

## ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	13/11/17
<b>Subject:</b>	Draft Library Service Strategy 2017 -2022
<b>Purpose of Report:</b>	Consider the proposed Draft Library Service Strategy 2017-2022
<b>Scrutiny Chair:</b>	Cllr Aled Morris Jones
<b>Portfolio Holder(s):</b>	Cllr R Meirion Jones
<b>Head of Service:</b>	Delyth Wyn Molyneux, Head of Learning
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<b>Local Members:</b>	

### 1 - Recommendation/s

The Corporate Scrutiny Committee is requested to:

1.1 Consider their views on the draft Library Service Strategy 2017-2022

1.2 Recommend the following to the Executive Committee:

a) Adopt the Draft Library Service Strategy 2017-2022.

b) Action the proposed changes in the Draft Library Service Strategy 2017-2022 as follows:

- i. Close Cemaes Library, Moelfre library and Newborough Library, continuing to investigate mitigating actions such as community access points and/or increase mobile provision in the areas affected by closure.
- ii. Develop a collaborative model with Canolfan Beaumaris in respect of Beaumaris Library.
- iii. Receive a firm commitment from Llanfaelog Community Council in respect of Rhosneigr library by 2 January 2018. If no firm commitment is provided then proceed to close as per i) above.
- iv. In order to achieve maximum savings the recommendation would be to accept Option B within the Draft Library Service costings (Appendix 5): Total strategy savings bare minimum staff (All of the staffing from the closed Libraries), and accept

the risks as detailed in 13.1 below. Officers must point out that this could lead to Legal Challenge and/or Ministerial Intervention

or

To accept Option C within the Draft Library Service costings: Retain 22 hours (2/3rds of the staffing) from the closed libraries within the new staffing structure to help with mitigation and sustain performance against the WPLS staffing standards.

## 2 – Link to Council Plan / Other Corporate Priorities

<http://www.anglesey.gov.uk/council-and-democracy/governance-and-performance/council-plan-and-performance/previous-business-plans/corporate-plan-2013-2017/132939.article>

## 3 – Guiding Principles for Scrutiny Members

- **To assist Members when scrutinising the topic:-**
- **3.1** Impact the matter has on individuals and communities [**focus on customer/citizen**]
- **3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]
- **3.3** A look at any risks [**focus on risk**]
- **3.4** Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]
- **3.5** Looking at plans and proposals from a perspective of:
  - Long term
  - Prevention
  - Integration
  - Collaboration
  - Involvement
  - [**focus on wellbeing**]

## 4 - Key Scrutiny Questions

In terms of process, the Corporate Scrutiny Committee are now requested to consider their views on the draft Library Service Strategy 2017-2022

It is proposed that the following key questions underpin the Committee's deliberations when considering the draft Library Service Strategy.

- I. Is the scrutiny committee satisfied that the service has undertaken the process as comprehensively and inclusively as possible?
- II. Does the Equality Impact and Needs Assessment( EINA) cover all the groups/aspects expected by members, and are there any concerns?
- III. Does the committee support a recommendation to proceed with the recommendation to accept the draft Library Service Strategy and implement the changes to the library service?
- IV. Do members have any other views or concerns?

## 5 – Background / Context

1.1. The Council is committed to providing a statutory library service that is comprehensive and efficient as required by section 7 of the **Public Libraries and Museums Act 1964**<sup>1</sup>.

1.2. **The Welsh Public Library Standards**<sup>2</sup> (WPLS) are set and assessed by the Welsh Government. Whilst not directly linked to statute, they are a means of benchmarking library services across Wales, and give the responsible Minister's assurances over service use, standards and quality; the WPLS are one of the measures of whether a Library Authority is fulfilling its statutory duty.

1.3. In 2013 the Council was challenged with finding £16m of efficiencies in the following 3 years. **The Isle of Anglesey Corporate Plan 2013-17**<sup>3</sup> ("the Corporate Plan") stated an aim to reduce the overall costs of leisure, culture and libraries to the Council by 60% over the period of the plan.

1.4. During 2014-15 Council's Library Service undertook a **Library Service Review**<sup>4</sup> with the aim of ensuring that the best possible service can be delivered within the available resources. The Review analysed topics such as performance, usage, needs, and options for transformation. The review identified several options for the future development of the service. The key drivers for change are financial and

<sup>1</sup> <http://www.legislation.gov.uk/ukpga/1964/75/contents>

<sup>2</sup> <http://gov.wales/topics/culture-tourism-sport/museums-archives-libraries/libraries/public-library-standards/?lang=en>

<sup>3</sup> <http://www.anglesey.gov.uk/Journals/2014/04/02/u/s/p/corporate-plan-2013-2017.pdf> p.13

<sup>4</sup> <http://www.anglesey.gov.uk/download/47802>

technological.

- 1.5. As a result of the ongoing Library Service Review and the financial implications of the Corporate Plan a Libraries, Youth Service, and Museums & Culture Transformation Programme Board was established in April 2015 with the aim of overseeing the delivery of the promises made in the Corporate Plan to explore options and implement a revised Library provision model.
- 1.6. A public and stakeholder consultation was held during October 2015 to gather views on the options identified and to invite any alternative ideas. There were nearly 2,000 responses to the consultation between questionnaires, face to face sessions and workshops. Although there was no a clear preferred option, there was evidence that it would be beneficial to seek opportunities for 'community support' models, working with social enterprises or alternative providers to work with the Council to maintain the service rather than any potential withdrawal of service.
- 1.7. Following on from the consultation the Library Service developed a Draft Strategy and an Equality Impact and Needs Assessment ("EINA") to address the Library Service Review's recommendations, the consultation report and the financial situation.
- 1.8. The draft Library Service Strategy 2017-2022 was presented to The Executive: Tuesday, 14th February, 2017 at 10.00 am under Item 21: Transformation of the Library Service - Draft Library Service Strategy for 2017 – 2022
- <http://democracy.anglesey.gov.uk/ieListDocuments.aspx?CId=134&MId=3081&Ver=4&LLL=0>

It was RESOLVED:-

- To note the process followed to develop the strategy and the reasoning behind what is being proposed within the Draft Library Service Strategy;
- To approve the Equality Impact and Needs Assessment;
- To authorise the Officers to proceed to a public consultation on the Draft Library Service Strategy in line with the timetable as shown within the report;
- To note that the Library Service will continue to discuss and consult with interested parties and to report back with options identified for the transformation of the Library Service to the October meeting of the Executive.

### **1.9 Public consultation on the Draft Strategy**

This consultation took place over a period of twelve weeks during the summer of 2017. The full Consultation Report can be found in Appendix 2

The consultation online and offline questionnaire ("the consultation survey" attracted a significant response (450 full responses and 28 incomplete responses). In addition, 748 responses were received from meetings attended by the Council as part of the consultation engagement activities.

The purpose of this consultation was to inform the Council's decision-making process and to discover:

- whether the residents of Anglesey agree with the Libraries Service Draft Strategy – The Way Forward 2017-22
- To what extent the three-tier approach was supported
- Residents' opinions of the possible impact of any changes to the Libraries Service on them as individuals

## **1.10 Main Risks**

### **1.10.1 Staffing Structure Risks to Option A: Total strategy savings retaining current staffing levels**

Service would still not achieve the Welsh Public Library Standards Staffing Standard overall numbers of staff, but performance would be maintained and enhanced due to changing job roles and rationalisation of services and closer working with the community.

### **1.10.2 Staffing Structure Risks to Option B: Total strategy savings bare minimum staff**

1. Severely restrict capacity within the Service to deliver mitigating options in those areas subject to library closure. Increased mobile provision may be possible but other actions e.g. 'click and collect' or community drop of points would not. Risk of Legal Challenge.
2. Further deterioration in performance against Welsh Public Library Standards. This will affect performance in all Indicators and Standards but particularly the Staffing Standard, resulting in a risk of Ministerial Intervention.
3. Severely restrict capacity within the service to cover staff absences resulting in unexpected closures, effecting performance against Welsh Public Library Standards and service to the public, especially in the context of Relief Staffing budget being cut as part of this savings package
4. Further restrict the ability to improve and develop services to the public
5. No capacity to increase staffing levels in the New Market Hall Library (Holyhead), limiting opportunities for growth.
6. Risk from increased work related pressures on our staff due to severely low

staffing levels resulting in increased staff turnover and staff sickness levels.

**1.10.3 Staffing Structure Risks to Option C: Total Strategy savings retaining 22 hours staff for mitigating the effect of closures**

1. Mitigating options in those areas subject to library closure e.g. 'click and collect' or community drop of points, would be possible but not to the same extent as Option A.
2. Further deterioration in performance against Welsh Public Library Standards Staffing Standard, but not to the same extent as Option A

**1.11 General Risks**

**1.11.1** Realising the Draft Strategy successfully depends on the collaboration of community councils, partners and service users.

**1.11.2** Realising the changes to service delivery (particularly in the communities where the greatest change is recommended) depends on continued discussions with community councils and other partners; and this negotiation can highlight obstacles, concerns, lack of capacity, lack of resources, the need for investment or any other matter that cannot yet be foreseen.

**1.11.3** Realising this Draft Strategy successfully also depends on the collaboration of other services within the Council. The work programme to put the strategy into place brings about implications for the resources of other services.

**1.11.4** Continuing from the above, some of these implications can be subject to further decisions by the Council, especially bearing in mind the use and future of individual sites, and the commitments of other Council services.

**6 – Equality Impact Assessment [including impacts on the Welsh Language]**

In accordance with the duty under the Equality Act 2010, an equality impact and needs assessment of the strategy was undertaken. After the public consultation, the equality impact and needs assessment was updated. The Full EINA is appendix 4.

The Library Equality Impact and Needs Assessment (EINA) assesses the need for the service and the impact of any proposed changes on the population who may want to make use of the service. All options were carefully considered in terms of the impact on the residents of Anglesey as well as the Council's ability to provide a 'comprehensive and efficient' library service in accordance with the Public Libraries and Museums Act 1964. In addition, consideration has been given to the Welsh Public Library Standards and the need for Library Authorities in Wales to report on their annual performance in respect of these Standards

## 7 – Financial Implications

The strategy savings estimates are included in appendix 5 .There are three options regarding savings that can be achieved from the staffing budget.

	<b>Total Savings</b>
a) Total strategy savings retaining current staffing levels	49983.61
b) Total strategy savings bare minimum staff	72575.49
c) Total Strategy savings retaining 22 hours* staff for mitigating the effect of closures	57498.31
* 2 x 11 hour posts @7538.59. Significant risk involved in not retaining these hours	

## 8 – Appendices:

Appendix 1 - Draft Library Service Strategy 2017-2022  
 Appendix 2 - Consultation Findings  
 Appendix 3 – Engagement Activities and Meetings Notes  
 Appendix 4 – Equality Impact and Needs Assessment (EINA)  
 Appendix 5 - Draft Library Service Strategy Costings

## 9 - Background papers (please contact the author of the Report for any further information):

Background papers are included as links in the report.

## Isle of Anglesey County Council Draft Library Service Strategy 2017-2022

### 1. Introduction

Anglesey Library Service has undertaken a Library Service Review with the aim of ensuring that the best possible service can be delivered within the available resources. The key drivers for change are financial and technological. In 2013 Isle of Anglesey County Council ("the Council") was challenged with finding £16m of efficiencies in the following 3 years<sup>1</sup>.

It is also necessary to review the public library service in light of technological change which is impacting on how people access and consume the core offer (reading); how people satisfy their information needs and how people who are digitally excluded are being increasingly disadvantaged as we move ever closer to a 'digital first' society.

The Council is committed to providing a statutory library service that is comprehensive and efficient as required by section 7 of the Public Libraries and Museums Act 1964<sup>2</sup>. The Council is also mindful of the Welsh Public Library Standards (WPLS), which are administered by the Welsh Government. Whilst not directly linked to statute, the Council acknowledges that they are a useful means of benchmarking library services across Wales, and give the responsible Minister assurances over service use, standards and quality.

The **Isle of Anglesey County Council Draft Library Service Strategy 2017-2022** ("the Draft Strategy") aims to lay firm sustainable foundations that will allow us to serve our residents and meet the statutory requirements over the coming years.

The Draft Strategy aims to deliver the best possible service within the available resources and is informed by the public consultation undertaken by the Council over the summer of 2017 including the comments made by stakeholders, consultees and library users during that process.

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<sup>1</sup> <http://www.anglesey.gov.uk/Journals/2014/04/02/u/s/p/corporate-plan-2013-2017.pdf>

<sup>2</sup> <http://www.legislation.gov.uk/ukpga/1964/75/contents>



## 2. Context / Process so far

The Isle of Anglesey Corporate Plan 2013-17<sup>3</sup> states:

*We want to keep our place and presence at the heart of communities with our library provision becoming a 'universal front door' for us as a council*

The Council would;

*explore options and implement a revised Library provision model.*

It was noted that the success measure would be:

- *New Library and cultural heritage management models being implemented*
- *A focused and sustainable library provision*

and that the aim of the Council would be:

*..to reduce the overall costs of these services (Leisure, culture and libraries) to the Council by 60% over the period of this plan.*

As a result of these commitments a Library Service Review was undertaken<sup>4</sup> which analysed topics such as usage, needs, and options for transformation. The review identified several options for the future development of the service.

A public and stakeholder consultation was held during October 2015 to gather views on the options identified by the Library Service Review and to invite any alternative ideas. There were nearly 2,000

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<sup>3</sup> <http://www.anglesey.gov.uk/Journals/2014/04/02/u/s/p/corporate-plan-2013-2017.pdf> p.13

<sup>4</sup> <http://www.anglesey.gov.uk/download/47802>

responses to the consultation provided in questionnaires, face to face sessions and workshops<sup>5</sup>. Although no clear preferred option emerged from these responses, there was evidence that it would be beneficial to seek opportunities for 'community support' models, working with social enterprises or alternative providers to work with the Council to maintain the service rather than any potential withdrawal of service.<sup>6</sup>

A second public consultation on the draft library service strategy 2017-2022 was held over the summer of 2017.

We have listened to respondents views and have taken their comments into account in devising this strategy. These include the proposal to ensure that libraries:

- Maintain book lending which is highly valued
- Maintain strong ICT and Network provision
- Continue to help children, young people and adults to improve skills and learn
- Have suitably trained staff to deliver services
- Act as a hub within the community providing information and activities
- Facilitate seamless access to Council services
- Demonstrate a clear link to Well-being of Future Generations (Wales) Act 2015<sup>7</sup>

### **3. Anglesey Library Service.**

The demand for library services is changing. Nationally there is declining demand in book issues and library visits. Our statistics show that this trend is visible across Anglesey Library Service, albeit to a lesser degree than in many other areas in the UK

When developing proposals for this Library Strategy, the following were taken in to account as part of an Equality Impact and Needs Assessment <sup>8</sup>

- Library usage (number of users) and operating costs

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<sup>5</sup> <http://www.anglesey.gov.uk/council-and-democracy/consultations/previous-consultations/library-service-review-consultation/127248.article>

<sup>6</sup> <http://www.anglesey.gov.uk/findings-of-the-libraries-consultation/128045.article>

<sup>7</sup> <http://www.legislation.gov.uk/anaw/2015/2/contents/enacted>

<sup>8</sup> Appendix 3 EINA assessment

- Demographic information about Anglesey communities, including future growth
- Location of static libraries and mobile library stops
- Patterns of library use by customers
- Size of library catchments including travel distances
- Levels of deprivation in library catchment areas
- Educational attainment by children
- Car ownership and public transport
- Needs of people who have protected characteristics under the Equalities Act
- Library Service Performance: The Welsh Public Library Standards Framework 5 and 6

#### 4. The Vision for the Future

*Anglesey's libraries are welcoming places to read, learn and discover – the trusted guide at the heart of our communities.*

Underpinning the vision are the core aims:

**Promoting equality and inclusion** – We recognise that public libraries have always been driven by the principles of equality and inclusion.

**Making it easy for everyone to use our services** – We recognise that not everyone can, or wishes to access the library service in the same way, we will ensure our service is inclusive to all.

**Providing a high quality customer focussed services** - We will deliver high quality resources in welcoming spaces

**Being a trusted guide** – We are available to help access information in a trusted environment.

**Partnership with organisations and agencies** – We recognise that successful partnerships have clear roles and responsibilities, managed expectations and tangible outcomes for each partner.

**Staff** – We want our staff and volunteers to help users get the most from their libraries. We also know that our staff are our greatest asset and we want to be a great place to work. We want to create opportunities for volunteers.

#### 5. How we will deliver the Anglesey Library Service to achieve this vision

Looking to the future we must be realistic regarding the current economic climate. The Anglesey Library Service is a statutory service that must operate within the available budget. This Draft Strategy therefore aims to lay firm and sustainable foundations that will allow us to serve island residents and meet the statutory requirements in the coming years.

The Library Service Review coupled with the Library Equality Impact and Needs Assessment ("EINA") and the public consultation undertaken allows us to present a Draft Strategy that will meet the requirements of the library service as well as offering the best possible service to the residents of Anglesey.

Evidence from the EINA<sup>9</sup> shows that Anglesey Library Service could move to a three-tier statutory Library Service in Anglesey in terms of usage, need, impact and location. The pattern of static libraries would be in addition to the Mobile Services which consist of Mobile Libraries, the Housebound Service and the School Library Service.

The above tiered categories have been compiled from analysis of usage patterns/statistics and follow good practice identified in other Welsh Library Authorities<sup>10</sup> and from consideration of the recommendations from the Welsh Government in their latest report on the future of public library services in Wales 'scoping a New Public Library Service for Wales'<sup>11</sup>. They also draw on the requirements of the Welsh Public Library Standards 6th Framework.<sup>12</sup>

The Council is open to the possibility of 'community support' models, such as working with social enterprises or alternative providers including a Trust model for Anglesey Library Services and this Draft Strategy can support a wide range of possible community supported models

In light of the above and specifically the Library Service Review, the public and stakeholder consultation undertaken to date and the Council's vision and objectives, this Draft Strategy recommends moving to a pattern of provision based on:

- A. Area Libraries
- B. Authority led Community Supported Libraries

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<sup>9</sup> Appendix 3 EINA

<sup>10</sup> <http://gov.wales/docs/drah/publications/150211-independent-trusts-community-libraries-en.pdf>

<sup>11</sup> <http://gov.wales/docs/drah/publications/151019-scoping-a-future-for-public-libraries-en.pdf>

<sup>12</sup> <http://gov.wales/topics/culture-tourism-sport/museums-archives-libraries/libraries/public-library-standards/?lang=en>

- C. Mobile Services (The Mobile Libraries , the Housebound Service and the Schools Library Service)
- D. Potential community access points

The potential model is as follows:

**Tier 1 : Area Libraries:** Full time, fully staffed library open approximately 40 hours per week, supported by a professional team on a County wide level. **Holyhead Library and Llangefni Library**

**Tier 2 : Council led Community Libraries with elements of community support:** Approximately 20 hours of core staffed opening hours provided by the Council this front-line (branch level), front line staffing will be supported by a professional team on a County wide level. There is potential for community support to be built around the core library hours. **Amlwch Library, Benllech Library and Menai Bridge Library.**

**Tier 3: Council led Community Supported libraries:** Approximately 10-12 hours of core staffed opening hours provided by the Council this front-line (branch level), front line staffing will be supported by a professional team on a County wide level. The buildings in this tier will be transferred to the third sector with the core library hours remaining within the Library Service provision / structure. **Beumaris library and Rhosneigr library**

Alongside the above will be a full review of routes and stops of the Housebound Service (for those unable to leave their home due to illness or disability) and Mobile Libraries. Consequently there may be further changes inevitable in this area of service going forward. For example alternative models such as partnering with the third sector to deliver elements of Housebound Service, may be implemented. However, Mobile Services including Mobile Libraries and Housebound Service will remain part of the Anglesey Library Service provision.

**6. Table detailing what each tier means:**

Tier	The facilities that will be available:
<p><b>Tier 1</b>  <b>Area Library</b></p> <p><b>with:</b></p> <p>Over 50,000 Annual visits and,                      Over 50,000 Annual Loans</p>	<ul style="list-style-type: none"> <li>• The library is situated in the catchment area of the main shopping area.</li> <li>• Opening hours between 30 and 40 hours per week</li> <li>• At least 10,000 items of stock in a wide variety of formats, with between 10,000 and</li> </ul>

<p>and <b>Over 8,000 sessions computers Use</b></p>	<p>15,000 items of stock in the larger libraries.</p> <ul style="list-style-type: none"> <li>• Link to e-government and e-learning and provision of specialist collections, e.g. - Local History, Health and Welfare, sets of books for Reading Groups,</li> <li>• At least 16 computers, free Wi-Fi service, lap-top space and tablets available for use</li> <li>• Space within the children’s area for activities or easy access to an appropriate space</li> <li>• Space, or access to space, for holding community events and arts</li> <li>• Ongoing consideration to co-location with similar services or partners</li> </ul>
<p><b>Council led Community Supported library: approximately 20 hours of core service provided by the Council</b></p> <p>with:</p> <p>Over 12,000 Annual visits and Over 20,000 Annual Loans and Over 1500 Computer sessions</p>	<p>The library is located near the centre of town / village or in / adjacent community centre / school</p> <ul style="list-style-type: none"> <li>• Co-located with partners from the community / council or others where it is possible</li> <li>• Opening hours: approximately 20 hours</li> <li>• Element self-service depending on local needs and any other use made of the community site.</li> <li>• At least 6 computers available to the public</li> <li>• Free Wi-Fi</li> <li>• A variety of sources of information on paper and online</li> <li>• Space to hold community meetings or events where it is possible</li> <li>• Use of volunteers for additional activities or extended non-core opening hours</li> </ul>
<p><b>Council Led Community Supported library:</b></p> <p>Approximately 10-12 hours of core service provided by the Council.</p> <p>with:</p> <p>under 12,000 Annual visits and, under 20,000 Annual Loans and, under 1500 Computer sessions</p>	<p>The library is located near the center of town / village or in / adjacent community centre / school</p> <ul style="list-style-type: none"> <li>• Opening hours: approximately 10 hours</li> <li>• At least 5,000 items of stock</li> <li>• computers available to the public</li> <li>• Free Wi-Fi</li> <li>• A variety of sources of information on paper and online</li> <li>• Element of self-service depending on local needs and any other use made of the community site.</li> </ul>

	<ul style="list-style-type: none"> <li>• Space to hold community meetings or events where it is possible</li> <li>• Co-located with partners from the community / council or others where it is possible</li> <li>• Use of volunteers for additional activities or extended opening hours</li> </ul>
<p><b>Mobile Services</b></p> <ul style="list-style-type: none"> <li>• <b>Mobile Libraries in the community</b></li> <li>• <b>To the Home</b></li> </ul> <p><b>School Library Service</b></p>	<ul style="list-style-type: none"> <li>• Servicing population between 200 and 1000 within walking distance of a quarter mile</li> <li>• Length of stops - between a quarter and three quarters of an hour.</li> <li>• Stops are chosen based on previous use, the distance of the nearest library building, access to public transport and health and safety considerations.</li> <li>• Monthly visits</li> <li>• a 'Housebound Service' is offered to those who are unable to visit a static library or the mobile library service due to illness or other factors</li> <li>• Visits monthly</li> </ul> <p>All subscribing primary schools are visited by the school's library mobile van where pupils can borrow books as required.</p> <ul style="list-style-type: none"> <li>• Thematic Project Packs</li> <li>• Access to Author visits and activities</li> <li>• Subscription costs are based on pupil numbers.</li> </ul>

## Conclusion

This Draft Strategy, within the context of available resources, will provide a firm and sustainable foundations on which to deliver and develop an efficient and effective library service to meet the needs of the vast majority of library users, within the context of the Welsh Government Library Standards and the statutory framework set out in the Public Libraries and Museums Act 1964.

APPENDICES

DRAFT



## **Libraries Service Survey: The Way Forward. 2017 CONSULTATION REPORT**

### **1 INTRODUCTION**

- 1.1 **The Public Libraries and Museums Act 1964** places a **statutory duty** on all local authorities to provide a comprehensive and efficient Library service, in the context of local need: that is, specifically the needs of those living, working and studying in the local area. The 1964 Act places a duty on the Secretary of State to superintend and promote the public library service and to ensure that local authorities discharge their functions, in addition it also provides special rights to take action where a local authority is in breach of its duty<sup>1</sup>
- 1.2 The statutory requirements of a public library service in Wales are protected by the Public Libraries and Museums Act 1964. The **Welsh Public Library Standards** allow us to assess whether library services in Wales are complying with their duties under the 1964 Act. They also assess the efficiency of the delivery of library services in Wales.<sup>2</sup>

**Any future pattern of provision will have to give due attention to the Public Libraries and Museums Act 1964 and the Isle of Anglesey County Council's performance against the Welsh Public Libraries Standards.**

- 1.3 As part of steps being taken to comply with its duties, the Isle of Anglesey County Council ("the Council") initiated a consultation which took place over a period of twelve weeks during the summer of 2017.
- 1.4 **The purpose of this consultation was to inform the Council's decision-making process and to discover:**
- Whether the residents of Anglesey agree with the Libraries Service Draft Strategy – The Way Forward 2017-22 ("the Draft Strategy")<sup>3</sup>
  - To what extent the three-tier approach is supported
  - Residents' opinions of the possible impact of any changes to the Libraries Service on them as individuals

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<sup>1</sup> From the Department of Media, Culture and Sports  
[http://www.culture.gov.uk/what\\_we\\_do/libraries/3416.aspx](http://www.culture.gov.uk/what_we_do/libraries/3416.aspx)

<sup>2</sup> <http://wales.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/?lang=en>

<sup>3</sup> Appendix 1 : Draft Library Service Strategy 2017-2022

- 1.5 The Council is reconfiguring its library services for the future, in accordance with the changing needs of its citizens. At the same time, the council needs to make significant savings in many services, including libraries.
- 1.6 This report communicates a summary of the consultation exercise conducted from July to the end of September 2017. The report aims to provide **input to the ongoing discussion regarding the future of the library service on Anglesey** and is based on evidence for reference by all parties concerned.
- 1.7 The aim of the consultation was to gain the opinions of people across the whole County. Consultation was held on a Draft Strategy proposing a Library Service based on a three-tier service.
- 1.8 All responses to the consultation, in their varying forms, have been considered in producing this report. Where general comments were presented through the formal consultation channels, they have been analysed and included as “response themes” within this report.
- 1.9 The consultation online and offline questionnaire ("the consultation survey" attracted a significant response (450 full responses and 28 incomplete responses). In addition, 748 responses were received from meetings attended by the Council as part of the consultation engagement activities.

## 2 METHODOLOGY

- 2.1 The report refers to the findings from a range of activities, drawing on various data collecting methodologies.

What	Where and why	Who
Open consultation survey	Online and on paper	Any citizen. 478 people contributed their opinions in this way.
Public Meetings	In Tier 3 library communities where it as considered that the proposed Draft Strategy may have the most impact	Any citizen
Drop- in Sessions	All libraries, Cyswllt Môn, Leisure Centres – promoted to residents in addition to giving people the opportunity to informally discuss and enquire about the Strategy without having to listen to a presentation	Any citizen
Young People’s Consultation	Youth Forum, Schools Forums, Focus Groups – to obtain the opinions of this cohort of the population to ensuring a library	Young People

	service that is suitable for and reflects their future needs	
<b>Outreach Sessions</b>	Sheltered Housing Forum Anglesey Show Family Fun Days, Oriel Môn, Moelfre, Amlwch, Merched y Wawr, Llanddeusant Community Voice Session, Gwelfor (full list in Appendix3) - to ensure that messages about the consultation were shared as widely as possible	Anglesey residents and stakeholders

2.2 The consultation was undertaken during July, August and September 2017:

2.3 The methods used were:

1. Open consultation survey: Paper and online questionnaires (self-selection sampling)
2. Discussion group sessions held with targeted groups – e.g. School Councils; sheltered housing forum; Merched y Wawr, Community Focus Groups.
3. Correspondence received – letters
4. Public meetings in specific areas
5. Drop in sessions
6. Questions and discussion at major events –e.g. Anglesey Show

### 3 KEY MESSAGES FROM THE CONSULTATION

3.1 The following key messages are a high-level summary of the main points made as part of the consultation. They are intended to be exhaustive; they reflect the key comments made through the variety of different engagement channels available:

- Most of the respondents supported the Draft Strategy with 51.88% of those who completed the questionnaire agreeing or strongly agreeing with the Draft Strategy.
- 71.53% agreed with the tiered approach, but did not necessarily agree that their library of choice was in the correct tier.
- 44.5% stated that they would not use the Library Service if their local library closed
- Mobile Libraries should be reviewed as part of the transformation process to mitigate the impact of any change and then regularly so that its use is maximised.
- A consistent theme was that libraries are poorly marketed and that there is a lack of advertising and signage to show where they are.
- People noted that they could see the potential impact of the proposed changes on others (older people, families without cars, those looking for work), even if they are

not personally affected. There is also a possible effect on them in future if their circumstances change.

- It is the service that is important – buildings are less important.
- Many of them suggested that a café or coffee machine could be introduced to generate income and create a more relaxed atmosphere.
- Strongly felt that too much pressure is being imposed on a small group of ageing volunteers to maintain services that are important to the communities.
- Many comments about adjusting library opening hours to give people who work and school children the opportunity to have access.
- Residents are concerned about how they and others will be able to access the service as they get older as public transport is poor in some areas.
- A considerable number were concerned about the impact of changes to the Service on children's skills and future generations.
- Concern was expressed about the lack of services in rural areas and that losing a library could possibly exacerbate the situation.
- A view that more use needs to be made of the buildings regardless of their future pattern.
- Suggestions that more Council services should be available in the Libraries so that people don't have to travel to Llangefni to do everything.
- Suggestions were also made about reducing the service in the Tier 1 libraries to protect the others.

#### **4 ANALYSIS OF THE OPEN CONSULTATION SURVEY** (The online and offline questionnaire): A copy of the open consultation survey is available on request.

##### **4.1 Consultation Survey**

The responses to the consultation survey represent the opinions of participants. As an open public consultation, no sampling techniques were used to produce representative research – the response is self-selective as any interested individual could have participated.

4.2 The total number of open consultation survey questionnaires returned was 478; 242 hard/paper copies; 236 were completed online.

##### **4.3 The headline responses to the open consultation survey questionnaire are as follows:**

- Almost 97% respondents stated that they used the Library Service
- Almost 63% were female
- 50.58% (215) were over 66

- 45.12% (185) were between 25 and 64
- 3.25% were from Minority Ethnic (BME) backgrounds (of the Anglesey pop. =1.2%)
- 94.26% of the people who answered the ethnicity question stated that they are White
- 13.03% were disabled
- 2.03% were Lesbian, Gay or Bisexual (LGB)
- 66% have a religion or religious belief

4.4 The responses received were mainly from existing library service users (97%). This is consistent with similar surveys in other geographical areas of the UK, however, to ensure that non-users voices are heard and included, several additional activities were held and are reported separately below.

## **5 ENGAGEMENT ACTIVITY**

A number of other engagement activities were held and the Council met with 748 individuals. Of these 207 (27.67%) were not library users. The main messages from the activities can be seen below with the engagement activity notes in Appendix 3

### **5.1 YOUNG PEOPLE'S CONSULTATION**

#### **5.1.1 Secondary Schools Consultation**

- Ysgol Syr Thomas Jones – Focus Group of Year 7 pupils  
Some of the group use libraries and see them as somewhere to meet friends after school. Of those who have never used libraries they had little or no knowledge of the service and they suggested marketing and promotion within schools. Concern for others who make use of libraries was displayed with reference to older people and people with disabilities possible being unable to travel further to access the service.  
Use of community transport as a mode of carrying people to libraries was suggested.  
The group gave suggestions as to what they think is important in a library.
- Ysgol Uwchradd Bodedern – School Council  
Of the 10 who were present, not one of them used the Library Service. Suggestions were received in terms of what would attract them to use the Library Service and it was noted that there is no library in the Talybolion area.  
It was suggested that smaller libraries should close and that investment should be made in the larger ones.

#### **5.1.2 Primary School Consultations**

- Ysgol Gynradd Amlwch – School Council – The children would be sad to see the libraries closing. They see the library as a quiet place to go but they would like more colour and comfortable chairs to relax in.
- Ysgol Llanbedrgoch – Focus Group of Years 5 and 6 – All pupils used libraries and had a good knowledge of what they could do in a library. They were very aware of the potential impact on older people and those with children if a library was to close and were concerned as to how people would get to another library if they did not have a car. They expressed that they would be sad and disappointed if their local library was to close. They expressed that they found the limited opening hours restrictive “everytime I want to go there it is closed”, one girl was very enthusiastic to raise the potential of Sunday opening hours. They clearly expressed the benefits of libraries e.g. somewhere to speak and improve their Welsh language skills and gain confidence.
- Ysgol Rhoscolyn – School Council – Some pupils use Holyhead Library with their families and are excited to have a new library at the Market Hall. They can see the impact that library closures would have on others but would not see an impact themselves. Suggestions were made as to how to make the library more attractive and it was noted that there is a lack of information about what is available – need more marketing.

### **5.1.3 Llais Ni**

- Representatives of the Library Services were invited to meet Llais Ni in Llangefni (19/07/17). Llais Ni is a project working with children and young people to ensure that their voices are heard in relation to issues which are of importance to them.
- 7 young people, between 12 and 24 years of age attended the session. The Draft Strategy was presented to the young people and a lively discussion was held about what would be possible. Strong opinions were heard that the young people did not object to the closure of some libraries if that meant that it would allow the continuation of the service. Almost all of them noted that they have to travel to the library anyway.
- 2 of the 7 who attended used a library regularly and the other two on an occasional basis, but the main obstacle to using a library for the three who did not use it was its image.

### **5.2 Anglesey Sheltered Housing Forum**

- This session took place before the official consultation period and was used to share information about the consultation and how to participate.
- There were 50 participants.
- The Draft Strategy was presented to the audience and a discussion was held on the possible implications of the Strategy. As most of those present lived in the Holyhead area, specific questions were asked about the future of the Library Service in Holyhead.

### **5.3 Library Drop-In Sessions** (full notes in the Engagement Activity Notes – Appendix3)

- A drop-in session was held at each of the 10 libraries.
- A mixed response was received in the areas with Tier 1 Library with users noting that they would not be affected by the proposed changes.
- Users in some libraries argued that their library was in the wrong tier and that they should be open for longer hours.

- Comments were received in one library (Moelfre) noting that they felt that the location was unsuitable as it was some distance from the bus stop and at the top of a hill from the village which made it difficult for older people. People found it easier to catch the bus from the village to go to another nearby library. Discussions in the village have not identified an alternative location for the library.
- In all cases the importance of knowledgeable and qualified staff in the libraries was noted.
- In many libraries, the message was conveyed regarding the importance of the library as a meeting place and as a place which contributes to people's health and wellbeing and serves to reduce loneliness for some individuals.

#### **5.4 Public Meetings**

- Public Meetings were held in Tier 3 Library areas (5 areas – Beaumaris, Cemaes, Moelfre, Newborough and Rhosneigr)
- A varied attendance was received in each area with as few as 2 members of the public in Moelfre and as many as 20 in Cemaes.
- Two main concerns expressed in Beaumaris were that people did not agree that their library should be in Tier 3 and objected to the reduction in hours.
- The positive message from Beaumaris was that the community was supportive of Canolfan Bwmares Management Group's proposal to express a formal intention to collaborate with the Council to secure the continuation of the service.
- Concern was stated in Cemaes that a lot of assets had already been transferred to the Community Council, namely the toilets and carpark – is it asking too much of the community to expect it to take on another asset?
- Following some discussion, those present in Cemaes resolved to try to work with neighbouring communities to secure the future of the Library
- Concern was raised in the meeting in Llanfaelog regarding the capacity, both financial and human, within the community to take on another asset.
- The discussions in Newborough were mainly around the costs of running the library with the quoted figures being explained by officers. Following a full and frank discussion it was resolved that the Community Council and the Prichard Jones Institute would explore any potential to work together to safeguard the library.
- The discussion in Moelfre was limited, largely due to the numbers present. However, those present agreed in principle with the Draft Strategy.
- There was a resolve to take the discussion back to the respective Community Councils

#### **5.5 CORRESPONDENCE RECEIVED**

##### **5.5.1 Main Messages**

Summary of responses from the Community

- **Canolfan Beaumaris (Social Enterprise)**  
This is to advise, that following the Monthly meeting of the Directors of Canolfan Beaumaris on Tuesday 11 April 2017, it was unanimously resolved that the County Council be advised that Formal Interest be registered in taking over the running of the Library in Beaumaris. It is requested that once that is agreed that negotiations can take place to bring the Library under the existing lease that exist between us and the County Council. A formal letter on Headed paper will be sent to you in due course.

- **Amlwch Town Council**

After discussing the latest consultation document on the future of Anglesey's libraries, I would like to confirm that Amlwch Town Council is pleased to see that Amlwch Library is included in Tier 2. Members are very supportive of the proposal that the Town Library would continue to be open 20 hours a week with the service being run by professional staff members. (translated from Welsh)

- **Llanfair Mathafarn Eithaf / Community Council**

Members are supportive of the proposal in the Consultation document to keep the current service to the Library of Benllech with the hope of input from the local community to expand the use of the site. Members were interested in the idea of co-locating with partners from the community, in particular the possibility of having an office to Llanfair ME Community Council within the existing building. (Translated from Welsh)

In our meeting in September Members agreed to submit a formal request to the library service to have a presence in Benllech library. (Translated from Welsh)

- **Rhosneigr Community Council**

Following the last Community Council meeting held on the 26th of July. The Llanfaelog Community Council committee members agreed in principle that the community council would be interested in safeguarding Rhosneigr library for the community. However this would be pending more information following consultation.

- **Llanbadrig Community Council**

1. We recognise the thoroughness of the Councils strategic review of the library service and thank the Chief Executive and Library staff for their presence in Cemaes to explain and discuss the strategy.

2. It seems to us probable that the outcome of the strategic review is that IOACC will not continue to fund the costs of running and maintaining the current Cemaes Library building.

3. We believe that a continuing library service based in Cemaes is a vital contributor to community life in Cemaes and surrounding communities.

4. We recognise that the current Library building is an under-utilised asset and that it has the potential to provide additional services and extended hours of opening.

5. Llanbadrig Community Council will contact adjacent Community Councils to determine if there could be a joint initiative to generate community support for a volunteer led charity that could assume responsibility for the library building. We will also contact local established volunteer organisations to explore whether they might be interested in supporting such an initiative.

- **Llaneilian Community Council**

Cyngor Llaneilian has been discussing the future of the Island's libraries for a few months. When reading the last consultation document, members were pleased to see that Amlwch library would continue to offer 20 hours of service. Members felt that there was a real need to protect the rural libraries as well as the main libraries in Llangefni and Holyhead. Indeed it was felt that hours in those libraries should be cut if necessary to protect service in smaller libraries. Members felt that there was a real need to look at the use of the mobile library and that it would be possible to save money here. Advertising when the bus would visit different sites may attract more use of it. (Translated from Welsh)

- **Rhosyr Community Council**



## Appendix 2

Everyone is supportive of keeping the Library the issue of fundraising was not discussed but it is on the agenda for next month due to lack of time. (Translated from Welsh)

- **Rhoscolyn Community Council**

We are very pleased with the intention to relocate and modernize the main library in Holyhead - which is within a stone's throw of the majority of the population in this area. Naturally not everyone who wishes to would be able to attend the building in Holyhead and therefor extremely grateful for the mobile library. We hope that this service will continue and that the Council ensures that the Mobile Library can reach places that may be remote, if there is a demand for the service in these areas. (Translated from Welsh)

- **Pentraeth Community Council**

Members of the Community Council are supportive of what has been done so far as regards the service at the Benllech library. They are now waiting to see what and how much other local councils in the area intend to do to contribute to the running of the library. (Translated from Welsh)

Correspondence can be viewed on request

## **APPENDICES**

**Appendix 1: Draft Library Service Strategy 2017-2022**

**Appendix 2: Engagement Activities and Meeting Notes**

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity

				<b>Notes</b>	
Date	Activity	Total consulted with	Non-users	Notes	
15/06/2017	Sheltered Housing Forum, Gwelfor	50		Present: Bethan Hughes Jones and Llio Owen  - Made aware of consultation and how to give their opinion - Given information on draft strategy - Given flyers to fill in questionnaire online - Questions asked regarding better wifi in new Holyhead library	
19/06/2017	Llanbedrgoch Primary School	6		Present: Rachel Rowlands and Bethan Hughes Jones  Focus Group of Years 5 and 6 – All pupils used libraries and had a good knowledge of what they could do in a library. They were very aware of the potential impact on oldr people and those with children if a library was to close and were concerned as to how people would get to another librry if they did not have a car. They expressed that they wopuld be sad and disappointed if their local library was to close. They expressed that they found the limited opening hours restrictive “everytime I want to go there it is closed”, one girl was very enthusiastic to raise the potential of Sunday opening hours. They clearly expressed the benefits of libraries e.g. somewhere to speak and improve their Welsh language skills and gain confidence.	
23/06/2017	Amlwch Primary School	13	5	Present: Rhian Evans and Rachel Rowlands  - 6 children used Amlwch - 2 children used Llangefni  - Some used to read, do crafts, said there was a good choice of books - A place to be quiet - Some said there were too many books on the shelf, too hard to choose - Like to see more colour, colourful furniture and comfier seats	

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				- would be sad to see libraries close, wouldn't be able to learn new things. Were worried about how older people would get to a library if they could not walk.
28/06/2017	Ysgol Syr Thomas Jones	18		<p>Present: Rachel Rowlands, Bethan Hughes Jones and Awen Dodd</p> <p>Some of the group use libraries and see them as somewhere to meet friends after school. Of those who have never used libraries they had little or no knowledge of the service and they suggested marketing and promotion within schools.</p> <p>Concern for others who make use of libraries was displayed with reference to older people and people with disabilities possible being unable to travel further to access the service.</p> <p>Use of community transport as a mode of carrying people to libraries was suggested.</p> <p>The group gave suggestions as to what they think is important in a library</p>
30/06/2017	Cylch Ti a Fi - Cemaes	4	1	<p>Present: Llio Owen and Eirian Lewis</p> <ul style="list-style-type: none"> <li>- Biggest worry was no more sessions for children</li> <li>- Would like to see more activities between Ti a Fi and libraries (day outs to libraries)</li> </ul>
03/07/2017	Ysgol Uwchradd Bodedern	10	10	<p>Present: Rhian Evans, Llio Owen and Awen Dodd</p> <ul style="list-style-type: none"> <li>- Chill Out area, cafe or drinks machine</li> <li>- Group very aware of the cost of things for the council</li> <li>- Change how they look on the outside, buildings too cold and scary</li> <li>- Advertise services better, not aware of free wifi, online services etc</li> <li>- Work more with schools so pupils know what is available</li> <li>- More activities for teenagers, feel like only activities are for young children or older people (film &amp; music nights etc)</li> <li>- Sell books too</li> </ul>

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> <li>- More contemporary books</li> <li>- Not aware of where the libraries are, hidden and no signs</li> <li>- Video games - tournaments and events</li> <li>- Place to do homework with friends, additional lessons before exams</li> <li>- Facilities to watch sport games</li> <li>- Q&amp;A sessions with authors</li> <li>- More opening hours, by the time they have gone home from school they don't have time to go to libraries</li> <li>- Close small libraries to invest in bigger one</li> <li>- No libraries in Talybolion area</li> <li>- Pool tables and table tennis</li> <li>- Sell school supplies</li> <li>- Borrow DVDs and video games</li> </ul>
04/07/2017	Ysgol Gynradd Llanfachraeth Summer Fair	70	65	<p>Present: Llio Owen and Bethan Hughes Jones</p> <ul style="list-style-type: none"> <li>- 40 children, 30 parents</li> <li>- Some not too worried - no libraries in talybolion area</li> <li>- Given questionnaires and leaflets for information</li> </ul>
04/07/2017	Cylch Ti a Fi Llanddaniel Fab	2	2	<p>Present: Llio Owen</p> <p>Information on the consultation given</p> <ul style="list-style-type: none"> <li>-left questionnaires and leaflets for parents</li> </ul>
07/07/2017	Rhoscolyn Primary School	14	14	<p>Present: Bethan Hughes Jones and Llio Owen</p> <ul style="list-style-type: none"> <li>- Some used Holyhead Library with their families</li> <li>- Little knowledge of services library offered apart from borrowing books. Information was given to them about activities and facilities</li> <li>- Could name 5 libraries as a group</li> <li>- Didn't use the library van, hasn't been in their school for a while</li> </ul>

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<p>Suggestions:</p> <ul style="list-style-type: none"> <li>- Cafe / Place to eat with friends</li> <li>- Less need to be quiet</li> <li>- More colourful and newer/comfier furniture</li> <li>- School trip to visit library</li> <li>- More opening hours after school and weekends</li> <li>- Borrow iPads and video games</li> <li>- More workshops - lego, coding</li> </ul> <p>- Some expressed that they would be sad to see libraries close (Wouldn't effect them much, Holyhead library moving to newer building)</p> <p>- Leaflets left for families to fill in questionnaire online</p>
11/07/2017	Public Meeting Rhosneigr Area Llanfaelog Hall	10	0	Full notes in Tier three meeting notes
12/07/2017	Library Drop in Newborough Library	14	0	<p>Present: Rachel Rowlands, Carol Sorahan and Llio Owen</p> <p>Flyers for online questionnaire taken (many said they prefered this to paper) One already had a flyer from local shop</p> <p>Flyers &amp; paper questionnaires handed out and discussed with group meeting next to library</p> <ul style="list-style-type: none"> <li>- Many expressed that they don't use libraries themselves, but said it would be shame for community if closed</li> </ul>
14/07/2017	Library Drop in Moelfre Library	8	0	<p>Present: Rachel Rowlands and Bethan Hughes Jones</p> <p>Some felt strongly that they wouldn't want to see library close, thought library was not in the best location in village. There was an acknowledgement that the library ws not well used but that it was very much loved by those that did.</p>

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				Local shop keeper expressed he would not be able to co-locate  Possibly meeting with community council on 4th September to discuss
18/07/2017	Public Meeting Beaumaris Area Canolfan Beaumaris	14	0	Full notes in Tier three meeting notes
19/07/2017	Llais Ni	7	6	Present: Rachel Rowlands, Bethan Hughes Jones, Awen Dodd  <ul style="list-style-type: none"> <li>- Important as a place to study</li> <li>- Young people don't know what is available in libraries   Need to advertise more to young people</li> <li>- Important access to computers and wifi</li> <li>- Modernise - change the perception</li> <li>- Taking library away would effect people in different ways</li> <li>- It's a safety blanket for parents   Mothers/Parents meet as groups</li> <li>- Should make more use of school libraries</li> <li>- Taking library away might effect childrens education</li> <li>- Is there enough finance for mobile library?</li> <li>- Opportunities for young people to volunteer in the community</li> <li>- A place for young people to go after school while parents are still working</li> </ul>
20/07/2017	Library Drop in Llangefni Library	18	0	Present: Rachel Rowlands & Bethan Hughes Jones  <ul style="list-style-type: none"> <li>- Important to keep Llangefni Library service the same</li> <li>- Network in Menai Bridge is too slow</li> <li>- Computer access is vital</li> <li>- Important to have a quiet space to meet clients</li> </ul>

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> <li>- "It won't effect me as I use Llangefni and Holyhead but I expect it will effect the smaller communities..."</li> <li>- "It will effect those who don't drive or have a bus pass (if they are lucky enough to have a bus)"</li> <li>- "I use Newborough. That cannot close. It's too important to me and children"</li> <li>- "We'd be lost without a library. They are too important to close. The small ones are valuable, perhaps more so"</li> </ul>
20/07/2017	Llanddona Community Council	9	-	<p>Present: Bethan Hughes Jones &amp; Carol Sorahan</p> <p>Bethan Hughes Jones presented the Draft Library Service Strategy 2017 - 2022 Members of the public said that there would be more use of the Besaumaris Libray if there were regular hours. They were concerned about the impact on Young people and the elderly should Beaumaris Library close. Chair of the Canolfan Committee (Social Enterprise) Alwyn Rowalnds accounced that the Ganolfan declared a "Formal Interest be registered in taking over the running of the Library in Beaumaris ".</p> <p>Received further invitation to attend "Llanddona Through The Ages" 09/09/17 which was accepted. Asked to write article for local newsletter</p>
24/07/2017	Library Drop in Cemaes Library	6	0	<p>Present: Rachel Rowlands &amp; Rhian Evans</p> <ul style="list-style-type: none"> <li>- "Don't close my library. It would be too hard to go to Amlwch by bus"</li> <li>- "Think about the impact"</li> <li>- "Will Horizon help keep library open?"</li> <li>- "What impact will the new Wylfa have?"</li> </ul>

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

25/07/2017	Library Drop in Amlwch Library	7	0	<p>Present: Rachel Rowlands &amp; Carol Sorahan</p> <ul style="list-style-type: none"> <li>- Have 3/4 big libraries and close everything else including mobile</li> <li>- Amlwch library should be open full time and in tier 1</li> </ul>
26/07/2017	Local Conversations Officer Mon CF and North Wales Deaf Association	30	-	<p>Present: Rachel Rowlands &amp; Bethan Hughes Jones</p> <ul style="list-style-type: none"> <li>- Libraries are an important place for people to socialise- some go there to spend an hour or two out of the house, read the newspaper etc</li> <li>- Free to use- don't have to pay for a newspaper etc, as an older person I don't use the internet or e-books etc</li> <li>- Look to use the space inside library buildings to hold outreach sessions- housing benefit, CAB, etc. Work in partnership with other community organisations</li> <li>- Older people would like simpler E-training, IT skills – not like structured sessions, more informal and relevant</li> <li>- Look at more versatile opening hours for young people and those who work, weekends etc</li> <li>- Advertise the wifi in static libraries, do they have mobile wifi on the library van? Wifi is great but can you actually connect and are the connections good?</li> <li>- Have an archives section in Holyhead Library so people can look up local history- especially in Holyhead and through the links with Maritime Museum</li> <li>- Some mentioned it was no more appealing going to a community centre to use library services- prefer the 'feeling' of a library building</li> <li>- Use community centres to advertise what is available in our libraries</li> <li>- Use GP's/homecare/pharmacists etc to advertise the housebound services</li> <li>- Extend Cyswllt Môn- could we have council staff as outreach in libraries- linking HQ with libraries, will bring people in to see them and they might then use other library services</li> <li>- External use of space- i.e. businesses using the space for exhibitions, to generate money</li> </ul>



## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> <li>- People were unaware that you had to ring Llangefni for info on the mobile library</li> <li>- Accessibility- is there a hearing loop in the mobile library</li> <li>- Should have information changed periodically at reception/in static displays so that people notice its changed and take interest</li> </ul>
26/07/2017	Library Drop in Benllech Library	6	0	<p>Present: Rhian Parry Evans</p> <p>Importance of the library to older people stressed. The new doctors surgery and flats being build will make the library even more relevant. Pleased that Benllech is in tier 3 and may have extra hours.</p>
28/07/2017	Library Drop in Beaumaris Library	11	0	<p>Present: Rachel Rowlands &amp; Bethan Hughes Jones</p> <ul style="list-style-type: none"> <li>- Disagree with Beaumaris grouping in Tier 3, however sees after an explanation that the core hours could then work with help from the 3rd sector</li> <li>- Need to maintain a level of service as the support for children and families is important</li> <li>- Would hate to see the building being left empty</li> <li>- Strong feeling that continuous cuts when council tax is constantly rising</li> <li>- Staff are vital and important</li> <li>- Building not of vital importance but the service is</li> <li>- Libraries are vital for wellbeing</li> <li>- Savings are peanuts</li> <li>- Don't cut the hours – Beaumaris deserves more</li> </ul>
28/07/2017	Come and Play Session Oriel Mon	26	7	<p>Present: Eirian Lewis</p> <p>Information given and some discussions had but majority wanted to take the information and reply at a later date.</p>
31/07/2017	Leisure Centre Holyhead	18	15	<p>Present: Bethan Hughes Jones &amp; Llio Owen</p>

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> <li>- Majority used Holyhead library, expressed that any changes wouldn't effect them (was explained to them that if a tier 3 library would close it would have knock on effects on other library services)</li> <li>- One used mobile service in Llanfaethlu, but was unaware that the van stopped closer to their home</li> <li>- Some expressed excitement that Holyhead Library is moving to Market Hall</li> <li>- Some felt strongly that no library should close (it was explained to them that library service is looking into alternative ways of running libraries instead of closure)</li> </ul>
03/08/2017	Visually Impaired Reading Group Holyhead Library	14	0	<p>Present: Rhian Evans</p> <ul style="list-style-type: none"> <li>- Process and consultation explained</li> <li>- Holyhead library users only</li> <li>- Happy to know that Holyhead Library is in Tier 1</li> <li>- Enquied about the move to new library</li> <li>- Happy to hear that there will be an element of Cyswllt Mon in new Building</li> <li>- Stressed the importance of sessions like these for people with their needs as they do not want to miss out</li> <li>- Transport is a key element</li> </ul>
15/08/2017 16/08/2017	Anglesey Show	105 90	- -	Information given and discussions had
21/08/2017	Library Drop in Holyhead Library	5	0	<p>Present: Rachel Rowlands &amp; Rhian Evans</p> <p>2 councillors, Dafydd Rhys and Glyn Haynes</p> <ul style="list-style-type: none"> <li>- Happy that library is moving to Market Hall, but worry about rural areas without buses</li> </ul>

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

21/08/2017	Leisure Centre David Hughes, Menai Brigde	17	16	Present: Carol Sorahan & Llio Owen  - Many not library users and hadn't used library recently - One user of Newborough Library, was aware of consultation and intended to attend neighbourhood meeting
22/08/2017	Come and Play Session Moelfre Primary School	25	-	Present: Bethan Hughes Jones & Veronica Chamberlain  - Everyone noted how important the service - Some visitors noted their usage of the library during the summer
23/08/2017	Come and Play Session Amlwch Football Club	15	9	Present: Eirian Lewis  information given – most did not want to discuss things at that time.
24/08/2017	Library Drop in Rhosneigr Library	6	0	Present: Rachel Rowlands & Bethan Hughes Jones  The importance of the library to tourism and second home owners was stressed. The importance of the library as a meeting place was emphasised as was the importance to older people. Public Transport links were said to be poor The importance to Young families and school pupils was also noted.
29/08/2017	Leisure Centre Amlwch	15	12	Present: Carol Sorahan & Llio Owen  - "It wouldn't effect me personally, but I wouldn't like to see them close - Some had family members who use library services - "The service provided is very important" – for those looking for jobs, people who can't afford to buy books - Concerns about the jobs of curent library staff - Important for internet access, not everyone has it at home - Important for children to have access to books
30/08/2017	Leisure Centre Plas Arthur	22	15	Present: Carol Sorahan & Llio Owen  Users of Llangefni, Newborough, Cemaes, Rhosneigr and Menai Bridge Library

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> <li>- Non users expressed that they would not like to see them close and saw the importance for access to the Internet and books</li> <li>- One had a child who frequently visited the library with friends</li> <li>- One said it was especially important now for pupils as the library in Ysgol Gyfun Llangefni is no longer open</li> <li>- Libraries are vital for children and their development</li> </ul>
05/09/2017	Public Meeting Newborough area Prichard Jones Institute	10	0	Full notes in Tier three meeting notes
07/09/2017	Cyswllt Mon Council Reception Area	9	7	<p>Present: Carol Sorahan &amp; Llio Owen</p> <ul style="list-style-type: none"> <li>- non users said that even though they did not use the libraries themselves, they understand the importance of the library service to others and would not like to see them close</li> <li>- flyers left for visitors</li> </ul>
07/09/2017	Library Drop in Menai Bridge Library	5	0	<p>Present: Bethan Hughes Jones, Rachel Rowlands</p> <p>Strong support for the library for those attending. Awareness was expressed of the Friends of Menai Bridge Library. The libraries location was highlighted as being excellent. IT access was important</p>
09/09/2017	Llanddona Through The Ages Llanddona	21	15	<p>Present: Carol Sorahan</p> <ul style="list-style-type: none"> <li>- want to see the library van's stops around Llanddona area to be reviewed</li> <li>- non user commented that although they did not use the libraries themselves, they wouldn't like to see them close because it would effect the community</li> </ul>
11/09/2017	Drop-in – Canolfan Beaumaris	23	17	<p>Present: Carol Sorahan</p> <ul style="list-style-type: none"> <li>- would like to see the Canolfan working together with the library service</li> </ul>

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> <li>- a group of 60+ noted that they would like to see the library service work more closely with the elderly</li> <li>- one noted that although they do not currently use the library service, use of the library may be useful in the next year and as they age</li> <li>- other non users noted that they would not like to see the library in Beaumaris close</li> </ul>
12/09/2017	Public Meeting Moelfre area Moelfre Primary School	2	0	Full notes in Tier three meeting notes
14/09/2017	Merched y Wawr Llanddeusant	10	7	Present: Bethan Hughes Jones Discussion had about what libraries offer and their importance in the community. The mobile library was seen as being important although it was thought that a longer duration of stops might be better. The social impact of libraries was stressed.
14/09/2017	Public Meeting Cemaes area Cemaes Village Hall	20	-	Full notes in Tier three meeting notes
19/09/2017	Library Drop in Menai Bridge Library	4	0	Present: Bethan Hughes-Jones, Rachel Rowlands Location of Menai Bridge library was key Computers were very important. Pleased it was in tier 2
21/09/2017	Cyswllt Mon Council Reception Area	12	3	Present: Carol Sorahan Information given out

# Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

## Consultation on the Draft Library Service Strategy 2017 – 2022 Public Meeting Notes

**Public Meeting Beaumaris Library Area: Y Ganolfan Beaumaris 18/07/2017 6pm- 8pm**

**In Attendance :**

Delyth Molyneux (Head of Learning)  
Rachel Rowlands (Library Services Manager)  
Bethan Hughes Jones (Lifelong Learning Co-ordinator)  
Rhian Evans (Community Librarian)  
Carol Sorahan (Programme Manager)  
Llio Owen (Administrative Support)  
Delyth Hughes (Translator)  
Councillor R Meirion Jones  
Councillor Carwyn Elias Jones

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Councillor Lewis Davies  
 Councillor Alun Roberts  
 Town Councillor Alwyn Rowlands  
 11 Members of the public

Delyth Molyneux Head of Learning opened the meeting with an introduction to the process so far and the journey ahead. She made clear that no decision had been made regarding the future running of the Library Service.

Rachel Rowlands (Library services Manager) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Comments / Questions	Reply
Why is Beaumaris Library in Tier 3? Beaumaris library is the only library in the Seiriol ward	The libraries have been placed in Tiers based on a set of criteria which takes into account factors such as usage, location and cost
What will happen to library Staff?	Two costed strategies have been produced one of which retains an element of staffing to implement the new structure and the other loses staffing hours. Ultimately it will depend on the level of community support and the Executive Committee's decision.
What are the Library building costs?	Average three year building costs are £6,517. These costs were shown on screen
What are the plans for the mobile Library?	The mobile service is an essential part of the Library service. We need a mobile library to reach Anglesey communities. We are in the

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

	final stages of tendering for a new library van. We will be reviewing mobile stops.
Is there sufficient capacity within the community for this strategy to work?	This will be different in each community however, discussions in Beaumaris have been positive.
Alwyn Rowlands – Chair of The Canolfan Beaumaris (Community Leisure Centre) committee which is a social enterprise, confirmed that they would be interested in working with the Library service.	Those present were supportive of this idea in principle and welcomed the opportunity to keep the library open.
Local Councillors expressed their concern that Beaumaris Library, the only one in Seiriol is in Tier 3 and the impact the reduction will have on library use	

### Public Meeting CEMAES Library Area Cemaes Village Hall 14/09/2017 6pm- 8pm

In Attendance:  
 Gwynne Jones (Chief Executive)  
 Rachel Rowlands (Library Services Manager)  
 Bethan Hughes Jones (Lifelong Learning Co-ordinator)  
 Carol Sorahan (Programme Manager)  
 Delyth Hughes (Translator)  
 Councillor Richard Owain Jones  
 Councillor Aled Morris Jones  
 Councillor Richard Griffiths  
 20 members the public (Including Community Councillors)



## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Gwynne Jones the Chief Executive opened the meeting with an introduction to the process so far and the journey ahead. He made clear that no decision had been made regarding the future running of the Library Service.

Rachel Rowlands (Library services Manager) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Comments / Questions	Reply
If the Community took over, what would they be responsible for?	The Community would be responsible for the library building costs (information available on line). A constituted community group would be able to apply for NNDR relief. Looking back at a three year trend the building cost would be in the region of £3825. The council most likely to consider transferring the asset to the community group on a long lease basis.
What does providing a core library service mean?	The Officers explained what a core library service would entail
How long would you (The Council) fund the core library service?	The Strategy is a five year strategy however, it is impossible to place any guarantees for future funding of any services as we don't know what LA settlements from WG will be.
You expect us to take over a long lease i.e. 25 years, but the Council would only guarantee providing a core library service for 5 years?	The council could potentially negotiate a 5-year brake clause in any long lease.

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

The library is an underutilised asset, could it be used as a Tourist information centre?	If a community group or third party come forward to support the service this would fit with a Community Supported Library – there are examples elsewhere where this is working well
Wylfa B developments –could the Local Authority discuss with Horizon Nuclear Power the possibility of obtaining community benefits contribution to keep the Library Open	The Chief Executive expressed his opinion that it would be a matter for any third party who wishes to work with the library service to apply for support from Horizon.
The possibility of the surrounding Community Councils working with each other and Llanbadrig Community Council to support the library was raised	The Chief Executive and officers welcomed these discussions
The possibility of utilising Cwmni Cemaes Cyf as a possible vehicle for moving forward was discussed and it was resolved that if there was enough support the constitution may be broadened to include the management of the library building.	The Chief Executive and officers welcomed these discussions

### Public Meeting Moelfre Library Area Moelfre Primary school 12/09/2017 6pm- 8pm

<p>In Attendance :</p> <p>Delyth Molyneux (Head of Learning)</p> <p>Bethan Hughes Jones (Lifelong Learning Co-ordinator)</p> <p>Carol Sorahan (Programme Manager)</p> <p>Delyth Hughes (Translator)</p> <p>Councillor Ieuan Williams (Deputy Leader)</p> <p>2 Community Council Councillors one from Moelfre and one from Pentraeth</p>
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## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Delyth Molyneux Head of Learning opened the meeting with an introduction to the process so far and the journey ahead. She made clear that no decision had been made regarding the future running of the Library Service.

Bethan Hughes Jones (Lifelong Learning Co-ordinator) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Comments / Questions	Reply
If the Community took over, what would they be responsible for?	The Community would be responsible for the library building costs which on a three-year average trend would be approximately £885 per annum for Moelfre Library (information available on line).
What does providing a core library service mean?	An explanation was given as to what the Core Library Service would include
The Community Council would find it hard to raise money, as it has already taken over the running of the toilets.	Discussion was had around the possibility of increasing the precept. Examples of where this has happened to support Libraries i.e. Cerrigydrudion were given – ultimately this would be a matter for the Community Council.
Are you looking for volunteers?	In the draft strategy the Council is looking for a third party to work with the Library service to take over the building/ running costs of the library and will still provide a core service. Any volunteers that would work in the library would

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

	add value outside the core opening times. E.g. with volunteers the library could be kept open longer hours.
The possibility of both Pentraeth and Moelfre Community Councils working with Llanfair ME to support Library provision in the area was raised.	This would be welcomed and officers suggested local discussions take place

### Public Meeting Newborough Library Area Prichard Jones institute 05/09/2017 6pm- 8pm

In Attendance :  
Delyth Molyneux (Head of Learning)  
Annwen Morgan ( Deputy Chief Executive  
Rachel Rowlands (Library Services Manager)  
Bethan Hughes Jones (Lifelong Learning Co-ordinator)  
Carol Sorahan (Programme Manager)  
Delyth Hughes (Translator)  
Councillor Bryan Owen  
Councillor Peter Rogers  
8 Members of the public

Delyth Molyneux Head of Learning opened the meeting with an introduction to the process so far and the journey ahead. She made clear that no decision had been made regarding the future running of the Library Service.

Rachel Rowlands (Library services Manager) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Comments / Questions	Reply
If the Community took over, what would they be responsible for?	The Community would be responsible for the library running costs (including, rent and related facility management costs). Looking back at a three year trend the building cost would be in the region of 2k per annum
A representative of the Prichard Jones Institute emphasised how important the library is to the PJI and village. He also questioned the cost of running the library as the rent received by PJI is only £700	Officers acknowledged the points and explained the additional costs
What does providing a core library service mean?	The core library service was explained
What are the plans for the mobile Library?	The mobile service is an essential part of the Library service. We need a mobile library to reach Anglesey communities. We are in the final stages of tendering for a new library van. We will be reviewing mobile stops.
Councillor Peter Rogers underlined the importance of the library in terms of children's literacy and highlighted the success of the Summer Reading Challenge activities in supporting this	
Discussion was had around the possibility of linking in with activities such as a luncheon club	Officers welcomed these discussions
The Community Council and Prichard Jones institute committee stated that they would investigate whether they could work together to offer a solution for Newborough.	

# Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Public Meeting Rhosneigr Library Area Llanfaelog Village Hall 11/07/2017 6pm- 8pm

In Attendance :  
Delyth Molyneux (Head of Learning)  
Rachel Rowlands (Library Services Manager)  
Bethan Hughes Jones (Lifelong Learning Co-ordinator)  
Rhian Evans (Community Librarian)  
Carol Sorahan (Programme Manager)  
Llio Owen (Administrative Support)  
Delyth Hughes (Translator)  
Councillor Richard Dew  
Councillor Gwilym O Jones  
8 Members of the public

Delyth Molyneux Head of Learning opened the meeting with an introduction to the process so far and the journey ahead. She made clear that no decision had been made regarding the future running of the Library Service.

Rachel Rowlands (Library services Manager) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Comments / Questions	Reply
If the Community took over, what would they be responsible for?	The Community would be responsible for the library building costs (information available on line).

## Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

	<p>A constituted community group would be able to apply for NNDR relief.</p> <p>Looking back at a three year trend the building cost would be in the region of £5-6,000.</p> <p>The council most likely to consider transferring the asset to the community group on a long lease basis.</p>
What does providing a core library service mean?	The core library service was explained
The capacity within the community to manage and fund another building was discussed	Officers acknowledged the potential difficulties and gave examples of models which could be investigated by the community if they so wished
The importance of the library building to the older community was emphasised	This was acknowledged by the officers present
A discussion was had regarding the potential to house the library in another community venue	Officers welcomed this discussion and stated that this would be a possibility within the strategy if another suitable venue was formally suggested
<p>What are the plans for the mobile Library?</p> <p>The importance of the Mobile Library in Rhosneigr was questioned – with a suggestion that more would use the static library if the mobile library did not visit the area.</p>	<p>The mobile service is an essential part of the Library service. We need a mobile library to reach Anglesey communities. We are in the final stages of tendering for a new library van. We will be reviewing mobile stops.</p>



# Equality Impact and Needs Assessment (EINA)

## Library Service



Appendix 4

<b>Proposal</b>	Transformation of the Library Service – Introduction of a new management model offering a focussed and sustainable library service
<b>Date of assessment</b>	On going
<b>Officer responsible for EINA</b>	
<b>Assessment Team</b>	Bethan Hughes-Jones, Rachel Rowlands,
<b>Review Date</b>	

## 1. The proposal

This section should outline details of the proposal. This could include (where applicable):

- Information on the current approach to the service
- Description of the proposal
- Aim or purpose of the proposal
- Who should benefit from the proposal
- What outcomes you want to achieve from the proposal
- Details of other services the proposal could impact on

Following the publication of the Isle of Anglesey County Council (“the Council”) [Corporate Plan 2013-17](#) the Library Service has undergone a [full service review](#), which resulted in a long list of possible options for the introduction of a new management model offering a focussed, and sustainable library service.

During the autumn of 2015, the Council conducted a [consultation](#) on the long list of options to gauge the public feeling towards the possible options. The results of the consultation were not conclusive; however, the public’s support for the service was highlighted and a preference was apparent to have a community supported model rather than lose the service. Following on from the consultation findings, the service began discussions with communities, groups, social enterprises and community councils regarding the possibilities surrounding alternative delivery/management models. The proposal is therefore that the Council develops and introduces a new management model, which offers a focussed and sustainable service with community support where possible and adopts the Draft Isle of Anglesey Library Service Strategy 2017-22 (“the Draft Strategy”) .

This EINA assesses the need for the Library Service and the impact of the proposed changes to management structure on the population who may want to make use of it. All options will need careful consideration in terms of the impact on the residents of Anglesey as well as the Council’s ability to provide a ‘comprehensive and efficient’ library service in accordance with the Public Libraries and Museums Act 1964. In addition, there will be consideration to the Welsh Public Library Standards and the needs for Library Authorities in Wales to report on their annual performance in respect of these Standards.

The proposal is that if the Draft Strategy is adopted in the Executive Committee of November 27<sup>th</sup> 2017 a three tiered approach to the Service will be introduced as of April 1<sup>st</sup> 2018. This will result in having Tier 1, 2 full time Area Libraries in Holyhead and Llangefni. Tier 2, Council led Community Supported libraries with elements of community support (approximately 20 hours) Amlwch, Benllech and Menai Bridge, in which

## Appendix 4

having community involvement or financial support would be beneficial and could achieve both financial savings and an extended service. Tier 3, Council led Community Supported Libraries in Beaumaris and Rhosneigr where community involvement or financial support is essential in order to safeguard the current service delivery in that location. The EINA therefore has to assess the impact of the continuation of the Library Service in some areas, possible enhancement to the service in some areas and the closure of service points in some areas, namely Cemaes, Moelfre Newborough and , potentially Rhosneigr , if a firm commitment is not provided by Llanfaelog Community Council by 2 January 2017.

## 2. Evidence and research

### What research, information or other intelligence have you used to develop this proposal?

Research can include monitoring information, satisfaction surveys, desktop research, professional journals, comments from individuals and groups. We must publish details of information considered when assessing the impact.

<b>Information source</b>	<b>What has this told you?</b>
<b>Public Libraries User Survey (PLUS) 2014</b>	Who our users are and what they use us for. It also gives us an idea of the impact the Library Service has on lives
<b>Census 2011</b>	Valuable data regarding groups with protected characteristics, car ownership
<b>NOMIS</b> Office for National Statistics official labour market statistics	Valuable information relating to the Labour Market including Job Seekers Allowance ("JSA") and Employment and Support Allowance ("ESA") claimants in various wards around the library locations
<b>StatsWales</b>	Demographical information about the population of Anglesey
<b>The Department for Works and Pensions ("DWP")</b>	How many JSA claimants there were at the time of the initial assessment (Aug 2016) in the vicinity of the current library locations
<b>Public Consultation and Focussed activity during autumn 2015 and Summer 2017</b>	The views of the public regarding the possible changes to the Library Service have been gathered and collated.

## Appendix 4

<b>Welsh Index of Multiple Deprivation (WIMD)</b>	Information regarding deprivation throughout the county by Lower –layer Super Output Area (LSOA) level
<b>Connected Nations 2016(Ofcom report)</b>	Anglesey residents are likely to be digitally excluded when all digital and demographic factors are considered

### 2.1 Population

The Isle of Anglesey covers 714 km<sup>2</sup>, most of it rural with a population of approximately 70,000 (mid-year estimates) and a population density of 99 people per square kilometre.

There are five main towns Menai Bridge, Beaumaris, Amlwch, Llangefni, and Holyhead. The latter two housing some of the most deprived areas in Wales.

### 2.2 Demography (Age Sex Race)

The population for Anglesey, like the rest of Wales is equally divided by gender. However, age data shows that the percentage of young people 0-15 at 17.2% is approximately 1% lower than the Wales average. The Island's working age population is 59.2% compared to the national average of 62.5%. And at 23.7% of the population in the post 65 group, Anglesey is second only in Wales to Conwy at 25.7%. Both are areas that attract people in retirement. This analysis is supported by the data on countries of birth where 28.8% of the island's inhabitants were born in England. 3.6% were born outside the UK. (approx. 2500)

### 2.3 Race

In figures by Stats Wales, in the year ending 31<sup>st</sup> of March, 2016; it was found that of all 69,400 people living on Anglesey that:-

- 68,100 said that they are from a white background
- 1,300 said that they are from a non-white background (1.9% of Anglesey's population)

We have undertaken Geographic Information System ("GIS") mapping of data to identify if we should be mindful of any areas which have a higher density of ethnic minority populations.

### 2.4 Deprivation

#### Communities First

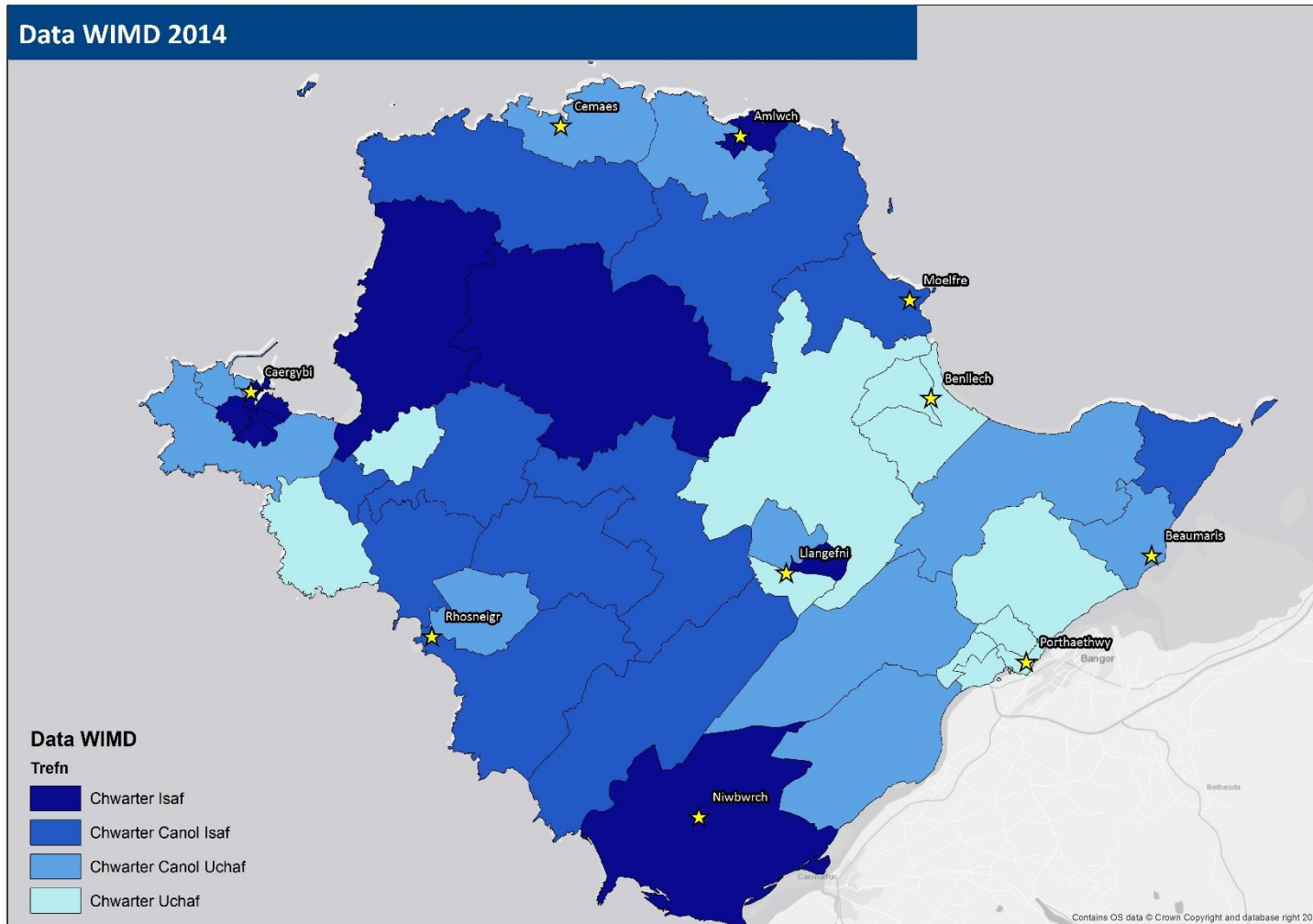
Anglesey is home to some of the most deprived wards in Wales according to the WIMD these areas are in Holyhead (Holyhead Town, Morawelon, London Road, Kingsland, Porthyfelin and Maeshyfyrd) and Llangefni (Tudur). The Communities First Cluster (Mon CF) supports these wards. It

#### Appendix 4

aims to reduce the divide that exists between those living in the most deprived areas and the more affluent areas. Holyhead Library is situated on the edge of Holyhead Town and Porthyfelin 1 wards while Llangefni Library is slightly south west of the Tudur ward.

#### **Rural Deprivation**

Although the most deprived communities on Anglesey are identified as being in the two main towns it is apparent that some of the more rural communities are also facing deprivation. Some of the rural communities identified as being in the lowest quartile (those with the highest levels of deprivation) are facing issues in relation to housing, transport and lack of services.



### Flying Start

The Flying Start Program is aimed at tackling child poverty and supporting families through early intervention. The program is Post Code based which means that it is area specific and not necessarily utilized or accessed by those most in need. The areas covered by the program on

## Appendix 4

Anglesey are in Holyhead, Llangefni, Newborough and Gwalchmai. There are in the region of 630 children living within these areas who are subject to Flying Start intervention (data correct at 3<sup>rd</sup> August 2016).

### **Out of Work Benefits**

NOMIS data for May 2016 noted that of 5,700(14% of working age population) people claiming benefits on Anglesey, 2,850 (7%) were claiming ESA and incapacity benefits whilst 930 (2.3%) were claiming Job Seekers Allowance. Male claimants for JSA are almost double that of females. This total number has been decreasing slowly since May 2012 (1,786 claims).

Anglesey JSA or Universal Credit ("UC") claimants July 2016 figures within library areas

1. LL65 1 (Holyhead) = 170
2. LL68 9 (Amlwch) = 123
3. LL77 7 (Llangefni) = 90
4. LL64 4 (Rhosneigr) = 46
5. LL61 6 (Newborough) =28
6. LL59 5 (Menai Bridge) = 22
7. LL67 0 (Cemaes Bay) = 18
8. LL58 8 (Beaumaris) = 16
9. LL74 8 (Benllech) = 15
10. LL72 8 (Moelfre) = 8

(Data source: DWP Direct August 2016)

### **Workless households**

In the year end data for 2015, there was an estimated 3,800 workless households on the Isle of Anglesey which is 18.7%. This is slightly above the national average for Wales which was 18.3%. Of those households, 1,000 had children living within them which is 9.1% of all households on Anglesey. (StatsWales)

20.2% of the working age population, excluding students, are classed as economically inactive on Anglesey (StatsWales – year ending 30<sup>th</sup> September 2016).

### **Lone Parents**

There are 1811 households on Anglesey which are classed as those with lone parents between the ages of 16 – 74 with dependent children.

### **Possible Impact**

## Appendix 4

Library closure or reduction in hours could impact negatively on JSA and ESA and Universal Credit claimants who do not have access to a reliable internet enabled device or a reliable and affordable connection to the internet. People's ability to make and manage claims could be affected thus resulting in either no claim being possible or sanctions for non-conformity with the claimant contract.

The figures above demonstrate that the highest numbers claiming JSA in library areas are in the three larger towns and the rural areas of Newborough and the combined wards of Aberffraw and Rhosneigr 1 & 2. The impact of library closure could be greater in Rhosneigr as there are PC's available for use in making such claims while there is only an I-Pad available in Newborough Library.

### **2.5 Digital Exclusion**

Residents in rural Wales can expect to have poorer digital connectivity as a direct result of poor fixed and mobile infrastructure according to Ofcom in their [Connected Nations 2016](#) report.

Get Digital from the Tech Partnership's [Digital Exclusion Heatmap](#), developed with support from the Local Government Association and The London School of Economics and Political Science, in association with Lloyds Banking Group uses fresh insight into Basic Digital Skills along with the effect of infrastructure to show where digital exclusion is likely.

The Digital Exclusion Heatmap shows that as a result of infrastructure it is likely that some Anglesey residents will be Digitally Excluded. Research shows that 75% of adults have claimed to have all 5 digital skills (Managing Information, Communicating, Transacting, Problem Solving and Creating). However, less than 50% of adults have used all 5 skills in the last three months.

Libraries currently offer a facility within communities enabling those unable to connect digitally in their homes to do so either through PC or WiFi use.

### **2.6 The Welsh language on Anglesey**

Anglesey continues to be an area in Wales with a strong Welsh language presence. The 2011 Census shows that 45.6% of the population were able to speak, read, and write in Welsh. This is the second highest rate in Wales, second only to Gwynedd (56.0%). The overall Welsh average was 14.6% (2011 Census).

Holyhead was the area in Anglesey where the fewest residents were able to collectively speak, read and write in Welsh. The LSOA around Valley in the west of Anglesey is where the highest percentage of residents stated they have no skills in Welsh, with 55.2%.

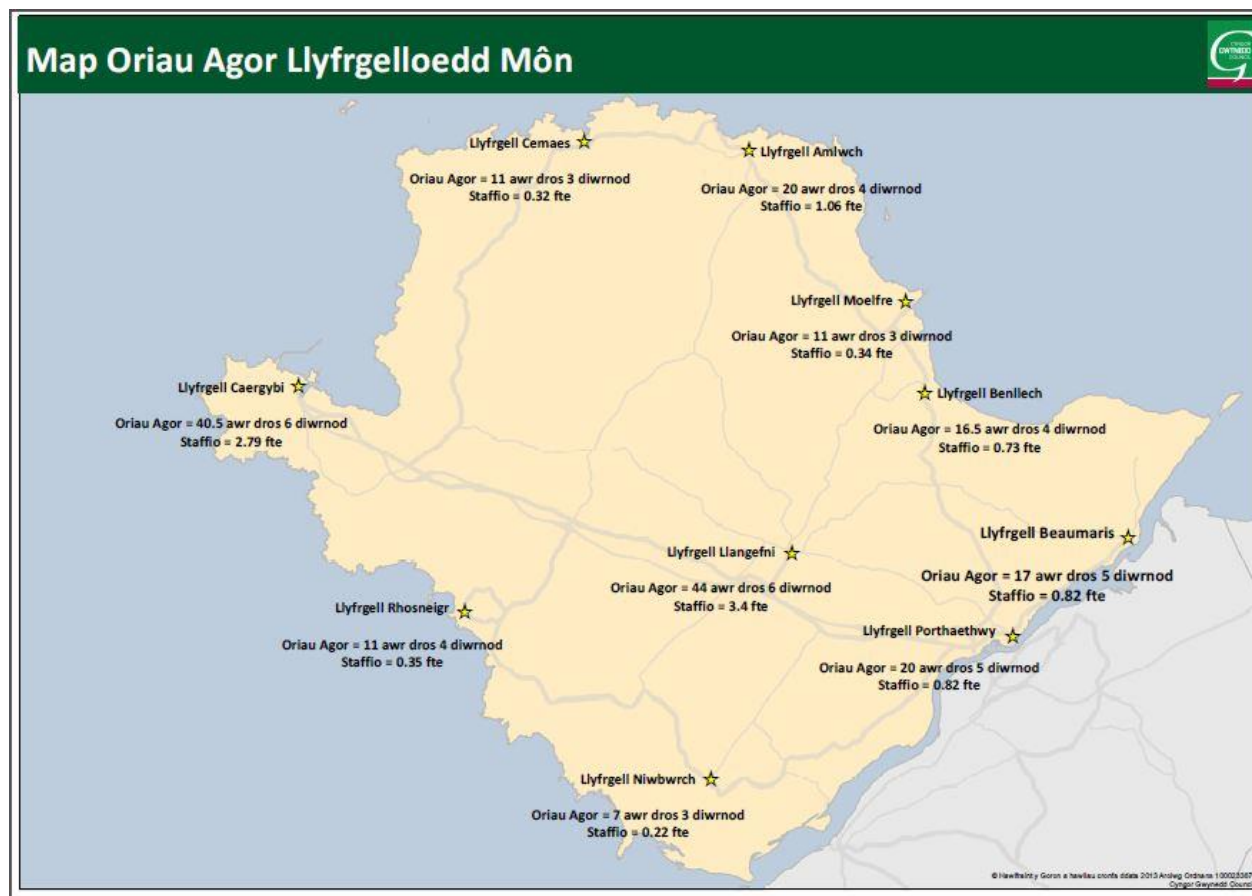
Libraries offer books both physical and electronic, activities and opportunities to use the Welsh language in an informal non-threatening setting.



## Appendix 4

### 2.7 Library Use on Anglesey

There are 10 static libraries on Anglesey serving the population of approximately 70,000 residents. Stars on the following map note the sites of the static libraries. Eight of the ten are purpose built libraries with Newborough housed in the Prichard Jones Institute and Moelfre within the community wing of the Primary School.



Housebound Service and Mobile Libraries visit over 60 communities, within the region of a hundred stops monthly. The Housebound Service makes monthly visits to residents who cannot physically attend a static library or get to the mobile stop.

Schools across the county subscribe to the Schools Library Service and receive resource packs to assist with curriculum planning and enhancement as well as having a visit from the School Library van once a term to enable children to experience selecting their own books.

## Appendix 4

Use of the Library Service was demonstrated in detail in Appendix 3 of the [Library Service Review](#). However, the data for the static libraries included within the review documentation is replicated below.

Library	Opening hours per week	Visits per annum	Visits per hour open	Items loaned per annum	Items loaned per hour open	Cost per visit	Cost per item loaned
Amlwch	20	33,133	33.1	23,758	23.8	£0.86	£1.28
Beaumaris	17	10,522	12.4	19,942	23.5	£1.65	£0.87
Benllech	16.5	33,511	40.6	23,634	28.6	£0.61	£0.74
Cemaes	11	3,446	6.3	6,618	12.0	£3.84	£1.84
Holyhead	40.5	69,953	34.5	55,044	27.2	£1.50	£1.78
Llangefni	44	91,388	41.5	74,876	34.0	£1.15	£1.33
Menai Bridge	20	40,787	40.8	40,109	40.1	£0.92	£0.88
Moelfre	11	2,422	4.4	5,348	9.7	£2.47	£1.62
Newborough	7	1,160	3.3	4,289	12.3	£4.03	£0.88
Rhosneigr	11	5,703	10.4	5,539	10.1	£3.22	£2.76
<b>Totals</b>	<b>198</b>	<b>286,254</b>	<b>227.3</b>	<b>273,552</b>	<b>221.3</b>		
					Average Costs	£1.24	£1.30

The costs above are based on direct costs that are attributed to each Library as they were at the time of the Review, they do not include stock, professional support (that is the support of professionally qualified librarians) or ICT costs which are centralised within the service. They do include, front line staffing, building costs Average costs are based on an average expenditure of the 3 years prior to publication.

Usage patterns for the libraries vary with some having very localised use while others draw customers from a large geographical area. Maps showing where library users live have been created using user data and is available on request.

## Appendix 4 3. Engagement

- Have you or will you engage with key stakeholder groups?
- Please consider groups such as BME communities, carers, disabled people, LGB communities, religious groups and older people.
- We must publish details of engagement when assessing the impact of proposals.

Engagement - date	Who did you invite	How many attended? What groups did they represent?	Main issues
<b>Oct – Nov 2015</b>	Public Consultation invited all members of the public including Library users and non-users to respond either electronically via Smart Survey or on paper by post or at Libraries or through a face to face street survey in the town centres (Approx. 100)	1081 respondents to public consultation. 90% of which were regular Library users.	Engaging with non-users and difficult to engage groups in order to ascertain their views proved a challenge. Lessons were learnt and a greater emphasis will be placed on these groups in the next round of consultation.
<b>Oct – Nov 2015</b>	Stakeholder Consultation	24 respondents	Detailed list of Stakeholders managed by PM – main issue in terms of the consultation was that only around 5% of those invited to express an opinion through mail out responded. Possibly need resources in order to discover more localised links to some national organisations.
<b>Nov 2015</b>	All Staff within the Service		
<b>9&amp; 10/12/2015</b>	Language and Play groups in Holyhead (Parents and guardians of young children living in disadvantaged areas of Holyhead – specifically living in Flying Start areas)	11 – young parents, grandparents of children living in Flying Start areas	Need to be able to walk / access public transport to activities Need to be able to visit at times, which are convenient for other family commitments such as nursery/school run.

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<b>14/12/2015</b>	Members of the Llais Ni forum (a third sector/LA partnership engaging specifically with young people from 10-25)	24	Rurality prevented many young people from accessing services as they are reliant on parents/guardians for lifts. Lack of awareness of services available was another barrier
<b>19-25/11/2015</b>	Pupils from 4 of the 5 main stream Secondary Schools	Approximately 200	Rurality prevented some young people from accessing services as they are reliant on parents/guardians for lifts. Lack of awareness of services available was another barrier
	Lleisiau Lleol is a third sector partnership project set up to ascertain the opinions of people who are represented by specific organisations such as Age Cymru, North Wales Deaf Association,		
<b>June – September 2017</b>	See the Communication Plan for the Consultation		Full commentary and details of consultation available in the consultation report and engagement activity notes at Appendix 3
<b>October 13, 2017</b>	We were invited to attend	Older People's Strategy Coordinator, Lleisiau Lleol, ICF Programme Manager, Environmental Health Operations Manager	Closure of Cemaes library may compound the adverse effects of the potential Wylfa Newydd nuclear power station project in the near future as it will result in fewer community spaces away from the dust and noise pollution which may be a product of the large scale development. It is difficult to treat Cemaes Library more or less favourably than any other because there is potential for future development in the area. The need for a Health Impact Assessment was suggested and will be discussed further with the responsible officers within the Council

## 4. Assessing the impact

Using the table below, please identify:

- If the proposal could result in some groups being disadvantaged or treated unfairly; or if it could result in an opportunity to promote equality or inclusion.
- Where there is potential for disadvantage or unfair treatment what are your plans to overcome this, mitigate it or justify it.
- If you don't identify any impacts, you must explain how you decided this.

	<b>Do the proposals impact on staff or customers?</b>	<b>Could the proposals lead to any groups being disadvantaged or treated unfairly? Please explain why.</b>	<b>How do you plan to remove, reduce or justify this?  Who will have responsibility for the identified action and what are the timescales involved?</b>	<b>Could the proposal promote equality? Please explain how.</b>
<b>Age (younger people or older people)</b>	Customers	Yes – children and babies 0-4 who are reliant on public transport or ability to walk with parent to library. Children 8-14 who visit the local library independently of parents. Older people - a higher proportion of library users are over the age of 65 therefore any changes could impact negatively on this age group	A full review of the route and timetable of the Mobile Libraries and Housebound Service will be undertaken and where there has been a reduction or withdrawal of service, introduction of new stops and or develop Community Access Points in a community venue.	In areas where there is Community involvement and financial support for the continuation of the service there could be increased community cohesion. By encouraging the use of the building outside of core library hours for other activities will provide the community with additional opportunities to socialise and meet people in a relaxed and neutral venue.
<b>Disability (including carers)</b>	Customers	Yes – any closure could result in people with disabilities or their	Remodelling the Housebound Service and Mobile Libraries	

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		carers being disadvantaged by making it more difficult to access the Library.	could mitigate this to a degree. This will not however replace the act of visiting the library as independently as possible.	
<b>Marriage or civil partnerships</b>		There is no identified reason for people to suffer disadvantage for being either married, single, divorced, or in a civil partnership.		
<b>Sex or Gender (Includes Transsexuality, pregnancy and maternity)</b>	Customers	Yes – higher percentage of library users are female reduction in service could impact negatively on older females who rely on the Service for wellbeing. It could also impact on parents (both genders) who bring young children to the library to develop and support the child’s literacy and communication skills as well as for their own wellbeing and to socialise	Remodelling the Housebound and Mobile Libraries could mitigate against this to a degree. This may not be sufficient to replace the interaction that is achieved by visiting a static library, but it may go some way to alleviate the impact.	
	Staff	Majority of the Library Service workforce is female and therefore any changes are likely to disadvantage them greater than males.	Making every possible attempt to maintain staffing hours within the service and where there is a reduction and substantial changes to contractual hours or duties that appropriate action is taken with HR to ensure the impact is minimised. Where changes in staffing will have to occur it will be paramount not to	

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			discriminate either positively or negatively against either sex should redeployment be necessary.	
<b>Sexual orientation</b>		Any changes to the service should not have a direct effect on individuals as a result of their sexual orientation		
<b>Race</b>		Any changes to the service should not have a direct effect on individuals as a result of their race		
<b>Religion or belief</b>		Any changes to the service should not have a direct effect on individuals as a result of their religion or belief		
<b>Welsh Language</b>	Customers	Changes to the service may have an effect on individuals' ability to use the Welsh language within their communities.	Should a Council led Community Supported model be adopted in some areas, robust Service Level Agreements will need to be in place to ensure that people wanting to make use of the Library Service are able to do so in either Welsh or English both during and outside core hours. Closure of service points will also result in fewer public spaces where Welsh can be used and practiced and where reading materials in the Welsh Language can be accessed.	

## 5. Assessing the impact on community cohesion and social inclusion

Under the general equality duty, the law requires us to foster good relations between people who share a relevant characteristic and those who don't (community cohesion). When assessing the impact on community cohesion you should consider the following:

- Could any groups see the proposals as unfair (even if you think that they are fair)?
- Could the proposals bring different groups into greater contact with one another?
- Could the proposals cause or contribute to conflict or tensions between groups?

You should also consider any potential impact of the proposal on social inclusion. Social inclusion is about closing the gap between the least and most advantaged in the county.

Work has been undertaken in relation to latest data. However, the most disadvantaged communities (WIMD) appear to be within the catchment area of the Llangefni and Holyhead Libraries which will be least affected by any changes to the service delivery model as suggested within the Draft Strategy.

Areas where individuals may be disadvantaged due to rurality and poor connections have been mapped and considerations will be made to increasing community access to the service should any changes to the delivery model result in any library closures. This will be done during the process of remodelling the Mobile and Housebound Library Service and as a response to the changing needs of communities.

There are opportunities to develop and build community cohesion and resilience in communities where there is an appetite to collaborate with the Council to deliver services in new ways. For example, in Menai Bridge the Friends of Menai Bridge Library have been piloting activities which may enable them to contribute both in a social and financial capacity to the future of the Library Service in the Town. These activities are offering additional services which complement and add value to the Core Library Service.

The decision on how to deliver the best possible service within the available resources has been informed by the consultation process, comments made by stakeholders, consultees and users during that process.

The Council is however open and receptive to suggestions regarding different ways of working which could result in the Library Service improving and not declining as a result of a long term strategy.



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The responses to the Consultation (summer 2017) show that, although the majority agree with the Draft Strategy, some respondents did not agree that their preferred library is in the correct Tier. There are no equalities issues underlying these responses but a possible sense of protectionism to a local service which is highly regarded by its users. If the Service is reduced or withdrawn in an area that there will be an alternative service provision in form of either of access to Mobile Services or to potential Community Access points.

## 6. Any other areas for consideration

In the 5 communities which make up Tier 3 of the Draft Strategy detailed discussions have taken place with Stakeholders from the community over a period of 18 months whilst preparing the Draft Strategy and during both consultation periods.

### **Digital Inclusion**

It is important to note that the Council is aware of the possible impact of the Draft Strategy to the Digital Inclusion of some individuals who are reliant on computer facilities and connectivity at Library buildings, the libraries in Tier 3 are those that currently have the fewest computer sessions used and have the least number of computers. From the data on unemployment we would expect to see a relatively high uptake of computer sessions at Rhosneigr Library by those JSA claimants for example, but this is not the case and the usage is relatively low.

## Definitions and requirements

### Equality: What the legal duty requires - a quick outline

Public authorities have wide-ranging legal duties on equalities. This includes a general duty to have 'due regard' to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity between people who share a relevant characteristic and persons who do not and foster good relations between persons who share a relevant protected characteristic and persons who do not share it. (the due regard duty')

By law, an equality impact assessment must:

- Reflect information about the potential impact that the Draft Strategy may have on its ability to comply with its due regard duty
- Identify ways to mitigate or avoid any negative impact.

This does not have to be contained in one document called an Equality Impact Needs Assessment (EINA), but we must publish details of the analysis we carried out where it shows a substantial impact (or likely impact) on the Council's ability to meet the due regard duty, indicating what information we considered. We need to show we have considered and tried to mitigate impacts, not that we have managed to mitigate them.

### Social inclusion and community cohesion:

To ensure a comprehensive approach, we also consider social inclusion and community cohesion in our assessments. **Social inclusion** is our shorthand for assessing the wider potential implications of proposals about how they might affect all potentially excluded people accessing services, resources and opportunities. We need to consider issues like cost, location and transport.

As with inclusion, there is no direct duty to promote **community cohesion**, but there is a strong business case. We need to promote positive relations between groups and minimise tensions associated with any part of our services. If we don't there can be significant costs in public order, community safety, health, and the county's economy and reputation.

## APPENDICES

### 1. Engagement activity and Meeting Notes

Appendix 5

Library Service Strategy Savings Estimates

Tier 1: Area Libraries

	Building Changes	3 yr Av Total	proposed	Loss of income (16/17)	Savings	(average 3 year costs inc NNDR)
Holyhead	Retain but move to market hall	31890.38	31890.38	n/a	0.00	* these costs are for the
Llangefni	Retain	55405.25	55405.25	n/a	0.00	

Tier 2: Authority Led Community Supported libraries 20 Hours a week

	Building changes	3 yr Av total	proposed	Loss of income (16/17)	Savings	(average 3 year costs inc NNDR)
Amlwch	Retain	10361.95	10361.95	n/a	0.00	
Menai Bridge	Retain	11895.65	11895.65	n/a	0.00	
Benllech	Retain with community council office rental 25hours a week c£2,000 (*figure not yet	9448.55	7448.55	n/a	2000.00	
<b>Total Savings</b>					<b>2000.00</b>	

Tier 3: Authority Led Community Supported libraries 10 Hours a week

	Building changes	3 yr Av total	Proposed	Loss of income (16/17)	Savings	(average 3 year costs inc NNDR at 16/17 rate)
Beaumaris	Transfer	15429.35	0	5150	10279.35	
Cemaes	Close	6907.92	0	147.19	6760.73	
Moelfre	Close	2358.81	0	30.77	2328.04	
Newborough	Close	2562.4	0	130.98	2431.42	
Rhosneigr	Transfer	11160.18	0	0	11160.18	
<b>Total Savings</b>					<b>32959.72</b>	
<b>Total Building Savings</b>					<b>34959.72</b>	

Total Staffing Savings	Current staffing structure	534170.00	Saving
Cost of strategy staffing retaining current staffing hours		534170.00	23.89
Cost of strategy staffing bare minimum staffing		511530.34	22615.77
Cost of Strategy retaining 22 hours for mitigating the effect of closures		526670.52	7538.59
Relief staffing allocation budget£ 30,000-50 % saving offered		-15000.00	15000.00
a) Staffing structure savings retaining staff (£15,000+ £23.89)			15023.89
b) Staffing structure savings bare minimum staff (£15,000+£22615.77)			37615.77
c) Staffing structure retaining 22 hours of staff ( £15,000+£7538.59)			22538.59

Total Strategy Savings: Buildings and Staff

a) Total strategy savings retaining current staffing levels	49983.61
b) Total strategy savings bare minimum staff	72575.49
c) Total Strategy savings retaining 22 hours staff for mitigating the effect of closures	57498.31

\* 2 x 11 hour posts @7538.59. Significant risk involved in not retaining these hours