



Derby City Council



# **Derby Libraries Strategic Review**

## **Phase Two**

### **Public and Stakeholder Consultation**

#### **Final Report**

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# 1. The Consultation Programme

## 1.1 Introduction

Derby City Council continues to face a challenging financial situation and is required to make further cuts of £45m to its budget by 2019. This affects all areas of Council activity including the Library Service, which is required to make savings of £648,000 from its budget.

To help the Council find the best way of maintaining a high quality Library Service whilst delivering the necessary cost savings, a consultation was carried out with the public between November 2015 and February 2016. In total 4,990 people responded to the consultation and focus groups and in depth interviews were undertaken with library users, library staff and local school children to add greater insight into people's attitudes and opinions.

The information collated during the consultation was used to help draw up four proposed options for the future of the service:

- **Option A**  
The Council continues to run four libraries, with increased opening hours and no financial support for Community Libraries
- **Option B**  
The Council continues to run four libraries, with increased opening hours. Up to 11 Community Libraries would be created, with financial support from the Council averaging £17,500 per library
- **Option C**  
The Council continues to run 10 libraries, with mostly the same opening hours as they currently have and no financial support for Community Libraries
- **Option D**  
The Council continues to run eight libraries, with mostly the same opening hours as they currently have. Up to seven Community Libraries would be created, with annual financial support from the Council averaging £10,000 per library

All four options include a proposed new Riverside Library located on the ground floor of the Council House which would see city centre lending library services transferred there from the Derby Central Library. Locating city centre lending services in the Council House would deliver a significant saving to the Council and the new library would be open for 55% more hours than the current Central Library.

Derby City Council wished to conduct a second round of public consultation with people who live, work and study in Derby to determine which of the four proposed options listed above was most appropriate for the future of the service. The Council wanted to understand people's views on the proposed options and how they would impact use of library services, reading habits and use of the internet, as well as their opinions on the proposed relocation of city centre lending services, interest in volunteering and alternative ideas for cost savings from within the service. The Council required statistically valid research to provide an overall picture of support and opposition for each option, and the impact of each for key demographic groups.

This report presents the findings from the Phase Two Public Consultation conducted for Derby City Council by independent research agency Enventure Research.

The findings from the second phase of consultation will be used by the Council to make a decision on the next steps for the Library Service. The final proposals will be contained in a report to be presented to Council Cabinet in Spring / early Summer 2017.

## 1.2 Research objectives

The aim of this research was to explore the public's views on the four proposed options for the future of the service and the impact these options may have on people's usage of library services, their reading habits and their internet use. Within this overall aim, the research objectives were to:

- Consult with both users and non-users of library services
- Gain feedback from as many people who live, work and study in Derby as possible
- Gather high quality, robust and statistically valid evidence
- Explore views on the four proposed options
- Explore views on the proposals to move city centre lending library services from the Central Library to a new Riverside Library located on the ground floor of the Council House
- Explore the impact of each option on use of library services, reading habits and use of the internet
- Ensure responses received from users of all library sites across Derby
- Determine local interest in volunteering and Community Libraries
- Identify any additional ideas for cost saving within the service

## 1.3 Methodology

A quantitative methodology was chosen for this research in order to provide statistical validity, robustness and representativeness. The survey took the form of a paper and online survey.

The consultation was open to everyone who lives, works and studies in Derby, including people who work or volunteer for the Library Service.

A questionnaire was designed in partnership between Derby City Council and Enventure Research, asking questions which covered the following topics:

1. Libraries used in the last 12 months and preferred library
2. Views on moving city centre lending library services
3. Views on each proposed option
4. Impact of each proposed option on use of library services, reading habits and internet usage
5. Views on Community Libraries
6. Individuals interested in volunteering at a Community Library / organisations interested in running one
7. Other ideas for reducing the cost of the service
8. Equality monitoring questions

A background consultation document was developed to give respondents contextual information about the Council's financial position and the options for service delivery being considered. Respondents were asked to read this document before completing the survey.

The survey was hosted online and was promoted widely via the following:

- The Council website

- Social media channels including Facebook and Twitter
- On library computers
- Posters displayed in public libraries and other Council buildings
- Flyers distributed at libraries and other places in Derby

An email was also sent to all those registered on the Derby Libraries database and registered on the Derby City Council Citizens' Panel inviting them to take part and providing them with a direct link to participate. A further three reminders were sent to those who had not responded to earlier mailings to encourage them to respond.

In addition to the online survey, paper copies of the questionnaire and background consultation document were distributed to libraries across the city. These were provided with pre-paid envelopes for respondents to return their completed questionnaires back to Enventure Research.

The survey was available in English, Urdu, Slovakian, Punjabi and Polish online and in paper format, including a Large Print version, on request from a library.

For reference, a copy of the paper version of the questionnaire and the background consultation document can be found in the Appendices.

The survey was live from **19 September 2016 to 14 December 2016**. In this time, **4,378 responses were received**, providing a robust sample size for analysis. A total of 2,696 responses (62%) were received online and 1,682 (38%) responses were received in paper format.

## 1.4 Interpretation of the data

This report contains tables and charts that present survey results. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of between 0% and 1% will be shown as <1%.

As the survey was completed by a sample of people who live, work and study in Derby (4,378 people), and not the entire adult population, all results are subject to sampling tolerances.

Based on a total population of around 248,700 people living in the City and Unitary authority area<sup>1</sup>, a sample of 4,378 respondents will give results that are accurate to approximately +/- 2% at the 95% confidence level. This means, for example, if 50% of respondents responded with a particular answer to a question, we can be 95% sure that if all residents of Derby had responded to the survey, the actual result would be between 48% and 52%<sup>2</sup>.

As a self-completion questionnaire was used, not all respondents answered all of the questions. Therefore the base size varies for each question. It is also important to remember that as a self-completion questionnaire was used, the sample is over-representative in regards to library users and so therefore the results in this report more strongly reflect the views of those who use the service rather than the entire population of Derby.

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<sup>1</sup> According to the 2011 Census data.

<sup>2</sup> Please note that this is an example only and does not correlate with any of the questions asked in the survey.

For the analysis of some questions, we have amalgamated some of the responses together in order to interpret the data. We have done this in cases where responses can be added together to indicate a level of agreement with a statement or support for an option e.g. 'Strongly support' and 'Support', and 'Strongly oppose' and 'Oppose'.

Subgroup analysis has been undertaken to explore the results provided by key subgroups such as gender, age group, ethnic group, disability, and preferred library in Derby. This analysis has only been carried out where the sample size is seen to be sufficient for comment (over 20). Where sample sizes were not large enough, subgroups have been combined (such as ethnic groups) to create a larger group.

In order to compare results between subgroups, statistical analysis was undertaken. This allows us to be confident that any difference between scores is real and is not due to chance. Results between subgroups have been tested at a 95% confidence level. Only those differences that are statistically significant according to the z-test have been commented on within this report. The z-test is a commonly used statistical test to highlight whether differences in results are 'significant'. By 'significant' we mean the likelihood that two results would still be different if everyone who lives, works and studies in the city had responded to the survey.

There were a number of questions in the survey where respondents were asked the impact a proposed option would have on their use of library services, reading habits or use of the internet. Respondents were asked to choose from a scale of 1 to 5, with 1 being no impact to 5 being a major negative impact. To analyse the results to these questions we use 'mean scores'. Mean scores are calculated in the same way that an average score would be calculated, by calculating the total sum of all the scores from all of the respondents and dividing by the number of scores provided. Options with lower mean scores are seen as having less of a negative impact, and those with higher mean scores are seen as having more of a negative impact.

There were a number of open-ended questions in the survey which allowed respondents to write their own response rather than tick a box. To analyse these answers and present them in an understandable way, responses to each open-ended question have been sorted into a number of categories and themes, allowing them to be visually presented as charts.

## 2. Executive Summary

### 2.1 Background to Phase Two Consultation

Derby City Council is required to make further cuts of £45m to its budget by 2019, which includes making savings of £648,000 from its Library Service budget.

To help the Council find the best way of maintaining a high quality Library Service whilst delivering the necessary cost savings, a consultation was carried out with the public between November 2015 and February 2016. In total 4,990 people responded to the consultation and focus groups were undertaken with library users, library staff and local school children.

The information collated during the first phase of consultation was used to help draw up four proposed options for the future of the service which were put to the test in a second phase of consultation.

Phase Two of the Public Consultation started on **19 September 2016** and finished on **14 December 2016**. During this time **4,378 responses** were received from an online and paper survey (62% online and 38% paper). The majority of respondents (98%) who took part in the survey said that they had used a public library in Derby in the last 12 months (Figure 9).

### 2.2 Key Findings: City centre lending services

**A slightly larger proportion of respondents support the proposal to move city centre lending services to Derby Riverside Library than oppose it**  
(Figure 12)

Four in ten said they supported the proposal to relocate city centre lending services to the Riverside Library on the ground floor of the Council House and just under four in ten opposed it. A fifth of respondents said they neither opposed nor supported the proposal. When asked for their comments about the move, more than a fifth mentioned worries that the Central Library building would fall into disrepair and there would be another disused building in the city centre.

### 2.3 Key Findings: Views on the proposed options and their potential impact

**Option B saw the most support for any of the options, however it may disproportionately affect some groups, particularly those who have a disability, those from non-White ethnic groups and those from older age groups**  
(Figures 16, 18 and 27-29)

More than four in ten respondents said that they supported Option B (four Council-run libraries with increased opening hours and financial support for up to 11 Community Libraries), which is also the Council's preferred option for the future. This option received the largest proportion of support out of all the options.

Survey respondents were asked to score the impact each option would have on their use of library services, reading habits and internet use with 1 being no negative impact and 5 being



a major negative impact. Those who had a disability reported higher mean scores than those who did not have a disability in relation to the impact Option B would have on use of library services, reading habits and internet use. Respondents aged 45-64 and 65+ reported higher mean scores than younger age groups in relation to the impact Option B would have on their use of library services and on their reading habits. Respondents from a non-White ethnic background reported a higher mean score than those from a White ethnic background in relation to the impact Option B would have on their use of the internet.

**Option A saw the most opposition out of all of the options and would have the highest negative impact on people's use of library services, reading habits and internet use**  
(Figures 16 and 18)

Eight in ten respondents opposed Option A (four Council-run libraries with increased opening hours and no financial support for Community Libraries) and only one in ten said they supported it.

Survey respondents were asked to score the impact each option would have on their use of library services, reading habits and internet use with 1 being no negative impact and 5 being a major negative impact. Option A saw the highest mean score for each service area out of all of the options, showing it would have the most negative impact.

## 2.4 Key Findings: Volunteering in Community Libraries

**There is substantial interest in volunteering and helping to run a local library, particularly in the day-to-day work in a library and customer service**  
(Figures 45 and 47)

Around three in ten respondents said that they would be interested in becoming a volunteer and helping to run a local library. Three-quarters of those who said they were interested said they would like to be involved in the day-to-day work, including customer service. A third also said they would be interested in helping with the management of Community Libraries and a fifth would be interested in co-ordinating and delivering events and activities.

**Mickleover Library and Allestree Library are popular amongst potential volunteers, but there are fewer potential volunteers for Mackworth Library and Derwent Library**  
(Figure 48)

There were 276 respondents who said they were interested in volunteering in Mickleover Library and 263 who would be interested for Allestree Library. However, there were only 54 potential volunteers for Mackworth Library and 27 for Derwent Library.

**Those who are able and willing to volunteer would bring a range of skills, experience, knowledge and interests to setting up and running Community Libraries**  
(Figure 49)

Respondents who said they were interested in volunteering were asked what skills, experience or knowledge they had that would be relevant to setting up and running Community Libraries. Over a quarter mentioned they were passionate about books or reading, were long-term library users or simply had enthusiasm. A further quarter said they had management, supervision, training or mentoring skills. Other skills and experience mentioned included teaching or lecturing experience, computer and IT skills, administration and office skills, working or volunteering in a library, project management and event management, amongst others.

## 2.5 Key findings at a glance

By the end of the consultation, 4,378 responses had been received.

**Table 1 – Support and opposition for Riverside Library (relocation of Central Library)**  
Base: 4,297

Support	<b>40%</b>
Oppose	37%
Neither Support nor Oppose	21%
Don't know	2%

**Table 2 – Support and opposition for each option**  
Base: 4,205 / 4,167 / 4,287 / 4,158

	Option A	Option B	Option C	Option D
Support	9%	<b>44%</b>	33%	30%
Oppose	<b>82%</b>	39%	<b>49%</b>	<b>44%</b>
Neither Support nor Oppose	8%	16%	16%	24%
Don't know	1%	2%	1%	2%

*Note: Option B is the Council's preferred option*

**Table 3 – Number of potential volunteers (by degree of enthusiasm)**

Definitely	243
Maybe	941

**Table 4 – Number of potential volunteers (by library)**

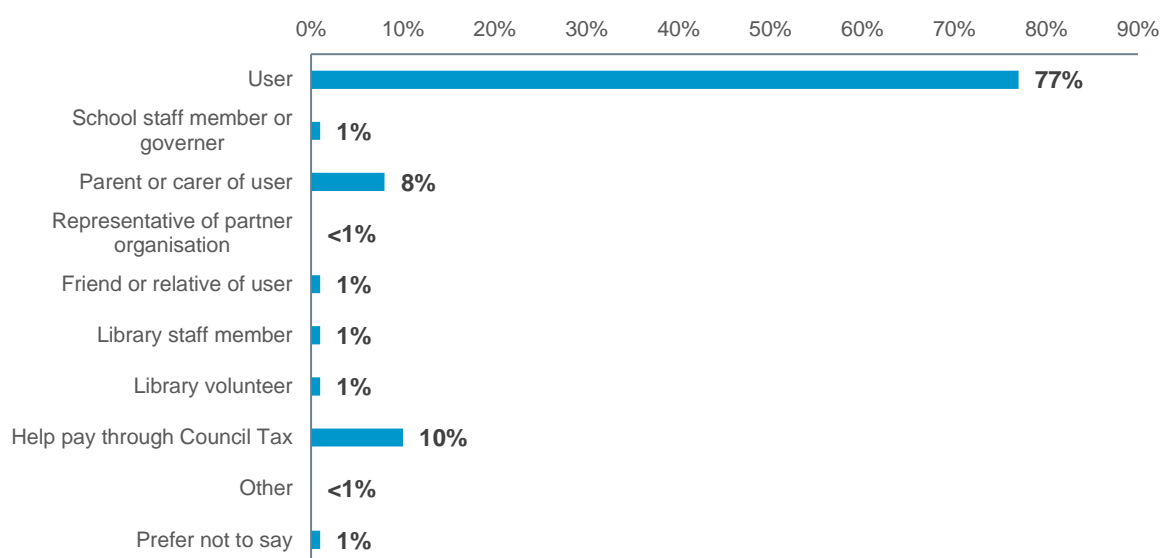
Allenton	69
Allestree	263
Blagreaves	185
Chaddesden	87
Chellaston	105
Derwent	27
Mackworth	54
Mickleover	276
Sinfin	97
Spondon	152
Springwood	72

### 3. Respondent Profile

A total of **4,378 people** who live, work and study in Derby took part in the online and paper survey.

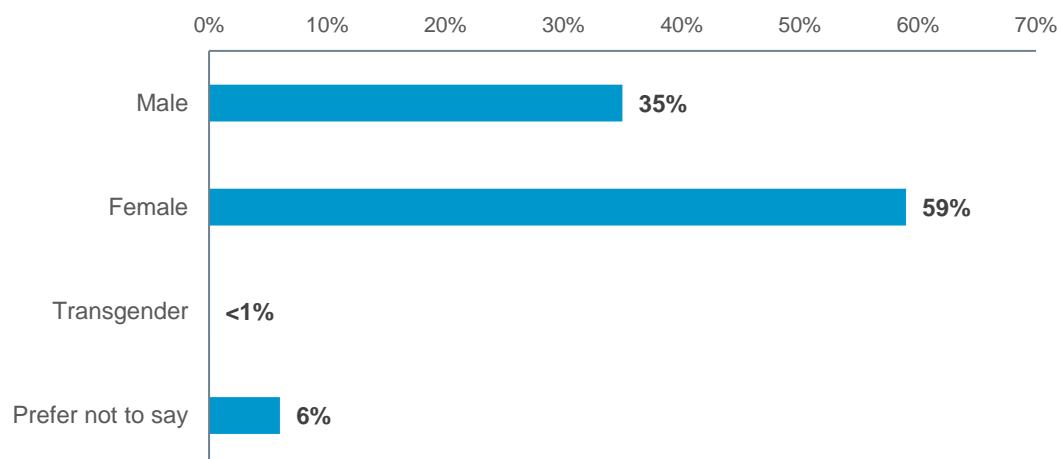
When asked the capacity in which they were mostly involved with Derby's Library Service, the majority of people (77%) said that they were mostly involved as library users. This is shown in the chart below. When interpreting the results in the report, it should be kept in mind that they are more representative of the views of users of the Library Service rather than the general public as a whole; only 10% said they were mostly involved with the Library Service by being a Council Tax payer.

**Figure 1 – Involvement with Derby's Library Service**  
**Base: 4,184**



Six in ten respondents (59%) were female and 35% were male. The chart below shows the breakdown of respondents by gender.

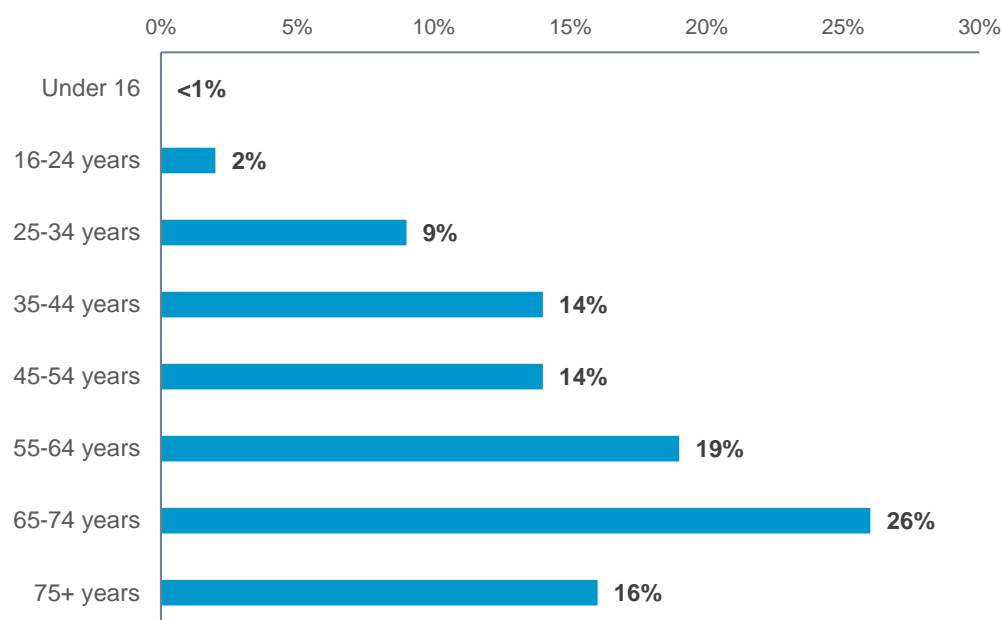
**Figure 2 – Gender**  
**Base: 4,378**



As shown in the chart below, responses were received from a range of ages. However, it should be noted that the older age groups saw larger proportions of people responding than the younger age groups. In total there were only 96 respondents who were aged under 16 or 16-24 who took part in the consultation.

**Figure 3 – Age group**

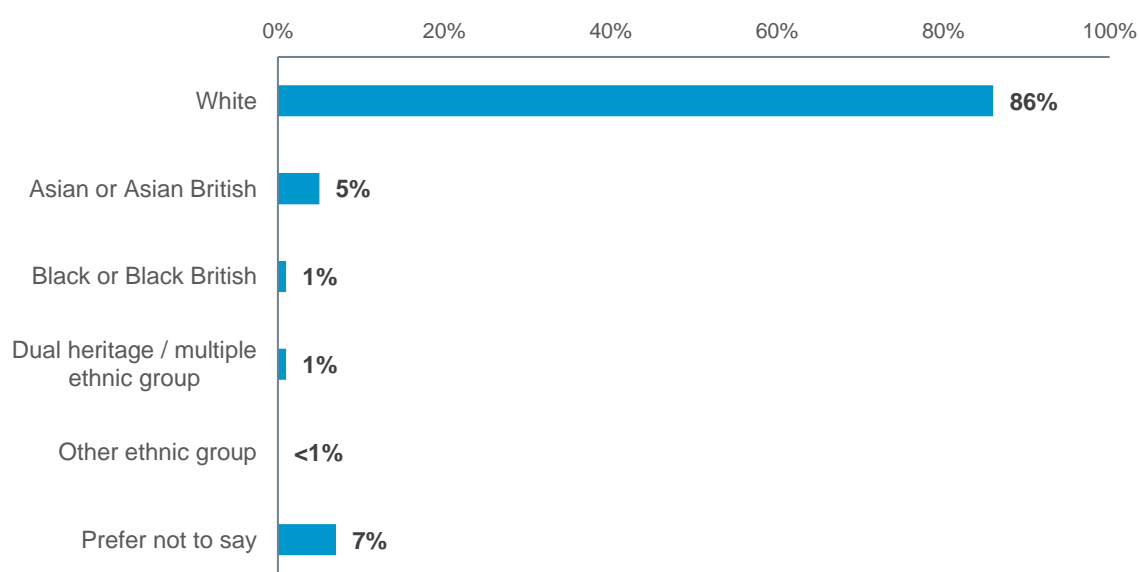
**Base: 3,309**



Whilst the majority of survey respondents were from a White background (86%), a wide number of responses were also received from people of other ethnic backgrounds, particularly Asian or Asian British (5%).

**Figure 4 – Ethnic group**

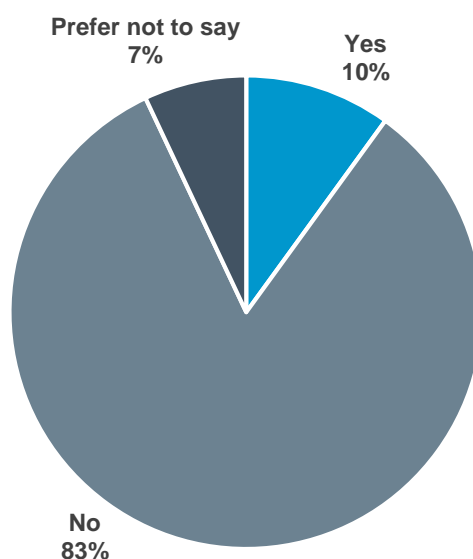
**Base: 4,194**



The majority of respondents (83%) did not consider themselves to be disabled; however, 10% did consider themselves to have a disability. This breakdown is illustrated below.

**Figure 5 – Do you consider yourself to be a disabled person?**

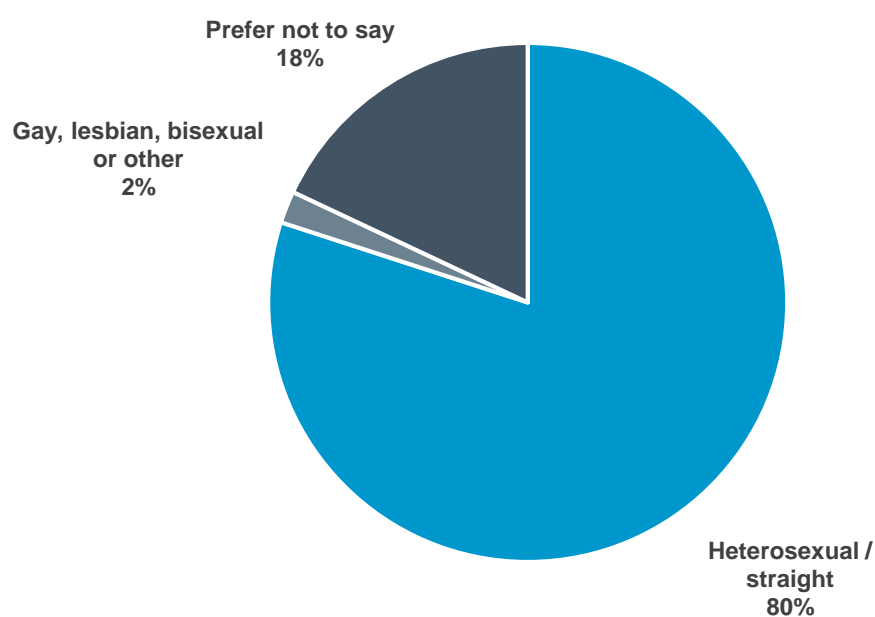
**Base: 4,153**



The majority of respondents considered themselves to be heterosexual or straight (80%), although almost a fifth of respondents (18%) said they preferred not to specify their sexual orientation.

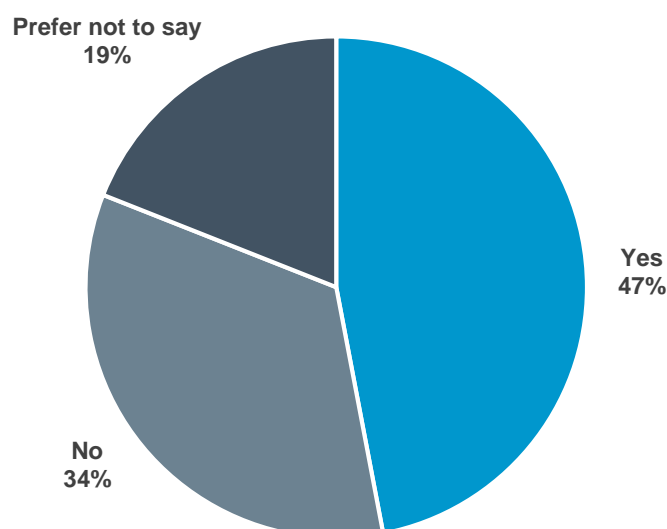
**Figure 6 – Sexual orientation / sexuality**

**Base: 4,059**



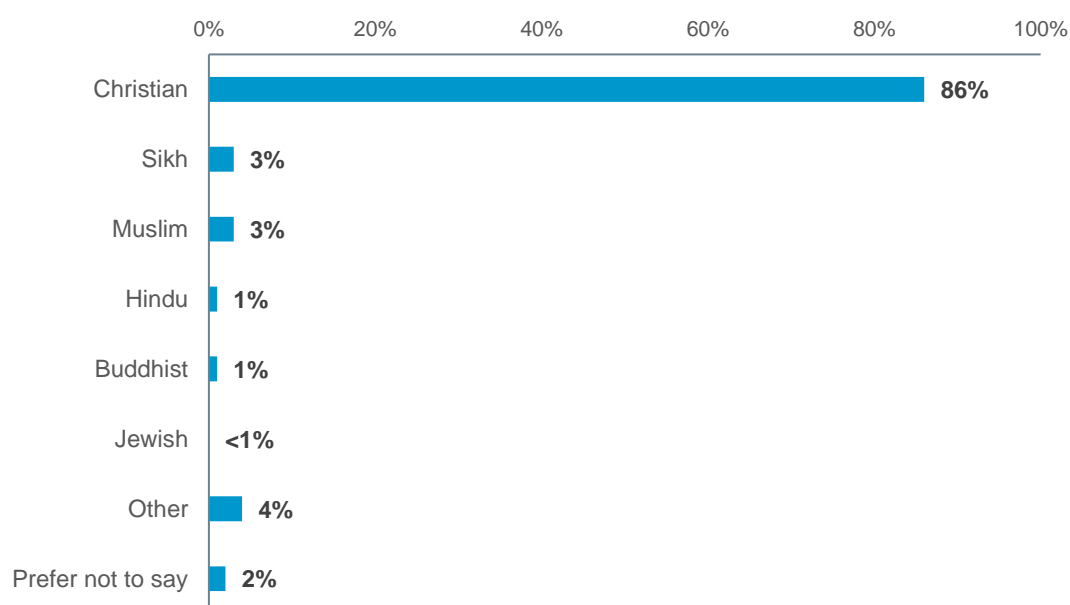
When asked whether they had any religious beliefs, almost half (47%) said that they did and 34% said they did not. Again, a large proportion of respondents said they preferred not to say whether they had any religious beliefs (19%).

**Figure 7 – Do you have any religious beliefs?**  
**Base: 4,170**



Respondents who said that they had religious beliefs were asked to specify which religion they belonged to. As can be seen below, the majority of these respondents said they were Christian (86%).

**Figure 8 – To which religion do you belong?**  
**Base: Those who have religious beliefs (1,943)**



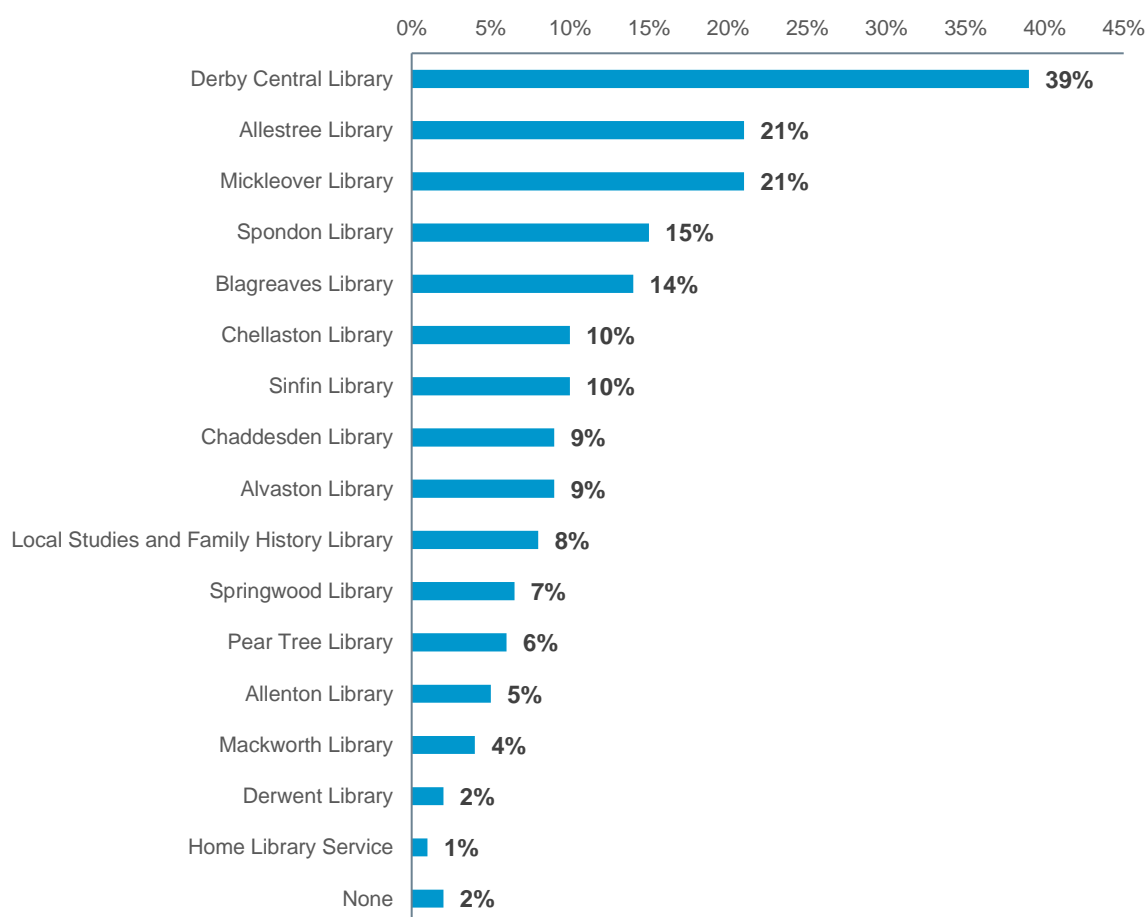
## 4. Consultation Findings

### 4.1 Current library usage

Survey respondents were first asked to indicate which Derby library or libraries they had used in the last 12 months. As can be seen below, the most commonly used public libraries were Derby Central Library (39%), Allestree Library (21%) and Mickleover Library (21%). Respondents were able to choose more than one library from the list and looking at the spread below, this indicates that many respondents had used more than one library in the last 12 months. As can also be seen, the majority of people taking part in the consultation had used a library in the last 12 months, as only 2% of respondents said they had not.

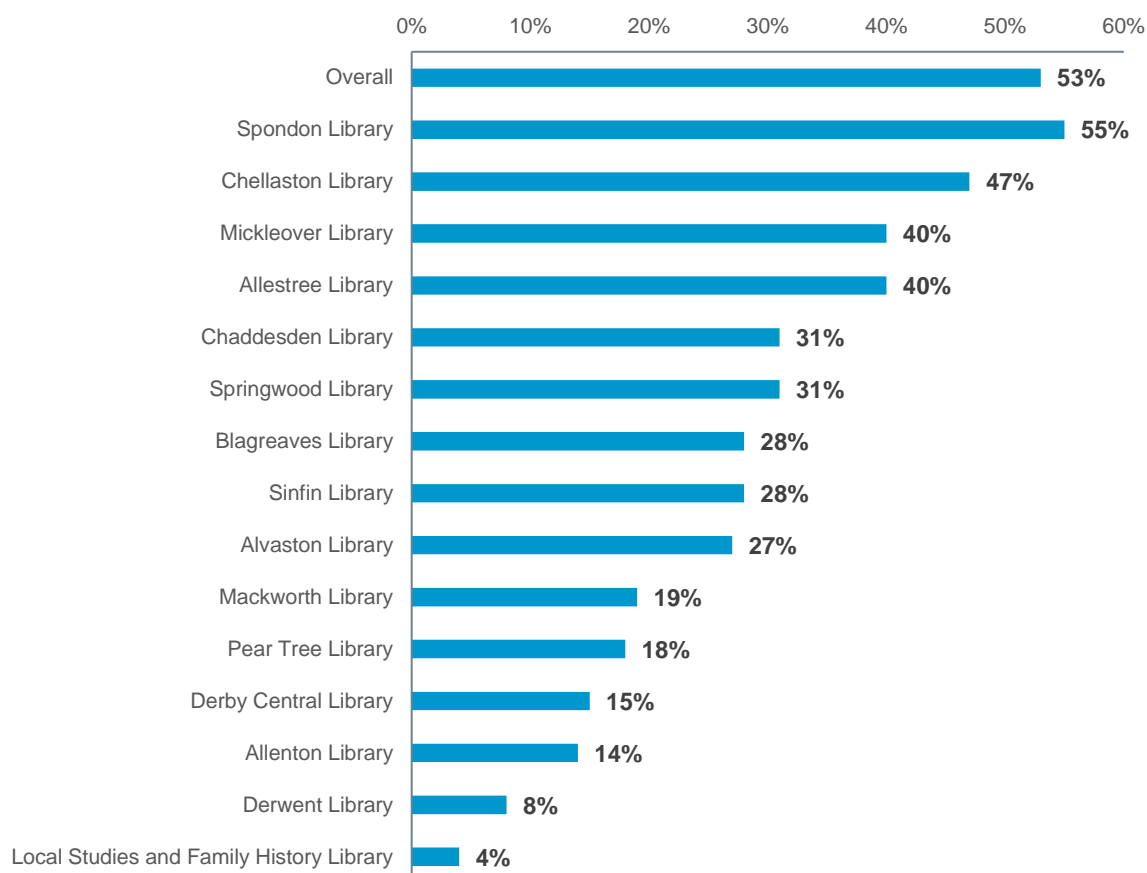
**Figure 9 – Please tell us which of the following libraries you / members of your household have used in the last 12 months.**

**Base: 4,325**



The chart below shows the percentages of users of each library that used only that library (i.e. respondents who did not use any other library) in the last 12 months. Overall, just over half of all Derby library users (53%) had used only one library in the last 12 months. Spondon Library saw the highest percentage of users who had only used that library in the last 12 months (55%), followed by Chellaston Library (47%), Mickleover Library (40%) and Allestree Library (40%). It is also interesting to note that although far more people used Derby Central Library than any other library, 85% of Derby Central Library users used at least one other library in the last 12 months, as only 15% said that they had used just Derby Central Library.

**Figure 10 – Percentage of users who had only used one library in the last 12 months**  
**Base: Those who had used a Derby City Council library in the last 12 months (4,253)**

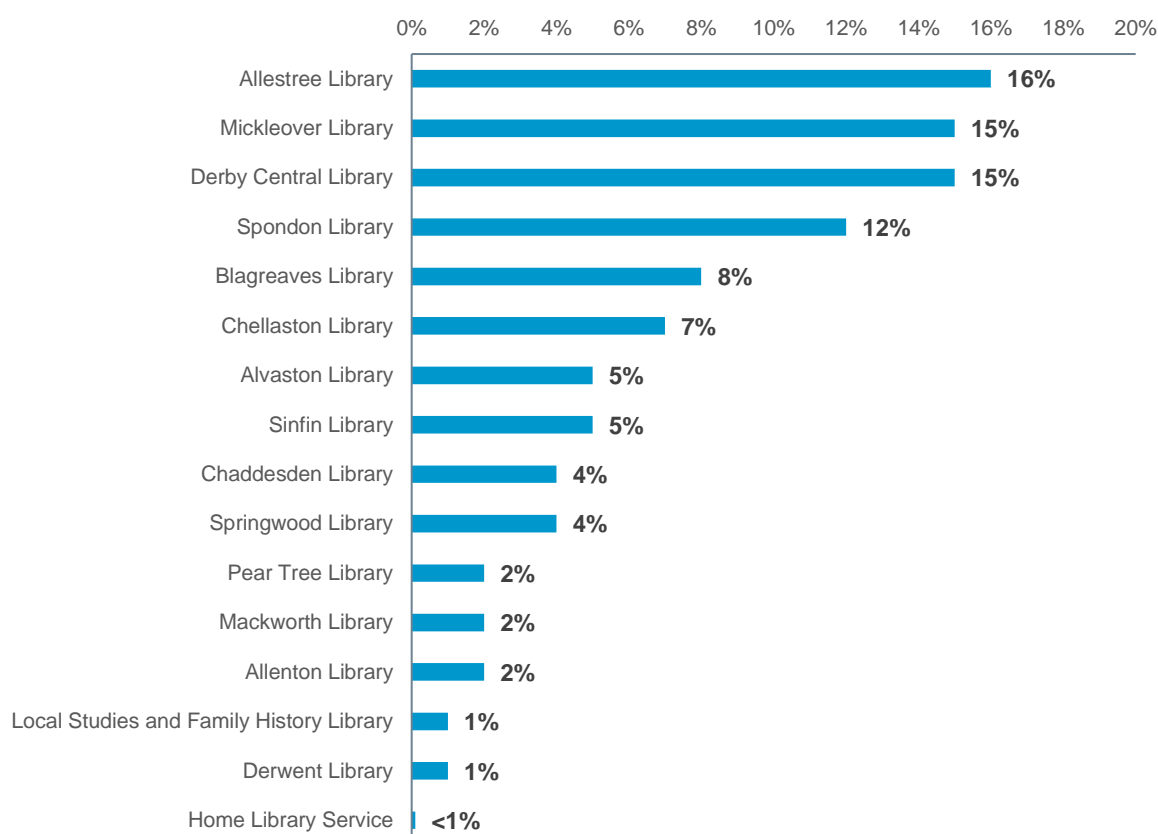




Respondents in the survey were then asked which library in Derby was their preferred one. As the chart below shows, Allestree Library saw 16% say it was their preferred library and Mickleover Library and Derby Central Library both saw 15% say the same. It is interesting to note that although 39% of respondents said that they had used Derby Central Library in the last 12 months (as shown in Figure 9), only 15% said it was their preferred library (as shown in Figure 11). This is in line with Figure 10 which shows that the majority of Derby Central Library users (85%) had used at least one other library in the 12 month period.

**Figure 11 – Please tell us which is your preferred library.**

**Base: Those who had used a Derby City Council library in the last 12 months (4,220)**

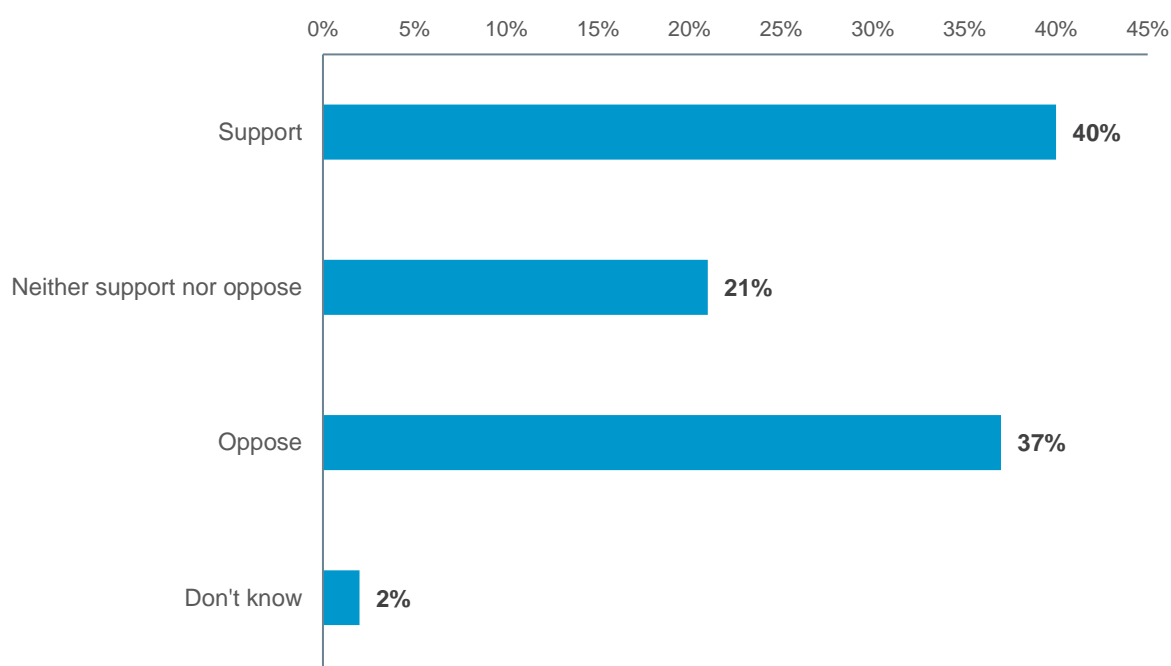


## 4.2 City centre lending services

Survey respondents were asked to give their feedback on the proposal to move city centre lending services from the Central Library to a new 'Derby Riverside Library' located on the ground floor of the Council House. It is proposed that the Riverside Library would be open for 51 hours per week, compared to the current opening of 33 hours per week at the Central Library.

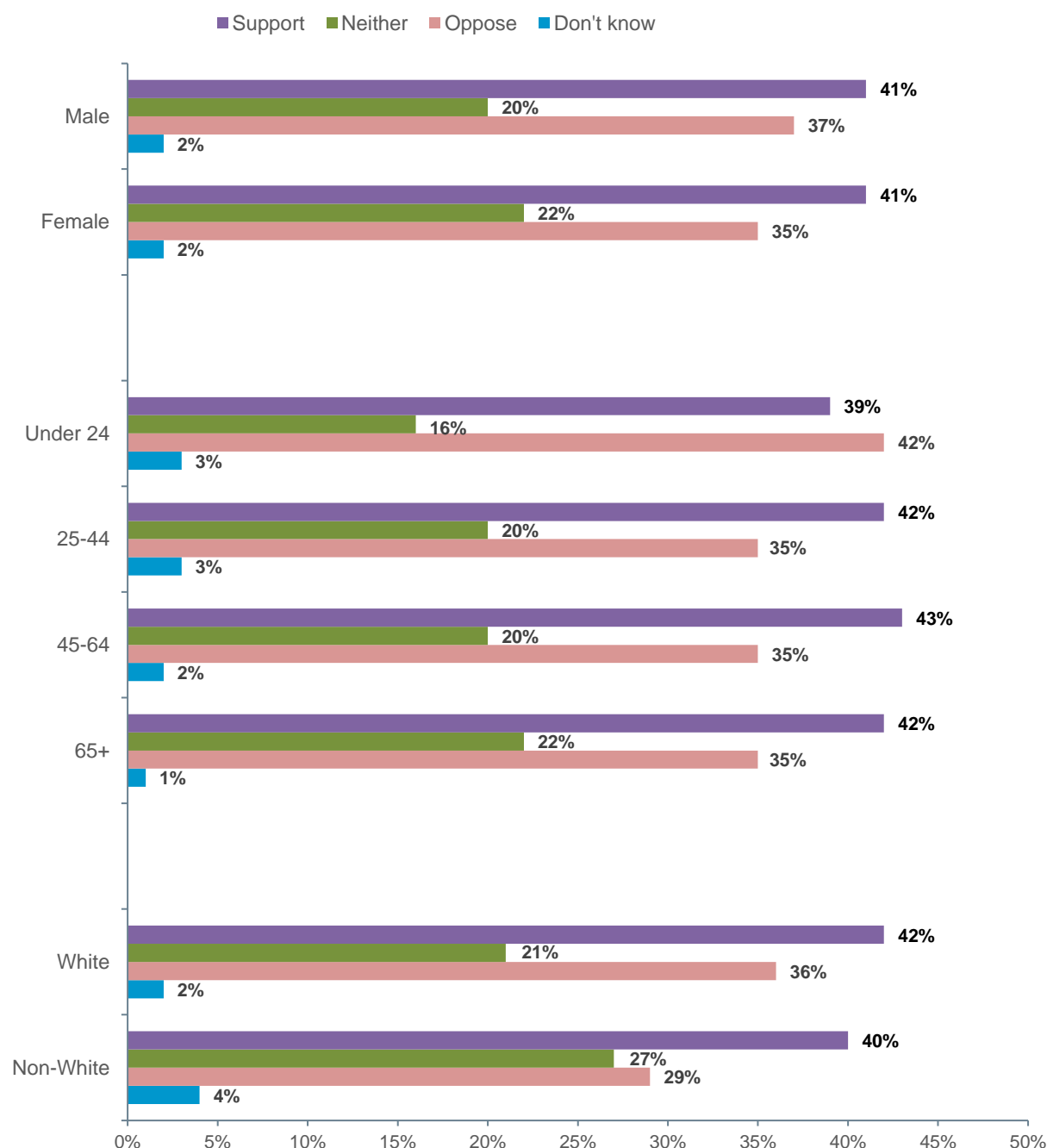
As can be seen below, four in ten (40%) supported the proposal and more than a third opposed it. Just over a fifth (21%) said that they neither supported nor opposed the proposal.

**Figure 12 – To what extent do you support or oppose the proposal to relocate the city centre lending library services to Derby Riverside Library on the ground floor of the Council House?**  
**Base: 4,297**



Looking at support and opposition by key subgroups, there was little difference in results by gender and age group. However, in relation to ethnic group, respondents from a White ethnic background were more likely to oppose the proposal (36%) than those from a non-White ethnic background (29%).

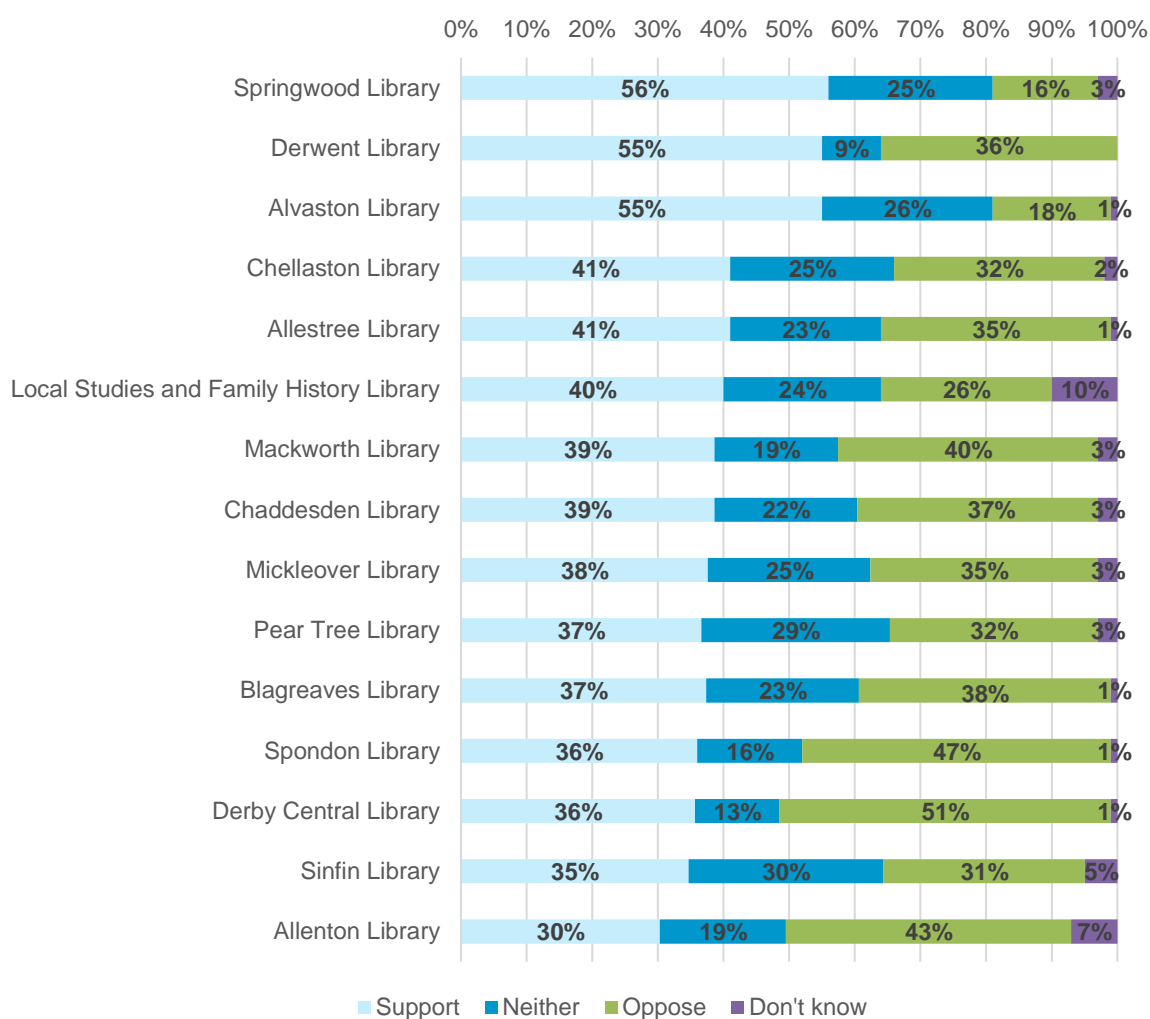
**Figure 13 – To what extent do you support or oppose the proposal to relocate the city centre lending library services to Derby Riverside Library on the ground floor of the Council House?**  
Base: By gender, age and ethnic group (4,297)



Respondents who considered themselves to be disabled were more likely to oppose the proposal (43%) than those who were not disabled (34%).

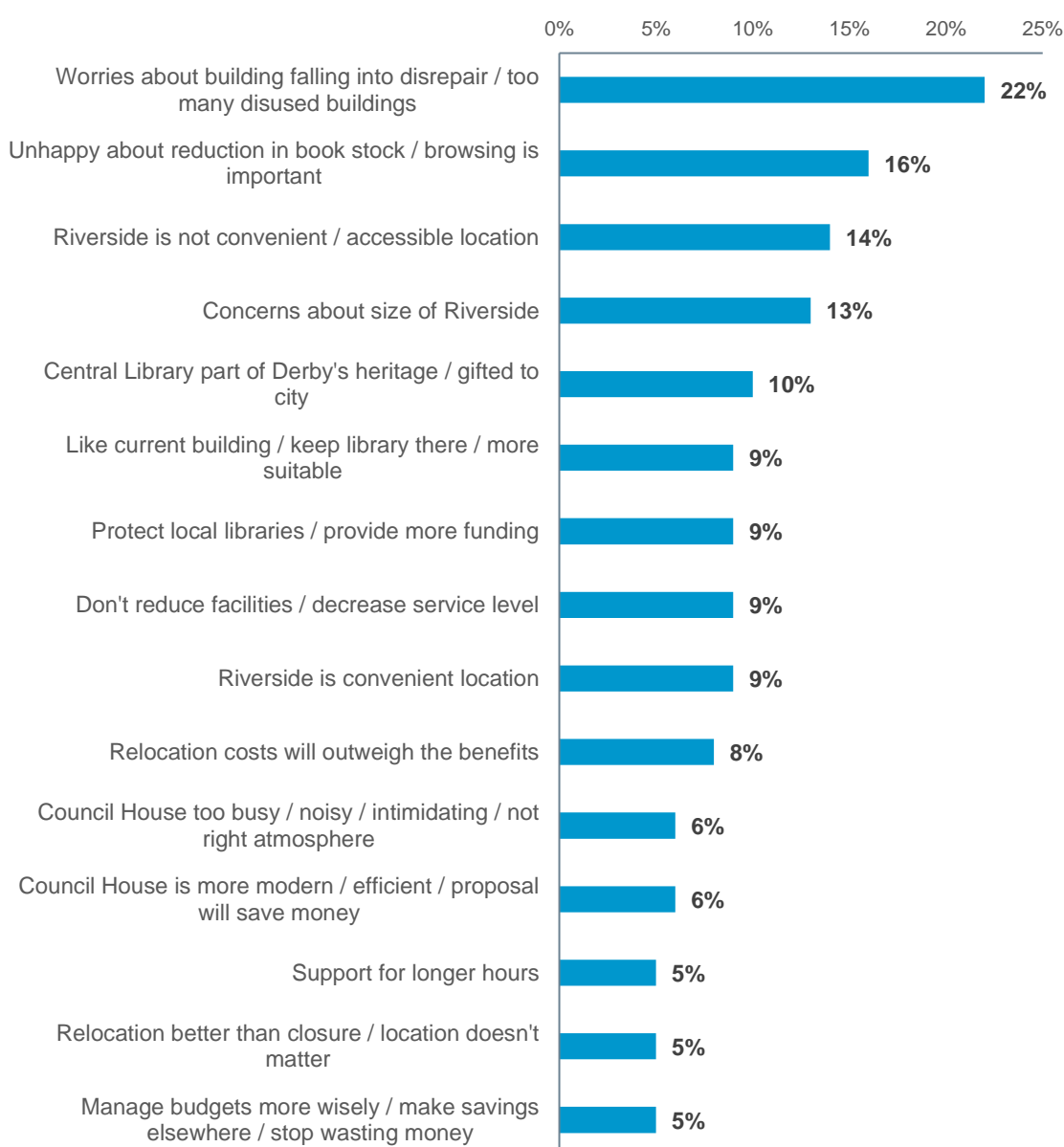
In regards to preferred library, as shown in the chart below, users of Springwood Library (56%), Derwent Library (55%) and Alvaston Library (55%) were most likely to support the proposal to move city centre lending services to Riverside Library. Unsurprisingly, users of the Central Library were most likely to oppose the proposal (51%) and 47% of Spondon Library users were also opposed.

**Figure 14 – To what extent do you support or oppose the proposal to relocate the city centre lending library services to Derby Riverside Library on the ground floor of the Council House?**  
Base: By preferred library (4,297)



Respondents were then asked if they had any comments about the proposal to relocate city centre lending services to the Riverside Library in the Council House. Respondents' comments were grouped and themed, and the top 15 themes are presented in the chart below. As can be seen in the chart below, over a fifth of the comments (22%) mentioned worries about the building falling into disrepair, with some citing that there were too many disused buildings in Derby at the moment. A further one in six (16%) were unhappy about the reduction in book stock that would occur as they felt that the browsing experience is important and one in seven (14%) had concerns about the location of the Riverside Library such as accessibility, parking and the expense to get there.

**Figure 15 – If you have any comments about the proposal to relocate city centre lending library services from Central Library to Derby Riverside Library at the Council House, please tell us.**  
**Base: Those who provided comments (1,950)**



## 4.3 Options for the future

### 4.3.1 Support and opposition to the options

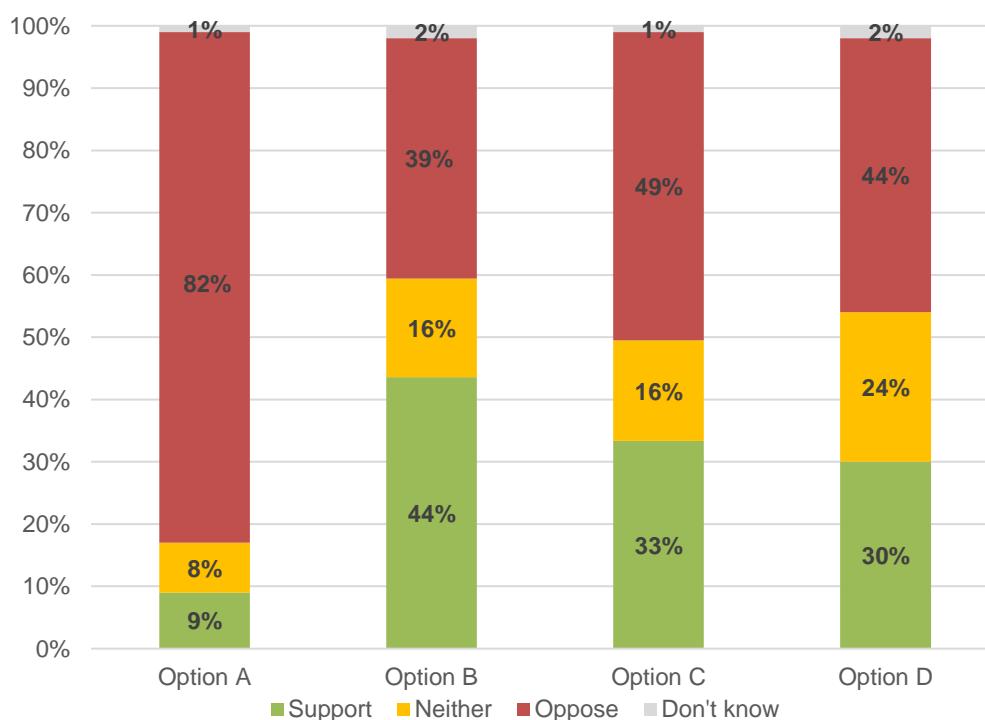
Survey respondents were presented with four proposed options that would allow the Council to save at least £648,000 from the Library Service's budget, whilst still providing a valued service to people living, working and studying in Derby.

The proposed options presented were as follows:

- **Option A:** Four Council-run libraries with increased opening hours, with no financial support for Community Libraries
- **Option B:** Four Council-run libraries with increased opening hours. Up to 11 Community Libraries, with financial support from the Council averaging £17,500 per library
- **Option C:** 10 Council-run libraries with mostly the same opening hours as they currently have, with no financial support for Community Libraries
- **Option D:** Eight Council-run libraries with mostly the same opening hours as they currently have. Up to seven Community Libraries, with annual financial support from the Council averaging £10,000 per library

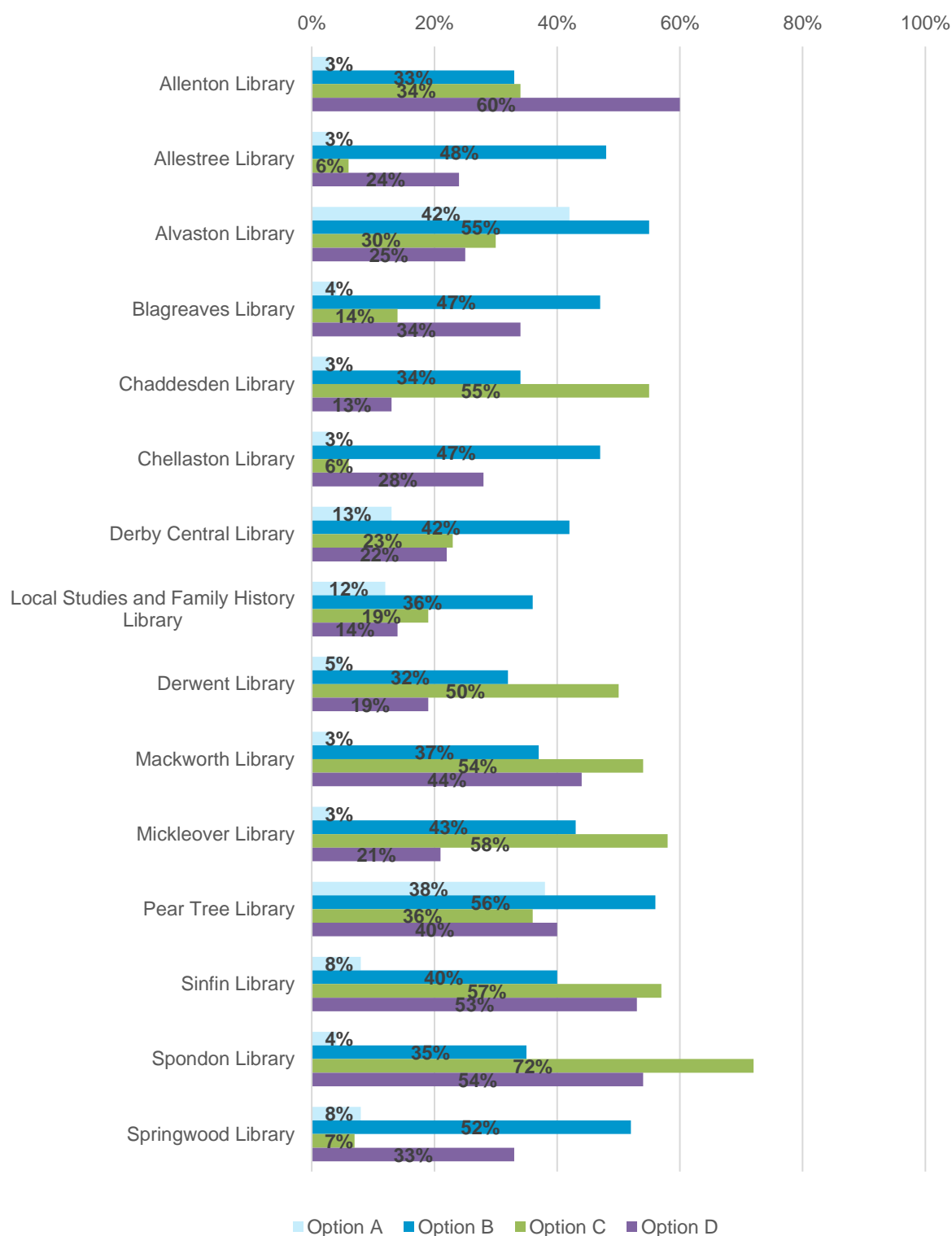
Survey respondents were asked to what extent they supported or rejected these options. As shown below, Option B received the greatest amount of support with 44% of respondents supporting it. This was followed by Option C which was supported by a third (33%) of respondents and Option D, which was supported by three in ten (30%). There was a lot less support for Option A (9%) and eight in ten (82%) said they opposed this option.

**Figure 16 – To what extent do you support or oppose the proposals set out?**  
Base: 4,205 / 4,167 / 4,287 / 4,158



Looking at the support for each option by preferred library, users of Alvaston Library and Pear Tree Library were most likely to support Option A (42% and 38% respectively) and Option B (55% and 56% respectively). However, for Option C users of Spondon Library were most likely to support it (72%). Users of Allenton, Spondon and Sinfin were most likely to support Option D (60%, 54% and 53% respectively).

**Figure 17 – Support for each proposed option**  
**Base: By preferred library (4,205 / 4,167 / 4,287 / 4,158)**



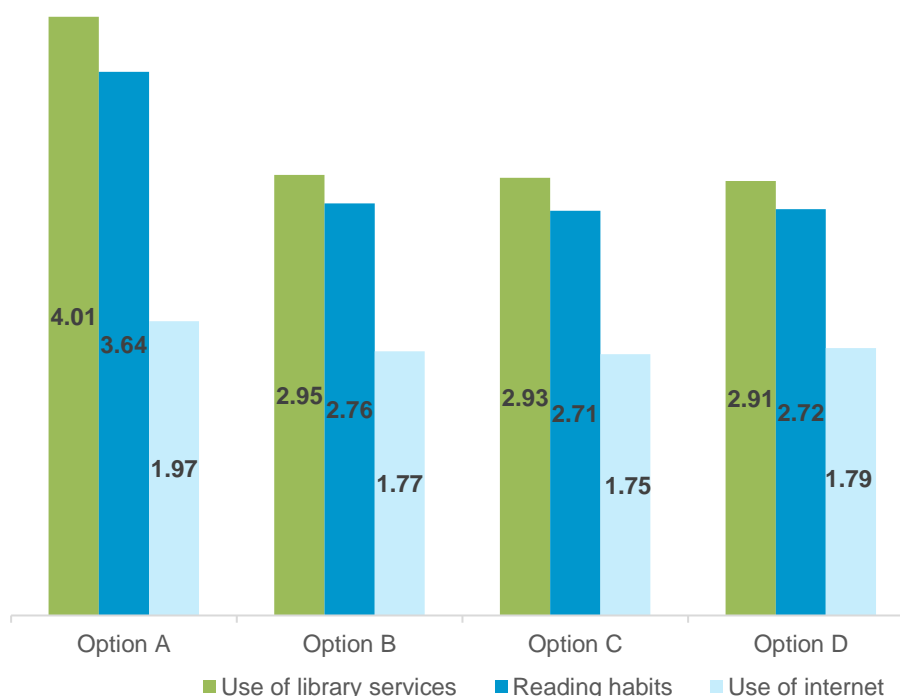
### 4.3.2 Impact of options on use of library services, reading habits and use of internet

Survey respondents were asked to identify the impact each proposed option would have on their use of library services, reading habits and use of the internet. They were able to choose from a scale of 1 to 5, where 1 was no negative impact and 5 was a major negative impact.

The chart below shows the mean scores for each proposed option in terms of the impact respondents said they would have on their use of library services, reading habits and use of the internet. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen, there was relatively little difference in the impact that options B, C and D would have on respondents' use of library services. However, the mean score for Option A was a lot higher (4.01), suggesting that this option would have a more negative impact on respondents' use of library services than the other options. As also seen in regards to the impact on use of library services, there was relatively little difference in the impact that options B, C and D would have on respondents' reading habits. However, the mean score for Option A was again a lot higher (3.64), suggesting that this option would have more of a negative impact on respondents' reading habits than the other options. In regards to the impact on use of the internet, again Option A saw the highest mean score (1.97). However, there was less variation between Option A's score and the scores for the other options than was seen in regards to the impact on use of library services and reading habits.

**Figure 18 – Impact on use of library services, reading habits and use of internet (mean scores)**





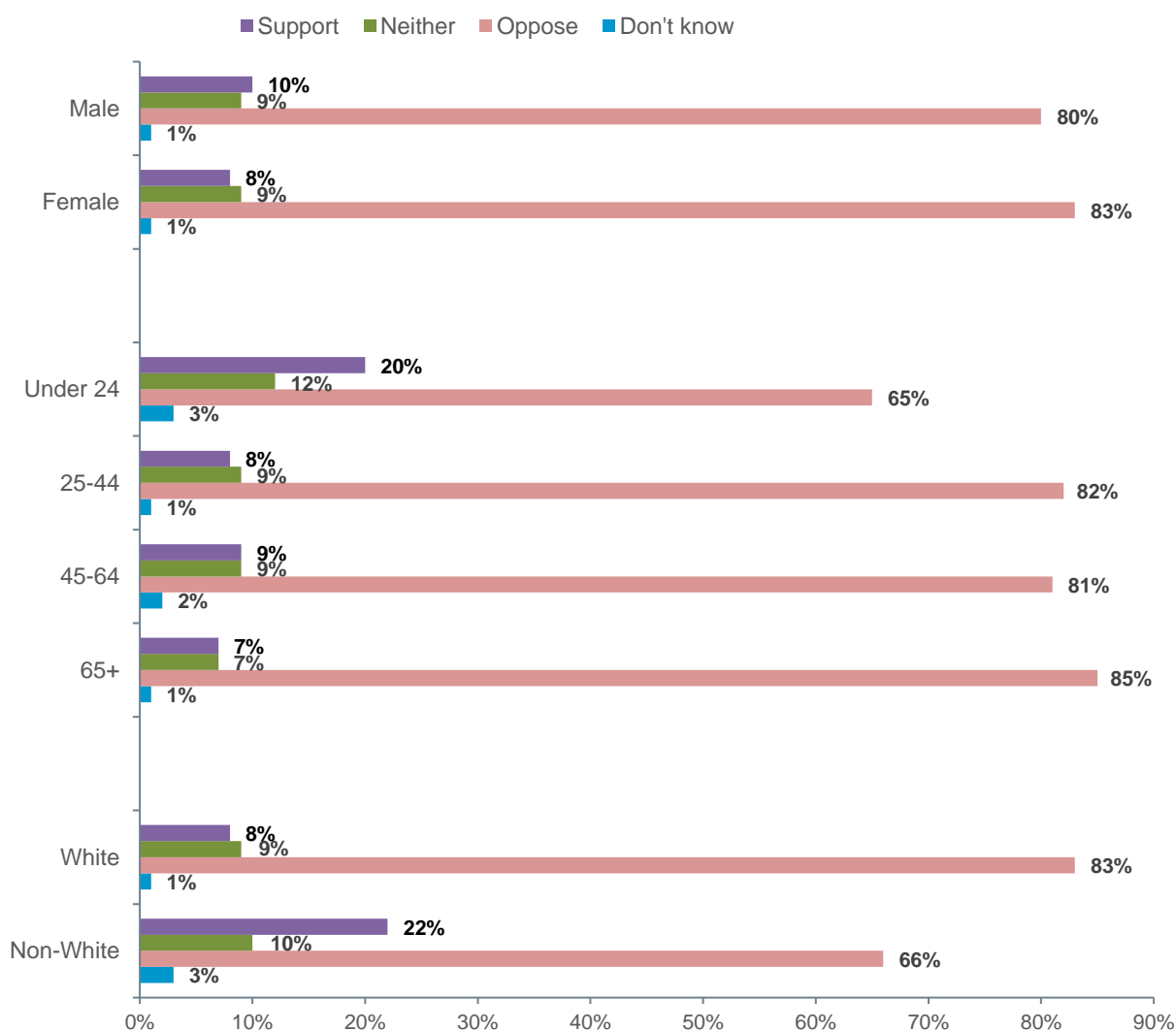
## 4.4 Option A

### 4.4.1 Support and opposition

As could be seen in Figure 16 previously, Option A received the smallest level of support (9%) and the largest level of opposition (82%).

Looking at support and opposition by key subgroups, a few differences are evident. For example, respondents from a White ethnic background were more likely to oppose the proposals set out in Option A (83%), than those from a non-White ethnic background (66%). A larger proportion of female respondents opposed the option (83%) than male respondents (80%) and those aged under 24 were more likely to support the option (20%) than the older age groups, although it should be noted that the number of respondents aged under 24 who responded to the survey was small.

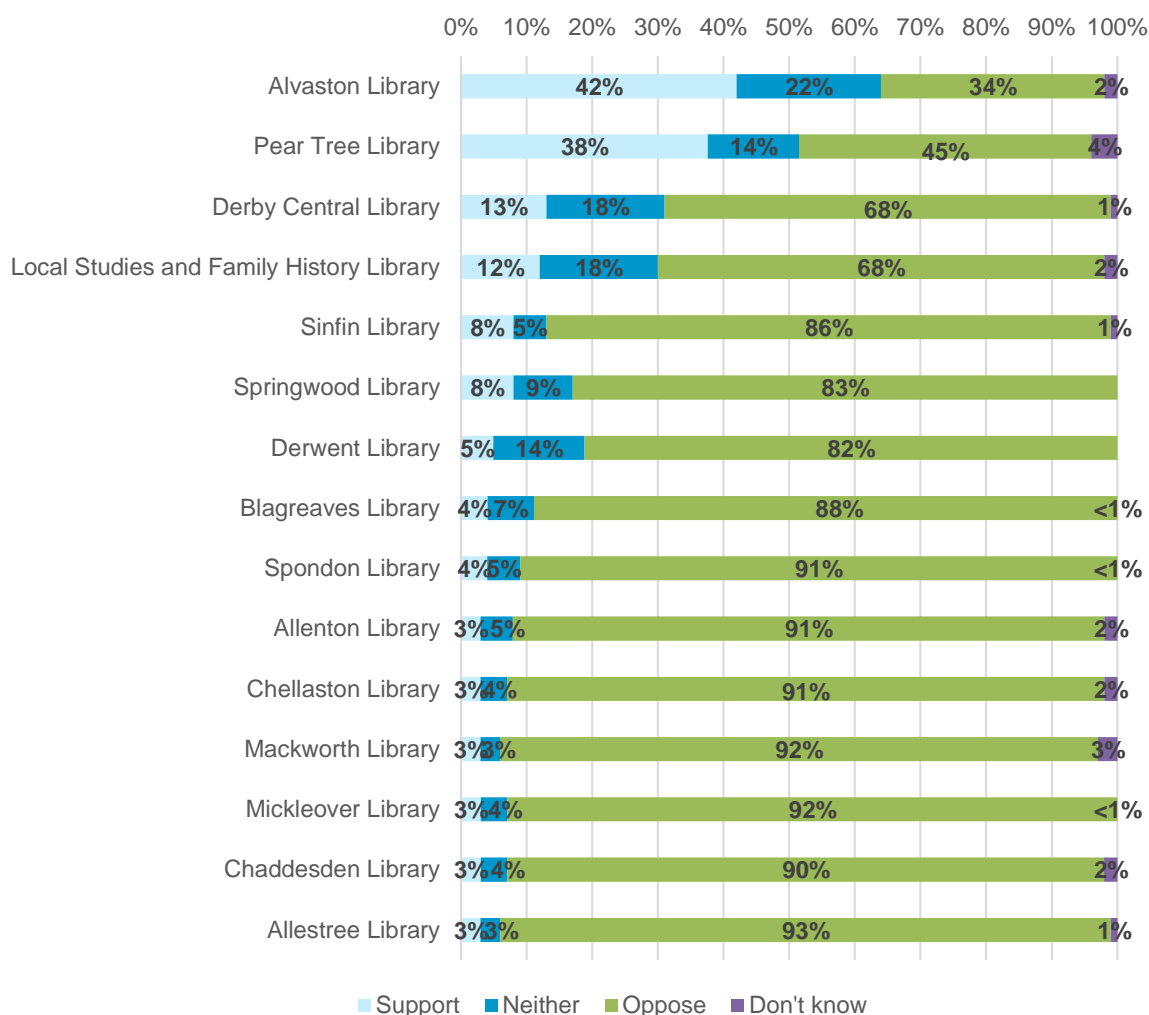
**Figure 19 – To what extent do you support or oppose the proposals set out in Option A?**  
Base: By gender, age and ethnic group (4,205)



There was no significant difference seen in terms of support or opposition for Option A between those who were disabled and those who were not.

In regards to preferred library, as shown in the chart below, users of Alvaston Library (42%) and Pear Tree Library (38%) were most likely to support the proposals set out in Option A. This is unsurprising, as under Option A the Council would continue to run these two libraries, along with the Riverside and Local Studies Library. Users of Allestree Library (93%), Mackworth Library (92%) and Mickleover Library (92%) were most likely to oppose this option.

**Figure 20 – To what extent do you support or oppose the proposals set out in Option A?**  
**Base: By preferred library (4,205)**

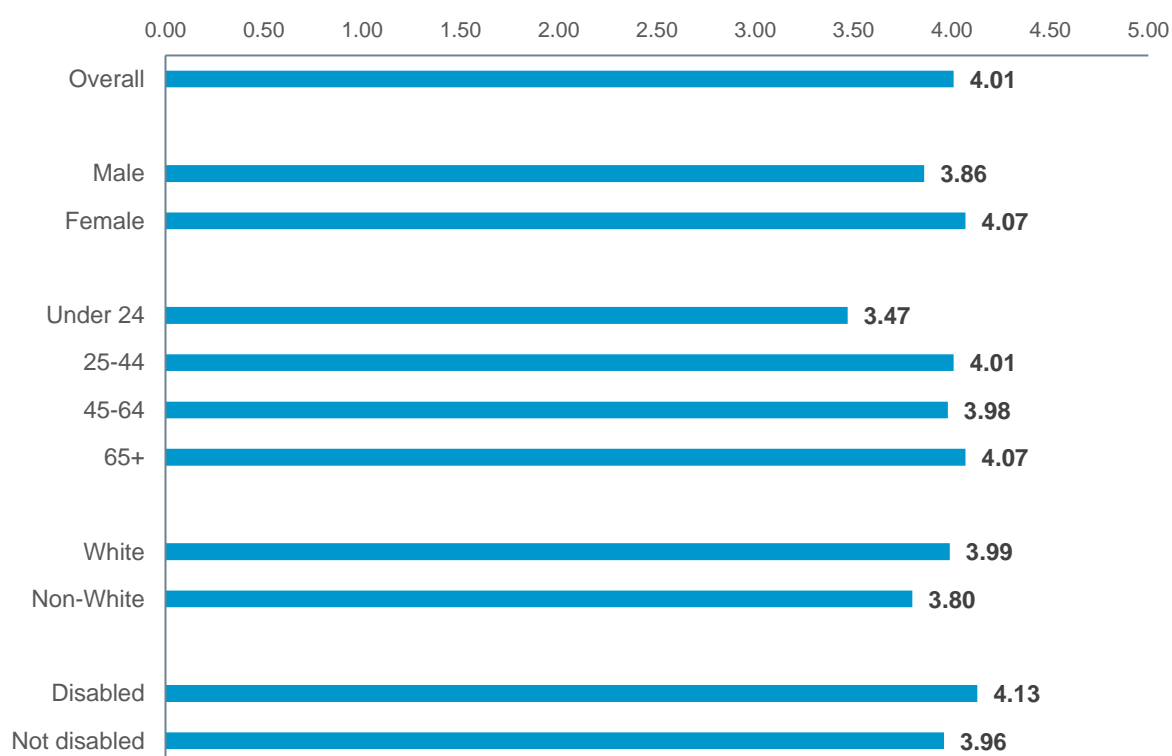


#### 4.4.2 Impact of Option A on use of library services

The chart below shows the mean scores by key subgroups for Option A in terms of the impact respondents said it would have on their use of library services. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen below, Option A would have more of a negative impact for females (4.07) compared to males (3.86) and those who are disabled (4.13) compared to those who were not (3.96). The mean score for those aged 24 and under was lower (3.47) than those of other age groups, suggesting that this option would have a less negative impact for that age group.

**Figure 21 – Impact of Option A on use of library services**  
**Base: By gender, age, ethnic group and disability (4,121)**



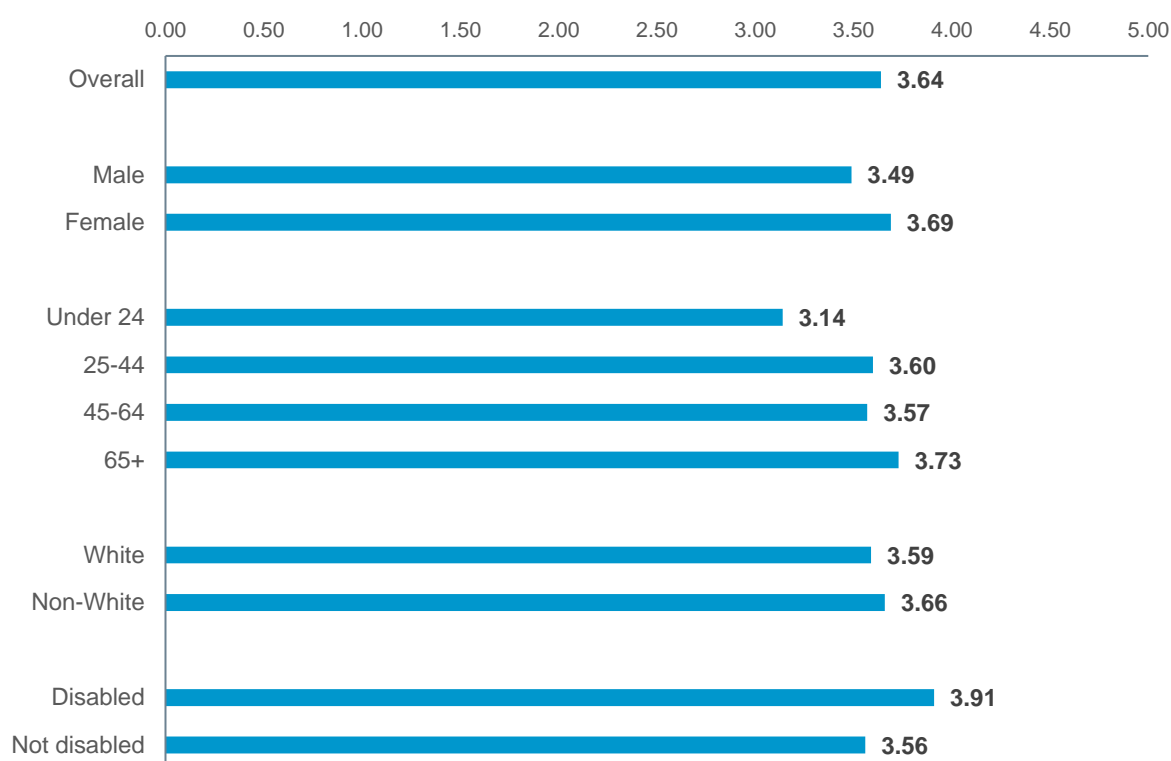
In relation to preferred library, most of the mean scores were over 4. However, unsurprisingly the mean scores for Alvaston Library (1.86) and Pear Tree Library (2.66) were a lot lower as under Option A these libraries would remain open. The mean scores for Derby Central Library and Derby Local Studies and Family History Library were also lower than 4 (2.96 and 3.13 respectively). Mackworth Library users saw the highest mean score (4.67).

#### 4.4.3 Impact of Option A on reading habits

The chart below shows the mean scores by key subgroups for Option A in terms of the impact respondents said it would have on their reading habits. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As shown in the chart below, as also seen in relation to the impact on use of library services, females reported a higher mean score (3.69) than males (3.49) and those who were disabled (3.91) reported a higher mean score than those who were not disabled (3.56). In relation to ages, the mean score for those aged 65 and above (3.73) was also higher than those of the other age groups.

**Figure 22 – Impact of Option A on reading habits**  
**Base: By gender, age, ethnic group and disability (4,022)**



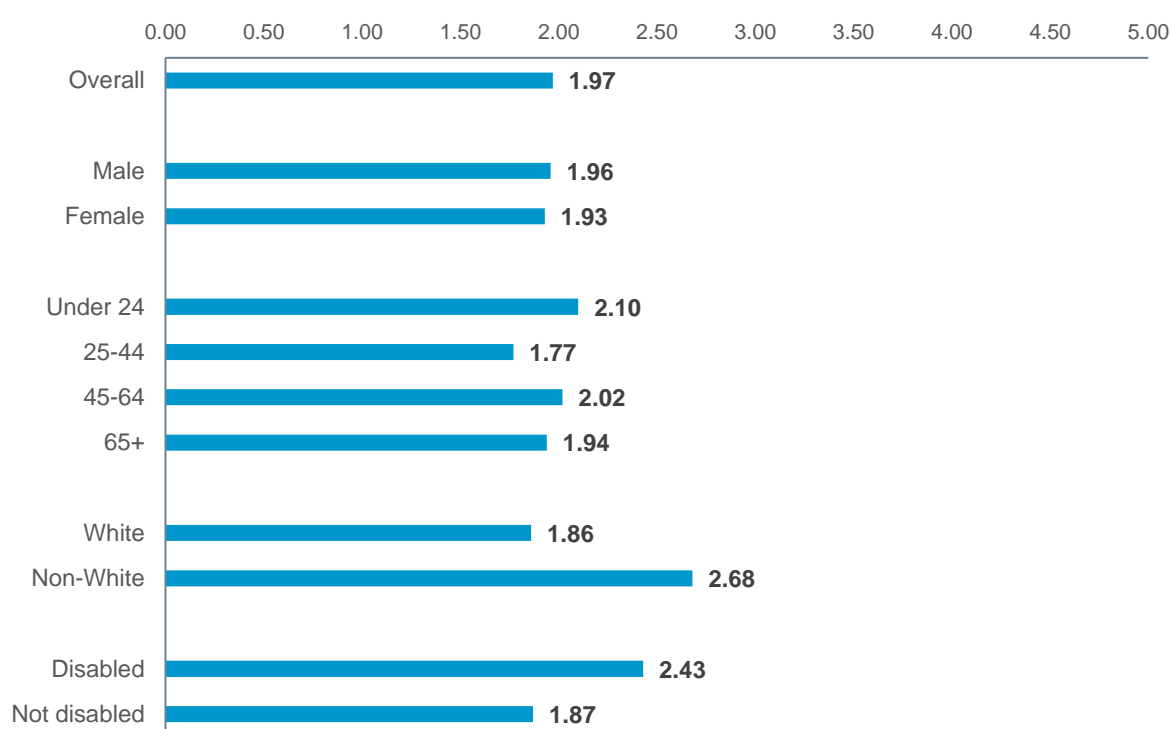
In relation to preferred library, most libraries saw a mean score of between 3 and 4. The exceptions were Alvaston Library (1.82), Pear Tree Library (2.41), Derby Local Studies and Family History Library (2.83) and Derby Central Library (2.66), which are all libraries that would remain open under Option A, albeit the latter relocated to Riverside Library. Again, Mackworth Library users saw the highest mean score (4.30).

#### 4.4.4 Impact of Option A on use of internet

The chart below shows the mean scores by key subgroups for Option A in terms of the impact respondents said it would have on their use of the internet. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen below, respondents from a non-White ethnic background reported a higher mean score (2.68) than those from a White ethnic background (1.86), as did those who were disabled (2.43) compared to those who were not (1.87), suggesting that Option A would have more of a negative impact on internet usage for these groups. Those aged under 24 saw the highest mean score out of any age group (2.10) and this was significantly different to the score amongst 25-44 year olds (1.77).

**Figure 23 – Impact of Option A on use of internet**  
**Base: By gender, age, ethnic group and disability (3,809)**

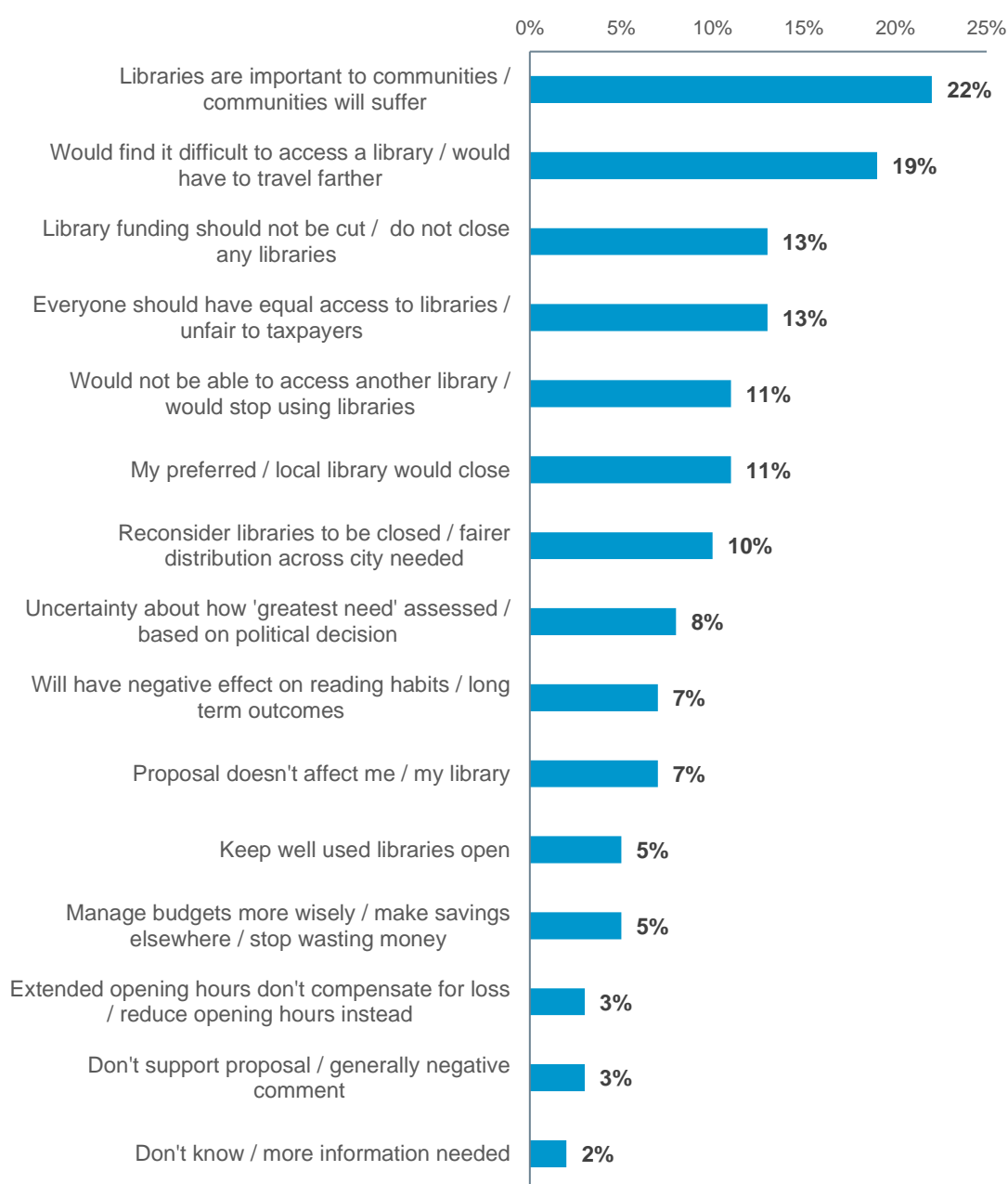


Users of Allenton Library, Derwent Library and Sinfin Library reported the highest mean scores (2.61, 2.50 and 2.44 respectively).

#### 4.4.5 Comments on Option A

Respondents were asked if they had any comments about Option A. Respondents' comments were grouped and themed, and the top 15 themes are presented in the chart below. As can be seen over a fifth (22%) of the comments mentioned that libraries are important to local communities and that communities could suffer as a result of library closures. A further fifth (19%) said that they would find it difficult to access another library and would have to travel farther. One in eight (13%) also felt that library funding should not be cut or that no libraries should close and the same proportion felt that everyone should have equal access to libraries and that it would be unfair to taxpayers if they did not.

**Figure 24 – If you have any further comments on Option A, please tell us below.**  
**Base: Those who provided comments (1,437)**



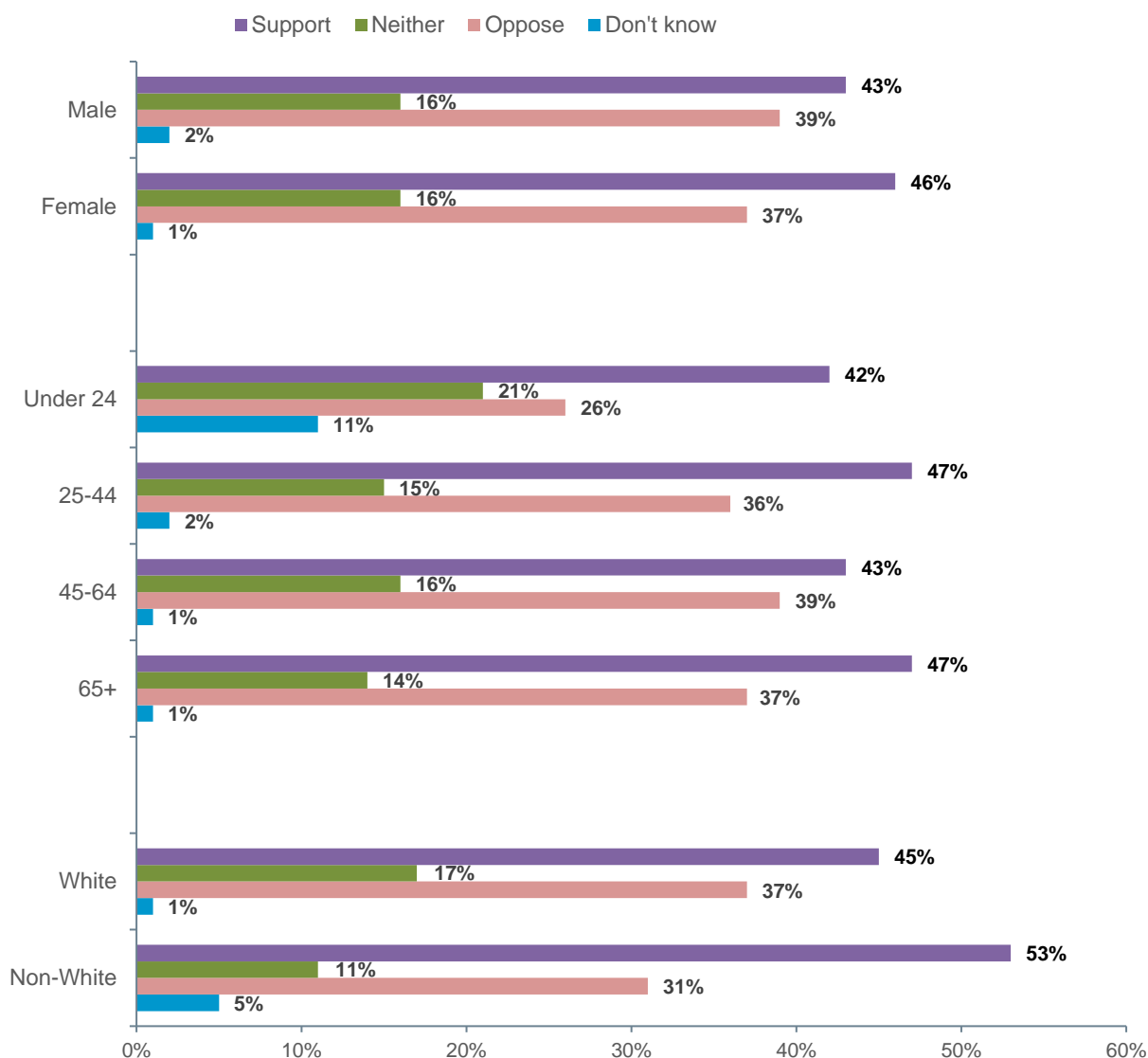
## 4.5 Option B

### 4.5.1 Support and opposition

As could be seen in Figure 16 previously, Option B saw the largest proportion of respondents saying they supported it (44%) and the smallest proportion saying they opposed it (39%).

Looking at support and opposition by key subgroups, a few differences are evident. For example, respondents from a non-White ethnic background were more likely to support the proposals set out in Option B (53%), than those from a White ethnic background (45%). Respondents aged under 24 were least likely to oppose the option (26%) than the other age groups, although it should be noted that the number of respondents aged under 24 who responded to the survey was small.

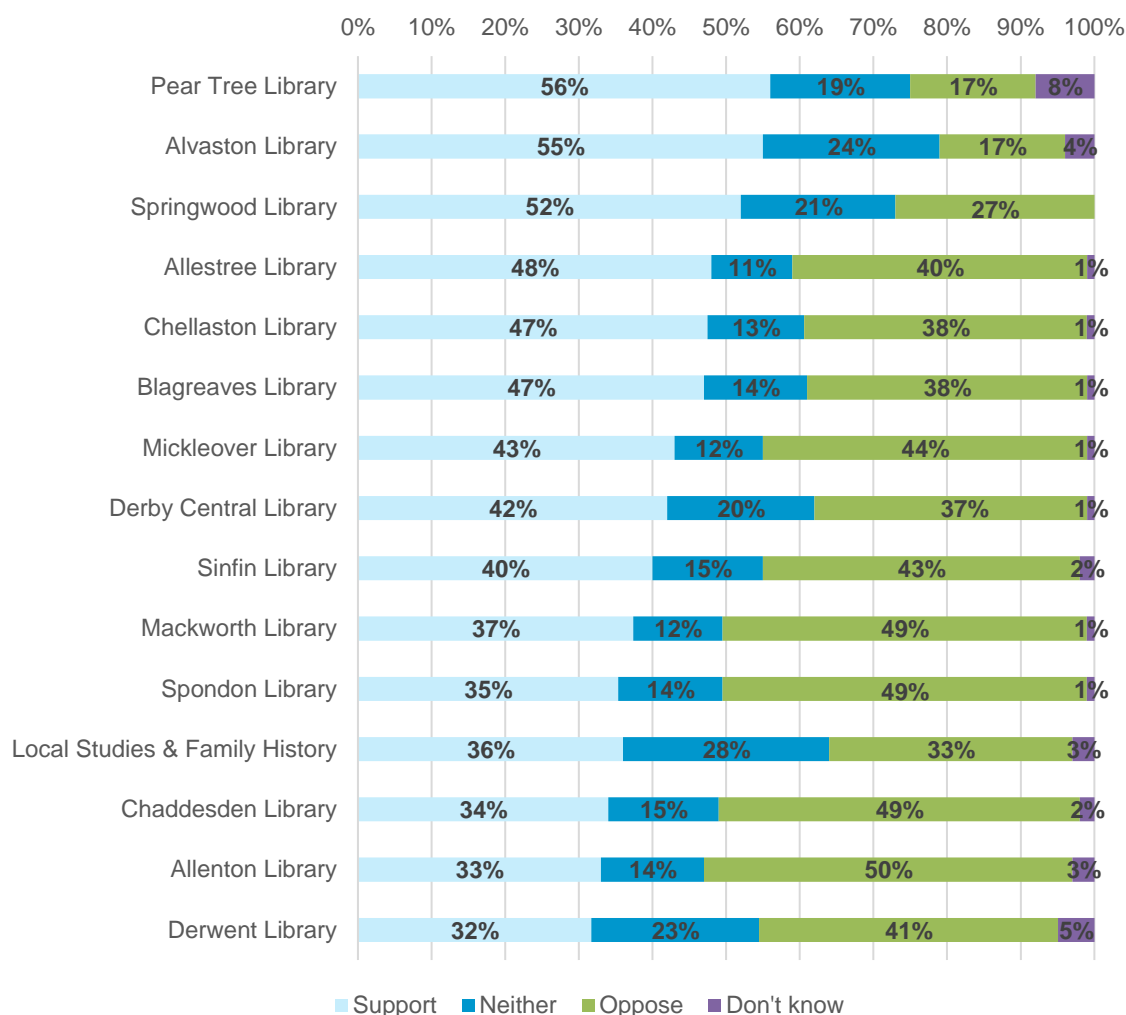
**Figure 25 – To what extent do you support or oppose the proposals set out in Option B?**  
Base: By gender, age and ethnic group (4,167)



There was no significant difference seen in terms of support or opposition for Option B between those who were disabled and those who were not.

In regards to preferred library, again users of Pear Tree (56%) and Alvaston Library (55%), two of the libraries the Council would continue to run, were most likely to support the proposals set out in Option B. Users of Allenton Library (50%), Mackworth Library (49%), Spondon Library (49%) and Chaddesden Library (49%) were most likely to oppose this option. This is shown in the chart below.

**Figure 26 – To what extent do you support or oppose the proposals set out in Option B?**  
**Base: By preferred library (4,167)**



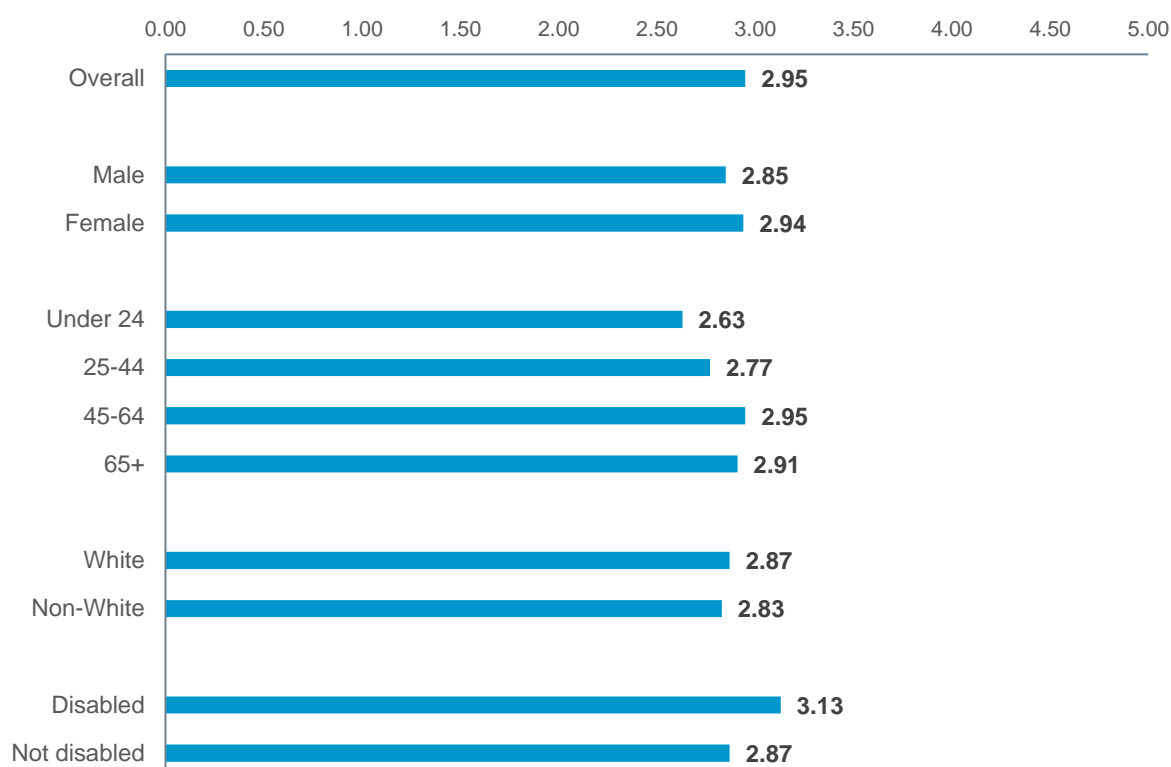


### 4.5.2 Impact of Option B on use of library services

The chart below shows the mean scores by key subgroups for Option B in terms of the impact respondents said it would have on their use of library services. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen in the chart below, respondents aged 45-64 and 65+ reported higher mean scores (2.95 and 2.91 respectively) than those aged under 24 (2.63) and 25-44 (2.77). Respondents who were disabled had a higher mean score (3.13) than those who were not (2.87), suggesting that Option B would also have more of a negative impact for this group on Library Service usage.

**Figure 27 – Impact of Option B on use of library services**  
**Base: By gender, age, ethnic group and disability (4,093)**



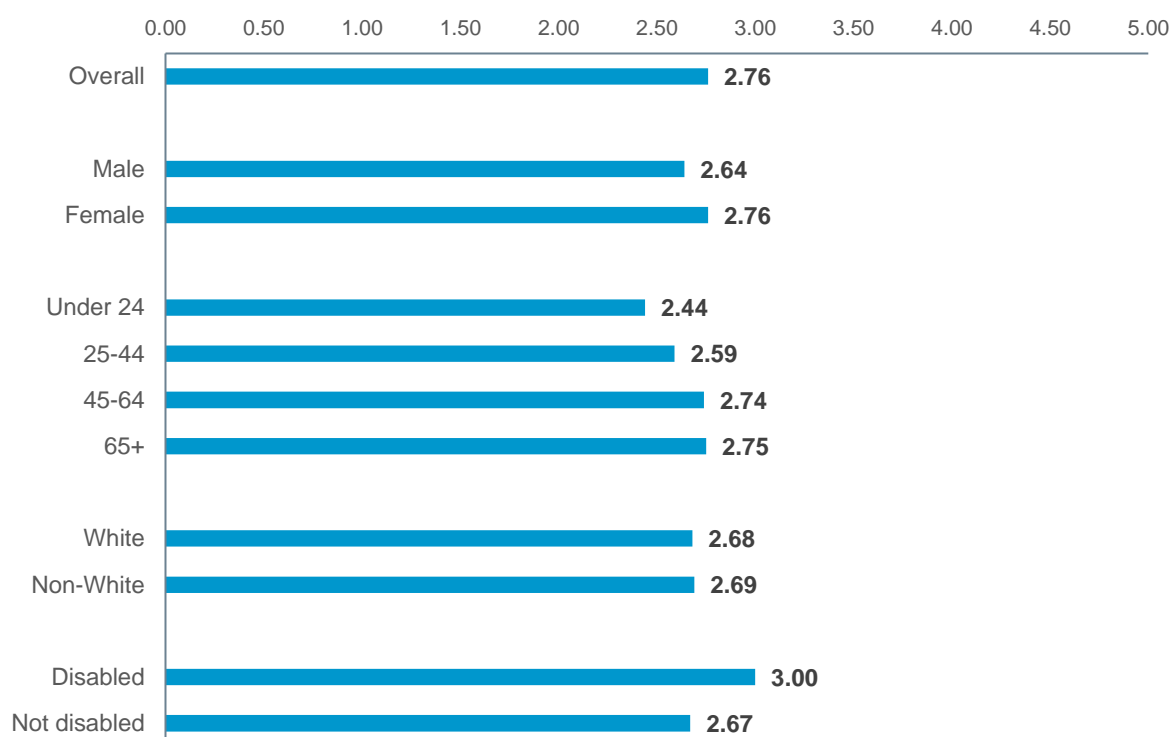
In relation to preferred library, users of Chaddesden Library (3.43), Sinfyn Library (3.40) and Spondon Library (3.43) reported the highest mean scores. Users of Alvaston Library reported the lowest mean score (1.66), which again is unsurprising as under Option B this library would continue to be run by the Council.

### 4.5.3 Impact of Option B on reading habits

The chart below shows the mean scores by key subgroups for Option B in terms of the impact respondents said it would have on their reading habits. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As seen in relation to the impact Option B would have on use of library services, those aged 45-64 (2.74) and 65+ (2.75) reported higher mean scores in regards to the impact it would have on reading habits compared to the younger age groups (Under 24 2.44; 25-44 2.59). Respondents who were disabled also reported a higher mean score (3.00) than those who were not disabled (2.67), as did females (2.76) compared to males (2.64).

**Figure 28 – Impact of Option B on reading habits**  
**Base: By gender, age, ethnic group and disability (4,022)**



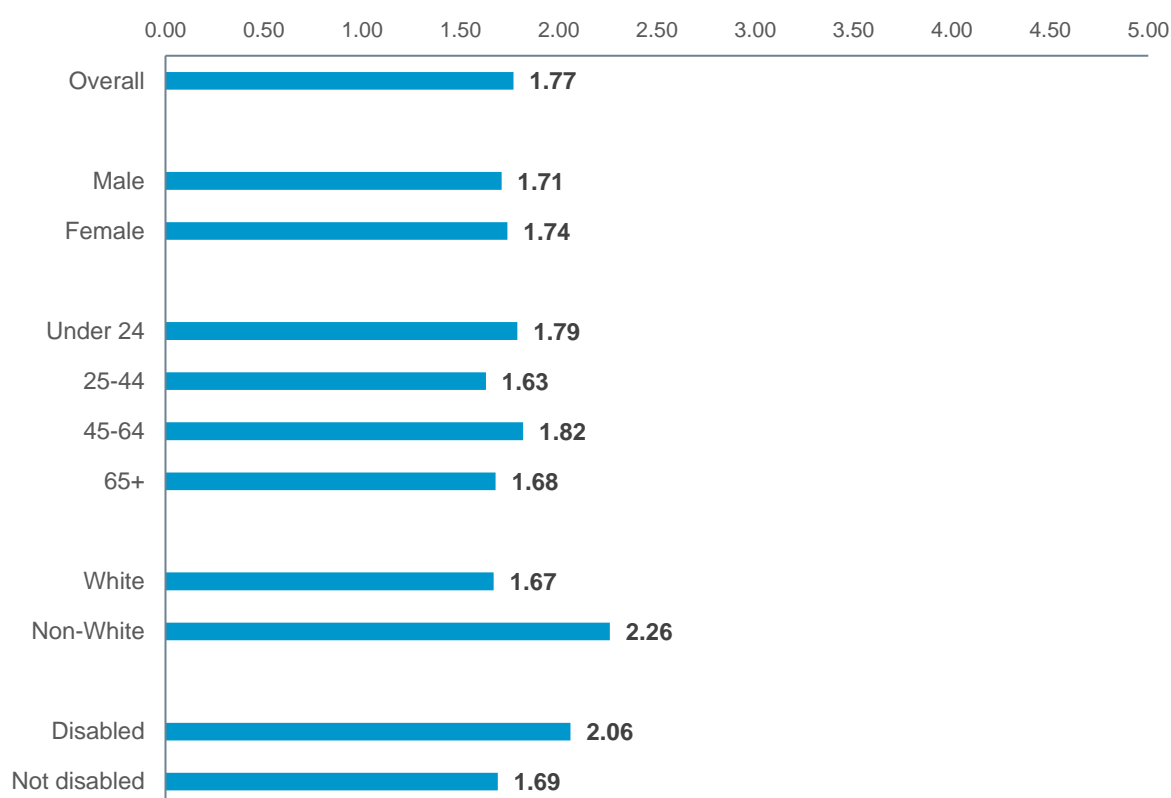
In regards to preferred library, users of Sinfin Library (3.25), Mackworth Library (3.19), Chaddesden Library (3.14) and Spondon Library (3.13) reported the highest mean scores. Again users of Alvaston Library reported the lowest mean score (1.62), which is unsurprising as this library would continue to be run by the Council under Option B.

#### 4.5.4 Impact of Option B on use of internet

The chart below shows the mean scores by key subgroups for Option B in terms of the impact respondents said it would have on their use of the internet. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen below, as seen in regards to the impact Option A would have on the use of the internet, Option B saw non-White respondents reporting a higher mean score (2.26) than White respondents (1.67) and disabled respondents reporting a higher mean score (2.06) than those who were not disabled (1.69).

**Figure 29 – Impact of Option B on use of internet**  
**Base: By gender, age, ethnic group and disability (3,794)**

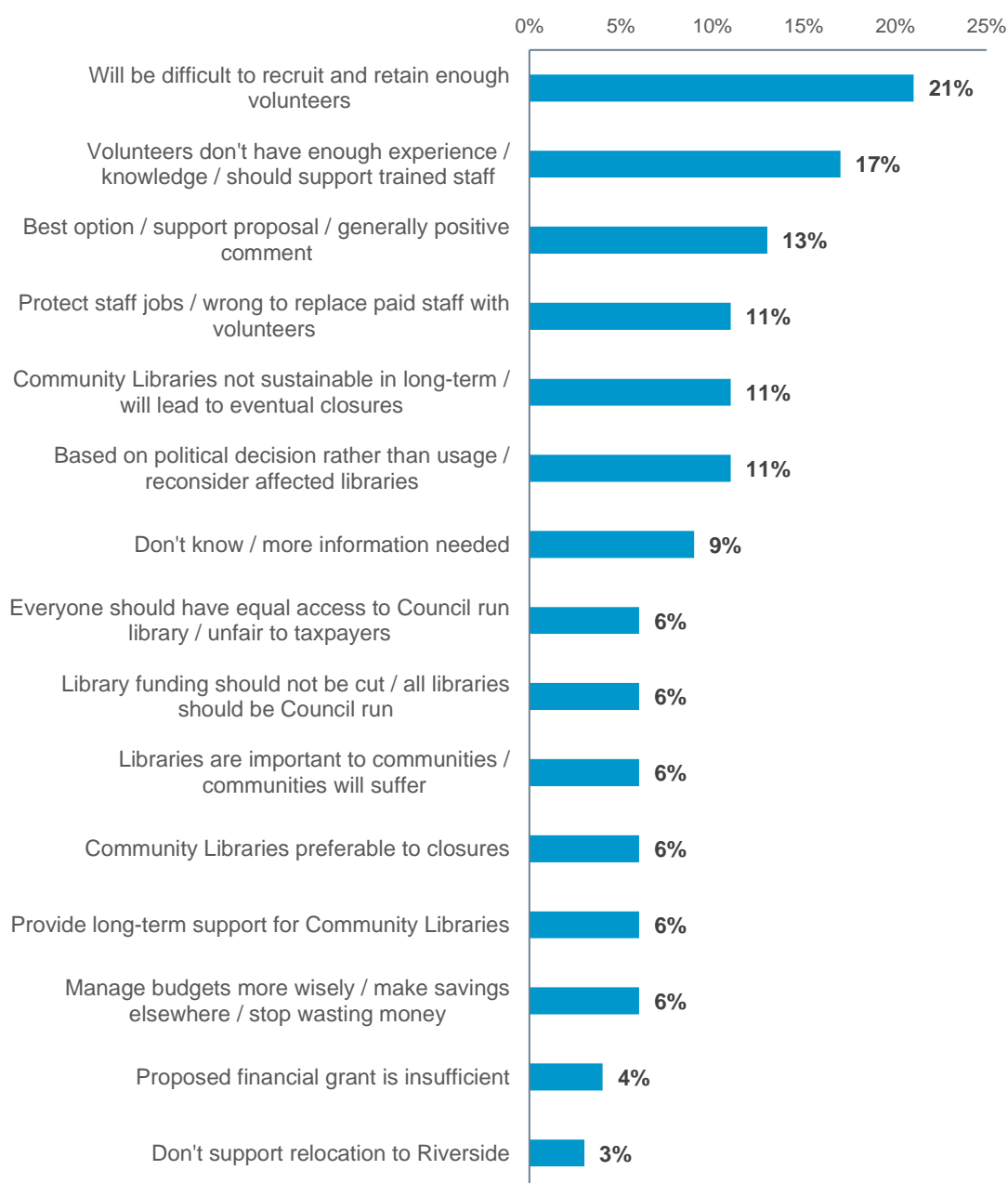


As also seen with Option A, users of Allenton Library and Sinfin Library reported the highest mean scores (2.36 and 2.32 respectively) in relation to the impact Option B would have on their use of the internet.

### 4.5.5 Comments on Option B

Respondents were asked if they had any comments about Option B. Respondents' comments were grouped and themed, and the top 15 themes are presented in the chart below. As can be seen a fifth (21%) of comments mentioned difficulties in recruiting and retaining enough volunteers and a further 17% expressed concern that volunteers would not have enough knowledge or experience to run libraries and should be used to support trained library staff. One in eight (13%) said that this was the best option out of the four options or generally supported this proposal.

**Figure 30 – If you have any further comments on Option B, please tell us below.**  
**Base: Those who provided comments (1,457)**



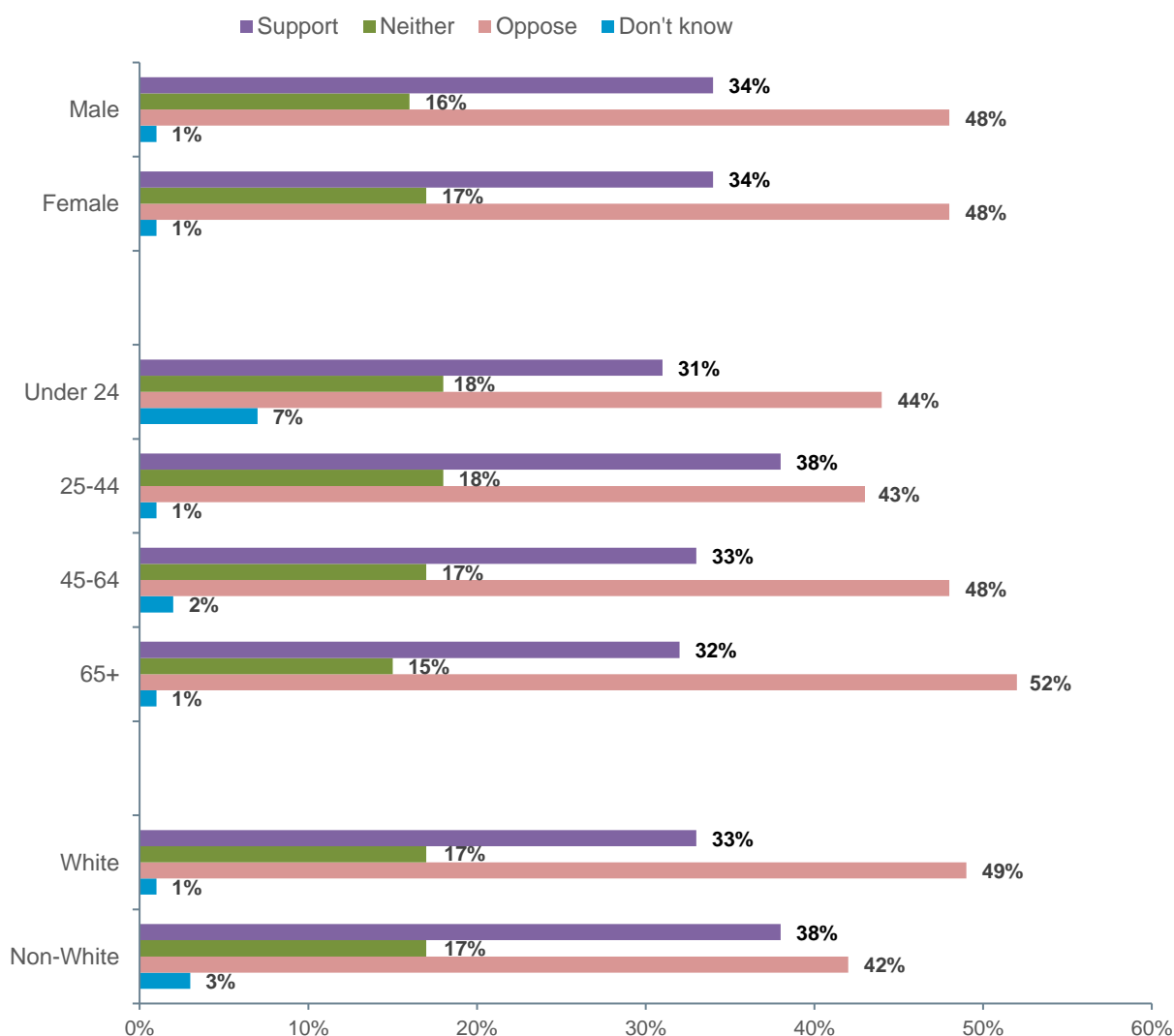
## 4.6 Option C

### 4.6.1 Support and opposition

As could be seen in Figure 16 previously, 33% of respondents said they supported Option C and 49% said they opposed it.

Looking at support and opposition by key subgroups, a few differences are evident. For example, respondents from a White ethnic background were more likely to oppose the proposals set out in Option C (49%), than those from a non-White ethnic background (42%). There was little difference between males and females, but in relation to age group, those aged 25-44 were most likely to support Option C (38%) and those aged over 65 were most likely to oppose this option (52%).

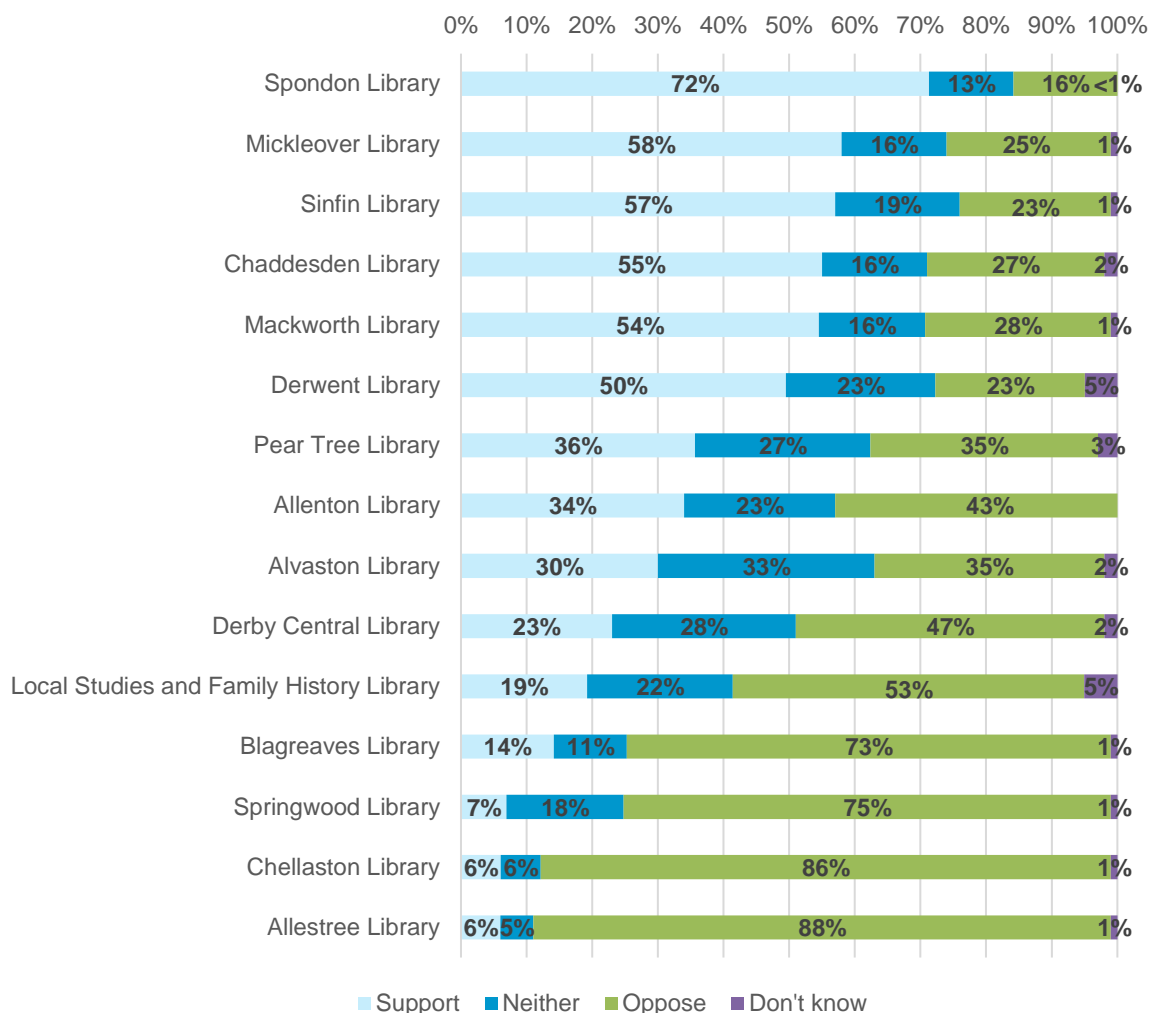
**Figure 31 – To what extent do you support or oppose the proposals set out in Option C?**  
Base: By gender, age and ethnic group (4,287)



There was no significant difference seen in terms of support or opposition for Option C between those who were disabled and those who were not.

In regards to preferred library, users of Spondon Library (72%) were most likely to support the proposals set out in Option C. Users of Allestree Library (88%) and Chellaston Library (86%) on the other hand were most likely to oppose this option. This is shown in the chart below.

**Figure 32 – To what extent do you support or oppose the proposals set out in Option C?**  
**Base: By preferred library (4,287)**

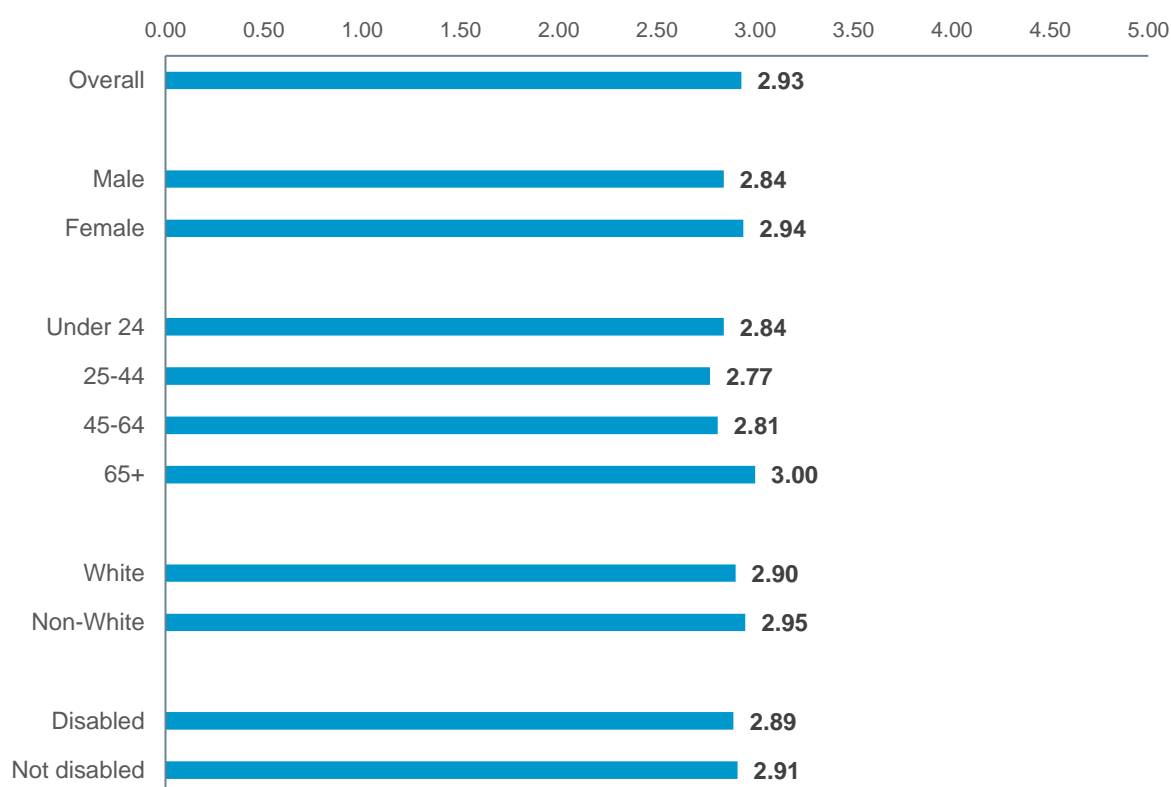


#### 4.6.2 Impact of Option C on use of library services

The chart below shows the mean scores by key subgroups for Option C in terms of the impact respondents said it would have on their use of library services. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen below, there was little difference by gender, ethnic group and disability. However, respondents aged 65 and above reported a higher mean score (3.00) than the other age groups in relation to the impact Option C would have on their use of library services.

**Figure 33 – Impact of Option C on use of library services**  
**Base: By gender, age, ethnic group and disability (4,209)**



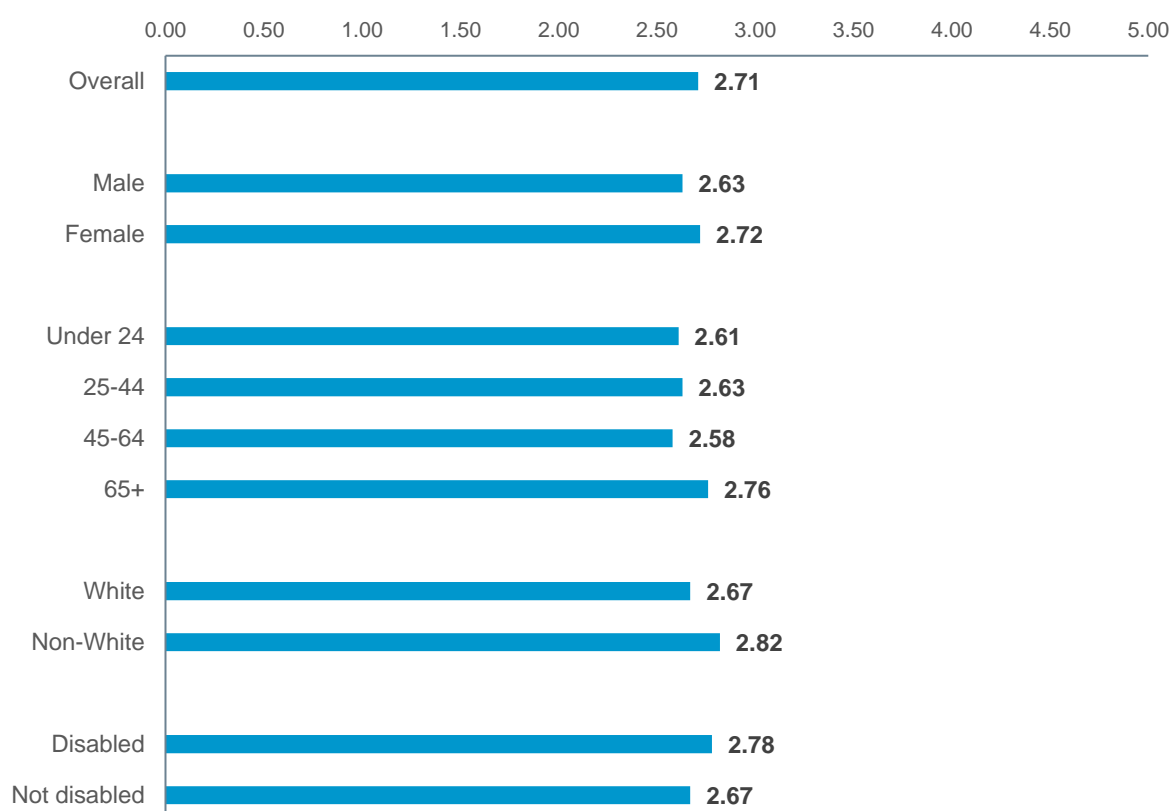
Users of Allestree Library (4.44), Blagreaves (4.10), Chellaston (4.46) and Springwood Library (3.95) reported the highest mean scores in relation to the impact Option C would have on their use of library services. By contrast, users of Spondon Library (1.81) and Alvaston Library (1.87) reported the lowest mean scores, which are both libraries that would continue to remain open and Council-run under Option C.

### 4.6.3 Impact of Option C on reading habits

The chart below shows the mean scores by key subgroups for Option C in terms of the impact respondents said it would have on their reading habits. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen below, there was little difference in the mean scores by gender, ethnic group, and between disabled and non-disabled respondents. However, in relation to age, respondents aged 65 and over reported a higher mean score (2.76) than respondents from other age groups.

**Figure 34 – Impact of Option C on reading habits**  
**Base: By gender, age, ethnic group and disability (4,110)**



As also seen in relation to the impact on use of library services, users of Allestree Library (4.03), Blagreaves (3.77), Chellaston (4.02) and Springwood Library (3.59) reported the highest mean scores in relation to the impact Option C would have on their reading habits. By contrast, users of Spondon Library (1.85) and Alvaston Library (1.73) reported the lowest mean scores, which are both libraries that would continue to remain open and Council-run under Option C.

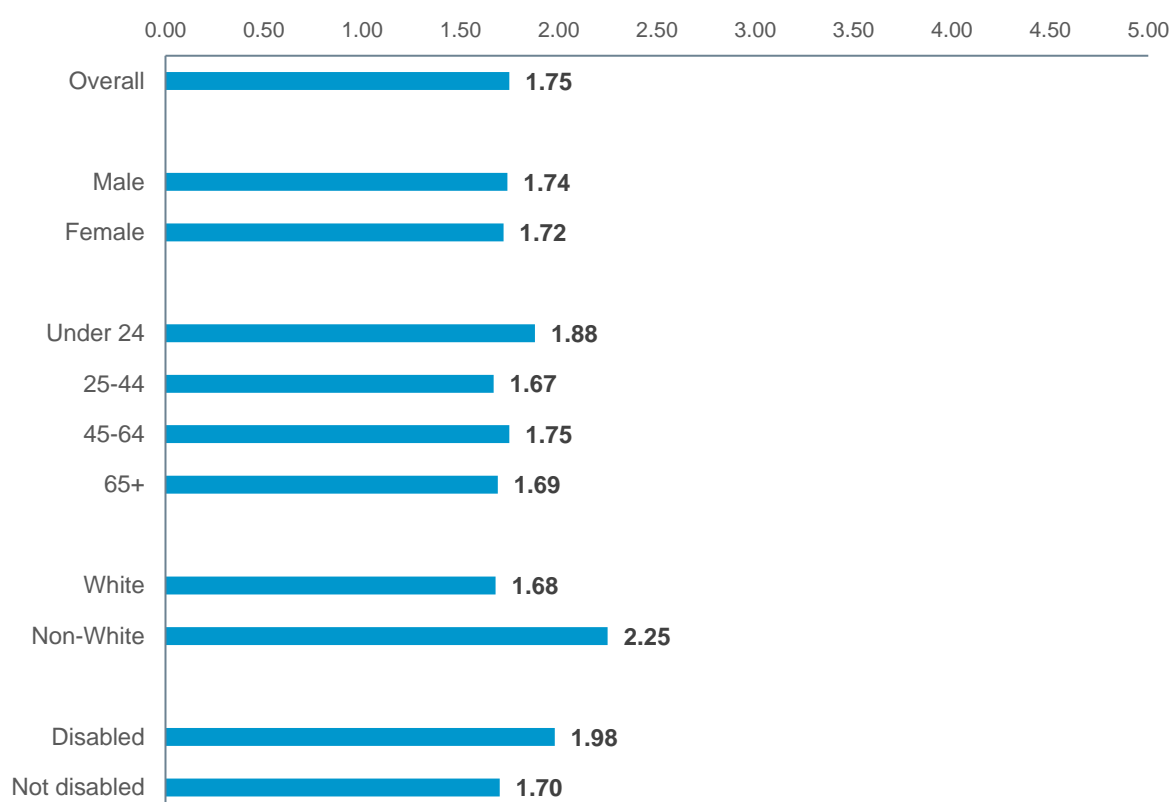


#### 4.6.4 Impact of Option C on use of internet

The chart below shows the mean scores by key subgroups for Option C in terms of the impact respondents said it would have on their use of the internet. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As also seen in regards to the impact the other options would have on the use of the internet, respondents from a non-White ethnic background reported a higher mean score (2.25) than those from a White ethnic background (1.68), as did respondents who were disabled (1.98) compared to those who were not (1.70). There was little difference by gender and age group.

**Figure 35 – Impact of Option C on use of internet**  
**Base: By gender, age, ethnic group and disability (3,897)**

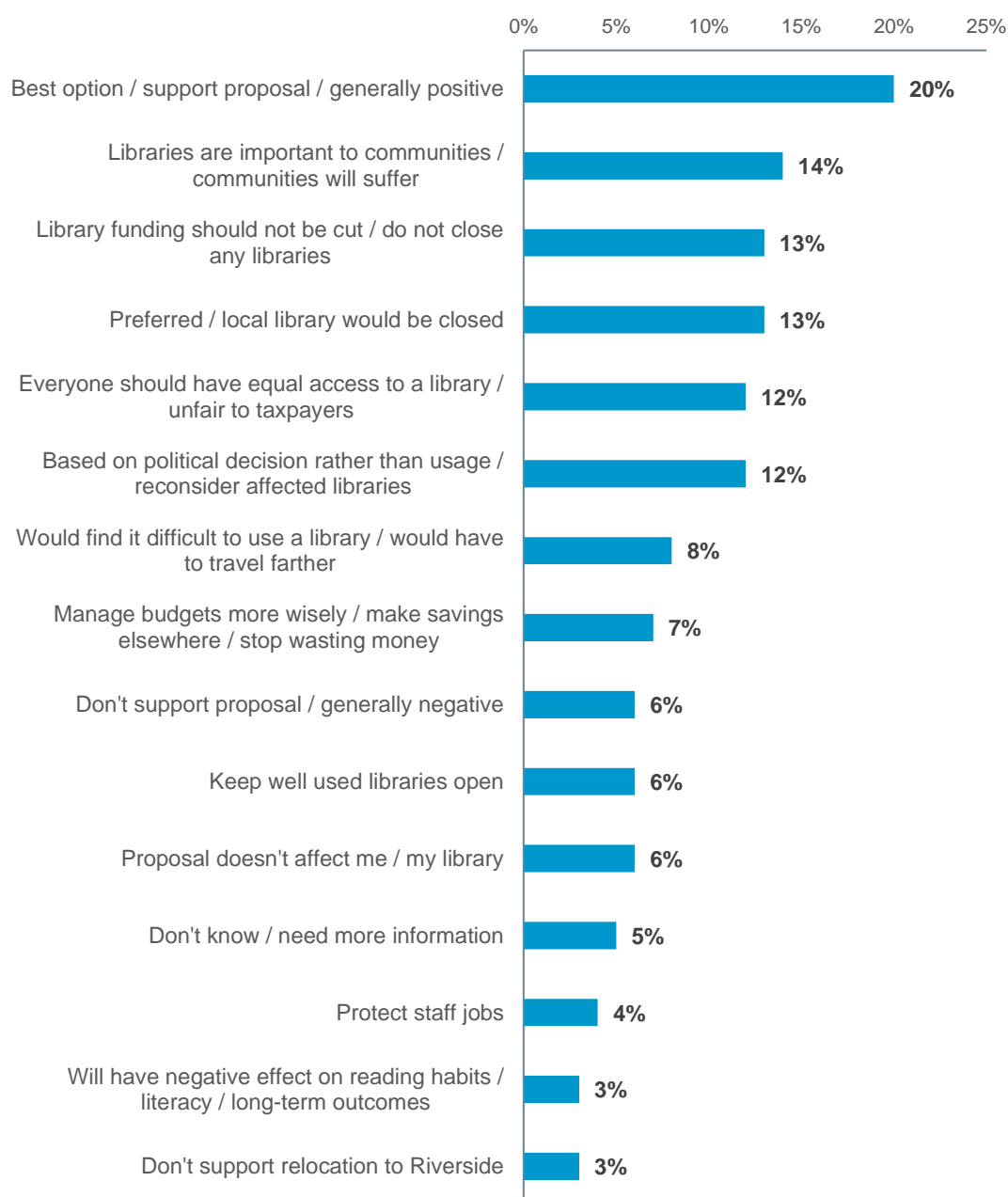


Users of Blagreaves Library reported the highest mean score in relation to the impact Option C would have on internet usage (2.20), which is unsurprising as under Option C this library would close. However, users of Allenton Library also reported a high mean score (2.05) which is surprising as under this option this library would remain open as a Council-run library.

#### 4.6.5 Comments on Option C

Respondents were asked if they had any comments about Option C. Respondents' comments were grouped and themed, and the top 15 themes are presented in the chart below. As can be seen a fifth of the comments (20%) indicated that Option C was the best option or generally supported it. A further one in seven (14%) felt that libraries were important to local communities and local communities might suffer as a result of library closures. One in eight (13%) felt that library funding should not be cut, not wanting to see any libraries close and the same proportion (13%) expressed concern that the proposal would see their preferred or local library close.

**Figure 36 – If you have any further comments on Option C, please tell us below.**  
**Base: Those who provided comments (1,213)**



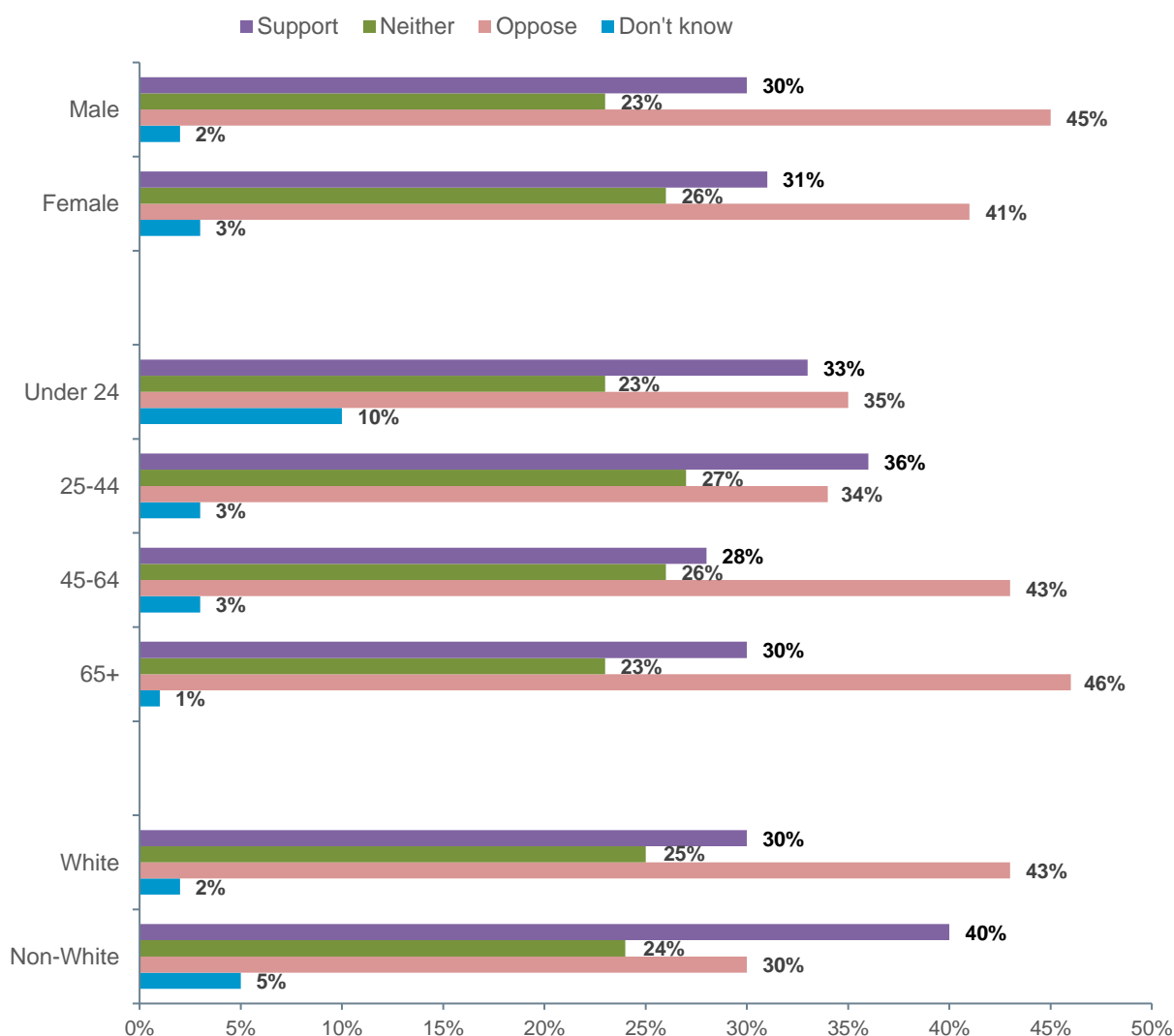
## 4.7 Option D

### 4.7.1 Support and opposition

As could be seen in Figure 16 previously, 30% of respondents said they supported Option D and 44% said they opposed it.

Looking at support and opposition by key subgroups, a few differences are evident. For example, male respondents were more likely to oppose this option (45%) than female respondents (41%). As also seen for Option C, those aged 25-44 were most likely to support Option D (36%) and those aged over 65 were most likely to oppose this option (46%). Respondents from a White ethnic background were more likely to oppose the proposals set out in Option D (43%), than those from a non-White ethnic background (30%).

**Figure 37 – To what extent do you support or oppose the proposals set out in Option D?**  
Base: By gender, age and ethnic group (4,158)

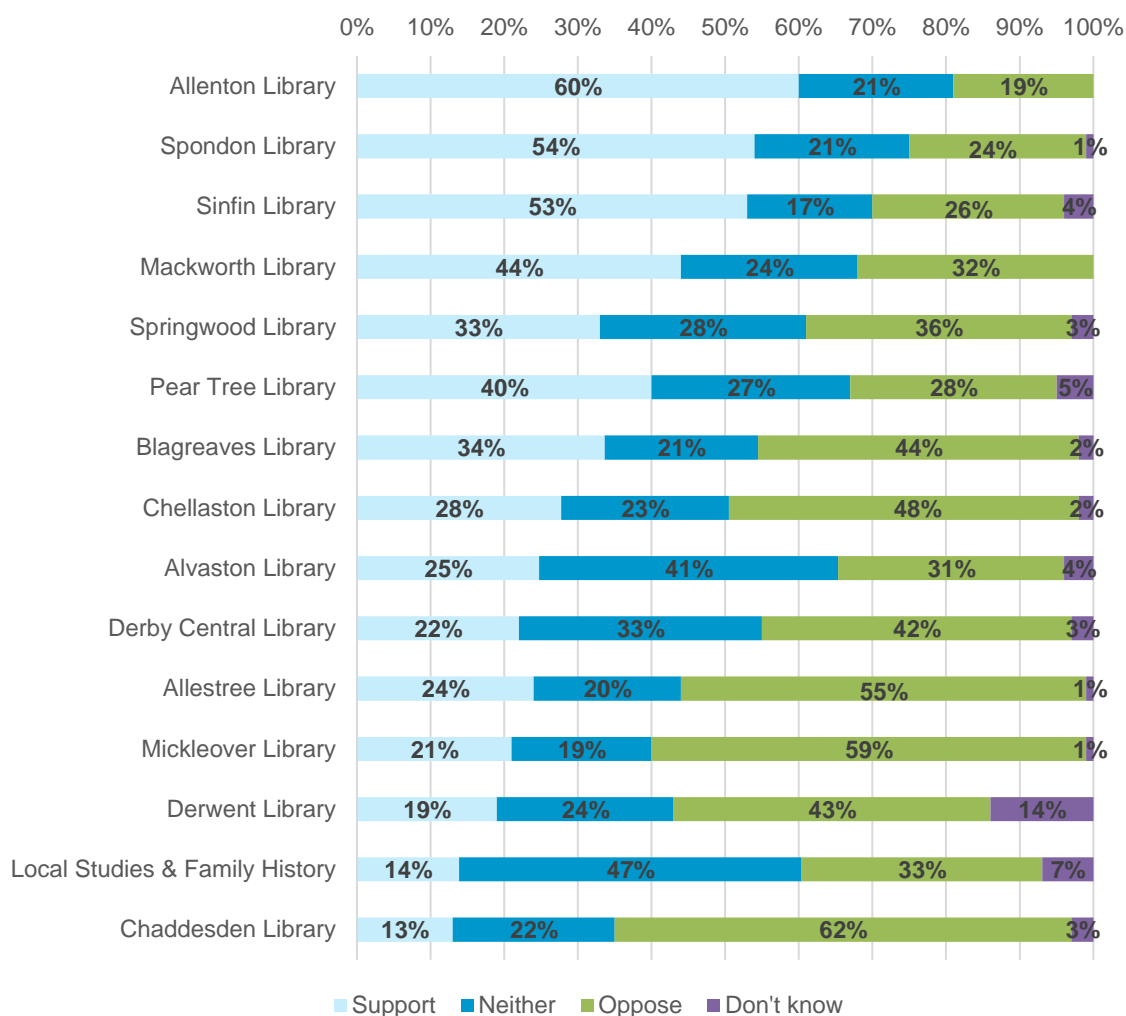


There was no significant difference seen in terms of support or opposition for Option D between those who were disabled and those who were not.

In regards to preferred library, users of Allenton Library (60%), Spondon Library (54%) and Sinfon Library (53%) were most likely to support the proposals set out in Option D. Users of

Chaddesden Library (62%) and Mickleover Library (59%) on the other hand were most likely to oppose this option. This is shown in the chart below.

**Figure 38 – To what extent do you support or oppose the proposals set out in Option D?**  
**Base: By preferred library (4,158)**

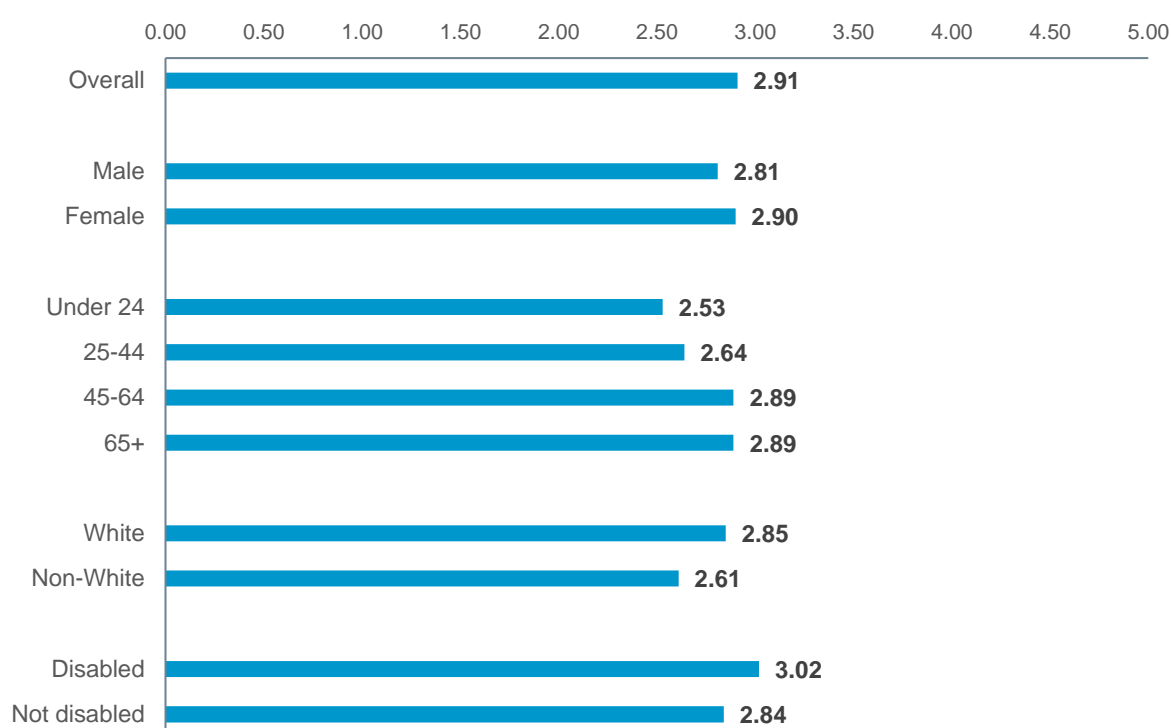


### 4.7.2 Impact of Option D on use of library services

The chart below shows the mean scores by key subgroups for Option D in terms of the impact respondents said it would have on their use of library services. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen below, there was little variation in the mean scores in relation to gender. However, respondents aged 45-64 and 65 and over reported higher mean scores (2.89 for both) than those from other younger age groups. Disabled respondents reported a higher mean score (3.02) than those who were not disabled (2.84) and White respondents gave a higher mean score (2.85) than non-White respondents (2.61), indicating that this option may have a greater negative impact for these groups.

**Figure 39 – Impact of Option D on use of library services**  
**Base: By gender, age, ethnic group and disability (4,089)**



Users of the following libraries reported a mean score of more than three:

- Allestree Library (3.53)
- Blagreaves Library (3.26)
- Chaddesden Library (3.49)
- Chellaston Library (3.39)
- Derwent Library (3.20)
- Mickleover Library (3.34)
- Springwood Library (3.10)

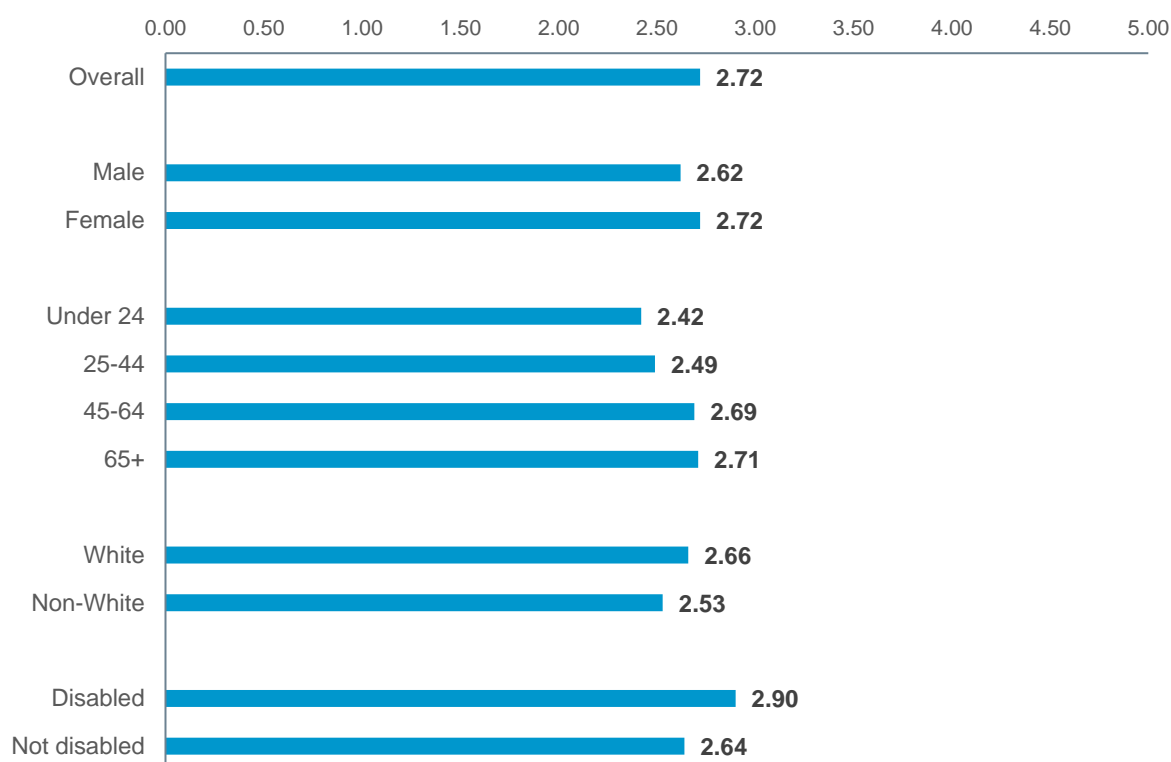
These are all of the libraries that would cease to be run by the Council under Option D and would potentially become Community Libraries.

### 4.7.3 Impact of Option D on reading habits

The chart below shows the mean scores by key subgroups for Option D in terms of the impact respondents said it would have on their reading habits. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen below, respondents aged 45-64 and 65+ reported higher mean scores (2.69 and 2.71 respectively) than the younger age groups in relation to the impact Option D would have on their reading habits. There was little difference by gender and by ethnic group. However, respondents who were disabled reported a higher score (2.90) than those who were not disabled (2.64).

**Figure 40 – Impact of Option D on reading habits**  
**Base: By gender, age, ethnic group and disability (4,001)**



Users of the following libraries reported a mean score of more than three:

- Allestree Library (3.31)
- Blagreaves Library (3.07)
- Chaddesden Library (3.12)
- Chellaston Library (3.16)
- Mickleover Library (3.14)

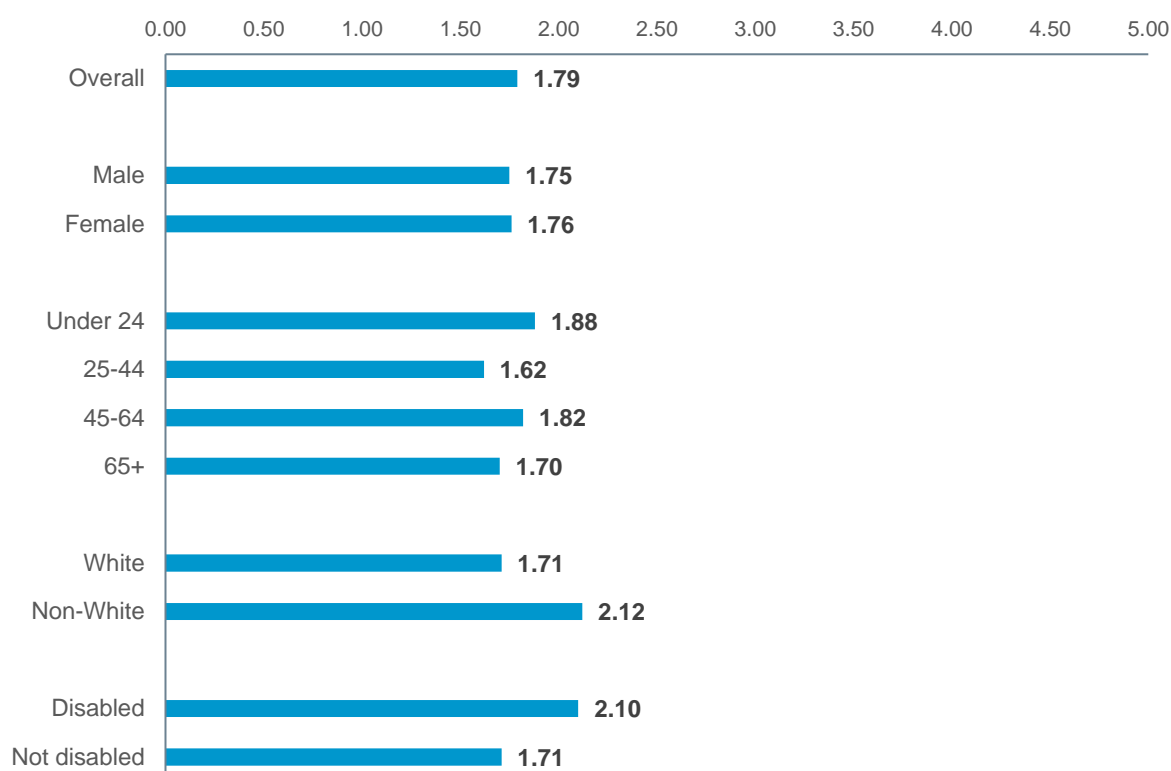
Interestingly, users of Derwent Library and Springwood Library reported lower mean scores (2.87 for each respectively) than the other libraries earmarked for community management under Option D.

#### 4.7.4 Impact of Option D on use of internet

The chart below shows the mean scores by key subgroups for Option D in terms of the impact respondents said it would have on their use of the internet. The higher the score, the bigger the negative impact, with 5 being the highest possible score.

As can be seen in the chart below, there was little difference by age and gender. Respondents from a non-White ethnic background (2.12) gave a higher mean score than those from a White ethnic background (1.71) and so did those who were disabled (2.10) compared to those who were not (1.71).

**Figure 41 – Impact of Option D on use of internet**  
**Base: By gender, age, ethnic group and disability (3,786)**

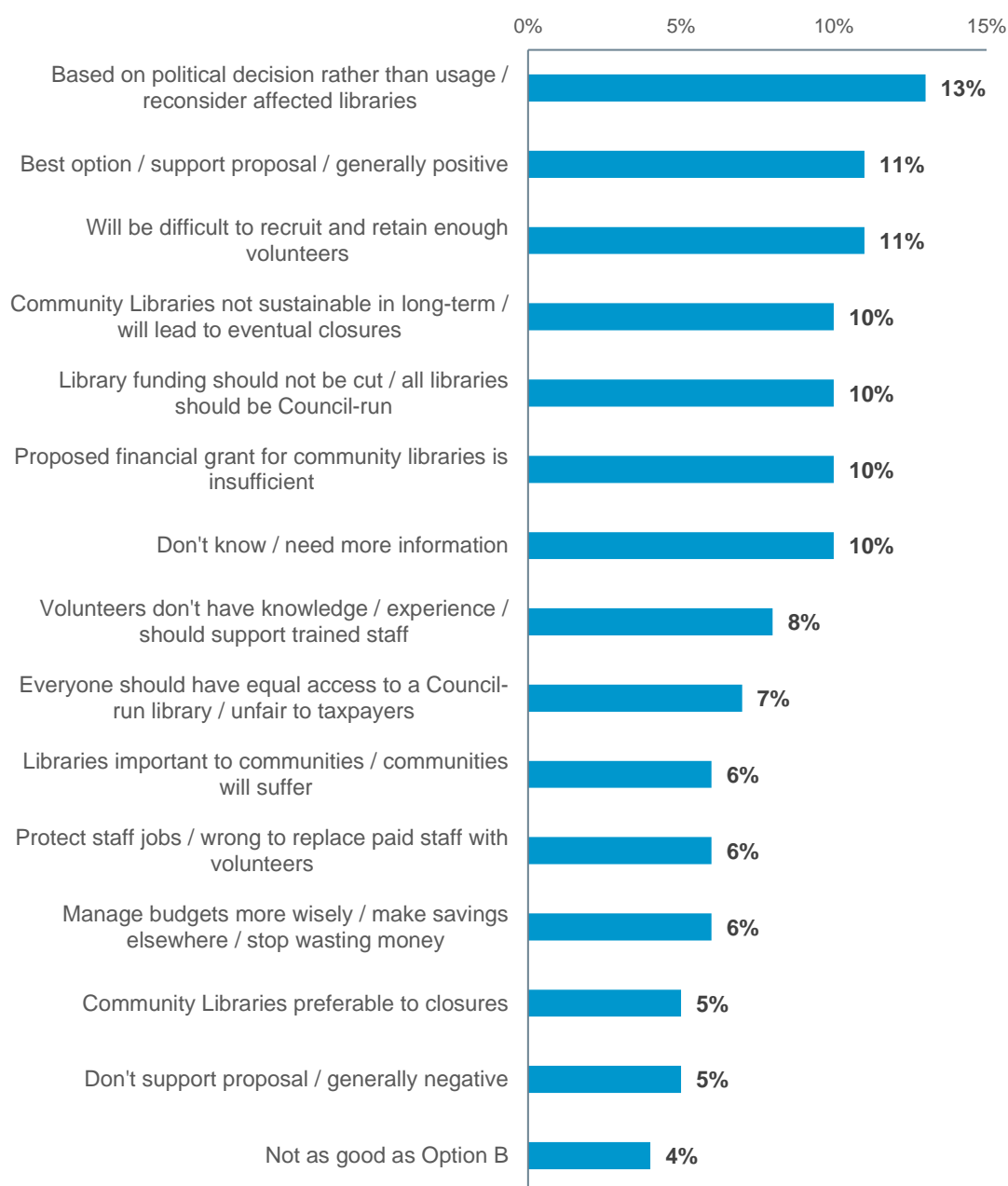


Users of Chaddesden Library and Blagreaves Library reported the highest mean scores (2.06 and 1.98 respectively) in regards to the impact Option D would have on their internet usage. These are both libraries that would be transferred to community management under Option D.

### 4.7.5 Comments on Option D

Respondents were asked if they had any comments about Option D. Respondents' comments were grouped and themed, and the top 15 themes are presented in the chart below. As can be seen below one in eight (13%) felt that the proposal had been based on a political decision rather than library usage and wished for the libraries that are proposed for community management to be re-considered. One in nine (11%) felt that Option D was the best option or generally supported the proposal and the same proportion expressed concerns that it would be difficult to recruit and retain enough volunteers to ensure the long-term success of Community Libraries.

**Figure 42 – If you have any further comments on Option D, please tell us below.**  
**Base: Those who provided comments (922)**

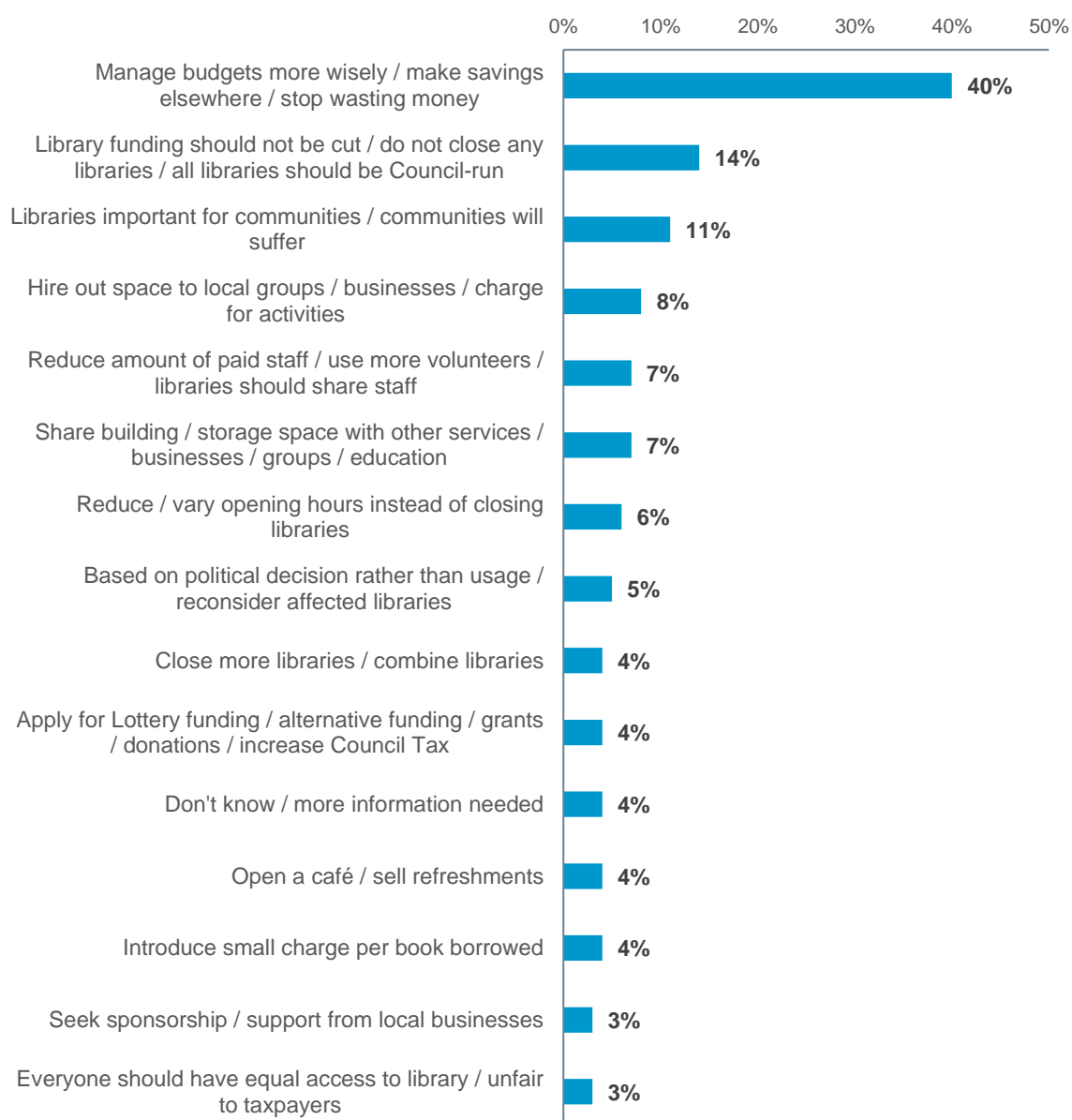




## 4.8 Other ideas to reduce costs or bring in revenue

Respondents were asked if they had any other suggestions that would enable the Council to save £648,000 annually from Library Service budgets. Respondents' comments were grouped and themed, and the top 15 themes are presented in the chart below. As can be seen below, four in ten (40%) of the comments expressed a wish for the Council to manage its budgets more wisely, make savings from other services or stop wasting money. A further 14% felt that Library funding should not be cut, felt all libraries should be run by the Council and did not want to see any close. A range of other ideas were also expressed.

**Figure 43 – If you have any other suggestions that would enable us to save £648,000 annually (the minimum savings target) from Library Service budgets, please tell us below.**  
**Base: Those who provided suggestions (1,351)**

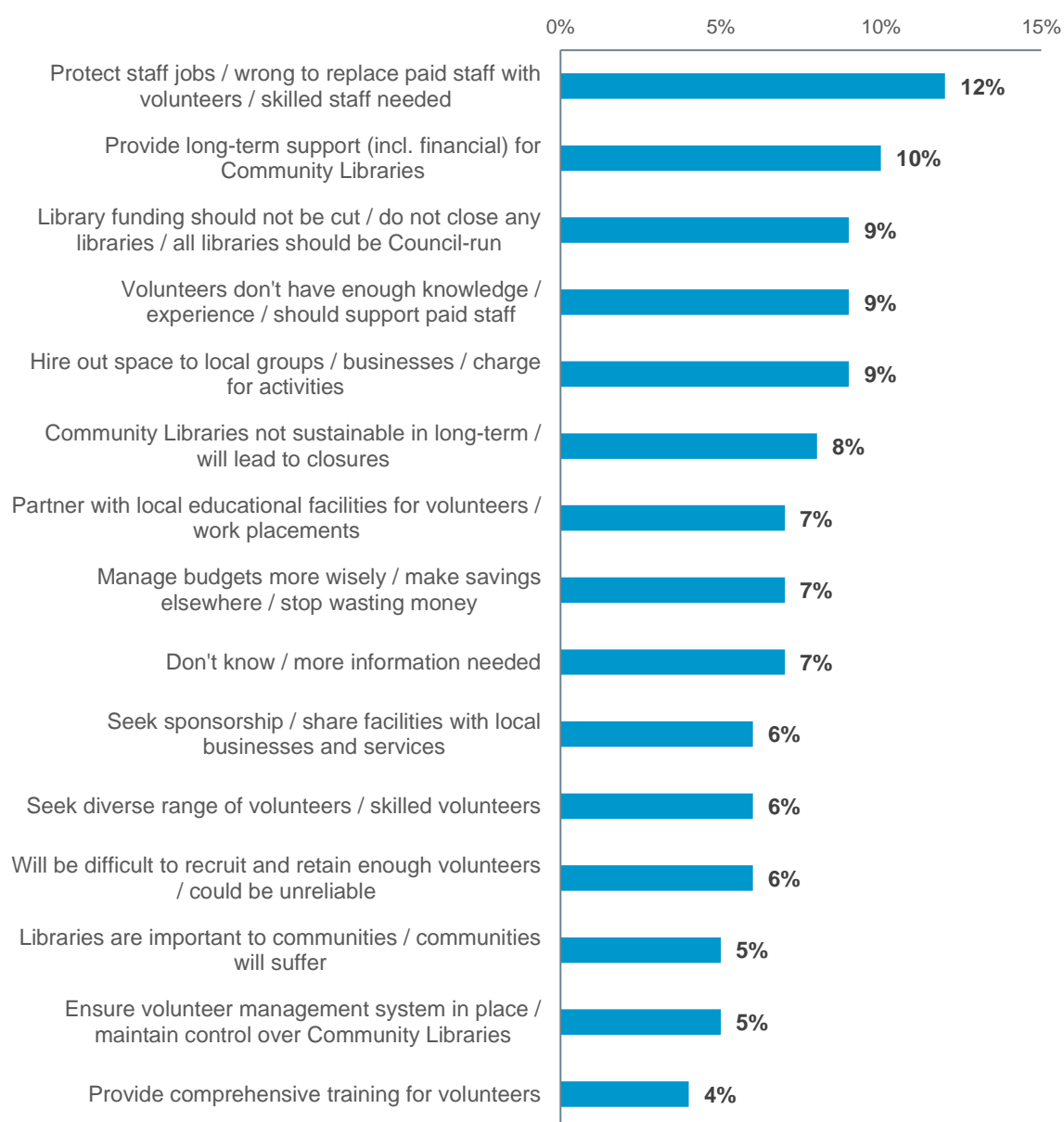


## 4.9 Ideas for the success of Community Libraries

Respondents were asked if they had any ideas about what would help with the success of Community Libraries. Respondents' comments were grouped and themed, and the top 15 themes are presented in the chart below. As can be seen below, 12% of the comments were in relation to respondents expressing their wishes that library staff's jobs are protected, saying that it is wrong to replace paid staff with volunteers and that skilled staff were still needed to run libraries. A further tenth (10%) felt that the Council should provide long-term support for Community Libraries. A range of other ideas were also expressed.

**Figure 44 – If you have any further ideas about what would help with the success of Community Libraries, please tell us below.**

**Base: Those who provided ideas (561)**

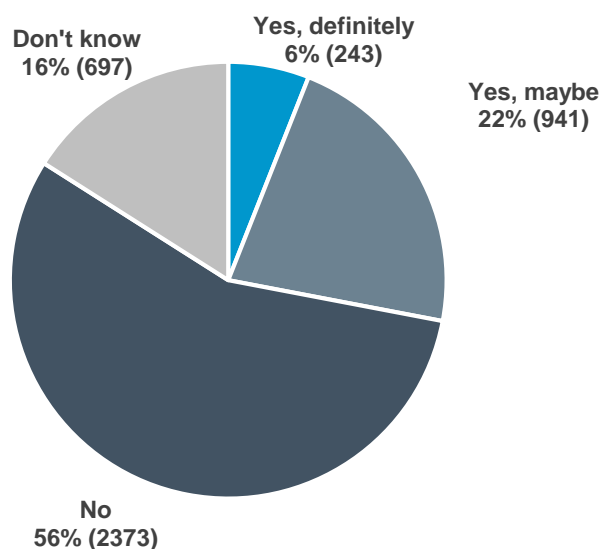


## 4.10 Volunteering in Community Libraries

At the end of the survey, respondents were asked if they would be interested in becoming a volunteer and helping to run a local library if the Council decides to go ahead with Option B or Option D. As can be seen below, almost three in ten (28%) said they were interested in volunteering (6% 'definitely' and 22% 'maybe') and over half (56%) said they were not.

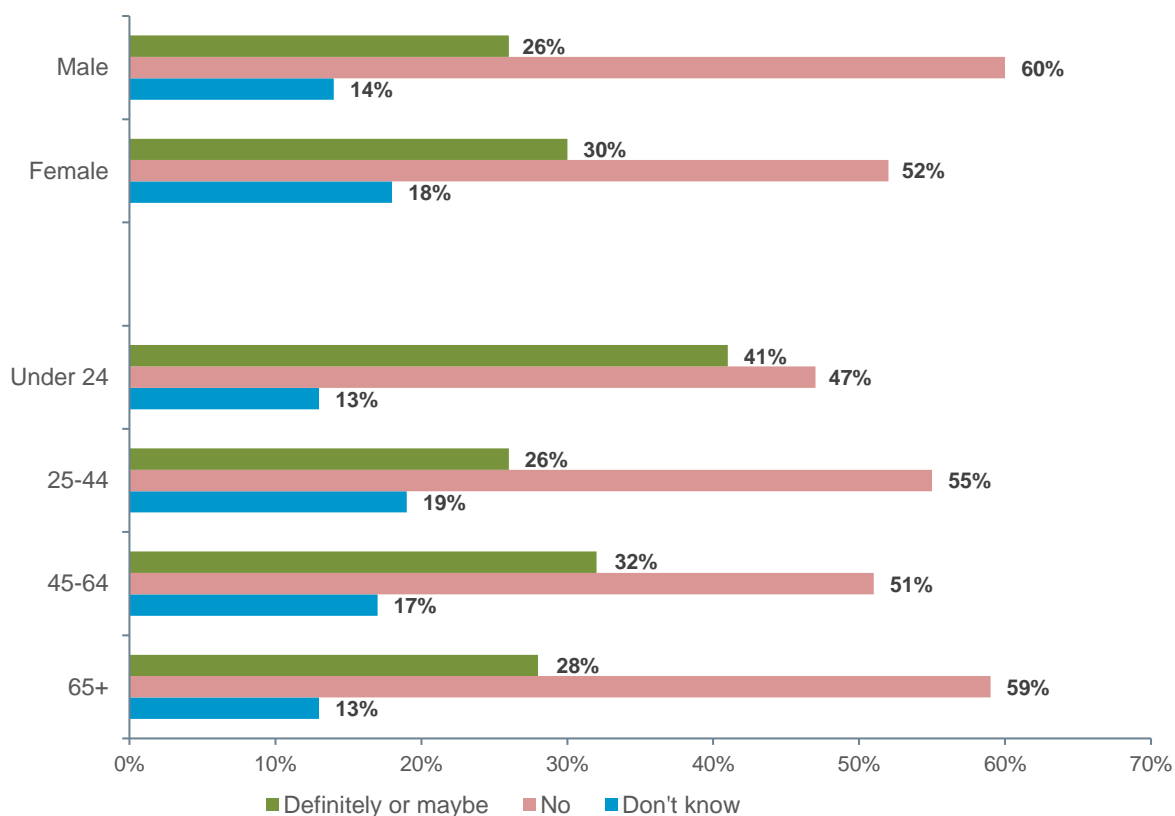
**Figure 45 – If the Council decides to go ahead with Option B or Option D, would you be interested in becoming a volunteer and helping run a local library?**

**Base: 4,254**



A larger proportion of female respondents (30%) said they were interested in volunteering than males (26%). Four in ten respondents (41%) aged under 24 also said they were interested, although it should be noted that the number of respondents aged under 24 was small.

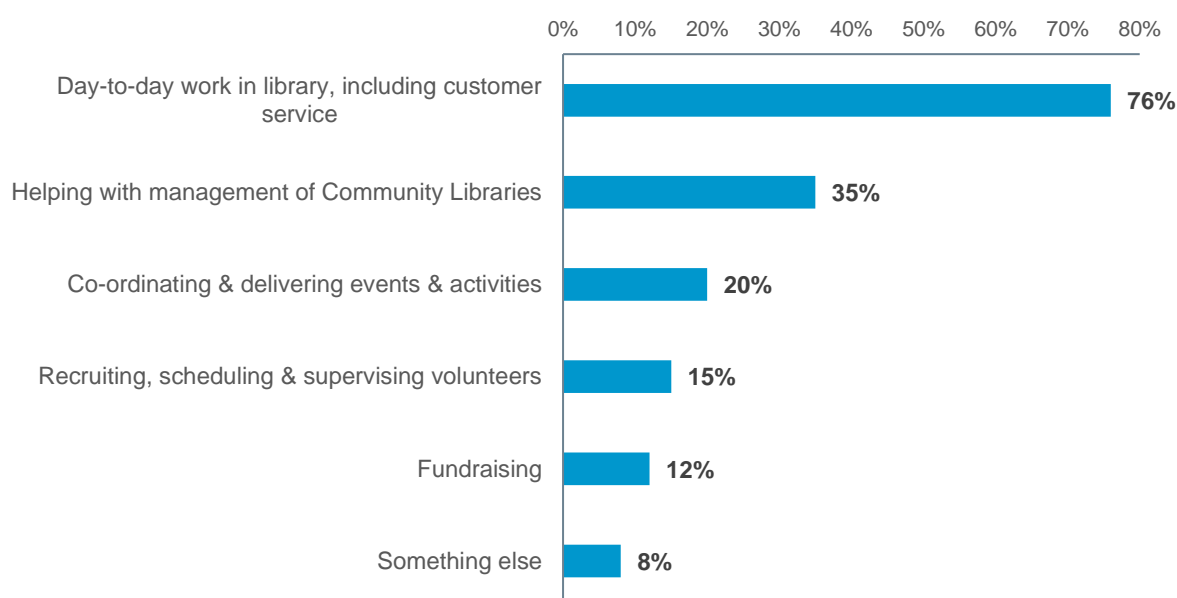
**Figure 46 – Interest in becoming a volunteer**  
**Base: By gender and age (4,254)**



Those from a non-White ethnic background were also more likely to say they were interested (38%) than those from a White ethnic background (28%).

Respondents who said they were interested in volunteering were asked how they would like to be involved and were able to choose as many responses as applied. As can be seen below, day-to-day work in the library including customer service was the most popular activity, chosen by 76%. This was followed by just over a third (35%) saying they would like to help with the management of Community Libraries and a fifth (20%) saying they were interested in co-ordinating and delivering events and activities.

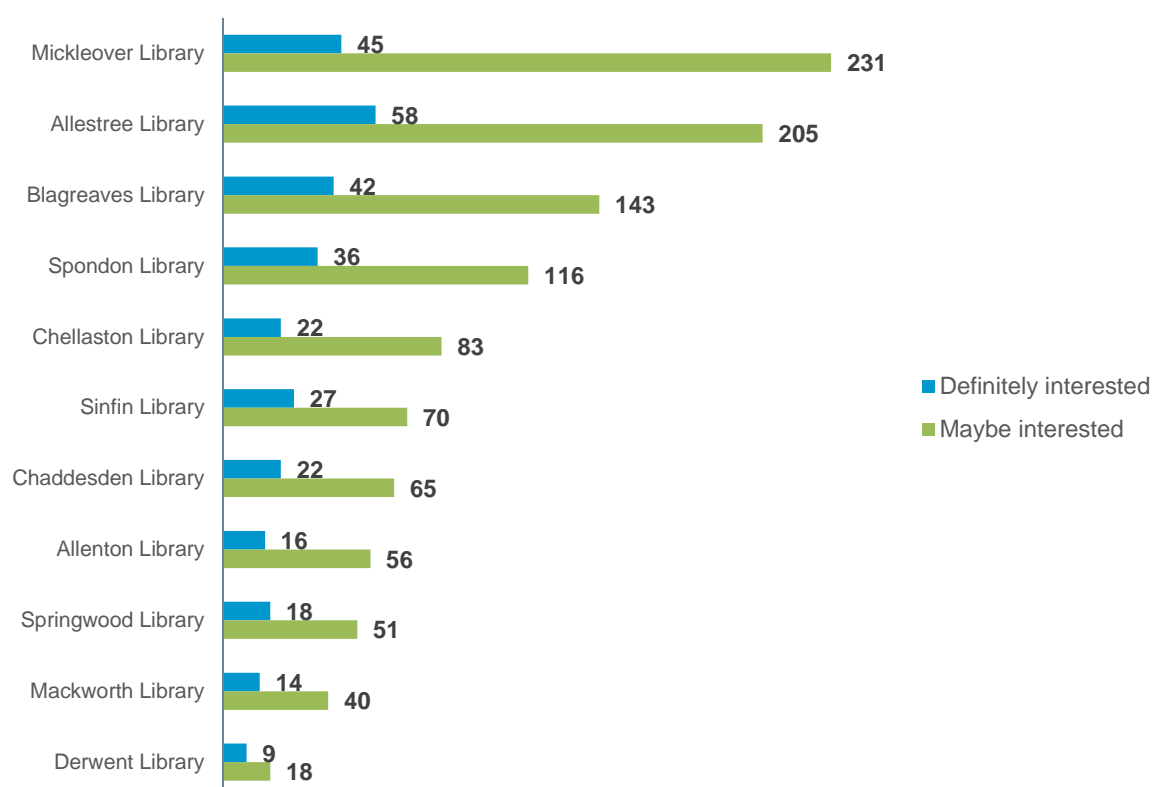
**Figure 47 – How would you like to be involved?**  
**Base: Those who were interested in volunteering (1,130)**



One in twelve (8%) said they wanted to volunteer in another way. Comments provided were themed. The most commonly cited were cleaning, tidying or re-shelving books (15%) and managing children's story time sessions or other activities for children (13%). A fifth (21%) said they could only help occasionally as they had limited free time and 15% said they did not know how they could be involved as they needed more information.

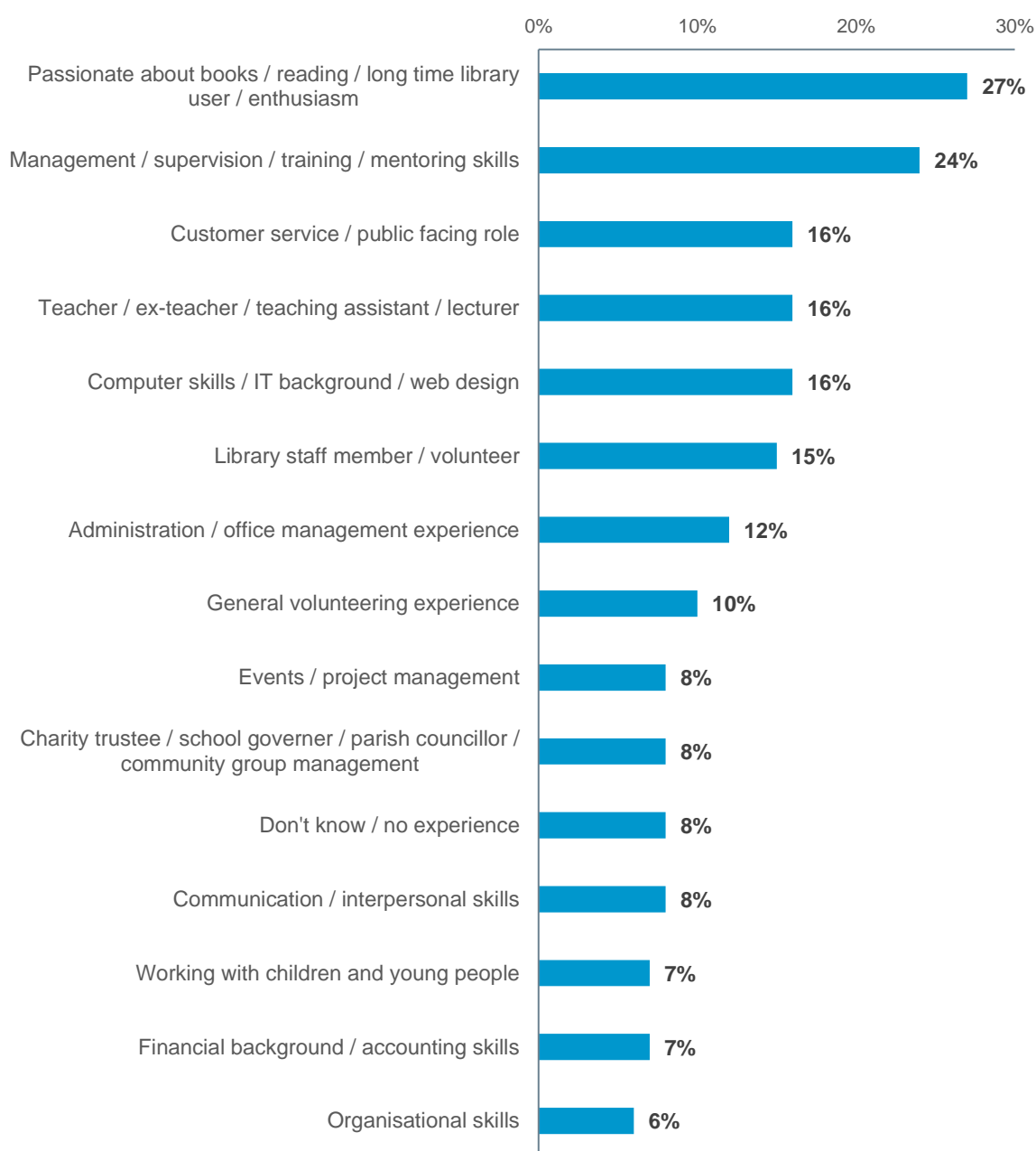
Respondents who were interested in volunteering were also asked which library they would be interested in volunteering at. Respondents were able to select more than one library. Mickleover Library was the most popular, with 276 saying they were interested in volunteering there, followed by Allestree Library (263). However, there were few people interested in volunteering in Mackworth Library (54) and Derwent Library (27). The full breakdown can be seen in the chart below.

**Figure 48 – At which library would you be interested in becoming involved?**  
**Base: Those who were interested in volunteering (1,137)**



Finally, respondents who were interested in volunteering were asked if they had any skills, knowledge, experience or interests that might be relevant to setting up and running Community Libraries. In total 429 respondents answered this question. Respondents' comments were grouped and themed, and the top 15 themes are presented in the chart below. As can be seen below, 27% of the comments were in relation to respondents saying they were passionate about books and reading, had enthusiasm for libraries or were a long-term library user. A quarter (24%) mentioned they have management, supervision, training or mentoring skills. A range of other skills, interests and experience were also expressed.

**Figure 49 – Please tell us about any skills, knowledge, experience or interests that you have that might be particularly relevant to setting up and running a Community Library.**  
**Base: Those who were interested in volunteering and answered the question (429)**



## 5. Conclusion

This second phase of consultation has provided interesting and useful results regarding the views and opinions of people who live, work and study in Derby on changes to city centre lending services and proposed options for the future. In addition, this phase of consultation has enabled the Council to understand the impact each option would have on people's use of library services, reading habits and use of the internet. The results and findings will be used by the Council to come to a conclusion about the best way forward for the Library Service. The Council's final proposals for the future of the service will be presented to Council Cabinet in Spring / early Summer 2017.



## 6. Acknowledgments

Enventure Research would like to express its gratitude to everyone who took part in the consultation. We would also like to thank David Potton, Shelley Harrod, Kelly Smith and Jennie Preedy from Derby City Council for their help throughout the consultation process.

# Appendices – questionnaire and consultation document



Derby City Council

# The Future of the Library Service in Derby

## What is the survey about?

Between November 2015 and February 2016 we consulted with you on ways of reducing our spending on libraries, while still protecting a service that is valued by thousands of people from across the city. Using information from the consultation and other sources we have developed some options for the future of the Library Service. For more information about these ideas, please read the Background Document that accompanies this questionnaire.

The purpose of the current consultation is to seek feedback from local people, including library users and other stakeholders, on the options for the future. By taking part you will be helping to shape the future of the Library Service in Derby and ensuring that we make the best possible use of the money we have available.

## Who should take part in the survey?

We want to hear the views of everyone, whether you work or volunteer in a library; or whether or not you are a regular user. This consultation is open to everyone who lives, works or studies in Derby and wants to take part.

## What will be done with the information I provide?

All information provided will be analysed by an independent research company called Enventure Research and treated in accordance with the Data Protection Act 1998. We will only use this information to inform decisions on the future of the library service in Derby. If you provide your contact details, they will not be passed on to any third parties and they will also be kept separate from your questionnaire answers, meaning that you will not be identified in any way.

## How can I take part?

There are two different ways that you can take part in this survey:

- Fill in the questionnaire and post it in the envelope provided or put it in one of the survey collection boxes. If you would like to make any additional comments and observations please use a separate piece of paper and attach it to your questionnaire response.
- Use the link below to take part online. Online you can complete the survey in English, Polish, Punjabi, Slovakian and Urdu.

## Questions or help?

If you have any queries about the questionnaire, please call our helpline number on **0800 0092 117**. If you are using minicom please use Next Generation Text by putting 18001 in front of the number. You can also email your questions to [helpline@enventure.co.uk](mailto:helpline@enventure.co.uk) or text us on **07860 063 303**.

## To complete online

Go to [www.enventure.co.uk/derby-libraries](http://www.enventure.co.uk/derby-libraries)



## Your library use

**Q1 Please tell us which of the following libraries you / members of your household have used in the last 12 months. Please select all that apply.**

- ☐ Allenton
- ☐ Allestree
- ☐ Alvaston
- ☐ Blagreaves
- ☐ Chaddesden - Phillip Whitehead Memorial Library
- ☐ Chellaston
- ☐ Derby Central
- ☐ Derby Local Studies and Family History Library
- ☐ Derwent
- ☐ Mackworth
- ☐ Mickleover
- ☐ Pear Tree
- ☐ Sinfen
- ☐ Spondon
- ☐ Springwood
- ☐ The Home Library Service
- ☐ None of the above / I have not used a library in the last 12 months

**Q2 Please tell us which is your preferred library. Please select one.**

- ☐ Allenton
- ☐ Allestree
- ☐ Alvaston
- ☐ Blagreaves
- ☐ Chaddesden - Phillip Whitehead Memorial Library
- ☐ Chellaston
- ☐ Derby Central
- ☐ Derby Local Studies and Family History Library
- ☐ Derwent
- ☐ Mackworth
- ☐ Mickleover
- ☐ Pear Tree
- ☐ Sinfen
- ☐ Spondon
- ☐ Springwood
- ☐ The Home Library Service
- ☐ None of the above / I have not used a library in the last 12 months

## Derby Central Library

It is proposed that city centre lending services are relocated from the Central Library to a new 'Derby Riverside Library' on the ground floor of the Council House. Riverside would be open 51 hours every week, compared to 33 hours at the existing Central Library. It would generate a significant saving in running costs which could be used to support the Library Service in other parts of the city. We would seek an alternative future for the Central Library building in line with our approach to managing public buildings and ambitions for the development of the city centre. More information about the Derby Riverside Library proposal is given on page 4 of the background document.

**Q3 To what extent do you support or oppose the proposal to relocate the city centre lending library services to Derby Riverside Library on the ground floor of the Council House?**  
***Please select one.***

Strongly  
support

☐

Support

☐

Neither  
support nor  
oppose

☐

Oppose

☐

Strongly  
oppose

☐

Don't know

☐

**Q4 If you have any comments about the proposal to relocate city centre lending library services from Central Library to Derby Riverside Library at the Council House, please tell us below.**

## Options for the future of Derby's Library Services

The options that we are consulting on are brought about by the need to reduce costs in response to continuing central government cuts to the Council's budget. Whatever option is finally agreed, our strong desire is to see a positive future for every library, as we know how important they are for local communities. However, to do this we will need to work together to deliver library services in a different way. Volunteers and community groups will need to come forward to work with library staff and local councillors to ensure that no library is forced to close.

We have developed four options for the future of the Library Service. The details can be viewed on pages 5 to 7 of the background document. This questionnaire summarises these options and asks for your feedback on each.

## Option A

In Option A, resources would be targeted at the three lending libraries where the identified need is greatest, plus the Derby Local Studies and Family History Library.

The libraries that would continue to be run by the Council under Option A are as follows:

Council-run Libraries	Proposed weekly hours	Current weekly hours
Alvaston	43	26
Local Studies	32	26
Pear Tree	43	26
Riverside	51	33
<b>Total</b>	<b>169</b>	<b>111</b>

Under this option there would be no financial or in-kind support provided to allow the creation or operation of the Community Libraries. If Option A were introduced, a likely result would be the closure of the following libraries: Allenton, Allestree, Blagreaves, Chaddesden, Chellaston, Derwent, Mackworth, Mickleover, Sinfen, Spondon and Springwood.

Option A would deliver annual savings of around £967,000.

**Q5 To what extent do you support or oppose the proposals set out in Option A? Please select one.**

Strongly  
support

Support

Neither  
support nor  
oppose

Oppose

Strongly  
oppose

Don't know

☐
☐
☐
☐
☐
☐

**Q6 Please tell us the impact Option A would have on you or your household on a scale of 1 to 5, where 1 is no negative impact and 5 is a major negative impact. Please select one option on each row.**

	1 - no negative impact	2	3	4	5 - major negative impact	Don't know
Use of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading habits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q7 If you have any further comments on Option A, please tell us below.**

## Option B

Option B is the Council Cabinet's preferred option. Under Option B the three lending libraries where identified service need is greatest, plus the Derby Local Studies and Family History Library, would continue to be run by the Council. However under this option the Council would be looking to volunteers to take over the running of some libraries and would provide a wide-ranging support package to help with this. The package would include an annual financial grant (estimated average £17,500), training and advice, and support from a small dedicated team of Council staff.

Subject to agreement with local people, eleven libraries would be run by the community. The libraries that would continue to be run by the Council and the Community Libraries proposed under Option B are as follows:

Council-run Libraries	Proposed weekly hours	Current weekly hours	Potential Community Libraries	
Alvaston	43	26	Allenton	Mackworth
Local Studies	32	26	Allestree	Mickleover
Pear Tree	43	26	Blagreaves	Sinfin
Riverside	51	33	Chaddesden	Spondon
<b>Total</b>	<b>169</b>	<b>111</b>	Chellaston	Springwood
			Derwent	

For more information about Community Libraries please see pages 4 to 5 of the background document. Option B would deliver annual savings of around £648,000.

### Q8 To what extent do you support or oppose the proposals set out in Option B? Please select one.

Strongly support

Support

Neither support nor oppose

Oppose

Strongly oppose

Don't know

☐
☐
☐
☐
☐
☐

### Q9 Please tell us the impact Option B would have on you or your household on a scale of 1 to 5, where 1 is no negative impact and 5 is a major negative impact. Please select one on each row.

	1 - no negative impact	2	3	4	5 - major negative impact	Don't know
Use of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading habits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Q10 If you have any further comments on Option B, please tell us below.

## Option C

Option C seeks to maximise the number of libraries that the Council itself continues to run. Most libraries would retain their current opening hours. A member of staff would be recruited to look at options for increasing opening hours through the direct involvement of local volunteers.

The libraries that would continue to be run by the Council under Option C are as follows:

Council-run Libraries	Weekly Hours
Alveston	26
Allenton	20
Chaddesden	20
Local Studies	26
Mackworth	20
Mickleover	26
Pear Tree	26
Riverside	51
Sinfin	26
Spondon	26
<b>Total</b>	<b>267</b>

No financial or in-kind support would be provided to allow the creation or operation of Community Libraries. Implementation of Option C would therefore likely result in the closure of the following libraries: Allestree, Blagreaves, Chellaston, Derwent and Springwood.

Option C would deliver annual savings of around £648,000.

**Q11 To what extent do you support or oppose the proposals set out in Option C? Please select one.**

Strongly support

☐

Support

☐

Neither support nor oppose

☐

Oppose

☐

Strongly oppose

☐

Don't know

☐

**Q12 Please tell us the impact Option C would have on you or your household on a scale of 1 to 5, where 1 is no negative impact and 5 is a major negative impact. Please select one option on each row.**

	1 - no negative impact	2	3	4	5 - major negative impact	Don't know
Use of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading habits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q13 If you have any further comments on Option C, please tell us below.**



#### Option D

Option D seeks to balance the number of libraries that the Council itself continues to run with the provision of financial support to those libraries that it would no longer run. The Council would look to volunteers to take over the running of some libraries and would provide a support package to help with this. The package would include an annual financial grant, training and advice, and support from a dedicated team of Council staff. The average annual financial grant is estimated at £10,000, which is less than the grant under Option B. As with Option C the opening hours of Council-run libraries would be limited.

Subject to agreement with local people, seven libraries would be run by the community. The libraries that would continue to be run by the Council and the Community Libraries proposed under Option D are as follows:

Council-run Libraries	Proposed weekly hours	Potential Community Libraries
Alveston	26	Allestree
Allenton	20	Blagreaves
Local Studies	26	Chaddesden
Mackworth	20	Chellaston
Pear Tree	26	Derwent
Riverside	51	Mickleover
Sinfin	26	Springwood
<b>Total</b>	<b>221</b>	

Less financial support would be available under Option D than under Option B. For more information about Community Libraries please see pages 4 to 5 of the background document.

Option D would deliver annual savings of around £648,000.

**Q14** To what extent do you support or oppose the proposals set out in Option D? *Please select one.*

Strongly support      Support      Neither support nor oppose      Oppose      Strongly oppose      Don't know

○      ○      ○      ○      ○      ○

**Q15** Please tell us the impact Option D would have on you or your household on a scale of 1 to 5, where 1 is no negative impact and 5 is a major negative impact. *Please select one option on each row.*

[illegible]

**Q16** If you have any further comments on Option D, please tell us below.

### Other ideas

**Q17** We have asked you to comment on the four options for the future of Derby's Library Service. However if you have any other suggestions that would enable us to save £648,000 annually (which is the minimum savings target) from Library Service budgets please tell us below. If you would like to make any additional comments and observations please use a separate piece of paper and attach it to your questionnaire response.

### Community Libraries

Our current thinking is that Community Libraries would operate out of existing library buildings, which the Council would continue to maintain. Under Option B and Option D the proposed package to support the libraries to transition from Council-run to community-run would most likely comprise four elements:

- A financial grant
- Creation of a small in-house team of library staff to provide training, advice and support
- Specialist, short term external support to assist groups in setting themselves up to take over the running of their local libraries
- Access to a version of Library Management (computer) System tailored for the use of volunteers, and to broadband connectivity.

The proposals for Community Libraries are described in more detail in the background document on pages 4 to 5. If we decide to go ahead with Option B or Option D we would be fully committed to making Community Libraries a success, and are therefore interested to hear any ideas you have that may assist with this.

**Q18** If you have any further ideas about what would help with the success of Community Libraries, please tell us below. If you would like to make any additional comments and observations please use a separate piece of paper and attach it to your questionnaire response.

**Q19** Would you be interested in attending a focus group as part of this consultation to discuss the practicalities of how Community Libraries could work in Derby? *Please select one.*

☐ Yes

☐ No

### Getting involved - local people

**Q20** If the Council decides to go ahead with Option B or Option D, would you be interested in becoming a volunteer and helping run a local library? *Please select one.*

☐ Yes, definitely

☐ Yes, maybe

☐ No

☐ Don't know

**Q21** If yes, how would you like to be involved? *Please select all that apply.*

☐ Day-to-day work in the library, including customer service

☐ Recruiting, scheduling and supervising volunteers

☐ Fundraising

☐ Co-ordinating and delivering events and activities

☐ Helping with the management of the Community Library

☐ Something else

If you said something else, please tell us below.

**Q22** If yes, please tell us below about any skills, knowledge, experience or interests you have that might be particularly relevant to setting up and running a Community Library. *Optional*

**Q23** If yes, at which library would you be interested in becoming involved? *Please select all that apply.*

☐ Allenton

☐ Chellaston

☐ Sinfin

☐ Allestree

☐ Derwent

☐ Spondon

☐ Blagreaves

☐ Mackworth

☐ Springwood

☐ Chaddesden

☐ Mickleover

**Q24** During the autumn we may arrange some local meetings to bring together people who might want to be involved in setting up particular Community Libraries. If we arrange one of these meetings about a library that you would like to be involved with would you be interested in attending? *Please select one.*

☐ Yes

☐ No

**Q25** If the Council's preferred way forward includes community libraries, we will contact all those interested once proposals have been finalised. It is anticipated that decisions will not be made before March 2017.

If you would like us to contact you about the proposals for Community Libraries or you have said that you are interested in being involved in attending a focus group or local meeting, please provide the following information:

Name	<input type="text"/>
Address	<input type="text"/>
Postcode	<input type="text"/>
Phone number	<input type="text"/>
e-mail address	<input type="text"/>

We will only use your personal details for the purposes of contacting you for your future involvement in this project, your contact information will not be attributed to your response to the questionnaire.

**Getting involved – Groups and Organisations**

**Q26** Are you a member of, or connected with, any existing group or organisation that might be interested in running a Community Library? *Please select one.*

- ☐ Yes ☐ No

**Q27** If yes, which potential Community Library might this existing group or organisation be interested in running? *Please select all that apply.*

- |                                  |                                  |                                  |
|----------------------------------|----------------------------------|----------------------------------|
| <input type="radio"/> Allenton   | <input type="radio"/> Chellaston | <input type="radio"/> Sinfen     |
| <input type="radio"/> Allestree  | <input type="radio"/> Derwent    | <input type="radio"/> Spondon    |
| <input type="radio"/> Blagreaves | <input type="radio"/> Mackworth  | <input type="radio"/> Springwood |
| <input type="radio"/> Chaddesden | <input type="radio"/> Mickleover |                                  |

**Q28** If yes, please tell us below about this group or organisation, and provide contact details for them.

**Q29** In what capacity are you mostly involved with Derby's Library Service? *Please select one.*

- ☐ User
  - ☐ Staff member / school governor at a Derby school
  - ☐ Parent / carer of a user
  - ☐ Representative of a partner organisation
  - ☐ Friend or relative of a user
  - ☐ Library staff member
  - ☐ Library volunteer
  - ☐ Local ward councillor
  - ☐ I help pay for the service through my Council Tax
  - ☐ Prefer not to say
  - ☐ Other

Other - please tell us below

**Q30** Are you ...? Please select one.

- ☐ Male ☐ Female ☐ Transgender ☐ Prefer not to say

**Q31** What was your age on your last birthday? *Please tell us your age in years.*

--

**Q32** To which group do you consider you belong? *Please select one.*

- ☐ Asian or Asian British - Indian
  - ☐ Asian or Asian British - Pakistani
  - ☐ Asian or Asian British - Bangladeshi
  - ☐ Asian or Asian British - Chinese
  - ☐ Any other Asian background
  - ☐ Black or Black British - African
  - ☐ Black or Black British - Caribbean
  - ☐ Any other Black background
  - ☐ Dual Heritage - White and Black Caribbean
  - ☐ Dual Heritage - White and Black African
  - ☐ Dual Heritage - White and Asian
  - ☐ Any other Dual Heritage background
  - ☐ White - English / Welsh / Scottish / Northern Irish / British
  - ☐ Irish / British
  - ☐ White - Irish
  - ☐ White - Gypsy or Irish Traveller
  - ☐ Any other White background
  - ☐ Other ethnic group - Arab
  - ☐ Any other ethnic group
  - ☐ Prefer not to say

If you have selected one of the 'Any other background' options, please give further details.

**Q33** Do you consider yourself to be a disabled person? *Please select one.*

- ☐ Yes      ☐ No      ☐ Prefer not to say

**Q34 Do you consider yourself to be...? Please select one.**

- |   |   |
|---|---|
| <input type="radio"/> Heterosexual/straight | <input type="radio"/> Gay woman/lesbian |
| <input type="radio"/> Bisexual              | <input type="radio"/> Other             |
| <input type="radio"/> Gay man               | <input type="radio"/> Prefer not to say |

**Q35 Do you have any religious beliefs? Please select one.**

- |                                     |                          |   |
|-------------------------------------|--------------------------|---|
| <input type="radio"/> Yes go to Q36 | <input type="radio"/> No | <input type="radio"/> Prefer not to say |
|-------------------------------------|--------------------------|---|

**Q36 To which religion do you belong? Please select one.**

- |                                 |                              |   |
|---------------------------------|------------------------------|---|
| <input type="radio"/> Buddhist  | <input type="radio"/> Jewish | <input type="radio"/> Other             |
| <input type="radio"/> Christian | <input type="radio"/> Muslim | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Hindu     | <input type="radio"/> Sikh   |   |

Thank you for taking part in this consultation. Please use the freepost envelope provided to send your completed response by 14 December 2016.



All information provided will be treated in accordance with the Data Protection Act 1998. We will only use this information to help shape the future of Library Service in Derby. If you have given personal details, we will only use these for the purposes of contacting you for your future involvement in this project.

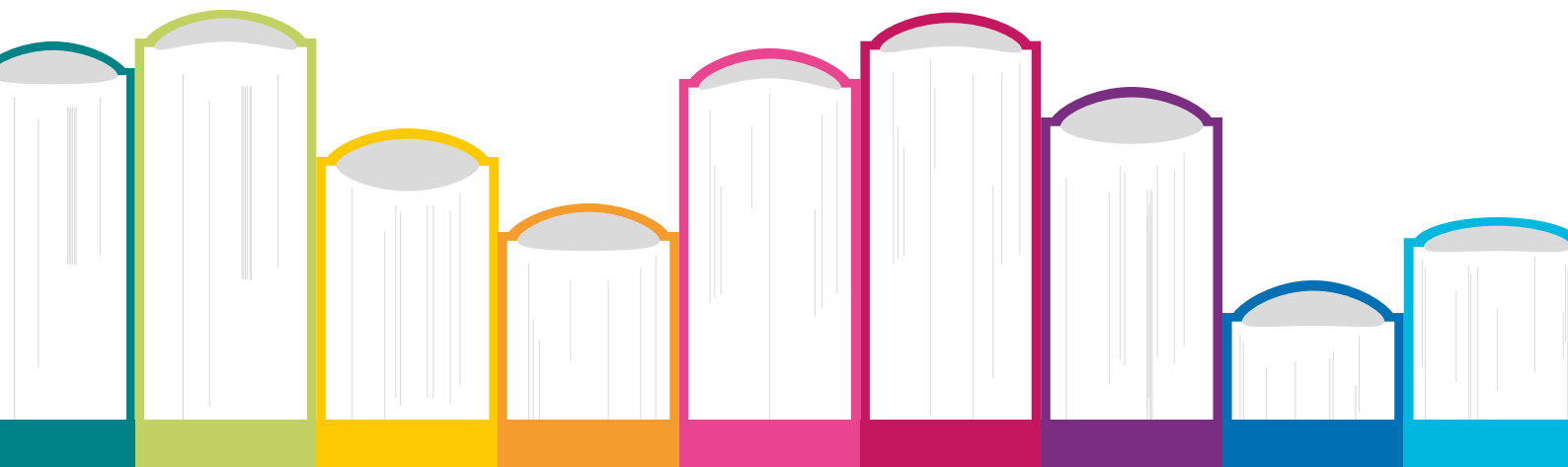


Derby City Council

# **Libraries for the Future**

## **Consultation about the future of the Library Service in Derby**

**Background Document**



# Introduction

As a result of central government cuts, the Council has had to make substantial reductions to its budget. We have already made £116m of savings between 2010 and 2015, and now need to cut a further £45m by 2019. This will affect all areas of Council activity including the Library Service, which will need to make a further £648,000 of savings each year.

Despite these difficulties we aim to deliver on our Libraries Service's vision to improve life chances by encouraging reading, informal learning and digital access in a safe and welcoming environment.

To help us find the best way of maintaining a modern high quality Library Service whilst delivering much needed cost savings, we carried out a major consultation over 12 weeks between November 2015 and February 2016. Nearly 5,000 people responded, demonstrating just how much the Library Service is valued across the length and breadth of the city.

We used the information collected during the consultation to help draw up four options for the future of the Library Service. All the proposals being considered would deliver the service differently and would achieve the required savings. The four options are as follows:

- **Option A:** Four Council-run libraries, with increased opening hours
- **Option B:** Four Council-run libraries, with increased opening hours. Up to 11 Community Libraries, with annual financial support from the Council averaging £17,500 per library
- **Option C:** 10 Council-run libraries, mostly current opening hours
- **Option D:** Eight Council-run libraries, mostly current opening hours. Up to seven Community Libraries, with annual financial support from the Council averaging £10,000 per library.

The Council's Labour Administration is determined to empower communities to run their own local libraries. Under Options B and D the Council would work closely with local people, providing communities with financial support, as well as training and expert advice from a small in-house Community Libraries Development Team. If we can work together in this way, no library should be forced to close.

Our preferred way forward is Option B. We believe that this option offers the best prospect of ensuring that all 15 of Derby's libraries continue to thrive for many years to come. We hope everyone gets involved in the consultation and we look forward to hearing your views on all the options under consideration. We would also welcome any ideas you have which would help ensure the success of Community Libraries, and are keen to hear from anyone who might wish to get involved with the future of their library.

Your views are important to us as we prepare to make key decisions about the future of the Library Service in Derby. Please make sure your voice is heard by taking part in the consultation.



**Councillor Martin Rawson**

Deputy Leader of Derby City Council and  
Cabinet Member for Communities and City  
Centre Regeneration



## What did we learn from the previous consultation?

The results of the public and stakeholder consultation that was held between November 2015 and February 2016 are summarised in the report presented to Council Cabinet on 3 August 2016. The full research report, written by our consultants, is provided at Appendix 2.

The report demonstrated that the Library Service is highly valued by thousands of people from all parts of the city. In particular, libraries are valued for their role in promoting reading and supporting literacy, with around 80% of people saying they would read less if they could not obtain reading materials from the library. Almost half say that without libraries they would read a lot less.

Although many customers use two or more libraries, it is evident from the consultation that most prefer a library that is close to home. Having an easily accessible, local library is clearly very important to most users and this suggests that when looking for ways to make savings every effort should be made to avoid closures.

During the course of the consultation we asked for feedback on four proposed cost-saving options that have been adopted by other councils. The responses received were as follows:

Cost saving strategy	Support	Reject	Don't know
Share accommodation with other service providers (move Libraries into other Council buildings <u>or</u> move other Council services into Libraries)	<b>55%</b>	<b>38%</b>	<b>7%</b>
Transfer some libraries to community management, with Council providing some training, guidance and financial support	<b>53%</b>	<b>38%</b>	<b>9%</b>
Introduce 'unstaffed opening' (Open+): customers access locked library buildings using a swipe card and PIN. Relies on self-service; no staff would be on duty	<b>34%</b>	<b>59%</b>	<b>7%</b>
Operate fewer libraries and close the remainder, increase opening hours of those that remain and increase investment in online services including e-Books	<b>28%</b>	<b>66%</b>	<b>7%</b>

The key message is that a majority of respondents want the Council to try its best to avoid closures, and are willing to consider community management and shared premises in order to make this a reality. This feedback has helped shape the four options described in the report to Council Cabinet on 3 August 2016, and in particular Option B which is the Council's preferred option.

## Lending Library services in the city centre

A key part of the review into the future of Derby's Library Services relates to lending services in the city centre. All four options include a new Riverside Library located on the ground floor of the Council House. This would deliver a significant saving in running costs which could be used to support the Library Service in other parts of the city. It would also provide the city centre lending library service with 55 per cent longer opening hours. Riverside Library would be open 51 hours every week, compared to 33 hours at the existing Central Library.

The current Central Library has poor opening hours, is expensive to run on a day-to-day basis and the building is costly to maintain. We would actively seek an alternative future for the Central Library building in line with our vision for building a vibrant city centre.

Under our proposals, the ground floor of the Council House would be re-configured to create a space of around 400 square metres to accommodate the library, next to the Relish café. The new library would focus on stocking in-demand books, primarily fiction and some recreational non-fiction for both adults and children. It would also have a number of public access computers, and the Council House's public Wi-Fi service would be available.

We would largely replace the current library counter service with easy to use self-service technology. Staff would be on hand to assist users unfamiliar with this equipment. Our focus would be on activities that add the most value, such as rhyme-times and job clubs, and providing support with IT. Routine library tasks would be kept to an absolute minimum.

We would compensate for the reduced shelf space at Riverside Library by creating additional storage space at another site for books that are in less demand. It would be possible to identify and request titles for delivery to Riverside Library – or another library – via the library catalogue. Users with a Derby City Council library card would be entitled to a set number of free 'holds' every year.

The proposals for our city centre lending library will be a big change for the Library Service in Derby. Please tell us what you think by taking part in the consultation.

## Community Libraries

While recognising that it can no longer afford to run all 15 of its libraries, the Council's aim is that no library in the city should be forced to close. To avoid the need for closures we will look to communities to take over the running of some of our libraries. Over recent years many other councils have supported the creation of Community Libraries as an alternative to library closures. We believe this offers the best chance of ensuring that all of the city's libraries continue to prosper for many years to come. Two of the four options that we have developed for the future of Derby's libraries therefore rely heavily on the creation of Community Libraries.

We are committed to making a success of Community Libraries, so we are proposing a wide-ranging support package to assist community groups in setting them up and maintaining them. We have not yet finalised our plans, but the proposed package is likely to include these four elements:

- A substantial annual financial grant
- Provision of ongoing advice, guidance and training from a small, specially created, in-house Community Libraries Development Team
- Specialist time-limited support to assist groups in establishing themselves and preparing them to take over the running of their local libraries
- Free access to a special community-friendly module of the Library Management (computer) System, and to broadband connectivity.

We would expect individuals or groups who are interested in running a particular library to form a management group which would work with the Council to establish the Community Library, and then manage its operation on a day-to-day basis. Before receiving grant funding to support the operation of their Community Library its management group would enter into a formal Service Level Agreement with the Council. This agreement would set out clearly the responsibilities and expectations of both parties.

## Options for the future

The size of the annual Community Library support grant would vary from library to library depending on running costs and levels of borrowing. The formula for deciding exactly how the grant would be allocated has not yet been finalised, but it is clear that grants will not be sufficient to cover all of a Community Library's running costs. Therefore each library would need to supplement its Council grant through fund-raising activities or by generating income from other sources.

If you think you may be interested in becoming involved with running your local library, such as volunteering to provide face-to-face customer service, supporting fundraising or even helping to manage the finances, please use the questionnaire to provide your contact details. This would not be a binding commitment to become involved, but would help us understand the potential level of support at each library. Depending on Council Cabinet's final decision on the Libraries Strategic Review we may contact you in spring 2017 to invite you to attend a meeting about the project.

Our working assumption is that Community Libraries would operate out of existing library buildings and the Council would be responsible for their maintenance. However, we are willing to consider alternative approaches, so for example, groups might prefer to deliver services out of other local premises rather than from existing library buildings. We would also be willing to consider asset transfer, whereby groups would take over full responsibility for existing library buildings.

If the decision is made to have some Community Libraries in Derby, we are determined to give them every chance of being successful. We would therefore welcome your thoughts about how best to achieve this. There is a space on the questionnaire for you to share your ideas with us. We may also set up some focus groups to explore the practicalities of Community Libraries in more detail, and are particularly interested to hear from people with relevant knowledge, skills or experience. If you would like to take part in one of these focus groups please provide your details in the relevant section of the questionnaire.

Four options have been developed for the future of the Library Service in Derby. The proposals about which libraries the Council would continue to run, and which would be run by communities or would close, have been based on a detailed and objective needs assessment exercise. For more information about the needs assessment please see the report presented to Council Cabinet on 3 August 2016, in particular paragraphs 6.1 to 6.41 and Appendix 3.

Under all four options the Home Library Service would continue to provide doorstep deliveries of books and audio books for disabled or elderly people who are unable to visit a library in person. Derby Libraries Online would continue to supplement the Council's buildings-based offer by providing 24/7 access to the library catalogue, selected e-Books, e-Audiobooks and e-Reference sources, and a selection of digitised content from the Derby Local Studies and Family History Library.

**Option A** would deliver full year savings of around £967,000. Resources would be targeted at the three lending libraries where identified service need is greatest, plus the Derby Local Studies and Family History Library. The libraries that would be run by the Council under Option A are therefore as follows:

Council-run Library	Proposed weekly hours	Current weekly hours
Alvaston	43	26 <sup>1</sup>
Local Studies	32	26
Pear Tree	43	26 <sup>1</sup>
Riverside	51	33 <sup>2</sup>
<b>Total</b>	<b>169</b>	<b>111</b>

<sup>1</sup> Current weekly hours exclude temporary additional hours funded through the Livewell project

<sup>2</sup> Current hours at Derby Central Library.

In all four libraries the new opening hours would be significantly above the current, permanently funded hours. Riverside Library would be open six full days per week, including all day Saturday, from 8.30am to 5pm. Alvaston and Pear Tree would both be open five and a half days per week, including all day Saturday. Pear Tree would open on Sunday afternoons, between 1pm and 5pm, the first time that any Derby library has opened on a Sunday. Derby Local Studies and Family History

# Options for the future (continued)

Library would open six days per week, including three full days.

Option A seeks to maximise the financial saving available to the Council, while making intensive use of those libraries that it continues to run. To achieve this no financial or in-kind support would be provided to aid the creation or operation of Community Libraries. Implementation of Option A would therefore likely result in the closure of the following libraries: Allenton, Allestree, Blagreaves, Chaddesden, Chellaston, Derwent, Mackworth, Mickleover, Sinfin, Spondon and Springwood.

**Option B** would deliver full year savings of £648,000. The libraries run by the Council and their opening hours would be the same as under Option A, with 11 potential Community Libraries:

Council-run Library	Proposed weekly hours	Current weekly hours
Alvaston	43	26 <sup>1</sup>
Local Studies	32	26 <sup>1</sup>
Pear Tree	43	26 <sup>1</sup>
Riverside	51	33 <sup>2</sup>
<b>Total</b>	<b>169</b>	<b>111</b>

<sup>1</sup> Current weekly hours exclude temporary additional hours funded through the Livewell project

<sup>2</sup> Current hours at Derby Central Library.

Potential Community Libraries	
Allenton	Allestree
Blagreaves	Chaddesden
Chellaston	Derwent
Mackworth	Mickleover
Sinfin	Spondon
Springwood	

Option B differs from Option A in that it provides substantial resources to support the creation and operation of eleven Community Libraries. The support predicted includes an average annual grant per Community Library of around £17,500 and the creation of a small in-house Community Libraries Development Team (three posts, 2.5 full-time equivalents). The grant figure is an average only; the actual level of grant that would be available to each library would vary.

Option B therefore combines enhanced provision at those libraries for which the need is greatest with a strong commitment to Community Libraries across the rest of the city. It gives a guarantee of stability to those libraries that are Council-run, and generous levels of financial and in-kind support for Community Libraries to reduce the risk of closures.

**Option C** would deliver full year savings of £648,000. It seeks to maximise the number of libraries that the Council would continue to run. We would retain 10 of Derby's existing libraries, as follows:

Council-run Library	Weekly hours
Alvaston	26
Allenton	20
Chaddesden	20
Local Studies	26
Mackworth	20
Mickleover	26
Pear Tree	26
Riverside	51
Sinfin	26
Spondon	26
<b>Total</b>	<b>267</b>

With the exception of the city centre Riverside Library, opening hours would be remain similar to the current, permanent patterns. This would mean that library buildings would not be used to their full potential. We would therefore recruit a member of staff to look at options for increasing opening hours through the direct involvement of local volunteers.

In order to maximise the number of libraries that continue to be run by the Council, no financial or in-kind support would be provided to aid the creation or operation of Community Libraries. Implementation of Option C would therefore likely result in the closure of the following libraries: Allestree, Blagreaves, Chellaston, Derwent, and Springwood. To balance budgets while retaining 10 Council-run libraries a further reduction to the bookfund of around £50,000 would be required.

Therefore, although Option C retains more Council-run libraries it would have a negative

## Our preferred option

impact on the funding available to stock them.

**Option D** would deliver full year savings of £648,000. It seeks to balance the number of retained libraries that are run by the Council, with the need to provide some financial support for those existing libraries it would no longer run. The Council would run the following eight libraries, with a potential seven Community Libraries:

Council-run Library	Weekly hours
Alvaston	26
Allenton	20
Local Studies	26
Mackworth	20
Pear Tree	26
Riverside	51
Sinfin	26
Spondon	26
<b>Total</b>	<b>221</b>

Potential Community Libraries	
Allestree	Blagreaves
Chaddesden	Chellaston
Derwent	Mickleover
Springwood	

As with Option C, opening hours would be remain similar to the current, permanent patterns. This would mean that library buildings would not be used to their full potential. We would therefore recruit a member of staff to look at options for increasing opening hours through the direct involvement of local volunteers.

Option D includes a package to support the creation and operation of Community Libraries at the seven potential Community Libraries although this is significantly less generous than that contained within Option B. The support predicted includes an average annual grant per Community Library of around £10,000 and the creation of a small in-house Community Libraries Development Team (two posts, 1.5 full-time equivalents). The grant figure is an average only; the actual level of grant that would be available to each library would vary.

We would like to hear what you think about each of the four options under consideration. Please share your views with us by taking part in our consultation.

Also, please tell us if you have any other ideas that would enable us to save £648,000 per year from the Library Service budget.

The Council has identified **Option B** as its preferred option. This is because we judge it to be the most robust proposal for the future of Derby's Library Service in the current, very challenging financial climate. Option B means no library should be forced to close, would give us a new city centre Riverside Library with 55 per cent longer opening hours and increase average opening times at four key libraries by 52 per cent. The proposal concentrates resources on those libraries where the need is greatest and invests heavily in Community Libraries, maximising their chances of becoming established and thriving. Across Council-run and Community Libraries as a whole more money would be spent on new library books each year under Option B than under any of the other three options.

Please go to [www.derby.gov.uk/libraries](http://www.derby.gov.uk/libraries) or pick up a paper copy from any library, Council House reception and Children's Centres.

## What happens next?

The online consultation will run until 12 December 2016, with the deadline for the return of printed questionnaires being 14 December 2016. We will then consider carefully the responses we receive, and use these to help us come to a conclusion on the best way forward for the Library Service. We expect that our final proposals will be contained in a report to be presented to Council Cabinet in March 2017.

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 0800 0092117  
Minicom: 01332 640666

## Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 0800 0092117 Tel. tekstowy: 01332 640666

## Punjabi

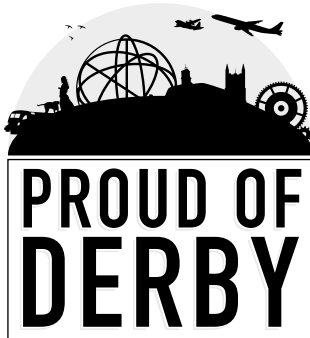
ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 0800 0092117 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

## Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 0800 0092117 Minicom 01332 640666.

## Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرا 0800 0092117 منی کام 01332 640666 پر ہم سے رابطہ کریں۔



Derby City Council

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