

Library Opening Hours Consultation - Results Analysis - Final Report

Contents

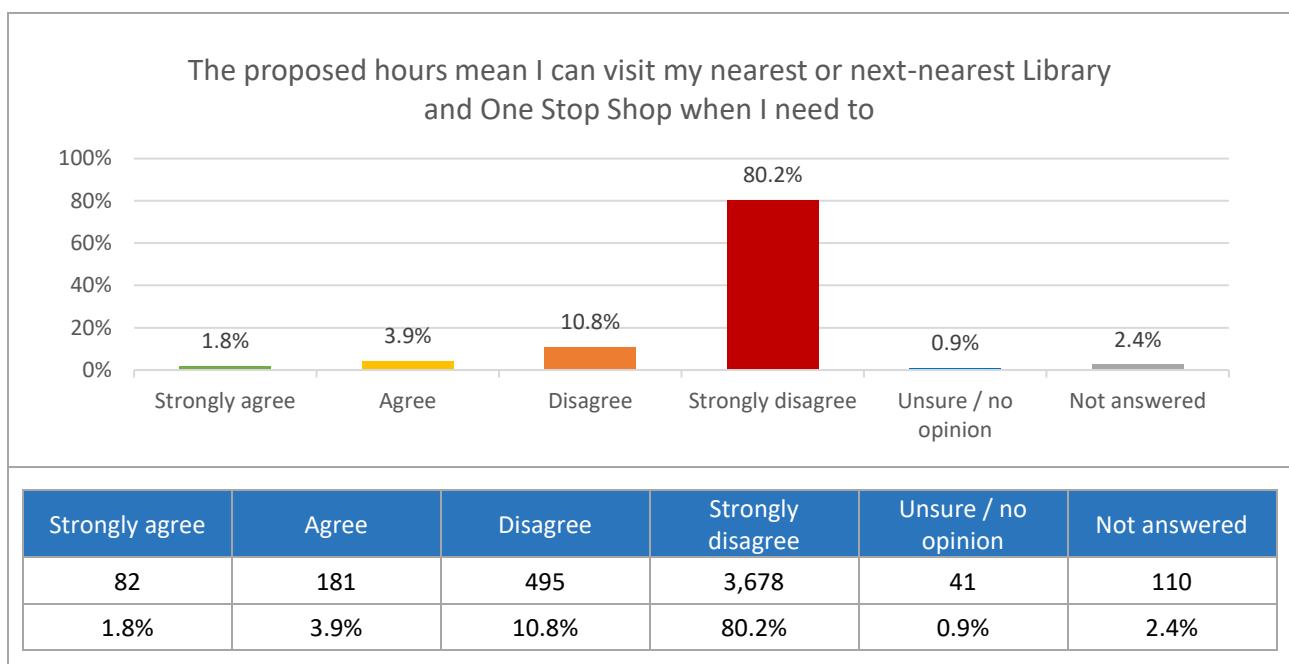
| | |
|---|----|
| Contents | 2 |
| Consultation responses | 3 |
| Consultation comments | 5 |
| Appendix 1: Consultation responses area split | 10 |
| Appendix 2: Consultation comments area split | 11 |
| Appendix 3: Consultation comments examples | 12 |
| Appendix 4: Suggested ideas for proposed model | 24 |
| Appendix 5: Suggested ideas for alternative model / cost saving | 32 |

Consultation responses

The consultation received **4,587** responses.

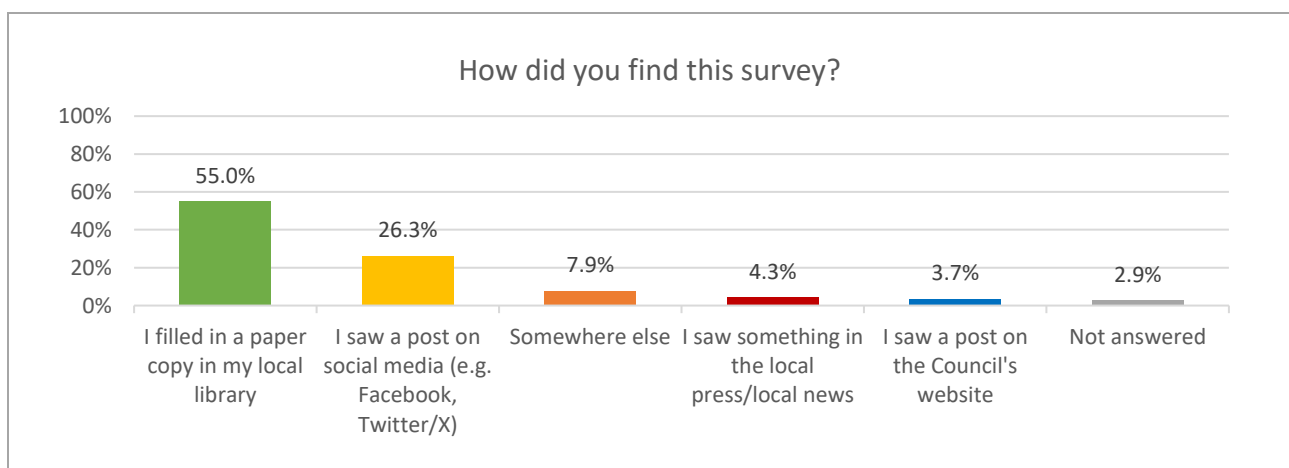
As part of the consultation residents were asked, **to what extent do you agree with the following statement? The proposed hours mean I can visit my nearest or next-nearest Library and One Stop Shop when I need to.**

4,477 residents provided an answer to the question, the results of this can be seen below:



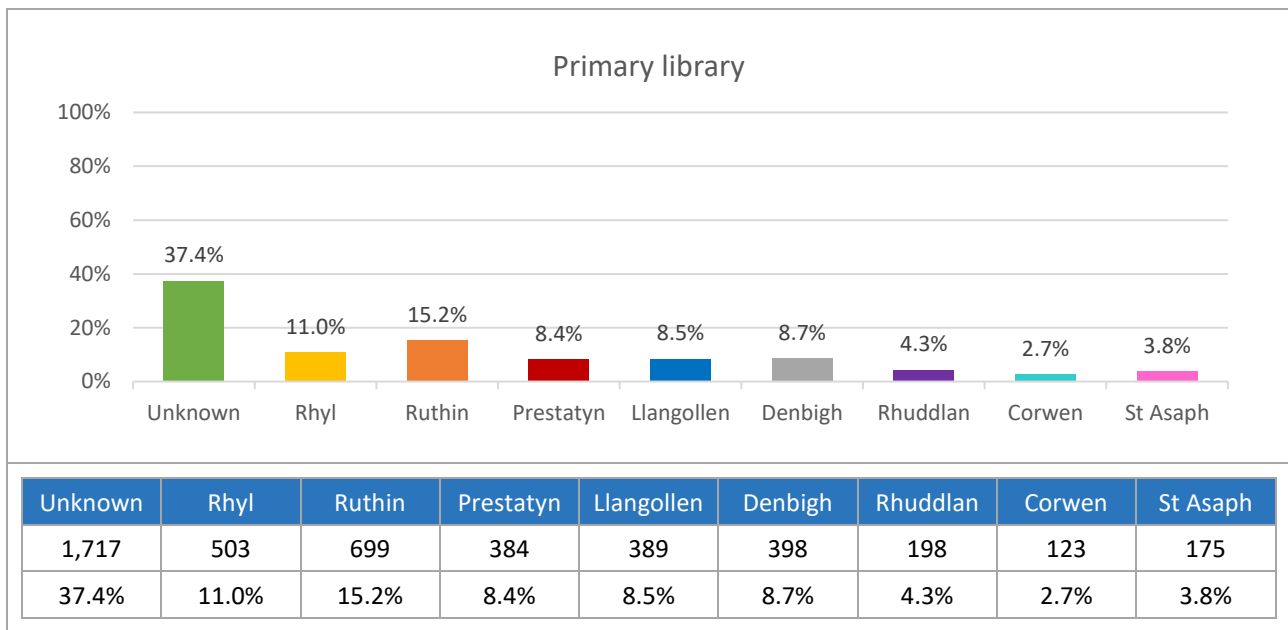
As part of the consultation residents were asked, **How did you find this survey?**

4,453 residents provided an answer to the question, the results of this can be seen below:



As part of the consultation, where residents answered that they filled in a paper copy in their local library, they were then asked, **which library?**

2,522 residents provided an answer to the question, and through analysis of any comments provided we were able to identify another **347**. In total we have been able to identify the primary library for **2,869** of the responses, the results of this can be seen below:



Consultation comments

As part of the consultation residents were asked if they would like to make any comments about the proposed changes to Library opening hours.

3,371 comments were received, **3,157** of these were in English and **214** were in Welsh. These comments have been categorised into whether they were a positive, negative or neutral comment to the proposed changes.

- Positive comments to proposed changes – **56, 1.7%**
- Neutral comments to proposed changes – **97, 2.9%**
- Negative comments to proposed changes – **3,222, 95.6%**

These comments have also been broken down into specific themes to determine how residents feel they will be impacted by the proposed changes. Some comments have been counted more than once when the comment crosses over a number of themes. Some examples of these comments can be seen in *Appendix 3*:

[Impact on library facilities](#)

1,342 residents said they felt that the proposed changes will have a negative effect on the use of library facilities. This includes restricting access to:

- Books.
- Computers.
- Internet access.
- Online banking.
- Printing.

[Impact on library activities - Community / Social hub / Chat sessions](#)

850 residents said they felt that the proposed changes will have a negative effect on the use of the library as a community space. This includes:

- Fewer opportunities for social interaction.
- Reduction in space for people in the community to meet with others.
- Less opportunities for vulnerable people to use libraries as a safe space.
- Increased chance that people will become isolated.

Lack of non-working hours / after school hours

781 residents said they felt that the proposed changes do not offer enough opening hours after school, after 5pm and on weekends. This includes:

- Wanting more libraries open after 5pm for people who work 9-5 to access libraries.
- Wanting more libraries open after 3pm for school children to visit after school.

General dissatisfaction

There were **528** comments received that did not fit any specific theme which expressed resident's general dissatisfaction to the proposed changes. This includes:

- Feeling that library opening hours should remain the same.
- Stating that proposed hours are not enough.
- Stating that libraries are an essential service.

Cost of living issues

392 residents said they felt that the proposed changes will have a negative effect due the cost of living. This includes:

- Fewer opportunities to use libraries as a warm hub in winter.
- Reduction on free activities for children.
- Being unable to afford to travel to an alternative library.
- Less opportunities to use free internet access.
- Being unable to afford computers at home.

Impact on library activities - Education / Training

313 residents said they felt that the proposed changes will have a negative effect on the use of the library for education and training purposes. This includes:

- Fewer opportunities for school children to use libraries to do homework.
- Less chances for people to learn to read.
- Fewer opportunities for people to attend computer training courses.

[Impact on one stop facilities - Help & info with Council Services](#)

285 residents said they felt that the proposed changes will have a negative effect on accessing help & info with Council Services. This includes restricting access to:

- Help and advice with council tax queries.
- Help and advice with accessing bus passes.
- Help and advice with refuse queries.

[Transport issues getting to other libraries](#)

280 residents stated they will have issues getting to alternative libraries when their local library is closed. This includes:

- Having too far to travel to an alternative library.
- Being unable to afford to travel to an alternative library.
- Don't drive so difficult to travel to an alternative library.

[Impact on library activities - Bookstart Rhyme Time / Children's groups](#)

247 residents stated that the proposed changes will have a negative effect on children's groups at libraries. This includes:

- Fewer opportunities to attend Bookstart sessions.
- Fewer opportunities to attend craft sessions.
- Less chances for children to participate in reading challenges.

[Impact on the vulnerable](#)

220 residents stated that the proposed changes will have a negative impact on the most vulnerable people in our communities. This includes:

- Restricting access to library facilities for vulnerable people.
- Fewer opportunities for vulnerable people to use libraries as a safe space.

[Suggested ideas for proposed model](#)

193 residents suggested ideas for the proposed changes. This includes:

- Wanting different days/opening hours to the proposed changes.

Some examples of these comments can be seen in *Appendix 4*.

[Suggested ideas for alternative model / cost saving](#)

157 residents suggested ideas for an alternative to the proposed changes. This includes:

- Close some council offices.
- Reduce high salaries in the Council.
- Use volunteers to help staff in libraries.
- Rent out library space.

Some examples of these comments can be seen in Appendix 5.

[Impact on library activities - Health & Wellbeing](#)

149 residents stated that the proposed changes will have a negative effect on people's health & wellbeing. This includes:

- Negative effects to people's mental health.
- Increased chance that people will become isolated.
- Fewer opportunities to attend health and wellbeing sessions e.g. Talking point.

[Impact on staff](#)

121 residents stated that the proposed changes will have an impact on libraries staff. This includes:

- Loss of jobs for library staff.
- Higher workloads for library staff.
- Less available time for library staff to assist.

[Impact on library activities - Reading groups](#)

61 residents stated that the proposed changes will have a negative effect on adult reading groups at libraries. This includes:

- Fewer opportunities to attend book clubs.
- Fewer opportunities to attend adult reading groups.

[Impact on one stop facilities - Payment Services](#)

51 residents said they felt that the proposed changes will have a negative effect on accessing Payment Services. This includes:

- Restricting access for paying council tax.
- Restricting access for paying bills.

[Impact on library activities - Welsh language](#)

53 residents stated that the proposed changes will have a negative effect on the welsh language. This includes:

- Limiting access to welsh language books.
- Will limit opportunities to converse in Welsh.
- Fewer opportunities to attend Welsh language reading groups.

[Concern that libraries will close completely](#)

37 residents stated they are concerned that the proposed changes will eventually lead to the full closure of libraries.

[Impact on library activities - Work space](#)

26 residents stated that the proposed changes will have a negative effect on being able to have a quiet work space away from home.

[Impact on library activities - School sessions](#)

19 residents stated that the proposed changes will have a negative effect on school sessions at libraries.

[Impact on one stop facilities - Blue badge application service](#)

17 residents said they felt that the proposed changes will have a negative effect on accessing the Blue badge application service.

[Sustainability](#)

9 residents stated that the proposed changes are not sustainable.

Appendix 1: Consultation responses area split

| The proposed hours mean I can visit my nearest or next-nearest Library and One Stop Shop when I need to | Total | Corwen | Denbigh | Llangollen | Prestatyn | Rhuddlan | Rhyl | Ruthin | St Asaph | Unknown |
|---|-------|--------|---------|------------|-----------|----------|------|--------|----------|---------|
| Strongly agree | 82 | 1 | 4 | 4 | 7 | 1 | 13 | 8 | 3 | 41 |
| Agree | 181 | 5 | 13 | 4 | 9 | 1 | 12 | 13 | 2 | 122 |
| Disagree | 495 | 9 | 35 | 25 | 20 | 7 | 67 | 52 | 11 | 268 |
| Strongly disagree | 3,678 | 107 | 343 | 349 | 345 | 189 | 408 | 612 | 159 | 1,166 |
| Unsure / no opinion | 41 | 1 | 1 | 4 | 0 | 0 | 1 | 7 | 0 | 27 |
| Not answered | 110 | 0 | 2 | 3 | 3 | 0 | 2 | 7 | 0 | 93 |

Appendix 2: Consultation comments area split

| Comments Themes | Total | Corwen | Denbigh | Llangollen | Prestatyn | Rhuddlan | Rhyl | Ruthin | St Asaph | Unknown |
|--|-------|--------|---------|------------|-----------|----------|------|--------|----------|---------|
| Impact on library facilities | 1,342 | 48 | 116 | 155 | 179 | 68 | 157 | 151 | 44 | 424 |
| Impact on library activities - Community / Social hub / Chat sessions | 850 | 23 | 93 | 64 | 78 | 57 | 85 | 91 | 35 | 324 |
| Lack of non working hours / after school hours | 781 | 40 | 48 | 150 | 29 | 26 | 68 | 43 | 45 | 332 |
| General dissatisfaction | 528 | 15 | 58 | 39 | 55 | 30 | 57 | 74 | 13 | 186 |
| Cost of living issues e.g. heating etc. | 392 | 16 | 33 | 40 | 24 | 16 | 26 | 45 | 8 | 184 |
| Impact on library activities - Education / Training | 313 | 3 | 35 | 30 | 17 | 11 | 49 | 38 | 8 | 122 |
| Impact on one stop facilities - Help & info about Council Services | 285 | 29 | 25 | 50 | 22 | 11 | 35 | 9 | 8 | 96 |
| Transport issues getting to other libraries | 280 | 12 | 21 | 41 | 24 | 18 | 24 | 31 | 10 | 99 |
| Impact on library activities - Bookstart Rhyme Time / Childrens groups | 247 | 0 | 29 | 13 | 28 | 13 | 20 | 47 | 20 | 77 |
| Impact on vulnerable | 220 | 12 | 23 | 8 | 14 | 8 | 15 | 24 | 6 | 110 |
| Suggested ideas for proposed model | 193 | 7 | 18 | 27 | 18 | 6 | 17 | 11 | 11 | 78 |
| Suggested ideas for alternative model | 157 | 5 | 9 | 10 | 9 | 3 | 13 | 22 | 2 | 84 |
| Impact on library activities - Health & Wellbeing | 149 | 1 | 19 | 9 | 19 | 10 | 21 | 14 | 4 | 52 |
| Impact on staff | 121 | 8 | 11 | 4 | 12 | 6 | 16 | 12 | 4 | 48 |
| Impact on library activities - Reading groups | 61 | 1 | 10 | 4 | 9 | 1 | 13 | 7 | 1 | 15 |
| Impact on library activities - Welsh language | 53 | 1 | 12 | 12 | 1 | 2 | 2 | 7 | 0 | 16 |
| Impact on one stop facilities - Payment Services | 51 | 3 | 2 | 5 | 8 | 2 | 5 | 1 | 1 | 24 |
| Concern that libraries will close completely | 37 | 2 | 4 | 3 | 1 | 0 | 2 | 9 | 0 | 16 |
| Impact on library activities - Work space | 26 | 0 | 6 | 2 | 2 | 0 | 3 | 5 | 0 | 8 |
| Impact on library activities - School sessions | 19 | 1 | 1 | 3 | 1 | 0 | 2 | 3 | 0 | 8 |
| Impact on one stop facilities - Blue badge application service | 17 | 0 | 2 | 0 | 2 | 1 | 6 | 0 | 0 | 6 |
| Sustainability | 9 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 4 |

Appendix 3: Consultation comments examples

In agreement with proposed changes

- *“I understand the need to reduce costs and support the reduction in opening hours as long as the excellent and important library service remains.”*
- *“Still a waste of resources. People have plenty of money for Sky, social media etc., why would they need a Library.”*
- *“I think it is perfectly reasonable. The fact is that many access literatures and the other services online. Seems reasonable to me that face to face and physical location later should be part of the choice but also a reflection that it doesn’t need to be there all the time and the shorter hours will I presume save money.”*
- *“We need to be realistic on spend and although the library is a key community establishment, there are other areas where money saved from reduced opening times could be put to more effective use.”*
- *“I came to the survey all guns blazing ready to say “NO” but actually the proposal makes a lot of sense and while I don’t want any cutbacks on what I see as an essential community resource the opening times for my library are still very fair.”*

Impact on library facilities

- *“I work as a Reception teacher teaching children to read. Promoting and encouraging young children to become confident and enthusiastic readers is such a priority in primary schools. I find it really disappointing that local councils are choosing to save money by reducing library opening hours. Libraries help less fortunate families to access books to support their child to read. Furthermore, library reading sessions can raise the significance of teaching children to read amongst people in the community. The ability to read well is a ticket to helping youth navigate their way successfully through a very competitive world. Why make funding cuts that are at the detriment to the younger generation? Keep the libraries open full time!”*
- *“I use the computers and take out books regularly often in the afternoons so these times will not work for me.”*

- *“Our local library provides a much needed service especially for those who don’t have access to a computer.”*
- *“Libraries bridge the digital divide by providing free internet access and computer facilities.”*
- *“Due to disability and work for charity it is not always possible to fit with reduced hours plus I rely on the library for audiobooks and computers.”*
- *“I am looking for work and rely on the library for internet access. Without it I would be lost as I cannot afford it at home.”*
- *“Being a university student myself, and having to travel to Lincoln for uni once a month I depend on my local library for printing, book services and a study space.”*
- *“I often use the printing facilities as I don’t have access at home. It would be a huge loss and shame to do this!”*

Impact on library activities - Community / Social hub / Chat sessions

- *“The library in Prestatyn is a vital resource for our community and needs to be open as much as possible.”*
- *“This would limit schemes such as drop in sessions and helping our older population to socialise which has helped them in the cost of living crisis.”*
- *“Once again, libraries are the soft target for Council cuts. Rural communities like Denbighshire need these vital points of social connection more than anywhere else. For the mental health of the residents and the betterment of the educational levels and social inclusion of all the communities in the County, please try not to reduce any of the opening hours.”*
- *“I currently use the library as a childminder with my minded children and meet up with a network of other childminders. This is vitally important as it allows the children to socialise in a safe space while childminders can discuss issues or share ideas/problems.”*
- *“Cutting opening hours will mean a huge cut in social ability for everyone but especially children and elderly.”*

- *“Terrible news, the libraries are community hubs with a lot of social activities for all ages. They provide safe space for a lot of people who have nowhere else to go or to access the help they need when they need it.”*
- *“Prestatyn library is a hub of the community, as a business owner in Prestatyn many of my customers regularly visit the library and call it a safe space, somewhere warm and even somewhere they can talk to someone. This maybe the only conversation they have in a day and reducing hours will only isolate the community.”*
- *“It's incredible how crucial libraries are as safe spaces for vulnerable people. I've been in this library for two hours today and have observed elderly people, people with additional needs, young children and others all utilize this space. Please don't take this safe space away.”*

Lack of non-working hours / after school hours

- *“As a teacher in a local school to Corwen, I am outraged by the new proposed hours. My class visited Corwen library many times in the last year, and even chose to have our Christmas trip to the library, where they offered hot chocolate and a lovely story experience. Changing the hours of our County's libraries and one stop shop will have a profound impact on future generations, and will add to the decline in the number of people who do not appreciate books and literacy. Those children who love attending the library often cannot afford a huge number of books that is available to them at the moment, (with only one evening available to visit with Corwen's new proposed hours) particularly in today's struggling times. Personally, I believe the less hours you offer, the less people will learn to rely on libraries and one stop shops until they are forced to find other options and stop using it completely - resulting in a complete close in the future. Please rethink your decision!!”*
- *“I currently take my son to the library (St Asaph) several times a week (including Saturday) to assist him with his school work. No Saturday opening will make this much harder.”*

- *“The suggested hours are reflective of people that work (albeit the one offer on a Saturday until 12:30). There is no late evening option. To also close at 5pm gives limited time to use the library. Very poor offering. I for one would not be able to make use of this. The library should be accessible to all.”*
- *“As a family, where both parents work full time, these do not provide any access after 5pm. Our children (as do many other families) have activities Saturday mornings. This will eliminate us from accessing any library services.”*
- *“The library is vital to Llangollen and to reduce the hours in this way makes it in usable to most kids most of the time. I appreciate that the elderly are likely to have libraries more but the hours preclude working people and children.”*
- *“St Asaph library not being open on a weekend is no good for working people. It is already hard enough to get there with it closing at lunchtime and often Saturday mornings are the only time I can make it. These new opening hours mean I will probably stop using the library.”*
- *“As someone who works full time Monday to Friday I will not be able to bring my children to the Library, which I feel is an important activity.”*

Cost of living issues

- *“I have been looking forward to the warm hub over the next few months, with the cost of living I will be even colder this winter without it.”*
- *“These libraries are warm hubs for some of our most vulnerable people during winter. Plenty don't want to advertise they are in need and use facilities without announcing they need somewhere warm to stay. This is a travesty in a cost of living crisis.”*
- *“Many people depend so much on the library, we've gone from making it a warm hub to closing them down.”*
- *“Corwen does not have a warm hub and the library fills that gap. It would be devastating to many.”*
- *“The new proposed hours mean that I would only be able once a week with my school age children. Currently we visit the library after school on a Monday and at least one other afternoon and not to have this available will be devastating. It's one*

of the only free activities for children in the area and my girls have thrived on choosing books which has helped their reading confidence immeasurably.”

- *“These cuts will impact on the poorest in the community who are unable to travel due to financial constraints. The Libraries are also used to provide others services the council provide and these will be affected as well. The cutting of Library hours / services should be the utter last resort. They play a major part in the community in so many different ways and provide a warm safe space full of free educational facilities.”*
- *“With the financial crisis going on it would really be a shame for children to have no access to our library. No free books no access to computers for homework etc. Makes me very sad!!”*
- *“I can't travel anywhere other than Rhyl Library. I often come here during winter to keep warm as the cost of living costs have increased and I can't afford to keep my heating on all day. There are lots of other people using this library who are in the same situation.”*
- *“Leave them alone. As the cost of living crisis continues to hit, libraries should be promoted and you should be investing in them not cutting back.”*
- *“I work full time and both of my nearest libraries would be closed on Saturdays. I don't want to have to travel further, especially with the new restrictions and cost of living.”*

[Impact on library activities - Education / Training](#)

- *“I am 10 years old. I use my library a lot, by halving the hours, I will not be able to learn as much and it will be detrimental to my education and learning.”*
- *“I use library a lot especially printing documents, studying some of my homework and sending different forms and formal business letters. I can't afford to lose library because I used it a lot.”*
- *“Leave our libraries alone. We need these. They are a vital service to our communities. School children being able to pop in and use this service with homework. They cannot pick and choose around closures.”*

- *“Libraries should not see a reduction in opening hours- a detrimental effect on learning, accessing resources. Morally incorrect.”*
- *“I think it’s disgusting that the Welsh government are proposing reducing the library hours. The library is the life blood of our community. Everyone uses the library from the silver surfers learning essential IT skills down through the ages to all the events the library put on for children.”*
- *“I attend classes at Prestatyn and Rhyl. My Prestatyn Tuesday class starts at 9.30 if the proposed plan goes ahead, I will miss out on my learning. I also attend a class in Rhyl on Thursday so I will miss out completely as you propose to close Rhyl on Thursdays. How is this good for the community?”*
- *“I attend a computer course on a Wed afternoon when I finish work which fits my time. There are no computer courses at night time for people who work.”*
- *“This would limit my access to the adult learning I attend and I would be very sad about it. I enjoy my courses and meeting the people in my groups. It would have a big impact on my life”*

[Impact on one stop facilities - Help & info with Council Services](#)

- *“As Russell House reception was closed during Covid 19 the library is used for provisions such as blue badges, council tax queries which is vital for customers of Denbighshire County Council.”*
- *“Don't go reducing library hours, Libraries are an essential part of the community and offer a safe a secure place for young and old alike, how else will I be able to sort my bins, my council tax and borrow the most amazing books in one space. Please rethink this.”*
- *“How will the Council Tax department react if a pensioner cannot pay Council tax due to bad weather on the days the pay point is open.”*
- *“Libraries are essential access points for DCC - For Residents to have the freedom and access to them should be a priority I produce the DCC bus passes, and the library and staff are instrumental in delivering these services. These passes are given to the elderly and disabled meaning they often need help and a human touch to be able to successfully apply.*

They are also restricted in mobility and time - the proposed changes will only have a negative effect on these customers.”

- *“As a pensioner I am concerned where I will be able to access help with many forms like my blue badge and bus pass.”*

Transport issues getting to other libraries

- *“There are so many people who use the library services that would find it difficult to access other libraries as they don't own a car, are disabled or cannot afford to travel by bus or train.”*
- *“I don't drive. My library is a lifeline.”*
- *“The reduced opening hours significantly impact my elderly mother who relies on this library for interaction in her daily life. She cannot travel to other libraries in the area. Please reconsider these reduced hours.”*
- *I use Ruthin library at least twice a week with my daughter. 1st on a Monday morning where we attend the Bookstart session and again on a Thursday where we go and read and choose new book. If you were to close 50% of the times currently open, I wouldn't be able to go to the library because of work commitments and wouldn't travel to Denbigh to visit the library because of cost of fuel/public transport and then also paying for parking.”*
- *“Transport in the rural areas makes it difficult to get to nearest town when library is shut in home town.”*
- *“I don't drive so it will be harder for me to choose an open library. Also, I'm disabled and would find public transport also difficult.”*
- *“CORWEN needs more opening hours not reduced hours. We are 10 miles away from the nearest towns and public transport is not regular.”*

Impact on library activities - Bookstart Rhyme Time / Children's groups

- *“The changes in these hours will stop fundamental groups, sessions and access for our community. I for one want my child to continue attending the bookstart sessions and be brought up within a culture that there is a local library that we can attend to read.”*

- *“Why propose to close St. Asaph Library on a Wednesday when you know fully well that is when the library hosts the very well attended Bookstart sessions for babies and toddlers. These sessions are vital for the learning and development of our little ones and are much loved. Yet more opportunities being taken away from our youngsters.”*
- *“Myself and baby enjoy Bookstart so that will affect the time of that, or even be cancelled altogether if it can't be facilitated.”*
- *“My children will be unable to attend the library due to the reduction in hours. This also means they will not be able to attend Bookstart which will impact my son's socialisation with others.”*
- *“Myself and my 3 month old daughter attend the library at least 3 times a week to attend enriching song and yoga classes and to take out books to read at home. Whenever we attend the library always has people using its facilities - their craft afternoons, card trading for children, using the computers and people using the library for general leisure. All of the classes we attend are full and are currently held during times that the proposed closures will affect. It would be a huge loss to many if the opening times shorten!”*
- *“As a mother of young children, we love and use the library frequently - each year we participate in the summer reading challenge - a great initiative encouraging children to read and use the library. What is the point in doing this if you only ever planned to reduce hours at the libraries? What message is this sending? The rhyme time on a Monday morning is vital part of most Ruthin mums weekly routine- reading, socialising and getting out of the house! What would happen to this if the library is closed on a Monday?”*

Impact on the vulnerable

- *“As a Working Denbighshire employee this will have a significant impact on the participants that we work with as we have specified times whereby participants can access the library. Our participants often have complex needs and the times given will have a significant impact on accessing the library.”*

- *“I work for DCC children's services. Sometimes we have families who can't access online meetings at home (they may not have IT at home or the ability to access IT, or it may not be safe for them to do so because of domestic abuse), so our families have been able to rely on our libraries to access a quiet and confidential space to join meetings. However, the reduced hours proposed are going to limit some families' ability to take a full part in their child's care plan because there will inevitably be times when professionals cannot limit their own availability to fit around the opening and closing times of our libraries. I do think the reduction in opening hours could be to the detriment of our residents.”*
- *“I work for the Integrated Autism Service, we hold 'drop in sessions' in Denbigh, Corwen and Rhuthun Libraries on a monthly basis. These have allowed some of our clients and potential clients to see us and find out about our service. The libraries are always busy when i am in there. It is disappointing when the axe falls on services.”*
- *“The detrimental impact this will have on the vulnerable people in our society is huge.”*
- *“They are a meeting place for the Lonely and a life line for many vulnerable groups in our county. Keep opening times as I'd do not cut the opening times.”*
- *“Centralising or moving services for people who are already vulnerable and face challenges might save money - but at a great cost to the wellbeing of our communities.”*

Impact on library activities - Health & Wellbeing

- *“We Wrexham County Borough Council, Children's Social Care - Social Services. We have been using the Rhyl Library as a venue to facilitate Supervised Contacts between parents and children. It is an excellent venue to provide a safe and controlled environment to provide stability and regular contacts between parents and their children. These contacts can be for a duration of 12 months to 2 years depending on the case. Unfortunately, there is no other venue that we can use in the Rhyl area. We have been using Rhyl Library since 2021 - present. 4 days a week Times can vary from am to pm so having the flexibility of having the times available is crucial. As some of our clients have to travel a fair distance. All staff at Rhyl library are also a big part for our children as familiarity is paramount. The regular payments paid, I would hope would be beneficial in taking into account the financial income you receive. The new days and times would have a major impact on being able to continue.”*
- *“With my current role we use the small community room to run events which are free to the residents to help with their wellbeing. This would also be affected!”*
- *“Rhyl is the main hub for many people, providing access for deaf people to use a variety of services. People will become isolated without this service.”*
- *“The proposed hours restrict access to the facility. I often attend the Silent Book Club, by closing I would not be able to do so. This impacts my mental health + wellbeing.”*
- *“With these new opening hours there will no longer be a reading group as I live alone the library is an important part of my mental health.”*

Impact on staff

- *“What about the poor Staff!!!!”*
- *“The Staff will be overworked in such few hours and will no doubt end up leaving.”*
- *“Jobs will be lost!! And many more issues will be affected by reducing library hours!!”*
- *“Job losses or reduction in hours for staff is just not fair in the current financial climate.”*

Impact on library activities - Reading groups

- *“Reduced days mean that the library is likely to be busier on the days it is open. Currently it is a peaceful haven and I would imagine that will change if it’s open on a reduced number of days. Groups will be less likely to run from libraries due to reduced opening times allowing less groups to frequent the library. These groups are an absolute lifeline for some.”*
- *“This will restrict my opportunity to other facilities i.e. One Stop Shop, book club, warm place. This will also affect my mental health & wellbeing, if I am unable to visit the book club.”*
- *“Will miss the reading group in Rhyl as it is my only social contact.”*
- *“We would miss our Thursday Book Club.”*

Impact on library activities - Welsh language

- *“The times proposed mean I will not be able to take my children to choose books after school. It is important to us that our children can access Welsh books easily to enhance their Welsh education.”*
- *“As a teacher and parent of young children living in Llangollen these hours will cut this service off from me entirely. I run clubs after school on Friday and cannot get home before 5pm. The Saturday morning time is really key for me as it means I can bring my children to the library. We either need one more day with later hours (like the Friday) or we need to Saturday morning slot. My children attend Welsh medium school and as I do not speak Welsh well the library is also essential to us as a place where the children can get additional Welsh reading books without us having to buy a large number of age appropriate books for each reading stage.”*
- *“I work full time. I usually visit the library after work so after 5pm or on a Saturday. The proposed changes mean that I will be unable to go at all. They are fabulous at helping me practice my Welsh and provide appropriate reading materials for me. The proposed changes will mean I will lose it all.”*

- *“I am an expectant mother who will depend on the socialisation that Denbigh library can offer both me and my baby. My ability to speak Welsh is limited as is my partners and we would like to promote the language with our son. We will struggle to do so if the cuts go ahead.”*
- *“The new hours proposed are ridiculous. We use our library regularly and with the change of times we will lose our Welsh groups which ARE extremely important to myself and my kids.”*

Appendix 4: Suggested ideas for proposed model

Primary library – Corwen

- *“If reducing hours at least have a weekend option available at all sites.”*
- *“Corwen open on Sat mornings.”*
- *“Saturday morning is a very busy time in Corwen and would facilitate all ages using the library so maybe open then at the expense of other times during the week.”*
- *“I'd advise one more afternoon in Corwen (instead of the morning). The current proposal limits schoolkids to only Thursday afternoons. Giving parents with school children a couple of options would be helpful.”*
- *“It would be good to open 9am one morning when the shops open.”*
- *“Why not just open 2-3 complete days a week!! bitty hours are no good to anyone.”*
- *“Another afternoon time would help access.”*

Primary library – Denbigh

- *“Do feel Denbigh library needs to be open Mon, Weds, Fri and Sat please. 10- 1 pm or 2- 5pm, in order for people to access their services.”*
- *“I cannot believe closing half day Wednesday for Denbigh. It's "market" day!! Why not open 10-4 or 9-1 on a Thursday - that was always Denbigh half day. Then 10-1 on a Saturday. Daily access plus a weekend for workers.”*
- *“Instead of closing 2 days e.g. in Denbigh just close for 1 day as proposal suggests for Rhyl.”*
- *“Denbigh Library should be open Monday to Friday, in order that all ages of the residents (including school age) can take advantage of the opportunities available via our Library service.”*
- *“Could you not keep them open afternoons/evenings instead? Il sure a 9am start is not necessary in the week.”*
- *“If hours are reduced you may wish to reconsider opening times over school holidays and perhaps extend hours over these periods.”*

- *“Re: Denbigh Library opening hours & proposed changes, it surely would be better to keep Monday, Wednesday and Friday the same - opening from 10-5pm. I hope that no librarians are losing their jobs over this plan.”*
- *“Longer hours on a Saturday preferred.”*
- *“Consideration should be given to more evening hours and weekends, when workers can visit outside of normal working hours (9-5).”*
- *“Denbigh Library should be open on Thursdays and Tuesdays.”*
- *“One stop shop needs to be available every day * Tuesday is a busy day at the library so to close Denbigh branch on that day is wrong. Wednesday is a market day in Denbigh, so the library needs to be open.”*
- *“Maybe you could open Mon, Tues, Wed as there are more activities at Denbigh Library on these days.”*
- *“DENBIGH/ ALL LIBRARIES SHOULD BE OPEN MONDAY TO SATURDAY.”*
- *“If anything, trial evening hours.”*
- *“They should be open for some at the evening till 7pm sometimes, for those people working.”*
- *“Denbigh Library should also be open on a Thursday.”*

Primary library – Llangollen

- *“Due to school commitments we are unable to use the library on a Thursday/Friday after school meaning we wouldn't have any access to the library at all! Cut Rhyl's hours if u want to save money leave Llan alone.”*
- *“As a teacher and parent of young children living in Llangollen these hours will cut this service off from me entirely. I run clubs after school on Friday and cannot get home before 5pm. The Saturday morning time is really key for me as it means I can bring my children to the library. We either need one more day with later hours (like the Friday) or we need to Saturday morning slot.”*
- *“I am teacher and therefore don't get home before 5pm Monday to Friday. Late night opening and weekend would be more beneficial for most people.”*
- *“I really think a Saturday morning is essential to meet the need of this community.”*

- *“If half days are preferred, I'd prefer the afternoon, because at least school age children can visit during the afternoon. Ideally the library would be open during the afternoons and evenings, and be open all day on Saturday.”*
- *“I need Llangollen Library open Saturdays for many reasons. It would be good if it opened more hours and on Sundays.”*
- *“I understand the need to reduce hours in total but ask that it is considered to open Llangollen library on a Saturday instead of one of the week days - Saturdays are the only day when working families can access libraries.”*
- *“I feel a Saturday or a late evening is needed.”*
- *“Not opening Llangollen library on a Saturday is a mistake and should not be done.”*
- *“I respectfully request that your review retain at least one full day and Saturday mornings for Llangollen & Corwen.”*
- *“At least consider an evening/ Saturday opening plenty!”*
- *“I understand the rationale for the cuts, but I feel Saturday opening hours are really important for the community and would urge you to prioritise that day over others.”*
- *“It would be very disappointing if the library would not be open on a Saturday and I would feel like children are being let down by Denbighshire County council!”*
- *“It seems to me that the idea to have Saturday access at both Ruthin and Denbigh at the expense of Llangollen is very unfair. I'd also prefer to see an equal split of an am/pm sessions across the week at Llangollen.”*
- *“I suggest the hours to be the same as Prestatyn or Rhyl.”*
- *“Llangollen library should be open on the weekend to encourage children and 9-5 workers to use it and benefit from the service.”*
- *“Very Sad Maybe one more afternoon.”*
- *“I think the town of Llangollen would be better served with some full days - (9-5) and also a late opening to 7 (perhaps 2-7pm) and a half day on Saturday (as now).”*
- *“Saturday opening essential.”*
- *“What a pity you have opted for a Saturday closure when that is the time everyone needs access.”*

- *“Need Saturday access in Llangollen for families.”*
- *“Please consider a Saturday opening or all day Friday.”*
- *“Llangollen library needs access Saturdays.”*
- *“I would suggest as a minimum, that you at least restore Saturday morning opening to Llangollen.”*

Primary library – Prestatyn

- *“I cannot believe that Prestatyn library is planned to be closed 2 days per week when Rhyl is only planned on 1 day per week. Surely this should be done on footfall, issues etc. Prestatyn library is far busier and friendlier.”*
- *“Why don’t libraries have one evening a week when they stay open later enabling people who work to use the library. Being open on a Saturday would encourage families to visit the library encouraging a love of books with their children.”*
- *“More practically, I would say that it might be worth considering more hours on a weekend, rather than on week days, so that people working standard hours have more opportunities to visit the library. Thank you.”*
- *“Why is it that Prestatyn library lose 2 day opening but Rhyl only lose 1. Why close Friday some people can't get into town in the mornings so no library from Thursday to Monday in Prestatyn.”*
- *“The libraries are needed to be open every day.”*
- *“Prestatyn library needs to remain open as it is and on Fridays especially.”*
- *“It would help if Rhyl and Prestatyn had been different days.”*
- *“You cannot close Prestatyn library on a Friday.”*
- *“There isn't enough afternoons open.”*
- *“If you insist on reducing library hours then at least give us half a day everyday rather than open 2 full days and close for 2 full days and please keep the opening time at 9:30.”*
- *“Cut the Saturday out. We manage banking days Monday to Friday.”*

- *“It would be preferable that some days especially Saturday that the library would be open earlier from 9am, as myself and my family would only be able to attend on a Saturday but have conflicts with the opening times due to prior commitments at 10.50-11.20 which doesn’t leave much time for browsing the library.”*
- *“I would like Prestatyn to open at 9am.”*
- *“Friday is not the right day to be closed all day. It is just a busy shopping day for most people.”*
- *“Not on Friday - shopping day!”*
- *“I like the late Mondays in Prestatyn Library but no provision for this.”*

Primary library – Rhuddlan

- *“Would you consider opening slightly later until 6pm on the late days if the days were reduced?”*
- *“These proposals do not meet the needs of our community. I would rather the library was open for longer hours, such as on a Saturday.”*
- *“The proposal would be better having two full days rather than a few hours here or there. This is my idea for Rhuddlan which is the most convenient Library for me.”*
- *“Do not feel that being open for only 12 hours per week is offering meaningful service to the residents of Rhuddlan. I also find it extremely puzzling as to why you have never been open on a Saturday morning.”*
- *“Think you could at least have one library in each area open for a full day once a week.”*

Primary library – Rhyl

- *“Close on the Saturday, as two and half hours is a waste of time, it'll save money. Completely beside these new hours.”*
- *“Absolutely for this reduction in hours, how about getting rid of the Saturdays altogether, I've walked passed the library in Rhyl in the mornings and the lights are on early but no staff, surely that's a waste of council income.”*
- *“Maybe Mon 10-5, Tue 10-3, Wed 10-3, Thur 10-1, Fri 10-5, Sat ---- would be better (Rhyl hours).”*

- *“I think Rhyl library should be open for longer on a Saturday for the children, when not in school.”*
- *“Saturday should be open all day. Rather a weekday close early.”*
- *“Rhyl and Prestatyn should close all day on the Saturday, Friday 9.30-5 for the art on Friday.”*
- *“If you open on Thursdays more people would be susceptible to these proposals.”*
- *“May I suggest if you have to cut the hours maybe opening & closing 30 minutes later & earlier would not have such a devastating impact on the community.”*
- *“Bad idea. 1pm is far too early to close the library.”*
- *“While I have no objection to the library being closed for the whole of one day, I think it should be open all day the rest of the week, except Saturday, maybe until 2, for families with children.”*
- *“The library in Rhyl needs to be open Monday 10-5, Tuesday 10-5, Wednesday 10-5, Thursday 10-5, Friday 10-5, Saturday 10-12:30. Rhyl needs this library.”*
- *“Would prefer more afternoon opening in Rhyl.”*
- *“Why not have one late opening until 7pm or so? This would enable many more to use the facility. I would recommend opening until at least 2pm on Saturday.”*
- *“We need longer at weekends, cutting times is ridiculous.”*
- *“Should be open on Thursday.”*
- *“So, the current 6pm closing on a Monday for Rhyl is really handy because I don’t finish work until 5 so I’d prefer a later start to keep it open later. Also the 9:30am current open time on a Saturday morning is much more suitable to get parking especially in the summer months with children so I wouldn’t want to lose that.”*

Primary library – Ruthin

- *“I would plead that the library remains open on a Monday as most things are closed elsewhere in the town.”*
- *“Opening from 9 am -12.30 on Saturdays would be more accessible for parents with children who also in town doing other things such as swimming.”*

- *“Ruthin Mon - 9.30-5.00 Tues - 9.30-7.30 Thurs - 9.30-7.30 Fri - 9.30-5 Sat - 9.30-12.30.”*
- *“I would like it to be open when shops are open, so I am likely to get all jobs done at once.”*
- *“Parents would use it at 9am after dropping children off at school.”*
- *“Extend hours on Wednesdays.”*
- *“I would prefer to have Ruthin Library open on a Monday rather than a Saturday.”*
- *“Open for full days reduce days open per week.”*
- *“Please do not choose Monday in Ruthin as everywhere else is closed especially in the winter.”*
- *“I’m a college student in Ruthin and use the library regularly. If you’d like to reduce the hours please consider opening later and closing later. Such as open till 6-7pm. This would benefit a lot of students in various institutions across Denbighshire.”*

Primary library – St Asaph

- *“Would love to see St Asaph library open to 7pm one night a week.”*
- *“Wednesday would be ideal to be opened and Saturdays because children can come with parents.”*
- *“I think the hours of opening of need to be reduced should be of a balance that means most can still access such as some mornings, some afternoons and weekend access.”*
- *“Think there should be more hours on Saturday, especially for children.”*
- *“We need more hours , especially we need in morning hours on Friday, because we have a computer class at this time at the library.”*
- *“The Library should remain open on a Saturday morning.”*
- *“Disagree with Saturday Closure for St Asaph.”*
- *“Alternative Saturdays for school children who live outside of St Asaph - e.g. Bodelwyddan.”*

- *“Can I suggest that any changes should keep to the days ST Asaph Library is open. Ideally as many hours as possible on those days i.e. Monday, Wednesday, Friday, Saturday.”*
- *“I live in St Asaph, where the proposed reduction in hours would mean that anyone who would like to use the facilities but works a standard 9-5 job would be unable to. Children would also struggle if they wanted to expand their reading. Opening on a Saturday would allow locals to make use of the service in these circumstances.”*

Appendix 5: Suggested ideas for alternative model / cost saving

- *"I would like to see Denbighshire explore the use of models similar to that at the StoreyHouse in Chester, where the library is integrated into a slick cafe/bar experience - this sort of model could invite local social enterprises to run such a venture to create not only a sustainable in."*
- *"Totally disgusting decision. It's a pity the big wigs don't take a cut in their ridiculously high salaries if they want to save money."*
- *"I suspect there are better ways to make savings - cutting back on the fact of managers and limiting the excessive pension contributions made to all local government and civil service pensions would be a good start."*
- *"Denbighshire provide a venue for all services to utilise to meet the people they support which could result in cost savings where rooms are currently hired in external venues. The libraries could also be used by staff should the council be forced to make office closures as they have the infrastructure."*
- *"I appreciate that budgets are tight but I'm sure there other ways to cut costs. One such thing might be the ridiculous new recycling scheme being introduced at huge expense that nobody wants."*
- *"Reduce council office space in county hall etc and offer offices to council staff in libraries to keep them open!"*
- *"Could a mix of employees alongside volunteers increase opening hours?"*
- *"Get the Senedd to allocate more cash for essential services rather than wasting money on things not in the public interest."*
- *"How about a voluntary levy for those who can afford it?"*
- *"Perhaps budget cuts could be made by not sending duplicate information to tenants in a language not required i.e. I am a tenant and receive reams of paper in English and Welsh when i only speak English. It may be regulations but it's also a waste."*

- *"Another potential would be a mobile library which could serve the whole county and attend more than one location a day. Perhaps there are also other ways the library buildings can offer combined use to make them more cost effective?"*
- *"If the council has budget pressures, you can think about charging penalty for overdue books (that also makes people more responsible in returning their books), or charge a small fee for membership (we will be happy to pay an annual small fee). And the library can also open a small cafe/coffee shop so you can get profits from selling coffee, cakes, pastry, etc. (We would love to sit down and have some snacks at the library sometimes)."*
- *"The library could look to capitalise on this by offering a self service drink option in the foyer with seating or pay as you go desk space for remote workers. If it works for the goal it should be used to support the library."*
- *"The council should look into renting the rooms in the library to groups for a fee."*
- *"The Council should try to keep the existing hours and encourage the use of volunteers to assist staff. other local authorities encourage "Friends" groups e.g. Friends of Denbigh Library. Get the community involved more in the running of libraries. Alternatively look at savings by consolidating the library into other buildings."*
- *"Perhaps investing in increasing engagement but maintaining locations and opening hours will bring savings in the form of a scale of economy?"*
- *"Maybe think about all the unnecessary managers Denbighshire has, I know of three departments that has at least 8 managers in it, maybe have a look at the Chief Executive and below, I know of a few hundred thousand in savings there."*
- *"Be like Storyhouse, Chester and use the building and library setting for complimentary activities. Promote work stations. Offer book clubs. Think laterally."*
- *"You should advertise that the library is open for students to use and the facilities that they offer. Maybe along with teaming up with schools and colleges to reduce printer charges etc."*

- *"Could there not be a way of coordinating volunteers to work there on certain days so the library can stay open but perhaps certain services not available? I would give up 2 hours of my week to help if necessary."*
- *"Is there any way of mediating this? Is there any way of monetising spaces in libraries e.g. Rhyl has a big space which used to be a cafe. Could DCC not get charity funding to turn it into a cold weather hub for example in order to keep the whole building open? Apply to tech giants like google to see if they could help with funding for a computer space."*
- *"You should explore a mailing service for people who cannot access books due to the change in opening hours."*
- *"Please lower cost of renting out rooms for groups (it would bring people in.)"*
- *"It would also be useful to have a locker system for picking up books that have been reserved online. This could be a simple set of lockers with combination locks, or a more expensive Amazon/DHL style vending machine. I'd say a simple set of lockers would be sufficient. Ideally this would be accessible all of the time, but if located in Tourist Information in Llangollen that would at least allow better access. In the long term I'd like to see the library open for more hours with staffing. In the medium term I wonder whether the building could be open with minimal security, swipe card access, and self service tills as seen in some town libraries (Wrexham), and very prevalent in university libraries."*
- *"Is it possible to make more use of volunteers?"*
- *"Could the library service undertake community activities which are done elsewhere?"*
- *"DCC should look to cut their heavy HQ overheads before slashing another public service cherished by many locals. Yet again the public pays for public sector mismanagement."*

- *" GET CREATIVE - link with craft fayres and markets, offer courses and classes in practical time windows for people rather than during the day when most are working (I assure you, many would rather be able to take part in a community event or course!)."*
- *"Don't do it. Cut the overheads in the office - managers, stationery, etc. not essential services. The library is so much more than a place to borrow books; it is a community hub offering a safe haven for many. Ensure the Senedd in Cardiff doesn't take in extra members and lobby them for more money."*
- *"If raising money would help maybe you could look at having coffee machines or similar like many libraries have now to make it into a meeting place?"*
- *"I understand budget restrictions mean that changes are necessary at this time, but please consider alternatives e.g. volunteer support, joint working with local businesses, income generation opportunities, conversion to CIC or social enterprise status, diversification e.g. to a wellbeing hub, etc."*
- *"I am not sure that closing the libraries during most days will help the upkeep I would prefer to consider the opposite: attract organisations/charities/local groups to use the library for events, esp. In the evening and at weekends. Why not establishing a cafe based in the library?"*
- *"Keep the libraries open and slash overhead costs in the Council offices instead! As far as I can see there are far too many managers, middle managers and other office staff! There is a HUGE saving to be made by looking at head count and getting rid of posts that are not required."*
- *"Recent years has seen an expansion of "products" libraries offer bringing more people through the doors and to an extent additional income streams. A great deal more could be done for example addressing the extremely poor adult and continuing education offer, "home working" space, more partnerships; here in Ruthin there is a lot of potential to be explored through conversations with for example ReSource or outreach from the Craft Centre."*
- *"More items available through borrow box/greater awareness raising could help ensure people can access."*

- *"Do not make any changes to the hours. Perhaps look at changes within the building encouraging the use as a shared community space. Promote Internet use along the lines of an Internet cafe, community hub etc."*
- *"Cut the pay of the managers."*
- *"Surely these building can combine functions with other dcc services."*
- *"Could it manage with just fewer staff or more volunteers?"*
- *"DDC needs to consider getting rid of its over paid senior executives to make realistic savings not tinkering at the edges attacking lower paid staff and community who use library resources. It occupies 3 major sites at Ruthin, Denbigh and Rhyl. A good start would be to sell off two of these hubs and relocating business in Ruthin."*
- *"If you consider the oncosts, this amount could be saved by cutting 3 or 4 middle management roles, which would have no impact on our delivery or the Public."*
- *"If money needs to be saved, the council leader can get rid of his two recently appointed assistants who earn over 100 k each. Now that's a waste of money!!!"*
- *"How about slashing part of Gymnasium Budget to help out the Library opening hours?"*
- *"See if volunteers will help run, advertise in high schools that you need helpers. Don't cut the hours!"*
- *"Could you strike a deal with banks and have a space for them to operate from (I appreciate there would be security implications, but it could be computer based queries rather than cash handling). I feel like there is room to think outside the box to boost our services, and perhaps we could have longer open hours during school holidays, but appreciate the situation is difficult."*
- *"Whilst I was living in New Zealand the local library held community events with small choirs singing, activities for young an old maybe looking at semi regular events like this on Saturday mornings would bring more footfall to the library??"*
- *"In many libraries over the whole of UK they have to supplement the work of professionals with help from volunteers. Maybe the Libraries could stay open for longer each week with just one official and help from one or two volunteers "*

- *"Can it not be opened with volunteers? I'd volunteer a couple of hours on a Saturday myself if I knew it would be keeping it accessible to my child."*
- *"Art exhibitions, poetry readings book club and writing groups could be formed to really give the library the support it needs both financially and in terms of community engagement maybe even a small tea and coffee area."*
- *"The council could make savings by being more efficient in other areas e.g. repair roads / pot holes properly, use one sub divided wagon to collect waste, repurpose empty buildings."*
- *"A way forward is ask for or one off funding and link ups to large retailers. ASDA, MORRISONS, B&Q. These large retailers might like to sponsor a theme or project around things that matter. Food and healthy eating. Welsh agriculture. Garden improvements. Make the library involved to promote themes and products for funding. Schools do this with the token scheme."*
- *"There needs to be more investments into co-working spaces for young people. Especially in Ruthin / Denbigh. Rhyl has 'Costigans' which would be great here too!"*
- *"DO NOT REDUCE HOURS. MAKE SAVINGS ON COUNCILLORS EXPENSES & EMPLOYEES SALARIES."*
- *"The Council should be safeguarding the Libraries. They could reduce some of the library facilities in order to house DCC staff. For example, Russell House could be closed and the top floor of Rhyl Library could house an open plan office. The library would lose that space for booking out to people or as a flexible working space, but since the council wouldn't be spending money keeping Russell House open, it could afford it. Same with Caledfryn and Denbigh Library. The top floor or top two floors could be closed to the public and Caledfryn staff moved into there."*
- *"More could be done to promote those services more e.g. the museum display, history of the building and public spaces upstairs available to use/rent."*
- *"Look at Chester library (Northgate St) to see how reinvented itself (multi purpose) rather than close DCC libraries."*
- *"If the council needs to save money they should get rid of management who seem to increase in direct proportion to the removal of worker's, the management earn*

proportionately more, parks dept only has one or two workers but still the same management, why do we need a county council to not provide the services."

- *"How about the overpaid managers falling on their swords and take the bullet for the underfunded and vital libraries."*
- *"Reduce the wages of managers not the frontline staff who actually do the work!"*
- *"Use of volunteer services and community input to help run the library."*
- *"I know it's expensive keeping the doors open, but aren't there other ways to save money? Turn off half the lights? Reduce other running costs across the county? Emergency funds?"*
- *"Why not extend the use of libraries as a 'one stop' Make more use of meeting space, include the tourist information service and other services that have face to face contact with the public."*
- *"Should be encouraging community groups like the U3A to use facilities. The only way to make real saving is to rearrange LG into larger units."*
- *"I feel that the council should be encouraging more uses for the buildings rather than reducing the hours."*
- *"Is there no way to diversify, hire out room space, offer certain groups children, art classes or seasonal."*
- *"Can the council not consider making savings in terms of agile works using technology for meetings, and savings from travel allowance for staff to be ring fenced for local libraries. "*
- *"If part of the problem is the cost of staff wages, why cannot DCC consider training a local group of volunteers to assist the paid member of staff. This in turn would provide an opportunity for individuals who may be lonely, lack regular contact with others and to provide them with a sense of purpose. Wouldn't it be amazing if Denbighshire were a county that were seen as a council that worked with the community in encouraging & promoting volunteering opportunities rather than taking services away xxx"*

- *"The library is the hub of the community. It would be nice to have the cafe open again."*
- *"Some of the space in the library is woefully underused, such as the large room at the back. Could the council consider how to employ the space to generate additional income to preserve the library service rather than dismantling the opening hours."*
- *"Why not cut your hours back at the Churton Road and Denbigh offices instead."*
- *"Cut your own hrs at Housing and other Denbighshire offices. We need Rhyl library, no car, can't afford to travel elsewhere. Staff are excellent, so helpful and kind. Stop spending it on rubbish on Rhyl promenade, flowers, waste of time junk"*
- *"In order to make savings it would be a good idea if you stopped 'paying' councillors for attending meetings, the travel costs would be sufficient. They are mostly retired and if not, get paid by their employers,"*
- *"We have civic office buildings that are half full, open 5 days a week. Some of these buildings (Russell House and Caledfryn) are not open to the public. I feel we should be looking at reduced opening hours for staff at civic offices, rather than reduced opening hours for the public in our libraries. (I am an employee of the council, and I am fully embraced with flexible and home working. I am an avid reader and habitual user of Ruthin library)."*
- *"Accept donated books, good quality clean ones. Maybe provide a list of books required. Massive savings if you consider Hardback books are generally about £20 each and paperbacks are about £9 approx... Anything not required could be re-donated to charity shops..."*
- *"I do not drive, and cannot afford a bus. there are 3 Libraries in the North of the County with 8 miles of each other, and regular bus services. SCC should look at closing at least one of them. DCC have not thought this through, each end every One Stop Shop, should be looked at individually."*
- *"I would like to understand what alternatives have been considered such as reduced staffing or asking for volunteers to support paid staff."*

- *"I have been in Prestatyn Library many times and at different times of the day and saw 4 staff members just sitting chatting. Why not reduce staff hours. Not have 4 staff on at once but say 2 (or 3)with a part time staff member in addition at the busy times or to cover lunch."*
- *"Today I happened to visit Prestatyn library, they have resourced their space to include various organisations including for example banking facilities. Surely our esteemed members of DCC should be looking on how to utilise this facility to enhance rather than reduce."*
- *"Instead of reducing hours why aren't new income streams being considered such as providing locally sourced refreshments. A self serve drinks machine with locally sourced coffee so no additional staffing costs and supporting local supplier. "*
- *"I am unsure how you feel that you can make cuts here when you have two county halls that are pretty much empty- being fully heated and using energy when they are practically derelict as all the staff are working from home- maybe look at selling off the masses of equipment that these buildings contain, some of which are no longer needed! I know that County hall is empty as I spent two days there conducting interviews and the places was like a ghost town! Also the money you spend getting your logos printed on paper napkins and other promotional material is a massive waste- ok a drop in the ocean you might say, but all these things cost money and any small savings be it £3k or £2.50 so maybe DCC Should look a bit closer to home before they start cutting valuable assets to the community."*
- *"Why not consider asking if users would be prepared to contribute / or even put a small charge against books borrowed? We all have to match our outgoings to our household budgets/income but there must be a better way of raising some extra income from users - or is the library budget really being slashed by 50%. ? What about other services? Perhaps the recycling proposals should be put on hold for a while or something similar? Either way, where is the proposal to raise either voluntary or mandatory contributions for those who aren't on low incomes or benefits?"*

- *"I find it quite unbelievable cutting social amenities hours to save money when council workers are not putting in the hours they are contracted by working from home and for promoting staff and then accepting redundancy terms at inflated rates! Plus, as workers are working from home then rent out or mothball part of the D.C.C. offices."*
- *"I would suggest the hours for example at Ruthin as noted on the attached form. This could probably be achieved at no additional cost using the existing library staff supported by 'Friends of the library'. Such a development should be fully promoted to help the library become a vibrant part of the community."*
- *"Councillors should be looking at their allowances and reducing redundant offices rather than lose vital community hubs."*
- *"Why not reduce heating in council offices by a couple of degrees?"*
- *"Cut funding to Denbighshire Leisure instead. They are a limited company."*
- *"I therefore suggest that staff from the multiple (and expensive to run) other council buildings be asked to use spaces within libraries when working from 'the office' (the technology is readily available for efficient Hot Desking) This would mean libraries could open longer not less, and council staff and the general public could be to interact again."*
- *"Try saving money by ditching the unwanted change to the bin collections. This would pay for the library services for years."*
- *"What other options have been considered e.g. some libraries are close to each other - would it be better to close some, or transfer smaller libraries to a community group "*
- *"In Ruthin the building is very old and inefficient to heat etc, would it not be more sensible to cut costs by moving the library into the council office which is mostly empty and has a good car park. This would be better than damaging one of the few excellent services that Denbighshire provides"*
- *"Online payment facilities and 24 hour payment line ensures customers can make service payments."*
- *" Save money by stopping buying new council vehicles. Pointless!"*

- *"Are staff still working from home? Could they not be based more at Libraries that have good IT connectivity, to help keep them open?"*
- *"Be creative with cost savings: look to the largely empty offices, the vanity projects (you know what they are as well as I do) & why not look at Councillors allowances and salaries of certain officers too? This is a time to support communities and loyal staff. Stand together!"*
- *"Is there any chance of finding funding from charities/ social projects to keep this excellent service going? "*
- *"It is suggested a small membership library fee for locals is introduced notwithstanding that charges should be applied to tourists and other holidaymakers using a free service. KEEP HOURS OPEN"*
- *"Could there be a fee for the older population, not children, to pay £1 each to use the library, and also, £1 to use the public toilets, as cold nights ahead, no money for school laptops, etc."*
- *"As with the green bin payments, people could pay £50 a year to use the library."*
- *"Try charging less for the conference rooms too and you might get more people hiring them."*
- *"If this consultation is going to be used to Save money then 1, why not sell off/ rent office space and car parking. Since covid the number of staff working from home had drastically increased . Offices are half empty and car parks are under used."*
- *"Maybe look at the council offices, which from the under used car park you can tell is not functioning efficiently. Maybe it's time office workers return to their desks and do a full days work. Covid has been and you leave the library available as it is!!!"*
- *"Perhaps we could look at some of the roles in council offices and vote on whether we'd like to keep them? I think we all know what the outcome would be then. I'd rather pay more council tax than see important community facilities that cater for the young cut down. "*
- *"Perhaps things like coffee machines, snacks, drinks could bring extra revenue into the libraries to help."*

- *"Perhaps you could consider using volunteers in order to increase the proposed opening hours."*
- *"Have you thought of using volunteers to assist staff - Llangollen is an excellent place for such folk."*
- *"Why not freeze the salaries of the higher paid staff and cut councillors expenses - this may help Denbighshire save a huge amount of money."*
- *"The role of the library needs to be broadened, potentially by making available a Speakers Corner space and time, for history, geography, interest groups, local enterprises, etc."*
- *"Another service being cut!! Let the public park in the empty council office car park or turn off all lights there as they all work from home. DISGUSTED."*
- *"Why not stop the issue of new bins and use the money for the libraries?"*
- *"Make your cuts in the salaries at the top, not the services. And stop wasting money on things like cutting grass verges so often or junkets for councillors."*
- *"Maybe introduce knitting circles, talks, and other groups to add to the facility, grow it instead of slow it."*
- *"Maybe reduce the CEO and other overpaid top management to fund amenities that local populations need. Too many overpaid managers getting too big a salary, golden hello/goodby handshakes and pensions. Do what you should be doing and that is ensuring that local amenities remain in the community."*
- *"Maybe the council can save money in other ways - possibly reduce the management and office staff?"*
- *"A good place to start reducing expenses across the County Council is switching OFF the lights in the Council buildings out of working hours and days. Kind regards Daniel."*
- *"If savings are needed why not go back to everyone paying a small sum to use the library for books and computer use on a yearly basis."*
- *"Maybe an option to recoup some money by allowing public to hire the space or rent the area for another use?"*

- *"If cuts need to be made, then please look at reducing senior staff salaries. Abandon your defined benefit pension, put your staff on a DC scheme."*
- *"Has the council thought of bringing in more partners into the library space. E.g. job Centre, CAB, age cymru. I understand the need for savings, the libraries offer the communities enormous benefit to their health and wellbeing."*
- *"As more people work from home, is there still a need for the existence of the county offices?!!"*
- *"Is there a possibility of funding from the levelling up money, if its money thats the problem."*
- *"Before this happens the council should look at balancing it's books in other ways. If it is inevitable then looking at making changes that cause least impact: i.e. moving libraries into council buildings to reduce overheads. Considering a wider range of opening times e.g. after 5pm for working people. Saturday opening in the Dee Valley. Seek funding/re use funds for a library bus."*
- *"May I suggest a voluntary payment of 5p per book borrowed. A TRIAL period could produce income. I suspect many people would be happy to pay. Based on the outcome a further plan might be better than the one proposed."*
- *"Suggestions of tourist information centres, possibly getting volunteers in to help with manning, which would have helped with increasing tourism revenue, were dismissed out of hand."*
- *"Why not include the role of libraries as Tourist Information Centres in key towns, such as Denbigh and Ruthin? Has this been given any thought?"*
- *"I believe we should get Central Government to send more funds to Wales, they certainly would if the Sened was run by the Conservatives"*
- *"How about moving the Ruthin library into another council owned building with parking? (County Hall or craft centre for example - as they are utilised less with many working from home now)this would bring savings (running costs of building) and make it more easily accessible with parking nearby."*
- *"If the heating was turned down a bit perhaps the hours could be extended? And I hope the free tea and coffee isn't being abused."*