

**Name of meeting: Cabinet - 28 July 2015  
 Council - 29 July 2015**

**Title of report: Future Library Provision – Consultation Results and development of principles to be considered in developing a future Library service.**

<b>Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?</b>	N/A
<b>Is it in the <a href="#">Council's Forward Plan</a>?</b>	Yes
<b>Is it eligible for "call in" by <a href="#">Scrutiny</a>?</b>	N/A
<b>Date signed off by <u>Director</u> &amp; name</b>	David Smith
<b>Is it signed off by the Director of Resources?</b>	Date: 20July 2015
<b>Is it signed off by the Assistant Director – Legal, Governance &amp; Monitoring?</b>	Date 20 July 2015
<b>Cabinet member <a href="#">portfolio</a></b>	Graham Turner

**Electoral [wards](#) affected: All  
 Ward councillors consulted: All**

**Public or private:** Public

### **1. Purpose of the report**

The purpose of the report is to identify the headline results of the consultation on the Library Service and to enable Council to debate the principles to be considered when considering how future Library Service needs can be met.

This report will be submitted to Council on 29 July 2015 to enable a debate on the results of the consultation and the development of the principles in developing future Library provision.

### **2. Key points**

As part of the Councils need to reduce budgets it has been identified that during the term of the MTFP the Library Service budget is to reduce by £1.854 million.

There is a requirement for the Council to provide a comprehensive and efficient Library Service, however, there is no definition relating to this. What is

clear is that there is a requirement, before any decision is made in respect of the Library Service, to ensure that a thorough consultation process takes place.

As part of the Councils budget setting process for the 2015-18 Medium Term Financial Plan, the public were asked to comment on developing alternative options for running Library Services. The public were asked what they thought of this idea by way of the following explanation “ ***This means that library services will continue but change significantly, saving up to £3.2\* million over the next 3 years from the current spend of £5.75 million. We will be unable to continue the current level of service at all the libraries across Kirklees and we will need to look at alternatives. This could include more community involvement – i.e. local people taking on some or all aspects of library services in an area of Kirklees***”

(\*The £3.2 million saving was reduced to £1.854 million at the Council Budget meeting on 18 February 2015).

Following the annual budget consultation, the results identified that 50% of respondents thought it was a good or ok idea, 37% were not keen or thought it was a bad idea, with 13% having no view either way.

Having regard to the results of the budget consultation, for a period of 12 weeks commencing on 19<sup>th</sup> January 2015, an independent consultation was undertaken by QA Research with the following Terms of Reference.

- To provide a robust evaluation of the service amongst a representative sample of residents in the district.

To determine the key strengths and weaknesses of the service with a view to establishing:

- How the service could evolve in the future, while still ensuring it meets the needs of residents
  - Where savings could be made in the way libraries are delivered today
  - The views of residents regarding different methods of service delivery
  - The degree to which the local community would be interested in actively helping run the service
- Explore attitudes towards the service, the way it is delivered and how it should be delivered in the future
  - Determine usage levels and the key drivers and barriers to usage amongst residents
  - Understand attitudes towards different models of service delivery with regard to;
    - Establishing the degree to which proposed alternatives models of delivery are viewed (e.g. Town Libraries, Community Supported, Community Run)
    - Measuring the degree to which residents would be willing to participate in the running of the local library
    - Explore what, if any, further refinements to the service could be made to deliver savings

- Ensure the views of users and non-users of the service are gathered
- Provide an opportunity for Library Service staff to participate and to provide suggested alternative approaches for service delivery, as well as other key stakeholder groups.

The results of the Library Consultation are in the attached documents titled Library Review Research 2015 – Executive Summary and Library Review Research 2015 – Full Report.

In addition to the formal consultation undertaken, the Portfolio Holder wrote personally to all Councillors to seek their views in respect of the future provision of service. (Appendix B).

### **3. Implications for the Council**

In determining what a future service could look like there are a number of principles that are important to ensure that this council;

- Meets the equality needs of our communities by having regard to citizens who suffer disabilities or are disadvantaged because they live in areas of deprivation;
- Puts forward a proposal that is financially sustainable in the longer term by ensuring the service offer matches the needs of communities, is flexible and can be delivered in different ways;
- In determining what the service offer is, has regard to how well the existing service is used and what aspect of service is relevant;
- Will seek to maximise community involvement through volunteers and ‘friends of groups’.

As the needs of the communities are different, there will likely be different models of service offer.

### **4. Consultees and their opinions**

1. Cabinet and Council are asked to note the results of the Consultation results identified in; Library Review Research 2015 – Executive Summary and Library Review Research 2015 – Full Report.

2 Cabinet and Council are asked to note the response to the portfolio holders consultation with Councillors identified at appendix B.

### **5. Next steps**

Consultation and principles as (set out below) to be debated at Council on 29 July 2015, and principles to be amended as appropriate following the debate;

- Meets the equality needs of our communities by having regard to citizens who suffer disabilities or are disadvantaged because they live in areas of deprivation;
- Puts forward a proposal that is financially sustainable in the longer term by ensuring the service offer matches the needs of communities, is flexible and can be delivered in different ways;
- In determining what the service offer is, has regard to how well the existing service is used and what aspect of service is relevant;
- Will seek to maximise community involvement through volunteers and ‘friends of groups’.

**6. Officer recommendations and reasons**

That the approach outlined in the report is implemented.

**7. Cabinet portfolio holder recommendation**

Supports the principles as set out in the report and agrees the way forward.

**8. Contact officer and relevant papers**

Jane Brady - Assistant Director Resources: Customer & Exchequer

Dave Thompson – Head of Customer Services

Carol Stump – Chief Librarian

**Papers;** Balancing the Books 2015 -18 Budget Consultation

Library Research Review 2015

- Executive summary
- Full report

**9. Assistant Director responsible**

Jane Brady – Assistant Director Resources: Customer & Exchequer

AD IT, Customer & Exchequer Service

**Appendix B**

**Response to Email from Cllr G Turner**

**Cllr G Turner**

**Date: 19 June 2015**

Fellow Councillors

As you know we have recently finished the public consultation on the future of the library service. I am now in a position to look at what sort of service we can deliver in the coming years, within the budget agreed by Council.

Along with officers, I have been considering how we can reconfigure the service and have started to formulate ideas, of what we are able to provide within the budget. As part of this process I want to offer you the opportunity to engage with me, so that you can share your thoughts on what you would like to see the Council providing in the future.

We have got a time-table in place on how we are going to proceed, with a view of taking the proposals to Full Council in July 2015.

If you wish to meet to discuss then I need to see you no later than the 6<sup>th</sup> July. I appreciate this is a narrow window given all our commitments, but if we are to make the July meeting then we have to proceed at pace.

I would just add that we can't maintain the current Library offer in the future, therefore would appreciate constructive ideas and original thinking, but please be aware the status quo is not sustainable.

Regards  
Cllr Graham Turner  
Cabinet Member for Resources

**Fromm Cllr Greaves**  
**Date 19 June 2015**

There is nothing new to be added from our previous discussions, but to recap:

All existing libraries must remain within Library Services.

Library provision must remain dispersed across the borough.

We're opposed to the principle of Community Run libraries for existing Kirklees libraries.

All areas within Library services need to critically review their work practices and programmes and to take a share of cost savings.

Town and Central libraries are best placed to deliver significant budget savings.

Management costs need to be substantially reduced.

We accept the Community Supported model - but only with a permanent member of Kirklees staff to lead the library during its core opening hours, who would be supported by volunteers.

Self-check out systems are needed in all libraries, and Library services need to free up the time of front-line officers to engage with users and the local community - and IT and MI processes must reflect this.

Where libraries are subject to an asset transfer there must be an ongoing payment from Kirklees to help cover the library running costs.

Any library that is not able to reduce its costs and to gain community support needs to be challenged as to its viability.

Whilst long-term guarantees can not be given, a firm and vocal commitment needs to be given to the future of all libraries that make the transition to the new service.

**From Cllr Holroyd-Doveton**  
**Date 21 June 2015**

We have discussed the issue with local groups and between the Holme Valley North councillors and the key points provided by Charles Greaves outlines what we would expect. I might add entirely feasible within the given budget. If there is a will to do so.

**From Cllr O'Donovan**  
**Date 22 June 2015**

In Dewsbury west we have the greenwood centre that houses the library and the childrens Centre.

My comments / suggestions...

1. Is there a possibility of the children's centre and staff fulfilling any library role?
2. If there is to be a reduction in opening times then Of particular importance in terms of opening days / times would be after school and at certain times during school holidays.
3. The library I believe is closed on Fridays...Id reluctantly be in favour of another mid week day closure in order to keep some level of week end opening.
4. A few volunteers came forward earlier this year so I will happily contact them to see what capacity they have to cover certain times.

**From Cllr Burke**  
**Date 2 July 2015**

Further update following my discussion with our library group.

- \* Lindley library should remain open
- \* The Council should continue to take responsibility for the premises and the overall budget for books and computer services
- \* In April 2017 the Library and Information Service should still employ in Lindley Library at least one full-time member of staff to oversee its day to day operations and coordinate the work of Library and Information Service volunteers recruited jointly with the Lindley Library Community Group
- \* Lindley Library Community Group (LLCG), within its constitution and subject to agreement, will support the work of the Library and Information Service (LIS) by working in partnership with its staff to maintain services, promote new activities and increase the use of the library over time. The details of that partnership relationship and the separate responsibilities of LIS and LLCG have yet to be discussed and agreed.

# Library Review Research 2015 – Executive Summary

For Kirklees Council

11 June 2015



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The document outlines the Executive Summary for the Kirklees Library Review Research undertaken in 2015. A full report is also available which details the findings from the research.

## Background and Methodology

- It's anticipated that the Kirklees Library Service will need to contribute a budget saving over the next three years and it's clear that considerable changes to the existing service are likely to be needed. Therefore, the Council was keen to undertake a wide-scale consultation with local residents, stakeholders and library service staff to evaluate how the service may be delivered going forward.
- A key requirement of the consultation was to ensure that the views of a robust and representative sample of residents (including both users and non-users of the library service) were gathered, while at the same time providing the opportunity for other residents, key stakeholders, Library Service staff and others to take part in the consultation. Consequently, a multi-method approach was undertaken, with some elements carried out by Qa Research and others by the Council.
- Key aspects of the consultation analysed in this report include;
  - Face-to-face sample survey amongst a representative sample of 1,072 residents
  - Self-completion postal/online survey made available to all residents and completed by 4,675 respondents – note that respondents to this survey were entirely self-selecting and were overwhelmingly library users and as such, the survey should be seen as representing the views of library users
  - 2 focus groups with Library Service users and 2 with staff
  - Telephone survey with 50 users of the Transcription Service
  - 8 focus groups carried out by the Council with stakeholders
  - Survey of 162 children and young people carried out by the Council.

## Summary of Key Findings

The table below summarises response to key questions amongst respondents to the sample survey and the self-completion survey;

	Quantitative survey	
	Face-to-face survey	Self-completion survey
<b>How far do you agree or disagree with the following statements?</b>		
<i>The local community should take a more active role in running their local library</i>		
Agree ('strongly agree' or 'agree')	57%	40%
Disagree ('strongly disagree' or 'disagree')	13%	33%
<i>Access to a quality library service is more important to me than the number of library buildings the service operates</i>		
Agree ('strongly agree' or 'agree')	49%	40%
Disagree ('strongly disagree' or 'disagree')	21%	43%
<i>I'd prefer to access the library service online rather than visit a library</i>		
Agree ('strongly agree' or 'agree')	29%	7%
Disagree ('strongly disagree' or 'disagree')	52%	85%
<i>I am willing to travel to get access to better quality library services</i>		
Agree ('strongly agree' or 'agree')	21%	20%



Disagree ('strongly disagree' or 'disagree')	61%	67%
<b>How far would you support the following approaches to delivering library services in your local area? Please give your answer on a 10 point scale, where 1 is do not support at all and 10 is fully support.</b>		
<i>Providing services in other community locations such as schools, community halls and Children's Centres rather than in a dedicated library building</i>		
Supportive (score of 7-10)	35%	21%
Unsupportive (score of 1-4)	38%	60%
<i>Transferring the running of your local Library and Information Centre to local volunteers</i>		
Supportive (score of 7-10)	34%	16%
Unsupportive (score of 1-4)	30%	62%
<i>Providing a much reduced service, such as only providing book drops, while online services would still be available</i>		
Supportive (score of 7-10)	11%	4%
Unsupportive (score of 1-4)	68%	89%
<i>Stopping the Mobile Library service completely so that more of the available budget could be used to provide library services at fixed sites</i>		
Supportive (score of 7-10)	8%	22%
Unsupportive (score of 1-4)	71%	57%
<i>Closing your Local Library and Information Centre and using the money this saves to reduce the budget cuts to other local services</i>		
Supportive (score of 7-10)	3%	3%
Unsupportive (score of 1-4)	83%	92%
<i>Merging the Tourist Information Centre and the library in order to save money. This would not necessarily mean a reduction in service.<sup>1</sup></i>		
Supportive (score of 7-10)	89%	71%
Unsupportive (score of 1-4)	5%	16%
<b>How far do you support the following for your local library? Please give your answer on a 10 point scale, where 1 is do not support at all and 10 is fully support.</b>		
<i>Community Supported Libraries</i>		
Supportive (score of 7-10)	59%	36%
Unsupportive (score of 1-4)	16%	42%
<i>Town Library</i>		
Supportive (score of 7-10)	52%	32%
Unsupportive (score of 1-4)	22%	48%
<i>Community Run Libraries</i>		
Supportive (score of 7-10)	24%	8%
Unsupportive (score of 1-4)	48%	79%
<b>How likely would you be to give unpaid help, by volunteering to deliver library services in your local area in future</b>		
Likely ('very likely' or 'quite likely')	18%	25%
Unlikely ('not very likely' or 'not at all likely')	70%	61%
Base:	All respondents (1,072)	All valid responses (variable)

<sup>1</sup> Figures shown here are amongst respondents from Holmfirth only.

## Conclusions

### **Conclusion 1: This broad consultation covers the views of a range of interested parties and highlights that support exists for the Council to explore new ways of delivering library services in future.**

This consultation provides a comprehensive assessment of the views of the district regarding the future provision of library services. It explores findings amongst more than 5,000 residents including library users and non-users, as well as Library Service staff, children and young people and other stakeholders and interested parties. The research highlights that existing users of libraries and information centres and the other services provided by the Library Service are generally very satisfied with the current service. In line with this, residents don't want to see a complete loss of service in their area and would rather accept reduced facilities, services and hours instead.

It's clear from this research and the Budget Consultation carried out by Kirklees Council that there is recognition of the need to find alternative ways of providing library services and to work within future budgets and residents are generally positive towards the Council finding alternatives. But, it should be stressed that the research consistently highlights that having physical library buildings in the local area that are staffed by experienced Library Service staff is the ideal for most and migrating services to new forms of delivery will need careful management, particularly amongst existing users who are the most resistant to change.

### **Conclusion 2: Libraries and information centres are felt to be at the heart of communities throughout the district and the localised provision of services is important to maximise use of library services.**

The qualitative research in particular highlights that libraries are often at the heart of the community, especially in areas where no community centre exists, and data from the self-completion survey especially identifies the wide range of activities that these buildings are used for. Consequently, it's important to note that the loss of a library building and (potentially) the services provided there would be compounded by the associated loss of other community resources such as a meeting place and storage for equipment/resources used by local groups.

Reflecting this, consistently within the different strands of the research, the view was expressed that libraries should be 'local' reflecting the fact that users primarily visit their nearest Library and Information Centre run by Kirklees Council. Generally, residents are not willing to travel 'to get access to better quality library services' with 61% disagreeing that they'd do this and there were wider concerns expressed about how realistic it was to expect older residents and those with disabilities to travel.

When asked specifically, 46% of respondents to the self-completion survey (nearly all of whom are library users) said that if their local library were to close they would simply 'use the Library Service less', suggesting that any changes to the number of libraries operated would result in lower usage of library services overall across the district. Children in particular felt that if their local library were to close, they would use the library services less, although around half felt that they would travel to access services or use online services instead, while recognising that being able to travel was dependent on their parent's help. Of course, the replacement of 'traditional' Library and Information Centres with newer models of delivering services is likely to mitigate this, assuming they can be successfully implemented.

**Conclusion 3: There is generally support for the role of the community in helping to deliver services, although concerns exist about the practicalities of successfully integrating volunteers.**

The majority (57%) of all residents, whether library users or not, agree that *'the local community should take a more active role in running their local library'* and there is clearly support for this approach. This support is also evident amongst Library Service staff who highlight that volunteers may bring new skills and ideas to the delivery of services and will be important given reduced budgets. Generally, it was also recognised that volunteering in this way could, and should, offer tangible benefits for those prepared to take part, such as providing a reference for a future employer or some form of certificate or accreditation as well as quantifiable 'work experience'. Older children in particular could see the attraction of this.

Ironically, while offering this level of personal development would probably help attract volunteers, it may also lead to issues over retention, and the challenge of not only recruiting but also maintaining a core of suitable volunteers was mentioned by residents and staff alike when considering how this would work in practice.

Additionally, concerns were expressed by both frequent library users and Library Service staff about the calibre of volunteers and the need to train and co-ordinate them. Staff felt that there are already backlogs in training new employees and that reduced staff numbers would transpose this problem to volunteers. Issues around reliability, long-term commitment and volume of 'suitable' volunteers were all raised.

**Conclusion 4: There is a clear willingness amongst some to volunteer to deliver library services, but further detailed and localised research would be required to determine the level of commitment and skills that volunteers are able to offer.**

Amongst all residents, almost a fifth (18%) said that they'd be willing to volunteer to provide library services. As a note of caution, only one-in-twenty (5%) said they'd be *'very likely'* to do this, although this proportion increases to 14% amongst those that have used a library in the last 12 months. Positively, 65% of children and young people said they'd be willing to volunteer. It's clear that there is support for helping, but it's also clear from the research that volunteers are likely to need a lot of direction and management to be effective, with many unable to say how they could help and many staff unsure as to the actual contribution that they could make. It should be recognised that not all communities are likely to be able to offer the same level of support.

**Conclusion 5: Opinions are mixed as to whether moving services into community facilities would be acceptable or not, but the findings suggest that residents will only be able to make a true assessment of this when the detail of what would happen in their local area is available to them.**

Attitudes in the face-to-face survey were polarised towards *'providing services in other community locations...rather than a dedicated library building'* with almost equal proportions expressing support and not supporting this, although those in the Huddersfield and Rural District Committee areas were most supportive. This might reflect the fact that little detail of where services could be located was made available to respondents and it's clear that the detail is important for residents when considering this approach.

For example, most Library Service staff and library users interviewed qualitatively supported the idea of a *'one-stop shop'* and could see advantages for residents in being able to access different services from the same place. However, children were less supportive and this was driven by concerns about the resultant lack of space to work in and concerns around noise levels. Also, some children and young people didn't like the idea of moving services into schools as an environment that they already spend a lot of time in.

**Conclusion 6: There are seen to be different advantages and disadvantages to each of the three approaches to delivering library services tested in the research and not all are considered workable in all areas. It's evident that there is a desire for new models of service delivery to include professional support to some degree.**

The three possible approaches to running libraries were met with different levels of support, reflecting different concerns regarding the implementation of each one. It should be stressed, that a theme throughout this research and one emphasised by Library Service staff in particular, was that different communities have different needs and a 'one size fits all' approach was not seen as desirable or workable. It was felt that in areas with a strong community and excellent social capital a community run or supported approach would be more likely to succeed, but the opposite is likely to be true in other areas, although others felt that the very act of the community taking on the delivery of library services would be community building in itself. Details of each approach are as follows;

- **Community Supported Libraries** – Amongst face-to-face respondents, this was the approach that had the highest level of support, with 59% giving a score of 7-10 out of 10 and the majority of both users and non-users were supportive.
- Notably, this approach also had the highest level of support amongst those who said that they'd be prepared to volunteer to deliver library services, suggesting that of the three approaches tested in the research, it would be easiest to recruit volunteers for this one. This is likely to reflect the fact that under this model library services will remain local (and therefore not require volunteers to travel) and also that professional support will be available, two aspects that were mentioned favourably by qualitative respondents.
- **Town Libraries** – More than half (52%) of all respondents in the face-to-face survey indicated that they would support this option and this approach was supported most by staff, reflecting that more staff members would be employed under this model. Staff also felt that retaining Town Libraries would enable hub services to be established more easily in future when austerity is reduced. Additionally, it was recognised by stakeholders especially that this approach provides trained and experienced staff to help deliver services and would help to ensure that specialist services continue to be provided, something it was felt might not happen with the two other approaches.
- The main drawback of Town Libraries was seen as the need for users to travel to them, given the lack of willingness to do so amongst many users and potential users. Consequently, it was felt that they would lead to lower service usage overall.
- **Community Run Libraries** – This was the least supported option amongst face-to-face respondents with only 24% considering this approach to be acceptable, while only 8% of self-completion survey respondents felt the same. Explaining this, concerns were expressed in the qualitative research about the need for volunteers to manage a building and budget rather than just library services and about how realistic it was to expect to find volunteers capable of doing so in all communities. Also, concerns were expressed that moving to this approach would mean the loss of essential or specialist services, such as benefit advice, in some areas.
- More positively, this type of library was seen by stakeholders as a means of generating a community spirit and some felt that it may be possible for an entirely community led library to attract more funding from alternative revenue streams and also that the use of volunteers in this way could lead to more flexibility in the provision of services.

**Conclusion 7: While there's little support for book drops, Librarian Outreach is considered more favourably and both the Home Library Service and the Transcription Service are generally seen as very important.**

Overall, residents do not support 'providing a much reduced service, such as only providing book drops...' and while this is tied into the desire to retain services in as wide a form as possible, some specifics about book drops and specialist services were noted in the research as follows;

- **Book Drop** - Library users were dismissive of book drops, expressing concerns about the logistics of the process and about how much choice (in books) there would be and whether they'd actually be returned. Also the importance of access to IT and the service libraries offer in ensuring digital inclusion is evident within this research and it was felt that book drops alone would not provide this.
- **Librarian Outreach** – There was support for this amongst qualitative respondents and some saw it as a potential alternative to Mobile Libraries. It was also considered to be a way of potentially promoting library services, but concerns were expressed about where services would be targeted and how the district as a whole could benefit.
- **Mobile Library Services** – Generally, respondents favoured preserving this service, although the suggestion from this research is that it's not well used. In total, 71% of all face-to-face survey respondents didn't support stopping this service, although few had actually used it. Amongst those self-completion survey respondents who had ever used it a similar proportion (72%) didn't support stopping it, but this figure is by no means overwhelming. Amongst Library Service staff, there were mixed feelings and some felt that it was expensive and had low demand.
- **Home Library Service** – Generally, this was considered to be more important than the Mobile Library Service as it targets vulnerable users more. However, staff in particular recognised that volunteers could deliver this service relatively easily and that it serves a comparatively small number of residents.
- **Transcription Service** – This was also considered to be 'essential' to those that use it and concerns were expressed about whether this service would suffer if library Service staff were reduced in number.

**Conclusion 8: Amongst respondents in Holmfirth, there was overwhelming support for merging the Tourist Information Centre (TIC) with the library to save money.**

Almost nine-in-ten respondents to the face-to-face survey from Holmfirth indicated that they supported the possible merger of the TIC and library and more than half (53%) gave a score of 10 out of 10 indicating that they fully support this proposal. While this figure was slightly lower amongst Holmfirth respondents to the self-completion survey (who are predominantly library users) at 71%, it is clear that there is support for this merger in the local area.

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**Title:** Kirklees Library Review Research  
**Location:** S:\ProjectFiles\K\Kirklees\_Council\STAKE04-6934\_Kirklees\_Library\_Review\_Research\_2014\Reports\Kirklees\_Council\_Libraries\_Review\_Report\_(Executive\_Summary)\_V3f.doc  
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This research has been carried out in compliance with the International standard ISO 20252, (the International Standard for Market and Social research), the Market Research Society's Code of Conduct and UK Data Protection law

# Library Review Research 2015

For Kirklees Council

11 June 2015



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## I. Executive Summary

### Background and Methodology

- It's anticipated that the Kirklees Library Service will need to contribute a budget saving over the next three years and it's clear that considerable changes to the existing service are likely to be needed. Therefore, the Council was keen to undertake a wide-scale consultation with local residents, stakeholders and library service staff to evaluate how the service may be delivered going forward.
- A key requirement of the consultation was to ensure that the views of a robust and representative sample of residents (including both users and non-users of the library service) were gathered, while at the same time providing the opportunity for other residents, key stakeholders, Library Service staff and others to take part in the consultation. Consequently, a multi-method approach was undertaken, with some elements carried out by Qa Research and others by the Council.
- Key aspects of the consultation analysed in this report include;
  - Face-to-face sample survey amongst a representative sample of 1,072 residents
  - Self-completion postal/online survey made available to all residents and completed by 4,675 respondents – *note that respondents to this survey were entirely self-selecting and were overwhelmingly library users and as such, the survey should be seen as representing the views of library users*
  - 2 focus groups with Library Service users and 2 with staff
  - Telephone survey with 50 users of the Transcription Service
  - 8 focus groups carried out by the Council with stakeholders
  - Survey of 162 children and young people carried out by the Council.

### Summary of Key Findings

The table below summarises response to key questions amongst respondents to the sample survey and the self-completion survey;

	Quantitative survey	
	Face-to-face survey	Self-completion survey
<b>How far do you agree or disagree with the following statements?</b>		
<i>The local community should take a more active role in running their local library</i>		
Agree ('strongly agree' or 'agree')	57%	40%
Disagree ('strongly disagree' or 'disagree')	13%	33%
<i>Access to a quality library service is more important to me than the number of library buildings the service operates</i>		
Agree ('strongly agree' or 'agree')	49%	40%
Disagree ('strongly disagree' or 'disagree')	21%	43%
<i>I'd prefer to access the library service online rather than visit a library</i>		
Agree ('strongly agree' or 'agree')	29%	7%
Disagree ('strongly disagree' or 'disagree')	52%	85%
<i>I am willing to travel to get access to better quality library services</i>		
Agree ('strongly agree' or 'agree')	21%	20%
Disagree ('strongly disagree' or 'disagree')	61%	67%

<b>How far would you support the following approaches to delivering library services in your local area? Please give your answer on a 10 point scale, where 1 is do not support at all and 10 is fully support.</b>		
<i>Providing services in other community locations such as schools, community halls and Children's Centres rather than in a dedicated library building</i>		
Supportive (score of 7-10)	35%	21%
Unsupportive (score of 1-4)	38%	60%
<i>Transferring the running of your local Library and Information Centre to local volunteers</i>		
Supportive (score of 7-10)	34%	16%
Unsupportive (score of 1-4)	30%	62%
<i>Providing a much reduced service, such as only providing book drops, while online services would still be available</i>		
Supportive (score of 7-10)	11%	4%
Unsupportive (score of 1-4)	68%	89%
<i>Stopping the Mobile Library service completely so that more of the available budget could be used to provide library services at fixed sites</i>		
Supportive (score of 7-10)	8%	22%
Unsupportive (score of 1-4)	71%	57%
<i>Closing your Local Library and Information Centre and using the money this saves to reduce the budget cuts to other local services</i>		
Supportive (score of 7-10)	3%	3%
Unsupportive (score of 1-4)	83%	92%
<i>Merging the Tourist Information Centre and the library in order to save money. This would not necessarily mean a reduction in service.<sup>1</sup></i>		
Supportive (score of 7-10)	89%	71%
Unsupportive (score of 1-4)	5%	16%
<b>How far do you support the following for your local library? Please give your answer on a 10 point scale, where 1 is do not support at all and 10 is fully support.</b>		
<i>Community Supported Libraries</i>		
Supportive (score of 7-10)	59%	36%
Unsupportive (score of 1-4)	16%	42%
<i>Town Library</i>		
Supportive (score of 7-10)	52%	32%
Unsupportive (score of 1-4)	22%	48%
<i>Community Run Libraries</i>		
Supportive (score of 7-10)	24%	8%
Unsupportive (score of 1-4)	48%	79%
<b>How likely would you be to give unpaid help, by volunteering to deliver library services in your local area in future</b>		
Likely ('very likely' or 'quite likely')	18%	25%
Unlikely ('not very likely' or 'not at all likely')	70%	61%
Base:	All respondents (1,072)	All valid responses (variable)

<sup>1</sup> Figures shown here are amongst respondents from Holmfirth only.

## Conclusions

### **Conclusion 1: This broad consultation covers the views of a range of interested parties and highlights that support exists for the Council to explore new ways of delivering library services in future.**

This consultation provides a comprehensive assessment of the views of the district regarding the future provision of library services. It explores findings amongst more than 5,000 residents including library users and non-users, as well as Library Service staff, children and young people and other stakeholders and interested parties. The research highlights that existing users of libraries and information centres and the other services provided by the Library Service are generally very satisfied with the current service. In line with this, residents don't want to see a complete loss of service in their area and would rather accept reduced facilities, services and hours instead.

It's clear from this research and the Budget Consultation carried out by Kirklees Council that there is recognition of the need to find alternative ways of providing library services and to work within future budgets and residents are generally positive towards the Council finding alternatives. But, it should be stressed that the research consistently highlights that having physical library buildings in the local area that are staffed by experienced Library Service staff is the ideal for most and migrating services to new forms of delivery will need careful management, particularly amongst existing users who are the most resistant to change.

### **Conclusion 2: Libraries and information centres are felt to be at the heart of communities throughout the district and the localised provision of services is important to maximise use of library services.**

The qualitative research in particular highlights that libraries are often at the heart of the community, especially in areas where no community centre exists, and data from the self-completion survey especially identifies the wide range of activities that these buildings are used for. Consequently, it's important to note that the loss of a library building and (potentially) the services provided there would be compounded by the associated loss of other community resources such as a meeting place and storage for equipment/resources used by local groups.

Reflecting this, consistently within the different strands of the research, the view was expressed that libraries should be 'local' reflecting the fact that users primarily visit their nearest library and information centre run by Kirklees Council. Generally, residents are not willing to travel 'to get access to better quality library services' with 61% disagreeing that they'd do this and there were wider concerns expressed about how realistic it was to expect older residents and those with disabilities to travel.

When asked specifically, 46% of respondents to the self-completion survey (nearly all of whom are library users) said that if their local library were to close they would simply 'use the Library Service less', suggesting that any changes to the number of libraries operated would result in lower usage of library services overall across the district. Children in particular felt that if their local library were to close, they would use the library services less, although around half felt that they would travel to access services or use online services instead, while recognising that being able to travel was dependent on their parent's help. Of course, the replacement of 'traditional' library and information centres with newer models of delivering services is likely to mitigate this, assuming they can be successfully implemented.

**Conclusion 3: There is generally support for the role of the community in helping to deliver services, although concerns exist about the practicalities of successfully integrating volunteers.**

The majority (57%) of all residents, whether library users or not, agree that *'the local community should take a more active role in running their local library'* and there is clearly support for this approach. This support is also evident amongst Library Service staff who highlight that volunteers may bring new skills and ideas to the delivery of services and will be important given reduced budgets. Generally, it was also recognised that volunteering in this way could, and should, offer tangible benefits for those prepared to take part, such as providing a reference for a future employer or some form of certificate or accreditation as well as quantifiable 'work experience'. Older children in particular could see the attraction of this.

Ironically, while offering this level of personal development would probably help attract volunteers, it may also lead to issues over retention, and the challenge of not only recruiting but also maintaining a core of suitable volunteers was mentioned by residents and staff alike when considering how this would work in practice.

Additionally, concerns were expressed by both frequent library users and Library Service staff about the calibre of volunteers and the need to train and co-ordinate them. Staff felt that there are already backlogs in training new employees and that reduced staff numbers would transpose this problem to volunteers. Issues around reliability, long-term commitment and volume of 'suitable' volunteers were all raised.

**Conclusion 4: There is a clear willingness amongst some to volunteer to deliver library services, but further detailed and localised research would be required to determine the level of commitment and skills that volunteers are able to offer.**

Amongst all residents, almost a fifth (18%) said that they'd be willing to volunteer to provide library services. As a note of caution, only one-in-twenty (5%) said they'd be *'very likely'* to do this, although this proportion increases to 14% amongst those that have used a library in the last 12 months. Positively, 65% of children and young people said they'd be willing to volunteer. It's clear that there is support for helping, but it's also clear from the research that volunteers are likely to need a lot of direction and management to be effective, with many unable to say how they could help and many staff unsure as to the actual contribution that they could make. It should be recognised that not all communities are likely to be able to offer the same level of support.

**Conclusion 5: Opinions are mixed as to whether moving services into community facilities would be acceptable or not, but the findings suggest that residents will only be able to make a true assessment of this when the detail of what would happen in their local area is available to them.**

Attitudes in the face-to-face survey were polarised towards *'providing services in other community locations...rather than a dedicated library building'* with almost equal proportions expressing support and not supporting this, although those in the Huddersfield and Rural District Committee areas were most supportive. This might reflect the fact that little detail of where services could be located was made available to respondents and it's clear that the detail is important for residents when considering this approach.

For example, most Library Service staff and library users interviewed qualitatively supported the idea of a *'one-stop shop'* and could see advantages for residents in being able to access different services from the same place. However, children were less supportive and this was driven by concerns about the resultant lack of space to work in and concerns around noise levels. Also, some children and young people didn't like the idea of moving services into schools as an environment that they already spend a lot of time in.

**Conclusion 6: There are seen to be different advantages and disadvantages to each of the three approaches to delivering library services tested in the research and not all are considered workable in all areas. It's evident that there is a desire for new models of service delivery to include professional support to some degree.**

The three possible approaches to running libraries were met with different levels of support, reflecting different concerns regarding the implementation of each one. It should be stressed, that a theme throughout this research and one emphasised by Library Service staff in particular, was that different communities have different needs and a 'one size fits all' approach was not seen as desirable or workable. It was felt that in areas with a strong community and excellent social capital a community run or supported approach would be more likely to succeed, but the opposite is likely to be true in other areas, although others felt that the very act of the community taking on the delivery of library services would be community building in itself. Details of each approach are as follows;

- **Community Supported Libraries** – Amongst face-to-face respondents, this was the approach that had the highest level of support, with 59% giving a score of 7-10 out of 10 and the majority of both users and non-users were supportive.
- Notably, this approach also had the highest level of support amongst those who said that they'd be prepared to volunteer to deliver library services, suggesting that of the three approaches tested in the research, it would be easiest to recruit volunteers for this one. This is likely to reflect the fact that under this model library services will remain local (and therefore not require volunteers to travel) and also that professional support will be available, two aspects that were mentioned favourably by qualitative respondents.
- **Town Libraries** – More than half (52%) of all respondents in the face-to-face survey indicated that they would support this option and this approach was supported most by staff, reflecting that more staff members would be employed under this model. Staff also felt that retaining Town Libraries would enable hub services to be established more easily in future when austerity is reduced. Additionally, it was recognised by stakeholders especially that this approach provides trained and experienced staff to help deliver services and would help to ensure that specialist services continue to be provided, something it was felt might not happen with the two other approaches.
- The main drawback of Town Libraries was seen as the need for users to travel to them, given the lack of willingness to do so amongst many users and potential users. Consequently, it was felt that they would lead to lower service usage overall.
- **Community Run Libraries** – This was the least supported option amongst face-to-face respondents with only 24% considering this approach to be acceptable, while only 8% of self-completion survey respondents felt the same. Explaining this, concerns were expressed in the qualitative research about the need for volunteers to manage a building and budget rather than just library services and about how realistic it was to expect to find volunteers capable of doing so in all communities. Also, concerns were expressed that moving to this approach would mean the loss of essential or specialist services, such as benefit advice, in some areas.
- More positively, this type of library was seen by stakeholders as a means of generating a community spirit and some felt that it may be possible for an entirely community led library to attract more funding from alternative revenue streams and also that the use of volunteers in this way could lead to more flexibility in the provision of services.

**Conclusion 7: While there's little support for book drops, libraries outreach is considered more favourably and both the Home Library Service and the Transcription Service are generally seen as very important.**

Overall, residents do not support 'providing a much reduced service, such as only providing book drops...' and while this is tied into the desire to retain services in as wide a form as possible, some specifics about book drops and specialist services were noted in the research as follows;

- **Book Drop** - Library users were dismissive of book drops, expressing concerns about the logistics of the process and about how much choice (in books) there would be and whether they'd actually be returned. Also the importance of access to IT and the service libraries offer in ensuring digital inclusion is evident within this research and it was felt that book drops alone would not provide this.
- **Libraries Outreach** – There was support for this amongst qualitative respondents and some saw it as a potential alternative to Mobile Libraries. It was also considered to be a way of potentially promoting library services, but concerns were expressed about where services would be targeted and how the district as a whole could benefit.
- **Mobile Library Services** – Generally, respondents favoured preserving this service, although the suggestion from this research is that it's not well used. In total, 71% of all face-to-face survey respondents didn't support stopping this service, although few had actually used it. Amongst those self-completion survey respondents who had ever used it a similar proportion (72%) didn't support stopping it, but this figure is by no means overwhelming. Amongst Library Service staff, there were mixed feelings and some felt that it was expensive and had low demand.
- **Home Library Service** – Generally, this was considered to be more important than the Mobile Library Service as it targets vulnerable users more. However, staff in particular recognised that volunteers could deliver this service relatively easily and that it serves a comparatively small number of residents.
- **Transcription Service** – This was also considered to be 'essential' to those that use it and concerns were expressed about whether this service would suffer if library Service staff were reduced in number.

**Conclusion 8: Amongst respondents in Holmfirth, there was overwhelming support for merging the Tourist Information Centre (TIC) with the library to save money.**

Almost nine-in-ten respondents to the face-to-face survey from Holmfirth indicated that they supported the possible merger of the TIC and library and more than half (53%) gave a score of 10 out of 10 indicating that they fully support this proposal. While this figure was slightly lower amongst Holmfirth respondents to the self-completion survey (who are predominantly library users) at 71%, it is clear that there is support for this merger in the local area.

## 2. Background and Objectives

It is anticipated that the Kirklees Library Service will need to contribute a saving from its budget over the next three years and it's clear that considerable changes to the existing service are likely to be needed to meet this expectation and to continue to provide a service that meets the needs of residents.

In particular, it is anticipated that a greater degree of community support will be needed in some areas to ensure that services can continue to be delivered. Kirklees already has experience of delivering library services with community help at Denby Dale, Kirkheaton and Honley libraries where volunteers support one paid member of staff to deliver frontline services.

Therefore, the Council was keen to undertake a wide-scale consultation with local residents, stakeholders and library service staff to evaluate how the service may be delivered going forward.

Specifically, the research was required to meet the following objectives;

- Provide a robust evaluation of the service amongst a representative sample of residents in the district
- Determine the key strengths and weaknesses of the service with a view to establishing;
  - How the service could evolve in the future, while still ensuring it meets the needs of residents
  - Where savings could be made in the way libraries are delivered today
  - The views of residents regarding different methods of service delivery
  - The degree to which the local community would be interested in actively helping to run the service.
- Explore attitudes towards the service, the way it is delivered and how it should be delivered in future
- Determine usage levels and the key drivers and barriers to usage amongst residents
- Understand attitudes towards different models of service delivery with regard to;
  - Establishing the degree to which proposed alternative models of delivery are viewed (e.g. Town Libraries, Community Supported, Community Run).
  - Measuring the degree to which residents would be willing to participate in the running of their local library
  - Explore what, if any, further refinements to the service could be made to deliver savings
- Ensure the views of users and non-users of the service are gathered
- Provide an opportunity for library service staff to participate and to provide suggested alternative approaches for service delivery, as well as other key stakeholder groups.

Findings from this consultation are outlined in this report.



### 3. Methodology

#### 3.1 Research Approach

A multi-method approach to the research was undertaken, with some elements carried out by Qa Research and others undertaken directly by the Council and then either analysed by the Council or by Qa Research. Additionally, a number of other contributions to the consultation were received or carried out and these have been included in this report, but not analysed in full. The table below summarises the different elements included in this report;

**Figure 1. Summary of consultation data sources**

Data Source	Details	Comments
Face-to-face survey with residents	Representative sample of 1,072 residents undertaken by Qa Research	Analysed in Section 4
Paper and online self-completion survey open to all residents	Hosted by Qa Research and made available via the Kirklees Council website and completed by more than 4,000 residents	Analysed in Section 4
Telephone survey with Transcription Service users	50 interviews with users of the Transcription Service carried out by Qa Research	Analysed in Section 4
Focus groups with library users and Library Service staff	2 groups with library users and 2 with staff undertaken by Qa Research	Analysed in Section 5
Focus groups with stakeholders	8 groups with a range of stakeholders carried out by Kirklees Council	Analysed in Section 5
Survey of children	162 interviews with children and young people carried out by Kirklees Council	Analysis detailed in Appendix 1
Online survey with stakeholders	Carried out by Kirklees Council, with responses received from 6 stakeholder groups	Analysis detailed in Appendix 2
Kirklees Council Budget Consultation	Budget consultation undertaken by Kirklees Council and available to all residents. In total, 2,547 people responded to the question about library services	Analysis undertaken by Kirklees Council outlined in Appendix 3
Petitions received by Kirklees Council	Various submissions received by the Council	Listed in Appendix 4
'Meet the Manager' sessions	Carried out by Kirklees Council with Library Service users and more than 400 people attended	Listed in Appendix 5

Further details of the methodology for those elements undertaken by Qa Research are as follows;

#### 3.2 Quantitative Surveys

##### Face-to-face Survey

A face-to-face survey was carried out amongst a representative sample of residents from across the district between 19 January and 2 March 2015. All interviews were carried out using CAPI (Computer Assisted Personal Interviewing) and to ensure that the sample was representative quotas were set on age, gender and ethnicity.

In addition, a quota was set to control for the proportion of users and non-users of library services in the district in the last 12 months, with c.30% of interviews to be undertaken with users and the remainder with non-users; this approach over-sampled users and was applied to ensure that a sufficient number of users were included in the sample for analysis purposes. A total of 1,072 interviews were completed, 387 with Kirklees library users in the last 12 months and 685 with non-users.

Data were analysed by Qa Research and to ensure the final sample was representative, corrective weighting was applied at the analysis stage. All findings outlined in this report are based on the weighted data.

## Self-completion Survey

To ensure that residents who were not invited to take part in the face-to-face survey were able to give their views, a self-completion survey was made available for anyone who wished to complete it. Paper surveys were distributed throughout the district by the Council and an identical online version was hosted by Qa Research and made available via the Council website. As far as possible, survey questions mirrored those included in the face-to-face survey to enable direct comparison. Two versions of the paper survey were made available, with a version designed specifically for distribution in the Holmfirth area which included some questions specifically about the Tourist Information Centre.

The survey was available to complete between 19<sup>th</sup> January and 10<sup>th</sup> April 2015 and in total 4,675 surveys were returned, 3,067 by post and 1,608 as an online completion. No restrictions were placed on who could complete the survey.

## Sample Profile

The table below shows the demographic profile of face-to-face survey respondents and those that completed the self-completion survey and compares these to the profile of the district as a whole. As the self-completion sample is predominantly made up of library users, for comparative purposes the face-to-face sample has been split out to show the profile of users and non-users.

**Figure 2. Profile of respondents by age, gender and ethnicity**

	2011 Census (aged 16+)		Face-to-face Survey Sample (weighted)			Self-completion Survey
	Total		Total Sample	Library Users	Library Non-users	
<b>Gender</b>						
Male	165,059	49%	49%	47%	49%	34%
Female	171,250	51%	51%	53%	51%	65%
Prefer not to say	-	-	-	-	-	1%
<b>Age</b>						
Under 16	n/a	n/a	-	-	-	2%
16-24	50,759	15%	18%	13%	19%	3%
25-34	54,429	16%	13%	16%	13%	9%
35-44	59,939	18%	17%	18%	17%	16%
45-54	57,186	17%	17%	20%	17%	14%
55-64	49,846	15%	15%	17%	15%	18%
65+	64,150	19%	19%	17%	19%	38%
<b>Ethnicity</b>						
Net: White	276,716	82%	82%	83%	82%	Not collected
Net: Asian / Asian British	45,944	14%	14%	13%	14%	Not collected
Net Other ethnicities	13,649	4%	4%	4%	4%	Not collected
Prefer not to say	-	-	<1%	-	<1%	Not collected
<b>Base: All Respondents</b>	<b>336,309</b>		<b>1,072</b>			<b>4,675</b>

This table demonstrates that the face-to-face survey sample is representative of the population of the district and that findings from this survey are an accurate reflection of residents' views.

In contrast, the self-completion survey sample under-represents the views of younger residents and over-represents those of older ones, while females are also over-represented. This is typical of self-completion surveys and is as expected. For this reason, findings from the self-completion survey have been used to support the analysis of residents' views from the face-to-face survey in the sections below.

It should also be highlighted that analysis of responses to the self-completion survey confirm that the survey was predominantly completed by library users and as such it should be viewed as reflecting the views of those that currently use libraries.

### **Transcription Service Survey**

A survey of 50 users of the Transcription Service was carried out by telephone to ensure that users of this service were able to take part in the consultation. As far as possible, the survey used was identical to the self-completion survey and all interviews were completed by the Qa Research contact centre based in York during January and February 2015. Where appropriate, findings have been reported in Section 4.

## **3.3 Qualitative Research**

### **Focus Groups with Library Users**

Qa Research carried out two focus groups with users of a Kirklees library in the last 12 months. All respondents were recruited from the face-to-face survey sample, having identified themselves as a recent library user in the survey and indicated that they'd be happy to take part in further research. One group took place in Dewsbury Town Hall on 18<sup>th</sup> March 2015 and the other in Huddersfield Town Hall on 16<sup>th</sup> March 2015.

To guide the discussion during each group, a detailed discussion guide was developed by Qa Research with input from the Council. The groups were moderated by experienced qualitative researchers from Qa.

### **Focus Groups with Library Service Staff**

Qa Research also carried out two focus groups with staff from the Kirklees Library Service. All respondents were recruited by the Council and one group was held with senior employees while the other was carried out with more junior members of the service. The groups took place during w/c 16<sup>th</sup> March 2015.

Again, a detailed discussion guide was developed by Qa Research with input from the Council and used to guide the group discussion. The groups were moderated by experienced qualitative researchers from Qa.

### 3.4 How to Read This Report

This consultation draws on findings from a number of strands, reflecting the efforts made to ensure that all residents and stakeholders could contribute and that Library Service staff could also give their views.

Efforts were made to ensure that the findings of this research are a reflection of all residents in the borough and not just those who are Library Service users or have a particular interest in the library service. In particular, a quantitative face-to-face survey was undertaken with a representative sample of residents that included both users and non-users of libraries. Findings from this survey provide insight into how all residents feel about future provision of the service and we have used them to lead the reporting in Section 4 below.

Other quantitative data sources, namely the self-completion survey and Transcription Service users telephone survey where the sample and profile of respondents was deliberately not controlled have been used to support the findings from the face-to-face survey. Findings from these surveys are therefore detailed in boxes below the face-to-face survey for clarity.

Qualitative research was also undertaken to add depth to our understanding of the results and the findings from the groups carried out by Qa Research and those carried out by the Council have been outlined in separate sections in this report.

Findings from the other data sources outlined in Section 3.1 are included in the Appendices.

Conclusions reached in this research draw on all primary data sources.

*Finally, all fieldwork materials, questionnaires and discussion guides used in the research are available on request.*

## 4. Key Findings – Quantitative Research

The first part of the survey was only asked of respondents who had used a library in Kirklees in the last 12 months.

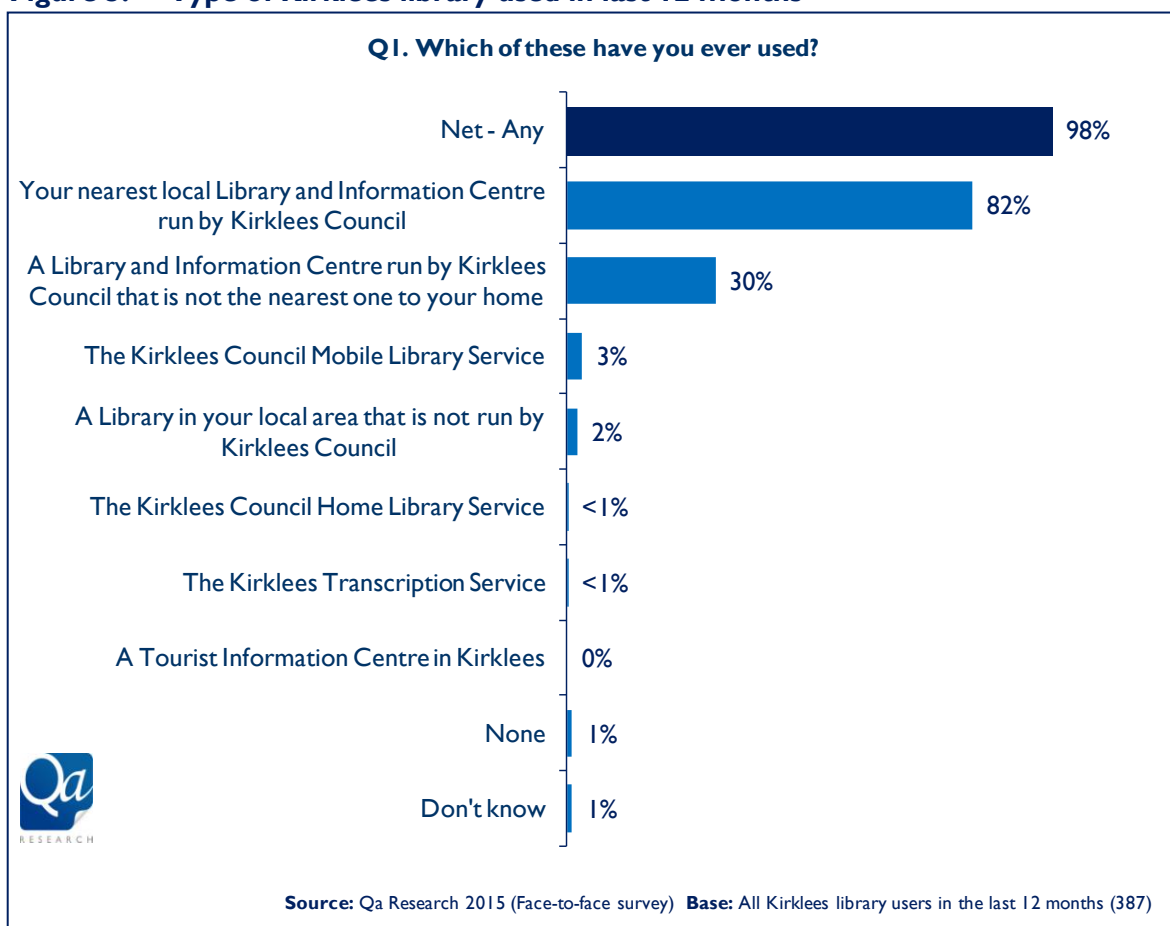
### Self-Completion Survey Findings;

Amongst all self-completion survey respondents, 89% said that they were a member of Kirklees Library Service. Consequently, the self-completion survey is essentially a survey of library users and this is an important point to remember when evaluating the findings.

### 4.1 Usage of Kirklees Libraries

All library users were asked if they were actually a member of Kirklees Library Service and 90% said that they were. Then library users were asked to indicate, from a pre-coded list, the type of libraries that they visit in the district and responses were as follows. Note, that respondents could choose more than one type if that reflected where they visit.

**Figure 3. Type of Kirklees library used in last 12 months**



Responses here highlight that most library users use their 'nearest local Library and Information Centre run by Kirklees Council' (82%), although almost a third said that they use one that is '...not the nearest one to your home' (30%).

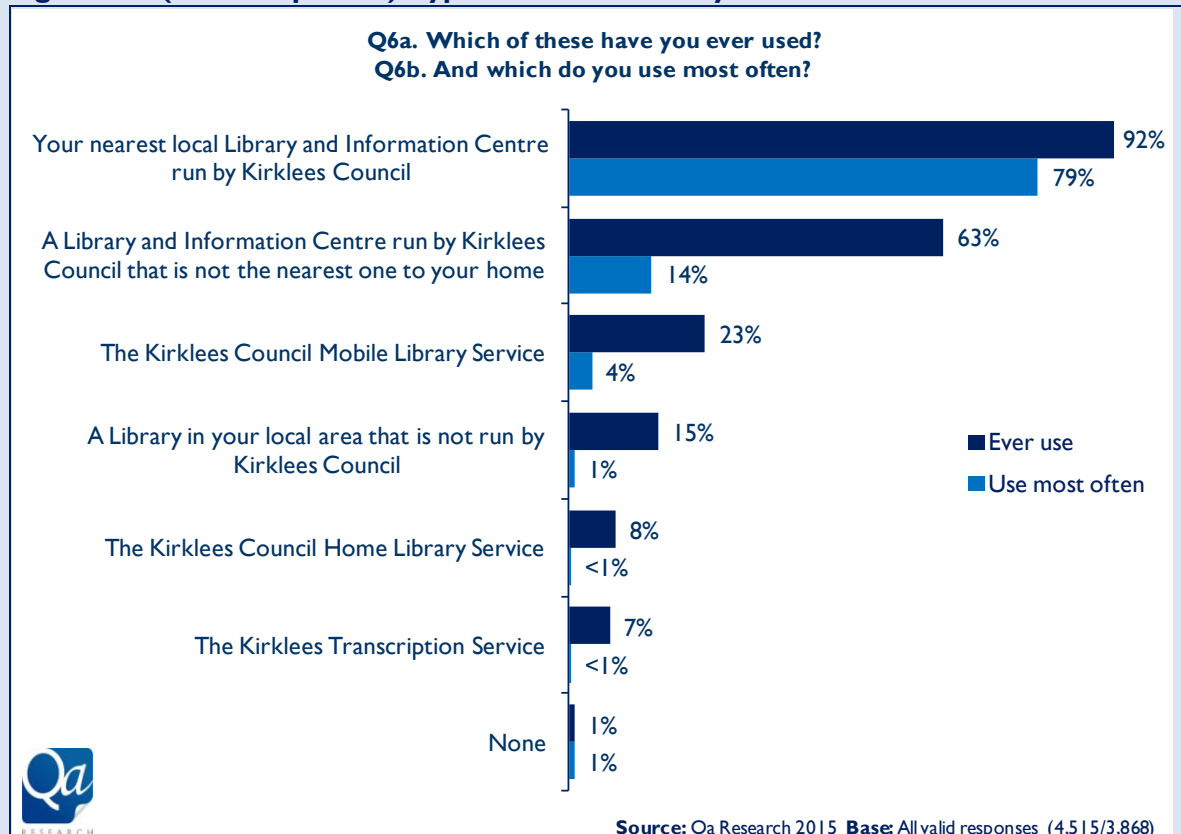
These percentages add to more than 100%, so it's clear that some library users use both the nearest library to their home and also another one somewhere else in the district.

Only a small number of library users said that they use 'the Kirklees Council Mobile Library Service' (3%) and the '...Home Library Service' and '...Transcription Service' are used by less than 1% each.

### Self-Completion Survey Findings;

Response to this question amongst self-completion survey respondents was as follows;

**Figure 4. (Self-completion) Type of Kirklees library used in last 12 months**

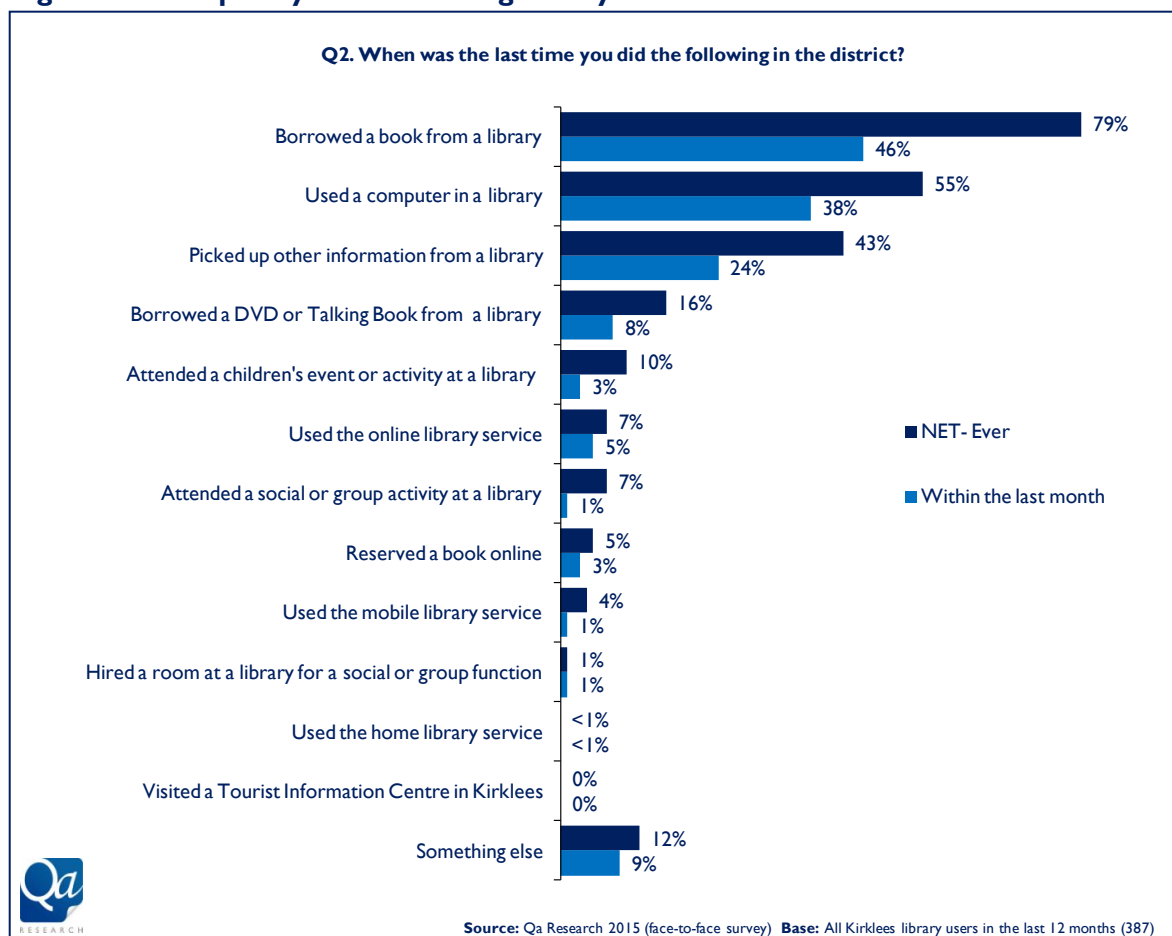


The data above highlights that the majority of respondents to the self-completion survey have ever used their 'nearest local Library and Information Centre run by Kirklees Council' (92%) and/or one '...that is not the nearest one...' to their home (63%). However, most use their nearest one most often (79%).

The self-completion sample also includes a comparatively high proportion who've ever used 'the Kirklees Council Mobile Library Service' (23%), the '...Home Library Service' (8%) and/or the '...Transcription Service' (7%). Again, this reflects the fact that it was mainly users of library services who completed the survey.

Library users were asked to indicate the frequency of undertaking a range of library activities in the district. The chart below shows the proportion indicating that they ever undertake each activity, along with the proportion that said they have done so 'within the last month';

**Figure 5. Frequency of undertaking library activities in the district**



In total, 77% of all library users said that they undertook at least one activity in a library in the district 'within the last month' and a further 16% said they'd done so 'within the last 6 months'.

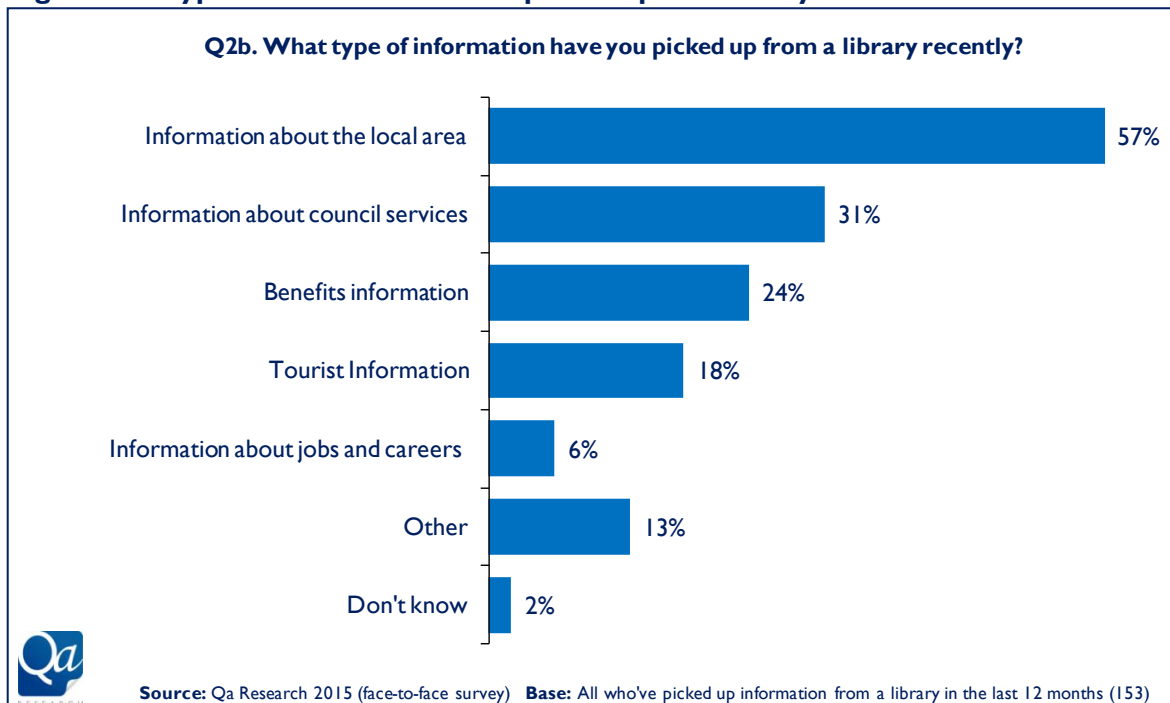
This chart offers few surprises, with library users most likely to say that they ever use libraries to 'borrow a book' (79%) or to 'use a computer' (55%) and these were also the most frequently undertaken activities in the last month (46% and 38% respectively).

Other activities are undertaken less, but one-in-ten said that they have ever 'attended a children's event or activity at a library' (10%) and more than one-in-twenty had 'attended a social group activity at a library' (7%), highlighting usage of library buildings as a venue.

Compared to the previous question, a slightly higher proportion of library users said that they'd ever used 'the mobile library service' (4%) and around 1% said they'd done so within the last month.

Additionally, libraries are clearly used as sources of information with more than two-fifths saying that they ever 'pick up other information from a library' (43%) and a quarter saying that they've done this in the last month (24%). Those who had picked up information were asked what type of information this was and responses are outlined below;

**Figure 6. Types of information ever picked up at a library in the district**



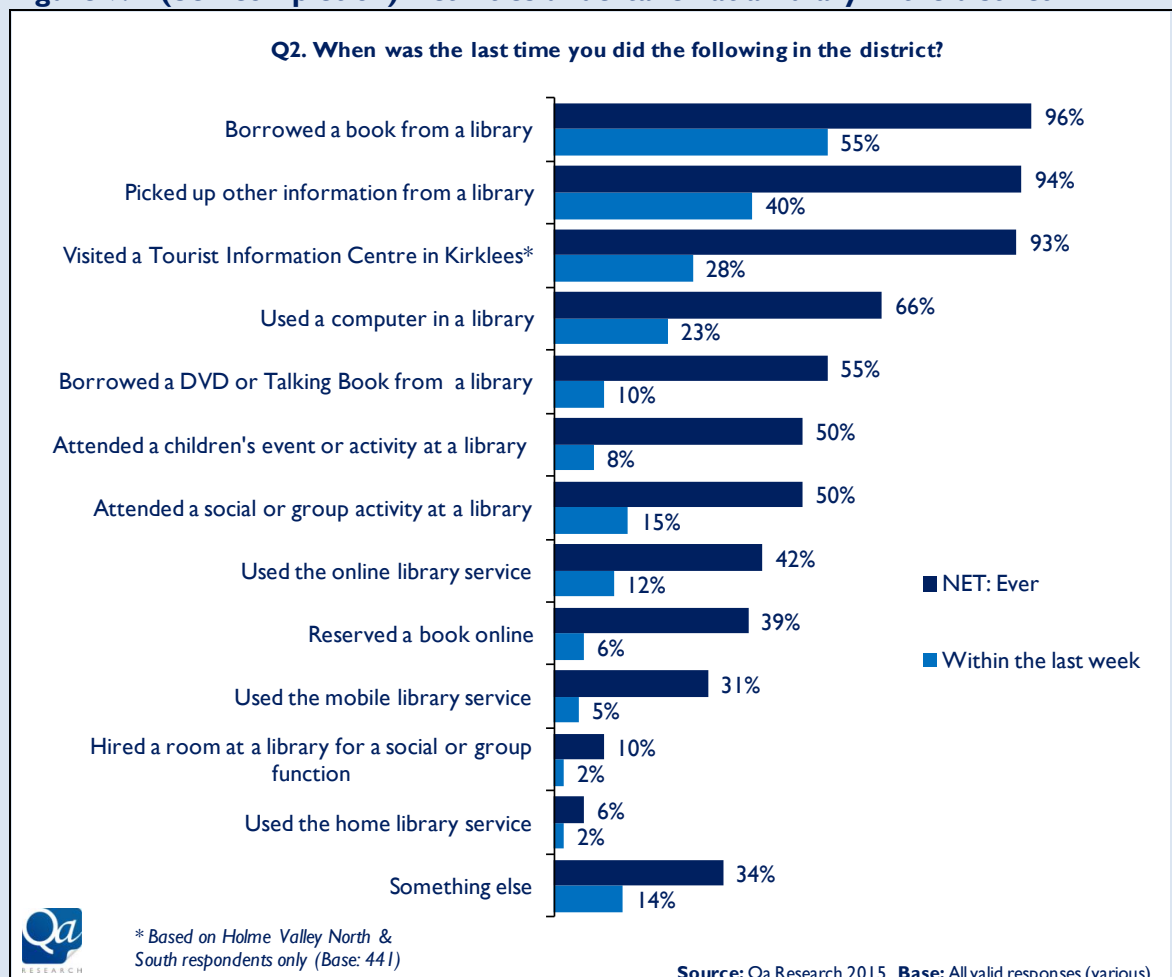
The answers given here highlight the importance of library and information centres in the district as a source of information on a range of subjects.



### Self-Completion Survey Findings;

The chart below shows usage of library services amongst self-completion survey respondents;

**Figure 7. (Self-completion) Activities undertaken at a library in the district**



Reflecting the fact that nine-out-of-ten respondents to the self-completion survey were members of the Kirklees Library Service, usage of these services was higher than amongst library users on the face-to-face survey. Almost all had 'borrowed a book from a library' (96%) and the majority had done so in the last week (55%).

Nearly all had also 'picked-up other information from a library' (94%) and two-fifths had done so in the last week (40%). This tended to be 'information about the local area' which was mentioned by 77% of those who'd picked up information or 'tourist information' (53%) or 'information on council services' (48%).

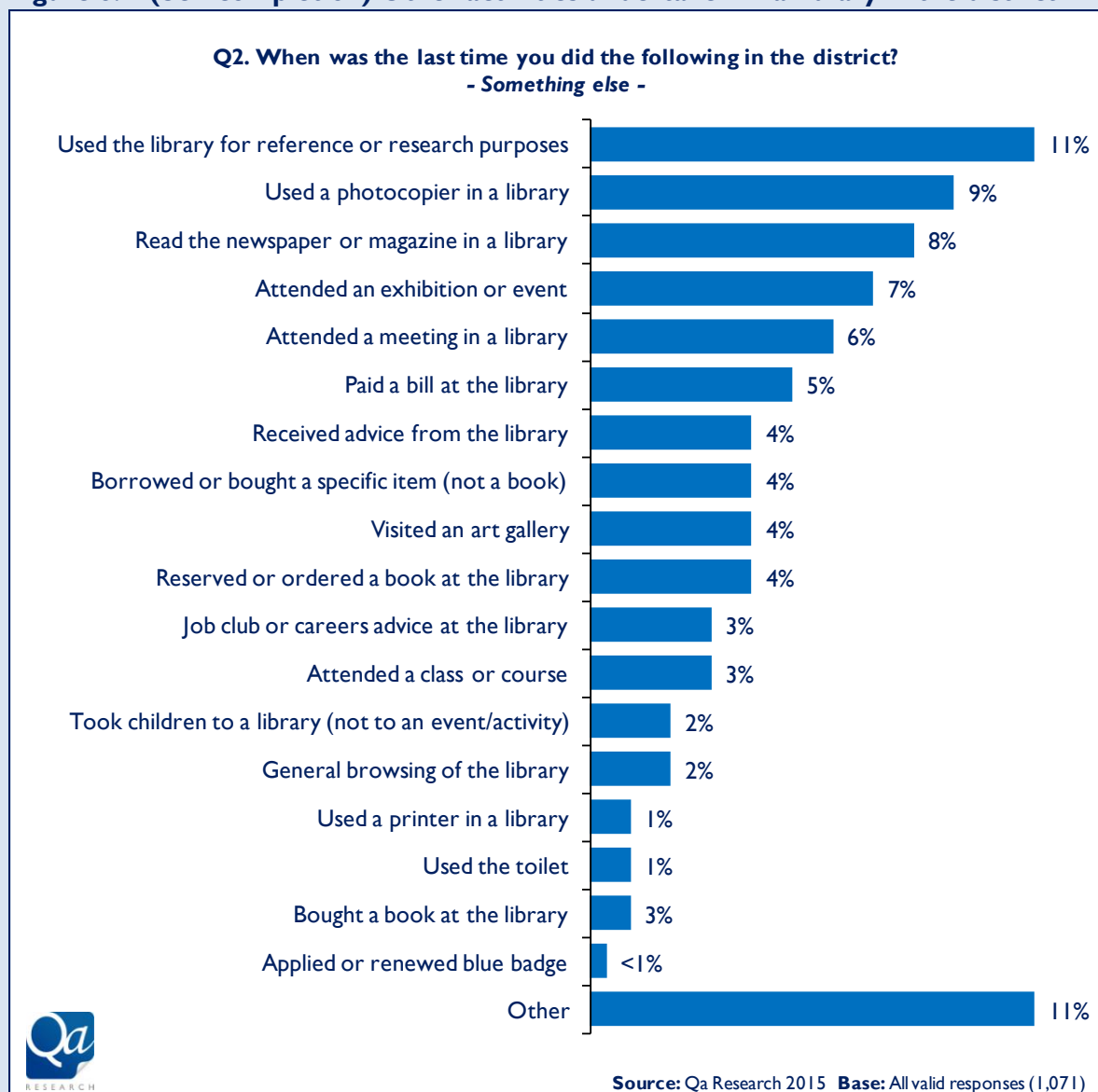
Amongst respondents in Holmfirth, 93% said they ever 'visited a Tourist Information Centre in Kirklees' and more than one-in-four said they'd done so within the last week (28%).

Other services were less widely used, but the majority had ever 'used a computer...' (66%) or 'borrowed a DVD or talking book...' (55%). It's notable that almost a third said they'd ever used '...the mobile library service' (31%), although only one-in-twenty had done so in the last week (5%).

### Self-Completion Survey Findings continued...

A range of other activities were mentioned by these respondents and these are summarised below;

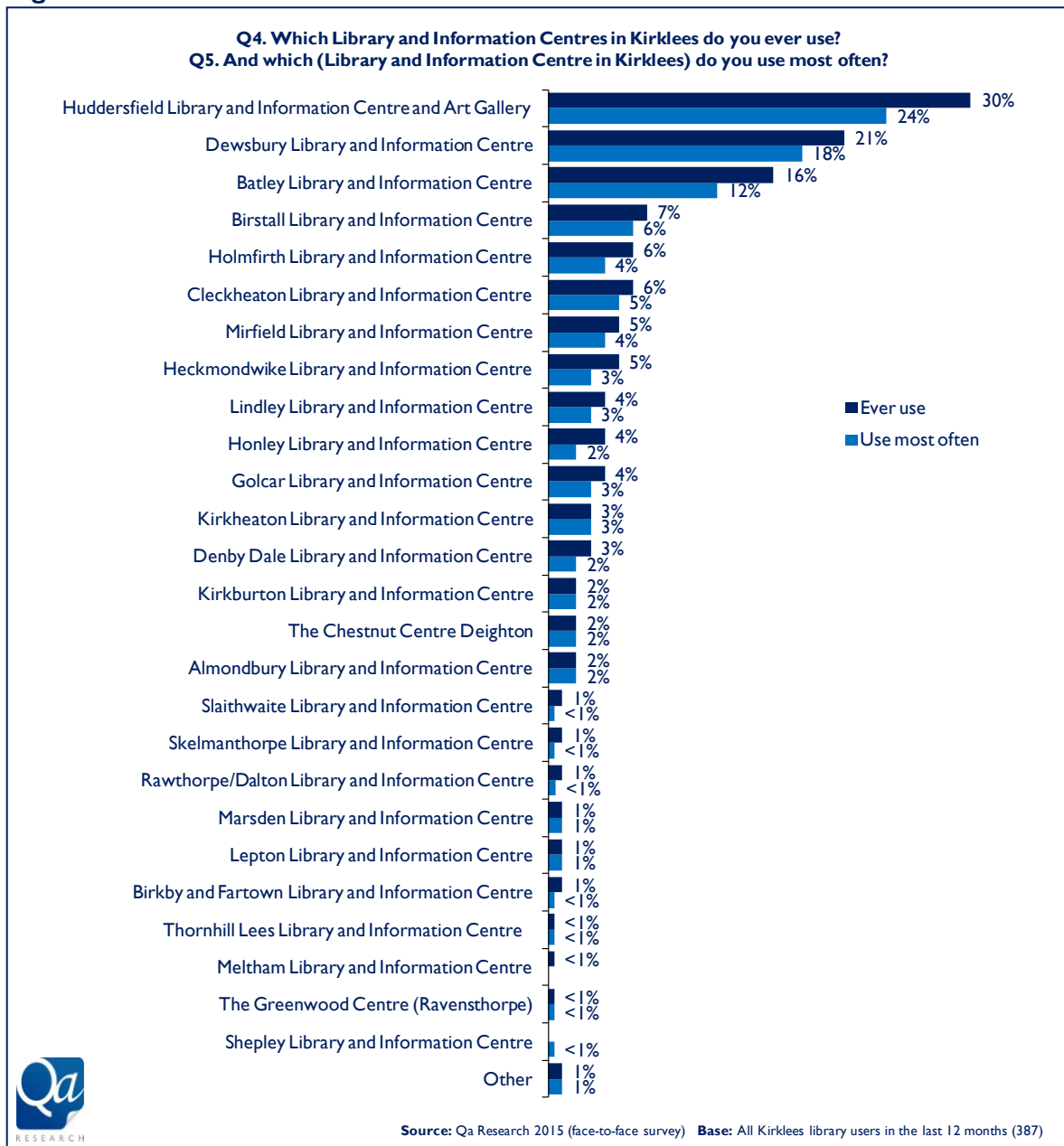
**Figure 8. (Self-completion) Other activities undertaken in a library in the district**



These findings highlight that libraries are used for a range of reasons, although it should be remembered that many respondents giving the above answers are likely to have visited a library for another, more traditional reason such as borrowing a book. Consequently, the reasons outlined above can't necessarily be viewed as drivers of usage in their own right.

Library users were asked to specify which libraries they ever use and which they use most often and detail for each library and information centre in the district is outlined below;

**Figure 9. Kirklees libraries ever use and use most often**



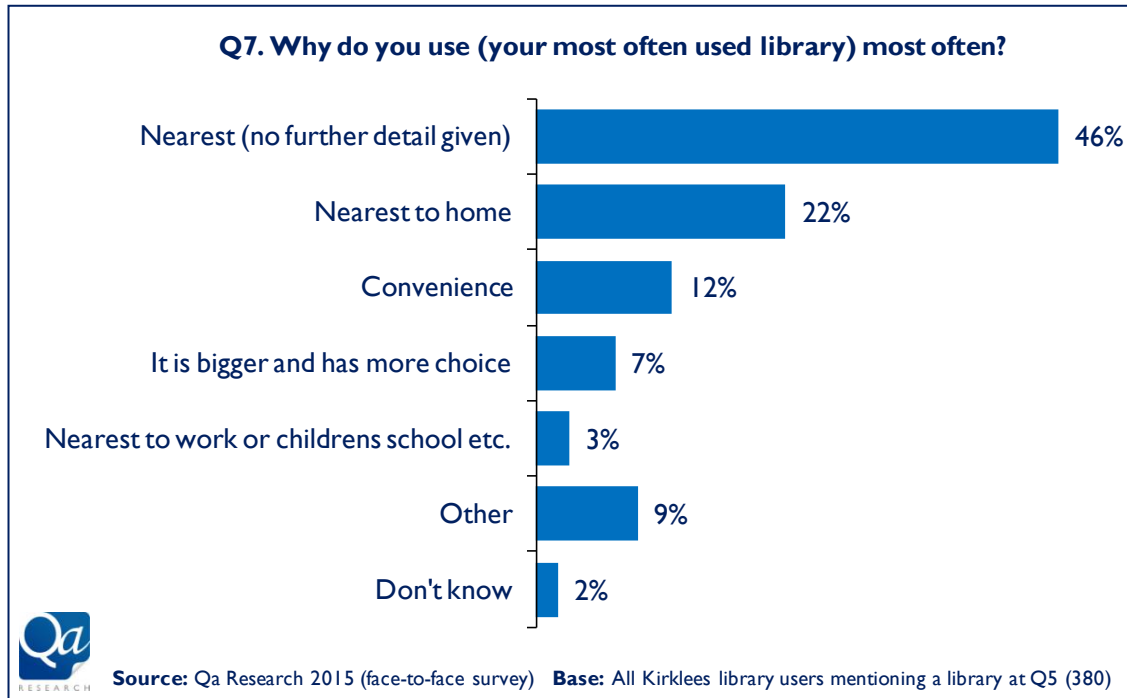
The data above confirms that the sample of library users includes residents that use all of the libraries in the district, although some are clearly most frequently used than others, with the main ones being 'Huddersfield', 'Dewsbury' and 'Batley'.

Notably, more than two-fifths of library users said that the library they use most often was either 'Huddersfield' or 'Dewsbury' (42%).

More than eight-out-of-ten said that the library they use most often was the 'nearest one to their home' (81%), but this means that more than one-in-ten use a library most frequently that is not the nearest to their home (16%).

All were then asked why it is that they use the library they use most often. This was a fully open question and verbatim comments have been coded for analysis and are outlined below;

**Figure 10. Reasons for using the library used most often**



Responses here confirmed that proximity to the library is the main driver of usage and that this tends to be that the library is near the respondent's home (22%).

That said, more than one-in-twenty made a comment relating to the quality of the library and the fact that 'it is bigger and has more choice' (7%), which included comments such as the following;

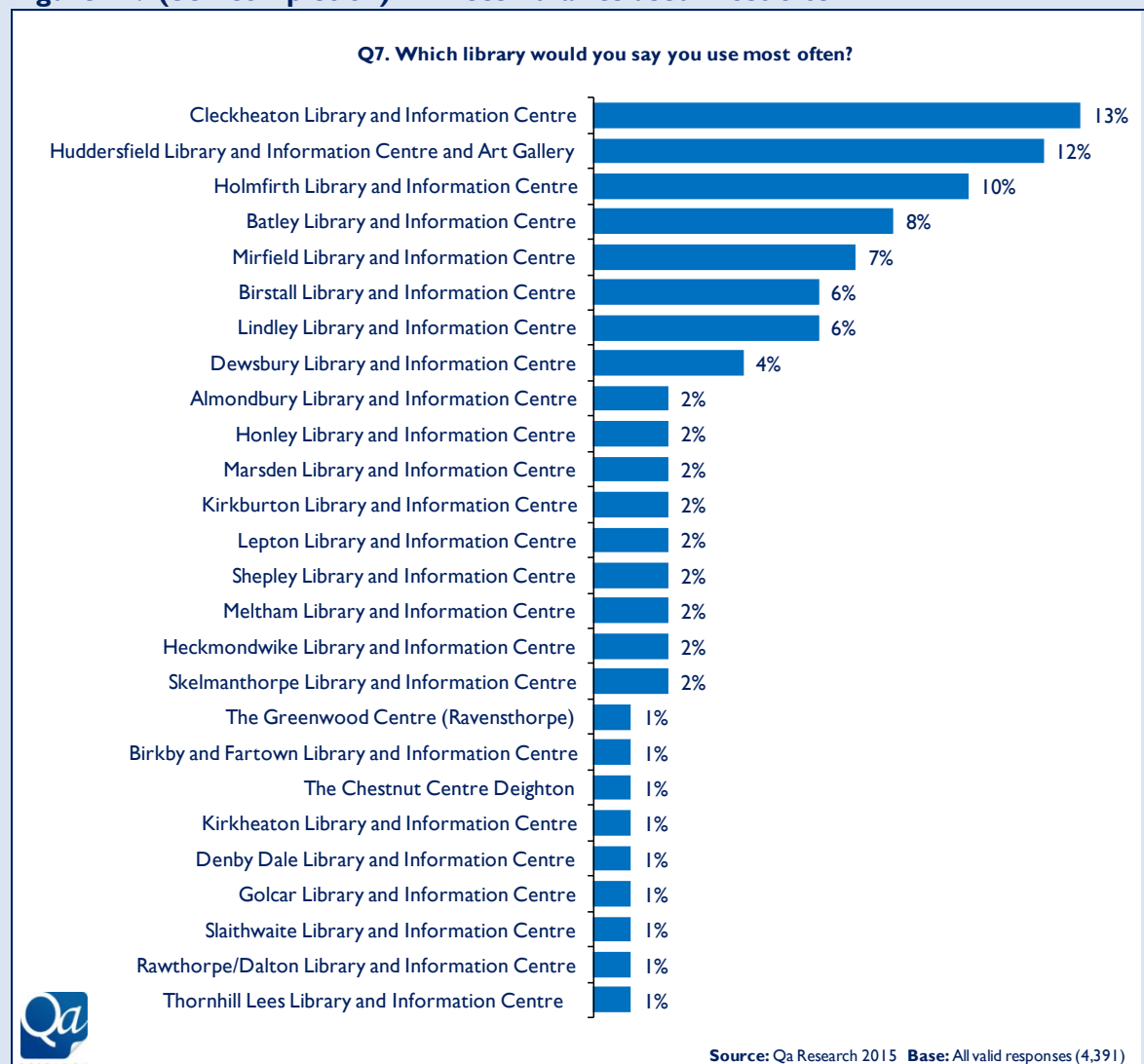
*"A bigger library with more choice of DVDs."*

*"Convenient & good selection of books."*

### Self-Completion Survey Findings;

The libraries used most frequently are as follows;

**Figure 11. (Self-completion) Kirklees libraries used most often**



Amongst library users interviewed as part of the face-to-face survey, 42% said that the Library and Information Centre they use most often was either 'Huddersfield' or 'Dewsbury'. In contrast, respondents to the self-completion survey indicated a more even spread of library usage.

In particular, it's notable that more than one-in-ten self-completion survey respondents said that they most often use 'Cleckheaton' (13%), 'Huddersfield' (12%) or 'Holmfirth' (10%), while less than one-in-twenty mentioned 'Dewsbury' (4%).

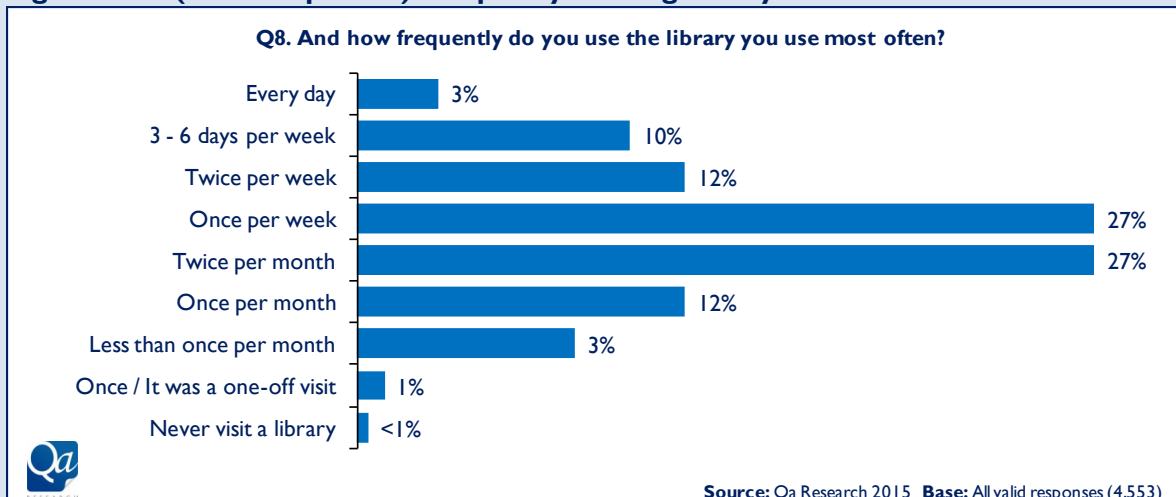
It is possible that users of 'Cleckheaton' and 'Holmfirth' libraries in particular have been especially motivated to take part in the survey and are therefore over-sampled amongst self-completion survey respondents – a comparison to usage data would be able to establish if this is the case or not.

### Self-Completion Survey Findings;

Two additional questions that were included on the self-completion survey but not asked as part of the face-to-face interview are detailed below. They highlight that self-completion survey respondents are regular users of libraries in the district and are, generally, very satisfied with the service as it is at the moment in their local area.

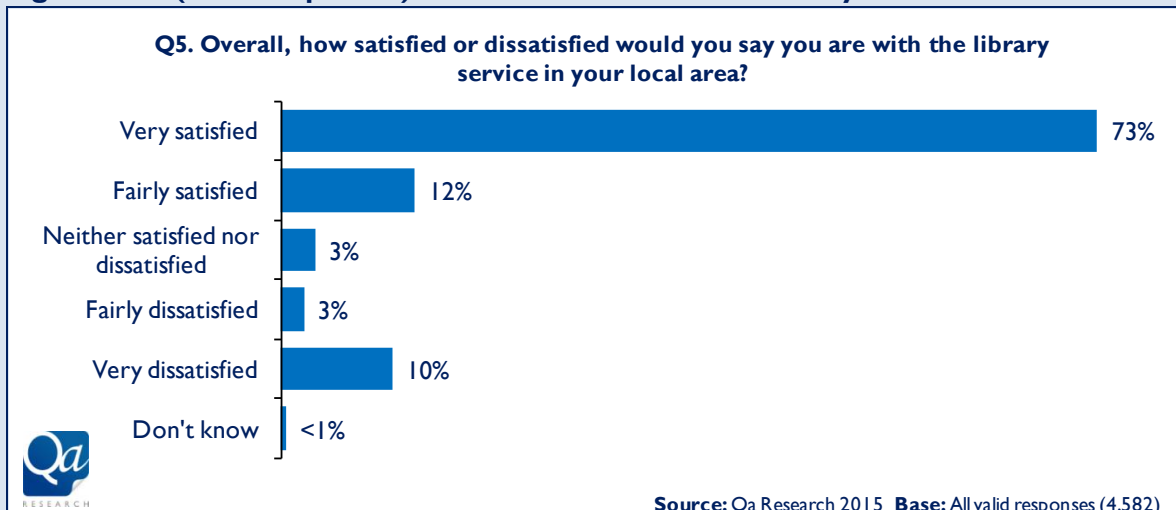
The chart below shows how frequently respondents use the library they use most often. More than half said that they use a library at least 'once per week' (52%) and most of the remainder do so once or twice a month (39%).

**Figure 12. (Self-completion) Frequency of using library use most often**



Levels of satisfaction with the library service are shown below;

**Figure 13. (Self-completion) Satisfaction with current library service**

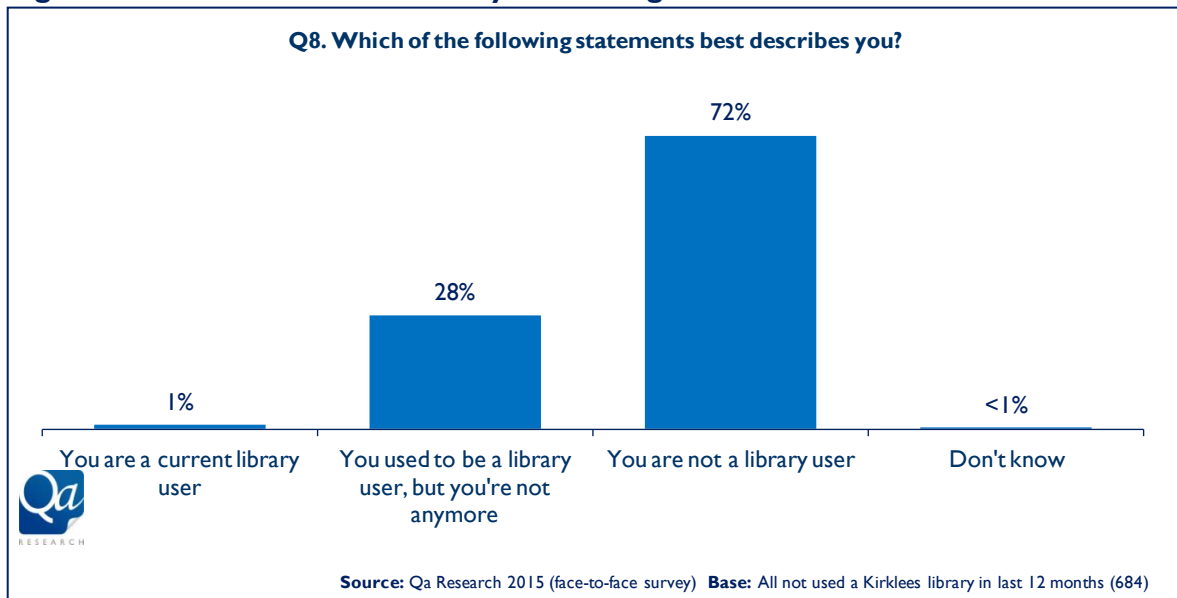


In total, 85% said that they were either 'very satisfied' or 'fairly satisfied' with the library service in their local area and in fact the majority said they were 'very satisfied' (73%). That said, one-in-ten said that they were 'very dissatisfied' (10%), although it's not clear what drives this dissatisfaction.

## 4.2 Non-users of libraries

Respondents who said that they had not used a library in Kirklees in the last 12 months were asked a series of questions about libraries. Firstly, they were asked to choose from four statements the one that best described them and responses were as follows;

**Figure 14. Attitudes towards library use amongst non-users**

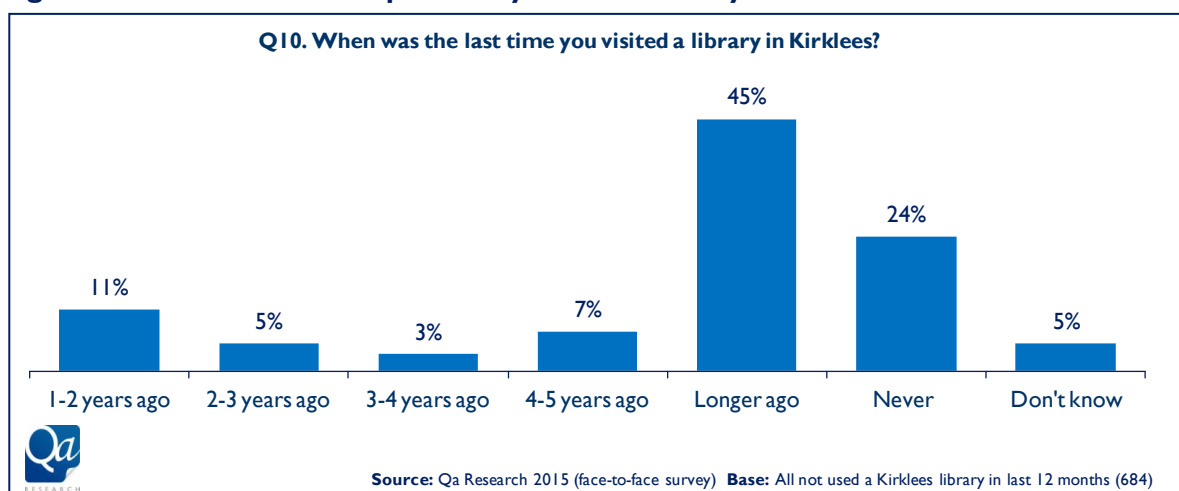


The chart above highlights that most of those who have not used a library in Kirklees in the last year consider that they are '*...not a library user*' (72%) and the majority of the remainder said that they '*used to be a library user, but are not anymore*' (28%).

Only 1% of those who'd not used a library in the district in the last 12 months considered themselves to be '*..a current library user*'.

These respondents were also asked when the last time they visited a library actually was and responses were as follows;

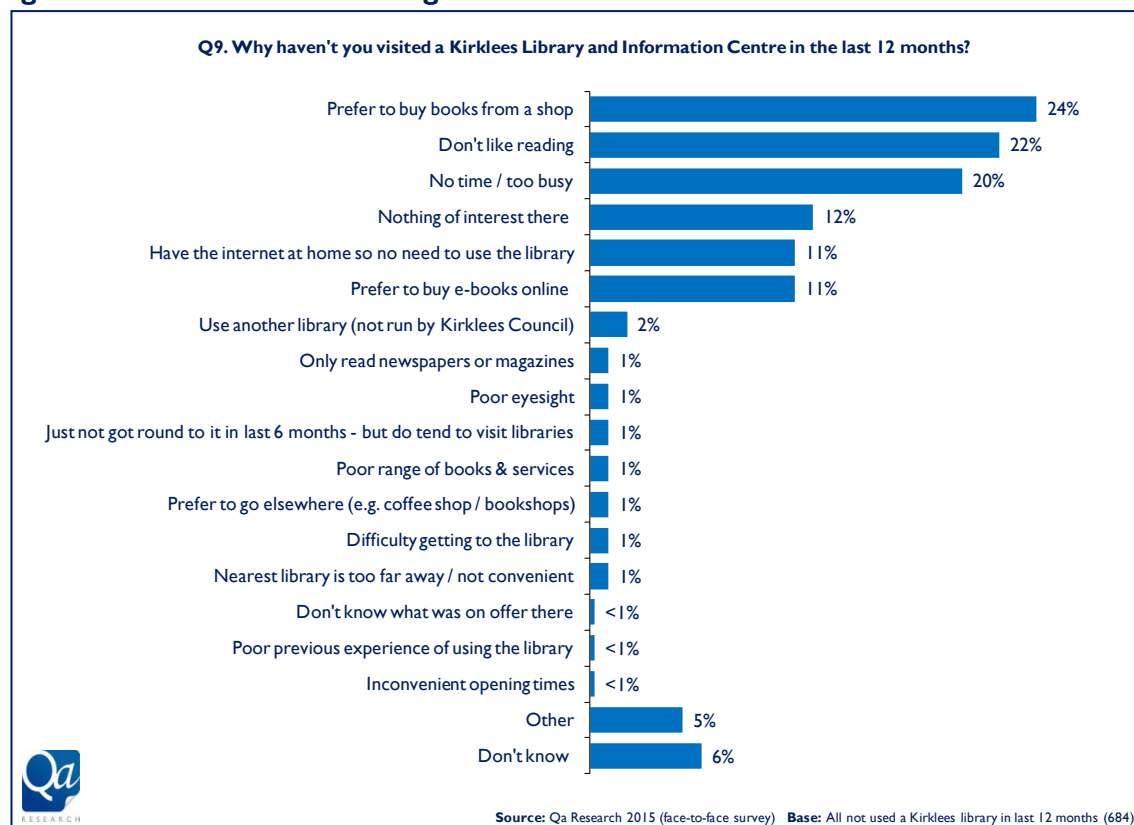
**Figure 15. When non-users previously visited a library**



Although non-users clearly do not consider themselves to be library users at present, it's clear from the previous chart that many have relatively recent experience of visiting libraries and a quarter have done so 'within the last 5 years' (26%). That said, a similar proportion have actually 'never' visited one (24%).

Reasons for not using libraries are outlined below. This was an entirely open question and similar verbatim comments have been coded into themes for analysis;

**Figure 16. Reasons for not using libraries**



A range of reasons were given here, but non-users talked about how they 'prefer to buy books from a shop' (24%) and 'prefer to buy e-books online' (11%). Similarly, one-in-ten said that they 'have the internet at home so no need to use the library' (11%).

More than a fifth said that they simply 'don't like reading' (22%) and one-in-ten said that there was 'nothing of interest there' (12%).

In addition, a fifth made comments relating to the fact that they have 'no time/ too busy' (20%).

### Further Analysis

Notably, female non-users were more likely than males to say that they 'prefer to buy books from a shop' (30% vs. 18%), while males were more likely to say that they simply 'don't like reading' (28% vs. 17%).

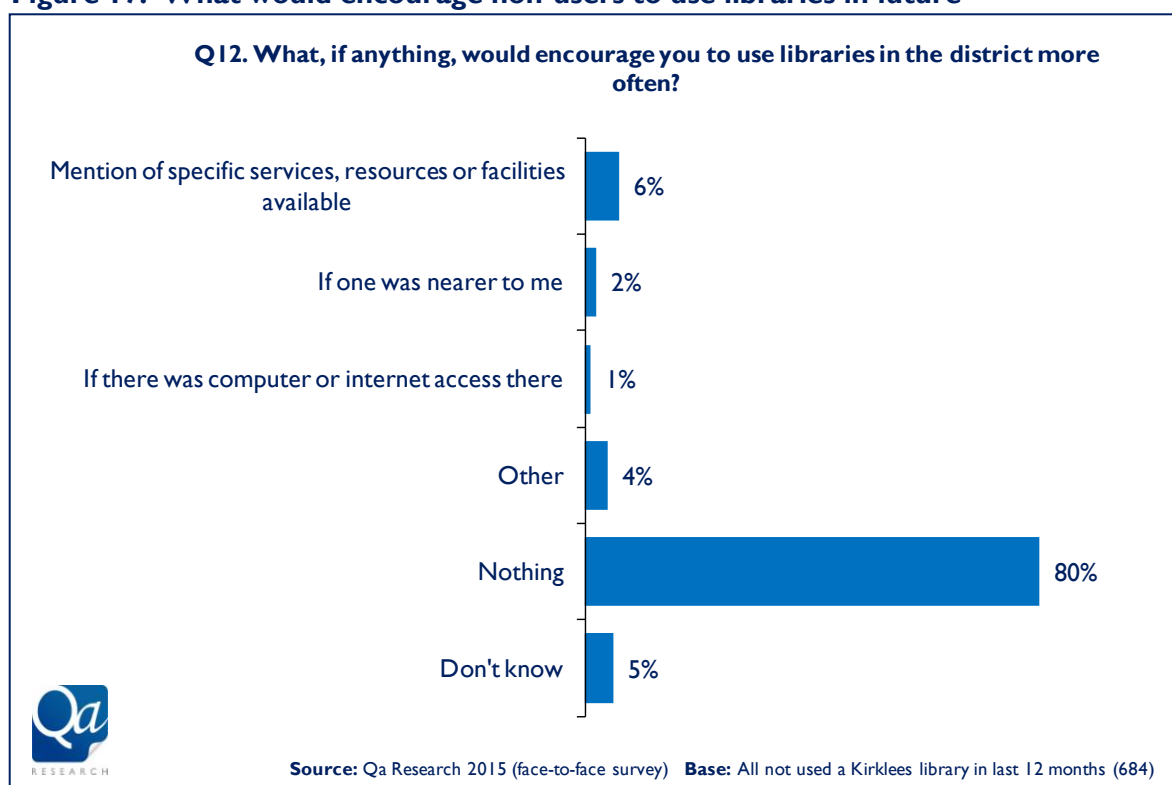
Also, the oldest non-users (aged 65+) were more likely to say that they 'prefer to buy books from a shop' (34%) than other age groups, while the youngest (aged 16-24) were more likely to say that they 'have the internet at home so no need to use the library' (26%).



The findings above suggest that while there are clearly some barriers to library usage amongst non-users, some of these could be overcome to encourage usage of libraries again and with one-in-four having visited a library in the last 5 years it would appear that they have held some attraction recently for many non-users.

With this in mind, all non-users were asked what, if anything, would encourage them to use a library in the district in future. Responses were collected as verbatim comments and coded into themes for analysis and these are outlined below;

**Figure 17. What would encourage non-users to use libraries in future**



Most non-users couldn't suggest anything here and 80% said that there was 'nothing' that would encourage them to use a library more often.

More positively, 15% did mention something and this was most often a 'mention of specific services, resource or facilities available' (6%) which included the following verbatim comments;

*"Make them more inviting surroundings - could be made more comfortable & have coffee shop there."*

*"If there were services at the library, such as Council services in general."*

*"If had craft events there."*

A range of suggestions were given here by individual respondents and these included 'make it more interesting for young people', 'practice for driving test' and 'less tatty books' amongst others. Also, 2% mentioned that proximity to a library was an issue.

## 4.3 Future delivery of library services

### 4.3.1 Agreement with statements about library services

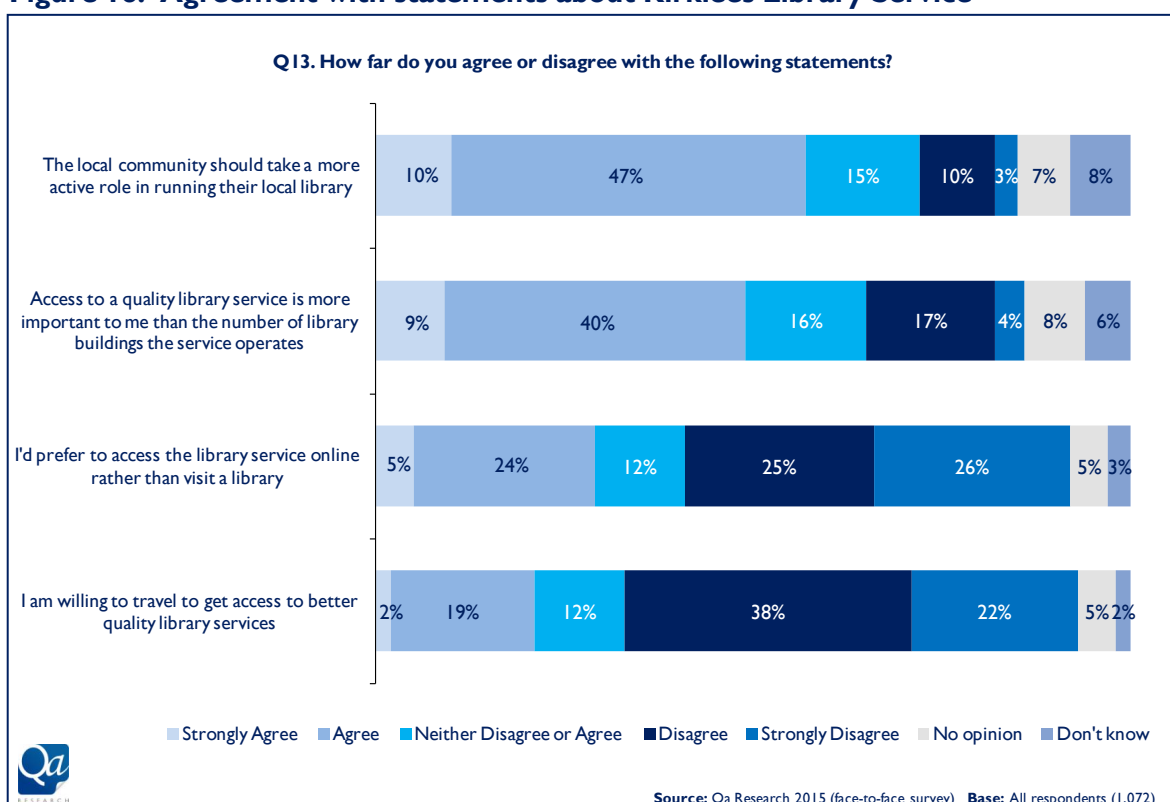
To introduce this section, respondents were read the following short explanation relating to the Council's budget going forward.

*Since 2011, Kirklees Council has made savings and reduced its annual budget by £83 million. By 2018 it needs to reduce its budget by another £69 million to balance the books.*

*To achieve this, many services provided or supported by the Council will face a reduced budget in the next few years, although vulnerable old and young people will be protected, as far as possible.*

All respondents, whether users or non-users of Kirklees libraries, were then asked how far they agreed or disagreed with a series of statements about the library service in the district and the chart below outlines responses;

**Figure 18. Agreement with statements about Kirklees Library Service**



The majority agreed with only one of these statements and that was that 'the local community should take a more active role in running their local library', something which 57% said that they either 'strongly agree' or 'agree' with. Notably, respondents were more likely to simply 'agree' rather than 'strongly agree' (47% vs. 10%). There's clearly support for this idea amongst the population of Kirklees as a whole and only one-in-ten actually said that they disagreed with this (13%).

Almost half agreed that 'access to a quality library service is more important to me than the number of library buildings the service operates' (49%) and here too respondents were more likely to simply 'agree' rather than 'strongly agree' (40% vs. 9%). However, one-in-five actually disagreed with this (21%), although only 4% said that they 'strongly disagree'.

For both the other statements, the majority of respondents said that they ‘disagreed’.

Disagreement was greatest when respondents were asked to consider whether they’d be ‘...willing to travel to get access to better quality library services’ and 61% said that they either ‘disagree’ or ‘disagree strongly’ with this. In contrast, a fifth said that they agreed that they would be willing to do this (21%).

The majority also ‘disagreed’ that they’d ‘...prefer to access the library service online rather than visit a library’ (52%) and in fact of all the statements asked about here, this one recorded the highest proportion saying that they ‘disagree strongly’ (26%).

Notably, almost a third did agree that online services were their preference (29%) so there is clearly some appetite to access services using the internet.

### Transcription Service Users Findings;

Amongst the sample of 50 users of the Transcription Service interviewed by phone, there was a higher level of disagreement that they’d ‘...prefer to access the library service online rather than visit a library’ (78%), but otherwise findings were in-line with those from the face-to-face survey.

### Further Analysis

The total sample contains both non-users and users of libraries in Kirklees and response to these statements is clearly going to be affected by this, so the table below shows levels of agreement amongst each group;

**Figure 19. Agreement with statements about Kirklees Library Service – by usage**

Q13. How far do you agree or disagree with the following statements?	Kirklees Library Users	Kirklees Library Non-users
I'd prefer to access the library service online rather than visit a library		
NET: Agree	9%	32%
NET: Disagree	81%	47%
The local community should take a more active role in running their local library		
NET: Agree	58%	57%
NET: Disagree	20%	12%
I am willing to travel to get access to better quality library services		
NET: Agree	25%	20%
NET: Disagree	60%	61%
Access to a quality library service is more important to me than the number of library buildings the service operates		
NET: Agree	50%	49%
NET: Disagree	29%	20%
<b>Base: All Respondents (387/684)</b>		

Note: a grey cell indicates a percentage that is significantly higher than the opposing column.

It’s clear from this table that the majority of library users place value in being able to visit an actual library building with 81% disagreeing that they’d ‘...prefer to access the library service online rather than visit a library’. In contrast, non-users were more open to this and a third agreed that this was their preference (32%), although a higher proportion than this disagreed (47%).

Otherwise, the data highlights that the views of users and non-users are generally very similar, although users were more likely to disagree that ‘*the local community should take a more active role...*’ (20% vs. 12%) and that ‘*access to a quality library service is more important to me than the number of library buildings the service operates*’ (29% vs. 20%), as might be expected.

Some differences were recorded here amongst all respondents by age and these are summarised below;

**Figure 20. Agreement with statements about Kirklees Library Service – by age**

Q13. How far do you agree or disagree with the following statements?	Age			
	16-24	25-44	45-64	65+
<b>I'd prefer to access the library service online rather than visit a library</b>				
NET: Agree	50%	31%	26%	9%
NET: Disagree	29%	43%	56%	80%
<b>The local community should take a more active role in running their local library</b>				
NET: Agree	54%	64%	53%	55%
NET: Disagree	9%	7%	19%	17%
<b>I am willing to travel to get access to better quality library services</b>				
NET: Agree	23%	28%	18%	11%
NET: Disagree	52%	55%	64%	73%
<b>Access to a quality library service is more important to me than the number of library buildings the service operates</b>				
NET: Agree	54%	52%	49%	39%
NET: Disagree	12%	20%	24%	28%

Base: All Respondents (178/274/281/339)

Note: a grey cell indicates a percentage that is significantly higher than the opposing column.

It's perhaps not surprising that younger respondents were more likely to agree that they ‘*prefer to access the library service online...*’ than older ones, although almost one-in-ten of those aged 65+ indicated that this was their preference (9%).

While it should be noted that the majority of all age groups agreed that ‘*the local community should take a more active role in running their local library*’, it's notable that almost one-in-five of those aged over 45 disagreed with this (45-64: 19%, 65+: 17%), highlighting that older respondents were generally more likely to have an opinion about this, whether for or against it.

Additionally, the majority of all age groups disagreed that they'd be ‘*...willing to travel to access better quality library services*’, but this proportion was significantly higher amongst the oldest respondents (45-64: 64%, 65+: 73%).

Consequently, the evidence here suggests that when implementing changes to the way the library service is delivered, it may be harder to change the behaviour of older residents and to gain their buy-in to new ways of doing things.

Interestingly, respondents who were ‘*positive*’ about the Council considering alternative options for running library services were significantly more likely to express their support for different ways of doing things at this question than those who felt negatively towards the Council developing services in this way.

In particular, they were more likely to agree that ‘*the local community should take a more active role in running their local library*’ (77% vs. 45%) and that they'd be ‘*...willing to travel...*’ (29% vs. 17%).

However, perhaps of more relevance is the fact that many who supported a different way of delivering services in theory indicated that they weren't necessarily supportive of the detail, with one-in-five disagreeing that 'access to a quality library service is more important to me than the number of library buildings the service operates' (21%) and half that they'd be '...willing to travel...' (52%).

All library users were asked which library they used most often, while all non-users were asked which Kirklees library they considered to be their local library. Using responses from these questions, it's possible to allocate respondents into a District Committee based on the library they use most or is their local one and the table below shows response to this question by District Committee<sup>2</sup>;

**Figure 21. Agreement with statements about Kirklees Library Service – by District Committee**

Q13. How far do you agree or disagree with the following statements?	District Committee (library used most often/local library)			
	Huddersfield	Rural	Batley and Spen Valley	Dewsbury and Mirfield
I'd prefer to access the library service online rather than visit a library				
NET: Agree	28%	31%	27%	27%
NET: Disagree	54%	56%	58%	47%
The local community should take a more active role in running their local library				
NET: Agree	59%	59%	60%	53%
NET: Disagree	13%	16%	15%	12%
I am willing to travel to get access to better quality library services				
NET: Agree	26%	20%	19%	15%
NET: Disagree	58%	63%	65%	63%
Access to a quality library service is more important to me than the number of library buildings the service operates				
NET: Agree	52%	62%	42%	45%
NET: Disagree	26%	14%	21%	24%

Base: All Respondents (355/209/229/195)

Note: a grey cell indicates a percentage that is significantly higher than at least 2 other District Committees

As this table demonstrates, there are few differences here between respondents in each District Committee, meaning that the views of users and potential users of libraries in these areas are generally very similar. The only notable exceptions are in Huddersfield, where respondents were significantly more likely to agree that they'd be '...willing to travel...' (26%) and in Rural where respondents were significantly more likely to disagree that 'access to a quality library service is more important to me than the number of library buildings the service operates' (62%).

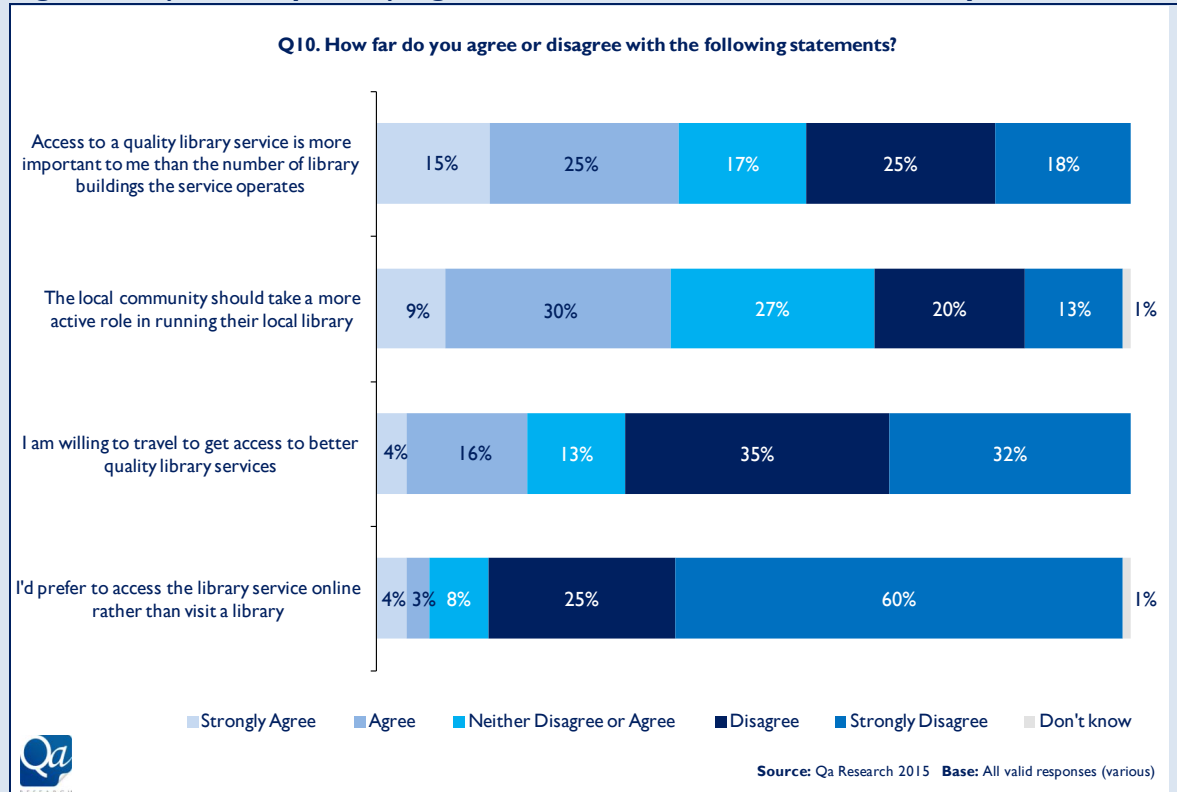
<sup>2</sup> Libraries were distributed as follows;

- **Huddersfield:** Huddersfield, Lindley, Chestnut Centre, Birkby & Fartown, Kirkheaton, Rawthorpe & Dalton, Almondbury and Lepton.
- **Rural:** Golcar, Slaithwaite, Marsden, Meltham, Honley, Holmfirth, Shepley, Kirkburton, Skelmanthorpe and Denby Dale.
- **Batley and Spen Valley:** Heckmondwike, Cleckheaton, Batley and Birstall.
- **Dewsbury and Mirfield:** Dewsbury, Mirfield, Thornhill Lees and Greenwood Centre.

### Self-Completion Survey Findings;

Levels of agreement for these four statements were as follows;

**Figure 22. (Self-completion) Agreement with statements about library services**



Generally, self-completion survey respondents were more negative than those interviewed as part of the face-to-face survey and had higher levels of disagreement with these statements.

Two-fifths of respondents agreed that 'access to a quality library service is more important to me than the number of library buildings the service operates' (40%) and that 'the local community should take a more active role in running their local library' (40%), lower proportions than amongst library users interviewed face-to-face (50% and 58% respectively).

However, in contrast to library users interviewed face-to-face, respondents to the self-completion survey were more likely to disagree than agree that 'the local community should take a more active role...' (43% vs. 40%), clearly suggesting that this is a more polarising issue amongst those who responded via the self-completion methodology.

### Self-Completion Survey Findings continued...

Additionally, in line with users interviewed face-to-face, the majority of self-completion survey respondents disagreed that they'd '*...prefer to access the library service online rather than visit a library*' (85%) and that they'd be '*...willing to travel to get access to better quality library services*' (67%).

Based on the library and information centre they said they use most often, we can allocate self-completion survey respondents to a District Committee and analyse findings on that basis and the table below shows this analysis;

**Figure 23. (Self-completion) Agreement with statements about library services – by District Committee**

Q10. How far do you agree or disagree with the following statements?	District Committee (library used most often/local library)			
	Huddersfield	Rural	Batley and Spen Valley	Dewsbury and Mirfield
<i>I'd prefer to access the library service online rather than visit a library</i>				
NET: Agree	8%	4%	4%	6%
NET: Disagree	83%	87%	90%	86%
<i>The local community should take a more active role in running their local library</i>				
NET: Agree	40%	36%	39%	42%
NET: Disagree	30%	36%	35%	32%
<i>I am willing to travel to get access to better quality library services</i>				
NET: Agree	33%	13%	12%	18%
NET: Disagree	51%	75%	79%	71%
<i>Access to a quality library service is more important to me than the number of library buildings the service operates</i>				
NET: Agree	52%	33%	28%	40%
NET: Disagree	31%	49%	55%	42%

**Base: All valid responses (various - minimum 520)**

*Note: a grey cell indicates a percentage that is significantly higher than at least 2 other District Committees*

Few differences are evident, but it's clear that those who use libraries in the Huddersfield District Committee area most often were slightly more positive here, being the most likely to agree that they'd be '*...willing to travel...*' (33%) and significantly more likely to agree that access is more important than the number of library buildings (52%). In contrast, the most negative were those using libraries in Batley and Spen Valley.

Interestingly, one-in-ten of those who said that they would be likely to '*give unpaid help by volunteering to deliver library services*' in their local area disagreed that that '*the local community should take a more active role in running their local library*' (10%), so it's clear that not all who would offer their time to help in this way necessarily agree with the principle of delivering library services with greater help from the local community. Similarly, while 45% of those who said they'd be unlikely to give their time for this reason said they disagreed that '*the local community should take a more active role...*', more than one-in-four agreed, so it's apparent that not all who are unwilling to give their time say this out of principle – they are likely to face more practical barriers to helping out.

### 4.3.2 Attitudes towards proposed changes to delivery of library services

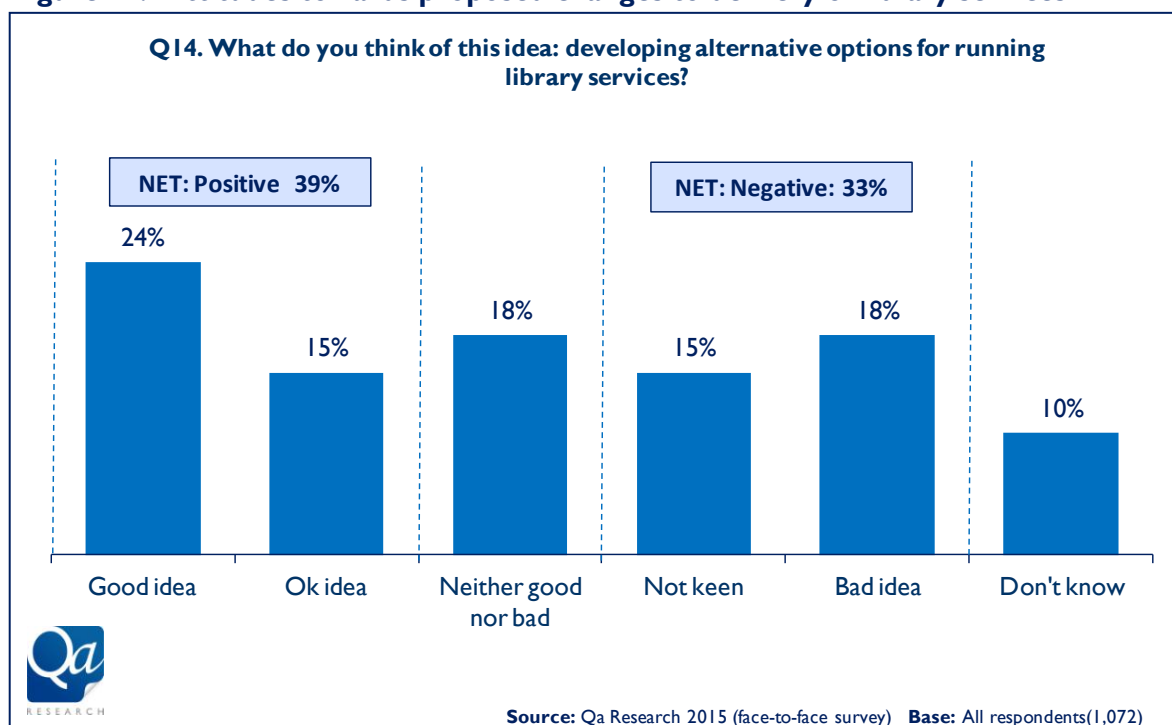
A question was included on the survey that also appeared in Kirklees Council's budget consultation research to enable a comparison to be made. The question included the following explanatory text which was read to respondents;

*The Council is considering developing alternative options for running library services. This means that library services will continue but will change significantly, saving up to £3.2 million over the next three years from the current spend of £5.75 million.*

*Doing this would mean that it would be unable to continue the current service at all libraries across Kirklees and would need to look for alternatives, which could include local people taking on some or all aspects of library services in an area of Kirklees.*

Respondents were then asked to choose how they felt about this and responses were as follows;

**Figure 24. Attitudes towards proposed changes to delivery of library services**



Opinion here was polarised, with a broadly equal proportion indicating that they think this is either a 'good idea' or an 'OK idea' (39%) as thought it was a 'bad idea' or said they 'weren't keen' (33%). On balance, respondents were slightly more in favour than against this proposal.

Additionally, more than one-in-four didn't have an opinion either-way and either felt that it was 'neither good nor bad' (18%) or that they simply 'don't know' (10%).



### **Findings from the Kirklees Council Budget Consultation;**

Findings from the Council's budget consultation research highlight that 50% were **in favour** of this idea (answering 'good idea' or 'OK idea'), while 37% were **against** (answering 'not keen' or 'bad idea').

The budget consultation research did not include a 'don't know' option, so to make a direct comparison with the data from the face-to-face library consultation survey it is necessary to re-percentage the findings from that survey excluding those who said 'don't know'. Doing so produces a figure of 43% that were **in favour** of this idea and 37% that were **against**.

### **Further analysis**

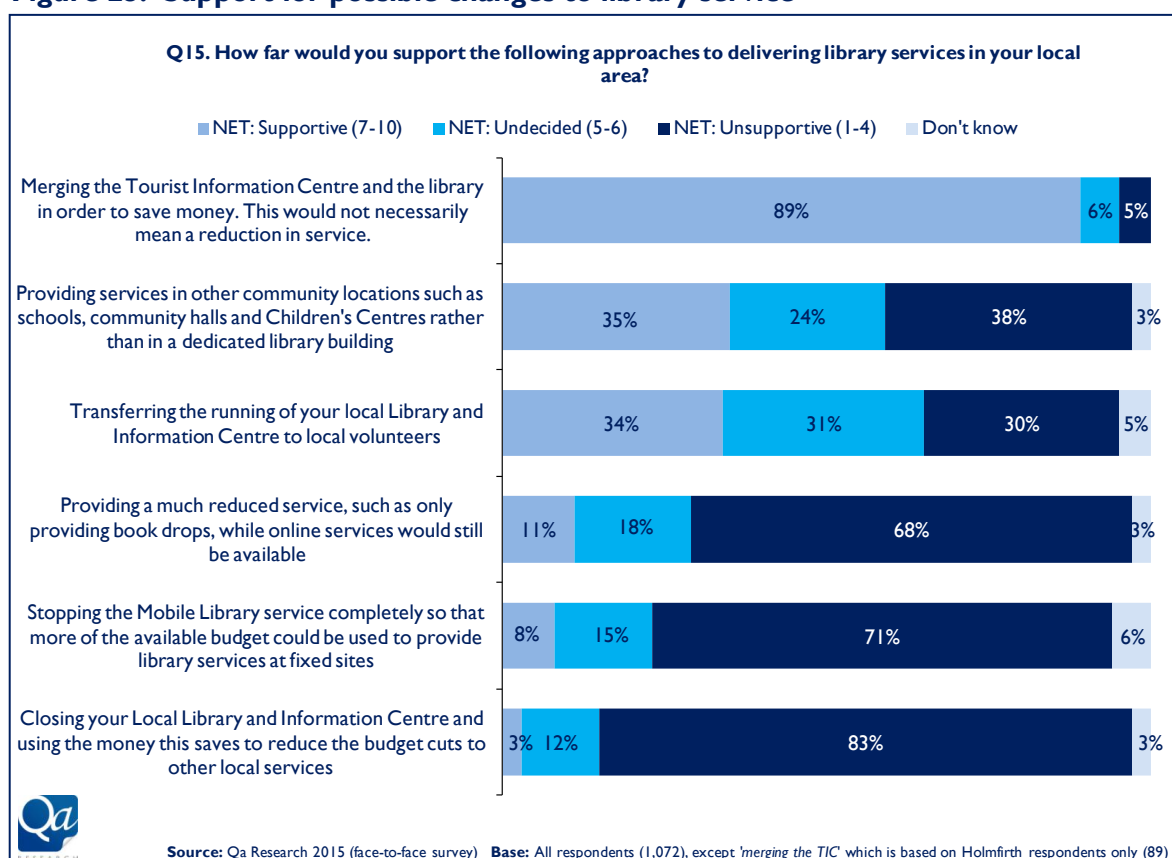
Identical proportions of both users and non-users said that they thought this was either a 'good idea' or an 'OK idea' (39% and 39% respectively), but library users were significantly more likely to say that this was a 'bad idea' or they were 'not keen' (40% vs. 32%). Essentially, this means that the proposal for developing alternative options for running library services is a polarising one for library users, many of whom do support it.

The youngest respondents (16-24) were more likely than the other age groups to answer 'don't know' to this question (19%), while older respondents were generally more likely to answer that they thought it was either a 'bad idea' or they were 'not keen' (16-24: 25%, 25-44: 27%, 45-64: 39%, 65+: 41%).

One notable difference here is that users and potential users of libraries in the District Committee of Huddersfield were significantly more likely to be positive towards this approach (52%) than those in either Rural (33%), Batley and Spennings Valley (30%) or Dewsbury and Mirfield (36%). In fact, in these three District Committee areas the greatest proportion of respondents were negative (38%, 48% and 42% respectively).

Respondents were then asked to indicate how far they support a series of possible changes to the way library services are delivered in their local area by giving an answer on a 10 point scale, where one is do not support at all and 10 is fully support. Levels of support are outlined below;

**Figure 25. Support for possible changes to library service**



Only respondents interviewed in Holmfirth were asked about the possibility of 'merging the Tourist Information Centre and the library in order to save money...' and amongst them there was overwhelming support, with 89% giving a score of 7-10. Within this, the majority actually gave the highest score of 10 (53%).

Amongst all respondents, attitudes were polarised with regard to increasing the role of the local community in the delivery of library services and this applied to both the use of community buildings and of local volunteers.

Specifically, similar proportions gave a score of 7-10 (indicating support) as gave a score for 1-4 (indicating that they are not supportive) when asked to consider 'providing services in other community locations such as schools, community halls and Children's Centres rather than in a dedicated library building' (35% vs. 38%), while the remainder were seemingly undecided and gave a score of 5 or 6 (24%).

A similar situation was evident when respondents were asked how far they supported 'transferring the running of your local Library and Information Centre to local volunteers' (34% vs. 30%), although a similar proportion was undecided about this (31%).

For the other possible changes asked about here, the majority of all respondents were not supportive. Generally, respondents didn't want to see the Council 'providing a much reduced service, such as only providing book drops, while online services would still be available' and 68% gave the lowest scores of 1-4 for this. That said, one-in-ten were supportive (11%).

Additionally, in their local area, the majority do not want to see the Council 'stopping the Mobile Library service completely so that more of the available budget could be used to provide library services at fixed sites' (71%).

Finally, there was very limited support for 'closing your Local Library and Information Centre and using the money this saves to reduce the budget cuts to other local services' and 83% indicated that they did not support this, while only 3% said that they did.

In summary, these findings highlight that there is support for making changes to the way library services are delivered if this extends to great use of community assets and local people, but not if this means a radical change, or even complete withdrawal, of the existing service.

### Further Analysis

Levels of support amongst users and non-users are detailed below. Note that there are too few respondents from Holmfirth to undertake this analysis for 'merging the Tourist Information Centre and the library in order to save money...' so this is not shown;

**Figure 26. Support for possible changes to library service – by usage**

Q15. How far would you support the following approaches to delivering library services in your local area?	Kirklees Library	Kirklees Library
	Users	Non-users
Closing your Local Library and Information Centre and using the money this saves to reduce the budget cuts to other local services		
NET: Supportive (7-10)	1%	3%
NET: Unsupportive (1-4)	94%	81%
Stopping the Mobile Library service completely so that more of the available budget could be used to provide library services at fixed sites		
NET: Supportive (7-10)	9%	8%
NET: Unsupportive (1-4)	70%	71%
Providing a much reduced service, such as only providing book drops, while online services would still be available		
NET: Supportive (7-10)	3%	12%
NET: Unsupportive (1-4)	89%	65%
Transferring the running of your local Library and Information Centre to local volunteers		
NET: Supportive (7-10)	26%	36%
NET: Unsupportive (1-4)	41%	28%
Providing services in other community locations such as schools, community halls and Children's Centres rather than in a dedicated library building		
NET: Supportive (7-10)	29%	36%
NET: Unsupportive (1-4)	51%	35%
<b>Base: All Respondents (387/684)</b>		

Note: a grey cell indicates a percentage that is significantly higher than the opposing column.

Generally, findings amongst users are more negative than those amongst non-users and they are more likely to indicate that they don't support these options, with the exception of 'stopping the Mobile Library Service...'.

Specifically, the majority of library users do not support 'providing services in other community locations...' (51% vs. 35%) and they were significantly more likely to be unsupportive of 'transferring the running of your local Library and Information Centre to local volunteers' (41% vs. 28%) and 'providing a much reduced service....' (89% vs. 65%).

A high proportion of both groups did not support ‘closing your Local Library and Information Centre and using the money this saves to reduce the budget cuts to other local services’ but this was significantly higher amongst users rather than non-users (94% vs. 81%) and only 1% of users would support this approach.

The majority of both library users and non-users do not support ‘stopping the Mobile Library Service...’ (70% and 71% respectively).

In the face-to-face survey, only 15 respondents said that they’d used the mobile library service in the last 12 months, so it’s not statistically valid to assess attitudes towards ‘stopping the Mobile Library Service...’ amongst users in this data. However, analysis from self-completion respondents is possible and is detailed below.

Few differences by age were evident here, but younger respondents were more likely to express support for ‘...a much reduced service...’ (16-24: 19%, 25-44: 11%, 45-64: 9%, 65+: 5%), although it should be stressed that the majority of all ages were not supportive of this (16-24: 56%, 25-44: 68%, 45-64: 73%, 65+: 70%).

The table below highlights differences by District Committee;

**Figure 27. Support for possible changes to library service – by District Committee**

Q13. How far do you agree or disagree with the following statements?	District Committee (library used most often/local library)			
	Huddersfield	Rural	Batley and Spen Valley	Dewsbury and Mirfield
Closing your Local Library and Information Centre and using the money this saves to reduce the budget cuts to other local services				
NET: Supportive (7-10)	3%	2%	4%	2%
NET: Unsupportive (1-4)	83%	88%	85%	85%
Stopping the Mobile Library service completely so that more of the available budget could be used to provide library services at fixed sites				
NET: Supportive (7-10)	10%	5%	7%	13%
NET: Unsupportive (1-4)	72%	75%	73%	68%
Providing a much reduced service, such as only providing book drops, while online services would still be available				
NET: Supportive (7-10)	8%	19%	9%	6%
NET: Unsupportive (1-4)	72%	59%	68%	79%
Transferring the running of your local Library and Information Centre to local volunteers				
NET: Supportive (7-10)	41%	34%	29%	27%
NET: Unsupportive (1-4)	30%	24%	36%	35%
Providing services in other community locations such as schools, community halls and Children’s Centres rather than in a dedicated library building				
NET: Supportive (7-10)	44%	40%	33%	17%
NET: Unsupportive (1-4)	32%	33%	45%	51%

Base: All Respondents (355/209/229/195)

Note: a grey cell indicates a percentage that is significantly higher than at least two other District Committees.

As this table demonstrates, the majority of users and potential users of libraries in each of the District Committee areas did not support ‘closing your local library and information centre...’ or ‘stopping the Mobile Library services...’ or ‘providing a much reduced service...’.

Some differences were evident for the other two statements here. Specifically, those in Huddersfield and Rural were more likely to express support for ‘transferring the running of your local Library and Information Centre to local volunteers’ than they were to say they don’t support this approach (41% vs. 30% and 34% vs. 24% respectively). However, the opposite is true in both Batley and Spen Valley (29% vs. 36%) and Dewsbury and Mirfield (27% vs. 35%).

A similar situation was apparent when respondents were asked to consider *'providing services in other community locations...'* with the largest proportion supportive in Huddersfield (44% vs. 32%) and Rural (40% vs. 33%) but the largest proportion unsupportive in Batley and Spen Valley (33% vs. 45%) and Dewsbury and Mirfield (17% vs. 51%).

Consequently, it would appear that users and potential users of libraries in Huddersfield and Rural are more open to the involvement of the local community in delivering library services.

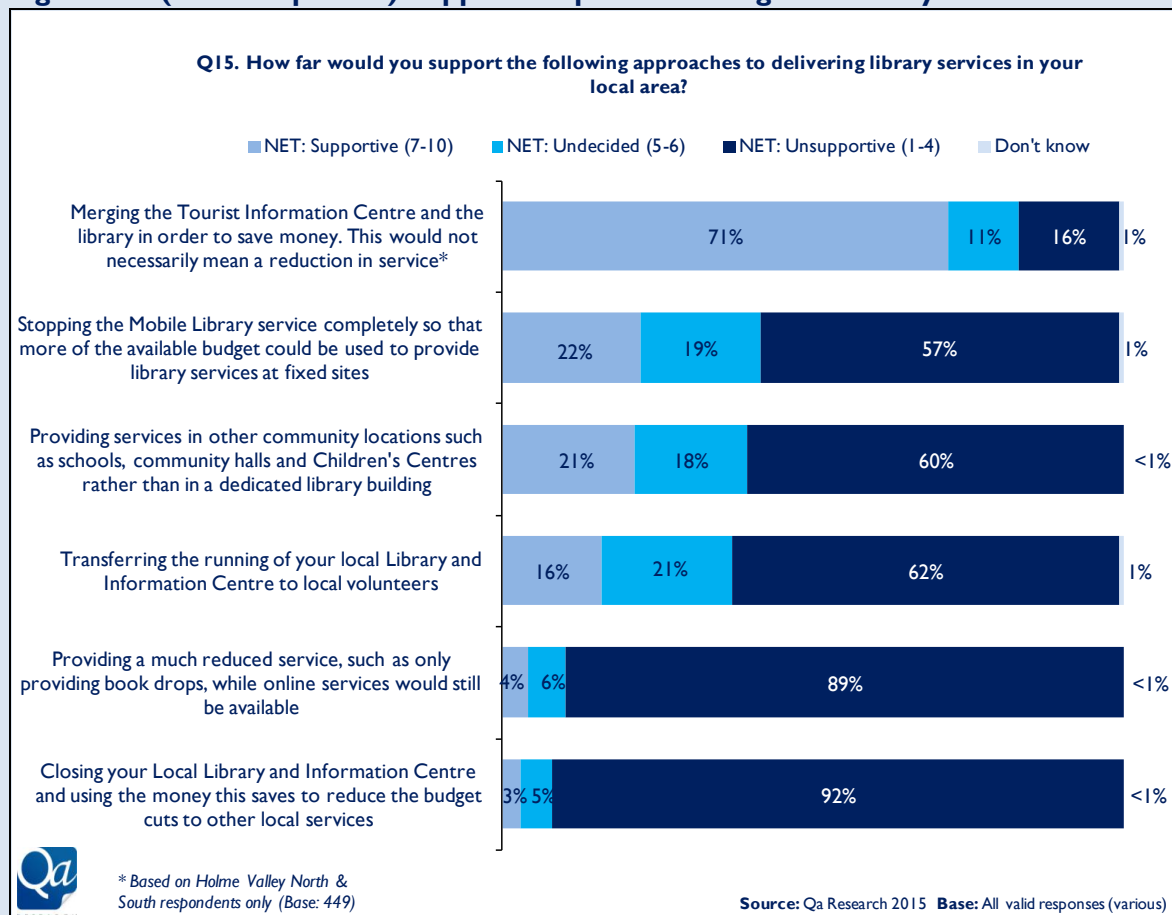
Additionally, it tended to be respondents who agreed that they'd be *'...willing to travel...'* who were more likely than those who disagreed to indicate that they would support both *'providing services in other community locations...'* (49% vs. 36%) and *'transferring the running of your local Library and Information Centre to local volunteers'* (50% vs. 33%). Perhaps these respondents are more prepared to risk disruption to their local service as a result of these changes.

Finally, amongst those who agreed that *'the local community should take a more active role in running their local library'*, less than half expressed support for the idea of *'transferring the running of your local Library and Information Centre to local volunteers'* (48%) and one-in-five did not support this approach (20%). It would seem that amongst many of those who support greater community involvement the full transfer of responsibility to volunteers is considered a step too far.

## Self-completion Survey Findings;

Levels of agreement amongst self-completion survey respondents were as follows;

**Figure 28. (Self-completion) Support for possible changes to library service**



The majority of respondents in Holme Valley North and South indicated that they did support 'merging the Tourist Information Centre and the library in order to save money...' (71%), so Holmfirth residents would clearly be receptive to this idea.

As was the case amongst library users in the face-to-face survey, the majority of self-completion survey respondents didn't support 'stopping the Mobile Library service...' (57%), although they were slightly more supportive of this with more than a fifth giving a score of 7-10 out of 10 (22%). More specifically, amongst respondents who said they ever use the mobile library service, 65% didn't support stopping the service and amongst those that have used it within the last 12 months almost three-quarters didn't support doing so (72%). It should be stressed though that the majority of those that have never used this service didn't support stopping it (52%).

In addition, the majority of self-completion survey respondents didn't support measures to get the local community more involved in delivering library services, with around three-fifths giving the lowest scores for 'transferring the running of your local Library and Information Centre to local volunteers' (62%) and 'providing services in other community locations...' (60%).

### Self-completion survey findings continued...

Finally, it's very clear from these findings that respondents to the self-completion survey do not support either 'providing a much reduced service...' (89%) or 'closing your Local Library and Information Centre...' (92%) which is perhaps unsurprising given the level of library usage amongst these respondents.

The chart below shows levels of support amongst respondents who use a library most often in each of each of the District Committee areas;

**Figure 29. (Self-completion) Support for possible changes to library service - by District Committee**

Q11. How far would you support the following approaches to delivering library services in your local area?	District Committee (library used most often)			
	Huddersfield	Rural	Batley and Spen Valley	Dewsbury and Mirfield
<b>Closing your Local Library and Information Centre and using the money this saves to reduce the budget cuts to other local services</b>				
NET: Supportive (7-10)	4%	1%	1%	4%
NET: Unsupportive (1-4)	88%	95%	96%	92%
<b>Stopping the Mobile Library service completely so that more of the available budget could be used to provide library services at fixed sites</b>				
NET: Supportive (7-10)	20%	21%	25%	24%
NET: Unsupportive (1-4)	58%	57%	52%	56%
<b>Providing a much reduced service, such as only providing book drops, while online services would still be available</b>				
NET: Supportive (7-10)	5%	2%	3%	5%
NET: Unsupportive (1-4)	86%	93%	92%	88%
<b>Transferring the running of your local Library and Information Centre to local volunteers</b>				
NET: Supportive (7-10)	17%	16%	13%	17%
NET: Unsupportive (1-4)	60%	59%	66%	61%
<b>Providing services in other community locations such as schools, community halls and Children's Centres rather than in a dedicated library building</b>				
NET: Supportive (7-10)	27%	20%	11%	22%
NET: Unsupportive (1-4)	49%	60%	75%	62%

**Base: All valid responses (various - minimum 525)**

*Note: a grey cell indicates a percentage that is significantly higher than at least two other District Committees*

Few differences are evident here and a very consistent picture exists across the four District Committees. That said, respondents using libraries in the Rural and Batley & Spen Valley District Committee areas were generally less supportive than those in Huddersfield or Dewsbury & Mirfield.

#### 4.4 Levels of support for options for running libraries in future

Respondents were told that the Council is considering three different approaches to running libraries in future and asked to indicate how far they'd support each one for their local library. The options presented to respondents were as follows;

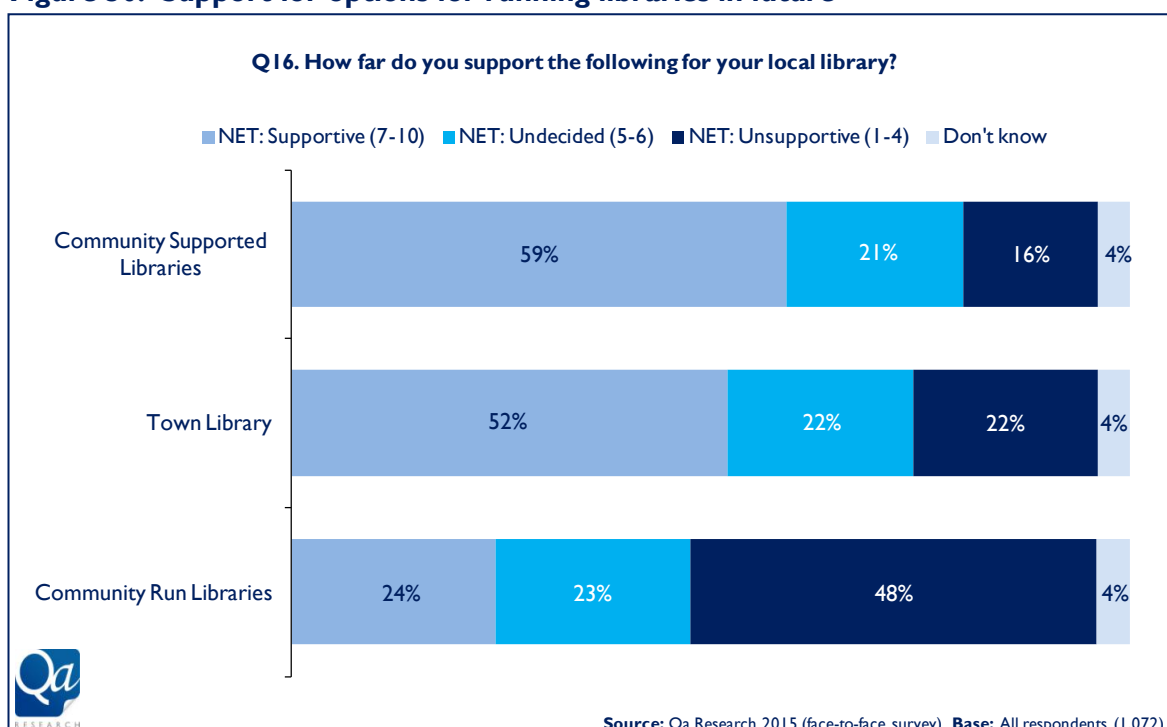
**Community Supported Libraries** –The Council would support one paid member of staff to provide library services for an agreed number of hours, and local volunteers would be needed to provide a service outside these hours. The Council may provide the building and other support like books, IT and access to librarians.

**Community Run Libraries** - The library would be entirely run by volunteers and the local community is likely to be responsible for financing, managing and operating the building. The Council may provide support for things like IT and access to librarians where budgets allow.

**Town Library** – Libraries run as a Town Library would have at least 2 paid members of staff, although volunteers would be able to keep the library open longer if they wanted. It would not be possible for all libraries to be a Town Library and those that weren't may have to close.

Answers were again given on a 10 point scale, where one is do not support at all and 10 is fully support and responses are summarised below;

**Figure 30. Support for options for running libraries in future**



As this chart demonstrates, two of these options were supported by the majority of respondents and the highest level of support was recorded for 'Community Supported Libraries' with 59% giving a score of 7-10, while 16% indicated that they did not support this option.

Just over half said that they supported the idea of a 'Town Library' (52%), but more than one-in-five (22%) indicated that they did not and a similar proportion were seemingly undecided, giving a score of 5 or 6 (22%).



The option that stands out here is for 'Community Run Libraries', where the library would be entirely run by volunteers, as this is the only one not supported by the majority and in fact, almost half indicated that they did not support this concept (48%). In contrast, a quarter did express their support (24%) and almost one-in-ten gave the highest score of 10, indicating that they 'fully support' this idea (8%).

### Transcription Service Users Findings;

Amongst the sample of 50 users of the Transcription Service interviewed by phone, a similar pattern of support was evident, with support highest for 'Community Supported Library' (56%) followed by 'Town Libraries' (46%) and lowest for 'Community Run Libraries' (30%).

### Further analysis

Few differences were recorded here between users and non-users of libraries, with the majority of both groups expressing support for Community Supported Libraries (54% and 59%) and Town Libraries (55% vs. 51%). The majority of users did not support Community Run Libraries (56%) and while this wasn't the case amongst non-users, the largest proportion gave a score of 1-4 indicating that they did not support this approach (47%).

Additionally, few differences between the different age groups were recorded, but it's notable that the youngest respondents (aged 16-24) were more polarised in their views towards Community Run Libraries than the other age groups, with almost equal proportions support (33%) and unsupportive (34%).

Levels of support amongst users and non-users of libraries in each of the District Committee areas are shown below;

**Figure 31. Support for options for running libraries in future – by District Committee**

Q13. How far do you agree or disagree with the following statements?	District Committee (library used most often/local library)			
	Huddersfield	Rural	Batley and Spen Valley	Dewsbury and Mirfield
<b>Community Supported Libraries</b>				
NET: Supportive (7-10)	68%	66%	47%	51%
NET: Unsupportive (1-4)	14%	11%	26%	19%
<b>Community Run Libraries</b>				
NET: Supportive (7-10)	29%	25%	16%	27%
NET: Unsupportive (1-4)	47%	50%	61%	41%
<b>Town Libraries</b>				
NET: Supportive (7-10)	49%	58%	54%	52%
NET: Unsupportive (1-4)	30%	17%	20%	20%

**Base: All Respondents (355/209/229/195)**

Note: a grey cell indicates a percentage that is significantly higher than at least two other District Committees.

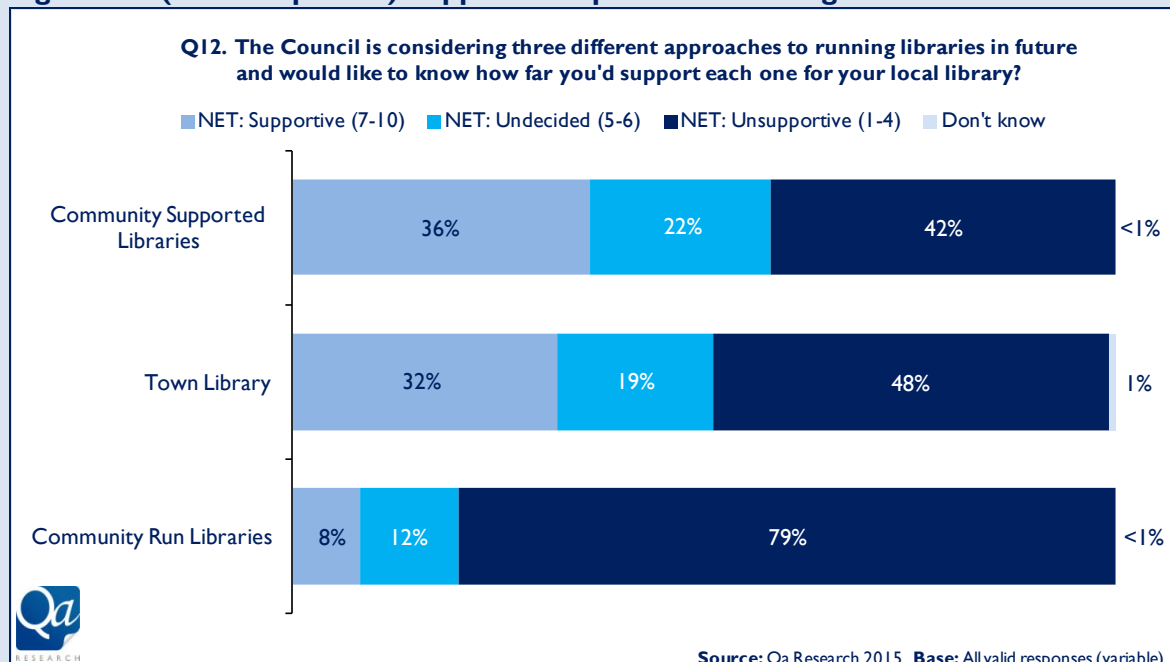
Users and potential users of libraries in all four District Committee areas were generally supportive of Town Libraries, although the proportion that was unsupportive was significantly higher in Huddersfield (30%).

Similarly, respondents were generally supportive of Community Supported Libraries, with library users in Huddersfield and Rural the most supportive (68% and 66% respectively).

### Self-completion Survey Findings;

Levels of support amongst respondents to the self-completion survey is outlined below;

**Figure 32. (Self-completion) Support for options for running libraries in future**



Generally, residents who completed the self-completion survey were less supportive of each of these approaches, and a greater proportion indicated that they were 'unsupportive' by giving a score of 1-4 out of 10. Respondents to the self-completion survey were mostly users of a Kirklees Library, so we might have expected that they would offer levels of support that are similar to the library users from the face-to-face survey. However, this is not the case and they offered lower levels of support for each approach, including 'Community Supported Libraries' (36% vs. 59%), 'Town Libraries' (32% vs. 52%) and 'Community Run Libraries' (8% vs. 24%).

Respondents that agree that 'access to a quality library service is more important to me than the number of library buildings the service operates' are more likely to support each approach than those that disagree and this is true for 'Community Supported Libraries' (44% vs. 30%), 'Town Libraries' (41% vs. 25%) and 'Community Run Libraries' (12% vs. 5%).

It's also notable that respondents who agree that 'the local community should take a more active role in running their local library' are more supportive of all three approaches than those that disagree, which might be expected given the role of the community. In particular, support amongst this group is much higher for 'Community Supported Libraries' (55% vs. 15%) suggesting that this model (of the three discussed in the research) is the most acceptable to library users who like the idea of the community helping to run libraries. In contrast, support was only marginally higher for 'Town Libraries' (38% vs. 25%) and 'Community Run Libraries' (16% vs. 2%).

Similarly, the majority of those that said they'd be likely to 'give unpaid help by volunteering to deliver library services' in their area said they supported 'Community Supported Libraries' (58%), but fewer supported either 'Town Libraries' (37%) or 'Community Run Libraries' (16%). Thus, it may prove easiest to find volunteers for 'Community Supported Libraries' in practice.

### Self-completion Survey Findings continued...

Finally, the table below shows levels of support by District Committee area, with respondents categorised into a District Committee based on the library they said they use most often;

**Figure 33. (Self-completion) Support for options for running libraries in future – by District Committee**

Q12. The Council is considering three different approaches to running libraries in future and would like to know how far you'd support each one for your local library?	District Committee (library used most often)			
	Huddersfield	Rural	Batley and Spen Valley	Dewsbury and Mirfield
<b>Community Supported Libraries</b>				
NET: Supportive (7-10)	38%	46%	29%	35%
NET: Unsupportive (1-4)	37%	33%	50%	43%
<b>Community Run Libraries</b>				
NET: Supportive (7-10)	8%	7%	7%	10%
NET: Unsupportive (1-4)	79%	79%	83%	76%
<b>Town Libraries</b>				
NET: Supportive (7-10)	29%	27%	37%	34%
NET: Unsupportive (1-4)	49%	53%	44%	46%

**Base: All valid responses (various - minimum 520)**

*Note: a grey cell indicates a percentage that is significantly higher than at least two other District Committees*

Amongst users of libraries in Huddersfield and Rural the highest level of support was recorded for 'Community Supported Libraries' (38% and 46% respectively).

In contrast, for those using libraries in Batley and Spen Valley, support was highest for 'Town Libraries' (37%) reflecting the fact that this covers some of the libraries used by a relative high number of respondents including Cleckheaton, Birstall and Batley.

Finally, views amongst those using libraries in Dewsbury and Mirfield was equally supportive of 'Community Supported Libraries' (35%) as 'Town Libraries' (34%).

### Self-completion Survey Findings continued...

The large self-completion survey sample allows us to look at levels of support for each approach amongst users of each library in Kirklees. The table is ranked based on the level of support for 'Community Supported Libraries'.

**Figure 34. (Self-completion) Support for options for running libraries in future – by library used most often**

Q7. Which library would you say you use most often?	No. of respondents per library	Community Supported Libraries	Town Libraries	Community Run Libraries
<b>NET: Supportive (7-10)</b>				
Kirkheaton Library and Information Centre	60	84%	35%	5%
Denby Dale Library and Information Centre	59	66%	26%	19%
Shepley Library and Information Centre	74	59%	20%	18%
Kirkburton Library and Information Centre	82	58%	19%	10%
Honley Library and Information Centre	87	55%	22%	3%
Meltham Library and Information Centre	72	54%	32%	8%
Skelmanthorpe Library and Information Centre	67	49%	19%	6%
Golcar Library and Information Centre	52	48%	19%	15%
Lepton Library and Information Centre	76	48%	21%	8%
Slaithwaite Library and Information Centre	49	47%	15%	4%
Birkby and Fartown Library and Information Centre	64	42%	12%	16%
Lindley Library and Information Centre	248	42%	26%	5%
Mirfield Library and Information Centre	303	41%	33%	9%
The Greenwood Centre (Ravensthorpe)	64	41%	30%	18%
Marsden Library and Information Centre	82	39%	21%	6%
Heckmondwike Library and Information Centre	69	37%	50%	4%
Almondbury Library and Information Centre	95	36%	20%	10%
Birstall Library and Information Centre	277	36%	33%	6%
Holmfirth Library and Information Centre	419	34%	34%	3%
Huddersfield Library and Information Centre and Art Gallery	543	32%	37%	8%
Cleckheaton Library and Information Centre	546	31%	33%	7%
The Chestnut Centre Deighton	63	27%	21%	13%
Rawthorpe/Dalton Library and Information Centre	28	26%	19%	-
Dewsbury Library and Information Centre	157	23%	38%	7%
Batley Library and Information Centre	350	19%	44%	7%
Thornhill Lees Library and Information Centre	22	18%	27%	9%

Base: All self-completion survey respondents (variable)

Note: a grey cell indicates a percentage that is significantly higher than at least five other libraries.

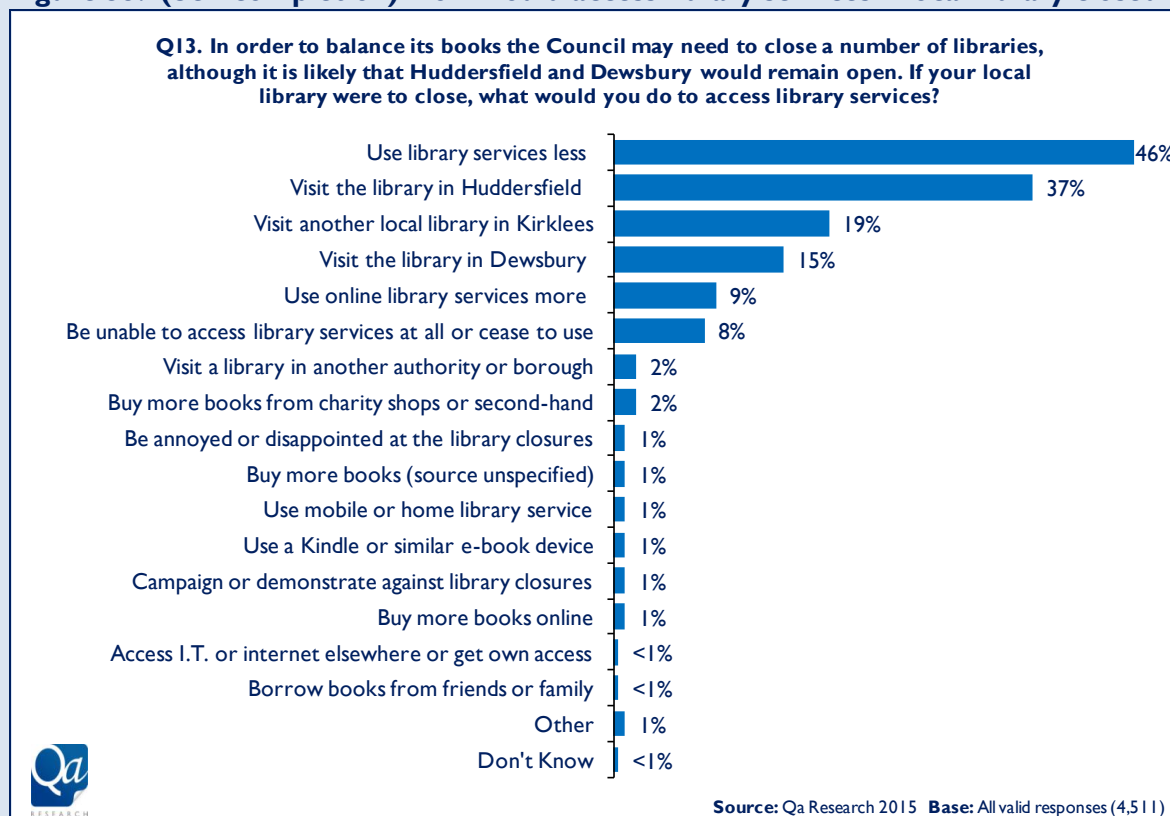
Note: For each library, the number who said that it was the one they used most often varies and this is important when calculating significant differences in support between users of each library.

For most libraries, the highest level of support was recorded for 'Community Supported Libraries'. The exception to this was amongst those who use Heckmondwike most often who were most supportive of a 'Town Library' (50%), as were users of Batley (44%), Dewsbury (38%), Huddersfield (37%), Cleckheaton (33%) and Thornhill Lees (27%). These are some of the most used libraries and it seems likely that users of these may be making an assumption that their library would become a 'Town Library', given that it was highlighted in the description that 'it would not be possible for all libraries to be a Town Library and those that weren't may have to close'. Clearly, amongst users of smaller libraries, there is a preference for 'Community Supported' rather than 'Community Run' libraries and they perhaps assume they won't become 'Town Libraries'.

### Self-completion Survey Finding continued...

A question was included on the self-completion survey, but not on the face-to-face survey, to determine what respondents would do to access library services if their local library was to close and responses were as follows;

**Figure 35. (Self-completion) How would access library services if local library closed**



The impact on the use of library services of closing libraries is demonstrated here, with more than two-fifths indicating that if their local library closed they'd simply 'use library services less' (46%). More positively, more than three-fifths (61%) made reference to finding an alternative and this was most frequently 'visiting the library in Huddersfield' (37%) or '...in Dewsbury' (15%) or 'another local library in Kirklees' (19%). All of these refer to the use of alternative library and information centre buildings, but around one-in-ten said they'd 'use online library services more' (9%).

As the question indicated that Huddersfield and Dewsbury libraries would remain open, it's perhaps not surprising that many respondents mentioned that they'd use these instead. Other libraries specifically mentioned as an alternative by those included Batley (3%), Cleckheaton (2%) and Holmfirth (2%).

### Transcription Service Users Findings;

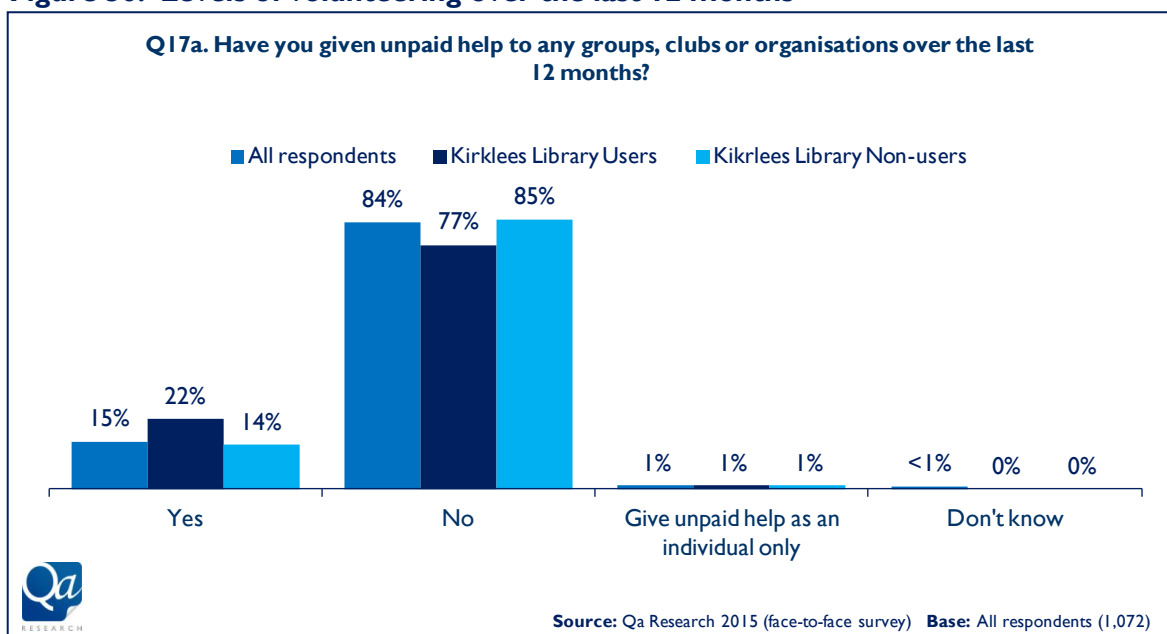
Amongst users of this service, 40% said they'd 'use the library service less' and a similar proportion would 'visit the library in Huddersfield' (40%) but notably one-in-four said they'd 'use the Mobile or Home Library Service' (24%) emphasising the importance of these services for more vulnerable library users.

## 4.5 Volunteering

The final section of the survey dealt with volunteering and explored likely levels of participation in running their local library amongst respondents.

The chart below shows the proportion of all respondents who said that they had given unpaid help to any groups, clubs or organisations over the last 12 months and breaks this down into the proportion amongst Kirklees library users and non-users;

**Figure 36. Levels of volunteering over the last 12 months**



Although only 15% of all respondents said that they'd given their time over the last year, it's notable that this proportion increased to 22% amongst Kirklees library users.

Consequently, library users are more likely to volunteer than those that don't use a library and one reason for this is the level of actual volunteering at a library, as 3% of library users that said that they volunteer had ever given their time to 'help run a library in Kirklees' - in contrast none of the library non-users that have volunteered said they'd done this.

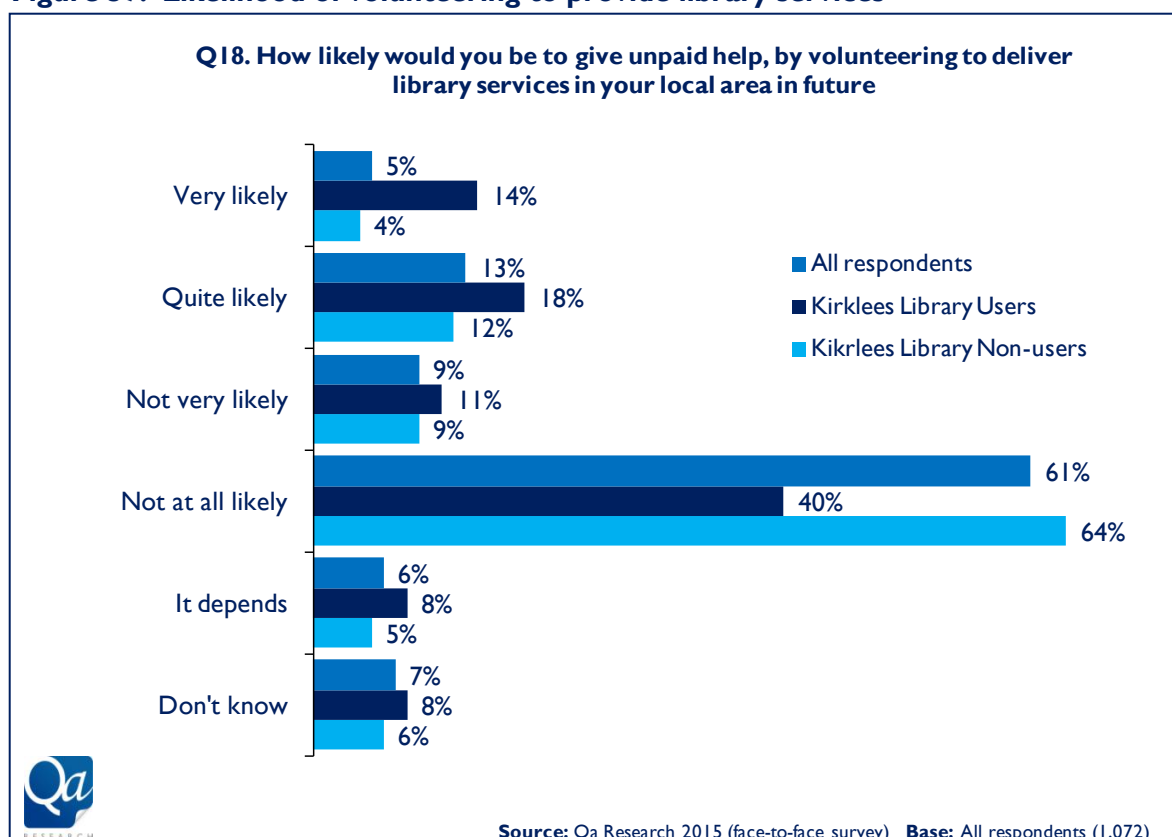
### Further Analysis

Generally, females were more likely than males to have volunteered (18% vs. 12%) and the age group most likely to have done so were those aged 45-64 (18%). Also of note is that respondents from White backgrounds were significantly more likely to have done so than those from BME backgrounds (17% vs. 5%).

It's also notable that the highest rate of volunteering over the last year was evident amongst users and potential users of libraries in the Rural District Committee area (27%), while lowest in Dewsbury and Mirfield (6%).

All respondents, regardless of whether they'd volunteered in the last year or not, were asked how likely they'd be to give unpaid help, by volunteering, to deliver library services in their local area in future and responses were as follows;

**Figure 37. Likelihood of volunteering to provide library services**



As this chart highlights, there is clearly some support for helping to delivery library services in this way, although it should be remembered that a willingness to do something and actually doing it are not necessarily the same thing.

Amongst all respondents almost a fifth said that they would be willing to volunteer in this way (18%), although respondents were more likely to say that they'd be 'quite likely' (13%) rather than 'very likely' (5%) to do this.

The chart also highlights that this proportion increases to almost a third (32%) amongst current users of a Kirklees library and that amongst this group 14% said that they would be 'very likely' to.

It is perhaps to be expected that library users would be more inclined than non-users to volunteer to help run libraries, but it is notable that 14% of non-users said that they would help in this way despite not visiting a library over the last 12 months (and in most cases a lot longer ago than that).

### Further analysis

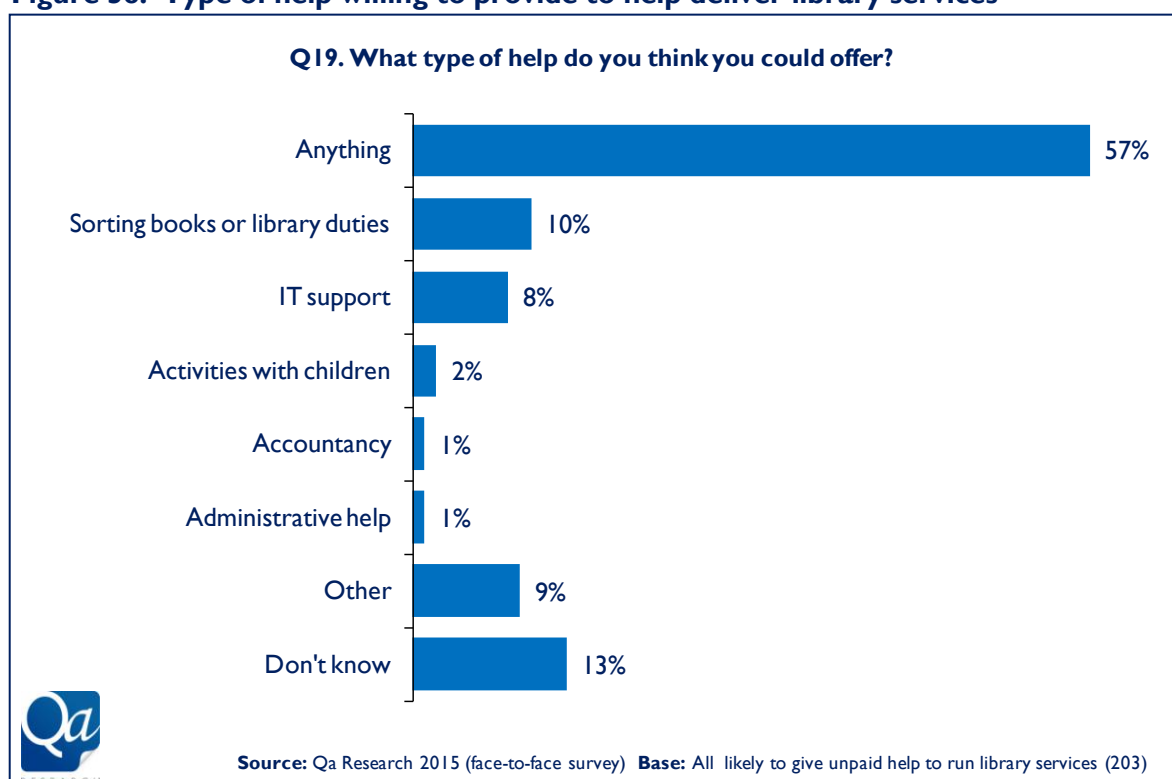
As noted above, females were more likely than males to have volunteered over the last year so it's perhaps no surprise that they are more inclined to say they'd be likely to help run library services (21% vs. 14%).

Interestingly, respondents in the middle age groups were more likely to express interest in doing this than either the youngest or oldest respondents (16-24: 13%, 25-44: 22%, 45-64: 23%, 65+: 7%), while White respondents were more likely than BME ones to say they'd be likely to help out (19% vs. 12%).

Despite some notable differences in the level of volunteering over the last 12 months amongst users and potential users of libraries in the different District Committee areas, the proportion that said they'd be *very likely* or *quite likely* to give unpaid help, by volunteering to deliver library services in their local area in future was broadly similar, although it was significantly higher amongst those in Batley and Spen Valley than those in Huddersfield (23% vs. 15%).

All who said that they would be likely to help run library services were asked what type of help they would be able to offer. This was an entirely open question and verbatim responses have been coded into similar themes for analysis and are outlined below;

**Figure 38. Type of help willing to provide to help deliver library services**



It's clear from the data here that while many residents are willing to help deliver library services, most are unsure as to how, exactly, they could help with the majority simply saying that they'd do *'anything'* (57%) and 13% saying that they *'don't know'*.

Some specific tasks were mentioned and these most often related to *'sorting books or library duties'* (10%) or *'IT support'* (8%).

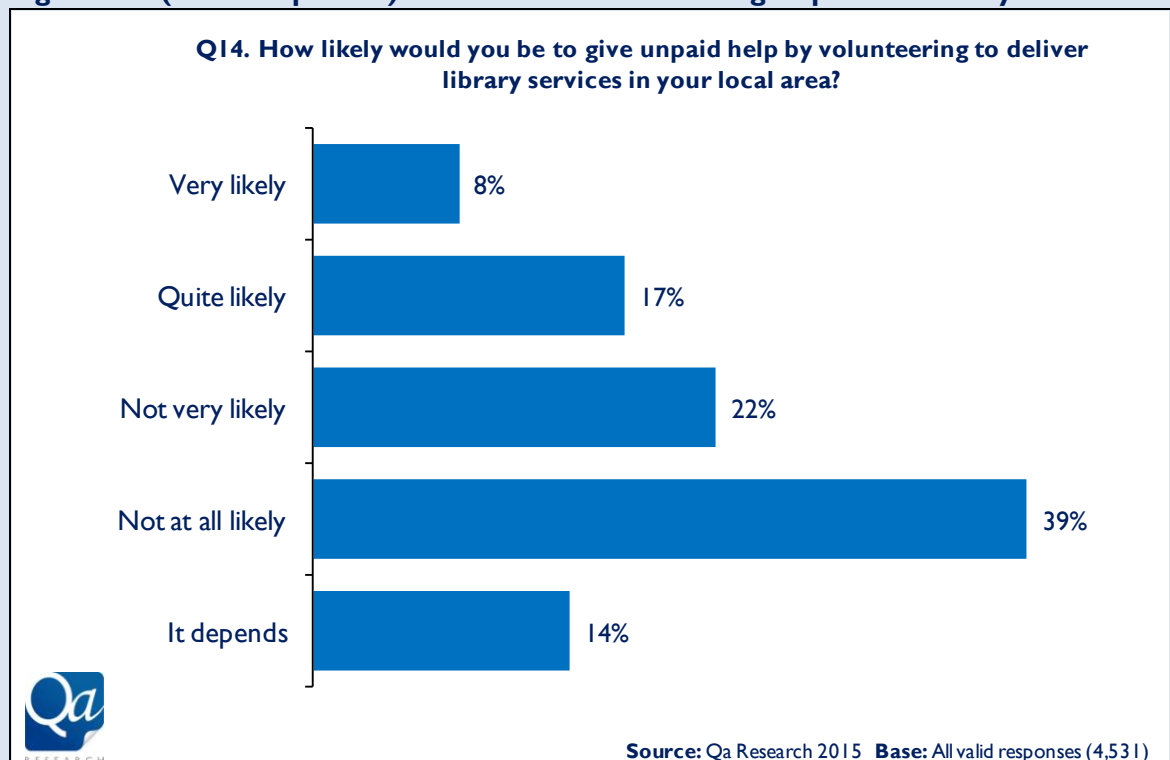
These findings suggest that volunteers are likely to need organising and guidance to make the best use of their time and to ensure that they can help in a constructive way.



### Self-completion Survey Findings;

Likely to volunteer to run a local library amongst self-completion respondents is shown below;

**Figure 39. (Self-completion) Likelihood of volunteering to provide library services**



The majority said that they'd be unlikely to help in this way (61%), with most being very clear that they would be 'not at all likely' to do so (39%).

That said, one-in-four said that they'd be likely (25%), and almost one-in-ten said that they'd be 'very likely' (8%), so there is clearly some support for helping in this way, but this means that respondents to the self-completion survey are less likely than those to the face-to-face survey to indicate that they'd be happy to help out and this is true of all face-to-face respondents (18%) and library users (32%).

As might be expected, respondents who agreed that 'the local community should take a more active role in running their local library' were more likely than those who disagreed to suggest that they'd be likely to help out in this way (43% vs. 8%). However, this means that the majority of those who see an expanded role for the community in their local area don't see themselves as being part of this.

**Self-completion Survey Findings continued;**

The table below shows the proportion of respondents who used each library most often who said that they'd be 'likely' to volunteer;

**Figure 40. (Self-completion) Likelihood of volunteering to provide library services – by library used most often**

Q7. Which library would you say you use most often?	No. of respondents per library	Q14. Likelihood of giving unpaid help to deliver library services NET: Likely
Golcar Library and Information Centre	52	42%
Denby Dale Library and Information Centre	59	41%
Kirkburton Library and Information Centre	82	41%
Kirkheaton Library and Information Centre	60	38%
Honley Library and Information Centre	87	34%
Mirfield Library and Information Centre	303	33%
Birkby and Fartown Library and Information Centre	64	31%
Lindley Library and Information Centre	248	31%
Meltham Library and Information Centre	72	31%
The Greenwood Centre (Ravensthorpe)	64	30%
Shepley Library and Information Centre	74	29%
The Chestnut Centre Deighton	63	28%
Skelmanthorpe Library and Information Centre	67	27%
Birstall Library and Information Centre	277	26%
Marsden Library and Information Centre	82	25%
Dewsbury Library and Information Centre	157	24%
Heckmondwike Library and Information Centre	69	24%
Cleckheaton Library and Information Centre	546	23%
Holmfirth Library and Information Centre	419	23%
Slaithwaite Library and Information Centre	49	23%
Almondbury Library and Information Centre	95	22%
Huddersfield Library and Information Centre and Art Gal	543	21%
Lepton Library and Information Centre	76	19%
Rawthorpe/Dalton Library and Information Centre	28	19%
Batley Library and Information Centre	350	18%
Thornhill Lees Library and Information Centre	22	14%

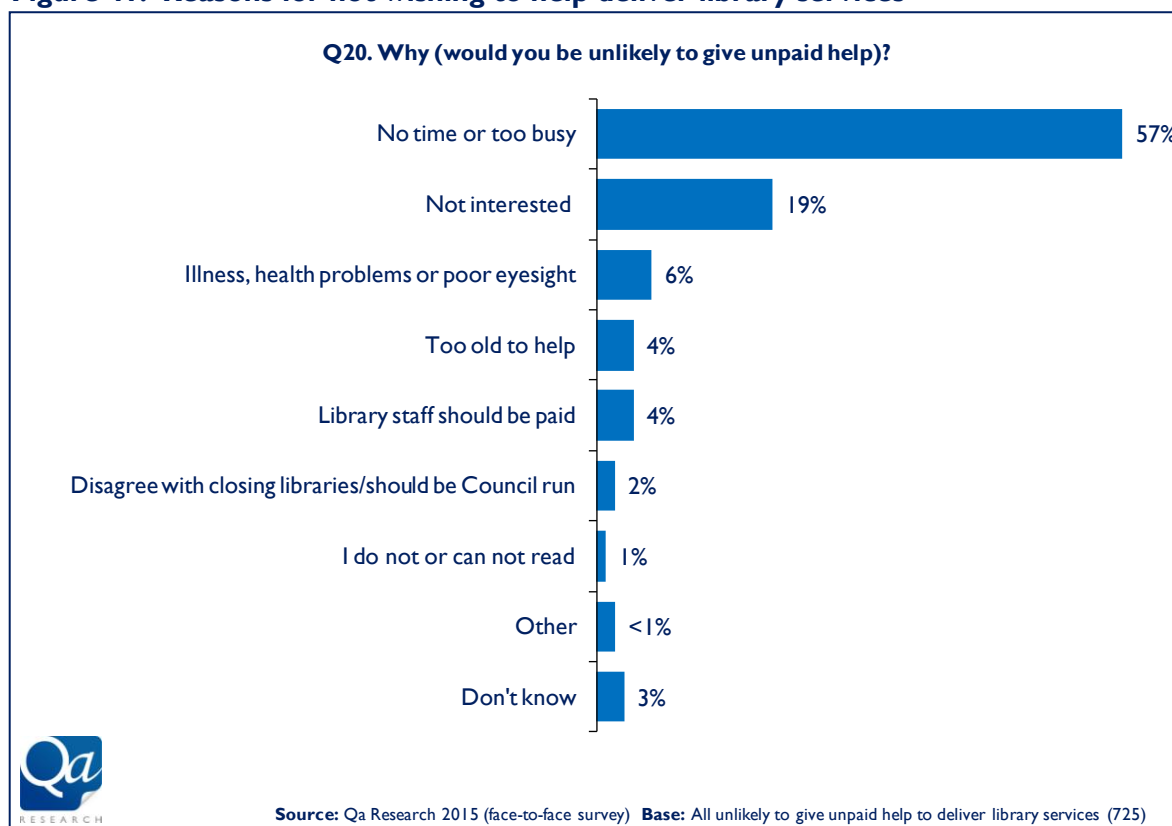
**Base: All self-completion survey respondents (variable)**

*Note: a grey cell indicates a percentage that is significantly higher than at least five other libraries.*

Likely levels of volunteering differ considerably amongst users of each library and while only around a fifth of those that most often use Batley, Rawthorpe/Dalton and Lepton said they'd do so, more than two-fifths of those using Golcar, Denby Dale and Kirkburton felt that they'd be likely to offer support in this way.

Respondents who said they'd be unlikely to volunteer, were asked why this was the case and verbatim responses have been coded into the themes shown below;

**Figure 41. Reasons for not wishing to help deliver library services**



The main reason given here was simply lack of time (57%) or not being interested (19%), as well as health issues (6%) and respondents considering themselves to be 'too old' (4%).

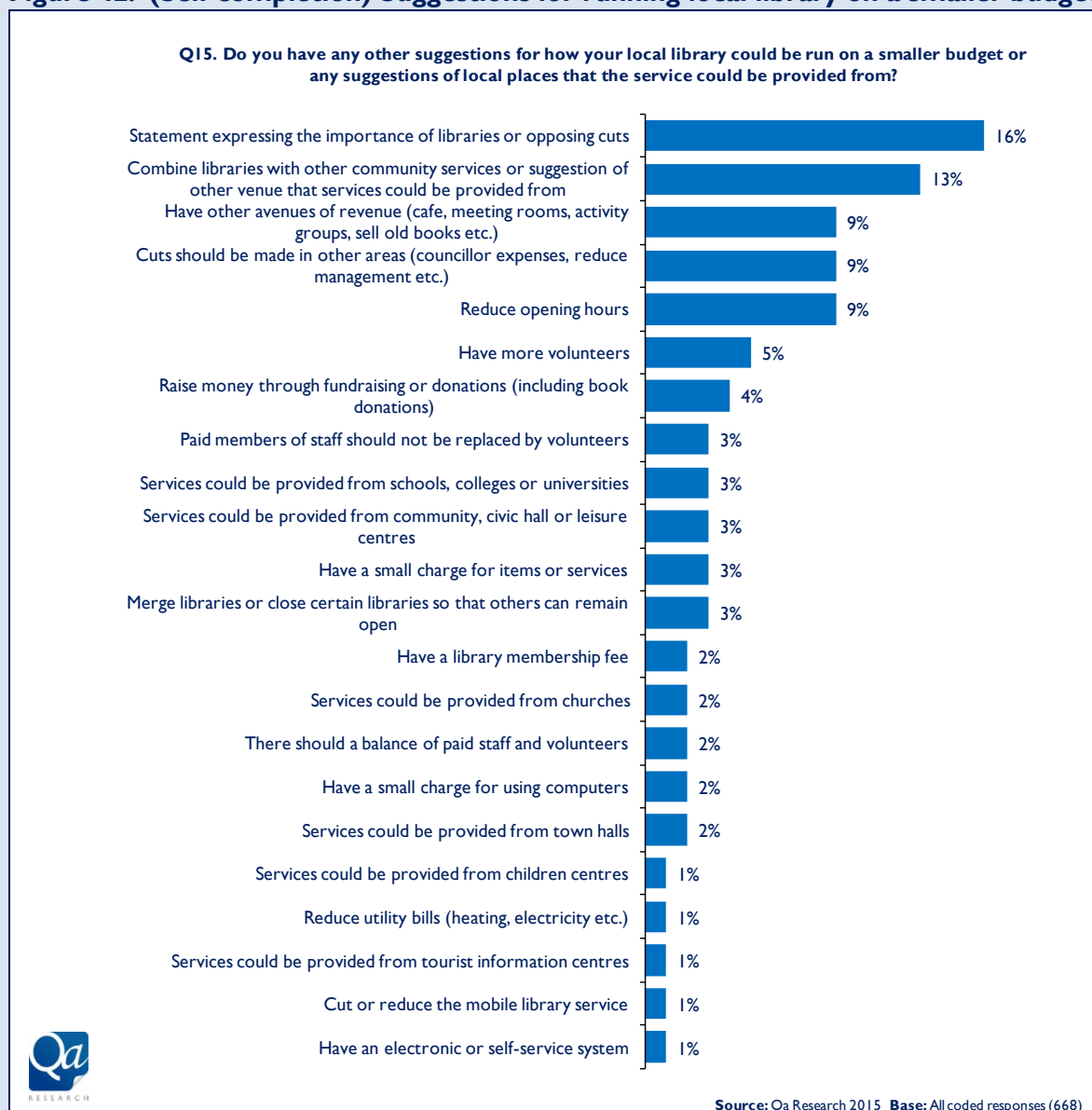
Additionally, some did express concern about this approach and felt that 'library staff should be paid' (4%) or that they 'disagree with closing libraries/should be Council run' (2%).

Arguably, these responses provide scope to increase the number of volunteers if it can be demonstrated to residents how they can help and be able to fit this help around other commitments they may have.

### Self-completion Survey Findings;

Finally, respondents were asked to suggest any other ways of running their local library on a smaller budget. This was an entirely open question and a wide range of answers were given, so a selection chosen at random have been coded and are shown below. All verbatim comments are available and have been provided to the Council for further analysis,

**Figure 42. (Self-completion) Suggestions for running local library on a smaller budget**



Suggestions mainly related to ‘*combining libraries with other community services...*’ or the need to ‘*have other avenues of revenue (cafe, meeting rooms, activity groups, sell old books etc.)*’ or ‘*reduce opening hours*’.

However, others simply made ‘*statements expressing the importance of libraries or opposing cuts*’ or felt that ‘*cuts should be made in other areas (councillor expenses, reduce management etc.)*’.

## 5. Key findings – Qualitative Research

### 5.1 Library users focus groups

Qa Research facilitated two focus groups with library users during March 2015. Participants were recruited via the face-to-face survey. The following tables provide further detail on the profile of the focus group participants.

Group 1 - Huddersfield Town Hall			
Gender	Age group	Ethnic group	Likely to volunteer?
Female	16-24	White British	Very likely
Female	35-44	White American	Quite likely to volunteer
Female	65-74	White British	Very likely
Female	65-74	White British	Quite likely
Male	65-74	White British	Depends
Male	35-44	White British	Not at all likely

Respondents in the Huddersfield group came from the wards of Greenhead, Lindley, Almondbury and Newsome.

Group 2 - Dewsbury Town Hall			
Gender	Age group	Ethnic group	Likely to volunteer?
Female	25-34	White British	Very likely
Female	75+	White British	D/K
Female	35-44	Pakistani	Very likely
Female	60-64	White British	Not at all likely
Male	55-59	White British	Not at all likely
Male	65-74	White British	It depends
Male	75+	White British	Not very likely

Respondents in the Dewsbury group came from the wards of Dewsbury East, Mirfield, Batley East, Batley West, Birstall & Birkenshaw and Cleckheaton.

The participants in the groups were a mix of frequent and irregular users. They mainly used the libraries for borrowing books, some used the computers for personal research and for job search or as a place for studying (for their children) and for specialist reference information e.g. genealogy. Libraries used included, Birstall, Batley, and Mirfield,

#### 5.1.1 General views on the proposed changes

Participants in both groups were concerned about the potential reduction in library services, and there was a strong feeling that library services need to be 'local'. Several participants were concerned that closures would mean they would have to travel to another library and generally participants expressed a reluctance to travel to use the library.

*"I want to just walk up to the library in Mirfield where I live."* (Library user, female 75+)

*"[Library] needs to be within striking distance."* (Library user, male 85)

There was a sense from some participants that a local library played an important role within a community that went beyond book-lending.

For some the library had a social role in providing somewhere to go to meet others within the community, as a place to keep children and young people occupied, and as a quiet place to study.

*“The library is the heart of a community. Every time I go in Birstall library it is full. The council access seems quite popular...closure will have adverse effect on whole community...it seems the cuts are just chiselling at all the foundations of a community.”* (Library user, Male 55-59)

There was a degree of acceptance that financial savings had to be made, but some participants questioned the Council’s priorities, e.g. spending money on a new state of the art sports centre.

*“The council has no choice and different services are having to cut costs too...”* (Library user, Male 65-74)

*“The council has got its priorities wrong!”*. (Library User, Male 35-44)

### **5.1.2 Views on the proposed models**

#### **Town Library and Information Centres**

This model appeared to be the most familiar to participants. Some participants felt this was acceptable in principle but concerns were expressed around groups of people who might find it difficult to travel to access a Town Library, e.g. older people and school pupils. There was also some concern that the standards of service at Town Library and Information Centres might be compromised by the requirement to provide support to Community Supported libraries.

*“If the two people at that library have to support others that service will suffer.”* (Library user, Male 55-59)

Generally, participants could see no problem with the library sharing a building with another service, particularly if this meant that financial savings could be made to preserve the library service. The only caveats were providing the shared service was “appropriate” and the building was easily accessed.

#### **Community Supported Library and Information Centres**

Participants recognised that this model was a middle ground between the Town Library and Information Centre model and the Community Managed model.

However, participants questioned whether one paid member of staff would be sufficient.

*“What happens if that one paid member of staff is sick, will the library shut?”* (Library user, female 25-34)

This model was seen as more feasible than the Community Managed model as it at least allowed for one paid, experienced, member of staff to organise specific activities such as finances and rotas, which was seen as essential. However, there were concerns that this model wouldn’t work in every area due to the level of commitment and skill level required by volunteers.

*“In each area there would have to be a good few people.”* (Library user, female 35-44)

## **Community Managed Library and Information Centres**

Overall, participants were less confident about the feasibility of this model in comparison with the others. Some felt that it could potentially work for the smallest village libraries, but there was a preference for the Town Libraries to be professionally run.

*“It depends on the area and the community spirit...it might work in smaller places where people know each other.”* (Library user, female 60-64)

### **5.1.3 Volunteering**

The most significant reservation expressed by participants was the reliance of all of the models on volunteers – particularly the Community Managed and to a slightly lesser degree the Community Supported version. Two main concerns were highlighted. Firstly, participants questioned whether there would be sufficient committed volunteers to deliver these services, and secondly participants thought that those who did volunteer would need a lot of training.

*“Using volunteers- it’s a big ask. A lot of time and a lot of responsibility needed. You need to get it right.”* (Library user, Male 55-59)

Participants discussed which types of people might volunteer. A minority of participants stated that they would consider volunteering themselves; others had health complaints or work and family commitments. Some participants felt that a library volunteering role might suit older retired people or non-working parents with children at school.

*“I’m retired I don’t particularly want to get another job, I have enough income coming but I’d welcome doing something with my time... I think there are a lot of people like me who took early retirement who could do this”* (Library user, female (65-74)

*“I think you also could get stay at home mums, like me, who would like to do it during school time”* (Library user, female 35-45)

One participant (who was in receipt of JSA) said that she would be happy to volunteer and that others who were in receipt of JSA might be happy to do the same if they could get a reference. Participants also felt that the success of volunteer supported or led libraries was dependent to some extent on the characteristics of the local area. Some (smaller) communities were perceived to have a good community spirit which might lend itself to volunteering, whereas other areas seemed less likely to be suitable.

*“Places like Batley... I can’t see them coming together.”* (Library user, female 25-34)

Several participants felt that volunteers would require a significant amount of training to be able to deliver a service that had previously been run by experienced and knowledgeable library staff.

*“They’ll need to do a lot of training; if I volunteered I wouldn’t know half of the stuff you need to know.”* (Library user, female 25-34)

Some participants were less concerned about the availability of knowledgeable staff and would be happy for a volunteer to *“point them in the right direction”*, particularly if they simply wanted to borrow a book, but it was acknowledged that people used libraries for different things and would therefore sometimes require quite specific advice.

#### 5.1.4 Other elements of the proposed service

Other proposed services were discussed within the groups including, **Book Drops**, **Librarians Outreach**, and **Specialist Services**.

Participants were quite dismissive of the idea of **Book Drops** and felt that this was not an acceptable alternative to a library. Questions were raised about how books would be 'signed out' and who would monitor if they were brought back. Concerns were also raised about choice, e.g. would there be any books that they wanted to borrow?

Generally, participants were supportive of the idea of **Librarians Outreach** and if this meant that librarians could be retained then this was a good thing. However, there was concern and questions were raised about how '*areas of greatest need*' would be defined. The point was made that there were pockets of deprivation within otherwise seemingly affluent areas and there was a risk that these could be overlooked.

Overall, participants did not feel they had enough experience of **Specialist Services** such as Kirklees Transcription Service or the Mobile Library service to comment in detail. However, in principle, ensuring that older, disabled, or visually impaired people can still access library services was considered important.

#### Final comments

As a final comment some participants took the opportunity to reemphasise their doubts about the proposed models and their reliance on volunteers. There was a general acceptance that change was necessary but some participants commented that they would rather see a change to the hours and the service rather than completely losing the presence of a library in their community.



## 5.2 Staff focus groups

Qa Research facilitated two focus groups with staff from Kirklees Council Library Service during March 2015. Participants were recruited by Kirklees Council. The following tables provide further detail on the profile of the focus group participants.

Group 1- Huddersfield Town Hall - Front line staff	
Gender	Role
Male	Customer Service Officer
Female	Customer Service Officer
Female	Customer Service Officer
Female	Customer Service Officer
Male	Customer Service Officer
Female	Customer Service Officer
Female	Customer Service Officer
Female	Customer Service Officer
Male	Audio Resource Assistant

Group 2- Dewsbury Town Hall - Managers	
Gender	Role
Female	Customer Service Manager
Female	Customer Service Manager
Female	Customer Service Manager
Female	Librarian
Female	Librarian
Female	Librarian
Female	Development Librarian
Female	Customer Service Manager
Female	Customer Service Manager

### 5.2.1 General views on the proposed changes

A couple of participants took the opportunity to mention that there seemed to be some confusion amongst library users around the proposed changes. For example, some believed that only Community Managed libraries would be taken forward. Several participants felt that they were also unclear about the proposed changes and would welcome more clarity so that they could pass on this information to library users.

Some participants were keen to have more information on the financial detail behind the proposed changes in case there was anything that they could be doing now to make savings for their libraries, for example by reducing opening hours, particularly where there is duplication.

*“We have got libraries that are open near to each other, that are both open late nights on the same nights”* (Front line staff member)

*“If they made the decisions now and made the changes now we could start making the savings now, but we can’t do all these small cuts as it has to go through the council, we have to do the same as we’ve always done”* (Front line staff member)

Another concern raised regarding the proposals as a whole was the potential effect on other services. There was a fear that if some libraries closed this could negatively impact on other services in those instances where buildings were shared.

## **5.2.2 Views on the proposed models**

### **Town Library and Information Centres**

Generally, participants had more positive comments to make about this model compared with Community Supported and Community Managed, largely due to the fact that more paid staff would be retained, meaning fewer of them would lose their jobs. However, it was recognised that not every library would be able to adopt this model and it would be difficult to determine which libraries to select.

*“The problem is going to be deciding on which become a Town Library ... what is the criteria? People are going to argue over which become a Town Library.”* (Front line staff member)

However, one participant commented that having some libraries based on the Town Library model would make it easier to expand services in the future.

*“In the future, in x year’s time and when austerity has passed, if you do have larger town centre libraries then it is easier to build hubs off them but it won’t necessarily work the other way round as people are very protective.”* (Front line staff member)

There were also positive remarks related to the housing of libraries in shared buildings and how this could benefit residents offering a “one stop shop” facility as well as being a more cost effective approach for the Council.

### **Community Supported Library and Information Centre**

There was some support for this model as several participants were aware that this had worked in other areas, including Denby Dale, but that it was by no means an easy option.

*“It doesn’t work without work”* (Manager)

One front line staff member commented that it might be challenging for more junior staff to work in a Community Supported Library.

*“I’m used to working in a big team and get advice from someone .... If staffing is getting lower are we going to have to deal with bigger issues”* (Front line staff member)

There was recognition within the groups that this model would not work in all communities. For example a couple of participants commented that Denby Dale had a particular demographic profile that seemed to suit this model, e.g. lots of retired, quite affluent, skilled people who were keen to volunteer. Some felt that there was a risk that services would become ‘tiered’ and that only those communities who had the capacity to campaign and with an active volunteer population would retain a library.

*“The libraries that have closed before are where people haven’t made a fuss.”* (Manager)

## **Community Managed Library and Information Centres**

Participants had similar concerns about Community Managed Libraries and the general feeling was that they would be less likely to succeed than the Community Supported model. A key concern here was financial viability and sustainability as the proposals suggest that the community organisation will be wholly responsible for managing the building and attracting funding.

One participant who had experience of working within a Community Supported library, felt that the Community Managed model may be a step too far for some volunteers who would not want the extra responsibility and commitment.

There were concerns highlighted around the following;

- Health and safety
- Building security (e.g. key allocation)
- Managing other staff

A further worry that resonated within the group was the fear that using more IT could completely disenfranchise particular groups, especially the elderly.

*“We’re in customer service; the clue is in the title. For some of those people, we’re the only people they speak to in a day...we’re the hub of the community”* (Front line staff member)

### **5.2.3 Volunteering**

Participants were concerned about the reliance on volunteering within the Community Supported and Community Managed models. Several issues were raised including the calibre of volunteers, and how volunteers would work alongside paid staff. There was a feeling within both groups that many volunteers would require a lot of training.

*“The very nature of volunteering means that there are people who volunteer who are sadly lacking in a lot of skills and we do have one particular person who I would be very concerned about ...”* (Front line staff member)

Discussions were had around the numbers of volunteers required, particularly as their experience had been that most people only offer a few hours a week opposed to full time hours. Concerns were also expressed about the reliability of volunteers and the risk of spending time and resources on training for them to quickly leave – moving on to paid work once up skilled or to simply decide it was not for them.

*“We’re already struggling to keep up with training new staff”* (Manager)

Despite the concerns there were some positive views about volunteers. Some participants felt that volunteers could bring a wide range of skills and new ideas to the libraries and that volunteering had an important role to play in providing people with a “stepping stone” to paid employment.

There was also some evidence of a volunteering model working well in some areas, but with an acknowledgement that the volunteers were often being supported by paid staff.

*“It’s going well so far, we have a system in place, the volunteer liaises with the volunteer co-ordinator... but they couldn’t run it on their own, not at the moment”* (Manager)

#### 5.2.4 Views on other proposed services

Other proposed services were discussed within the groups, including Book Drops, Librarians Outreach, and Specialist Services.

There was consensus within the groups that specialist services should continue if they are used by vulnerable groups in the community. **Book Drops** were not seen as particularly important and maybe of most use for those with limited mobility, however, and generally participants would rather see the continuation of the Mobile and Home services for this group.

There was a difference of opinion in terms of whether the **Mobile Library** or the **Home Service** should be retained. Some participants felt that the Mobile Library was expensive and the demand was relatively low. Another suggested that if you could get to a mobile library you could probably get to an actual library.

*“I’d far rather protect the Home Service”* (Front line staff member)

However, others felt that services that needed to be run by paid staff, such as the Mobile Library were more important than those that can be delivered by volunteers, e.g. the Home Service.

#### Final comments

Participants were in agreement that a lot of effort would be needed to make sure that each community had an appropriate solution and this would only be achieved by working closely with the community and the staff affected.

*“Different communities have different needs ... we used to always have community profiling and community librarians and it was their job to profile the community, it’s that sort of model we need.... then we can decide how we provide the right service in the right area”* (Manager)

Some individuals felt strongly that the library played an important social role and more community involvement could be positive.

*“A bit more community ownership could be a positive if it’s structured by someone else ... where it’s starting to be used as a hub of the community... community to have more of a role in it.”* (Front line staff member).

## 6. Key Findings – Kirklees Council Qualitative Research

As part of its research into residents' views of potential changes to the delivery of the library service, Kirklees Council undertook some consultation with stakeholders to further understand the views of those who would be affected by a change to the library service provision. Stakeholders were recruited by librarians, based on their knowledge of who uses library spaces and by targeting organisations that Library Service works in partnership with.

More specifically the research aimed to understand residents' views of each model that had been proposed by the council, namely the Town Library, Community Supported and Community Run models. This was in addition to finding out what participants thought of the additional services that the council offers.

### 6.1 Methodology

Kirklees Council undertook focus groups with stakeholders from March – April 2015. The groups were moderated by council officials and followed a discussion guide that was designed by Qa in collaboration with the council.

8 focus groups were carried out with a total of 71 people taking part. Participants were drawn from a wide variety of backgrounds which included representatives from public sector organisations, social groups and education.

The groups were carried out in libraries across Kirklees and consisted of;

- Slaithwaite Library
- Batley Library
- Cleckheaton Library
- Dewsbury Library
- Huddersfield Library x 2
- Mirfield Library
- Holmfirth Tourist Information Centre

### 6.2 Key findings

#### 6.2.1 Current use of libraries

The overwhelming majority of participants were regular users of the library service. Most said they used the library service once a week or at least once a month. This was the case for most of the libraries regardless of their size. Generally participants were most likely to use the library to borrow books and to use the IT facilities.

IT was seen by many as a vital aspect of the current service that they used frequently. Those who work with the unemployed or vulnerable were especially likely to say they used the IT service;

*“Access to IT facilities was seen as crucial by some stakeholders, particularly those who worked with unemployed or vulnerable people.”* (Huddersfield Library Focus Group Moderator)

In addition to this, the Transcription Service based at Huddersfield library was mentioned by numerous participants. Here, the service was highlighted as being extremely important to certain people who could only access certain information through the use of this service. Some described this service as *“essential”*.

Other services that participants said they used included;

- Yorkshire Music Library
- West Yorkshire Archives
- National Biography
- Local History Library
- CD's and DVD's
- Newspapers
- Storytime for toddlers
- Informal services such as *"Help from library staff"*

Several stakeholders felt that the library had an important role to play within the community as a meeting place and venue of particular importance for specific groups;

*"The group felt very strongly that libraries are important to children, students, parents and older people. Communities are created around libraries, particularly where there is no Community Centre"*  
(Cleckheaton Library Focus Group Moderator)

*"Participation at some group activities serves as function over and above the stated aim of the visit/event: allows people, especially, older folk, to enjoy more social contact than they might otherwise"*  
(Huddersfield Library Focus Group)

The less common book collections were also seen as a resource which was used by a number of participants. For instance, The Huddersfield and District Archaeological Society house their library within the Local Studies Library and this was seen as a key benefit which could not be accessed without the library service. This use extended to other library resources with the Ancestry Online database being mentioned by one group as a very useful element of the library service.

Only one participant had had any experience of the **mobile library service**, saying that they had encountered it in their work with school.

Only a couple of groups had had any experience of the **home library service** but those that had described the service as *"incredibly valuable"*. This was a unanimous viewpoint for all of those with any experience of the service.

## 6.2.2 Overview of proposed changes

Having thought about the current usage of the libraries, participants were then asked to think about the proposed changes to the service and, in particular, to think about the three different options that are currently being considered.

### ***Town Library and Information Centres***

#### Pros-

The main advantage of the Town Library model, according to stakeholders, is the fact that it keeps experienced staff on hand to deal with queries. It was also felt by many of the groups that keeping paid staff would mean that the service provided would be far more reliable than if it was just volunteers;

*“Trained, paid staff means delivering events is easier/more reliable” (Batley Library Focus Group)*

A number of participants also said that by making sure that a full service is provided in central locations then footfall may increase. They also viewed the fact that the possibility of extended opening hours was another distinct advantage of this model.

*“Longer opening hours would mean an extended service, which in turn may enable more users to be attracted” (Holmfirth Tourist Information Centre Focus Group)*

*“May have more flexibility to keep libraries open longer hours/at weekends” (Batley Library Focus Group)*

Multiple stakeholder groups, including the Huddersfield groups, also mentioned the fact that if this enabled specialist services to continue to operate to full capacity then this was a big advantage for the model;

*“Some services can only be done centrally e.g. KTS (for equal opportunity policy of KMC)” (Huddersfield Library Focus Group)*

The integration of services and the reduced running costs associated with this was also seen by many as another advantage of pursuing the Town Library model.

## Cons-

One of the main disadvantages that many stakeholders associated with Town libraries was the location issue. While some deemed it an advantage (as outlined above), others felt that by removing local libraries the change would inevitably result in fewer people with access to a library.

Participants felt that library users would be reluctant to travel to access a library outside their local area;

*“Many people want to use local libraries – not to spend much time travelling there or spend money on fare’s/ parking”* (Huddersfield Library Focus Group)

It was also felt that the issue of accessibility would be an issue for vulnerable groups. For instance, some participants mentioned the elderly and the disabled as having significant problems with travelling a distance and as such could lose the ability to visit a library.

*“A lot of people will not travel to other libraries, perhaps because of disabilities, age, or lack of confidence”* (Mirfield Library Focus Group)

They also felt this would have an effect on how many people are able to volunteer since many would be deterred by a long distance to travel.

Several groups also pointed to the way smaller libraries help social and community groups store equipment and hold meetings, as a vital function of current libraries. It was felt that if the Town Libraries model were followed, a number of groups would suffer accordingly by losing their venue and their ability to store resources since their local library could close;

*“Some activities which currently use a library could still take place i.e. walking, but those which require equipment would need to find an alternative location with plenty of storage facilities i.e. indoor curling”* (Cleckheaton Library Focus Group)

This links in with a concern raised in several of the stakeholder groups which was the loss of the library as a location for group activities (e.g. Knit & Natter, U3A groups). This would mean that while some groups would lose a venue and storage facility, others would be unable to function at all and this was a concern within several of the focus groups;

*“No more book group if library closed”* (Huddersfield Library Focus Group)

*“Concerns over small community groups still being able to meet in libraries and how to overcome the problems of running sessions themselves with no staff input”* (Dewsbury Library Focus Group)

Another issue that was raised within multiple groups was the demand for library resources. Some participants pointed out library computers are already fully utilised and that reducing the amount of libraries would lead to too many people needing the computers in the libraries that remain open.

The issue of volunteers was also discussed in relation to the cons of the town library model. Despite them playing a reduced role in this model, various groups expressed concern that there would not be enough interest, especially travelling a distance, to keep town libraries open for a longer period than the time the paid staff are around.



### Queries or Suggestions-

When asked for suggestions or queries with the town library model, a few issues were raised by multiple groups. One such query regarded the legal aspect of the proposal with many groups asking if this idea satisfied the 'statutory offer';

*"Does this model meet LA statutory duty?"* (Huddersfield Library Focus Group)

Another common query amongst participants was how it would be decided which libraries were to be kept on as Town Libraries?

*"How will you look at what classes as a Town Library? Just footfall or percentage of residents who use the library?"* (Batley Library Focus Group)

Other queries also revolved around the issue of detail, with a number of the participants asking about how long the paid staff would work for per day, whether there would be a reduction in books and what would happen to library groups.

One suggestion that was notably popular amongst groups was the idea of combining the libraries with coffee shops;

*"Organise an internet cafe – minimal charge. Franchise coffee company?"* – (Cleckheaton Library Focus Group)

Other suggestions revolved around the idea of saving money with the focus on charging for current resources and reducing spending;

*"Buy books from The Works etc rather than being tied into contracts."* – (Batley Library Focus Group)

*"Grounds and rooms at Cleckheaton Library could be rented out to local groups"* – (Cleckheaton Library Focus Group)

### **Community Supported Library and Information Centres**

#### Pros-

When asked about the advantages of Community Supported Libraries, certain themes emerged across all of the focus groups;

The first concerned accessibility, where a large number of participants said that keeping more libraries open under this model would enable more people to access the library service and keep the library building as a focus for community activities.

*"More local locations takes away travel issues of 'Town Library' model"* (Slaitwaite Library Focus Group)

*"It would still provide a base for community events"* (Cleckheaton Library Focus Group)

Another advantage of the community supported option that was mentioned by the smaller libraries such as Slaithwaite was the fact that this way libraries would keep the expertise of experienced members of staff but incorporate members of the community to keep costs down;

*“Still have support and expertise of at least one paid member of staff”* (Slaithwaite Library Focus Group)

### Cons-

In response to the subject of disadvantages of the community supported model there was one issue that dominated discussions across the groups; volunteers. A number of concerns were identified in response to using volunteers to help keep the libraries running.

The first issue regarded accessing enough volunteers in the first place, since many groups felt that there would not be enough support to actually make a community supported library work. This was the case in the smaller libraries;

*“Might not get volunteers in deprived areas – less social capital in poorer areas”* (Cleckheaton Library Focus Group)

Another issue with volunteers that multiple groups identified was the fact that they can be unreliable and may not have the level of commitment required;

*“Cannot compel volunteers to attend - how do you ensure that you get a quality and consistent service”* (Cleckheaton Library Focus Group)

The final issue in connection to volunteers that was raised regarded the standard of expertise that would be available to the library if volunteers were used.

*“Librarians highly trained. Volunteers will not be”* (Huddersfield Library Focus Group)

### Queries or Suggestions

Other queries revolved around the issue of volunteers and asking for more detail;

- Who will organise volunteers?
- What support will there be for volunteers
- Will volunteers be covered by insurance?
- Has the cost of training been factored into calculations?
- Would volunteers have access to personal data?
- Will there be committees of volunteers?
- Who will train the volunteers?

Some suggestions were made of how to enable the community supported model and some of which addressed the volunteering issues. For instance, in order to attract more people to volunteer (such as young people) the incentive of gaining a certificate was suggested;

*“It was suggested to attract, younger people, a certificate could be awarded to validate their work and help towards future employment. This could may be take place in conjunction with a local college.”* (Cleckheaton Library Focus Group)

## **Community Managed Library and Information Centres**

### Pros-

When asked about the advantages of the Community Managed Library there were, notably, only a few responses. Those responses did, however, follow a similar pattern and for each group the most common reference was to enhancing the feeling of community;

*“Opportunity for community to come together, develop community services/events”* (Slaithwaite Library Focus Group)

One advantage that a few participants identified was the potential to increase the quality of the service on offer. Participants saw the potential for this to happen through three distinct elements of the proposal. Firstly some participants felt that placing libraries ‘in competition’ with each other in this way could drive standards up and increase the amount of service on offer because libraries would have to market themselves to the public;

*“More competition between libraries could mean better service”* (Batley Library Focus Group)

Secondly, one group also felt that there was the potential for accessing more funding, since as an entirely community run project, the library could be eligible for more grants;

*“Potential to access other sources of funding dependant on local need”* (Batley Library Focus Group)

The final way in which participants felt the community managed approach could increase quality was through the flexibility that these libraries could offer. By not being controlled in the same way as other libraries, each library could adapt to their own community’s needs, making the library more relevant to the individuals in the area;

*“Community in charge making the decisions – more responsive to local opinion, can be more flexible”* (Huddersfield Library Focus Group)

### Cons-

Participants were far more forthcoming with disadvantages of the Community Managed model. Once again, as with the disadvantages of community supported, the issue of volunteers was criticised with many of the libraries stating they did not think enough people would be able to commit to enough hours

Several libraries also said that just using volunteers would not be suitable because of their clients’ needs. Mirfield said their high amount of DASH (*Destitute Asylum Seekers in Huddersfield*) clients made expertise in this area essential and other libraries such as Slaithwaite referred to the need for benefit advice for some clients. A need that would not be served by the Community Managed approach;

*“Don’t want volunteers as DASH clients need support”* (Mirfield Library Focus Group)

*“This model removes any benefits advice etc which may be more necessary in more isolated areas”* (Slaithwaite Library Focus Group)

Participants were also concerned that volunteers would lack the full range of skills required to run a Community Managed Library, for example;

- Facilities management
- Income generation
- Human resources
- Health and safety
- Service delivery

As well as believing the proposed approach to be unfeasible, various participants also expressed the view that the library service was something that communities should not have to run;

*“It’s a big ask of a local community to provide volunteers and a building, fundraise and keep it running! Less likely to happen”* (Huddersfield Library Focus Group)

Another issue that was raised by several participants was centred on the idea of quality monitoring. Some groups feared that the Community Managed model was open to misuse with no influence from the council;

*“Quality assurance – how can it be maintained when no council connection?”* (Batley Library Focus Group)

#### Queries/ Suggestions

The queries regarding the Community Managed approach followed a similar pattern to the queries for the community supported, with participants mainly asking for more details about how the volunteering would work;

*“Who becomes the lead volunteer? In life you tend to need someone to coordinate. Sometimes someone naturally takes the lead, but may not have the respect of others.”*  
Slaithwaite Library Focus Group

Participants from the majority of focus groups were also keen to understand more details regarding the structure of the community managed process. For instance, many groups asked who would be responsible for certain aspects of the service delivery, including recruiting, training and managing volunteers.

Participants did produce a few suggestions, although these appeared to be instead of the Community Managed approach rather than in conjunction with it. One suggestion raised by a participant in the Cleckheaton Focus Group, centred on the idea of pooling resources in Kirklees rather than leaving each individual library to its own community;

*“Why not create a Trust covering all community libraries across Kirklees to pool expertise rather than leaving groups isolated.”* (Cleckheaton Library Focus Group)

### 6.2.3 Other elements of the proposed service

Participants were then asked for their opinions on various other elements that Kirklees Council plan to include in the redesigned service.

#### **Book Drops**

On the whole, there was little support for Book Drops within the majority of groups.

The resounding reason for this view, was that participants felt that users could not be trusted to return books and that this would contribute to a loss of stock.

Other reasons that participants felt this was a bad idea included;

- Limited amount of choice on offer
- People not respecting books
- Lack of accessible environments to put book drops
- This doesn't account for community aspect which is so important to libraries
- Concern for who would look after this service

The libraries of Holmfirth, Batley and Huddersfield did however identify some benefits of including a book drop system. The main reason was that it meant continuing to offer books to more people which was deemed a benefit. In line with this thinking, the libraries of Holmfirth and Batley said that a significant advantage of offering a book drop service was that it meant that people who would normally struggle to access the library service could do so;

*"Could work in some specific settings such as residential homes"* (Batley Library Focus Group)

#### **Librarians' Outreach**

In response to the idea of the Librarians' Outreach programme, participants were generally positive. The main advantages highlighted by the groups included the potential effect this could have on literacy levels and the potential to increase interest in/use of libraries.

*"Could lead to greater use of libraries/resources if librarians are out in the community promoting them"* (Huddersfield Library Focus Group)

There was concern amongst some libraries such as Mirfield and Dewsbury around how the decision would be made with regards to where to target outreach activity.

*"Mirfield could miss out as other areas have greater need"* (Mirfield Library Focus Group)

#### **Specialist services**

Amongst the groups who discussed specialist services, all mentioned the importance of specialist services in enabling vulnerable people to access a library service.

*"Home delivery could reach more people who are unable to get to a library"* (Huddersfield Library Focus Group)

However, it was also stated by participants in Huddersfield that they preferred the current mobile library service to a home delivery service;

*“A home service would support far fewer people than the current mobiles service”* (Huddersfield Library Focus Group)

Participants also gave special mention to the Kirklees Transcription Service and the Mobile Library Service more generally;

*“Keep KTS – makes money for council”* (Batley Library Focus Group)

The mobile library service was the most frequently mentioned service, with participants from Batley and Huddersfield both mentioning the mobile library service in a favourable light;

*“Mobiles- could they replace the provision to smaller areas where libraries are to be closed?”* (Batley Library Focus Group)

Other suggestions included;

- Charging a small fee for the Home Service
- Creating more links with other services so that care based services incorporate a library service.

## 7. Conclusions

**Conclusion 1: This broad consultation covers the views of a range of interested parties and highlights that support exists for the Council to explore new ways of delivering library services in future.**

This consultation provides a comprehensive assessment of the views of the district regarding the future provision of library services. It explores findings amongst more than 5,000 residents including library users and non-users, as well as Library Service staff, children and young people and other stakeholders and interested parties. The research highlights that existing users of libraries and information centres and the other services provided by the Library Service are generally very satisfied with the current service. In line with this, residents don't want to see a complete loss of service in their area and would rather accept reduced facilities, services and hours instead.

It's clear from this research and the Budget Consultation carried out by Kirklees Council that there is recognition of the need to find alternative ways of providing library services and to work within future budgets and residents are generally positive towards the Council finding alternatives. But, it should be stressed that the research consistently highlights that having physical library buildings in the local area that are staffed by experienced Library Service staff is the ideal for most and migrating services to new forms of delivery will need careful management, particularly amongst existing users who are the most resistant to change.

**Conclusion 2: Libraries and information centres are felt to be at the heart of communities throughout the district and the localised provision of services is important to maximise use of library services.**

The qualitative research in particular highlights that libraries are often at the heart of the community especially in areas where no community centre exists, and data from the self-completion survey especially identifies the wide range of activities that these buildings are used for. Consequently, it's important to note that the loss of a library building and (potentially) the services provided there would be compounded by the associated loss of other community resources such as a meeting place and storage for equipment/resources used by local groups.

Reflecting this, consistently within the different strands of the research, the view was expressed that libraries should be 'local' reflecting the fact that users primarily visit their nearest library and information centre run by Kirklees Council. Generally, residents are not willing to travel 'to get access to better quality library services' with 61% disagreeing that they'd do this and there were wider concerns expressed about how realistic it was to expect older residents and those with disabilities to travel.

When asked specifically, 46% of respondents to the self-completion survey (nearly all of whom are library users) said that if their local library were to close they would simply 'use the Library Service less', suggesting that any changes to the number of libraries operated would result in lower usage of library services overall across the district. Children in particular felt that if their local library were to close, they would use the library services less, although around half felt that they would travel to access services or use online services instead, while recognising that being able to travel was dependent on their parent's help. Of course, the replacement of 'traditional' library and information centres with newer models of delivering services is likely to mitigate this, assuming they can be successfully implemented.

**Conclusion 3: There is generally support for the role of the community in helping to deliver services, although concerns exist about the practicalities of successfully integrating volunteers.**

The majority (57%) of all residents, whether library users or not, agree that *'the local community should take a more active role in running their local library'* and there is clearly support for this approach. This support is also evident amongst Library Service staff who highlight that volunteers may bring new skills and ideas to the delivery of services and will be important given reduced budgets. Generally, it was also recognised that volunteering in this way could, and should, offer tangible benefits for those prepared to take part, such as providing a reference for a future employer or some form of certificate or accreditation as well as quantifiable 'work experience'. Older children in particular could see the attraction of this.

Ironically, while offering this level of personal development would probably help attract volunteers, it may also lead to issues over retention, and the challenge of not only recruiting but also maintaining a core of suitable volunteers was mentioned by residents and staff alike when considering how this would work in practice.

Additionally, concerns were expressed by both frequent library users and Library Service staff about the calibre of volunteers and the need to train and co-ordinate them. Staff felt that there are already backlogs in training new employees and that reduced staff numbers would transpose this problem to volunteers. Issues around reliability, long-term commitment and volume of 'suitable' volunteers were all raised.

**Conclusion 4: There is a clear willingness amongst some to volunteer to deliver library services, but further detailed and localised research would be required to determine the level of commitment and skills that volunteers are able to offer.**

Amongst all residents, almost a fifth (18%) said that they'd be willing to volunteer to provide library services. As a note of caution, only one-in-twenty (5%) said they'd be *'very likely'* to do this, although this proportion increases to 14% amongst those that have used a library in the last 12 months. Positively, 65% of children and young people said they'd be willing to volunteer. It's clear that there is support for helping, but it's also clear from the research that volunteers are likely to need a lot of direction and management to be effective, with many unable to say how they could help and many staff unsure as to the actual contribution that they could make. It should be recognised that not all communities are likely to be able to offer the same level of support.

**Conclusion 5: Opinions are mixed as to whether moving services into community facilities would be acceptable or not, but the findings suggest that residents will only be able to make a true assessment of this when the detail of what would happen in their local area is available to them.**

Attitudes in the face-to-face survey were polarised towards *'providing services in other community locations...rather than a dedicated library building'* with almost equal proportions expressing support and not supporting this, although those in the Huddersfield and Rural District Committee areas were most supportive. This might reflect the fact that little detail of where services could be located was made available to respondents and it's clear that the detail is important for residents when considering this approach.

For example, most Library Service staff and library users interviewed qualitatively supported the idea of a *'one-stop shop'* and could see advantages for residents in being able to access different services from the same place. However, children were less supportive and this was driven by concerns about the resultant lack of space to work in and concerns around noise levels. Also, some children and young people didn't like the idea of moving services into schools as an environment that they already spend a lot of time in.



**Conclusion 6: There are seen to be different advantages and disadvantages to each of the three approaches to delivering library services tested in the research and not all are considered workable in all areas. It's evident that there is a desire for new models of service delivery to include professional support to some degree.**

The three possible approaches to running libraries were met with different levels of support, reflecting different concerns regarding the implementation of each one. It should be stressed, that a theme throughout this research and one emphasised by Library Service staff in particular, was that different communities have different needs and a 'one size fits all' approach was not seen as desirable or workable. It was felt that in areas with a strong community and excellent social capital a community run or supported approach would be more likely to succeed, but the opposite is likely to be true in other areas, although others felt that the very act of the community taking on the delivery of library services would be community building in itself. Details of each approach are as follows;

- **Community Supported Libraries** – Amongst face-to-face respondents, this was the approach that had the highest level of support, with 59% giving a score of 7-10 out of 10 and the majority of both users and non-users were supportive.
- Notably, this approach also had the highest level of support amongst those who said that they'd be prepared to volunteer to deliver library services, suggesting that of the three approaches tested in the research, it would be easiest to recruit volunteers for this one. This is likely to reflect the fact that under this model library services will remain local (and therefore not require volunteers to travel) and also that professional support will be available, two aspects that were mentioned favourably by qualitative respondents.
- **Town Libraries** – More than half (52%) of all respondents in the face-to-face survey indicated that they would support this option and this approach was supported most by staff, reflecting that more staff members would be employed under this model. Staff also felt that retaining Town Libraries would enable hub services to be established more easily in future when austerity is reduced. Additionally, it was recognised by stakeholders especially that this approach provides trained and experienced staff to help deliver services and would help to ensure that specialist services continue to be provided, something it was felt might not happen with the two other approaches.
- The main drawback of Town Libraries was seen as the need for users to travel to them, given the lack of willingness to do so amongst many users and potential users. Consequently, it was felt that they would lead to lower service usage overall.
- **Community Run Libraries** – This was the least supported option amongst face-to-face respondents with only 24% considering this approach to be acceptable, while only 8% of self-completion survey respondents felt the same. Explaining this, concerns were expressed in the qualitative research about the need for volunteers to manage a building and budget rather than just library services and about how realistic it was to expect to find volunteers capable of doing so in all communities. Also, concerns were expressed that moving to this approach would mean the loss of essential or specialist services, such as benefit advice, in some areas.
- More positively, this type of library was seen by stakeholders as a means of generating a community spirit and some felt that it may be possible for an entirely community led library to attract more funding from alternative revenue streams and also that the use of volunteers in this way could lead to more flexibility in the provision of services.

**Conclusion 7: While there's little support for book drops, libraries outreach is considered more favourably and both the Home Library Service and the Transcription Service are generally seen as very important.**

Overall, residents do not support 'providing a much reduced service, such as only providing book drops...' and while this is tied into the desire to retain services in as wide a form as possible, some specifics about book drops and specialist services were noted in the research as follows;

- **Book Drop** - Library users were dismissive of book drops, expressing concerns about the logistics of the process and about how much choice (in books) there would be and whether they'd actually be returned. Also the importance of access to IT and the service libraries offer in ensuring digital inclusion is evident within this research and it was felt that book drops alone would not provide this.
- **Libraries Outreach** – There was support for this amongst qualitative respondents and some saw it as a potential alternative to Mobile Libraries. It was also considered to be a way of potentially promoting library services, but concerns were expressed about where services would be targeted and how the district as a whole could benefit.
- **Mobile Library Services** – Generally, respondents favoured preserving this service, although the suggestion from this research is that it's not well used. In total, 71% of all face-to-face survey respondents didn't support stopping this service, although few had actually used it. Amongst those self-completion survey respondents who had ever used it a similar proportion (72%) didn't support stopping it, but this figure is by no means overwhelming. Amongst Library Service staff, there were mixed feelings and some felt that it was expensive and had low demand.
- **Home Library Service** – Generally, this was considered to be more important than the Mobile Library Service as it targets vulnerable users more. However, staff in particular recognised that volunteers could deliver this service relatively easily and that it serves a comparatively small number of residents.
- **Transcription Service** – This was also considered to be 'essential' to those that use it and concerns were expressed about whether this service would suffer if library Service staff were reduced in number.

**Conclusion 8: Amongst respondents in Holmfirth, there was overwhelming support for merging the Tourist Information Centre (TIC) with the library to save money.**

Almost nine-in-ten respondents to the face-to-face survey from Holmfirth indicated that they supported the possible merger of the TIC and library and more than half (53%) gave a score of 10 out of 10 indicating that they fully support this proposal. While this figure was slightly lower amongst self-completion survey respondents in Holmfirth at 71% (who are predominantly library users), it is clear that there is support for this merger in the local area.

## 8. Appendix

### 8.1 Appendix I: Summary of findings from consultation with children

Kirklees Council undertook some consultation with children / young people to understand their views on possible changes to the delivery of the library service. The consultation also aimed to understand the extent to which young people use the service and their needs from their local library. Kirklees Council engaged with young people by contacting primary schools, colleges and youth groups and asking them to carry out facilitated group discussions utilising a pack of questions on the subject of libraries to prompt conversations.

#### Key findings

##### Sample Profile

In total, 162 young people took part in the children's consultation in 9 separate groups. The groups included participants from colleges, primary schools and youth groups and were made up from the following;

- Paddock Junior School
- Holmfirth Junior and Infants
- Batley Girls School
- Greenhead College
- Heckmondwicke Primary School
- Scholes Village Primary x 2
- North Huddersfield Trust School
- Kirklees Youth Groups (Kirklees young people's LGBT Group, Ravensthorpe Youth Group, Holmfirth HS, Young Dewsbury, Paddock Young Leaders, Rawthorpe Youth Club, Central Stars)

These groups ensured there was a wide range of ages represented from year 4 of primary schools to the late stages of college.

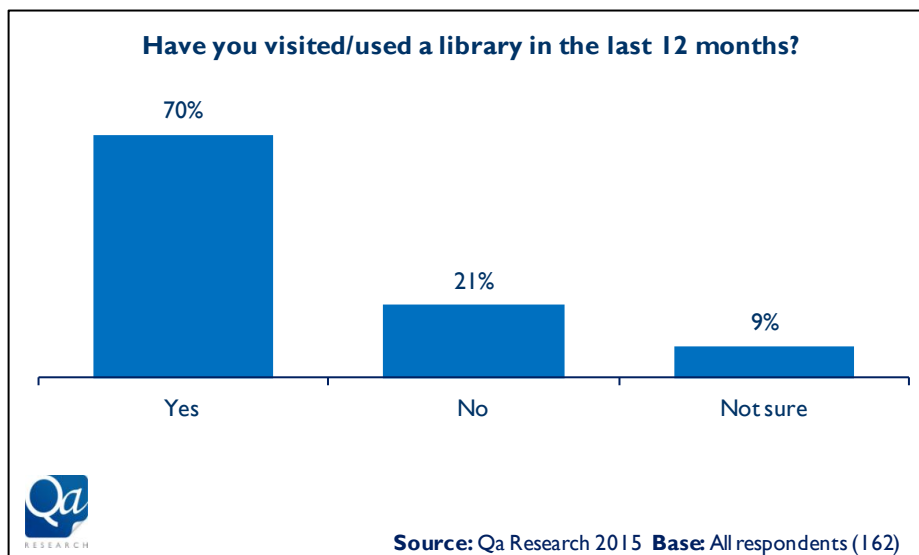
**Figure 43. (Childrens consultation) Demographic profile**

Demographic Table		
	Count	%
Gender		
Male	71	44%
Female	91	56%
Ethnicity		
White	100	62%
Black/Black British	8	5%
Mixed/multiple ethnic	7	4%
Asian/Asian British	46	28%
Other ethnic group	1	<1%
<b>Total</b>	<b>162 (All respondents)</b>	

## Library Usage

In order to understand the extent to which young people use the library service, all participants were asked if they had used a library in the last 12 months.

**Figure 44. (Childrens consultation) Library visits in the past year**



The above chart shows library usage to be high amongst children/young people with 7 in 10 (70%) participants saying they have visited a library in the past year.

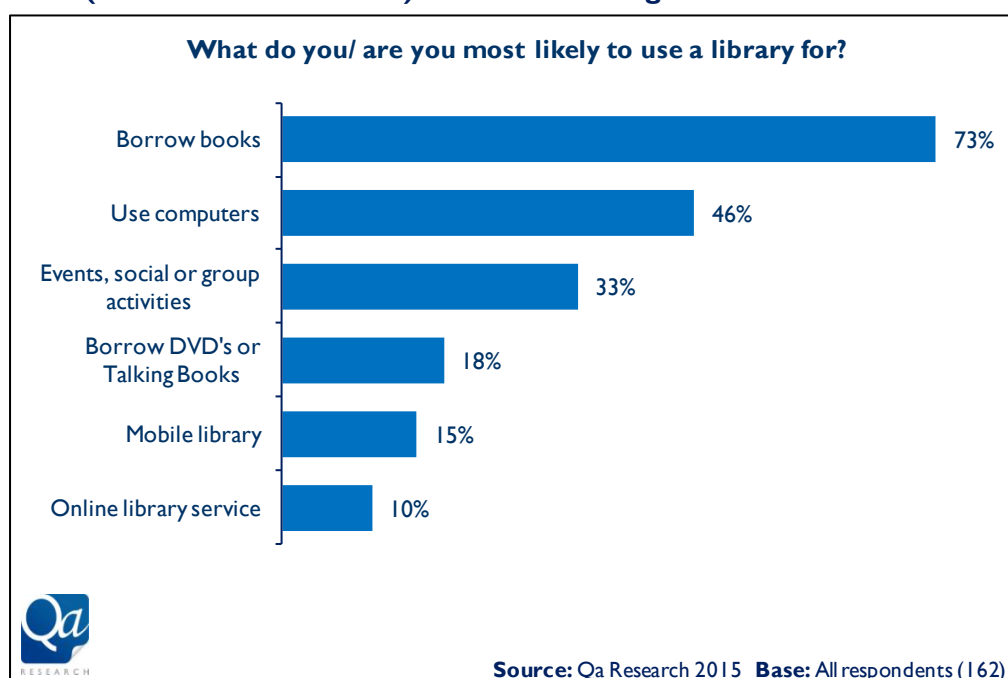
Participants were also asked to say which library they visit the most often so as to get a rough idea of which library they had in mind when offering their views. It should be noted however that due to multiple libraries being mentioned in each group it is impossible to link comments to individual libraries with any certainty. It is, however, possible to gain a rough idea of the libraries to which groups may have been referring.

- **Scholes Village Primary I** - The main library that was used was **Cleckheaton** although a few participants mentioned they used **Wyke** library.
- **Scholes Village Primary II** – Again the majority of participants used **Cleckheaton** library although individuals referred to **Dewsbury**, **Batley** and **Heckmondwike**.
- **Heckmondwike Primary** – The majority of participants said they used **Heckmondwike** library although a large proportion also used **Dewsbury**, while there were mentions of **Batley** and **Cleckheaton** libraries.
- **Greenhead College** – All participants said they used **Huddersfield Library** the most although they did visit **Batley**, **The Chestnut Centre Deighton** and **Dewsbury**.
- **Batley Girls-** **Batley**, **Dewsbury**, **Birstall**, **Cleckheaton**, **Heckmondwike** and **Leeds** libraries were all mentioned in equal proportion.
- **Holmfirth Junior and Infants** – The vast majority said they used **Holmfirth** library the most although a couple of individuals stated they used **Huddersfield** the most.

- **Paddock Junior School – Huddersfield** library was the most often visited library although an equal proportion said they used university libraries and mobile libraries. One participant said they use **Lindley** library the most.
- **Kirklees Youth Groups** – The main library used was **Huddersfield** although **Dewsbury** and **Heckmondwike** were also used by a notable amount.
- **North Huddersfield Trust School-** The main two libraries visited were **The Chestnut Centre Deighton** and **Huddersfield** Library although some participants also mentioned **Birkby**.

Participants were then asked what they are most likely to use the library for;

**Figure 45. (Childrens consultation) Reasons for using libraries**



As can be seen, when asked what they use their library for, participants were most likely to say that they used the library to borrow books (73%) and almost half (46%) stated that they used the library for the computers.

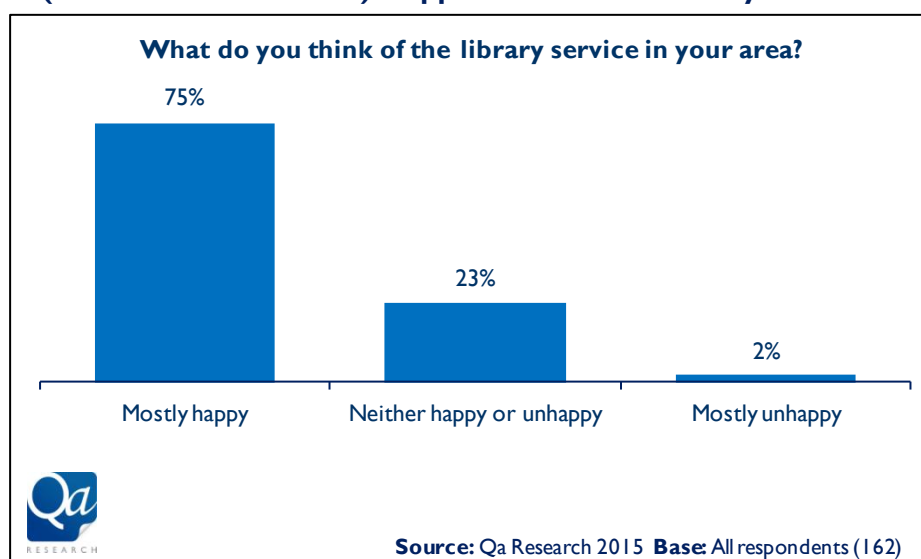
Although responses were fairly standard across the groups, it was notable that, while mobile library usage was normally low, it was particularly high amongst Paddock Junior School respondents with over half of respondents saying they used this service (57%).

Kirklees Youth Groups also used the 'other' section within the questionnaire to highlight the reason for using such services, with several of their reasons focusing on the subject of careers;

*"Careers search, job searching, shelter". (Kirklees Youth Groups)*

Participants were then asked about what they thought of the library service in their area;

**Figure 46. (Childrens consultation) Happiness with local library service**



On the whole, participants viewed their libraries in a positive light, with only 2% saying they were unhappy.

The reasoning for these views seemed to alter to a certain degree based on age. The older participants, such as those from college, said that they were mostly happy because of the variety of books and the large amount of space to study and conduct research. Younger participants such as those in junior school were more likely to say that they were neither happy nor unhappy because of a lack of age suitable books for them to read.

*“More comic and manga books.....more horror”.* (Holmfirth Junior and Infants)

*“Too many old books”.* (Heckmondwike Primary School)

Despite this, there were certain subjects that were mentioned in most groups regardless of age. These were mainly positive views, with the subject of staff specifically being used to say why people were happy with the libraries. Multiple groups said that the staff were exceptionally friendly and helpful and that this contributed largely to why they viewed their local library in a positive way;

*“Staff don’t interfere with what you’re doing, but will help if you ask”.* (Scholes Village Primary 1)

*“Helpful, kind staff”.* (Paddock Junior School)

*“All the staff are kind and polite and it is fun”.* (Scholes Village Primary 2)

The variety of books was also something that was mentioned as an advantage by various groups where the majority of participants mainly used the biggest library, Huddersfield;

*“Lots of different kinds of books”.* (Paddock Junior School)

*“Large range of books”*. (Kirklees Youth Groups)

It was notable that this was something that was not mentioned by those groups where the main library used was a smaller one.

Certain subjects were mentioned multiple times for reasons as to why some people weren't so positive. One of the most common reasons, especially for older students, was that the opening hours did not fit into their study timetables. Some mentioned that they would like to see their libraries open for longer in the evening and that this would enable them to use their library more;

*“Need longer opening hours – interrupts study time!”*. (Greenhead College)

*“Opening hours don't fit with the times I would like to use the library”*. (Batley Girls School)

The other issue that surfaced in various groups was the general upkeep of both the books and the environment. A number of participants said that their library was too dark or that the books were in really bad condition and that these things put them off the library.

*“Improvements needed in the environment”*. (Greenhead College)

*“Some corners/places which are dark”*. (Heckmondwike Primary School)

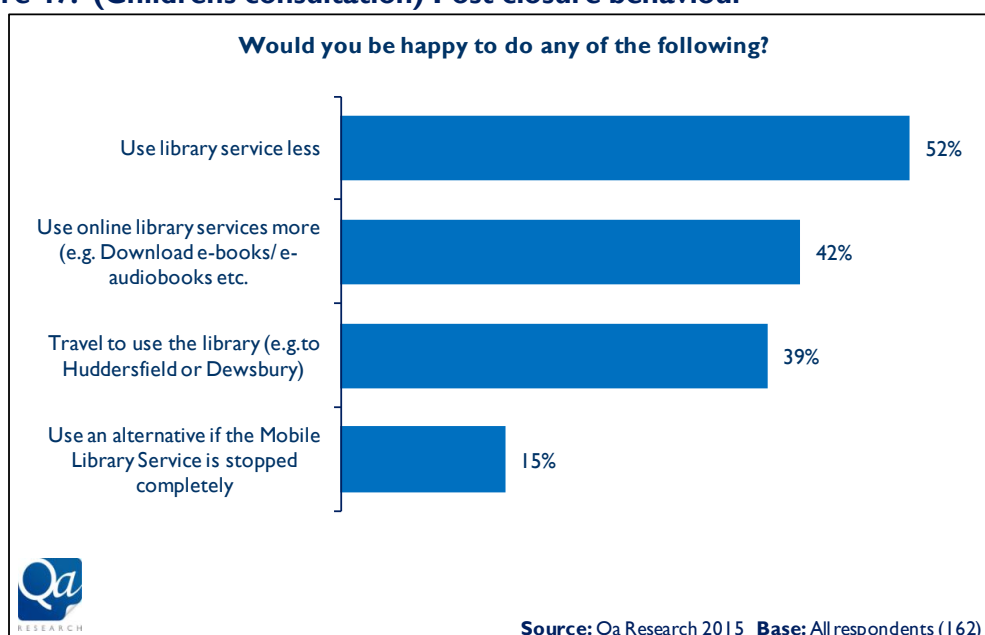
*“Dust – allergies”*. (Heckmondwike Primary School)

*“Damaged books (e.g. pages missing and scribbles on books)”*. (Kirklees Youth Groups)

### **A need to change**

The participants were also asked if they would do any of the following if their local library were to close;

**Figure 47. (Childrens consultation) Post closure behaviour**



Half of participants (52%) admitted that they would use the library less with only 4 in 10 respondents saying they would travel further afield to use one of the bigger libraries (39%). It should be noted that for a lot of participants, they said that a lot would depend on whether their parents would be willing to take them to the bigger libraries;

*“Parents may not be willing to take them. Would not be able to travel on their own whereas they can access the library locally. Overall they thought a local library was much better”.* (Heckmondwike Primary School Moderator)

*“All the children said it would depend on whether parents/carers would take them”.* (Scholes Village Primary I Moderator)

Once again, a lot of participants reasoning for why they would use the library less overlapped. The main reason was the expense and inconvenience of travelling. Some participants mentioned how it would be too costly and unpractical to travel the extra distance to go to one of the open libraries like Huddersfield;

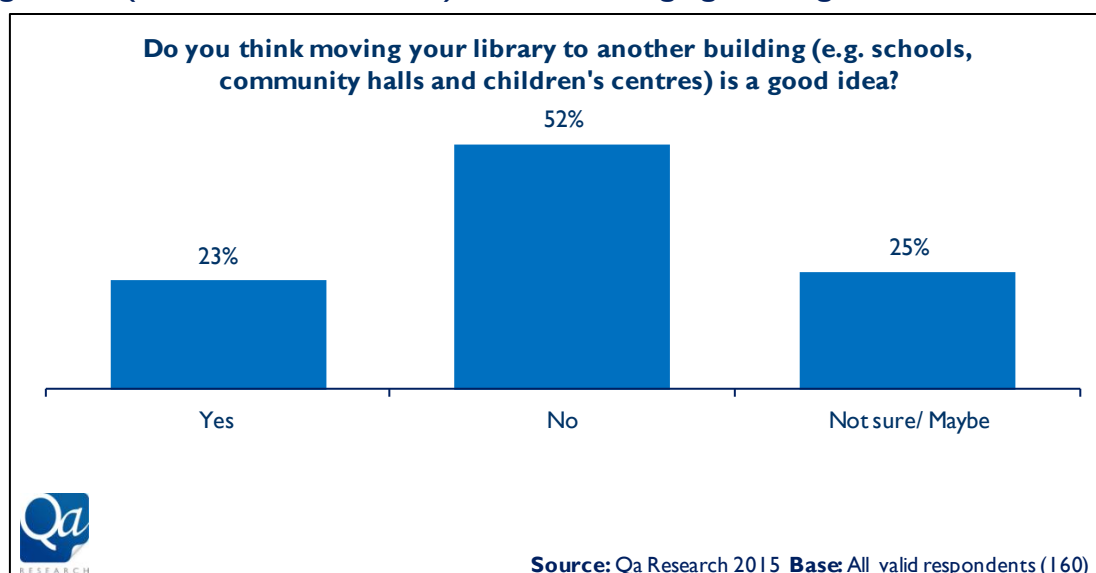
*“Costly to travel to other libraries and also not so good for the environment using cars etc more.”*  
(Heckmondwike Primary School)

The same group also mentioned that they feared that the open libraries would quickly get overcrowded and therefore it would be unfeasible to work there;

*“Would be too crowded... If there were less libraries there could be too many people trying to use the computers”.* (Heckmondwike Primary School)

The participants were also asked whether they thought moving the library to another building, such as a school, was a good idea;

**Figure 48. (Childrens consultation) Views on changing building**



Only a quarter of participants thought this was a good idea (23%), with over half stating that they thought it was not a good idea (52%).



There was quite a concentrated level of approval for this idea in Greenhead College and both Scholes Village Primary groups. In one Scholes Village Primary group 7 out of the 10 participants said they actively thought this was a good idea. It was also notable, however, that groups from Batley Girls School and Heckmondwike Primary were very much against the proposal of moving buildings, with a vast majority in each group saying they disagreed with the plan.

Those who were against the idea of moving libraries into other buildings such as schools provided a number of different reasons for why this was a bad idea. A predominant theme was the fear that new premises would lack space. Participants generally felt that any move would reduce the overall amount of space to work in which would significantly reduce the advantage of working in a library. These fears were based on experience where participants had seen other libraries move into school and had the amount of space significantly reduced.

*“Depends where it is – if there is only a small space everything could be squashed in”.* (Heckmondwike Primary School)

*“Moving the library into another building would probably mean less space”.* (Batley Girls School)

*“Not enough room in schools for local libraries”.* (Kirklees Youth Groups)

*“Meltham library already moved and now there’s not enough space”.* (Kirklees Youth Groups)

Another recurring theme was the issue of noise. A number of participants felt that moving to anywhere that is not an actual library would encourage noise and that they wouldn’t be able to read or work in peace;

*“Libraries should be quiet. Having other groups in there might be distracting”.* (Batley Girls School)

*“Could be a place that is too noisy making it difficult to read etc”.* (Heckmondwike Primary School)

Some older participants also expressed a worry that moving into an environment such as a school would put children off, since they would not want to spend more time in the same environment;

*“Placing local libraries in local schools might put children off using them”.* (Kirklees Youth Groups)

Problems with placing libraries in school were also highlighted in relation to security;

*“Would create security issues if placed in schools and could be dangerous”.* (Kirklees Youth Groups)

A lot of other reasons that were provided seemed very conditional on what building the library was moved into. For instance a number of participants said that the new building might be too dark, too far away or too small.

Each group, however, provided ideas of which buildings could be used to house their local library;

General ideas included;

- Churches
- Schools
- Airports

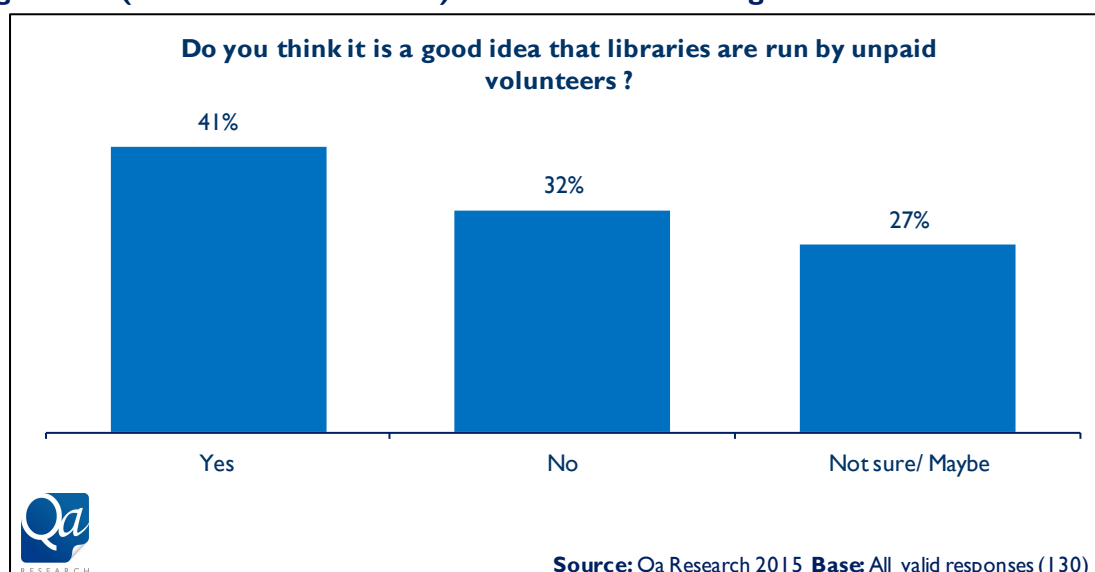
- Supermarkets
- Cafes

Some groups provided more precise locations;

- Paddock Junior School – Paddock Youth Club Building
- Holmfirth Junior and Infants – Cinema, Civic Hall, Fire Station, Lidl
- Kirklees Youth Groups – University Library, Kirklees college Library
- Heckmondwike Primary School - Morrisons

The idea of volunteers running the library was also put to participants by asking if they thought this was a good way forward;

**Figure 49. (Childrens consultation) Views on volunteering**



This was an issue that divided participants, with slightly more people thinking that libraries could be run by volunteers.

For those that thought volunteers were a good idea to move forward, there were several reasons that resonated. Firstly it was felt that volunteering would be good for the community since it would provide people with good experience and a good job to put on their CV;

*“Good work experience – love kids”.* (Kirklees Youth Groups)

*“Would look good on CV”.* (Kirklees Youth Groups)

This was particularly prevalent with the older groups for whom careers are a big consideration. Participants also commented on how it could make people understand the library more and get people more involved, particularly people with more time on their hands such as the retired;

*“Help you understand how libraries work....Retired people would be willing and have the flexibility”.*  
(Kirklees Youth Groups)

Equally, however, there was a proportion of people who felt that using volunteers to run the library was a bad idea and again there were a few themes that emerged throughout several groups. The first revolved around the idea of having enough volunteers. It was felt by some that the amount of volunteers willing to run the libraries would not cover the amount of libraries or the amount of time that each one would require;

*“Not many people would want to volunteer – people want to be paid and work to support their family”.*  
(Batley Girls School)

Various students also commented that since being a librarian was a hard, time consuming job it is only right and proper that individuals get paid for it.

*“Not fair to ask people to work for no money”.* (Batley Girls School)

*“It is a proper job for people with experience and not volunteers – it should be paid”.* (Kirklees Young People Groups)

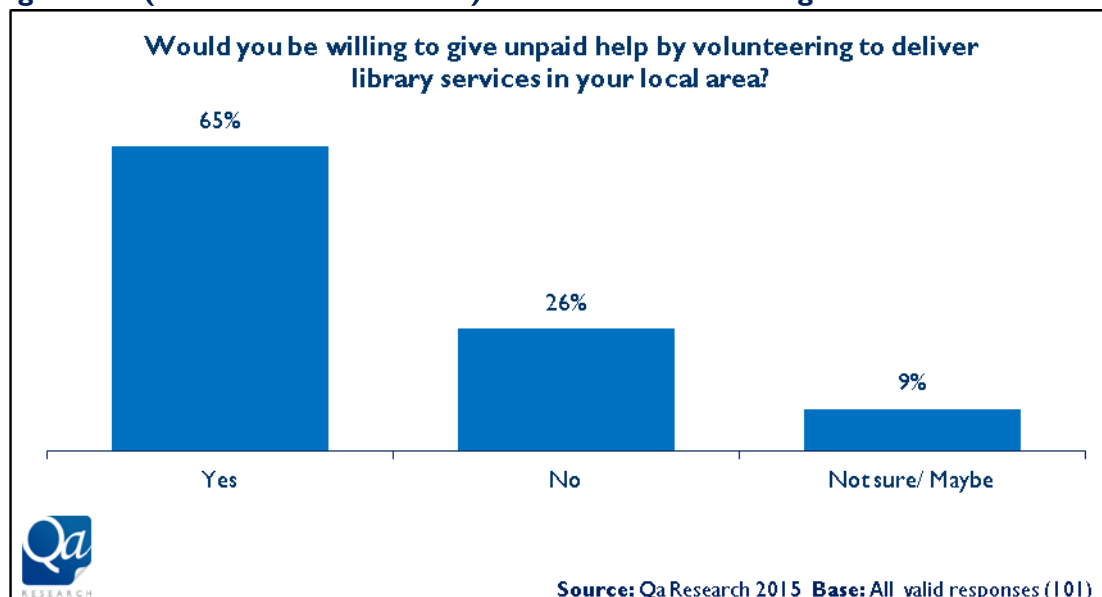
*“Should get paid for what you do”.* (North Huddersfield Trust School)

On the same subject various students expressed a worry that the volunteers would not give their full effort if they were not getting paid for their work;

*Volunteers might not take their job seriously – don’t need the job and can’t be sacked so nothing to lose”.*  
(Batley Girls School)

Some groups were then asked if they would be willing to give unpaid help to the library services in their area;

**Figure 50. (Childrens consultation ) Interest in volunteering**



Here an overwhelming majority confirmed that they would be willing to help their local library with only a quarter of respondents (26%) saying they definitely wouldn't help.

However it should be noted that for one group, those that said they would help said that it was dependent on certain conditions. These conditions included volunteering only in a very local library, only certain hours and only certain “good jobs”. Some participants also mentioned the need for an incentive such as travel expenses being paid.

Those that said they would not be willing to commit any time towards volunteering gave various reasons, with some overlapping multiple groups. For many, time was the biggest issue where studying at college/ university meant they didn’t have free time to give to the library. Various participants also mentioned, the need for paid employment to help with the cost of living was restricting them from getting voluntary work.

In respect of individual libraries, some groups showed far more interest in volunteering than others. Batley Girls demonstrated a very high degree of interest with 17/21 participants saying that they would be willing to volunteer. A large amount of Kirklees Youth Group participants also indicated that they would be willing to volunteer, although participants in these groups visited a wide variety of libraries making it impossible to attribute these potential volunteering rates to any particular library.

### ***Doing things differently***

The groups were then asked to think about how the service could be delivered in the future by focusing on different aspects of the library service.

#### What to use Library for

The first aspect of the future service discussed was what people would most want to use the library for. Here it was notable that the older groups, such as Youth Groups and colleges talked more about educational related activities;

*“Borrowing revision guides, books.....chairs and tables for study”. (Batley Girls School)*

*“Revising – very little space to do this at college and it’s an uncomfortable space”. (Greenhead College)*

*“Peaceful area to read and do homework”. (North Huddersfield Trust School)*

For the younger groups (e.g. junior schools), more social activities were mentioned as being what participants wanted to do in libraries.

*“Hire kindles...film club, manga club/children’s book club”. (Holmfirth Junior and Infants)*

*“Chill out reading space”. (Paddock Junior School)*

One idea that was popular amongst most of the groups was having a cafe/somewhere that serves food and drink. Participants felt this would help the library financially but would also make them more likely to come to the library by giving it another more sociable side.

### **Building**

Next, participants were asked about the buildings in which they would like to see the libraries. Here a notable amount of young people repeated their earlier statements that they really wanted

each library to stay in the same building as it is in now. This was the case for a number of groups regardless of their geographical position;

*“Where they are at the moment in library buildings”.* (North Huddersfield Trust School)

*“The one it’s in NOW!”.* (Scholes Village Primary I)

*“Libraries should stay in libraries – if they move how would it work? Who will work? What days would they work?”.* (Kirklees Youth Groups)

*“Stay in the library”.* (Batley Girls School)

However, amongst the participants who did suggest changes, there were a few features that dominated ideas. The first of which concerned the size of the building where many students said that the building should be as big as possible with lots of room for comfortable seating and computers. This was especially the case for Scholes Village groups;

*“Big and glam”.* (Scholes Village Primary School I)

*“Big posh ones”.* (Scholes Village Primary School I)

Noise was once again mentioned, with various participants saying that any new building had to be in a quiet area so as to reflect the key characteristic of a library;

*“Not in town – in a quiet area”.* (Kirklees Youth Groups)

*“Quiet building”.* (Paddock Junior School)

Participants also volunteered various examples of the types of places they would like to see libraries, with North Huddersfield Trust School in particular providing numerous ideas;

- *“Shopping centre”*
- *“School”*
- *“Sports centre”*
- *“Theme park”*
- *“Community centre”*
- *“Museum”*
- *“Post office”*
- *“Greenhead park”*
- *“Police station”*
- *“Supermarket”*

(North Huddersfield Trust School)

These ideas seemed to revolve around the idea of publicly accessible areas to possibly encourage footfall and make it more convenient to access.

### Who could help

The final part of the future that participants were asked about was the types of people they thought could help run the library. The responses followed a very similar pattern with respondents highlighting people who could gain something from volunteering. In this respect, students were highlighted by many as being ideal candidates for volunteering because it would be good experience and would also be extremely beneficial for their CV's;

*"Student volunteers are great – they are also getting something back from it, can put it on CV's and university applications. It's a good chance for them to show they can be responsible". (Greenhead College)*

*"People looking for jobs i.e. students". (Paddock Junior School)*

Participants also suggested more generally that those who are lonely such as the retired could help because it would give them the chance to meet new people;

*"Adults that don't get out much". (North Huddersfield Trust School)*

*"Retired people". (Kirklees Youth Groups)*

*"Lonely people". (Holmfirth Junior and Infants)*

It was also notable that various groups highlighted the importance of volunteers having experience/confidence in dealing with children. The groups all felt that the presence of children made it an essential characteristic to have.

*"People who like children". (Holmfirth Junior and Infants)*

*"People who have had jobs where they worked with children e.g. youth/childcare workers". (Paddock Junior School)*

Also, in line with what the groups saw as a key plus of their local library, some participants said that anybody working in the library should be friendly and fun.

*"Fun, kind hearted people....friendly and honest people". (Paddock Junior School)*

### **Further / additional comments**

A few groups did give some additional comments, mainly reiterating certain points they had previously made. The overwhelming majority of groups who used this section, explained how they didn't want the library service changing and that its position as a place of research and education make it a valuable asset that should be prioritised by the council.

In respect of this a few participants indicated they would like to know more explicitly why the libraries are having its budget reduced.

Some groups also used this section to suggest fundraising ideas, so as to keep the current library provision intact;

- *“Should run library competitions to raise money – people could pay to enter to see who can read the most books”*
- *“Weekly bun sales – teens could volunteer to bake”*
- *“Let people borrow but also sell new books. Ask people to donate books and money.”*
- *“Charge reading group membership”*
- *“Charge 10p per book to borrow”*
- *“Hold tutor sessions and charge people for help”*
- *“Start a yearly subscription fee based on how long you borrow books or how much you use the library to make it fair”*
- *“Charge groups to hire private rooms”*
- *“Have kids parties in the library”*

(Batley Girls School)

One group also mentioned that using derelict buildings could be a good move for the council. They felt this would help the library service but also improve the landscape of the town;

*“I think using empty or derelict buildings is a good idea because it will help to make places look better”.*  
(Scholes Village Primary)

In all, the final suggestions were used to emphasise the importance of the libraries on both an educational and social level and it was of paramount importance to participants that the libraries kept these elements in the future changes to the service.

## 8.2 Appendix 2: Summary of online survey with stakeholders

Kirklees Council undertook some consultation with stakeholder groups to understand their views on possible changes to the delivery of the library service. Social and community groups were invited to complete an online survey via the cloud based company 'Survey Monkey'. The survey asked about the group's frequency of use and their views on proposed future approaches to running the libraries, as well as their opinions as to other services that the council will offer through the libraries. Of the groups invited, 6 responded;

- The **Friends of Mirfield Library** use Mirfield library most frequently and they do this once a week making use of the library's resources as well as its capacity as a meeting place.
- **Access Independent** is an occupational therapy service provider who use The Greenwood Centre library as a venue to meet once a week.
- An anonymous group indicated that they use Huddersfield library less than once a month for joint activities.
- **Birstall Primary Academy** uses Birstall Library once a month with the aid of library staff for class visits to the library.
- **Cleckheaton Writers Group/ Cleckheaton Literature Festival planning group** also responded saying they used Cleckheaton library. The group do this once a week using the library as a venue.
- **Honley Civic Society** indicated that they use both Huddersfield library and Honley library once a month for its resources.

It should be noted that Access Independent and Birstall Primary Academy declined to answer all questions; therefore there is no data for The Greenwood Centre and Birstall Library.

The following findings section will refer to each library in turn stating the results from whichever groups said they used that library the most.

### Key findings

#### **Mirfield Library**

For Mirfield library, community supported and community run libraries were seen as "*not suitable*" options. The option of Town Library was seen as the preferred approach although it was highlighted that the group wanted more details to accurately assess this option. In response to the various services that the council would offer, *Book Drops* were also seen as "*not suitable*". A similar response was recorded for the *Librarians Outreach Programme* with the group stating that the budget for this would be better spent on other options. The *Specialist Services* option, however, was deemed "*essential*" by this group and the most important of the three options the council would offer.

#### **Huddersfield Library**

The groups that said they used Huddersfield Library, mainly agreed with each other in their viewpoint. Both groups stated that community supported libraries could work as long as the council provided the building and one paid, experienced member of staff.

*"May work but only if council does provide the building and other support"* (Anonymous Group)



Both groups also agreed that community run libraries were a bad idea as it means there is a loss of expertise and that volunteers are too unreliable.

*“This would mean the loss of all the library service’s expertise. Bad idea.” (Anonymous Group)*

The issue of Town Libraries divided the groups. One group stated that while closing small libraries would be a loss, if it meant that expertise was preserved in other libraries then this was the preferred option. The other group used this question to state that library closures were unacceptable. When considering the services that the council would offer, the groups were unanimous in their view that *Specialist Services* were a crucial and extremely valuable asset of the service;

*“A valuable option for those less able to access the library buildings” (Honley Civic Society)*

*“Crucial Work” (Anonymous Group)*

The groups did disagree however, as to the importance of *Book Drops* and the *Librarians Outreach Programme*. One group viewed *Book Drops* as a good idea while the other group saw it as a poor option. This was a similar situation to the *Librarians Outreach Programme* where the one group viewed this as “*crucial work*” with the other group stating this could be reduced to accommodate a smaller budget.

### **Cleckheaton Library**

When talking about Cleckheaton Library, the group in question used each response to highlight that they wanted the library service to stay as it is. They did, however, rank the three options in order of preference;

- 1.) Town Libraries
- 2.) Community Supported Libraries
- 3.) Community Run Libraries

In response to the services offered, the group for Cleckheaton Library said that the *Librarians Outreach Programme* and *Specialist Services* should definitely be continued but that the *Book Drops* would not be needed if certain libraries were kept on.

### **Honley Library**

The group that indicated they used Honley Library felt that community supported libraries was the only approach that would be feasible. The reason behind this was that it meant there would still be one paid member of staff with enough experience to handle queries and explain services. This was also part of the reason that the group felt community run libraries would not work as they felt volunteers would offer an unreliable service. The Honley group also replied to the idea of Town libraries that closing such an important asset is;

*“not acceptable” (Honley Library Focus Group)*

With regards to the service Kirklees would offer, the group that used Honley library felt that the *Specialist Services* were the only valuable option that should be kept. They felt that *Book Drops* and the *Librarians Outreach* programme were not necessary options.

## 8.3 Appendix 3: Summary of findings from Kirklees Council budget consultation

### Balancing the books: findings from the overall budget consultation

#### Background/context

Following the publication of the council's Medium Term Financial Plan (MTFP) or "Budget Book" in September 2014, Kirklees Council ran a **two phase consultation**.

**Phase 1** was open for four weeks (Monday 8<sup>th</sup> September to Friday 3<sup>rd</sup> October 2014) and asked people for their views on some general budget principles. Library services were not specifically consulted on during this phase, although some people still chose to make comments about libraries.

**Phase 2** was open for six weeks (Monday 27<sup>th</sup> October to Friday 5<sup>th</sup> December 2014). This second phase of consultation focused on specific budget options and ideas – including developing alternative options for library services. As with phase 1, there were a number of comments made relating specifically to libraries.

#### Phase 2 findings: library services

There were 2582 responses received through the survey, of which 2547 responded to the question about **developing alternative options for running our library services**.

The results for this question were as follows:


<p><b>Develop alternative options for running our library services</b></p> <p><i>This means that library services will continue but change significantly, saving up to £3.2 million over the next three years from the current spend of £5.75 million. We will be unable to continue the current level of service at all libraries across Kirklees and we will need to look at alternatives. This could include more community involvement – i.e. local people taking on some or all aspects of library services in an area of Kirklees</i></p> <p><i>ⓘ Please note that we are also planning to run a specific public consultation on changes to the library service, due to start in January 2015</i></p>	<b>Good idea</b>	<b>OK idea</b>	<b>Neither good nor bad idea</b>	<b>Not keen</b>	<b>Bad idea</b>
	<b>NET positive</b>			<b>NET negative</b>	
	662 (26%)	620 (24%)	329 (13%)	453 (18%)	483 (19%)
	<b>50%</b>			<b>37%</b>	

Half of people who responded to the budget consultation (50%) said that they felt that this was a 'good idea' or 'OK idea'.

The following table shows how people's views on developing alternative options for running our library services compared with the other budget options and ideas for 2015-16:

Least support	Q1: Specific options and ideas for 2015-16	Total % positive ( <i>'good idea' or 'OK idea'</i> )	Total % negative ( <i>'not keen' or 'bad idea'</i> )
		Reduce staffing in the Youth Offending Team	19%
	Reduce staffing in complaints and advocacy for children and young people	19%	62%
	Reduce the intensity of Street Cleaning	36%	52%
	Reduce maintenance of our parks, open spaces and grass verges	38%	48%
	Reduce subsidies for sport and physical activities	41%	45%
	Stop funding the Kirklees Music Service	42%	44%
	Change our remaining in-house residential and home care services	37%	44%
	Increase the Council Tax Support scheme	31%	44%
	Stop local welfare provision - food banks and white goods	40%	43%
	Stop doing and funding events and festivals	46%	41%
	Develop alternative options for running our library services	50%	37%
	Remove the remaining subsidy to some child care provision	46%	37%
	Change the way we provide reablement services	47%	34%
	Change the way we provide employment, debt or housing advice and overall support for welfare benefits	55%	27%
	Stop funding the Free Town Bus service	65%	25%
	Charge schools and child care organisations for support and advice	60%	24%
	Make changes to our School Transport policy	69%	21%
Most support	Remove more expensive payment options and promote Direct Debit and Debit Card payments	71%	20%

The following table shows some examples of the comments made about libraries:

Develop alternative options for running our library services...			
	50% were <b>in favour</b> of this idea... (total saying 'Good idea' or 'OK idea')		37% were <b>against</b> this idea... (total saying 'Not keen' or 'Bad idea')
<p><b>Comments in favour of this idea...</b></p> <p><i>"...Look at smarter ways of running libraries with possible charging for services..."</i></p> <p><i>"...Close those libraries that are within reasonable travelling distance of the town centre and encourage people to use the main library. It is not an essential service..."</i></p> <p><i>"...Make one super library/social hub for Huddersfield, then close all the others down, as everyone can get a bus into town, therefore people could still find out what was happening, pay bills, get a book, read a paper, maybe even do a course?, or just socialise for a bit..."</i></p> <p><i>"...I personally don't see Libraries as a necessity anymore. I think there are a few very vocal older people fighting to keep these open but I don't think they are needed. All schools should have a well stocked library and children have access to these..."</i></p> <p><i>"I am a regular library user but think the service should be scaled down. The self service machines are excellent..."</i></p> <p><i>"A modest cash payment from people using services is reasonable. EG in some German states public libraries have a joining fee of 20 Euros/ annum. For people who use the library services this is not excessive..."</i></p> <p><i>"...The Libraries I have visited lately are part of the community - embrace that and find ways of raising income from the large amount of people that visit - running courses, coffee shops..."</i></p> <p><i>"...Explore other libraries' ideas for enhancing services and provision e.g. Leeds, Sheffield, York, and the Central Library in Manchester...Explore more ways of generating income within the library; are groups using the library paying appropriate fees for this usage? Are any franchises possible within the library, e.g. selling of books?..."</i></p>		<p><b>Comments against this idea...</b></p> <p><i>"For me change anything but the library service."</i></p> <p><i>"...I wouldn't like to think that a neighbour working voluntary in the library has access to my private details..."</i></p> <p><i>"Removing or reducing library availability would tear the heart out of communities - they provide so much more than just book loans..."</i></p> <p><i>"...The Library Service is also crucially important in that it provides community hubs that complement the functions of pubs, churches and mosques..."</i></p> <p><i>"I am firmly opposed to significant cuts in library and museum provision - especially in North Kirklees, which is the poor relation of Huddersfield and is in danger of becoming a cultural wasteland with the Council's proposed cuts..."</i></p> <p><i>"...Libraries - Books and other library services are important. How can volunteers run services it takes library staff years to train for?..."</i></p> <p><i>"...Libraries need to be kept in the hands of professionally trained people - it is a much harder job than people realise and I think standards would slip if the service was run by volunteers. However, volunteers could be used in some areas i.e. story times, giving out information, customer service - but management and planning needs to stay with council..."</i></p> <p><i>"Libraries - Do not change!! Libraries are a refuge, a learning establishment, a community portal, a place that brings local people together. If anything they should be the focal point for re-hashing / re-orienting some of the services that need to be cut! Boost them - don't reduce them..."</i></p> <p><i>"...Libraries are a very important community resource and if properly managed could be an engine to renew and reinvigorate weakened community structures...There may well be a way of changing services to involve volunteers but I believe the council must think very seriously before dismantling a well-established and historic service."</i></p> <p><i>"...Councils should be increasing Library services not reducing them...Who are these people expected to volunteer to run libraries?..."</i></p>	



## 8.4 Appendix 4: Summary of Petitions Received

A number of petitions were received by the Council and the table below summarises these;

Date received	Format of petition	Signatures	Subject of petition	Response to petition	Outcomes of petition
05-Nov-14	Paper	167	Petition about the closure of Birstall Library.	An officer will investigate and respond to the petition.	No outcome yet.
10-Dec-14	Paper and E-petition	3,903	Petition requesting that Cleckheaton Library remains where it is and providing the services it does now.	The petition has been passed to the Assistant Director – Customer and Exchequer who will investigate and respond to the Lead Petitioner. The petition will be considered as part of the Budget Consultation Exercise.	To be debated by the Council
14-Jan-15	Paper	11,010	The petition objects to moving Batley Library to any other site and sell of the Carnegie Library Building.	The petition has been passed to a Council Officer who will investigate and respond to the Lead Petitioner.	To be debated by the Council
02-Apr-15	Paper	2,498	The petitioners strongly object to any plans to close Heckmondwike Library or to sell the purpose built buildings as it would lead without a library and result in job losses	The petition has been passed onto an officer in Customer and Exchequer who will investigate and respond to the Lead Petitioner.	No outcome yet.
21-Apr-15	Paper	Under 3,000	Petition relating to Mirfield library	An officer will investigate and respond to the petition.	No outcome yet.

## 8.5 Appendix 5: Summary of 'Meet the Manager' sessions

A number of 'Meet the Manager' sessions were organised and hosted by Kirklees Council staff at libraries and information centres and the table below summarises these and the number that attended each session;

Library & Information Centre	Date	Attendees
<b>Almondbury</b>	Thursday 22 <sup>nd</sup> January 2.00-4.30pm	8
	Monday 16 <sup>th</sup> March	6
<b>Batley</b>	Friday 30 <sup>th</sup> Jan 11.00am-1.00pm	12
	Wed 25 <sup>th</sup> Feb 5pm –7pm	8
	Friday 27 <sup>th</sup> Feb Crochet Club	6
<b>Birkby/Fartown</b>	Monday 2 <sup>nd</sup> February 10.00am-12noon	6 craft group
	Wednesday 4 <sup>th</sup> March	9
<b>Birstall</b>	Thursday 29 <sup>th</sup> January 11.00am-1.00pm	8
	Mon 9 <sup>th</sup> March 5-7pm	6
<b>Chestnut Centre</b>	Wednesday 21 <sup>st</sup> January 2.00-4.30pm	18
	Wednesday 18 <sup>th</sup> March	6
<b>Cleckheaton</b>	Thursday 5 <sup>th</sup> February 10.00am-12 noon	12
	Thurs 5 <sup>th</sup> March 5-7pm	8
<b>Denby Dale</b>	Tuesday 3 <sup>rd</sup> February 10.00am -12 noon	2
	Wednesday 11 <sup>th</sup> March	4
<b>Dewsbury</b>	Wednesday 28 <sup>th</sup> January 10.00am-12 noon	2
	Mon 23 <sup>rd</sup> Feb 5pm- 7pm	2
<b>Golcar</b>	Wednesday 4 <sup>th</sup> March 3.00-5.00pm	7
	Monday 2 <sup>nd</sup> February – 5.00-7.00pm	5
<b>Greenwood Centre (Ravensthorpe)</b>	Tuesday 3 <sup>rd</sup> Feb 1.00-3.00pm	8
	Thur 26 <sup>th</sup> Feb 5 -7 pm	7
<b>Heckmondwike</b>	Wednesday 4 <sup>th</sup> February 10.00am-12 noon	6
	Tues 3 <sup>rd</sup> March 5-7pm	4

<b>Holmfirth</b>	Friday 23 <sup>rd</sup> January 10.00am-12noon	15
	Monday 16 <sup>th</sup> February 4.30-6.30pm	6
<b>Holmfirth Information Centre</b> <b>Tourist</b>	Saturday 31 <sup>st</sup> January 10.00am-12 noon	8
	Wednesday 18 <sup>th</sup> February 10.00am- 12noon	4
<b>Honley</b>	Monday 26 <sup>th</sup> January 5.00 -7.00pm	8
	Tuesday 24 <sup>th</sup> February 2.30-4.30pm	4
<b>Huddersfield</b>	- Wednesday 28 <sup>th</sup> January 9.30am-1.00pm	5
	Saturday 31 <sup>st</sup> January 10.00am-12 noon	2
	Friday 6 <sup>th</sup> March	22
	Tuesday 17 <sup>th</sup> March	13
<b>Kirkburton</b>	Friday 6 <sup>th</sup> February 3.00-5.00pm	4
	Wednesday 11 <sup>th</sup> March	8
	Friday 20 <sup>th</sup> March- knit and natter	12
<b>Kirkheaton</b>	Friday 30 <sup>th</sup> January 2.00-4.00pm	16
	Thurs 5 <sup>th</sup> March 5-7pm	8
<b>Lepton</b>	Monday 19 <sup>th</sup> January 2.30-4.00pm	23 inc reading group
	Thursday 12 <sup>th</sup> March	3
<b>Lindley</b>	- Thursday 5 <sup>th</sup> February 2.00-4.00pm	10
	Thursday 5 <sup>th</sup> March	13 including reading group
<b>Marsden</b>	Tuesday 10 <sup>th</sup> February - 10.00am-12noon	5
	Saturday 28 <sup>th</sup> February 10.00am-12 noon	3
<b>Meltham</b>	Monday 9 <sup>th</sup> February 10.30am - 12.30pm	4
	Friday 27 <sup>th</sup> February 10.00am-12.00 noon	3
<b>Mirfield</b>	Wednesday 21 <sup>st</sup> January 10.00am 12 noon	20 including walking group
	Mon 2 <sup>nd</sup> March 5-7pm	10
<b>Rawthorpe/Dalton-</b>	Wednesday 11 <sup>th</sup> February 2.00-4.00pm	3
	Monday 23 <sup>rd</sup> March	2
<b>Shepley</b>	Friday 30 <sup>th</sup> January 2.00-4.30pm	8
	Friday 9 <sup>th</sup> March	3
<b>Skelmanthorpe</b>	Wednesday 4 <sup>th</sup> February 10am-12noon	3
	Thursday 19 <sup>th</sup> March	2
<b>Slaithwaite</b>	Thursday 12 <sup>th</sup> February 5.00-7.00pm	5



	Monday 2 <sup>nd</sup> March 2.30-4.30pm	2
<b>Thornhill Lees-</b>	Wednesday 28 <sup>th</sup> January 1.00-3.00pm	3
	Wed 4 <sup>th</sup> March 5-7pm	2

## Mobile Library and Information Centres halts

### Huddersfield and Colne Valley

Bentley Street – **Lockwood** - Tuesday 3<sup>rd</sup> Feb 3.00 – 4.30 **10**  
 Ladybower Avenue – **Linthwaite** – Thursday 5<sup>th</sup> Feb 3.40 – 4.10 **6**  
 Moorlands Road - **Saladine Nook** – Thursday 12<sup>th</sup> Feb 2.00 – 4.00 **8**  
 Beech Avenue – **Golcar** – Friday 13<sup>th</sup> February 3.00 – 3.30 **8**

### Holme Valley and Denby Dale

Meal Hill Road - **Holme Village** – Monday 26<sup>th</sup> January 2.30 – 4.00 **1**  
 Butts Close - **Farnley Tyas** – Wednesday 28<sup>th</sup> January 3.20 – 3.40 **2**  
 Oddfellows – **Shelley** – Thursday 26<sup>th</sup> February 3.00 – 3.30 **3**  
 Emley car park – **Emley** – Friday 27<sup>th</sup> February 1.15 – 3.00 **8**

### Batley, Cleckheaton and Birstall

Hazel Grove – **Staincliffe** – Monday 23<sup>rd</sup> February 3.00 – 5.00 **9**  
 War Memorial - **East Bierley** – Tuesday 17<sup>th</sup> February 1.30 – 3.15 **1**  
 Hyrstlands Road - **Batley Carr** – Wednesday 21<sup>st</sup> January 5.30 – 6.50 **3**  
 12<sup>th</sup> Avenue – **Windybank** – Thursday 26<sup>th</sup> February 4.00 – 4.30 **1**

### Dewsbury and Mirfield

Birkenshaw Lane – **Birkenshaw** – Monday 9<sup>th</sup> February 5.20 – 6.50 **9**  
 Partridge Crescent - **Thornhill Lees** – Thursday 22<sup>nd</sup> January 3.45 – 4.45 **2**  
 Fairmoor Way – **Heckmondwike** – Friday 6<sup>th</sup> March 2.35 – 3.00 **1**  
 Greenside – **Mirfield** – Friday 6<sup>th</sup> March 5.40 – 6.00 **1**

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Authors: Michael Fountain, Kay Silversides.  
Kerry Watson and Jeremy Bushnell  
Comments: [Michael.fountain@qaresearch.co.uk](mailto:Michael.fountain@qaresearch.co.uk)

This research has been carried out in compliance with the International standard ISO 20252, (the International Standard for Market and Social research), the Market Research Society's Code of Conduct and UK Data Protection law