

Annex 1 Public consultation results

Have you read the consultation?

No	22	1.2%
Yes	1825	98.8%
Total	1847	

Do you agree with the preferred option?

No	724	39.7%
Yes	1101	60.3%

If "No", alternative option suggested...

415	57.3%
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<p>Have you read the consultation information link before taking this survey? If No, please exit the survey and read the consultation information before completing the survey.</p>	<p>Do you agree with the preferred option?</p>	<p>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, Access</p>
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Yes	No	I think that libraries need to be more fuller staffed and would prefer the odd library to close in order that the libraries that do exist can offer more advice and activities etc. I think the use of the library bus and mini libraries which are staffed by volunteers could help bring services out to more remote areas. If the Open+ service could run within another public service, for example as in Hampton Leisure Centre, where buildings feel more open and are manned by staff, albeit not librarians, I would feel more positive about Open + option
Yes	No	Option 2 seems fairer to frequent library users. Stanground and Woodston are close enough to Central Library to lessen the impact of users there by the closures. If we have an existing mobile library service, then by keeping the remaining libraries open you can focus this service for the 4 closing libraries with a bias towards Eye and Thorney as outlying areas. It seems that in trying to be seen to be fair to all, you are penalising the users of the better frequented libraries. Why is consolidation also not considered an option? Eye and Thorney into Peterborough East Hampton and Ortons into Peterborough South Werrington and Dogsthorpe into Peterborough North Stanground and Woodston into Central Library
Yes	No	Do not want unstaffed hours. would prefer to see central Bretton orton and werrington stay open and be fully staffed and the smaller libraries close and these areas be served by the mobile.
Yes	No	I do not agree with the proposals as they seem to disregard to the needs of children and the need to protect others who will be left vulnerable. There will be many times when the libraries are unstaffed that children will not be allowed to use them unless accompanied by an adult. This is simply not a feasible option, children wanting to do research for homework after school will suffer and there will be no staff to help and support them. The lack of staffing would be a major problem. I can only imagine the problems that will arise when the libraries are not staffed, both the vulnerability of people using the facility and the undesirables who will know doubt infiltrate.
Yes	No	Close the least attended libraries and invest the balance in maintaining the quality of user interaction to support literacy 7 engagement

Yes	No	I believe libray access for all people who need one is very important. Books are very important and in a time of buget cuts, should be increased not decreased, so that people who cannot afford books can still read. Reading a real book, not an online reading, should never completely be taken away from our people. I feel that everyone should have access to a library reasonably close to where they live. Its very important for those who do not have their own transport.
Yes	No	Stop wasting money on Vanity projects, stop awarding huge pay rises, cut your top earners salaries, in fact, just get rid of the current administration!
Yes	No	Libraries should be available to all at a local level and should never be used as a cost cutting exercise especially from a council that has wasted millions of pounds on a whim looking at solar farms
Yes	No	Ridiculous idea. Especially from a security perspective.
Yes	No	Safely to public
Yes	No	Keep staff
Yes	No	Keep people reduce councillors by 50%
Yes	No	The proposals would leave the library understaffed and would remove the community feel
Yes	No	Safely
Yes	No	Concerned about safety during unstaffed hours
Yes	No	Do not increase the hours for self service, reduce the. Hours for people
Yes	No	We need more libraries, sports and community centres , less supermarkets
Yes	No	Keep it as it is. It a vital part of lives of senior citizens and much needed
Yes	No	Reduce the numbers of councillors overall and use the saving for the libraries why do we need such a large council
Yes	No	The service libraries offer is much more than just books and computers. Staff are essential to give help to customers when required. This proposal will provide a second rate library service for the majority of the time. Council should put more emphasis on libraries, general literacy and computer literacy, not less.
Yes	No	I've just heard about the additional money to provide a member of staff during open+. That's better... But please make sure this post is to benefit the public, not the joint use academies on site. It's up to them to make sure they have adequate staff for students, not up to vivacity and the council.

Yes	No	Libraries are an essential part of life long learning particularly for the less privileged members of our community. It is unthinkable to reduce the service, we should be doing the opposite. A modest inflationary increase in the council tax would make the proposed cuts unnecessary.
Yes	No	I am unable to agree with the proposal because the "self-service hours" arrangement is not explained eg how will it work, how is access going to be controlled ?, how will misuse be prevented ?
Yes	No	The library service is vital, however, being self serviced is impractical due to the level of antisocial behaviour that could impact on the space. For example, Central Library is my local centre. It's superbly run by the approachable, knowledgeable staff. Due to it's location, it often attracts people looking for a warm space to spend time. Sometimes these people are the worse for wear. I think the library would become a no-go area for people when unstaffed as it would be used as a space for people that are struggling with dependencies and homelessness.
Yes	No	What happens when the machines break down? Who helps when I have a problem? Keep the library staff. Keep libraries open.
Yes	No	The proposal has far too few staffed hours. Many people will feel uncomfortable going into a building with no staff. The most needy customers will be the most affected.
Yes	No	My concern is that unmanned but accessible libraries will present a security/safety risk to users. Regardless of technology it will remain possible for unauthorised persons to gain access (for instance "tailgating"). I can envisage many people not wanting to be in an unstaffed library - CCTV notwithstanding. I would support a 1% increase in council tax, scrap to 20 mph pilot scheme, crack down on arrears, and reduce the frequency of the No 2 bus service from 10 mins to 15 mins (I use the service and it is rarely more than 1/3 full throughout the day.)
Yes	No	Without self-service hours.

Yes	No	<p>As harsh as it may sound, I must say the current state of peterborough central library is appalling. I have replaced your service with a simple desk and chair and have Amazon supply the books since yours are out dated. Non the less the time is certainly right to make improvements, especially in specialist subjects at the library. Schools are becoming tougher, jobs copetitive and computer code ubiquitous. What better place to fuel your desires for success than the library? Start charging for specialist subject books. Whether by a fixed fee of subscription this includes text books and other academically inclined books but means fiction is still free. Allocate scouts with a reasonable budget in order to buy books. Charity shops sell books for pennies and providing a deal could be struck, where possibly you could buy in bulk or exchange books with the shop, this would be a great way to collect books - especially when the academic year ends. Make sure scouts are persistent, have good taste and are aware of specialist subject matter. Employ people who desire to provide an advanced library service in a creative manner, not routine running time passers. I'm sure this would liven up the library from it's current standing considering your maths and science section has been the same for over half a decade. Try new ideas and be creative, please. Libraries are similar to universities in that they are a pathway to gain insight and skill, whether by the traditional library service or through social events. They should also supply a wealth of innovation, growing as time progresses. The only way I see to achieve this is through handling the service and image of the library as one would a business. In times of financial constraint a library, at least from how I imagine it, should be the go to place to gain future prospects and encourage autodidacticism. No one in Peterborough has the same opportunity to supply books in this fashion but I feel this opportunity isn't appreciated at the moment. I would rather rent a book for a pound a week than buy it outright for Â£20. Also please keep the other locations open as not to disadvantage other upon proximity. It would be great to build a stronger study area in the central library, it currently looks shell shocked from budget cuts. I hope this emphasises the importance of your service and how many are dependant on it. Althought this is spur of the moment stuff I am passionate about this and I would gladly volunteer so please message me on how to do so</p>
Yes	No	Reduce the wages of directors and management and spend more money on staffed hours.

Yes	No	I totally disagree with the reduction of the Library Services, in particular the suggestion that paid staff be replaced by Volunteers.
Yes	No	Access to a library in each resident's immediate locality should be the 2 main criteria
Yes	No	More e-books would cut down some costs and enable users to access the library from home out of hours
Yes	No	I think that the budget should not be cut further, otherwise it will not be possible to carry out the same quality of service.
Yes	No	Libraries are an important historic institution of the state and to undermine them through lack of funding is an attack on the social fabric of the UK. To diminish them in this way will both directly and indirectly negatively effect the communities which they serve. They need to be well staffed and easily accessible and the only way to ensure this is to fund them properly.
Yes	No	The number of self service hours needs to be increased in some libraries. Why should Hampton residents get 75 hours and Thorney only 25. Council tax is paying for this service therefore access to facilities should be the same across the city.
Yes	No	Not unmanned hours - use volunteers
Yes	No	My local library will be unable to provide the service and valued interaction with Vivacity staff. That it has provided over a long period of time. I have been using my local library since my youngest child attended story time. I understand these events wont be taking place any more. If the staffed opening hours are cut and my concern will be that a library that is unmanned may be come a target for misuse by some members of the public. Lets consider that any one who has a card will gain access to the building. There will be no one to provide the authority that the Librarian has over the premises. I appreciate that budget cuts must be made. but I suggest that the council consider making it in other areas. May be they need to review the recent 3 million pound right-off they made when researching solar farms. That would have been better spent in other areas. Children need libraries. Adults need libraries and although in this changing digital world we live in. There is still a place for books and the library

Yes	No	My son is disabled and enjoys going to Bretton library to use the computer in a quiet environment - something that he is unable to do at the Kingfisher centre where he is based. The current hours of opening only allow him to use the computer and the library on thursday and friday mornings as the other days/times he is there the library is not open. Could some of the volunteers come from the Kingfisher - this would certainly be a development opportunity and with some support the individuals could do a very good job. The library at Bretton is a major social benefit which he would greatly miss if the library suffers even more limited access. Clearly the role of volunteers is important and would enable greater access. You should talk to the Day Care people and see if they can help I know that they are looking for whorthwhile development .
Yes	No	One reason the council is so strapped for cash is that council tax is being frozen yet again. Increase council tax by 2% and you could pay more library staff. I don't believe the self-service option will work well, and I believe it is wrong to replace paid staff with volunteers. Vivacity should also look to raise funds for the library service from users instead of relying solely on funding from the council.
Yes	No	In my opinion it is essntial that library services are improved or at least maintained. Consider reducing councillors expenses and increasing council tax
Yes	No	it is important to have staff on hand to help find books and access not just be able to get a book independently. the staff no everything needed are are essential
Yes	No	I think Peterborough City Council should take a look within themselves, get rid of the leader of Peterborough City Council, get rid of the 'persons' who thinks its a good idea to dig up the town centre every other weekend, get rid of the 'persons' who decided that fountains were a good idea, get rid of those that are slowly ripping the heart out of this once prosperous city, get rid of the 'persons' who thinks we can cope with more and more immigrants, get rid of the 'persons' who sit in their big, warm paid for homes with a nice pension and hefty pay cheque, then there will be enough funds left to support a community service that offers many people jobs, access to the wider world, a valuable resource via books and a feeling of community. This is what Peterborough needs. Maybe knock down the Cathedral and built more affordable homes.....

Yes	No	libraries and the staff in them are important for tackling isolation -could some of the adult social care budget be used to fund extra hours- perhaps a small levy from schools as libraries are important for addressing the low literacy levels in the city. Perhaps we should have fewer libraries with longer hours along bus routes.
Yes	No	I think it's a disgrace that Vivacity pump huge amounts of money into their gyms and leisure facilities but keep cutting the educational benefit to the city- the libraries!!! The libraries need to be open full time and consider opening on a Sunday again too! Budgets in my opinion are being spent on non educational services which shouldn't be a priority!
Yes	No	Peterborough City should have good access 7 days a week It is the city that is busy helping our newcomers and the library seems very busy especially for computer access.This is a big city and we should be promoting education and community in the heart of where all the action is. Smaller local libraries play a part too, but I think innovative mobile libraries with computer suites could play a bigger part in getting information to more areas and allow access to more people. Sadly some of the smaller libraries would have to close. Most of them need updating and are not inviting - hence the low number of visits. Having exciting high tech mobile libraries has got to be the future. I also think that local schools with the help of good quality volunteers, could provide a library service. Surely this would be more cost effective.
Yes	No	Thanks for asking my opinion today on the day the survey closes. A bit late to get a meaningful response. Perhaps another time you might consider contacting us earlier. Cambridge is the city it is because of the Culture it provides. Cultured people want to live there which it's why it's one of the most desirable places to live. If Peterborough wants to attract and encourage people to live here then it's cultural facilities should remain a priority. Sadly, I feel it is becoming a cultural desert !.

Yes	No	shut the community centres which only 24% of respondents cared about and put the money into the libraries which 87% want. Ditch the consultants and streamline all non frontline staff. Get rid of the magazines and services that customers never requested and put back revenue sales of stamps and information points for council services. This should put back into the coffers Â£350k easily. Now divide the library budget by headcount of peterborough tax paying residents and put this into the council budget review document published so everyone is aware of cost per head. Peterborough residents then get to keep their libraries without the costly overheads of non essential back office staff and delusional ideas that IT will reduce costs and overheads (in 3 years you'll be paying to replace it and youll have even less customers and books).
Yes	No	Given Peterborough's low educational attainment, librarians are necessary to encourage, support and enthuse young readers
Yes	No	Location access budget books
Yes	No	More staffed hours, less resources to add on services; instead, concentrate on English language books
Yes	No	It is extremely important to offer a quality service with knowledgeable staff and up to date resources than just be seen to be opening libraries for longer hours. This will encourage the wrong sort of customers and I can envisage all sorts of problems with health and safety. This is just a way of being seen to be doing the right thing when in fact it is no answer at all to the current problems! I will be disinclined to visit the library if there is no one there to help with any problems I may have, in addition to this how will groups of children and other undesirable people be stopped access or will libraries just become somewhere for people to take shelter. I do realise that cuts need to be made but I
Yes	No	I'm adamant that in order to educate the new generation of our children is to keep libraries open for a longer period of time and the council need to put more money into the library budget to help cover the cost of wages for the people working their. I think it will be ridiculous if there would be shorter opening times just because you think it'll save money for your budget. if the country is not reading or learning then how will be able to make humanity a smarter and safer place. Books will never become obsolete to the older generation, but closing libraries could well lead to this.

Yes	No	<p>I disagree with the move towards automation for total self-service. I understand the proposal is for a proportion of time to be self-service but I think this will be confusing for a lot of people and many people will not be able to get from the library what they need if they are not staffed when they arrive. It is important to remember that libraries provide support for many of the most vulnerable in society (the lonely, the elderly, the disabled) and, remember, we are lucky if we are not all vulnerable at some point in our lives. I believe the worst to suffer from this proposal will be the elderly. I know of one regular user in her 80s who goes every week on the bus from Longthorpe to the Central Library. She has said she will not be able to use the library if there are no librarians to assist her. Her eye-sight is beginning to fail but she can still read. However she needs assistance to find the books she is looking for. She also orders books. How will an automated service find the book that is now waiting to be collected? I am a member of a reading club supported by the library. Our books are kept for us in a back room. How will we collect the books if the library is not staffed? Recently the Central Library lost its top floor and a large number of books had to go into storage. I understand that the librarians rotate the books on the shelves so that those in storage do get to see the light of day from time to time. I expect the books that are not on display are still available should they be requested but how will they be found from the storage area if the library is not staffed? How annoying to spend money on parking or bus fares to travel into the city centre to go to the Central Library only to find we have made a mistake about the day or the hour and it's self-service only. For the elderly it would not only be annoying but on a meagre pension the un-necessary outlay would affect finances and mental health. Remember, the elderly worry about money. As a result many people will stop using the libraries as they think it's too inconvenient or not worth the bother. Less usage will inevitably lead to further reductions in service. What the council is proposing is a perfect example of the thin edge of the wedge. I understand savings have to be made and difficult decisions made so I would favour having a fully staffed Central Library with reduced services at the outlying libraries. I would not implement automation at all. A library cannot function as it should without people to support it. At least that way there will be 1 decent library providing an excellent service in the City centre and smaller, staffed satellite libraries that may offer shorter hours but at least can function as</p>
Yes	No	<p>They should be manned without the self service option even if this means reducing the hours. We know this will not happen and that these cuts are as a result of money being spent on vanity projects such as solar</p>

Yes	No	I would not reduce total staff hours by the amount that is being proposed. No service can lose a minimum 33% reduction in staff and in some cases over 50% without there being an impact. At the most staff hours should be reduced by no more than 10% and then reevaluate and judge the effect. Vivacity is aiming to be sufficient within 5 years and I believe that they have ready saved us over Â£5m in efficiency savings. I would consider reducing the days of some of the out lying libraries and swapping staff between two sites and offering full access days on the site they are at on that particular day. When funding becomes more available they those sites can be opened with staff on hand to a more enhanced service.
Yes	No	crazy crazy council needs to find money to fubd this service
Yes	No	self service user would be left to do things on their own, need staff to help
Yes	No	Because like that the city going to take work from staff
Yes	No	Close the smaller libraries
Yes	No	Think it will be dangerous unstaffed
Yes	No	I would like to keep the service as it is
Yes	No	If libraries are unstaffed and not maned what is to stop people from just coming in and causing trouble and stealing books
Yes	No	There are always choices- now is not the time to reduce funding on libraries- I suggest you reduce investment in road infrastructure.
Yes	No	I cannot possibly condone such cuts. I primarily attend my library to discuss books with the helpful staff there. I do not just go in, grab a book and leave. I discuss, I try new authors, genres etc. Also, how can I support this proposal when you have not publicised the opening hours for the various libraries and when they will be staffed?
Yes	No	Closer smaller libraries and send the mobile library around.
Yes	No	Access out of hours could include opportunity to vandalise and thus increase budget costs overall. Some people may not be able to use the library out of hours as they need help and assistance from librarians.What happens when the out of hours facility fails i.e. computerised machines breakdown? It would be better to keep all of the staff on revised hours and opening times.

Yes	No	If you got people on benefits to do a work placement type of thing and offer training courses. You could keep the libraries running as they are and people from the local area could try a work placement scheme in their local library. I would do take up a position like this.
Yes	No	Stop wasting my money on "palm trees" and other daft prettiness ideas.
Yes	No	Leave the libraries closed if you are not going to have staff in them. Books and other property will just be stolen also people will be open to abuse. Unstaffed is irresponsible.
Yes	No	I do not wish to use library services without staff assistance. I feel that as a disabled person I will be at risk of abuse or be vulnerable with no staff in attendance.
Yes	No	Raise taxes on the rich to fund public services.
Yes	No	I would like to see Werrington Library open each day, without a full day being closed! Perhaps the times could be staggered!
Yes	No	Werrington needs it's library.
Yes	No	I don't think unstaffed hours will work, it is obviously open to have the books, dvds etc stolen which will cost more in the long run and also users often need help. What about the computers are they going to be locked up. It is alright saying to use volunteers but will they will they trained how to use the library systems and know how to find out information. Somebody hasn't thought this through.
Yes	No	Only manned libraries pleAse
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	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	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	I use Breton and vault staff I suggest 24 staffed hours over 5 working days
Yes	No	Front line staff give the libraries warm welcome a valued community resource
Yes	No	Worried about self service and see problems if people take books from library
Yes	No	Reduce libraries not staff
Yes	No	Need all libraries
Yes	No	Cut management
Yes	No	Close smaller libraries
Yes	No	Reduce manager not front staff
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	Staffed hours make the library
Yes	No	Close smaller libraries
Yes	No	Should be open as long as possible with staff
Yes	No	Don't cut hours
Yes	No	Close small libraries give hours to the rest
Yes	No	Staffed hours
Yes	No	Safety we need staff to help
Yes	No	No self service stop wasting money on solar panels
Yes	No	All are vitale
Yes	No	All are vital
Yes	No	Think of young and old people

Yes	No	Other libraries to far away keep werrington
Yes	No	Are vital for the community
Yes	No	The libraries provide a good service, I would miss it if the hours were cut
Yes	No	Leave as is
Yes	No	Worried about father using the library if there are no staff
Yes	No	Keep open for community
Yes	No	Access to Hampton Library- how will this be monitored when its already getting vandalised.
Yes	No	I have to queue to see staff now,what will happen if there is no staff?who will help me?
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	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 the approach outlined within the consultation has merit and is certainly better then 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	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	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	Has it been considered to open the central library 6 or 7 days a week and open all the others one week day and on Saturdays. This would not be ideal but would save money. It would be ironic if Orton was closed after demolishing a perfectly good library building only 30 years old to build a brand new building in less convenient location in a time of austerity. Surely this money could have been used to protect services, not to mention the 20 million pounds spent on replacing Orton School another building only 30 years old
Yes	No	some of the smaller libraries are a good location 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	I think the location of the libraries is good and that what the libraries provide apart from books is immeasurable
Yes	No	Whilst the proposal is quite forward thinking to enable libraries to remain partially open, I think there is a danger of libraries becoming a soulless venue that will ultimately lead to their final demise. I have young children & have impressed upon them from a very early age the value, joy & importance delivered from books. I think more of a balance needs to be struck between the libraries that serve the community as keeping a library open, only for it to fade away because it has become a self service operation is tragic.
Yes	No	not bad option just worry about theft of books etc in self service times

Yes	No	Whilst I fully support proposals to re-increase opening hours across the library service, the proposal's split of hours - both in terms of manned vs unmanned hours and in terms of distribution between libraries is not as I would have expected / liked. Will the conversion costs and continued overheads required to sustain Open+ at a small library such as Thorney ever really be justified by the footfall? Having worked at all libraries in the past, my experience suggests now. If we truly can't squeeze any more money out of the budget for staffing it would seem more logical to focus on a number of quality hubs than to dilute the offering at all locations to something which will barely resemble the current staffed services. N.B. I would also add that whilst most transactions now appear to be processed via self-service, a lot of these remain assisted by staff. The less techno-literate will struggle greatly with being self-sufficient during Open+ hours
Yes	No	would like everything to stay the same, but nor to close, anything under any circumstance ... please
Yes	No	Reduce the amount of libraries in Peterborough. Have a variety of books but not numerous copies per libraries. i can see the need for self service how ever not everyone like using machines that are unreliable. i won't volunteer because that means taking someones job
Yes	No	Keep staff hours extra opening hours
Yes	No	it seems unfeasible to have self service stock will go missing
Yes	No	Did you publish the results of self service? how did it work? why did it not work? self service kiosks do not have the facilities for information on books already read. i read about 4 - 5 books every 3 weeks. this service is given by staff
Yes	No	I don not agree with the way the changes are made. i am quite aware that you need to save money but you are being ridiculous. i am elderly, i can not always get there and you are adding to make my life a misery!

Yes	No	Budget: More investment Location: Keep the central library open and make use of all its floors. Books: We need to buy more books Access: The ability to view the current in stock collection, reserve a book online and manage reservations should be improved. Our library service is already underfunded, and now it is proposed to reduce it even further. A significant amount of books have already been taken away from the shelves of the library, especially the reference and its usefulness to researchers and general readers has been diminished. The whole technology issue is a red herring - I work in IT, and have done so all my life, yes we need computers and internet access but the library should be more than that. Now almost everybody has a smartphone or a tablet, why will they travel all the way to the library to access the internet they can already use in the palm of their hands. It is not disputed that there will always be a significant minority of the population that will require computing / internet facilities, but that should not be the main focus of the library - the main focus should be books and reference materials. Also reducing the number of staff is having a detrimental impact on the service being offered which makes it LESS likely that the library will be used. For example, my teenage son reserved a book (Crime and Punishment) over a month ago which was available on the system, he has made many trips to collect the book which should have been available within a week. With so few staff to serve him and no email confirming that the book is now in stock he has all but given up hope that the book will be available.
Yes	No	It's your job not mine to work out options stop slashing services
Yes	No	I believe that the council tax should be increased to off set the cost of staffing the libraries.
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	why are you cutting staff who serve the community - surely they are key
Yes	No	Lot's of people use this library for other activities not just for borrowing books.
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	My children use the library for supervised activities, I would not let them go in on their own!
Yes	No	I would like the opening hours to remain as they are.
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	Need the libraries to stay open the normal hours.
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	I would appreciate that the budget has to be reduced but would prefer that all libraries remain open on normal hours.
Yes	No	Do not agree, think this is right as a local childminder uses the library a lot!
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	Budget priorities, need to location. Check for access properties.
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	More hours are needed please!
Yes	No	I would like the place to stay open with staff and not to close.
Yes	No	It's an important service to all of us - we need libraries in the community!
Yes	No	I depend on the library as I cannot use anything else!
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 the librarians do a very good job, especially the mobile ones! As I can't get out very much. I do a lot of reading and depend on the libraries.
Yes	No	I can't walk very well, so I use the mobile.
Yes	No	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	The mobile library is the only way I can get books!
Yes	No	It is a life line for me as I cannot walk very far! So I rely on the mobile.

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	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	Staff are important! I need help at the library.
Yes	No	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	Without knowing the staffed hours, I can not say yes or no. Staffed hours should meet the needs of those of us, who are working full time M-F.
Yes	No	I do not know a lot about budgets and graphs on priorities but what I do know is that the library service is a gateway to learning and knowledge. I am also aware of the current unemployment in the Peterborough area as I was a part of that majority until a year and 3 months ago after striving to get a job . During this time I used the library and volunteer within the Age UK Befriender scheme. So, why not use those who are trying to get back to work to volunteer in the libraries to give back to the community that is currently giving them free money to do nothing. I'm sure that within this group there are those who don't want to work because it has been made easy for them not to, however there are those like me who want to work and will give up all their time to work, one or more jobs to feed themselves and their families. The families which use the library service because they cannot afford these things for themselves much like myself, I experienced a great level of gratitude towards libraries as I love to learn and when I go to the library to learn something new, I feel inspired to share it. Now that my son is attending school we use the library more often for him to do his homework as I don't like to rely on the internet to do the research that we can do ourselves, why not set up a scheme for those out of work to volunteer at the libraries to earn their Job Seekers allowance, give them a new skill to learn and give back to the community that feeds them.

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	close all smaller libraries & have the central library open from 10:00 to 18:00 daily, with Saturday half day & closed sunday.
Yes	No	Unstaffed libraries will be subject to theft and vandalism, it would be better to reduce the opening hours.
Yes	No	It's critical to have qualified librarians available during opening hours - these people are an essential part of the library service. Libraries are key to Peterborough's educational and cultural future and cannot be treated as a luxury.
Yes	No	location and books
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 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 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,t 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	all libraries should be open 6 days a week to provide a service to the community.
Yes	No	Staffed hours, albeit minimal staff e.g. only one. I feel that the facility will rapidly become abused, plus, some self-service facilities are far from bug-free. Recent problems involved the return of books and computer access.
Yes	No	There are too many unstaffed hours. This could lead to various problems. What about security or books being taken? I certainly wouldn't let my teenager attend the library if no staff were there. Goodness knows what could happen. I don't think many people would feel safe, which would result in no one using the out of hours self service, which would probably mean it ending.

Yes	No	<p>I've read the emails and papers that you have produced. I have to say they are poorly written - I can't understand what you are proposing. For example, what exactly is the self service option. Is the building open but no staff? I've come across that at various universities I've attended. I would find that reasonable. However, I am conscious that a lot of elderly and young people use the libraries who already struggle using the self service machines. Presumably you'll have measures to stop thefts, people creating a disturbance or using the premises for "anti-social" activities. I used to use the Peterborough Libraries a lot. My use has reduced by over 90% basically because the new opening times are totally useless to me. In addition, the book stock they holds very little interest now - Vivacity appear to be catering for a section of the community who don't actually use the libraries. As I mentioned in other consultations, I suspect you've made a decision and just want a rubber stamp.</p>
Yes	No	<p>The budget should be renegotiated the council should take a pay cut. All the small libraries 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 than 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.</p>
Yes	No	<p>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?</p>
Yes	No	Budget priorities

Yes	No	With the current budget constraints I can offer no alternative. HOWEVER I do feel that providing better use of funding would give the people of Peterborough enhanced value for their money than wasting funding on expensive and in the current economic climate, unnecessary projects e.g. Trees along Bourges Boulevard together with the attendant problems. I appreciate monies for this has already has already been spent, but perhaps listening to the actual council tax payers as to how they would like their payments to be spent rather than them finding out how their payments have been squandered would go along way to restoring library services to their former level of service.
Yes	No	Libraries should be focussed on providing more access electronically as more and more users have the ability to access and read e-books and audio books. In addition, in our busy lives, many of use do not have the time to visit the libraries. The responsibility for providing places for people to socialise should be provided separately and by the Council. Libraries should be focussed on providing high quality and more books. E-books and audio books are wonderful as the books do not age and can be borrowed at low cost, and also 24/7.
Yes	No	I would expect that there is someone within Vivacity who is paid a significant wage to come up with these ideas.
Yes	No	increase funds for use for more staffed hours in central and reduce staffed hours in other libraries. Use the mobile more productively. Weekly stops not necessary.
Yes	No	I do not think any time or effort has been invested in finding private sponsorship of Peterborough libraries. Obviously private funding, and even charity and grant funding from from other interested groups, would have a positive effect on budget, books and access priorities. I think it would be relatively simple to attract decent funding from either Peterborough-based companies or companies with a national profile. Of course, Peterborough has both. Has BGL or Perkins been contacted?
Yes	No	books
Yes	No	Money should be diverted from the cost of providing translation services. My son was sent by his company to work and live in Germany and did not have the luxury of translators. He had to provide for himself and /or learn the language!

Yes	No	My preferred option would be to keep the 5 main libraries open with longer staffed hours than proposed, supported by Open Plus. The mobile library service could be extended to cover the small libraries where there are not many customers. There are security and health and safety issues to be considered in an un staffed library. Volunteers like myself are uneasy about being held responsible for accidents should they occur. It is vital to keep libraries open as this free resource is very important to those less well off and valued by mothers and young children who enjoy the range of activities offered. It is also vital that we improve child literacy in this country. A receptionist during Open Plus hours is a step in the right direction but there needs to be more done.
Yes	No	If libraries are to be totally unmanned what will prevent people coming in and abusing the contents and other users. Despite the use of swipe cards people do 'tailgate' it's a brave woman who tells a large man not to come in with her. How are under 16's supposed to use the library for homework/information services when for most of the time they will not be allowed in? E books and online are an option for many but possibly not for the very young and some older people who are not comfortable with new technology. They will want real books. A big percentage of children still leave school with very low reading levels. Denying them access to books is not likely to help this situation. I understand that some of the smaller libraries have few users. Would it not be better to close those and provide a mobile service which would save building costs at least. This system will require a significant investment in set up equipment if it is to work. Where is this money coming from, would it not be better spent on providing a manned service for longer. The council tax has been frozen for some time and the council receives a grant from government for doing this. Has a study been done of what would happen if the council tax was increased and the grant not received? Would there be a net gain which could help the libraries and other services?
Yes	No	Access
Yes	No	if it aint broke don't fix it leave well enough alone
Yes	No	What does self service mean. I can find no details
Yes	No	Stop selling out services to vivacity and Serco
Yes	No	Self service would bring other problems. vandalism, some users would be nervous being alone in a library and things break down. libraries need staff

Yes	No	I understand you have to meet budget but people are more important . i recently lost my husband and still do not like going out on my own but i go to my library and i can meet people and the staff are always there. please leave eye library the way it is
Yes	No	Charge for the use of the Internet in the libraries. Even charging Â£1 or 50p would be in much-needed income. At the moment, free computer use is a good way for immigrants to keep out of the cold!!
Yes	No	I think that library budgets should not be slashed at all. I am dismayed at the Council for even considering slashing staffed hours. To use resources effectively libraries need to be promoted and staffed. Peterborough lacks culture and arts as it is, I think not using the libraries effectively is a missed opportunity. Rooms and space in libraries could be used for cultural events and groups and open up revenue streams rather than only staffin a building for just 10 hours a week. I also think that libraries need to effectively forget about exclusion agendas and up there game to provide events which can raise money and keep them going, think about all the successful subscription libraries there are and how successful they are???
Yes	No	If the libraries concentrated on their core objective of literacy, and making books accessible and ditched all the ancillary functions that have been added over the years, it would be a financially viable service.
Yes	No	I'm afraid I don't have an alternative. Staff are essential to assist people to fully access the libray. The staff are as important and the resources contained within them. It's such a shame when education and social behaviour has such a prominent place in our headline news that we are looking to reduce resources which could contribute to improving both.
Yes	No	Keep the service as it currently is and reduce costs elsewhere. We were told by the cabinet person responsible that the previous consultation would not mean cuts now we see that was another lie.
Yes	No	Stop with fanciful ideas of fountains and wind/solar farms etc and concentrate on core work such as aiming to have a literate society! Free books and internet access for everyone not just those who can find a library open. Bit cross doesn't express what I feel.
Yes	No	Volunteer workers working in tandem with paid employees.

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 referrals. 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	Budget priorities increase fines for over due and late books charge for priority on availbilty of new and popular books charge more for computer services charge a small but ness fee for kids reading times ect as a parent i would be happy to pay invite costa coffee or similier to rent a space to serve coffee ect there are many small fee options availble 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 dont have a view on as i am allways 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	As an alternative put up council tax by 5%
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	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 qualified 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	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	Purely safety
Yes	No	Safety and no help if anything goes wrong.
Yes	No	Option 1: 7 days a week.
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	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	Money is being wasted eg. solar scheme, trees 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 proposal and will deter serious academic studies as well as general public's curiosity about their local area.
Yes	No	A fully manned library service is an essential public service. If you want to make cuts, cut councillors salaries.
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	I have a learning disability, I need staff to help me find books. My helper helped me to write this. Chris.
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	Libraries that are un-staffed will attract theft and vandalism. The cost of which will outweigh the costs of staffing.
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	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	The disadvantaged in society will lose out the most when libraries are unstaffed.
Yes	No	Leave it as it is and make cuts to councillors and make wards bigger
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 would agree with the self service... I just feel that books will be stolen.. And you will always have trouble
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	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	Charge an 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	without more information i could not give any opinions that you would listen to, and you know that. Therefore this whole thing is pointless. I do not believe the people who use libraries the most will be comfortable with self service. They go there because they are lonely or need help!
Yes	No	Rather than spend money on libraries, why not embrace the digital age and lend only ebooks online

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>
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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 ro 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.</p> <p>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. There seems to be a surfeit of some titles and an absence of others This is your receiptThis is not a tax invoice Print this page and keep it for your records. If you need to contact us, refer to the "Order Number" below. Alan Godfrey Alan Godfrey Maps Prospect Business Park Leadgate Consett County Durham DH8 7PW United Kingdom Phone (44) 01207 583388 Fax (44) 01207 583399 Email: godfreyedition@btinternet.com URL: www.alangodfreymaps.co.uk Invoice Address: Deliver To: Roger Jackson 187, Mayor's Walk Peterborough Cambs. PE3 6HE United Kingdom Phone: 01733 890504 Email: gorcaj@btinternet.com Roger Jackson 187, Mayor's Walk Peterborough Cambs. PE3 6HE United Kingdom Phone: 01733 890504 Email: gorcaj@btinternet.com Date: 5 January 2015 Order Number: RJ36HE10086567 Payment method: Credit/Debit Card payments through Sellerdeck Terms and Conditions: Accepted Shopping Cart</p> <p>DESCRIPTION QUANTITY PRICE COST Mm 14.04 Monmouth 19181 £2.50 £2.50 129 Hunstanton & The Wash 19071 £2.50 £2.50 145 King's Lynn & District 19071 £2.50 £2.50 159 Wisbech & District 19071 £2.50 £2.50 233 Monmouth, Wye & Forest of Dean 19081 £2.50 £2.50 Subtotal £12.50 Shipping (UK) £1.50 Total £14.00</p>
Yes	No	leave opening times as they are
Yes	No	Events at library - charge eg murder mystery evenings. Craft fairs (develop more). Holiday events for school children (charge)
Yes	No	i know cuts have to be made, but i don't think self service is going to help. what happens if there are issues
Yes	No	location, there will no where to go for the young and old
Yes	No	There is no where eles to go for the help and advice recived from libraies
Yes	No	Charge a small fee for the computers
Yes	No	Please leave our libraries services as it is

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	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	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	Access 1st; Location 2nd; books 3rd; budget priorities 4th
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	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	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	Consider a small charge to borrow an item from the library
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	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	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	It limits use by the General public
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	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	A centralised library service would seem the best option with support from Hampton, Orton, Bretton as support options.
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??
Yes	No	Why not do away with Computer suite which sseems to be the main reason many "members" come into library??!!
Yes	No	Employ staff to work longer, need more events on and opportunities to interact with staff and customers
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	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 & purchaasing system is re-evaluated to ensure it is sourcing prodcut 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	Retain existing services and hours
Yes	No	The option of concentrating the service on the central library
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	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	Do NOT agree that libraries are unstaffed-open to abuse i.e. drunks,dropouts and thieves
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 am not a Peterborough resident,will I still access in self-service hours?
Yes	No	vote appropriately in may 2015
Yes	No	Close some of the libraries,keep central,bretton 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 Bretton or werrington,they are good.

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	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	Have security staff as minimum
Yes	No	If there was more financial expertise within the council this would not be an issue
Yes	No	Budget-get councillors to 1)take less money,2)repays 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	put council tax up,keep service same,no volunteers this is a paid job
Yes	No	I visit Dogsthorpe library
Yes	No	i am looking for a job and need help with the computer,who will help me
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	Impossible to say as I can't get any details of the proposal from the council
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	Close the 4 smallest libraries and keep the others staffed

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	I need help when I am here.
Yes	No	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!
Yes	No	Would not feel safe even with CCTV
Yes	No	Self service would still need a Skelton staff
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 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	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	Shut Thorney,Eye and Woodston libraries and replace with mobile library,they are underused and would save money
Yes	No	Books
Yes	No	Please continue service without any cuts. Un-staffed libraries is a lunatic idea. Perhaps trimming Councillors' expenses might Help?
Yes	No	Offer outreach to (E.G CAB etc) and charge room rental. Money in and service provided

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	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	Often need help with computer. Would not feel safe on own.
Yes	No	Want library to continue as it is. Need staff to help with job search "Staff not robots"
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	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	Close the smaller less used libraries.
Yes	No	computers should be more than 1 hour like most places around the country.
Yes	No	I wouldn't feel safe to come into library if it wasn't staffed preferred option 1.
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	Option 2 is better
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	Stop wasting money on Bourges Boulevard and staff the libraries properly.

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	Staffing, need more staff in more of the time.
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	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	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	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	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	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	Prefer option 2 smaller libraries don't get as much footfall and mobile library could travel to these areas
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 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 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	Concerns over access for children and unmanned access for women after dark
Yes	No	Don't agree with any of the options here
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 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	location access information
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 impementing 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	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	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	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	THE MOST IMPORTANT THING IS THE STAFF THEY CREATE WARMTH HELP ADVICE MACHINE FAIL
Yes	No	I would feel quite vulnerable in a library with no staff and have heard alot of elderly voicing there concerns -
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 don't think the majority of hors should be self service this should be a minority
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	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	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	I am concerned about the reduction in staff-everywhere, it seems, people are being replaced by machines. I think your preffered 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 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	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	I would prefer the number of libraries to be reduced, but it is important to have those that remain staffed!
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	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	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	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	Books Access Location Budget Priorites
Yes	No	Reduce to 4 main libraries
Yes	No	Although the proposal increases acces 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	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	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	Cancel all the council's vanity projects and a 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	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 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 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	Allow volunteers the opportunity to step up

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	Books
Yes	No	Use volunteers to assist when library staff not available. Leaving to customers to manager on their own will not work.
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	Budget does not come into it.They need to be staffed so they do not get burglarised. And left open longer hours .
Yes	No	the librarys 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	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	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	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!
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	Leave it as it is.
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	no idea
Yes	No	Close the four small libraries and then have more staff hours in the bigger libraries.
Yes	No	Increase council tax

Yes	No	<p>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.</p>
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Yes	No	<p>Firstly I would inform Central Government that we can not run services in Peterborough with the 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</p>
Yes	No	<p>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.</p>
Yes	No	<p>Close all the tiny libraries, keep the big ones open but with many people helping.</p>

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 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	Budget priorities - keep on staff that do so much for the libraries Location - they're all in good locations and it's important to keep them open in the smaller villages Books - I feel the variety of books is good Access - they need to be opened at least 8 hours a day full staffed during those hours
Yes	No	I would close the more remote libraries (Eye and Thorney most obviously) and place more resource to mobile libraries for those smaller villages. In the libraries I think the resource that is important is staff and computers, books can be ordered if there are staff to advise. The job is to be a place of guidance to read and learn, not a receptacle of books. I think society as a whole has lost the "park-keeper", local people who are respected and can guide and moderate behaviour. Access for children is important, but if no staff are present are we not in danger of putting young people in danger themselves.
Yes	No	The percentage of staffed hours is to small. The elderly, the computer illiterate, the leads able will be disadvantaged.
Yes	No	the library is important, elderly people are not all computer wizards, some never will be,help is needed for some people,i think the library is getting very noisy,but help is always required

Yes	No	<p>As the preferred option has already been shown not to work at the pilots this whole survey is a mockery. Which leads me to my recommendation to save our community libraries. Cut some of the wages of the city council executives who do not give value for money. In some notable cases actually cost the council millions of pounds. Those savings would safeguard the provision of a fully staffed and comprehensive community library service. Libraries are at the centre of our communities and are not just about books, they are there for families and the elderly. Something this council has failed to realise for years.</p>
Yes	No	<p>Budget Priorities: No budget should come before peoples right to access books & amenities in their local libraries. If these unsupervised by staff opening times are implemented, our local libraries will probably become no go areas, as our libraries will become deluged by homeless people, looking for a warm place to stay. They will also fall pray to, vandals & crooks, abusing the library & its facilities. I do not think that the unsupervised library opening times, could be effectively maintained by voluntary staff. As the will not have adequate training, or authorisation, to run it to the same standard, the library staff can. this could put them at risk from disgruntled library customers. Location: Everyone should have access to a library in their local community. As long as it is their intention to use the facilities correctly. Books: Our libraries should have a good selection of books & should be in good condition. They could ask local people, to donate books they no longer want or need. Any surplus could be donated to library users. Access: People should be encouraged to use the library, to aid education & learning. there should be more access to libraries, not reductions to library services. I just feel the libraries should be properly supervised at all opening times.</p>

Yes	No	The staffing is spread too thin and will seriously damage the service. Extending opening hours and accessibility in theory is good but without proper staffing it will drive people away. Children cannot attend without a parent/carer, vulnerable people will not feel safe, valuable activity that goes on in libraries to enable others to lead more rewarding lives in a city that has low literacy levels will be lost. This is short term and politically driven. Computer access is vital now to many of our poorer citizens and they rely on our libraries and the support they get there. Young students rely on the support given by our trained librarians. Significant cuts have already been made but to cut library staff further by almost one half will damage the service greatly. Better to look more closely at option 2) with closures being supported by the mobile service and maybe those facilities offered to community groups. Losing so much staff expertise is wilful neglect of a valued and valuable service. Loss of valuable expertise is not easily replaced. Providing cheap security guards when not staffed will not provide the necessary support. What is Vivacity's preferred option? - they are the experts.
Yes	No	I think you should find saving elsewhere, such as not spending fortunes on the city centre which looked fine before all the work, and cut the amount paid to councillors especially cabinet members.
Yes	No	Raise Council Tax
Yes	No	I don't think the priorities you have listed reflect the reality of what people want from a library. All they do is reflect the poor and limiting consultation you carried out last time which boxed people into giving specific answers. The priority is a place where people get support, a social environment, and staff on hand to help and chat. I don't like the proposed options because they involve removing staff members - which I think is vital.

Yes	No	I welcome keeping all libraries open in some form and having regular, easy to understand, opening hours is important. I do not think the proposed staff hours are sufficient to meet the objective of making libraries available to all. Children on their own would only be allowed to access when staffed. This will not work in the school holidays. The hours will be insufficient to cover after school. Older concerned adults will feel too vulnerable to use when not staffed. Greater staffing, perhaps with a supervisory role and access to skilled staff by phone only is essential. Additional costs need to be met from increased Council Tax and/or lesser open hours in the less well-used libraries. Volunteers should be used only where they make a specific and rewarding contribution to the function of the library.
Yes	No	I understand that budget cuts need to take place however i am not happy with this descision as i enjoy taking my daughter to the library and worry that there will soon be no libraries left
Yes	No	Self-service at hampton works well as it is part of a gym. i fail to see how self-service at other sites, particlary central, would work. too many users have a need to speak to someone for advice/help but there will be no-one their. how will the buildings be secured? job cuts should be kept to a minimun
Yes	No	I feel that you should be looking more at offering a quality service rather than simply concentrating on seeming to increase opening hours and make no closures. It surely makes sense to provide a few libraries with knowledgeable staff and a good book choice than lots of libraries with poor book choice and no staff!
Yes	No	option 2. close the small librarys and just open the bigger ones as normal with manned hours.
Yes	No	It is not possible to give an informed decision as no information is given as to how this self-service system would work.