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# Libraries Consultation 2018

## Update for Policy and Place Scrutiny Committee

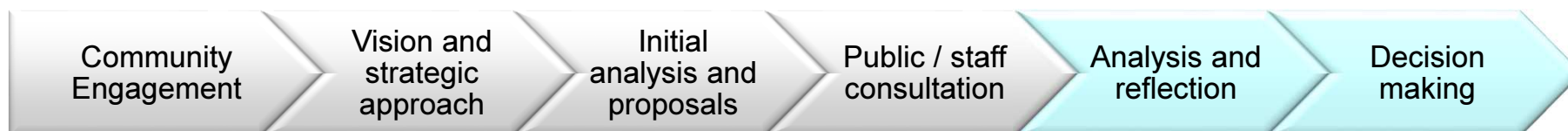
10<sup>th</sup> July 2018

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# Objectives for today

- Overview of the consultation exercise.
  - Approach and activities undertaken.
  - Level of response.
  - Engaging with specific groups.
- Overview of next steps.



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# Overview of the consultation

- Ran for 19 weeks from 29<sup>th</sup> January to 13<sup>th</sup> June.
- Responses mainly through questionnaires (paper and online), as well as 19 drop-in events and other channels.
- Options for change proposed for 22 libraries (7 of which also had a 'no change' option proposed).
- Consultation extended in mid-March to allow more time and provide extra information.
- Wide range of supporting information provided on website and in Libraries
- Very significant and sophisticated level of engagement by some stakeholder groups and individuals.

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# Overview of the consultation

- Questionnaire asked for responses on:
  - The extent to which people agreed with the proposals
  - The impact of the proposals
  - Other thoughts / ideas / alternative suggestions
- Also asked questions about awareness of services and equalities characteristics of respondents, and which library respondents used most frequently.
- Proposals / options varied, but broadly one or more of:
  - No change
  - Community Library Partnership
  - Mobile Library
  - Library Outreach Services

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# Promoting the consultation

- Posters and material in libraries and communities, customers were supported by frontline library staff to access information
- Promotion to customers through web, newsletters etc.
- Media coverage – 60+ articles in local media, Your Somerset
- Social media
  - Twitter = 174 posts, 199,208 impressions, 1,700 engagements
  - Facebook = 127 posts, 115,682 reach, 1,686 post clicks and 432 reactions, comments and/or shares
- Promotion by campaign & friends groups
- Promotion to specific groups
  - Stakeholder groups, businesses, schools, colleges
  - District, town and parish councils

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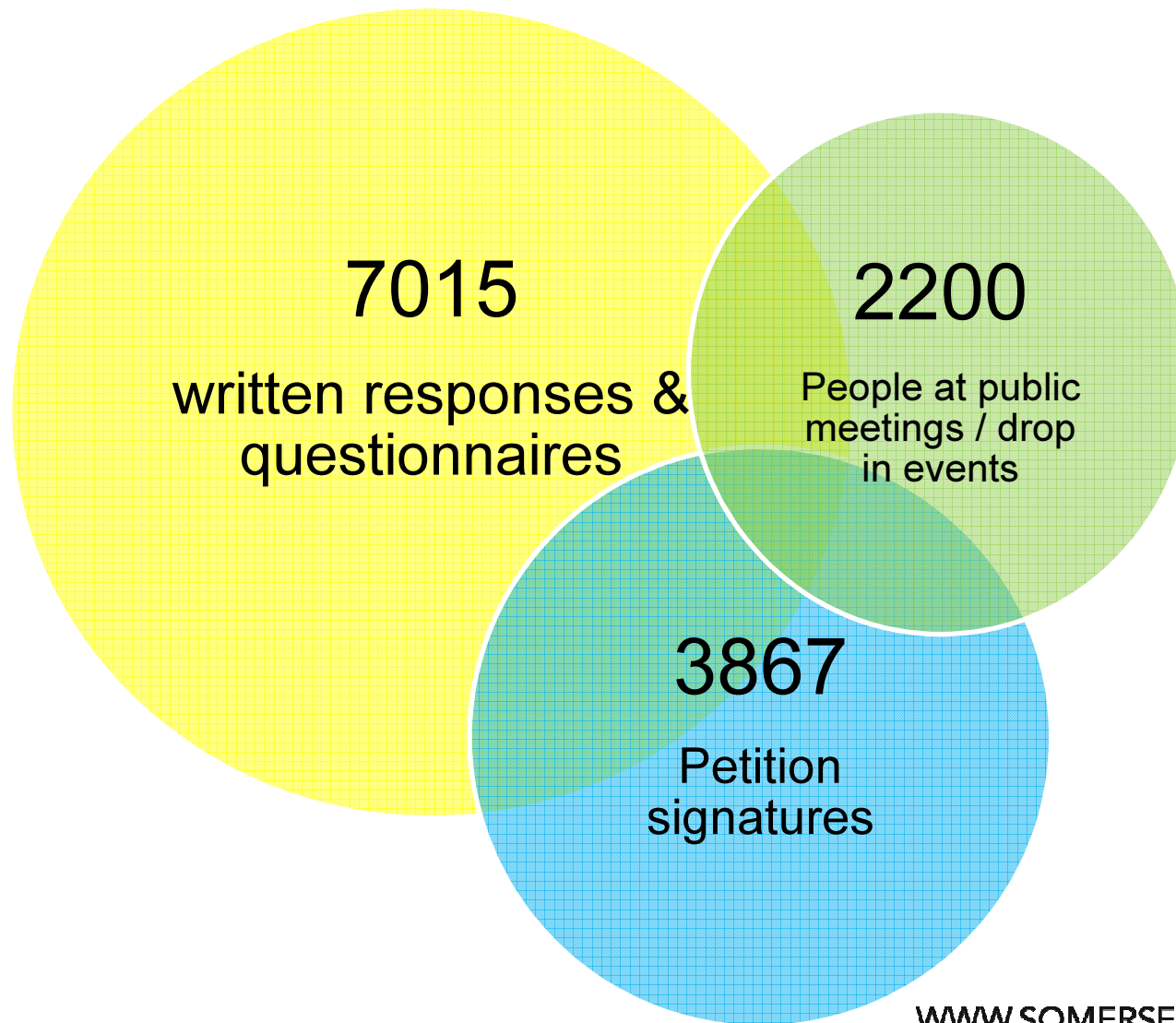
# Level of engagement: facts and figures

- Online and paper questionnaires – 6,410 completed
- Individual responses – 198
- Organisational responses – 118 responses (250+ pages).
- Petitions – 7 received, total 3,867 signatures
- Staff consultation – 70 responses, 18 staff meetings / workshops
- Drop in events – 19 events held, est. 1,470 attendees
- Public meetings – 11 attended, est. 600 - 700 attendees
- Key stakeholder meetings – 45 meetings, c. 40 stakeholder groups
- Schools / young people engagement – 185 young people's questionnaires received, 104 written responses received from children.
- Other .....

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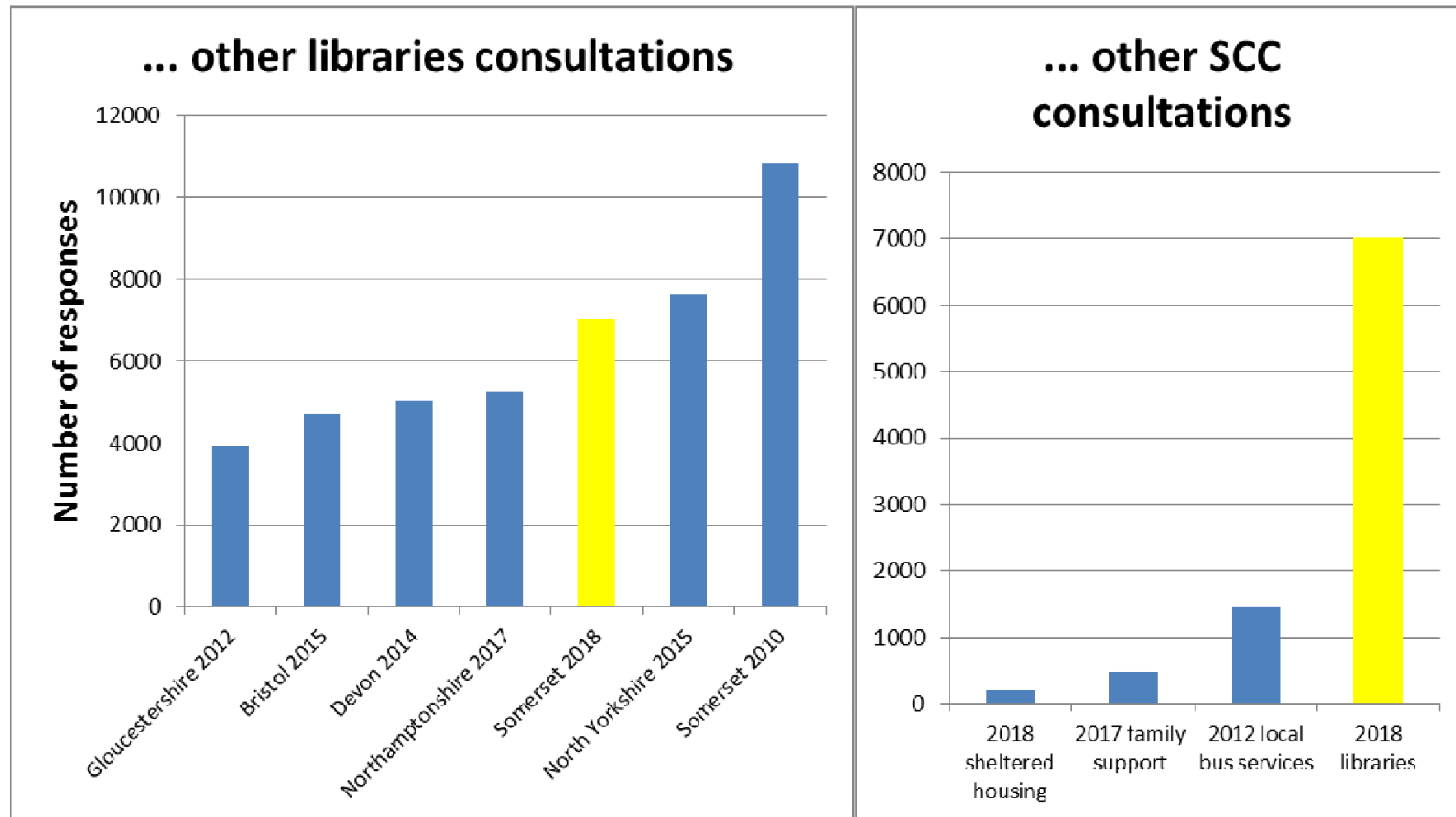
# Level of engagement: facts and figures



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# Level of response compared to ...



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# Engaging with specific groups: promotion

- Children and young people
  - Consultation promoted through schools, colleges, young people's forums
  - Children's questionnaire
  - Primary school focus groups
- Disabled people and carers
  - Consultation promoted through compass disability network
  - 2 focus group events held
- People of different race
  - Consultation promoted through specific groups such as Mendip Migrant Workers forum and Bridgwater Community English service
  - Also promoted to a range of other groups through direct contacts in these groups
- General equality engagement
  - The consultation was promoted through the Somerset Equality Officers Newsletter with around 130 Equality organisations

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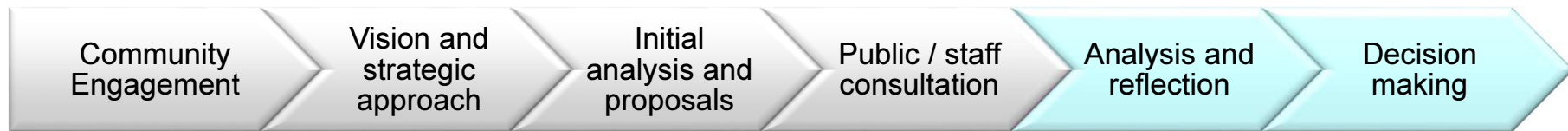
# Engaging with specific groups: responses

- Different age groups
  - 35-64 & 65+ age ranges over represented compared to Somerset popln.
  - 18-34 age range under represented compared to Somerset popln.
  - Direct engagement with 0-17 year olds through specific questionnaires and focus groups
- Good level of response received from people with disability, different sexual identities.
- Every effort was made to effectively engage with people from a minority Ethnic Background. This resulted in a higher response rate than for most SCC public consultations.
- More work to do to check representation compared to library user population.
- Lots of information on issues for people with low incomes, people who live in rural areas from written responses

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# Next steps



*Implementation will be dependent on the decisions that are taken*

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# Next steps: 1 - analysis and assessment

- Analysis of free text responses, letters and emails
  - Quantitative analysis of responses
  - Review of assessment methodology
    - Housing growth projections, travel time
  - Re-do assessments (access, needs, equalities, VfM)
    - Quantitative analysis
    - Inclusion of qualitative feedback
  - Analyse and consider alternative suggestions
  - Full consultation report published
- June / July
- July / August
- September

## Next steps: 2 – reflection and decision making

- Initial reflections and further exploration July / August
- Evaluate available resources August / Sept.
  - what is a ‘sustainable footing’ for the library service?
  - consider needs, statutory duty and consultation feedback
- Develop recommendations September
- Scrutiny Committee for Policy and Place 9<sup>th</sup> October
- Cabinet (final decision) 17<sup>th</sup> October

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## Next steps: 3 – Community Library Partnerships

*Community Library Partnerships will only be taken forward where Cabinet decide this is an appropriate form of library service provision*

- Discussions with communities to explore Community Library Partnerships and community support are ongoing
- *[recommendations published]* September
- Call for expressions of interest, where appropriate September
- *[Cabinet final decision]* October
- Return / evaluation of expressions of interest November

*Legal agreements and transition / implementation will follow later in 2018/19 where viable expressions of interest are received .*

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