

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	08/02/16
Subject:	Ensuring sustainable and efficient services for the future: Transforming Libraries Library Service Consultation Findings
Portfolio Holder(s):	Councillor Kenneth Hughes
Head of Service:	Delyth Molyneux
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Local Members:	Relevant to all elected members

A –Recommendation/s and reason/s
<p>Recommendations:</p> <p>We ask that the Executive:</p> <ol style="list-style-type: none"> a. Consider the consultation results for the ‘Library and Information Service Review: The way forward ‘ - October/November 2015 - and note the response of the citizens of Anglesey to the proposals and ideas put forward during the consultation. b. In light of the need to find savings of between 20-60%, give permission for the service to continue to explore and cost the potential future models in the context of these consultation findings, as outlined in the library service review. Particular attention needs to be paid to the effects of any changes on vulnerable groups and communities. c. Consider offering more of its services from the current library buildings (in light of ‘b’ above). Whilst this would be unlikely to deliver savings to the library service there is potential for corporate savings to be realised elsewhere in conjunction with other transformation programmes e.g. smarter working. d. Consider and cost (in light of ‘b’ above) the possibility of offering a library

authority-led community managed library service model in 6 or 8 of the part time libraries. Such services should meet the 18 Core Entitlements outlined in the 2014 fifth Welsh Public Library Standards Framework.

- e. Give permission to open discussions on Community Managed libraries with Town and Community Councils and other community based groups, within the context of the council's statutory duties and the Welsh Public Library Standards.
- f. Investigate a volunteer contribution model for added value activities, within the context of the council's statutory duties and the Welsh Public Library Standards.
- g. Give permission to move to phase 2 of the consultation process and conduct a further period of consultation on the final proposed costed models in June and July of 2016 with a view to final recommendations to scrutiny committee and the executive in early Autumn 2016, to implement a revised library service model in 2017 - 2018.

Reasons

The national and local agendas and financial challenges make it necessary for us to review the way that we provide our Library services.

We are working towards realising the commitments made in the Corporate Plan for IOACC 2013-2017 to:

- Investigate options and establish a reviewed Libraries provision

This will mean:

- Introducing a reviewed model for library services on the island.
- ensuring focused and sustainable provision for this service.

The Executive meeting on the 20/07/2015 granted permission for the library Service to undertake a consultation exercise on Future Models of Delivery. The Consultation Findings are appended.

The consultation survey (Appendix 1) has engaged with over a thousand people resulting in numerous suggestions to improve the Library Service. It is clear that the online and offline survey and additional consultation activities attracted a large response to the council's proposals. Most respondents to the survey did not address the need to make savings. There were strongly expressed opinions on the suggestions with many respondents voicing their opinions about how their local library should be

preserved; often offering suggestions for how a library could be further invested in and developed.

There are themes that can be drawn from across the whole consultation:

- a) The Council should investigate offering offer more of its Services from Libraries
- b) There appears to be some appetite for Community managed libraries. However this was often tempered with strongly expressed concerns regarding staffing, sustainability and the Library Services Statutory nature. Community Managed libraries can take many forms however they may only be included as part of the statutory provision if they conform to the 18 core entitlements outlined in the 2014 Fifth Welsh Public Library Standards Framework . These entitlements outline what services and facilities members of the public may expect to be provided by any Welsh public library service (full list available within the Library Review document, background paper).

The Expert Review of Public Libraries in Wales 2014¹ called for further research into the role of community libraries in Wales, resulting in the commissioning of a study by the Welsh Government, December 2014. The resulting Report : Independent trusts and community libraries in Wales (2014)² identified four models for Wales, with Model C being recommended currently as offering “the best prospect of sustainability and viability, and a suitable emphasis on service quality.”

Such types of provision, when fully developed, can offer the potential to deliver savings as they utilise volunteers delivering services in conjunction with skilled and knowledgeable staff. As a result, savings are not as great as with models which rely solely or predominantly on volunteers or external bodies alone, but can, when implemented carefully, offer a balanced approach to service provision, ensuring that the public receive a quality public library service that meets statutory requirements and not focused solely on achieving cost savings alone.

- c) There was a clear expression of interest in volunteering with the Library Service. However this was often tempered with strong opinions about volunteers not replacing paid for staff. Conversely there were strongly expressed views that Library Services as a statutory Service should not be staffed by Volunteers.

¹ <http://gov.wales/topics/cultureandsport/museums-archives-libraries/libraries/public-libraries-review/?lang=en>

² <http://gov.wales/docs/drah/publications/150211-independent-trusts-community-libraries-en.pdf>

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B – What other options did you consider and why did you reject them and/or opt for this option?

It was necessary to undertake a comprehensive consultation programme with the public, with partners and with specific user groups. The consultation findings are reported in Appendix 1.

C – Why is this a decision for the Executive?

The approval of the Executive is sought in order to undertake further work in line with the recommendations with library users and other partners.

Permission is sought to Move to phase 2 of the consultation process and to conduct a further period of consultation on the final proposed costed models in the early summer of 2016 with a view to final recommendations to scrutiny committee and the executive in early Autumn 2016, to implement a revised library service model in 2017 - 2018

CH – Is this decision consistent with policy approved by the full Council?

Yes

D – Is this decision within the budget approved by the Council?

N/A

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The SLT agrees with the content of this report. Supportive to proceed to the next step.
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	Any staffing issues that may arise should be dealt with in accordance with recognised consultation and other HR processes
5	Property	

6	Information Communication Technology (ICT)	
7	Scrutiny	To be discussed at Corporate Scrutiny committee on the 01/02/16
8	Local Members	
9	Any external bodies / other/s	

E – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	The effect of the service review on the unemployed is considered as part of the service review process.
3	Crime and Disorder	
4	Environmental	
5	Equalities	The impact assessment is on-going and will be reviewed as we proceed to the next phase.
6	Outcome Agreements	
7	Other	

F - Appendices:
Appendix 1: Library and Information Service Review: The way forward. CONSULTATION FINDINGS 2015

FF - Background papers (please contact the author of the Report for any further information):
Library and Information Service Review: The way forward.

Appendix 1:

Library and Information Service Review: The way forward. CONSULTATION FINDINGS 2015

1 INTRODUCTION

1.1 This consultation took place over a six week period in the autumn of 2015. Following the publication of its results and consequent reports the Council will conduct a more detailed consultation mid-2016.

1.2 The purpose of this consultation is to find out:

- What residents want and need from their library service
- Where residents would like to access library services and how they could be delivered outside library buildings
- The extent to which residents would like to become involved in managing and running their local libraries
- To inform the decision making process

1.3 Anglesey County Council is redesigning its library services for the future, in line with the changing needs of citizens. At the same time, the council needs to make significant savings to many services, including libraries.

1.4 In order to continue to provide a service which serves current users, but also looks to address the needs of current non-users, a **thorough understanding of citizens' needs and preferences** is required.

1.5 This report communicates a summary of the findings of a research and consultation exercise conducted from October to end of November 2015. The report is intended as **an input to the ongoing conversation about the future of Anglesey libraries**, providing evidence for all parties to refer to.

1.6 This consultation aimed to get people's views at County wide level, on what citizens want and need from library services, It consulted on a wide range of potential proposals. People also gave their views more generally about the future role they saw libraries playing in their communities and the different types of services that could be provided to better meet community need.

1.7 All consultation responses, in their many and varied forms, have been recognised and taken account of in the production of this report. Where general comments were submitted through the formal consultation channels they have been analysed and included as "response themes" within this report.

1.8 The majority of the respondents opposed change and voiced their opinions about how their local library should be preserved; often offering suggestions for how a library could be further invested in and developed. (75% strongly agree or agree to the no-change option)

- 1.9 Most respondents to the consultation did not address the need for savings. The consultation survey engaged with over a thousand people resulting in numerous suggestions to improve the Library Service.
- 1.10 In comparison to other recent comparable consultation exercises Anglesey's online and offline questionnaire attracted a pleasingly high response. (1,081 completed responses)
- 1.11 **The Public Libraries & Museums Act 1964** sets out the **statutory duty** for all local authorities to provide a comprehensive and efficient library service, set in the context of local need: that is, specifically of those who live, work and study in the local area.

The 1964 Act imposes a duty on the Secretary of State to oversee and promote the public library service and to secure discharge of the statutory duties of local authorities as well as providing certain powers to take action where a local authority is in breach of its own duty¹

- 1.12 The statutory requirements of public library service provision in Wales are enshrined in 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 in terms of the manner of delivery of library services in Wales.²

Any future model of delivery must pay due regard to the Public Libraries and Museums Act 1964 and the Authorities performance against the Welsh Public Library Standards.

OBJECTIVES

- 2.1 The consultation set out to answer several questions:
- **What do Anglesey's citizens and partners need from their library service?**
 - **To collect opinion on a long list of possible options.**
 - **What ideas do citizens and partners have for improving the service?**
- 2.2 This report presents the responses to these questions received during the consultation.

3 METHODOLOGY

¹ Taken from the Department of Culture Media and Sport
http://www.culture.gov.uk/what_we_do/libraries/3416.aspx

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

3.1 The report references findings from a range of activities, which drew on various data-gathering methodologies.

What	Where and how	Who
Open consultation survey	Online and paper	Any citizen. 1,081 people contributed their views in this way
Partners / Stakeholder Consultation Survey	Online and Paper	Open to anyone however invitations to complete were sent to a stakeholder list 31 responses were received.
Staff Survey	Electronic and paper	All members of staff
Young Peoples Consultation	4 Secondary Schools, dinner time pop up sessions	Any pupils
Outreach Sessions	Over 50's Club Amlwch Over 50's Club Moelfre North Wales Deaf Ass. Listening Reading Group Llais Ni session Iaith a Chwarae Sheltered housing forum 4 x Street Surveys	Full open questionnaire was used and responses were inputted and included in open questionnaire Llais Ni forum members Individuals attending session 80 participants Approximately 100 respondents

3.2 The Consultation was conducted during October and November 2015:

3.3 The methods used were:

1. Open consultation survey: Paper and online questionnaires (self-selecting sample)
2. Discussion group sessions held with targeted groups – e.g. Age Well; Iaith a Chwarae; sheltered housing forum; teenagers/young people.
3. Discussion group sessions with staff and a staff questionnaire
4. Paper and online questionnaire for Partners and Stakeholders
5. Correspondence received – letters

4 KEY MESSAGES FROM THE CONSULTATION

4.1 The following key messages are a high level summary of the main points made as part of the consultation. They are not intended to be fully representative; they reflect comments and representations made through the variety of different channels available:

- People who currently use the library service want to see their local service develop further, beyond the current provision. There are varied and sometimes conflicting ideas about what a library is and how it can or should be developed.
- The current library service is highly valued and respondents do not understand why the Council would seek to make large savings in this service.

- There is an appetite for some change and some respondents are keen for opportunities to be explored around different uses and services that could be provided within libraries, although the service should stay under local authority control.
- There is a clear message from all consultation activities that there is scope to investigate the Authority offering greater access to its services through the local libraries.
- There is a recurrent theme that that libraries are currently poorly marketed and the way activities are communicated needs much improvement.
- There is an appetite for volunteering to assist in the delivery of the Service however the commentary clearly states that volunteers should not replace paid staff.
- Of the Non-Users who responded to the questionnaire:

78% said they would like to see more Council Services delivered / available from their local library.

15% stated that different opening times may encourage them to use the Service, a further 15% said a greater selection of books may encourage them and almost 19% said that better marketing of the services that are available is needed.

Almost half (47%) stated that they would be unlikely to use the library service in the future.

5 OPEN CONSULTATION SURVEY ANALYSIS (The online and offline questionnaire): A copy of the open consultation survey can be found in Appendix 1

5.1 Limitations of the survey

The results of this survey represent the views of those people who took part. As an open public consultation, no sampling techniques to produce representative research were used – the response is self-selecting as anyone with an interest could take part, and is therefore not statistically representative. In looking at the response and how the consultation progressed, the following observations can be made. Commentary is presented verbatim and in the language of receipt.

5.2 Total number of open consultation survey questionnaires returned was 1,081; 624 hard copy/paper; 457 completed on-line.

5.3 The headlines of those responding to the Open Consultation Questionnaire are:

- 94.5% (1011) responses stated they were Anglesey library service users
- 67.71% (692) were female
- Less than 1% (14) were transgender

- 50.58% (523) were over 66 years
- 2.07% (20) were Black or Minority Ethnic (BME) (Anglesey pop =1.2%)
- 97.93% of people who answered the question about ethnicity told us they are White
- 15.31% (150) were disabled
- 4.8% (40) Lesbian Gay or Bisexual (LGB)
- 67% (652) have a religion or religious belief
- 49.24% walk to the library • 13.59% use public transport to get to the library
- 63.95% travel to the library by car/motorcycle
- 35% of respondents do not own a computer, Smartphone, laptop or other device
- 24.75% use the Computer facilities • 19.66% do not have an internet connection
- 94.14% of respondents state that borrowing books is their main reason for using the Service
- 21.9% stated that they did not know about the online services available.
- 49.06% of those respondents who do not use the library service prefer to buy their own books
- 18.87% note lack of time as the main reason not to use the Service

5.4 The spread of age ranges of respondents to the core survey is as follows;

Age			Response Percent	Response Total
1	0 - 15		1.45%	15
2	16 - 20		0.77%	8
3	21 - 45		19.44%	201
4	46 - 65		27.76%	287
5	66 - 74		28.63%	296
6	75 and over		21.95%	227
			answered	1034
			skipped	47

5.5 The breakdown in terms of gender is:

Sex			Response Percent	Response Total
1	Male		31.21%	319
2	Female		67.71%	692
3	Prefer not to say		1.08%	11
			answered	1022
			skipped	59

5.6 The breakdown of users / non-users is:

Do you visit libraries in Anglesey or access Anglesey libraries' online services?			Response Percent	Response Total
1	Yes		94.49%	1011
2	No		5.51%	59
			answered	1070
			skipped	11

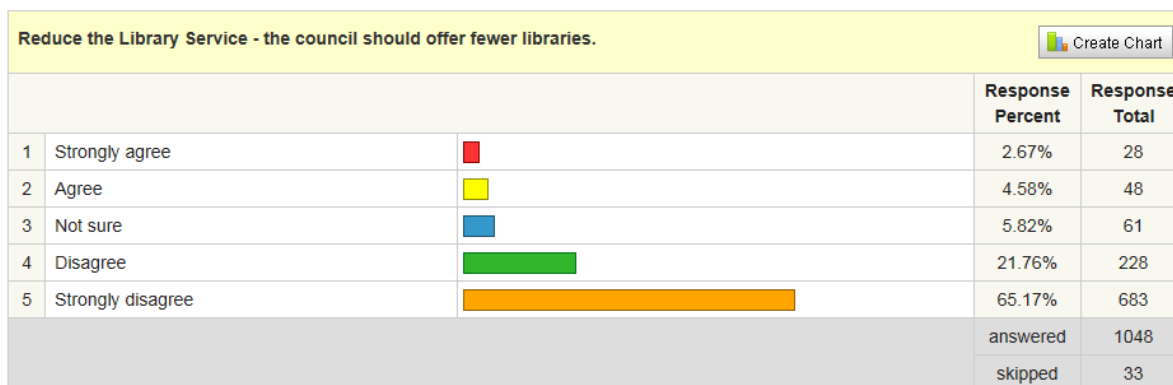
5.7 The questionnaire predominantly attracted existing library members (94%). This is consistent with similar surveys elsewhere, however in order to ensure that the non-users voice was heard and included, several additional activities were conducted which are reported on separately below which can inform the debate.

6.0 INDIVIDUAL QUESTION RESPONSES TO THE OPEN QUESTIONNAIRE

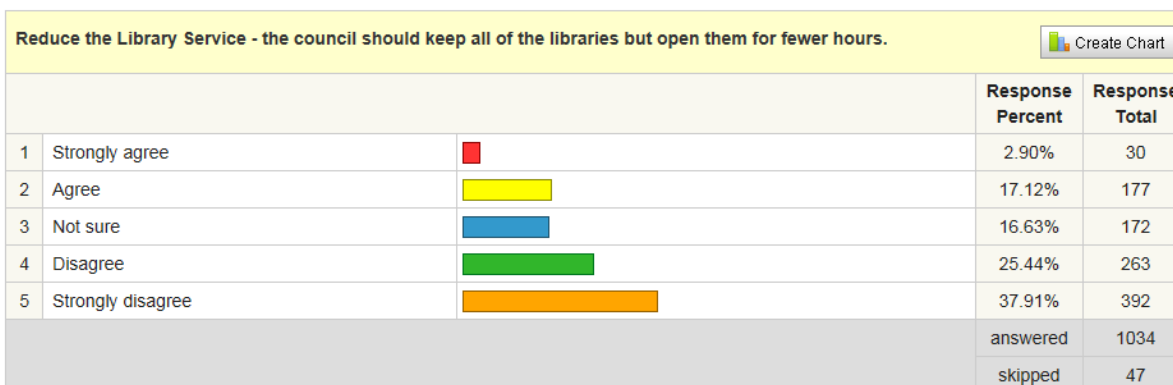
6.1 Maintaining the Current Services - do nothing to the delivery of the service although possibly introduce a new staffing structure

Please read the Library Service Review before you answer the following questions. The Library Service Review contains a long list of possible options for the library service; we need your opinion to inform any decisions that may change the current delivery model. What are your thoughts on the options below? Maintaining the Current Services - do nothing to the delivery of the service although possibly introduce a new staffing structure			Response Percent	Response Total
1	Strongly agree		45.83%	472
2	Agree		28.54%	294
3	Not sure		16.02%	165
4	Disagree		5.15%	53
5	Strongly disagree		4.47%	46
			answered	1030
			skipped	51

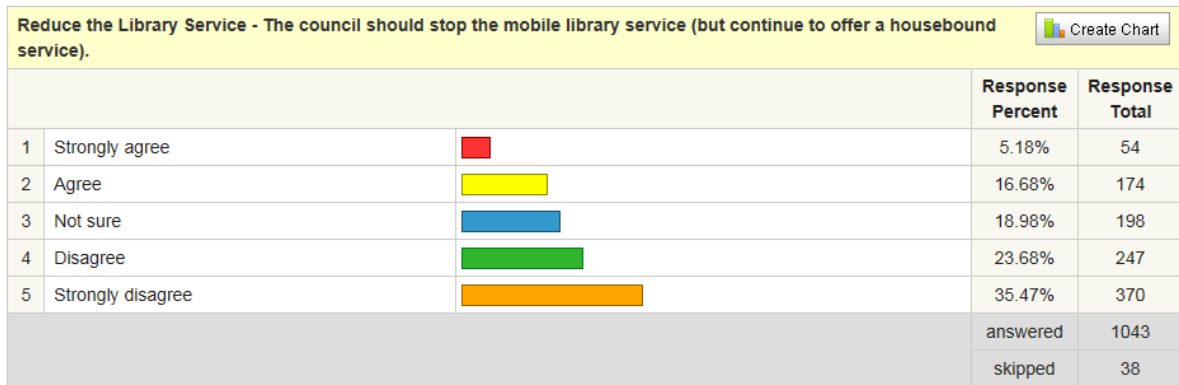
6.2 Reduce the Library Service - The council should offer fewer libraries



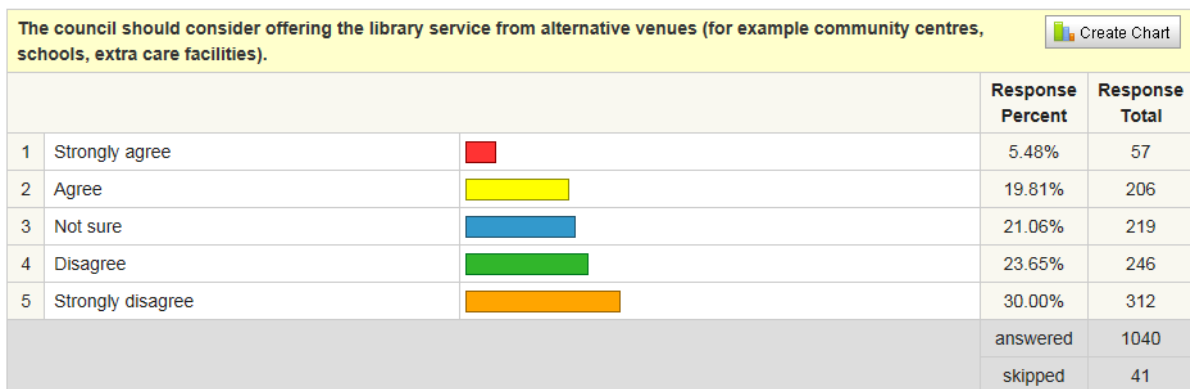
6.3 Reduce the Library Service - The council should keep all of the libraries but open them for fewer hours



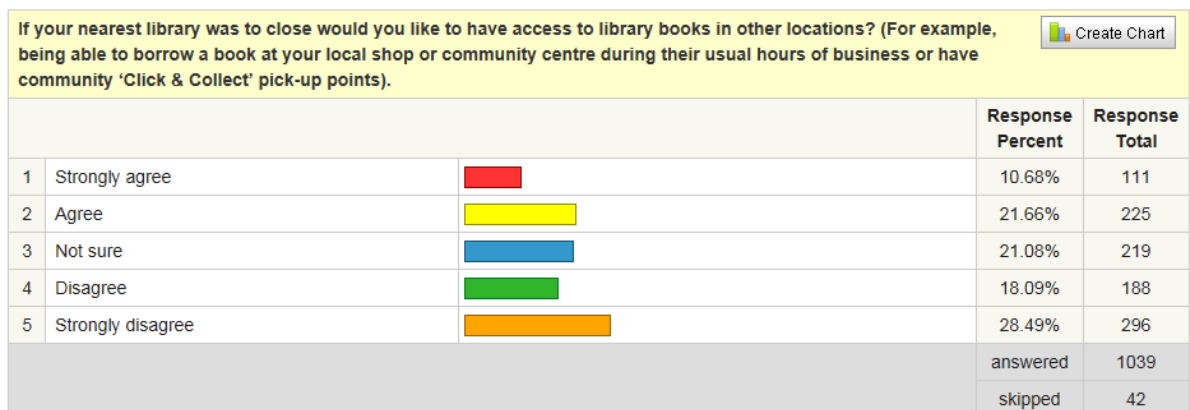
6.4 Reduce the Library Service - The council should stop the mobile library service (but continue to offer a housebound service)



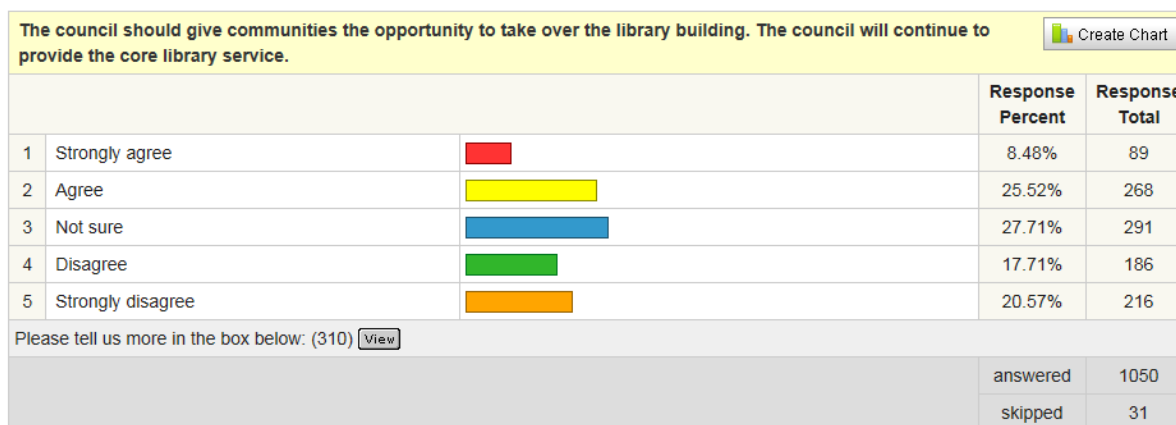
6.5 The council should consider offering the library service from alternative venues (for example community centres, schools, extra care facilities)



6.6 If your nearest library was to close would you like to have access to library books in other locations? (For example, being able to borrow a book at your local shop or community centre during their usual hours of business or have community 'Click & Collect' pick-up points)







6.7 The council should give communities the opportunity to take over the library building. The council will continue to provide the core library service



Selection of comments (out of 304)

- a. Would these volunteers be centrally organised by the Council - what would happen if one was sick and a replacement must be found, what about H&S matters, data protection if they use the computer based record system. Would not all of this involve additional costs for the Council so would this really save funds? Would any volunteer have relevant Criminal Records checks?
- b. Given the relatively low running cost of your library buildings in the scheme of things and especially in the context of their worth, I fail to see how this will save money. I think that sustainability could be a problem. Libraries are too important to the fabric of our society to be messed about with. How many council facilities can our communities effectively run? I think managing this kind of model could prove more expensive than leaving well alone.
- c. I don't use the library service at the moment, through lack of time and inconvenient opening hours BUT I know their worth in our society. Where else is free? Internet access is vital in this area? Does the council not care about the vulnerable people of Anglesey, the Elderly, the Children? Why are you even looking at cutting this service? And 60%? Come on.. We deserve and need a first rate library service.
- d. If the library is kept exactly as it is then this would be a good option.
- e. ma rhei pobol ddim yn gwallu defnyddior llyfrgell yn ystod y dydyd oherwydd gwaith ayyb a wedyn ar penwythnosau maer llyfrgll wedi cau. mi fasa ccal y cyhoeddus i helpu gydar rhedeeg yr llyfrgell yn syniad da a hefyd helpu pobol hefo sgilliau newydd
- f. Y logistics o gael y gymuned i redeg llyfrgell yn anodd. Angen rota o wirfoddolwyr / pobl sydd yn fodlon helpu ac angen unigolion wrth genf rhag ofn bod rhai pobl yn sal / ar wyliau. Unigolion y gymuned ddim o angenrheidrwydd efo'r wybodaeth berthnasol am sistem y llyfrgell / technoleg gwybodaeth.

6.8 Should the council consider offering more of its services from the current library buildings (for example payment facility for rent/council tax?)

Should the council consider offering more of its services from the current library buildings (for example, payment facility for rent / council tax?) 			
		Response Percent	Response Total
1	Yes		61.63% 649
2	No		17.00% 179
3	Not sure		21.37% 225
Please tell us more in the box below: (259) <input type="button" value="View"/>			
			answered 1053
			skipped 28

Selection of comments (254)

- a. People enjoy the social aspect of libraries, the elderly in particular, who, for the most part, do not wish to engage or do not have facility with internet-based payment systems. Many young people, people in transit and those whose situation do not permit them to have banking facilities (and so unable to gain an internet account) would also benefit.
- b. My dad is old and can no longer pay at the Council offices. Paying at the library would make things easier for him, and give him somewhere to socialise.
- c. You would need more staff working at the library, from what I've seen at both libraries I use they are busy doing library work and there seems less staff there now.
- d. I think the council could offer much more from it libraries, there must be lots of examples of places where this works. Library staff are already experts at customer care and helping people with their information needs. Make better use of them.
- e. The Council should use libraries and library buildings to deliver its services where they are needed. You have the infrastructure, use it.
- f. The libraries could be adapted so that council workers can use the spaces there or 'hot' desk. Even external agencies or grants that could buy office space e.g. Flying start
- g. Mi ddylai pob un o wasanaethau'r cyngor fod yn cael cynrychiolaeth o leiaf unwaith y mis mewn llyfrgelloedd neu mewn mannau eraill o fewn cymunedau. mae'n hanfodol yn yr oes sydd ohoni fod trigolion yn gallu cael cyswllt gan adranau o'r cyngor yn agos at eu cartrefi. Mae'r Cyngor yn bodoli I weithredu ar ran trigolion yr ardal nid i'w cadw nhw ar hyd braich a'u trin fel niwsans! Po fwyaf o wasanaethau all gydweithio a'r gwasanaeth llyfrgell gorau oll ac fe fyddai'r cyhoedd am unwaith yn gweld y Cyngor yn gweithredu ar addewid mewn Cynllun Corfforaethol. (llyfrgelloedd yn ddrws ffrynt i'r Cyngor)





6.9 Would you support a model where charities, businesses or social enterprises run some parts of the library service?



Selection of Comments (211)

- a. This model is highly prone to failure, and the statutory delivery is likely to suffer and lead to problems of compliance with standards
- b. The library service needs to be a core council service. It's too precious to mess about with. Anglesey is not London
- c. Os na fyddai llyfrgell ar gael, byswn, ond gwell gennyf y sefyllfa fel y mae
- d. It might change the ethos but it would make it possible for the service to remain available which is preferable to no service.
- e. Maybe a business would make a better job of running some aspects of it.
- f. Such schemes don't work in the long term.
- g. Angen ymchwil manwl gyntaf I sicrhau bod yna gyrff neu unigolion allan yn y gymuned fyddai'n fodlon gwneud hyn dros dymor hir.
- h. I think local authority control and accountability is very important. I would not like to see the democratic nature of Welsh society weakened by libraries being privatised by stealth. Local authority control ensures equal opportunities for all users and ensures a statutory service level for all users.
- i. yes if it saves the council money
- j. Mae'n debyg y gallai elfennau o'r gwasanaeth gael ei gynnig gan endyd ar wahan i'r awdurdod lleol - mae enghreifftiau lle mae gwasanaethau danfon llyfrau i'r cartref yn gweithio yn effeithiol iawn mewn rhannau o'r DU gyda gwirfoddolwyr neu fudiadau gwirfoddol yn cynnig y gwasanaeth. Rhaid cofio fodd bynnag, mai cyfrifoldeb yr awdurdod ydi cynnig y gwasanaeth llyfrgell yn y pendraw. Petai methiant mewn gwasanaeth sydd wedi ei allanoli faint fyddai'n gostio I ail sefydlu'r gwasanaeth hwn o fewn yr awdurdod er mwyn osgoi bod yn gweithredu'n groes i'r Ddeddf Llyfrgelloedd Cyhoeddus 1964?

6.10 Would you be interested in:

Would you be interested in			Response Percent	Response Total
1	providing access to library services from within your existing business?		4.59%	9
2	providing access to library services from your community venue?		18.37%	36
3	assisting with the delivery of the library service as a community group?		18.37%	36
4	assisting with the delivery of the library service as a volunteer?		73.98%	145
Please tell us more about you or your business / community group (we will not publish this information; we will only use it to contact you to discuss this question further). (160) View				
			answered	196
			skipped	885

Selection of comments (153)

- a. Libraries should remain staffed by trained qualified staff. Volunteers could add extras but looking at the staffing levels in the review I cannot see how you have any scope to reduce your staffing levels.
- b. Service manager for Royal voluntary service. Intetested in a community group for older people.
- c. no i already volunteer at a community shop and at beaumaris canolfan i cannot spare any more time
- d. I'm a semi-retired academic so could perhaps help BUT I would not consider it appropriate to replace knowledgeable and trained library staff. Providing support if helpful might be useful.
- e. Ffordd trwy'r drws cefn gan y Cyngor ydi hyn o geisio twyllo'r cyhoedd i feddwl bod gwasanaeth yn parhau, ond mewn gwirionedd, trwy dorri'n ol ar arbenigedd y staff presennol. Mae angen i'r Cyngor dderbyn bod cyrchu gwybodaeth, llenyddiaeth a bydolwg aeddfed, lle mae trigolion y Sir yn gallu darllen eu ffordd ymlaen yn y byd, yn hollbwysig.
- f. Byddwn yn hapus i gynorthwyo ymhen 2 flynedd (ar ol ymddeol) gan bod darllen mor bwysig I mi, a bod llyfrgelloedd yn bwysig I mi gael mynediad I lyfrau yn fy mlynnyddoedd glasoed. Byddwn am I ieuenctid heddiw gael yr un cyfle.
- g. Anglesey council should be more open minded about employing unpaid volunteers to run or be a part of the council services across the board. i.e. administration, library services etc.

**6.11 Do you have alternative ideas or suggestions you think we should explore?
Please tell us in the box below.**

Do you have alternative ideas or suggestions you think we should explore? Please tell us in the box below.		
	Response Percent	Response Total
1 View	100.00%	272
	answered	272
	skipped	809

Selection of responses (270)

- a. I think the council should look further at the worth of libraries in terms of social benefits, literacy levels and just plain old somewhere to go. The review doesn't say how what percentage of the councils spend is spent on libraries but I bet its tiny. The give us so much for so little. Please respect that.
- b. I think one message that comes through clear in the documents is how much the library service does for how little. Nurture them don't smother them. I will now see about joining so I can use the online library service. Market the Service better. It won't save money but I'll increase use.
- c. keep Llangefni and Holyhead as main libraries - close all others
 - Penderfynu fod gwasanaeth yn golygu buddsoddiad;
 - Mae buddsoddiad yn golygu parchu safonau a sgiliau staff presennol;
 - Mae llyfrgell yn adnodd pwysig, sy'n denu pobol i mewn at wybodaeth a llenyddiaeth;
 - Mae mynediad at y we yn angenrheidiol, yn enwedig mewn ardaloedd gwledig.
- d. Credaf y dylech ystyried cau y llyfrgelloedd sydd yn perfformio salaf yn ol eich arolwg o'r gwasanaeth a defnyddio'r gweithwyr o'r lleoliadau rheini l gryfhau yr hyn y gallwch ei gynnig mewn lleoliadau eraill
- e. What about expanding income generating activities in the current library locations? The Service Review document is mainly looking at reducing costs. Consider income generating activities as well, such as a self-service cafe (explore external business to provide and commission paid to libraries). Consider increasing late fees. Annual library events for raising funds targeted for families and/or elderly populations.
- f. If libraries were to close then an extension of the mobile system might be considered. Two, at least, visits per week to a particular location, to cover early evening and daytime slots. it might be possible to tie in with particular village events such as pensioners lunches or youth clubs. This is something that volunteers could help with.
- g. It is a waste of the library building for it to be shut a lot of the week. Other council services could be run from there . Art classes, drop in info sessions, age concern type meeting. Couldn't council charge groups to run other stuff or have paying classes. holiday clubs for kids, home work clubs etc.
- h. It is a duty of the local authority to provide essential services to the community – providing a library is one of them.

7 PARTNER/STAKEHOLDERS QUESTIONNAIRE

- 7.1 The Partners/Stakeholders questionnaire followed the same format as the open questionnaire in terms of options for the future but contained more specific questions in terms of the way the library service benefits both the organisation and its clients/users. A copy can be found in Appendix 2
- 7.2 The number of completed questionnaires returned was 31. Commentary is reported in its entirety due to the low numbers received.

7.2.1 Does your agency / organisation work in partnership with the library service?



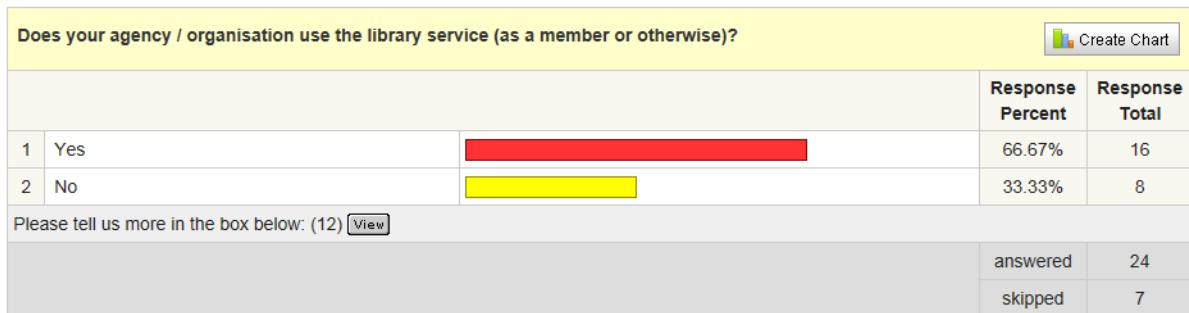
7.2.2 How important is the library service to your work?



7.2.3 If you answered ‘No’ is there a way a partnership with the service could help your organisation to achieve its goals. Please tell us below. (8 responses)

- a. Na, mae gymaint o adnoddau ar gael ar y we erbyn hyn nid ydym angen y gwasanaeth fel yr oeddwn yn y gorffennol.
- b. Oes
- c. If the school was able to directly order books or a mobile service could visit the school on a regular basis
- d. There is considerable scope to develop and bring collaborative initiatives that involves the library service skills set and resources to benefit Agoriad and its subsidiaries in their quest to enhance the employment and training opportunities of those disabled and disadvantaged on the island
- e. I do think there is scope for the council to remodel some of its service provision for people with learning disabilities and mental health problems so that, instead of day centres and existing day opportunities, a more work-focussed approach is taken. This could mean remodelling libraries as a social services supported social enterprise.
- f. Mae hynny yn bosib gan ein bod yn wasanaeth I cyhoedd Llangefni a'r dalgylch.
- g. Rydym yn Gyngor Cymuned sydd am sicrhau bod gwasanaethau a chyfleoedd ar gael drigolion ein ardal.
- h. No

7.2.4 Does your agency / organisation use the library service?







- a. Defnyddwyr
- b. All teachers have class membership cards for each class of pupils to choose their own reading books. Teachers also use the service to source reference books for term topics
- c. we have clients who use the library service on a regular basis as part of job seeking or gathering information.
- d. We do not use the library formally as an organisation. However, some of our staff and some of the people we support will be library users
- e. We encourage clients to use the library for internet access
We meet clients for 121 support sessions in the library
We recently held a 'reading week' with clients, encouraging them to get a library card and read more
- f. Many older people are members of libraries. We also target groups of older people to participate in learning opportunities within libraries and ageing well centres.
- g. defnyddio fel unigolyn
- h. Mae nifer o aelodau'r CYngor yn ddefnyddwyr cyson o'r llyfrgell yn Amlwch a hefyd y bws sydd yn ymweld a chymunedau lleol
- i. Byddaf yn benthyg llyfrau yn rheolaidd i ddefnyddio yn ein sesiynau
- j. Mae llawer o' cwsmeriad yn defnyddio'r gwasanaeth.
- k. Vital to our work. The library is the hub of the Town.
- l. The Open University in Wales currently have 159 students living in the Anglesey constituency area. We promote the library services to our existing students and use the library as a way of promoting our free learning and our courses and qualifications to potential students living in the area.

7.2.5 Do your clients / service users use library services on Anglesey?

Do your clients / service users use library services on Anglesey?			Create Chart	
			Response Percent	Response Total
1	Yes		84.00%	21
2	No		0.00%	0
3	Not sure		16.00%	4
Please tell us more in the box below: (13) View				
			answered	25
			skipped	6

- a. The library is situated adjacent to the school
- b. tenants use the computers to look/apply for jobs, obtain information about Universal Credit and soon will need it for complete changed due to Universal credit coming in.
- c. as above
- d. Not sure of the specific numbers
- e. They mainly use the library as a quiet space with internet access
- f. As above
- g. Cyhoedd
- h. Mae'n hanfodol bwysig iddynt gael defnyddio cyfrifaduron a chael mynediad i'r we
- i. Ar ddiwedd pob sesiwn mae 75% o'r rhieni yn benthyg llyfrau a dvds
- j. Nifer fawr ar ôl mynychu sesiymnau Twf yn mynd i Rhannu Rhigwm hefyd ac yn benthyg llyfrau
- k. Mae rhai o blant yr ysgol yn defnyddio llyfrgell Cemaes ac yn siared am y llyfrau meant wedi cael o'r fan honno. Maent yn dod a thystysgrifau meant wedi eu hennill dros gwyliau'r haf I ddangos i'w ffrindiau
- l. At our meetings, held monthly throughout the year we frequently refer to local issues and the Library is given as the main reference point from which to obtain information. Members who do not have computer access are also advised that this is available at the library.
- m. See above. As part of our work with current and potential students we promote the library service as a place to go for informal learning, access to computers and access to information.

7.2.6 Please tell us how important you think the library service is to your clients/ service users.

Please tell us how important you think the library service is to your clients / service users?			Response Percent	Response Total
1	1 Very important		62.50%	15
2	2		20.83%	5
3	3		12.50%	3
4	4		4.17%	1
5	5 Not at all important		0.00%	0
			answered	24
			skipped	7

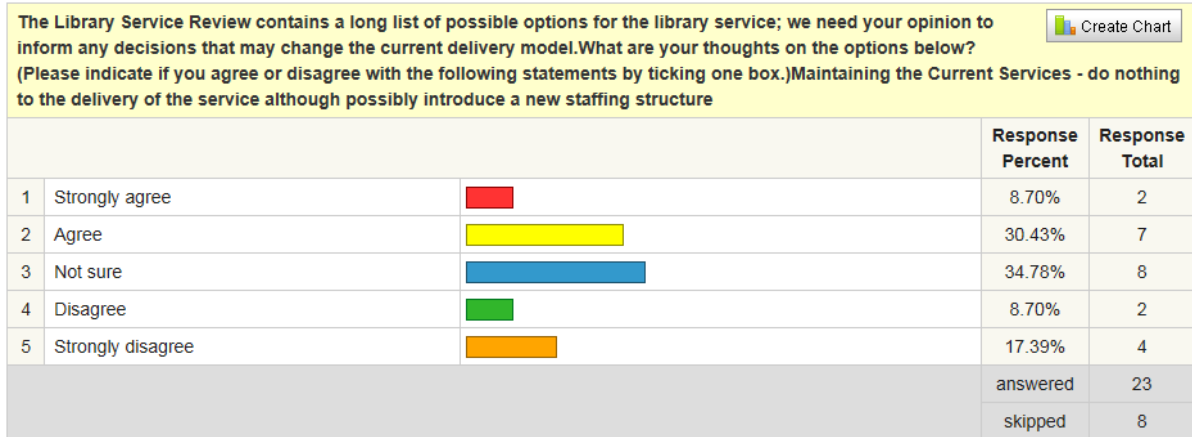
7.2.7 Please tell us how you think the library service could become more relevant to your organisation or your clients / service users.

Please tell us how you think the library service could change to be more relevant to your organisation or your clients / service users.			
		Response Percent	Response Total
1	View	100.00%	15
		answered	15
		skipped	16

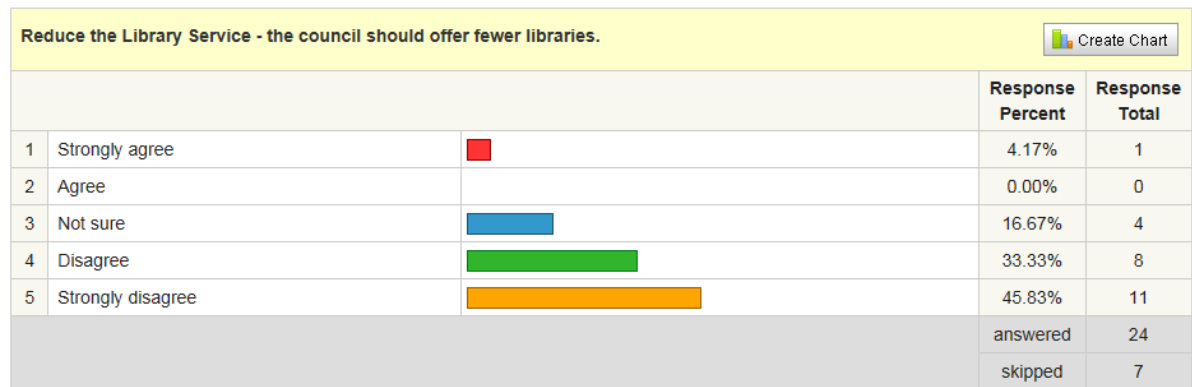
- a. become digital hubs
one stop shops
- b. oriau agor - gwasanaethau I fod yn fwy hyblyg
- c. Best service is the current one provided
- d. provide tablets/kiosks- perhaps have a computer room
- e. we feel that the library service should be allowed the freedom and flexibility to engage with organisations such as ours so that allows value adding activities can be developed and greater community benefit is accrued. there appear to be a corporate silo mentality prevailing which restricts this happening.
- f. Angen codi proffil I ddangos cymaint o adnoddau / gwasanaethau sydd ar gael o fewn ein llyfrgelloedd
- g. Mae'r cyfleusterau, yn arbennig mewn ardaloedd difreintiedig, yn hanfodol gan nad yw'r rhain ar gael o hyd yn y cartref.
- h. Establishing libraries as community hubs - perhaps amalgamating with benefits advice services, mental health drop-in centres, housing support services (such as form filling etc), medical services - blood pressure, chiropody, healthy lifestyle information etc - would make them more sustainable
- i. Consideration can be given to work in partnership with adult services in developing a community hub model within existing library settings. This would support the prevention and early intervention agenda with older people. Hubs can provide signposting, advice and information, social and learning opportunities and promote intergenerational activity.
- j. llawer yn ddibynnol ar y gwasanaeth, I logi llyfrau, defnyddio I ddarllen papurau newydd, cyfrifiaduron, lle ymgynnu I wahanol grwpiau, wifi, llun gopio, ymchwilio I fewn I faterion, astudio, copiau o fapiau OS. cyfarfod a phobl eraill
- k. gall mwy o waith partneriaeth fod o fudd I ni fel sefydliad- gall yr gwasanaeth fod yn ymwybodol o'r gwasanaeth rydym ni yn gynnig er mwyn cefnogi yr hyn rydym yn ei gynnig
- l. Angen mwy o hysbysebu/hyrwyddo'r gwasanaethau sydd ar gael mewn llyfrgell
- m. Ardal blant fwy
- n. Parhâd i'r hyn sy'n digwydd nawr.
- o. Provide a permanent information point about local societies , not just ours.

7.3 Part B: The future

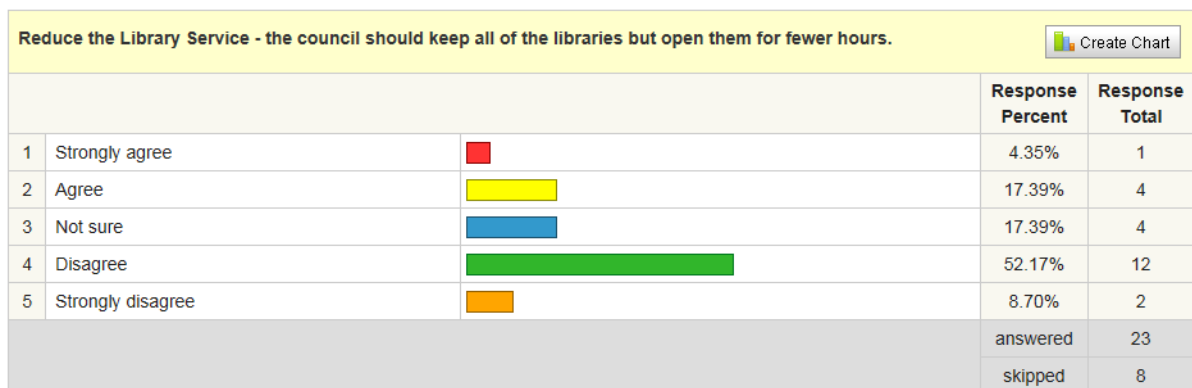
7.3.1 Maintaining the Current Services



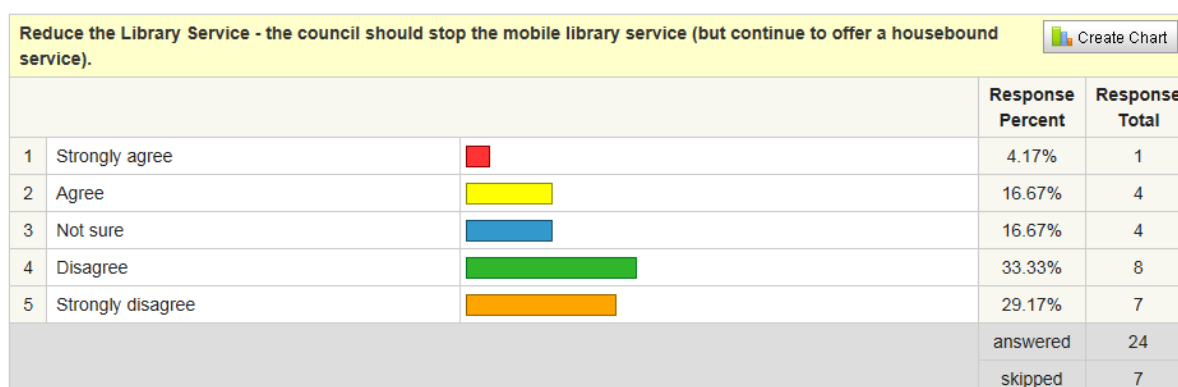
7.3.2 Reduce the Library Service : Fewer Libraries



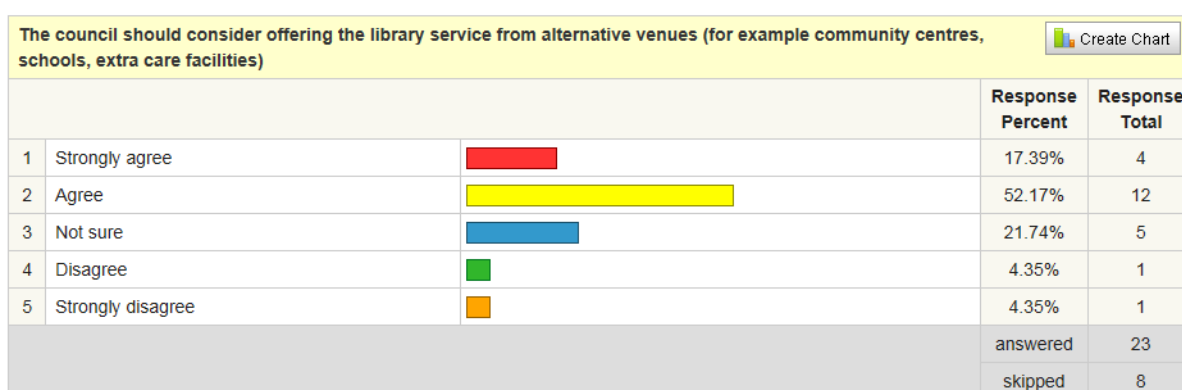
7.3.3 Reduce the library Service : Open fewer Hours



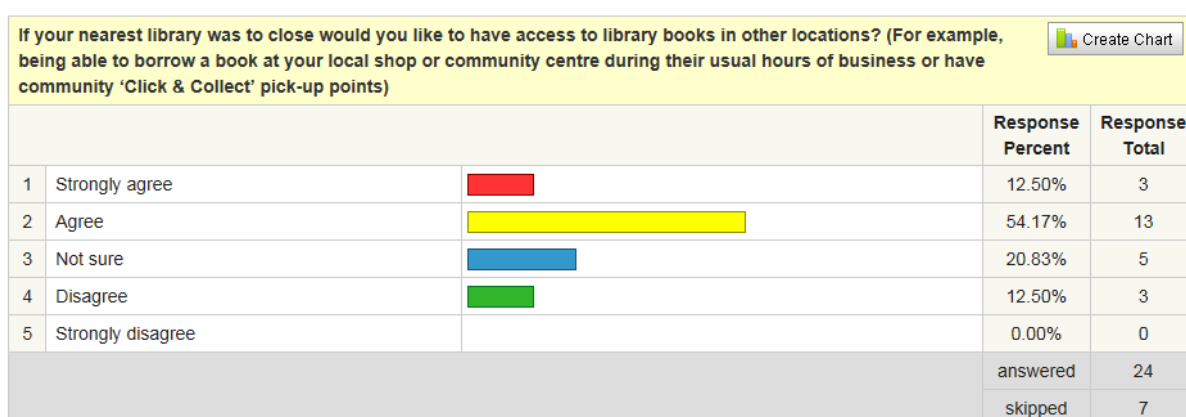
7.3.4 Reduce the Library Service: Stop the Mobile Library



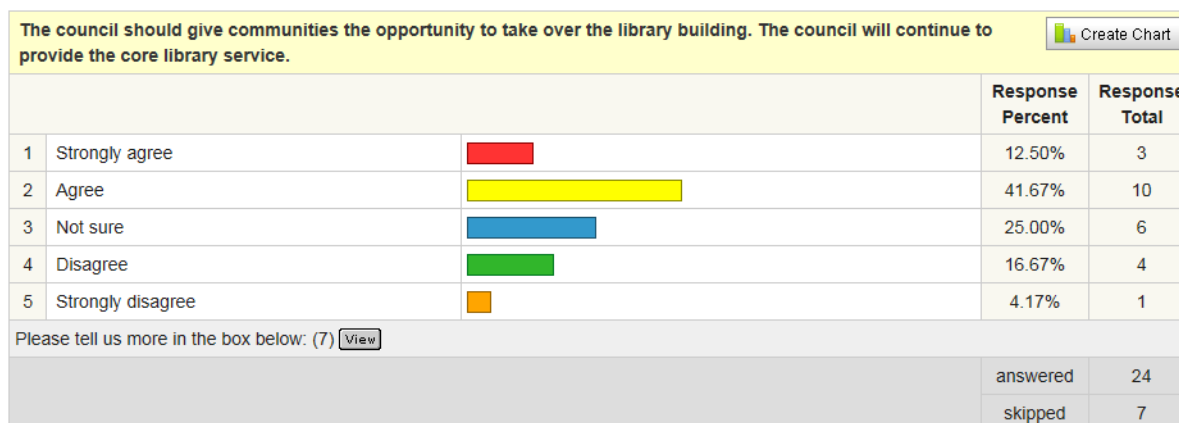
7.3.5 The Council should consider offering the library service from alternative venues



7.3.6 Access to Library Books in other locations

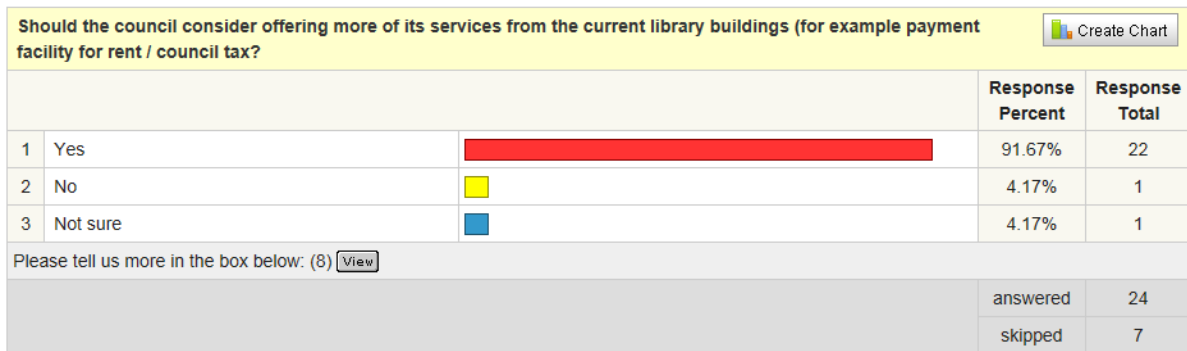


7.3.7 The council should give communities the opportunity to take over the library building. The council will continue to provide the core library service



- a. cysylltu efo'r aelodau y cymunedau I drafod yn agored am asesu gwhanol ffyrdd o weithio
- b. what we do know is that there is a need to keep the specialist skills of library staff. we feel that allowing greater scope for collaborative working would enhance the service and enable it to reach a wider audience. it would also allow the library service to become a stakeholder in a wider range of initiatives thus ensuring a greater chance of sustainability. examples could and should include engagement with those seeking work, community training and social enterprises. This would create opportunities for bespoke library interventions as well as delivery of the generic role.
- c. oni fyddai'n syniad da cynnwys y llyfrgell sirol dan do'r ysgol uwchradd - disgyblion, staff a rhieni yn gallu manteisio ar y gwasanaeth
- d. Whilst a click and collect option from other venues sounds interesting, this requires internet access and digital literacy skills which many people do not have. Many people also use the library as a quiet space which is essential for people studying. The library provides internet access while other venues may not. This is essential to ensure people because everything is now online
- e. Adult services in partnership with the Community Voice project in Medrwn Mon have worked closely with the citizens of Seiriol ward on the Building Communities project. This is an asset based approach to community development and is in keeping with the aspirations of the Social Services and Wellbeing Wales Act. Develop Social Enterprises and community/3rd sector consortia can ensure vital services/services of value and importance for people is continued. This along with the Ageing Well in Wales programmes places great value on utilising community assets to their full potential, encouraging and promoting communities to take more control of the services they value.
- f. sicrhau y gwasanaeth –
- g. Q1 Depends on what you mean by new staffing structure. Trained staff are key to the success of the library; you need more not fewer. Q3 Sorry but that is a very badly worded question. You actually need to extend the Library Service.
I don't think the person who wrote the questions understands the value to the community of a Library. We value all it has to offer, including the professionals who run it.

7.3.8 Should the council offer more of its services from the current library buildings?



- a. This may be a good idea to bring different services into one building to cut costs
- b. perhaps a one stop shop where a member of housing and council tax can arrange a time slot twice a week so tenants can visit the centre, learn, read books, seek advice online and then talk to a housing member of staff for any issues such as ASB issues, payment rent etc so we are on hand to give advice face to face.
- c. Given that the library service has been targeted for such extensive cuts we would need greater clarity on the rationale and structure of such an option.
- d. A community hub model would certainly increase the footfall of people accessing library services.
- e. defnyddio yr adeilad ar gyfer llawer o wasanaethau gwahanol
- f. Os yw'n golygu cyfiawnhau parhad yr adeiladau. Gall y llyfrgelloedd gynnal 'syrjeris' budd-daliadau / rhent unrhyw broblemau unwaith yr wythnos
- g. If the libraries are to be the direct contact point with the Council it would make sense to offer this and wider services perhaps CAB and certainly to act as a Tourist Office point. You can't do that if you cut back locations, hours and staff.
- h. Offering additional services at the libraries seems the best way to maintain services with limited resources. This has the potential to increase footfall to the library and introduce new customers to the library services.

7.3.9 Would you support a model where charities, businesses or social enterprises run some parts of the library service?

Would you support a model where charities, businesses or social enterprises run some parts of the library service?			Response Percent	Response Total
1	Yes		60.87%	14
2	No		4.35%	1
3	Not sure		34.78%	8
Please tell us more in the box below: (3) View				
			answered	23
			skipped	8

- a. provided the specialist skills set was available to support such an approach
- b. As mentioned previously establishing social enterprises is a key element in the Social Services and Wellbeing Wales Act. The Council has signed up to the Dublin Declaration. This places emphasis on developing Age Friendly Communities. Libraries to me are located across the island providing accessible opportunities and information for older people on Anglesey.
- c. If one of the purposes of the library is to be the direct link with the Council, it's local contact point, then running it with volunteers does not reflect well on the Council.
- d. We all know times are hard, we have to cut back etc. but this death by a thousand cuts has been going on for years. People are weary of it and the thought of a 60% cut is ridiculous.
- e. Volunteers are increasingly hard to come across; if they thought they were taking someone's job it would be even more difficult.

7.3.10 Would you be interested in:

Would you be interested in:			Response Percent	Response Total
1	Providing access to library services from within your existing business		66.67%	6
2	Providing access to library services from your community venue		66.67%	6
3	Assisting with the delivery of the library service as a community group		55.56%	5
4	Assisting with the delivery of the library service as a volunteer		22.22%	2
If so, please tell us more about you or your business/community group. (We will not publish this information; we will only use it to contact you to discuss this question further.) (7) View				
			answered	9
			skipped	22

*commentary not disclosed at this stage.

7.3.10 Do you have any alternative ideas or suggestions?

Do you have alternative ideas or suggestions you think we should explore? Please tell us in the box below.		
	Response Percent	Response Total
1 View	100.00%	6
	answered	6
	skipped	25

- a. mi fyddem yn hoffi bod yn rhan o grwp I drafod yn bellach
- b. I think the idea of a one stop shop e.g. Libraries/Leisure Centres would be a good opportunity to retain services and also expand possibly for those not currently using one of either services.
- c. yes - please contact.
- d. ail frandio beth yw llyfrgell I ddenu llawer mwy o bobl drwy eu drysau!
- e. As I've mentioned earlier the community hub model can be discussed in greater detail and is particularly relevant to older people. The Ageing Well in Wales programme run from the Office of the Commissioner for Older People has the learning and employment of older people as one of its five key areas.
- f. At some stage politicians, including our Councillors, have got to decide if they believe that the current austerity measures are workable if you believe in growth. You already need to invest in the Library Service in order to sustain a minimum service; and you make no mention of future, increasing and changing demands on the Service.

8.0 OUTREACH SESSIONS

8.1 YOUNG PEOPLES CONSULTATION

8.2 Secondary School Consultations

4 pop-up consultation sessions took place in the Counties 4 secondary schools. The sessions were facilitated by Llais Ni, and Library Staff attended to provide background and knowledge.

There were 3 main themes of discussion:

- Do you use the library service? Why? Where? When? What?
- Why don't you use it? What would make you use the service more?
- The future - Do you have any ideas? How could we deliver the service better?

Discussions were lively with young people happy to voice their opinions and ideas. Responses are reported in Appendix 3

8.3 Llais NI

8.3.1 Library Service attended the Llais Ni Forum in Llangefni (14/12/2015). Llais NI is a project that works with children and young people to ensure that their voices are heard on the matters which are important to them.

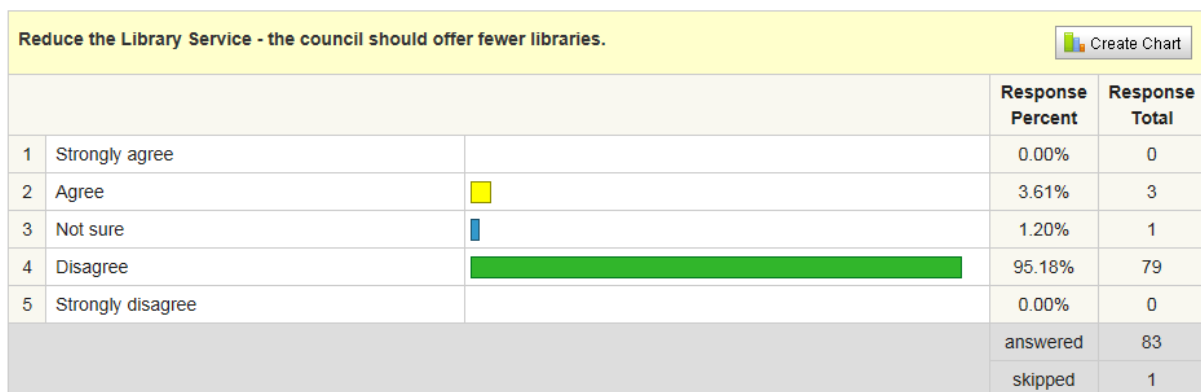
8.3.2 23 young people between the ages of 12 and 24 attended the session. The consultation was introduced to three groups; there was an opportunity for participants to ask questions. They were then asked for their response to 11 questions, which closely matched part B of the public consultation. All of those who attended responded. Only one person did not respond to all questions as he had to leave before the end of the session. Every response received is included in Appendix 4 in the language in which it was received and in relation to each individual question.

9.0 Ynys Môn Sheltered Housing Forum

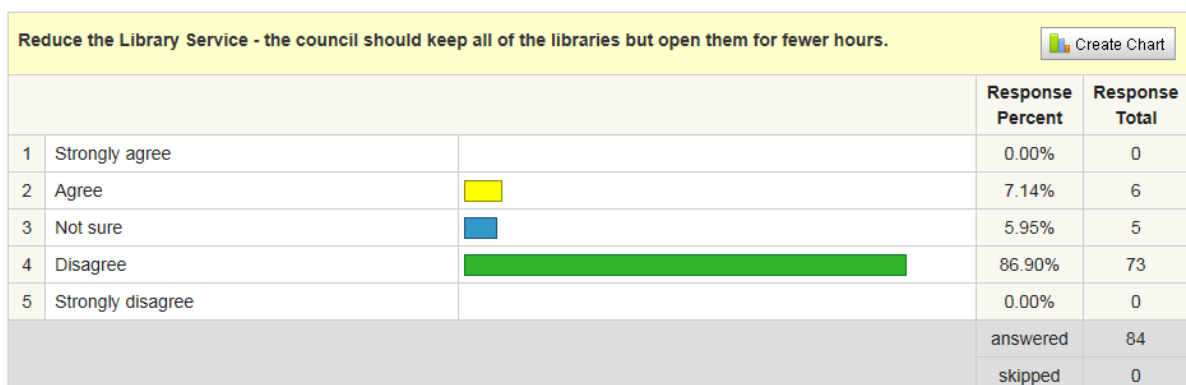
9.1 83 participants of which 72% were non-users.

9.2 Participants were asked the same questions as in Part B: The future of the open and partners/stakeholders questionnaire.

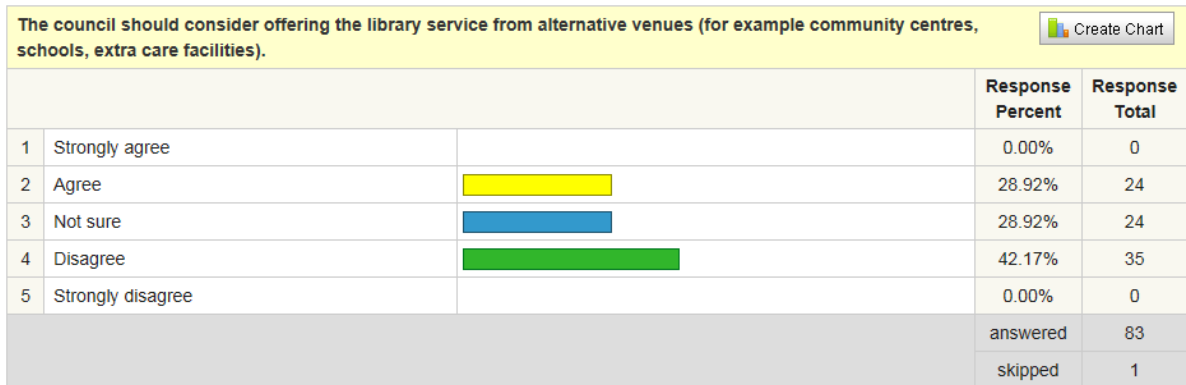
9.3



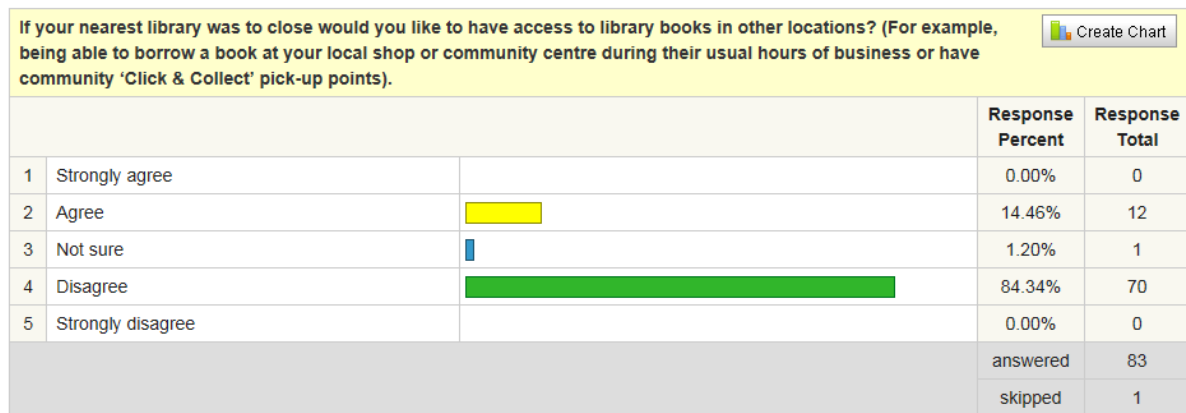
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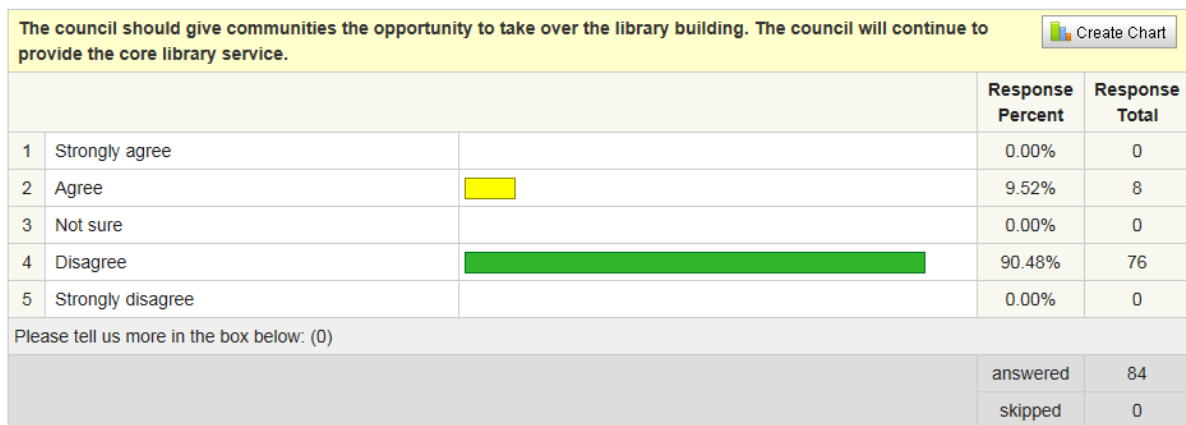
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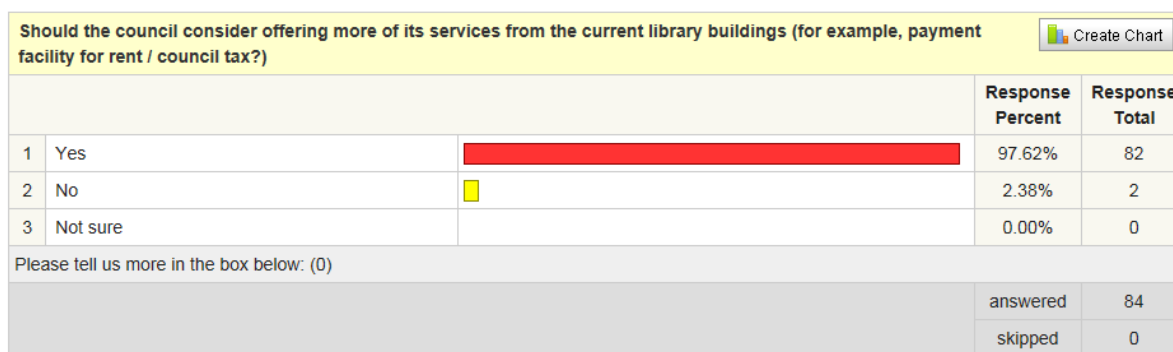
9.6



9.7



9.8



9.9



9.10 An additional question was asked to the Sheltered housing forum

How important are libraries to the community?		
Not Important	0	0%
Fairly important	0	0%
Very Important	0	0%
Essential	84	100%

10.0 FACE TO FACE STREET SURVEYS

10.1 As reported in 4.4 there was a high percentage of users represented in the questionnaire responses. This is in-line with similar consultations conducted elsewhere. As a result extra 'street survey' style consultations were conducted to elicit a response from this group in order to inform the discussions. Responses from both users and non-users were collected. Participants were asked the same questions as in Part B: The future, in the open and partners/stakeholders questionnaire.

Library Service Questionnaire - Face to Face Menai Bridge 21/12/2015.

21 respondents 90% non-users

Library Service Questionnaire - Face to Face Llangefni 17/12/2015

17 responses 82% non-users

Library Service Questionnaire - Face to Face Amlwch 09/12/2015

13 responses 82% non-users

Library Service Questionnaire - Face to Face Holyhead 09/12/2015

41 responses 63% non-users

10.2 The responses received are detailed below.

10.2.1

Maintaining the Current Services - do nothing to the delivery of the service although possibly introduce a new staffing structure		
Strongly Agree	12	13%
Agree	54	58%
Disagree	3	3%
Strongly Disagree	24	26%

10.2.2

Reduce the Library Service - the council should offer fewer libraries.		
Strongly Agree	1	1%
Agree	27	29%
Disagree	9	10%
Strongly Disagree	55	60%

10.2.3

Reduce the Library Service - the council should keep all of the libraries but open them for fewer hours.		
Strongly Agree	1	1%
Agree	29	31%
Disagree	15	16%
Strongly Disagree	48	52%

10.2.4

Reduce the Library Service - The council should stop the mobile library service (but continue to offer a housebound service).		
Strongly Agree	0	0%
Agree	19	21%
Disagree	35	39.5%
Strongly Disagree	35	39.5%

10.2.5

The council should consider offering the library service from alternative venues (for example community centres, schools, extra care facilities).		
Strongly Agree	3	4%
Agree	32	43%
Disagree	19	25%
Strongly Disagree	21	28%

10.2.6

If your nearest library was to close would you like to have access to library books in other locations? (For example, being able to borrow a book at your local shop or community centre during their usual hours of business or have community 'Click & Collect' pick-up points).		
Strongly Agree	0	0%
Agree	28	35%
Disagree	30	38%
Strongly Disagree	21	27%

10.2.7

The council should give communities the opportunity to take over the library building. The council will continue to provide the core library service.		
Strongly Agree	1	1%
Agree	34	45%
Disagree	25	33%

Strongly Disagree	16	21%
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10.2.8

Should the council consider offering more of its services from the current library buildings (for example, payment facility for rent / council tax?)		
Yes	67	76%
No	10	11%
Not Sure	11	13%

10.2.9

Would you support a model where charities, businesses or social enterprises run some parts of the library service?		
Yes	25	37%
No	28	42%
Not Sure	14	21%

10.2.10

How important are libraries to the community?		
Not Important	5	3%
Fairly important	25	15%
Very Important	41	25%
Essential	95	57%

11.0 CORRESPONDENCE RECEIVED

11.1 Correspondence is reproduced in Appendix 5

Letter from a library user

Letter from the Menai Bridge Civic Society

Letter from Beaumaris Town Council

Letter from The Open University in Wales