is critical for ensuring a service is efficient and based on actual need.

Article 12 of the United Nations' Convention on the Rights of the Child states that,

> "Children and young people have a right to express
> an opinion on any matter affecting them and to
> have that opinion taken into account".

This statement is supported in Sheffield through the Sheffield Children and Young People's Plan and the Sheffield Children and Young People's Participation Strategy.

The Children's Involvement Team is firmly committed to this principle and is leading on consultation and participation work with children in Sheffield.

For more information on matters relating to this report or for support and advice in involving children in your setting, please contact:

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Children's Involvement Team Manager

First Floor
Star House
43 Division St.
Sheffield
S1 4GE

Tel: 0114 228 8553
Email: clare.humberstone@sheffield.gov.uk

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2. Background

The Children's Involvement Team (CIT) was approached in September 2013 to put forward a proposal for a consultation with primary aged children all about the future of libraries in Sheffield.

We consulted with primary school aged children (5-11 years old) across five geographical areas of Sheffield (North, South, East, West and Central) in order to seek the views of a well-represented cohort of library users and non-users.

We aimed to work with an average of 15 children and young people from each of the identified settings, which will generate responses from an overall cohort of approximately 150 children.

3. Objectives

- Establish if participants are library users or non-users
- Find out which libraries they use regularly and what they access there
- Find out why non-users do not use libraries
- Present the council's proposals and generate comments and opinions about them

4. Methodology

CIT worked with 152 school council members and general pupils from the schools identified below and used a combination of age-appropriate voting activities to find out their views.

We consulted with children at the following settings (see 6.4 for locations):
- Halfway Junior School
- Intake Primary School
- Loxley Primary School
- Lydgate Junior School
- Meynell Primary School
- St. Mary's C of E Primary School
- Tinsley Junior School
- Totley Primary School

The following schools were approached but did not choose to be part of the consultation:

North
- Lound Junior School
- Monteney Primary School
- Shooter's Grove Primary School

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Central
- Porter Croft C of E Primary School
- Pye Bank C of E Primary School

East
- Birley Spa Community Primary School
- Greenlands Junior School
- Phillimore Primary School
- Pipworth Community Primary School
- Stradbroke Primary School
- Woodthorpe Community Primary School

South
- Abbey Lane Primary School
- Ann's Grove Primary School
- Charnock Hall Primary School
- Greenhill Primary School
- Moss Brook Primary Special School
- Mundella Primary School
- Woodhouse West Community Primary School

4.1 Consultation questions

The following questions were asked to children and young people who took part:
- Do you use a library?
- If no, why don't you use a library?
- Which library do you use?
- What do you use the library for?
- What will you do if the library you use closes?
- What do you think of the proposals? (City centre library, hub libraries, community led libraries, mobile libraries and private business run libraries)
- General comments

5. Executive summary

Who responded:
- 152 children were consulted with, made up of 92 girls and 60 boys
- Of all the respondents, 72% were library users and 28% were non-users

What libraries are currently used for:
- The most popular use for libraries was, unsurprisingly, borrowing books, with borrowing CDs and DVDs and reading books inside the library also popular responses

What children will do if their library closes:
- When asked what they would if their local library shut down the most popular answers were: 'buy books or read them on an electronic device', 'use the school library' and 'go to the closest library'

Barriers which stop children accessing libraries:
- Non-users of libraries told us that they don't use them because: 'they don't have good books', 'it's always shut' and 'they are too far away'
- Opening hours was an important issue for both users and non-users, with many comments across all question areas concerning the time they shut and the fact that they are not open long enough or at the 'correct' times, i.e. when children are not at school

Children's thoughts and views on the proposals:

Central:
- Many respondents felt that the central library proposal was a great or good idea

Hub libraries:
- Overall children felt that the hub library proposal was a good idea
- Students from Tinsley, St. Mary's and Totley felt that their respective local libraries should be designated as hub libraries – as the current proposals left them a long distance away from a hub

Community led libraries:
- Overwhelmingly, respondents felt that people should be paid to work in community led libraries and "if you're not getting money there's no point being there"
- Equal numbers of respondents felt that community led libraries were either a good or bad idea
- Those who thought it was a bad idea generally focussed on the ability to attract volunteers with quite a lot of children doubting if people will volunteer
- Amongst the solutions to the volunteer issue were: asking retired people to help "instead of staying home all day", using unemployed people and letting responsible adults and children over 12 years old volunteer at weekends
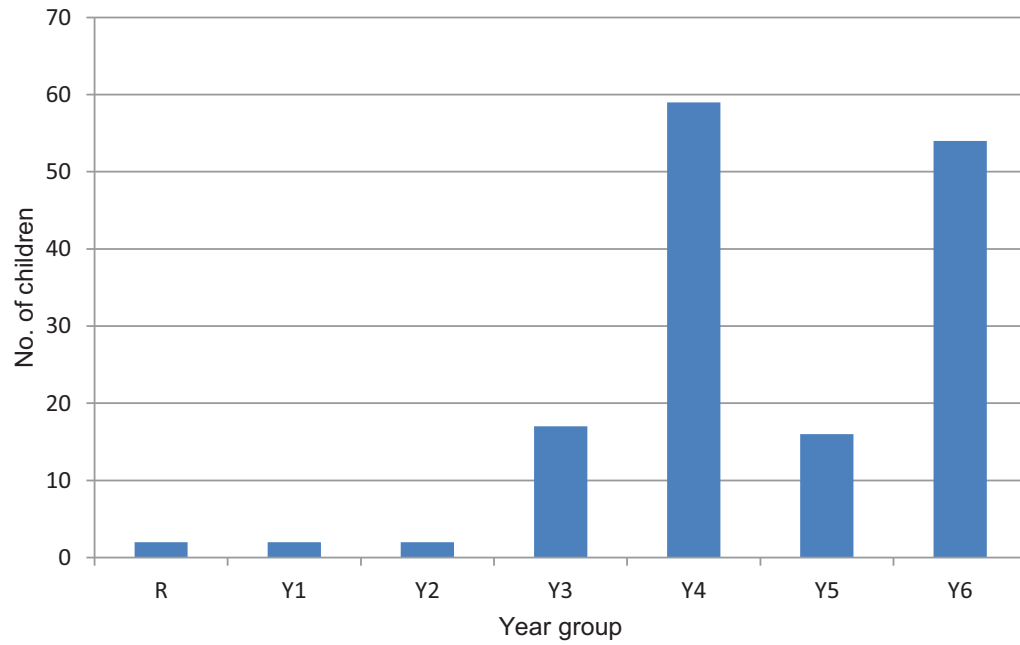
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Private business libraries:
- Libraries run by private businesses were generally fairly well received with many respondents who felt it was a good idea as long as the library function was still provided by the business
- The main worry over this proposal was the fact they might charge you to read the books or make you purchase something to be able to access the library – with the message that if they had to pay they wouldn't go to the library
- Some respondents felt that libraries run by private businesses could potentially be bigger and better than their current library
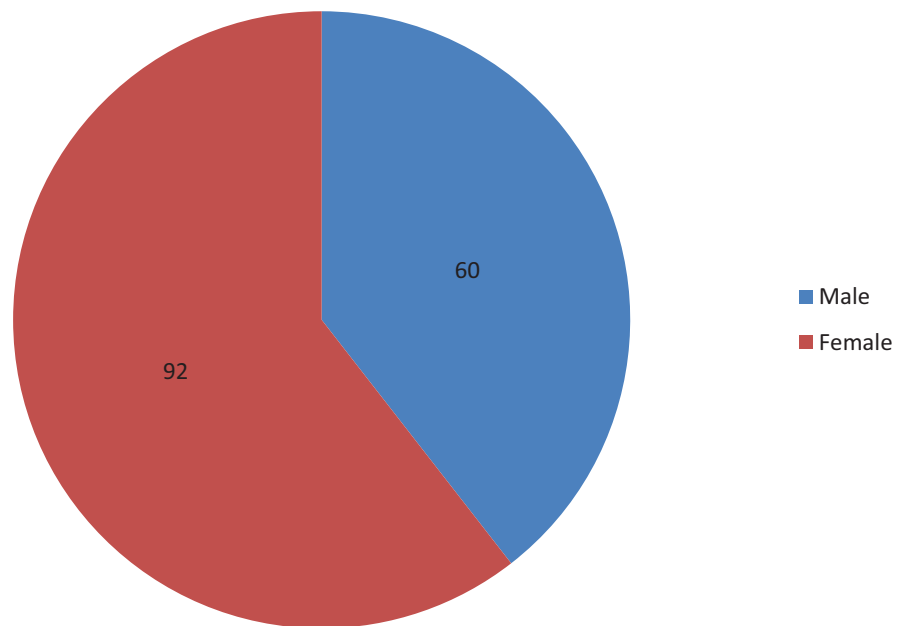
Mobile libraries:
- Almost all respondents felt that the closure of the mobile library service was a bad idea, with particular concern for the elderly and disabled
- Those who agreed with this proposal felt that it "spoils the air we breathe because they use fuel", it costs money to pay for repairs and they haven't got a good range of books on board

6. Monitoring information

6.1 Ages of children and young people

6.2 Gender of children and young people

6.3 Ethnicities of respondents

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Legend:
- White
- Other white background
- Asian/Asian British
- Mixed/dual heritage
- Black / African / Caribbean or Black British
- Other Black background
- Other ethnic group

Values shown on chart: 1, 0, 3, 2, 57, 89, 0
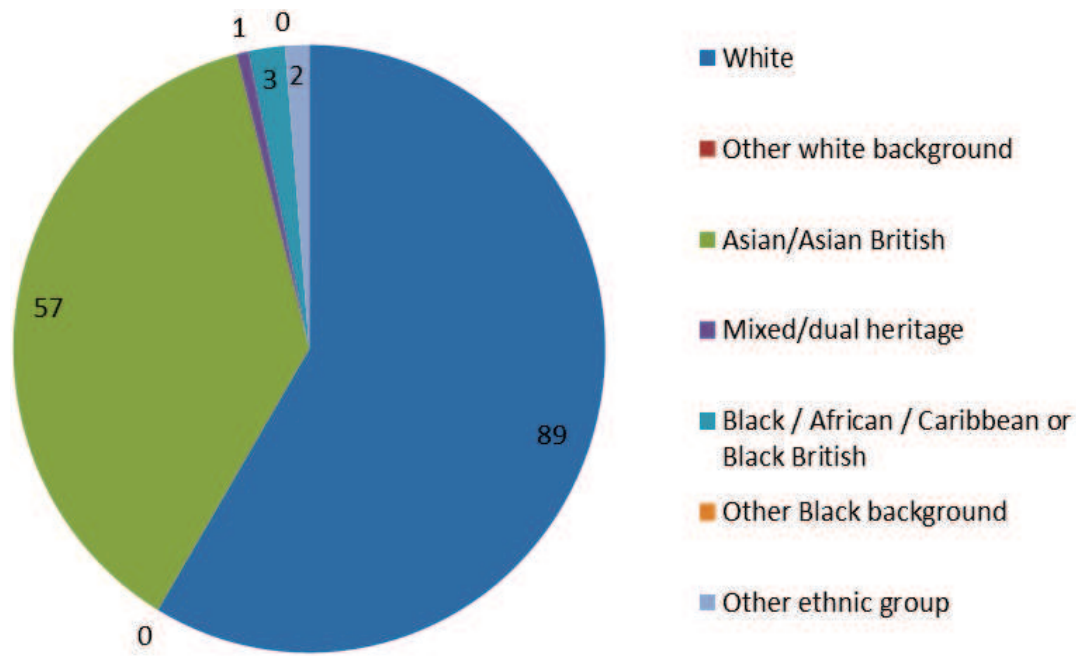
6.4 Geographical locations of settings involved

Library Consultation Locations

Sheffield City Council
Performance & Research Team

Policy, Performance & Communications
Tel: (0114) 2930239

Scale: 1:60,000

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Legend:
- Children's consultation
- Hub Libraries
- Priority to be a Community Library (also at risk of closure)
- Potential Independent Library (also at risk of closure)
- Central Library
- City Boundary

7. Full results

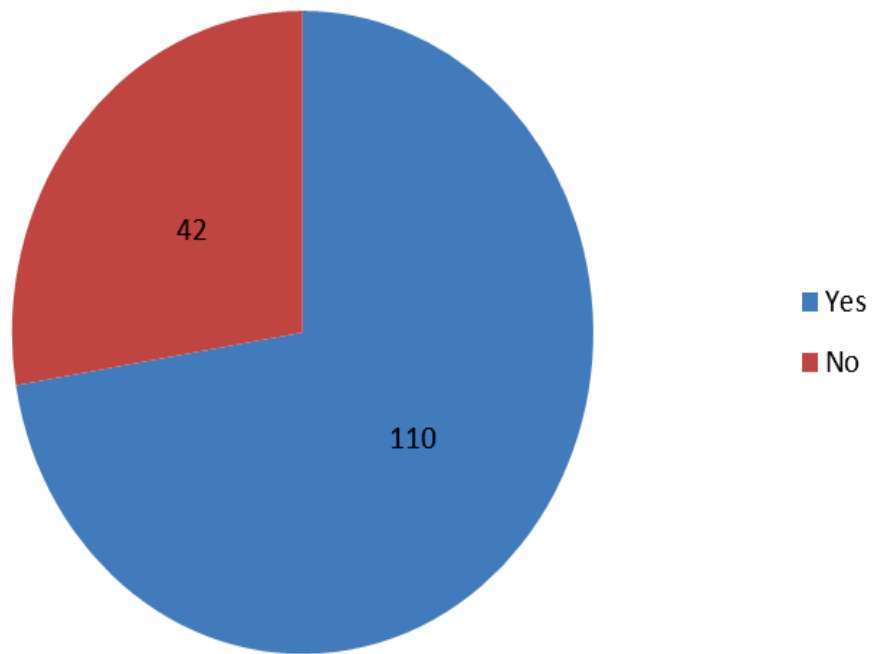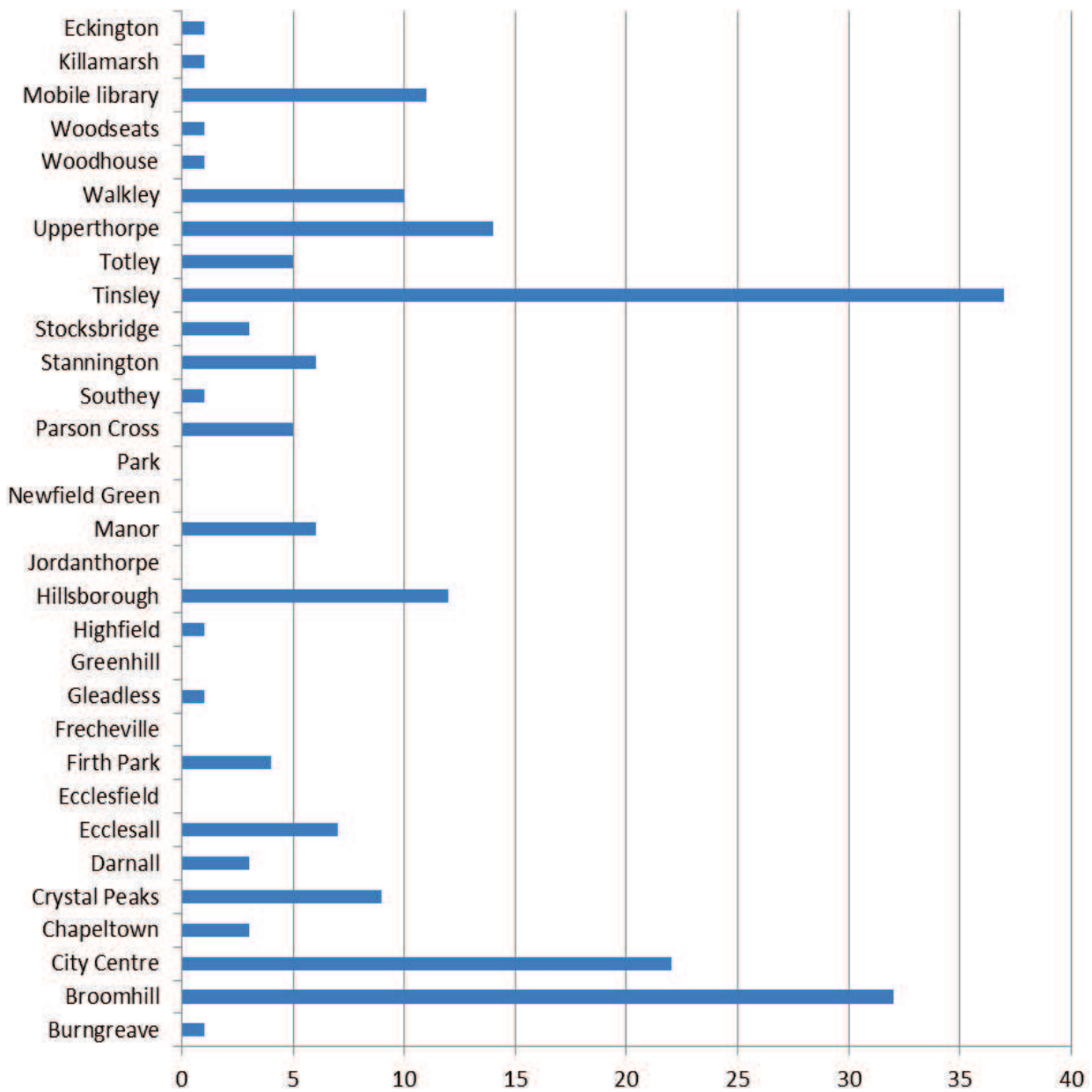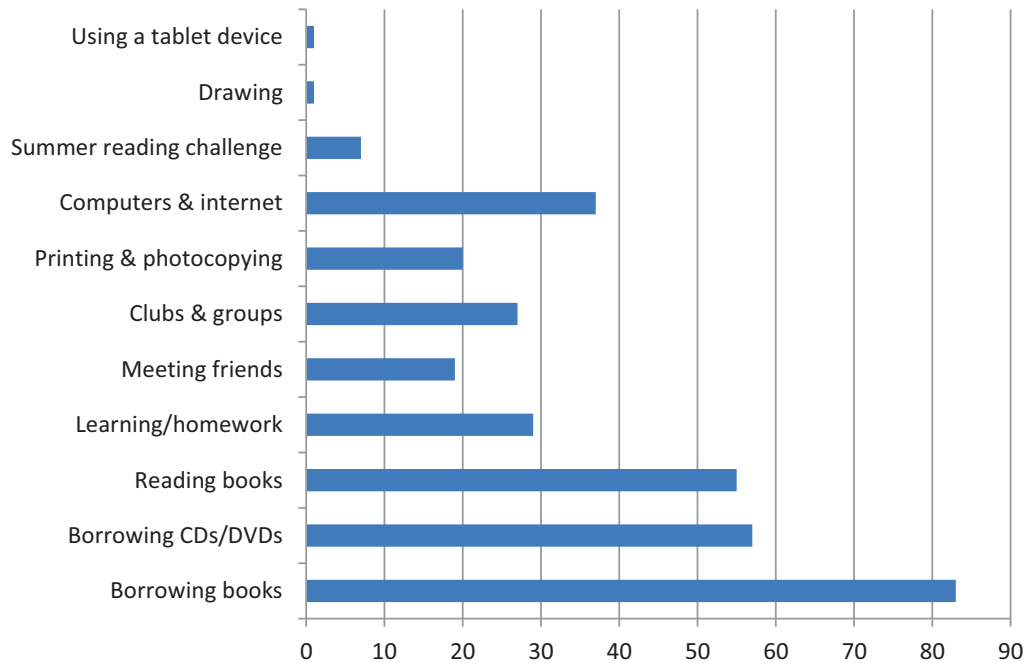Please find a question by question breakdown of all of the results and comments generated from the consultation.

7.1 Do you use a library?

7.2 Which library do you use?

7.3 What do you use the library for?

Category	Value
Using a tablet device	1
Drawing	1
Summer reading challenge	7
Computers & internet	37
Printing & photocopying	19
Clubs & groups	26
Meeting friends	18
Learning/homework	28
Reading books	55
Borrowing CDs/DVDs	57
Borrowing books	83

7.4 What will you do if the library you use closes?

Category	Value
Use computers somewhere else	25
I will buy books or read them on e.g. Kindle	47
Stop using libraries	12
Use the school library	47
Go to the closest one	47
The library I use isn't closing	18

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Other comments:
- I'd cry x11
- Borrow books from friends x4
- Not use libraries as much x3
- Make a petition x3
- I will chain myself to [Tinsley] library door x2
- It might stop me reading as many books
- I've got loads of books at home I would read
- I could go to WH Smiths
- Go to the central one
- Fight for it
- It will affect our learning and education
- Order books from the council service
- Read my own books
- Protest and try and save [Broomhill] library
- Read books at home

7.5 I don't use a library because…

The chart shows the following approximate values on a horizontal axis from 0 to 8:

- They don't have any computers/always being used: 5
- They don't have good books: 7
- It's always shut: 7
- I don't like reading: 3
- I don't have anyone to take me: 6
- They are too far away: 7
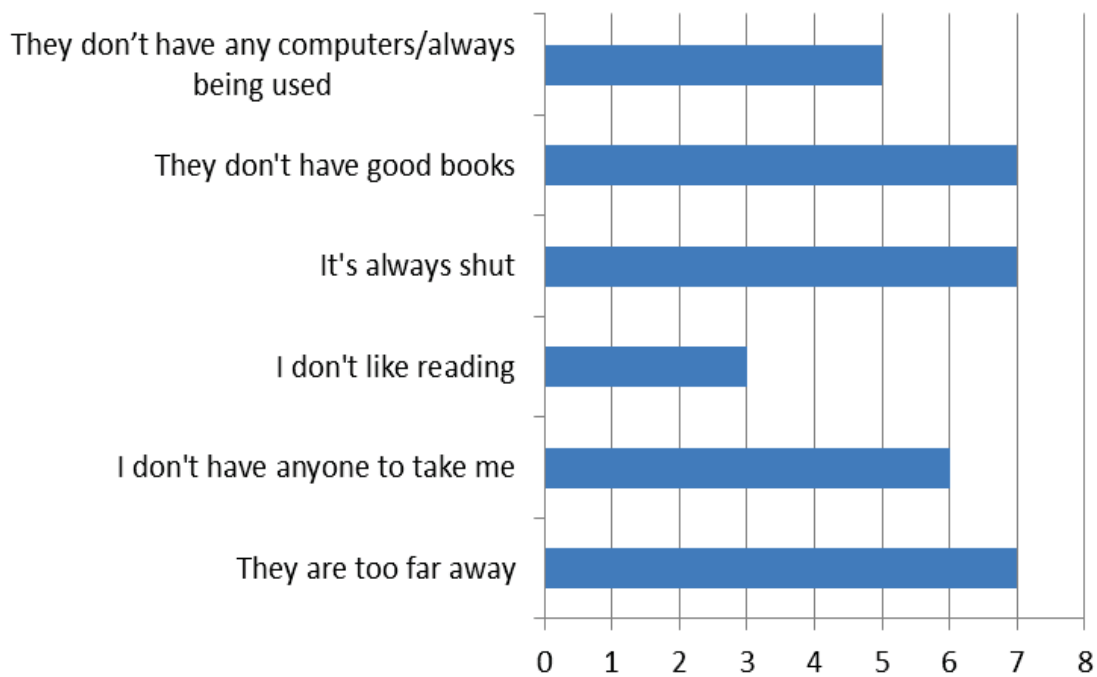
Other comments:

- I buy my own x5
- Too busy x4
- I don't have to leave the house to get a book…I download them on my iPhone/iPad (electronic device) x4
- I couldn't find my kind of books (e.g. JK Rowling) in the library/need more books x2
- I've got loads at home x2
- Don't have time x2
- My mum buys me books
- I don't have a library card
- It's not very fun

7.6 Library proposals feedback

The following proposals were explained to children and their thoughts, views and comments were collated. The feedback has been split into first positive comments, then negative comments and lastly any questions which were raised by respondents.

Central library

- I think it's a good idea x22
- It should be open 7 days a week x6
- Great x4
- A lot of people use it x2
- Good variety of books x2
- I'm glad it's staying open
- OK idea
- Best library

- Town is too far to go x3
- I think that the central library should close because people who live on the outskirts won't be able to get there so easily
- You should shut this down and keep others open
- Cut the hours of this and keep more open
- Bad idea

Hub libraries

- Good idea x14
- It will bring people together x3
- It's a place where different people can socialise with each other
- I like the sound of a place for people to talk
- I'm happy because Manor is near me and I use it
- My library (Darnall) will be open
- It's good to have hubs for everyone
- I like the Parson Cross library because I read to my baby sister there

- Tinsley library should be a Hub x6
- Broomhill library should be a hub x4
- Bad idea x4
- Totley library should be a hub library x3

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- Bad because lots of people use Broomhill library x3
- Ecclesall Library shouldn't stay open because it's too far for some people to go x3
- There should be one closer to us x3
- They should be open more x2
- Our school does lots of activities at Walkley but it's closing down
- We won't have one near us (St. Mary's Primary)
- There will be no libraries close to our school (St. Mary's Primary)
- Other libraries (other than Totley) don't have stuff to play with and things to colour in
- The council should close other boring things
- The libraries that stay open should do activities and have stories read to the younger kids
- I don't go to any of the hub libraries
- Broomhill library should be a hub because it's close to Crosspool, Broomhill and Crookes
- They should have more grown-up books and a recommendations area
- There won't be enough libraries
- I want it to stay open 24 hours
- They should all be open
- The Southey library should be one

- Why isn't there a hub for people in our area? Upperthorpe & Walkley are both closing (St. Mary's Primary)
- Will it make the area (Crystal Peaks) busier?

Community led libraries
- Good idea x9
- I think responsible people (adults and children over 12) could volunteer to work x2
- Retired people might want to run it, instead of staying home all day x2
- Tinsley library should be community-led
- I think lots of people would volunteer
- It would be nice if people volunteer
- It would be a good idea for unemployed people who want to do it
- We should have more libraries doing activities like drawing
- Clubs and groups are popular

- People should get paid x12
- I don't think people will volunteer x9
- Bad idea x9
- The volunteers should get at least £1 each time they work x3
- It depends if people will do it for free x2
- If you're not getting money there's no point being there x2
- No-one would get paid and it might not work
- Nobody would have the energy to open their own library
- It's not going to save enough money

- What will happen if no-one volunteers?

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Private business
- Good idea x11
- Good idea as long as they keep the library x2
- People could donate books and money x2
- I think if they have lots of good books it would be a really good idea x2
- If some better or more rich book shops took over libraries they might extend the building so it would be bigger x2
- I think it sounds ok
- It would be good if someone like WHSmiths took over if they still let people borrow books instead of paying money
- I think it's a good idea because the council needs money
- Good to have a shop where you read books and can eat food or have a drink
- Someone like Waterstones would be good
- It will be good because you can read what you have bought in the shop
- You could get a book and a cup of coffee
- Ecclesfield should be a private library
- People could pay for their own library cards
- This idea is awesome!
- They could give spare books to schools

- Bad idea x8
- They might charge you to read a book x4
- I wouldn't pay money to use them x3
- There are too many private businesses in Tinsley x3
- The more libraries close - the less people read x2
- There are only some businesses which could take this on
- You might have to wait a long time
- Having things like drinks around books might damage them if they spill
- Libraries should be free
- Rubbish, it's meant to be free
- I will never pay, so shut them!
- You don't want to have to buy something just to look at a book
- I think they are ripping you off because they're making you buy stuff that you don't want
- Might not have a very good selection of books
- They might not run the library right
- Library wouldn't be as good

- How much would they charge us to go and sit down and read a book?
- How about Sheffield Hallam University running it?
- What will the council do if a business takes over a library but don't sell any books?

Mobile libraries
- It spoils the air we breathe because they use fuel x3
- I have never seen one before and I didn't know it existed x3

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- Good idea x2
- They haven't got a wide range of books to read
- Terrible idea - people can't read or learn
- It should be closed
- The home delivery service would be better
- I've never seen one of them
- The delivery service is a really good idea
- It's better if this stops because it wastes money for repairs

- Bad idea x10
- They should stay open for older people x10
- Bad for disabled people x6
- It should stay open x3
- Bad for people who don't live near a library x2
- If the book shop was full the bus could help
- I use it very often
- Not a lot of old people like to go on the internet
- Its 4 busses here to get to and back from a library
- Should be open 24 hours
- What if you didn't have the internet so you couldn't use the home delivery service?

Overall comments
- There are good and bad ideas x4
- I like the council's ideas/I completely agree with it x2
- We should get a vote on it x2
- You could read to children under 5 to make money
- You could sell refreshments to make money in libraries
- The money could be used to buy other things when they close the library
- We really like the Reading Challenges they do in the summer
- Libraries should run like businesses
- Spare books could go into nearby schools
-
- There are good and bad ideas x4
- Don't shut down our local libraries, we don't live near a hub x5 (St. Mary's Primary)
- The opening hours need to change/stop closing them at silly times when people are free x5
- It should stay the same x3
- Tinsley library should stay open/be a hub because it's a long way for people to go to another one x3
- There should be more types of books x2
- I think we should have a bus going to the local libraries dropping people off and you pay 20p x2
- Could be open 24 hours and people have different shifts x2
- Totley library should stay or there will be no library near us x2
- It will affect our education if it is shut down x2
- The council shouldn't close any libraries, it's not fair on the people who work there

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- As a council they must have other buildings they could sell
- Parents won't be able to get books to read to their children to put them to sleep
- Judith and her assistant won't have a job! (Tinsley Juniors)
- I think closing libraries is bad because people will not be bothered to come to libraries any longer
- We need more libraries for all the people

- Why don't libraries charge people for books?

Appendix 10

Summary of Alternative Ideas

# Denotes feedback from children and young people.

Savings elsewhere

- Do not spend any money on the Tour de France. £900,000 cannot be justified to be spent on one day
- Do not spend money on Fright Night, Tramlines etc. in these times of austerity
- Stop refurbishments and alterations at the Town Hall
- Turn off some of the streetlights in the early hours
- Reduce number of councillors in cabinet and stop councillor expenses and excessive travel
- Collect all the money that is owed to the council, especially council tax and rent arrears
- Stop spending unnecessary money on expensive external consultants and agency staff
- Reduce wages across council departments

Income generation and marketing

- Advertise/raise awareness of libraries more to encourage higher usage of the service
- Produce a map for all Sheffield citizens showing where Hub libraries are and how to get there on public transport, parking in area etc., to encourage more usage by advertising accessibility
- Make sure relevant people are made aware of home library service
- Charge for reserving books. Possibly cut down on buying new books for a year
- Consideration of a subscription for library membership
- Consider making a charge for services to operate on a more commercial basis. The internet, 'E' books, e.g. Kindle, TV, etc. are changing the demand for books. Lending books should perhaps be only a part of the service offered, e.g. renting out 'E' books, downloading books and films, lending DVDs
- Assistance with internet web sites for elderly, disabled and those who are not computer literate or have access to a computer would be very popular. Consider charging for services. Scale of charges to suit affordability
- Take donations of books, CDs, DVDs, then offer sale or rent to the public
- Do not send letters out when reservations arrive or for any other purpose – should have modern paper free admin processes if money is tight
- Streamline all processes and staffing – utilise the council's transformation team
- Could money be earned in useful amounts by the sale of archive photos?
- # Reduce council funding in other areas to save libraries
- # Tax millionaires to fund libraries

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Alternative models

- Approach potential benefactors to sponsor libraries
- Transfer the libraries budget to education, then it will be more protected
- Keep all libraries open but with reduced staff and reduced opening hours – this is the only fair option
- Don't have any hubs and keep all branch libraries open as community-led libraries supported with paid librarians and volunteers
- Have volunteers in all libraries working alongside paid staff
- Choose hub libraries that are on public transport routes, and have easy wheelchair access, car parking or off street parking. Ensure accessibility for all
- Provide some initial support for Independent Libraries - training, stock rotation, peppercorn rent
- Set up a virtual library via the internet instead. This would possibly help younger people in rural areas
- In areas where libraries are closing, provide a free bus service (one in the morning and one in the afternoon) to take people to the nearest Hub library. Like the "Tesco Bus Service"
- Allow other companies to support services like IT
- Close all the community libraries and just have one great venue in city centre
- Consider manning the library with volunteers but with a trained librarian in situ
- Look at what the cities with the best library participation rates have done, and use the best practices to improve Sheffield library services
- Have better libraries in schools, could adults use this after hours run by volunteers?
- Libraries are over-staffed so reduce staffing first before any closures
- If you are short of resources, concentrate on core library concerns: books and audiobooks, not DVDs, music CDs, and not broader community activities. Use volunteers to replace paid staff where possible, but always have paid staff working with them as well
- Consider 'downsizing' the library premises perhaps making them cheaper to run
- Integrate libraries with post offices instead of closing down libraries, or other council services such as housing, then rent and building maintenance and even staffing costs can be reduced
- Get private companies to sponsor libraries so they can all stay open with council librarians running them
- Attract partnerships and other businesses in libraries such as coffee shops so you can generate income from rent etc.
- # Keep all branch libraries open with reduced staff and opening hours
- # Use volunteers in all libraries working alongside paid staff
- # Have virtual libraries and invest in latest technology

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Suggestions to assist proposed model

- Change central opening hours to cater for the majority of people i.e. those who work full time, so reduce morning and afternoon opening hours and increase evening and weekend hours
- Heating is always high in libraries. Consider a small reduction in temperature to reduce costs
- Manage the library budget more professionally and stop spending so much on glossy leaflets etc. – get your priorities in order re. spending
- Streamline all libraries with computerised scanners and invest in latest technology – follow the good practice achieved by the Sheffield's Universities who have successfully modernised their libraries and made them fit for purpose
- Make libraries fit for future generations by investment and greater emphasis on digital access - on line catalogues and e-books
- Look at the system of fines for overdue books for people in areas not served by the hub libraries. They may have more problems in getting books back on time, or increase the time period for which books can be borrowed
- Need to ensure closure times of the remaining libraries do not overlap so that there is always some availability within reasonable travelling distance
- Ensure that hub libraries have plenty of quiet zones
Children can only visit central library after school and weekends, so reduce opening hours in mornings rather than afternoons and evenings

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Library Review Consultation Results
Home Library Service

Libraries, Archives and Information Services

Sheffield City Council

January 2013

This report presents the findings of the consultation *'Have your say on Sheffield's library service – Home Library Service'* and sets out what users of the Home Library Service told us. This was a shorter, additional survey with questions that were designed specifically for Home Library Service users

It is worth noting that not everyone who completed a survey completed all the questions. The percentage calculations which relate to the quantitative questions are based on the total number of people who completed the survey which is 189, and referred to as survey respondents. The final question in the survey gave respondents the opportunity to add further ideas, suggestions and comments.

The first question in the survey asked respondents for their home postcode and for this reason, the reports begins with the results from question 2.

Question 2 - When would you most want the Home Library Service to visit you?

Out of the 189 people who completed the survey, 177 people (94%) answered the question *'When would you most want the Home Library Service to visit you'*.

Delivery time	Score	%
Monday am	45	
Tuesday am	49	
Wednesday am	34	
Thursday am	50	55.91%
Friday am	30	
Saturday am	10	
Sunday am	9	
Monday pm	39	
Tuesday pm	24	
Wednesday pm	36	
Thursday pm	30	40.14%
Friday pm	21	
Saturday pm	7	
Sunday pm	6	
Monday eve	2	
Tuesday eve	2	
Wednesday eve	2	
Thursday eve	3	3.69%
Friday eve	5	
Saturday eve	1	
Sunday eve	0	
Monday late	0	
Tuesday late	1	
Wednesday late	0	
Thursday late	0	0.24%
Friday late	0	
Saturday late	0	
Sunday late	0	

The results show that mornings are the preferred time for the Home Library Service to visit its users with over 55% of respondents choosing this option. To break this down further, weekday mornings are more popular than weekend mornings with just over 51% of respondents choosing this option and only 4% choosing weekend mornings. The second preferred time for visits is during the afternoon and 40% of respondents chose this option. In general, there is little preference for this service to deliver at any time during the weekend (around 8%).

Question 3 – What is most important to you in the Home Library Service?
84 people (44%) responded to this question.

Number of visits per month (score)	Range and quality of books and other materials (score)	Library staff you know (score)	How long staff can stay (score)	Other specified (score)
242 (21.5%)	383 (34%)	292 (25.9%)	207 (18.4%)	0 (0%)

Based on the 84 people who responded to this question, the results show that the 'range and quality of books and materials' is considered to be most important with 34% choosing this option. This is followed by having 'library staff that they know' with nearly 26% of respondents choosing this.

In addition, there were 7 free style comments provided in this section of the survey that were not ranked but show a general satisfaction for the service and staff.

"Fantastic service, marvellous staff, leave well alone until you have had some of looking at four walls you will not realise how important this service is to such as us"

"the service is a good thing for disabled persons"

"not being scared of dogs"

"knowing the staff"

"I love my books all the girls that bring them are lovely and kind would miss them if the service was stopped"

"am quite satisfied as things are at present"

"Library Staff"

Question 4 – Ideas for the future

The demand for the Home Library Service is growing but limited funding means that we need to look at new ways of working to meet the need. The Home Library Service could deliver to more people by using volunteers, or working in partnership with Adult Social Care services or voluntary organisations. The survey therefore asked respondents *'What do you think of these ideas?'*. 180 people (95%) responded to this question.

Idea description	I like this idea ☺ (score)	I don't like this idea ☹ (score)	I'm not sure (score)
Volunteers can help library staff as they do their rounds delivering books and materials in the library service delivery van.	96 (20.1%)	55 (11.5%)	24 (5%)
Volunteers (using their own transport) can work with a local library service to deliver books and other materials, particularly to people who live in remote areas.	44 (9.2%)	82 (17.1%)	27 (5.6%)
Many Home Library Service users have health and care workers who visit them on a regular basis. **Some health and care services may be able to deliver library books and other materials when they visit.**	31 (6.4%)	84 (17.6%)	34 (7.1%)

Of the 180 respondents to this question, approximately 20% like the idea of volunteers helping library staff to deliver books and materials and around 17% of respondents do not like the idea of volunteers delivering books with their own transport or linking with health and social care. Nearly 18% of respondents were 'not sure' about any of these ideas.

Question 5 – Any other comments

56 respondents (30%) left additional comments, ideas and suggestions and 83 comments were received. The table below shows the general themes for the comments received:

Comment – key theme	Responses
Like the current staff, helpful, trustworthy, friendly	22 (27%)
Like the current service as it is/no change	30 (36%)
Look forward to the delivery/vital service	7 (8%)
Concerns over volunteers - security, getting to know them, reliability	8 (10%)
Selection of books and materials	9 (11%)
Other e.g. general concern for staff, unable to visit a library building, suggestion of 6 week delivery as an alternative.	7 (8%)

Although only 30% of all survey respondents chose to leave additional comments, those received emphasise a general satisfaction with the staff and how the service is currently run. There is some concern over introducing

volunteers (10%) and 8% of respondents commented on how vital the service is to them.

The full range of comments received is listed below. Please note that some respondents left several comments which may fall within more than one category:

The people who deliver my books are fantastic. They go over what I think is their remit. Not only do they deliver the books they find time to talk about books but take time to ask after my welfare and have natters about all sorts. Please do not change the ladies!
Always look forward to seeing any of your staff all been so pleasant and helpful
I would like things to stay as they are if at all possible please
I prefer the service as it is
I prefer my books to be delivered as they are
More up to date DVDs new ones are released shortly after a film is shown and advertised however any requests for such topical material fails money is tight but can be diverted to help housebound people enjoy topical issues before they age!
I have always gone to my library but owing to illness I am unable to go yet and I have been very grateful for this service. Thank you I have used my library 40 years
We are satisfied at present
If volunteers are appointed preferably same each time
I prefer to have trained staff operating the service I have always found them helpful and trustworthy
more personal choice of authors
A Godsend for households
Great service couldn't manage without it
I prefer the library because they know what I like and dislike
I would be concerned that the library staff who call regularly may have hours cut or jobs lost care do not have time to carry books around. Care should be for the caring
I feel the library staff can and do give advice about books they are well qualified to do this which is helpful
Just that as I am nearly 90 and would not like to visit our library
I prefer my library ladies to volunteers I don't think it wise to open my door to just anyone we are all vulnerable at this age and as I am the type who would fight back I wouldn't stand a chance against someone younger. Please keep the people we know and trust.
I think the service should stay as it is because the ladies are very helpful and I wouldn't want different people coming into my home.
I'm very pleased with the home service I like to read
I am not willing to fit in with any one morning visit once a month as I am housebound I am grateful for the service my health is too door for me to help in any way
The present system works very well I don't think health and care working would have the time or capacity to do this - present system/staff are really great
good selection of western books
Would a delivery every six weeks help?
I am quite satisfied with the staff who visit me always very nice pleasant a monthly delivery satisfactory to me I do now even find home books are badly discoloured and CD's quite old and actually not worth using. Also the books I sometimes receive are not authors I have requested although I made a list out of my choice which seem to be ignored I do not want strange people coming to visit me
Very happy with the service
I can't think of how they could do their job any better than they already do try more than I understand what section 4 means by volunteers bringing often materials do you imply they shop

as well!
These people would not like this idea as in some cases they already have more than enough to do
I am hoping that the lovely girls who bring books will continue to do so I am not good with strangers visiting my home and volunteers could be anyone and different every time I am quite worried that this could happen
instead of a variety of books me personally only like after the war not poor people scratching for a living comical books, not heavy books, out of these only 2 appeal to me sorry
very pleased with my books thank you
I would miss my books and DVDs and like the reliable ladies that bring them, voluntary workers would not be as reliable
from time to time a review of books I would like
annual relisting of interests from library
I enjoy visits by library staff
I like things as they are
being ex RAF bomber command, if possible I would like more books on this subject, if possible lets keep the happy friendly girls we have * * * who will always have a nice word and chat.
I know a few people who use this service without it we would become more isolated than we are now, there are many days when I cannot move and without a book or 2 I would be devastated. one of my main fears is that the mobile library will stop
we are both quite satisfied with the home library service as it is at the moment
happy with the service as it is
the library has always been very important to me and always will be
I am satisfied with the service I already receive staff are very pleasant and helpful
I think its better if the same people come otherwise anyone could come and say they are from the library.
The library staff that visit are very pleasant. I look forward to seeing them.
I cannot think of any suggestions but I do appreciate this service as I am unable to get to a library - too hilly
I am very satisfied with how the delivery is made now, very pleasant, helpful library staff. Regular day and time.
I think the service is very good and I benefit greatly from it. (If large font books were available in several volumes it would help as they are very heavy!)
Grateful for the service!
I have cataracts on both eyes so this service of large print books is excellent for me as I have always loved reading.
Very pleasant and helpful on choosing books if one likes a certain type
I enjoy the friendship of the staff that call now I have known them for a number of years.
I am sure that volunteers with their own transport could help the regular staff but they would need to wear some type of ID. I don't have a care worker calling on me. I wish I could help you in some way but am not very mobile; I can walk a short distance but only with the aid of a stick.
I am extremely grateful for the present excellent service
The service is great. don't change it
It's a lifeline, cannot do without this service. Enjoy the visits. I only like the ladies who visit to keep coming as they have become like friends to me and nothing is too much trouble for them. It is an important part of my life. I am partially sighted and it is a comfort to me that I can recognise the people who visit me.
make sure their call is heard and give time to enable resident to get to door

Profile of respondents

<u>Gender</u>
Male   14
Female   148
Did not say 37

<u>Considered to be disabled</u>
Yes   124
No   21
Did not say 44

<u>Age</u>
40-64 yrs   5
65-80 yrs   25
80+ yrs   123
Did not say 36

<u>Ethnicity</u>
White English/Welsh/Scottish/British/N.Irish   168
Mixed dual heritage   1
Did not say   20

Next steps

Proposals for the future of the library service will be developed in the near future and will give due consideration to the consultation results, Library Review outcomes, needs analysis and budget outcomes. At this stage, no decisions have been made on the future of the library service; however it is likely that some small scale service improvements highlighted by the survey will begin.

In order to formulate proposals for the future, we will consider the outcomes of this survey, the results of the city wide survey which received 6037 responses and what we have learned from research and visits to other local authorities.

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13.4   Independent libraries

In line with the priority tool, it is proposed the following libraries may become independent libraries:

(in alphabetical order)

Broomhill
Ecclesfield
Frecheville
Gleadless
Greenhill
Jordanthorpe
Stannington
Totley
Upperthorpe
Walkley
(plus Tinsley after the rental agreement expires in 2016)

In the report of the Executive Director 25th September 2013, it was outlined that libraries vulnerable to closure, which do not become community co-delivered libraries, may become independent libraries without financial support from the Council. However, a range of non-financial support, advice and assistance was always proposed for the formational stages though this would not be ongoing.

Since the launch of the consultation the Council has encouraged community groups and organisations to come forward and register an interest in running their community library. Interest has been strong and every library which is vulnerable to closure has a group/organisation willing to run it.

Guidelines were produced for individuals, groups and organisations who want to run, or help to run a library service in Sheffield. As listed in section 11.1 library groups took advantage of a range of information and support sessions organised by the Council, including workshops and a visit to independent libraries in Wakefield.

The guidelines included a range of information and advice, including the criteria for initial and full business plans (see appendix G). The list below outlines the criteria for the initial business plans which had a submission deadline of 24th January 2014.

> (1) A volunteer register
> (2) Managing and co-ordinating volunteers
> (3) Working with partners
> (4) Governance arrangements
> (5) Ideas
> (6) Financial plan

11 groups/organisations have submitted an approved initial business plan and will be invited to develop a full business plan.

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