

Peterborough City Council
Future options for our libraries
January - March 2015

Consultation on the future options for Peterborough's library service

Introduction

Welcome to the second phase of the Peterborough library service review. This consultation runs from **Friday 23rd January to Sunday 22 March 2015** and seeks to gather your views on the proposed option for the future of Peterborough's library service.

We know people value the city's library services but we also know that the way people are using them is changing. In addition, the council is having to make some very difficult decisions in order to balance its budget for 2015/16.

In August 2014 it was agreed that a review of the library service would take place which would include a public consultation seeking to understand how residents use, or would like to use, libraries. That consultation has concluded and the results are included in this document.

This second consultation will now look to gather people's views on our preferred option for delivering library services in the future, in a way that meets people's needs and within the funding that we have available.

Why review our library services?

The way we use libraries is changing. Technology means we're doing a lot more things for ourselves. Ninety per cent of book loans are now done through self-service kiosks. Library staff now spend much more time supporting people to use computers, or supporting groups meeting in libraries, than they do dealing with 'traditional' library enquiries. The challenge we face is how to provide an excellent, modern library service, with less money.

Our continued vision for Peterborough's library services

Vivacity, which runs the city's libraries on the council's behalf, will continue to serve the whole community through reading, education, digital information and access to information; responding to the city's needs and adapting to new technology. Libraries in Peterborough will be:

- Welcome to everyone
- A place to find reading for pleasure and learning; both in a physical and virtual space
- A place for the community to get together
- Somewhere to break down a sense of disconnect and isolation
- Promoters of democracy by providing access to information and multiple points of view so that people can make knowledgeable decisions on public policy
- A place for parents and their children by providing homework support, parenting collections, and early literacy programs
- A place to learn new things
- A quiet space.

What you told us in the first consultation

The city council and Vivacity asked people how they use the city's libraries and how they want them to develop during the first consultation which ran during August and September 2014.

The full report is available on the council website. The first consultation can be reviewed from here: [Main findings report.docx](#). The Equality Impact Assessment can be reviewed from here: [EIA Libraries.doc](#)

A total of 5,110 responses were received from local residents. The main findings included:

- Libraries are important
- You want books on shelves
- You want some staff support
- You want access to information
- You want access to libraries outside of normal hours
- 82% of respondents indicated they currently use a Peterborough library
- 87% of respondents said they visit libraries to borrow books
- 75% of respondents stated that 'accessing the library building outside normal hours' would be either 'extremely important' (35%) or quite important (39%) in encouraging them to make more use of library services.

What are we asking for your views on now?

From your feedback, we know that libraries are an important and valued service. The city council will have to reduce its budget by a further £25.3 million next year and some of these reductions will come from the library service. It currently costs £1.5 million to provide library services in Peterborough which it is proposed will be reduced by £350,000. We simply can't afford to continue to offer the same service we provide currently.

As a result of these financial pressures, and informed by your views, we have developed an option that protects as much as possible of what you value about our library services.

The option we are asking you to consider addresses the immediate, short-term financial pressures we are facing. It should also create a library service that continues to work well for Peterborough now and in the future.

Options the council considered but discounted

- 1) The council explored the option of putting all of the available staffing resource into Central Library to create an enhanced 7 day city centre service supplemented by the mobile library. We believe this would offer a high-quality city centre offer, but would leave too many people who use their local library disadvantaged.
- 2) The council also explored option of staffing the busiest libraries (Central, Werrington, Bretton, Orton and Dogsthorpe) only and to extend the opening hours in the five remaining libraries through the use of technology. In addition, Hampton library would have become wholly self-service and the four remaining libraries (Eye, Stanground, Thorney and Woodston) would have closed. Again, whilst there are advantages in this approach for the users of some libraries, we felt it was important to offer something for the users of all libraries.

The option for consideration:

The preferred option, which is the one we are asking for your views on, is for all the city's libraries to remain open, through a combination of staffed and self-service hours, including Saturday opening hours. The city's libraries are Central, Bretton, Dogsthorpe, Eye, Hampton, Orton, Stanground,

Thorney, Werrington and Woodston. The existing mobile library and the (volunteer-run) books at home services will not be affected.

		The preferred option		
LIBRARY	Current opening hours	Staffed Hours	Self-service hours	Total Staffed and Self-service hours
Central	40	33	22.75	55.75
Bretton	29	16	21.25	37.25
Dogsthorpe	29	14	19	33
Eye	21	10	14.5	24.5
Hampton	21	14	61	75
Orton	29	16	22.25	38.25
Stanground	21	10	21.5	31.5
Thorney	21	10	15.25	25.25
Werrington	29	16	25	41
Woodston	21	10	15.25	25.25
TOTAL	261	149	237.75	386.75
Available weekly hours	261	386.75		

With the preferred option there will be a total increase of 125.75 hours of opening in all libraries with the introduction of self-service hours.

If, as a result of the trials at Central and Dogsthorpe libraries **self-service does not appear to represent a viable way forward for either some or all libraries** we will seek to protect the overall approach by asking volunteers to staff some additional hours on top of a continuing Vivacity presence. Libraries have committed user groups and Vivacity has an excellent track record in recruiting, training and deploying volunteers. If that is not possible then only more limited (staffed) opening hours would be possible if we are to keep all our libraries open.

The existing mobile library and the (volunteer-run) books at home services will not be affected.

1. Have you read the consultation information link before taking this survey? (Please circle your preferred choice below). If No, please exit the survey and read the consultation information before completing the survey.

YES	NO
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2. Do you agree with the preferred option? (Please circle your preferred choice below)

YES	NO
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3. 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**

Please indicate if you would be willing to volunteer in a library during staffed or self-service hours. If so, please include your name and contact details below.

Name:	
Email:	
Phone:	

Next steps

As well as taking account of the findings of this consultation, we will also be meeting with library users, staff, community groups, councillors and the general public about the preferred option. These discussions will help us understand if our vision and proposal for the future library service is right. The council’s Cabinet will make a decision on the recommended option at their meeting on 23rd March 2015, with the option implemented from May 2015.

About you

So we can check this survey is representative of Peterborough overall, can you please complete the following questions.

Q.4 Are you: Male.....£1 Female..... £2

Q.5 Which of these age groups do you fall into?

16 to 24 years.....£1 55 to 64 years£5
25 to 34 years.....£2 65 to 74 years£6
35 to 44 years.....£3 75 years or over.....£7
45 to 54 years.....£4 Prefer not to say£8

Q.6 What is your ethnic group?

A White

1. English/ Welsh/ Scottish/ Northern Irish/ British.....£1
2. Gypsy or Irish Traveller£3
3. Any other white background.....£4

B Mixed/ multiple ethnic groups

4. White and Black Caribbean.....£5
5. White and Black African£6
6. White and Asian£7
7. Any other mixed/ multiple ethnic background£8

C Asian / Asian British

8. Indian£9
9. Pakistani.....£10
10. Bangladeshi£11
11. Chinese£12
12. Any other Asian background, write in.....£13

D Black/ African/ Caribbean/ Black British

13. African£14
14. Caribbean.....£15
15. Any other Black/ African/ Caribbean background£16

E Other ethnic group

16. Any other ethnic group£18

F Disability

Do you consider to have a disability?

17. Yes.....£19
18. No£20

Everything you say in this questionnaire is confidential. However the responses to this questionnaire may be reported as statistics and mapped geographically so that specific issues emerging within neighbourhoods can be targeted more efficiently. If you agree to your postcode being given for this process, please write in your postcode below.

Postcode:.....
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Thank you for taking the time to complete this questionnaire. If you require any further information please do not hesitate to contact consult@peterborough.gov.uk or telephone 01733 747474

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