Trafford Libraries

Phase One Consultation Feedback

A report from The Campaign Company (TCC)

24th December 2014

Contents

List of tables and charts

14. *Chart 10 - Do you agree that we should prioritise libraries that have higher usage in developing our proposals?*

15. *Table 5 - Below is a list of services. Please rank in order from 1 to 3 which services you think our proposals should focus on maintaining, with 1 being the most important*

16. *Chart 11 - What do you think is the most important criteria for us to focus on in making decisions about the future of Libraries? (please choose one option)*

17. *Table 6 - Suggestions to develop the service*

18. *Table 7 – Issues with specific libraries*

1. Executive Summary

1.1 Summary

The Trafford Libraries and Information Service Budget Savings Phase 1 Consultation took several forms. Including a paper consultation response form, an online consultation response form, a series of dedicated public and stakeholder meetings, as well as open response feedback from stakeholders and residents via letters and comment cards.

This is a two phase consultation, phase one ran from November 4th 2014 to December 12th 2014. The first phase has sought views on potential options to be developed into proposals for the Libraries and Information Service in 2015 – 2016. The second phase will present detailed plans in the New Year, informed by the phase one response. The full consultation process and outputs are detailed in the next chapter

As with most consultations those who engage with the process are not usually fully representative of the community as a whole.

Trafford Libraries and Information Services team sought to make the process open and inclusive with a number of one to one stakeholder meetings with relevant groups such as friends of local libraries, local disability charities, and charities involved in the delivery of services. They have also set up discursive public meetings and stakeholder events to capture feedback.

Different modes of consultation make it more difficult to read responses neatly across each other. For example the consultation document contains some quantitative questions in nature whereas responses on consultation comment cards are qualitative in nature. With this caveat what follows is a summary of the response that is drawn from;

- Responses to the public consultation documents
- Response to the online consultation survey
- Responses from public meetings

- Responses from stakeholder meetings
- Individual and stakeholder submissions to the Libraries and Information team

The main document contains further analysis of the consultation response organised by response type and an overarching coding structure for consultation response. Where there are differences by demographics or other factors they have been highlighted.

1.2 Findings

The consultation was broad in scope seeking guidance on potential proposals to be developed to reduce the budget of the Libraries and Information Service going forward.

1.2.1 Quantitative measures of support for potential budget solutions

Several approaches were presented as possible solutions for any future budget reduction proposals. Respondents were asked to indicate their level of support for approaches via a series of quantitative questions in the consultation document. The table below shows the net score for each of the potential proposals, this subtracts the overall negative responses from the overall positive responses leaving a net level of agreement with the proposal (don't knows and no response are omitted).

Possible Solution	Net Score
Closing some libraries	-51
Recruiting more volunteers and extending their remit	+23
Locate library services alongside other services	+68
Increase the use of technology	+58
Reduce opening hours	-6
Redevelop/move existing libraries	+48

Table 1 – Summary of quantitative data on potential proposals

The response is generally positive with the exception of the options related to closing libraries and reducing opening hours. The two negative scoring

options, closures and reducing opening hours, are options that would reduce current provision from existing libraries within the borough.

Volunteering is also less well supported than the remaining options.

There are some demographic differences in the quantitative response. For example women are more likely than men to disagree with closing libraries and the 65+ cohort are more likely to agree with the development of proposals around volunteering.

1.2.2 Qualitative response on potential proposals

The qualitative response is drawn from the consultation document and from the qualitative comment cards and other submissions.

The qualitative response indicates specific issues related to each of the options and their practical implications. Beyond specifics there are overarching themes that emerge throughout the consultation response, these include; **a view of libraries as social and community hubs, an opposition to cuts and the imposition of cuts**, and **a pronounced rejection of closures as a way forward**. These themes emerge throughout the consultation in specific points about individual proposals and individual libraries as well as more general points about changes to the service.

Summary of key concerns on potential options:-

- People generally do not want their services to face cuts
- Some people do understand that there are tough choices to make and welcome reductions in the service
- Any changes that are made should focus primarily on retaining the community hub and social good that libraries provide
- Closures risk damaging the fabric of the community and is opposed
- Volunteering is supported but caveated, respondents want to ensure a professional service is maintained
- Using technology is supported and encouraged as an option

- Sharing facilities is sensible and is to be welcomed if it avoids closure of facilities
- Reducing opening hours is not welcome as it reduces access and does not maximise assets
- Redevelopment is supported if it can maintain the community aspects of libraries.

It is worth expanding on one or two points to illustrate how the issues interact

Libraries are widely seen as part of the fabric of the community. Respondents describe institutions with wider benefits that contribute to social capital through social interaction and support for their users, whether they are few or many. These services have greater perceived value where communities are deprived or vulnerable.

For many, cuts generally, and closures specifically, logically damage the fabric of communities. For example the Health and Wellbeing benefit to the elderly population of regular library attendance is perceived to be threatened by closures.

The closure of libraries is rejected by respondents as degrading social assets and impacting on the vulnerable harshly.

Support for some of the remaining options is motivated by a desire to avoid closures. That means that support for options other than closure (in part) reiterates the overall rejection of closures.

Volunteering is supported by many, as a way of avoiding closures but also as a positive step in the development of personal and wider social capital through the good work that it entails.

There is a large minority who are opposed to volunteering. It is viewed as a step towards a less professional service and as exploitative of volunteers in that it asks them to perform roles that were previously paid for. In the same vein others reject it as an attack on jobs.

Some respondents can see the value in reducing opening hours if there is low usage, the level of usage would have to be identified and evidenced prior to implementation of any reduction.

Many others reject reducing opening hours on the basis of reduction of convenient access. It is also seen as a slippery slope towards eventual redundancy of library facilities.

Of the other options; technology, moving in with partner organisations and redevelopment, these are seen as sensible steps to achieve economic efficiencies. They are generally accepted with a proviso that they do not impact on the social and community hub concept that informs people's thinking on libraries.

1.2.3 Suggestions for addressing budget issues

There are many suggestions from participants on how the libraries service should address shortfalls. People value the libraries service and suggestion focus on improvements in revenue generation amongst other measures. The following list is an extract of suggestions, greater detail is held in the body of the report.

- Raise council tax
- Charge for services
- Charge for membership annually or monthly
- Source sponsorship from commercial partners
- Rent out rooms and facilities
- Transfer ownership to Community Interest Companies or launch joint ventures

1.2.4 Quantitative response on making decisions

The consultation document sought to identify the basis on which proposals might be developed. Respondents were asked to indicate the level of importance of a number of measures that might be used. As with potential options for development the table below sets out the net score of each of the measures.

Potential measure	Net Score
Proximity to other libraries	+39
Travel times to libraries	+67
Usage of libraries and services	+18

Table 2- Summary of quantitative data on measures to develop from

The consultation questionnaire also asked for the most important services that people use. Lending services, computer and internet access and services for children were indicated as the key services.

Participants were asked to indicate which measure was most important to focus on when developing proposals. These were ordered, Usage of Services, Location and Transport, and Preferences for Services.

1.2.5 Qualitative response on making decisions

Whilst quantitatively respondents have indicated levels of support for criteria, the qualitative response suggests a different preferences for developing proposals. These draw on the three main recurring themes earlier. To restate, these are; **a view of libraries as social and community hubs, an opposition to cuts and the imposition of cuts**, and **a pronounced rejection of closures as a way forward.** The following represent key areas of feedback.

- Low usage might indicate facilities and geographic areas that need more investment in services not less
- Reducing the impact on the social aspects and assets of libraries should be the key measure for good proposals
- Quantitative measures are reductive and do not represent the complexity of the proposition
- Location and transport as presented need to take account of more than journey time

Low usage is seen as an unhelpful measure as it overlooks the impact of social deprivation. Low usage may reflect low levels of self-efficacy and aspiration in the community and contrary to the purpose of the consultation may indicate that more investment in services is required not less.

The issue of closure is one that is seen by some as injurious to the social benefit that libraries deliver especially in deprived communities possibly embedding deprivation in the long term by removing local opportunity and access.

Using a quantitative set of metrics to judge where proposals should be developed is seen as unhelpful. The complex context of individual libraries needs to be considered more fully for many respondents.

Location and transport are more complex for some respondents and should include a consideration of different types of user and their profile. For example someone who uses their local library for social interaction but may use libraries further away on rarer occasions.

1.2.6 Individual libraries

Each library is mentioned in the consultation response. The context in which libraries are mentioned varies and these are set out in detail within the document. Some libraries are mentioned as candidates for closure due to proximity, size and running costs. Although counter to this many respondents question the basis of the supporting information in the consultation document in terms of running and staffing costs. Almost all libraries have a supportive case made by respondents in defence of the current provision. For example Coppice Library is mentioned by a number of respondents as an example of a valued community facility that acts as a social hub. A different case is made for Delamere Toy Library as a unique example of provision that should be recognised as proposals are developed.

1.2.7 Criticism of the council and the process

There are a number of critical voices from public respondents, stakeholders and staff. These are directed at the council in relation to the cuts generally but also specifically on the issue of libraries. There is also criticism of the process and the focus of the consultation on reducing budgets rather than finding creative ways to generate revenue. There are also criticisms of the consultation document in terms of the questionnaire that is seen to reflect an agenda of cuts; and further criticism of the quality of the supporting information. These are detailed fully in the body of the report, though the following is a summary of key points;

- Libraries, along with other services, are vitally important and the council should raise council tax to pay for them rather than cut.

- Cuts to libraries today will be injurious to the communities of Trafford in the long term
- Some believe that the communication and engagement with stakeholders has been lacking in the process to date
- The framing of the process is around cuts rather than innovation
- The consultation questionnaire reflects that focus rather than needs of the community
- The supporting information is questioned and should be reviewed

1.3 Conclusions

This phase of consultation has been exploratory in nature with a number of channels open to respondents to make their views and opinion know. There are some clear issues that have emerged from the process that should be considered when developing the next steps of this process.

Firstly the focus on cuts as derived from the budget setting exercise for 2015 - 2016 is viewed negatively. The discussion it generates is about loss to individuals and to communities. In some instances that loss is viewed as a price that is not worth paying. Secondly people understand libraries as community assets that have associated outcomes for the individuals and communities that use them. Thirdly and logically when those assets are threatened with change that is seen as detrimental to outcomes, people will reject the premise.

Overall, whilst there is some understanding of the financial challenge and a number of voices that support reductions in service, there is a general rejection of closing or downgrading facilities. There is qualified support for a number of measures that can change the way services are delivered, for example volunteers and sharing facilities with partners, but to some extent this support is about avoiding closures and downgrades. People are protective of the service and the benefits that it delivers to local communities and when proposals are developed they want to see the outcomes for the community at the forefront of the councils thinking.

It is not the place of this report to make recommendations, however, Trafford should be aware of the criticism of the process and should review the

criticism and consider how it addresses any areas that it considers may be lacking before and during the next phase of consultation.

As Trafford takes the next phase of this process forward working with communities on how outcomes are delivered through the facilities available is likely to be productive. This might for example entail developing innovative ways of funding and delivery of services in communities going forward. When discussions about services are outcome focused the local population are more likely to be positive about any changes that are made.

2. About the consultation

2.1 Background to the consultation

This consultation has been developed as part of a wider council budget initiative.

Trafford's Library Service has been asked to find savings as part of an overall council budget reduction of £24.3 million for the financial year 2015 -2016. The savings indicated in the budget setting process amount to £700,000 or around one third of the overall budget for the service.

This is a significant saving that is likely to mean changing the way that the service currently operates. Within those budget constraint Trafford are determined to realise a vision of a strong and relevant library service that supports the Universal Offer set out by the Society of Chief Librarians[1] in the UK. The service also aims to be based on need and value for money. Trafford also states that libraries should operate as community hubs and be responsive and supported by their local communities.

This consultation seeks opinion on potential methods of meeting those savings whilst achieving the overarching aims. The potential methods presented build on existing work around initiatives such as volunteering and technological development as well as drawing on the experience of other library services facing similar challenges across the UK.

2.2 Consultation process

The consultation is a two stage process. The first stage sought peoples' views on potential proposals and the level to which they agreed that these proposals should be developed. Consultation respondents were also asked on what basis options should be developed.

A second phase of consultation will be held in early 2015 following the report on the first phase and the subsequent development of specific options. These will be presented with supporting information for further public consultation.

The first phase of the consultation ran between 4th November 2014 and 12th December 2014.

A consultation document was originated that asked a mixture of closed and open questions. This is appended to the full report.

The document was hosted online as a downloadable pdf file. Trafford also established an interactive online response form for the consultation to allow respondents to complete the form whilst online.

---

[1] http://www.goscl.com/

Paper versions of the consultation document were circulated to library sites across Trafford where a display was established with a freepost box for completed consultation responses.

Trafford also established a consultation email address that was advertised alongside wider PR activity surrounding the consultation.

All responses received through the various channels have been analysed using qualitative and quantitative techniques. This includes the development of a coding framework for the consultation that has been used to guide the analysis and reporting.

2.3 Events and stakeholder engagement

There were a number of public and stakeholder meetings that were organised by the Trafford Library Service.

Session	Date	Attendance
Timperley	27th November 2014	12
Urmston	27th November 2014	6
Sale	3rd December 2014	12
Partington	3rd December 2014	1
Urmston	3rd December 2014	14
Altincham (Staff Session)	27th November 2014	26
Urmston (Staff Session)	3rd December 2014	26
Altrincham (Volunteer Session)	27th November 2014	8

Table 3 – Public and Stakeholder events

Events were promoted using the local press, the Messenger and Advertiser, and via the Libraries Facebook and Twitter accounts. There were also notices on the Council's webpages and the library pages, as well as posters in libraries, leisure centres and community centres.

The sessions were independently facilitated. Comments were recorded via comment cards which were processed with the overall response.

There were a number of face to face meetings with stakeholder groups including Friends of Coppice Library, Delamere Toy Library, and BluSci (a local mental wellbeing charity).

2.4 Number of responses by channel

The consultation ran from 4th November to 12th of December. Channels for responses were open during that period for individuals, organisations and members of staff to make representations to the consultation on possible ways forward for the libraries service. The table below sets out the number of responses that were received through the open channels.

Response channel	Number
Online surveys	787
Paper surveys	296
Comment cards	184
Letters (from individuals, including staff members)	5
Letters (from stakeholders)	5
Delamere Toy Library Support Petition	218

Table 4 – Summary of Responses by Channel

2.5 Demographics of the response to the consultation document

Within the consultation document respondents were asked to provide monitoring data on core demographic and geographic information. This has been collated into a series of table set out in the appendices.

3 Consultation Response

3.1 In this section

There were a number of consultation channels open to participants, including an online consultation survey with supporting document, a paper survey printed with the supporting information which was available through library sites, and a series of public meetings held in the borough. To ensure consistency in analysis the online and paper surveys contained the same quantitative and qualitative questions; participants in public meetings were

invited to provide comment cards with an open response text. All of the channels for consultation were designed to encourage qualitative responses as the basis of understanding the detail of the opinion and ideas as well as issues and concerns that may arise from the consultation subject matter.

Quantitative responses have been analysed and included here under question headings, the quantitative data is accompanied by qualitative data that has been systematically coded and analysed to identify the themes that run through the consultation response. Qualitative responses offer greater insight into the underlying issues and viewpoints that are relevant to the consultation, so whilst both types of information are of interest and should be read together, the qualitative response will provide a greater indication of the content of the substantive issues for the consultation.

In this following section we deconstruct the survey questions and identify the relevant qualitative response. In some instances the qualitative response is aligned with the subject matter of the quantitative questions; where this is the case the qualitative data follows the quantitative analysis. Where issues and themes arise that are not related directly to quantitative questions we have developed additional headed sections that follow on from the progression through the consultation survey.

3.2 Question 1 – To what extents do you agree that we should develop proposals to reduce the number of libraries in Trafford as a way of meeting savings targets?
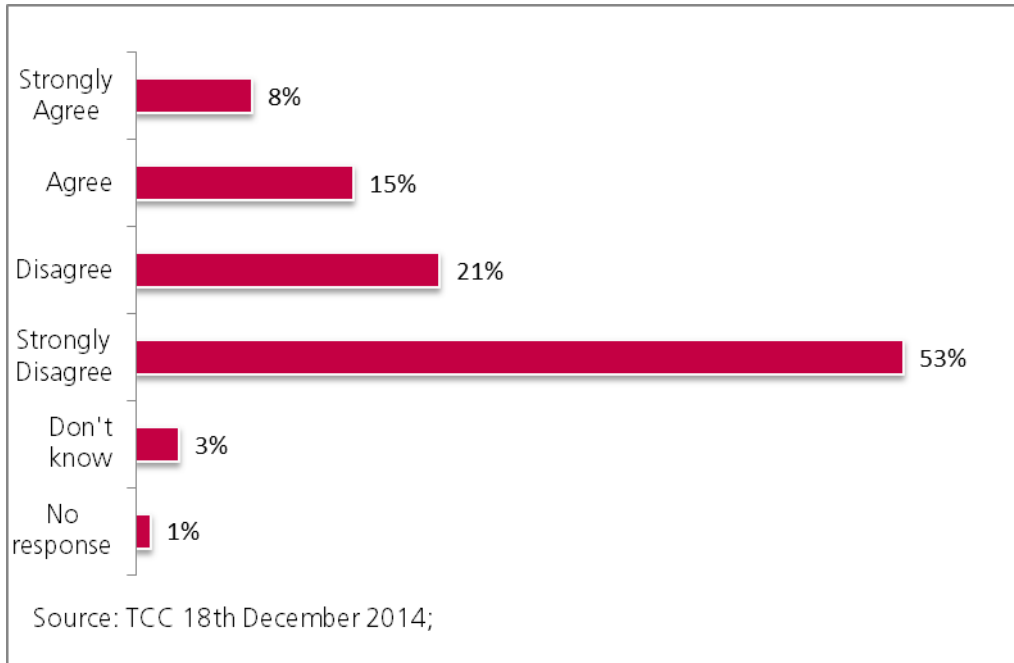
Chart 1 - To what extent do you agree that we should develop proposals to reduce (closures) the number of libraries in Trafford as a way of meeting savings targets?

- Most people disagree with closing libraries as a way forward

- Women are likely to disagree more than men

- Staff are more likely to agree with closures than general respondents

3.2.1 Qualitative response

There is a general disagreement with the principle of closing libraries as a way of contributing to budget reduction. Libraries are viewed by many respondents as integral parts of the community, a basic resource that the council should provide and a mark of a civilised society. Reduction in the number of facilities is viewed as a backward step. There are two key strands to this disagreement:

- The removal of important social assets

- The impact of the removal of that asset on particular groups

3.2.2. The removal of important social assets

Libraries are viewed as making a positive contribution to the community as social and community hubs. Many respondents view the social space as having significant benefits including positive impacts on education and literacy for; children, the general population; and those living in deprived areas. There are also perceived benefits to Health and Wellbeing and access to a variety of important services.

There is a strongly held view that these benefits and others are important in building social fabric, providing education and encouraging aspiration in Trafford's communities. Closures are viewed by many as undermining those benefits and creating a poor legacy for the following generations.

'Each library is an essential service within every/each community within Trafford. They play an important part to underpin society. Without them problems would arise to spill over onto other aspects of life and in the end will cost more and cause more problems than foreseen'

3.2.3 Impact and accessibility

The impact of closures on accessibility to services that would result is seen to have a disproportionate impact on particular groups.

The elderly and immobile are viewed as more likely to face difficulties with transport and parking when attending alternative facilities. This group are also identified as being vulnerable to the loss of social interaction and understanding if their local library closed. This would impact across a range of social issues including Health and Wellbeing.

Children and families are also viewed as facing a negative impact; respondents' families benefit from a space for social interaction, access to parenting advice and peer support from others in similar situations. Closure would reduce access to those benefits and is contrary to positive personal experience of using individual libraries.

'For me personally, I do not feel that it is too strong a statement to say that Coppice Avenue Library helped to prevent me from slipping into depression when my daughter was tiny and my son small. Boy I knew that whatever the weather and my financial situation, have somewhere nearby that I could walk to where we could enjoy a quiet look as some books together, or one of the drop-in session for families on offer at the library'

Attending alternatives may be difficult as public transport is seen by some as impractical and expensive for families with small children.

Children generally are viewed as being disadvantaged by the removal of local facilities for reading and access to the internet; it is perceived this would result in children engaging less in those beneficial activities.

Deprived communities are seen as vulnerable to the removal of facilities with the loss of benefits of social interaction and of access to services that would otherwise be costly.

Similarly access to English literacy services for people who do not have *English as a first language* is seen as important benefit that is threatened by closures.

There are general concerns about the impact of closures on access to core services such as local lending and internet services as well as concerns over access to additional services, such as blue badge services, welfare services and many group specifics.

3.2.4 General Agreement

Where there is agreement it is based on the following themes

- Proximity of libraries and running costs

- The need for all services to take their share of cuts

- Closure caveated with a focus on the quality of the remaining service

3.2.5 Proximity and running costs

A smaller number of responses show some support for closures. There was a view that there are too many libraries within Trafford and that a rationalisation could lead to better services in central facilities.

The proximity of libraries particularly in the north of the borough provided justification for closure for some respondents.

'I do agree where there are too many libraries within walking distance of one another, maybe they are duplicating services'

Where libraries are less well used and where running costs are high there was also some support for closures.

3.2.6 Caveated on quality

Many who did support closures caveated that support, for example that the remaining service should be of the highest quality and staffed properly.

'The bedrock of life long wellbeing and enlightenment. This service shouldn't be reliant on volunteers. Fewer libraries, but high quality experienced and well trained staff should be the priority.'

3.3 Question 2 - To what extent do you agree that we should develop proposals to recruit more volunteers to provide services in local libraries in order to make the provision more sustainable?

Source: TCC 18th December 2014
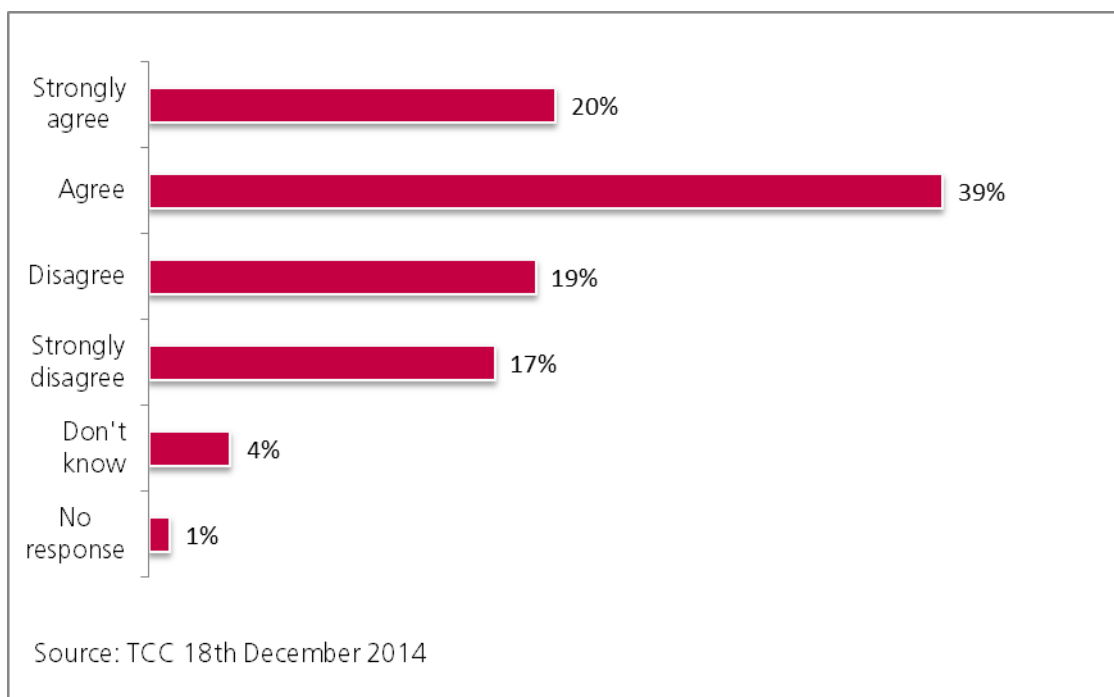
Chart 2 - To what extent do you agree that we should develop proposals to recruit more volunteers to provide services in local libraries in order to make the provision more sustainable?

- Most people agree with developing proposals to recruit volunteers as a way forward

- Older age cohorts 65+ are more likely to agree with this

3.3.1 Qualitative response

There is general support for using volunteers to help reduce the cost of running libraries.

- It is viewed as a positive alternative to closure

- Beneficial for the individual and the community

- Caveated with a focus on retaining professional library services

3.3.2 Alternative to closures

Recruitment of volunteers is seen as a positive *alternative to the closure of facilities* by many respondents.

3.3.3 Benefits to individual

Respondents identified a number of positive benefits for the individuals who volunteer including social interaction, community involvement and the opportunity to do something positive for your own development.

Volunteer opportunities are mostly identified as appropriate for retired individuals, people out of work and students.

'People of retirement age have a wealth of knowledge to share – and they'd feel included and valued.'

These groups are identified as having the time and significant skills to contribute in a voluntary role.

3.3.4 Benefits to the community

The volunteer role is also viewed as having a positive effect on the wider community, for example creating a stronger sense of community.

'This helps bring the community together and creates bonds.'

Within the response are suggestions of involving the community more fully including schools, colleges and apprenticeship schemes as ways of resourcing libraries going forward.

3.3.5 Performance of volunteers

There are many positive comments on the role of volunteers currently within the libraries services.

'The volunteers at our local library are well informed and very helpful for the services that they provide.'

3.3.6 Retaining staff

Support is often caveated, for example an extension of volunteering only if professional library staff are retained and volunteers are given the appropriate training to provide a good service.

'As far as possible the expert help of paid library staff should be retained'.

3.3.7 Unsupportive comments

There are objections to an increase in the use of volunteers with a number of issues raised.

- Whether it will save costs

- Replacement of skilled staff will mean inconsistency in service

- Principle of using volunteers to replace paid roles is wrong

- The authority should pay for and maintain a service at its current level

- Volunteer agreement

3.3.8 Will it deliver savings?

At a general level there is a question over whether an extended volunteer programme would deliver savings given the additional training and support that it would require.

3.3.9 Replacing skilled staff

Replacing skilled staff with volunteers with less qualification and a different motivation is identified as an issue that may impact on the consistency of the service.

'By their nature volunteers provide a different service than contracted staff. They do not want to take full responsibility for too many tasks, wish to have freedom to choose what they do and take time off when they please, quite understandably. If the volunteer numbers are too high the function of libraries would be severely challenged.'

Those opposed tend to view volunteering as something additional to existing services not as a replacement.

3.3.10 Principle of replacing paid labour

The concept of replacing staff with a volunteer workforce cuts across a number of principles for some people including a fair wage for a day's work. Volunteers are viewed as 'cheap labour' at the expense of good jobs.

3.3.11 Authorities' responsibility to maintain the service

Supporting this position is a view that the local authority has a responsibility to pay for and maintain the library service and that it should not be reliant on volunteers.

The experience and qualifications of volunteers are seen by some as a material issue on the quality of any future service.

'Volunteers may be willing to help but have not got the knowledge, training, and experience to help library users…'

3.3.12 Responsibility

Volunteers themselves have issues with the possible increase in responsibility, and there is the suggestion from some that they would cease to volunteer if they were expected to takeover staff jobs.

'I am a volunteer I personally would not want the responsibility that paid staff have and I think that most volunteers would not want the responsibility of running a library'

3.4 Question 5 - To what extent do you think we should develop proposals for basing libraries in the same buildings as other services/ working with partners as an approach to reducing the costs of the service?
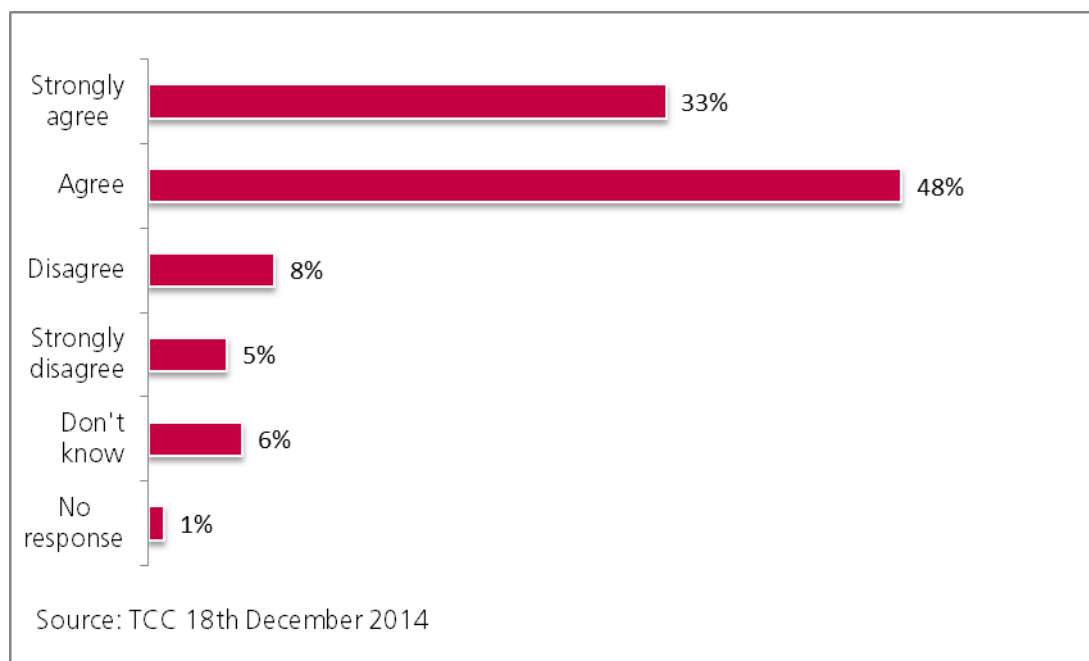
Chart 3 - To what extent do you think we should develop proposals for basing libraries in the same buildings as other services/ working with partners as an approach to reducing the costs of the service?

- Most people agree with the development of proposals to deliver partnerships

- Members of staff have a very high level of agreement

- People from Sale and Village Locality partnership areas agree the most

3.4.1. Qualitative Response

Moving library services or (vice versa) into other facilities with other organisations has broad general support in the consultation response.

- A logical way of maximising value of existing assets

- Supported with a caveat on the importance of maintaining a central accessible community asset

- Supported with a caveat on the quality of the services that are delivered in the new facility

- Acceptable alternative to closure

3.4.2 Logical way of using assets

Partnering with other organisations on current or new sites is seen as an efficient and logical way of maximising the value of existing buildings and of increasing the value to the community by having several services located in one area.

'By doing this there would be a reduction in costs for building maintenance, cleaning, heating, lighting, etc. The library might be used more by passing customers who are at the premises for other reasons.'

3.4.3 Fit for purpose and community hub

Support is caveated for some respondents by a need for any location to be fit for purpose in terms of accessibility including being located in the centre of communities that use them. Many respondents highlight the community hub aspect of libraries, and retaining this in any facility sharing approach.

'Sharing buildings to reduce costs is an excellent idea so long as the facilities remain in the centre of the community and don't require the people who use them to travel further in order to access them. I do not agree with closing assets and moving facilities to town centres only'

3.4.4. Quality retained

Other caveats include the quality of the space provided to the library, for example that the square footage given over to books and shelving should not be diminished. More widely than this the service should not suffer.

3.4.5 Alternative to closure

As with volunteering many respondents indicate that this is an acceptable approach if it means that libraries can be saved or stay open. There was also support for this if it has the effect of saving jobs.

3.4.6 Unsupportive comments

The principle of moving libraries to facilities with other services is rejected by some respondents.

- Damage to the community asset and the impact it would have

- Accessibility issues in any new facility

- Cost and quality

- Preference for service moving into existing libraries

3.4.7 Damaging community asset and accessibility

There is a focus on the loss of existing community hubs and how that might suffer in a new shared facility.

'Libraries should be hubs of the community. When they are in shared buildings they are inevitably downsized which is a convenient way of reducing people that use them….If they remain as standalone buildings they will be utilised and used'

This highlights a further concern that moving services will impact on the accessibility of facilities for the local community.

3.4.8 Quality of new facility

There is also concern about the cost implications of moving services out of existing buildings and there are concerns about the type and quality of accommodation that the library might end up in. The existing facility at Bowfell library is cited by some respondents as an example of failure of location and partnership.

3.4.9 Partners moving in

A number of respondents who are unsupportive of moving libraries into partner facilities did agree with the reverse proposition, moving services into existing community libraries thus ensuring that current locations are not lost.

Some respondents felt that specific proposals are needed to make a rational choice on any share facility proposition.

3.5 Question 6 - To what extent do you agree that we should develop proposals that use technology to provide parts of the library service as a way of reducing cost?

Source: TCC 18th December 2014
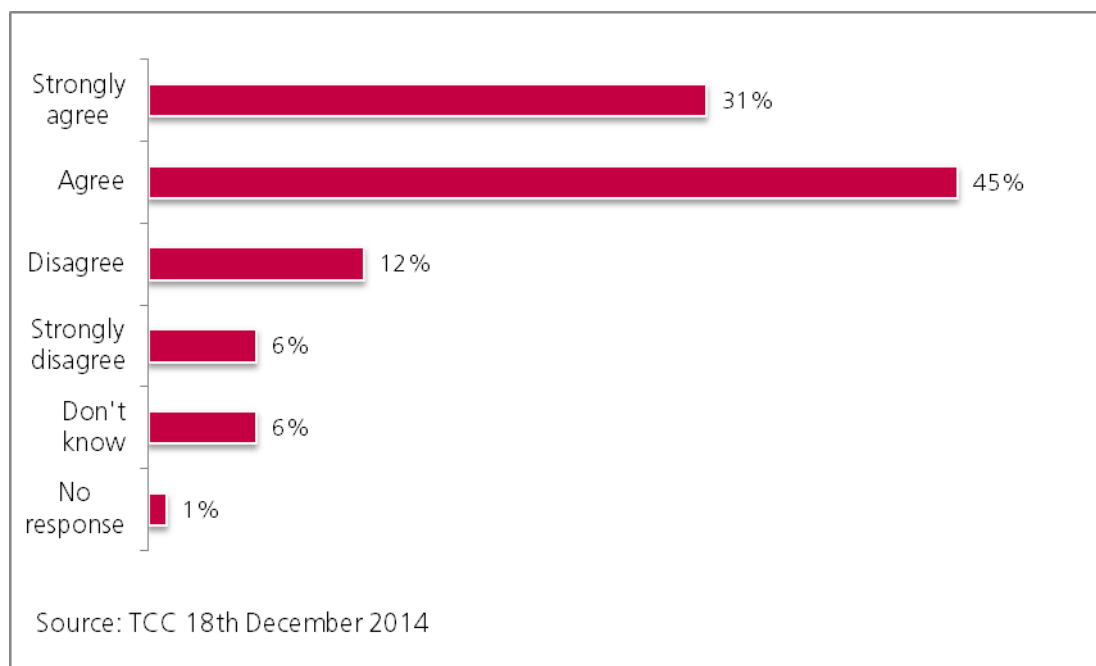
Chart 4 - To what extent do you agree that we should develop proposals that use technology to provide parts of the library service as a way of reducing cost?

- Most respondents agree with a focus on technology

- There is relatively little difference between age groups, the 65-75 cohort are slightly more in agreement with this proposition than the 25 – 34 cohort

3.5.1. Qualitative Response

There is general support for technology as a way of reducing costs of providing the service.

- Generally important to keep up with latest development

- Efficient way of freeing up staff time and making the process smoother for individuals

- Recognition that not everyone is comfortable with technology

3.5.2 Important to keep abreast of technology

Most respondents see it as an imperative that the service should keep abreast of and benefit from any wider technological changes generally.

Current experience of using technology in the libraries is positive as is experience of using technology in other walks of life.

'The machines are quick and efficient and anything that can reduce costs and keep the library open is great.'

3.5.3 Efficiencies

Respondents identify possible efficiencies in using services including a reduction of pressure on staff and as a consequence freeing them up to attend to other services.

3.5.4 Alternative to closure

As with other propositions technology is viewed as preferable to the closure of library facilities.

3.5.5 Support to ensure accessibility

There is recognition generally that support is needed alongside technology for parts of the community who are not used to or unable to use technology. The elderly population is mentioned by a number of respondents as vulnerable to a potential loss of access if new technology is commonplace.

'I so worry about those people (our elderly population) who are not comfortable with technology or have the capacity and resources to use it'

3.5.6. Unsupportive comments

There is opposition to technology,

- The breakdown of human contact and consequent impact on vulnerable groups

- Use of technology to replace qualified librarians' jobs

3.5.7 Human contact

Technology may mean the loss of human contact within libraries which some view as undermining part of the fundamental purpose of library.

'I do fear that face to face personable contact with the library staff is threatened by a sterile impersonal and automated system, and I regard direct human contact as a vital component of a good public service, the disappearance of which will mark the death knell of libraries as we know them'

3.5.8 Threat to jobs

There is a general view from those opposed that staffing should be protected. This aligns with a view that technology should enhance existing services rather than contribute to cuts and savings in the service.

3.6 Question 7 - To what extent do you agree that we should develop proposals that reduce the opening hours of some libraries?
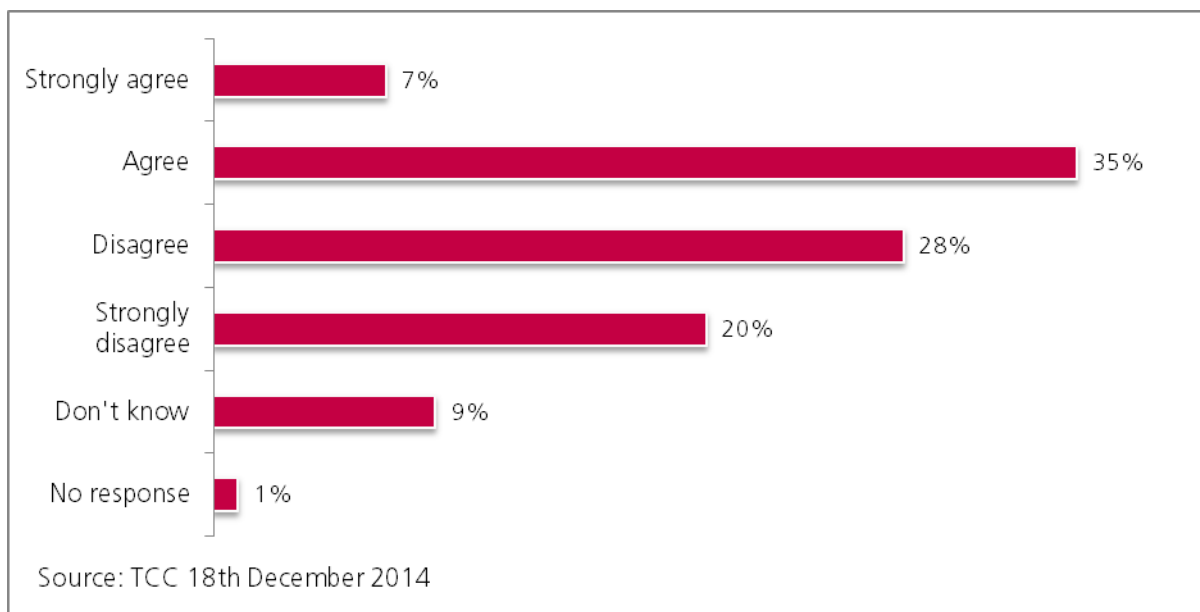
Chart 5 - To what extent do you agree that we should develop proposals that reduce the opening hours of some libraries?

- Most respondents disagree with this as a way forward.

- The response is relatively split compared to some of the other quantitative questions

3.6.1 Qualitative Response

Overall most respondents generally disagree with this approach.

- Savings are not realisable

- Less use will rundown the service and act as a pretext for closure

- The current hours are below what is required

3.6.1 Savings not realisable

The assumed cost saving is viewed as difficult to realise both in terms of other measures suggested (for example a number of respondents point to the use

of more volunteers as already accounting for that cost) and in the actual cashable saving.

There is also a view that reducing the hours that a facility is used is counterintuitive and that where possible libraries should be seen as an asset to be maximised.

3.6.2 Degrading asset

There is a view that reducing hours will degrade the libraries in Trafford. For some the move would provide justification for a round of closures because of underuse.

'There is a danger that if opening hours are reduced less use will be made of the facility and that as a consequence you will then say that the facility cannot be maintained.'

3.6.3 Not enough now

Contrary to the proposals, many respondents are concerned with the current opening hours of Trafford libraries; they feel that the core hours do not accommodate those who need to use the facilities.

3.6.4. Generally supportive comments

Those who support reducing opening hours are a large minority of respondents. The principle reasons for support are;

- General recognition of cost saving

- Opening times matched to peak use

- Preferable to closing libraries

3.6.5 Sensible cost reduction measure

People who agreed with this as a possible solution viewed it as a sensible component in reducing costs, this aligned with a recognition from respondents that libraries are not busy all the time.

3.6.6 Only if aligned to need

The support was caveated by many who mentioned engagement with library users and analysis of usage to ensure that the hours were right for users.

'In practice I would agree with this ONLY after usage surveys were carried out and they were legitimate changes, not changes made on bottom lines.'

There was some additional support for staggering opening hours so that the entire libraries service operates a consistently accessible service across the week.

3.6.7 Advertising hours

Advertising the opening hours is seen as important to ensure that people use it now and going forward.

3.7 Question 8 - To what extent do you agree that we should develop proposals to redevelop or move some of Trafford's library sites to reduce running costs?
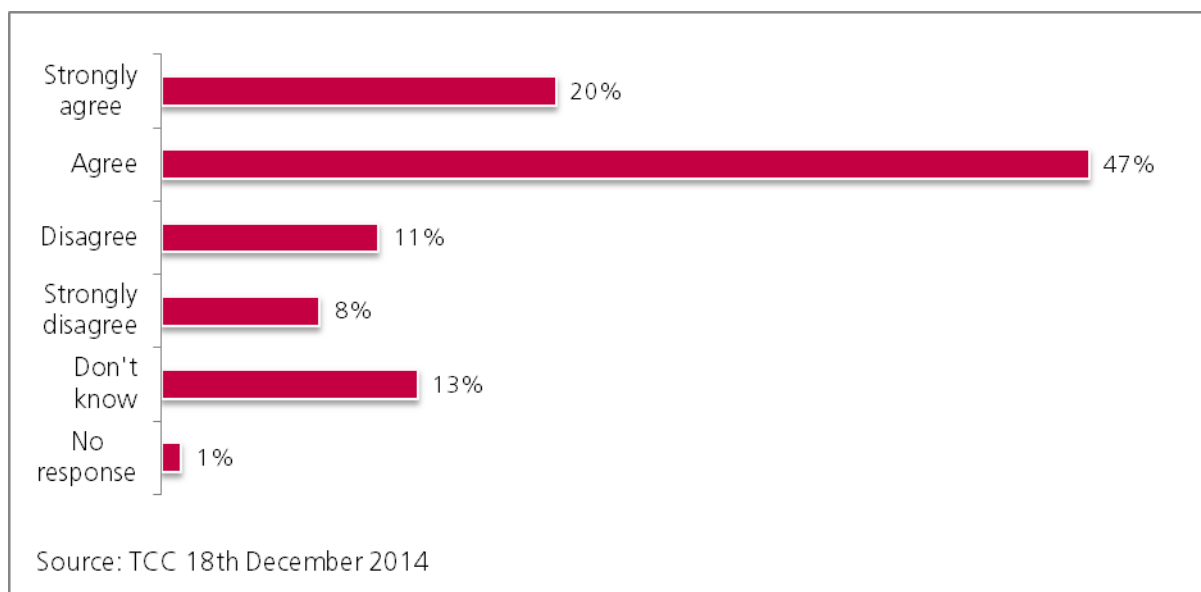
Chart 6 - To what extent do you agree that we should develop proposals to redevelop or move some of Trafford's library sites to reduce running costs?

- Most respondents agreed with this as a proposition

- Respondents from the South Trafford Locality Partnership are more likely to agree

- Residents are more likely to agree than the staff who responded

3.7.1 Qualitative Response

Overall respondents were generally supportive of this measure.

- Reduces costs of old buildings

- Modern facilities work in the long term

- Any change should maintain level of service and community aspect

- Preferable to closing libraries

3.7.2 Reduce building costs and long term sustainability

Some buildings are seen as cost burdens for the service, moving sites to purpose built facilities offers ways of improving the cost effectiveness and the accessibility of the facilities.

'Redeveloping, or re-siting libraries is cost effective, multipurpose buildings with easy access, especially for those with special needs, helps to secure the long term future of the libraries in a more affordable way.'

There are a number of suggestions on individual libraries which are picked up in a later section, however as an example a number of comments have been made in relation to Stretford library and the suitability of the current facility. Suggestions include moving the library into a unit at the Stretford Mall.

3.7.3 Minimal impact and retention of community hub

There are caveats on the impact of how the changeover process could be made including minimal impact on the service while changes are being made.

There is also a caveat that any change keeps the facility as centrally accessible to the community as any current site.

3.7.4 Alternative to closure

As with other proposals moving facilities is seen as preferable to closure of libraries.

'Yes if it keeps libraries open, but it would be a shame to let the beautiful old library building go to someone who didn't care'

There was perceived additional benefit of more environmentally friendly buildings following any redevelopment.

3.7.5 Unsupportive comments

There are a number of concerns about redeveloping sites.

- Concern on cost effectiveness

- Concern over the impact on the services offered

- Moving facilities undermining community use

3.7.6 Cost concerns

A number of respondents point to a reverse logic of investment in redevelopment when the short term budget aim is to reduce costs.

'How can you propose redevelopment when you are short on funds?'

3.7.7 Impact on current services

A negative impact on currently available services is not acceptable for many and is grounds for rejecting this form of change.

3.7.8 Degrading current assets

Similarly as with other options there is a focus on the library as a central community asset that faces potential damage if it were to be moved. There is a desire to maintain the asset and accessibility of current libraries.

'Moving libraries would change who and how people use them. The libraries are currently deliberately in places that are at the heart of the community – let us NOT lose that by moving them.'

Many comments indicated that a judgement on appropriateness would need to be reserved until firm plans were in place. These reservations include the locality and accessibility of any sites, which facilities were under consideration and what cost benefit there would be in any investment.

3.8 Developing proposals

The remaining quantitative questions tested the basis on which proposals might be developed. These included proximity of libraries to each other, transport implications of any changes, the usage of the services and the service preferences of users based on a prioritisation question. There were a number of qualitative comments that have been grouped at the end of this section.

3.9 Question 10 - As there is some overlap would you agree that it is reasonable to use closeness to other libraries when developing proposals that would impact on individual libraries?

Strongly Agree 15%
Agree 49%
Disagree 17%
Strongly Disagree 8%
Don't know 8%
No response 2%

Source: TCC 18th December 2014
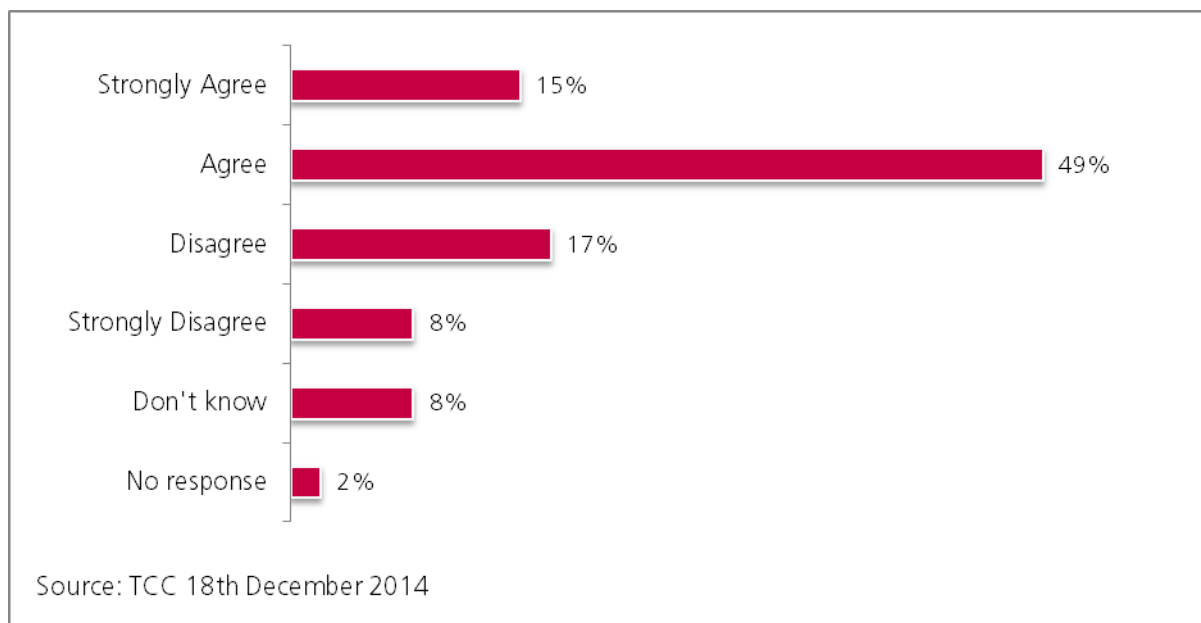
Chart 7 - As there is some overlap would you agree that it is reasonable to use closeness to other libraries when developing proposals that would impact on individual libraries?

- Most people agree with using proximity when developing proposals

- People with a disability are less likely to agree with this than others

- Staff are more likely to agree with this than residents

3.10 Questions 11 - When looking at the development of proposals do you think that we should consider how well libraries are served by local public transport when making the proposals?
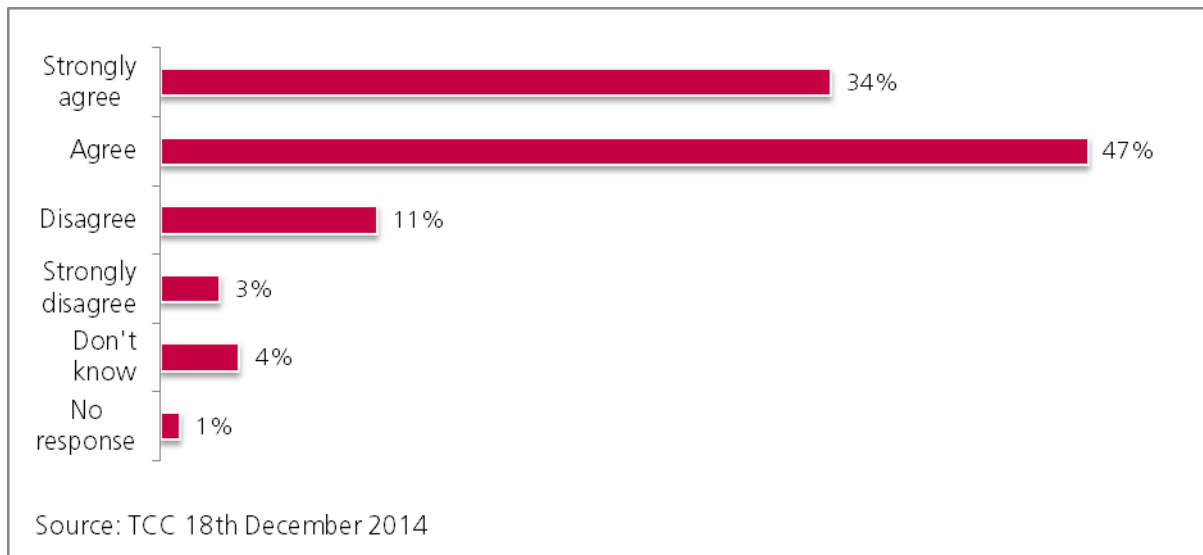
Chart 8 - When looking at the development of proposals do you think that we should consider how well libraries are served by local public transport when making the proposals?

- Most people agree with this as one criteria to use when developing proposals.

3.11 Question 12 - What do you think is an acceptable travelling time to a local library either via public or private transport?
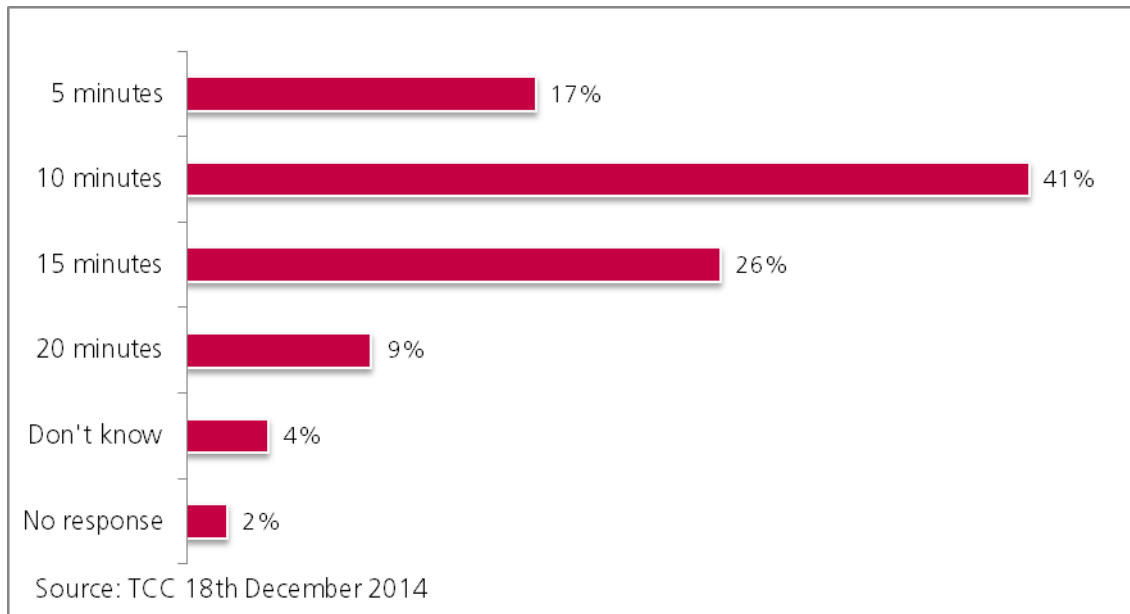
Chart 9 - What do you think is an acceptable travelling time to a local library either via public or private transport?

- The majority of people feel that 5 -10 minutes is an appropriate travel time to reach a library

- Currently 46 percent of respondents said that they were within 5 minutes of a library and 34 percent were within 10 minutes.

3.12 Question 13 - Do you agree that we should prioritise libraries that have higher usage in developing our proposals?

Source: TCC 18th December 2014
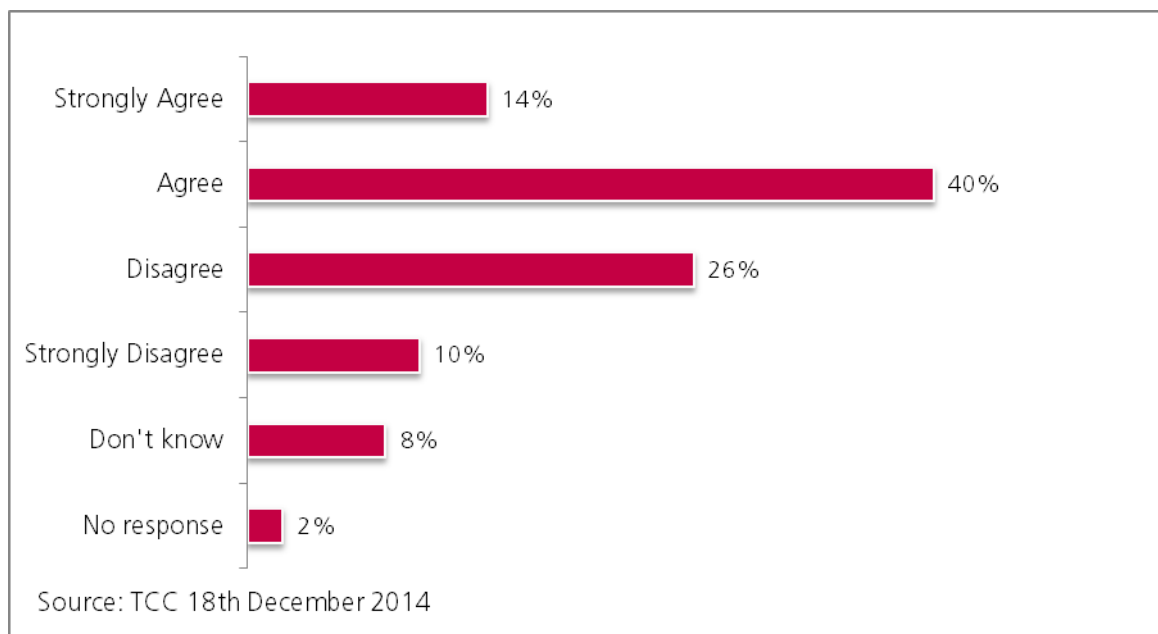
Chart 10 - Do you agree that we should prioritise libraries that have higher usage in developing our proposals?

- Just over half agree that this is an appropriate consideration

- A large minority disagree with using this approach

3.13 Question 14 - Below is a list of services. Please rank in order from 1 to 3 which services you think our proposals should focus on maintaining, with 1 being the most important

	1st option	2nd option	3rd option
Lending and reference - Books, newspapers, magazines and journals and DVDs	71%	8%	4%
Information and advice on the council and other public bodies provide by staff	3%	14%	10%
Computers and internet access	4%	25%	19%
Study space	1%	6%	8%
Activities for children	6%	19%	20%
Reading and learning events	2%	8%	12%
Online library services	1%	6%	10%
Community space for hire	0%	3%	4%
Other	0%	0%	0%
No response	11%	11%	11%

Table 5 - Below is a list of services. Please rank in order from 1 to 3 which services you think our proposals should focus on maintaining, with 1 being the most important

- There is wide variation by age; 64- 75 are most likely to pick lending services out of any age group.

- Similarly the 25-34 age group are most likely to choose activities for children

3.14 Question 15 -What do you think is the most important criteria for us to focus on in making decisions about the future of Libraries?
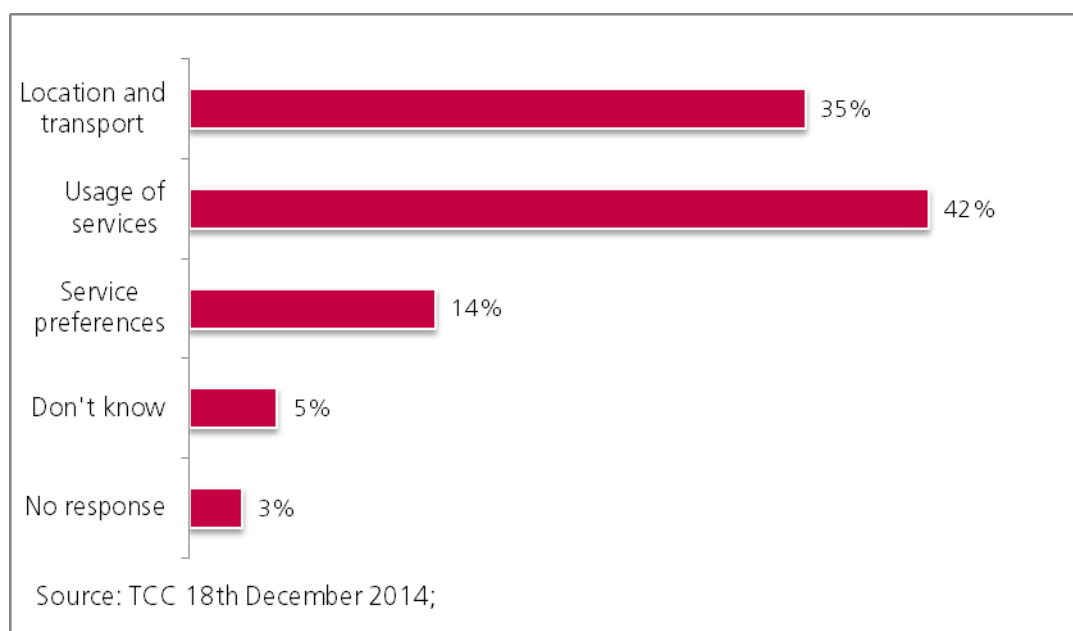
Chart 11 - What do you think is the most important criteria for us to focus on in making decisions about the future of Libraries?

3.15 Qualitative comments on developing proposals

A number of qualifications of the quantitative response are raised through the qualitative open response questions available.

- Cost reduction focus preventing a needs based approach
- Concern over the location question
- Usage as an unhelpful measure for deprived communities
- Quantitative measures reductive and unhelpful in making complex decisions

3.15.1 Cost reduction focus

A number of responses raised concerns over the cost reduction assumption at the heart of the consultation. As a consequence of that focus, the

consultation document is felt not to take into account a needs assessment view of the service.

'I believe you should be gathering more detailed information about the specific time and locations of libraries that people use or would like to use locally to them to inform any decisions'

3.15.2 Location

There were some concerns raised about the use of proximity and travel, there was a feeling for some that average journey times by private and public transport didn't take account of the complexity of usage

'...More detailed information is required, for example how do people travel to libraries, I go to the local library every week on foot, sometimes I go to a larger library on a train. If my library was at the end of the train line I wouldn't go every week'

3.15.3 Usage

There are concerns that the suggestion of using usage to generate proposals doesn't recognise the fact that low usage may be an indicator of greater need in areas of deprivation for example. The aim should therefore be to tackle low usage rather than embed disadvantage by removing a community facility.

'When making these difficult decisions it can't be black and white. A community with multiple social difficulties may have a low number of library users but those people might feel it is a haven, it may be the hub that holds that community together. Equally some libraries are used by young mothers and toddlers to meet, they may only be taking a couple of baby books but it is vital to their health and welfare, young couldn't judge that on library borrowing rates. These decisions are more complicated than you imply'

3.15.4 Quantitative basis of propositions

Using a quantitative measure in the development of proposals is seen as unhelpful by some respondents. For example, prioritising services from a list with amalgamated options does not recognise the importance of different services at points in people's lives. Similarly asking which of the options for developing proposals is simplistic and unhelpful in a complex question.

4. Wider comments

4.1 Suggestions for developing the service

Within the consultation document there was an open text space left for individuals to indicate if there were any further comments or proposals that should be looked at. In addition, as part of the public and stakeholder meetings, participants were invited to write comments that included suggestions for changes to the service. The table below sets out a summary of the varied content of these comments that point towards solutions in terms of cost cutting and revenue generation.

Area of comment	Sub area	Content
Cost cutting ideas	Libraries stock	• Review stock (books, DVDs and other library materials) management • Repair books • Reduce the number of books ordered to two per library • Stop the DVD service • Good quality second hand books donated • Book budget should not be held by smaller libraries
Cost cutting	Expanded remit and	• Make them more of a hub of the community

Area of comment	Sub area	Content
ideas	partnerships	• Combine services with local schools, police, colleges, NHS, and charities. • Close housing and welfare offices and locate in libraries. • Base Arts, Literacy, Film, Music, Gardening and allotment societies there • Create Cafes and shops.
Cost cutting ideas	Mobile Libraries	• This services should be brought back and could replace satellite libraries
Cost cutting ideas	Staffing	• Rather than cut frontline staff restructure the upper management tiers. • Reducing library staff now may be short sighted, if there is a need for customer facing staff in the future additional cost of recruitment and training will be required. • There are some roles that volunteers could do, for example back office
Cost cutting ideas	Digital offer	• Increase the digital offer in all aspects • Provide an extended service around e-books
Cost cutting	Space and	• Letting out meeting rooms,

Area of comment	Sub area	Content
ideas	efficiency	- Installing solar on the roofs of libraries, reduce energy costs and sell the surplus. - Make space at Urmston available for other things. - Drop the thermostats by 2 points. - Run the escalator at Urmston less often. - Sharing space with other services: police, health, charities
Extra revenue ideas	Revenue generation	- Insufficient focus has been placed on revenue generation. - Provide services to local businesses such as printing and advice on HE, Risk Mgt, Change Mgt. Charge for exhibition spaces such as Hale and others. - Proper book sale of decent books to raise income. - Liaise with elements of the community who have access to other funding - Amazon pick up points - Vending machines - Make non-core services chargeable - Pop up shops in libraries, local produce.
Extra revenue ideas	Hire out space	- Timperley meeting room could be hired out, - Coppice rent out rooms for functions, parties, meetings.

Area of comment	Sub area	Content
		- Solar panels - Exhibition space for rent by artists - Charge for WIFI - Coffee shop. - Provide commercial space for small businesses and charities at a chargeable rate. - Local volunteer centre move into the library. - Cross charge other departments or tenants for space (police, council tax etc.). - Hire out for cultural events, music, bars.
Extra revenue ideas	Increase or introduce charges	- Small charges on group activities - Charge for music lending, Partners who use the building - Charge for Rhyme time - Charge existing users £1 per week - Charge to reserve books - Charge users an annual subscription. - Charge for space - Charge for online books and downloads.
Extra revenue ideas	Events and courses	- Charge for courses; computer courses, art, creative cookery, held in the library. - Establish and charge for literature courses. - Venue for children's parties.

Area of comment	Sub area	Content
		• Guest speakers that you charge for including authors.
Extra revenue ideas	Sponsorship	• Trafford to work with business on sponsorship • Approach local businesses to put money in • Work with big names, Tesco's, Asda, United, Emirates
Extra revenue ideas	Donations	• Donate button on the website • Donations of books and money from the local population
Increase usage	Publicity	• More needs to be done to communicate the full range of services. • More advertising through social networking sites, invest time in encouraging younger people and children to use the services, • Serious PR spending to promote whatever services emerge from this exercise • Publicise the information role of libraries that many don't understand. • Council have not done enough to promote the benefits of libraries.
Increase usage	Work with schools or colleges	• Partner with local schools and think about youth services and trained children's librarians. • Give Lostock back to the school, get kids and schools to volunteer

Area of comment	Sub area	Content
		in the libraries. • Coppice works closely with schools to promote activities for children, • Attaching youth clubs to libraries would be a positive
Offer to the Community	Community Interest Companies	• 'Offer the libraries to the community, obtaining government booked loans to sustain a non-profit making business Community Interest Company'. Sell it as a package, create jobs, charge for services Rhyme Time, hire rooms, mini bus for OAPs.'
Offer to the Community	Joint ventures	• 'Libraries could set up a charitable trust or joint venture with other services which may give them access to other funding'

Table 6 – Suggestions to develop the service

4.2 Opposition to cuts

Many respondents took the opportunity to register dissatisfaction with the discursive focus of the exercise on cuts and cutting services. This aligned with a general objection to cuts in and of themselves and a rejection of the principle of cutting the libraries service.

- Increase council tax

- Consider libraries' role in the community more fully

- Opposition to the framing of the choices

- Criticism of the council and the government

4.2.1 Increase Council Tax

A number of respondents called for an increase in council tax as a sensible way of maintaining valued public services.

'I personally would rather increase my council tax by £1-£2 to keep my library open and given £1-£2 per month than have these essential resources closes'

4.2.2. Framing the discussion

A number of participants did not agree with the framing of the conversation around cuts but would rather see a discussion about what the service needs to deliver to the community.

In addition to this discussion a more holistic view of libraries and their community role is required in framing any discussion.

'Libraries are an integral part of our children's education and the community as a whole. We should be looking at safeguarding institutions such as libraries…'

4.2.3.

The council and the government are criticised by a number of the respondents for the current situation, and many reject the imposition of cuts on the service.

The council's position on spending priorities is questioned.

'the council have not thought of any imaginative ideas for saving libraries, maybe councillors don't need them as their constituents do? Maybe reducing high-level staff's pay rises would go some way towards making the savings?'

There are also a number of comments about wider central government cuts and the role that some see that the local authority has in protecting local public services from that policy.

4.3 Consultation comments

There were a number of comments about the consultation to date including criticism of elements of the process.

- Number and timing of consultation sessions

- Criticism of the communication to and engagement of relevant stakeholders

- Criticism of the survey questions

- Criticism of the supporting evidence

- Questions over the likely influence of the consultation response

4.3.1 Consultation sessions

There was some concern over the timings of meetings and the importance that Trafford assigned to the meetings. For example, one public meeting was held at the same time as another wider consultation public meeting leading participants to question whether it was a 'tick box' exercise.

Some staff were asked to attend a consultation session in the South of the borough at 5.30 pm making it difficult for them to attend due to their location in the North of the borough and their finishing time (a further session was held as a consequence) but it made them feel undervalued.

4.3.2 Lack of stakeholder engagement

A number of respondents pointed to a lack of stakeholder engagement and a lack of communication more generally associated with this phase of the consultation; this included specific stakeholder groups (for example, Literacy Coordinators) as well as more generally.

'I am a volunteer ESOL teach in St Bride's church on Tuesday and Thursday 10-12 in the morning. There are many ladies and men who don't know about the changes I am writing on behalf of 1000s'

4.3.3 Consultation Questionnaire

There are a number of concerns raised about the consultation questionnaire, including a general concern about the ambiguity of the questions and more specific concerns about the survey items used.

'Many of the consultation questions 'force' responses to conform to limited options. Fundamental questions about how to obtain significant reductions in the council's expenditure through economies in other areas must be considered'

Some participants would have preferred to have seen questions directed towards an assessment of needs as the basis for making future decisions or recommendations as part of the consultation. Some view the questions as loaded in order to provide justification for unwanted cuts and closures.

4.3.4. Consultation supporting information

There are a number of concerns over the supporting information provided in the consultation. The information included management information about the costs of the libraries, the level of use, and the services provided. These are disputed by a number of participants and stakeholder groups.

'The information provided for Delamere Toy Library is incomplete and therefore misleading. Due to the lack of information provided we feel that this is a gross misrepresentation of the library in official documentation published by Trafford'

There were similar comments from a range of other stakeholders in relation to other library facilities.

4.3.5 Value of the consultation responses

For some respondents there was scepticism about the value that will be attached to the consultation response and a suspicion that decisions may already have been taken.

'I do hope that this is a true consultation and not just a paperwork exercise because decisions have already been made behind closed doors!'

4.3.6 Positive comments about the consultation

There were also positive comments about the consultation process and interest in the next phase.

'I am glad to have had the opportunity to have made my point of view and would be very interested to know the outcome of the survey. Please publish the results.'

4.4 Comments relating to specific libraries

Via the consultation document and the comment cards there have been a number of comments about individual libraries. In the table below is a summary of the themes in relation to individual libraries.

Specific Library	Comments
Altrincham	- There is a split of praise and criticism of self-service system in the library - It is viewed as having a good central location in the town centre - People view it as a 'main' library and that it should stay open - There is praise of the process of sharing with Citizens Advice Bureau (CAB) - There are issues with parking and possible accessibility - Opening hours have already been reduced - If it has to move, Trafford need to ensure it remains accessible.
Bowfell	- Bowfell is one of the most commonly suggested for closure (along with Davyhulme and Lostock). - Reasons for suggested closure include over-provision in close proximity as well as low usage - Some respondents criticise the absence of staff at Bowfell, noting that this has resulted in theft of stock, under use as well as general maintenance or quality of service issues. - Other respondents praise the self-service system at Bowfell as a model on which to base other

Specific Library	Comments
	libraries in the Borough.
	• There is a split between respondents who like the fact it shares with a leisure centre (ease of access, longer opening hours etc) and those who feel this compromises the library service (noise, problems due to lack of staff).
	• One respondent calls for libraries in more central places (i.e. Altrincham) to be closed rather than libraries in more isolated places such as Bowfell.
Coppice	• Coppice library is one of the most commonly mentioned libraries.
	• Many of the respondents who mention Coppice mention that it should be kept open, as it is in a more deprived area than Sale.
	• Many respondents are keen that Coppice remain open in the area as it is easily accessible for mothers with young children on low incomes as well as the elderly and less mobile.
	• Many respondents also note that it is well used by many different members of the community and serves as a community hub.
	• A few respondents suggest the closure of Coppice library due to high running costs or the fact it is located near Sale.
Davyhulme	• Some respondents suggest Davyhulme for closure due to under-use or high running costs.
	• Some respondents, however, praise the personal service and friendly staff at Davyhulme highly, drawing particular attention to the social provision from the library.
	• Some respondents comment on the ease of access of Davyhulme for the large numbers of older people in the area with some commenting on the excellent blue badge parking.

Specific Library	Comments
	- A few respondents criticise the limited services at Davyhulme.
Delamere Toy Library	- There are passionate calls for Delamere Toy library to be secured, this is often based on personal experiences of use. - Respondents point to the significant value that the facility provides through a unique service. - Some suggest that the representation within the consultation document is not accurate and that it cannot be compared like for like with other libraries. - It is seen by some as having low cost but a high impact on those who need it and use it. - A petition has been submitted with over 200 responses that set out a series of services provided by Delamere Toy Library and provides personal experience of what the toy library means to individuals. The petition has been considered in developing this feedback report. *'Super place to meet and to let my grandchildren paly with toys that I or their parents can't afford to buy'* - Others view it as expensive compared to other services and that as a charity it should find other funding
Hale	- There is a split of opinion regarding the use of volunteers at Hale library: whilst a few respondents praise the service they provide, others criticise it as sub-standard. - Some respondents believe that, due to its proximity to Altrincham, Hale could be closed. - Some respondents simply express a wish to keep Hale library open. - The exhibition space at Hale is occasionally

Specific Library	Comments
	praised • A few respondents consider the idea of selling the Hale library building; whilst some are in favour of this move, others see it as a short term fix that will not benefit the community in the long run.
Lostock	• The majority of responses that mention Lostock library suggest that it should closed (along with Davyhulme and Bowfell) due to low usage and high running costs. • Some respondents highlight Lostock as a community hub and generally positive for the community although there are a couple of comments that mention a decline in the quality of service since Lostock merged with the school. • There is concern that the consultation document has attributed costs to Lostock from Davyhulme Library • There is a full submission included in Appendix One from the local community organisation that sets out a case for maintaining Lostock
Old Trafford	• Of the respondents who mention Old Trafford library some note that libraries are particularly important in deprived areas such as these and a few specifically mention that the demographics of the area mean that the multi-lingual services at Old Trafford are vital. • Some respondents raise the point that Old Trafford library is well-used, that it provides a hub for the community and that they are very happy with the quality of service it provides.
Parrington	• Most of the responses that mention Partington library use it as an example of how shared services within one building are very effective. • Some responses that mention Partington note its

Specific Library	Comments
	importance in a community that has little else available – in that it is located in a community that is relatively isolated and deprived. • A few responses note that, although libraries sharing with other services has worked in Partington, this might not be the case in other areas/buildings.
Stretford	• Some of the responses regarding Stretford library call for it to be moved to a more accessible/lower cost/more modern building. A couple of respondents comment positively on the current building and raise concerns about what might happen to it if the library were moved. • Of these responses, around half suggest moving the library into the Stretford Mall (Arndale) • Some respondents comment that Stretford is a well- used community hub and praise the service provided.
Timperly	• Timperly is mentioned positively in several responses. Services that receive particular mention are the children's area and the meeting rooms for hire. • A few respondents speak both positively and negatively about the technology introduced in Timperly library. • It is often described as a community hub or as well-used by the community with particular emphasis on its easily accessible location. • Some respondents highlight Timperly's excellent provision for the older people who live in the area, due to its accessibility.
Town Hall	• Only six respondents specifically mention the Town Hall Library. Most of these suggest closure of the library due to underuse, whilst one criticises a

Specific Library	Comments
	lack of investment in the maintenance of the self-service machines.
Urmston	• Some respondents comment that Urmston is unnecessarily large and could be smaller to reduce heating/lighting costs and that its rent is too high. • A few respondents suggest closing Urmston library and providing services in smaller buildings that are cheaper to run. • A few respondents comment on the ease of access of Urmston library.
Woodsend	• Woodsend is mentioned infrequently in comparison to other libraries in the borough. • There are voices who point to the value of Woodsend as a community facility. • There are also comments that point to the range of services on offer and that it is an active hub for the community. • A few respondents call for its closure due to high running costs, low usage and its proximity to other libraries.

Table 7 – Issues with specific libraries

5. Views of staff and volunteers

5.1 Staff

Staff responded via the consultation document itself and through comment cards at library specific and general budget consultation events. Staff are a stakeholder group with expertise and face a significant impact from any proposals that may be developed.

Staff responses correlate with responses from other groups on a number of questions, although for some there is a nuance in emphasis. These include;

- Less polarised view on closures than overall

- Greater depth of issues with volunteers

- Concerns over reduced opening hours

- Focus on the community aspect of libraries

- Concern over consultation materials

5.1.1 Less polarised on closures

Staff are much more likely to agree with closure as part of the budget reduction. 38 percent of survey respondents compared to 22 percent in the overall response. This can be seen in the qualitative responses as well.

'There are many libraries within a close proximity within the borough - look at closure of 'duplicate' sites e.g. Coppice/Davyhulme/Stretford/timperley/Woodsend/Lostock'

However, the majority of staff respondents are still against the development of proposals for closures and the potential impact that it may have.

5.1.2 Volunteers

Volunteers are an issue for staff and they are much more likely to disagree with a volunteer workforce. The issues with volunteers include commitment, training and willingness to take responsibility. Staff also point to concerns over the quality of service that could be provided with a volunteer only workforce.

'In my experience of volunteers the service would need 'dumbing down ' considerably to maybe a few shelves in a community centre with no IT, (the) unreliability of volunteers and lack of experience and 'complete' training would lead to a much diminished and poorer service to our customers'

5.1.3 Opening hours

Staff see issues in reducing opening hours with a number suggesting longer opening hours spread out across the week, including Sundays. This is seen as helping to make the greatest use of the asset. Although some staff also pointed to services that were open from 8.30 in the morning with little flow through of users that might be suitable for reduction.

5.1.4 Community benefit and aspects of libraries

As with the main consultation response staff were focused on the community benefit aspect of the library service and the impact that any cuts would have not only on library users but the wider community surrounding libraries.

'Libraries are the hub of the community. All benefits have to be claimed online, those on benefits or wishing to claim them need to use the library to

make online claims. Unlike any other authority Trafford library staff are the face of the council, all staff deal with housing benefits, council tax, highways, waste management, blue car badges, housing register, street cleans, parks, cemeteries, library enquiries, IT assistance. They also run groups for example the sites I work in we run a job club, 3 film clubs, knitting group, community groups, chatter book sessions, events for children rhyme time and story time sessions to name a few. Without this front line service being available locally will be a detriment to the entire community'

5.1.5 Consultation engagement

There were some concerns about the timing of consultation meetings for staff, and concern from some staff on the lack of community focus in the consultation material.

'How can you measure the loss of the social interaction if a library is closed, from the questions asked in the consultation document?'

Staff also viewed the supporting information in the consultation document as difficult to read accurately as there appeared to be inconsistencies in how the figures were applied, for example the income generated at Urmston and the staffing costs for Stretford and Hale.

Staff provide a range of additional comments on how the saving should be approached. These are aligned with the comments from the main response.

5.2 Volunteers

Volunteers responded to the consultation document and through a dedicated volunteers meeting. Volunteers were unable to indicate their status as such in the monitoring information section, unlike staff; this is a weakness of the consultation document. However many volunteers identified themselves as such in their response providing coded data to draw from.

- No intention of taking on responsibility from staff

- View role as supporting staff

- More communication of the consultation process

- Libraries at the heart of communities

5.2.1 Responsibility and role

Many volunteers state that it is not their intention to take on the responsibility that paid staff have and that it would be difficult if that expectation was raised with them.

> *'(A)s an existing volunteer I see my role as supporting the paid staff, not replacing them'*

Additionally volunteers see the role that they perform as one that is supported by staff and supportive of staff in the library. This is not the same vision as volunteer only run libraries.

5.2.2 Communication

Some volunteers felt that the communications surrounding the cuts and the consultation were not extensive enough and that more needed to be done to make people aware of the proposals.

> *'In general there needs to be more communication about the need for cuts and the library process as the message is not getting out there.'*

5.2.3 Libraries at the heart of communities

As with the main consultation response volunteers feel that there should be a focus on the need for a community facility that is available to people who need it, located in the heart of the community

5.2.4 Resistance to cuts.

As with other stakeholder there is resistance to the cuts that are being apportioned to the libraries service and a view that there should be a fairer settlement than has been proposed.

There were a number of suggestions from volunteers on moving forward that align with the overall response comments.

6. Stakeholder letters

There were a number of stakeholder letters to the consultation, these have been included in full in the appendices. The letters are from organisations, letters from individuals have been included in the coding and summary analysis. There was also a petition on behalf of Delamere Toy Library which has been recognised in this summary of consultation responses.

6.1 Stakeholders letters by organisation

Delamere Toy Library 18.11.2014 - provided a detailed letter outlining issues with the consultation and have since included up to date statistics on usage which have been forwarded to the libraries team.

Lostock Community Partnership 10.11.14 – sent a detailed letter questioning the basis of some of the consultation information and set out the rationale for maintaining a library in the area

Timperley Civic Society 26.11.14 – submitted a letter highlighting the importance to the community of the library and the value that it provides as a community resource.

Appendix 1- Consultation document

Trafford Library and Information Service - Budget savings

Introduction

We need your help to plan the future of Trafford's Library Service.

We know that the libraries service does an important and valued job, but we have to make changes. The council needs to save over £24.3m in the next year, and as part of this a saving of £700,000 has been earmarked for the Library Service budget, approximately a third of the libraries budget.

We cannot continue to run the library service without making changes and we need your help in considering how to do this.

We intend to consult in a lot more detail on how we plan to make these changes in the early part of 2015. However, we want your opinion on

potential options open to the Council. Where do you think we should prioritise our effort? What are the most important criteria for us to consider when making these difficult decisions? What are the principles that we should stick to?

This document will set out some background information and then suggest some options. At the end there are some questions that we would like you to answer, with a number of ways for you to respond.

What is our vision for Library Services in Trafford?

Trafford Council believes in providing a strong, relevant and accessible public library service.

We believe that libraries are places that benefit the individual and the community. Libraries should be at the centre of the community, providing support, information, advice and learning for all parts of the local community.

Trafford Council supports the universal offer for public libraries as set out by the Society of Chief Librarians last year.

They suggest four **'Universal Offers'** that every library service should provide:

1. **Reading Offer**. Free books and reading resources, free community space, reading groups, author events, targeted audiences such as blind/partially sighted, families, and special promotions such as those aimed at pre-school children.

2. **Health Offer**. Using libraries to support health professionals and promote health and well-being, particularly to vulnerable people. For example GPs prescribing 'Books on Prescription' for patients or specific self-help books

3. **Information Offer**. Supporting people to access information and services on-line for areas such as careers and job seeking, health and benefits. For example, providing internet access and support to Universal Credit claimants.

4. **Digital Offer:** Underpins all the offers, recognising the importance of digital services, skills and access.

In addition to this, Trafford believes that:

- Libraries should be provided based on need, demand and value for money.
- Libraries should be community hubs.
- Library Services should be responsive to and supported by their local communities.

Libraries need to change to reflect the changing environment in which we live, but the principles of providing library services remain the same. We now need to develop our library service to meet the new challenges we face while retaining the principles of library provision.

What have we done so far?

Libraries have been part of our communities for over 150 years and have always adapted to new challenges and new ways of working. That is no different in Trafford.

Over the last 5 years Trafford Library and Information Service has made significant changes: For example, we have

- introduced Volunteers in all libraries.
- developed self-service and a new library computer system to drive down costs.
- worked with others to deliver our services. For example, Age UK are now responsible for delivering our Home Library Service.

These changes have helped to save £1m per annum.

In addition, we have continued to invest where we can and all our libraries now have Wi-Fi. We are also currently considering innovative technology that will enable customers to increase access to our libraries.

This development would allow users to access libraries after-hours with the use of a library card and pin number. This will be similar to the retail banks that have out of hours foyer access. As well as increasing the times you can get into the library the technology will save money by controlling power usage, increase safety by using camera surveillance and improve information by automatically delivering messages to customers

Are there enough Libraries in Trafford?

There are 14 libraries in Trafford. You can find more information about each of them in appendix one at the end of this document (or on our website HERE).

Compared to other Councils, Trafford is well served with libraries. The map below lists the libraries and draws a red line around each library's two mile radius. As you can see there is considerable overlap between many of the libraries. In fact, 99% of Trafford residents live within two miles or five minutes' drive of a static library. 92% live within one mile.
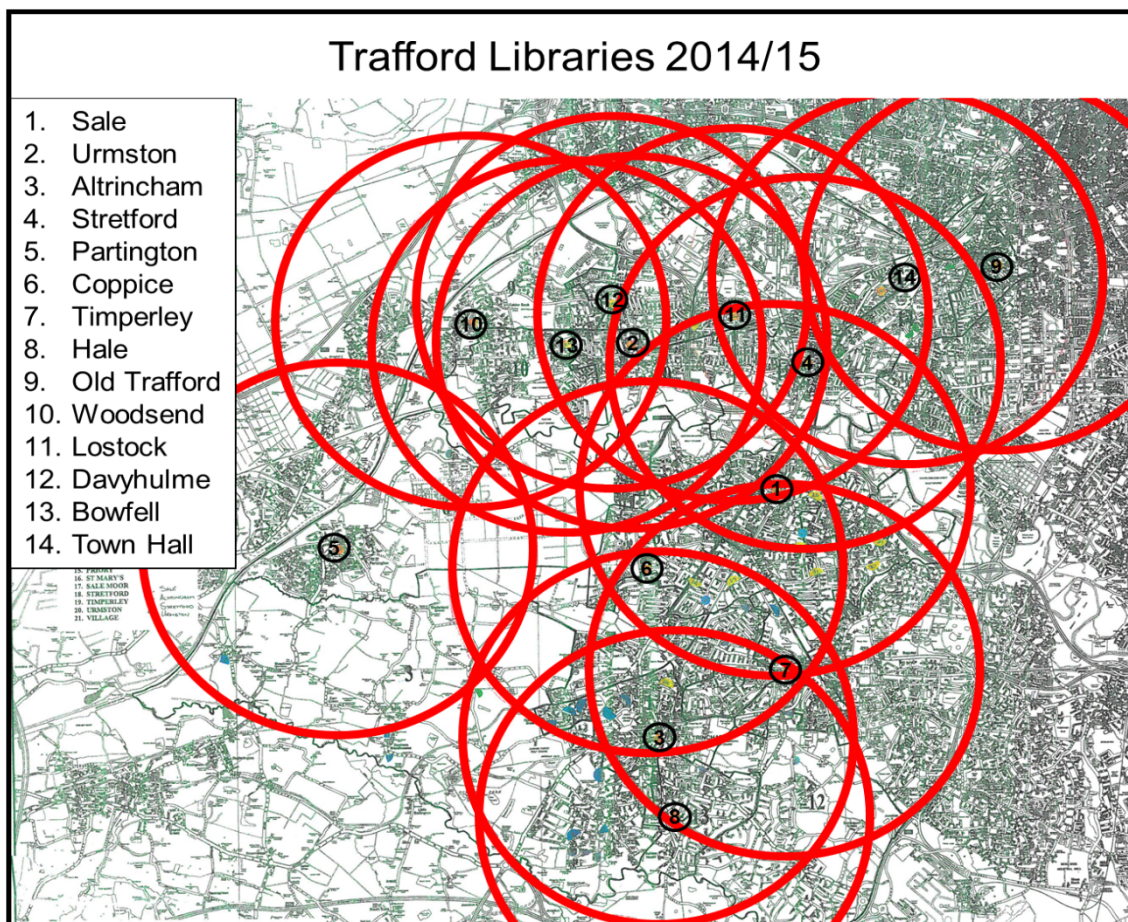
Some Facts and Figures about Trafford's Libraries

- Money spent on books: The book fund, which we use to buy all the books for the libraries, is £294,000 per year.

- Visitors: In the last 12 months there have been over 1,000,000 separate visits to our libraries.

- Items loaned: Over 673,202 items have been loaned to customers over the last year.

- Active customers: Over 27,500 people used the libraries services at least once in the last 12 months.

- Services: As well as loaning books, DVDs and providing reference facilities, the Libraries Service offers other services. For example, all library staff are trained to deal with council enquiries and can advise on issues such as council tax and benefits, highways and street lighting, waste and recycling, pest control, blue car badges, free school meals and homelessness. In addition, some library staff also deal with planning and parking enquiries.

Other services provided in many libraries include:

- Storytime
- Rhyme Time
- Reading Groups
- Chatterbooks Groups
- Knitting Groups
- ICT training sessions
- Film appreciation group
- Class visits and other children's events

More specific details on each library are available in the appendix at the end of this document or at the website www.trafford.gov.uk/budget

Options for Change

Given the scale of the savings we need to make, it is likely that we are going to have to consider all of the following options:

- Closing some libraries
- Reducing opening hours at some libraries
- Using more volunteers
- Reducing the range of services available
- Increased use of technology in our libraries

- Partnering with other organisations in providing library services
- Moving libraries to alternative sites
- Redeveloping current library sites to reduce costs

Approaches to saving money

In order to achieve the savings earmarked from the Library Service and at the same time ensure that we can maintain an effective service we need to consider some or all options outlined above. We will have a further round of consultation early in 2015 that will outline specific proposals following your feedback. We want your views to shape these proposals.

Closing libraries is not something that we want to do but in the current financial situation   we will have to consider this seriously. Reducing the number of libraries will contribute to savings and allow the remaining facilities to develop to cater for the needs of the community. Closing libraries will have a direct impact on the people who use that library, although alternative libraries are likely to remain nearby.

19. To what extent do you agree that we should develop proposals to reduce (closures) the number of libraries in Trafford as a way of meeting savings targets?

Strongly agree	Agree	Disagree	Strongly Disagree	Don't know

      a. Why do you think that?

Volunteers
Trafford Library Services already has a number of highly valued volunteers. Identifying additional volunteers can be a way of reducing direct staffing costs and of embedding the community in the running of libraries, although it may limit the range of services that are able to be provided at that library.

20. To what extent do you agree that we should develop proposals to recruit more volunteers to provide services in local libraries in order to make the provision more sustainable?

Strongly agree	Agree	Disagree	Strongly Disagree	Don't know

      a. Why do you think that?

21. We are keen to understand how people view volunteering for services such as libraries, thinking about your own view on involvement what statement best applies to you?

It is not my job to get involved
I think it is a good idea but it is not for people like me
I would like to get involved but I do not have time
I am keen to get more involved
Don't know

22. Overall, estimate how often over the past 12 months have you given unpaid help to any groups, clubs or organisations? Please only include work that is unpaid and does not include help provided for your family.

At least once a week
Less than once a week but at least once a month
Less often
Only as an individual
None
Don't know

Having libraries based in the same building as other council and third sector run services can free up assets (buildings). This can help to reduce annual running costs and   generate revenue for the council in other ways. It can also provide a more convenient hub of services for the local community.

For example - Partington Library is located in the Health and Wellbeing Centre and shares the building with BlueSci and the medical centre. The building is Council owned. Many of the volunteers at Partington are also BlueSci volunteers. It is also busy for council enquiries, particularly council tax and benefits.

23. To what extent do you think we should develop proposals for basing libraries in the same buildings as other services/ working with partners as an approach to reducing the costs of the service?

Strongly agree	Agree	Disagree	Strongly Disagree	Don't know

    a. Why do you think that

Increased use of technology

The library service has already been working to bring technological advances to aid users. Some technologies such as self-service libraries are already contributing to cost reduction.

24. To what extent do you agree that we should develop proposals that use technology to provide parts of the library service as a way of reducing cost?

Strongly agree	Agree	Disagree	Strongly Disagree	Don't know

    a. Why do you think that

Reducing opening hours

One way of reducing costs is to adjust the hours that libraries are open.

25. To what extent do you agree that we should develop proposals that reduce the opening hours of some libraries?

Strongly agree	Agree	Disagree	Strongly Disagree	Don't know

    a. Why do you think that

Moving or redeveloping libraries

Some libraries are in buildings that have high running costs. Redeveloping those buildings or moving them to another site would reduce on-going running costs.

26. To what extent do you agree that we should develop proposals to redevelop or move some of Trafford's library sites to reduce running costs?

Strongly agree	Agree	Disagree	Strongly Disagree	Don't know

      a. Why do you think that

We want libraries to be as effective as possible for the people of Trafford within the available budget.

27. Are there any other ideas or approaches that you think we should be considering?

How we should make our decisions?

When further developing our proposals, what criteria should we consider?

Given the need to identify savings within the library services it is important that we understand what people feel is a priority. The following questions ask you to indicate what a priority is for you.

Location

You can see further details on the location and transport related to libraries in the supporting documentation

Trafford currently provides libraries that are within 1 mile of 92% of the population and 2 miles of 99% of the population. In some instances there are a number of overlaps where parts of the population are close to more than one library.

28. As there is some overlap would you agree that it is reasonable to use closeness to other libraries when developing proposals that would impact on individual libraries?

Strongly agree	Agree	Disagree	Strongly Disagree

29. We want to make sure that libraries are accessible to everyone. When looking at the development of proposals do you think that we should consider how well libraries are served by local public transport when making the proposals?

Strongly agree	Agree	Disagree	Strongly Disagree	Don't know

30. The current situation puts people within walking distance or a short drive of a local library. There is likely to be some change in any proposals that are being developed. What do you think is an acceptable travelling time to a local library either via public or private transport?

5 minutes	
10 minutes	
15 minutes	
20 minutes	
Don't know	

31. How long does it currently take you to reach your local library?

5 minutes	
10 minutes	
15 minutes	
20 minutes	
Don't know	

Usage

You can see details of library usage in the supporting documentation

32. Some libraries are used more than others. So some libraries have a lower attendance and uptake of their services. Do you agree that we should prioritise libraries that have higher usage in developing our proposals?

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know

Services

33. There are a number of services that are provided in Libraries. These include services such as books and DVDS from the lending service as well as the online library. It also includes activities for the community and advice services

on things such as free school meals and homelessness. Below is a list of services. Please rank in order from 1 to 3 which services you think our proposals should focus on maintaining, with 1 being the most important.

Lending and reference– Books, Newspapers, magazines and journals and DVDs		Computers and internet access	
Information and advice on the council and other public bodies provide by staff		Reading and learning events	
Study Space		Activities for Children and young people	
Community space for hire		Online library services	
		Other (please specify below)	

Overall

34. What do you think is the most important criteria for us to focus on in making decisions about the future of Libraries? (please choose one option)

Location and transport	
Usage of services	
Service preferences	
Don't know	

35. Finally are there any other comments that you would like to make in relation to this consultation

About you
Please tell us a little bit about yourself. This information will help us to find out how council services impact on different groups, and how we can make research and consultation more accessible and inclusive. All personal information will be kept completely confidential

Full post code (this will help us to analyse the response)

Are you responding to the consultation as (tick one box);

An organisation	
A local resident	
A members of staff	

If you are responding on behalf of an organisation can you provide details of your organisation (name, address and contact number)

Gender

Male	
Female	

Age

24 or below		55-64	
25-34		65-74	
35-44		75+	
45-54			

Disability

The Equality Act 2010 defines a person as having a disability if s/he 'has a long term physical or mental impairment which has a substantial and long term adverse effect on her/his ability to carry our normal day to day activities'

Do you consider yourself to have a disability?
(please select only one option)

Yes	
No	
Don't know/can't say	

To which one of these ethnic groups do you belong?

White British		Other Black	
White Irish		White Asian	
Other White		White and Black African	
Indian		White and Black	
Pakistani		Caribbean	
Bangladeshi		Other Mixed	

Other Asian		Chinese	
Black African		Other please state below	
Black Caribbean			

Appendix One

Information about local Libraries

This section contains detailed information on locations, access, usage, services and budget for each of the 14 libraries in Trafford and the Delamere Toy Library. It may be useful to you when considering some of the questions in the consultation document.

Altrincham

Altrincham Library is currently situated on the first floor of a building on Stamford Road, but in 2017 it will be moving to a new library facility on the site of the old Altrincham hospital at the heart of the Market Quarter.

It houses the main reference stock for the borough and is also one of the busiest libraries in terms of use of the People's Network computers.

Trafford's Tourist Information Service is part of the library and in 2013/14 the library staff dealt with over 5,000 enquiries tourist enquiries which can involve booking holidays and selling tickets for events such as the Tatton Park RHS garden show. Altrincham Citizens Advice Bureau is also co-located in the library.

Staffing costs	Running costs	Cost per visit
£201,713	£13,844	£1.75

Activities		
Activity	Frequency	Numbers attending
Storytime	Every Thursday	245
Rhyme time	Every Friday	1,041
Reading Group(s)	First Tuesday of the month	291
Chatterbooks Group(s)	N/A	
Knitting Groups	N/A	
ICT training sessions		
Other: Film Appreciation Group Class Visits / children's events		241 545
Transport links and distances from other libraries				
Train/ Tram	Buses: Mon-Sat at least 1 bus	Buses: Other	Proximity to other libraries	Parking

	per hour			
Currently situated opposite the tram/rail/bus interchange	5, 11, 11A, 16, 18, 19, 20, 21, 37, 38, 88, 245, 246, 247, 263, 266, 267, 370, X41	13, 37A, 41, 86, 177, 283, 285, 289	Altrincham is 1.1 mile from Hale Library (4 minute drive) and 1.87 miles from Timperley Library (4 minute drive)	There is no car park for the library. The nearest one is the train/tram/bus interchange

Bowfell

Bowfell Library is situated in an area within Urmston Leisure Centre. Since the 2012 library review it is a self-service library with no staff, however it can be accessed whilst the Leisure Centre is open so customers have access to books every evening and on Saturdays and Sundays. Despite this the

borrowing figures are the lowest apart from the Town Hall Library. In addition, as no staff are based there, the full range of library services available in other libraries cannot be offered, e.g. council enquiries and using the People's Network computers.

Costs				
Staffing costs	Running costs	Cost per visit		
£0	£8,539	£0.17		
Activities				
Activity		Frequency		Numbers attending
Storytime		N/A		0
Rhyme time		N/A		0
Reading Group(s)		N/A		0
Chatterbooks Group(s)		N/A		0
Knitting Groups		N/A		0
ICT Training sessions		N/A		0
Other:		N/A		0

Transport links and distances from other libraries				
Train/ Tram	Buses: Mon-Sat at least 1 bus per hour	Buses: Other	Proximity to other libraries	Parking
It is approximately a 10 minute walk from Urmston train	255, 276, 277, 278	N/A	Bowfell Library is 0.69 miles from Davyhulme Library (2	Urmston Leisure Centre car park

station			minute drive) and 0.91miles from Urmston Library (3 minute drive)	

Coppice

Coppice Library also houses Sale West Children's Centre within the same building. The Children's Centre is currently at risk of closing and subject to another public consultation. The building is owned by the Council.

The Talking Books Service also operates from the building. This service posts out talking books to customers who have a visual impairment.

Costs				
Staffing costs	Running costs	Cost per visit		
£135,595	£77,580	£2.74		
Activities				
Activity		Frequency	Numbers attending	
Storytime		Every Tuesday Every Friday	1,251	
Rhyme time		Every Wednesday	1,749	
Reading Group(s)		First Monday of the month Last Wednesday of the month Second Thursday of the month	312	
Chatterbooks Group(s)		N/A	0	
Knitting Groups		Alternate Saturdays	275	
ICT training sessions				
Other: Class visits and events			123	

Transport links and distances from other libraries				
Train/ Tram	Buses: Mon-Sat at least 1 bus per hour	Buses: Other	Proximity to other libraries	Parking
N/A	16,19 and 261	N/A	Coppice Library is 1.82 miles from Sale Library (6 minute drive) and 2.35 miles from Altrincham Library (8 minute drive)	There is a large library car park

Davyhulme

Davyhulme Library is a small library situated just past Davyhulme Circle. At one point a Children's Centre was part of the building but that closed in 2013, although children's activities are still very popular.

The building is owned by the Council and houses other council back office departments.

Costs				
Staffing costs	Running costs	Cost per visit		
£24,993	£35,441	£2.50		
Activities				
Activity		Frequency	Numbers attending	
Storytime		Every Monday	1,189	
Rhyme time		Every Friday – 2 sessions	1,820	
Reading Group(s)		Third Monday of the month	56	
Chatterbooks Group(s)		First Monday of the month	9	
Knitting Groups		Alternate Saturdays	27	
ICT training sessions				
Other:		N/A		

Class visits and events			146

Transport links and distances from other libraries				
Train/ Tram	Buses: Mon-Sat at least 1 bus per hour	Buses: Other	Proximity to other libraries	Parking
N/A	15, 22, 23, 268, 277 and from round the corner 247, 256, 23A, 268	N/A	Davyhulme Library is 0.69 miles from Bowfell (2 minute drive) although this library does not offer full range of services and 0.76 miles from Urmston (2 minute drive)	The library has a car park and free on-road parking

Hale

Hale Library is one of the busiest in Trafford and is particularly busy with the number of children/ families who use it and students who come in to revise. It also has a meeting room which is widely used by community groups. However the number of council enquiries is low, the majority of the ones received are around blue badge applications.

The library is situated in the middle of the village and the building is owned by the Council

Costs				
Staffing costs	Running costs	Cost per visit		
£0*	£45,864	£0.47		

*Staff are provided from Altrincham Library so costs are incorporated in that budget

Activities		
Activity	Frequency	Numbers attending
Storytime	Every Tuesday	276
Rhyme time	Every Tuesday and Friday	3,528
Reading Group(s)	First Tuesday of the month	128

Chatterbooks Group(s)	Third Tuesday of the month Last Tuesday of the month	179
Knitting Groups	N/A	0
ICT training sessions	No set time	100
Other: Class visits and events		115

Transport links and distances from other libraries

Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
Hale train station is a 5 minute walk from the library	21 Other routes can be accessed by a short walk to the main road – 5, 37, 246 21	283, 285	Hale Library is 1.1 mile from Altrincham Library (4 minute drive) and 2.56 miles from Timperley Library (6 minute drive)	A small free car park which is always full when the library is open

Local Studies

Trafford's Local Studies Centre is based in Sale Library and holds an archive of preserved material relating to the towns and rural areas which now make up the Borough of Trafford.

In addition to general local historic material, the Local Studies Centre also houses a great deal of information which is of interest to anyone researching their own family tree.

Costs				
Staffing costs	Running costs	Cost per visit		
£74,282	£7,256	£2.62		

Their activities are different from other libraries so are not directly comparable

Transport links and distances from other libraries				
Train/ Tram	Buses	Buses	Proximity to other	Parking

	Mon-Sat at least 1 bus per hour	Other	libraries	
Sale Waterside is opposite the Sale tram stop	16, 18, 19, 41, 99, 245, 252, 260, 261, 262, 266, 267, 268, X5	41, 86, 99, 272	Sale Library is 1.82 miles from Coppice Library (6 minute drive) and 1.9 miles from Stretford Library (7 minute drive)	Limited metred on street parking Several chargeable car parks nearby

Lostock

Lostock Library is part of Lostock College and can be accessed by the school via an internal door, as well as by the public from a separate entrance.

Costs				
Staffing costs	Running costs	Cost per visit		
£48,558	£13,877	£3.41		
Activities				
Activity		Frequency		Numbers attending
Storytime		Every Monday		393
Rhyme time		Combined with		

	Storytime	
Reading Group(s)	N/A	0
Chatterbooks Group(s)	N/A	0
Knitting Groups	N/A	0
ICT training sessions	N/A	0
Other: Class visits and events Study support sessions Craft activities		289 131 1,022

Transport links and distances from other libraries				
Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
N/A	23A, 256 and 268	N/A	Lostock Library is 1.22 miles from Stretford Library (5 minute drive) and 1.23 miles from Urmston Library (4 minute drive)	A small library car park

Old Trafford

Old Trafford Library will move to a temporary location in Old Trafford Youth Centre in October 2014 whilst the current Shrewsbury Street complex is re-built. The new library is expected to open in 2017 and will be part of the Trafford Housing Trust development of extra care housing.

Old Trafford has one of the highest usage figures for Council enquiries, the main area being council tax and benefits.

Costs				
Staffing costs	Running costs	Cost per visit		

£0*	£12,373	£0.12		

*Staffing is provided from Stretford Library so costs are incorporated in that budget

Activities		
Activity	**Frequency**	**Numbers attending**
Storytime	Every Monday	713
Rhyme time	N/A	0
Reading Group(s)	N/A	0
Chatterbooks Group(s)	N/A	0
Knitting Groups	Alternate Wednesday	
ICT training sessions		29
Other: Class visits and events	N/A	1,308

Transport links and distances from other libraries

Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
The nearest tram stop is Trafford Bar which is a five minute walk away	53, 54, 250, 263	54, 253, 291	Old Trafford is 1.2 miles from Town Hall Library (4 minute drive) and 3 miles from Stretford Library (10minute	Currently free on street parking. The temporary location has a small car park

			drive)	

Partington

Partington Library is located in the Health and Wellbeing Centre and shares the building with Blue Sci and the medical centre. The building is Council owned.

The visitor figures are high but cannot necessarily be distinguished as purely library users because of how the building is used. In terms of items loaned Partington is 12th out of 14, relatively well used by children and Rhymetimes are popular. Many of the volunteers at Partington are also Blue Sci volunteers. It is also busy for council enquiries, particularly council tax and benefits.

Costs				
Staffing costs	Running costs	Cost per visit		
£34,209	£25,380	£0.63		
Activities				
Activity		Frequency	Numbers attending	
Storytime		Every Thursday	434	
Rhyme time		Every Friday	582	
Reading Group(s)		N/A		
Chatterbooks Group(s)		N/A		
Knitting Groups		N/A		
Other: Various craft and activity groups run by Blue Sci Class visits and events			3,280 631	

Transport links and distances from other libraries				
Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
N/A	247, 252, 255,	253	Partington	Large free

	260		library is 4.79 miles from Altrincham Library (12 minute drive) and 5.28 miles from Coppice Library (13 minute drive)	car park to the rear of the building

Sale

Sale Library is part of the Sale Waterside complex and library staff also staff the face to face council enquiries counter (all other libraries offer this service but it is more obvious at Sale as there are separate counters) and the Welcome Point which operates as a reception for the whole building. The building is leased by the Council as part of a PFI agreement.

Since 2013 Sale Citizens Advice Bureau, the Housing Options Service and Welfare Rights have been co-located in the same building which has provided a more streamlined service for customers.

Trafford Local Studies Library is also based in the same building towards the back of the library but is staffed separately.

Costs				
Staffing costs	Running costs	Cost per visit		
£507,830*	£54,690	£3.58		

*This includes back office, senior manager salaries and Town Hall staff

Activities		
Activity	Frequency	Numbers attending
Storytime	Every Tuesday	829
Rhyme time	Every Thursday – 2 sessions	2,224
Reading Group(s)	Second Monday of the month	95
Chatterbooks Group(s)	One Saturday a month	12
Knitting Groups	Alternate Saturdays	281
ICT training sessions	No set time	72

Other: Class visits and events		467

Transport links and distances from other libraries

Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
Sale Waterside is opposite the Sale tram stop	16, 18, 19, 41, 99, 245, 252, 260, 261, 262, 266, 267, 268, X5	41, 86, 99, 272	Sale Library is 1.82 miles from Coppice Library (6 minute drive) and 1.9 miles from Stretford Library (7 minute drive)	Limited metred on street parking Several chargeable car parks nearby

Stretford

Stretford Library is situated opposite Stretford Mall on a busy main road.

It is an older building, owned by the Council, with two floors. Trafford College use part of the first floor to run training courses for the community. Stretford Citizens Advice Bureau is based on the ground floor of the library and is one of the busiest CABs in the borough.

Costs				
Staffing costs	Running costs	Cost per visit		
£188,294	£60,248	£2.68		
Activities				
Activity		Frequency	Numbers attending	
Storytime		Every Tuesday	376	
Rhyme time		Every Friday	273	
Reading Group(s)		Fourth Thursday of the month	67	
Chatterbooks Group(s)		N/A	0	
Knitting Groups		Every Saturday	102	
ICT training sessions		No set time	72	
Other: Class visits and events			135	

Study support sessions			22

Transport links and distances from other libraries

Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
Stretford tram stop is a 10 minute walk from the library	15, 16, 18, 22, 23, 23A, 79, 245, 255, 256, 263, 268, 276, 277, 278	86, 253, 272, 297	Stretford Library is 1.22 miles from Lostock Library and 1.9 miles from Sale Library (7 minute drive)	On street limited time parking. Chargeable car parking in the Mall

Timperley

Timperley Library is situated in the middle of Timperley village in a two storey building that is Council owned. Timperley has the highest loans per open hour than any other library. The second floor has a large meeting room which is popular with local groups.

Costs				
Staffing costs	Running costs	Cost per visit		
£95,804	£58,319	£1.60		
Activities				
Activity		Frequency	Numbers attending	
Storytime		Every Tuesday	2,044	
Rhyme time		Every Thursday	2,791	
Reading Group(s)		First Monday of the month	170	
Chatterbooks Group(s)		N/A	0	
Knitting Groups		N/A	0	
ICT training sessions		No set time	33	

Other: Children's events		128

Transport links and distances from other libraries

Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
Timperley tram stop is a 15 minute walk from the library	11, 11A, 20, 21, 178, 266, 267, 370	11A, 108, 177	Timperley Library is 1.87 miles from Altrincham Library (4 minute drive) and 2.56 miles from Hale Library (6 minute drive)	Large free library car park

Town Hall

The Town Hall Library is a small library based within the Town Hall building. It shares space with a café and has access to the courtyard which has been used for children's activities. It is not possible to count visitor numbers as many people just use the café. The library is mostly self-service but staff at reception are library staff and can answer council enquiries.

Costs				
Staffing costs	Running costs	Cost per visit		
£0*	£0	N/A		

*Staffing is provided from Sale Library so costs are incorporated in that budget

Activities		
Activity	Frequency	Numbers attending
Storytime	N/A	0
Rhyme time	N/A	0

Reading Group(s)	N/A	0
Chatterbooks Group(s)	N/A	0
Knitting Groups	N/A	0
ICT training sessions	N/A	0
Other: Class visits and events		91

Transport links and distances from other libraries				
Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
Old Trafford tram stop is a 5 minute walk away from the library	15, 79, 255, 256, 262	253	Town Hall Library is 1.2 miles from Old Trafford Library (4 minute drive) and 1.76 miles from Stretford Library (6 minute drive)	20 visitor parking bays

Urmston

Urmston Library is the newest Trafford library, opening in its current location in 2009. It is on the first floor and is above Sainsbury's supermarket in the heart of the Urmston town centre development. Urmston Shopmobility has a base on the ground floor and Urmston CAB will be moving into the library in 2015.

The meetings rooms and interview rooms are heavily used by groups and organisations.

Costs				
Staffing costs	Running costs	Cost per visit		
£204,656	£183,405	£1.75		
Activities				
Activity		Frequency		Numbers attending

Storytime	Every Wednesday	655
Rhyme time	Every Tuesday and Thursday	4,456
Reading Group(s)	First Thursday of the month Last Friday of the month 2-3pm Last Friday of the month 6-7pm	395
Chatterbooks Group(s)	First Tuesday of the month Second Monday of the month	213
Knitting Groups	Every Monday	405
ICT training sessions (some provided by Trafford College)	No set time	1,303
Other: Class visits		566

Transport links and distances from other libraries

Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
Urmston train station a three minute walk from the library	15, 22, 23, 245, 255, 268, 276, 277, 278	253	Urmston Library is 0.91 miles from Bowfell Library (3 minute drive), although this	Large car park free for the first 3 hours

			library does not offer full range of services and 0.76 miles from Davyhulme Library (2 minute drive)	

Woodsend

Woodsend Library is located near Woodsend Circle and is a Council owned building. It is also popular with local groups who use the library for craft activities.

Costs				
Staffing costs	Running costs	Cost per visit		

£49,648	£37,739	£2.82		

Activities

Activity	Frequency	Numbers attending
Storytime	Every Thursday	920
Rhyme time	Every Tuesday Every Friday	2,497
Reading Group(s)	Third Monday of the month	70
Chatterbooks Group(s)	Second Monday of the month Third Monday of the month Last Monday of the month	49
Knitting Groups and craft groups	Every Friday	1,882
Other: Class visits and events	N/A	 650

Transport links and distances from other libraries

Train/ Tram	Buses Mon-Sat at least 1 bus per hour	Buses Other	Proximity to other libraries	Parking
N/A	15, 247, 256, 278	X58	Woodsend Library is 1.57 miles from Bowfell Library	Small library car park (3 spaces).

			(4 minute drive) although this library does not offer full range of services and 1.93 miles from Urmston Library (5 minute drive)	Free on street parking

Delamere

Delamere Toy Library is an independent registered charity and is not part of Trafford's statutory library service. It offers an inclusive play environment where parents or carers can relax while the children play with the wide

selection. Many of the toys are purchased specifically to meet the needs of disabled visitors.

Costs				
Staffing costs	Running costs	Cost per visit		
£29,000	£8,539	£2.42		

Activities		
Activity	Frequency	Numbers attending
Storytime	N/A	0
Rhyme time	N/A	0
Reading Group(s)	N/A	0
Chatterbooks Group(s)	N/A	0
Knitting Groups	N/A	0
Other:	N/A	0

Appendix Two - Costs per library

Library	Staffing costs £	Running costs £	Income £	Cost per visit £
Altrincham	201,713	13,844	5,900	1.75
Bowfell	0	8,539	50	0.17
Coppice	135,595	77,580	4,240	2.74
Davyhulme	24,993	35,441	1,600	2.50
Hale	0	45,864	8,250	0.47
Local Studies	74,282	7,256	3,080	2.62
Lostock	48,558	13,877	1,700	3.41
Old Trafford	0	12,373	3,351	0.12
Partington	34,209	24,380	2,040	0.63
Sale	507,830	54,690	8,600	3.58
Stretford	188,294	60,248	6,050	2.68
Timperley	95,804	58,319	11,595	1.60
Town Hall	0	0	0	N/A
Urmston	204,656	183,405	75,710	1.75
Woodsend	49,648	37,739	2,100	2.82
Delamere Toy Library	29,000	8,539	0	2.42

Appendix Three – Local Library Usage

Usage of libraries is one of the criteria we want your opinion on. The table below shows how many people use each of the libraries in Trafford.

Library	Visitors	Items Loaned	Loans per open hour	Number of active customers *	Council enquiries	People's Network sessions	Percentage of customers who use at least one other library
Altrincham	119,482	67,663	31	3,636	1,853	15,334	67
Bowfell	49,323	5,984	1	358	0	0	80
Coppice	76,209	63,746	25	2,184	8,531	5,557	48
Davyhulme	23,480	13,744	25	872	1,322	1,208	71
Hale	79,853	67,697	37	2,790	737	4,139	51
Local Studies	29,942	N/A	N/A	N/A	8,316	1,740	N/A
Lostock	17,768	8,332	7	407	87	1,556	55
Old Trafford	73,011	19,348	8	1,254	4,454	9,745	34
Partington	91,228	8,111	4	589	3,215	4,396	27
Sale	154,670	92,442	37	5,550	23,297	17,300	50
Stretford	90,404	46,944	22	2,617	7,890	14,481	51
Timperley	88,595	78,777	43	2,921	1,900	5,273	52
Town Hall		1,783	1	345	20	481	70

Library	Visitors	Items Loaned	Loans per open hour	Number of active customers *	Council enquiries	People's Network sessions	Percentage of customers who use at least one other library
Urmston	178,479	85,390	37	3,717	7,241	16,086	48
Woodsend	30,157	22,364	14	944	363	1,923	59
Delamere Toy Library	15,450	6,826		N/A	N/A	N/A	N/A

* Active customers are those who have used the library service in the last 12 months

Appendix 2 – Breakdown of consultation response

Gender of respondents

Gender		
Female	676	62%
Male	358	33%
Other	5	0%
No response	41	4%

Age of respondents

Age		
24 or below	15	1%
25-34	100	9%
35-44	233	22%
45-54	196	18%
55-64	218	20%
65-74	225	21%
75+	84	8%
No response	10	1%

Disability status of respondents

Disability		
Yes	89	9%
No	946	87%

Don't know/can't say	26	2%
No response	15	1%

Geographic distribution based on locality partnerships

Locality Partnerships		
Old Trafford & Stretford	127	12%
Sale	268	25%
South Trafford	298	28%
Urmston & Partington	243	22%
Village	49	5%
Outside Trafford	17	2%
Other	6	1%
No Response	69	6%

2.5.5 Respondent segments

Segments		
A local resident	1023	95%
A member of staff	27	2%
An organisation	12	1%
No response	20	2%

Ethnicity of respondents

Ethnicity		
White British	961	89%
White Irish	19	2%
White Asian	3	0%

Ethnicity		
Other White	26	2%
White and Black	3	0%
White and Black African	3	0%
Other Mixed	10	1%
Indian	7	1%
Pakistani	5	0%
Bangladeshi	0	0%
Chinese	8	1%
Other Asian	1	0%
Black African	2	0%
Black Caribbean	5	0%
Caribbean	0	0%
Other Black	3	0%

Appendix 3 - Letters from stakeholders.

1. Delamere Toy Library

Dear ████,   18th November, 2014

RE: Consultation

Following our Annual General Meeting last night we are compelled to write to you as we believe aspects of the consultation document are incomplete and misleading. The mechanism included within the document, to obtain feedback and develop an assessment approach, is not fit for purpose as it does not take into consideration the differing and unique aspects of the libraries included.

As such we believe that this consultation is seriously flawed and insist that this consultation is either postponed until the points raised in this letter are resolved or at the very least an extension is given to phase one. Here is our rationale.

(1). The Delamere Toy Library Profile page:

The information provided for Delamere Toy Library is incomplete and therefore misleading. Due to the lack of information provided we feel that this is a gross misrepresentation of the library in official documentation published by Trafford. We also strongly believe that it is unacceptable and negligent that the authority has published information about a registered charity without gaining agreement from the charity committee that the information contained is accurate and reflective of the services provided. In summary the following information is missing from the profile page.

- The name of the library requires consistency throughout the booklet. It requires its full name 'Delamere Toy Library' in order that it is clear to those taking part in the consultation that this library is different to the other 'book loan' libraries
- The services offered by Delamere Toy Library are not included. Therefore a true picture of the library, its unique role, and usage of the library is not provided.
- It does not reflect that this library is predominantly volunteer run
- It does not reflect that purchase of toys is funded by the charity and not by Trafford
- We would like to query the costs included as they do not appear to be reflective of what we believe the costs to be.
- It does not reflect that the charity contributes to a material proportion of the total running costs – therefore there should be a note alongside the running costs to state that in addition to those listed the charity covers a proportion of running costs.
- It does not reflect that the services provided are tailored to young children, particularly those with disabilities and the parents of these children. Its potential audience is therefore not the whole of the local community as per traditional book libraries. As such, the cost per visit is not an appropriate measure due to the more focussed audience that this library appeals to.
- It also does not state that this library is the only library in Trafford to offer these services. This should be made clear to participants that there is not an alternative to this library.

Ultimately there has been no effort made to articulate the role that the Toy Library plays in the community. Perhaps people would be able to make a more informed decision if they knew the Toy Library was created over 30 years ago to provide services and support for the most vulnerable children with disabilities within Trafford. It is the only organisation within Trafford that provides such a diverse range of opportunities and fulfils an important role that would not otherwise exist. It has over 30 volunteers versus just two employed staff, a ratio of 15:1. We believe that the Toy Library is already an example of best practice in the use of volunteers. Within that number we already support Volunteers that have additional needs and offer them a secure place to develop and integrate within the wider Community.

(2). The Questionnaire:

A number of aspects to the questionnaire also raise concern.

How should we make our decisions?

- **Location** – the theme here is around close proximity to a library and time prepared to travel. These questions are written in the context of a book loan service on the premise that there would be alternative perhaps a little further away. Given that the Toy Library provides a different and unique loan service to whole of Trafford these questions will not provide any insight that is relevant to toy loans and the unique services offered by this library. We believe these questions are fundamentally flawed as the more relevant question relating to participants is whether they are prepared to accept that a toy library service is retained or not as there will not be an alternative a little further away.
- **Usage** – the question asks whether decisions of closure should be based on usage and attendance. This question is leading and suggests that this will be a fundamental point on which decisions will be made. As a key role of the Toy Library is to provide specialist services to non-mainstream groups such as children with disabilities, vulnerable individuals, and the parents of children attending, usage of the library will never be as high as a mainstream library which is relevant to the whole local area. Therefore a decision on closure should not be predominantly based on usage.
- **Services provided** – none of the services listed reflect the services provided by Delamere Toy Library. The question is fundamentally flawed and biased against the Toy Library as respondents to the survey cannot rank by importance the services provided by us. Although there is an option to state 'other ', most respondents would not be aware of the services offered so would not be in a position to state these services and rank them. Likewise the profile page for the Toy Library does not list the service offered so respondents would be unable to cross reference.

Ultimately we are not in any way a mainstream Library and should not be compared using figures or services that are (as indicated within the Consultation) not applicable to us.

(3). The Map:

The Toy Library has been omitted from the map shown within the Consultation Documentation. The Toy Library should be included in the map reflecting a catchment area that covers the whole of Trafford as we do have active users who travel from all parts of the Borough.

(4). Key Facts:

The Consultation Documentation States that £294k is spent by Trafford each year on books. The Toy Library funds the acquisition of Toys for loaning out itself through

fundraising activities therefore it is not reliant on the Council for these purchases. There is no reference to this within the documentation.

In summary we are seeking a response from you in relation to the points raised and wish to meet up at the earliest opportunity. Given the short timescales for consultation we are seeking a response within the next 2 days. For ease of reference the points to be addressed are:

- Postponement or extension to consultation period in order that the misrepresentations and incompleteness of the information contained in the consultation documentation is rectified
- An explanation and validation of the budget figures included
- An explanation as to how the questionnaire was compiled and how you think this will deliver a fair and transparent consultation when it is clearly trying to cover fundamentally different libraries within the same questionnaire
- how is the consultation documentation going to be amended including the questionnaire so that it captures the services provided by Delamere Toy Library, the profile page for the Toy Library and the map
- how is the authority going to ensure that the accurate details are re-circulated and how this will not compromise the validity of the consultation to date
- why the authority thought it was appropriate to publish information on a registered Charity without obtaining approval to the content included to ensure accuracy
- how is the authority going to provide reassurance that the consultation is valid, fair and transparent given fundamental content omission, content inaccuracies and withholding information from the public that have been invited to participate in the consultation process.

I wait for your speedy reply and trust that you will act upon our request to meet with you.

Yours sincerely,

Lorraine Howells

Secretary to Delamere Toy Library.

C.c. Joanne Hyde

C.c. Wendy Marston

2. Lostock Community Partnership

10.11.14

Dear Councillor Astee

I am writing on behalf of Lostock Community Partnership (LCP) the voluntary community group that represents the community of the area.

At our recent Lostock Partnership open meeting concerns were raised over the Trafford Council proposals to close some of the boroughs libraries.

In 2003 Lostock lost its main library when the council decided to close it to cut costs. The library was then moved into Lostock College and opened to the public on reduced hours as a community library as well as an education provision.

On behalf of the members I would appreciate answers to the following.

I note from the information document about libraries in Trafford that the cost per visit to Lostock Library is calculated at **£3.41.How has this figure been calculated?**

As the library is part of the college then running costs of the building must be included in the buildings and maintenance budget of the school and not within the library budget. **What financial contribution does the college make towards the library running costs?**

How are the number of attendances (393) calculated, what mechanism is used to record the visitors?

A second concern is the amount listed in the staffing costs **of £48,558 Lostock** Library has two part time librarians and one manager whose time is divided between both Lostock and Davyhulme Libraries. It is clear to see when looking at the figures for both libraries that the salary has all been

apportioned to Lostock Library with none of it being carried by Davyhulme Library.

Please explain how the decision to make Lostock Library budget take responsibility for Davyhulme Library staffing costs has been reached and why?

Concerns were also raised about the document that has been released to the public with information about Lostock Library. **Trafford Libraries and Information Service. Budget savings produced by Trafford Council.**

This has a list of activities with columns for frequency and numbers attending. It lists knitting groups as an option but does not allow for other groups/classes that are carried out in the library for the benefit of people. This not only gives a false reading it gives wrong information to the public. In the interests of equality and fairness the list for Lostock Library should include the following and I request that this is changed and re issued.

Beading/jewellery group plus Craft groups x 2

Lostock Partnership monthly coffee mornings for residents to access information and support.

Lostock residents group monthly meeting with agencies and police.

 Why has none of this been included in the document?

Finally I would like to draw your attention to the needs and ongoing work of the Lostock community. (document sent by email to you)

In 2003 Lostock was recognised as a deprived area, one of the worst within Trafford, following this a needs assessment was carried out on behalf of LCP and published in 2004 which produced the following

Lostock, located in Stretford, Trafford, has been described by local people as the "Forgotten Neighbourhood". Parts of Lostock are among the 20% most deprived wards in the UK (source: Index of Multiple Deprivation 2004).

> Whilst it suffers from many of the problems faced by other neighbourhoods in Trafford such as high unemployment, youth nuisance, lack of investment and services being removed from the area, its residents feel that Lostock goes unnoticed. It has never

received a large injection of funding to assist in halting the decline, as have other neighbourhoods in Trafford. Whilst many people outside have not heard of Lostock, its residents have a very clear sense of where the neighbourhood's boundaries lie and they are keen to put Lostock on the map.

The LCP were awarded £409,000 big lottery funding through the Fair Share programme and this was used to regenerate and improve the area, making it a nicer place to live work and visit. LCP has continued to work closely with our partners, including Trafford Council to change the area and with considerable success.

We have developed positive working relationships with the staff of the library which has resulted in more families using it for education purposes as well as books. By encouraging families to use the library we are supporting people to make positive changes to their lives. Lostock Library is now a hub of the community, bringing benefits to many people who were once excluded.

The changes achieved feed into the Trafford 2021 vision and meets priorities SC7and BF2.

On behalf of the community of Lostock I ask the council provide us with the requested information and to work with us to consider other ways to reduce costs and maintain a library in the local area.

I would welcome a meeting with you to discuss this.

Kind regards

Maureen Reilly

Chairperson Lostock Partnership

3. Timperly Civic Society

26 November 2014

Dear Sirs

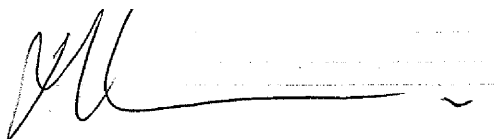**Trafford Library and Information Service Budget Savings**

At its meeting yesterday, the Timperley Civic Society committee discussed the necessity to save £700,000 from the Library Service budget next year.

It was unanimously agreed that I should write to you on behalf of the Society to stress the importance of Timperley Library to the community. It is very well used for loans, computer sessions

and Council enquiries, and in addition generates income through the hire of its meeting room.

It is very accessible by virtue of its position in the centre of the village, its proximity to bus routes and its large free car par)c

We feel that it is a valuable _community resource, and would urge you to bear the above in mind when considering the future of¯library services in the borough.

Yours faithfully

Mark
Wilkinson
Chairman

Appendix 4 – Question 3 and Question 4 insight into volunteering habits of respondents.

As part of the consultation we posed two questions on attitudes and opinions in relation to volunteering. A great many people are already involved and 15 percent of the response are keen to get more involved.

Chart 1

It is not my job to get involved — 19%

I think it is a good idea but it is not for people like me — 12%

I would like to get involved but I do not have time — 43%

I am keen to get more involved — 15%

Don't know — 8%

No response — 2%

Source: TCC 18th December 2014;

Chart 2

At least once a week — 31%

Less than once a week… — 17%

Less often — 12%

Only as an individual — 15%

None — 23%

Don't know — 2%

No response — 1%

Source: TCC 18th December 2014;