

**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**

| | Page | |
|-------|--|----|
| 1.0 | Introduction | 3 |
| 2.0 | Background | 3 |
| 3.0 | Consultation methodology | 3 |
| 3.1 | The consultation document | 3 |
| 3.2 | Promotion | 4 |
| 3.3 | Who did we consult with? | 4 |
| 4.0 | Summary of the survey results | 4 |
| 4.1 | Using the library services | 5 |
| 4.1.1 | Opening hours | 6 |
| 4.1.2 | Most important library services and facilities | 6 |
| 4.2 | Making our library services more efficient | 8 |
| 4.2.1 | Making savings | 8 |
| 4.2.2 | Complementary commercial activity | 9 |
| 4.2.3 | Fees and charges | 10 |
| 4.3 | Ideas for the future | 12 |
| 4.3.1 | New technology | 12 |
| 4.3.2 | Developing partnership opportunities | 13 |
| 4.3.3 | Volunteering opportunities | 14 |
| 4.4 | Final comments | 15 |
| 5.0 | Profile of respondents | 16 |
| 6.0 | Summary of results from focus groups | 16 |
| 6.1 | Youth groups | 16 |
| 6.2 | Over 50's group | 17 |
| 6.3 | Learning disabilities group | 17 |
| 6.4 | Access Liaison Group | 17 |
| 6.5 | Conversation group | 17 |
| 7.0 | Next steps | 18 |

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:

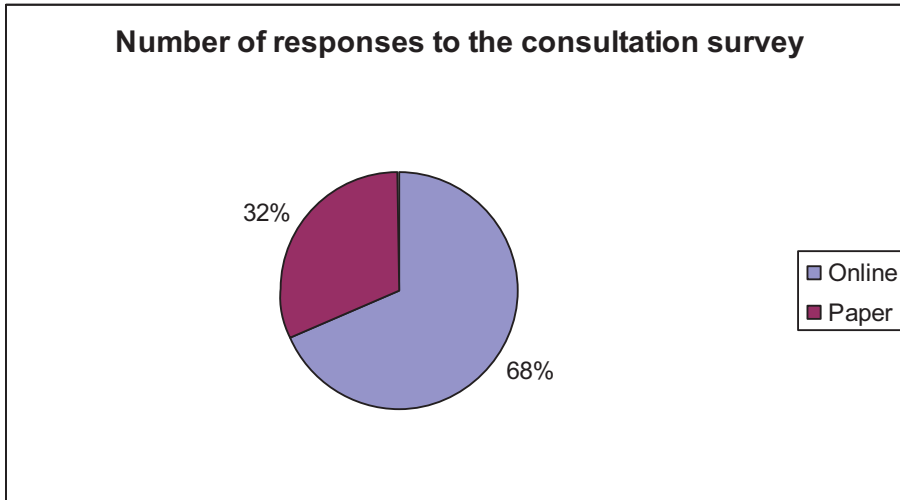


Chart 2 summarises the number of respondents that currently use Sheffield's library services:

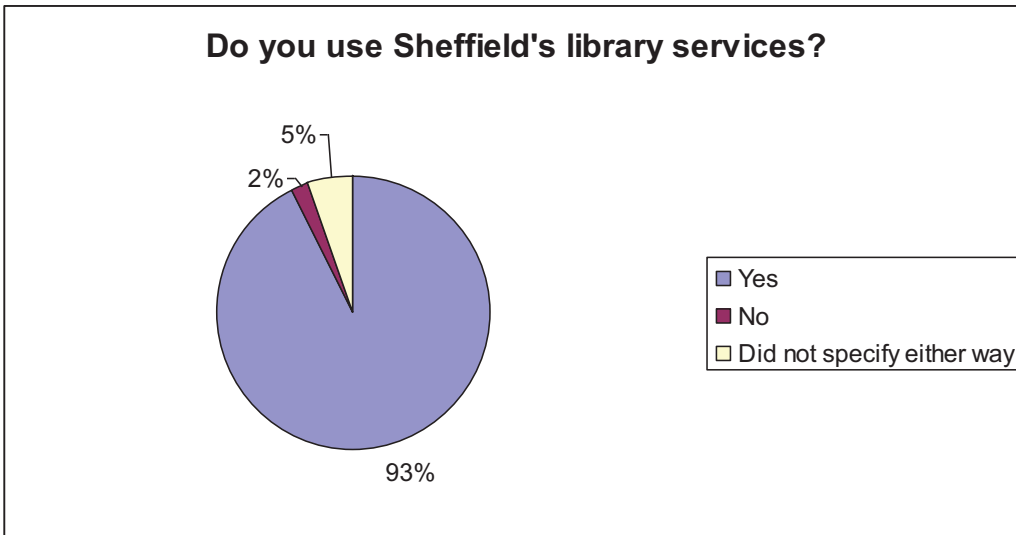


Table 1 summarises the response to the question 'Which Sheffield library do you use the most?'

| | |
|---|-------|
| 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

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

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

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.

| |
|---|
| <p>What we are doing already</p> <ul style="list-style-type: none"> ▪ 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, Flickr, 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, Uppertorpe 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.