

Annex 1: Consultation responses

Have you read the consultation?

No	18	1.1%
Yes	1588	98.9%
Total	1606	

Do you agree with the preferred option?

No	656	40.8%
Yes	932	58.0%

If "No", alternative option suggested...

373	56.9%
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43

Read the consultation	Disagree with the preferred option	Comments
Have you read the consultation	Do you agree with the preferred option?	If you have an alternative option on how the service could be delivered, please tell us in the space provided below. Please show how your approach would reflect the need to make efficiencies to provide, wherever possible, an extended, but still local offer. Please include in your response reference to the following from the priorities from the first consultation carried out: Budget priorities, Location, Books and Access

Yes	No	<p>1) Libraries are an essential and important part of the community and should not be starved of cash. Instead of wasting money on Cllr. Cereste's hare-brained schemes and on consultants the cash should be used for the benefit of the citizens of Peterborough. If there have to be cut-backs in the number of paid staff in the libraries then unpaid, experienced and knowledgeable volunteers must be considered. Libraries NEED to be staffed in order to provide advice and assistance when it is required. 2) There should be no closure of libraries. No area of the city that already has a library should be deprived of the amenity - that could be construed as discrimination. There is no doubt that if the city expands to the extent that we are told about by the Council then there may even be a need for more libraries. 3) Books!? Of course a library needs books; they are the basis of any library. More care and thought needs to be given to the selection of the books that are on display. Very often there are multiple copies of a particular book by a particular author, but other books written by the same person are non-existent on the shelves. I sometimes wonder if the procurement staff really have the knowledge of the literary world required for the job. 4) How will self-service work effectively without penalising those people who require access and at the same time provide the support, security and level of service that is provided by a staffed library? In conclusion; it appears to me that although Vivacity's commitment to providing a good library service is self-evident, the Council does not have the same vision, foresight and degree of commitment.</p>
Yes	No	<p>1) It is essential that there are staff available at all times to assist library users, even if the staff have to be unpaid volunteers. The Council have to recognise that libraries are not just a luxury, they are essential for the community, more essential than some of Councillor Cereste's hare-brained schemes. 2) All libraries should remain open - no local communities should be without access to a library. 3) More careful consideration needs to be given to the selection of books available</p>
Yes	No	A centralised library service would seem the best option with support from Hampton, Orton, Bretton as support options.
Yes	No	A fully manned library service is an essential public service. If you want to make cuts, cut councillors salaries.
Yes	No	Access 1st; Location 2nd; books 3rd; budget priorities 4th
Yes	No	Access for local communities especially the elderly could suffer as they may not feel confident enough or safe going within the self service hours un aided.
Yes	No	Access to Hampton Library- how will this be monitored when its already getting vandalised.
Yes	No	Access to help on computers and any other advice about books, how to use the printer and pay fines. just general assistance is needed but not all the time
Yes	No	All are vital
Yes	No	All are vitile
Yes	No	Allow volunteers the opportunity to step up
Yes	No	<p>although i understand the need to cut costs. leisure activities are always in the forefront. high usage of libraries suggest they can be viable. consider purchasing requirements, unused office space (poss sub-lets) Welfare organisations could utilise space. use of volunteers is an intersting option, however the over use of them should be discouraged. welfare to work schemes should be discouraged. john clare theatre, consider hiring costs to make it more viable. small local thatre companies could use the facilities. enhance catering but discourage crisps!</p>

Yes	No	Although the proposal increases access I am deeply concerned that the proposals will result in staffing cuts to a profession which any civilised society should regard as essential. I find the staff and central library helpful and knowledgeable and would decry any reduction to this provision
Yes	No	Are vital for the community
Yes	No	as a mobile library option isn't viable due to limited ability to transport books, the alternative will also prove as ineffective as shown in other areas (refer to Private Eye (ad infinitum)). I propose that a root & branch approach is considered, whereby the stock ordering & purchasing system is re-evaluated to ensure it is sourcing product that there is a requirement for and not multiple copies of the same books with a short shelf life. Look to utilise the reading /loan data to drive purchasing decisions in conjunction with knowledgeable users (on a volunteer basis) to be involved in the process of purchasing products.
Yes	No	As an alternative put up council tax by 5%
Yes	No	As I work 8 till 5 I only have a small amount of time to use the libraries, therefore extended hours opening hours would be perfect for me and a hell of a lot more people that have normal jobs, on the other hand it would make sense to keep the main ones open that have a high foot flow and close or reduce the hours that the ones that are not so busy, in order to keep resources open to the public.
Yes	No	As many libraries are integral with schools these should be open while the schools are. (eg Orton, Hampton, Werrington). Staff would be on site anyway. Many people NEED local libraries (access in out of town areas can be ESSENTIAL)
Yes	No	Being 75 and reading 8 books a week every 4 days and having no computer I would miss my library and the friendly staff
Yes	No	Being able to return books out of hours is constructive, but losing staff destructive. they work hard at helping public plus had to library advice which computers fail.
Yes	No	Books
Yes	No	Books
Yes	No	Books Access Location Budget Priorities
Yes	No	Books are out of date with online material now available on almost any topic. You could save money by closing libraries and paying for slow internet at home for poor people.
Yes	No	Budget does not come into it. They need to be staffed so they do not get burglarised. And left open longer hours.
Yes	No	Budget priorities increase fines for over due and late books charge for priority on availability of new and popular books charge more for computer services charge a small but necessary fee for kids reading times ect as a parent I would be happy to pay invite Costa coffee or similar to rent a space to serve coffee ect there are many small fee options available Location I am a user of the Orton library mainly I feel unmanned hours would invite in thieves ect I can see how with tagging you can monitor ingoing outgoing ect but a lost/stolen library card could result in the total loss of the building and stock ie arson Books this is an area I don't have a view on as I am always able to find or order what I want Access For me this is most important sat I asked about this at work only to get the impression never open when the working man has time to go
Yes	No	Budget priorities, need to location. Check for access properties.

Yes	No	BUDGET: MORE COULD BE SAVED FROM OVERALL BUDGET. LOCATION: SMALLER LIBRARIES IN THE VILLAGES SHOULD BE PRIORITISED OVER THE "CENTRES". BOOKS: EITHER HARDBACKS OR PAPERBACKS NOT BOTH NEEDED, OR ALTERNATE BUYING. REPLACE LESS OFTEN. FINE MORE FOR LATE FEES AND DAMAGE. DOES ANYONE ACTUALLY PAY THEIR LARGE FINES? MAYBE BANK DETAILS TAKEN TO RETRIEVE FINES? OPTIONS TO RETRIEVE MONEY FROM FAMILIES. ACCESS: LIBRARIES ARE IMPORTANT SO ACCESS OUT OF WORKING HOURS ARE IMPORTANT, BUT THEY OPEN SATURDAYS ALREADY, THE COST OF OPENING WITHOUT STAFF IS VERY SHORT SIGHTED. YOU ARE OFFERING FREE BOOKS AND ENTERTAINMENT TO PEOPLE WHO MIGHT NOT BE TRUSTWORTHY. ARE YOU EXPECTING POLICE TO DEAL WITH ANY VANDALISM?
Yes	No	Budget-get councillors to 1) take less money, 2) repay monies acquired that were not theirs to take! keep libraries affiliated to schools, open when schools are open (as they have to have staff then!) If Libraries are made 'self-service' you will lose books/equipment and they will become no-go areas - drugs, sleepers, n'ere do wells will love it, plus people are liable to smoke; fires are probable!
Yes	No	Cancel all the council's vanity projects and all the money needed to reverse these woeful proposed cuts will be released many times over. It just seems incredible that the council are making these cuts when literacy levels in the city remain lower than the national average. I have seen there is now a literacy hub set up. Surely the library service needs protecting to be able to contribute to this and similar projects to help the city improve the life chances of its citizens. Get a grip councillors. Stamp out the ridiculous pointless waste of money spent trying to punch above your weight as a small unitary authority and get the basics right.
Yes	No	Charge a small annual sign up fee to be a member of the library. Also make the four smaller libraries have more self service hours and give the larger libraries more staffed hours.
Yes	No	Close all the tiny libraries, keep the big ones open but with many people helping.
Yes	No	Close small libraries give hours to the rest
Yes	No	Close smaller libraries
Yes	No	Close smaller libraries
Yes	No	Close some of the libraries, keep central, brettton and werrington. werrington library has the best range of books. Extended opening hours fully staffed. I feel that central Library should be open from 9 -5 and the late night on a Thursday with staff. Some of the smaller libraries, ie. Dogsthorpe, Hampton could close. When I lived in the ortons I didn't use that library and I now live in Dogsthorpe and don't use it as it's a horrible library. I use central or Brettton or werrington, they are good.
Yes	No	Close the 4 smallest libraries and keep the others staffed
Yes	No	Close the four small libraries and then have more staff hours in the bigger libraries.
Yes	No	Close the smaller less used libraries.
Yes	No	computers should be more than 1 hour like most places around the country.
Yes	No	Concerns over access for children and unmanned access for women after dark
Yes	No	Consider a small charge to borrow an item from the library
Yes	No	Cost of redundancy payments to staff would be a large expense. Cessation of community activities would be of detriment to local population. Welfare of children and vulnerable adults SHOULD be of paramount concern.
Yes	No	Cut management

Yes	No	Cut the pay for the people at the top who always get big fat bonuses on top of already extortionate pay cheques. To many bosses, not enough staff.
Yes	No	Do NOT agree that libraries are understaffed-open to abuse i.e. drunks, dropouts and thieves
Yes	No	Do not agree, think this is right as a local childminder uses the library a lot!
Yes	No	Don't agree with any of the options here
Yes	No	Don't cut hours
Yes	No	Employ staff to work longer, need more events on and opportunities to interact with staff and customers
Yes	No	Events at library - charge eg murder mystery evenings. Craft fairs (develop more). Holiday events for school children (charge)
Yes	No	<p>proposed cuts in the annual budget they allot to the city. Demand that Central Government reduce the cuts to Peterborough City Council. Secondly I would look to the Tax loopholes in the UK financial law, and at Amazon in particular as they have a major warehouse based in Peterborough. If Amazon were to pay, and back-date, the Tax which they owe the UK then there would be no need for any of the proposed cuts to essential services in Peterborough or anywhere in the UK. As they have a major site here we should be vigorously approaching, and reproaching, them for this abhorrent behaviour. Libraries are due a seismic change as technology and culture is changing, at the heart of that change is the truth that libraries are still necessary and relevant to the healthy development of our culture. If libraries were allowed to evolve to the changing needs of society we will see that they still have a highly relevant role in our modern world, it is my belief that the essence of this role is people. A well informed, highly experienced and educated team of people who can resolve peoples questions, guide them in finding information and work with people on their personal research whatever that may be, is possibly their most vital offer, their USP in commercial terms. It is the people who staff libraries who have always had the biggest impact when I have used them. Their advice on what, where, how to search, who to read, signposting to other services, listening to my questions and providing tailored answers that Google just cannot compare with is priceless. In studying for my GCSE's, at college and university I spent hours in various libraries with exceptional support from the staff in these processes. So it is important to see this service as linked with education budget, when looking for employment I have also used libraries to search papers, do various related research, use computers and printers, photocopy CV's and much more, so again the service is linked to Employment Services, there are many other sectors of society which make essential use of the library services. My point is that the library it is not a standalone service but one that supports and feeds into all aspects of our city, and it is the people, the staff, who make this happen. I would like to see more image based archiving and storage, gathering photographs and flyers and other material from the area to be archived and importantly easily accessible on say a large screen, so people could do a localised image search, guided by staff. New arrivals and students enjoy this and it is a fabulous way of exploring histories and of stimulating discussion, especially in comparing changes over time. There are some great libraries on Flickr that are successful under the project title "The Commons". Taking this concept and making it live locally with local knowledge would be successful. https://www.flickr.com/commons With a rising population from all over the world settling in Peterborough our libraries will have a role in guiding them through the process of settling in here, especially in terms of accessing vital information with language barriers. In addition we have a</p>

Yes	No	FIVE LOCATIONS OK BUT LIBRARY IS USED FOR UNEMPLOYED WHO CAN HAVE THEIR BENEFIT STOPPED FOR FAILURE TO APPLY FOR JOBS. YOU ARE CAUSING A DOUBLE WHAMMY. UNSTAFFED LIBRARY? A) OPEN TO HOMELESS RESIDING B) REMOVAL OF EQUIPMENT COMPUTER/ MONITOR/ BOOKS C) STAFF OPEN TO VIOLENCE AT LOCATIONS D) VANDALISM E) DOOR CARD ACCESS ONE OPENS WITH CARD - OTHERS ENTER. PENSIONER NO INTERNET ONLY LIBRARY
Yes	No	Front line staff give the libraries warm welcome a valued community resource
Yes	No	Go with Option 2 but making use of the existing mobile library to closed libraries. Or put the self-service hours on, on just the small libraries not Central as this would open to abuse and would cause it to close down anyway from damage. I am willing to volunteer but not in self service hours as this is too vulnerable.
Yes	No	have just read in the Peterborough telegraph about library cuts.Let's be clear,the Â£350,000 is coming from across Vivacity not just the Libraries,think it needs to be mentioned. Also that library staff will be cut in half.How are you going to promote literacy in Peterborough? Think councillors should take a pay cut or put up the council tax
Yes	No	Have more opening hours for libraries - stay open longer but are staffed as self service will not be effective. There will be anti social behaviour, the library will ned constant monitoring. Staff members will prevent this from taking place.
Yes	No	Have security staff as minimum
Yes	No	How about calling on Central Government for more money - more taxes on the well-off, so we can keep libraries staffed and open and continue to provide a place where people can go to study and try to improve their lives and the lives of their communities?
Yes	No	How often is a member of staff required to help with self service at the supermarket. If it doesn't work and there is no support at all, that would certainly frustrate me to the point of not attending. What really are you gaining.
Yes	No	I am concerned that the libraries will no longer be able to deliver all the supported events: childrens book groups, holiday events, rhymetime, storytime, schoolm visits, computer assistance.
Yes	No	I am concerned about the reduction in staff-everywhere, it seems, people are being replaced by machines. I think your preferred option has to been carefully thought out & you have to make cuts. BUT we need to consider our priorities in this country. The library staff are co-operative & helpful. I wouldn't mind an increase in taxation.
Yes	No	I am horrified by the prospect of using libraries with no staff available. It will create an unsafe environment with no help available.
Yes	No	i am looking for a job and need help with the computer,who will help me
Yes	No	I am more concerned with safety and security within the library during unstaffed hours. I know you have to make cuts (financially) but as with all public buildings they seem to attract undesirables. What protection would be in place??
Yes	No	I am not a Peterborough resident,will I still access in self-service hours?
Yes	No	I believe that having unmanned hours opens up the libraries to missuse; security should be present. I also think its unacceptable to expect people to volunteer to work for nothing.
Yes	No	I believe that the council tax should be increased to off set the cost of staffing the libraries.

		I believe the approach outlined within the consultation has merit and is certainly better than closing the libraries. However, I would be interested in understanding how issues relating anti-social behaviour and evacuations will be directly and proactively addressed. If there are no staff on site who are appropriately trained on the relevant procedures and how to manage such incidents, how are the Council proposing managing such situations. Service users will need direction in such incident and not a simple leaflet or poster. My concern is that libraries may attract people who may see the library as place where that can undertake antisocial behaviour unobserved, spoiling the experience for service users and could be ultimately counterproductive reducing library users.
Yes	No	
Yes	No	I can't walk very well, so I use the mobile.
Yes	No	I depend on the library as I cannot use anything else!
Yes	No	I disagree with reducing staffing hours as every time I am in the library, which is at least once a month, the librarians are being asked questions and helping people. I do like the idea of libraries being open longer to allow access after normal working hours. Could you link to schools and tap into some their budgets? Alternatively would some of the big businesses in Peterborough sponsor a library or a club?
Yes	No	I do not accept the basic premise that funding needs to be reduced nor that amateur volunteers should be used to provide a public service
Yes	No	I do not agree totally disgusting staff need to be in libraries it's the core of the service.
Yes	No	I do not agree with any of the options rather have more staffed hours than come into a staffless building
Yes	No	I do not agree with the central Library being open and UNSUPERVISED. It will be open to abuse. I would consider the better option would be to close some of the smaller libraries-or allow them to be staffed by volunteers. Having worked in a private library where members are vetted-many books disappear! Some local history material is now RARE, so it might be tempting to remove it from the library.
Yes	No	I don't agree to the savings I would like all libraries open but not sure how these savings could be met maybe the council could distribute money more efficiently
Yes	No	I don't agree with any of the options and I would like to keep staff where they belong in libraries
Yes	No	I don't think that having the libraries open for longer without staffed supervision is a good idea as due to the amount of fights and unwanted members of the public, and thievery. However, I do understand that only those who have a library card are admitted into the library so this will reduce these problems. My only question is how will people attain a library card if they cannot go into the library to get one without first having a library card. In addition, though the idea of closing down some libraries was discredited, I don't fully understand why as the percentage of users to some of these is too low and so money would be saved if closed down.
Yes	No	I don't think the majority of hours should be self service this should be a minority

Yes	No	I feel strongly that maintaining city-wide library services needs to be a council priority in the current economic climate and that funding the library service should be more important than prestige projects. I appreciate that efficiencies should be made but wonder how many of the councillors voting for a reduction of staffed opening times actually use their local library. A 49% cut in librarians would be disastrous - we need professional staff, not volunteers, to guide and support the enormous range of needs presented by library users. I am particularly concerned about access being denied to under 16s, many of whom depend on the library for access to study and information. For generations, free universal access to libraries has provided access to education and enriched our lives and, once this is eroded, the library service will rapidly decay and prove impossible to resurrect.
Yes	No	I feel very strongly about cuts on libraries all over country - how can it work unstaffed, my husband used ref. library to study chinese pottery - lots of people use it for pleasure. Library Service - should not be altered. It is a service for all - Money should be Government found People on low money need it. Children certainly need - I took my grandchildren and great grandchildren to groups - community need-
Yes	No	I have a learning disability, I need staff to help me find books. My helper helped me to write this. Chris.
Yes	No	I have not prepared an alternative proposal, but could not agree with the preferred option as it give little information. Also, I have scrolled back through the pages to find this, the only place asking for an opinion, to say that I feel this survey cannot be called a consultation, as it does not consult the respondents' views at all.
Yes	No	I have serious concerns about personal safety when the staff is not in the library. I have witnessed outbreaks of verbal violence between other customers, and only the library staff have managed to prevent it becoming more than that. So by avoiding the self issue time my visits to the library will be cut back.
Yes	No	I have to queue to see staff now, what will happen if there is no staff? who will help me?
Yes	No	I live in Eye but never use the library in Eye, I work in Peterborough and visit the main one or take my kids to Werrington
Yes	No	I need help when I am here.
Yes	No	I object to all but I would prefer the second option as closing the smaller branches and having a mobile stop would be better
Yes	No	I rely on the mobile and the staff to help me. As I am not able to get out very often!
Yes	No	I THINK IT IS IMPORTANT TO HAVE STAFF AVAILABLE AT ALL TIMES FOR ADVICE AND SUPPORT, ALSO TO BOOK BOOKS IN AND OUT. WITH THERE BEING MORE AND MORE SELF SERVICE, WE ARE IN DANGER OF BECOMING AN ISOLATED NATION, WITH LITTLE OR NO CONTACT WITH OUR FELLOW HUMAN BEINGS, WHO ARE BY NATURE, GREGARIOUS. IT IS ALSO NECESSARY TO HAVE STAFF BECAUSE OF THE LIKELIHOOD OF THEFT OR DAMAGE, OR PEOPLE TAKING UP THE STUDY SPACE / COMPUTER SPACE SLEEPING, EATING, AS WELL AS UNACCEPTABLE BEHAVIOUR.
Yes	No	I think the librarians do a very good job, especially the mobile ones! As I cant get out very much. I do a lot of reading and depend on the libraries.
Yes	No	I think the location of the libraries is good and that what the libraries provide apart from books is immeasurable

Yes	No	I think you should concentrate resources in 1 or 2 locations ie central library and 1 other to save premises costs. Also unstaffed libraries won't work because they will turn into no go areas dominated by drunks and homeless people
Yes	No	I think you should set more of a budget. So you are able to provide new books. Also there should be an access to the public toilet.
Yes	No	I understand the budget priorities however I believe that closing small libraries would make more sense, as many of these locations are catered for with the mobile library. I have been watching how much the current staff help the public, excellent customer service and patience. Although books are important we should invest in people and use their skills to continue to enhance the wealth of pleasure and information available at our library or information store. If the Central Library and the three districts remain with reasonable opening hours with staff sell off the land and assets of the remaining libraries, the obvious savings would be not putting in equipment that will run into thousands x 6 libraries, the running costs and staffing. Many customers are concerned for their safety in unmanned libraries, malfunctions in equipment damage and abuse and theft of resources. Current volunteers will be venerable and be considered as staff personally as a volunteer I would want that responsibility. Be brave shut small libraries that see a dozen customers a day tops, this is a political scam with the elections coming up not closing libraries under your preferred option!
Yes	No	I use Breton and vault staff I suggest 24 staffed hours over 5 working days
Yes	No	I use the library for job searching and sometimes I need help, so how can I receive help if no staff? Stop spending money on silly things wasting money on Cathedral Square and spend it on something worthwhile.
Yes	No	I visit Dogsthorpe library
Yes	No	I visit my library regularly and the staff are helpful and i often have a query,who will help me if they are not there?
Yes	No	I was told with the "preferred option", the events team would be scrapped, so that there would be no more children's special events or free courses for adults, etc. I think, in order to save these services, that the libraries that are least used should be closed, changed to entirely self service, or replaced by the mobile library van. Eventually, the smaller libraries will have to close anyway, so why put off the inevitable?
Yes	No	I would like the libraries to have staff, because there is always someone available if you need help with anything. If it was self service you would lose the contact and interaction and knowledge and support form the staff that you cant receive from a machine.
Yes	No	I would agree with the self service... I just feel that books will be stolen.. And you will always have trouble
Yes	No	I would appreciate that the budget has to be reduced but would prefer that all libraries remain open on normal hours.
Yes	No	I would close libraries within 2 miles of central library or within 2 miles of a larger library and have longer staffed opening hours on the libraries that remain open
Yes	No	I would feel quite vunerable in a library with no staff and have heard alot of elderly voicing there concerns -
Yes	No	I would like all the libraries to remain open so all customers have easy access
Yes	No	I would like staffed hours and do not agree with this option
Yes	No	I would like the library opened as it is, all option are difficult as all offer some sort of cut somewhere. I object very strongly.

Yes	No	I would like the opening hours to remain as they are.
Yes	No	I would like the place to stay open with staff and not to close.
Yes	No	I would like to see the smaller libraries closed, and replaced with an increased service from the mobile library, or integrated into other buildings. Thornberry library could perhaps be a combined library and post office for example.
Yes	No	I would not be happy using the self service system. One would not know who would be in the library or if any trouble or problems arose no one would be there to deal with it. You would need security staff to make the premises safe.
Yes	No	I would not feel safe in an unstaffed library. It should be staffed all the time. In comparison, the council has been frivolous in spending £14m on a parkway expansion that has never experienced traffic congestion.
Yes	No	I would not feel safe in an unstaffed library. I would also be very dubious about the security side of things - books being removed etc. I think the unstaffed hours are too high - can you not just provide one member of staff to ensure that books are not stolen etc and to ensure some safety?
Yes	No	I would NOT use a library in "self-service" hours. I do not feel that this would be safe, and I would also expect it to be disorderly and chaotic. Money would be saved if the smallest libraries (Id est Eye, Thorney, Stanground and Woodston) were closed so that money, staff and other resources can be concentrated on the more major libraries. This would scarcely if at all impact accessibility as the mobile library and books at home service would still run for those who cannot access open libraries. I would always need staff support in a library and would NEVER use "self-service" hours (and would rather not place trust in volunteers).
Yes	No	I would prefer the number of libraries to be reduced, but it is important to have those that remain staffed!
Yes	No	I wouldn't feel safe to come into library if it wasn't staffed preferred option 1.
Yes	No	If the library was unstaffed I would not be able to take part in this survey today because there is a fault on the computer system, and, in spite of booking the computer, I had to get the library assistant to book me in as a guest. It is important that the library is manned at all times and not by unpaid volunteers. More money must be found for the budget. The council should bring matters to a head by implementing a budget that does not balance the books, and if other councils do the same the government will have to stop cutting the allocation to councils. The people of Greece have had enough of austerity and so have I.
Yes	No	If there are going to be hours when libraries are unstaffed, will it be made clear when this will be. I don't think I would use them unstaffed due to health and safety concerns. What would happen if there is a fire, health issues with visitors, conflict between customers, what if the self service machines break down during the unstaffed hours.
Yes	No	If there was more financial expertise within the council this would not be an issue
Yes	No	I'm not clear how a 100% self service option would work even just for a few hours. The request for volunteers to fill the gaps would be the more logical/efficient/cost effective approach. Bretton yes please, books yes please. Maybe rotate books as well as staff over the sites.
Yes	No	Impossible to say as I can't get any details of the proposal from the council
Yes	No	In this day of "health and safety" would not have thought your public liability insurance would be valid during non staffed periods and more vulnerable people won't feel safe.
Yes	No	Increase council tax

Yes	No	Increase hours as proposed and use volunteers alongside library staff. Has work in other parts of the country. Unmanned libraries will lead to vandalism. We all need access to our libraries, as they are essential to our community.
Yes	No	It is a life line for me as I cannot walk very far! So I rely on the mobile.
Yes	No	It is no good having an unstaffed library. With the large amount of anit-social behaviour in that area, the jobs will; have a field day in the library. The current arrangements are just fine but whatever you do, make sure there are staff present. Budgets cuts are having to be made because of the unnecessary cuts by the Government. All other aspects of our library are just fine - so leave well alone.
Yes	No	It limits use by the General public
Yes	No	Its and important service to all of us - we need libraries in the community!
Yes	No	Just wanted to say that I hope some of the opening hours in Werrington will be on at evenings during the week - for those who work full time and can't come on Sat due to family commitments.
Yes	No	Keep Central Bretton orton and werrington open fully staffed. Keep Hampton as it is. Close the rest and use the mobile to cover these areas. Would not use self service as would not feel safe.
Yes	No	Keep open for community
Yes	No	Keep the staff in the libraries. I do not want to go into a library and not get any help when I need it. Close the smaller ones that don't have the visitors and save on building costs.
Yes	No	Leave as is
Yes	No	Leave it as it is and make cuts to councillors and make wards bigger
Yes	No	leave opening times as they are
Yes	No	Leave it as it is.
Yes	No	Libraries must be staffed by qualified and knowledgeable staff. It is one of the last places that still remains free of charge where you can go and spend time and learn. Instead of cutting down, why not move with the times, The library should remain free but why not put in a tea and coffee machine. Why not agree with publishers and have e copies of the books that customers can pay say a pound to be able to access the book of their choice to read on their tablets. This way it may encourage new people to use library facilities remotely. By generating money on other associated items then this valuable community asset can continue as with money making side lines. To close libraries as a cost cutting measure is short sighted and ill thought through, There are other ways round it if you are prepared to be open minded and want them to stay open
Yes	No	Libraries should remain staffed at all times, otherwise there will be health and safety issues, problems with thefts, and safeguarding issues of children and vulnerable adults. In the event of a child having an accident during unmanned hours in a library, it is possible that the council would be liable under Occupiers Liability Act 1957 and 1984, which seems to indicate that councils could in certain circumstances be judged as offering an "Allurement" for a child to enter the premises unaccompanied by having certain items likely to attract children on those premises. I would prefer no cuts to library services. However I feel that if cuts must be made then possibly smaller libraries open less days a week.
Yes	No	Libraries that are un-staffed will attract theft and vandalism. The cost of which will outweigh the costs of staffing.

Yes	No	Librarys need to be open and accessabke to everyone! The staff should be paid as they are needed and full on knowledge about the books.
Yes	No	location access information
Yes	No	LOOK TO PRIVATE SECTOR INVESTMENT EG AT CENTRAL LIBRARY HAVE A RESTAURANT/COFFEE SHOP. DIVERSIFY ACTIVITIES ADD HEALTH FACILITIES, A POST OFFICE OR GP CENTRE, THINK COMMUNITY NOT CUTS - YOU CAN MAKE THIS WORK
Yes	No	Lot's of people use this library for other activities not just for borrowing books.
Yes	No	Money is beaing wasted eg. solar scheme, tress in bourges Boulevard. There should be no cut in library funding. The local studies Library is world class and its open hours should not be reduced. The staff are knowledgeable and the books on the shelves and in store are just first rate! I would be prepared to pay for additional access. This is pennypinching propasal and will deter serious academic studies as well as general publics curiostiy about there local area.
Yes	No	More hours are needed please!
Yes	No	More staffed hours, the customer service staff that work in the libraries have always been very helpful, informative and friendly. To lose that would be a huge loss to the communities they serve, and to the loyalty they have shown over the years despite the cutbacks.
Yes	No	My children use the library for supervised activates, I would not let them go in on their own!
Yes	No	My main concern is the lack of staff proposed and the idea of an unmanned facility I feel this will leave the premises and those using them open to abuse, both physical and otherwise. Also for anyone to be able to access the facilities with the sole purpose of stealing and or damaging anything they choose. Surely staff will in the main be able to prevent any of the above taking place. If it is just a cost saving due to staff salaries then your only option is to reduce the hours or find a private funding source.
Yes	No	Need all libraries
Yes	No	Need the libraries to stay open the normal hours.
Yes	No	no idea
Yes	No	No self service stop wasting money on solar panels
Yes	No	Not being privy to the complete council budget and expenditure demands and what the controlling political group determine as essential services, logic dictates to me that political dogma will prevail rather than community wishes, so I view this questionnaire as a waste of time.
Yes	No	Not sure how the preferred option would work. What happens if there is an accident in the library when there's nobody here. How can order a book wanted if there is no staff to ask. What about the staff who lose there jobs, as if all the libraries are using the "preferred" option. They'll be out of a job permantly as they are quailfied librarians. I'm sure there are other ways this can be done. if given enough thought! What happens if the "preferred option" doesn't work? Spending money you could paid the staff for will have been wasted. It's best to have a helpful and friendly face to help. As all the staff are great and helpful! Neither should you expect to have the staff doing volentary hours either. Try getting some off the people that work at town hall as there are too many that work thre and they are not very friendly! What about the childrens story reading time! As children wont be encouraged to read otherwise!
Yes	No	Offer outreach to (E.G CAB etc) and charge room rental. Money in and service provided
Yes	No	Often need help with computer. Would not feel safe on own.

Yes	No	On the days the library is closed, there should not be self service, which demands. We all need help sometimes and also need to order books from other libraries.
Yes	No	Only a Philistine would cut library hours any further. They should be open from 8am-8pm(staffed) to allow access to all. Some libraries open on Sundays(including Oundle) whatever happened to our heritage? Absolutely not self-service. It could become just that with people helping themselves to books. Who will police the system? Save money by abandoning expensive Potty-borough schemes that no-one will patronise.
Yes	No	Open the libraries fully staffed but on less days. Ask for volunteers to assist staff to enable libraries to continue being manned although for less hours per week.
Yes	No	Option 1: 7 days a week.
Yes	No	Option 2 is better
Yes	No	Other libraries to far away keep werrington
Yes	No	People could travel further to libraries. When dealing with such tight budgets some less viable libraries should close I.e. wooston which is so close to Central anyway.
Yes	No	Perhaps a look at doing an internet booking/e reader books at location at somewhere like Hampton, but extending that to libraraies that providefor local schools and restricting their access to funding for students when it is a library for all.
Yes	No	Please continue service without any cuts. Un-staffed libraries is a lunatic idea. Perhaps trimming Councillors' expenses might Help?
Yes	No	Please do not reduce library staff, they are essential in so many ways! Unmanned opening hours sound like a security risk. Perhaps a small charge could be made every time we take books out? This would help the financial situation. Don't downgrade our libraries - we need them all!
Yes	No	Please leave it as it is-unsupervised time cannot work-who will intervene in quarrels between library users(which happens on a regular basis)-noise of mobile phone conversations-children running around as if in a playground,books discarded anywhere,not put back in right place,people smoking,will there be access to toilets?,who will clean up drinks spillage? un staffed more hours not needed
Yes	No	Prefer option 2 smaller libraries don't get as much footfall and mobile library could travel to these areas
Yes	No	Purely safety
Yes	No	put council tax up,keep service same,no volunteers this is a paid job
Yes	No	Rather than spend money on libraries, why not embrace the digital age and lend only ebooks online
Yes	No	Reduce libraries not staff
Yes	No	Reduce manger not front staff
Yes	No	Reduce services at underused libraries! The second option considered would guarantee a better service overall. Thorney, Eye and other unused libraries unnecessary, especially as the mobile library visits regularly too. Cover Dogsthorpe as this is considered a deprived area and would not last long un-staffed. Serious concerns over ASB for any library un-staffed!

		reduce the number of libraries to Town, Bretton, Werrington and Orton, all of which have easy access to via the bus service and those out of town parking availability. Currently you have a good selection of books and materials. I believe like many I am sure in Peterborough that we need more manned library hours, most people need help in one form or another. My worries are if you have a self-service system and no staff in the building what happens if someone is taken ill or has a heart attack for instance on site? Who will be on hand to help them. Will there be staff in the background?
Yes	No	
Yes	No	Reduce to 4 main libraries
		reduction in staffed hours too severe. Save money by reducing high graded staff or freezing their salaries for several years. Get rid of these unreliable self-service machines which must have cost a horrendous amount.
Yes	No	
Yes	No	Retain existing services and hours
		Safe guard the service overall by reducing outlying services at the smaller libraries. Some libraries are underused and services could be replaced by the mobile library, which comes to our village twice a week. If reduced to once a week more people would make an effort to use it. All libraries will suffer through this self-service anyway and the council will use this as an excuse to close them in the future. Without the staff present anything will happen. In the main library in town, they struggle to keep up with the various enquires for information from non-nationals, the homeless and general requests for information as it is. Volunteers will not be able to offer the same service. Increase the services available for e-books and maybe offer e-book readers for loan. Limit unstaffed hours to outside of usual working hours, so that working people, i.e. those that can use the technology, are able to access the service without squeezing it in at the weekend. Save central services by closing smaller libraries!
Yes	No	
Yes	No	Safety and no help if anything goes wrong.
Yes	No	Safety we need staff to help
		Self service is ridiculous! Items would be stolen! The building trashed and used by drug dealers etc. The building need to bde staffed out at all times! Even if more volunteers are needed to help. Elderly people like to have a chat with staff. It is possibly the only person they see all day. They can't talk to a machine!!
Yes	No	
		Self service will soon mean there are no books, CDs and DVDs so libraries will close. For many users staff are important - make more use of school leavers, prisoners who can do day release, other volunteers. Give them training so they can do the job and alleviate problems of unemployment at the same time. I run an adult reading group with dyslexic members and rely on staff being in library for me to collect the books ordered by email. The books are not on the shelves and if I cannot pick them up then the group will need to cease. I work full time in London so access to staff hours is important for our group to continue.
Yes	No	
Yes	No	Self service would still need a Skelton staff
Yes	No	Should be open as long as possible with staff
Yes	No	Shut Thorney, Eye and Woodston libraries and replace with mobile library, they are underused and would save money
		some of the smaller libraries are a good locations for the elderly to meet up and have a chat and not be lonely, would it not be possible to have one or two days a week where the manned staffing hours were longer and to take that away from other days which would only be self service, it then keeps exactly the same amount of hours you've calculated but then also accommodates for the community needs.
Yes	No	

Yes	No	Staff always on hand for help & assistance. Can help locating items you cannot find. Putting people out of work or reduced hours is unacceptable
Yes	No	Staff are important! I need help at the library.
Yes	No	Staff levels need to be increased as customers will not be able to get many services when the library is not manned as well as all the problems having people in a building that has no security or help if there are any issues.
Yes	No	Staffed hours
Yes	No	Staffed hours make the library
Yes	No	Staffing cuts to Werrington library will destroy the community element of the facility. If necessary cut all but minimal "staffing hours (1 hour per week to stack books etc.?)at the smaller less well attended libraries and use effectively Self Service only at these.
Yes	No	Staffing, need more staff in more of the time.
Yes	No	Stop wasting money on Bourges Boulevard and staff the libraries properly.
Yes	No	The budget should be renegotiated the council should take a pay cut. All the small library's have no good bus links & so are more important to Mums and older people. We could have more eBooks for under 25's - would that be cheaper then just buy books for the older people? I like out of hours but so would the dossers and kids - I want the library manned. I would not trust my kids at the library alone in case it was dangerous.
Yes	No	The consultation assumed quote for the facilities and service are not fit for purpose. I am very happy with the current system/arrangements are fit for purpose.
Yes	No	the current system works well in my opinion. By providing access without manning the library there is the possibility of vandalism and misuse resulting in additional cost
Yes	No	The disadvantaged in society will lose out the most when libraries are unstaffed.
Yes	No	The libraries provide a good service, I would miss it if the hours were cut
Yes	No	the library could be shut for another day but when it is open it is staffed which allows for the running of clubs and advice. Also the resources will be maintained and kept properly catalogued.
Yes	No	The library offers so much more than just books, it's a community used building. Paid staff are needed, as they understand/trained to do manage a library
Yes	No	The library provides a service for the whole of the ethnic community, its location is perfect. It will always require new books. The access out of hours will just encourage people to abuse the building.
Yes	No	The library service is an essential core of our community and should be accessible for the maximum number of hours possible. The library service has already been cut in the previous five years and now further cuts of over 23.3% That is unjustifiable and totally unacceptable. The savings must be found elsewhere.
Yes	No	The library service really doesn't need so many small branches, with some of them being within walking distance of other ones, and others having very few visitors. It would be much better use of the money to close all but the biggest 4 libraries, staff them properly and send the mobile library to the affected areas.
Yes	No	The library should never be unattended. A responsible person must always be there when it is open. Self service is okay but must be attended. I strongly recommend staffed hours only, but more than the 10 hours specified!
Yes	No	The library should NOT be self service. Instead option 2 (keeping the main libraries opened) should be implemented - Or reduce the staffs pay by 10% rather than make it self-service

Yes	No	the libraris are a needed service for all ages. from the groups that are run, activities, friendly welcome from staff, help they give to obviously the books that are great for everyone from little ones who are learning to read, children to help with homework to adults wanting a read. books are expensive so its a needed service to encourage people to read who can not afford to buy books.
Yes	No	The mobile library is the only way I can get books!
Yes	No	THE MOST IMPORTANT THING IS THE STAFF THEY CREATE WARMTH HELP ADVICE MACHINE FAIL
Yes	No	The option of concentrating the service on the central library
Yes	No	The point of libraries is not simply to provide access to books. If that's what you want, close all the libraries and give everyone an Amazon voucher with the money saved. It's about community, and interaction and activities that children particularly don't have access to anywhere else. If my child wants to learn about, say, dinosaurs, then yes, I can Google, it and he can read a page of text, and most likely take very little away from it. Or I can take him to a library where he has access to multiple books, a dinosaur-themed hour with models, activities and discussion. And he will absorb and learn as he interacts. Google can't give you that. I haven't addressed the list of priorities because I feel the most important one has been missed off - literacy. And if you're not willing to consider the effect on literacy in children, and their development, education and future, then I'm not willing to consider your budget. We actually live in Deeping, but with the proposed closure of Deeping Library, the Peterborough libraries are our next option. With over 50% of hours being self service (which is a system asking to be abused) we will get no benefit to visiting a library over a bookshop. People will choose bookshops over the libraries, more libraries will close, they will become defunct, those who are not lucky enough to be able to afford to buy books will have no access to books for their children, and literacy levels will fall. But at least the council will have some more money to spend elsewhere.
Yes	No	The reduced staffed hours are unacceptable. The self service model will not be used by the young or the elderly. It offers a seriously diluted service during the unstaffed hours. Please think again.
Yes	No	The second option is far better. Reduce underused outlying libraries to support a more centralised offer. Use the mobile library to cover any areas that may then miss out. Libraries support the basis of society, with other support services seeing cuts, these libraries are essential for signposting to other services services and improving ones opportunities!
Yes	No	There has to be a better way.libraries without staff to help you is just wrong,unhelpful and letting people in without them is it safe?will i feel safe?
Yes	No	There is no need to make efficiencies. This country can afford an excellent library service - your desire to accommodate the government's diktat is pathetic. Grow a backbone!
Yes	No	Think of young and old peopl
Yes	No	Too few staffed hours. Self service facility will not be available to all customers, and will provide only a limited range of services.
Yes	No	Use volunteers to assist when library staff not available. Leaving to customers to manager on their own will not work.
Yes	No	Volunteer workers working in tandem with paid employees.
Yes	No	vote appropriately in may 2015
Yes	No	Want library to continue as it is. Need staff to help with job search "Staff not robots"

Yes	No	we don't agree with unstaffed libraries in the city.They would be open to abuse by drunks,thieves and badle behaved children.Village libraries could be open for restricted hours by volunteers
Yes	No	Where exactly does our Council Tax go? Why not just ask if the city's residents are willing to pay for the shortfall, after all, we now have to pay for brown bin collections. If every resident paid just £2 that would cover your £350,000!
Yes	No	why are you cutting staff who serve the community - surely they are key
Yes	No	Why not do away with Computer suite which sseems to be the main reason many "members" come into library??!!
Yes	No	Why not include the comments of those who don't have a voice? Those I see being helped with benefits, housing applications, CVsand emergency welfare or charity referals. Where are they going to go to get help? What about the elderly who can't use computers? As if staff, who will be tidying up after drunks and messy, unsupervised customers and dealing with complaints, will have time to help them. No survey in other languages or questions about how important an empty museum is!
Yes	No	Won't feel safe using the library, it needs to be staffed. I travel far on foot so could only use it a few hours.
Yes	No	Worried about father using the library if there are no staff
Yes	No	Worried about self service and see problems if people take books from library
Yes	No	Would not feel safe even with CCTV
Yes	No	Would rather concentrate services at the Central Library and provide a top quality service there rather than spread resources thin to cover local libraries. I have never used any local library but I regularly use Central Library so would, personally, rather sacrifice the regional libraries in order to protect the main central library.
Yes	No	Would rather pay more council tax and have a proper staffed library (as well as other better public services). Worried that by reducing staff the library will become less welcoming and more about crowd control (there already intimidating groups hanging around inside Central Library).
Yes	No	Writing with reference to Orton Library, the Library is part of the school and is used a lot during the school day. There are real safeguarding issues with leaving the library unstaffed and I do not think this is a safe option. Trained volunteers who in addition to their library function have a DBS check should be a minimum requirement. A letter box to return books would be very useful.
Yes	No	Yes save money but unstaffed libraries will be unsafe I understand only one small library is running the system you are suggesting with very few people using it. Consider again closing the small libraries and don't put narrow political reasons in the way.
Yes	No	You cannot leave an establishment unmanned it leads to theft, jobs being put in jeopardy. This library is very important to the community!
Yes	No	You have not explained several important things which allow me to decide whether or not I support the self service option. Such as: security - if there are no staff and there is a problem, how do I know I will be safe? How will you prevent people using the library as a place to sleep? Before I can say whether I support the proposal I need to know about these things.

Yes	No	You need a Librarian there to be able to discuss and help with choosing different books. No good running a library where you don't get any help. Also children who use the library get help from a librarian with their reading groups, so all that would be taken away. (Soon nothing will be left. The way it is going) What good is self service hours? Books could go missing! The elderly and the young need help! Not all these brilliant ideas!
Yes	No	You'll probably end up shutting the building and thus lose a vital resource. Remember Andrew Carnegie's legacy to Peterborough which you sold off?? Where is the city centre cinema??