



**SOUTHAMPTON**  
CITY COUNCIL

## **Presenting the Evidence: Final Report of the Library Services Consultation**



**Opinion Research Services**

July 2015





## **Presenting the Evidence: Final Report of the Library Services Consultation**

### **Opinion Research Services**

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This project was carried out in compliance with ISO 20252:2012 and ISO 9001:2008

As with all our studies, findings from this report are subject to Opinion Research Services' Standard Terms and Conditions of Contract

Any press release or publication of the findings of this report requires the advance approval of ORS: such approval will only be refused on the grounds of inaccuracy or misrepresentation

This version of the report will be deemed to have been accepted by the client if ORS has not been informed of any amendments within a reasonable period of time (1 month)

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# Glossary of terms

24/7 virtual online library	Online resources offered by Southampton's Library Services, for instance loans of e-books and the ability to reserve and renew resources on line
Affected library	A library that the council is considering ceasing to provide a service from, these being one of Burgess Road, Cobbett Road, Millbrook, Thornhill, Mobile or Weston libraries
Cabinet paper	An official council paper that goes to the Southampton City Council Cabinet for discussion and decision
CAT	Community Asset Transfer, a process whereby an asset (i.e. building) is handed over to a voluntary group to benefit the wider community
The council	Southampton City Council
Impact Assessment	Equality and Safety Impact Assessment, a process undertaken by the council to establish the impacts of a proposal on the community
Needs Assessment	A statistical assessment of the performance and demand for libraries based on detailed library and demographic data
ORS	Opinion Research Services
Users (Active, Regular, Non)*	<p><u>Active users</u> – respondents who used the Library Services at least once in the last 12 months</p> <p><u>Regular users</u> – respondents who used the Library Services 6 times or more in the last 12 months</p> <p><u>Non-users</u> – respondents who did not use the Library Services at all in the last 12 months</p> <p>*A similar classification has been applied for Active, Regular and Non-Users of the 24/7 virtual online library.</p>

# 1. Foreword

## The Southampton Library Services consultation

- 1.1 Southampton City Council (henceforth 'the council') wants to deliver a comprehensive and efficient Library Service which is modern, creative, innovative, inclusive and affordable, and which reflect the changing needs of the local community.
- 1.2 The council has recently devised a preferred option for the transformation of the Library Services, and has sought to consult the public on the different elements it includes before placing any final recommendations for the City Council Cabinet to consider.
- 1.3 Opinion Research Services (henceforth 'ORS') were commissioned by the council to undertake an extensive public consultation with the intention of giving as many stakeholders as possible the opportunity to provide their views on the proposed changes to the Library Services. The consultation was designed to be open to all, but it was particularly targeted to gather feedback from those that would be most affected by the changes, including library users of all ages across the city, groups, organisations, companies and charities that currently engage with the Library Services or are likely to engage with them in the future and council staff.
- 1.4 The consultation exercise sought views on planned changes for a number of key elements relating to the Library Services:
  - » The future focus identified for the Library Services and the priorities contained within
  - » The council's preferred option to provide library services from six council managed libraries plus the Online Virtual Library and the School Library Service
  - » The potential impact on users of the Library Services and on specific groups within the community
  - » The proposal to offer library buildings to community groups to develop independent community libraries
  - » Alternative ideas or expressions of interest offered up by consultees
  - » Usage patterns of those responding including their use of libraries and online services
- 1.5 The consultation questionnaire was made available on the council's dedicated website and in other key locations identified as relevant including all the libraries, the Civic Centre and Gateway. The consultation questionnaire clearly outlined the purpose of the consultation and how interested members of the public and other stakeholders could provide their feedback and views.

## Opinion Research Services

- 1.6 ORS is a spin-out company from Swansea University with a UK-wide reputation for social research and major statutory consultations. ORS was appointed by the council to facilitate aspects of the consultation process and to provide an independent report of the formal consultation programme.



- 1.7 As a research practice with wide-ranging experience of controversial statutory consultations across the UK, ORS is able to confirm that the formal consultation elements and processes undertaken by ORS on behalf of the council have been conscientious in eliciting the opinions of stakeholders and members of the public.

### Information on pre-consultation stages

- 1.8 ORS has not been involved in any initiatives leading up to the council's decision to commission the company to undertake the formal consultation on Southampton's Library Services and will therefore not presume to outline the background for the consultation which is the subject of this report.
- 1.9 ORS would like to point the reader to the council's dedicated website on the Library Services Consultation which can be accessed through the following link <https://www.southampton.gov.uk/council-democracy/have-your-say/Library-services-survey.aspx> and which provides useful background information and documents which are related to the formal consultation process undertaken by ORS.

## Nature of Consultation

### Accountability

- 1.10 Consultation should promote accountability and assist decision making: public bodies should give an account of their plans or proposals and they should ensure that all responses are taken into account in order to:
- » Be informed of any issues, viewpoints, implications or options that might have been overlooked;
  - » Re-evaluate matters already known; and
  - » Review priorities and principles.
- 1.11 Nevertheless, a consultation is not a vote; and influencing public policy through consultation is not simply a 'numbers game' in which the loudest voices or the greatest numbers automatically determine the outcome, for all the various consultation methods have to be assessed.
- 1.12 All types of consultation responses are important – for example, in the current consultation we received a range of different responses from individuals and organisations from the paper and online open questionnaires, the children and young people's surveys, from written and other submissions, and from some meetings.
- 1.13 This report aims to identify where strength of feeling may be particularly intense while recognising that interpreting consultation is not simply a matter of counting responses.

### Interpreting the consultation outcomes: the council's role

- 1.14 Importantly, the different consultation methods cannot just be combined to yield a single point of view on the future transformation of Southampton's Library Services that reconciles everyone's differences and is acceptable to all stakeholders involved.
- 1.15 This is especially true given that there were a number of differences in the populations that were consulted (e.g. those whose nearest Library may be affected by the proposed changes or those whose nearest Library won't be affected, school-age children or adult users of the service etc.).

- 1.16 In our experience there is no formula in any consultation process that can reconcile everyone's differences. Whilst the consultation process highlights aspects of this information that stakeholders consider to be important, the council will need to consider the appropriate emphasis to be placed on each element. In this sense there can be no single 'right' interpretation of all the consultation elements and other information available to the council in their decision-making process.
- 1.17 ORS is clear that its role is to outline and report the opinions and arguments of those who have responded to the consultation, but not to make any recommendations as to how the council should make use of the reported results. Whilst this report brings together a wide range of evidence for the council to consider, the report does not provide a single, public point of view on the proposed changes for Southampton's Library Services. It is for the elected members to take high-level policy decisions based on their understanding of the evidence presented.

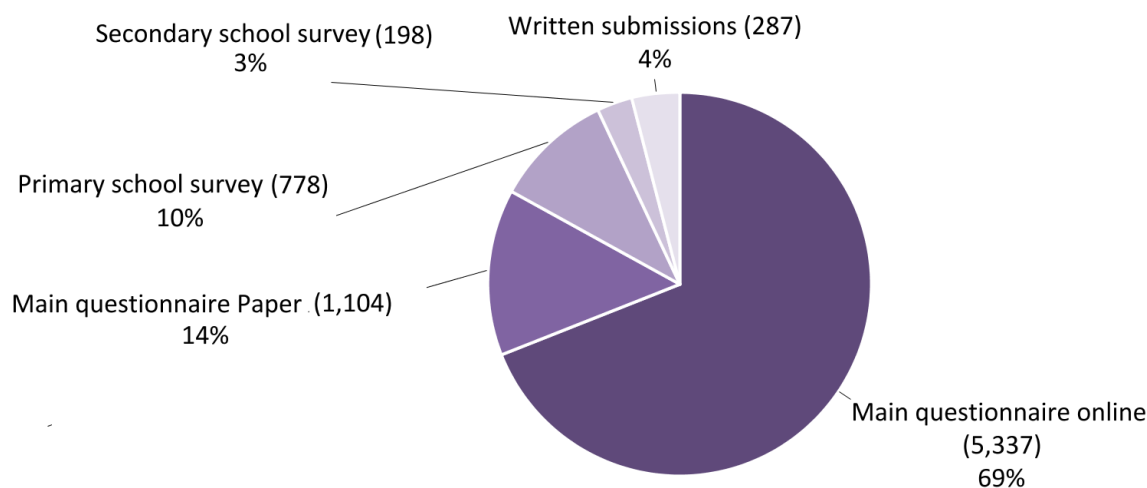
## Consultation Process

### Methodology

- 1.18 The formal consultation for the Southampton City Council Library Services was launched on 28<sup>th</sup> November 2014 and ended on 6<sup>th</sup> March 2015, and no responses to the consultation have been received after the close of the consultation period.
- 1.19 During the consultation period, the public and interested stakeholders were invited to provide feedback through:
- » **The main consultation questionnaire.** Paper questionnaires were available at all libraries, Gateway and the Civic Centre reception. This questionnaire was designed by ORS in partnership with the council, while ORS also setup and managed a parallel online version which was made available through the council's dedicated webpage and via a printed link on the paper version. The council's website was also on the book marks which were available in libraries to promote the consultation.
  - » **A children and young people's consultation.** Including two adapted versions of the main consultation questionnaire (suitable for primary and secondary school aged pupils) which were designed in conjunction with head teachers and made available by the council independently of ORS. These surveys were available on line and the link was circulated to all head teachers in the city and the surveys were also made available on the councils dedicated web page.
  - » **Written submissions.** The public and interested stakeholders had the opportunity to provide their views by writing to the council or directly to ORS, or via email to the libraries transformation email address which could be found through the councils dedicated web page.

1.20 A summary of the response to the consultation can be found in the following figure which shows the relative proportion of responses to the consultation by different elements.

**Figure 1: Summary of responses to the consultation**



*Base: All responses to the consultation (N=7,704)*

## Report of Consultation Outcomes

- 1.21 This full report of consultation outcomes considers the feedback received through each of these different elements and provides a comprehensive evidence base to help inform the council's decision-making process.
- 1.22 Where verbatim quotations are used it is not because ORS agrees or disagrees with them, but for their vividness in capturing recurrent points of view. ORS does not endorse the statements made, but seeks only to portray them accurately and clearly. Similarly, where submitted ideas have been paraphrased and/or summarised by ORS, no effort was made to validate any claims while no endorsement of these ideas as true or false is being suggested.
- 1.23 The executive summary concisely reviews the full range of feedback received, and brings together the overall perspectives and the common themes that have emerged fairly quickly. We trust that the summary is a sound guide to the consultation outcomes and how they might be interpreted, and that both the summary and full reports will be helpful to all concerned.
- 1.24 Readers are encouraged to review the detailed findings outlined in this report in order to gauge the full extent of the public's response to the consultation more accurately.

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## 2. Overview of the Main Consultation Questionnaire

### Foreword

- 2.1 This chapter (as well as the following one) concerns the main consultation questionnaire.
- 2.2 The questionnaire was designed by ORS in partnership with the council, and was available for completion by any interested stakeholders through paper copies as well as online.
- 2.3 The report also contains a later, separate chapter which concerns the results of the surveys for primary and secondary school aged children designed and made available by the council, independently to ORS.

### Overview

- 2.4 As part of the Southampton City Council Library Services consultation, a consultation document covering the proposed changes was produced and made publicly available on the council's dedicated website. The website also included links to the full cabinet paper on the matter and all relevant appendices containing detailed information about the processes undertaken by the council so far, including a background presentation on the needs assessment process and a Frequently Asked Questions (FAQ) document.
  - 2.5 The main consultation questionnaire was developed to include relevant summaries of background information on each of the main topics being consulted on. The following key topics were covered in the consultation questionnaire:
    - » Understanding respondents' use of the Library Services
    - » Why the Library Services needs to change
    - » The five Key Areas of Future Focus
    - » The council's preferred option for the Library Services
    - » Views about community independent initiatives in library buildings
    - » Understanding the impact of the proposed changes
    - » Information about respondents
  - 2.6 Given the sensitivity of the topic and the importance of providing an accurate assessment of views on the proposed changes, the questionnaire was very carefully worded and precise. This process sought to ensure that the questions asked were clear and unambiguous and that respondents were given the necessary information to provide an informed response.
  - 2.7 The main consultation questionnaire was available online through the council's dedicated website and the URL was also printed on the paper copies. Paper copies were made available in locations
-

identified as relevant, including local libraries, the Civic Centre and Gateway. Respondents had the option to either submit their completed questionnaire on site (via secure ballot boxes), send it directly to ORS via a freepost mailing address or send it to the council.

- 2.8 This chapter details the methodologies and responses to the main consultation questionnaire. This questionnaire can provide considerable information about the views of particular groups and individuals at local levels; however it is important to note that it was open to any interested stakeholders, individuals or organisations both within and outside of Southampton regardless of their affiliation with, or usage of, the Library Services.
- 2.9 The results therefore are not representative of any particular population, including that of the council's authority area. However, within the context of the consultation it provides an appropriate and important opportunity for the public to provide their opinions.
- 2.10 Of course, it is for Southampton City Council to determine what appropriate emphasis to be given to different elements within the consultation, while bearing in mind that the outcome of the consultation should not be just a 'numbers' game. In other words, the question is not *Which findings should determine our decision?* but *What evidence or considerations have emerged that should influence our deliberations about the future transformation of the Library Services?*

## Questionnaire responses

- 2.11 All questionnaire responses in which at least one of the consultation questions was answered and received by ORS or any of the Southampton City Council contact points by the close of the consultation period were included in the analysis.
- 2.12 The only exception to this rule was if duplicate online questionnaires were identified – see further details in the following section.
- 2.13 A total of 6,477 questionnaires were initially analysed, of which 1,104 were paper questionnaires and 5,373 were online questionnaires.
- 2.14 A total of 6,441 questionnaires were eventually taken into consideration in the analysis of results, of which 1,104 were paper questionnaires and 5,337 were online questionnaires. Thirty six online questionnaires were removed from the analysis after being identified as duplicates based on IP addresses, cookies, profile data and text responses
- 2.15 Of the total number of questionnaires received, 5,061 were identified as individual submissions, 40 were identified as representing organisations or groups, and 1,340 were not identified either way.

## Duplicate responses

- 2.16 ORS noted that there were 264 IP addresses (an IP address is a unique identifying number given to every single computer on the internet) which each generated more than one response. The majority of the duplicate IP addresses that were identified yielded relatively few completed questionnaires: 208 providing two responses, 32 with three responses and a further 14 with up to ten responses each. The remaining 10 duplicate IP addresses each yielded more than ten responses; all together these represented a total of 412 completed questionnaires.
- 2.17 Of these 10 duplicate IP addresses, 3 were registered to Southampton City Council and collectively these accounted for 310 responses. Given that a large number of responses was expected from

these locations (as respondents were encouraged to submit their views online and library locations provide free network sessions), this did not appear to be an issue to be further investigated.

- 2.18 Of the other 7 IP addresses that yielded more than 10 or more responses, 1 was registered to Southampton Solent University and this accounted for 15 responses. Another 5 were registered to Hampshire County Council (76 responses). The remaining one IP addresses was registered to Capita (11 responses).
- 2.19 A similar analysis of “cookies” was also undertaken – where responses originated from users on the same computer using the same browser and the same credentials (e.g. user account). 218 were received with duplicate cookies (of which 200 appeared twice, 16 three times, and two four times), and after careful study of these responses, none were considered to be identical responses or appeared to be attempting to skew the results, hence no online submissions have been excluded only on the basis of a duplicate IP address.
- 2.20 However, 36 records have been excluded due to them being identified as duplicates based on an analysis which looked at either one or both of the above described variables (e.g. IP addresses and cookies) in conjunction with profile data and/or text responses. Hence, these 36 records were excluded as it appeared that these responses originated from the same individuals or organisations either intentionally or in error.
- 2.21 None of the paper questionnaires that were received had been copied with answers already completed; so all of the completed paper questionnaires received were included in the final analysis; Hence the final total of questionnaires considered for analysis was 6,441.

## Questionnaire responses from organisations

- 2.22 ORS received 40 responses identified as representing organisations. These included 8 responses from community groups/initiatives, 6 from charities, 5 from nurseries/pre-schools, 2 each from council stakeholders, businesses, political stakeholders and schools, 1 each from a religious organisation and a care home, 5 from other organisations and 6 from unknown submitters.

## Profile of respondents to the main consultation questionnaire

- 2.23 Figure 2 (overleaf) provides a breakdown of results for demographic variables that were collected for personal responses (excluding organisations or groups) from questionnaires completed online or via paper versions. Figures are based on valid responses<sup>1</sup> for each question and may not sum due to rounding. Percentage figures smaller than 0.5% are replaced with an asterisk (\*).

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<sup>1</sup> Valid responses exclude those who did not answer the question or answered ‘Don’t know’ or ‘Prefer not to say’

Figure 2: Breakdown of demographic variables for individual responses to the main questionnaire

Characteristic	All Responses		
	(count)	% Valid	
Age	Under 16	17	*
	16-24	168	3%
	25-34	588	12%
	35-44	905	18%
	45-54	882	18%
	55-64	1,033	21%
	65-74	934	19%
	75-84	325	7%
	85+	64	1%
	<b>Total valid responses</b>	<b>4,916</b>	<b>100%</b>
<i>Not known</i>	145	-	
Gender	Male	1,751	37%
	Female	2,998	63%
	<b>Total valid responses</b>	<b>4,749</b>	<b>100%</b>
	<i>Not known</i>	312	-
Dependent children	With children aged under 18	1,356	28%
	Without children aged under 18	3,490	72%
	<b>Total valid responses</b>	<b>4,846</b>	<b>100%</b>
	<i>Not known</i>	215	-
Carer	A carer	1,190	25%
	Not a carer	3,486	75%
	<b>Total valid responses</b>	<b>4,676</b>	<b>100%</b>
	<i>Not known</i>	385	-
Disability status	Consider themselves to be disabled	422	9%
	Not disabled	4,343	91%
	<b>Total valid responses</b>	<b>4,765</b>	<b>100%</b>
	<i>Not known</i>	296	-
Ethnic group	White	4,277	92%
	Mixed or multiple ethnic groups	81	2%
	Asian or Asian British	139	3%
	Black, African, Caribbean, Black British	65	1%
	Any other ethnic group	63	1%
	<b>Total valid responses</b>	<b>4,625</b>	<b>100%</b>
	<i>Not known</i>	436	-
Employment	Working (full-time, part time, self-employed)	2,637	55%
	Full-time education at school, college or university	135	3%
	Unemployed and available for work or on a Government supported training programme	127	3%
	Permanently sick or disabled	145	3%
	Wholly retired from paid work	1,354	28%
	Looking after the home or family	261	5%

	Doing something else	111	2%
	<b>Total valid responses</b>	<b>4,770</b>	<b>100%</b>
	<i>Not known</i>	291	-
<b>Council employee</b>	Employed by the council	336	7%
	Not employed by the council	4592	93%
	<b>Total valid responses</b>	<b>4,928</b>	<b>100%</b>
	<i>Not known</i>	133	-

## Geographical spread of respondents

2.24 The figure below provides a breakdown of responses to the questionnaire by ward (for respondents who provided their postcode).

**Figure 3: Breakdown of responses to the questionnaire by ward (online and paper).**

Ward	All Responses	
	(count)	% Valid
Bargate	228	6
Bassett	447	11
Bevois	166	4
Bitterne	178	4
Bitterne Park	349	9
Coxford	151	4
Freemantle	298	7
Harefield	238	6
Millbrook	228	6
Peartree	275	7
Portswood	365	9
Redbridge	142	3
Shirley	391	10
Sholing	192	5
Swaythling	211	5
Woolston	215	5
<b>Total valid responses</b>	<b>4,074</b>	<b>100%</b>
<i>Not known</i>	2,367	-

2.25 Of the 2,367 'Not known' responses to this question, only 1 response could be identified as potentially outside Southampton although it was incomplete so the exact location could not be determined. The other 2,366 responses were either blank (by individuals or organisations) or unidentified (partial, non-existent etc.).

2.26 The highest proportion of responses have been recorded from Bassett (n=447), Shirley (n=391), Bitterne Park (n=349) and Portswood (n=365), while to a lesser degree from Freemantle, Peartree, Bargate, Harefield and Millbrook. The remaining wards of Sholing, Swaythling, Woolston, Bevois, Bitterne, Coxford and Redbridge each account for five percent or less of the responses to the questionnaire.

2.27 While it's clear that responses were generally higher in a number of locations, in particular Bassett, Shirley, Bitterne Park and Portswood, this may stem from a range of different reasons. For example,



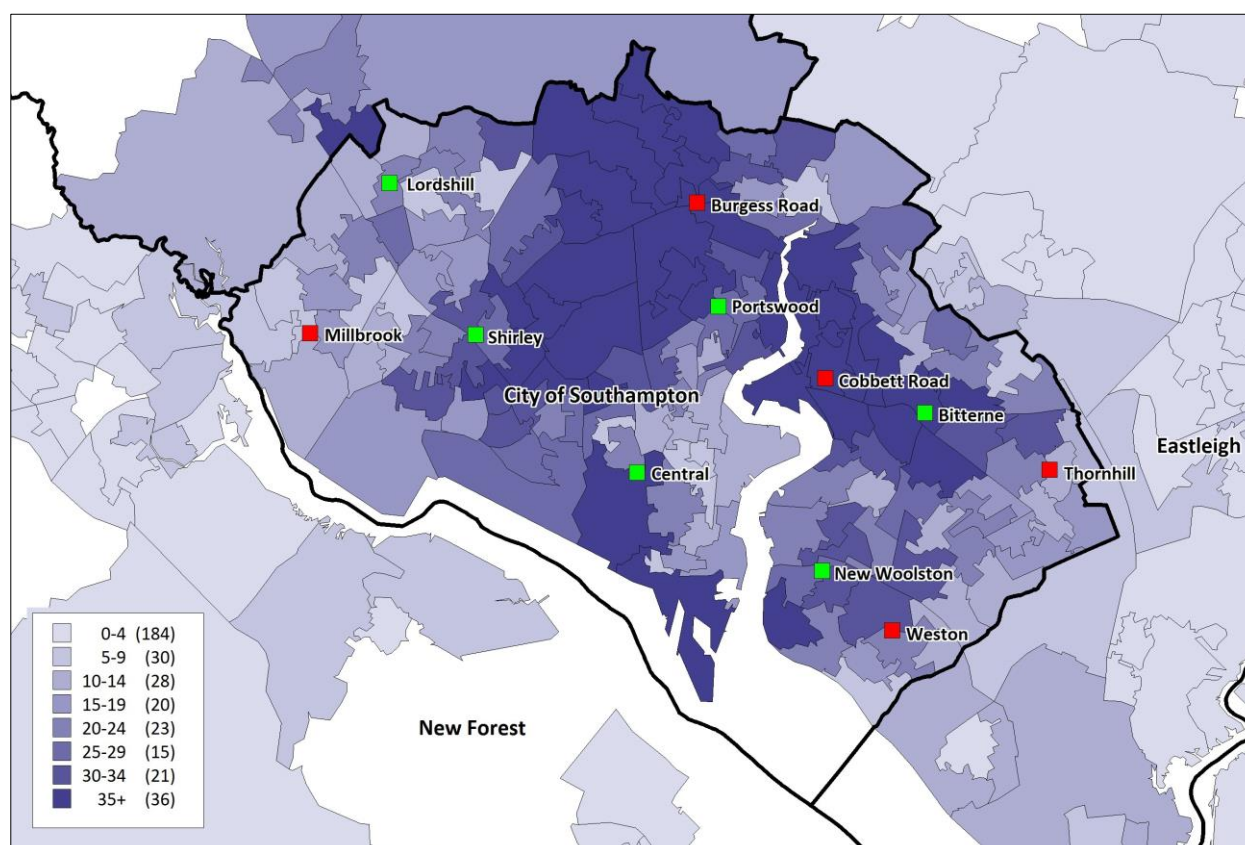
this may reflect the particular strength of feeling in these areas, it may be through differences in population density for these wards, or it may indicate that more people in these areas were aware of the consultation, and/or had the ability to engage with it.

- 2.28 The reader is advised to bear such considerations in mind when reviewing the results from the open consultation questionnaire, as views from respondents from certain areas may have a disproportional effect on the overall results. Analysis for key questions (e.g. agreement with the council's preferred option) is at times broken down by responses from different areas as well by overall levels.
- 2.29 An illustration of the geographical spread of respondents is shown in Figure 4 overleaf (based on those who answered a key consultation question 'To what extent do you agree or disagree with the council's preferred option for Library Services?').
- 2.30 Figure 4 (overleaf) shows density of responses for this question within Lower Layer Super Output Areas (LSOA)<sup>2</sup>. LSOAs are shaded according to how many responses to this question have been received from each area.
- » The **darker** the colour, the **more responses** have been recorded.
  - » **Transparent/White** LSOAs represent areas for which **no responses** to this question have been recorded.
  - » Red squares represent affected libraries, and Green squares represent non-affected libraries.
- 2.31 One observation that can be made from looking at Figure 4 (overleaf) is that fewer responses (at least to this question) have been received from the area surrounding Millbrook library compared to the areas surrounding Burgess Road or Cobbett Road libraries. As already noted previously, there will be a variety of reasons that explain why response levels vary across the regions.

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<sup>2</sup> See <http://www.ons.gov.uk/ons/guide-method/geography/beginner-s-guide/census/super-output-areas--soas-/index.html>.

**Figure 4: Density of responses for question 10 (agreement with the council's preferred option) by LSOA**



*Base: All respondents that provided a postcode (4,447)*

## Interpretation of the data

2.32 The results of the consultation questionnaires are presented in a largely graphical format. The pie and bar charts (and other graphics) show the proportions (percentages) of respondents making relevant responses. The bolder shades are used to highlight responses at the 'extremes', for example 'very satisfied' or 'very dissatisfied'. Where possible, the colours of the charts have been standardised with a 'traffic light' system in which:

- » Green shades represent positive responses
- » Beige and purple/blue shades represent neither positive nor negative responses
- » Red shades represent negative responses
- » The bolder shades are used to highlight responses at the 'extremes', for example, very satisfied or very dissatisfied

2.33 Additionally, where possible an effort has been made to improve readability of charts when printed in Black and White.

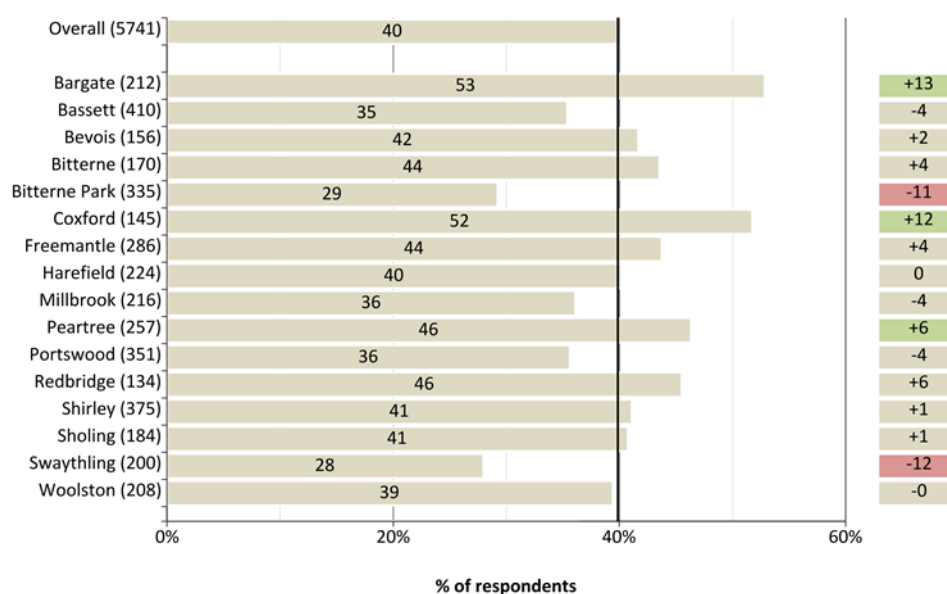
2.34 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers. Throughout the volume an asterisk (\*) denotes any value less than half of one per cent. In some cases figures of 2% or below have been excluded from graphs to avoid potential identification of individual responses.

- 2.35 The number of valid responses recorded for each question (base size), are reported throughout. As not all respondents answered every question, these base sizes vary particularly between questions. Every response to every question has been taken into consideration, regardless of methodology (paper or online) or if respondents had only partially completed the questionnaire.

#### Differences in results by sub-groups

- 2.36 For some questions, a further analysis revealed differences in responses by key demographic and other variables e.g. respondents' ward. Such analysis highlights how sub-groups within key demographic variables (e.g. within 'age', those aged 25-34) provided different answers compared to the overall average.
- 2.37 Where results are particularly higher (for certain sub-groups, in comparison to the overall score) they are highlighted in Green, whilst results that are particularly lower (for certain sub-groups, in comparison to the overall score) are highlighted in Red.
- 2.38 Whether results are highlighted or not may depend on various factors, including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question).
- 2.39 Commentary text is then provided for those results which are particularly higher, for example:

#### *'Differences in agreement that savings should be made from the library budget by ward (Respondents who agree)'*



*'Base: All respondents (number of respondents shown in brackets)'*

*'Respondents who reside in **Bargate**, **Coxford** or **Peartree** wards are more likely to agree that savings should be made from the library budget to make Library Services more financially sustainable.'*

### Grouped responses

- 2.40 At times, results are grouped to allow easier presentation of data. For example when asking about agreement with the council's preferred option, all answer options are displayed (un-grouped) while in addition these are grouped into 'Agree' (those who strongly agree and those who tend to agree) and 'Disagree' (those who tend to disagree and those who strongly agree).

### How responses to open-ended questions were analysed

- 2.1 All responses provided to the open-ended questions have been read, and then classified (coded) using a standardised approach (code frame). This approach helps ensure consistency when classifying different comments and the resulting codes represent themes that have been repeatedly mentioned in a more quantifiable manner. The responses provided by a respondent to a single text question may present a number of different points or arguments, therefore in many cases the overall number of coded comments counted in a particular question can actually be higher than the number of people responding to that open-ended question (i.e. each respondent may have made comments about two or more different topics).

### Nearest library to respondent

- 2.2 Results for some questions include an analysis by respondents' nearest library (from the list of Southampton libraries used in the consultation questionnaire). This analysis is based on respondents' postcodes (when provided) which were used to estimate their location in relation to Southampton libraries (excluding the Mobile library).

### Respondents' ward

- 2.3 Similarly, results for some questions include an analysis by respondents ward. This analysis was also based on respondents' postcodes (when provided).

### Carers

- 2.4 Results for some questions include an analysis by respondents who do, or do not provide support as carers. Carers are defined as respondents who look after, or give any help or support to family members, friends, neighbours or others because of long-term physical or mental ill-health or disability, or problems relating to old age.

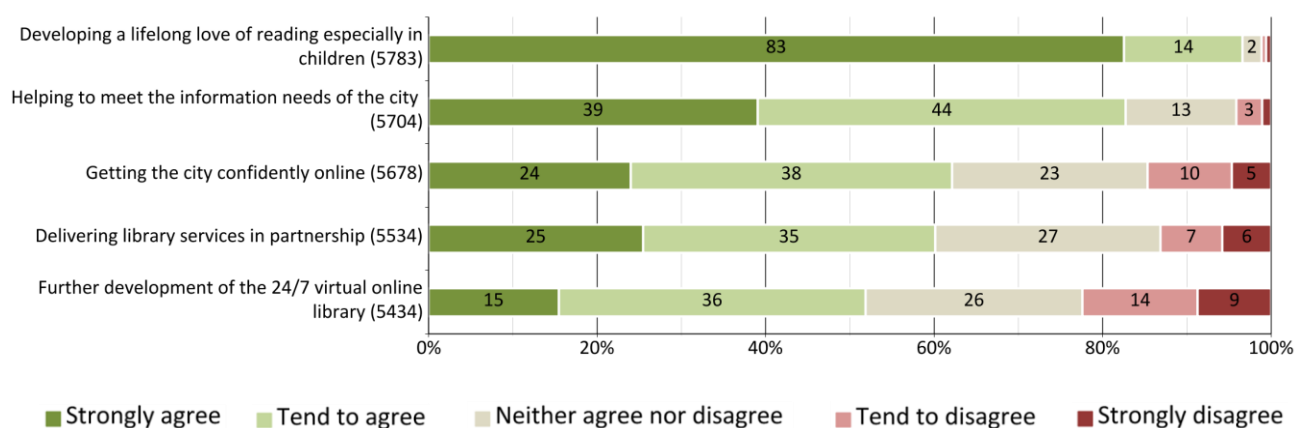
## 3. Findings of the Main Consultation Questionnaire

### 'Key Areas of Future Focus'

#### Agreement with the council's proposed five Key Areas of Future Focus

*To what extent do you agree or disagree with the council's FIVE Key Areas of Future Focus?*

**Figure 5: Agreement with the council's five Key Areas of Future Focus**



*Base: All respondents (noted in brackets)*

- 3.1 Of the five Key Areas of Future Focus, the highest levels of agreement are noted for 'Developing a lifelong love of reading especially in children' – with 97% of respondents agreeing (83% of respondents strongly agree).
- 3.2 The second highest levels of agreement are noted for 'Helping to meet the information needs of the city' – with 83% agreeing (39% of respondents strongly agree).
- 3.3 Similar agreement levels thereafter are noted for 'Getting the city confidently online' (62% agree) and 'Delivering Library Services in partnership' (60% agree).
- 3.4 The lowest levels of agreement are noted for 'Further development of the 24/7 virtual online library' (52% agree).

## Reasons for disagreement with, and additional suggestions for the five Key Areas of Future Focus

*If you disagree with any of the FIVE Key Areas of Future Focus...or have any additional suggestions... please provide details?*

3.5 From the 2,195 respondents who provided valid answers to this question, 4,587 different comments have been classified, the details of which are outlined below.

3.6 624 comments described a preference or need for accessing Library Services in person (rather than online) or for visiting physical library locations. Typical examples are quoted below:

*"I think an over-reliance on the Internet is unhealthy and, whilst I am a very confident user, there are equally people who don't even know how to turn a computer on and don't wish to learn."*

*"Whilst IT is vitally important, so too are paper books. A library is a quiet place to peruse and study. I would not want to see this lost in the world of virtual books and technology. I feel very strongly about this."*

3.7 370 comments described a general disagreement with the further development of the 24/7 virtual online library or the role that the council is proposing to play in further developing this service. Typical examples are quoted below:

*"It is up to each individual to get themselves online, not for the council to spend money doing so."*

*"I think the city should focus on creating high-quality reading environments to encourage literacy and a love of reading. It is not sensible for the city to focus on online services- this could be done much more cost-effectively as a national campaign"*

3.8 330 comments described library facilities as vital for children's educational purposes, social interaction and love of reading. A typical example is quoted below:

*"Facilities for children and parents must be a priority, I use the library less now as my children have grown and I can afford to buy and download books. However my grandchildren are frequent users and as such are becoming book lovers."*

3.9 308 comments described local libraries as important and called for them to be kept open. A typical example is quoted below:

*"Please keep the libraries open. This is an invaluable service to the city."*

3.10 295 comments described a preference or need for accessing hard-copy material as opposed to digital. Typical examples are quoted below:

*"Many people in Southampton still do not have access to internet therefore cannot access e-books and the Library Services. Real paper copies encourage reading for all."*

*“Prefer children to read books in hard copy as this is a more leisurely and enriching experience.”*

- 3.11 276 comments described the negative impact that closing down local libraries would have on the elderly. A typical example is quoted below:

*“Older people will be negatively impacted and will miss the social interaction.”*

- 3.12 199 comments described disagreement with the council’s suggestion to cease running local libraries whilst introducing privatisation or partnerships to run some library services or locations. Typical examples are quoted below:

*“Partnership can often bring apparent immediate savings but longer term detriment to services, and less elected- representative control of public services.”*

*“The term partnership is very vague. I agree with non-profit organisations helping people in the library but not firms trying to get clients. Any sponsor will want to make a profit and I don't see how "education" can be made profitable.”*

*“Involving commercial interests will only promote activities and facilities with a profit element. Therefore library services will only be available to those who can pay.”*

- 3.13 Coded comments that accounted for less than 5% of the overall responses (approximately 200 responses per coded answer or less) are not outlined in detail but are noted in Figure 6 below.

**Figure 6: Other comments - ‘Reasons for disagreement with, and suggestions for, Key Areas of Future Focus’**

Coded comment	Count
Libraries should provide space/facilities for increased activities/community meetings/book clubs etc. which will increase potential revenue from each location.	174
Libraries need to have more/improved vending machines/coffee/shop facilities on site	67
Generally agree with the further development of the 24/7 virtual online library	64
Need to improve/increase opening hours/times of libraries	59
Libraries need to form partnership with university's/schools i.e. shared facilities.	51
Need more advertisements for libraries/the benefits of library usage/better promotion needed etc.	49
Introduce minimal charges/charges for borrowing books i.e. happy to pay for service	43
Need to reduce other service in favour of books i.e. DVDs/computers etc.	42
Libraries should share buildings/rooms to raise money to put back into the library/integrate additional council services in buildings to cut costs	39
Better access to online facilities/computers in libraries i.e. need free Wi-Fi in all libraries	39
Need to start an eBook lending service/get people to start using eBooks	34
Libraries need to be quieter for studying/too much noise in study areas/noise is deterring people	33
Should explore the use of volunteers/using more volunteers	31
Parents/schools should be responsible for encouraging children from a young age to read/visit libraries	28
Should concentrate on fewer libraries/close smaller libraries to concentrate on larger ones	25
Agree with partnerships if they can help sustain libraries/libraries should have partnerships with other authorities/library providers	21
Need to focus on teaching people how to use online services i.e. the elderly, disabled, computer illiterate etc.	17
Libraries need to provide good information services i.e. family history archives/tourist information desks etc.	15
Libraries need to reduce waste/reducing costs/fees	14
Libraries need to provide a better range of formats i.e. large print/audio books etc.	13
Focus on Central library/maintain services at central library at the expense of other libraries	13
Online services need to be improved i.e. more user friendly, easier to navigate etc.	12
Libraries should form partnerships with arts/cultural services i.e. arts galleries/museums/music etc.	8
Reduce opening hours to save money/keep more libraries open	8

Need to improve library buildings i.e. general appearance/décor etc.	8
Need to hold fundraising/charity events to raise money for libraries	6
Libraries need more of a commercial approach/run like a business	5
Introduce click and collect service/being able to check availability of books online	5
Libraries should allow people to donate books/recycle books to save money	5
Need to reduce management salaries/cut salaries to save more money for libraries	4
The council should put people first not money	2
Other	258

## Ratings for the needs assessment criteria

*Please rate how important you think the following criteria are using a whole number from 0 to 10, where “10” means the criteria is critically important and “0” means the criteria is of no importance.*

- 3.14 The main consultation questionnaire invited participants to rate four different criteria that were used as part of the needs assessment process, by the council, to help identify the changes that are required for the Library Services. In summary, these criteria were:
- » Usage - the number of users at each library and usage patterns of library services
  - » Need - ensuring that the service benefits deprived areas, children, people receiving care etc.
  - » Proximity - how far people need to travel to reach the next available library
  - » Value for Money - the costs associated with different services and libraries
- 3.15 Participants were asked to rate each criteria using an 11-point scale of 0 to 10 where “10” means the criteria is critically important and “0” means the criteria is of no importance.
- 3.16 An analysis methodology which is based on the Net Promoter Score<sup>® 3</sup> or NPS<sup>®</sup> has been employed to calculate an ‘Importance score’ for each criterion. Respondents who provided a rating of 9-10 were classified as ‘promoters’, those who provided a rating of 7-8 were classified as ‘passives’, while those who provided a rating of 0-6 were classified as ‘detractors’.
- 3.17 To calculate the Importance score for each criterion, the proportion of detractors (with ratings of 0-6) was subtracted from the proportion of promoters (with ratings of 9-10). This allows an illustration of the results for this question in a meaningful and easy to interpret way - the higher the resulting importance score is, the higher the importance that respondents placed on that criterion.
- 3.18 The reader is advised that as opposed to the original NPS<sup>®</sup> methodology, respondents who answered this question were not asked how likely they are to *recommend* a certain service or product, but instead were asked how *important* they think each criterion is.

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<sup>3</sup> The Net Promoter Score<sup>®</sup>, or NPS<sup>®</sup>, developed by Satmetrix, Bain & Company and Fred Reichheldis, is based on the fundamental perspective that customers can be divided into three categories: Promoters, Passives, and Detractors. This methodology allows tracking these groups and measuring performance. Customers respond to questions on a 0-to-10 point rating scale and are categorized to any of the 3 groups. More details are available here: <http://www.netpromotersystem.com/about/measuring-your-net-promoter-score.aspx>



3.19 The figure overleaf summarises the results for this question and outlines the proportion (percentage) of the grouped ratings for each criterion, as well as the calculated Importance score.

**Figure 7: Importance scores for the four criteria**

Criteria	Importance			Score
	Detractors (0-6) %	Passives (7-8) %	Promoters (9-10) %	
<b>Need</b> (5,432)	16	25	59	<b>44</b>
<b>Proximity</b> (5,427)	24	32	44	<b>21</b>
<b>Usage</b> (5,411)	33	34	34	<b>1</b>
<b>Value for Money</b> (5,389)	44	28	27	<b>-17</b>

*Base: All respondents (noted in brackets)*

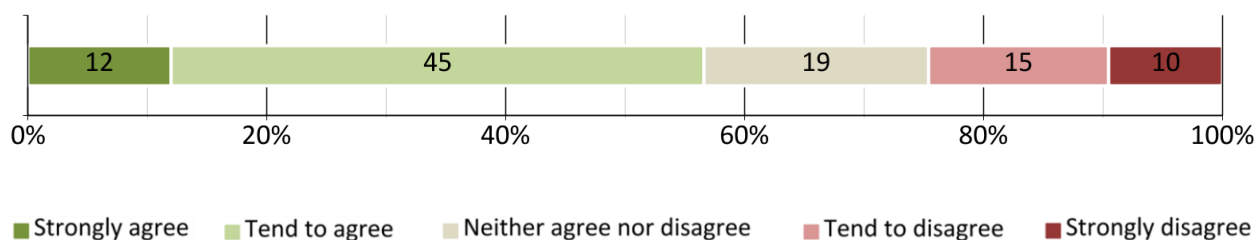
- 3.20 The Need criterion has been rated as the most important, with a score of 44 and with 59% of respondents rating it as either 9 or 10 on the importance scale.
- 3.21 The Proximity criterion has been rated as the second most important, with a score of 21 and with 44% of respondents rating it as either 9 or 10 on the importance scale.
- 3.22 The Usage criterion has been rated as the third most important, with a score of 1 and with 34% of respondents rating it as either 9 or 10 on the importance scale.
- 3.23 The Value for Money criterion has been rated as the least important, with a score of -17 and with 27% of respondents rating it as either 9 or 10 on the importance scale.

## 'Why the Library Services need to change'

### Agreement that the Library Services need to change

*To what extent do you agree or disagree that Southampton's Library Services need to change to meet future needs?*

**Figure 8: Agreement that the Library Services need to change**

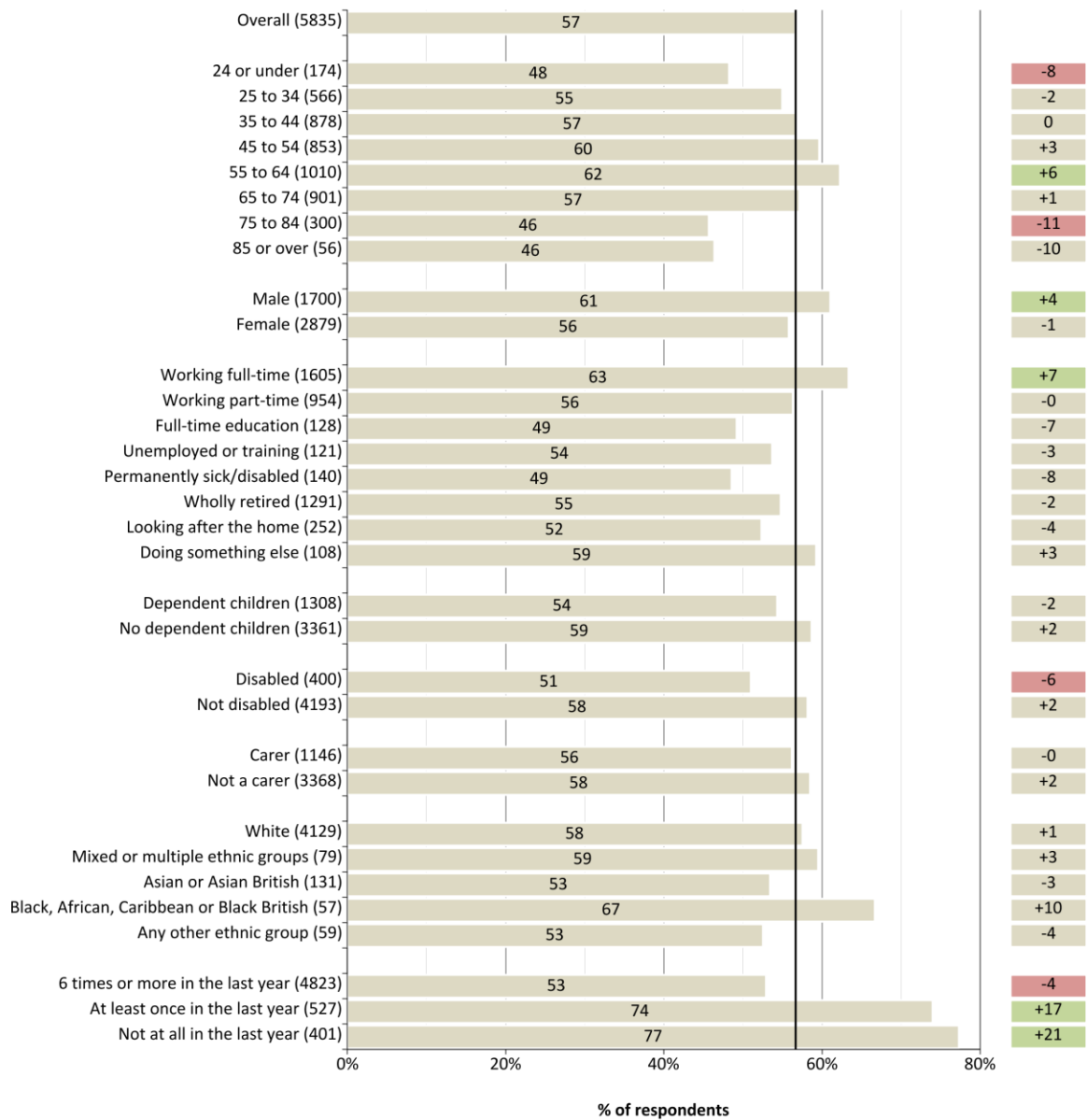


*Base: All respondents (5,835)*

- 3.24 57% of respondents agree that Southampton's Library Services need to change to meet future needs. 12% of respondents strongly agree.
- 3.25 19% of respondents neither agree nor disagree.
- 3.26 25% of respondents disagree that Southampton's Library Services need to change to meet future needs. 10% of respondents strongly disagree.
- 3.27 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).
- 3.28 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>4</sup>.

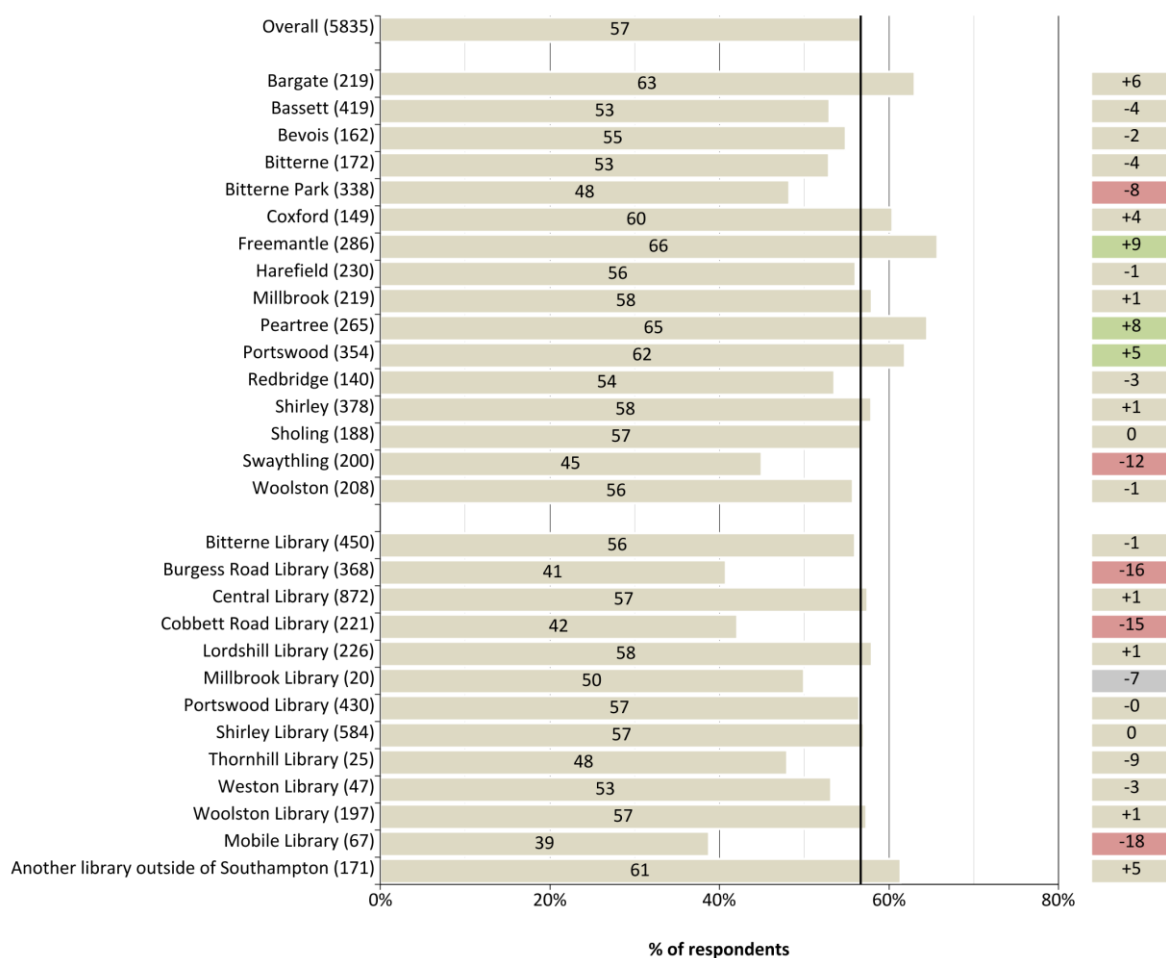
<sup>4</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

## Respondents who agree that the Library Services need to change

**Figure 9: Differences in agreement that the Library Services need to change by key demographics (Respondents who agree)**

Base: All respondents (number of respondents shown in brackets)

**Figure 10: Differences in agreement that the Library Services need to change by ward and library used most-often (Respondents who agree)**

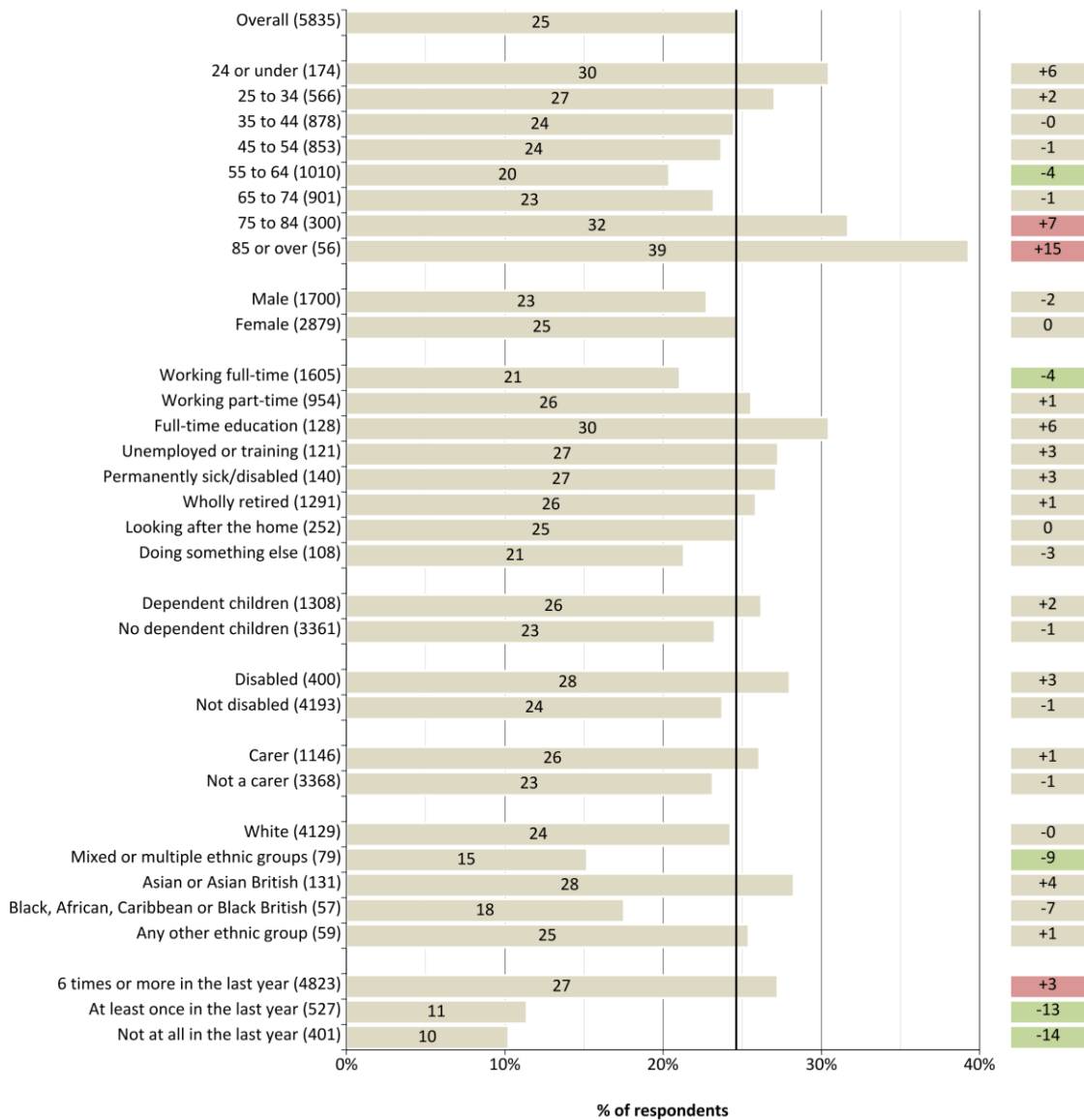


*Base: All respondents (number of respondents shown in brackets)*

- 3.29 **Male** respondents, those aged **55-64**, **working full-time** or are **Active or Non-users** of the Southampton Library Services are more likely to agree that the Library Services need to change.
- 3.30 Additionally, respondents who reside in **Freemantle**, **Peartree** or **Portswood** wards are more likely to agree that the Library Services need to change.

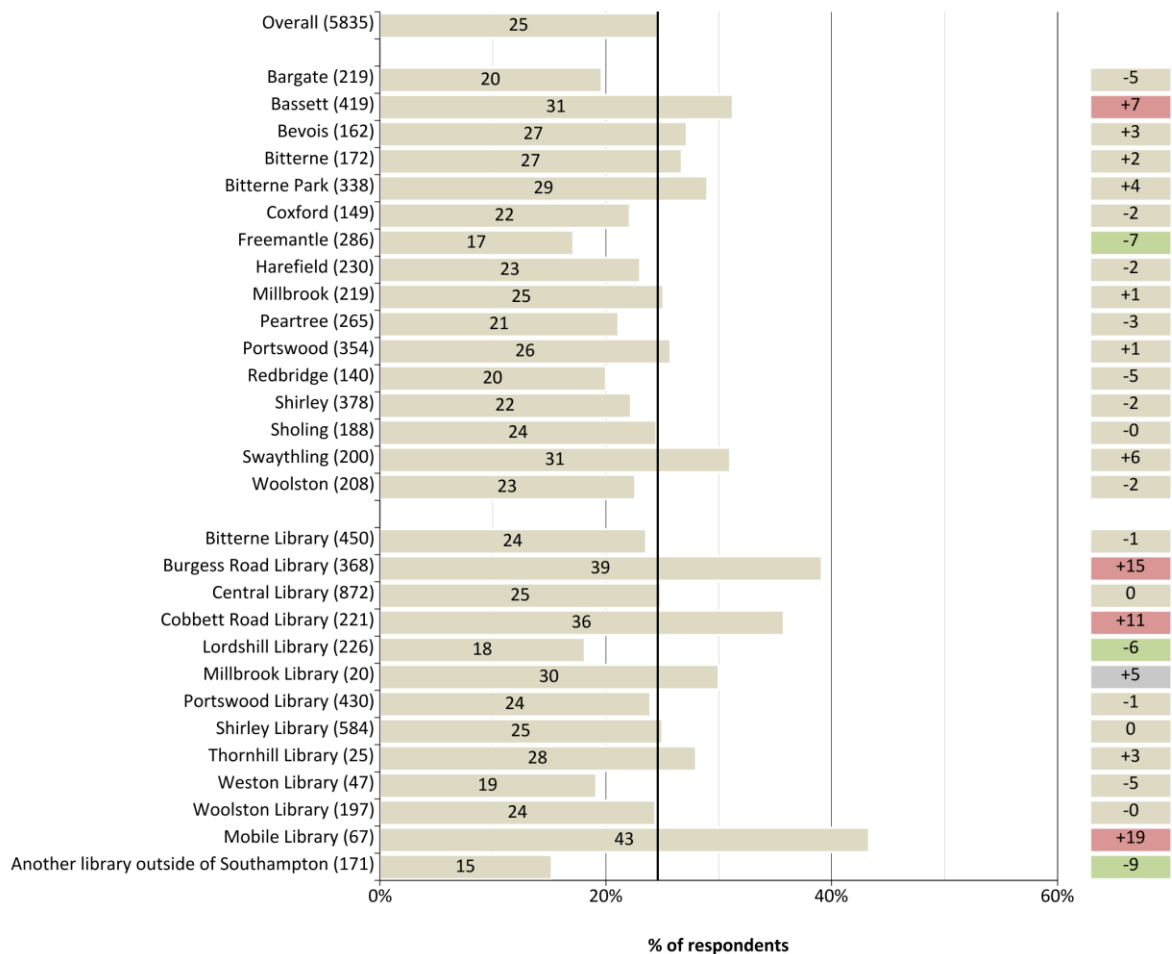
### Respondents who disagree that the Library Services need to change

**Figure 11: Differences in agreement that the Library Services need to change by key demographics (Respondents who disagree)**



*Base: All respondents (number of respondents shown in brackets)*

**Figure 12: Differences in agreement that the Library Services need to change by ward and library used most-often (Respondents who disagree)**

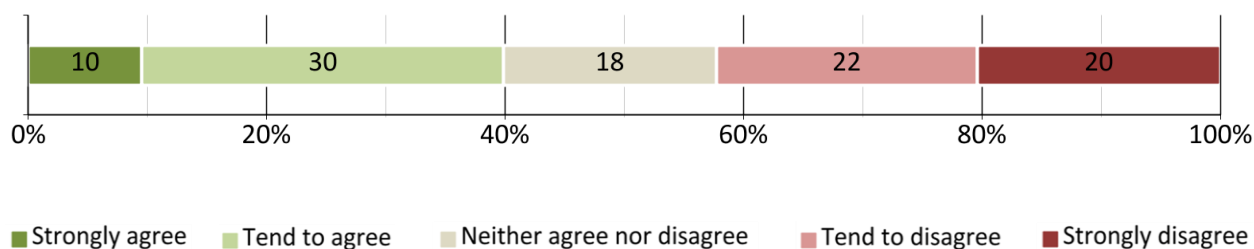


*Base: All respondents (number of respondents shown in brackets)*

- 3.31 Respondents aged **75+** or those who are **Regular users** of the Southampton Library Services are more likely to disagree that the Library Services need to change.
- 3.32 Additionally, respondents who reside in **Bassett** or those who use **Burgess Road** or **Cobbett Road** libraries or the **Mobile library** most often are more likely to disagree that the Library Services need to change.

## Agreement that the council should seek to make savings from the library budget

*To what extent do you agree or disagree that Southampton City Council should seek to make savings from the library budget to ensure that the Library Services are financially sustainable?*

**Figure 13: Agreement that the council should seek to make savings from the library budget**

*Base: All respondents (5,741)*

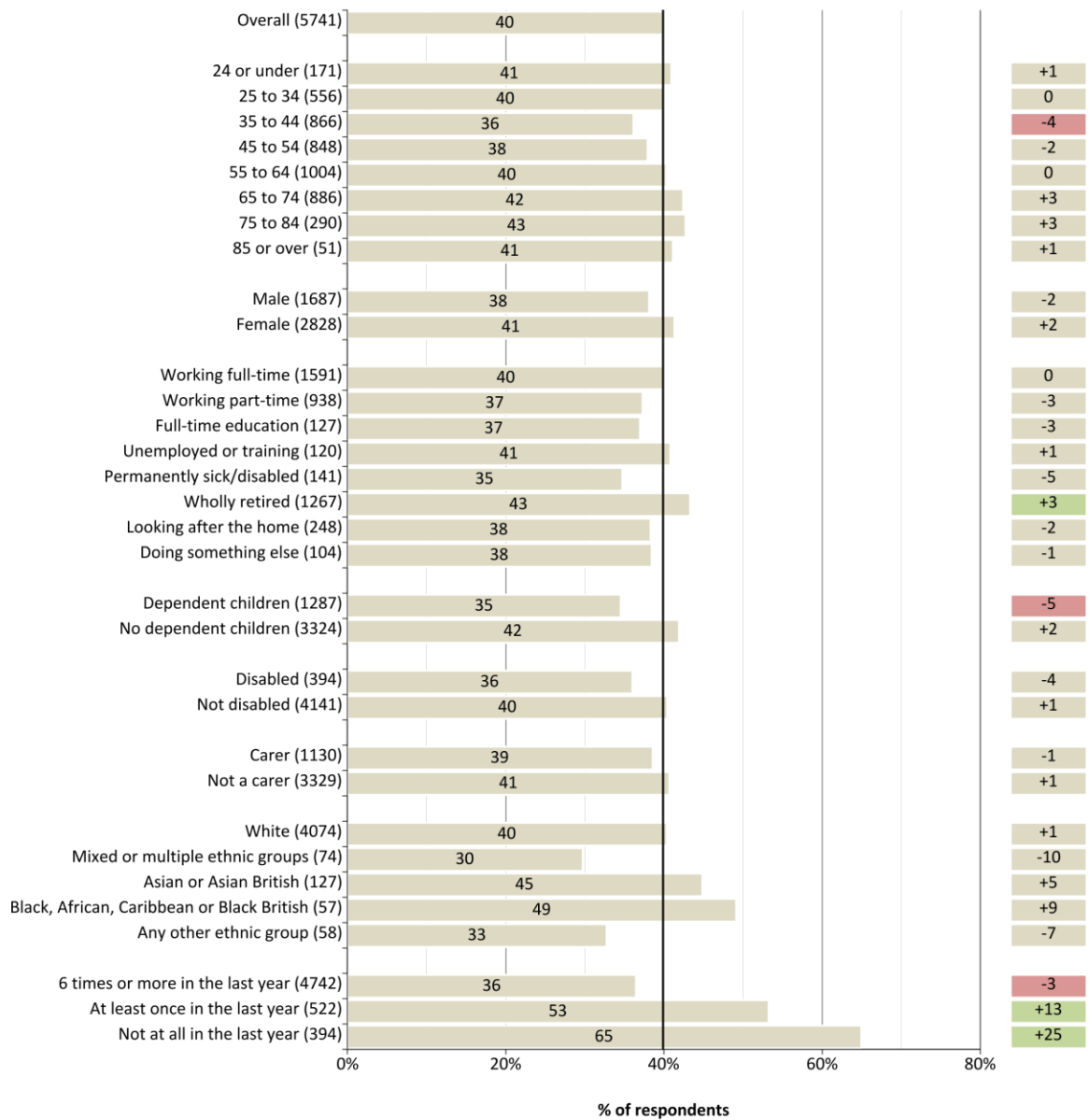
- 3.33 40% of respondents agree that the council should seek to make savings from the library budget. 10% of respondents strongly agree.
- 3.34 18% of respondents neither agree nor disagree.
- 3.35 42% of respondents disagree that the council should seek to make savings from the library budget. 20% of respondents strongly disagree.
- 3.36 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).
- 3.37 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>5</sup>.

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<sup>5</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

Respondents who agree that savings should be made from the library budget

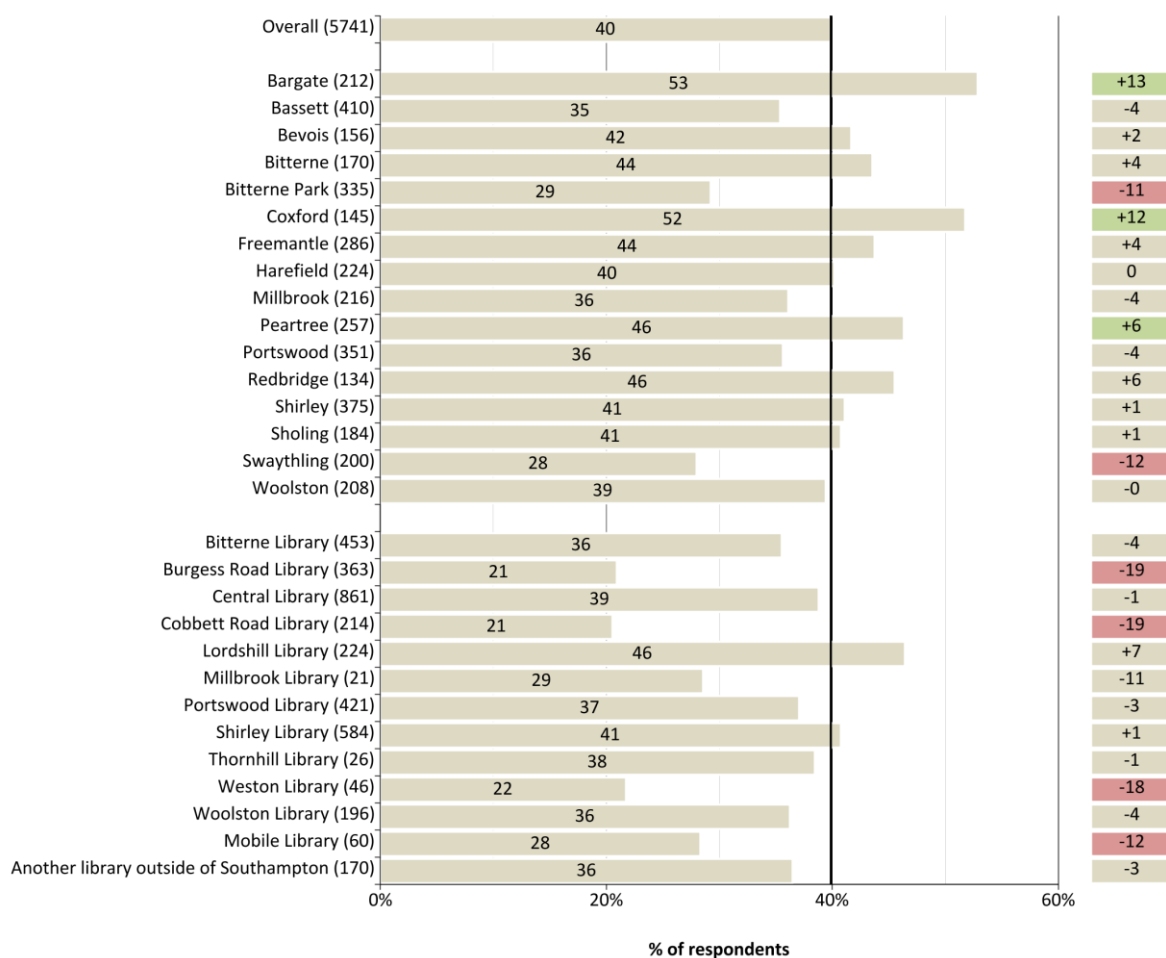
**Figure 14: Differences in agreement that savings should be made from the library budget by key demographics (Respondents who agree)**



Base: All respondents (number of respondents shown in brackets)



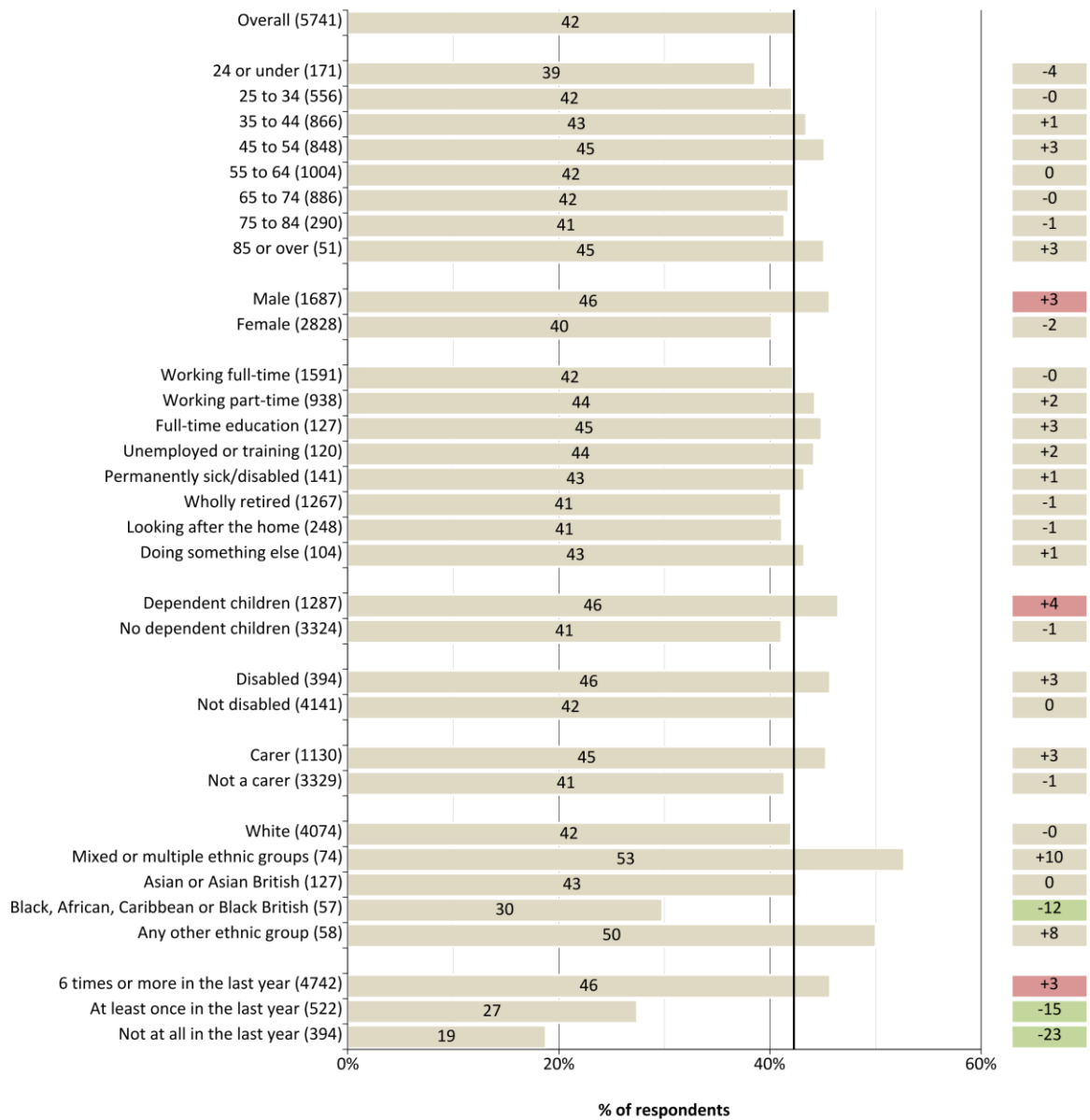
**Figure 15: Differences in agreement that savings should be made from the library budget by ward and library used most-often (Respondents who agree)**



*Base: All respondents (number of respondents shown in brackets)*

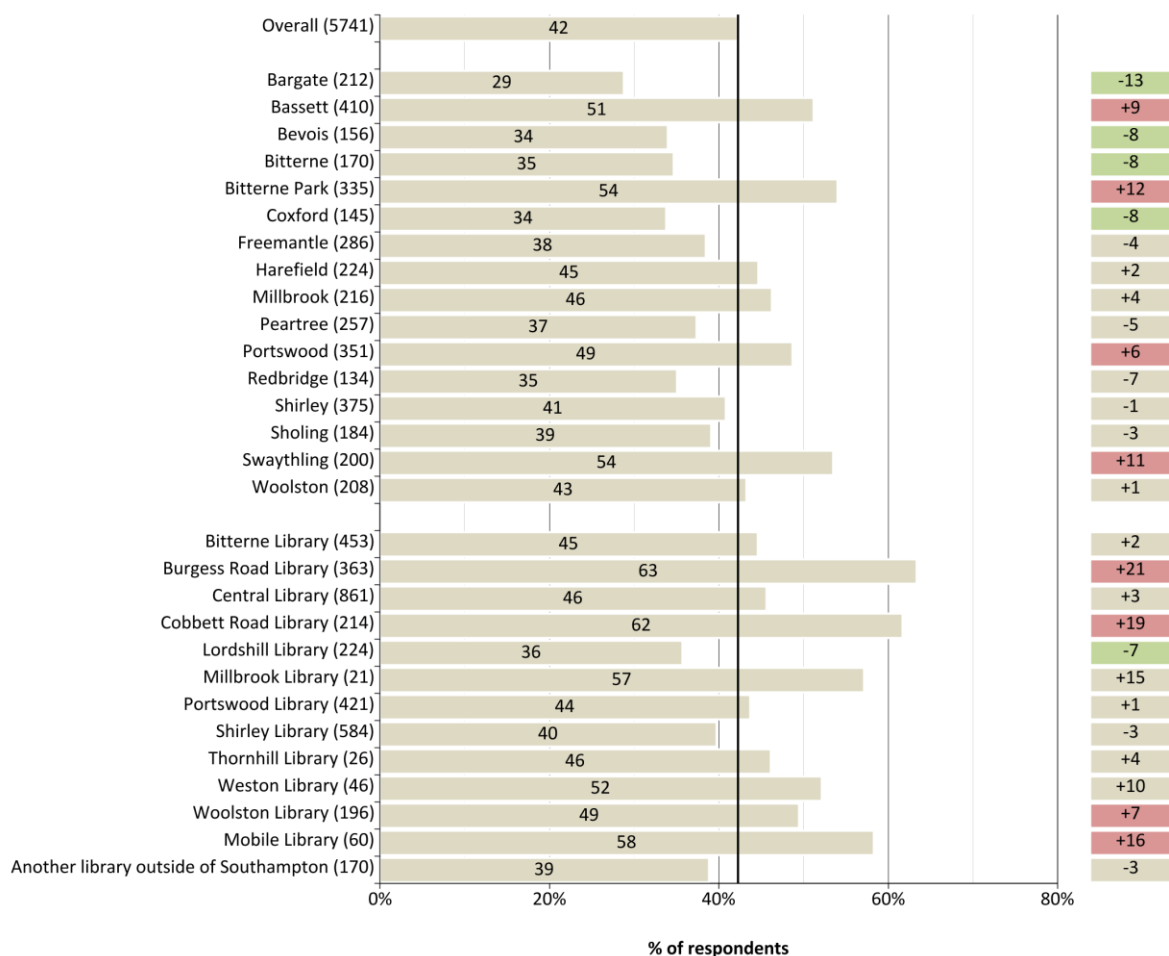
- 3.38 Respondents who are **wholly retired** or are **Active or Non-users** of the Southampton Library Services are more likely to agree that savings should be made from the library budget to make the Library Services more financially sustainable.
- 3.39 Additionally, respondents who reside in **Bargate, Coxford** or **Peartree** wards are more likely to agree that savings should be made from the library budget to make the Library Services more financially sustainable.

## Respondents who disagree that savings should be made from the library budget

**Figure 16: Differences in agreement that savings should be made from the library budget by key demographics (Respondents who disagree)**

Base: All respondents (number of respondents shown in brackets)

**Figure 17: Differences in agreement that savings should be made from the library budget by ward and library used most-often (Respondents who disagree)**



*Base: All respondents (number of respondents shown in brackets)*

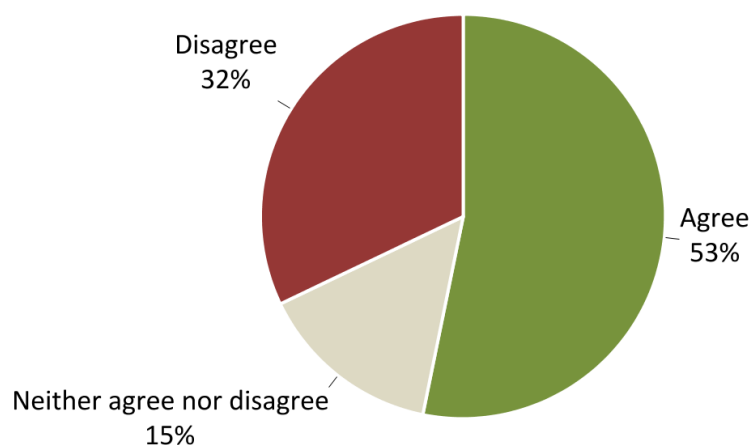
- 3.40 **Male** respondents, those with **dependent children or Regular users** of the Southampton Library Services are more likely to disagree that savings should be made from the library budget to make the Library Services more financially sustainable.
- 3.41 Additionally, respondents who reside in **Bassett, Bitterne Park, Portswood** or **Swaythling**, or those who use **Burgess Road, Cobbett Road** or **Woolston** libraries, or the **Mobile library** most often are more likely to disagree that savings should be made from the library budget to make the Library Services more financially sustainable.

## 'The council's options for the Library Services'

### Agreement with the council's preferred option

*To what extent do you agree or disagree with the council's preferred option for the Library Services?*

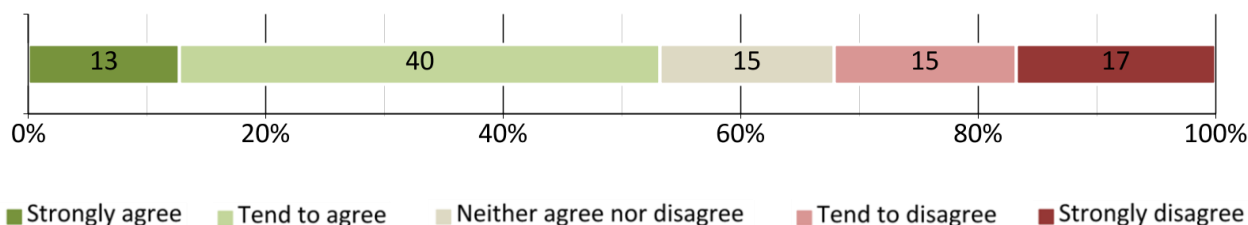
Figure 18: Agreement with the council's preferred option (grouped)



Base: All respondents (5,119)

3.42 When asked about their agreement with the council's preferred option, 53% of respondents agree, while 32% disagree. 15% neither agree nor disagree with it.

Figure 19: Agreement with the council's preferred option



Base: All respondents (5,119)

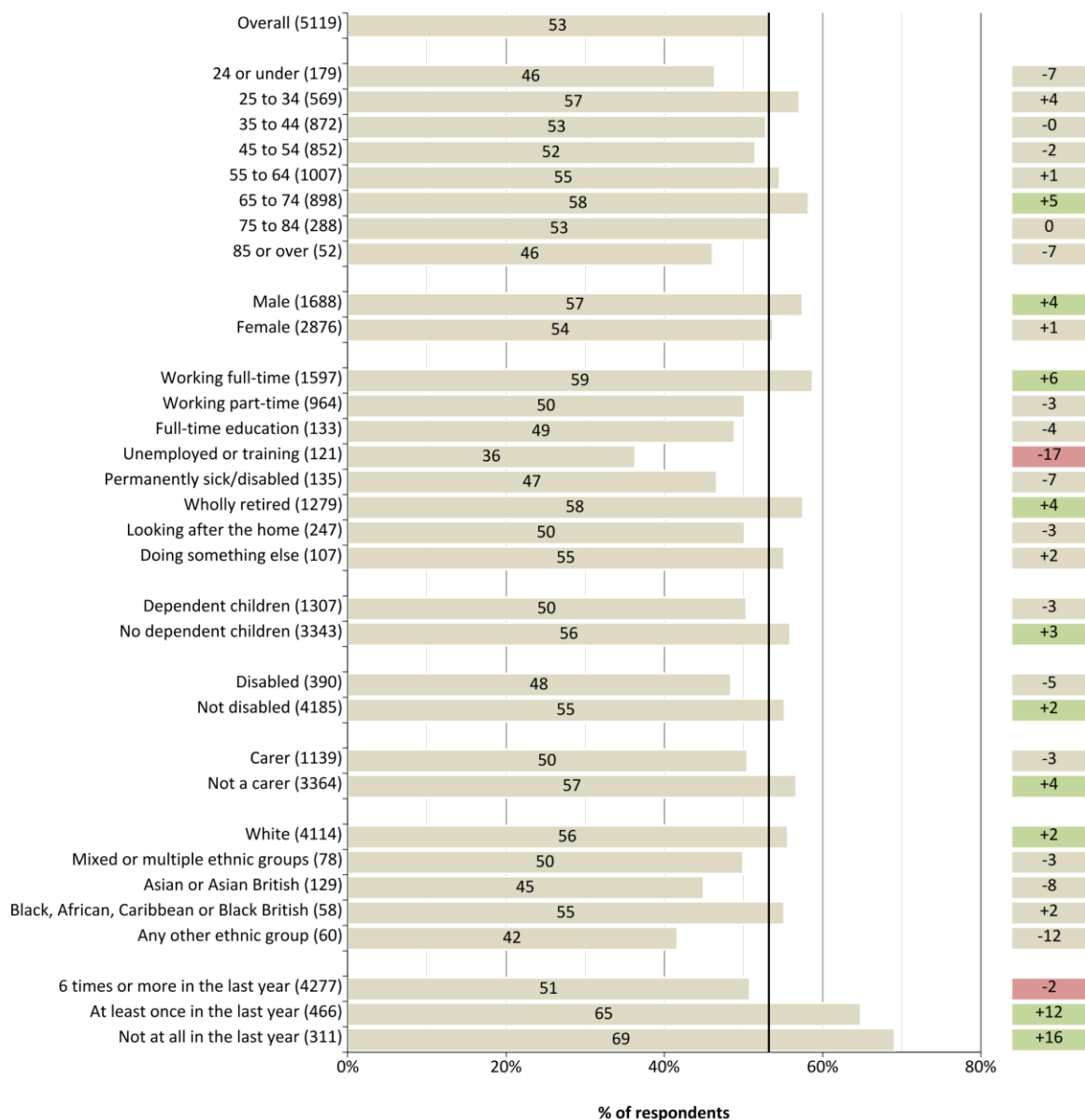
3.43 It can be further seen that 13% of respondents strongly agree with the council's preferred option, while conversely 17% of respondents strongly disagree.

3.44 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).

3.45 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>6</sup>.

#### Respondents who agree with the council's preferred option

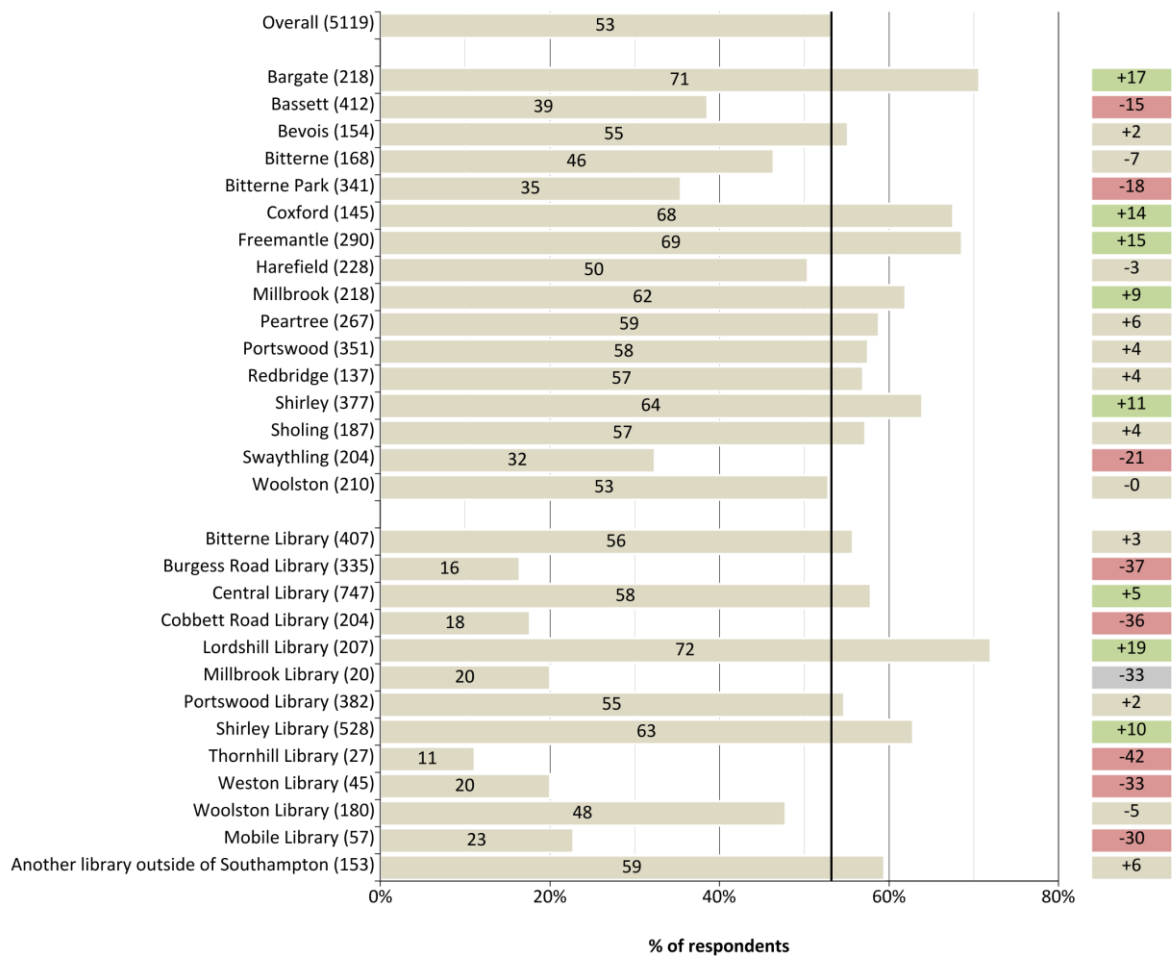
**Figure 20: Differences in agreement with the council's preferred option by key demographics (Respondents who agree)**



*Base: All respondents (number of respondents shown in brackets)*

<sup>6</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

**Figure 21: Differences in agreement with the council's preferred option by ward and library used most-often (Respondents who agree)**

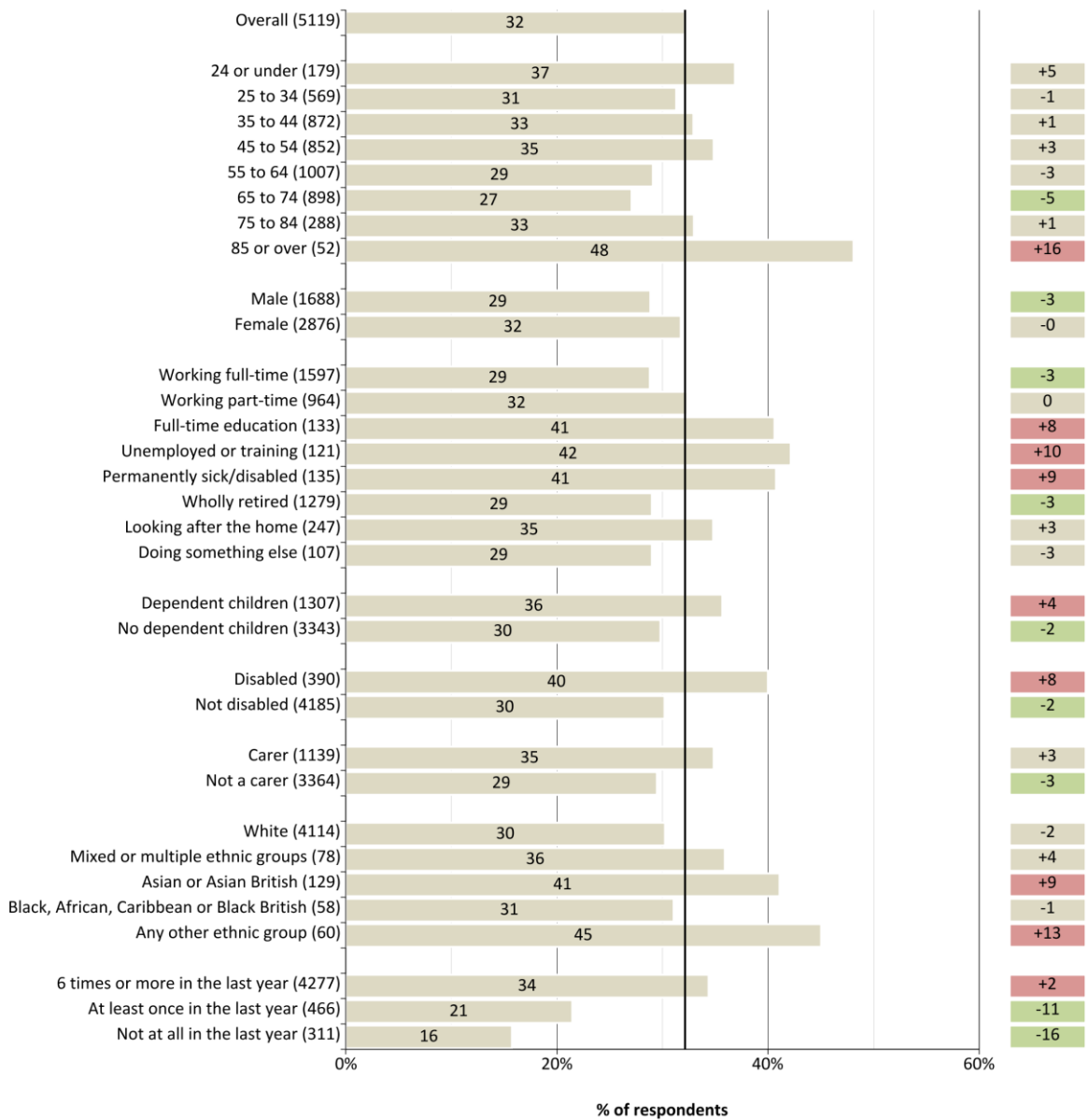


*Base: All respondents (number of respondents shown in brackets)*

- 3.46 **Male** respondents, those aged **65-74**, **working full-time** or **wholly retired** those **without dependent children, without a disability**, those who are **not carers**, are from a **White** ethnic background or those who are **Active or Non-users** of the Southampton Library Services are more likely to agree with the council's preferred option.
- 3.47 Additionally, respondents who reside in **Bargate, Coxford, Freemantle, Millbrook** or **Shirley**, or those who use **Central, Lordshill**, or **Shirley** libraries most-often are more likely to agree with the council's preferred option.

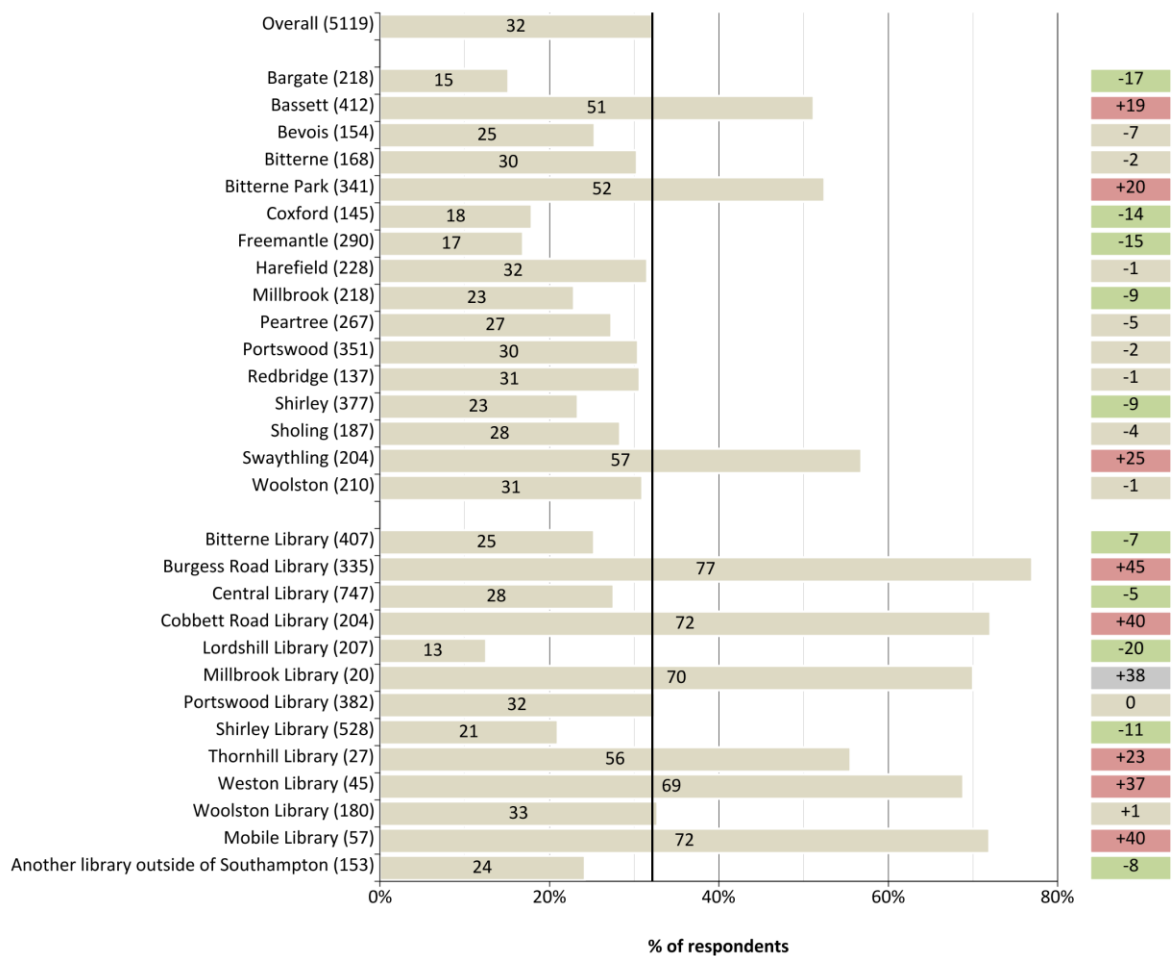
Respondents who disagree with the council’s preferred option

Figure 22: Differences in agreement with the council’s preferred option by key demographics (Respondents who disagree)



Base: All respondents (number of respondents shown in brackets)

**Figure 23: Differences in agreement with the council's preferred option by ward and library used most-often (Respondents who disagree)**



*Base: All respondents (number of respondents shown in brackets)*

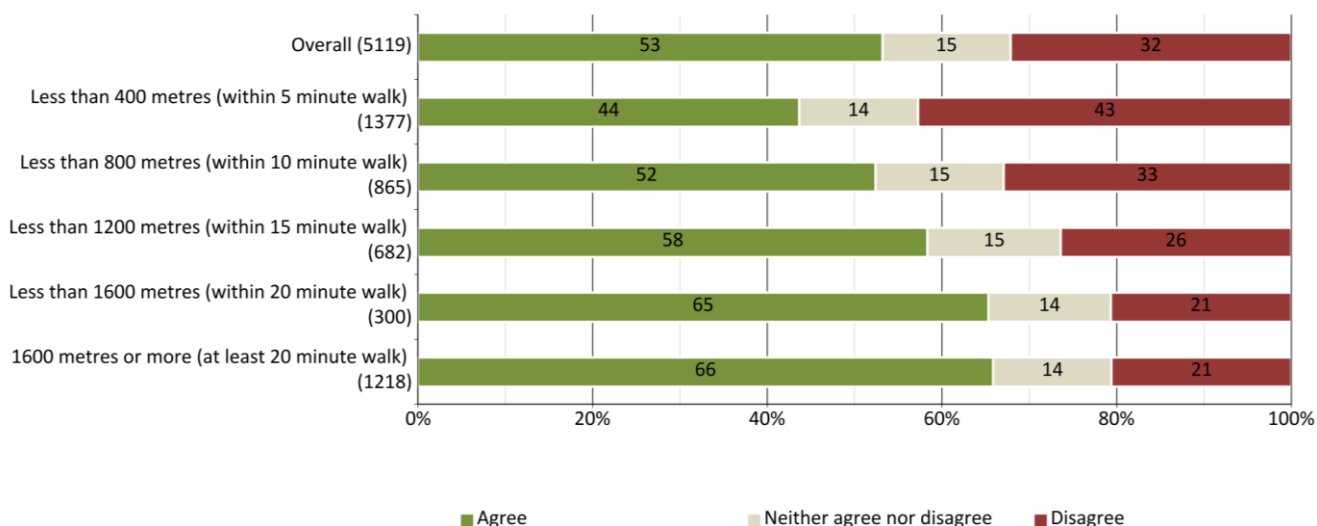
- 3.48 Respondents aged **85+**, in **full-time education, unemployed or training** or **permanently sick or disabled**, those **with dependent children, with a disability**, or those from an **Asian or Asian British** or **any other** ethnic backgrounds, or those who are **Regular users** of the Southampton Library Services are more likely to disagree with the council's preferred option.
- 3.49 Additionally, respondents who reside in **Bassett, Bitterne Park** or **Swaythling**, or those who use **Burgess Road, Cobbett Road, Thornhill** or **Weston** libraries, or the **Mobile library** most-often are more likely to disagree with the council's preferred option.



3.50 In addition, the following figure illustrates how grouped responses (‘ for this question vary by respondents’ approximate distance to the nearest affected library (excluding the Mobile library for the purpose of this analysis).

3.51 This analysis does not provide an indication whether any differences found are statistically significant or not.

**Figure 24: Agreement with the council’s preferred option by distance to nearest affected library (grouped)**



*Base: Respondents who provided their postcode details (noted in brackets)*

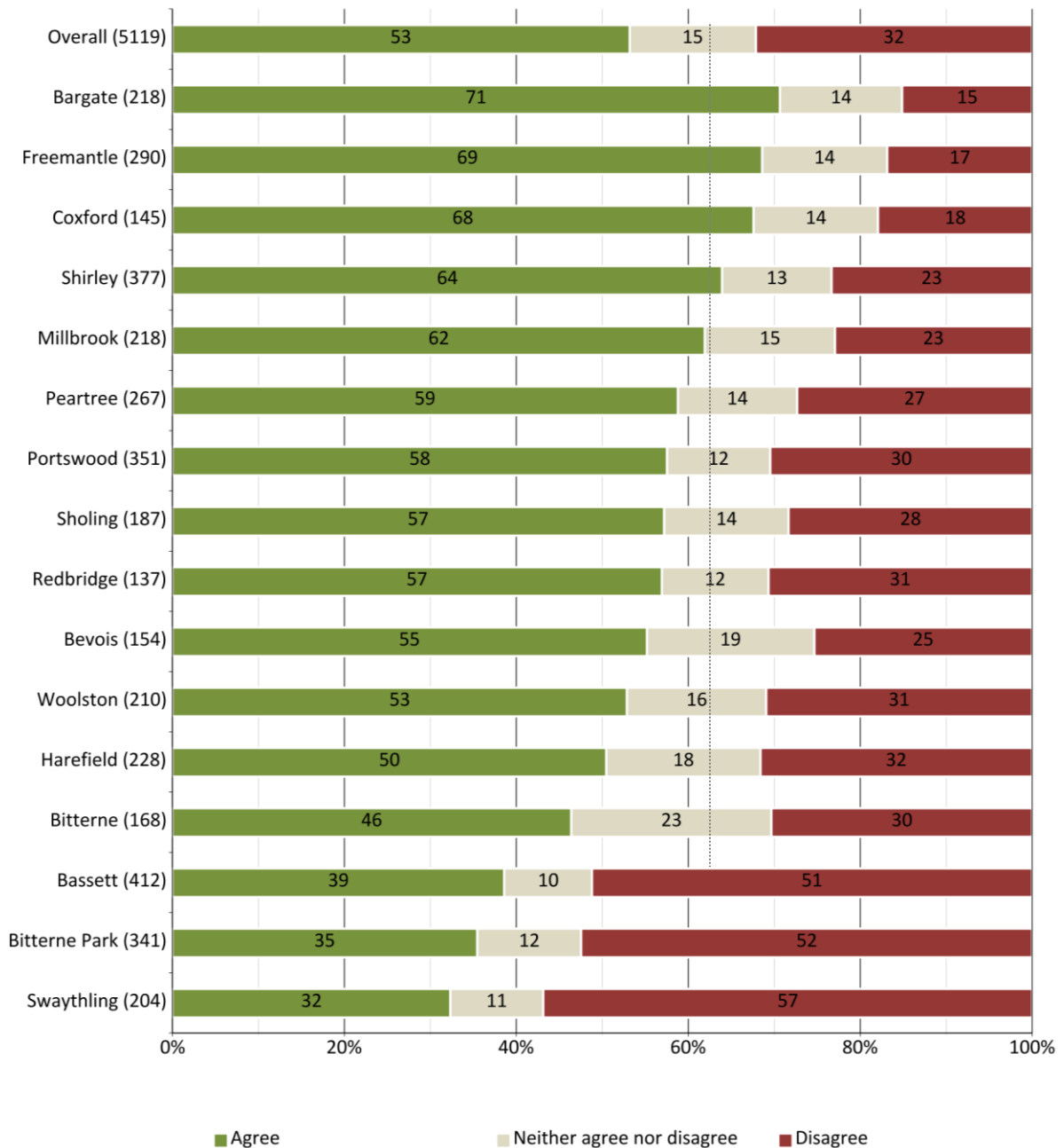
3.52 Agreement levels are lower for respondents whose nearest affected library is within 5 minutes’ walk to where they live (44%), considering overall agreement levels (53%); However, disagreement levels within this category are almost as high (43%).

3.53 Respondents who live within 10 minutes’ walk to the nearest affected library have agreement levels that are very similar (52%) to overall.

3.54 And respondents who live further away (more than 10 minutes’ walk from the nearest affected library) have agreement levels that are higher (58% or more) than the overall agreement level with the council’s preferred option.

<sup>3.55</sup> In addition, the following figure illustrates how grouped responses for this question vary by respondents' ward.

**Figure 25: Agreement with the council's preferred option by ward (grouped)**



*Base: Respondents who provided their postcode details (noted in brackets)*

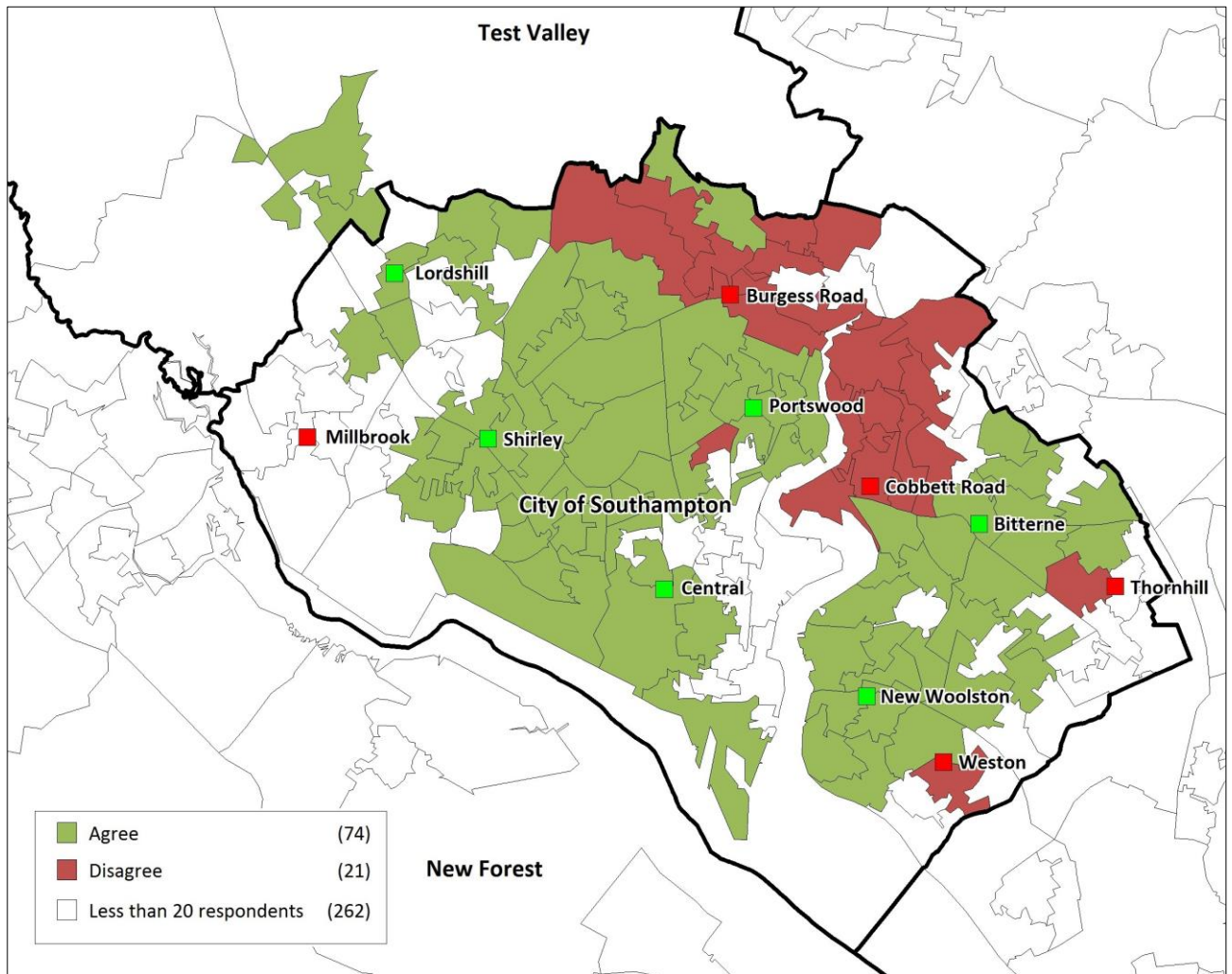
<sup>3.56</sup> It can be seen that compared to the overall level of agreement with the council's preferred option (53% of respondents overall agree), agreement levels are higher for respondents who reside in Bargate, Freemantle, Coxford, Shirley, Millbrook, Peartree, Portswood, Sholing, Redbridge, and Bevois, while being similar (53%) for those who reside in Woolston.

- 3.57 Agreement levels with the council's preferred option are lower than the overall for respondents who reside in Harefield, Bitterne, Bassett, Bitterne Park and Swaythling.
- 3.58 Figure 26 overleaf shows results for this question for respondents who both answered this question and provided their postcode.
- 3.59 These responses are mapped based on LSOAs<sup>7</sup> and are shaded as follows:
- » Transparent/White areas - for which **less than 20 responses** were recorded
    - This helps to ensure that areas which had very low response rates do not skew the reader's visual perception of the results
    - Considering wards around Southampton, all had less than 20 responses, hence all are transparent/White
    - Considering wards with at least 20 responses, there are none where the response option neither agree nor disagree is most prevalent
  - » Green areas - where more respondents **agree**, rather than *disagree* or *neither agree nor disagree* with the council's preferred option
  - » Red areas - where more respondents **disagree**, rather than agree or *neither agree nor disagree* with the council's preferred option
  - » Red squares represent affected libraries, and Green squares represent non-affected libraries

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<sup>7</sup> See <http://www.ons.gov.uk/ons/guide-method/geography/beginner-s-guide/census/super-output-areas--soas-/index.html>.

Figure 26: Agreement with the council's preferred option by LSOA



Base: All respondents that provided a postcode (4,447)

## Reasons for disagreement with the council's preferred option, and details of any alternative options

*If you disagree with the council's preferred option for the Library Services...please tell us why... and provide details of any alternative options that the council could consider?*

3.60 From the 1,655 respondents who provided valid answers to this question 3,200 different comments have been classified, the details of which are outlined below.

3.61 871 comments expressed a general disagreement with library closures. Typical examples are quoted below:

*"I think that closing these libraries is a real backwards step. It saves a relatively small amount of money but the cost to the local communities will be huge."*

*"I don't understand why the only left place to get some culture and education for future generations has to be reduced. The more libraries, the better. The more access to them, the more people will access them. No library should be shut. Nor their services should be changed. The council will never be able to make up for the loss created by the closure of any library...libraries are not a commodity, but a NEED for the inhabitants of the city."*

3.62 419 comments described libraries (and the Mobile library) as important for elderly and disabled people and suggested they need to stay open as these types of people will find it difficult to access alternative libraries which are further away. Typical examples are quoted below:

*"I don't think the Burgess Road library should close (or cease to be council run which will amount to the same thing) as though there is a library very close – the University library – this is not usable by members of the public. The closest library for people living in that area now would require the use of a bus or car. It's not a reasonable walk to the Portswood library (which is the next closest) especially if elderly, and as the Mobile library is also being stopped, this would mean that a lot of elderly people could lose access to a library near them."*

*"The preferred option does not have a mobile library which I think is essential for the elderly/disabled and those living in areas not close to a library. The most vulnerable seem to be the ones to be most adversely affected by loss of mobile library."*

3.63 236 comments described library facilities as vital for both children and adults from an educational perspective and stated that potential closures would have a negative impact on their ability to learn. Typical examples are quoted below:

*"I think a library is important in every community. schools encourage children to read. If there is no local library, where are kids/parents supposed to get books?"*

*"No libraries should close. They are essential places for children and adults to access books and the internet close to their home."*

- 3.64 206 comments described how the closure of library facilities would impact negatively on those living in socially deprived areas. Typical examples are quoted below:

*“People would have to travel far and at cost to get to a library. Most of the ones you are closing are in deprived areas where people can't afford transport costs to get to libraries and may not have home internet access. You're just making the disadvantaged more disadvantaged!”*

*“Closing down half of the city's libraries - including several in the most deprived areas - is not only going to be highly detrimental to the future of the city, but goes directly against stated aims to provide library services for those most in need.”*

- 3.65 96 comments expressed reservations over moving to online services. Typical examples are quoted below:

*“On seeing the proposal for 24/7 online access I fear that it will creep in as a replacement for people unable to access one of the 6 libraries that are closing. It is unacceptable as it does not provide access to actual books in areas of the city that are more deprived, such as Millbrook and Swaythling.”*

*“The online library is of limited use for the age group that would be affected by closure.”*

- 3.66 87 comments suggested alternative ways in which the council could make savings and generate funds. Typical examples are quoted below:

*“To cut back on existing services provided by the Council is totally wrong. Councillors should consider reducing the number of executives thereby making considerable savings. Councillors should also consider going back to the time when they provided their services free of charge. Too much money is wasted by the Council on high salaries for executives and managers - the majority of whom are not needed as their jobs overlap or in many cases, duplicated.”*

*“I believe savings can be made in other ways. Maybe by lending out the rooms in the library for meetings or group's, income can be generated. Another idea is to have regular book reading sessions whereby a book can be chosen read and shared amongst a group every week or fortnight. Other ideas include tuition classes for children, even a homework club. It is imperative we do not look at the easy solution of closing a much loved and respected library but rather look at options on how best we can generate extra income and plug the financial gap required.”*

- 3.67 Coded comments that accounted for less than 5% of the overall responses (approximately 80 responses per coded answer or less) are not outlined in detail but are noted in Figure 57 below.

**Figure 27: Other comments - 'Reasons for disagreement with the council's preferred option, and details of any alternative options'**

Coded comment	Count
Closure of libraries will negatively impact local community/people will lose out of community meeting place/community atmosphere.	81
Need adequately trained/qualified staff/disagree with the use of volunteers/shouldn't use the volunteer sector as standards won't be adequate	79

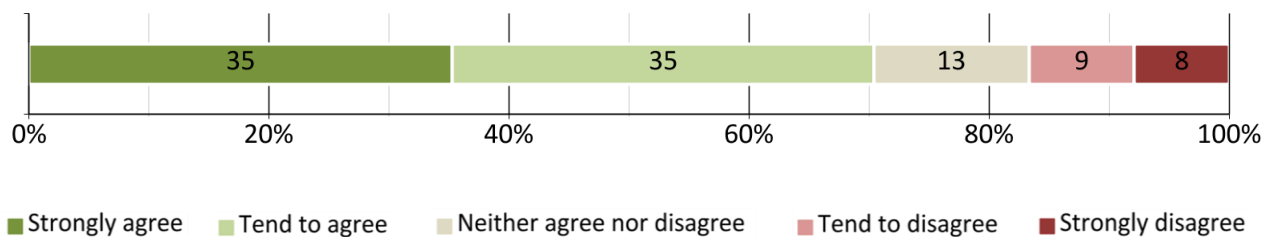
Libraries needs to find funding elsewhere/investment from outside sources/increase taxes to fund libraries	48
Agree with some closures of libraries/could cut more services to save money i.e. close more libraries etc.	44
Libraries should provide space for increased activities i.e. community meetings/book clubs etc. /increasing activities will bring in more people/money to the library	39
Don't think proposals will save enough money/savings too minimal to make any real difference	38
Make more use of mobile libraries/could use mobile libraries to serve a wider area/focussing on specific areas	36
I think these proposals are the best option/agree that savings have to be made/this is best way forward	35
Need more advertisements for libraries/the benefits of library usage/better promotion needed etc.	35
Need to reduce management salaries/cut salaries to save more money for libraries	32
Need to reduce opening hours/days to save money	30
Introduce minimal charges/charges for borrowing books to fund service i.e. happy to pay for service	26
Portswood library is too far away from where I live/too far to travel	26
Think libraries should form partnerships with schools/universities/joined up services i.e. sharing library facilities with schools/universities etc.	24
Agree with the use of volunteers/should explore using volunteers to help cut costs for libraries	23
Shouldn't measure use of libraries by internet sessions/book loans should be based on number of visits per library	21
Questionnaire is biased/questions are leading/otherwise unhappy with consultation	20
Libraries should provide space for increased services i.e. coffee shop/post office etc. which will increase revenue for libraries	20
Need to improve opening hours/find it hard to access libraries due to poor opening times	19
Think libraries should form partnerships with different organisations/companies/industries to raise revenue	19
Need more information/not enough information to answer this properly/information provided confusing/no knowledge on 24/7 library initiative	17
Libraries need to be run by the council only to offer the best service/need to be properly funded by the council	17
Limited options of keeping more libraries open/shouldn't close so many/should only close 1 library	13
Appears decisions have already been made	11
Bitterne library is too far away from where I live/too far to travel	11
These proposals will lead to people stop using libraries	10
Proposed libraries to close only appear not used as they have had their provision reduced i.e. less opening times etc.	8
Woolston library is too far away from where I live/too far to travel	7
The council should put people first not money	5
Don't waste money building on Woolston library/use existing facilities in Weston library	5
Need to centralise resources/create a big central library to cater to wider area/close small libraries to concentrate on one library	5
Agree with option A/3 libraries managed by the council	5
Agree with option B/4 libraries managed by the council	5
Think libraries should form partnerships with other authorities/joined up services between authorities i.e. Hampshire/Portsmouth etc.	5
Maintain levels of stock/should always have a good variety/range of books etc.	5
These proposals leave Southampton with a good geographical spread of libraries	4
Don't want libraries to form a partnership/against any use of a partnerships	4
Need Central library opening hours increased/Central library has good access so should stay open longer	4
Need to concentrate on online services/further development of online facilities	4
Need a library to cover the north of Southampton region	3
Agree with option C/5 libraries managed by the council	3
Council have chosen the cheapest option/council preferred option is just the cheapest	3
Closures will affect capacity in other libraries i.e. other libraries being too busy/no space/long waiting times for computers etc.	2
Shirley library is too far away from where I live/too far to travel	1
Lordshill library is too far away from where I live/too far to travel	1
Need to reduce other services in favour of books i.e. DVDs/computers etc.	1
Libraries should be available to all equally	1
Other	430

## 'Community involvement in libraries'

### Agreement that the council should provide opportunities for community-led initiatives

*To what extent do you agree or disagree that the council should provide opportunities for community-led initiatives to be established if libraries are no longer managed by the council?*

**Figure 28: Agreement with that the council should provide opportunities for community-led initiatives**



*Base: All respondents (5,029)*

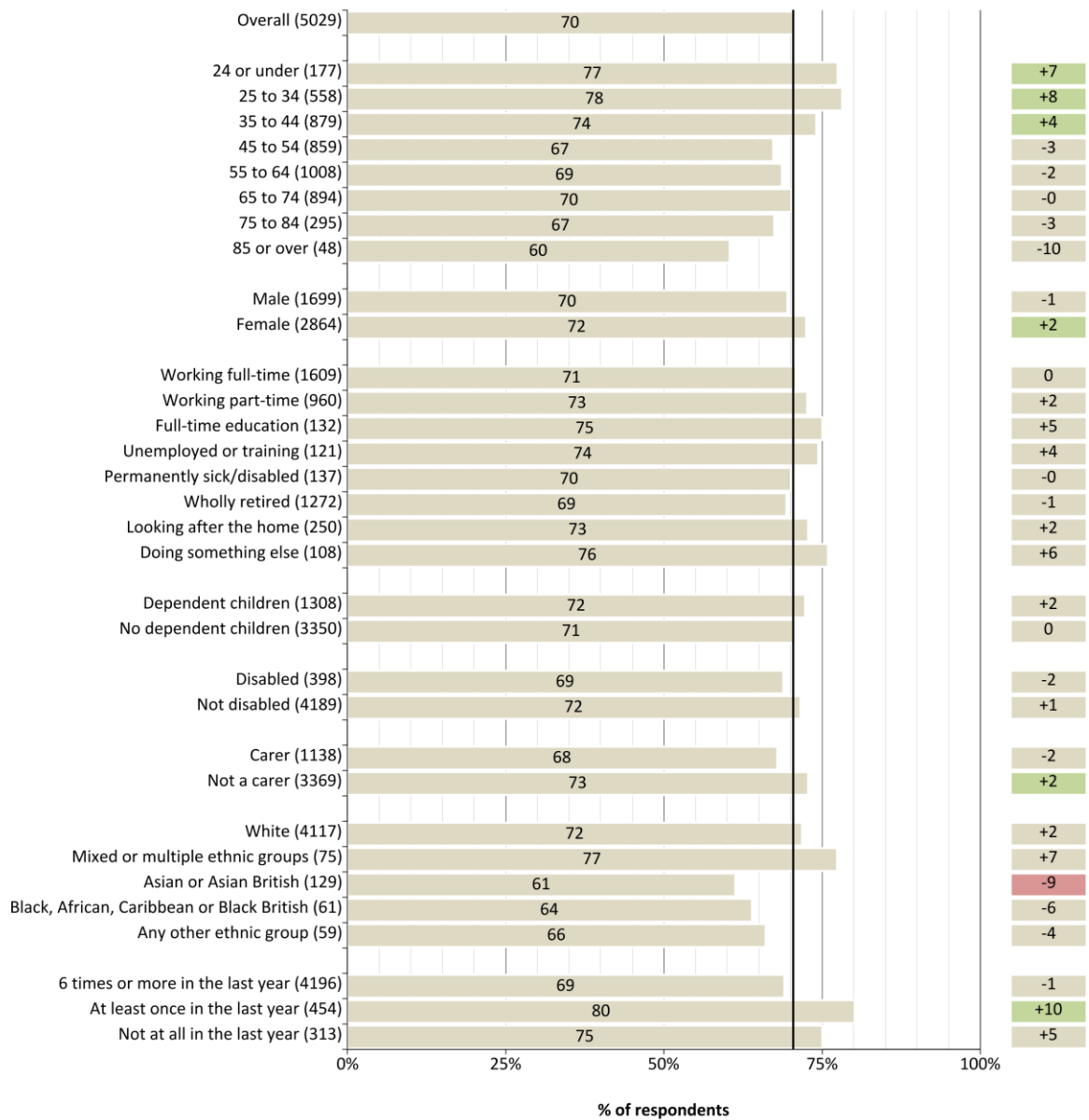
- 3.68 When asked about their agreement that the council should provide opportunities for community-led initiatives, 70% of respondents agree. 35% of respondents strongly agree.
- 3.69 13% of respondents neither agree nor disagree, and 17% of respondents disagree. 8% of respondents strongly disagree.
- 3.70 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).
- 3.71 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>8</sup>.

<sup>8</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.



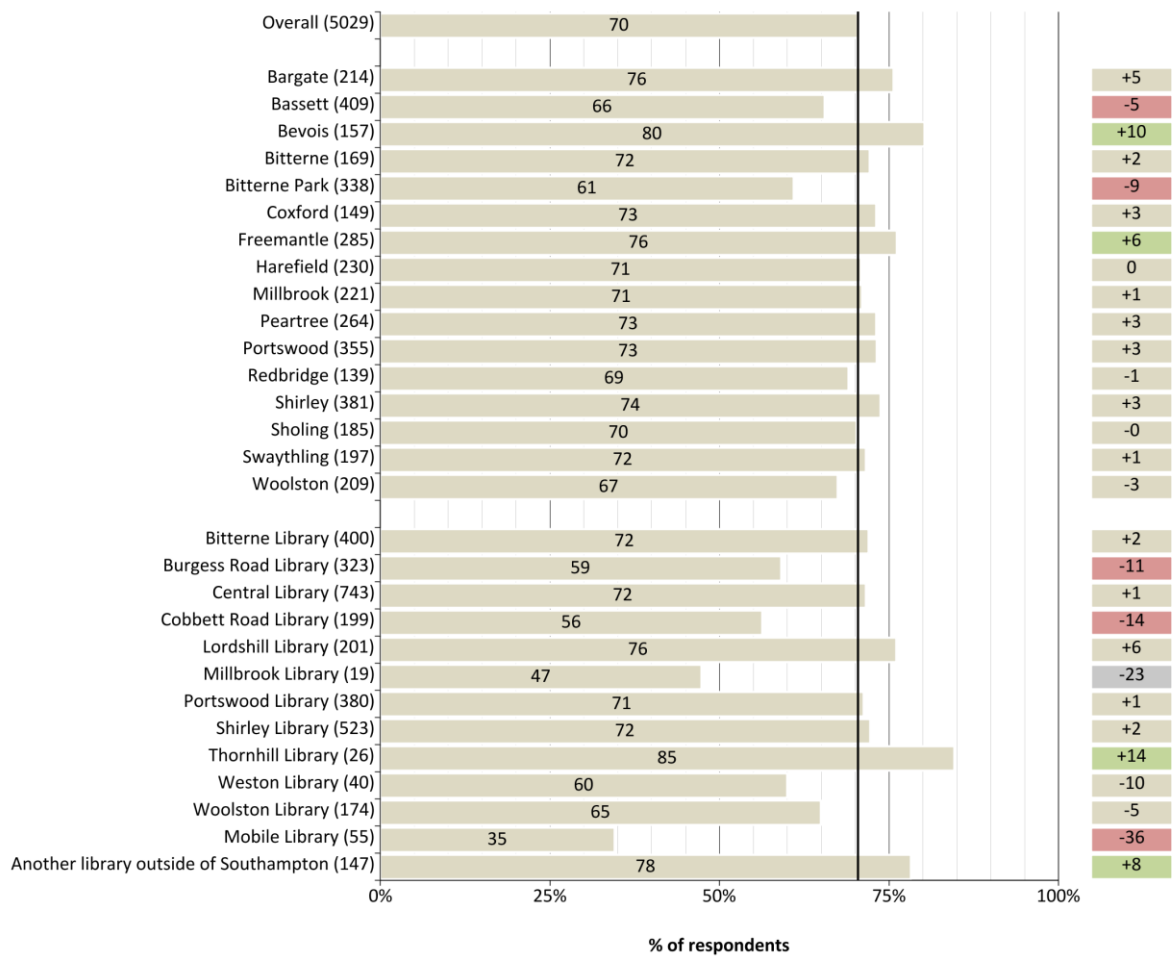
Respondents who agree that the council should provide opportunities for community-led initiatives

**Figure 29: Differences in agreement that the council should provide opportunities for community-led initiatives by key demographics (Respondents who agree)**



Base: All respondents (number of respondents shown in brackets)

**Figure 30: Differences in agreement that the council should provide opportunities for community-led initiatives by ward and library used most-often (Respondents who agree)**

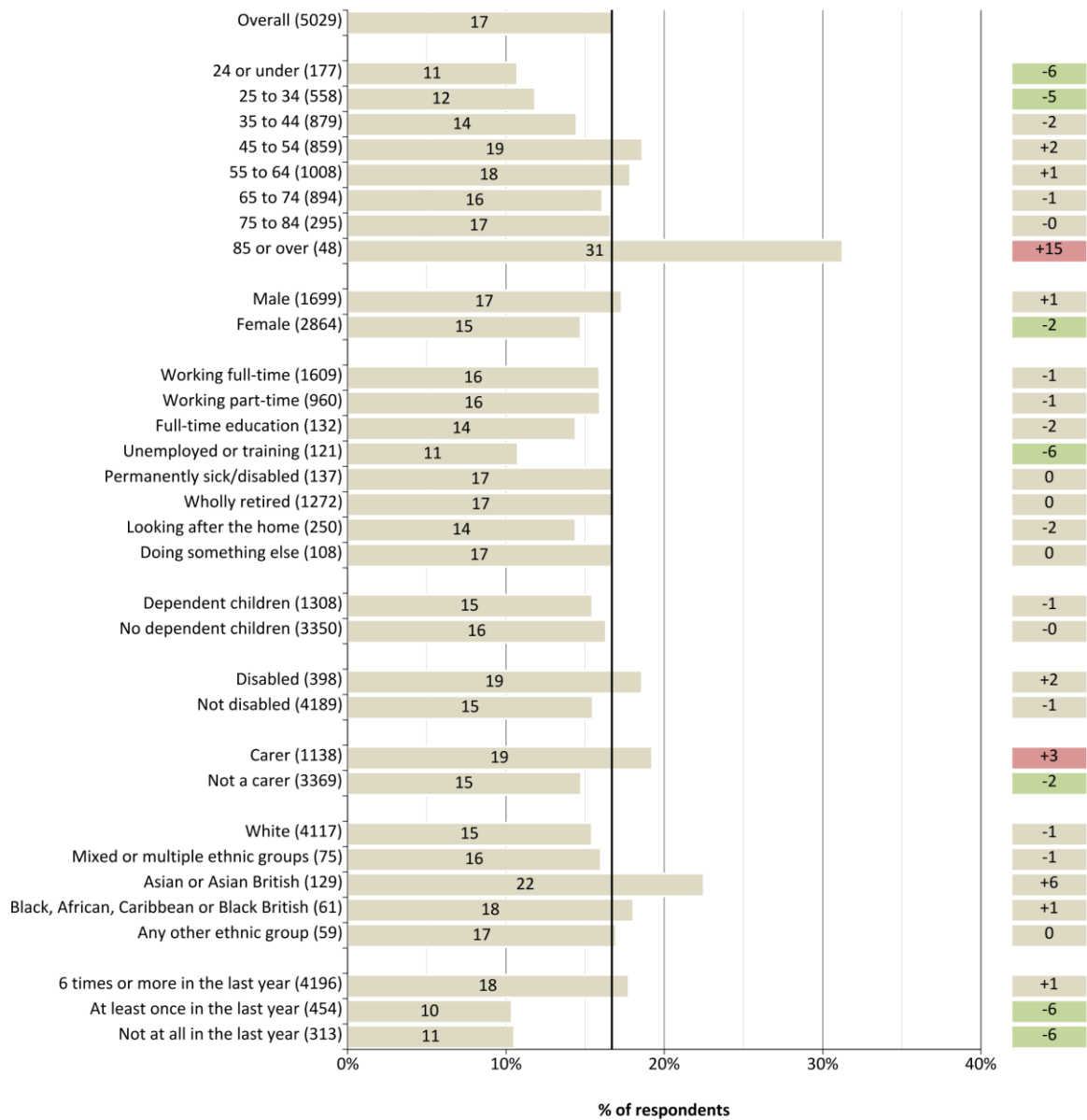


*Base: All respondents (number of respondents shown in brackets)*

- 3.72 **Female** respondents, those aged **44 or under**, those who are **not carers** or those who are **Active users** of the Southampton Library Services are more likely to agree that the council should provide opportunities for community-led initiatives.
- 3.73 Additionally, respondents who reside in **Bevois** or **Freemantle**, or those who use **Thornhill** or **another library outside of Southampton** most-often are more likely to agree that the council should provide opportunities for community-led initiatives.

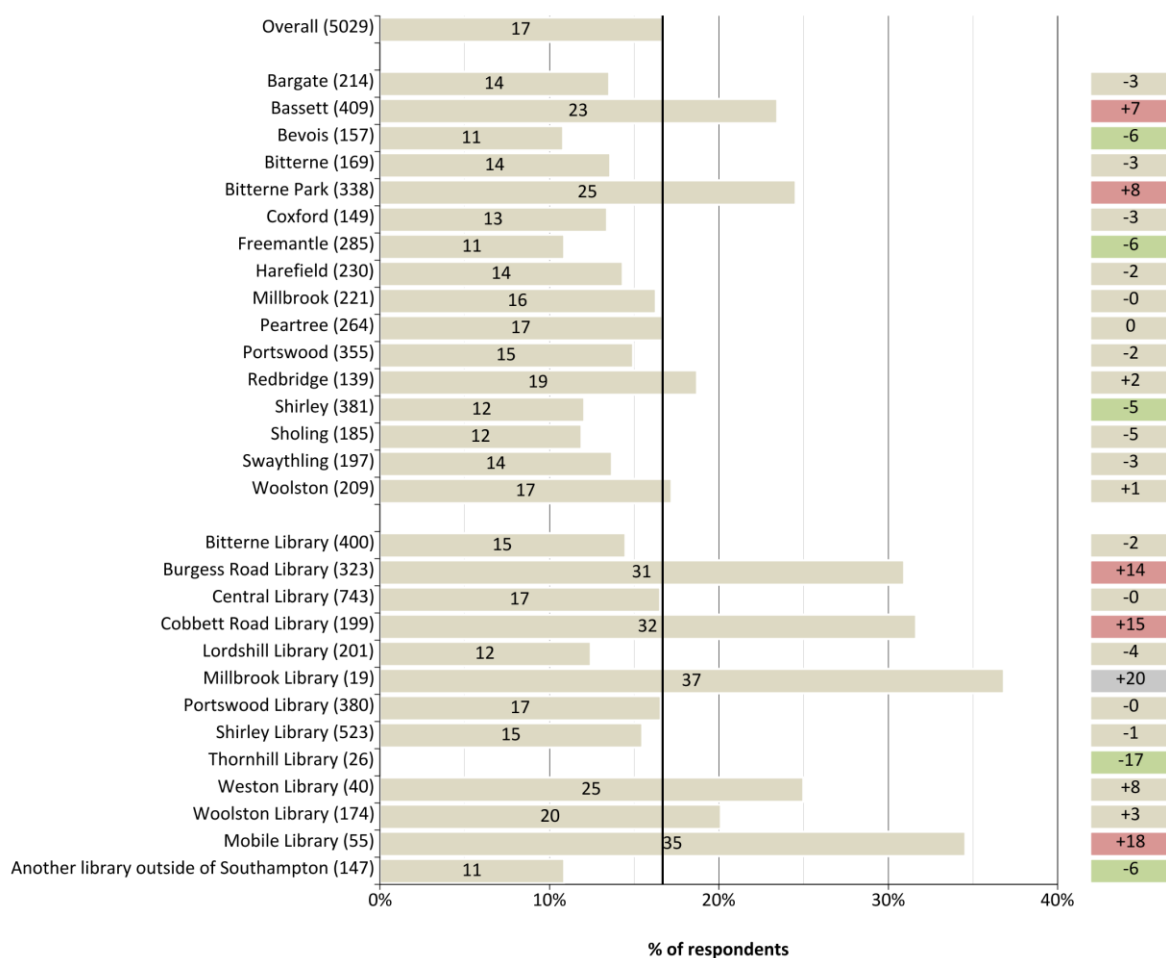
Respondents who disagree that the council should provide opportunities for community-led initiatives

**Figure 31: Differences in agreement that the council should provide opportunities for community-led initiatives by key demographics (Respondents who disagree)**



Base: All respondents (number of respondents shown in brackets)

**Figure 32: Differences in agreement that the council should provide opportunities for community-led initiatives by ward and library used most-often (Respondents who disagree)**



*Base: All respondents (number of respondents shown in brackets)*

- 3.74 Respondents aged **85+** or those who are **carers** are more likely to disagree that the council should provide opportunities for community-led initiatives.
- 3.75 Additionally, respondents who reside in **Bassett** or **Bitterne Park**, or those who use **Burgess Road** or **Cobbett Road** or the **mobile** libraries most-often are more likely to disagree that the council should provide opportunities for community-led initiatives.
- 3.76 Respondents to the main questionnaire were also **given the opportunity to indicate if they were responding on behalf of an organisation or community group**, or if they would be interested in taking over a library building or would like a collection of books delivered for their group to use and changed on a regular basis.

## Responses to the main questionnaire from organisations

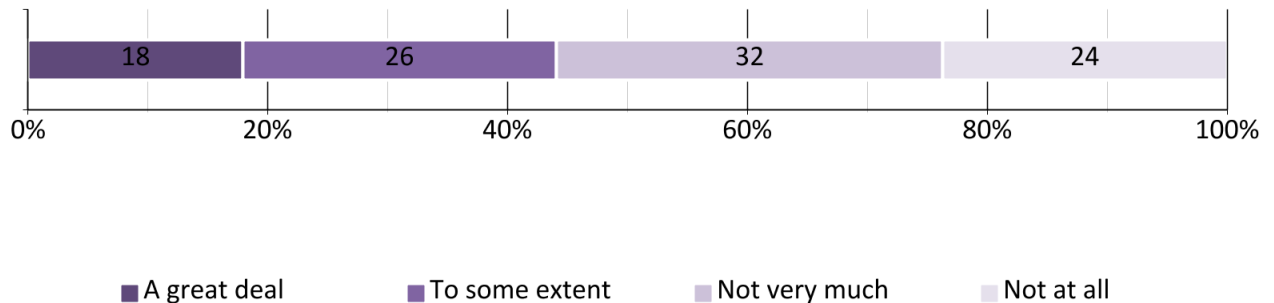
- <sup>3.77</sup> 40 respondents indicated that they are responding to the questionnaire on behalf of an organisation or community group. Of these, 8 indicated that would be interested in taking over a library building and 15 indicated that they would like a collection of books delivered for their group to use and changed on a regular basis.
- <sup>3.78</sup> Of these 40 responses, 6 were from charities, 5 were from nurseries/pre-schools, 2 each were from council stakeholders, businesses, political stakeholders and schools, 1 each was from a religious organisation and a care home, 5 were from other organisations and 6 were from unknown submitters that identified themselves as an organisation or community group (but did not provide any further details).

## 'Understanding the impact of the proposed changes'

### Personal impact should the preferred option be implemented

*If the council's preferred option for the Library Services was implemented, to what extent would this impact on you personally?*

**Figure 33: Personal impact should the preferred option be implemented**



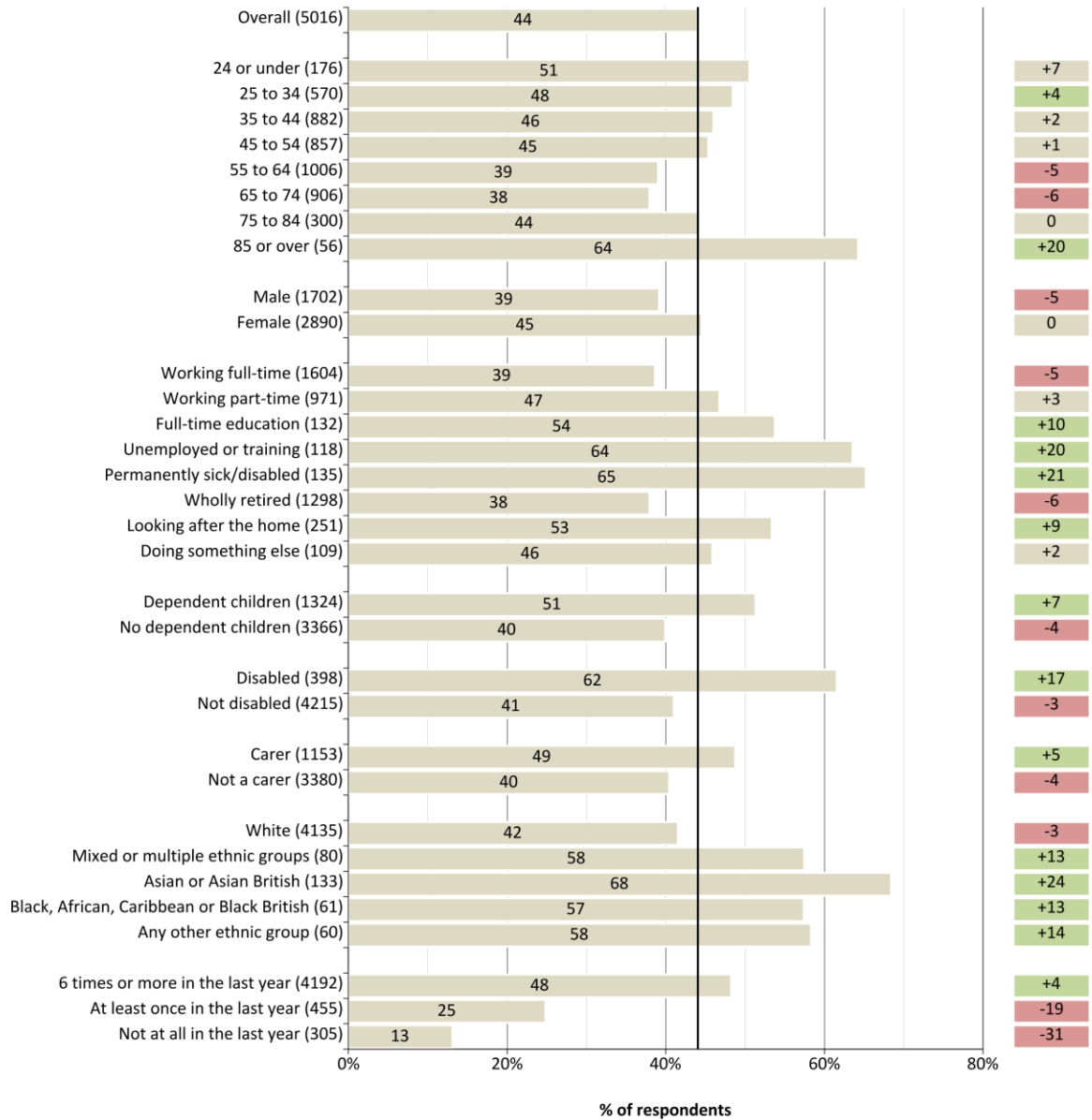
*Base: All respondents (5,016)*

- 3.79 Respondents were asked to indicate the extent of personal impact that they anticipated if the council implemented its preferred option.
- 3.80 18% of respondents anticipated to be impacted by a great deal, while a further 26% anticipated to be impacted to some extent and 32% anticipated not very much personal impact.
- 3.81 24% of respondents anticipated no impact at all.
- 3.82 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf). These differences are outlined for respondents who predicted a personal impact to a great deal/to some extent.
- 3.83 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>9</sup>.

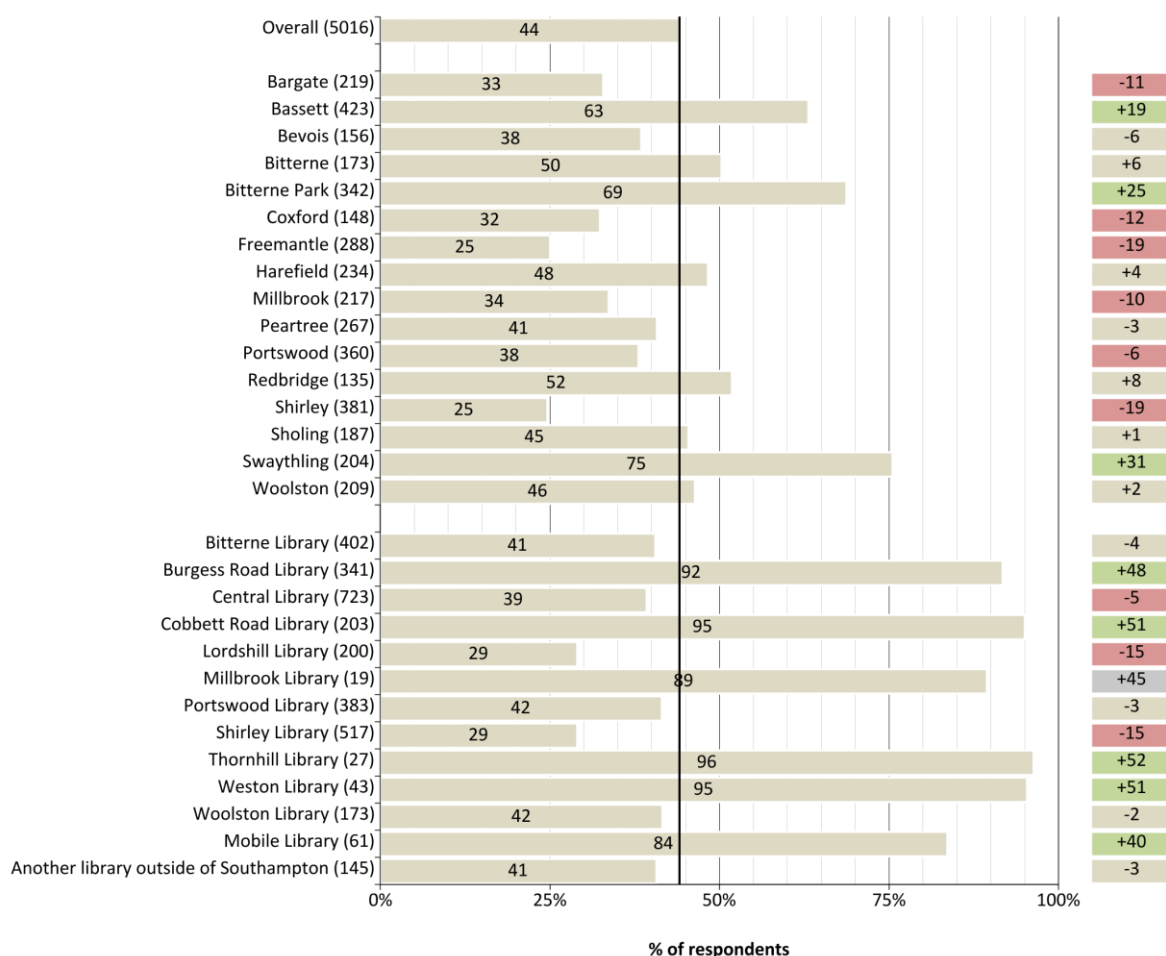
<sup>9</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

Respondents who predicted a personal impact to a great deal/to some extent

Figure 34: Differences in personal impact by key demographics (a great deal/to some extent)



Base: All respondents (number of respondents shown in brackets)

**Figure 35: Differences in personal impact by ward and library used most-often (a great deal/some extent)**

*Base: All respondents (number of respondents shown in brackets)*

- 3.84 Respondents aged **25-34** or **85+**, those in **full-time education, unemployed or training, permanently sick or disabled** or **looking after the home**, with **dependent children**, with a **disability**, who are **carers**, those from a **Mixed or multiple ethnic group, Asian or Asian British, Black, African, Caribbean or Black British** ethnic backgrounds, or from **Other** ethnic backgrounds, or those who are **Regular users** of the Southampton Library Services are more likely to predict a great deal/some extent of personal impact.
- 3.85 Additionally, respondents who reside in **Bassett, Bitterne Park** or **Swaythling**, or those who use **Burgess Road, Cobbett Road, Thornhill** or **Weston** libraries, or the **Mobile library** most often, are more likely to predict a great deal/some extent of personal impact.

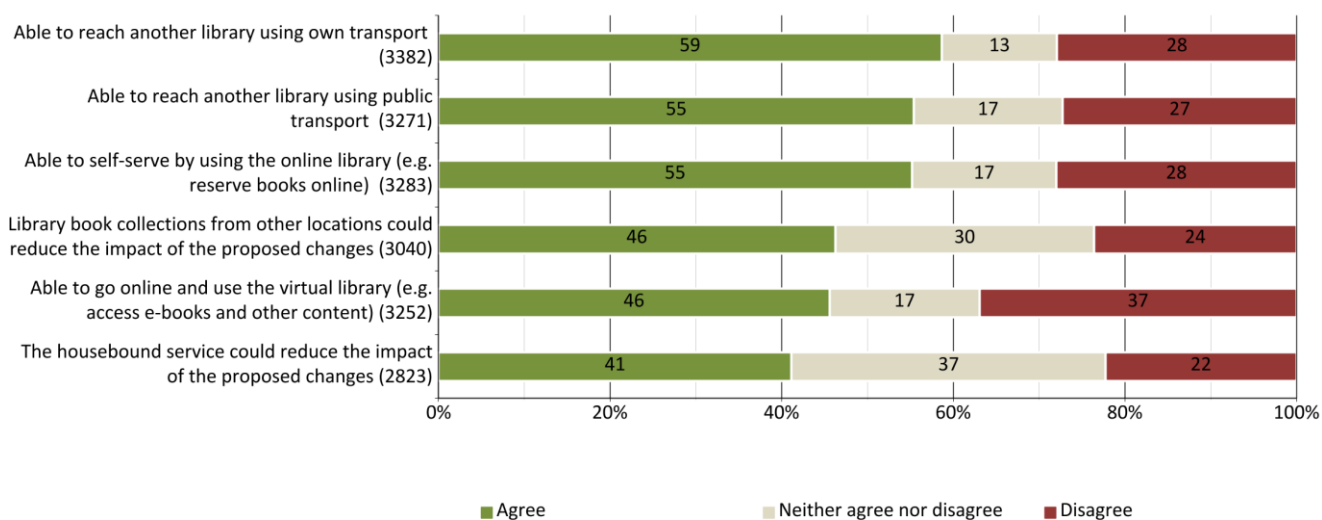


## Agreement on specific implications for those affected

*If the proposals are likely to have an impact on you, to what extent do you agree or disagree that...?*

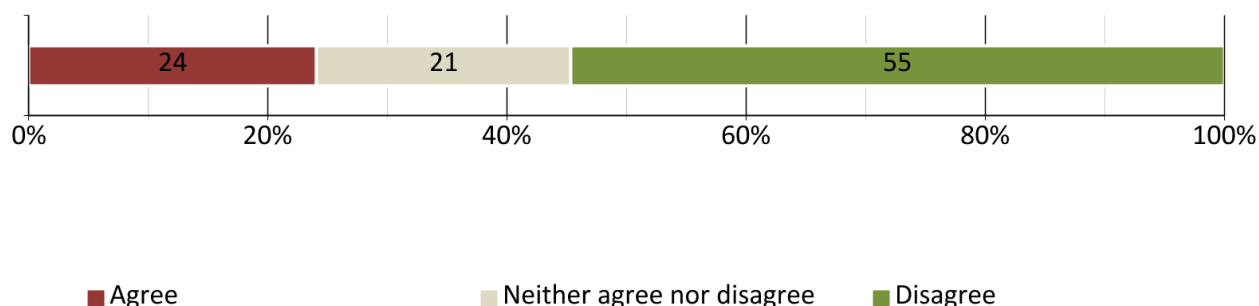
- 3.86 Respondents were asked about the extent that they agree with a list of statements, aiming to reveal in further detail which personal impacts are anticipated if the council implemented its preferred option.
- 3.87 Responses for the first six statements were grouped and presented with respect to one another, while responses for the final statement ('You would have to stop using libraries') are discussed in more detail thereafter.

**Figure 36: Agreement on specific implications for those affected by the proposed changes**



*Base: Respondents who are affected by the proposed changes (noted in brackets)*

- 3.88 Considering the list of statements above, the highest levels of agreement are noted for respondents' ability to reach another library using their own transport – with 59% of respondents agreeing.
- 3.89 55% of respondents agree that they would be able to reach another library using public transport, or that they will be able to self-serve online.
- 3.90 46% of respondents agree that library book collections from other locations could reduce the impact of the proposed changes.
- 3.91 Similar agreement levels (46%) are noted for respondents' ability to go online and use the 24/7 virtual online library; however this statement also received the highest levels of disagreement (37% of respondents disagree).
- 3.92 The lowest levels of agreement are noted in respect to the Housebound Service being able to reduce the impact of the proposed changes (41% agree) – although almost as many respondents (37%) neither agreed nor disagreed, and the lowest proportion of respondents disagreed (22%).

**Figure 37: Agreement with 'You would have to stop using libraries'**

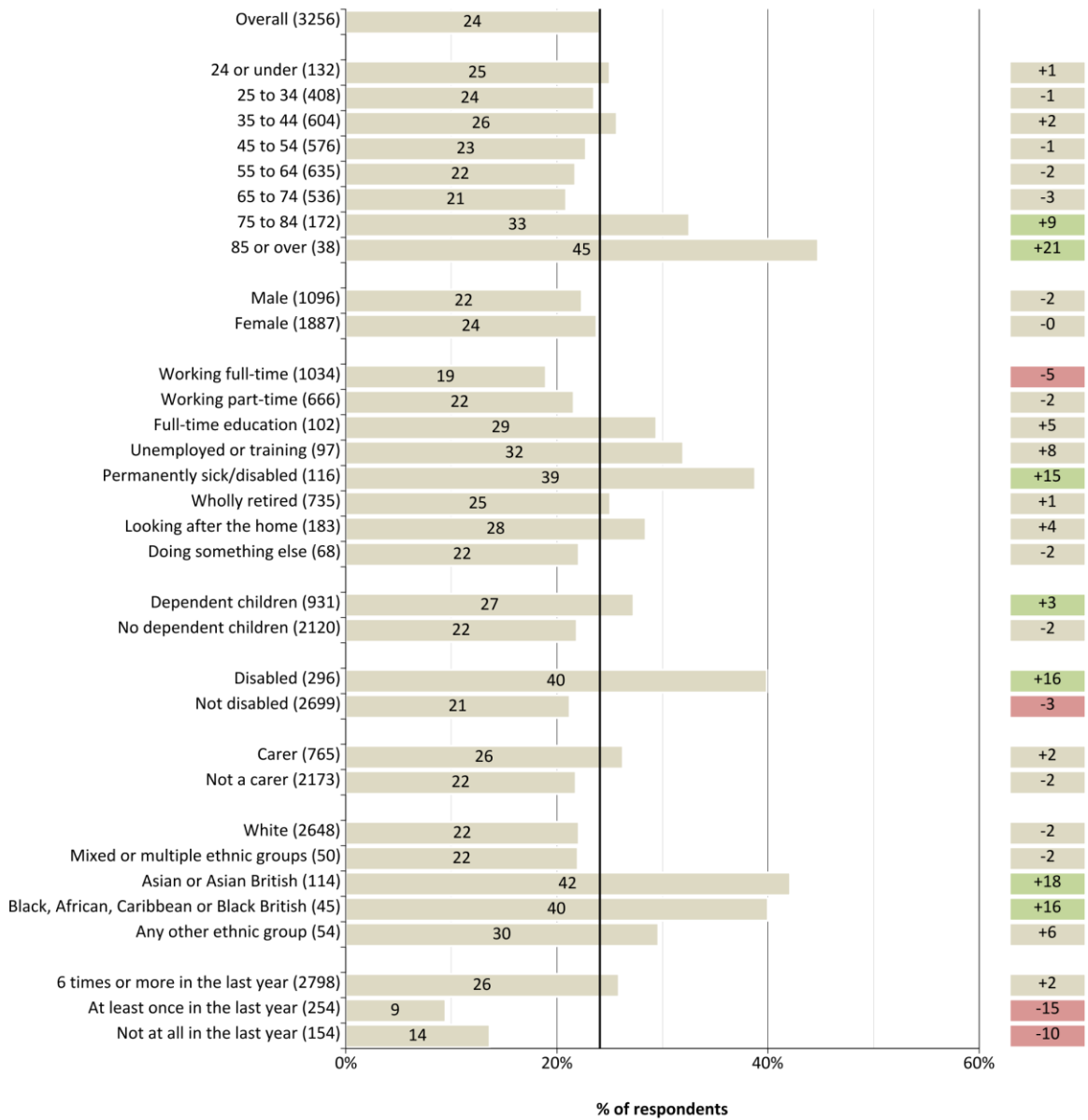
*Base: Respondents who are affected by the proposed changes (3,256)*

- <sup>3.93</sup> 55% of respondents disagree that they would have to stop using libraries.
- <sup>3.94</sup> This can therefore be interpreted as 55% of respondents agree that they would be able to keep on using libraries.
- <sup>3.95</sup> Of those respondents who say they are likely to be affected, 24% state that they would have to stop using libraries (this represents a total of 783 respondents or 12% of all respondents to the questionnaire).
- <sup>3.96</sup> However, further analysis of this figure shows that, of the 783, some have indicated elsewhere in the questionnaire that they either already use, or are able to use, alternative provision. For example, almost a third (32%) of the 783 stated that they most often used a library unaffected by the proposals hence it's unclear why these respondents feel they would have to stop using libraries, although we cannot assume that this would not be the case.
- <sup>3.97</sup> A further 33% of the 783 were either not asked or did not provide information to allow ORS to establish which libraries they use most often, or if they have used any of the libraries at all. Hence for these respondents it is hard to establish how effected they are likely to be, based on their answers.
- <sup>3.98</sup> A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf). These differences are outlined for respondents who agree that they would have to stop using libraries.
- <sup>3.99</sup> The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>10</sup>.

<sup>10</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

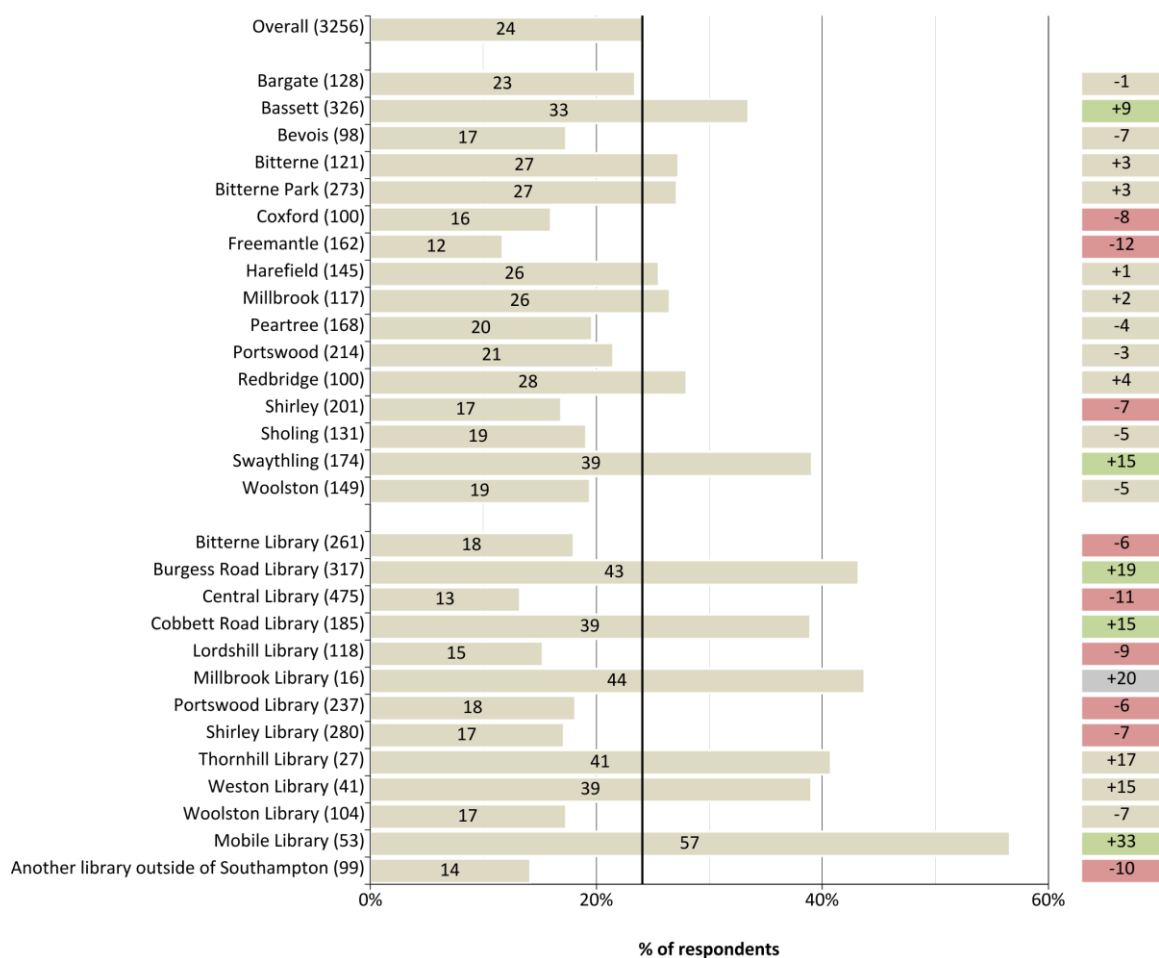
Respondents who agree that they would have to stop using libraries

**Figure 38: Differences in agreement between respondents who would have to stop using libraries by key demographics (Respondents who agree)**



Base: All respondents (number of respondents shown in brackets)

**Figure 39: Differences in agreement between respondents who would have to stop using libraries by key demographics (Respondents who agree)**



*Base: All respondents (number of respondents shown in brackets)*

- 3.100 As noted above, 783 respondents (12% of overall respondents) agree that they would have to stop using libraries if the Council implemented its preferred option.
- 3.101 Respondents aged **75+**, those who are **permanently sick or disabled**, those with **dependent children**, those with a **disability** or those from an **Asian or Asian British or Black, African, Caribbean or Black British** ethnic backgrounds are more likely to agree that they would have to stop using libraries.
- 3.102 Additionally, respondents who reside in **Bassett** or **Swaythling**, or those who use **Burgess Road** or, **Cobbett Road** libraries, or the **Mobile library** most-often are more likely to agree that they would have to stop using libraries.

## Other personal impacts or equality issues

*If you feel there are any personal impacts or equality issues we have overlooked in the formation of the libraries proposals, please outline them below.*

3.103 From the 1,009 respondents who provided valid answers to this question 1,780 different comments have been classified, the details of which are outlined below

3.104 210 comments suggested that library closures would have a negative impact on children, from both an educational and social perspective. Typical examples are quoted below:

*“Children who have always encouraged to use libraries usually do well at school and then go on to further education where they then have access to further libraries e.g. College or Uni. Please do not deprive others of less academic ability this service, where can they then get information to help better themselves?”*

*“For those families who don't use main stream education libraries are essential places for families to meet, bring their children and home educate them. Less libraries will mean less chances of being able to make use of the them as such spaces of education.”*

*“I use Weston library my local with my daughter at least once a week it is a small and friendly library. Everyone knows everyone and that is part of the experience for both me and my daughter – closing it will be a shame as community places for children are very rare these days.”*

3.105 165 comments described how library closures would have an adverse impact on community spirit, social groups/clubs and lead to an increased sense of isolation for people. Typical examples are quoted below:

*“Naturally, if you remove a local library service, with all the other services it provides, it will negatively impact on the community. Most people will cease using their library because they were not just using it for books, but for meetings, specific nights etc. The library is more than the building you have it marked as. it is holistically a meeting place, a place of learning, and more importantly, a place of community cohesion.”.*

*“Libraries reduce social isolation supporting good mental health. They give people a purpose to walk out of their homes, supporting community engagement and healthy lifestyles”.*

*“Libraries engage with the community. Activities such as Reading Group are essential if the love of reading and literacy levels are to maintained.”*

3.106 150 comments described how library closures would impact on elderly and disabled people. Typical examples are quoted below:

*“Older people who are not using the Internet are likely to suffer, if libraries are further away and the Mobile library stops.”*

*“Burgess Road is one of the most child and person friendly libraries I have ever encountered. My son is autistic and they have always gone out of their way to meet his needs and make sure that they speak with him and acknowledge him. We have tried other libraries but they are not as accommodating or patient. We have tried to use them but with a negative outcome on every occasion. There is even one library where my son will not enter because of the negative experience... If this library were to close I feel we would really struggle to find another library that would be as acceptable to my son. So although we could travel to another one, we would not find it an acceptable substitute providing the service Burgess Road provides.”*

3.107 117 comments described how library closures would negatively impact disadvantaged people and people living in deprived areas. Typical examples are quoted below:

*“I think closing the Millbrook library will impact a relatively deprived area of the town, leading to people having no Internet or library access because it's quite difficult to get anywhere except the town centre by bus.”*

*“The closures are mainly in working class areas where needs are probably highest. Cobbett Road closure is regrettable but its users can still go to either Bitterne or Portswood on the bus. The outliers are in deprived areas as far as literacy and information skills are concerned. It is appalling that central government cuts are forcing these communities to accept cuts in provision that will never be replaced. The more deprived an area, the more it needs a community learning/library hub”.*

3.108 112 comments suggested that a move to online services would deprive those who prefer reading a hard copy and impact negatively on those who have no access to the internet. Typical examples are quoted below:

*“I could choose books online but this would not give me the experience of actually looking at different books on the shelf and perhaps choosing something that I wouldn't have seen online. You can also sit quietly in the library and read part of the book before making my choice. Time spent in the library is quality time.”*

*“I have used the libraries all my life, have ensured my children have been to story time and activities. My parents have used the library and taken my children.. It is a community facility where I can leave the house and meet people. Not everyone has access to the Internet so online does not suffice”.*

3.109 112 comments suggested that library closures would adversely affect those who don't have access to their own form of private transport. Typical examples are quoted below:

*“Not everyone has their own transport, or can afford public transport. These are the people who most need access to libraries.”*

*“The closure of these branches denies people the opportunities of easy visits to local library branches - particularly negative impact on school-children, the aged and infirm. Those lacking private transport will find difficulties in accessing library branches.”*

3.110 Coded comments that accounted for less than 5% of the overall responses (approximately 80 responses per coded answer or less) are not outlined in detail but are noted in Figure 70 below.

**Figure 40: Other comments - 'If you feel there are any personal impacts or equality issues we have overlooked in the formation of the libraries proposals, please outline below'.**

Coded comment	Count
Generally dissatisfied with proposals/don't want any closures/cuts	77
Public transport is poor/too expensive to travel to other libraries	62
No impact/cuts won't impact me	51
Closure of libraries/travel issues/distance to remaining libraries will leave population less inclined to visit libraries	49
Libraries should have qualified/professional staff/librarians/the personal touch from librarians/talking to staff/providing help/assistance/Disagree with the use of volunteers	48
Don't want mobile libraries to close/important role within the community/they provide good access to elderly/disabled people within community	42
These proposal will negatively impact others	38
Need to improve/increase opening hours/times of libraries	25
Questionnaire is biased/questions are leading/otherwise unhappy with consultation	24
Libraries should be available to all equally	22
Libraries are more than just books/enjoy physically being in libraries/excitement of being able to browse through books	22
Libraries are more than just books/they provide many other services i.e. story telling/art classes/community projects etc.	18
Loss of jobs/employment for librarians	15
The Library Services are a priority/savings can be made elsewhere/could increase taxes to raise funds for Library/increased investment needed	14
People in deprived areas may not take part in study/not able to express their views	13
Need more information/inadequate information provided/don't understand the information/consultation	11
Need to stock a better range/variety of books/stock/shouldn't reduce range of books	10
Libraries could be put to other uses/expanding existing function i.e. community centres	10
Agree with community led libraries/members of local community helping to run libraries	9
Disagree with community led libraries/members of local community helping to run libraries	9
Libraries need to form better partnership with university's/schools i.e. shared facilities	8
Libraries are a good resource for parents/foster families/people who have children of different ages	7
Elderly/disabled people may not take part in study/not able to express their views	5
The council should put people first not money	3
Need to reduce management salaries/cut salaries to save more money for libraries	3
Introduce minimal charges/charges for borrowing books to fund service i.e. happy to pay for service	3
Shouldn't measure use of libraries by internet sessions/book loans should be based on number of visits per library	2
Closures will affect capacity in other libraries i.e. other libraries being too busy/no space/long waiting times for computers etc.	2
Closures would make the Housebound Service more expensive	1
Other	311

## Other comments received

3.111 A number of additional comments which do not appear to directly relate to specific questions in the questionnaire (which invited open feedback from the public) have been included in this section in order to ensure that no feedback submitted is disregarded. Readers are also referred to the Written Submissions chapter which sometimes outlines similar/overlapping ideas.

3.112 These comments offer the following ideas:

- » Agreement with other options considered by the council (not the preferred option)
- » The council should establish a new library to cover the north of Southampton
- » Libraries should be quieter – a place for studying (noise is a deterrent)

- » General dissatisfaction with the council's approach / proposals
- » Library staff are valuable
- » The Mobile library enables disadvantaged populations access to library services
- » Preference for engaging with printed/hard-copy library materials/services
- » Closing libraries would increase social isolation/decrease social contact
- » Library opening hours should be extended/improved
- » Consultation process is flawed (questionnaire is biased, people can't provide their feedback, more information is required before answering the questions etc.)
- » 'Libraries should be available to all equally'
- » Libraries are important beyond physical sense (e.g. offer excitement, enjoyment etc.)
- » Libraries are more than just books (e.g. provide many other services, activities, community projects etc.)
- » The Library Services are a priority – savings/raising funds should be done elsewhere (e.g. through local initiatives, utilising library space for other purposes, raising taxes etc.)
- » A bigger/better range of books and reading materials are needed
- » Libraries should not be run by community organisations
- » Partnerships/mergers need to be introduced (e.g. with universities, schools etc.)
- » 'The council should put people first - not money'
- » Council/management salaries should be cut to further fund libraries
- » Paid library services / charges should be introduced (e.g. for borrowing, using equipment etc.)
- » Library usage statistics should measure number of visits (not book loans, internet sessions etc.)
- » Other libraries won't be able to deliver adequate service due to increased pressure
- » Closing libraries will make the Housebound Service more expensive
- » The proposed changes are appropriate – the closure of local libraries
- » The proposed changes are appropriate – emphasis on digital/online content
- » The proposed changes are appropriate – prioritise central locations instead
- » The proposed changes are appropriate – community led-libraries

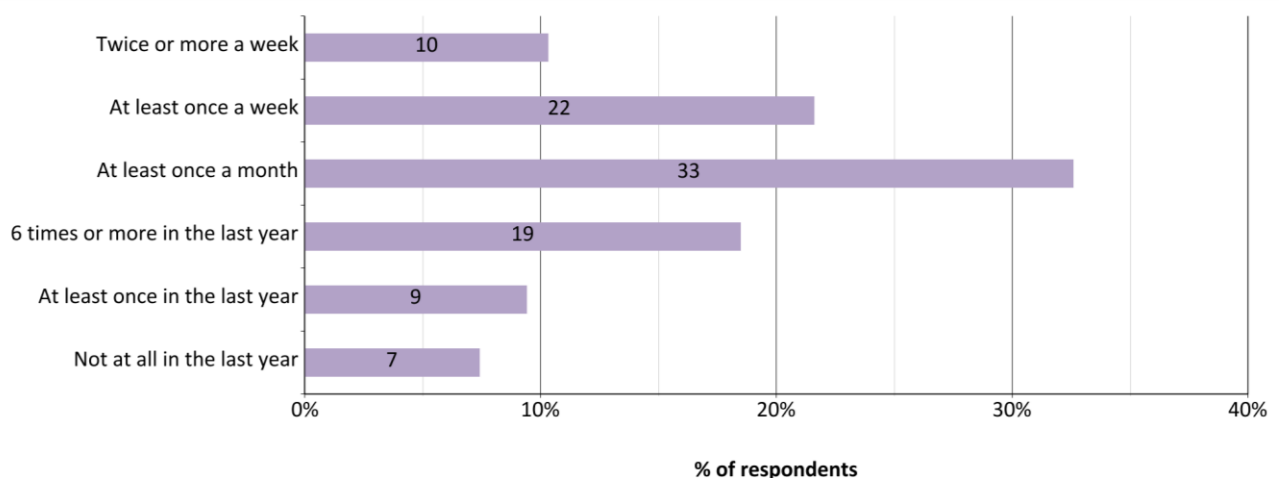


## 'Understanding your use of the Library Services'

### Frequency of using the Library Services within the last year

*During the last year, how often have you visited any of the libraries in Southampton?  
Please include visits to the mobile library, but do not include use of the virtual 24/7 online library.*

**Figure 41: Frequency of using the Library Services within the last year**



*Base: All respondents (6,337)*

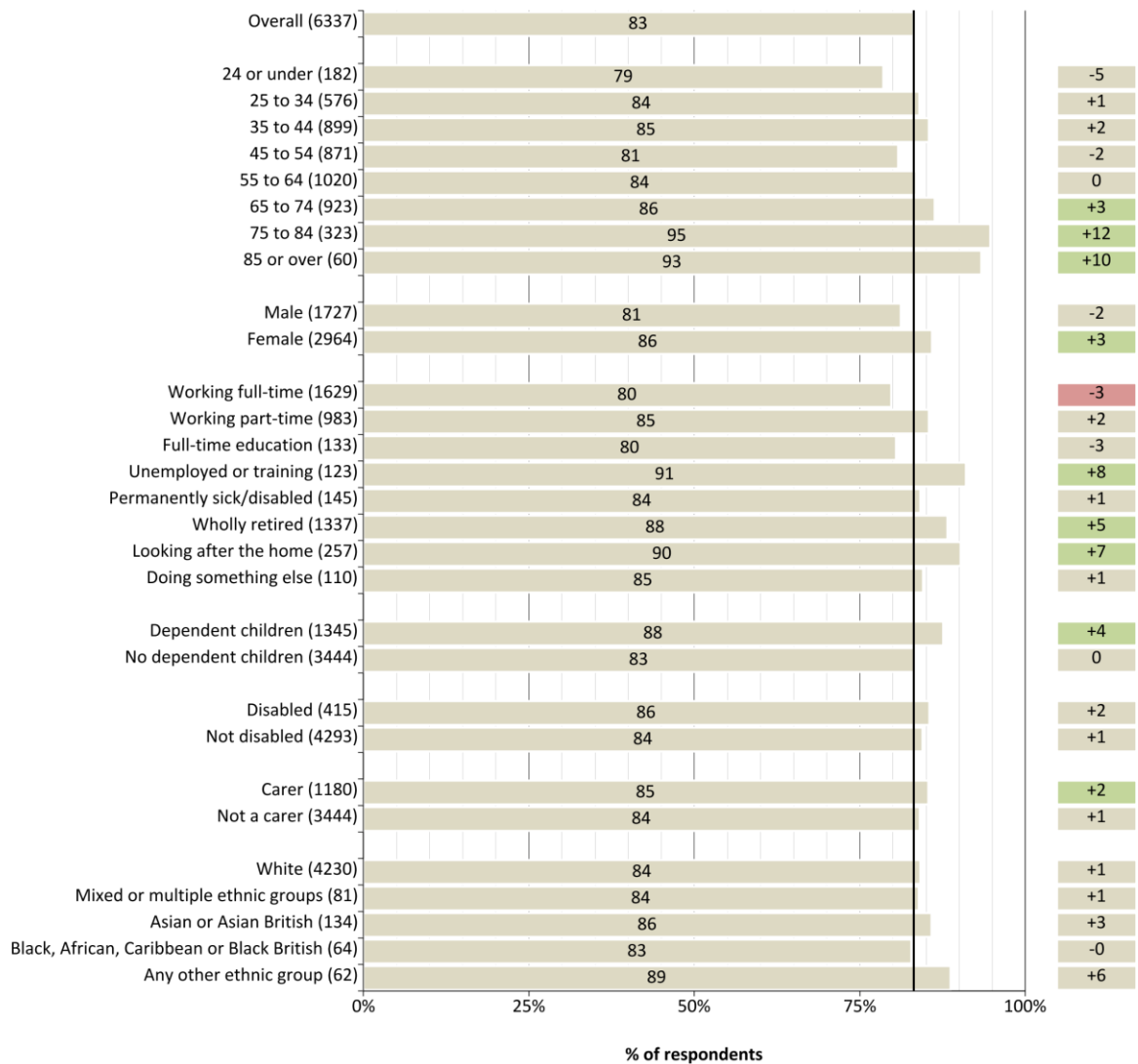
3.113 It can be seen that 83% of respondents visited a Southampton library six times or more in the last twelve months ('Regular users'), while a further 9% visited at least once in the last twelve months ('Active users'). 7% percent of respondents indicated that they have not visited a Southampton library at all in the last twelve months ('Non-users').

3.114 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).

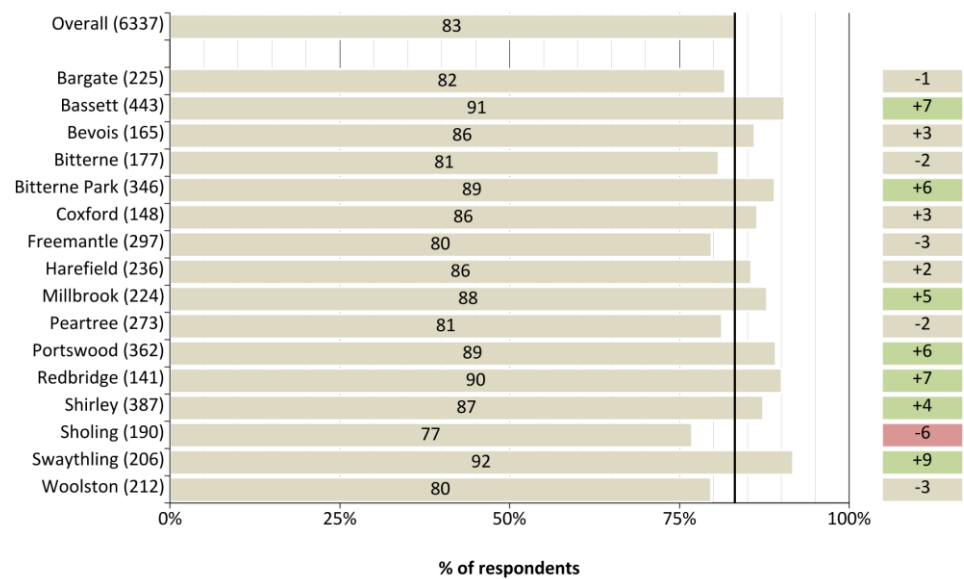
3.115 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>11</sup>.

<sup>11</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

## Regular users

**Figure 42: Differences in frequency of using the Library Services within the last year by key demographics (Regular users)**

*Base: All respondents (number of respondents shown in brackets)*

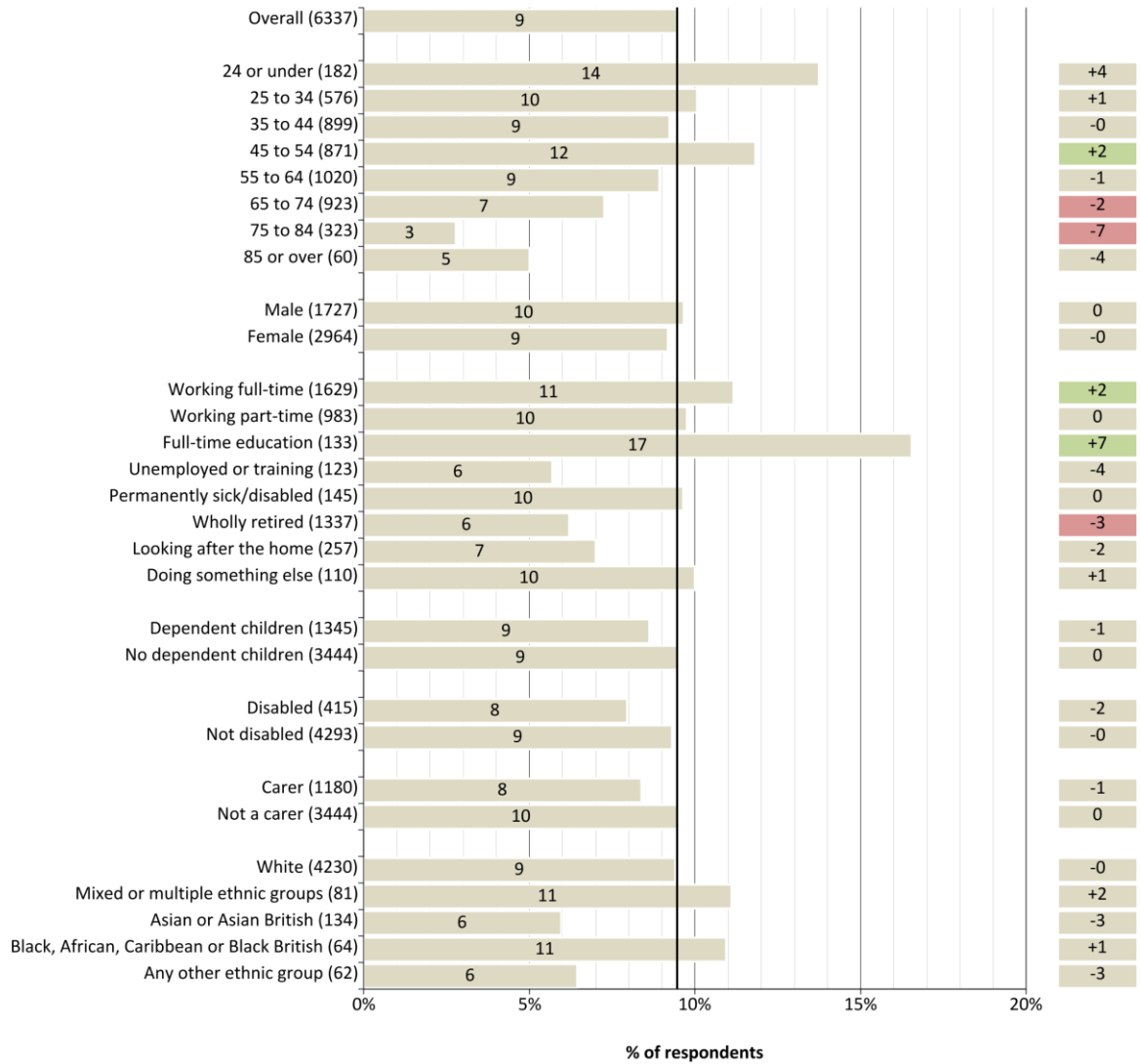
**Figure 43: Differences in frequency of using the Library Services within the last year by ward (Regular users)**

*Base: All respondents (number of respondents shown in brackets)*

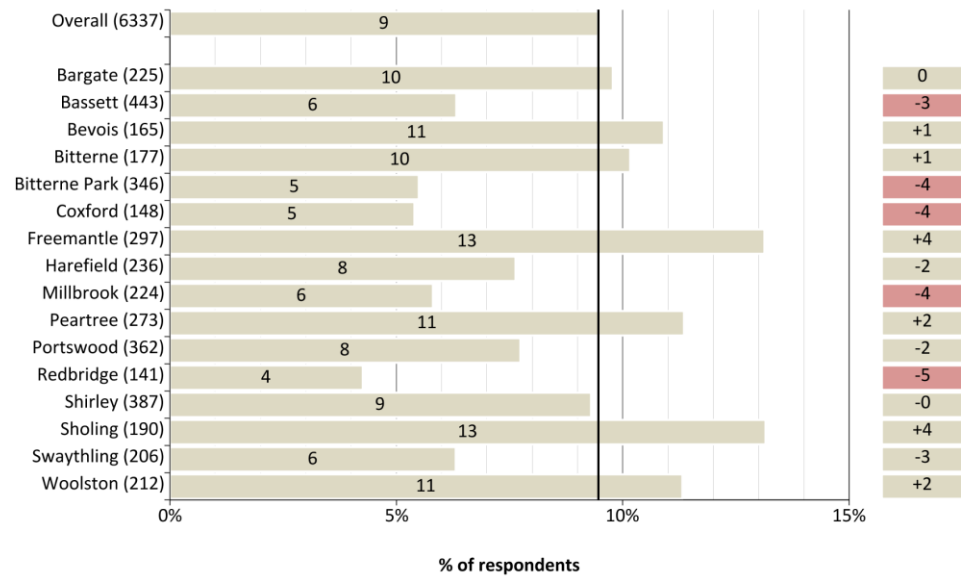
- 3.117 Respondents aged **65+**, **female**, **unemployed or training**, **wholly retired** or **looking after the home**, have **dependent children** or those who provide support as **carers** are more likely to have used a library six times or more in the last year.
- 3.118 Additionally, respondents who reside in **Bassett**, **Bitterne Park**, **Millbrook**, **Portswood**, **Redbridge**, **Shirley** or **Swaythling** are also particularly more likely to be regular users.

Active users

Figure 44: Differences in frequency of using the Library Services within the last year by key demographics (Active users)



Base: All respondents (number of respondents shown in brackets)

**Figure 45: Differences in frequency of using the Library Services within the last year by ward (Active users)**

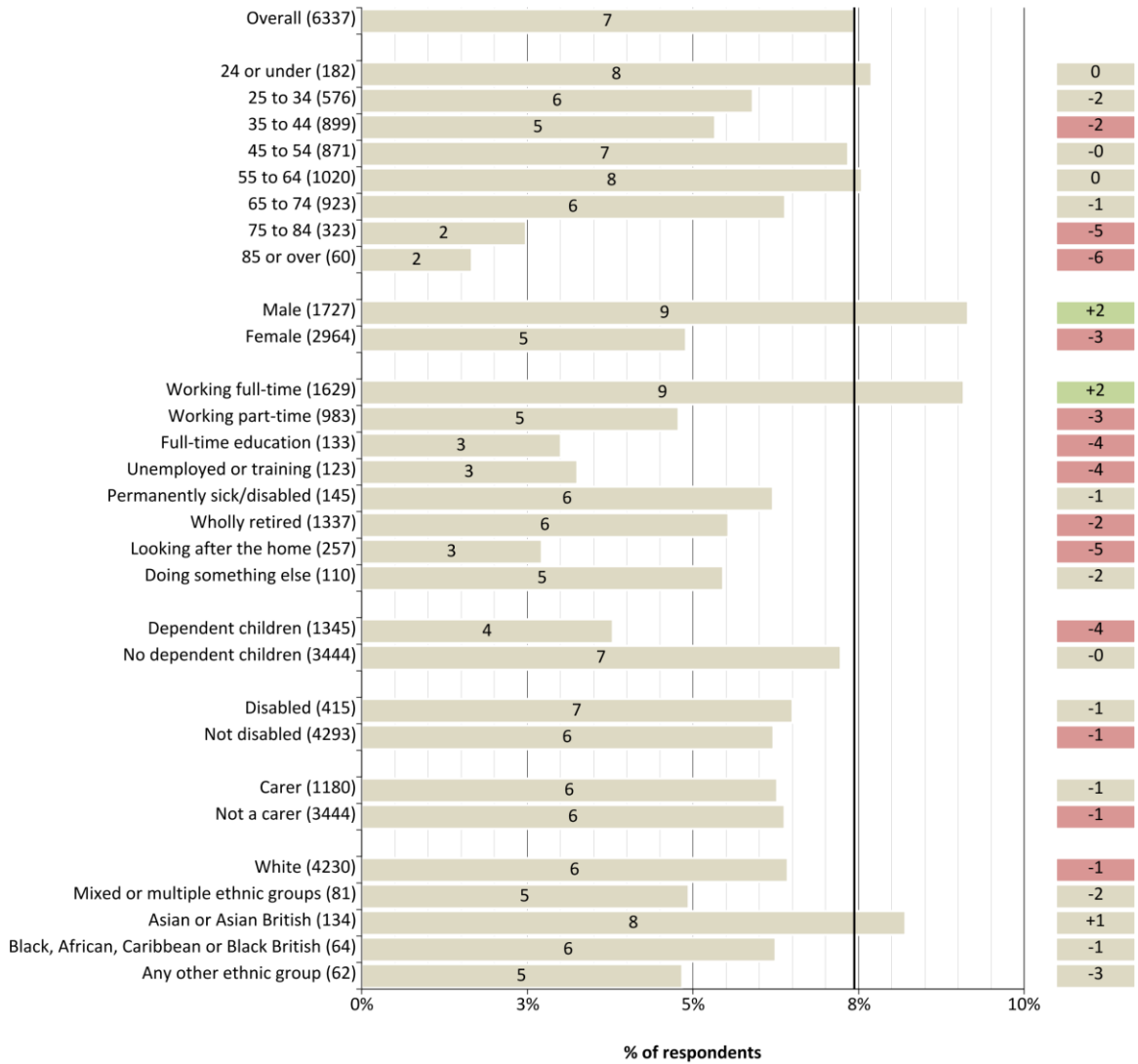
*Base: All respondents (number of respondents shown in brackets)*

3.119 Respondents aged **45-54**, **working full-time** or in **full-time education** are more likely to have used a library at least once in the last year.

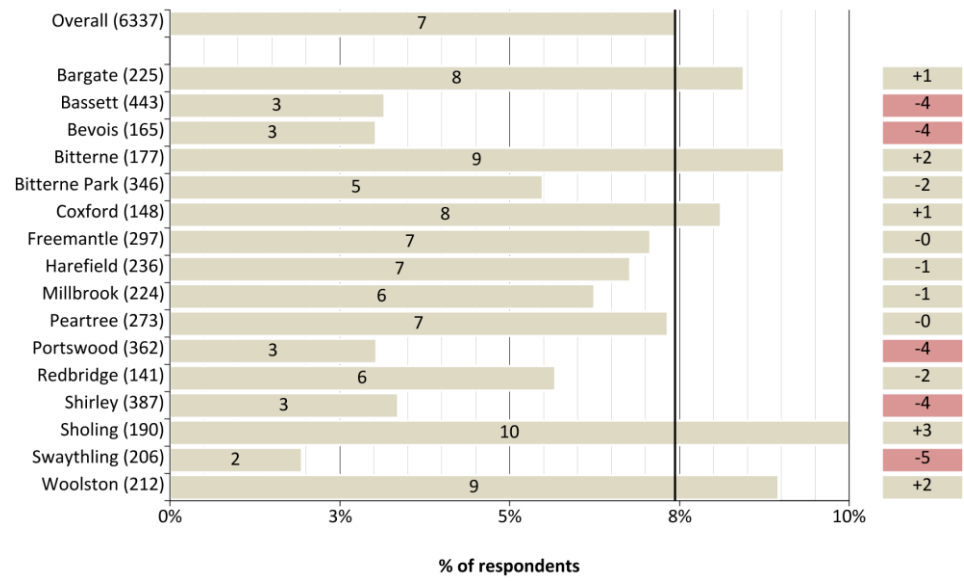
3.120 Regular users do not appear to be particularly more likely to reside in certain wards.

Non-users

Figure 46: Differences in frequency of using the Library Services within the last year by key demographics (Non-users)



Base: All respondents (number of respondents shown in brackets)

**Figure 47: Differences in frequency of using the Library Services within the last year by ward (Non-users)**

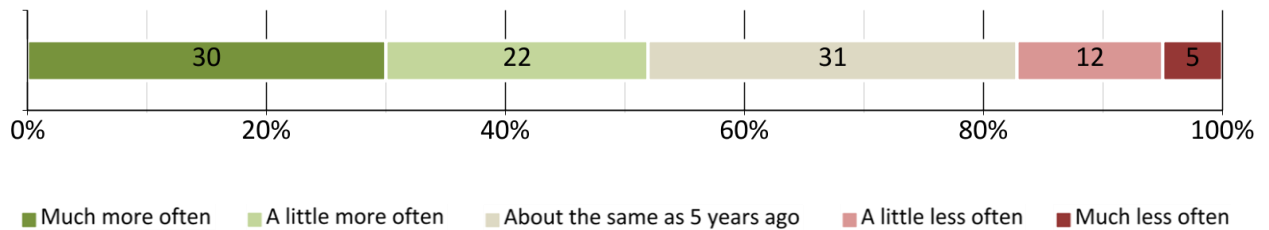
*Base: All respondents (number of respondents shown in brackets)*

- 3.121 **Male** respondents or those who are **working full-time** are more likely to have not used a library at all in the last year.
- 3.122 Non-users do not appear to be particularly more likely to reside in certain wards.

## Change in usage levels of the Library Services compared to five years ago

*Have you visited libraries in Southampton more often or less often in the last year than you did 5 years ago, or is your use about the same?*

**Figure 48: Change in usage levels of the Library Services compared to five years ago**



*Base: Respondents who used the Library Services at least once in the last year (5,774)*

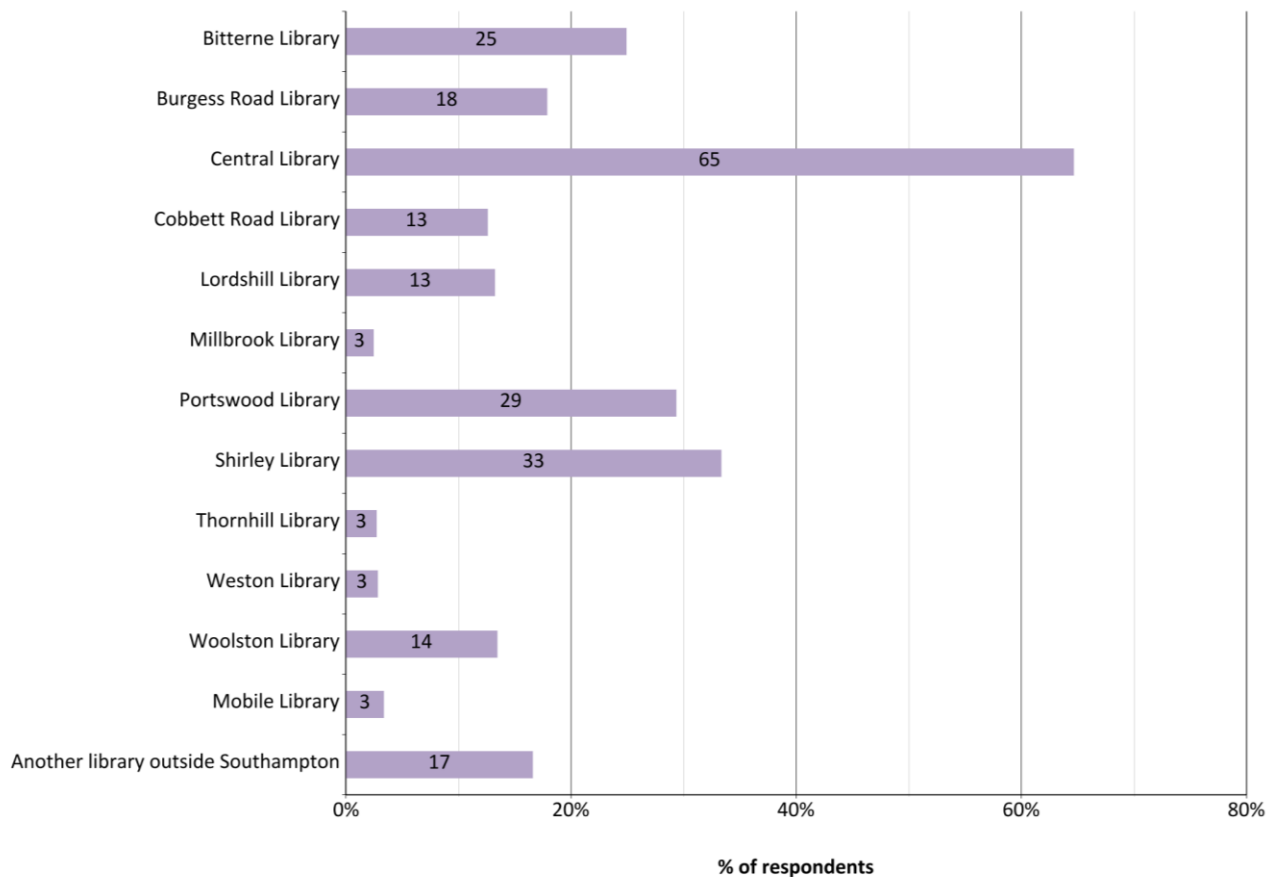
3.123 52% of respondents visited libraries more often in the last year than five years ago. 30% of respondents visited much more often.

3.124 31% of respondents visited libraries in a similar frequency as they did five years ago, while only 17% indicated that they visited less often than five years ago.

## Frequency of visiting specific library locations within the last year

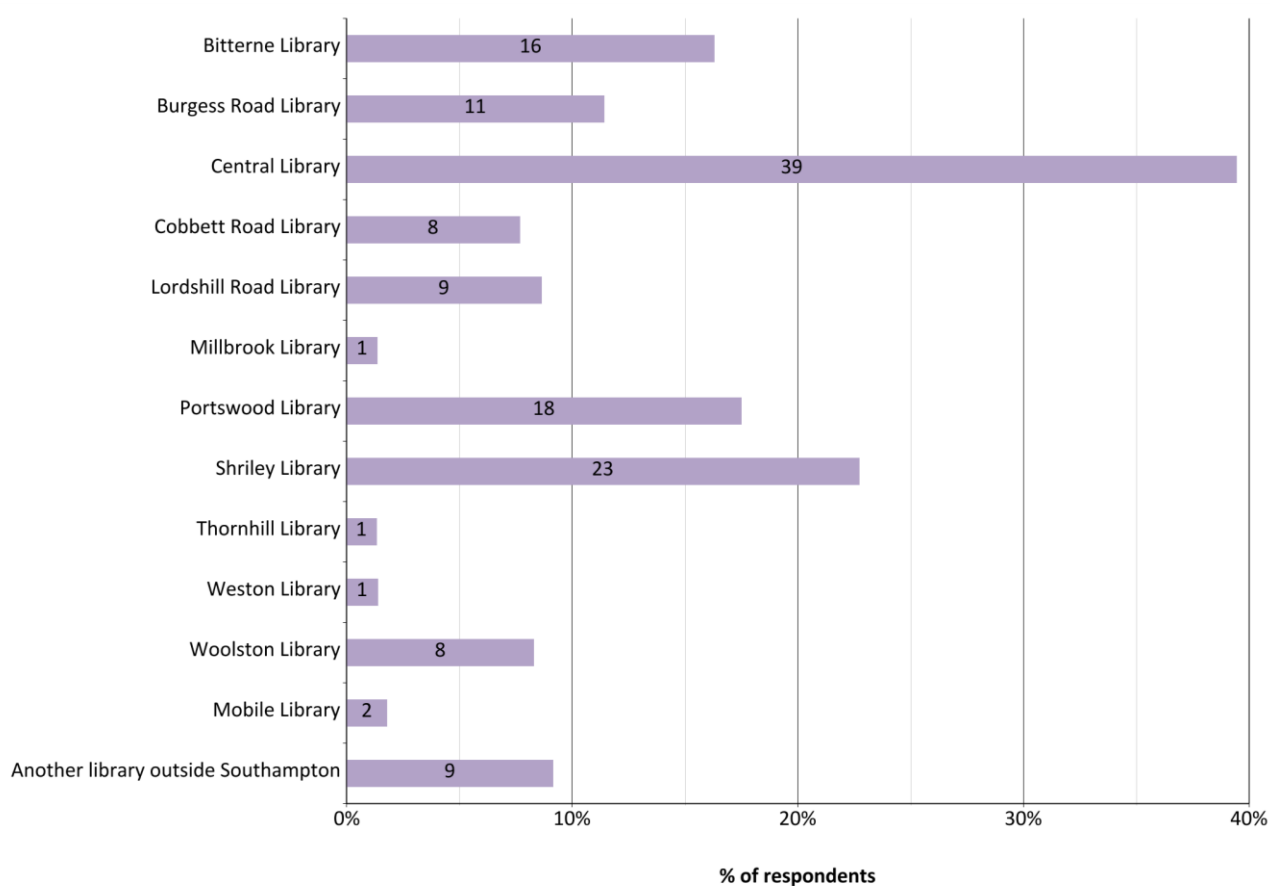
*Which of these libraries in Southampton have you visited:*  
*(a) at least once in the last year;*  
*(b) at least 6 times in the last year; and*  
*(c) do you visit most often?*



**Figure 49: Libraries visited at least once in the last year**

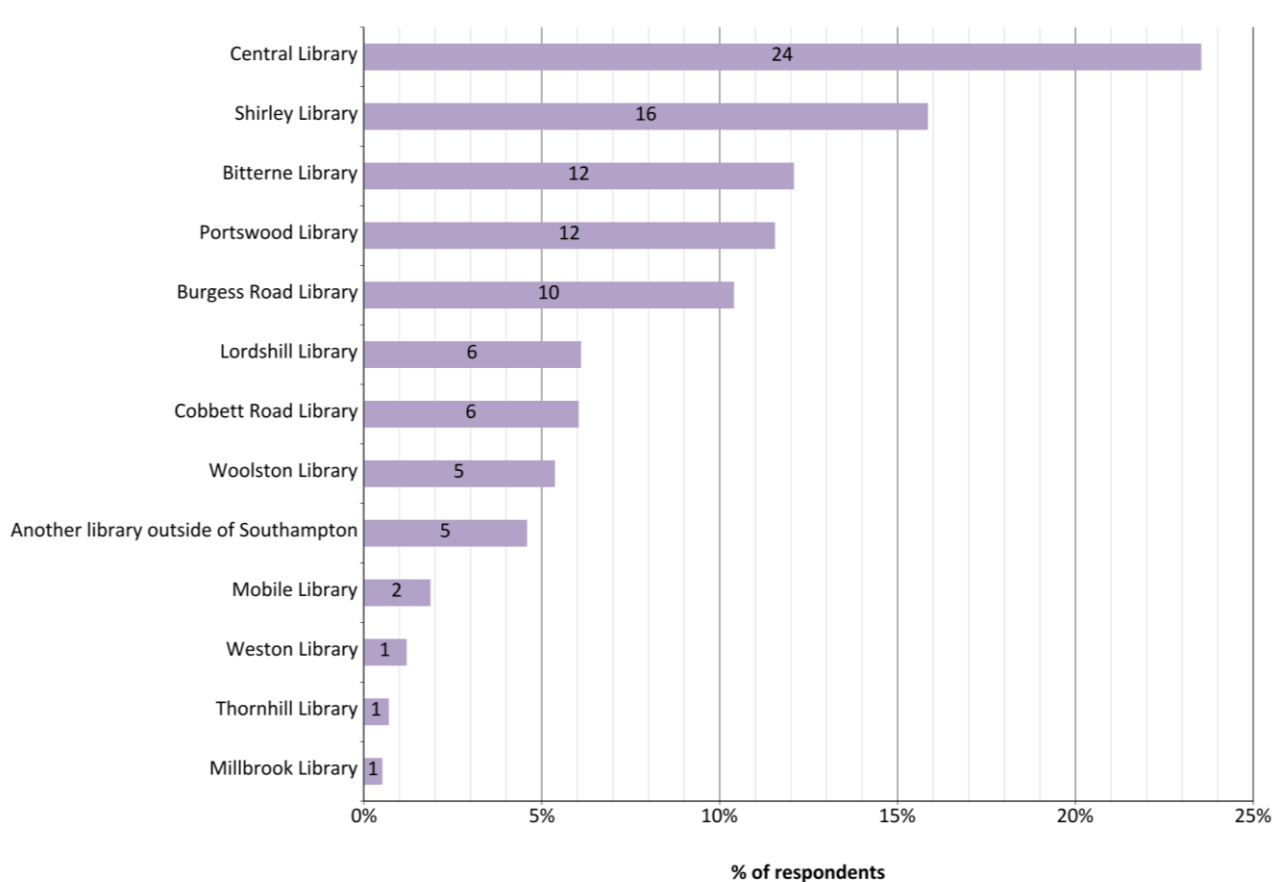
*Base: Respondents who used the Library Services at least once in the last year (5,334)*

- 3.125 65% of respondents visited Central library at least once in the last year.
- 3.126 Lower frequencies were noted for Shirley library (33% of respondents), Portswood library (29% of respondents), Bitterne library (25% of respondents), Woolston library (14% of respondents) and Lordshill Road library (13%).
- 3.127 Considering results for **libraries which the council may cease to operate**, 18% of respondents visited Burgess Road library at least once in the last year. Lower frequencies were noted for Cobbett Road library (13% of respondents) as well as Weston, Millbrook and Thornhill libraries, as well as the Mobile library (3% of respondents visited each at least once in the last year).
- 3.128 17% of respondents visited another library outside Southampton at least once in the last year.

**Figure 50: Libraries visited at least 6 times in the last year**

*Base: Respondents who used the Library Services at least once in the last year (4,814)*

- 3.129 39% of respondents visited Central library at least six times in the last year.
- 3.130 Lower frequencies were noted for Shirley library (23% of respondents), Portswood library (18% of respondents), Bitterne library (16% of respondents), Lordshill Road library (9% of respondents) and Woolston library (8% of respondents).
- 3.131 Considering results for **libraries which the council may cease to operate**, 11% of respondents visited Burgess Road library at least six times in the last year. Lower frequencies were noted for Cobbett Road library (8% of respondents), the Mobile library (2% of respondents), and Weston, Millbrook, and Thornhill libraries (1% of respondents visited each at least six times in the last year).
- 3.132 9% of respondents visited another library outside Southampton at least six times in the last year.

**Figure 51: Libraries visited most-often in the last year**

*Base: Respondents who used the Library Services at least once in the last year (3,919)*

3.133 24% of respondents visited Central library most-often.

3.134 Lower frequencies were noted for Shirley library (16% of respondents), Bitterne and Portswood libraries (12% of respondents, each), Lordshill Road library (6% of respondents) and Woolston library (5% of respondents).

3.135 Considering results for **libraries which the council may cease to operate**, 10% of respondents visited Burgess Road library more often than any other library. Lower frequencies were noted for Cobbett Road library (6% percent of respondents), the Mobile library (2% of respondents), and Weston, Millbrook, and Thornhill libraries (1% of respondents visited each most-often).

3.136 5% of respondents visited another library outside Southampton most-often.

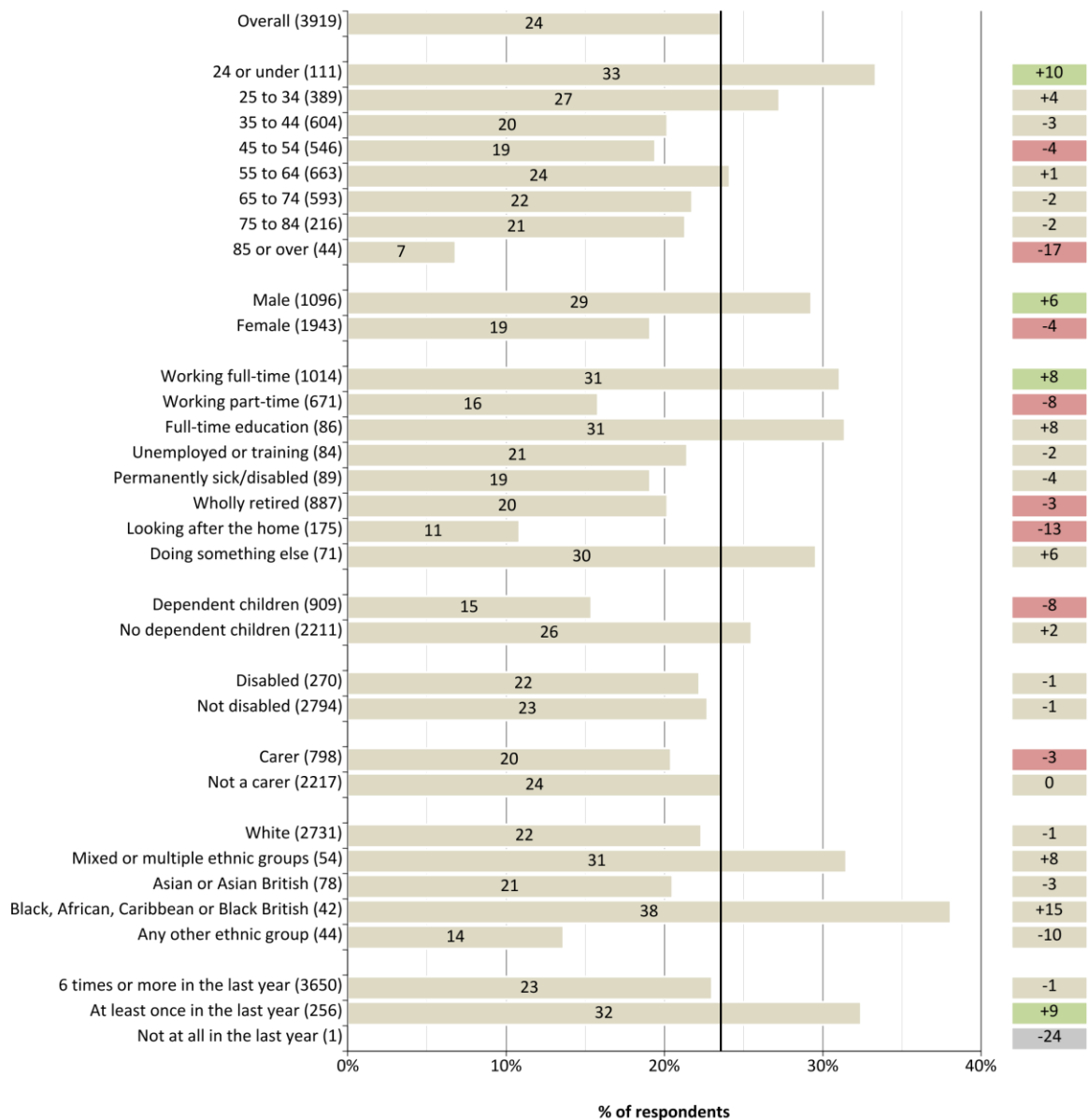
3.137 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf). This analysis is outlined for libraries used most-often by at least 2% (n=74) of respondents to this question.

3.138 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results

are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>12</sup>.

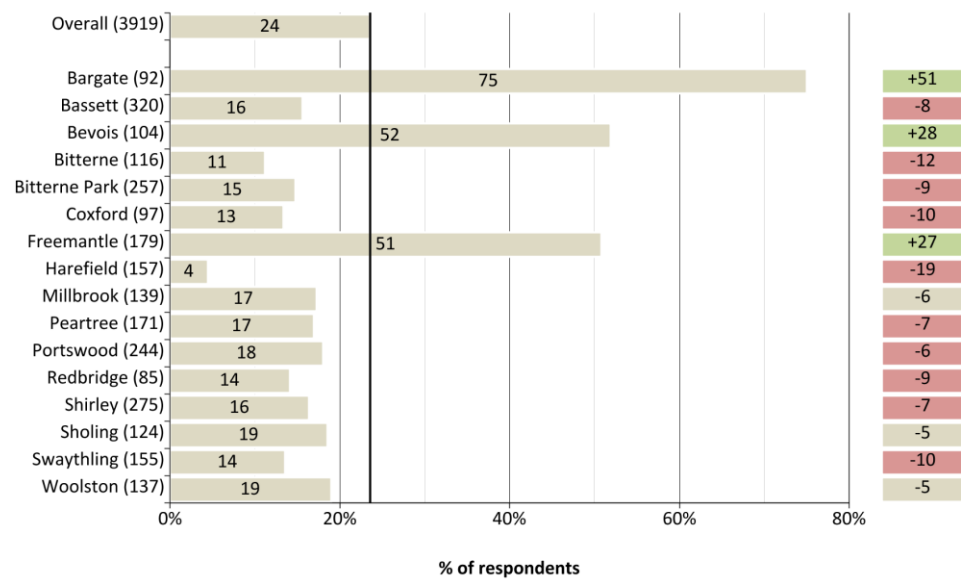
### Central library

**Figure 52: Differences in library used most-often by key demographics (Central library)**



*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

<sup>12</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

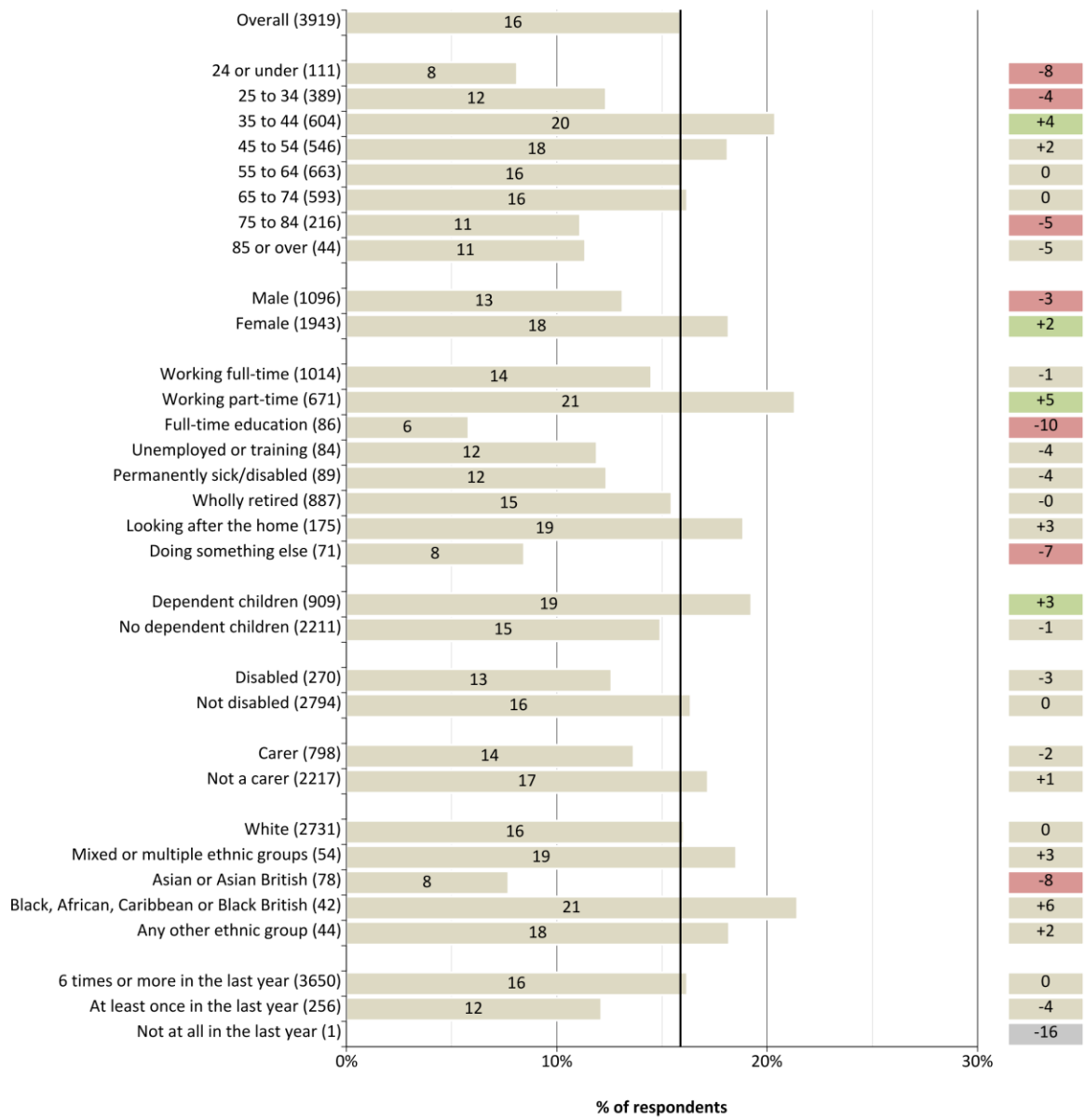
**Figure 53: Differences in library used most-often by Ward (Central library)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

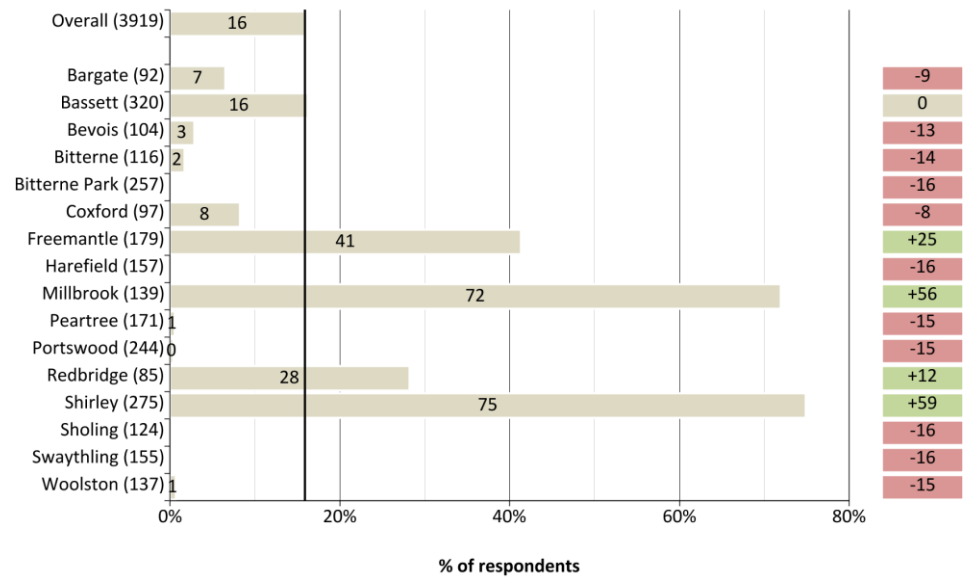
- 3.139 **Male** respondents, those aged **under-24**, **working full-time** or **Active users** are more likely to have used Central library most often.
- 3.140 In addition, respondents who reside in **Bargate**, **Bevois** or **Freemantle** are more likely to have used Central library most often.

Shirley library

Figure 54: Differences in library used most-often by key demographics (Shirley library)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)

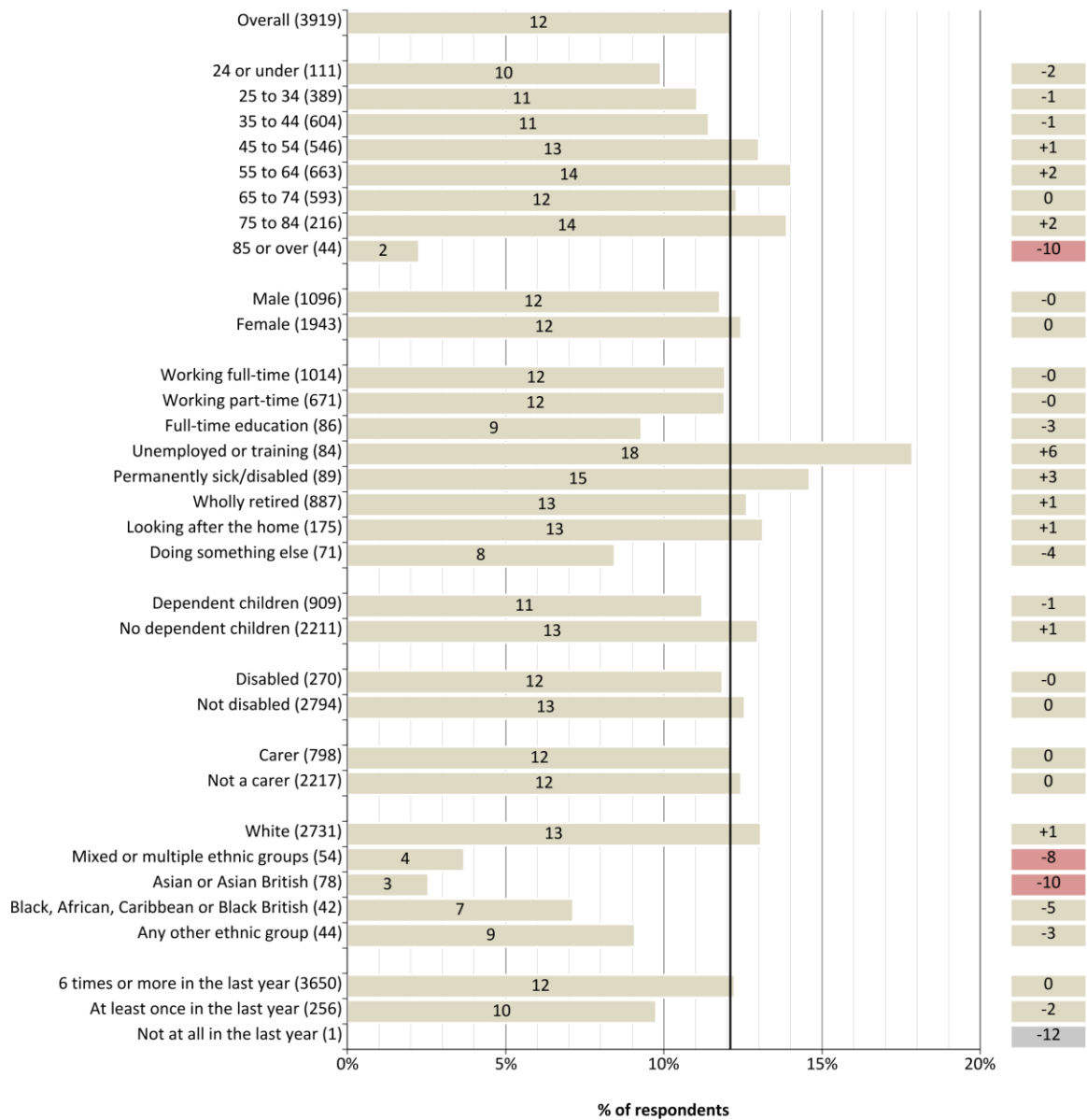
**Figure 55: Differences in library used most-often by Ward (Shirley library)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

- 3.141 **Female** respondents, those aged **35-44**, **working part-time** or with **dependent children** are more likely to have used Shirley library most often.
- 3.142 In addition, respondents who reside in **Freemantle**, **Millbrook**, **Redbridge** or **Shirley** are more likely to have used Shirley library most often.

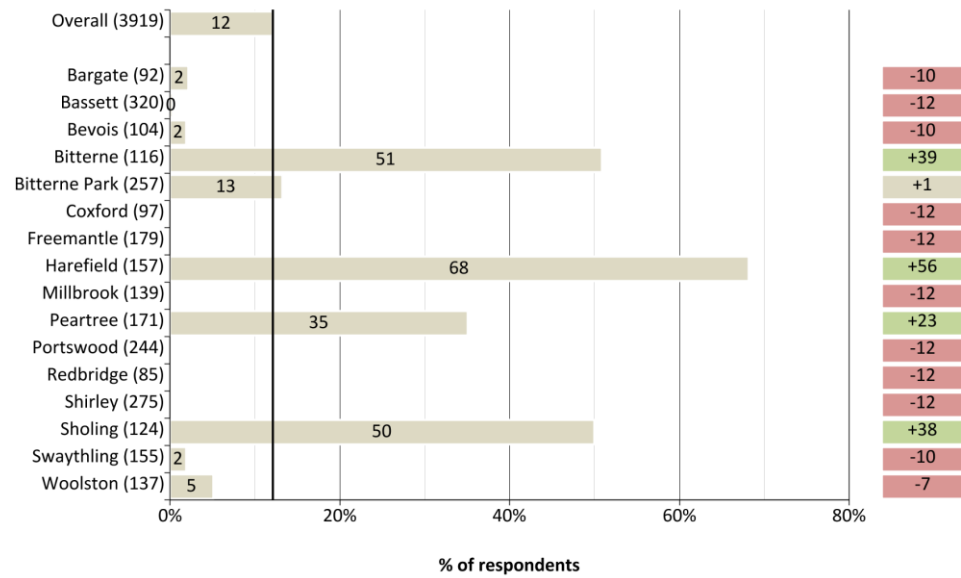
## Bitterne library

Figure 56: Differences in library used most-often by key demographics (Bitterne library)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)



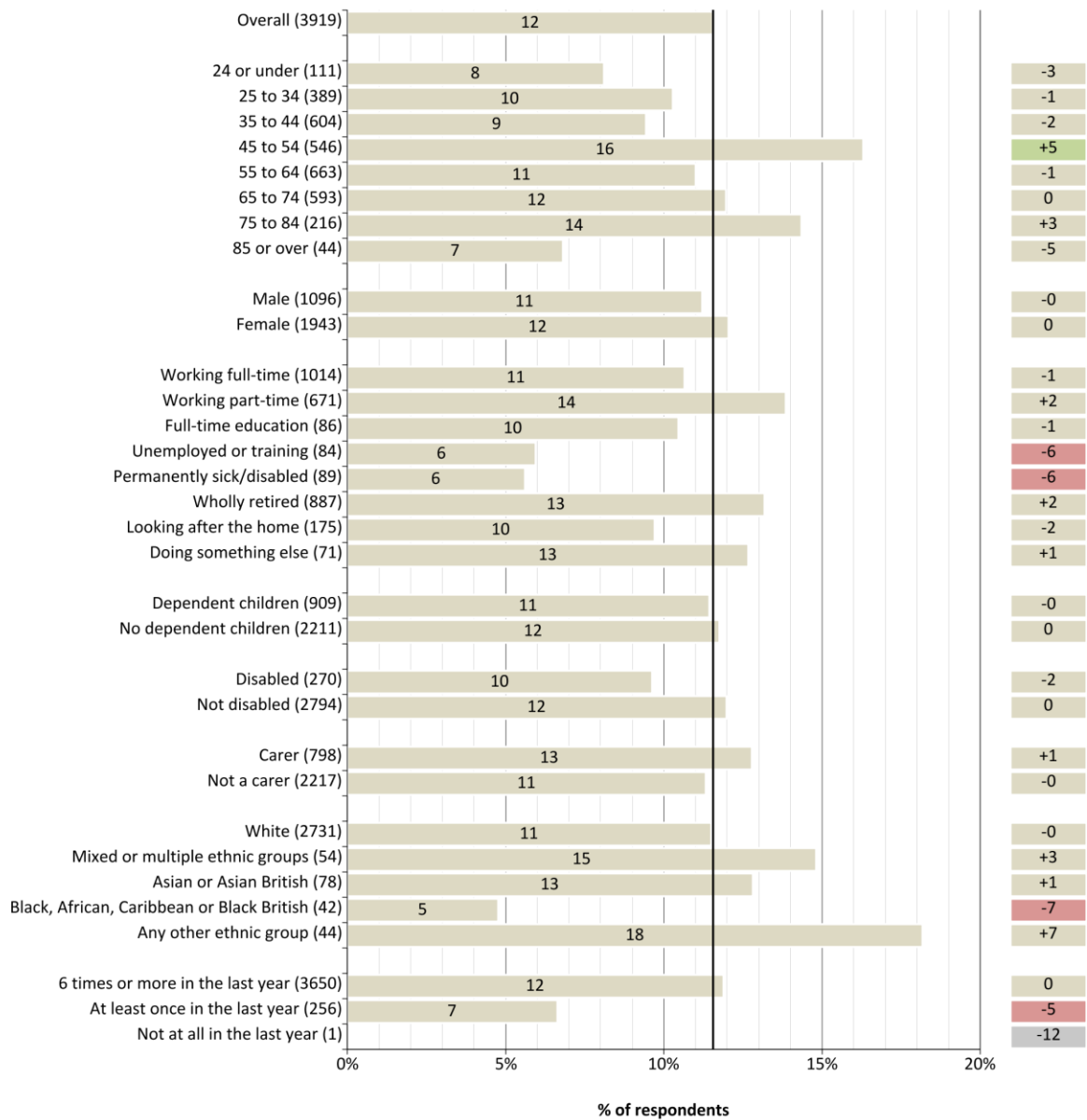
**Figure 57: Differences in library used most-often by Ward (Bitterne library)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

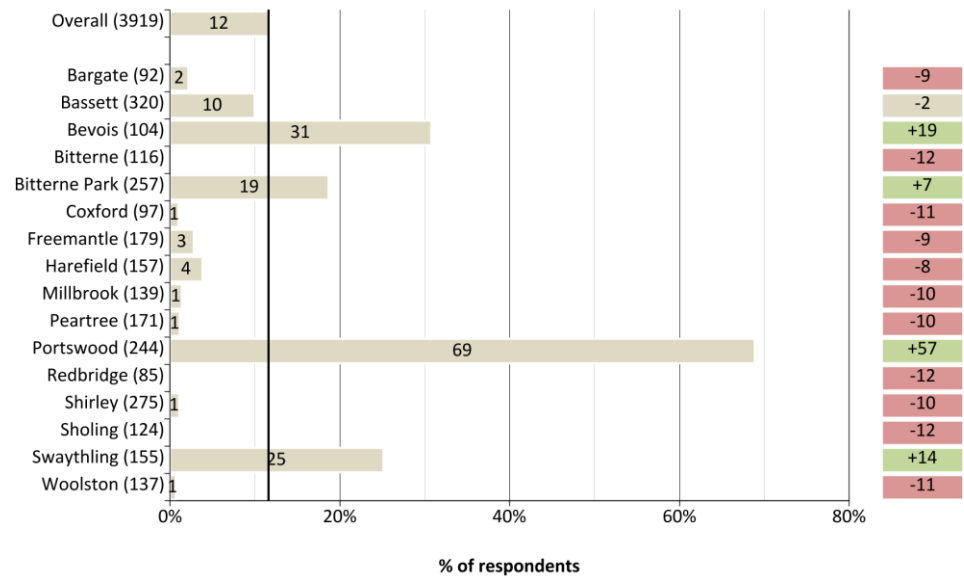
- 3.143 Respondents who used Bitterne library most often do not appear to be particularly more likely to have any particular demographic characteristics.
- 3.144 However, respondents who reside in **Bitterne, Harefield, Peartree** or **Sholing** are more likely to have used Bitterne library most often.

## Portswood library

Figure 58: Differences in library used most-often by key demographics (Portswood library)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)

**Figure 59: Differences in library used most-often by Ward (Portswood library)**

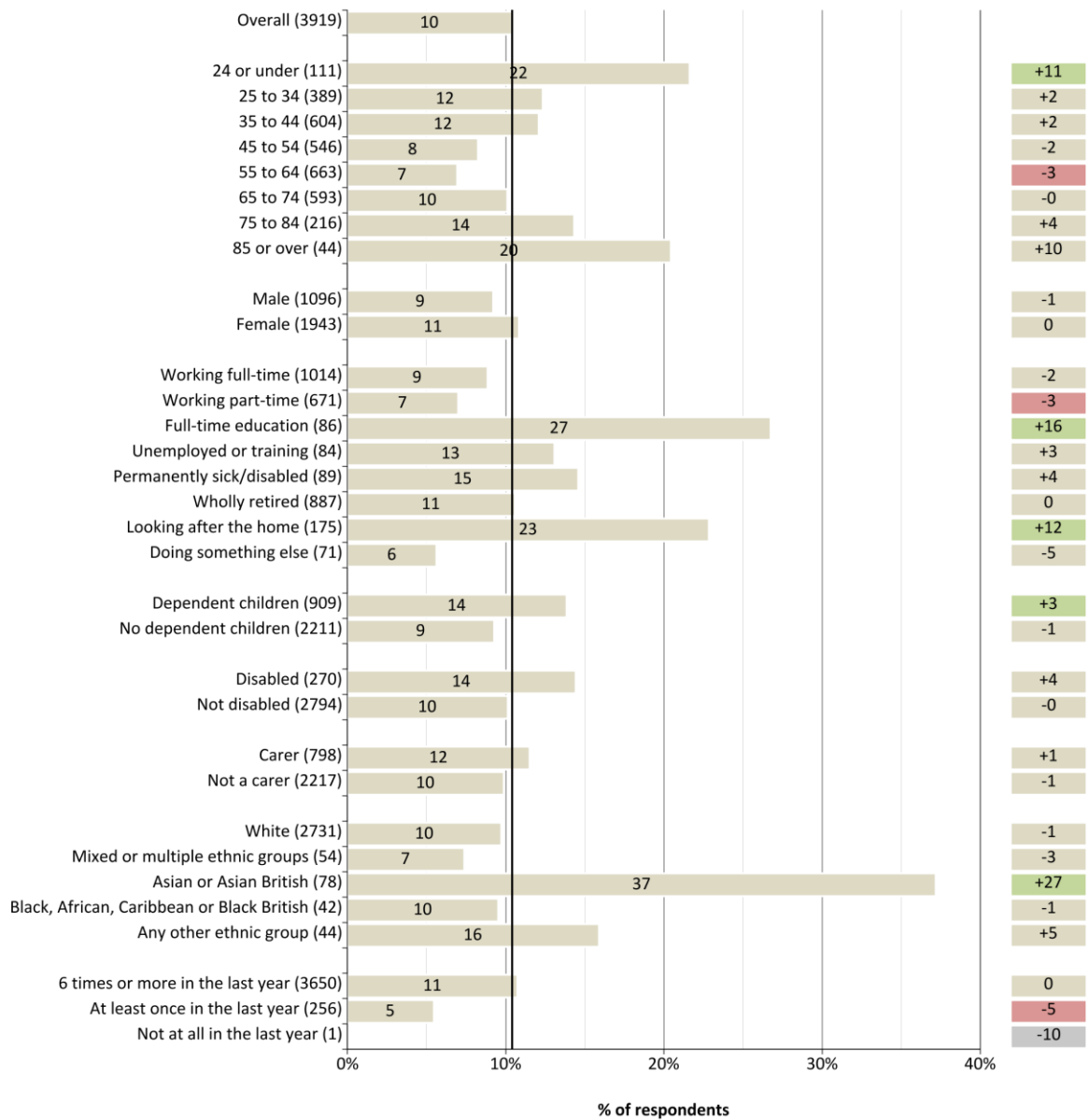
*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

3.145 Respondents aged **45-54** are more likely to have used Portswood library most often.

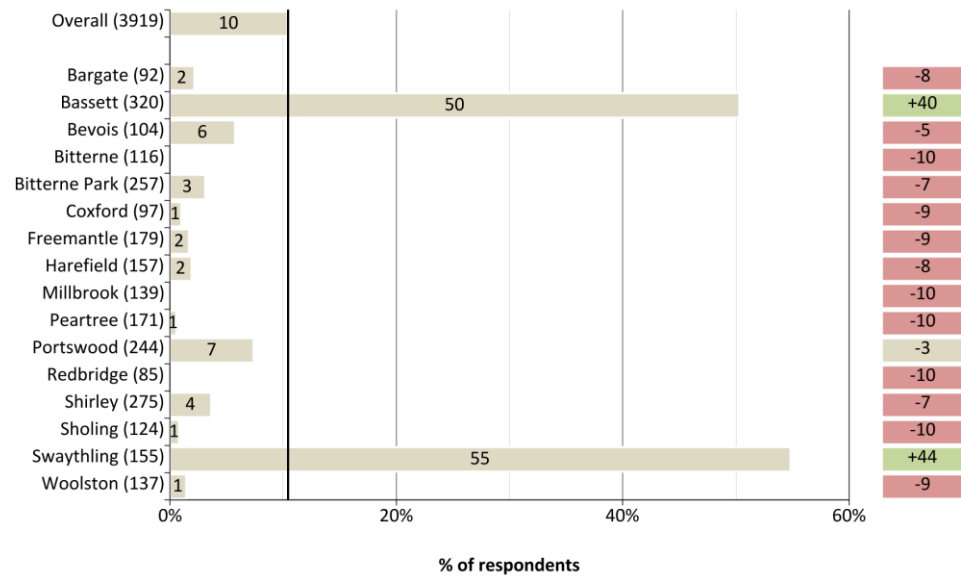
3.146 Additionally, respondents who reside in **Bevois, Bitterne Park, Portswood** or **Swaythling** are more likely to have used Portswood library most often.

Burgess Road library

Figure 60: Differences in library used most-often by key demographics (Burgess Road library)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)

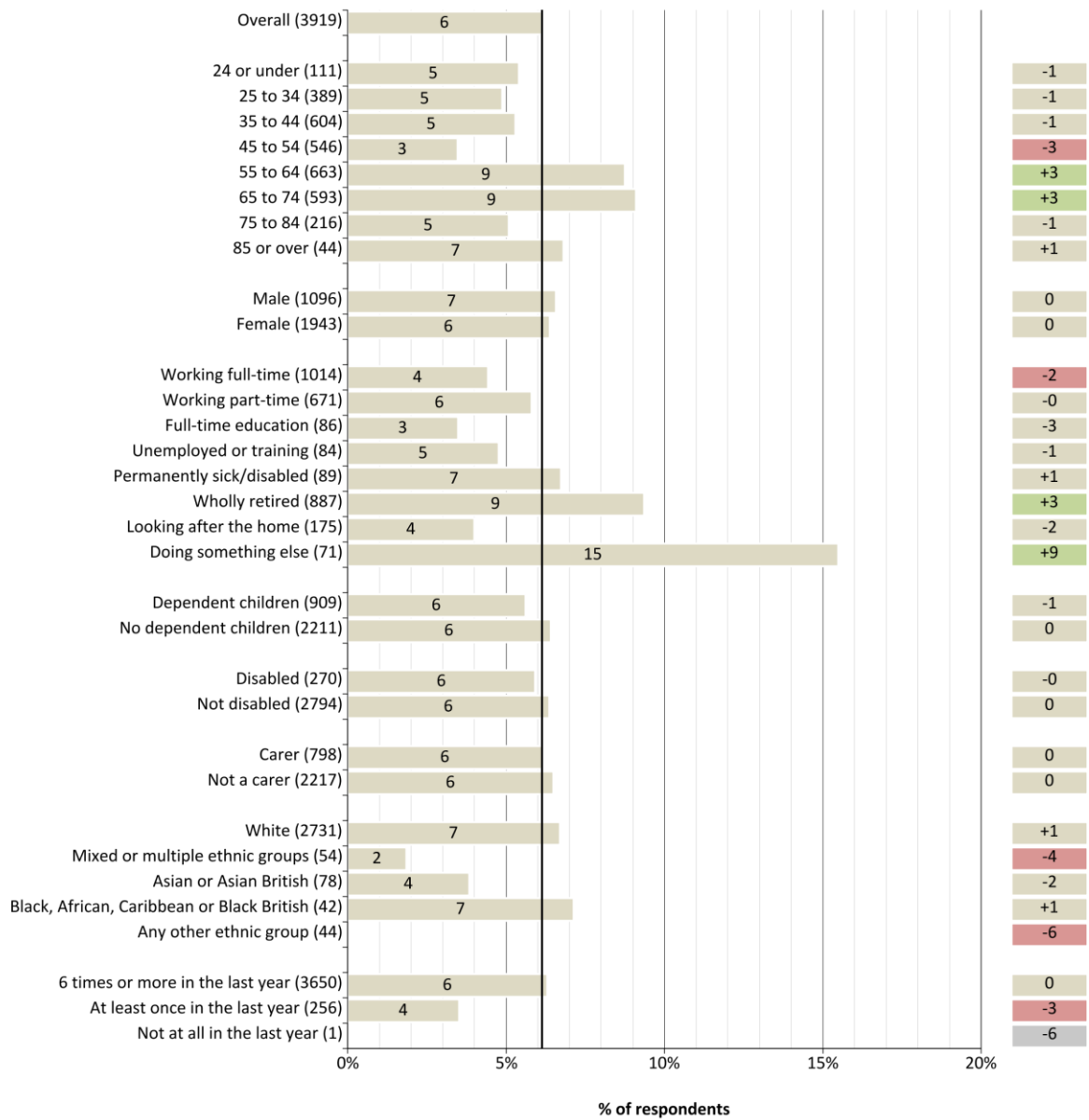
**Figure 61: Differences in library used most-often by Ward (Burgess Road library)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

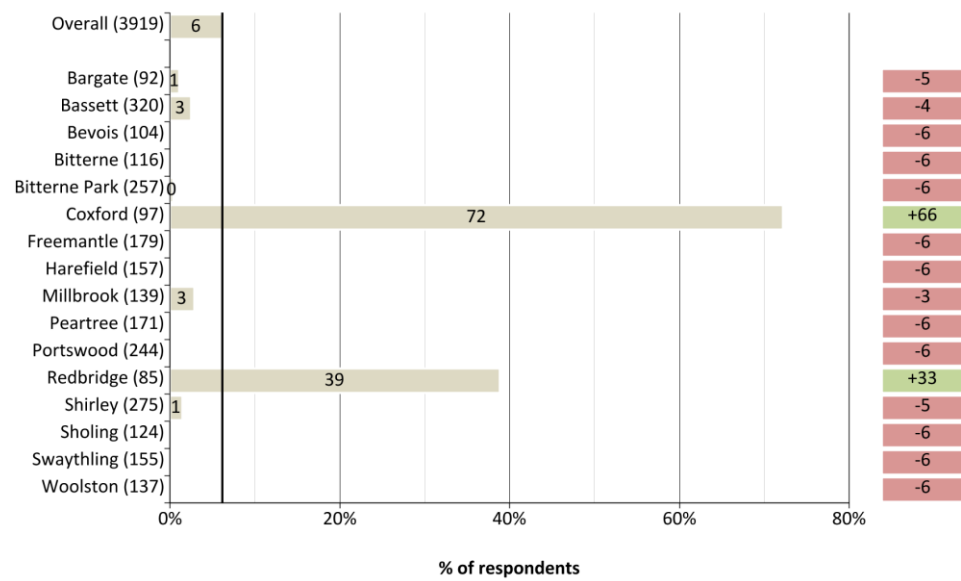
- 3.147 Respondents aged **under-24**, in **full-time education** or **looking after the home**, those with **dependent children** or respondents from an **Asian or Asian British ethnic background** are more likely to have used Burgess Road library most often.
- 3.148 In addition, respondents who reside in **Bassett** or **Swaythling** are more likely to have used Burgess Road library most often.

Lordshill library

Figure 62: Differences in library used most-often by key demographics (Lordshill library)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)

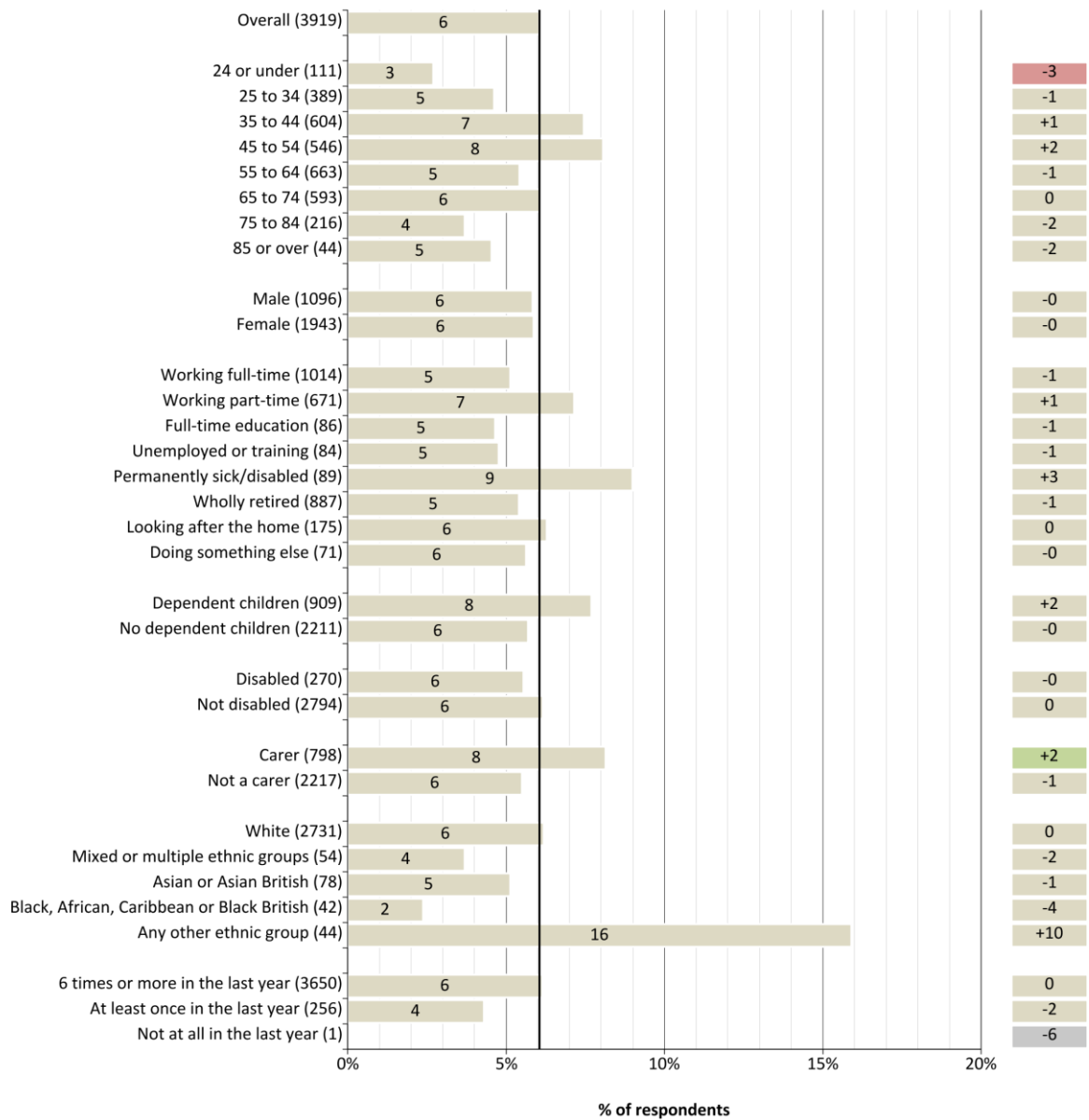
**Figure 63: Differences in library used most-often by Ward (Lordshill library)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

- 3.149 Respondents aged **55-74**, **wholly-retired** or **doing something else** are more likely to have used Lordshill library most often.
- 3.150 In addition, respondents who reside in **Coxford** or **Redbridge** are more likely to have used Lordshill library most often.

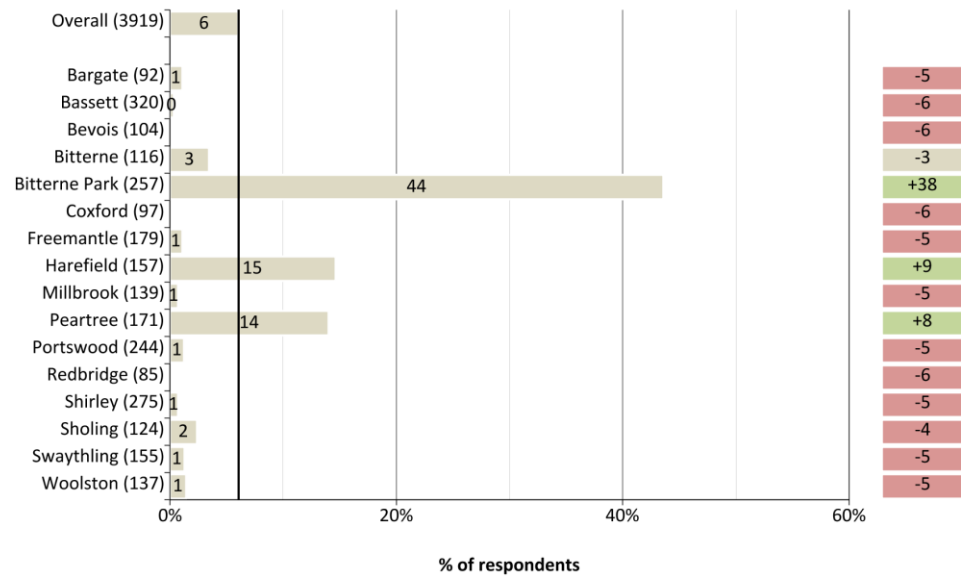
Cobbett Road library

Figure 64: Differences in library used most-often by key demographics (Cobbett Road library)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)



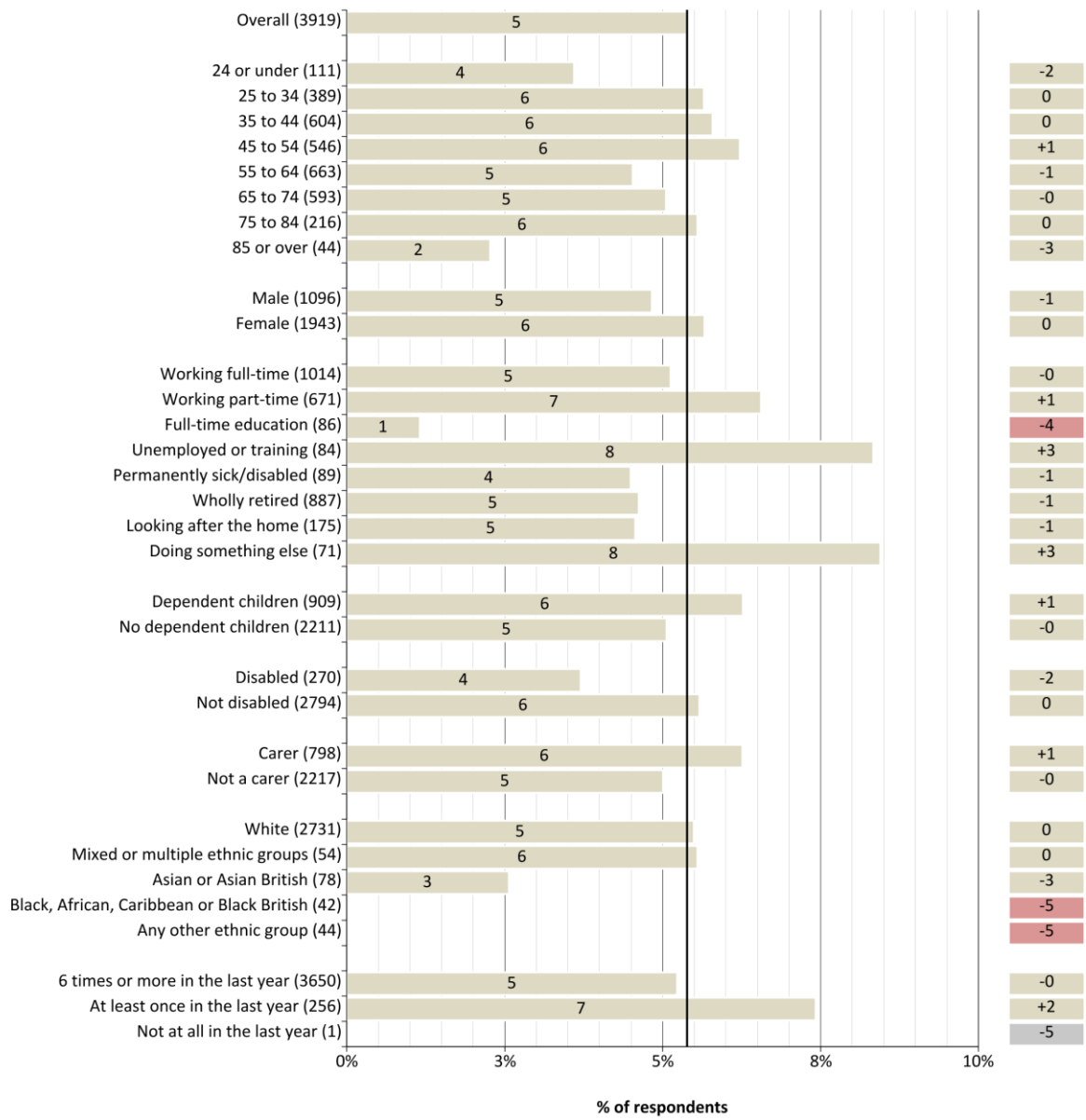
**Figure 65: Differences in library used most-often by Ward (Cobbett Road library)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

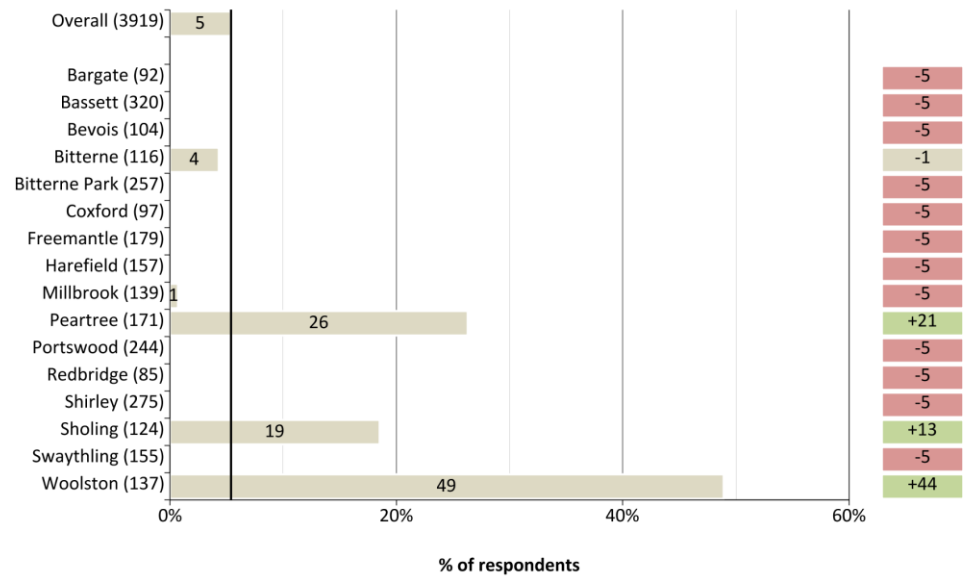
- 3.151 Respondents who are **carers** are more likely to have used Cobbett Road library most often.
- 3.152 In addition, respondents who reside in **Bitterne Park, Harefield** or **Peartree** are more likely to have used Cobbett Road library most often.

Woolston library

Figure 66: Differences in library used most-often by key demographics (Woolston library)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)

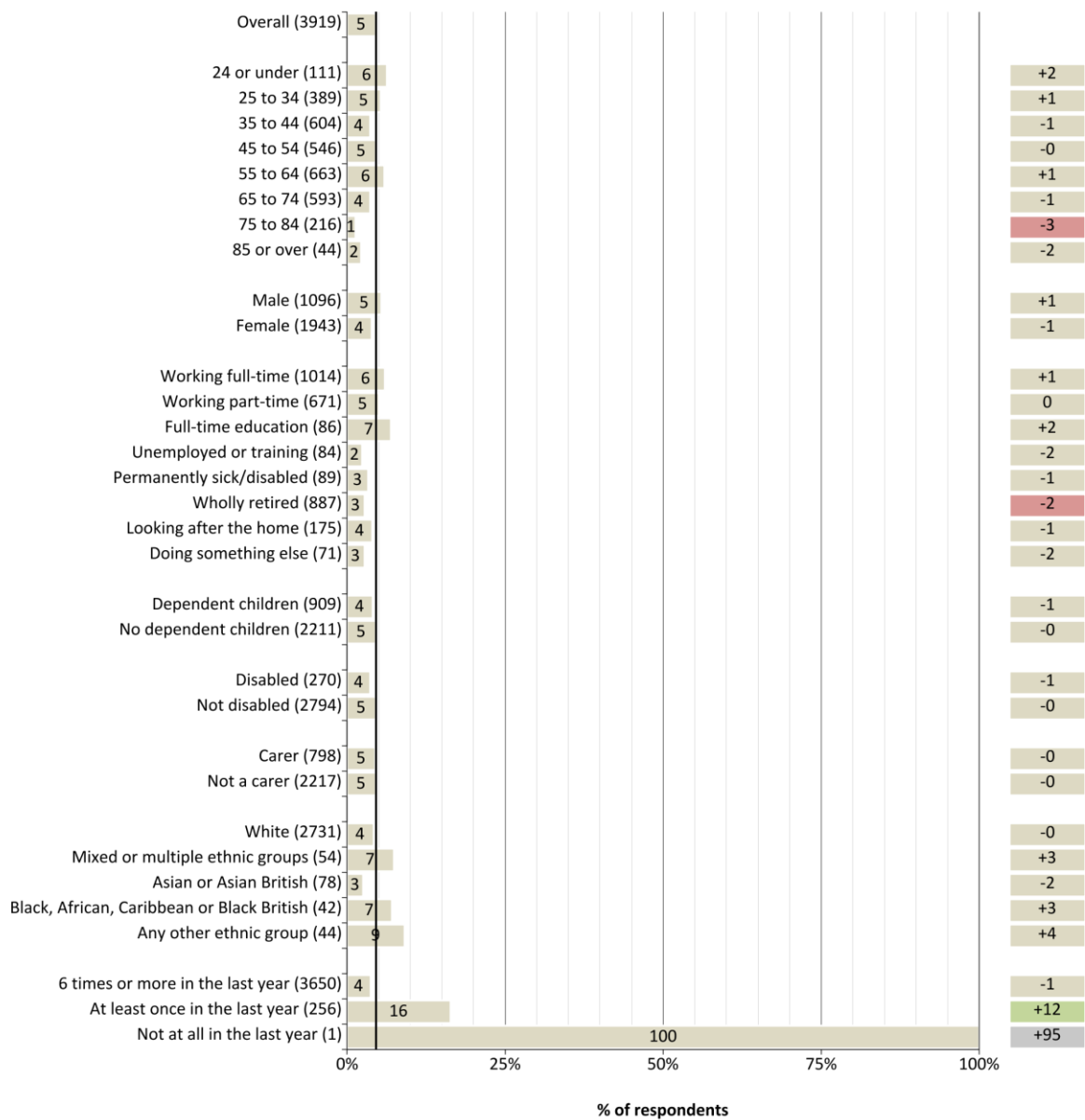
**Figure 67: Differences in library used most-often by Ward (Woolston Road library)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

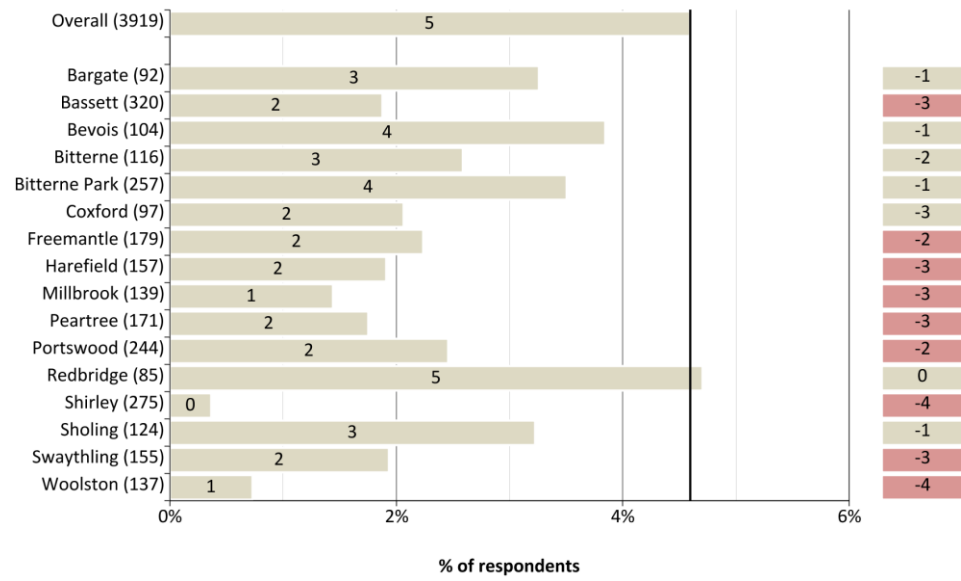
3.153 Respondents who reside in **Peartree**, **Sholing** or **Woolston** are more likely to have used Woolston library most often.

## Another library outside Southampton

Figure 68: Differences in library used most-often by key demographics (Another library outside Southampton)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)

**Figure 69: Differences in library used most-often by Ward (Another library outside Southampton)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

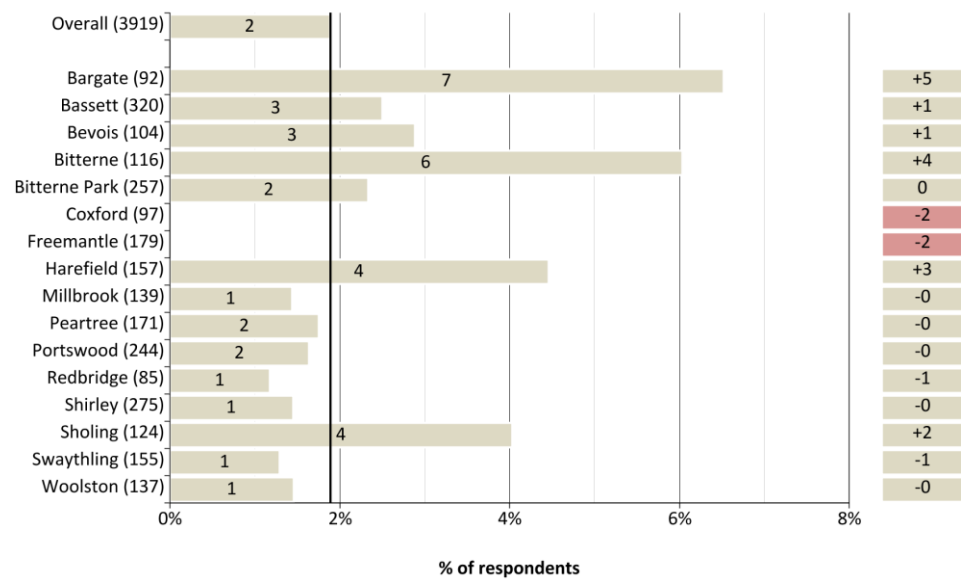
3.154 Respondents who are **active users** of the Library Services are more likely to have used another library outside of Southampton most often.

The Mobile library

Figure 70: Differences in library used most-often by key demographics (the Mobile library)



Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)

**Figure 71: Differences in library used most-often by Ward (the Mobile library)**

*Base: Respondents who used the Library Services at least once in the last year (number of respondents shown in brackets)*

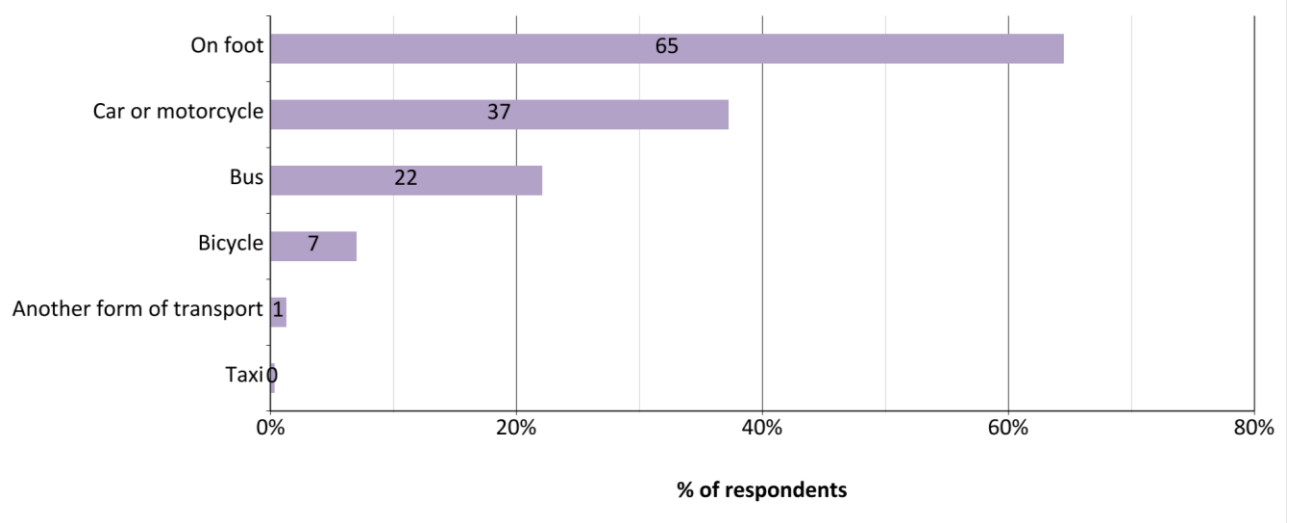
3.155 Respondents aged **75+**, **wholly-retired** or with a **disability** are more likely to have used the Mobile library most often.

## Travelling to the library used most often within the last year

*How do you normally travel to the library that you have visited most often in the last year?*

3.156 This question was asked in slightly different formats in the online and paper versions of the questionnaire. While there were no differences in the question text itself or the options given for respondents, those who answered the question through paper questionnaires were asked to 'tick all the boxes that apply' (i.e. a multi-choice question), while those who answered it online were asked to 'Choose one of the following answers' (i.e. a single-choice question). Hence results for this question only are presented separately below (by paper and online methodologies).

3.157 Results across both methodologies appear to follow a similar pattern whereby travel on foot is the most popular mode of transport, followed by cars or motorcycles, buses, and finally bicycles.

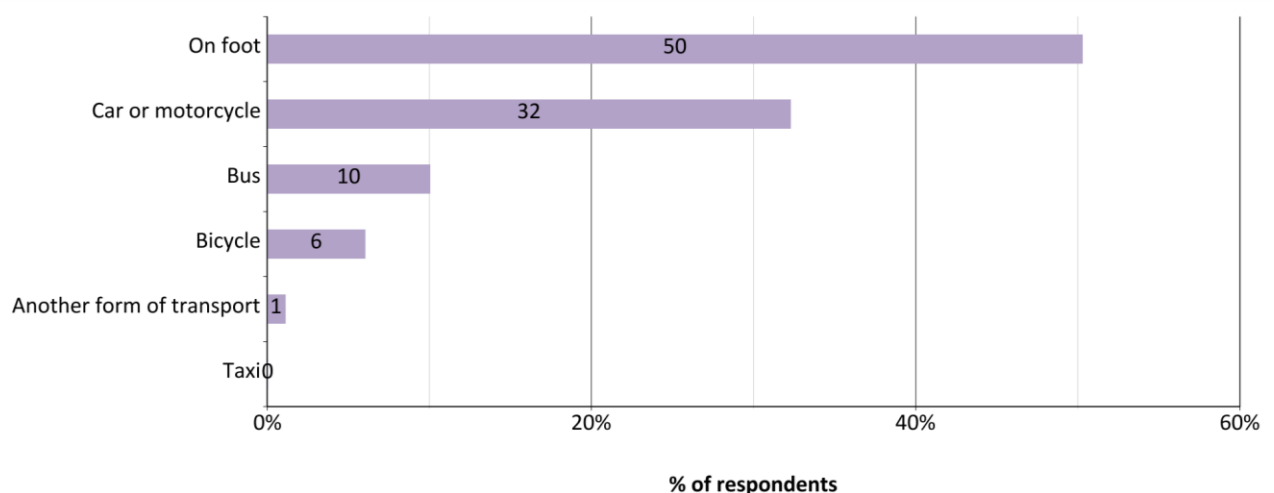
**Figure 72: Methods of travel to the library used most-often within the last year (paper)**

*Base: Respondents who used the Library Services at least once in the last year (1,049)*

3.158 This question asked respondents to indicate how they normally travel to the library that they visited most-often in the last year.

3.159 Results from the paper questionnaire indicate that travelling on foot is the mode of transport most commonly used by respondents (65% of respondents use it).

3.160 Thereafter, Cars or motorcycles are also widely used by 37% of respondents, while buses are used by 22% of respondents and bicycles are used by seven percent of respondents in that respect.

**Figure 73: Methods of travel to the library used most-often within the last year (online)**

*Base: Respondents who used the Library Services at least once in the last year (4,658)*

3.161 Similarly, this question asked respondents to indicate how they normally travel to the library that they visited most-often in the last year.

3.162 Results from the online questionnaire indicate that travelling on foot is the most commonly used mode of transport (50% of respondents).

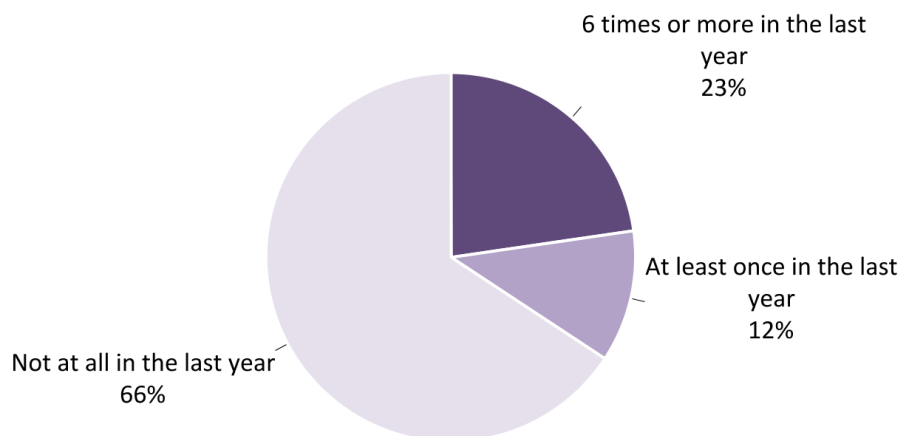


3.163 Thereafter, Cars or motorcycles are also widely used with a further 32% of respondents choosing this option as their main mode of transport, while buses are used by a further 10% of respondents and bicycles are used by a further six percent of respondents in that respect.

## Frequency of using the virtual 24/7 online library within the last year

*During the last year, how often have you used the Southampton virtual 24/7 online library?*

**Figure 74: Frequency of using the virtual 24/7 online library within the last year**



*Base: All respondents (6,057)*

3.164 23% of respondents used the virtual 24/7 online library six times or more in the last twelve months ('Regular users'), while a further 12% used it at least once in the last twelve months ('Active users'). 66% of respondents indicated that they have not used this library at all in the last twelve months ('Non-users').

3.165 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).

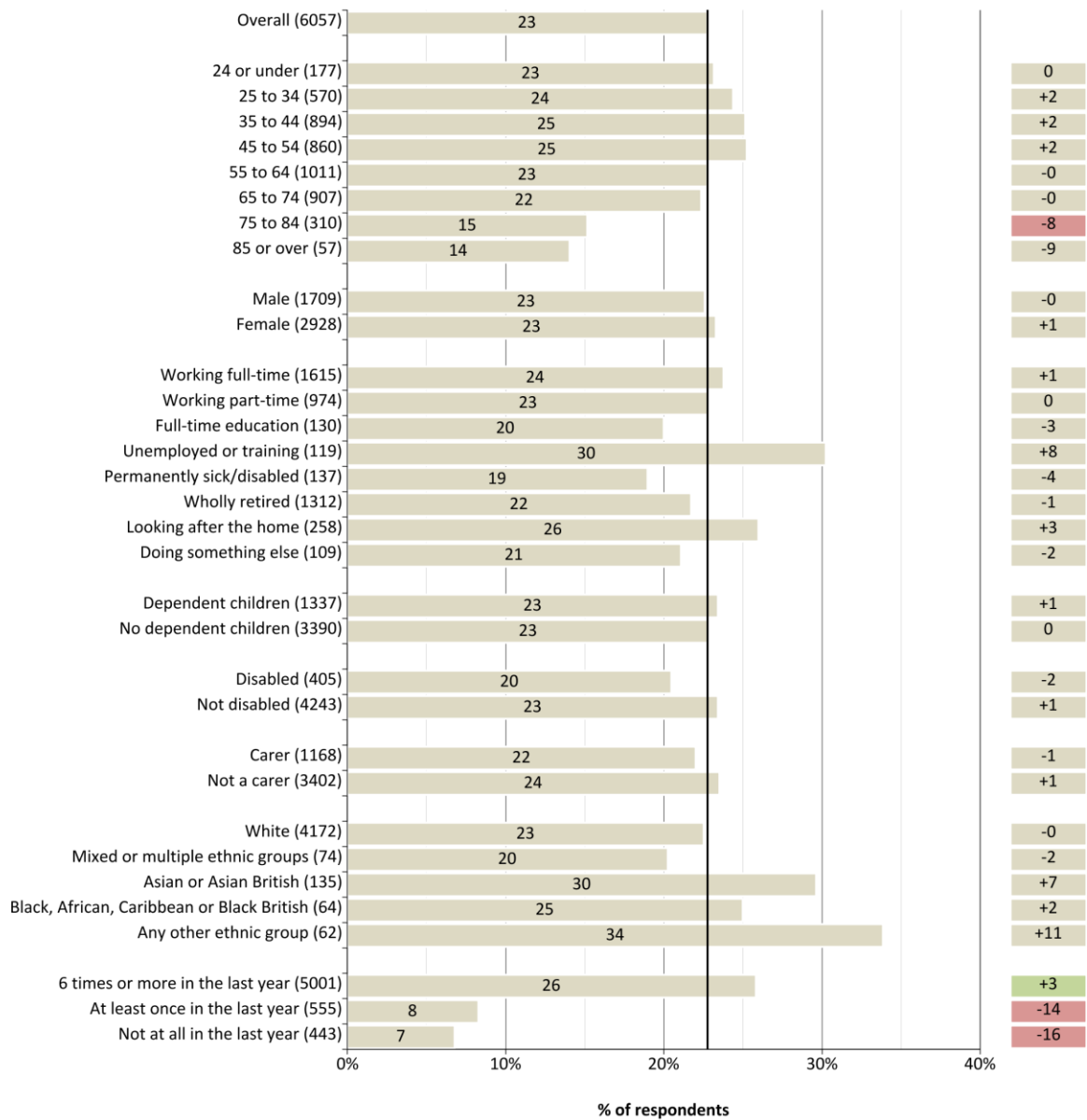
3.166 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>13</sup>.

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<sup>13</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

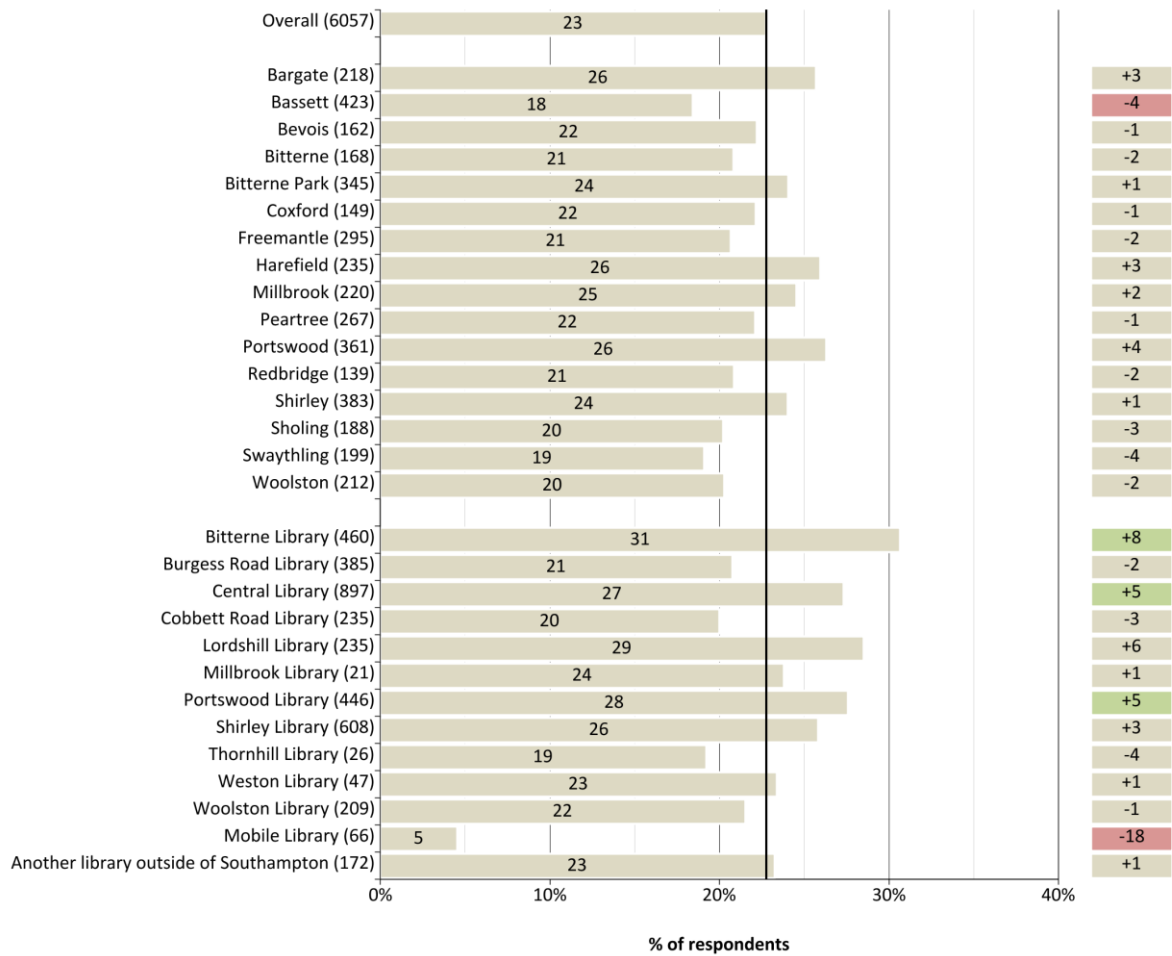
## Regular users of the virtual 24/7 online library

Figure 75: Differences in frequency of using the virtual 24/7 online library by key demographics (Regular users)



Base: All respondents (number of respondents shown in brackets)

**Figure 76: Diff Differences in frequency of using the virtual 24/7 online library by ward and library used most-often (Regular users)**

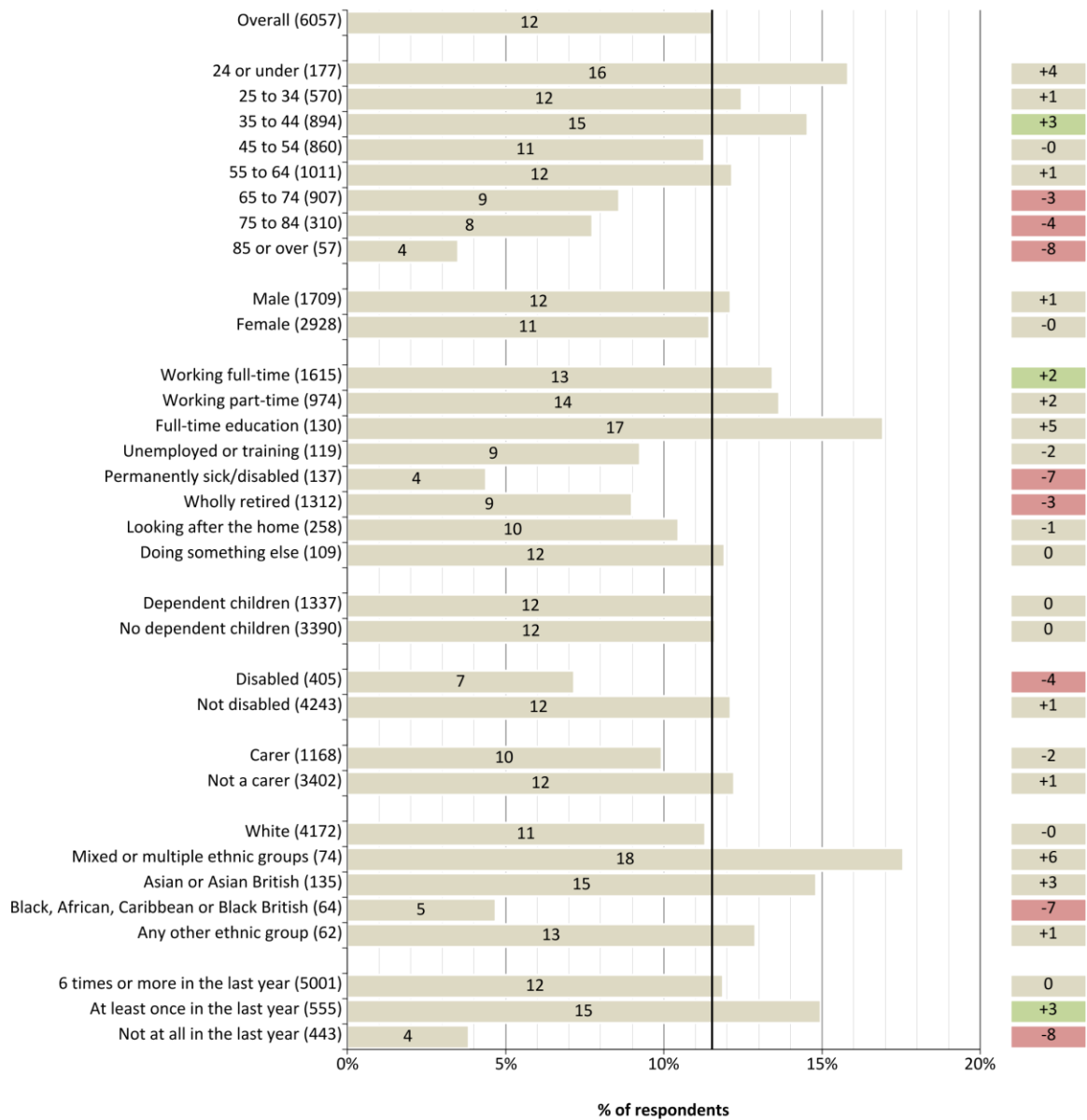


*Base: All respondents (number of respondents shown in brackets)*

- 3.168 Respondents who are **Regular users** of the Southampton Library Services are more likely to have used the virtual 24/7 online library six times or more in the last year.
- 3.169 Additionally, respondents who use **Bitterne, Central** or **Portswood** library most-often are more likely to be Regular users of the virtual 24/7 online library.

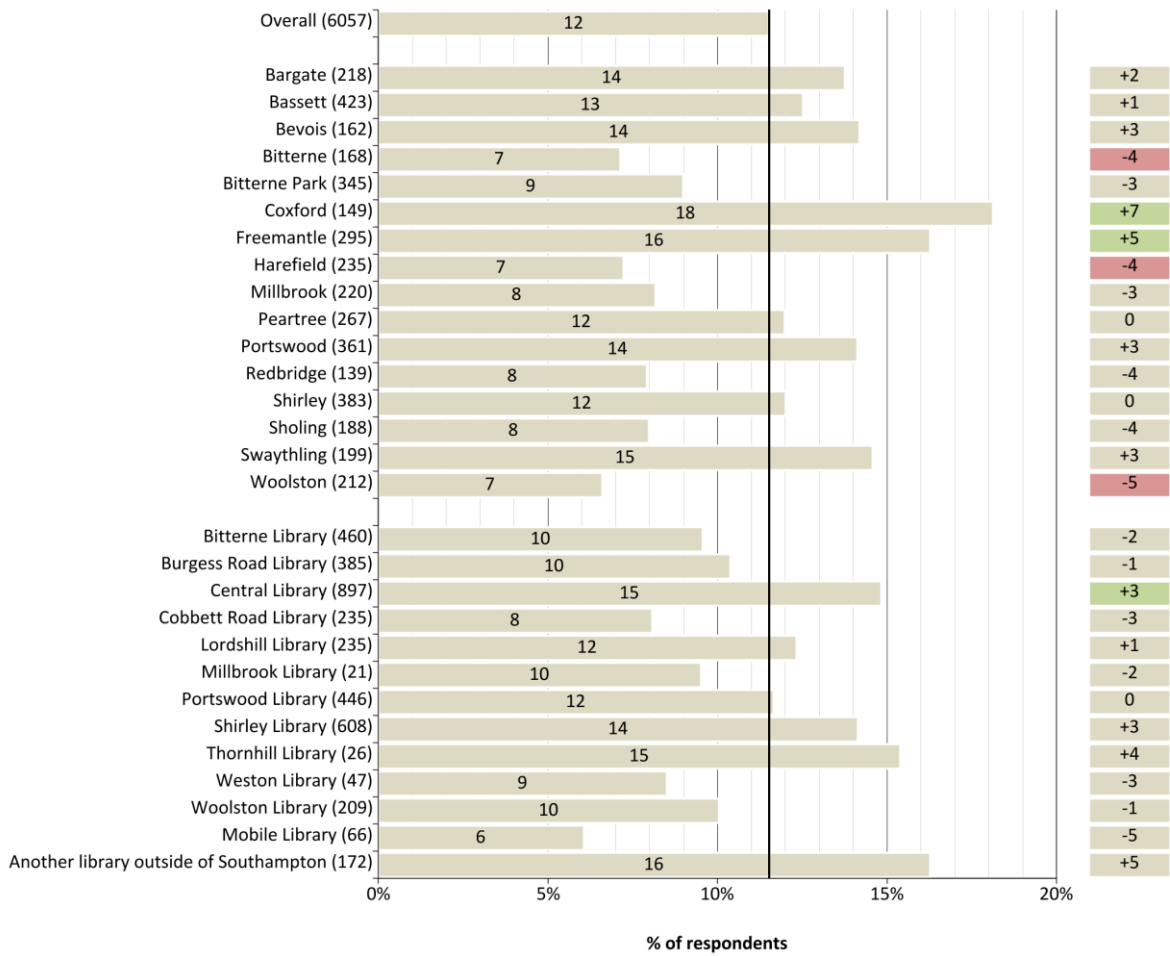
## Active users of the virtual 24/7 online library

Figure 77: Differences in frequency of using the virtual 24/7 online library by key demographics (Active users)



Base: All respondents (number of respondents shown in brackets)

**Figure 78: Differences in frequency of using the virtual 24/7 online library by ward and library used most-often (Active users)**

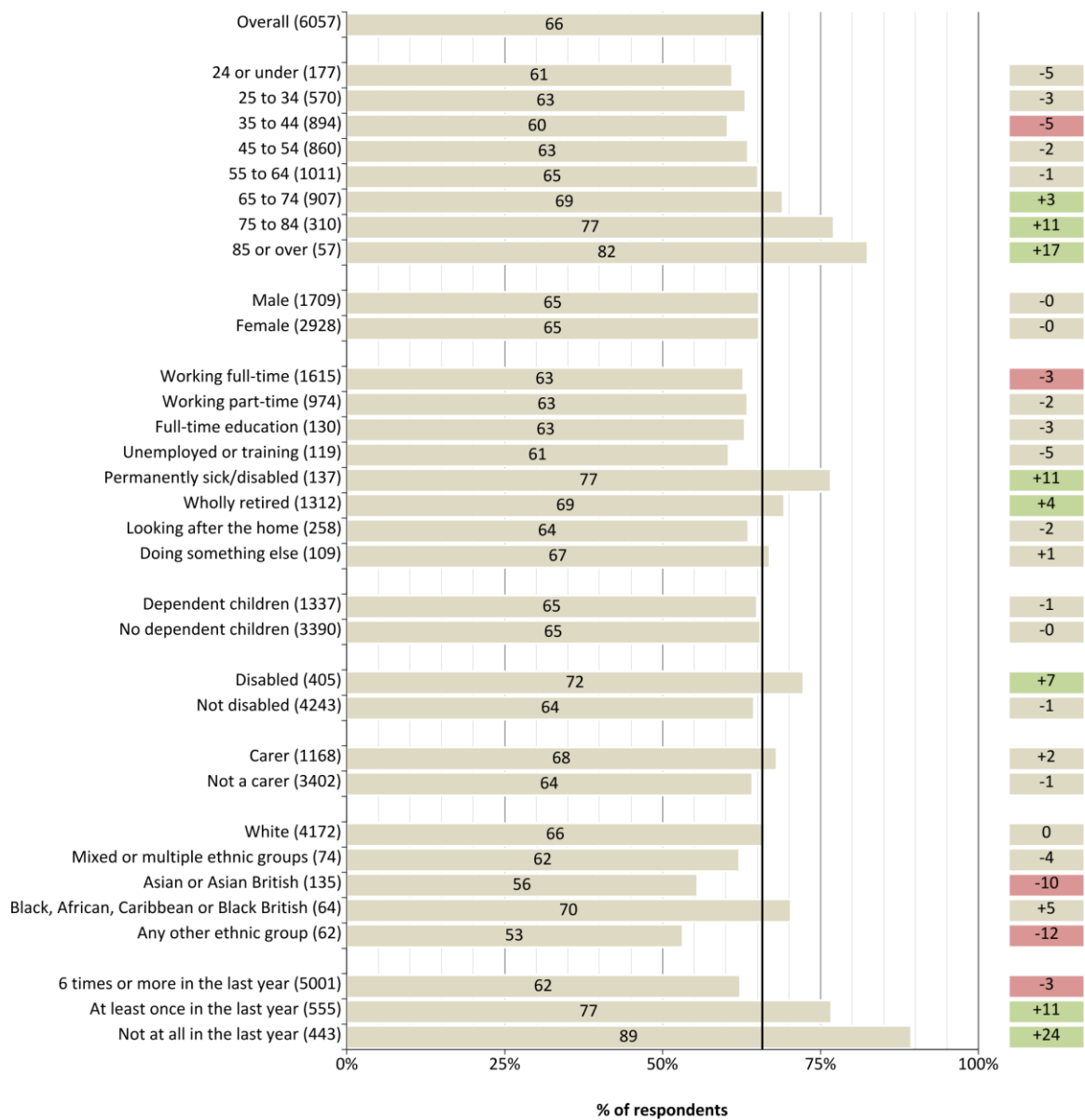


*Base: All respondents (number of respondents shown in brackets)*

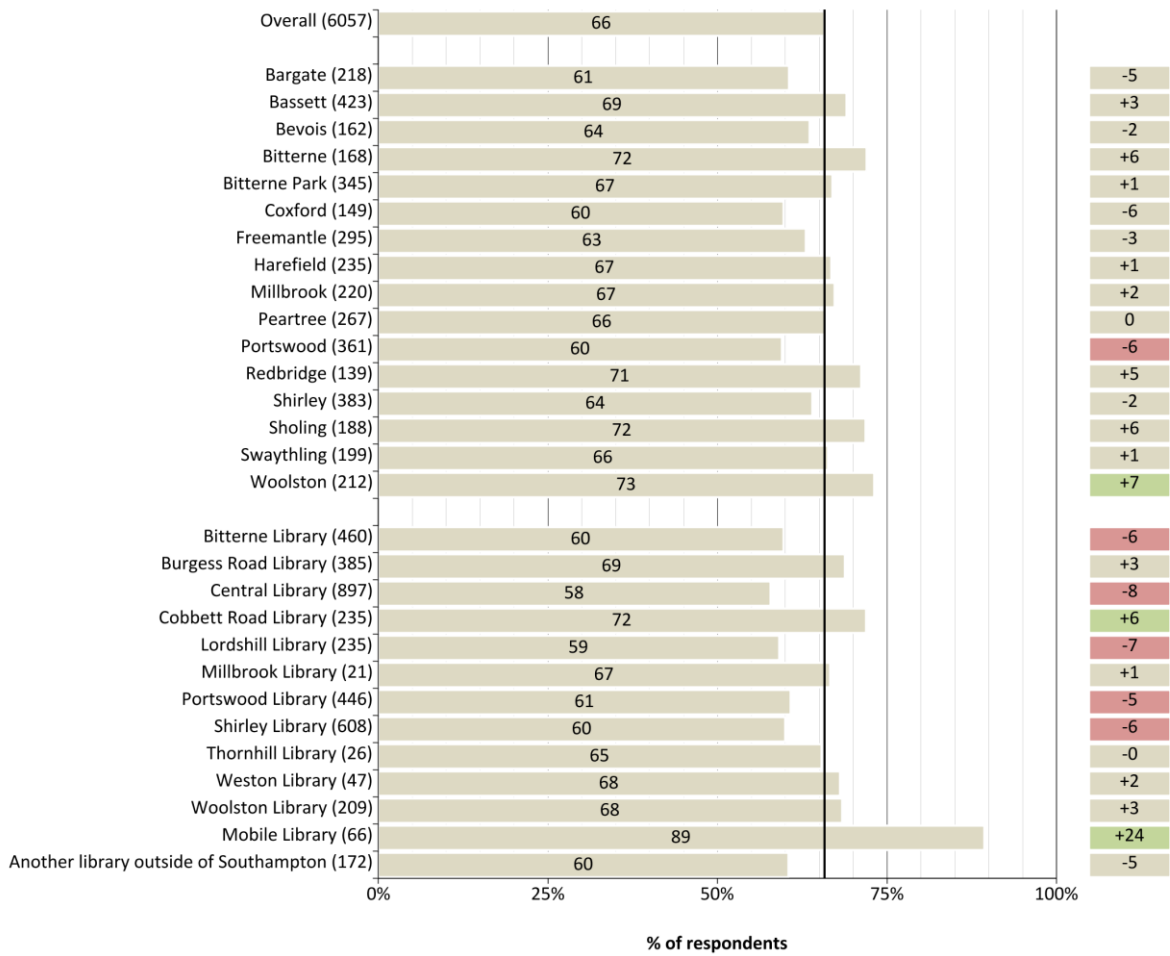
- 3.170 Respondents aged **35-44**, **working full-time** or **Active users** of the Southampton Library Services are more likely to have used the virtual 24/7 online library at least once in the last year.
- 3.171 Additionally, respondents who reside in **Coxford** or **Freemantle**, or those who use **Central library** most-often are more likely to be Active users of the virtual 24/7 online library.

## Non-users of the virtual 24/7 online library

Figure 79: Differences in frequency of using the virtual 24/7 online library by key demographics (Non-users)



Base: All respondents (number of respondents shown in brackets)

**Figure 80: Differences in frequency of using the virtual 24/7 online library by ward and library used most-often (Non-users)**

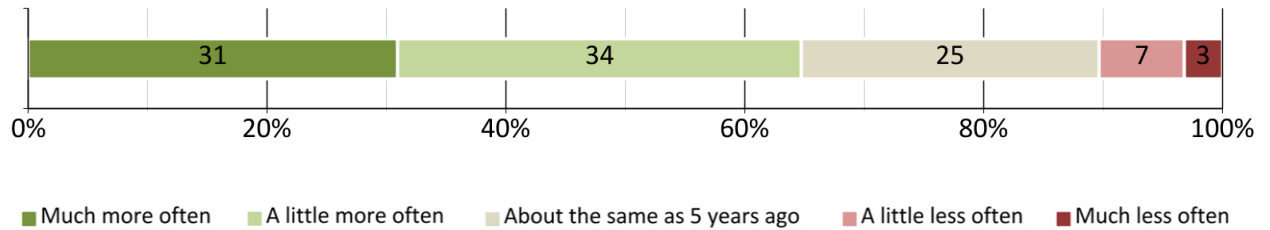
*Base: All respondents (number of respondents shown in brackets)*

- 3.172 Respondents aged **65+**, **permanently sick or disabled**, or **wholly retired**, respondents with a **disability**, or those who are **Active** users or **Non-users** of the Southampton Library Services are more likely to have not used the virtual 24/7 online library at all in the last year.
- 3.173 Additionally, respondents who reside in **Woolston** or those who use **Cobbett Road** library or the **Mobile library** most-often are more likely to be Non-users of the virtual 24/7 online library.

## Change in usage levels of the virtual 24/7 online library compared to five years ago

*Have you used the Southampton virtual 24/7 online library more often or less often in the last year than you did 5 years ago, or is your use about the same?*

Figure 81: Change in usage levels of the virtual 24/7 online library compared to five years ago



*Base: Respondents who used the virtual 24/7 online library at least once in the last year (2,048)*

3.174 65% of respondents used the 24/7 virtual library more often in the last year than five years ago. 31% of respondents used it much more often.

3.175 25% of respondents used it in similar frequency as they did five years ago, while only 10% indicated that they used it less often than five years ago.



## 4. Written Submissions

### Introduction

- 4.1 During the formal consultation process, ORS received 321 communications from residents and non-residents of Southampton, individual adults and children, families, community groups, charities, businesses, schools, school children as part of an organised activity, political stakeholders and the council.
- 4.2 ORS has logged and filed all the submissions it received, and after separating duplicate submissions and communications not directly related to the consultation, amounting to 34 items in total, **287 valid and unique submissions were identified**. These are summarised in the figure below according to the source of submission.

Figure 82: Summary of written submissions by submitting party

<b>Individual submissions (242)</b>	
Adults (123 submissions)	
Children and young people (35 independent submissions + 84 submissions by pupils from Swaythling Primary school)	
<b>Political stakeholders (5)</b>	
Caroline Nokes MP Councillor Ivan White Councillor Peter Baillie	Rowenna Davis MP candidate Rt. Hon. Desmond Swayne TD MP
<b>Businesses (10)</b>	
FM consultancy Nimbus Social Enterprise Consulting (3 submissions) PaintPots nursery Solent Business Growth Network	Southampton Health Trainers (within Solent NHS Trust) Sunshine nursery University of Southampton Early Years Centre Westwood Park Nursery
<b>Charities (7)</b>	
Age UK Southampton Christ Church Southampton Community Playlink Own2Feet	Plus You Ltd. Southampton Sight YMCA Fairthorne Group
<b>Community groups (15)</b>	
Cobbett Road library Art Group Cobbett Road library Home Education Group Cobbett Road library T'ai chi class	East Bassett Residents' Association Friends of Cobbett Road library (11 submissions)
<b>Schools (3)</b>	
Bevois Town Cantell	Somerset Road

## Unknown (5)

### Unknown (5 submissions)

- 4.3 A handful of communications received by ORS from the council (not submissions) were included in this chapter as they directly related to submissions that were reported. These are outlined in latter parts of this chapter.

### How submissions are reported

- 4.4 All submissions were read by ORS - none have been disregarded even if they were not expressed in a "formal" way. It is a painstaking but necessary process to identify the main themes and issues raised by respondents.
- 4.5 All submissions were also reviewed by the council, including any submissions that presented technical arguments (e.g. a critique of how the council analysed certain data) and which required more detailed consideration. While this report outlines a few of the communications and actions taken by the council since the consultation began, it does not, and was never meant to by any means cover the full range of actions (taken or planned) by the council in response to the consultation results.
- 4.6 ORS initially classified each submission on the basis of which individual or organisation sent the submission. Thereafter, each submission was read in its entirety and key themes and issues were identified, collated and reported.
- 4.7 Where multiple submissions from individuals present the same or very similar arguments, or refer to the same evidence or assumptions, they have been summarised collectively. Where submissions were received from organisations or groups, as well as from political stakeholders, they were outlined in greater detail for transparency purposes.
- 4.8 Most submissions have been reviewed in a thematic, summary (tabular) format in order to identify the range of views and issues as well as common themes. These are organised as follows:
- » Each table collates findings from numerous submissions that can be organised around a central idea – e.g. describing the benefits of keeping local libraries open, outlining ideas and suggestions submitted for the council's consideration etc.
  - » Findings within each table are organised around themes – e.g. findings relating to the Library Services in general, findings relating to specific library locations (e.g. Burgess Road library or the Mobile library).
  - » Many themes have associated sub-themes which help further organise the points raised by the public (e.g. concerning the educational needs of the local residents near Cobbett Road library) as well as further details (e.g. many local residents use the local library to access the internet and apply for jobs online) where applicable.
- 4.9 Some submissions identified as unique were outlined separately, while others which presented a complex argument (e.g. contained detailed technical information) were included in full.
- 4.10 Submissions identified as originating from adults are reported in this chapter, while those identified as originating from children and young people are reported in a separate chapter which also covers the results of the children and young people surveys.

## Presentation of submitted ideas

- 4.11 ORS would like the reader to note that the views, arguments, comments and questions that were submitted by the public may at times not be supported by the available evidence or publicly available information.
- 4.12 ORS has not sought to highlight or correct erroneous claims, statements or assumptions, and would like to advise the reader to bear this in mind when evaluating the reported submissions.
- 4.13 At times, ORS highlighted or clarified certain points that were raised when analysing the written submission. These are noted in *Italics* and within square brackets, e.g. *[see further details below]* and did not form part of any original submission.
- 4.14 **All reported submissions, ideas, comments and questions in this chapter are not endorsed by ORS, nor should be seen as originating from ORS.** Any comments that have been re-phrased by ORS (e.g. 'other libraries are not close enough to act as easily accessible alternatives') do not connote ORS's endorsement – but rather serve to succinctly present submitted ideas in a way that is easy to understand, rather than using respondents own words exactly.

## Summarised submissions

- 4.15 A number of key themes became quickly apparent while ORS analysed the formal submissions from the public. These are discussed in more detail below, and can be broadly outlined as:
- » The benefits of keeping local libraries open
  - » The expected negative impact should local libraries close or no longer be run by the council
  - » Ideas and suggestions for the council's consideration
  - » Comments and questions relating to the consultation process
- 4.16 These are outlined in greater detail in the following sections.

## The benefits of keeping local libraries open

4.17 The following figure summarises comments regarding the benefits of keeping local libraries open.

Figure 83: Summary of comments concerning the benefits of keeping local libraries open

Theme	Sub theme and details
<p><b>General comments relevant to multiple library locations</b></p>	<p><u>Education and learning</u></p> <p>Libraries are seen as playing an important role in allowing people to grow their knowledge base, read and research a variety of materials, both educational and recreational.</p> <p>Libraries are described as offering valuable free resources, conveniently located in one easily accessible location.</p> <p><u>Benefiting those who need it most</u></p> <p>Local libraries are described as benefitting the entire community, both local and otherwise.</p> <p>Local libraries are seen as particularly beneficial to, and encourage the frequent use by groups in the population that may otherwise not be able to enjoy the benefits, materials and services libraries provide.</p> <p>These groups are said to include children and their parents, those from deprived backgrounds, the elderly, people with disabilities, unemployed people and job-seekers and recent arrivals to the UK and those whose first language is not English.</p> <p>Reasons provided why these groups won't be able to readily-access these services elsewhere include restricted mobility, restricted access (to buildings), limited knowledge about alternatives, limited access to transport, financial limitations and more.</p> <p>Local libraries are seen as essential in developing children's life-long-love for reading, developing children's imagination, allowing them a safe place to be in and allowing them to further develop their interpersonal skills.</p> <p><u>Sense of community</u></p> <p>Local libraries are said to act as community focal points and allow/provide social interaction, inter-generational activities, meeting places for community initiatives and other activities. In some cases no other local buildings/initiatives provide similar benefits (e.g. no youth-clubs, pensioners' club in the area).</p> <p>Local libraries are seen as having a long-term positive effect on communities which otherwise lack a sense of cohesive identity. Libraries are described as helping people become better citizens for the benefit of everyone. People who volunteer to help in their local libraries are seen as part of this process.</p> <p><u>Wide-range of uses</u></p> <p>Apart from offering reading materials, books, DVDs and music and other content, local libraries are described as used for community activities, social interaction, a range of organised classes and events, activities for young children and their families etc.</p> <p>Local libraries are described as placed being used for relaxing and as safe havens.</p> <p>Local libraries are described as being used for administrative purposes, for job-seeking and writing CVs, for computer use and for learning new skills.</p>

Theme	Sub theme and details
	<p>Local libraries are described as frequently and regularly used by members of the public, both local and otherwise, of all ages and backgrounds, individually or with friends and family.</p> <p><u>Staff</u> Library staff are described as dedicated and efficient, and as fostering a sense of community as well as employing a caring and personal approach.</p> <p><u>Sense of place</u> Local library buildings (their interior and exterior) are seen as important, unique and valuable. Present-day authors [<i>e.g. Ali Sparkes</i>] note Cobbett Road and Burgess Road libraries as significant to their education and/or career and feel strongly about the important role they play in their respective local areas.</p>
<b>Specific to Burgess Road library</b>	<p><u>Children</u> Local children are described as having limited ability to purchase books and hence access books outside this location. This location is seen as providing a safe-haven for children during school terms while hosting many child-related activities during school-breaks. Library staff are described as encouraging life-long-love of reading by initiating activities such as reward stickers and 'Red Cards' which build up excitement around reading related activities, as well as hosting special events such as visiting magicians, writers etc. They also help with labelling books to ensure they can be identified as child-appropriate.</p> <p><u>Local usage needs</u> Library computers are said to allow locals, especially deprived children and adults, access to computers and the internet.</p> <p><u>Access to the library services</u> Other library locations are seen as too far to act as easily accessible alternatives.</p>
<b>Specific to Cobbett Road library</b>	<p><u>Local sense of community</u> Cobbett Road library is seen as serving the local community which spans both Bitterne Park and Peartree wards. Submissions describe that in the absence of community centres, this library is seen as an important community focal point. The value of this local library, above and beyond its functional and defined purpose, is described as 'hard to evaluate and price – it is of great importance to the community.'</p> <p><u>Local usage needs</u> The library is described as being within walking distance for many local residents and as providing essential opportunities for internet access, using books and learning materials and a having social interaction. This library is highly valued by locals and is said to offer additional clubs and benefits above and beyond other libraries.</p>

Theme	Sub theme and details
	<p>Special functions in the library (e.g. illustrated talks) are described as well attended. The library is also said to be used for home-schooling and by the art club.</p> <p>The library has been described as helping local people gain entry into higher-education. The library is seen as a valuable resource for home-education materials and guidance, much in demand by parents and carers who home-educate.</p>
<p><b>Specific to Central library</b></p>	<p><u>Local usage needs</u></p> <p>This library's space is said to be utilised by reading groups and talks – 'an excellent location (being central and accessible by public transport) which offers a convenient space.'</p> <p>Events are described as 'in-demand' and well attended by a variety of populations including locals and non-locals who travel especially to attend activities.</p> <p>Conversely, one submission noted that this library can feel empty, unutilised and uninspiring.</p>
<p><b>Specific to Millbrook library</b></p>	<p>One submission noted that despite only being open 12 hours each week, this library has the highest percentage of young users.</p>
<p><b>Specific to Weston library</b></p>	<p>Community-run activities in this location are said to be well attended and highly-appreciated by locals.</p>
<p><b>Specific to The Mobile library</b></p>	<p><u>Benefiting those who need it most</u></p> <p>This service is seen as valuable to the community as a whole, while being particularly important for young children and the elderly.</p> <p>This service is described as enabling children (who otherwise can't access library services) to read, which is seen as a fundamental step to their education and a key ingredient to their development as individuals, inspiring and shaping them as individuals, members of the society and citizens.</p> <p>Reading to toddlers and pre-schoolers is seen as important as it leads to a higher aptitude for learning in general. It is argued that studies have shown that exposing students to reading before preschool can lead to higher academic performance.</p> <p>Children are described as eagerly looking forward to the book-bus arriving, as they see it as an adventure and feel excited during their visits on-board.</p> <p>It is argued that children associate the educational experience and books with something fun and positive, which leads them to enjoy books beyond the 'basic' level gained through reading.</p> <p>Some submissions emphasise the need to allow children to interact with physical books 'in this day and age, when everything is going online'.</p> <p>Parents note that following the initial interaction their children have with the book-bus at their school or nursery, the excitement and discussion continue at home and the children further benefit from this service at home with their parents and siblings – the whole family benefits.</p>

## The expected negative impact of closing-down local libraries

4.18 The following figure summarises comments regarding the expected negative impact of closing-down local libraries.

Figure 84: Summary of comments concerning the expected negative impact of closing-down local libraries

Theme	Sub theme and details
<p><b>General comments relevant to multiple library locations</b></p>	<p><u>The council's approach and goals</u></p> <p>General dissatisfaction with the council's proposal to cut the Library Services by closing local libraries and the Mobile library is expressed. It is argued that this goes against the duty to provide adequate learning and education routes for Southampton citizens.</p> <p>The council is being criticised for proposing to close down libraries, an approach seen as counterintuitive considering its goal to pursue the five Key Areas of Future Focus which some submitters felt is more likely to happen through expanding the Library Service.</p> <p><u>The changing needs of the city</u></p> <p>It is argued that while the need for savings to be made seems like a sensible proposition, the council's strategy to achieve this is poorly conceived. It is proposed that the long-term cost to society would be greater than the short-term savings that are to be made through it.</p> <p>Submissions noted that with less demand for manual labour and more demand for literate and numerate employees, 'the need for local libraries is greater now than at any time in the past'.</p> <p>Libraries are seen as falling under the category of <i>education</i>, not <i>leisure</i>, and it is argued that shutting down libraries at times of austerity is short sighted – instead it is proposed that they should be kept open as 'once closed forever gone'.</p> <p>It is further argued that many people in Southampton are currently struggling financially and their need for recreational reading, advice and information, educational support and a safe place to be at are greater than ever (and these are all things that one can expect from their local library).</p> <p>It is argued that the proposed closure of libraries contradicts the Public libraries and Museums Act 1964. It is further argued that while public libraries were introduced in the first instance in order to improve literacy among the population, that need is still present today.</p> <p><u>Balancing the budget</u></p> <p>It is argued that libraries should not necessarily be made financially sustainable, as their primary purpose is not to make a profit but to deliver services to the benefit of residents.</p> <p>A comment was made that 'it feels at the moment that the decision has already been taken to withdraw funding and therefore close the libraries.'</p> <p><u>Discrimination concerns</u></p> <p>A question was asked 'is it because many librarians are women that their roles dismissed as unimportant and disposable?'</p>

Theme	Sub theme and details
	<p><u>Library service provision</u></p> <p>Concerns are raised regarding the anticipated reduction in the quality and availability of future library services. It was argued that there will be an increased demand and pressure on the other libraries that will be kept running – and that these are already struggling to cope. Specific concerns were raised regarding staffing, available computers and reading materials and customer service levels.</p> <p>Concerns are raised that volunteers or community groups which will take over library locations may have a political or religious agenda that would be at odds with the free and impartial dissemination of information. The council is being asked to confirm that no such censorship will ever be allowed to happen.</p> <p><u>Impacting those who need it most</u></p> <p><b>(general)</b></p> <p>It is argued that cuts would impact some of the most disadvantaged populations - the poor, the elderly, the less mobile, those whose first language is not English and children.</p> <p>Concerns over the ability of vulnerable groups to access alternative library locations are raised. Potential reasons for their marginalisation include mobility, ease of access, knowledge about alternatives, access to transport, and affordability.</p> <p>Face-to-face service is seen as key to allowing these groups access to library services.</p> <p><b>(children)</b></p> <p>Introducing children to books from a young age is seen as important - and closing-down libraries is seen as detrimental in that respect.</p> <p>School library services are not seen as an adequate substitute for providing formal and informal education to children.</p> <p>Closing down libraries is seen as a step ‘in the wrong direction’ – erecting barriers in children’s way to learn to love books.</p> <p>Links between school libraries and local libraries are seen as important in encouraging children (and their families) to learn to read and engage with library content.</p> <p><b>(the less mobile)</b></p> <p>Concerns over the ability of the Housebound Service to deal with the added influx of users (should local libraries close-down) are raised.</p> <p><u>Sense of community</u></p> <p>Public libraries are seen as a vital communal resource, providing a safe learning/cultural environment for all. They are also said to influence children and young people to spend their time more productively.</p> <p><u>Wide-range of uses</u></p> <p><b>(reading)</b></p> <p>Closing down libraries is seen as detrimental to one’s intellectual stimulation.</p> <p><b>(non-reading)</b></p> <p>Closing down libraries is seen as detrimental to activities on-site, e.g. classes, events and community-run initiatives which are described as popular and in-demand.</p>



Theme	Sub theme and details
	<p><b><i>(Online, IT)</i></b></p> <p>The goal of 'getting the city confidently online' is described as particularly important to those people who are not 'already confident online' – and these people will be marginalised if they can no longer rely on local libraries/staff for help.</p> <p>IT and online services are seen as a parallel channel for the Library Services, and some submissions voiced their concerns over not being able to access library services if all content/services became digital.</p> <p>Some comments noted a preference (rather than a need) to access non-digital content.</p> <p><u>Staff and volunteers</u></p> <p>Volunteers are seen as not being able to sustain the Library Services – while still requiring the council's support if they were ever to take over local libraries.</p> <p>Volunteers are seen as less trained/professional in comparison to paid staff, and concerns are raised about the level of service that can be expected from them.</p> <p><u>Buildings and equipment</u></p> <p>Concerns are raised over what would happen to the books, equipment and buildings of libraries that would potentially close down.</p>
<p><b>Specific to Burgess Road library</b></p>	<p><u>Local population</u></p> <p>Concerns are raised over the negative impact that closing this library will have on the large local ethnic minority which is described as having a greater need than most library users for language and creative skills.</p> <p>It is argued that with the government expressing concern about poor levels of literacy it is counter-productive to close a library which helps children in this area (which is identified as having high-levels of child poverty) learn and practice reading.</p> <p><u>Children's education</u></p> <p>Local schools are described as having below-average academic results and as benefitting from having a library as an additional resource.</p> <p>The library is seen as a safe-haven for children who were removed from school.</p> <p>It is argued that facilities for children will be drastically reduced should the library close down.</p> <p><u>Local sense of community</u></p> <p>The library is seen as a valuable resource for a culturally, economically and ethnically diverse community, especially as there are no apparent alternative locations that could serve a similar function.</p> <p>In addition, it is described as a venue which is often used by a variety of groups and classes that would otherwise cease to operate.</p> <p><u>Access to the Library Services elsewhere</u></p> <p>It is argued that other locations will be too far to walk-to and too-expensive to travel-to by public transport or otherwise, while additionally parking in other libraries is</p>

Theme	Sub theme and details
	<p>expensive or not always available.</p> <p>Other locations (e.g. Portswood) are described as inaccessible to small children, elderly residents or those with a disability, while also offering a more limited venue.</p>
<p><b>Specific to Cobbett Road library</b></p>	<p><u>Local population</u></p> <p>This library is seen as much in demand and its loss is described as likely to adversely impact the local community across all age groups including vulnerable populations.</p> <p><u>Local usage needs</u></p> <p>This library is described as a place of sanctuary for schoolchildren doing their homework and residents from local authority homes.</p> <p>The library is said to host many activities that may no longer run should it close down, while the community room is said to be used by over 30 different groups. Regular community events on-site are described as well attended.</p>
<p><b>Specific to Weston library</b></p>	<p><u>Education – children and adults</u></p> <p>Weston is described as an area with very high illiteracy rates, and it is argued that removing the library which offers educational facilities and free internet access would greatly disadvantage the residents of these already deprived areas.</p>
<p><b>Specific to The Mobile library</b></p>	<p><u>Education – children and adults</u></p> <p>Parents of children who attend nurseries where the Mobile library stops and gives children the opportunity to use the library strongly feel that closing this service would have a detrimental effect on their children’s education, emotional state and general well-being.</p> <p>It is argued that reading is very important to every child’s development, and that losing this service would be a substantial loss as many children do not have alternative access to reading materials.</p> <p>It is further argued that removing this service will negatively impact the effort to encourage children to read from a young age, as the main channel through which local children can interact with books is now about to be closed down.</p> <p>Older residents who benefit from this service are sorry to hear it may no longer be available as it acts as a source of education for them as well as a leisure activity and chance for social interaction.</p>
<p><b>Specific to The 24/7 Virtual Online library or IT usage</b></p>	<p><u>Service provision</u></p> <p><b>(inadequate)</b></p> <p>Comments noted that the council’s proposal places too much faith in the ability of the 24/7 Virtual Online library and digital content to replace personal service and hard-copy materials.</p> <p>Concerns were raised that online services may result in poorer customer service and non-adequate service overall.</p> <p><b>(unfair)</b></p> <p>It is argued that relying primarily on digital resources will unfairly and disproportionately impact the disadvantaged, the elderly and the poor who have limited or no relevant skills and/or access to these.</p>

Theme	Sub theme and details
	<p>It is argued that if local libraries close these populations will have even less guidance and support from staff or opportunities to acquire skills through classes etc.</p> <p><b><i>(negative health impact)</i></b></p> <p>Concerns were raised that excessive use of eBooks/digital reading devices may have negative effects on sleep and concentration.</p> <p><b><i>(offers little value)</i></b></p> <p>It was argued that 'There is little value in having the virtual library – most of the material is available online elsewhere.'</p>

## Ideas and suggestions for the council's consideration

- 4.19 ORS received many submissions which included ideas and suggestions for the council to consider from individuals as well as groups and organisations; these are outlined in the figure below.
- 4.20 In an effort to make these as easily-accessible for the reader and potentially for the council's use, all the suggestions that ORS received were collated and summarised in the following figure. As previously noted, ORS did not seek to verify or alter any submitted suggestions, claims, statements or assumptions made.
- 4.21 Ideas and suggestions that appear relevant to multiple library locations (or indeed the Library Services as a whole) appear to broadly fall under one of two categories. These categories include comments that generally urge the council not to make substantial changes to the Library Services (but increase revenue/make savings elsewhere) and comments that generally accept the need to transform the Library Services (but not necessarily following the council's preferred option or approach).

Figure 85: Summary of comments offering ideas and suggestions for the council's consideration

Theme	Sub theme and details
<p><b>General comments relevant to multiple library locations.</b></p>	<p><b><i>Comments that urge the council not to make substantial changes to the Library Services (but increase revenue/make savings elsewhere)</i></b></p> <p>Generally speaking, these comments suggest that the proportion of the council budget spent on library services is very small compared to the need for savings elsewhere, and radical cuts to this service can't be justified. Rather than impact the Library Services the council is urged to explore alternative approaches to save money or raise funds where the impact will be less critical or where changes are more easily reversible in the future.</p> <p><u>Ideas include:</u></p> <ul style="list-style-type: none"> <li>» Higher council-tax rates (hold referendum if necessary), generally or for specific houses/areas (e.g. top bands)</li> <li>» Ensuring landlords pay appropriate taxes (e.g. for HMOs) as well as stopping tax-evasion more generally</li> <li>» Taxing specific groups (e.g. students, high-earning individuals, large businesses) in a more proportional manner</li> <li>» Cancelling weekly bin collections – collect these every fortnight</li> <li>» Turning-off street lights for some parts of the night</li> <li>» Selling artwork</li> <li>» Cancelling future development/maintenance of foot paths/cycle paths</li> <li>» Making future roads/pavements more narrow</li> <li>» Secure Capital budget <i>[no further details provided]</i></li> <li>» 'Use the reserves, borrow funds' <i>[no further details provided]</i></li> <li>» Introduce more speed cameras (to raise revenue)</li> <li>» Reduce council staff, reduce salaries and associated benefits (for senior staff), save money by avoiding 'showy public events and pursuit of "wow" factor</li> </ul>

Theme	Sub theme and details
	<p>landmark developments and sculptures'</p> <ul style="list-style-type: none"> <li>» Investigating opportunities for working with other local authorities in other council services, to save money outside the Library Services</li> <li>» Utilising part of the budget for social care towards the Library Services, as the latter is said to help maintain the well-being of local residents as much as any other council-provided service</li> </ul> <p><u>Other comments</u></p> <ul style="list-style-type: none"> <li>» The council is urged not to change any aspect of the Library Services</li> <li>» It is suggested that more money should be spent on libraries, museums, and galleries</li> <li>» It is suggested that libraries need to be run solely by the council. Reasons for this include: <ul style="list-style-type: none"> <li>- Providing good service should be the priority (not saving money), hence volunteers or private sector operators should not be considered</li> <li>- Volunteers should not be involved – due to privacy concerns (personal and other information will be available to people who may know the library user)</li> </ul> </li> <li>» It is argued that the savings associated with the closure of each library can be much better made through salary cuts and staff redundancies, especially for senior/management council staff</li> <li>» The council is urged to keep funding the existing Library Services for a limited time without any changes, until its financial situation improves in the future and it can once again fund the Library Services as they are today</li> <li>» The council is urged to oppose government cuts to public services, as well as to lobby the government for grants that fund online access</li> <li>» The council is urged to save money through employing competent staff and/or reorganising staff tasks (i.e. so duplicity of work is avoided)</li> <li>» The council is urged to improve the libraries proposed for closure so that they become more popular. One suggestion is to achieve this by employing young people - which would help make library 'more trendy'</li> <li>» One suggestion called for library locations to be integrated into 'hubs' that also host a range of other public and private sector activities – e.g. job searching facilities, IT access, child care services, social support services, shops, civic-centre services etc. It is envisaged that this will make libraries more financially sustainable. The submitter of this idea proposed that a new review/consultation should take place to incorporate feedback from relevant public/private sector providers to consider if they will be interested</li> <li>» The council is urged to consider a cost/benefit study – and it is argued that 'it may find that closing libraries in poor areas saves the least amount of money but does the most harm.'</li> <li>» The council is urged to make an effort to attract and encourage people to attend libraries – through advertising and events – which emphasise the</li> </ul>

Theme	Sub theme and details
	importance of reading and informing people on how to reach libraries
	<p><b><i>Comments that accept the need to transform the Library Services (but not necessarily following the council's preferred option or approach)</i></b></p> <p>In general, these comments propose that libraries should be seen as a common resource, jointly managed and developed by a creative collaboration between the council and the community.</p> <p>The council is urged to find a middle-ground between closing down libraries and allowing volunteers to take over locations.</p> <p>It is envisaged that the council should provide administrative expertise, infrastructure and financial support, while the community provides in-kind support, help fundraising and source social capital.</p> <p>Specific services could be contracted while the council continues to manage library buildings.</p> <p>The council is urged to use volunteers not only for the future running of the Library Services but also to plan how these services should be delivered. Volunteers should be actively recruited (the council should advertise the need for volunteers) and then trained on how to help provide library services.</p> <p>Existing buildings are said to be useful and available resources that should be used, not closed-down or sold.</p> <p>It is suggested that funds raised on-site at different libraries can be pulled together to form a budget (parallel to the council's budget for the Library Services) which can be spent on local libraries in need or based on some priority system.</p> <p><u>Ideas and suggestions relating to saving/raising funds:</u></p> <ul style="list-style-type: none"> <li>» Automating processes – check-in and check-out (across all libraries)</li> <li>» Charging a small annual membership fee to use library services (concession/free for certain groups)</li> <li>» Charging a small fee for hiring books, DVDs, music etc.</li> <li>» Charging a small fee for using computers/internet</li> <li>» Charging a small fee for borrowing children books</li> <li>» Charging a small fee for attending events, talks, festivals, activities (e.g. community groups using the space)</li> <li>» Sharing the premises and/or hire-out space/equipment for non-library use: <ul style="list-style-type: none"> <li>- During operation hours / when the premises are not used by the library</li> <li>- Other public-sector services e.g. Post office, CAB, Capita (as an extension of Gateway)</li> <li>- Other council services e.g. Southampton Day Services</li> <li>- Council meetings using on-site equipment</li> </ul> </li> </ul>

Theme	Sub theme and details
	<ul style="list-style-type: none"> <li>- NHS and affiliated health-services e.g. mental health, paediatric care, help for people with disability, asthma clinic</li> <li>- A 'health hub'</li> <li>- Charities e.g. Age Concern, Private business – e.g. food and drink venues, café, internet café, arts &amp; craft shops</li> <li>- Use for private functions and community groups: e.g. pop up cinema, parties, religious groups</li> <li>- 'Virtual office addresses' – charge for the right to use library building address</li> <li>- Add Wi-Fi and make locations attractive for working professionals</li> <li>- 'Desk hire: see model offered by a company called <i>workstation</i> in St Albans'</li> <li>- Parcel collection point</li> <li>- 'Keynotes marketing research – can one access that from CRL computers?'</li> <li>- <i>Business link</i> can provide more ideas for funding</li> <li>- Local business franchise</li> <li>- Items other than books can be loaned (e.g. tools)</li> <li>» Introducing vending machines</li> <li>» Have a library shop (similar to art-gallery shops)</li> <li>» Having a food/drink facility and/or room which can be rented-out for use by groups etc.</li> <li>» Fund-raising initiatives (e.g. establish a library trust, library charity) and sponsorships/grants for libraries (e.g. the airport, Fords, St Mary's Stadium, local universities, 'Saints', the Devon library trust)</li> <li>» Have a 'Poet in residence' to attract funding and publicity</li> <li>» Introduce creative writing workshops (with participation fee) for children &amp; adults</li> <li>» Offer tuition classes and/or homework clubs</li> <li>» Introduce commercial advertising space in / on library buildings and within premises</li> <li>» Expand buildings (build extra floors, extensions) to increase space for commercial activities</li> <li>» Use library rooms for parent-training sessions, paediatricians to meet with local parents and children, the CCG should be asked if they could use the room</li> <li>» Form partnerships with other councils/organisations/companies/industries to raise revenue and or share funds/facilities (e.g. universities, schools)</li> <li>- E.g. co-locating libraries at schools would aid with staffing costs whilst providing local access for all</li> <li>» Re-mortgage buildings</li> <li>» Accept book donations (e.g. from universities), and sell second hand books</li> <li>» Introduce donation boxes at libraries as well as in other locations and council</li> </ul>

Theme	Sub theme and details
	<p>services throughout the city</p> <ul style="list-style-type: none"> <li>» Narrowing down the range of services provided at each local library, and providing some of these at other location (e.g. schools, surgeries etc.)</li> <li>» Reducing opening hours/days across all libraries but keeping them all council-run</li> </ul> <p><u>Comments relating to volunteers:</u></p> <ul style="list-style-type: none"> <li>» It is argued that volunteers could successfully perform certain functions, but are not likely to succeed in managing libraries independently from the council</li> <li>» It is argued that volunteers could feasibly assist in operating libraries which are smaller and with more limited functions/operating hours – and the council is urged to consider ‘down-sizing’ local libraries rather than closing them</li> <li>» The library at North Baddasey, Hampshire is proposed as an example where paid staff is complimented with volunteers who do not have access to personal information databases but help with queries, reservations, signing up new users, troubleshooting the self-service machines and training new staff</li> <li>» ‘Action groups’ of volunteers can be tasked with helping the council secure sources of income – e.g. through applications for grants, sponsorships etc. Council officers should be assigned to help such groups by sharing knowledge and expertise</li> <li>» It is argued that Central library has 100 volunteers who could potentially ‘take over’ the running of its services, freeing up funds that can be used in other libraries</li> <li>» Numerous submissions noted willingness to volunteer and help the Library Services – both in local libraries and with the Mobile Library</li> <li>» Other comments <ul style="list-style-type: none"> <li>- It is argued that it can take 12-18 months until volunteers become ready to ‘take-over’ libraries and the council is being asked if this has been considered and whether the proposed changes are appropriate considering the urgency to make savings immediately - the council is asked how and when the money to support the Library Services will be found</li> </ul> </li> </ul> <p><u>Comments relating to paid-staff:</u></p> <ul style="list-style-type: none"> <li>» It is suggested that the council should not consider training volunteers to help manage libraries, but instead should use the funds to have less, but more efficient professional staff</li> <li>» It is suggested that library staff made redundant should be given assistance in finding other employment</li> <li>» The council is asked to appoint better library managers that will revitalise the Library Services</li> <li>» It is suggested that staff should be trained to encourage lending (e.g. on a commission base)</li> <li>» The council is urged to install an officer that will be responsible for fundraising towards the Library Services instead of installing a council officer to handle the</li> </ul>



Theme	Sub theme and details
	<p>CAT process</p> <ul style="list-style-type: none"> <li>» It is suggested that staff can perform more duties at, and get more involved with schools, similarly to library services at Hampshire</li> </ul> <p><u>Comments relating to library buildings:</u></p> <ul style="list-style-type: none"> <li>» The council is urged not to open a new art gallery – instead it is suggested that the existing one should be used, to save money</li> <li>» It is suggested that refurbishment of existing locations/facilities is required</li> <li>» It is suggested that selling library buildings would help raise money in the short-term but would not benefit the community in the long run or be a good use of resources/infrastructure already in place. Instead it is suggested that the council should maintain ownership and make use of these buildings as e.g. day-care facilities or resource centres</li> <li>» It is suggested that making the existing library buildings more user-friendly is a priority</li> </ul> <p><u>Comments relating to library services usage:</u></p> <ul style="list-style-type: none"> <li>» The councils is asked to – <ul style="list-style-type: none"> <li>- Introduce more computers/IT access points throughout the city and especially where affected libraries are positioned, including volunteer-run computer classes</li> <li>- Further prioritise online/digital content (more than what is currently proposed) and further move away from printed materials. The council is urged to make available more IT/computer access points, through introducing longer opening hours of libraries amongst other means</li> <li>- Ensure each library is used more intensively (e.g. through advertising). Promote/advertise the benefits of reading and other services associated with libraries. Make library services more accessible - leading to higher revenue</li> <li>- Restrict the number of books allowed per reader to increase the number of visits/footfall</li> <li>- Prioritise books in libraries over other items (e.g. DVDs, IT equipment)</li> <li>- Improve libraries' internet connection (to enable better utilisation of digital services and content)</li> </ul> </li> </ul> <p><u>Comments regarding the operation/management of libraries:</u></p> <ul style="list-style-type: none"> <li>» The council is urged to consider outsourcing The Library Services (e.g. to Greenwich Leisure Limited)</li> <li>» The council is said to have the required experience and expertise to run the libraries while other tasks can be delegated to volunteers/groups, in conjunction with professional staff at each location <ul style="list-style-type: none"> <li>- E.g. a skeleton paid-staff can maintain adequate levels of operational expertise and cooperation with the council and other libraries while volunteers can be responsible for many other limited functions e.g.</li> </ul> </li> </ul>

Theme	Sub theme and details
	<p>supervising the premises, opening/closing the libraries, etc.</p> <ul style="list-style-type: none"> <li>- Senior library staff can be better utilised across different locations (e.g. different days at different libraries)</li> <li>» It is suggested that the council should carefully evaluate how volunteers will be trained, and how books will be purchased under any new structure of the Library Services. The council is asked to ensure that community-run libraries enable library users from other areas to borrow books</li> <li>» It is suggested that the Housebound Service should be combined with the Mobile library</li> <li>» The council is urged to consider the required budgetary balance between books and staff which could support electronic services</li> <li>» The council is urged to re-consider the needs of each the areas currently serviced by affected libraries - e.g. in terms of demographic data, likelihood to travel to alternative libraries, literacy rates amongst children and proportion of users/non-users of the Library Services. It can then consider which areas require local library services to be further developed (rather than removed) and whether smaller libraries with specific aims (e.g. servicing under-16s) will be preferable instead of closure</li> <li>» It is suggested that non-affected libraries (e.g. Bitterne, Lordshill, Shirley) should be transferred to community/partnership management, either in addition to or instead of affected libraries</li> <li>» The council should open new libraries / operate more of the existing libraries</li> <li>» The council is asked to re-house some of the affected libraries at Eastpoint in Thornhill and/or the leisure centre in Weston</li> <li>» The council is urged to only keep one of (either) Bitterne or Portswood libraries, and use the money saved by the closure of one to fund the other</li> <li>» The council is urged to consider different delivery models, e.g. <ul style="list-style-type: none"> <li>- Spreading the reductions across the entire service rather than close particular libraries</li> <li>- Cooperation with library services of other local authorities (to save funds/improve efficiencies), e.g. integration with Hampshire / Portsmouth (as done in e.g. Bromley and Bexley in South East London)</li> <li>- Sharing back-office functions and the use of a library purchasing consortium</li> <li>- Working with different organisations/companies/sectors, e.g. local businesses (sponsorship, vouchers, advertising), national companies (e.g. Waterstones events/competitions), Jobcentre (voluntary work experience at libraries)</li> <li>- Working with schools/universities to share library facilities, e.g. offering books at other facilities (universities, surgeries), have universities fund &amp; use public library space for their students, partnership with universities (running libraries as out-reach programs or for student work-placement), selling library locations to universities, having links with play-groups and nurseries, etc.</li> <li>- Following the advice of Sieghart's Independent Library Report for England published in December 2014, which recommended a 'task force led by local</li> </ul> </li> </ul>

Theme	Sub theme and details
	<p>government in partnership with other bodies involved in the library sector to work with local authorities to help them improve, revitalise and if necessary, change their local library services, while encouraging, appropriate to each library, increased community involvement.'</p> <ul style="list-style-type: none"> <li>- Follow the Suffolk model</li> <li>- Follow the Lowford Community Library model</li> <li>- Follow the library model used in Sweden</li> <li>- Follow the library model used in the USA, which is said to support and promote education through a vocational approach, emphasising design and creativity</li> <li>- Libraries as part of community centres, or used for more community-based activities and learning initiatives</li> </ul> <ul style="list-style-type: none"> <li>» The council is asked if there are social inclusion reasons for keeping Thornhill library open - and if so is there any external funding available for social inclusion projects?</li> <li>» The council is asked to support Weston, Thornhill and Millbrook libraries via the Housing Revenue Account (within estate areas) <i>[no further details provided]</i></li> <li>» A council representative at a public meeting apparently confirmed that there is budget available for community groups – and it is argued that this budget should be used to keep more libraries council-run</li> <li>» It is suggested that each of the affected libraries should become dedicated to specific aspects of the Library Services (e.g. IT or books) hence become more attractive for users</li> <li>» It is suggested that more initiatives performed by library staff should take place in schools (e.g. similarly to Hampshire libraries), as this would encourage children to read and would be easier to implement compared to having volunteers running a library</li> <li>» It is argued that schools should provide their own libraries (and not rely on public libraries for their students), and that the School Library Service could be reduced to allocate funds elsewhere</li> <li>» Similarly, it is argued that the School Library Service is expensive and that, given adequate training, school librarians could replace this service and hence free-up resources. This is said to also save funds as the large collection of curriculum books (that become outdated very quickly) will no longer need to be supported</li> <li>» There have been suggestions that large/chain stores (e.g. Sainsbury's) could provide a desk for issuing books from a library warehouse on an online pre-order basis. The suggestion is that local libraries can concentrate on reference books while much of the lending can be done in these proxy locations. John Lewis is mentioned as an example</li> <li>» Similarly, the council is urged to consider placing libraries near key shopping areas, as these are said to attract large crowds</li> <li>» A suggestion is made that the bus service could be used to transport books between libraries</li> </ul>

Theme	Sub theme and details
	<ul style="list-style-type: none"> <li>» It is suggested that the remaining libraries should be made bigger and more appealing, and have funds invested in them so they can cope with the likely higher demand for library services as a result of other libraries closing</li> <li>» The council is urged to re-assess the needs of each library and not to close any libraries before a further 'probationary period' (e.g. 4 months) is given to each location</li> <li>» The council is urged to utilise money from other areas of the Library Services' budget to keep local libraries open</li> <li>» Some respondents suggested that the council should proceed with any of the other 3 options, i.e. Option A (3 council-run libraries), Option B (4 council-run libraries) or Option C (5 council-run libraries)</li> </ul> <p><u>Other comments:</u></p> <ul style="list-style-type: none"> <li>» The council is urged to introduce a service which allows books to be delivered to people's homes (if they are e.g. disabled or frail)</li> <li>» The council is urged to introduce a library to service the North of Southampton</li> <li>» The council is urged to fund the installation of broadband internet connections at every home in Southampton before moving services online – in addition to offering free IT training</li> <li>» The council is asked to introduce a free bus travel to and from libraries for people from affected areas that are also socially deprived</li> <li>» The council is asked to consider/introduce 'waiting lists' [no further details]</li> <li>» One comment suggested that more libraries should close down, as the rise in access to digital content is gradually replacing the need to provide local/physical library services</li> <li>» One comment noted that there is a 'need to preserve a library centre for small holdings of specialised material'</li> <li>» One respondent asked whether the council considered/carried-out a questionnaire that asks why users attend libraries - it was suggested that results may show that users associate libraries with more than just books and information, and that such findings will need to be considered</li> <li>» One comment suggested that the council should consider if any potential savings made from closing libraries will cause an equivalent rise in the cost of providing social services to the people whose situation will become worse should their local libraries close down</li> <li>» One comment noted that the councils should 'shut the city centre one and let the uni pay for it' [no further details provided]</li> <li>» One comment noted as following: 'Speculate to accumulate and exploit the libraries. That way you will have them making money, thus reducing the overheads you wish to reduce anyway... Re-balance the budgets across all the Southampton libraries so that a % of the running costs are still available for all and make the libraries earn their keep' [no further details provided]</li> <li>» One comment urged the council not to over-consider specific groups within the population (e.g. different ethnicities) over others, as 'we are all equal'</li> </ul>

Theme	Sub theme and details
	<ul style="list-style-type: none"> <li>» Some comments suggested that a disproportional amount of money is spent on a small number of people with severe learning disabilities – and it is argued that this money should perhaps be spent to benefit other (larger) parts of the population</li> <li>» One comment suggested that books for minority populations/non-English should not be funded further</li> <li>» It is suggested that a new library should be opened ‘for the jungle’ <i>[no further details provided]</i></li> </ul>
<b>Specific to Central library</b>	<p>It is suggested that Central library should have its opening hours/days extended (potentially to have it open to the public 24/7) as this site is particularly accessible. Similarly, it is suggested that there is a need to make this library more efficient and expand the services it offers, allowing it to cater to a wider area than it currently does – potentially reducing the need for smaller libraries elsewhere.</p> <p>The council is asked to specifically invest in this library’s IT equipment.</p>
<b>Specific to Burgess Road library</b>	<p>The council is urged to further integrate Southampton University in developing and supporting this library through e.g. funding, partnership, study program and work placement etc. Further taxing the university is proposed as one mechanism to allow this to happen.</p>
<b>Specific to Cobbett Road library</b>	<p>Many submissions from ‘The Friends of Cobbett library’ group describe the group as involved in voluntary work within the library and as showing an interest in keeping the library operating in the future. The group is proposing a combination of revenue-raising initiatives in conjunction with over-arching council support, direction and funding. The group appear to strongly oppose the CAT approach.</p> <p><i>[Residents outside this group have also noted their support for the group’s initiatives. Numerous submissions by this group are outlined throughout this report]</i></p> <p>The council is urged to include core groups that use this library on regular basis as part of any future solution.</p> <p>The council is urged to further develop this site as it serves the needs of local schools and a deprived local population.</p> <p>The council is urged to ensure that the library building will be preserved even it no longer hosted the local library.</p> <p>It is suggested that the library can become a joint enterprise venture.</p> <p>It is suggested that this library could be made into a heritage centre, and run in association with the local history society, local museum and local community groups. Preserving the building’s interior and exterior is suggested as part of this transformation, and the site is envisaged to become a tourist attraction. It is also proposed that specific books of interest can be displayed and used there, e.g. through cooperation with Central library.</p>
<b>Specific to Millbrook library</b>	<p>The council is urged to provide internet access in this site.</p> <p>The council is urged to introduce a pick-up service for library books – e.g. a dedicated room within Redbridge school or as part of the existing mp3 centre. It is envisaged that this service will be open only a limited number of days every week.</p> <p>The council is urged to re-locate this library into a more central and easily accessible</p>

Theme	Sub theme and details
	location with Millbrook.
<b>Specific to Weston library</b>	<p>It is suggested that this location can be shared with the local Post office who may be looking for an alternative premises.</p> <p>It is suggested that the library building in the new Weston Shopping parade be converted into a Community Lifelong Learning centre. The proposed centre is envisaged as having a vibrant and attractive design to appeal to local young people. It is proposed that the centre should include free internet and computer access, and that it should emphasise the rich cultural and historical background of the district.</p>
<b>Specific to Portswood library</b>	<p>The council is urged to consider merging Portswood &amp; Burgess Road libraries, with the new premises located within the university area - and in collaboration with that institute.</p> <p>Some comments suggested this library should close before any other library (e.g. Burgess Road library), if any libraries are to close at all.</p>
<b>Specific to Woolston library</b>	<p>The council is urged to save money by using the existing library building/facilities rather than re-developing the site.</p> <p>The council is urged to have parking available at the new site.</p>
<b>Specific to The Mobile library</b>	<p>Numerous suggestions are made for the Mobile library service to be further developed and made bigger and more efficient. Comments note that such an upgraded mobile library could better service those areas that may lose their local libraries in the future.</p> <p>It is suggested that a service should be introduced to allow 'pre-booking' items and a more efficient pick-up of items.</p> <p>It is suggested that a partnership between this service and care/residential homes might help keep it running, e.g. through book deliveries and collections.</p> <p>It is suggested that the Mobile library could deliver services to schools, the homebound service and community projects, possibly with an alternative (smaller, less expensive to run) vehicle.</p> <p>It is suggested that the Mobile library is the most appropriate choice out of all affected libraries to be managed by volunteers or community groups.</p> <p>It is suggested that the Mobile library can be replaced through eBook/streaming content, with guidance and support from dedicated staff to those who are less IT literate.</p>

## Comments and questions relating to the consultation process

4.22 The following figure summarises comments and questions relating to the consultation process, either in general or concerning specific elements of it (e.g. the questionnaires used to consult the public).

4.23 The reader is advised that the council has responded to feedback on the consultation process in section 11 of Appendix 1 of the cabinet papers on the libraries consultation.

**Figure 86: Summary of comments and questions relating to the consultation process**

Theme	Sub theme and details
<b>How the consultation process was undertaken by the council</b>	<p><u>It is argued/suggested that:</u></p> <ul style="list-style-type: none"> <li>» The Consultation Code of Practice was not adhered to by the council.</li> <li>» There is no list of who is being consulted.</li> <li>» There is no invitation to provide feedback on the consultation-process itself.</li> <li>» There is no explanation of the potential impact that the CAT process, or the closure/sell-off of library buildings would have on the groups/organisations that currently hold their activities in these buildings.</li> <li>» Public engagement activities did not take-place in evenings or weekends – hence working people could not participate in them.</li> </ul>
<b>Participation in the consultation process</b>	<p><u>It is argued/suggested that:</u></p> <ul style="list-style-type: none"> <li>» More time should be given to discuss the complex transformation of the Library Services.</li> <li>» It is not clear what alternative ways allow the public to provide feedback apart from the questionnaires.</li> <li>» There are vulnerable people in the community which wouldn't know how to speak out against the closure of this library or complete the questionnaire.</li> <li>» The consultation should remain open for longer as the original email that was provided to send through submissions was erroneous.</li> <li>» The consultation was a 'fait accompli' <i>[This comment came from an attendee at a meeting at Portswood library who reached that conclusion after (according to their claim) observing that the council representative at that meeting was not taking notes]</i></li> </ul>
<b>Main (adult) questionnaire</b>	<p><u>It is argued/suggested that the questionnaire design is:</u></p> <ul style="list-style-type: none"> <li>» Long</li> <li>» Difficult to understand, confusing, ambiguous</li> <li>» Inappropriate</li> <li>» Manipulative, e.g. ensured that people agree with the council's proposals, did not allow respondents to indicate that no libraries should be axed</li> <li>» Did not allow sufficient space to elaborate further or provide free-text comments, e.g. every box ticked could have been followed by a 'But...'</li> <li>» Excluding those without a good grasp of the English language</li> </ul>

Theme	Sub theme and details
	<ul style="list-style-type: none"> <li>» Failed to spell out the extent of savings associated with 'staff costs'</li> </ul> <p><u>It is argued/suggested that the results from the questionnaire:</u></p> <ul style="list-style-type: none"> <li>» Are not valid as the wording in it suggested that the decision to close down the libraries has already been made</li> <li>» Will reflect the views of a small percentage of residents</li> <li>» Do not reflect people who do not use the library (for various reasons), as they found it difficult to answer due to questions that asked about how respondents used the Library Services. Hence it is argued that while these people are keen to provide their feedback they struggled to do so via the questionnaire.</li> </ul>
<b>Children and young people's surveys</b>	<p><u>Questions raised with regard to the children and young people's surveys:</u></p> <ul style="list-style-type: none"> <li>» When will it become available?</li> <li>» How long will it remain open?</li> <li>» How can children complete it?</li> <li>» Will children with disabilities, learning difficulties or those who don't regularly attend libraries be able to complete it?</li> <li>» How will it be designed to avoid 'leading' questions and descriptions?</li> </ul> <p><u>Concerns raised with regard to the children and young people's surveys:</u></p> <ul style="list-style-type: none"> <li>» It is suggested that a 'glitch' in the on-line version stopped respondents from seeing the agreement scales of some questions properly.</li> <li>» It is argued that the children and young people's consultation was an afterthought.</li> <li>» It is argued that the fielding period for the questionnaires (how long children had to respond) should have been longer – e.g. due to half-term.</li> </ul>
<b>Technical information presented, and/or analysis undertaken (relevant to multiple library locations)</b>	<p><b><i>Needs Assessment / Equality Impact methodologies</i></b></p> <p><u>It is argued/suggested that:</u></p> <ul style="list-style-type: none"> <li>» The figures used for the Needs Assessment and Equality Impact are old and/or fail to represent the general population – for example, as the 2011 Census data is four years old.</li> <li>» The Needs Assessment does not consider groups or organisations that currently use the library buildings, and this has an impact on local residents' well-being and social isolation.</li> <li>» The figures for Cobbett Road can't be reliably discussed as other libraries are open longer hours, and hence they can't be directly compared.</li> <li>» Deprived groups in the population should not be given more weight than the others in the community.</li> <li>» It takes a long time to monitor the impact of libraries on education, child development, employment, well-being and health, social isolation etc. – this should be considered before making any drastic changes to the Library Services. Long term data should be considered before any libraries are closed down – above and beyond data from the last 12 months.</li> </ul>



Theme	Sub theme and details
	<p data-bbox="427 286 1439 421">» <i>[One submission noted that]</i> 'A figure of 900 people who would need to use another library is quoted, that's an average of 180 for each of the 5 sites faced with closure. Is that really the total number of individuals who use Burgess Road?'</p> <p data-bbox="389 479 737 510"><b><i>Impact of proposed changes</i></b></p> <p data-bbox="389 524 721 555"><u>It is argued/suggested that:</u></p> <p data-bbox="427 568 1439 860">           » The impact of the proposed changes is unclear, and it is also not clear how this information can be obtained. It is further argued that library staff can't freely provide all the information or answer all the questions they are being asked.            » A 'value-for-money' assessment of library services when some libraries already had their operation hours reduced will be unreliable.            » It is wrong to assume that users of libraries due to close down could travel to alternative locations, as some library users may be limited by e.g. financial constraints or lack of time.         </p> <p data-bbox="389 918 558 949"><b><i>Library usage</i></b></p> <p data-bbox="389 963 1295 994"><u>It is argued/suggested that the statistics employed fail to measure/capture:</u></p> <p data-bbox="427 1008 1439 1500">           » Use by children and families for reading, doing homework and socialising            » Use for browsing activities (as opposed to borrowing)            » The reasons why some locations may not attract as many users, e.g. lacking knowledge by local residents about these libraries being available            » Reasons why some locations may have lower borrowing rates, e.g. parents in deprived families who can't afford the fines will not let their children borrow books in case they get damaged at home            » Use of space by children and families who may otherwise not have access to a safe/quiet/spacious/appropriate place to study, read, interact with peers etc.            » Other reasons why some people don't use their local libraries due to limitations derived from difficulties in accessing information, social isolation, literacy difficulties and/or lack of IT skills.         </p> <p data-bbox="389 1559 596 1590"><b><i>Questions raised</i></b></p> <p data-bbox="427 1603 1423 1926">           » 'What are the relative levels of use for each of libraries?'            » 'Are these usage levels lower for the locations suggested for closure? If so, how much less?'            » 'Will the libraries that are being kept be able to cope with the additional strain? Are there enough books, enough computers, and enough staff to give help and advice, and enough space to support the additional use?'            » 'Is the counting procedure for users in the smaller libraries different to that utilised in the bigger libraries?'         </p>

Theme	Sub theme and details
<b>Technical information presented, and/or analysis undertaken (relevant to <u>specific</u> library locations)</b>	<p><b><i>Burgess Road library</i></b></p> <ul style="list-style-type: none"> <li>» A query was made regarding how despite applying extra weight to the importance of this library (as it serves a diverse/deprived area) it still came unfavourable compared to other libraries.</li> <li>» A point was made that demographic statistics compiled by the Church Urban Fund for the area covered by this library show high levels of child poverty. It was further argued that the statistics used by the council are shown in a way that skews the reality, and that closing down this library did not make sense.</li> </ul> <p><b><i>Cobbett Road library</i></b></p> <p><u>Questions raised:</u></p> <ul style="list-style-type: none"> <li>» ‘How come Cobbett Road only makes £200 from DVD hires compared to Burgess Road which makes £3800?’</li> <li>» ‘How come Cobbett Road only makes £100 from fees (fines &amp; penalties) compared to Burgess Road which makes £4100?’</li> <li>» ‘How come Cobbett Road's revenue figures are notably smaller compared to all other libraries – while staff there confirmed these figures are not correct?’</li> </ul> <p><b><i>Weston library</i></b></p> <p>One submission noted that over the past year the temporary location of the library was such that most people in the tower blocks were unable to access it. Further, it is argued that many were not aware of the new library location, hence measuring usage levels for that location would result in a non-representative read for this location.</p> <p><b><i>The Mobile library</i></b></p> <p><u>Questions raised:</u></p> <ul style="list-style-type: none"> <li>» ‘How can any member of the public be informed, or make an informed contribution to the consultation, if the council's own page doesn't even acknowledge that the Mobile library is to be shut down? The council page pointing people towards the online questionnaire does not mention that the Mobile library is due to close.’</li> </ul> <p><b><i>24/7 Virtual Online library</i></b></p> <p>One submission noted that potentially misleading information is provided as part of the consultation. Specifically, a member of the public noted that no eBooks are currently available for users of the 24/7 Virtual Online library (and that the service currently only subscribes to receiving eAudiobooks). Hence, the submitter doubts the validity of results for questions that concern the provision of services and content online, with the rationale that no substantial savings will be made if content was to be offered online (as currently the council does not subscribe to such content).</p>

## Other comments noted

4.24 The following figure summarises other comments that were noted.

Figure 87: Summary of other comments noted

Theme	Sub theme and details
<b>General comments relevant to multiple library locations</b>	<p><u>CAT</u></p> <p>It is argued that a community group and/or volunteers would not be able to find the money required to keep libraries open, while they are also likely to struggle with maintaining adequate numbers of regular committed staff. An example is discussed for a small library near Southampton that is supposed to be run by volunteers and which despite having 50 volunteers and a great deal of effort from the community still required fundraising to be kept in operation, in addition to assistance from Hampshire County Council.</p> <p><u>Budget and savings</u></p> <p>A query was made about how guaranteed is the funding for libraries as part of the 2016 budget. A point is made that if no budget was allocated to the 5 libraries threatened with closure already then the current consultation process is futile. A request is also made for the council to ensure the submitter that this is not the case.</p> <p>One submission wishes to draw the council's attention to a recent report by the Department for Culture, Media and Sport which concluded that Southampton had fewer libraries than other similar cities while it also spent less money than other authorities – observations that are described to have been made before the consultation began on the proposal to change the Library Services and close down libraries. A figure of £286K in expected savings is quoted to be insignificant in the overall scheme of things when considering 'the incalculable loss to the fabric of society and its future knowledge base.'</p> <p>One submission noted that 'there appears to be a correlation' between libraries which were affected by budgetary cuts in recent years, libraries marked for potential closure, and libraries located in the most deprived areas of Southampton. These libraries are further described as operating fewer hours than other libraries and as stocking the least amount of books. It is also noted that 'the statistics for use there are not the electronically-counted.'</p> <p><u>Capita</u></p> <p>One submission argued that the council pays Capita more than £12M a year yet expects local residents to provide other services for free. Capita is described as boasting profits and dividends for their stakeholders while the council is trying to cut spending and save money. A question is raised in light of these arguments as to 'why should locals subsidise Capita?'</p> <p><u>Other</u></p> <p>One submission queried the council about any agreements for the provision of library services in areas that underwent regeneration.</p>

Theme	Sub theme and details
<b>Specific to Burgess Road library</b>	<p>A query was made as to how come this library is considered for closure before other libraries, despite the council applying extra weight to the importance of this library (which serves a diverse/deprived area).</p> <p>An argument was raised that rather than closing this library the council should be considering ways of improving and expanding library services at this location, which serves some of the poorest people in Southampton.</p> <p>A query was raised as to the extent of opening hours for libraries other than Burgess Road library (seen as already operating minimal hours, while other libraries have not had their hours reduced as much).</p> <p>One submission enquired whether the council approached Cunard for funding, given the apparent 'joint maritime legacy'. This idea is described as 'the sort of pro-active behaviour the residents of Southampton are expected to do to keep their library open but with no expertise or contacts.'</p>
<b>Specific to Cobbett Road library</b>	<p>One submission noted that opening hours and staff have already been reduced for this library.</p> <p>Another submission requested that 'before new initiatives can be introduced in this location [<i>e.g. revenue-raising initiatives</i>] the toilets will need to be fixed.'</p>

## Unique submissions

- 4.25 A handful of submissions were essentially written communications between the public and council representatives that sought to arrange meetings with the council, often with the intention of raising concerns, seeking more information or discussing suggestions and ideas for the council to consider.
- 4.26 One submission suggested that the council should keep only one central reference library ('a centre of excellence') that would be able to offer an enhanced service, while all other local libraries ('providing duplicate services') should be closed down. The rationale proposed is that money can be saved this way, and that in this day and age books can be bought cheaply, especially through online downloads, and hence there is no justification to keep local libraries. A question is raised as to why the local authority should fund a free fiction lending service any more than it should provide free bicycles for the needy or prioritise other more urgent public needs e.g. public toilets.
- 4.27 Another submission notes that, after considering all the information available about the proposed changes to the Library Services, it's impressive that so much of this service can be retained while at the same time such substantial savings are made.
- 4.28 One submission comprised of a printed copy of a research paper which did not include any further notes or comments. The paper was published by The National Federation of Women's Institutes (NFWI) on January 2013 and is titled '*ON PERMANENT LOAN? Community managed libraries: the volunteer perspective*'. Readers are invited to read the paper which is available online, free of charge, by following the link: [http://www.thewi.org.uk/\\_data/assets/pdf\\_file/0006/49848/on-permanent-loan.pdf](http://www.thewi.org.uk/_data/assets/pdf_file/0006/49848/on-permanent-loan.pdf)
- 4.29 One submission concerned the results of two purported 'resident surveys' which were undertaken by a member of the public before the formal consultation process begun. ORS would like to make it clear to the reader that these surveys were completely separate to and independent of any activities taken by ORS as part of the consultation. Furthermore, apart from noting the details of this submission (which outlines the results of the surveys that asked local residents questions on various topics related to the Libraries Service), ORS can't credit this submission as having more (or less) importance than any other submission, as it can't confirm, or provide assurance on, any elements of this submission (e.g. research methodologies used).
- 4.30 Some submissions comprised of child drawings and colouring-in sheets, either with or without further details (e.g. sometimes including the name and age of the child who submitted the drawing) and often including a short message (e.g. 'please do not close my library').

## Submissions from political stakeholders

- 4.31 A number of submissions were received from political stakeholders.
- 4.32 One submission was received from Caroline Nokes (MP for Romsey & Southampton North), which forwarded a response by a resident, and expressed concerns over the possible closure of a local library servicing Bassett Green school and which is argued to be a vital educational facility and a community gathering place for the children of the local community (which are said to come from deprived backgrounds). The submission suggested innovative alternative solutions to keep the library can be found.

- 4.33 One submission was received from Councillor Ivan White (Southampton City Council Conservative Councillor, Bitterne Park Ward) and includes a list of suggestions for the council's consideration (these have been incorporated into the list of suggestions in Figure 75, presented previously in this report).
- 4.34 One submission was received from Councillor Peter Baillie (Southampton City Council Conservative Councillor, Bitterne Park Ward), which includes a question to Councillor Barnes- Andrews at a council meeting, and the latter's reply (dated 10<sup>th</sup> February 2015). The question concerned the budget for the Library Services in general and for Cobbett Road library in particular.
- 4.35 One submission was received from Rowenna Davis MP candidate (Labour, for Southampton Itchen) and contained meeting notes written by the MP on behalf of residents who attended a public meeting about Cobbett Road library (dated 23rd February 2015). The meeting was said to have been organised by the Friends of Cobbett Road library group, Rowenna Davis and Councillor Darren Paffey, chaired by John Denham MP and attended by Councillor Stephen Barnes Andrews. The meeting is said to have covered options for the council's consideration, including a list of suggestions that was submitted to the council as part of the submission (these have been incorporated into the list of suggestions in Figure 75, presented previously in this report).
- 4.36 One submission was received from Rt. Hon. Desmond Swayne TD MP for New Forest West, which forwarded a comment by a local resident and asked for the proposed closure of the Burgess Road library to be reviewed in light of the residents' representations.

### Submissions from community groups, charities, businesses and schools

- 4.37 ORS received a number of submissions from community groups, charities, businesses and schools. For transparency purposes, as well as due to their sometimes complex nature, these submissions are outlined in considerable detail in the following section.
- 4.38 The following figure outlines submissions that did not appear to concern a specific library location or had general comments about the proposed changes to the Library Services, the consultation process or other general topics.

**Figure 88: Summary of submissions from organisations, groups and businesses (general)**

Submitter	Summary	Further details
<b>Age UK Southampton</b> (charity)	Meeting request with the council.	Thanking the council for clarifying its position on the consultation process. Confirming that they would be interested in meeting with council representatives.
<b>Southampton Sight</b> (charity)	The group note their concern that the Equality Impact Assessment does not adequately assess the	Raising concerns about the need for adequate provision of library services to people that have a visual impairment. Two main points were raised: 1. The Equality Impact Assessment document is quoted as identifying people that have a visual impairment as able to travel independently to a library and access the library on a known and practiced route although they may be adversely affected if they needed to travel to a

Submitter	Summary	Further details
	needs of the blind or partially blind.	<p>new library location.</p> <p>It is argued that many blind and partially sighted people are not confident to make an independent journey, particularly if their sight loss has affected them in old age. Furthermore, older people in receipt of Attendance Allowance are described as unlikely to be able to afford taxis, which are described as the only viable form of public transport (e.g. as bus journeys often prove complex).</p> <p>It is argued that there are fewer opportunities to receive mobility training due to a recent reduction in available Rehabilitation Officers for the Visually Impaired (ROVI) employed by the council (currently only one post-holder is said to be available).</p> <p>Hence, it is argued that proximity to libraries is of critical importance for blind and partially-sighted people.</p> <p>2. The Equality Impact Assessment section which described investment in IT to allow better utilisation of the budget and the provision of better access to library content is quoted. It is argued that while computer access is possible for blind and partially sighted people by using assistive technology and software, for many people this route proves too expensive to utilise. Additionally, the opportunity for training to use such technology is limited.</p> <p>Due to these reasons, many blind and partially sighted people are said to be disadvantaged if the council proceeds with its proposals. The submitters request a meeting with library representatives to allow a mutual exchange of information and feedback.</p>
<b>FM consultancy</b> (Unknown)	Interested in working with the council	The submitters note their interest in working with the council on their library transformation process as a project, and advise how library space could be managed effectively (some examples were given). The submitter notes they would be willing to give their time for free and may be able to source donated items towards that effort.
<b>Friends of Cobbett Road library</b> (community group)	Asking for the consultation to be extended	The submitters requested an extension to the public consultation process in order to allow sufficient time to discuss the relevant and complicated financial matters, alternative solutions and suggestions and to allow more than four weeks for the children's consultation element.
<b>Nimbus Social Enterprise Consulting</b> (Limited company)	Proposing a plan to work with the council and arranging a meeting with its representatives	<p>The submitters propose a plan to work with the council to 'use existing library sites as a base for offering a range of services that focus on enterprise and learning with a specific emphasis on life transitions i.e. young people into independence and older people into later life.'</p> <p>The submitters also made arrangements to meet with council representatives to discuss this idea.</p>
<b>Own2Feet</b> (Charity)	Meeting request with the council.	<p>The submitters asked if council representatives could contact them to facilitate the inclusion of children who attend their facilities in the consultation process.</p> <p><i>[Council representatives have since met with the group]</i></p>

4.39 The following figure outlines submissions that specifically concerned Burgess Road library.

**Figure 89: Summary of submissions from organisations, groups and businesses (Burgess Road library)**

Submitter	Summary	Further details
<b>Southampton Health Trainers</b> (Part of the Solent NHS Trust)	Closure will hinder the provision of health services to local residents.	<p>Solent NHS Trust's Health Trainer and Quitters services are said to use the city libraries to meet their clients. These locations are seen as particularly appropriate and accessible for their clients, many of whom come from deprived communities. The submitter identifies a particularly adverse effect on their ability to service Swaythling residents should Burgess Road library close.</p> <p>Libraries are seen as ideal venues for expanding this service and creating more accessible hubs for health prevention and care. They note increasing pressure on NHS services and urge creative thinking is required to allow further access to information and advice.</p>
<b>Community Playlink</b> (Charity)	The trustees of this charity are concerned for its future if Burgess Road library were to close.	<p>Community Playlink describe themselves as lending (free of charge) quality toys that have good educational and play value, while operating mainly from Burgess Road library and focusing on disadvantaged and deprived children up to the age of 14 and their parents, carers, schools etc. Currently this service is said to benefit the Flower Estate, Bassett, University families and other users.</p> <p>Burgess Road is described as their busiest outlet and they have a wide range of play material stored there. The charity is already struggling to fund their staff and overheads and they don't believe they would be able to afford any additional costs associated with renting alternative venues especially considering their services are in high demand.</p>
<b>East Bassett Residents' Association</b> (Unknown)	Questioning the council's methodology in devising the preferred option for the Library Services and raising concerns over the potential impact that closure will have.	<p>This group's activities cover much of the Flower Roads area within Bassett and are greatly affected by the proposed changes. The submitters raised two main concerns:</p> <p><u>Low levels of attendance in Burgess road library:</u></p> <p>The submitters argue that the observed attendance rates for this library stem from previous cuts in opening hours and budget – and do not indicate a decline in the interest of local residents in this service, as it is still very much in demand. They quote statistics from 2012 that showed 6,000 visits a month including activities that had to be dropped as a result of the (above described) cuts.</p> <p><u>The assessment of level of need:</u></p> <p>The submitters argue that the analysis that identified this area as having lower need than other parts of the city is unreliable, and quote a 2001 study which showed the Flower Roads was one of the 11 most deprived areas of the city.</p> <p>They further argue that the area is adversely affected by increasing student numbers which result in adverse effects on the property market and sense of community, and this should not be further exacerbated by closing down the local library.</p> <p>They further argue that while inter-personal interaction can't be replaced by electronic contact, local users will be further marginalised</p>



Submitter	Summary	Further details
		if their already restricted access to IT is further compromised.
<b>Cantell School</b> (Community school)	An appeal to keep the library open.	<p>The school is said to have successfully encouraged students to read, not least as a result of the aid and involvement of the library staff.</p> <p>The submitter stresses the importance of ensuring students' access to books, including non-fiction material as a further resource for their studies. The library is seen as important also for children's aspiration to gain higher education qualifications, as well as for their access to IT equipment and online resources which are often not found in their homes.</p> <p>The library is described as having a potentially large catchment area (Bassett, Swaythling, the Flower Estate and Portswood) and for areas which are often deprived and lack alternative ways to access reading materials.</p>

4.40 The following figure outlines submissions that specifically concerned Central library.

**Figure 90: Summary of submissions from organisations, groups and businesses (Central library)**

Submitter	Summary	Further details
<b>Solent Business Growth Network</b> (Community Interest Company)	Meeting request with the council.	Submitters contacted managers at Central library to discuss the possibility that library space could be utilised for other purposes. They note that they have been running the Small Business Information Desk in the library for a year and had many queries from interested stakeholders and the public about the idea of utilising the space for various purposes. The group would like to discuss these ideas with the council.

4.41 The following figure outlines submissions that specifically concerned Cobbett Road library.

**Figure 91: Summary of submissions from organisations, groups and businesses (Cobbett Road library)**

Submitter	Summary	Further details
<b>Cobbett Road library Art Group</b> (Community group)	A description of the group's activities and their proposed ideas for the council to consider.	<p>The group paints and borrows books on site as well as runs voluntary art projects, children activities and special occasions/holiday events.</p> <p>The group are hoping that their ideas could be utilised by the council towards a solution that will allow the library to be kept open. They do not think that the CAT idea could work. They note other groups and individuals would also suffer greatly from the loss of a community place and the social hub which is the library.</p>

Submitter	Summary	Further details
<p><b>Friends of Cobbett Road library</b> (Community group)</p>	<p>Numerous submission have been received from this group, these are outlined by sub-themes.</p>	<p><b><i>The group's preferred approach for keeping the library open</i></b></p> <p>The submitters are trying to find ways to work together with the council to maintain the current service and are investigating ways to contribute financially. They have requested advice regarding the use of the large community room if/when the library closed-down.</p> <p>They do not think that volunteers could run the library in future, but suggest instead that other services and groups can share the space and help make the library more financially viable.</p> <p>The group feels that councillors do not understand the role of librarians, library supervisors and assistants which goes beyond managing the library building and allowing people to borrow books- they handle budgets, manage stock, have responsibility for customer service charters, answer queries and manage complaints as well as support IT enquiries and communicate with other libraries.</p> <p>The group argues that local libraries should not suffer from budget cuts as there are other options to consider, and libraries are vital to increasing literacy skills, which is an identified need in Southampton and especially for many vulnerable groups in this area.</p> <p>They fear that the unique art-deco building may be lost if the Cobbett Road library is handled through a CAT process.</p> <p>They suggest that sharing the premises will help keep some services operating, and hope that any funds they manage to raise will be matched by the council. The group are seeking clarification on this idea from the council.</p> <p>The group requested more information as to how they can further liaise with the council to progress their ideas.</p> <p>The group feels that the council has failed to respond to their previous questions, especially about how the council views its role in keeping the library open.</p> <p><i>[See 'Figure 28' for ideas submitted as part these submissions]</i></p> <p><b><i>Recent actions taken by the group</i></b></p> <p>The submitters note their recent communications with councillor Darren Paffey and Rowenna Davis (MP candidate) to progress their ideas. They note that they have been reassured by the councillors but would like more details from the council about what is currently being done to progress these ideas and ask for concrete commitments.</p> <p>The group feels that its previously proposed idea of a 'Health Hub' would be much more suitable than establishing a coffee shop (which is expensive and complicated) or installing a vending machine (which is not likely to make much profit). They do however support the idea of a coffee shop in Central library and the art gallery.</p> <p><b><i>Questions to the council (2<sup>nd</sup> December 2014)</i></b></p> <p>» 'What is the cost per visit and per issue in Cobbett Road</p>

Submitter	Summary	Further details
		<p>library, and for all of the other libraries in the city?’</p> <ul style="list-style-type: none"> <li>» ‘What specifically is the staffing cost of Cobbett Road library, again compared to other libraries?’</li> <li>» ‘Is the council looking at other services that could also be located in the library? Is there anyone else I can ask about that?’</li> <li>» ‘Is there a child-friendly version of the consultation form?’</li> <li>» The group requests clarifications regarding a child-friendly consultation process that was mentioned.</li> <li>» The group queries whether an upcoming budget meeting will consider the budget required to keep the five libraries proposed for closure open and ask for reassurance that the budget has not already excluded these elements.</li> </ul> <p><b><i>Initial discussion points for a planned public meeting</i></b></p> <ul style="list-style-type: none"> <li>» ‘Health Hub and Shared Service Use’</li> <li>» ‘Cafe in the library’</li> <li>» ‘Membership and venue hire fees’</li> <li>» ‘CAT / Social Enterprise’</li> <li>» ‘Funding and Grants opportunities’</li> <li>» ‘Other ideas – sent in the previous email’</li> </ul> <p><b><i>Comments collected from attendees of the public meeting held for Cobbett Road library (23<sup>rd</sup> February 2015)</i></b></p> <ul style="list-style-type: none"> <li>» Cultural Quarters should be run as community hubs locally</li> <li>» Outreach service to schools should be established</li> <li>» Need a guarantee of funding from the council</li> <li>» A call is made to allow more time to respond to the consultation and to allow the council to provide more information</li> <li>» The CAT idea is seen as not viable and problematic due to staff still being required for key functions</li> <li>» Calls were made to introduce recycling bins and better signage at the library</li> <li>» ‘Why did a meeting like this one not take place before the consultation was written?’</li> <li>» ‘Why are council officers not able to help look at ideas before the end of the consultation?’</li> </ul> <p><b><i>Questions that followed the public meeting noted above</i></b>  <i>[The group is asking for clarifications from the council about these]</i></p> <ul style="list-style-type: none"> <li>» ‘Why has the £8million extra in the budget been put into</li> </ul>

Submitter	Summary	Further details
		<p>balances when a fraction of it could have been used to save the libraries?’</p> <ul style="list-style-type: none"> <li>» ‘There was £370,000 extra revenue in the budget which could have kept all the libraries open’</li> <li>» ‘Why aren’t creative options being looked at in such times? There does not seem to be the political will to save our libraries when it is clearly something that the public sees as a vital service.’</li> <li>» ‘Why couldn’t something like the Housing Revenue Account put money into libraries by hiring them out for maths and English lessons?’</li> <li>» ‘When the consultation closes will the council commit to working with us on the ideas that have been put into the consultation?’</li> <li>» ‘Why would further ideas not be considered after the end of consultation?’</li> <li>» ‘How will the timescale work once the consultation is over in terms of looking at the options and working on them to make a viable alternative proposal?’</li> </ul> <p><b><i>Further comments following the council’s reply to the questions noted above</i></b></p> <p>The group notes that many ideas have been put forward about ways to raise money to help keep the library open, and asks the council to consider them as an alternative to closure or the CAT process.</p> <p>The group asks if the council will work with them to progress this approach, and requests transparency from the council when evaluating these ideas and considering its future actions.</p> <p>The group argues that if the objective is to find the best way to keep the library open the council should consider all the ideas available even if they are submitted beyond the consultation period, while the group also questions the distinction between a ‘new idea’ (and therefore inadmissible) and a variation on a previous idea (submitted during the consultation period).</p> <p>The group would like the council to consider all alternative revenue sources that could be used to help pay for the library to remain open and in council management.</p>
<p><b>Home Education Group at Cobbett Road library</b> (Community group)</p>	<p>Concerns over impact of proposed closure on the activities of the group and the public which utilises its services</p>	<p>The group is concerned that the value of Cobbett Road library to its community is being drastically underestimated with many things not being taken into account.</p> <p>The group provides support to many families which are new to home education, and they run activities and offer free resources to home educators. Their services are said to be in high demand by parents and guardians to children with special needs or children whose needs are not currently catered-for in school.</p> <p>The group note that they have been operating from this library for the</p>

Submitter	Summary	Further details
	and advice.	<p>past 8 years and it is only one of two spaces in the city where they can operate for free, while the site also hosts their home education library, the only one in Southampton.</p> <p>The group note Southampton as the only UK council with no budget for home education, and claim that while no official council liaison exists for home education, the council refers public queries to them.</p> <p>The group quotes the report submitted for the cabinet which fails to consider the use of this library by more than 20 community groups.</p> <p>They argue that the library is already one of the cheapest to run in the city while providing 'good value' – and yet this is being overlooked.</p> <p>They point to strong public sentiment against the closure of the library and quote 1800 people as having signed their petition.</p>
<b>T'ai chi class at Cobbett Road library</b> (Community group)	A response to the consultation process and a description of the class.	<p>The class has been running for a number of years with typical weekly attendance of between 10-20 people. Submitters note the benefits of T'ai chi as a preventative health approach which is currently provided at minimal cost for the public. The library is seen as an ideal location which allows easy access and with minimum travel cost for interested members of the public.</p> <p>It is argued that libraries are designed to benefit the public in an accessible, inclusive and stigma-free manner – hence they are ideal for the purposes of the class. In addition, the library is described as an important community focal point.</p> <p>The submitters argue the consultation is flawed, narrowly focused and fails to consider other functions fulfilled by this library above and beyond what's measured through 'dry' usage statistics, which fail to predict the impact that closing it would have on the community.</p>

4.42 The following figure outlines submissions that specifically concerned Thornhill library.

**Figure 92: Summary of submissions from organisations, groups and businesses (Thornhill library)**

Submitter	Summary	Further details
<b>Plus You Limited</b> (Charity)	The potential adverse impact on jobseekers'	The submitters note that the library is used by members of the public who are on Jobseeker's Allowance, which are under pressure to comply with new regulations that require them to actively look for work for up-to 30 hours per week. The library computers are said to be used for this purpose, and hence it is argued that closing the library will adversely impact local residents who utilise the computers there.

4.43 The figure overleaf outlines submissions that specifically concerned Weston library.

**Figure 93: Summary of submissions from organisations, groups and businesses (Weston library)**

Submitter	Summary	Further details
<b>YMCA Fairthorne Group</b> (Charity)	Expressing an interest in working with the council.	The group is a key provider of services for children, young people and families – they work closely with the local community. They express an interest in finding out more about the plans for future developments of the library site and the area in general, and whether they could get involved.

4.44 The following figure outlines submissions that specifically concerned the Mobile library.

**Figure 94: Summary of submissions from organisations, groups and businesses (The Mobile library)**

Submitter	Summary	Further details
<b>Early Years Centre - University of Southampton</b> (child-care provider)	Highlighting the positive value of the service and the likely negative outcomes of removing it.	The centre is said to be frequented by the Mobile library service on a regular basis, to the enjoyment of the children there. It is argued that through the Mobile library the children have been exposed to a wide range of books and to the ‘joy of reading’. Many of the children are said to be recent arrivals to the UK and with parents who are not aware of library services on offer. Thus through their children (who use the Mobile library) they benefit and become interested in reading and learning English. It is said that both the children and their parents would greatly miss the Mobile library, and it is argued that many of them will no longer be able to access library services or read elsewhere.
<b>The Mobile library Supervising staff</b> (Southampton City Council staff)	Outlines the benefits of the service to specific populations and the benefit of keeping a flexible and wide-reaching service to cover areas where local libraries will close.	It is argued that The Mobile library should not only be kept open but rather further expanded to cover any areas where local libraries may close down in the future. The service is said to reach residents in areas not otherwise ‘covered’ e.g. Sholing, sheltered housing facilities and population who are otherwise restricted e.g. the elderly and people with disabilities. As a ‘full library service on wheels’ it is said to have flexibility to serve the changing requirements of the council. The service is described as important to the council’s goals of developing a lifelong love of reading by children, as it serves as the first introduction to libraries for thousands of pre-school children every year, visiting 25-30 nursery groups every month. The plan for every child in Southampton to have a library card is said to be admirable but unlikely to encourage children to read as they may not visit the library even once they are provided with membership. In contrast, the Mobile library is seen as proactively exposing them to book and reading for the first time.
<b>Bevois Town Pre-School</b> (Community pre-school)	An outline of the benefits of the service.	The pre-school urges the council to keep the service operating, as it is said to provide a stimulating and enjoyable experience for the children who attend the pre-school, in addition to it providing the pre-school with loaning services and valuable resources for their activities.

Submitter	Summary	Further details
<b>Paint Pots Pre-School</b> (child-care provider)	An outline of the benefits of the service and the detrimental effect that closing it would have on local children and their parents.	<p>Many of the children who attend the pre-school are said to come from deprived backgrounds and/or non-English speaking parents.</p> <p>The Mobile library is said to frequent this pre-school on a regular basis, adding to the children's communication and language skills by improving their listening and attention abilities and encouraging them to engage with books. The service is also said to benefit their parents and siblings by exposing them to library services and reading by proxy.</p> <p>The pre-school is attended by children from a deprived area with a many children who fall behind in their development (a figure of over 90% is quoted for children who will qualify for the pupil premium in April). These children are said to need a lot of learning experiences to ensure they start school with the gap in attainment already closing.</p>
<b>Somerset Road Pre-School</b> (child-care provider)	An outline of the benefits of the Mobile library for the children who attend the pre-school.	<p>The Mobile library is said to frequent this pre-school on a regular basis and has become an important part of familiarizing very young children with the Library Services and what a library does. Staff members select and borrow books related to the themes of the children's learning, children are being read-to and sing songs, and both the children and the staff enjoy themselves. The service is described as creating a positive experience of visiting a library which will help further develop the children's' love of books and reading.</p>
<b>Sunshine Nursery – Shirley</b> (child-care provider)	An outline of the benefits of the Mobile library for the children who attend the nursery.	<p>The Mobile library is seen as invaluable to the nursery and its children, many of which can't readily access books or libraries otherwise. These children look forward to the Mobile library coming and have a fantastic time with the wonderful staff on the bus.</p> <p>The service is said to help some of the children who have speech delay and the activities offered engage them and builds up their communication skills.</p>
<b>Westwood Park children's day nursery</b> (child-care provider)	An outline of the benefits of the Mobile library for the children and the nursery.	<p>The Mobile library is said to frequent this nursery on a regular basis and is described as a great resource for the children, as well as for the nursery to meet the needs of the children and cover aspects of the Early Years Foundation Stage framework.</p> <p>The children are said to enjoy having stories read to them and the nursery borrows books that match the themes that are being covered as well as to match specific interests of children.</p>

## Notes added by the council

<sup>4.45</sup> ORS received a number of notes, documents and communications from the council to be included in the report, as these related to the public submissions outlined throughout this chapter. These are included in the figure below.

**Figure 95: Notes, documents and communications from the council**

Submitter	Summary	Further details
<b>Southampton City Council</b>	Notes taken by Tina Dyer-Slade during her meeting with Christ Church (7th January 2015)	<p><u>Attendees</u> Richard Saville, Orlando Saer, Mike Harris, Tina Dyer-Slade</p> <p><u>Key comments recorded</u> The organisation runs services at Cantell School and has a large congregation.</p> <p>There are a number of volunteers that support the activities of the organisation.</p> <p>The organisation recently took up rental of a base in Portswood.</p> <p>They are concerned about the potential loss of the Burgess Road library and believe they may be able to assist.</p> <p>They raised the potential option of relocating their base from Portwood into Burgess Road library and organise activities within the building outside library opening hours.</p> <p>They would look to still continue to provide a library service from the building.</p> <p><u>Actions to follow</u></p> <p>They were encouraged to participate in the consultation and record their interest in the relevant place on the consultation form.</p> <p>They were advised that if the cabinet decide to cease to provide a city council service from the Burgess Road library, it is possible that there will be an invitation for expressions of interest and they would be contacted as part of that process.</p>
<b>Southampton City Council</b>	Notes taken by Tina Dyer-Slade during her meeting with Age UK Southampton (12th January 2015)	<p><u>Attendees</u> Peter Bennie, Louise Assinder, Mike Harris, Tina Dyer-Slade</p> <p><u>Key comments recorded</u> They described their role as the second most used advisory service after the CAB.</p> <p>Age UK operates in 170 locations around the country</p> <p>Age UK Southampton is independent from the National organisation.</p> <p>They felt that their role was complimentary to libraries.</p> <p>They explained that the organisation had an extensive volunteer base.</p> <p>They explained that they had an accommodation issue and were</p>



Submitter	Summary	Further details
		<p>coming to the end of a lease in their current property. They wish to relocate 15 staff.</p> <p>They were also interested in developing bases in several libraries in the short term to provide services for older people.</p> <p>They were potentially interested in linking up with Active Nation in the leisure centres.</p> <p>They also offered to promote the consultation to their volunteers.</p> <p><u>Actions to follow</u></p> <p>They were encouraged to participate in the consultation and record their interest in the relevant place on the consultation form.</p> <p>They were advised that if the cabinet decide to cease to provide a city council service from the Burgess Road library, it is possible that there will be an invitation for expressions of interest and they would be contacted as part of that process.</p> <p>TDS to provide contact details.</p> <p>MH to provide contact details.</p>
<b>Southampton City Council</b>	<p>Notes taken by Tina Dyer-Slade during her meeting with Nimbus Social Enterprise Consulting (29th January 2015)</p>	<p><u>Attendees</u></p> <p>Peter Holt, Paul Leppitt</p> <p><u>Key comments recorded</u></p> <p>A written document had been sent to the officers in advance of the meeting and Peter and Paul proceeded to take officers through their proposals.</p> <p><u>Actions to follow</u></p> <p>They were encouraged to participate in the consultation and record their interest in the relevant place on the consultation form.</p> <p>They were advised that if the cabinet decide to cease to provide a city council service from the Burgess Road library, it is possible that there will be an invitation for expressions of interest and they would be contacted as part of that process</p>
<b>Southampton City Council</b>	<p>Notes taken by Tina Dyer-Slade during her meeting with Southampton Sight (charity) (4th February 2014)</p>	<p>The submitter notes there were around 8 people in the group. The submitter presented the information about the libraries consultation and there followed a free debate around the issue, as outlined below around several key themes that arose.</p> <p><u>Access to books</u></p> <p>Group attendees appear to read books from a number of different sources including talking books (e.g. from RNIB) in various formats (e.g. Daisy, MP3, Memory Sticks and CDs), as well as e-books that they download.</p> <p>They also use Calibre's digital library, the Torch Trust (providing USBs),</p>

Submitter	Summary	Further details
		<p>the Talking Echo (providing a Boom Box with a USB stick, free of charge), large-print library books, Supernova (in Central library), Kindle readers and the Ipad Kindle App.</p> <p><u>Using IT equipment in libraries</u></p> <p>Many visually impaired people do not have a computer at home. They require accessible technology such as the one available in Central library, in addition to having to receive help from staff who are knowledgeable in these systems.</p> <p><u>Comments on the Consultation Documentation</u></p> <p>There was concern about the terminology used in the Equality and Safety Impact Assessments (ESIA) - the wording should read either blind or partially sighted people or people that have a visual impairment.</p> <p>The ESIA should fully reflect the likely impact of local libraries closing on people with a visual impairment. Those with visual impairments often rely on mobility training in order to plan and practice their routes to, from and around libraries and any other building that they use on a regular basis. If a library closes, it takes quite some time to undergo such training and it was estimated that there is currently a waiting list of around 18 months for such training.</p> <p><u>Comments on the Library Services</u></p> <p>The range of books available in accessible format is limited.</p> <p>Technology to provide better access/user experience (e.g. CCTV magnifier, Supernova etc.) should be available in all libraries and staff should be fully trained to use it and help others use it, including the ability to use all available features (e.g. enlarge font, screen reader, colour adjustments, providing braille etc.).</p> <p>The council should guarantee that any such services are available even after it ceases to manage any libraries – it should be available in any library run by community groups or otherwise.</p> <p>Other library services/uses (e.g. IT applications for job-searching) should be made accessible.</p> <p>The mp3 players available in libraries for those who are visually impaired are too small and fiddly to use. Audio CDs are a useful feature but they are often faulty and require an extra trip to the library to swap or get them repaired.</p> <p>Whilst the reports outline that there is a decreasing interest in reference books, those with visual impairment often enjoy large-print/visually illustrated books.</p>

## Full submissions

<sup>4.46</sup> A small number of submissions were included in full due to their complex nature – these refer to the Needs Assessment, the proposed changes to Cobbett Road library, and deputation recently submitted to the council. These are outlined in the following three figures.

**Figure 96: Full submission 'A'**

### Full submission 'A'

#### Southampton libraries Review- Needs Assessment July 2014 – Appendix 2

This is a response to the above report. There are a number of points and two crucially important key findings.

1. Section A3 (p5) Cobbett Rd library is next to area 2 (Fig 2) IMD. Public transport links over Northam Bridge are good (important as Fig 13 (p13) shows deprived areas have households with no access to cars). Parents living in Northam have children at nearby Bitterne Manor Primary School, or aspire to do so.
2. Section B introduction (p13)"... and District Centre libraries..." this idea of District Centres is prejudged and gives disproportionate weight to the importance of libraries who can make a claim to be in one. Why not treat Burgess Rd or Cobbett Rd as 'District Centres'? They both have nearby shops serving local people.
3. Section B3 (p15) Cobbett Rd library is also on the Local List; being "a good example of inter war design"; purpose built by Southampton's Borough Engineers department and Art deco in style.
4. Section B3 (p15) Cobbett Rd library has good public transport links: excellent bus services, and a nearby railway station. Adjacent free parking along the east side of Cobbett Rd itself ensures that here there is no need to cross a road. There is also easy disabled access. Although parking could be improved, access here is better than many other libraries e.g. Portswood, Central.
5. Section B3 (p15) CRL could have Wi-Fi installed cheaply and easily.
6. Section B6 (p24) Why doesn't library Busy-ness take into account the number of enquiries answered by staff or number of activities run? This is all part of the professional library services which local people pay for and participate in.
7. Section B7 library Costs (p32) Fig 18. Cobbett Rd library is the third most economical library in the City to run. Only Shirley and Portswood libraries are more economical, and by the smallest of margins. Nine other facilities are more expensive per user, including Central library.
8. Section B10 Disability of library users across different libraries (Fig 29). Cobbett Rd library users are shown as having no mental health problems. This cannot be true; the data must be flawed.
9. Section B12 (p43) "Data on economic activity was sourced from the library Satisfaction survey". What about the actual satisfaction?

### Full submission 'A'

10. Section B13 Transport and access (p43) see point 4. Parking is more difficult for access to other libraries e.g. Portwood, Central.

11. Section C. Determining Priorities for Southampton libraries. C1. (p45) Use of Library Service Ranking. Criteria 1) to 6) make "big" look artificially "good"; and so favour big over cost-effective. Therefore use of these first six criteria to calculate overall ranking will skew results in favour of bigger libraries. What should count are items 7). And 8).

12. Section C. (p45 on) The words "Millbrook has no ranking as it has no library catchment for calculations" (p45/46/47) are used to obliterate this branch from this section; where, in fact, it should be at the top of each table. The fact that 44% of users join and then go elsewhere demonstrates urgent thinking is needed about Millbrook's future, not that it should be wiped out of the discussion because it has "no LSOA". This is disgraceful.

There are two crucially important key findings from reading the SLR App 2 document. Firstly, Cobbett Rd library is the third most economical library in the City to run. Only Shirley and Portswood are more economical and by very small margins. Nine other facilities, including Central, are more expensive to run, some considerably so. Therefore, there is no economic case for closing Cobbett Rd library. Secondly, the future of Millbrook library needs to be considered properly and not "de-ranked" out of the discussion as it has been in Section C.

Figure 97: Full submission 'B'

### Full submission 'B'

#### The Future of Cobbett Road library – a response to current proposals

1. Cobbett Road library (CRL) should remain as part of an integrated cohesive network of public libraries run by Southampton City Council as part of their statutory obligation.
2. The public pay for the Library Services through the Council tax and are entitled to public provision. This service includes providing professionally trained staff; their essential role is undermined by current proposals.
3. Proposals to sever CRL from the local Council and foist management on to the Friends group (possibly through CAT) will impose a burden of responsibility on them that many may be unwilling or unable to shoulder. Volunteers in the Friends group already organise a considerable number of activities at the library for the benefit of the local community.
4. Even if the Friends group were initially to take on the management of CRL, it would be vulnerable over time. Continuity of provision by volunteers could not be guaranteed over the long term. Volunteers are just that and not paid professionals. How would their necessary training and skills development be paid-for? Volunteers often wish to "do a stint" and move on; what provision would there be that gaps left could be filled by suitable replacements? Many volunteers are elderly or have other responsibilities and are unable to commit in ways necessary to maintain the service. The

### Full submission 'B'

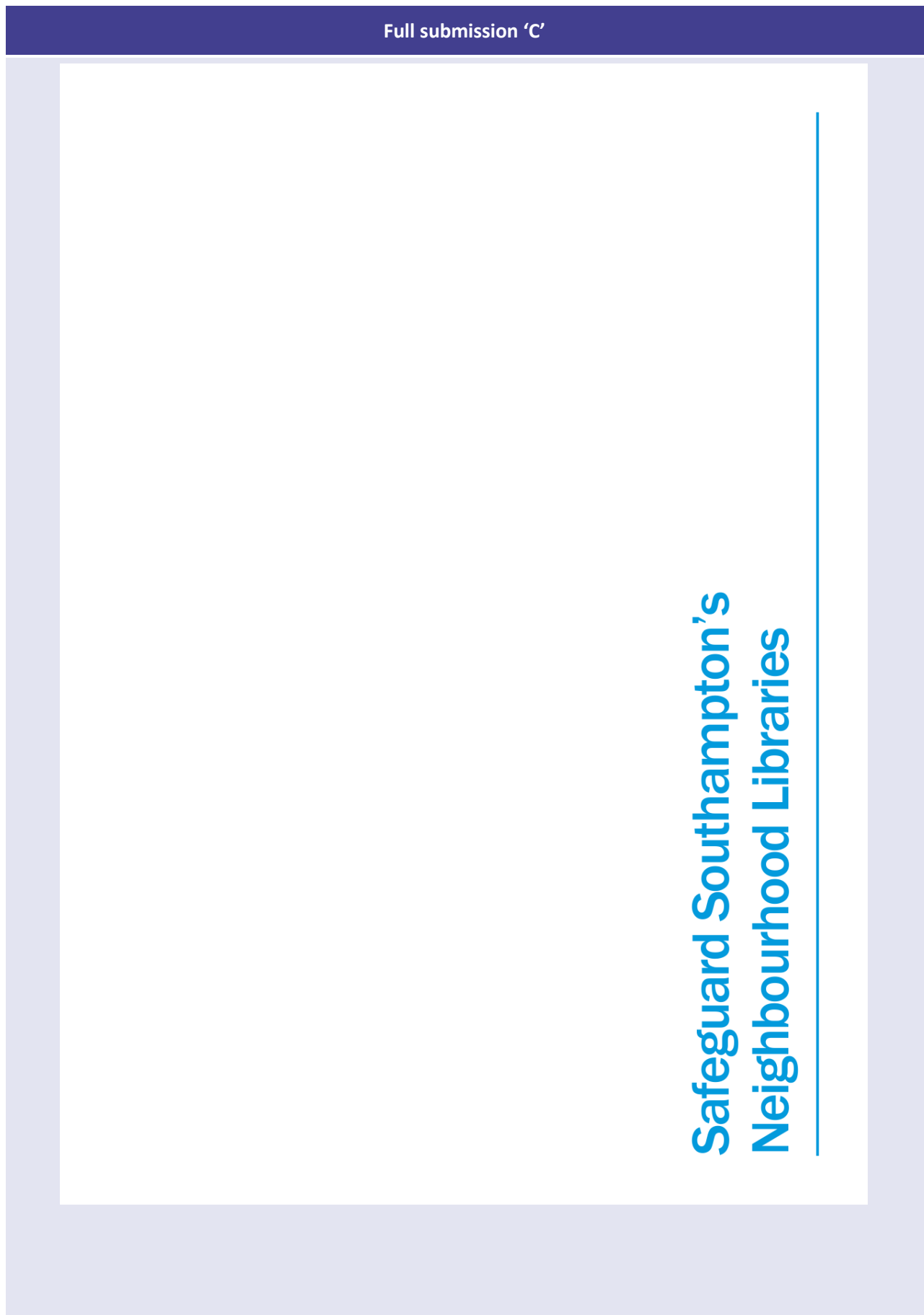
sustainability provided by a publicly funded and publicly provided network would be gone.

5. Where is a guaranteed budget for CAT to come from? How would funding be guaranteed to be sustainable? How would it not cost more to run CRL in this way than for it to remain as part of the local government public library system?
6. Current costs for running CRL are relatively small; it may well be that costs for running CRL through CAT would be far higher.
7. The community room at CRL already hosts over 20 activities for local people. This vital space could be made available for other groups and enterprises; possibly some might provide additional finance for the library. A 'Cobbett café', mobile post office or internet parcel point might be some of a number of suggestions which could provide additional funding and maintain and enhance CRL as a key site with a vibrant future.
8. CRL should be open full time, especially in the evenings, for internet job searches and other public services. Increased library opening hours would also increase building availability for other community and business use, thus expanding its remit as a key community hub.
9. CRL could house a "Special Collection" of Art Deco books and other materials, (or indeed, a William Cobbett collection) making it a key repository of information on a locally interesting subject. This would also re-inforce the historic link it to its building, of particular local interest. (see 10.)
10. The library building, Art Deco in style, is on Southampton City Council's Local List of historically interesting buildings. As the first purpose built library on the east side of the river Itchen, in itself it requires public support. Naturally, this is most effectively provided as part of the current public library provision.
11. At some stage the gyratory and its environs will be redeveloped. Cobbett Road library needs to be in place as an essential part of a new community vision for this highly populated part of our City.
12. Both the Friends group and SCC should find ways of publicising CRL and its community hub to a large and growing community.
13. Other Cities have proposed library closures but have decided, on further consideration, to keep them open e.g. Liverpool.
14. At times of economic crisis, Southampton City Council should be looking at high cost items of expenditure to save money, and not at low cost items vital to local community cohesion such as CRL. Maybe management of the Library Services could be shared with, say, HCC, Portsmouth City Council or the School Library Service? Aspects of services which are invisible to the public may be particularly suitable for "sharing", rather than cutting "frontline" services which affect people directly.
15. SCC should look at new ways of increasing revenue e.g. development of the old Meridian site on the river Itchen.

**Full submission 'B'**

16. Now is a good time for politicians to re-think local government finance, abolish the current system and, with rate support from central government, introduce a Local Income Tax.

Figure 98: Full submission 'C'



## Full submission 'C'

PROMOTING LEARNING & LITERACY

SUBMISSION TO SOUTHAMPTON COUNCIL BUDGET MEETING - FEBRUARY 2015



## Full submission 'C'

## PROMOTING LEARNING &amp; LITERACY

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- Libraries are increasingly becoming community centres.
- 43,000 active library users in Southampton with over a million library visits each year.
- Southampton libraries are located in neighbourhoods and provide easy access for families.
- The internet is increasingly important. In 2013/14 there were 35,000 accesses to eBooks, audio, magazines, encyclopaedias, language and driving test resources last year.
- Children's books are popular - families access around 350,000 books each year.
- Southampton has spent over £30,000 consulting on the future of library provision but doesn't have any appreciation of the value residents place on city libraries.

## Full submission 'C'

## PROMOTING LEARNING &amp; LITERACY

# A vital service for young families



DID YOU KNOW: THE COUNCIL IS SPENDING OVER £500,000 MOVING WOOLSTON LIBRARY BUT REFUSES TO ALLOCATE ANY MONEY TO SUPPORT COBBETT ROAD AND OTHER NEIGHBOURHOOD LIBRARIES.

Children's author Ali Sparkes has spoken about how Cobbett Road Library changed her life. She called the council's plans to abandon the library short sighted and appalling.

**"I pop in when passing and find it very handy for grandchildren to get books for school projects and to introduce small children to books."**

Ina Smith, Thornhill Library

**Important to community its hub of activities it would be a great loss socially culturally and academically and the use of computers is so necessary to those who have no access to one.**

Derek Petty, Thornhill Library

Libraries are of vital importance for vulnerable groups, including the elderly, socially isolated, mentally ill, young people, unemployed, young families and children.

Library staff have a huge role in supporting people, much of which goes un-noticed and unrecorded and is not shown in any statistics used in writing reports about libraries.

A case in point, at Cobbett Road Library the majority of the Friends group are aged 75+, many come to the library regularly for social contact, tai chi, book groups, coffee mornings, the Friends Group and events run by the Friends Group. Their general wellbeing is tied in with the library, and many elderly people help out organising and running events at Cobbett, making cakes and serving tea, a huge step away from running a library. People are included in being involved with the library in whatever capacity they are able.. this is

## Full submission 'C'

## PROMOTING LEARNING &amp; LITERACY



Friends Groups organise events throughout the year.

already true and works well, but it is not a model for running a library with.

These volunteers give what they are able but they do not have to take on responsibility or obligation which would be unavoidable with Community Asset Transfer.

We need to provide a modern, creative, innovative, inclusive and affordable library service that reflects the changing needs of the Southampton community.

Local libraries are popular with the public – the 2011/12 Taking Part survey, published by DCMS, showed that about 40 per cent of the population use their local library, with demand holding steady since 2008/9.

Research by Ipsos MORI for the Carnegie Foundation showed that in England, 74 per cent of respondents thought that public libraries services were essential or very important to the community and 47 per cent to them personally.

In England, over a third of the population visits their local library. In the poorest areas, that figure rises to nearly a half. It is no wonder that communities feel so passionately about their libraries.

Libraries have the potential to play an important role in increasing literacy in the city. The Independent report into libraries which was published in 2014 says:

“Libraries could and should play a major role in rectifying literacy standards. A re-energised library network would be a natural and established partner for every school, as well as being the provider of courses in both literacy and adult education. Local cultural organisations would find an equally

natural ally in their library, every partnership increasing the sharing of knowledge and the growing of audiences.”

Neighbourhood Libraries are community hubs. Cobbett Road and Thornhill libraries offer physical locations where communities can come together and mix. There is undoubtedly a need and demand within communities for modern, safe, non-judgemental, flexible spaces, where citizens of all ages can mine the knowledge of the world for free, supported by the help and knowledge of the library workforce.

In Bitterne Park we have seen how the friends group have improved community cohesion through the events they undertake

## Campaigning to save services

- Thousands have signed petitions opposing the Council's closure plans - These include leading environmentalist Chris Packham and author Ali Sparkes.
- Efforts have been made to attract funding from other sources. These include money to improve services for those hard of hearing. To date no response has been received from the CCG.
- Residents have organised a meeting to make the council aware of peoples' views.
- World Reading Day has been a catalyst for a number of events in the city. Further events and leaflets are planned in the run up to the council's budget day.

Ultimately hubs support individuals and communities to become more enterprising, literate, and in consequence, more prosperous.

At least 20% of the population have no digital technology at home, and far more fail to understand how to make the most of what they do have. The need to create digital literacy – and in an ideal world, digital fluency – is particularly helped by the professionalism and experience of the library workforce, who should be recognised for the significant role they play in modern society at present, and also be augmented by the recruitment and training of equally high calibre personnel for the future.

## Full submission 'C'

## PROMOTING LEARNING &amp; LITERACY

## CHALLENGES FOR THE SERVICE

- In 2000 the Library Association Record noted that "Research has shown that when a branch library is closed many children do not move to other libraries.
- Funding for local Government is at a premium; there are demands for adult social care and other services. The growth of the internet also means that people can cheaply rent out books, dvd and other products.
- "The public library system is one of the finest achievements we have alongside the BBC and the British Museum.

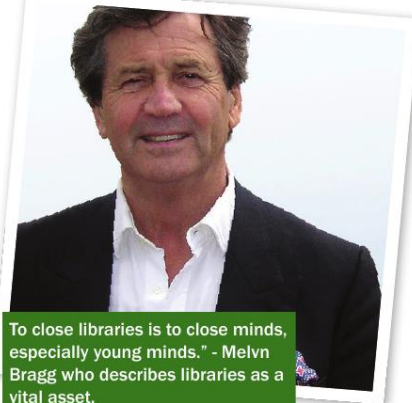
Libraries, post offices and even pubs have community value but to be successful they need to constantly change, offer new services & keep up to date with the people they serve.

## WHAT PEOPLE SAY ABOUT THE PROPOSALS



Kevin Lancashire, Chairman of the Friends of Cobbett Road Library Group

"We need the councillors on board to have the political will to keep this library open because at the moment we are being stonewalled. We need our voice to be heard."



To close libraries is to close minds, especially young minds." - Melvn Bragg who describes libraries as a vital asset.



Bitterne Park School alumnus, author and BBC TV wildlife expert Chris Packham signed the petition opposing cuts to Cobbett Road Library's opening hours, describing the idea as "short-termist lunacy" - and suggested library resources should instead be strengthened and hours extended.

Need to be there to encourage children to have books before they start school

Pauline Barry, Thornhill Library

Full submission 'C'

PROMOTING LEARNING & LITERACY

"We have been working hard to come up with some ideas that could bring some money to Cobbett Road with the idea that hopefully we can keep the library as part of the library service with the staff too, but costing the council less. We think this is reasonable especially as Cobbett is already so low cost for what it provides. We are disappointed that the council still seems to be seeing it as a closure or volunteers taking over with no other options. We are concerned that any costs for Cobbett and the four other libraries will simply be written out of the budget, with no thought of meeting communities half way."

"Libraries are even more important during times of austerity, this is where children and families and older people come together and where information and community is available to everyone."

Rachel Hickman, Friends of Cobbett Road Library



"I wouldn't be an author without Cobbett Road Library."

Ali Sparkes, Author



The Council is failing to live up to its commitments to protect public services.



It's a disgrace

Thornhill Resident

"The closure of Thornhill Library would be a great loss to our community particularly in engendering a love of books and reading in pre school children, in supporting valuable work of all our primary schools and enriching the lives of the adults in lifelong learning.

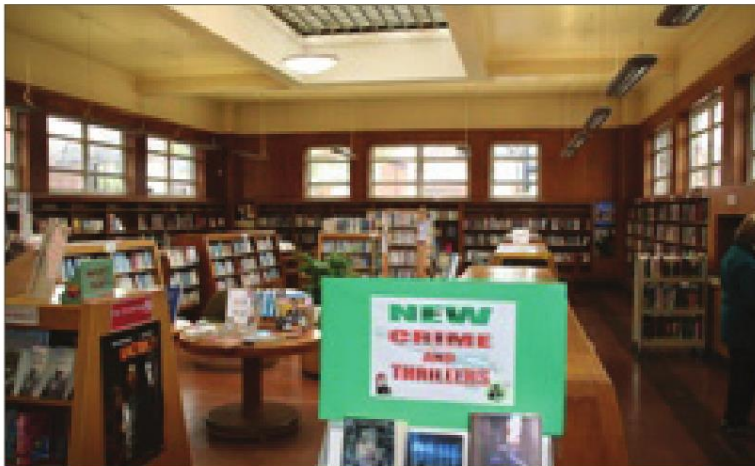
Keeping this facility in the heart of our community will be essential to the day to day usage and to promote the forming of positive habits towards literature. Possibly most importantly of all is to maintain open access to computers and Internet in support of the many residents who do not have them at home and who are increasingly required (not least by the local authority) to use these to access services."

Reverend Duncan Jennings

## Full submission 'C'

## PROMOTING LEARNING &amp; LITERACY

# STOP THE SLOW DECLINE OF OUR LIBRARY SERVICE



Southampton Libraries are under threat

A DCMS study April 2012 to March 2013 was reported by Rob Merrick as saying that Southampton has fewer libraries - 12 - than its peers - and spends less on its libraries than other authorities.

Public libraries are at a pivotal point. They are much loved and expected to continue offering the same services as they have for many years, but they are also expected to respond to big changes in how people live their lives.

There are a myriad of measures that the



Sam Gould campaigning to save Burgess Road

council could implement that would offer efficiencies within the library service that wouldn't damage frontline services.

1. Leadership – The budget could be used as a vehicle for bringing in new direction and leadership within the service.
2. Sharing services with other local authorities – Up and down the country councils are struggling with budgets. There is no reason why management cannot be pulled between local authorities or even Southampton University as a method of identifying savings in the longer term.
3. Introducing new technologies in neighbourhood libraries – New technology is becoming increasingly important in the delivery of services. No longer is it necessary that librarians are behind desks but can be out helping clients.
4. Joint Working – Libraries are increasingly becoming hubs and it seems sensible that joint teams, for example a housing team in Thornhill could be located within the existing

## Full submission 'C'

## PROMOTING LEARNING &amp; LITERACY

building. The Arts Council says:

“Space shared with community based services (such as council, health, business support, and learning organisations) will be better for local people, and will bring benefits such as skills exchanges, reaching more people and cutting costs.”

#### Professional librarians

There needs to be universal recognition for the wide range of services that Librarians provide to the public .

Libraries should continued staffing by knowledgeable, helpful, qualified and cheerful librarians. Increasingly staff need to be technical experts. Increasing flexibility and training is important to ensure staff are fully equipped to deal with the emerging changes to the library.

#### Role of volunteers

We need to create a positive environment for communities and individuals to become actively involved in the design and delivery of their library services.

Support should be channelled into providing “additional” assistance only. This includes opening up libraries after hours, providing coffee facilities, running events etc.

#### Specialist Services

Vulnerable city residents very often cannot access services in the same ways as local people. Neighbourhood libraries could provide real potential for service improvements for those hard to reach groups.

Solent MIND could provide services to improve mental health in Thornhill.

Libraries could become hard of hearing hubs with the proper resources.

#### Neighbourhood Services

Libraries can play a greater role in helping the city council meet its objectives. Neighbourhood libraries give parents a safe local environment to take their children to during the day. Their success in part is driven by the fact that residents can very often walk to the library from their home. Very often the people don't take out books they read to their

children there.

In today's world very often people don't know their neighbour; libraries have the potential to become hubs of local activities and events.

Southampton University prove it is possible to deliver improvements in local libraries that are popular with residents.

Over the past month I have visited a number of libraries and have spoken to southampton residents about the changes they would like to see in their library. The top answers were the following:

- Extend library opening hours
- Abandon closures
- Keep professional librarians.
- Improve services for children
- Improve technology and wifi access

People recognise that libraries do need to modernise and reflect the needs of the residents they serve.

- Libraries should be targetted at children and families. By focusing on these groups literacy should be improved.



Cllr Les Harris with local campaigners

#### Three essential components of the library of the future

- a safe, creative community space that is enjoyable and easy to use, in both physical and virtual form
- an excellent range of quality books, digital resources and other content
- well-trained, friendly people to help users to find what they want either independently or with support

## Full submission 'C'

## PROMOTING LEARNING &amp; LITERACY

## OUR ACTION PLAN FOR IMPROVING LOCAL LIBRARIES

### BUDGET MEETING

- Commitments should be given to maintain library provision in our neighbourhood libraries from existing budgets. This would provide stability for the staff and users who want to ensure that Southampton Libraries have a future.
- Burgess Road & Thornhill Libraries should receive additional support to establish and create a Friends Group. This would give residents the opportunity to provide additional support.
- Capital money should be allocated for measures that increase the efficiency of the service. New technologies should be introduced to improve services and cut costs.
- Southampton City Council should allocate match funding for the delivery of specialist equipment for hard to reach groups.
- Council should explore funding opportunities for library improvements. The National Lottery offer potential to deliver real improvements to local services.
- Council should explore the feasibility of redeveloping Bitterne Library. Could a solution be found that increases housing provision and improves library provision.

## WHAT CAN YOU DO TO IMPROVE LOCAL SERVICES?

- Public Meeting
- Raise money
- Consultation results
- Attend the March session of council.
- Speak at the Cabinet Meeting.

<http://www.walesonline.co.uk/news/wales-news/cardiffs-threatened-libraries-saved-city-8617864>

<http://www.cilips.org.uk/news/2015/2/6/west-dunbartonshire-council-withdraws-library-closure-propos.html>



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## 5. Children and Young People's Consultation

- 5.1 This chapter concerns the findings from the surveys designated for primary and secondary school aged children and the written submissions received by children and young people.
- 5.2 Together these elements provided an opportunity for children and young people to voice their opinions as part of the consultation process, an important and appropriate step considering that they are likely to be affected by the proposed transformation of the Library Services.

### Primary and secondary school surveys

#### Overview

- 5.3 The surveys designated for primary and secondary school aged children were designed and made available by the council, independently to ORS, in order to allow children and young people to engage with the consultation. These included select key questions from the main questionnaire but adapted to be age-appropriate in terms of the language-used and the complexity of information presented. Data was passed over from the council to ORS for analysis purposes.
  - 5.4 Both surveys included questions on the following topics:
    - » The frequency of using libraries
    - » Which libraries are visited by children
    - » What activities and services are children engaging with
    - » Using the Southampton libraries' website
    - » What will children do if their local library was to close-down
    - » Any other comments that children would like to provide
  - 5.5 Additionally, the secondary school survey provided more contextual background to the consultation process and asked respondents whether they agree that libraries need to change as well as their agreement levels with the council's preferred option for the Library Services.
  - 5.6 Primary and secondary school aged children were made aware of the surveys in their schools (Head teachers were emailed to encourage their pupils to participate) and in libraries. Children had the opportunity to complete the surveys online or through paper forms.
  - 5.7 Primary and secondary school surveys were made available for completion throughout a period of four weeks. Responses for both the paper and online versions were collated by the council and handed-over to ORS for analysis and reporting.
  - 5.8 In addition to responses from primary and secondary school aged children which identified their school by name, responses have been recorded from home-educated children, children younger
-

than school age and attendees of the Own2Feet program (enabled through a visit by council representatives to their site).

- 5.9 Similarly to the main questionnaire, primary and secondary school surveys were also open in nature and their results are therefore not representative of any particular population; however within the context of the consultation they provide an appropriate and important opportunity for children to provide their opinions.
- 5.10 The figure below provides a breakdown of results by Key Stages.

**Figure 99: Breakdown of response to the surveys for primary and secondary school aged children by Key Stages**

Key Stage	All Responses	
	(count)	% Valid
Early Years Foundation Stage	114	13
Key Stage 1	130	15
Key Stage 2	454	53
Key Stage 3	102	12
Key Stage 4 & Post-16 Education	62	7
<b>Total valid responses</b>	<b>976</b>	<b>100%</b>
<i>Not Known</i>	114	-

- 5.11 An additional analysis revealed the geographical location of the schools that respondents attend (for respondents who named their school).
- 5.12 Respondents to the primary school survey noted 602 schools in total, out of which 520 (86%) are within Southampton and 82 (14%) are outside Southampton. Respondents to the secondary school survey noted 153 schools in total, out of which 118 (77%) are within Southampton and 35 (23%) are outside Southampton.
- 5.13 Results for the primary and secondary school surveys are presented in a largely graphical format. The pie and bar charts (and other graphics) show the proportions (percentages) of respondents making relevant responses. The bolder shades are used to highlight responses at the 'extremes', for example 'very satisfied' or 'very dissatisfied'.
- 5.14 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers. Throughout the volume an asterisk (\*) denotes any value less than half of one per cent. In some cases figures of 2% or below have been excluded from graphs. Base sizes are reported for each question based on the number of valid responses recorded for each.
- 5.15 All open-ended responses have been read and classified using a standardised code frame. Results for open-ended questions are outlined in a manner which reconciles the ideal inclusion of as many valid answers as possible with the practical need to succinctly present the main themes as a priority.
- 5.16 Some results include an analysis by respondents' nearest library (from the list of Southampton libraries used in the consultation questionnaire) to their school or by Southampton ward. This analysis is based on the identified school's position within Southampton and in relation to Southampton libraries (excluding the Mobile library), and excludes those who are not attending a school within Southampton.

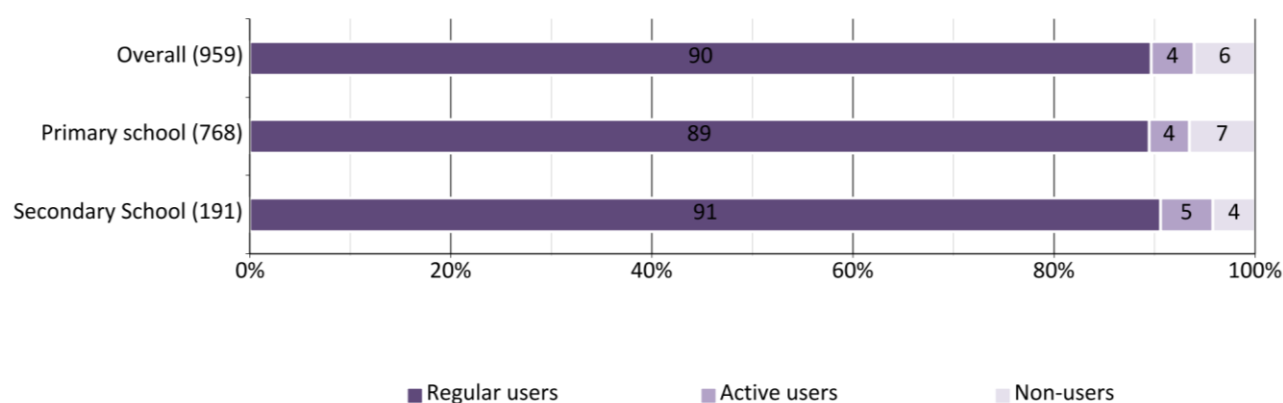
- 5.17 In the process of analysing responses that were submitted through the questionnaires it became apparent that some respondents to the primary school survey noted their school name as a school which was in fact a secondary school, while the opposite was true for some respondents who completed the secondary school survey.
- 5.18 As the majority of the questions were identical in both versions, and with the intention of making the analysis of the results more easily interpretable and coherent, ORS has applied the correct results to the respective versions of the survey where it was able to determine with confidence that an error has been made by respondents.
- 5.19 Hence, where applicable, results are reported as reflecting the views of primary school aged children or secondary school aged children. Additionally, unless otherwise specified, results for both surveys are reported together ('respondents overall').

## Detailed findings

### Frequency of visiting a library

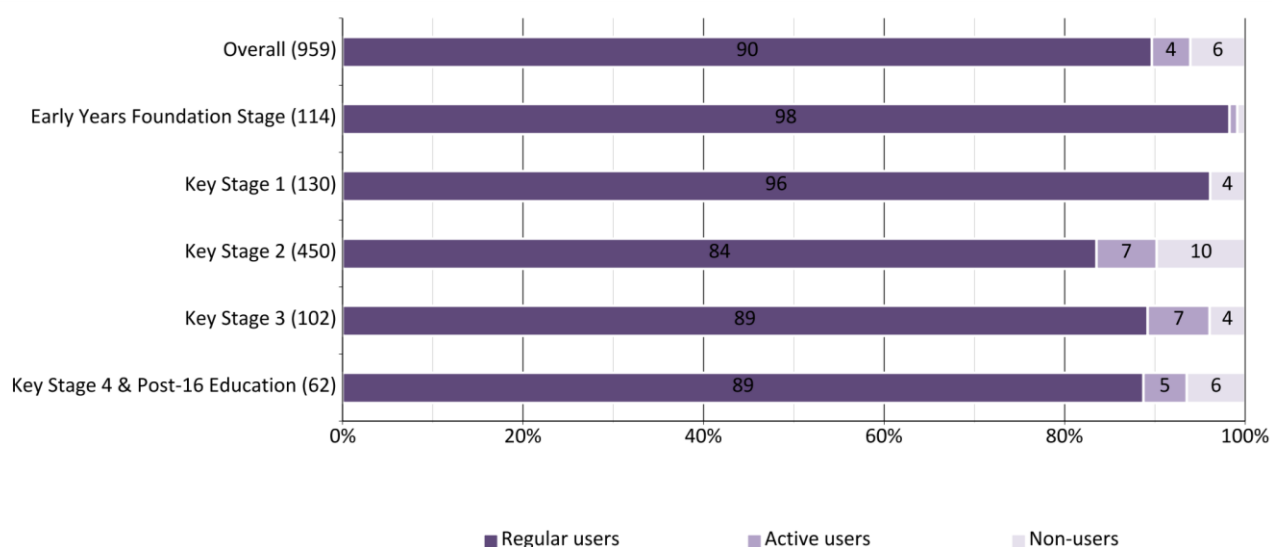
*How often do you go to a library?*

Figure 100: Frequency of visiting a library (children questionnaires)



*Base: All respondents (noted in brackets)*

- 5.20 It can be seen that 860 respondents (90% of respondents overall) visited a Southampton library six times or more in the last twelve months ('Regular users'), while 41 respondents (4% of respondents overall) visited libraries at least once in the last twelve months ('Active users'). Additionally, 58 respondents (6% of respondents overall) indicated that they have not visited a Southampton library at all in the last twelve months ('Non-users').
- 5.21 Results for this question appear very similar regardless of whether respondents attend a primary or a secondary school.

**Figure 101: Frequency of visiting a library by key stages (children surveys)**

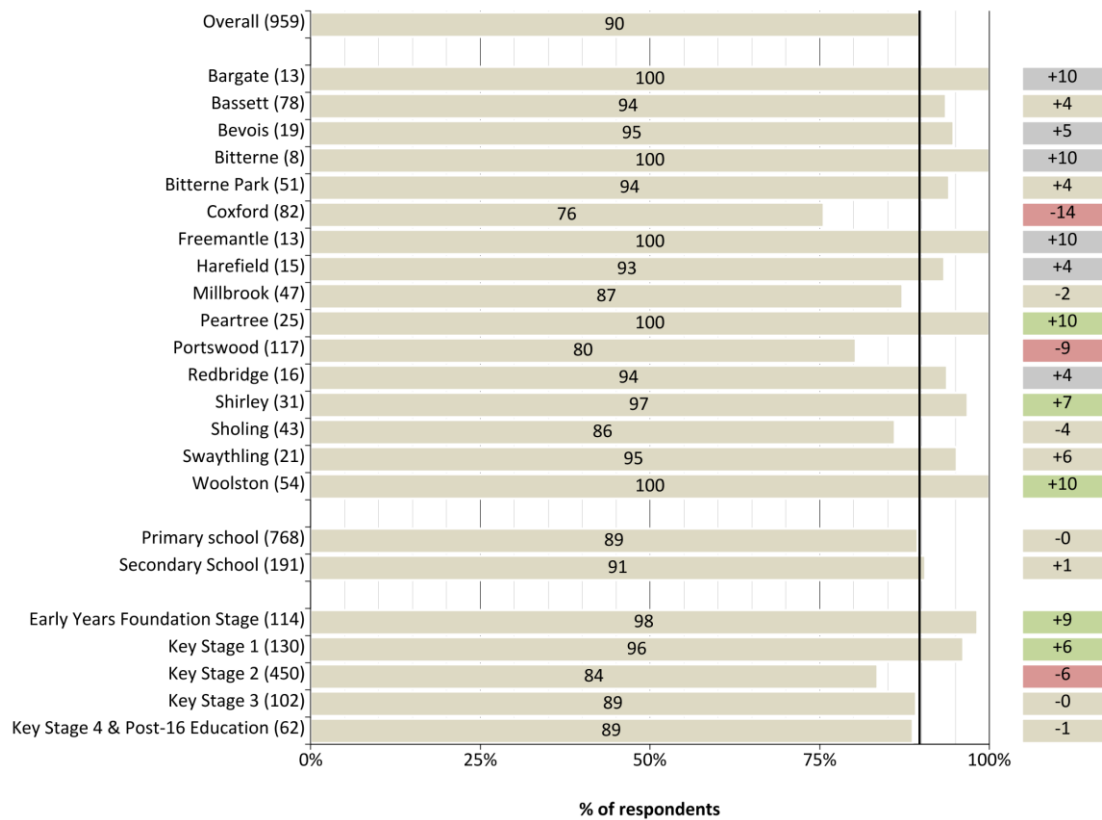
*Base: All respondents (noted in brackets)*

- 5.22 It can be further seen that respondents in the Early Years Foundation Stage and Key Stage 1 have a bigger proportion of Regular users (98% and 96% respectively) compared to overall.
- 5.23 Conversely, respondents in Key Stage 2 have a smaller proportion of Regular users (84%) compared to overall.
- 5.24 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figure (overleaf).
- 5.25 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>14</sup>.

<sup>14</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

## Regular users

Figure 102: Differences in frequency of children using the libraries by key demographics (Regular users)



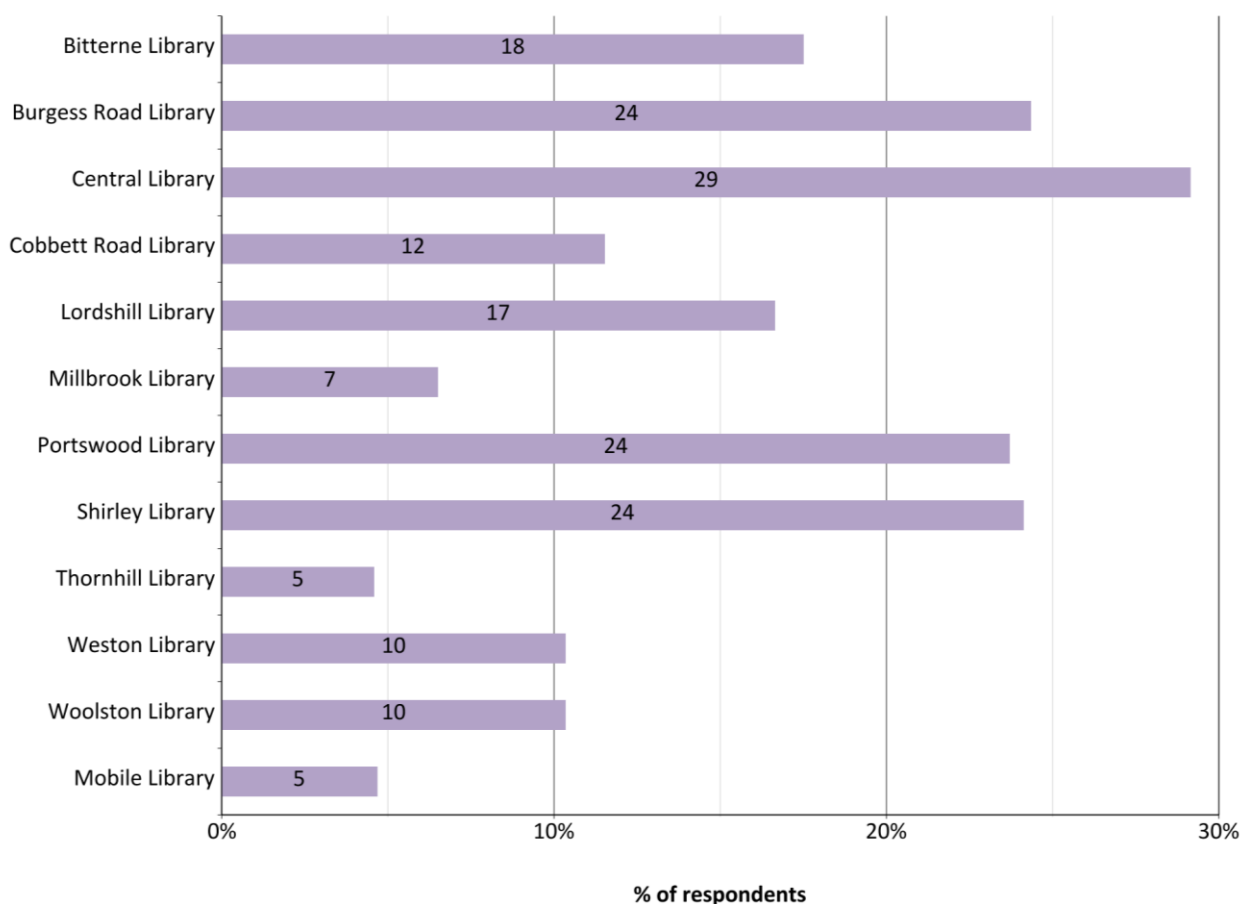
Base: All respondents (noted in brackets)

- 5.27 Respondents whose school is located in **Peartree**, **Shirley** or **Woolston**, or those in the **Early Years Foundation Stage** or **Key Stage 1** are more likely to have used libraries six times or more in the last year.
- 5.28 Due to small base sizes for Active users (n=41) and Non-users (n=56), a similar analysis for these categories was not included. However, from the figure above it can be noted that respondents whose school is located in **Coxford** or **Portswood**, or those in **Key Stage 2** are less likely to be Regular users.

## Libraries visited

*Which libraries do you go to?*

**Figure 103: Libraries visited (school surveys)**



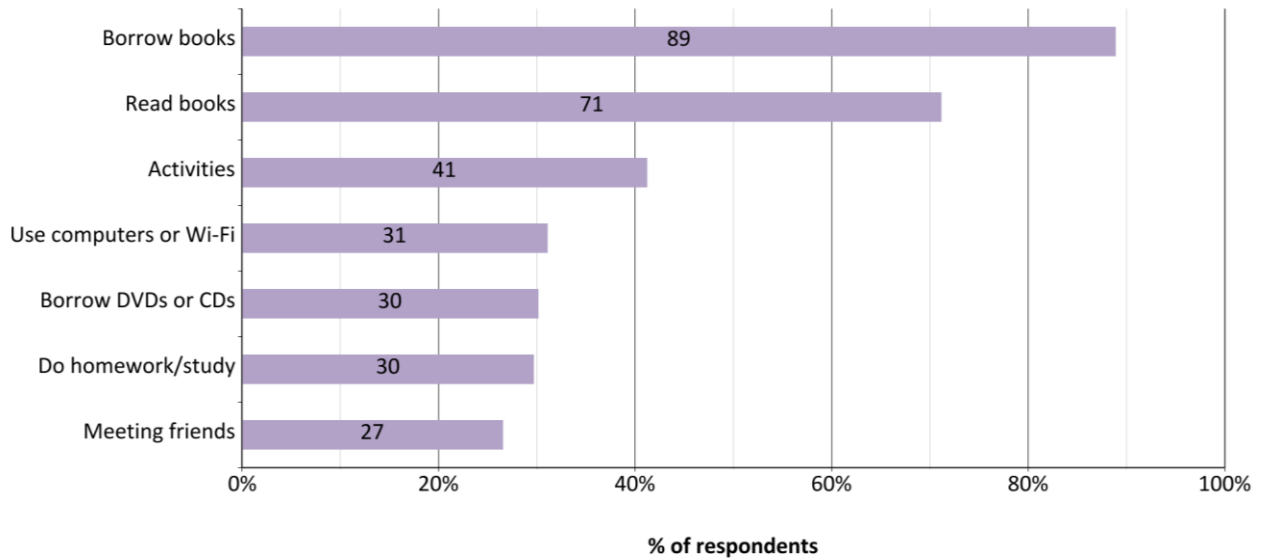
*Base: All respondents (976)*

- 5.29 29% of respondents overall use Central library, while 24% use Burgess Road, Shirley and Portswood each.
- 5.30 Bitterne library is used by 18% of respondents overall, while Lordshill is used by 17% of respondents.
- 5.31 The remaining libraries are each used by less than 15% of respondents overall.
- 5.32 The reader is advised that this question allowed multiple answers (i.e. respondents could indicate that they are using more than one library), hence the percentages will not add up to 100.
- 5.33 A further analysis revealed significant differences in results for this question by the type of survey completed (either primary or secondary school survey).
- 5.34 Secondary school respondents who answered this question are more likely to have used Bitterne, Burgess Road, Central, Portswood, Thornhill or Woolston libraries compared to primary school Respondents.

## Library services used

*What do you do at the library?*

**Figure 104: Library services used (school surveys)**



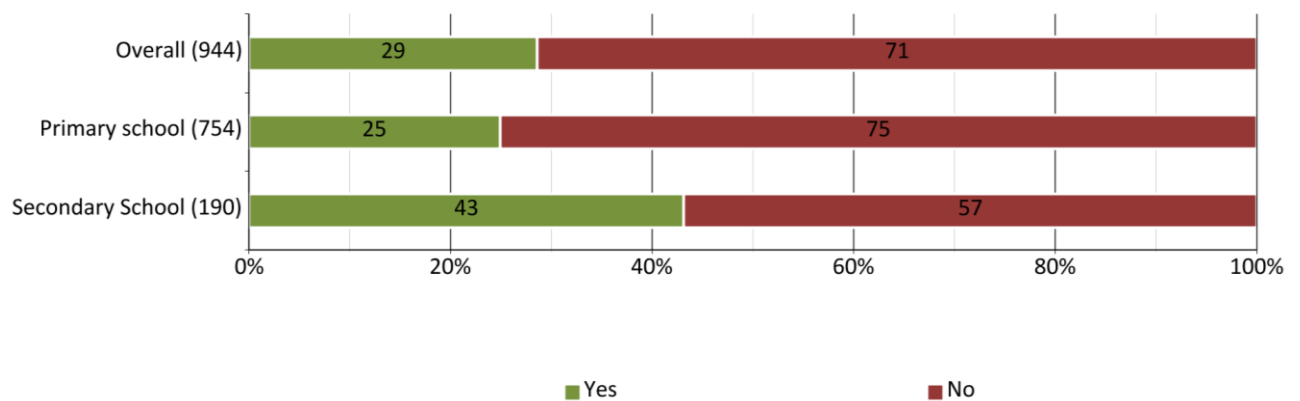
*Base: All respondents (948)*

- 5.35 89% of respondents overall use libraries to borrow books, while 71% use them to read books.
- 5.36 41% of respondents overall use libraries for activities, 31% use libraries' computers or Wi-Fi, and 30% borrow DVDs or CDs, or do homework at libraries.
- 5.37 27% of respondents overall use libraries to meet friends.
- 5.38 Other activities (including arts/crafts, toy libraries, story/rhyme time etc.) were each noted as used by 5% or less of respondents.

## Using the Southampton libraries' website

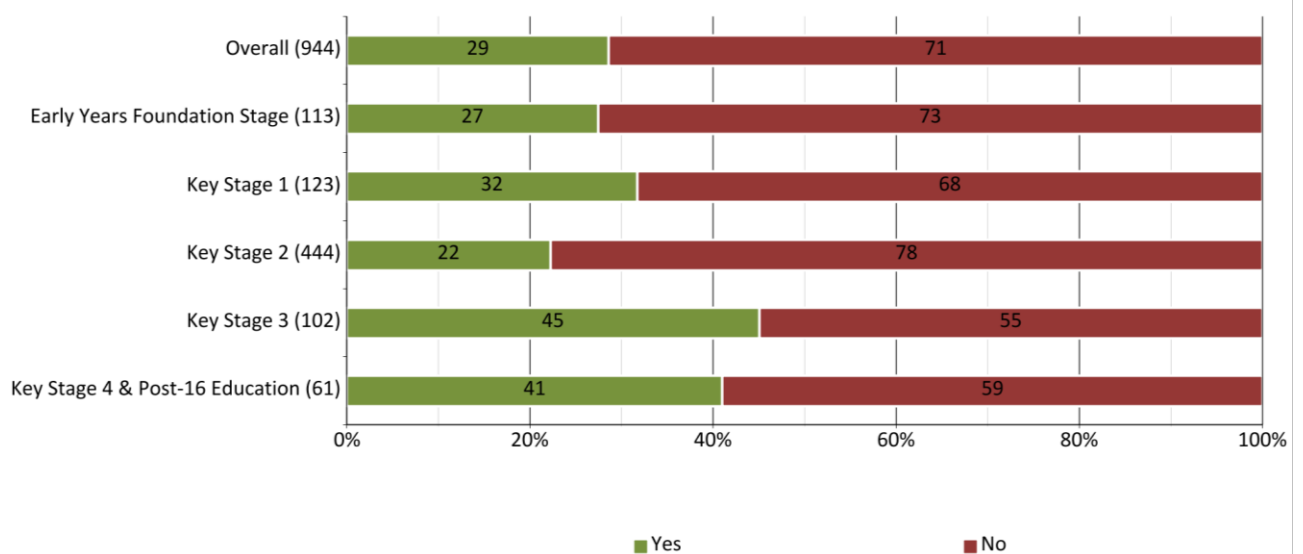
*Do you use the Southampton libraries' website? This is where you can reserve or renew books and download ebooks*

*If you answered yes, what do you use it for?*

**Figure 105: Using the Southampton libraries' website (school surveys)**

*Base: All respondents (944)*

5.39 29% of respondents overall use the Southampton libraries' website, while usage levels are lower than overall (25%) for primary school respondents and higher than overall (43%) for secondary school respondents.

**Figure 106: Frequency of using the Southampton libraries' website by key stages (children surveys)**

*Base: All respondents (noted in brackets)*

5.40 It can be further seen that a higher proportion of respondents in Key Stage 3 (45%) or Key Stage 4 & Post-16 Education (41%) use the Southampton libraries' website compared to overall (29%).

5.41 Conversely, a smaller proportion of respondents in Key Stage 2 (22%) use the website compared to overall (29%).

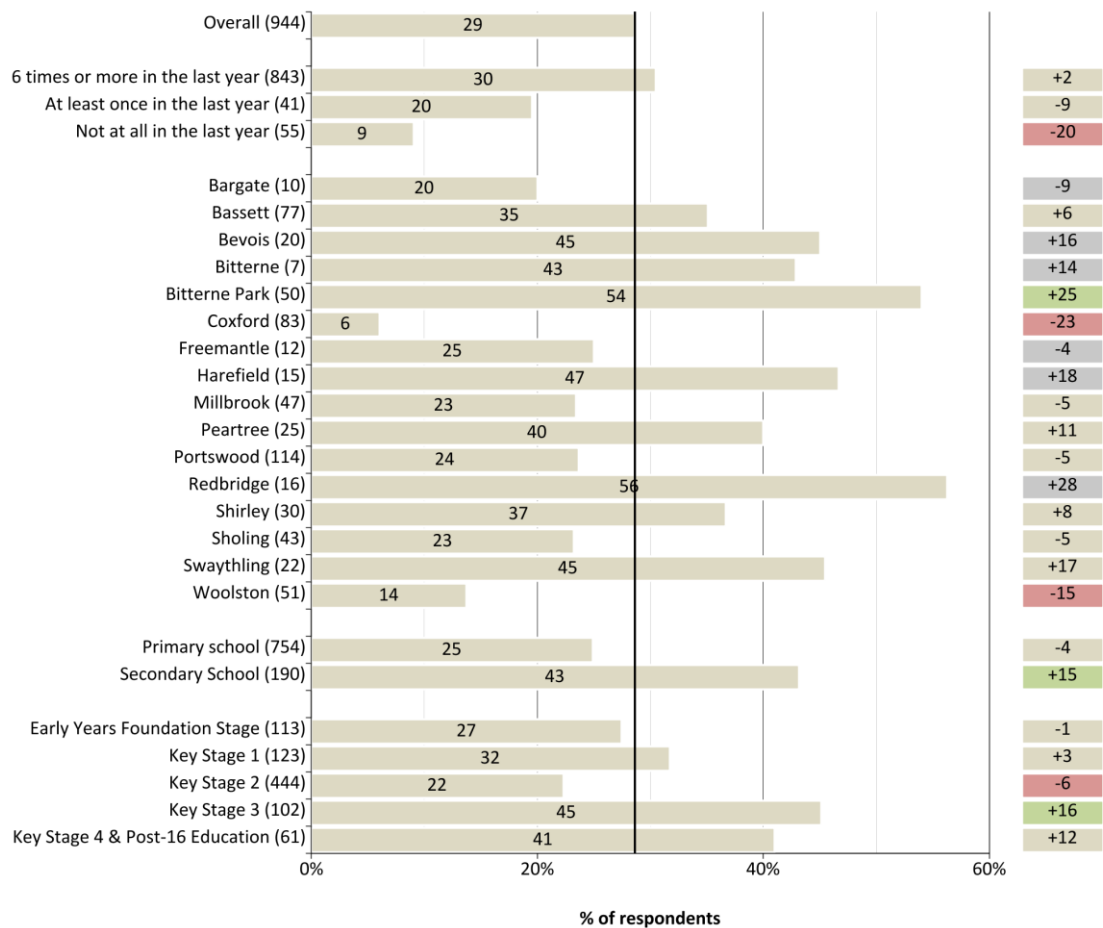
5.42 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).



5.43 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>15</sup>.

#### Users of the Southampton libraries' website

Figure 107: Differences in frequency of children using the Southampton libraries' website by key demographics (users)



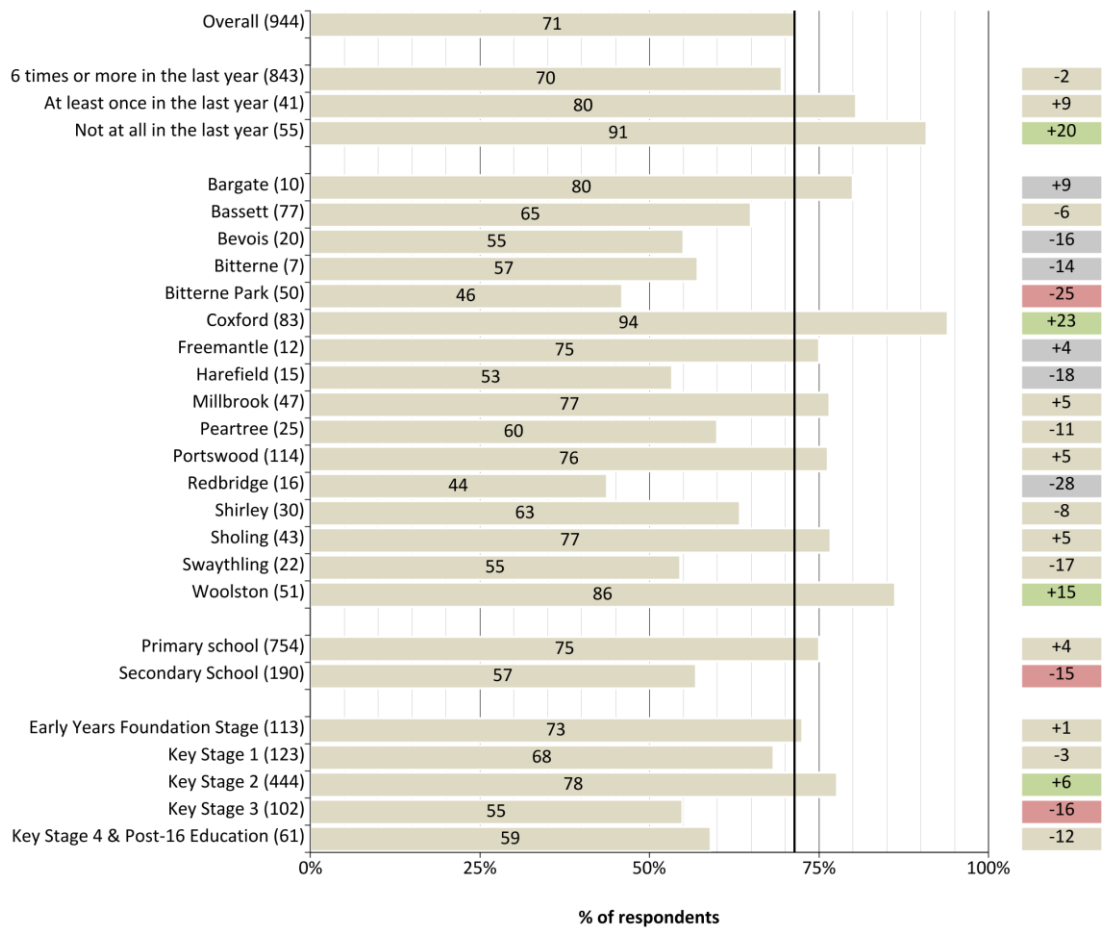
Base: All respondents (noted in brackets)

5.44 Respondents whose school is located in **Bitterne Park**, those in **secondary school** or those in **Key Stage 3** are more likely to have used the Southampton libraries' website.

<sup>15</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

Non-users of the Southampton libraries' website

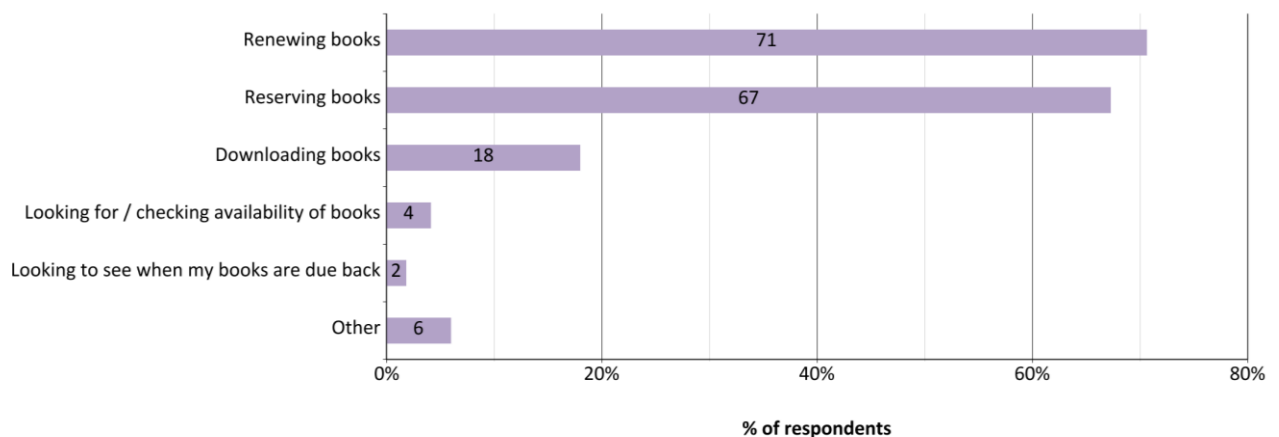
Figure 108: Differences in frequency of children using the Southampton libraries' website by key demographics (Non-users)



Base: All respondents (noted in brackets)

5.45 Respondents who are **Non-users** of the Library Services, whose school is located in **Coxford** or **Woolston** or those in **Key Stage 2** are more likely to not have used the Southampton libraries' website.

Figure 109: What the Southampton libraries' website is used for (school surveys)



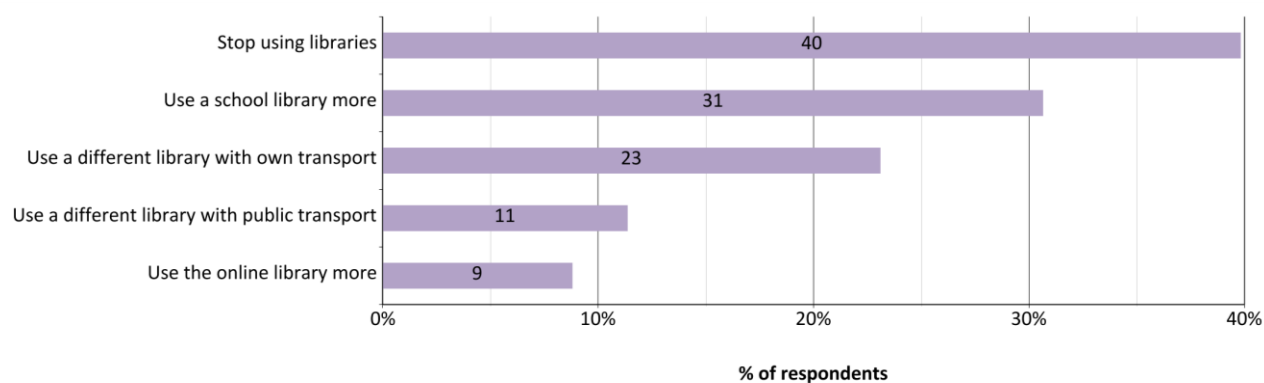
Base: All respondents who use the website (266)

- 5.46 Of the respondents who use the Southampton libraries' website, 71% use it to renew books while 67% use it to reserve books. 18% use it to download books.
- 5.47 4% of these respondents use it to look for, or check the availability of books, while 2% use it to see when their books are due back.
- 5.48 6% of these respondents use it for other purposes, including checking library opening hours, finding further information, playing games or reserving DVDs.

## Alternative options if the library being used was to close down

*If we closed the library that you use, what would you do instead?*

**Figure 110: Alternative options if the library being used was to close down (school surveys)**



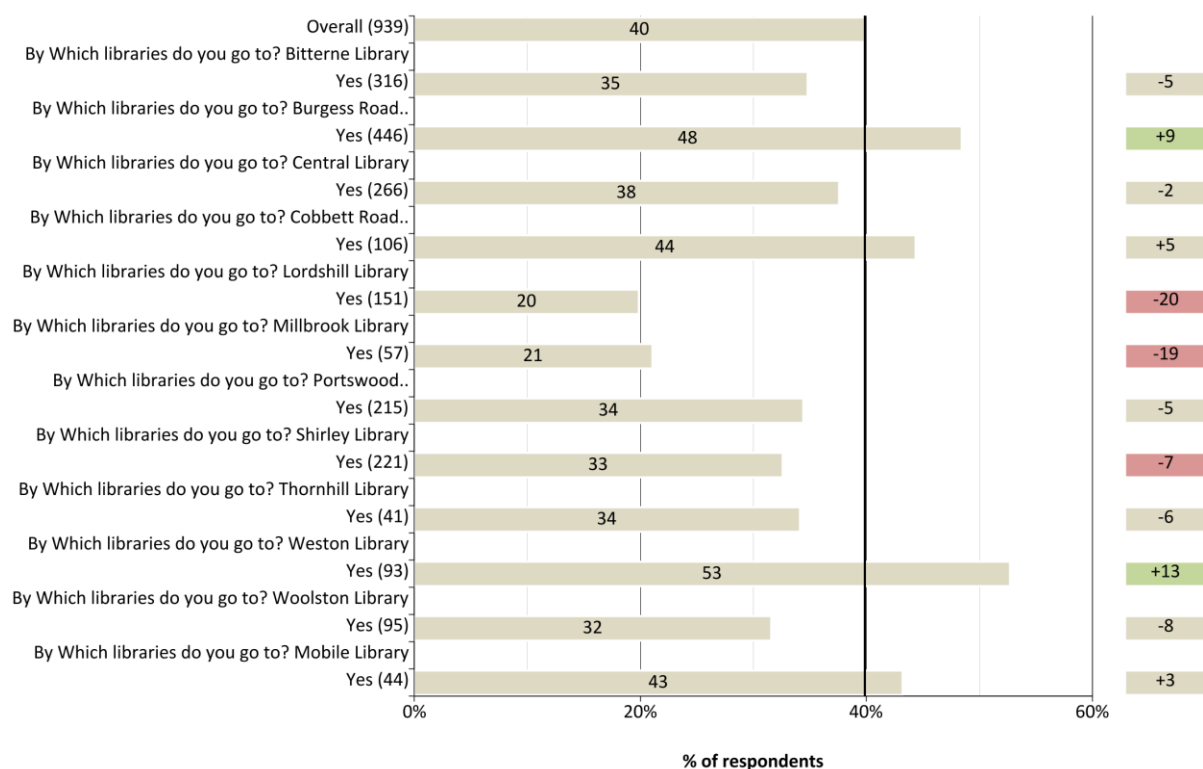
*Base: All respondents (939)*

- 5.49 40% (n=374) of respondents to this question said that they would stop using libraries if the council was to close-down the library that they use. However the majority of these respondents also indicated that that they use at least one library not affected by the proposal; hence they may still be able to use a different library although that can't be assumed with confidence.
- 5.50 31% said they would use their school library more.
- 5.51 23% of respondents overall said that they would use a different library through the use of their own transport, while 11% said they would do so through the use of public transport.
- 5.52 9% of respondents overall said that they would use the online library more.
- 5.53 3% or less of respondents overall noted other actions that they would take if the council was to close-down the library that they use.
- 5.54 A further analysis revealed differences in results for respondents that said they would stop using libraries if the council was to close-down the library that they use. These are outlined in the following figure (overleaf).
- 5.55 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results

are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>16</sup>.

#### Respondents that said that they would stop using libraries

**Figure 111: Differences in results for children that said that they would have to stop using libraries (by libraries used)**



*Base: All respondents (noted in brackets)*

5.56 Respondents who use **Burgess Road** or **Weston** libraries are more likely to have said that they would stop using libraries if the council was to close-down the library that they use. For indication, of the 446 users of Burgess Road library who answered this question 214 said that they would have to stop using libraries, while of the 93 users of Weston library who answered this question 49 said that they would have to stop using libraries.

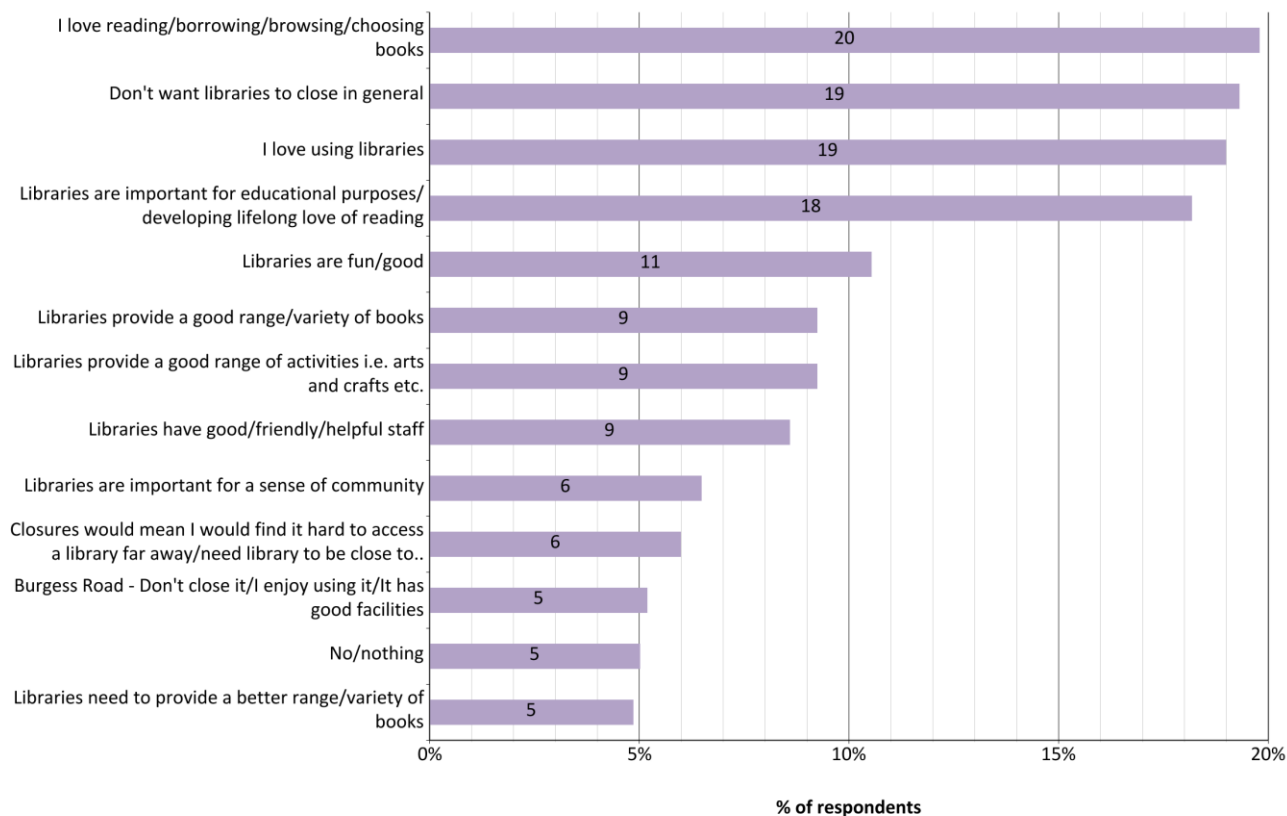
5.57 The reader is advised that many respondents indicated that they attend more than one library; hence the potential closure of one library that they use may not necessarily affect their usage of other libraries.

<sup>16</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

## Other comments

*Is there anything else you would like to say to us about libraries?*

**Figure 112: Other comments about libraries (secondary school surveys)**



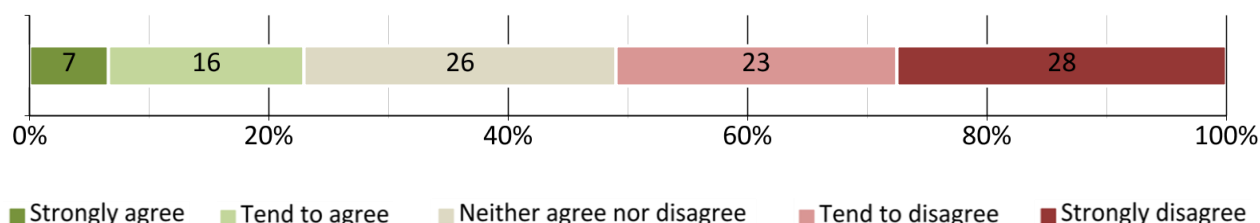
*Base: All respondents (616)*

- 5.58 The most common answers provided for this question suggest that respondents love reading and using library services, don't want libraries to close-down and see libraries as important for their education.
- 5.59 Libraries are also seen as having or providing a good range of books and activities, while library staff members are seen as friendly and helpful. libraries are also seen as important for a sense of community.
- 5.60 Other comments suggest that closing down libraries would mean that respondents won't easily be able to access library services elsewhere, while some respondents also specifically note Burgess Road library as important to them while suggesting it should be kept open.
- 5.61 Other comments have been noted by less than 5% of respondents, including that libraries need to provide a better range/variety of books.
- 5.62 In addition to the questions whose results are outlined above, secondary school respondents were asked two additional questions that primary school respondents were not asked.

## Agreement that libraries need to change (secondary school survey)

*Do you agree that libraries need to change?*

Figure 113: Agreement that libraries need to change (secondary school surveys)



*Base: All respondents to the secondary school survey (196)*

5.63 23% of respondents agree that libraries need to change. 7% of respondents strongly agree.

5.64 26% of respondents neither agree nor disagree.

5.65 51% of respondents disagree that that libraries need to change. 28% of respondents strongly disagree.

5.66 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).

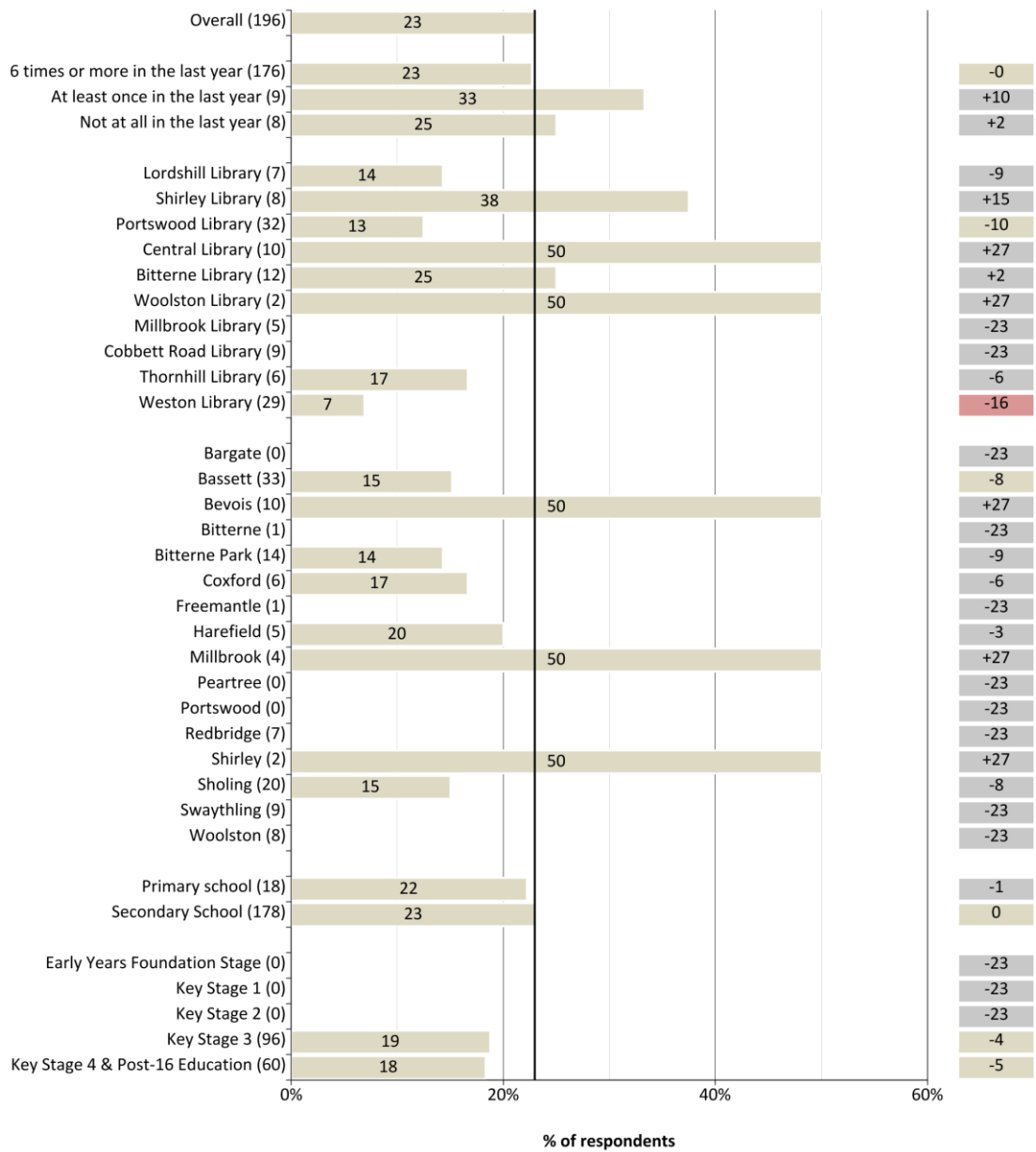
5.67 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>17</sup>.

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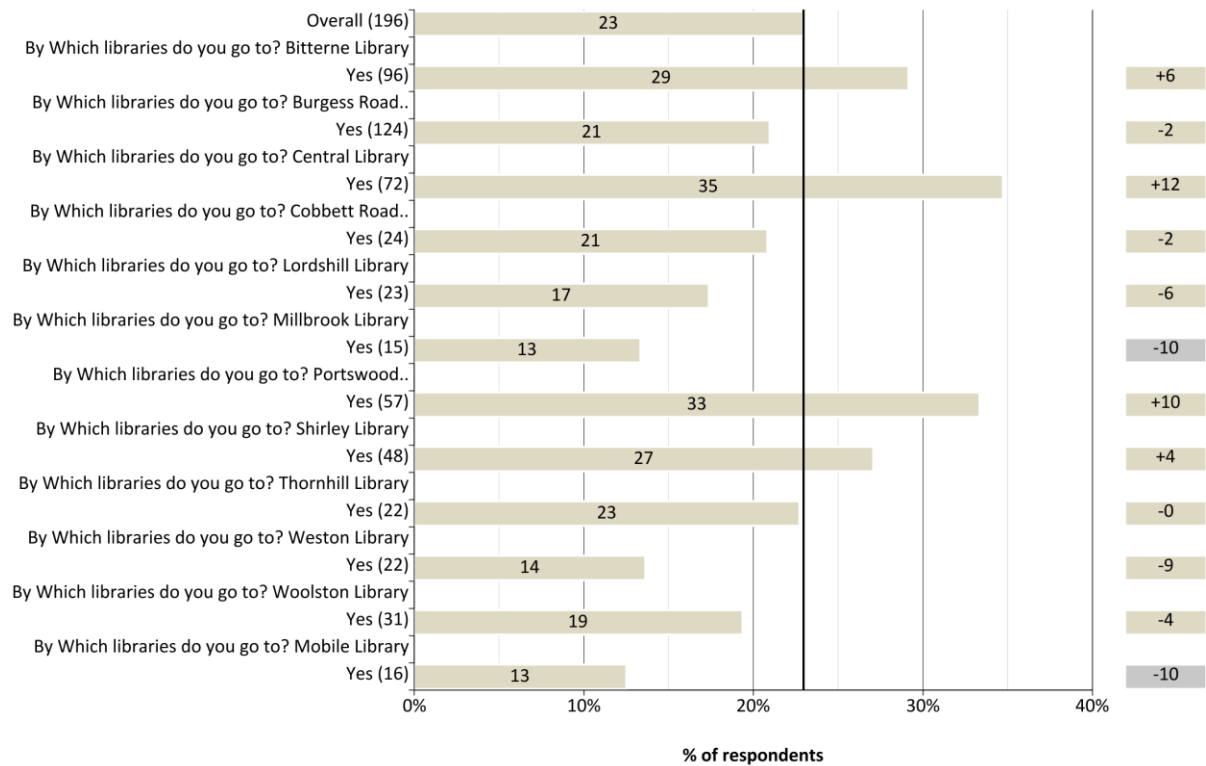
<sup>17</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes a an illustrated example.

Respondents who agree

Figure 114: Differences in children’s agreement that libraries need to change by key demographics



Base: All respondents (Respondents to the secondary school age children survey)

**Figure 115: Differences in children's agreement that libraries need to change by libraries used**

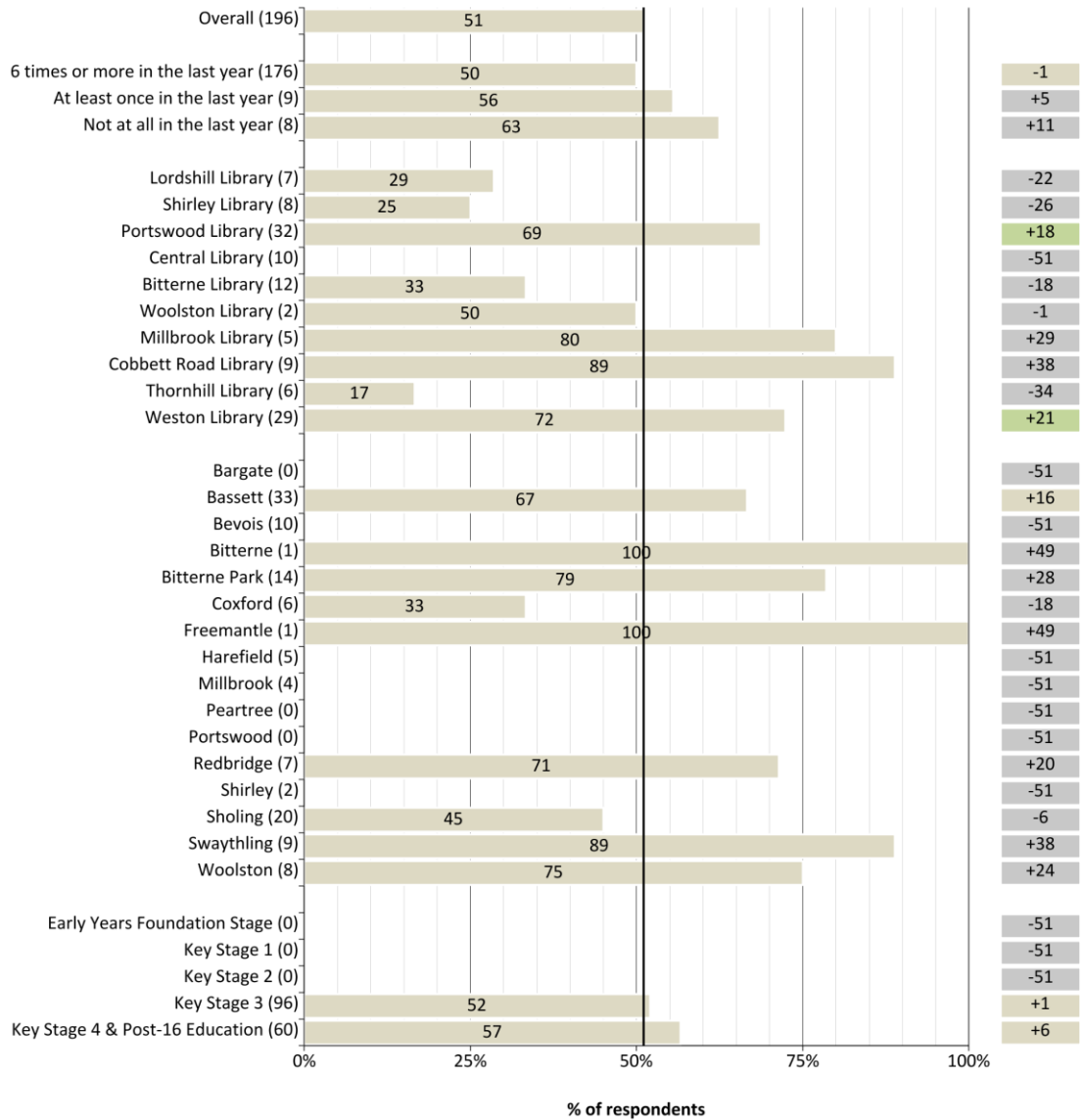
*Base: All respondents (Respondents to the secondary school age children survey)*

5.68 No sub-groups of respondents to this question appear to be particularly more likely to agree that libraries need to change.



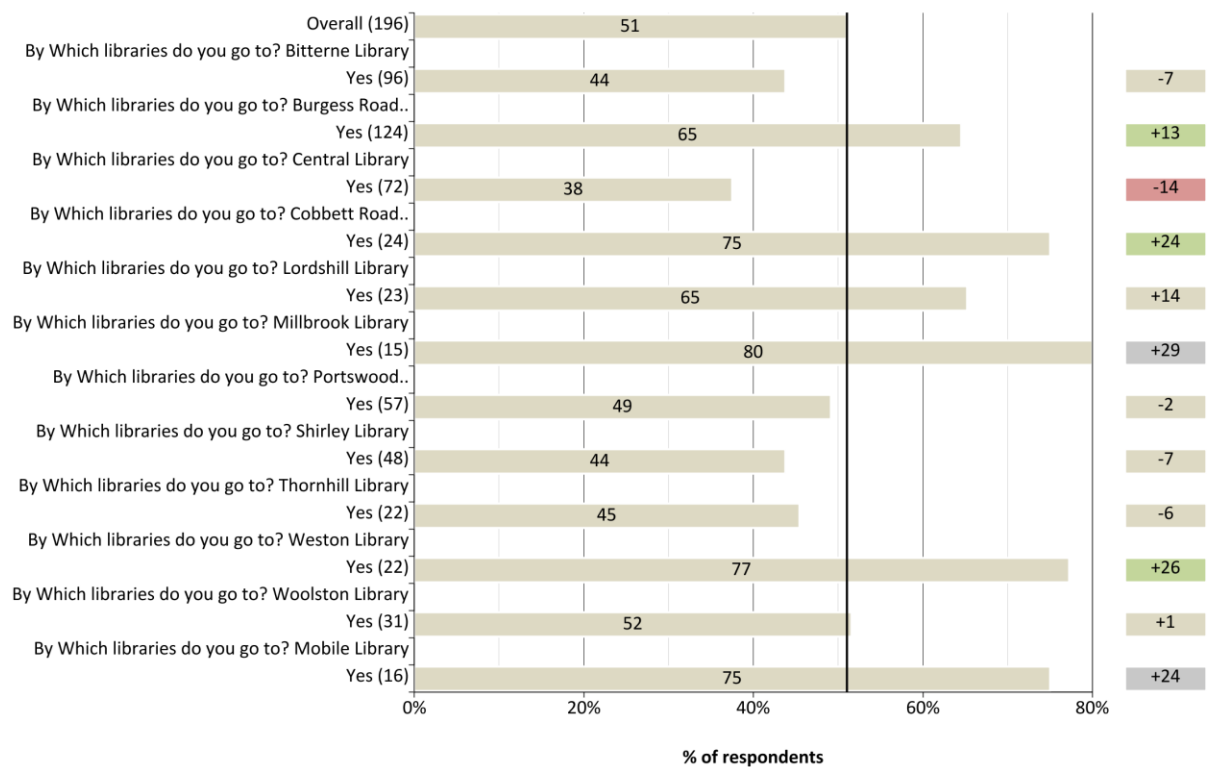
Respondents who disagree

Figure 116: Differences in children’s disagreement that libraries need to change by key demographics



Base: All respondents (Respondents to the secondary school age children survey)

Figure 117: Differences in children’s disagreement that libraries need to change by libraries used



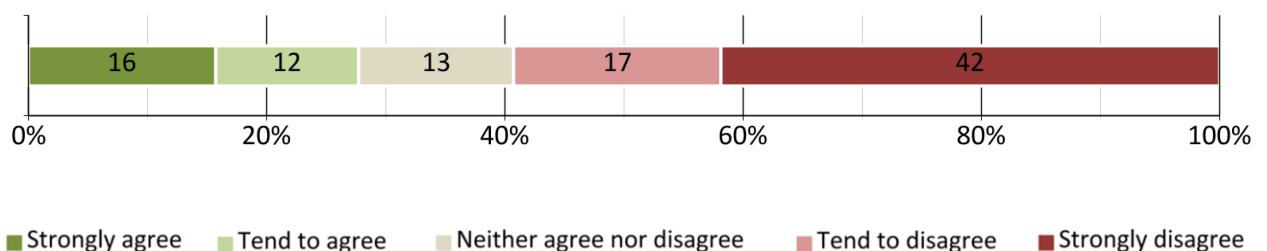
Base: All respondents (Respondents to the secondary school age children survey)

- 5.69 Respondents whose school is located nearest to **Portswood** or **Weston** libraries are more likely to disagree that libraries need to change.
- 5.70 In addition, respondents who use **Burgess Road**, **Cobbett Road** or **Weston** libraries are more likely to disagree that libraries need to change. For indication, of the 124 users of Burgess Road library who answered this question 81 disagree, of the 24 users of Cobbett Road library who answered this question 18 disagree, and of the 22 users of Weston library who answered this question 17 disagree.

### Agreement with the council’s preferred option (secondary school survey)

*Do you agree with our preferred option for libraries?*

Figure 118: Agreement with the council’s preferred option (secondary school surveys)



Base: All respondents to the secondary school survey (184)

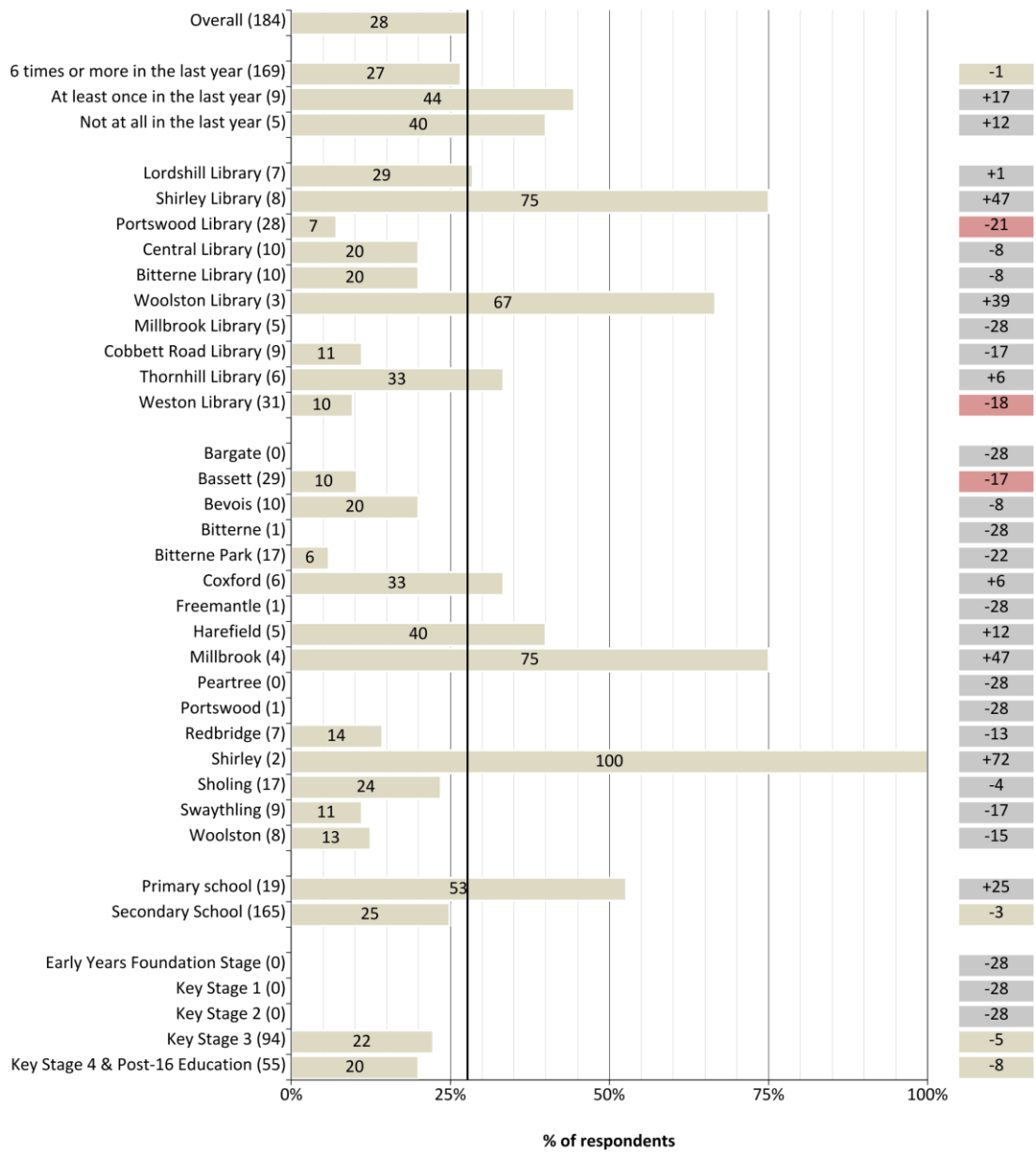
- 5.71 28% of respondents agree with the council's preferred option for libraries. 12% of respondents strongly agree.
- 5.72 17% of respondents neither agree nor disagree.
- 5.73 59% of respondents disagree with the council's preferred option for libraries. 42% of respondents strongly disagree.
- 5.74 A further analysis revealed significant differences in responses for this question by key demographic and other variables for those respondents that agree with the council's preferred option, and these are outlined overleaf.
- 5.75 A further analysis revealed differences in responses by key demographic and other variables which are outlined in the following figures (overleaf).
- 5.76 The charts associated with this analysis show where results are particularly higher (for certain sub-groups, in comparison to the overall score), and hence are highlighted in Green and where results are particularly lower (for certain sub-groups, in comparison to the overall score) and hence highlighted in Red. Commentary text is provided for those results which are particularly higher<sup>18</sup>.

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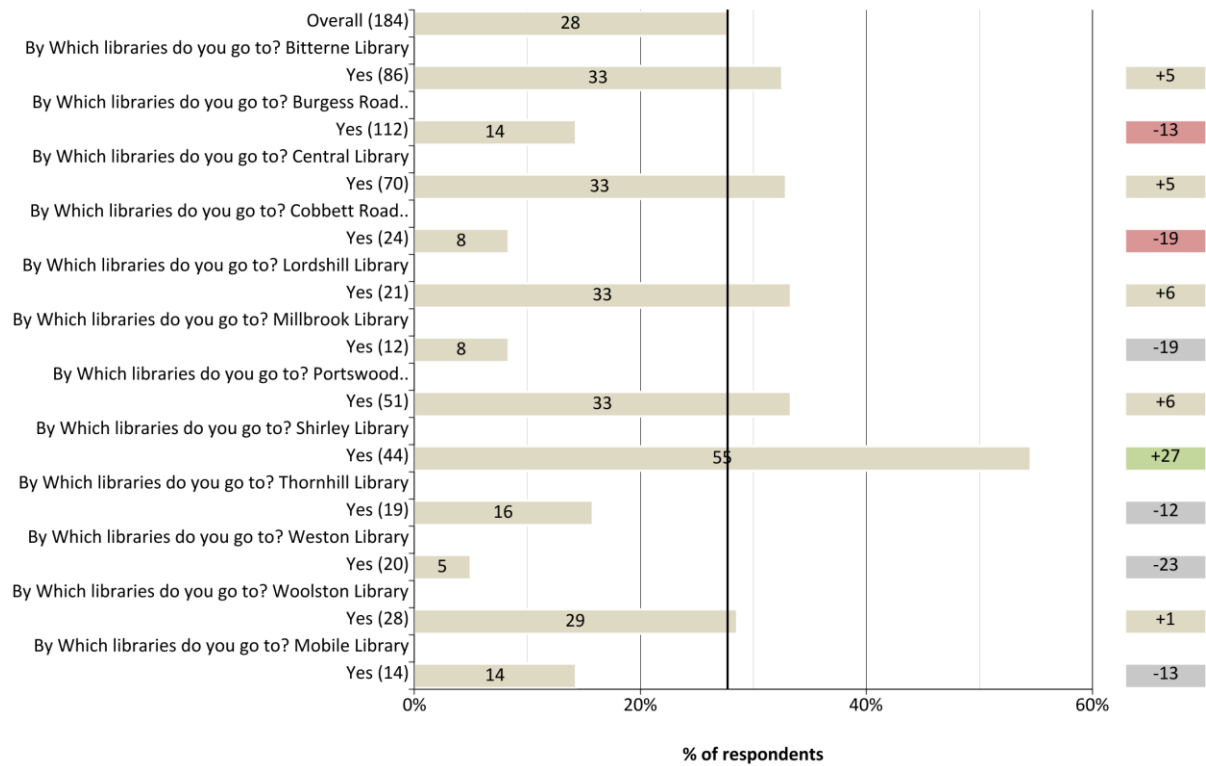
<sup>18</sup> Whether results are highlighted or not may depend on various factors including how different they are to the overall average and the base-size for each result (i.e. how many people who fall under each category answered the question); a more detailed explanation on how to interpret these charts can be found in Chapter 2 under the section titled 'Differences in results by sub-groups' which also includes an illustrated example.

Respondents who agree

Figure 119: Differences in children’s agreement with the council’s preferred option by key demographics



Base: All respondents (Respondents to the secondary school age children survey)

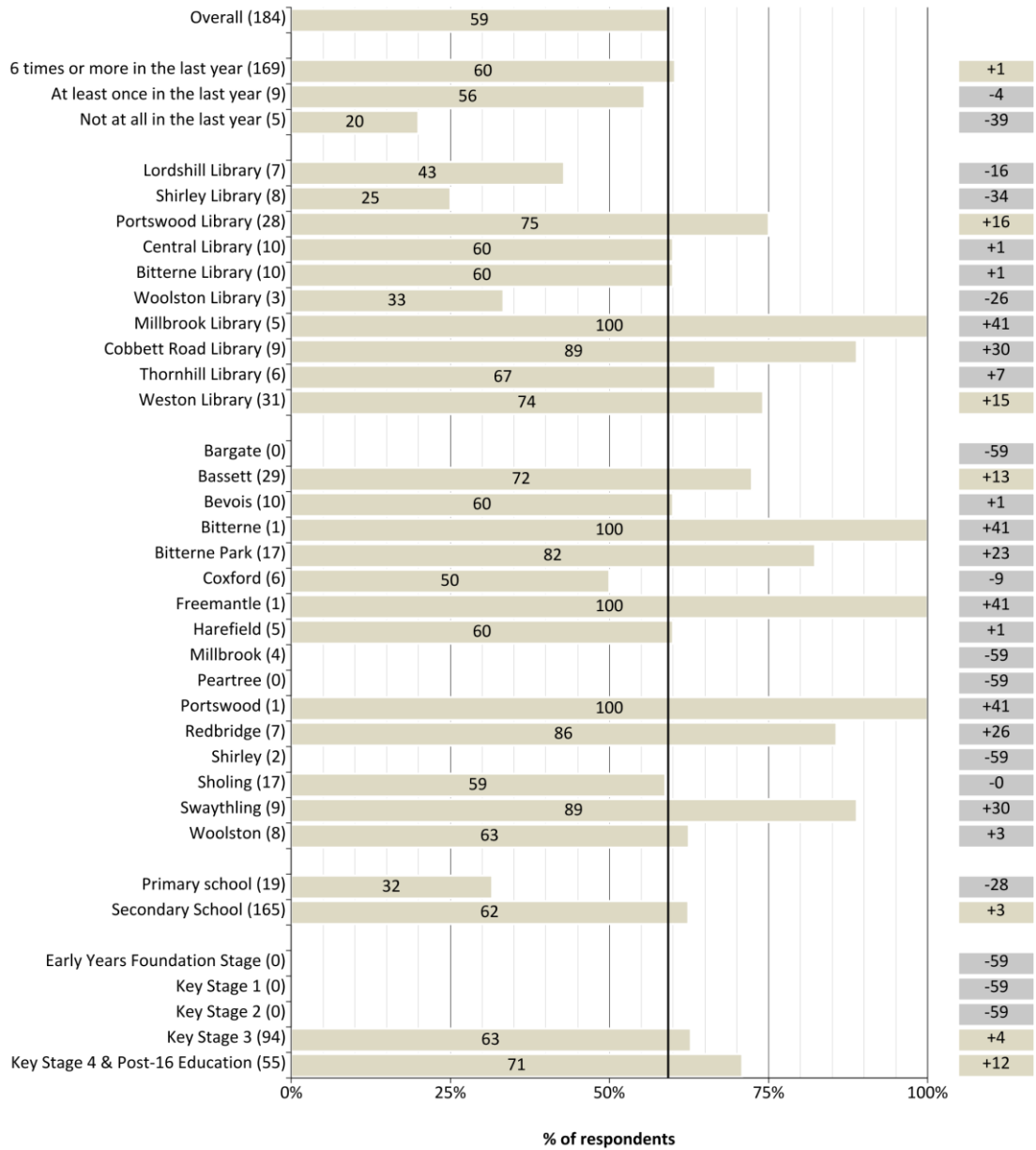
**Figure 120: Differences in children's agreement with the council's preferred option by libraries used**

*Base: All respondents (Respondents to the secondary school age children survey)*

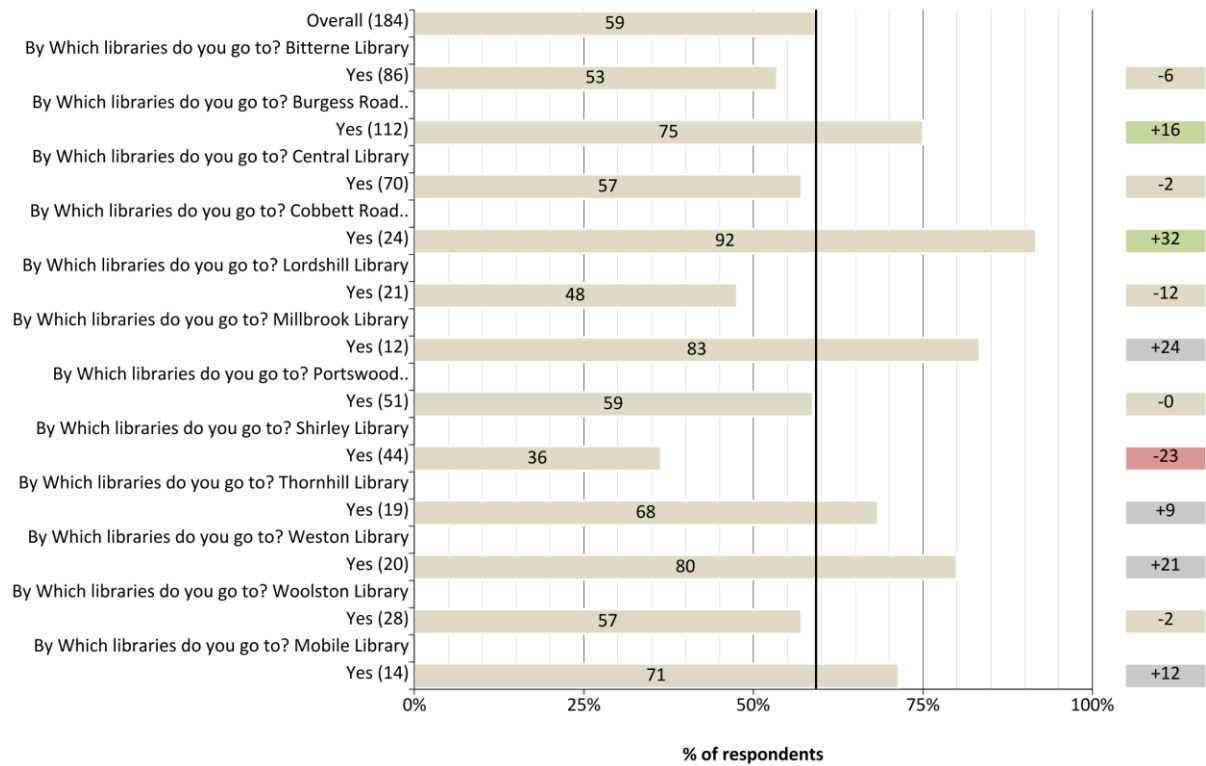
5.77 Respondents who use **Shirley** library are more likely to agree with the council's preferred option. For indication, of the 44 users of Shirley library who answered this question 24 agree.

Respondents who disagree

Figure 121: Differences in children’s disagreement with the council’s preferred option by key demographics



Base: All respondents (Respondents to the secondary school age children survey)

**Figure 122: Differences in children's disagreement with the council's preferred option by libraries used**

*Base: All respondents (Respondents to the secondary school age children survey)*

- 5.78 Respondents who use **Burgess Road** or **Cobbett Road** libraries are more likely to disagree with the council's preferred option. For indication, of the 112 users of Burgess Road library who answered this question 84 disagree, while of the 24 users of Cobbett Road library who answered this question 22 disagree.

## Written submissions

- 5.79 Throughout the consultation process, written submissions were received from children and young people for the council's consideration as part of the consultation process. These included 35 submissions from individuals as well as 84 submissions from pupils of Swaythling primary school, as part of an activity organised by this school.
- 5.80 All submissions appeared to relate to either Burgess Road library or Cobbett Road library, and these are summarised in this section in tabular form.
- 5.81 The following figure outlines submissions that specifically concerned Burgess Road library.

**Figure 123: Summary of submissions from children and young people (Burgess Road library)**

Submitters	Summary	Sub theme and details
<p><b>Pupils from Swaythling Primary school</b> (As part of an activity organised by the school)</p>	<p>Disappointment with the closure of Burgess Road library. An outline of the adverse consequences that a closure would have on pupils, library and school staff and the local area. Reasons why it should not be closed.</p>	<p><u>Disappointment with the closure</u></p> <p>It is argued that many children and young people use this library frequently.</p> <p>It is further suggested that it is considered to be special by many that would be upset if it were to close down.</p> <p><u>How the library is used</u></p> <p>The library is described as a place to read, do homework and borrow books and other materials - with or without peers, family or school staff.</p> <p>The library is seen as the main point of reference to access books and reading materials, while it is suggested that no alternative facilities in the local area will be able to fulfil this need should the library close.</p> <p>It is described as a place to access computers and internet as well as specific resources that can't be easily found elsewhere (magazines, specific publications).</p> <p>It is suggested that the library allows children and young people to learn new skills and languages which are outside their school's curriculum, seek help on specific subjects (e.g. math) and learn more about other cultures and countries.</p> <p><u>The benefits of the library</u></p> <p>The library is described as a good resource for materials and equipment not otherwise readily available for everyone in the area.</p> <p>Comments suggested that reading in the library teaches children and young people how to be kind and social as well as grows their knowledge. It is said to provide family-bonding opportunities, a place to interact with friends and other people, play games and relax.</p> <p>It is suggested that school teachers and local adults (as well as children and young people) enjoy and use the library.</p> <p>The toy library is described as important for the smaller children.</p> <p>The library is said to offer comfort and pleasant feelings apart from its educational value, making children feel happy, secure and relaxed.</p>



Submitters	Summary	Sub theme and details
		<p>The library is seen as a good place to go to when one is bored instead of doing other things, as well as being a positive place to be in even outside school terms.</p> <p>The library is said to host special events and activities (e.g. Halloween activities) which are unique and enjoyable.</p> <p>The library is said to help children and young people with their current school education as well as better prepare them for higher education and later learning in life.</p> <p><u>Emotional connection to the library</u></p> <p>Children describe having fond memories from using the library over many years and with important others (e.g. family, friends etc.)</p> <p>Comments describe the library as surviving WWII and being built in 1935 as Southampton's first library – hence it is argued that it should not be closed now.</p> <p><u>Other reasons why it should not close down</u></p> <p>Children have provided the following reasons/comments:</p> <ul style="list-style-type: none"> <li>» Travelling to other libraries will be hard and not always possible for everyone</li> <li>» Library staff would be adversely affected by the closure</li> <li>» Money can be earned to keep the library open (e.g. by selling/charging for CDs and DVDs)</li> <li>» The closure will impact the whole community in a negative way, including children and elderly people. It is a landmark and should be kept open</li> <li>» 'How can the decision to close the library be explained or defended? Closing down the library would have adverse short and long-term effects.'</li> </ul>

5.82 The following figure outlines submissions that specifically concerned Cobbett Road library.

Figure 124: Summary of submissions from children and young people (Cobbett Road library)

Submitters	Summary	Sub theme and details
<b>Individual children and young people</b>	Disappointment with the closure of Cobbett Road library. An outline of the adverse consequences that a closure would have and	<p><u>Disappointment with the closure</u></p> <p>Many children and young people ask that the council keep the library open.</p> <p><u>The benefits of the library</u></p> <p>The library is described as being used by all members of the family to study, have fun, join-in activities and enjoy a peaceful environment.</p> <p>The library is said to be used for borrowing/reading books and accessing music, films, magazines and computers.</p>

Submitters	Summary	Sub theme and details
	reasons why it should not be closed.	<p>This library is described as a resource for home education programs (including meetings, planning the study program, borrowing teaching materials and seeking advice).</p> <p><u>Emotional connection to the library</u></p> <p>The library is perceived as special and many children note that they are likely to become upset if it were to close down.</p> <p>Children appear to feel an emotional bond with this place, with many children describing warm memories they have from being there. Children note that it would be unfortunate if future generations do not develop similar memories of the library.</p> <p><u>Other reasons why it should not close down</u></p> <p>It is argued that the only reason why less books are borrowed in this library in comparison to other libraries is because of the already minimal opening hours for this location.</p> <p>It is argued that parents would not read so many books to their children if this library closed.</p> <p>Some specific resources (e.g. piano teaching books) are argued to not be readily available elsewhere for free.</p>

## 6. Appendix A: Main questionnaire



## Southampton City Council Library Services Consultation Questionnaire

Southampton City Council wants to deliver a comprehensive and efficient library service which is modern, creative, innovative, inclusive and affordable, and which reflects the changing needs of the local community. Many people access library services differently now to when the city libraries first opened, so the council needs a clear focus for the future of the service.

Local authorities are facing significant cuts in central government funding. At the same time there is an increasing demand for services such as adult and children's social care. This combined with a general rise in costs of goods and services, such as fuel, means that the council needs to make significant savings over the next three years. Whilst the council is transforming the way we deliver services to become sustainable in the future, savings still need to be made. These savings will be made in the context of the council's overall spending priorities and pressures that we are facing and we are looking at all services to ensure that they are fit for the future, meet the council's priorities and provide the best value for money. As part of this process a number of service reviews are currently being undertaken including the review of libraries services.

This consultation questionnaire gives you the opportunity to give your views about the proposed changes, and it may be completed by individuals or organisation representatives.

**There is an online version of this questionnaire which we encourage you to complete.**

**Please visit: [www.southampton.gov.uk/libraries-consultation](http://www.southampton.gov.uk/libraries-consultation)**

**More detailed information is available at the same link including the full Cabinet papers, there are also printed copies of the questionnaire in libraries.**

Completed questionnaires will be processed by Opinion Research Services (ORS), an independent research company. Feedback from individuals will be completely anonymous, but views from organisations may be published in full. All questionnaires should be returned by **6 March 2015**.

### UNDERSTANDING YOUR USE OF THE LIBRARY SERVICE

**During the last year, how often have you visited any of the libraries in Southampton?**

**Please include visits to the mobile library, but do not include use of the virtual 24/7 online library.**

PLEASE TICK ✓ ONE BOX ONLY

Twice or more a week <input type="checkbox"/>	At least once a week <input type="checkbox"/>	At least once a month <input type="checkbox"/>	6 times or more in the last year <input type="checkbox"/>	At least once in the last year <input type="checkbox"/>	Not at all in the last year <input type="checkbox"/>
---	---	--	---	---	--

**Have you visited libraries in Southampton more often or less often in the last year than you did 5 years ago, or is your use about the same? PLEASE TICK ✓ ONE BOX ONLY**

Much more often <input type="checkbox"/>	A little more often <input type="checkbox"/>	About the same as 5 years ago <input type="checkbox"/>	A little less often <input type="checkbox"/>	Much less often <input type="checkbox"/>
--	--	--	--	--

Which of these libraries in Southampton have you visited (a) at least once in the last year; (b) at least 6 times in the last year; and (c) do you visit most often? If you have not visited any library during the last year, please skip this question and the next one.

PLEASE TICK ✓ ALL BOXES THAT APPLY IN COLUMNS (a) AND (b). TICK ✓ ONLY ONE BOX IN COLUMN (c)

Library	(a) Visited at least once in last year	(b) Visited at least 6 times in last year	(c) Visit most often in last year
Bitterne Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Burgess Road Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Central Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cobbett Road Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lordshill Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Millbrook Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portswood Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shirley Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thornhill Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weston Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Woolston Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Another library outside Southampton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How do you normally travel to the library that you have visited most often in the last year?

PLEASE TICK ✓ ALL BOXES THAT APPLY

Bus <input type="checkbox"/>	Taxi <input type="checkbox"/>	Car or motorcycle <input type="checkbox"/>	Bicycle <input type="checkbox"/>	On foot <input type="checkbox"/>	Another form of transport <input type="checkbox"/>
---------------------------------	----------------------------------	--	-------------------------------------	-------------------------------------	--

During the last year, how often have you used the Southampton virtual 24/7 online library?

PLEASE TICK ✓ ONE BOX ONLY

Twice or more a week <input type="checkbox"/>	At least once a week <input type="checkbox"/>	At least once a month <input type="checkbox"/>	6 times or more in the last year <input type="checkbox"/>	At least once in the last year <input type="checkbox"/>	Not at all in the last year <input type="checkbox"/>
---	---	--	---	---	--

Have you used the Southampton virtual 24/7 online library more often or less often in the last year than you did 5 years ago, or is your use about the same?

PLEASE TICK ✓ ONE BOX ONLY

Much more often <input type="checkbox"/>	A little more often <input type="checkbox"/>	About the same as 5 years ago <input type="checkbox"/>	A little less often <input type="checkbox"/>	Much less often <input type="checkbox"/>
--	--	--	--	--

## WHY THE LIBRARY SERVICE NEEDS TO CHANGE

*Lifestyle and technology changes in recent years have led to a decline in the need for reference and non-fiction material, while the demand for online services and content has increased the need for staff to support and facilitate the use of computers and online access.*

*As a result of reduced funding, increased costs and rising demand for some services, Southampton City Council needs to save £69m by 2017. Savings have already been made in the library service (through reductions of staff and opening hours) but more changes are needed to provide a library service that is financially sustainable.*

*The reduction in finances available to the council means that there is a need to carefully consider how library services should be provided in the future.*

**To what extent do you agree or disagree that Southampton's library services need to change to meet future needs?** PLEASE TICK ✓ ONE BOX ONLY

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**To what extent do you agree or disagree that Southampton City Council should seek to make savings from the library budget to ensure that the library service is financially sustainable?**

PLEASE TICK ✓ ONE BOX ONLY

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## THE FOCUS FOR THE FUTURE

*Southampton City Council has outlined **FIVE key areas of focus** for the future of the library service, each with an associated outcome.*

**To what extent do you agree or disagree with the council's FIVE key areas of focus?**

PLEASE TICK ✓ ONE BOX IN EACH ROW

Area of Focus Associated Outcome	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<b>Further development of the 24/7 virtual online library</b> <i>A better user experience, increased convenience, availability and accessibility of online library resources.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Developing a lifelong love of reading especially in children</b> <i>To enable anyone who wishes to read to be able to do so and especially to introduce reading early to children, leading to improved literacy and performance at school.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Area of Focus <i>Associated Outcome</i>	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<b>Getting the city confidently online</b> <i>Improved self-reliance in the community by increasing the number of people using IT to be able to access services effectively.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Helping to meet the information needs of the city</b> <i>To provide support to those who most need it and signposting information for local people.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Delivering library services in partnership</b> <i>Library buildings offering activities and services from a range of organisations offering the opportunity also for individual and community participation.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you disagree with any of the FIVE key areas of focus, or have any additional suggestions for the future areas of focus please provide details. PLEASE WRITE IN BELOW

The Council has undertaken a **needs assessment**, which has helped identify the changes that are required for the library service. In summary, the main criteria that were considered in this process included:

- » **USAGE:** the number of users at each library and patterns of library services used at each location
- » **NEED:** Ensuring that the service supports areas of high deprivation, children, people receiving care, ethnic minorities and school performance
- » **PROXIMITY:** How far people need to travel to reach the next available library
- » **VALUE FOR MONEY:** the costs associated with different services and locations

Please rate how important you think the following criteria are using a whole number from 0 to 10, where "10" means the criteria is critically important and "0" means the criteria is of no importance. PLEASE WRITE IN A NUMBER BETWEEN "0" AND "10" IN EACH BOX

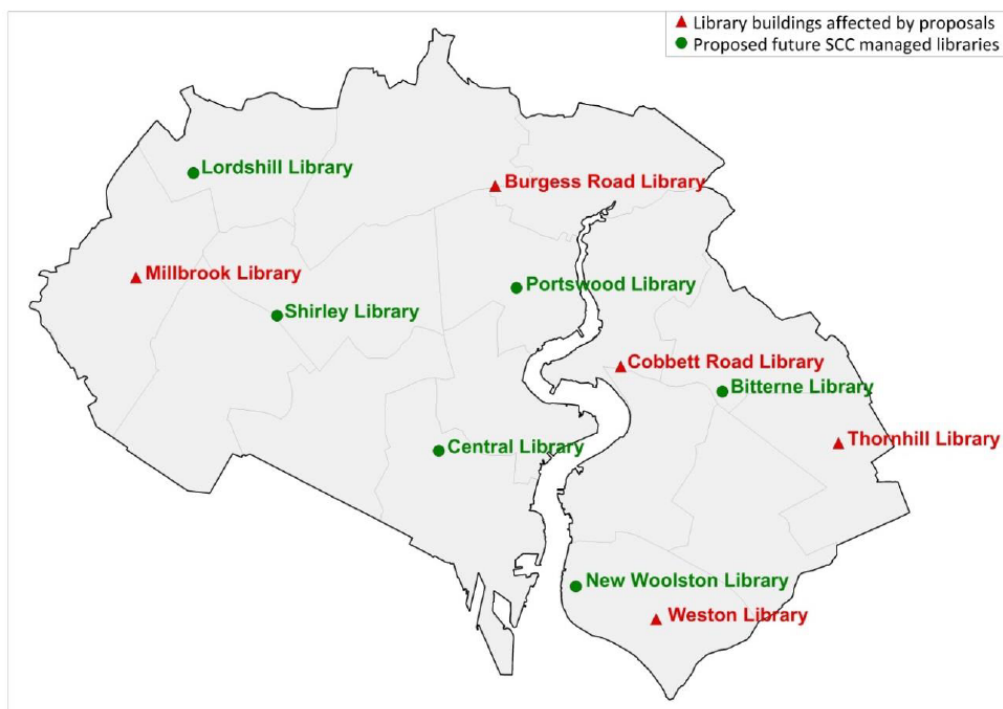
<b>Usage</b> <input type="text"/>	<b>Need</b> <input type="text"/>	<b>Proximity</b> <input type="text"/>	<b>Value for Money</b> <input type="text"/>
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## THE COUNCIL'S OPTIONS FOR LIBRARY SERVICES

The Cabinet considered four options and decided not to pursue the first three of these options at this stage as they would have the highest impact. Reasons for this included that reducing the city council managed libraries to this extent would increase the risk that if no other organisations were able to take on these buildings more libraries would close. They also affect more regular library users who would have to travel further to alternative provision. The Cabinet felt that the 4th option best supported their future focus for the library service and the libraries proposed to be maintained by the council scored highest in the needs assessment, had the highest usage and are in convenient locations. All the four options are outlined in the table below.

	Option A	Option B	Option C	Council's preferred option at this stage
Number of libraries managed by the council	3	4	5	6
Mobile Library	Yes	No	No	No
Financial savings each year	£625,800	£548,800	£394,000	£286,200
Approximate number of users who would need to use another library	5,500	2,500	1,700	900
Reduction in network sessions (public computer use)	52,000	37,400	29,000	15,000
Opportunity for community run libraries	Yes	Yes	Yes	Yes

Based on the needs assessment, the council wishes to consult on a preferred option at this stage to continue to directly provide library services from Central Library, Bitterne Library, Portswood Library, Shirley Library, Woolston Library and Lordshill Library, as outlined in the map below.





The six council-run libraries in the preferred option are where 8 out of 10 items are currently borrowed and where 9 out of 10 internet sessions take place. These six libraries are spread across the city and are all close to district centres that are easily accessible by foot, public transport and by car. As well as maintaining services at these libraries, the council's preferred option for library services includes:

- » The Schools Library Service (currently providing to 77 subscribing schools)
- » The virtual 24/7 online library continuing to provide access to online services, content and internet browsing
- » Designated staff within the library service to assist in recruiting, developing and managing volunteer programmes and partnerships to enhance the reach and impact of the library service across the city such as the housebound service.

Under the council's preferred option, the city council would no longer operate or manage six of the existing twelve libraries. These include Burgess Road Library, Cobbett Road Library, Millbrook Library, Thornhill Library, Weston Library and the mobile library. The council would provide opportunities for community-led initiatives to be established at these library buildings to provide an alternative to closure where possible.

**To what extent do you agree or disagree with the council's preferred option for library services?**

PLEASE TICK ✓ ONE BOX ONLY

<b>Strongly agree</b> <input type="checkbox"/>	<b>Tend to agree</b> <input type="checkbox"/>	<b>Neither agree nor disagree</b> <input type="checkbox"/>	<b>Tend to disagree</b> <input type="checkbox"/>	<b>Strongly disagree</b> <input type="checkbox"/>	<b>Don't know</b> <input type="checkbox"/>
---	--	---	---	--	---

**If you disagree with the council's preferred option for the library service, please tell us why and provide details of any alternative options that the council could consider. PLEASE WRITE IN BELOW**

**To what extent do you agree or disagree that the council should provide opportunities for community-led initiatives to be established if libraries are no longer managed by the council?**

PLEASE TICK ✓ ONE BOX ONLY

<b>Strongly agree</b> <input type="checkbox"/>	<b>Tend to agree</b> <input type="checkbox"/>	<b>Neither agree nor disagree</b> <input type="checkbox"/>	<b>Tend to disagree</b> <input type="checkbox"/>	<b>Strongly disagree</b> <input type="checkbox"/>	<b>Don't know</b> <input type="checkbox"/>
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**If you are responding on behalf of an ORGANISATION or COMMUNITY GROUP, please indicate if either of the following apply? PLEASE TICK ✓ ALL THAT APPLY OR NONE**

<b>We would be interested in taking over a library building</b>	<input type="checkbox"/>
<b>We would like a collection of books delivered for our group to use – and changed on a regular basis</b>	<input type="checkbox"/>

IF YOU ARE INTERESTED IN EITHER OF THE ABOVE PLEASE PROVIDE YOUR TELEPHONE NUMBER AND/OR EMAIL

## UNDERSTANDING THE IMPACT OF THE PROPOSED CHANGES

We have developed equality impact assessments for all the options and all the libraries affected but it is really important that we have identified all the potential impacts that may be experienced. We are very keen to identify what the impact will be for you if the preferred option at this stage were to be implemented. Southampton City Council has a duty to take into account the impact of their decisions on people with protected characteristics under the Equality Act 2010 (age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation).

If the council's preferred option for library services was implemented, to what extent would this impact on you personally? PLEASE TICK ✓ ONE BOX ONLY

A great deal	To some extent	Not very much	Not at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the proposals are likely to have an impact on you, to what extent do you agree or disagree that...?

PLEASE TICK ✓ ONE BOX IN EACH ROW

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
You would be able to reach another library using your own transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You would be able to reach another library using public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You would be able to self-serve by using the online library (e.g. reserve books online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You would be able to go online and use the virtual library (e.g. access e-books and other content)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The housebound service could reduce the impact of the proposed changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library book collections from other locations could reduce the impact of the proposed changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You would have to stop using libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you feel there are any personal impacts or equality issues we have overlooked in the formation of the libraries proposals, please outline them below. PLEASE WRITE IN BELOW

**INFORMATION ABOUT YOU**

LULP01100000A7C

**What is your full postcode?***This will help us understand views in different areas*

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**If you are responding on behalf of an ORGANISATION or COMMUNITY GROUP, which organisation do you represent?** Please give us the name of the organisation and any specific group or department. Please also tell us who the organisation represents, what area the organisation covers and how you gathered the views of members. PLEASE ANSWER IN THE BOX BELOW AND CONTINUE ON A SEPARATE SHEET IF NECESSARY

**If you are providing your own PERSONAL RESPONSE, please answer the questions below.**

PLEASE TICK ✓ ONLY ONE BOX FOR EACH QUESTION

*Southampton City Council has a duty to promote equality in relation to age, gender, sexual orientation, disability, race, and religion and belief. We want to make sure that we include all parts of the community in our consultation, but these questions are optional. We will take all consultation responses fully into account when making decisions, regardless of whether you provide your personal details.*

**What was your age on your last birthday?**

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 55 to 64          |
| <input type="checkbox"/> 16 to 24 | <input type="checkbox"/> 65 to 74          |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 75 to 84          |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 or over        |
| <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> Prefer not to say |

**What is your gender?**

- Male     Female     Prefer not to say

**Which of these activities best describes what you are doing at present?**

- Working full-time (31 hours or more per week)  
 Working part-time (Up to 30 hours per week)  
 On a Government supported training programme  
 Full-time education at school, college or university  
 Unemployed and available for work  
 Permanently sick or disabled  
 Wholly retired from paid work  
 Looking after the home or family  
 Doing something else  
 Prefer not to say

**Do you have dependent children aged under 18?**

- Yes     No     Prefer not to say

**Do you consider yourself to be disabled?**

- Yes     No     Prefer not to say

**Do you look after, or give any help or support to family members, friends, neighbours or others because of long-term physical or mental ill-health/disability or problems relating to old age?**

- Yes     No     Prefer not to say

**What is your ethnic group?**

- White  
 Mixed or multiple ethnic groups  
 Asian or Asian British  
 Black, African, Caribbean or Black British  
 Any other ethnic group  
 Prefer not to say

**Are you employed by Southampton City Council?**

- Yes – please write in the department

- No

**THANK YOU VERY MUCH FOR YOUR TIME**Please return the questionnaire by **6<sup>th</sup> March 2015** to**Opinion Research Services** FREEPOST SS1018 · PO Box 530 · Swansea · SA1 1ZL

Or place it in a ballot box at your local library, Civic Centre or Gateway

# 7. Appendix B: Primary school survey



## Have your say on libraries

### Childrens' survey

#### For children up to and including school year 6

Southampton City Council would like to find out how you use libraries. This is because the council might make some changes to the library service that it runs in Southampton. It would be really helpful if you could complete this short, 3 minute survey for us.

#### How often do you go to a library?

Twice or more a week

At least once a week

At least once a month

6 times or more in the last year

At least once in the last year

Not at all in the last year

#### Which libraries do you go to? (You can tick as many as you go to)

Bitterne Library

Burgess Road Library

Central Library

Cobbett Road Library

Lordshill Library

Millbrook Library

Portswood Library

Shirley Library

Thornhill Library

Weston Library

Woolston Library

Mobile Library

**What do you do at the library? (you can tick as many as you need)**

Borrow books

Borrow DVDs or CDs

Read books

Meeting friends

Do homework / study

Activities

Use computers or WiFi

Other

Other (please provide more details)

**Do you use the Southampton libraries' website? This is where you can reserve or renew books and download ebooks.**

Yes

No

**If you answered yes, what do you use it for?**

Downloading books

Reserving books

Renewing books

Other

Other (please provide more details)

Southampton City Council has less money to spend. The library service is one of the things that it could change to save money.

**If we closed the library that you use, what would you do instead?**

Use a different library with own transport

Use a school library more

Use a different library with public transport

Stop using libraries

Use the online library more

Other

Other (please state)

**Is there anything else you would like to say to us about libraries?**

**What is the name of your school?**

**What school year are you in?**

Reception

4

1

5

2

6

3

**Thank you for your time! Please either place this survey in the library ballot boxes, give it back to your teacher or post it to: Consultations, Southampton City Council, 1st floor Municipal Block, Civic Centre, Southampton, SO14 7LY.**

Any personal information you give to us will always be processed in accordance with the UK Data Protection Act 1998. We will only use the personal information you provide to deliver the services you have requested, or for our lawful, disclosed purposes. We will not make your personal details available outside our organisation without your consent, unless obliged by law.



## 8. Appendix C: Secondary school survey



## Have your say on libraries

### Young peoples' survey

#### For young people in school years 7 to 13

Southampton City Council would like to find out how you use libraries. This is because the council might make some changes to the Library Service it runs in Southampton. It would be really helpful if you could complete this short survey for us. It should only take a few minutes.

#### Southampton's current library service



#### How often do you go to a library?

- |  |   |
|--|---|
| <input type="checkbox"/> Twice or more a week  | <input type="checkbox"/> 6 times or more in the last year |
| <input type="checkbox"/> At least once a week  | <input type="checkbox"/> At least once in the last year   |
| <input type="checkbox"/> At least once a month | <input type="checkbox"/> Not at all in the last year      |

#### Which libraries do you go to? (You can tick as many as you go to)

- |   |  |
|---|--|
| <input type="checkbox"/> Bitterne Library     | <input type="checkbox"/> Portswood Library |
| <input type="checkbox"/> Burgess Road Library | <input type="checkbox"/> Shirley Library   |
| <input type="checkbox"/> Central Library      | <input type="checkbox"/> Thornhill Library |
| <input type="checkbox"/> Cobbett Road Library | <input type="checkbox"/> Weston Library    |
| <input type="checkbox"/> Lordshill Library    | <input type="checkbox"/> Woolston Library  |
| <input type="checkbox"/> Millbrook Library    | <input type="checkbox"/> Mobile Library    |

## What do you do at the library? (you can tick as many as you need)

- |  |   |
|--|---|
| <input type="checkbox"/> Borrow books          | <input type="checkbox"/> Borrow DVDs or CDs |
| <input type="checkbox"/> Read books            | <input type="checkbox"/> Meeting friends    |
| <input type="checkbox"/> Do homework / study   | <input type="checkbox"/> Activities         |
| <input type="checkbox"/> Use computers or WiFi | <input type="checkbox"/> Other              |

Other (please provide more details)

## Do you use the Southampton libraries' website? This is where you can reserve or renew books and download ebooks.

- Yes  No

## If you answered yes, what do you use it for?

- |  |  |
|--|--|
| <input type="checkbox"/> Downloading books | <input type="checkbox"/> Reserving books |
| <input type="checkbox"/> Renewing books    | <input type="checkbox"/> Other           |

Other (please provide more details)

## Southampton City Council has less money to spend. The library service is one of the things that it could change to save money.

When developing proposals for the future of libraries we took several things into account including:



How much it costs to run libraries



Information about people



Number of people who need support



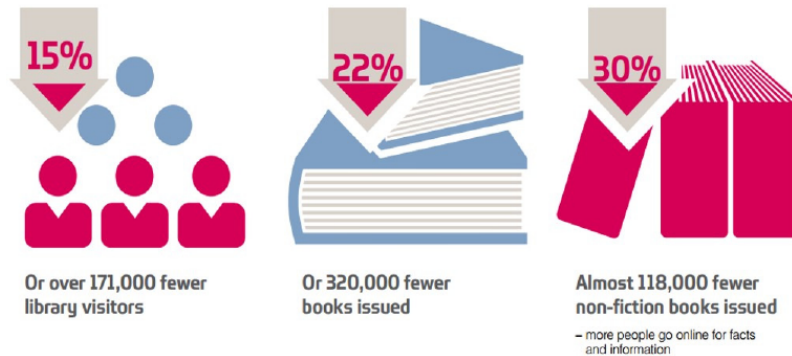
Use by children and educational achievement



Location of libraries and travel distances

## People are using our libraries differently to five years ago.

Over the last five years we have seen:



### Do you agree that libraries need to change?

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Tend to disagree  |
| <input type="checkbox"/> Tend to agree              | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree |  |

**We used this information to choose an option for saving money which includes:**

**Continue running the usual library service at the 6 libraries listed below:**

**Central library**  
**Bitterne**  
**Shirley**  
**Woolston**  
**Portswood**  
**Lordshill**

**Not to continue running a service at the 6 libraries listed below:**

**Mobile library**  
**Weston**  
**Thornhill**  
**Millbrook**  
**Burgess Rd**  
**Cobbett Rd**

**Do you agree with our preferred option for libraries?**

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Tend to disagree  |
| <input type="checkbox"/> Tend to agree              | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree |  |

**If we closed the library that you use, what would you do instead?**

- |  |  |
|--|--|
| <input type="checkbox"/> Use a different library with own transport    | <input type="checkbox"/> Use the online library more |
| <input type="checkbox"/> Use a different library with public transport | <input type="checkbox"/> Use a school library more   |
|  | <input type="checkbox"/> Stop using libraries        |
|  | <input type="checkbox"/> Other                       |

Other (please state)

**Is there anything else you would like to say to us about libraries?****What is the name of your school?****Which school year are you in?**

- |                            |                             |                             |                             |
|----------------------------|-----------------------------|-----------------------------|-----------------------------|
| <input type="checkbox"/> 7 | <input type="checkbox"/> 9  | <input type="checkbox"/> 11 | <input type="checkbox"/> 13 |
| <input type="checkbox"/> 8 | <input type="checkbox"/> 10 | <input type="checkbox"/> 12 |                             |

**Thank you for your time! Please either place this survey in the library ballot boxes, give it back to your teacher or post it to: Consultations, Southampton City Council, 1st floor Municipal Block, Civic Centre, Southampton, SO14 7LY.**

Any personal information you give to us will always be processed in accordance with the UK Data Protection Act 1998. We will only use the personal information you provide to deliver the services you have requested, or for our lawful, disclosed purposes. We will not make your personal details available outside our organisation without your consent, unless obliged by law.

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