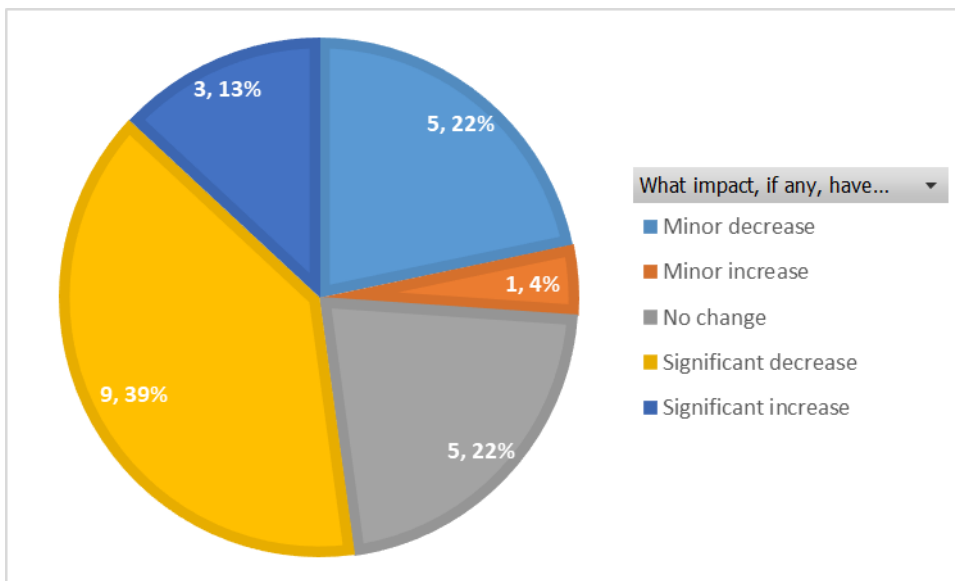


## Appendix 4

### Library/OSS Changes Staff Feedback Survey, June 2025

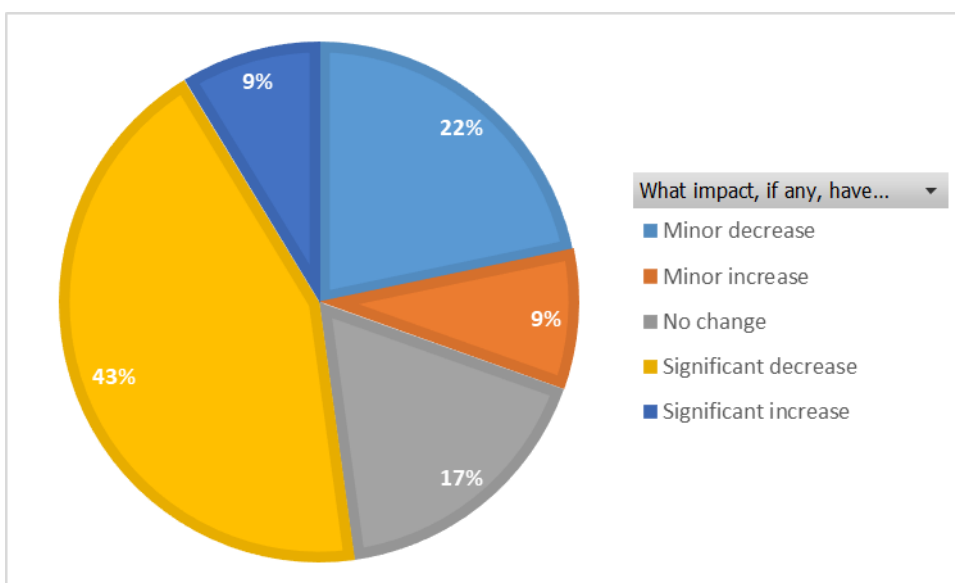
During June 25 the Libraries Task Force asked the Library/OSS team for their feedback on how the reduction in opening hours in June 24 had impacted on them, both personally and at work. 23 (out of 35) staff from the service completed the survey.

**What impact, if any, have the changes to library opening hours had on your working hours?**



9 out of the 23 members of staff reported a significant decrease in their hours.

**What impact, if any, have the changes to library opening hours had on your monthly take-home pay?**



10 members of staff said they had experienced a significant decrease in their pay, and 5 had experienced a minor decrease.

**What impact, if any, has this change in pay had on your personal life?**

5 people expressed the change in pay had a significant negative impact and 9 said it had a minor negative impact.

Here are some of the comments –

There are money worries every single month. I have had to take on a second job to try and limit the damage. But the shortfall is still there, and there is less time to enjoy life due to working excessively.

I went from being comfortable, knowing my wages would cover the month, to borrowing from a bank to cover bills

.....My pension is also affected which does not seem fair after working for nearly 30 years for DCC. Partly why I do not want to leave my job.

**What impact, if any, do you think the changes have had on your thoughts about continuing your career with Denbighshire Libraries?**

2 people reported no change, whereas 21 people reported a minor or significant negative impact.

**What impact, if any, do you think the changes have had on your thoughts about your long-term future with Denbighshire County Council?**

2 people reported no change, whereas 21 people reported a minor or significant negative impact.

**What impact, if any, do you think the changes have had on your workload?**

16 out of 23 people said the cuts had significantly increased their workload, and 4 said they had resulted in a minor increase.

**What impact, if any, have the changes made to your levels of stress at work?**

78% of respondents (18 members of staff) said the changes had a negative impact on their stress levels.

Here are some of the comments-

It seems that so many other departments within the council are decreasing their level of service. And we, as the last customer-facing service, are having to answer questions and try to deliver said services with less staff and less hours. This makes for a very stressful environment.

I have never felt stressed in work before but I do now since June 2024

Less hours to do the work, and yet still the same amount of customers.

Never, ever have felt stressed at work until now.

I feel privileged to be working in a library and have had much more stressful jobs in the past. The library management and my colleagues in each library are very supportive and create a positive working environment. Of course, even with all of this said, the increased workload and associated stress will likely have negative effects on our wellbeing over the long term.

You do feel more rushed to complete tasks especially when there are queues of people waiting to be served - reduced hours opening so more volume of people on those days.

The library has cut the hours which has an impact on customers using the library. The One Stop Shop is dealing with high volume of customers dealing/paying with Waste Green bins and trolley boxes which has an impact with staff dealing with payments.

Never felt stressed when working before changes but now customers condensed into shorter working hours can be really busy with no time for general duties which then pile up. Also the changes to the waste system that were implemented at the same time did not help. Customers are also not as happy.

Same expectations of volume and breadth of service is expected in a shorter time period owing to reduced opening hours- significantly reduced time for 'back office' tasks away from customer facing duties

**What impact, if any, have the changes made on the degree to which you feel supported at work?**

7 people expressed they felt no change, 10 people said a minor negative impact and 4 a significant negative impact.

Staff feel that, due to cuts in management capacity within the service, they have less face to face support and there is less time for staff meetings. There is also a feeling of lack of support from other departments when dealing with OSS enquiries.

**What impact, if any, do you think the changes have had on the quality of service provided to customers?**

All but one of the respondents said it had a negative impact on the customers. Some felt customers are struggling to get used to the new hours. Respondents felt they still worked

hard to maintain high levels of customer service. It is harder to deal with queries that are more protracted, and it is difficult to schedule in blue badge appointments, which can take up to an hour. They felt it was harder to deal with difficult customers, as they are already feeling more stressed.

**What impact, if any, do you think the changes have had on the range of service provided to customers?**

There were mixed responses to this question, with 8 people saying no change, and 8 people saying a significant negative impact.

Staff felt that we are still offering the same range of services, they just have less staff time to carry them out. Others felt that we now have less time for 'off-counter' tasks, such as processing new books, leading to delays in getting them to customers.

Customers also have to wait longer for help with applying for Blue Badges and bus passes.

**What impact, if any, do you think the changes have had on the time you have to spend with each customer?**

The majority of staff now feel that they have less time to spend with customers.

Comments include:

There is no time to chat to some customers, just work our way through the queue or get on with general tasks. The elderly, especially, like to take their time, not be rushed, and chat while being served.

We continue to provide a high quality service with customers having our priority. However....it means that we do have less time to spend on other tasks now and again.

There is simply not enough time. 40% reduction in opening hours do not equate with 40% less customers. We still have to do the same amount of work as before.

**What impact, if any, do you think the changes have had on the time you have to spend doing other tasks? e.g. processing new books, dealing with deliveries etc**

22 out of 23 staff answered negatively to this question.

Staff found that 'off-counter' tasks have to take a back seat when there are so many other tasks to perform. It is hard to find time to create displays to encourage people to borrow books, and staff report that they come to work early or work over lunch to make sure they get things done. Staff enjoy the library side of the work but find it has to take a back seat sometimes to the OSS.

## **Next Steps**

The Taskforce has identified this as an area that requires their focus over the future, to try to ensure staff are receiving the support they need.

Meanwhile, the service has reported the following in response to specific questions:

- Regular catch-ups and 121s are held, and staff are reminded of opportunities to seek professional help and support (e.g. through Vivup or Working Denbighshire).
- Where vacancies arise, hours are offered to existing staff first to increase their working week in the Library/OSS Service.
- The Library Management Team structure is currently being tweaked to create more management capacity for staff support and operational delivery.