

TELFORD & WREKIN LIBRARY SERVICE REVIEW, 2012 (Public consultation findings)

Background to the consultation

Telford & Wrekin Council faces its most difficult financial situation ever, due to unprecedented cuts in Government grants which mean a budget saving of £40m by 2014.

To help find those savings a review of the public library service proposed that, in order to maintain the current spread of 9 libraries across the borough, there would be a need to reduce opening hours.

In providing a fair, equal, affordable and sustainable service right across the borough we are proposing that opening hours at neighbourhood libraries in Donnington, Hadley, Oakengates and Stirchley are all reduced to 16 hours per week; Great Dawley Parish Council subsequently offered funding to help maintain opening hours at Dawley library (where open hours would have also been reduced) at its present 21 hours a week

What customers were asked to comment on

Library customers and local residents were invited to take part in a public consultation exercise to find out:

- When they preferred that the local library to be open
- What sort of books they would like to have available , and
- What sort of other services they would like to find at the library

The library service review also proposed that the Council's main libraries at Madeley and Wellington would increase their opening hours slightly and those at Newport would reduce a little..

How the consultation was carried out

Questionnaires were available at the proposed neighbourhood libraries and at Newport Library (a main library having its hours reduced) for the 4 week period to enable both regular and less frequent customers the opportunity to share their views

Quick response sheets were also provided

The questionnaire was also available on line throughout the four weeks of the consultation. Paper questionnaires and a quick response sheet was available at Newport Library

Comments could also be made through the library enquiries email address and Facebook

The results

Newport Library:

125 responses were received; 123 questionnaires, 1 email, 1 letter

Neighbourhood Libraries:

340 responses were received, 226 online and 114 paper questionnaires

133 responses did not address the opening times of specific libraries however the suggestions given will be considered in the wider context of the stock, services and facilities available from Telford & Wrekin libraries as a whole

207 responses related to the proposed reduction in opening hours at the 5 neighbourhood libraries as shown below

| Branch | Questionnaires collected | Online | Total |
|---------------|--------------------------|-----------|------------|
| Dawley | 22 | 15 | 37 |
| Donnington | 27 | 21 | 48 |
| Hadley | 14 | 7 | 21 |
| Oakengates | 40 | 22 | 62 |
| Stirchley | 11 | 28 | 39 |
| Totals | 114 | 93 | 207 |

There follows a headline analysis of the findings for each of the libraries identified in the consultation programme and the raw data upon which the proposals have been based.

Library Service Review : Proposed opening times

Dawley Library

- 37 responses were received from customers who used Dawley Library most often
- The times that they would like the library to be open, ranked by popularity:

| Time | Numbers | Percentage |
|--------------|---------|------------|
| Friday am | 28 | 76% |
| Tuesday am | 26 | 70% |
| Saturday am | 25 | 68% |
| Wednesday am | 23 | 62% |
| Friday pm | 21 | 57% |
| Tuesday pm | 20 | 54% |
| Monday am | 18 | 48% |
| Thursday am | 18 | 48% |
| Wednesday pm | 17 | 46% |

Proposed opening times for Dawley Library

| | |
|-----------|-------------------|
| Monday | Closed |
| Tuesday | 9.30-1 and 1.30-5 |
| Wednesday | 9.30-1 |
| Thursday | Closed |
| Friday | 9.30-1 and 1.30-5 |
| Saturday | 9.30-1 |

Donnington Library

- 48 responses were received from customers who used Donnington Library most often
- The times that they would like the library to be open, ranked by popularity:

| Time | Numbers | Percentage |
|--------------|----------------|-------------------|
| Friday am | 30 | 63% |
| Monday am | 27 | 56% |
| Wednesday am | 27 | 56% |
| Wednesday pm | 25 | 52% |
| Monday pm | 24 | 50% |

Proposed opening times for Donnington Library

| | |
|-----------|--------|
| Monday | 10-2 |
| Tuesday | Closed |
| Wednesday | 1-5 |
| Thursday | Closed |
| Friday | 10-2 |
| Saturday | 10-2 |

Hadley Learning Community Library

- 21 responses were received from customers who used Hadley Learning Community Library most often
- The times that they would like the library to be open, ranked by popularity:

| Time | Numbers | Percentage |
|--------------|----------------|-------------------|
| Saturday am | 18 | 86% |
| Wednesday pm | 17 | 81% |
| Monday pm | 16 | 76% |
| Friday pm | 16 | 76% |
| Monday am | 14 | 67% |
| Wednesday am | 13 | 62% |

Proposed opening times for Hadley Learning Community Library

| | |
|-----------|--------------|
| Monday | 10-1 and 2-5 |
| Tuesday | Closed |
| Wednesday | 2-5 |
| Thursday | Closed |
| Friday | 1-5 |
| Saturday | 10-1 |

Oakengates Library

- 62 responses were received from customers who used Oakengates Library most often
- The times that they would like the library to be open, ranked by popularity:

| Time | Numbers | Percentage |
|-------------|---------|------------|
| Saturday am | 40 | 65% |
| Friday pm | 38 | 61% |
| Tuesday pm | 36 | 58% |
| Friday am | 34 | 55% |
| Monday am | 34 | 55% |
| Thursday pm | 34 | 55% |

Proposed opening times for Oakengates Library to be confirmed

| | |
|-----------|------------------------|
| Monday | 10-4 |
| Tuesday | Self service available |
| Wednesday | Self service available |
| Thursday | Self service available |
| Friday | 10-4 |
| Saturday | 10-2 |

Stirchley Library

- 39 responses were received from customers who used Stirchley Library most often
- The times that they would like the library to be open, ranked by popularity:

| Time | Numbers | Percentage |
|--------------|---------|------------|
| Saturday am | 22 | 56% |
| Friday pm | 21 | 54% |
| Tuesday pm | 20 | 51% |
| Monday am | 19 | 49% |
| Monday pm | 19 | 49% |
| Wednesday pm | 19 | 49% |

Proposed opening times for Stirchley Library

| | |
|-----------|--------|
| Monday | 10-1 |
| Tuesday | 2-5 |
| Wednesday | 2-5 |
| Thursday | closed |
| Friday | 1-5 |
| Saturday | 10-1 |

Newport Library

The library service review proposes that Newport Library should be designated a 'Main' library and, whilst not subject to the scale of reduced opening hours as neighbourhood libraries, it will reduce by 3.5 hours per week

125 responses were received from Newport Library customers who were asked whether they agreed or disagreed to the following proposed timetable

| Current opening hours | | Proposed opening hours | |
|-----------------------|--------------|------------------------|------------|
| Monday | 9.30am – 5pm | Monday | 10am – 5pm |
| Tuesday | 9.30am – 5pm | Tuesday | 10am – 5pm |
| Wednesday | 9.30am – 6pm | Wednesday | 10am – 6pm |
| Thursday | Closed | Thursday | Closed |
| Friday | 9.30am – 5pm | Friday | 10am – 5pm |
| Saturday | 9.30am – 5pm | Saturday | 10am – 4pm |
| Total | 38.5 | Total | 35 |

Summary

| Responses received | Number | How received | % |
|--------------------|--------|--|-------|
| Total | 125 | 123 questionnaires 1 emails, 1 letter | 100% |
| Agree | 87 | 86 questionnaires 1 email | 69.6% |
| Disagree | 38 | 37 questionnaires 1 letter | 30.4% |

Whilst there was a majority in support of the proposed changes to the opening times there was also strong and repeated recommendation that the library should open earlier than the proposed 10 am on both Friday and Saturday and to compensate that it could close earlier on Monday at 4pm

Proposed opening times for Newport library:

| | |
|-----------|--------|
| Monday | 10-4 |
| Tuesday | 10-5 |
| Wednesday | 10-6 |
| Thursday | closed |
| Friday | 9.30-5 |
| Saturday | 9.30-4 |