

Appendix 2 – Summaries of proposals and recommendations for individual libraries

Bayston Hill Library

What was proposed in the consultation?

Reduction in opening hours per week: 2.5 hours. Forecast library savings: £1,900 per annum

Day	Current hours	Proposed hours
Mon	Closed	Closed
Tues	10.00 – 7.30	10.00 – 5.00
Wed	Closed	Closed
Thurs	10.00 – 1 2 – 5.00	10.00 – 1 2 – 5.00
Fri	10.00 – 1 2 – 5.00	10.00 – 1 2 – 5.00
Sat	9.30 – 1.00	9.30 – 1.00
Total hours:	25	22.5

Recommendation to Cabinet

To approve the alterations to opening times as proposed.

Supporting evidence

Public consultation

There were 91 responses relating to Bayston Hill Library. Of those, 42.86% of respondents said that they agreed with the proposals, and 57.14% said they did not agree with the proposals.

From the comments received some of the key themes were:

- Concern that the proposed changes would disadvantage people who work full-time during the week.
- Reluctant agreement with the proposals if it helps to secure the longer term future of the library.
- Proposed changes appear fairly modest compared to others.
- Glad that Saturday opening times are being retained.

Only 5 respondents suggested realistic alternative changes to opening times, suggesting a later opening on Tuesday in order to retain the evening access. Although some respondents expressed concern that the proposals would disadvantage full-time workers, it was clear that the majority of these did not actually use the library in the evening themselves so would not be directly affected by the proposed changes.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Bayston Hill Library figures were taken on an hourly basis from the electronic barrier counter, as well as an hourly sample headcount of people in the library. The average hourly headcount across all days/hours was 9.5 per hour. Figures for Tuesday after 5pm all fall below this average and indicate that the evenings are the quietest times of the week.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. These figures indicate very low levels of computer use after 5pm on Tuesdays, with sometimes no use at all, and at best just one or two sessions between 5pm and 7.30pm.

Wi-Fi use

Snapshots of Wi-Fi use have also been used to inform these proposals. At Bayston Hill Library the level of Wi-Fi use drops off significantly after 5pm on Tues evenings. Consistent use through the day by 5 or more users per hour reduces to below 5 per hour after 5pm.

Bridgnorth Library

What was proposed in the consultation?

Reduction in opening hours per week: 14.5 hours. Forecast library savings: £5,530 per annum

Day	Current hours	Proposed hours
Mon	9.30 – 7.30	9.30 – 5.00
Tues	9.30 – 5.00	9.30 – 5.00
Wed	9.30 – 5.00	9.30 – 5.00
Thurs	9.30 – 5.00	Closed
Fri	9.30 – 5.00	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 1.00
Sun	1.00 – 4.00	Closed
	48	33.5

Recommendation to Cabinet

That the proposal is altered to provide one later opening until 6pm on a Monday and to stay open until 3pm on a Saturday.

Day	Current hours	Revised proposals
Mon	9.30 – 7.30	9.30 – 6.00
Tues	9.30 – 5.00	9.30 – 5.00
Wed	9.30 – 5.00	9.30 – 5.00
Thurs	9.30 – 5.00	Closed
Fri	9.30 – 5.00	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 3.00
Sun	1.00 – 4.00	Closed
	48	36.5

Forecast library savings: £4,930 per annum

Note that since the proposals outlined here, particularly with respect to the proposed closure on Thursdays, have potential consequences for the Customer Service Point no decision will be confirmed until after a public consultation on Customer Service Point provision.

Supporting evidence

Public consultation

There were 99 responses relating to Bridgnorth Library. Of those, 18.18% of respondents said that they agreed with the proposals, and 81.82% said they did not agree with the proposals.

From the comments received some of the key themes were:

- concern that the proposal would reduce access for people who work or study full time;
- a view that the Council shouldn't be reducing library opening hours at all;
- suggestions that the late evening on a Monday should be retained;
- the need for longer opening hours on Saturdays.

That evidence from the consultation shows that there are grounds to retain one evening until 6pm with 19% of respondents suggesting this specifically. This option would provide the opportunity for working people and families to visit the library during the week. There is a case for staying open for longer on a Saturday because Bridgnorth Library is also a Visitor Information Centre. The consultation backs up the case for longer opening on a Saturday with 20% of respondents specifically saying they wanted to retain Saturday afternoon opening.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period.

For Bridgnorth Library figures were taken on an hourly basis from the electronic barrier counter. The average hourly count across all of the library's opening hours is 35. The average number of visitors per hour after 6pm on Mondays is well below that, averaging at 7 visits per hour over the period surveyed. On Saturday afternoons the average number of visits per hour was 24 and after 3pm the average drops to 19.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. These figures indicate that on Mondays the hours between 6pm and 7.30pm have the lowest level of computer use. Thursdays have the lowest level of computer use overall with an average of 3 sessions per hour. On Saturday afternoons after 1pm use remains steady. Overall Saturdays show a low average number of sessions per hour compared to weekdays, at around 3 sessions per hour.

Wi-Fi use

Snapshots of Wi-Fi use have also been used to inform these proposals. For Bridgnorth Library these figures indicate low use on Monday evenings after 6pm. At an average of around 5 users per hour Monday evenings after 6pm show as the lowest use of that day. Saturdays are showing steady Wi-Fi use through the day.

Ellesmere Library

What was proposed in the consultation?

Reduction in opening hours per week: 3 hours. Forecast library savings: £920 per annum

Note: Proposed library opening hours will be kept under review within the context of a procurement process currently underway for a new operator to manage services within the Meres Day Centre

Day	Current hours	Proposed hours
Mon	Closed	Closed
Tues	10.00 – 6.00	10.00 – 5.00
Wed	Closed	Closed
Thurs	Closed	Closed
Fri	10.00 – 5.00	10.00 – 5.00
Sat	9.30 – 1.00 2.00 – 4.00	9.30 – 1.00
Total hours:	20.5	17.5

Recommendation to Cabinet

That as a preferred bidder has been secured to deliver Library Services from the proposed Meres Community Centre and that no alterations to opening hours are made at Ellesmere Library. The new provider hopes to take on operation of the Library Service by October 2016. The current opening hours will continue subject to review by the new operator with local stakeholders.

Day	Revised proposals
Mon	Closed
Tues	10.00 – 6.00
Wed	Closed
Thurs	Closed
Fri	10.00 – 5.00
Sat	9.30-1.00 2.00 – 4.00
	20.5

Forecast library savings: no savings

Gobowen Library

What was proposed in the consultation?

Reduction in opening hours 2 per week. Forecast library savings: £1,000 per annum

Day	Current hours	Proposed hours
Tues	10.00 –1.00 2.00 - 7.00	10.00 – 1.00 2.00 – 5.00
Wed staffed by Derwen College(term time only)	10.00 – 1.00 2.00 – 4.00	10.00 – 1.00 2.00 – 4.00
Thurs	10.00- 1.00	10.00- 1.00

	2.00 – 5.00	2.00 – 5.00
Sat	10.00 – 1.00	10.00 – 1.00
	22 (17 Library staff)	20 (15 Library staff)

Recommendation to Cabinet

To approve the alterations to opening times as proposed.

Supporting evidence

Public consultation

The proposals are confirmed in response to the very low levels of usage and feedback received during the public consultation. Just 2 responses were received, both agreeing with the proposals.

Library at the Lantern

What was proposed in the consultation?

Reduction in opening hours per week: 3 hours. Forecast library savings: £2,690 per annum

Day	Current hours	Proposed hours
Mon	Closed	Closed
Tues	10.00 – 6.00	10.00 – 5.00
Wed	Closed	Closed
Thurs	10.00 – 6.00	10.00 – 5.00
Fri	10.00 – 6.00	10.00 – 5.00
Sat	9.30 – 1.00	9.30 – 1.00
	27.5	24.5

Recommendation to Cabinet

To approve the alterations to opening times as proposed.

Supporting evidence

Public consultation

There were 20 responses relating to Library at the Lantern. Of those, 35% of respondents said that they agreed with the proposals, and 65% said they did not agree with the proposals.

From the comments received some of the key themes were:

- Concern about the proposals, however most respondents make use of the library at other times that will remain unchanged.
- Important to retain Saturday opening.
- Proposals appear acceptable if savings do need to be made.

Only three respondents put forward an alternative option, which was to retain one 6pm evening by opening later on a corresponding morning. Others who expressed concern generally commented that they did use the library at other times, and did not suggest alternative solutions.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Library at the Lantern the figures were obtained by manual counting of visitors across all library opening times, broken down by hour. The average hourly figure across all opening times was 13 visits per hour. Counts between 5pm and 6pm are all lower than this average, at approximately 6 or 7 visits per hour. The visitor counts indicate that the Tuesdays/Thursdays/Fridays after 5pm are the quietest times of the week.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. These figures indicate very low use of computers after 5pm on Tuesdays/Thursdays/Fridays, averaging just one or two users per hour. These are generally the lowest averages of the week, with other times showing use of around 5 or 6 sessions per hour.

Wi-Fi use

Wi-Fi is not currently provided at this library.

Ludlow Library

What was proposed in the consultation?

Reduction in opening hours per week: 7 hours. Forecast library savings: £4,800 per annum

Day	Current hours	Proposed hours
Mon	9.30 – 5.00	9.30 – 5.00
Tues	9.30 – 5.00	9.30 – 5.00
Wed	9.30 – 5.00	9.30 – 5.00
Thurs	Closed	Closed
Fri	9.30 – 7.30	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 1.00
	40.5	33.5

Recommendation to Cabinet

That evidence from the consultation shows that there are grounds to retain one evening until 6pm particularly relating to comments about the effect of the changes on families and working people. Friday is not necessarily the best day to open later as it is the start of the weekend and this review provides the opportunity to try later opening on a different day.

Day	Current hours	Revised proposals
Mon	9.30 – 5.00	9.30 – 6.00
Tues	9.30 – 5.00	9.30 – 5.00
Wed	9.30 – 5.00	9.30 – 5.00
Thurs	Closed	Closed
Fri	9.30 – 7.30	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 1.00
	40.5	34.5

Forecast library savings: £4,050 per annum

Supporting evidence

Public consultation

There were 166 responses relating to Ludlow Library. Of those, 36.14% of respondents said that they agreed with the proposals, and 63.86% said they did not agree with the proposals.

From the comments received some of the key themes were:

- Objection to any reduction in opening hours.
- Agree if it means securing the library for the future.
- There is a need to keep a late night until at least 6pm particularly relating to working people and families. (18% of respondents specifically asked for this).
- Suggestions for alternative opening times on Saturdays involving closing more hours in the week (this was considered but rejected due to the small number of comments on this theme and it would reduce opening hours at the busiest times).

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Ludlow Library figures were taken on an hourly basis from the electronic barrier counter. The average hourly count across all of the library's opening hours is 47. The average number of visitors per hour after 6pm on Fridays is well below that, averaging at 7.2 visits per hour over the period surveyed. On Saturday afternoons the average number of visits per hour was 19, so well below the average across all opening times.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. These figures indicate that Fridays after 6pm have the lowest level of computer use with an average of 1 or 2 sessions per hour. During the earlier part of Saturday afternoons use remains steady but between 4pm and 5pm on Saturdays there is an average of just 2 sessions per hour.

Wi-Fi use

Snapshots of Wi-Fi use have also been used to inform these proposals. At Ludlow Library these figures indicate that Wi-Fi use is low later in the evening on Fridays, compared to other times during that day. Saturdays show higher Wi-Fi use in the mornings than in the afternoons.

Market Drayton Library

What was proposed in the consultation?

Reduction in opening hours per week: 6.5 hours. Forecast library savings: £6,320 per annum

Day	Current hours	Proposed hours
Mon	9.30– 6.00	9.30 – 5.00
Tues	9.30 – 5.00	9.30 – 5.00
Wed	9.30 – 5.00	9.30 – 5.00
Thurs	Closed	Closed

Fri	9.30 – 6.00	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 1.00
	40	33.5

Recommendation to Cabinet

That the proposals for Mondays are altered in order to retain one late-night opening.
 That, in order to make the required savings and after analysis of late night and Saturday usage and comments received during the consultation period, the proposals for a reduction in Saturday opening hours is implemented.

Day	Current hours	Proposed hours
Mon	9.30– 6.00	9.30 – 6.00
Tues	9.30 – 5.00	9.30 – 5.00
Wed	9.30 – 5.00	9.30 – 5.00
Thurs	Closed	Closed
Fri	9.30 – 6.00	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 1.00
	40	34.5

Forecast library savings: £5,470 per annum

Supporting evidence

Public consultation

There were 97 responses relating to Market Drayton Library. Of those, 33% of respondents said that they agreed with the proposals, and 67% said they did not agree with the proposals.

From the comments received some of the key themes were:

- Concern that the proposed changes would disadvantage people who work full-time during the week.
- Concern over proposals to reduce Saturday opening hours
- Reluctant agreement with the proposals if it helps to secure the longer term future of the library.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Market Drayton Library figures were taken on an hourly basis from the electronic barrier counter, as well as an hourly sample headcount of people in the library. The average hourly headcount across all days/hours was 9. Headcounts on Monday evening and Saturday afternoons were average. Headcounts on Friday evening were below average

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. These figures show that Mondays and Fridays both have very low use between 5pm and 6pm, averaging at just 1 session per hour. Saturdays have steady use through the main part of the day, although overall Saturdays have lower usage than other days. There is a significant drop-off in computer use after 4pm on Saturdays.

Wi-Fi use

Snapshots of Wi-Fi use have also been used to inform these proposals. These figures indicate that Mondays and Fridays both have steady use during the day then a significant drop-off after 4pm, with very low use in the final 2 hours. Saturdays have peak use during the morning, with a significant drop off after 12pm and generally lower use in the afternoon.

Much Wenlock Library

What was proposed in the consultation?

Reduction in opening hours per week: 2 hours. Forecast library savings: £1,340 per annum

Day	Current hours	Proposed hours
Mon	Closed	Closed
Tues	9.30-1pm, 2pm-6pm	9.30-1pm, 2pm-5pm
Wed	Closed	
Thurs	9.30-1pm, 2pm-6pm	9.30-1pm, 2pm-5pm
Fri	Closed	
Sat	9.30-1pm	9.30-1pm
	18.5	16.5

Recommendation to Cabinet

That the proposals are implemented.

Supporting evidence

Public consultation

There were 35 responses relating to Much Wenlock Library. Of those, 74.29% of respondents said that they agreed with the proposals, and 25.71% said they did not agree with the proposals.

From the comments received some of the key themes were:

- not as convenient for people who work;
- some concerns that access for children may be restricted;
- Reluctantly accept in preference to the library being closed.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Much Wenlock Library figures were taken on an hourly basis by a manual count. The average hourly count across all of the library's opening hours is 9.5.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. Due to the small size of Much Wenlock library computer use is relatively low and it is not possible to identify any meaningful patterns from these figures.

Wi-Fi use

Snapshots of Wi-Fi use have also been used to inform these proposals. At Much Wenlock Library these figures indicate that the last hour on Tuesdays is generally the quietest of the day for Wi-Fi use. Thursdays tend to show a significant drop-off in use after 5pm. Saturdays have higher Wi-Fi use overall compared to other days.

Oswestry Library

What was proposed in the consultation?

Reduction in opening hours per week: 10 hours. Forecast library savings: £9,240 per annum

Customer Services opening times would also be likely to change in line with these proposals (opening from 9.30am on weekdays).

The Registrar service will not be affected.

Day	Current hours	Proposed hours
Mon	9.00 – 6.00	9.30 – 5.00
Tues	9.00 – 6.00	9.30 – 5.00
Wed	9.00 – 6.00	9.30 – 6.00
Thurs	9.00 – 6.00	9.30 – 5.00
Fri	9.00 – 6.00	9.30 – 6.00
Sat	9.00 – 5.00	9.30 – 1.00
	53	43

Recommendation to Cabinet

That the proposals to reduce the number of late nights from 5 to 1 is implemented.

That the proposal to open at 9.30am is implemented

That the proposed Saturday opening hours are extended until 4pm

This is in response to feedback received during the public consultation, as summarised below. The revised proposed opening times are:

Day	Current hours	Proposed hours
Mon	9.00 – 6.00	9.30 – 5.00
Tues	9.00 – 6.00	9.30 – 5.00
Wed	9.00 – 6.00	9.30 – 6.00
Thurs	9.00 – 6.00	9.30 – 5.00
Fri	9.00 – 6.00	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 4.00
	53	45

Forecast library savings: £6,110 per annum

Supporting evidence

Public consultation

There were 130 responses relating to Oswestry Library. Of those, 40% of respondents said that they agreed with the proposals, and 60% said they did not agree with the proposals.

From the comments received some of the key themes were:

- Concern that the proposed changes would disadvantage people who work full-time during the week.
- Concern over proposals to reduce Saturday opening hours
- Comments that the hours should remain unchanged and cuts be found elsewhere, particularly as Oswestry is the second largest library in Shropshire and cuts have been proposed to the smaller libraries in surrounding areas
- Reluctant agreement with the proposals if it helps to secure the longer term future of the library.
- Concern that reduced hours would lead to reduced use, and therefore lead to further cuts/reductions to the service.

33 % objected to the proposal to reduce Saturday opening hours, many stating this was the only time families could visit. 19% asked for late night opening to be retained. 20% reluctantly agreed to changes if it protected the service in the long term but a further 20% called for no changes at all to the opening hours.

The revised proposals reflect this feedback.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Oswestry Library figures were taken on an hourly basis from the electronic barrier counter, as well as an hourly sample headcount of people in the library. The average hourly headcount across all days/hours was 23. Headcounts during late nights was significantly lower. Head counts taken during Saturday afternoons were average.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. These figures show that weekdays between 5pm and 6pm all have lower than average computer use and are the quietest parts of those days. Use on Saturdays is fairly steady throughout the day, but there is a significant drop-off after 4pm for the final hour. Overall average Saturday use is lower than other days in the week.

Wi-Fi use

Snapshots of Wi-Fi use have also been used to inform these proposals. For Oswestry Library, weekdays show significant drop-offs in Wi-Fi use after 4pm, with very low use during the last 2 hours of each day. On Saturdays peak Wi-Fi use is between midday and 1pm, with lowest levels of use during the last hour of the day between 4pm and 5pm.

Shrewsbury Library

What was proposed in the consultation?

Reduction in opening hours per week: 8.5 hours. Forecast library savings: £14,160 per annum

Day	Current hours	Proposed hours
Mon	9.30 – 5.00	9.30 – 5.00
Tues	9.30 – 8.00	9.30 – 6.00
Wed	9.30 – 5.00	9.30 – 5.00
Thurs	9.30 – 8.00	9.30 – 6.00
Fri	9.30 – 5.00	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 4.00
Sun	1.00 – 4.00	Closed
	54.5	46

Recommendation to Cabinet

That the proposals for Tuesdays and Thursdays are altered in order to retain one late-night opening until 7pm. This is in response to feedback received during the public consultation, as summarised below. The revised proposed opening times are:

Day	Revised proposals
Mon	9.30 – 5.00
Tues	9.30 – 7.00
Wed	9.30 – 5.00
Thurs	9.30 – 5.00
Fri	9.30 – 5.00
Sat	9.30 – 4.00
Sun	Closed
	46

Forecast library savings: £14,160 per annum

Supporting evidence

Public consultation

There were 260 responses relating to Shrewsbury Library. Of those, 38.85% of respondents said that they agreed with the proposals, and 61.15% said they did not agree with the proposals.

From the comments received some of the key themes were:

- Concern that the proposed changes would disadvantage people who work full-time during the week.
- Reluctant agreement with the proposals if it helps to secure the longer term future of the library.
- Could income be increased by maximising use of the building, particularly by renting out space to other organisations, or running a café?
- Statistics alone do not reflect the importance of the library to those that use it.
- Concern that reduced hours would lead to reduced use, and therefore lead to further cuts/reductions to the service.

Many respondents suggested alternative changes to the opening times. The majority of these alternatives involved retaining one late-night opening each week, with a reduction at

other times to make the required savings. A smaller number of alternatives involved retaining the Sunday opening, with an associated closure on a weekday morning or afternoon. Overall there was a far greater desire to retain an evening opening as opposed to the Sunday opening. The revised proposal reflects this feedback.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Shrewsbury Library figures were taken on an hourly basis from the electronic barrier counter, as well as an hourly sample headcount of people in the library. The average hourly headcount across all days/hours was 42. Headcounts during Sunday opening times all fell below this average. Headcounts after 5pm on Tuesdays and Thursdays also fell below this average.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. These figures show that the lowest average sessions per hour are on Tuesdays/Thursdays after 7pm. Fridays and Saturdays between 4pm and 5pm also show well below average use. Despite a peak between 1pm and 2pm, Sundays also indicate overall low average use compared to other days.

Wi-Fi use

Snapshots of Wi-Fi use have also been used to inform these proposals. At Shrewsbury Library the level of Wi-Fi use drops off after 5pm on Tues/Thurs evenings, and after 4pm on Saturdays. Sundays show considerably lower Wi-Fi engagement than other days.

Wem Library

What was proposed in the consultation?

Reduction in opening hours per week: 5 hours. Forecast library savings: £5,990 per annum

Day	Current hours	Proposed hours
Mon	Closed	Closed
Tues	10.00 – 6.00	10.00 – 5.00
Thurs	10.00 – 6.00	10.00 – 5.00
Fri	2.00 – 5.00	2.00 – 5.00
Sat	9.30 – 4.00	9.30 – 1.00
	25.5	20.5

Recommendation to Cabinet

To approve the alterations to opening times as proposed.

Supporting evidence

Public consultation

There were 93 responses relating to Wem Library. Of those, 30% of respondents said that they agreed with the proposals, and 70% said they did not agree with the proposals.

From the comments received some of the key themes were:

- Concern that the proposed changes would disadvantage people who work full-time during the week.
- Concern over proposals to cut Saturday opening hours
- Reluctant agreement with the proposals if it helps to secure the longer term future of the library.
- Request for a secure out of hours drop off box for those unable to visit during Library opening hours

21% of all respondents wanted no change at all to opening hours. Many respondents suggested alternative changes. The majority of these alternatives involved retaining one late-night opening each week (12%) or retaining Saturday opening hours (15%). Some suggested opening later in the morning to retain a 6pm finish. There were fewer suggestions on how to make the savings if the Saturday opening hours were retained.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Wem Library figures were taken on an hourly basis from the electronic barrier counter, as well as an hourly sample headcount of people in the library. The average hourly headcount across all days/hours was 11. Headcounts during late nights and Saturdays all fell below this average. Headcounts after 5pm on Thursday evenings were higher than head counts on Tuesday evenings.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. Due to the small size of Wem library computer use is relatively low and it is not possible to identify any meaningful patterns from these figures.

Wi-Fi use

Although Wem Library has a new Wi-Fi installation, the data on Wi-Fi use is proving to be unreliable and has therefore not been included in the formulation of these proposals.

Whitchurch Library

What was proposed in the Consultation?

Reduction in opening hours per week: 4 hours. Forecast library savings: £1,500 per annum (subsequently recalculated and revised to £5,590 per annum)

Day	Current hours	Proposed hours
Mon	1.30 – 5.00	9.30 – 5.00
Tues	9.30 – 7.30	9.30 – 5.00
Wed	Closed	Closed
Thurs	9.30 – 6.00	9.30 – 5.00
Fri	9.30 – 5.00	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 1.00
Total hours:	37.5	33.5

Recommendation to Cabinet

That the proposal to open on Monday mornings is implemented

That the proposals for Tuesdays are altered in order to retain one late-night opening until 6pm. This is in response to feedback received during the public consultation, as summarised below

That, in order to make the required savings and after analysis of late night and Saturday usage and comments received during the consultation period, the proposals for a reduction in Saturday opening hours is implemented

Day	Current hours	Proposed hours
Mon	1.30 – 5.00	9.30 – 5.00
Tues	9.30 – 7.30	9.30 – 6.00
Wed	Closed	Closed
Thurs	9.30 – 6.00	9.30 – 5.00
Fri	9.30 – 5.00	9.30 – 5.00
Sat	9.00 – 5.00	9.30 – 1.00
Total hours:	37.5	34.5

Forecast library savings: £4,720 per annum

Supporting evidence

Public consultation

There were 97 responses relating to Whitchurch Library. Of those, 37% of respondents said that they agreed with the proposals, and 63% said they did not agree with the proposals.

From the comments received some of the key themes were:

- Concern that the proposed changes would disadvantage people who work full-time during the week.
- Concern over proposals to reduce Saturday opening hours
- Reluctant agreement with the proposals if it helps to secure the longer term future of the library.

Many respondents suggested alternative changes to the opening times. The majority of these alternatives involved retaining one late-night opening each week (43%) or retaining Saturday opening hours (19%).

Some suggested opening later in the morning to retain a 6pm finish. There were fewer suggestions on how to make the savings if the Saturday opening hours were retained. The revised proposal reflects this feedback.

Hourly visitor count samples

The opening times proposals put forward for consultation were informed by analysis of visitor counts across a range of library opening times. In order to provide further supporting evidence these counts were refreshed during the consultation period, across all current library opening times.

For Whitchurch Library figures were taken on an hourly basis from the electronic barrier counter, as well as an hourly sample headcount of people in the library. The average hourly headcount across all days/hours was 8. Headcounts during late nights and Saturdays all fell below this average. Headcounts after 5pm on Tuesday evenings were higher than head counts on Thursday evenings.

Number of computer sessions

The number of computer sessions per hour has been analysed for January/February/March 2016. These figures show that Tuesday evenings have very low use with only 1 or 2 sessions per hour. Thursday between 5pm and 6pm also has very low use, with sometimes no computer use at all. The overall average use for Saturdays is lower than other days of the week. Saturday afternoons have lower use than Saturday mornings.

Wi-Fi use

Snapshots of Wi-Fi use have also been used to inform these proposals. On Tuesdays peak time for Wi-Fi use is in the morning, which indicates higher overall use than the afternoon and evening. There is a significant drop-off in use after 6pm. Thursdays also see peak Wi-Fi use during the morning, with mornings showing overall higher use than afternoons. On Saturdays the highest levels of wifi use are between 10am and 1pm. Use drops off after 1pm, with very low use during the final 2 hours. Overall Saturday use lower than other days, with maximum of 10 users at peak time.