

## Library Opening Hours Consultation: DCC Response

### [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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise Library/One Stop Shop opening hours.**

### [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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery.**

### [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 and after 5pm. 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.

**The amended model has responded to this by revising the proposed opening hours/days.**

## 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.

**The Council will endeavour to maximise library opening hours with resources available.**

## 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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery. The Council will continue to work with partners to reduce digital exclusion and tackle economic deprivation.**

## 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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery. This will include talks with Education colleagues to address access to libraries and computers outside lesson times.**

## [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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise Library/One Stop Shop opening hours for customers who need help and advice.**

## [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.

**The amended model has responded to this by revising the proposed opening hours/days.**

## [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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery. The Council will continue to work with partners to maximise opportunities to access Bookstart sessions; the Summer Reading Challenge will remain a high priority for the service.**

## 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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery. The Council will continue to work with partners to support vulnerable people.**

## Suggested ideas for proposed model

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

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

**The amended model has responded to this by revising the proposed opening hours/days.**

## 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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery. The Library/One Stop Shop Volunteering and Room Hire Policies will be reviewed and updated to maximise their contribution to an accessible Library/One Stop Shop service.**

## [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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery. The Council will continue to work with partners to reduce mental ill-health and social isolation and to maximise well-being across the County.**

## [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.

**While there is a risk of redundancies, the Council will support staff through redeployment where possible. The impact on workload will be carefully monitored to ensure maximum support for staff and customers.**

## [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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery.**

## 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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise Library/One Stop Shop opening hours.**

## 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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise Library/One Stop Shop opening hours. Access to Welsh language books remains a priority for the service.**

## 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.

**The Council considers Libraries to be essential for communities across the County so has committed to keeping them all open, albeit for reduced hours. The service will continue to work hard to maintain Libraries as the beating hearts of the**

communities, despite the reduction in core funding, ready to expand again when the economic climate improves.

## 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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery.**

## Impact on library activities - School sessions

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

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery. This will include talks with Education colleagues to ensure access to 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.

**The Council will seek to mitigate the reduction in budget by working in partnership to maximise use of Library Buildings during and outside the hours of Library Service delivery. The Council will continue to work with partners to support vulnerable people.**

## Sustainability

9 residents stated that the proposed changes are not sustainable.

**The Council will work hard to make the proposed changes sustainable by working with residents and partners to maximise Libraries' contribution to individual and community resilience.**