

## Appendix 1

# Library Services Strategy, 2018 – 2023, Summary of responses to public consultation

17 November 2017

## 1.0 Introduction

An on-line public consultation was carried out between 26<sup>th</sup> July and 13<sup>th</sup> October 2017. Paper copies of the consultation were also made available at every static and mobile library. Support where necessary was available from local staff to help with the completion of the survey. The survey was promoted via two press releases at the outset and part of the way in, via social media, directly to library users, through the Shropshire Association of Local Councils bulletin and through direct mailing to a wide variety of potentially interested parties.

Over 700 responses were received to the consultation. Included within this were specific responses from the Library Network Forum (comprising representatives from community organisations managing libraries), town and parish councils, library friends groups Shropshire Council Members, and a number of other stakeholders.

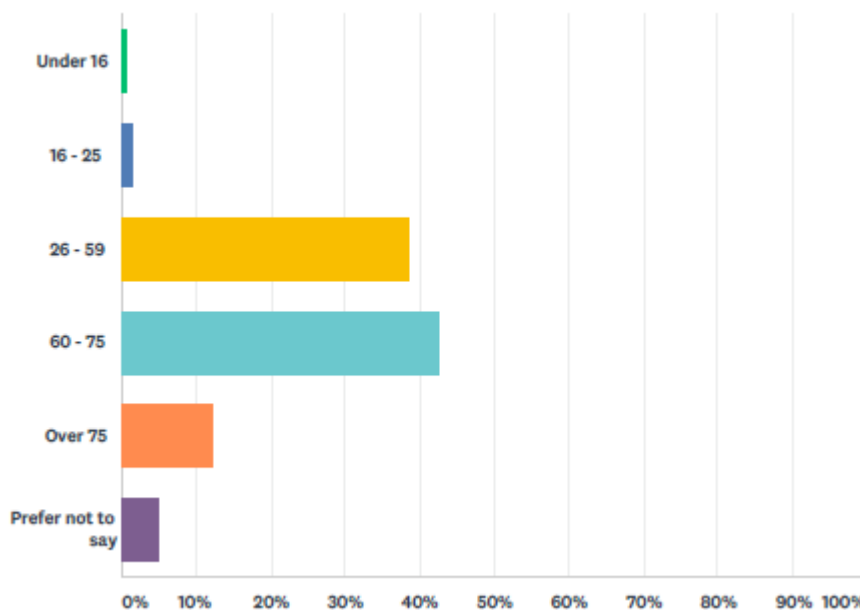
Additionally comments were received on the first draft of the Strategy from the Libraries Task Force, the Chartered Institute of Library & Information Professionals and the Society of Chief Librarians.

A detailed analysis of the survey results is provided within the following pages.

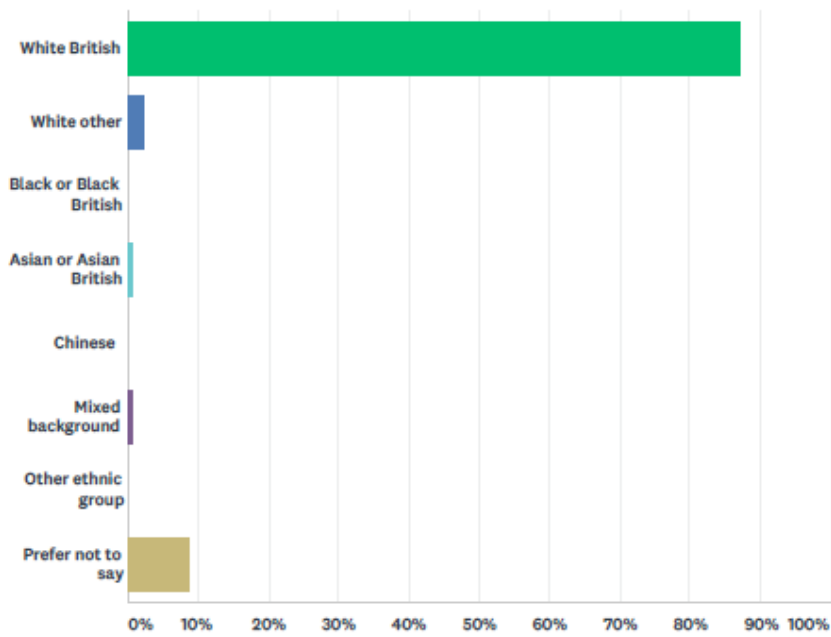
## 2.0 Who responded to the public consultation

The range of respondents generally reflects the demographic of library users with the largest percentage in the 60 - 75 age bracket and a higher proportion of female customers.

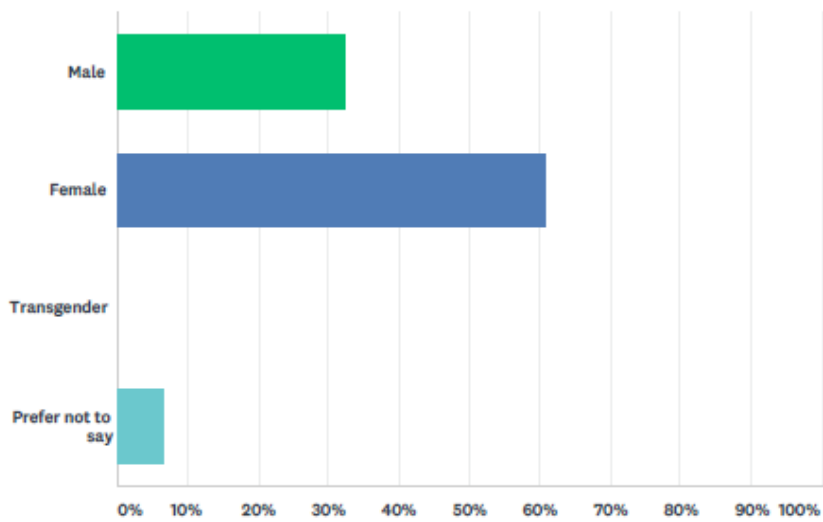
### Q.18 Which age bracket do you fall into?



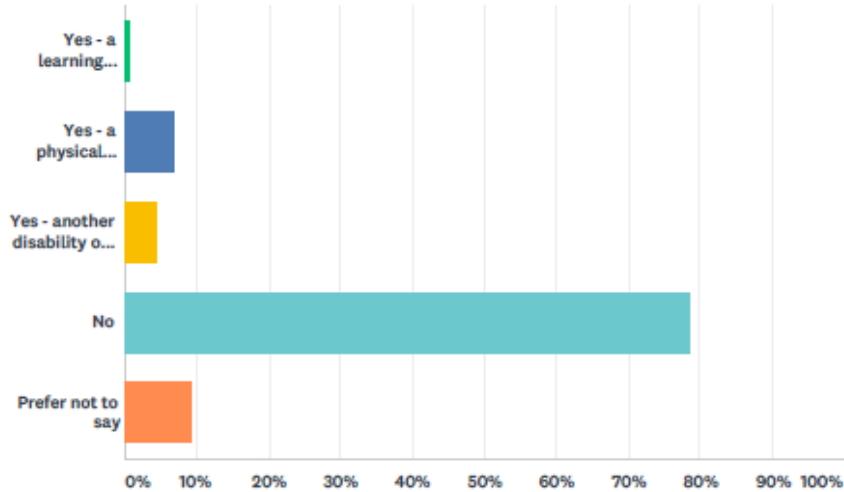
### Q.19 What is your nationality and ethnic origin?



### Q.20 Are you



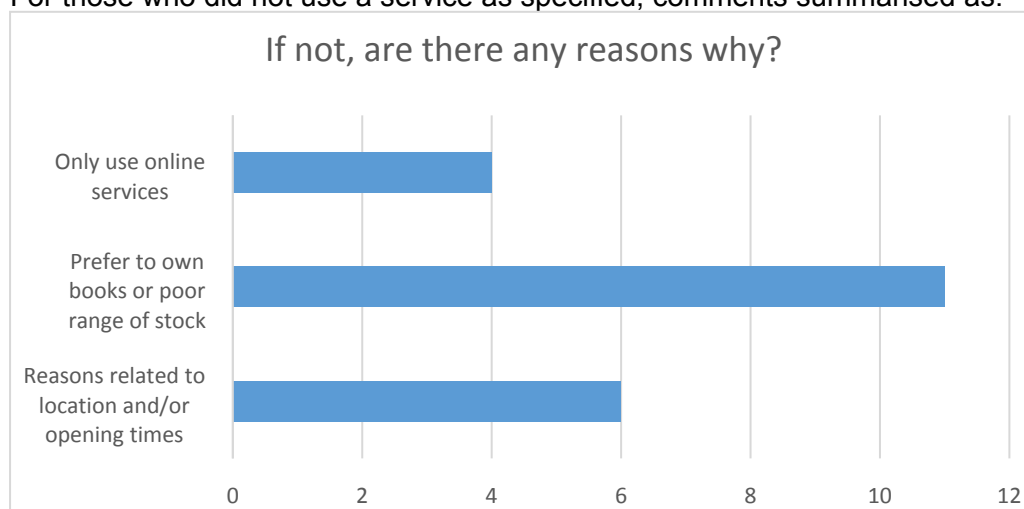
### Q.21 Do you consider yourself as having a disability?



**Q.1 Do you use any library services, whether building based, mobile or digital? If not, are there any reasons why?**

Only 4.5% of responses to the consultation were from non-library users.

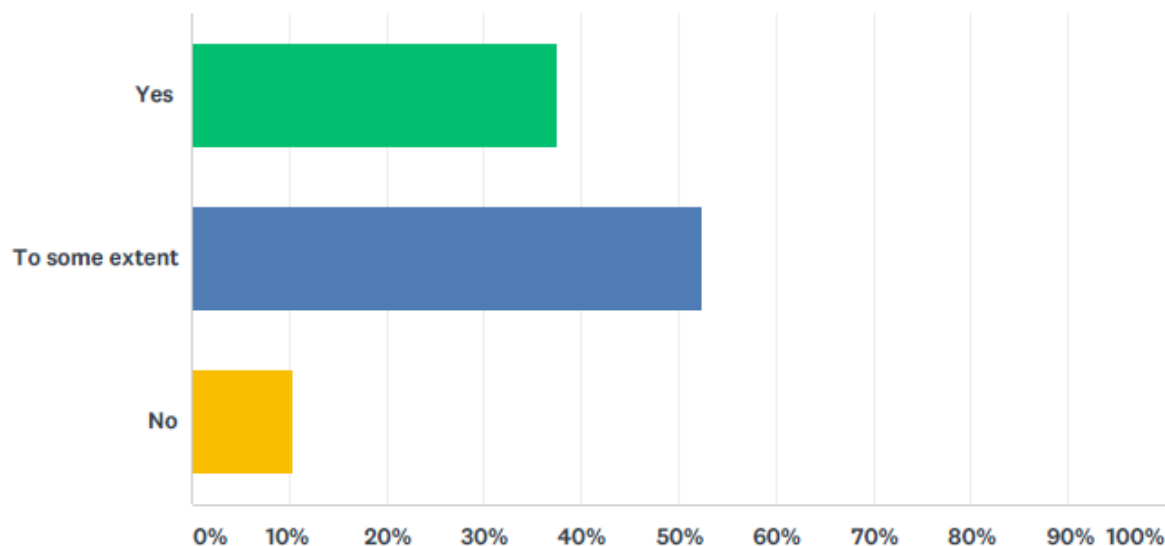
For those who did not use a service as specified, comments summarised as:



**3.0 Library Services Strategy**

**Q.14 Do you agree with the vision, mission, objectives and principles that we have set out in support of the delivery of the strategy?**

Nearly 90% of respondents agreed fully or to some extent with the vision etc. set out within the draft strategy. However, a number of detailed comments were raised on, for example, language and unrealistic aspirations; these are reported on in more detail within section 7.0.

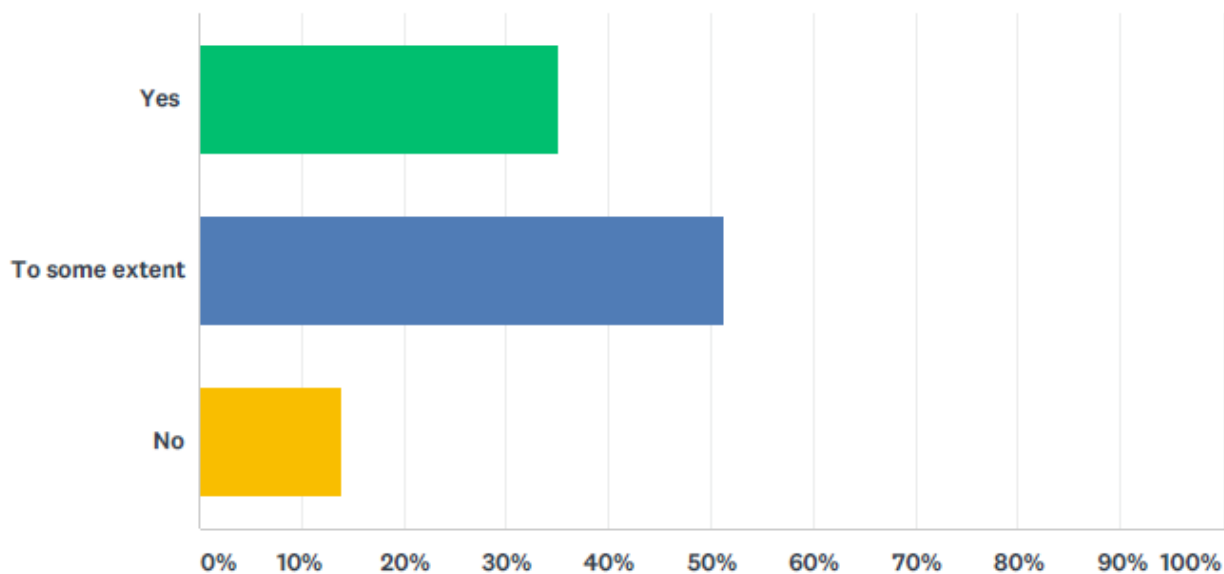


Further analysis of answers to this question according to which static library respondents use shows that more than 20% of respondents who use Ellesmere, Wem and Craven Arms libraries do not agree with vision, etc. Generally, however, there are not marked differences across the three proposed tiers of library provision, although the numbers are small.

Q14: Do you agree with the vision, etc.?							
	Yes		To some extent		No		Total
Tier 1	no.	%	no.	%	no.	%	
Bridgnorth	7	35%	12	60%	1	5%	20
Ludlow	11	26%	26	62%	5	12%	42
Market Drayton	91	47%	84	44%	17	9%	192
Oswestry	8	22%	26	72%	2	6%	36
Shrewsbury	42	39%	53	50%	12	11%	107
Whitchurch	10	27%	22	59%	5	14%	37
Tier 2							
Albrighton	8	38%	11	52%	2	10%	21
Bishop's Castle	2	17%	9	75%	1	8%	12
Church Stretton	11	22%	35	70%	4	8%	50
Clebury Mortimer	4	31%	8	62%	1	8%	13
Ellesmere	6	20%	17	57%	7	23%	30
Library at the Lantern	6	46%	6	46%	1	8%	13
Pontesbury	13	33%	25	64%	1	3%	39
Tier 3							
Bayston Hill	5	36%	7	50%	2	14%	14
Broseley	2	22%	6	67%	1	11%	9
Craven Arms	5	38%	5	38%	3	23%	13
Gobowen	1	17%	5	83%	0	0%	6
Highley	0	0%	4	100%	0	0%	4
Much Wenlock	2	33%	3	50%	1	17%	6
Shifnal	3	50%	2	33%	1	17%	6
Wem	6	19%	17	55%	8	26%	31
Use a Mobile	19	28%	40	58%	10	14%	69

### Q.15 Do you agree with the recommended hierarchy of provision set out within the draft strategy

Similar to question 14, 87% of respondents agreed fully or to some extent with the hierarchy of provision proposed within the strategy. But detailed concerns were raised around access to library services within rural communities, and unrealistic assumptions around “drive times” aligned with limited public transport; these are reported on in more detail within section 7.0.



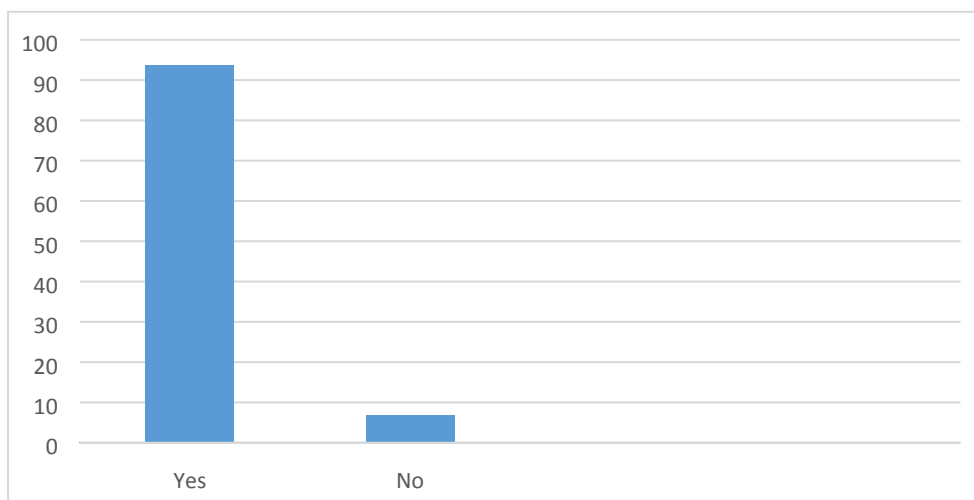
Further analysis of answers to this question according to which static library respondents use shows that more than 30% of respondents who use Ellesmere and Wem libraries do not agree with proposed hierarchy of provision, and more than 20% of respondents who use Whitchurch and Craven Arms libraries likewise do not agree with the hierarchy.

<b>Q15: Do you agree with the recommended hierarchy of provision?</b>							
	<b>Yes</b>		<b>To some extent</b>		<b>No</b>		<b>Total</b>
	no.	%	no.	%	no.	%	
<b>Tier 1</b>							
Bridgnorth	6	30%	13	65%	1	5%	20
Ludlow	9	22%	26	63%	6	15%	41
Market Drayton	75	39%	90	47%	26	14%	191
Oswestry	15	39%	21	55%	2	5%	38
Shrewsbury	35	32%	61	55%	14	13%	110
Whitchurch	8	21%	23	59%	8	21%	39
<b>Tier 2</b>							
Albrighton	7	33%	13	62%	1	5%	21
Bishop's Castle	2	17%	8	67%	2	17%	12
Church Stretton	10	20%	32	63%	9	18%	51
Cleobury Mortimer	4	31%	7	54%	2	15%	13
Ellesmere	2	7%	18	60%	10	33%	30
Library at the Lantern	6	46%	6	46%	1	8%	13
Pontesbury	18	46%	20	51%	1	3%	39
<b>Tier 3</b>							
Bayston Hill	3	21%	10	71%	1	7%	14
Broseley	3	33%	5	56%	1	11%	9
Craven Arms	6	46%	4	31%	3	23%	13

Gobowen	1	17%	5	83%	0	0%	6
Highley	1	33%	2	67%	0	0%	3
Much Wenlock	4	67%	1	17%	1	17%	6
Shifnal	2	33%	4	67%	0	0%	6
Wem	3	9%	18	53%	13	38%	34

#### 4.0 Static Library services

##### Q.2 Do you use library services, based within a library building?



Only 6.9% of correspondents didn't use a library building and of these 46 responses, half said they used the mobile library service.

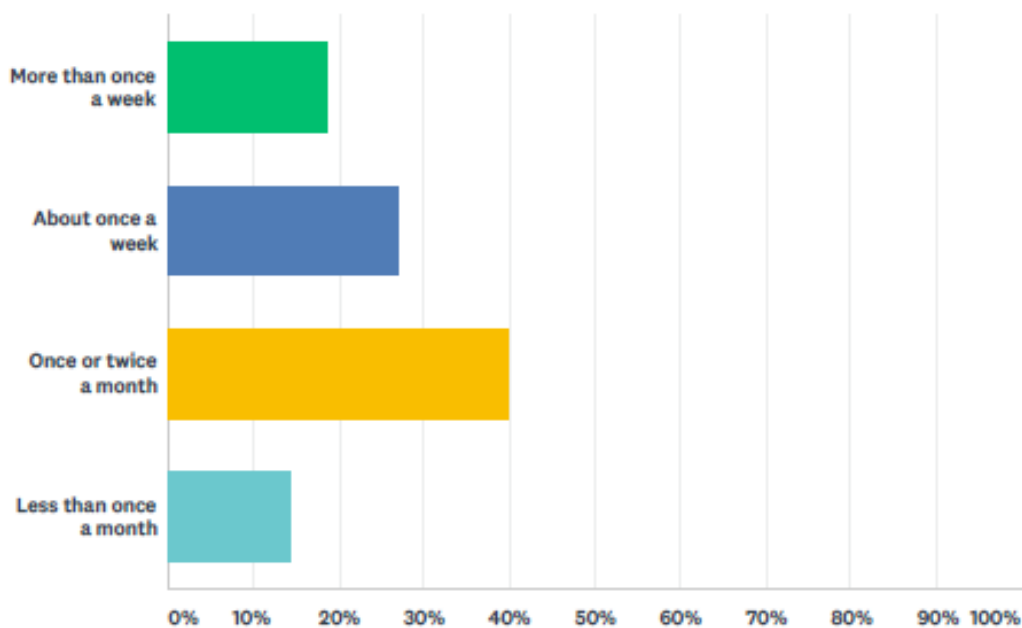
In every case this was because it was more convenient than travelling to a library building, either because of mobility issues or because it stopped very locally to them.

### Q.3 Which library(s) do you use?

ANSWER CHOICES	RESPONSES	
Albrighton	3.83%	23
Bayston Hill	2.83%	17
Bridgnorth	4.33%	26
Bishop's Castle	2.00%	12
Broseley	1.50%	9
Church Stretton	9.83%	59
Cleobury Mortimer	2.17%	13
Craven Arms	2.17%	13
Ellesmere	5.50%	33
Gobowen	1.67%	10
Highley	0.67%	4
Library at the Lantern	2.83%	17
Ludlow	7.50%	45
Market Drayton	37.17%	223
Much Wenlock	1.00%	6
Oswestry	7.33%	44
Pontesbury	7.17%	43
Shifnal	1.00%	6
Shrewsbury	21.50%	129
Wem	6.33%	38
Whitchurch	7.50%	45
A library outside of the Shropshire Council authority area	3.17%	19
Total Respondents: 600		

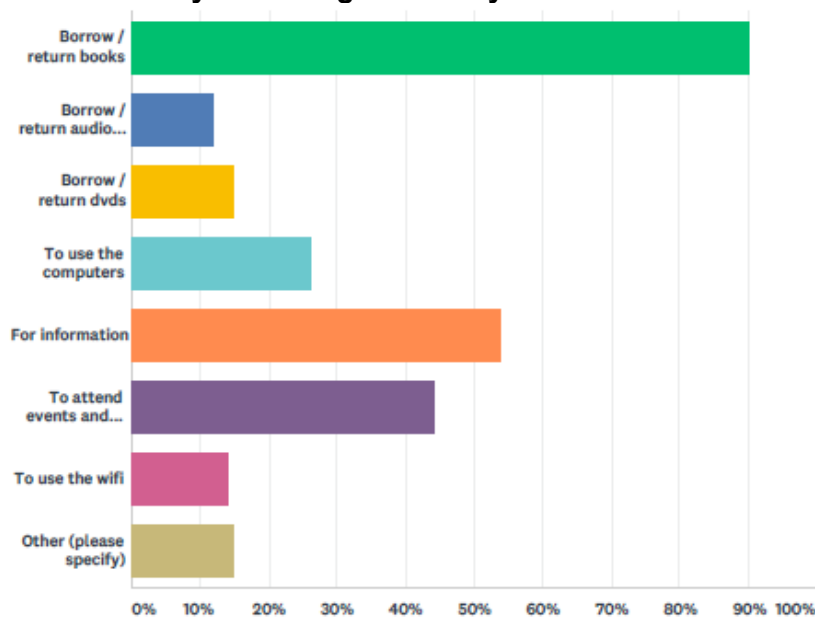
There were a high proportion of responses from Market Drayton library due to proactive engagement of the library volunteers in promoting the consultation.

### Q.4 How often do you generally use the library?



40% of respondents use library services 'once or twice a month' which would generally reflect the 3-week loan period for the majority of library items. However a significant 45% of respondents use libraries once a week or more.

### Q.5 What are you visiting the library for?

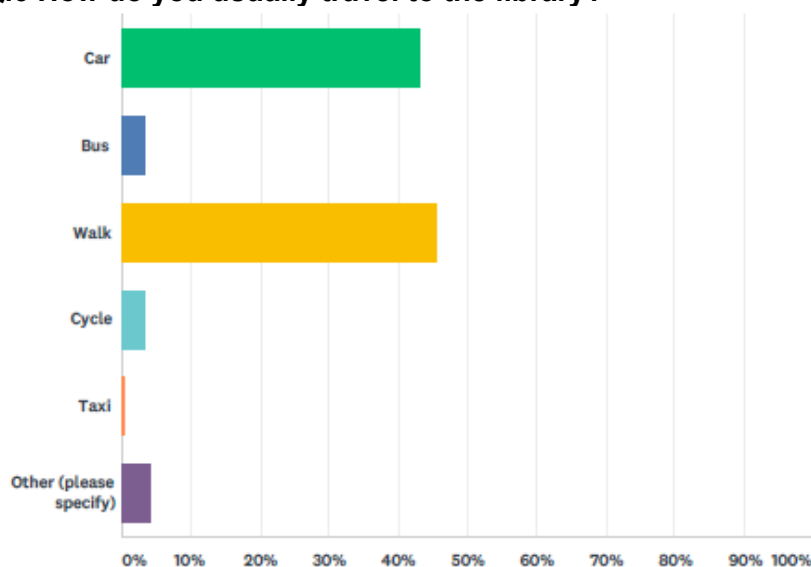


To 'borrow/return books' is by far the most common reason for visiting the library at just over 90%.

Within the 'Other' category, responses summarised as:

- Attending specific events such as reading groups, rhyme times, knit and natter sessions, family history events.
- Helping with the Home Library Service delivering books to those who cannot visit the library themselves.
- Reading the newspapers and magazines, using local history resources, using general reference resources.
- Using other services such as Town/Parish Council services, Registrar, Shropshire Council Customer Services.
- Meeting other people or using the library as a work/study space.

### Q.6 How do you usually travel to the library?

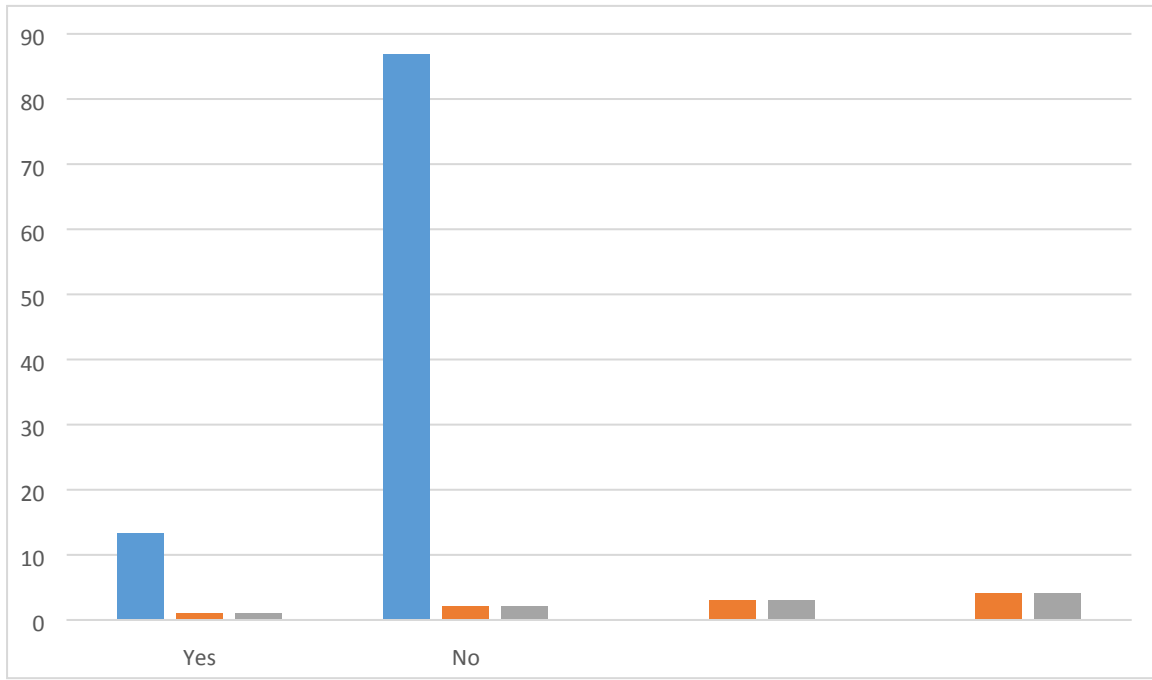




Vast majority of people travel to the library either by car or by walking. Within the 'Other' category the comments indicate that people often use different means of transport depending on which library they are visiting and what the weather is like.

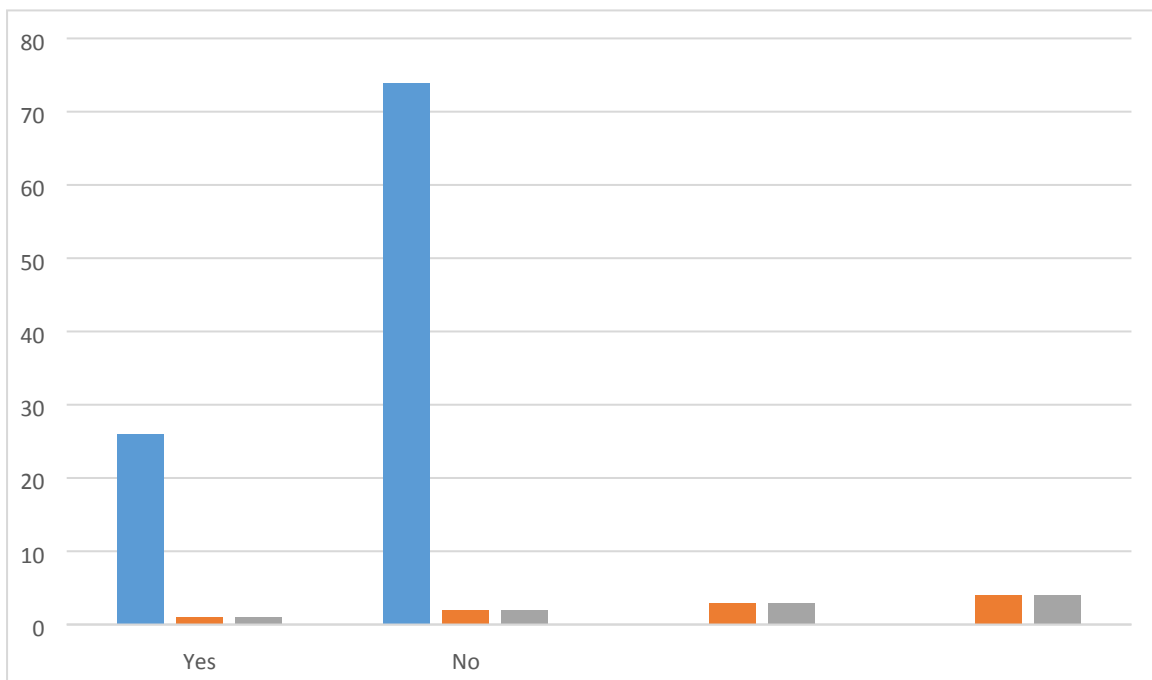
## 5.0 Mobile Library services

### Q.7 Do you use the mobile library service



13.22% of respondents use the mobile library service and 52 % of these also use a static library (Q10)

### Q.8 Is the stop you use proposed for deletion



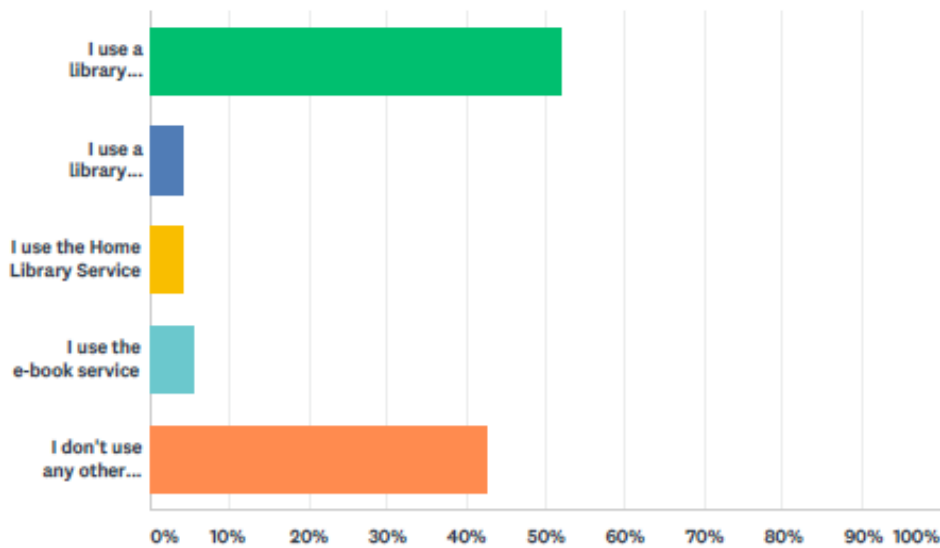
19 respondents could potentially lose their stop

**Q.9 If the mobile library stop you usually use is deleted how would you continue to access library services?**

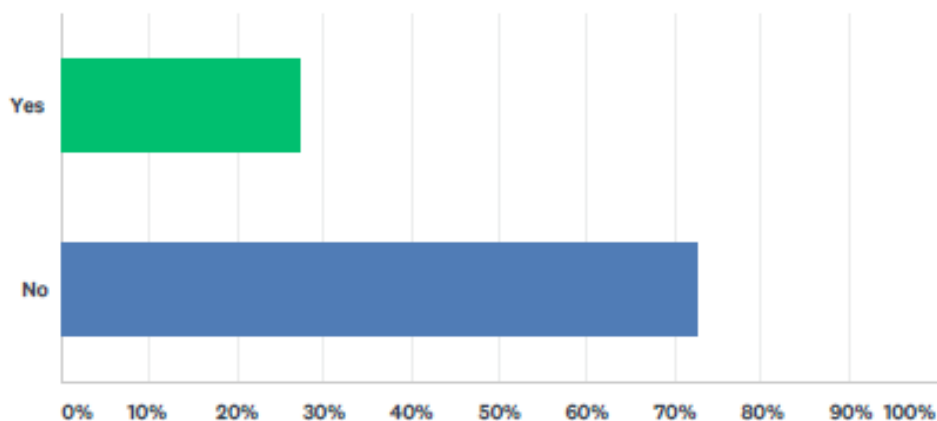
All the 85 respondents using a mobile library service completed the question 'what would you do if your stop was deleted'.

Nearly half said that they would stop using the service (46.58%) with a further 42% saying they would use another mobile library stop or another library. 11% would ask someone else to visit for them. Although this has skewed the figures we can assume that if a stop is deleted half of the users will stop using the library service with the other half using another stop or library.

**Q.10 Do you use any other library services in addition to the mobile service?**

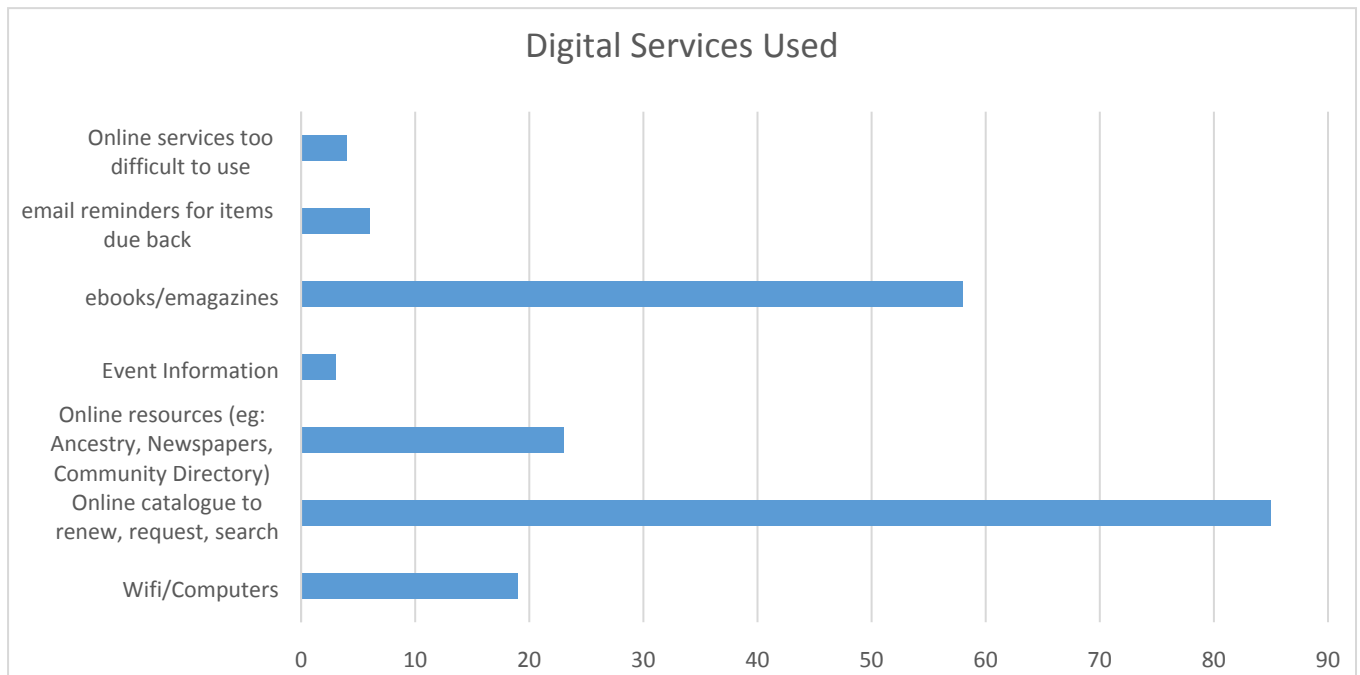


**Q.11 If you can't access the Library Service in any other way would you like to be considered for the Home Library Service?**



## 6.0 Digital Library Services

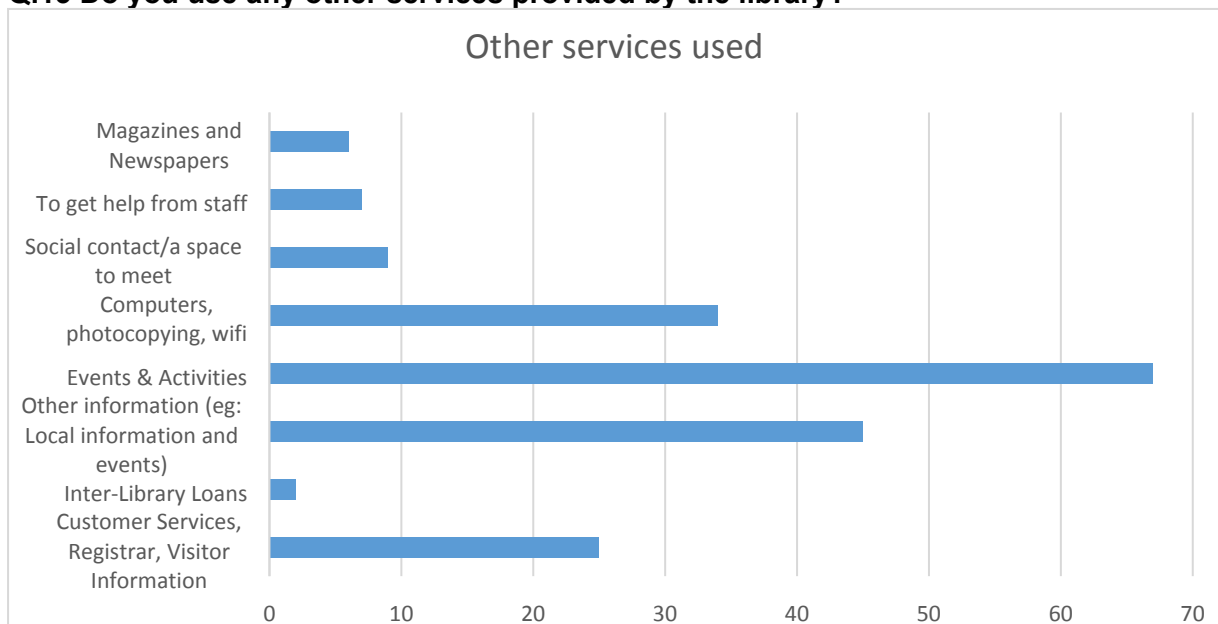
### Q.12 Do you use any digital library services?



Just under 35% of respondents did use digital services and the breakdown of those services is summarised above. It was noticeable that E-magazines were particularly popular, even more so than E-books. The online library catalogue for searching/renewing/requesting was highlighted by many as being particularly important.

## 7.0 Other Library Services

### Q.13 Do you use any other services provided by the library?



Just under 42% of respondents said they did use other services provided by the library. 'Events and Activities' were the most frequently cited services used, reflecting the work that has been done to build wide-ranging programmes of library events and to promote them as widely as possible.

## 8.0 Council response to comments on the Library Services Strategy

We have brought together the many comments and ideas made in response to the library strategy, particularly within questions 14, 15 and 16, and grouped these as follows:

- General comments on the library services strategy
- Language and presentation
- Development of an action plan
- Vision, mission, objectives and principles
- Who are libraries for?
- Hierarchy of library services provision including drive times, transport and rurality
- Community management
- Staff and volunteers
- Community hubs
- Costs, savings and Council support
- Opening hours
- Static libraries
- Mobile libraries
- Home Library services
- Digital library services
- Other ideas
- Other comments

We have provided a Council response to the comments and indicated where we have made changes to the Library Service Strategy in response.

	<b>Council response</b>
<b>General comments on the library services strategy</b>	
Library service needs completely overhauling, look at Amazon, Waterstones, HMV etc. Need a completely different way of thinking Need a longer term strategy based on a complete shake up and better understanding of library services in the “market place” Not enough detail to show how library services are developing innovative and creative approaches; needs to keep pace with changing patterns of library usage	Libraries are modernising and we are taking into account the best practice developed from retail outlets where appropriate.  Public libraries impact on the lives of communities, providing things that money can't buy or that some cannot access anywhere else. Libraries help to stimulate ambition giving opportunities to develop
Should be striving to exceed our statutory requirement rather than meeting them Provide more access to library services, not less	

<p>Potential saving is not justified by the positive impact of library services on quality of life Driven by making savings A cost cutting exercise rather than an imaginative recognition of the value of library services</p>	<p>ideas. They give the tools, skills, information and assurance they need to meet those goals. They help to build an understanding of the wider world and to engage with culture and above all provide safe, welcoming spaces where people can meet, think, learn, create, take part and give back. We have to adapt our thinking beyond previous savings approaches, to take a more transformational approach to delivering services.</p>
<p>Reduce council administrative costs; allocate more money to libraries</p>	
<p>Digital services are seen as the solution rather than part of the picture.</p>	
<p>Is provision future proofed against future housing?</p>	
<p>Replace the library service with a cheaper digital platform</p>	
<p>Staffed libraries should be retained in all market towns Keep a good spread of libraries services available across a variety of locations Funding should not be biased to the big towns Retain a good spread of library services to allow access to different titles at different times Strategy is skewed to covering the needs of larger market towns The library service is important to small market towns because it provides access to resources, provides a neutral space and has a role as part of the civic network.</p>	
<p>Library services are pivotal to everyone, retain them Never close libraries or remove mobile library services Remove libraries and you remove cultural access Vitaly important that library provision should be considered as a place of learning provision There is no substitute for reading in a library</p>	
<p><b>Language and presentation</b></p>	
<p>Clarify the meaning of statements, sound aspirational, its actions that count Too vague and woolly Lack of clarity, confusing language, difficult to read, too long Difficult to respond to the consultation Strategy is too long, risks being seen as a paper exercise, needs to be more upbeat</p>	<p>We have simplified and clarified wording within the strategy.</p>
<p><b>Development of an action plan</b></p>	
<p>How will you deliver and measure your strategy? Everyone should contribute to the development of an action plan Mission and strategic objectives are not measurable There is no measure of the outreach work of the local library, for example to schools,</p>	<p>We have made our outcomes clearer. Action plans are an integral part of the library service outlining the service for the future. These will be developed together with our internal and external partners.</p>

<p>care homes and local businesses  Strategy includes “bland overarching language” at the expense of detailed understandings and actions. For example, what is the Council’s approach to investment in newly released books, what type of community events are planned for the future, how will the service liaise with schools and universities, what facilities will be provided for the blind, partially sighted and hard of hearing, etc.?</p>	<p>Library staff will remains at the centre of library delivery, and there will be clearer outcomes for service.</p>
<p><b>Vision, mission, objectives and principles</b></p>	
<p>Too wordy, not specific enough, no clear goals, e.g. keep all libraries open.  Would like to see “knowledge” within the statements.  The desire for libraries to become more enterprising does not sit comfortably within the mission.  Use library spaces for events and for other services to run clinics and sessions</p>	<p>The four strategic objectives have been changed to long-term outcomes. To help with understanding of each outcome we have included examples of actions that will be undertaken.</p>
<p><b>Vision:</b>  No definition of community  What does being at the heart mean? Needs to be a place that people can meet up, that combines resources  Trying to be all things to all people  How financially do you intend to deliver the vision?</p>	<p>We agree that as well “as providing a universal offer”, library services should be focused at both ends of the age spectrum and at disadvantaged communities and people.</p>
<p><b>Mission:</b>  Suggest “provide library services that inspire peoples learning and enjoyment so that, in partnerships with others everyone is empowered to live healthy, resilient and fulfilling lives”. Why is resilient included?  “The library Services should facilitate the participation of others to add to the available resources” i.e. the leadership responsibility should remain within professional employees  First part of the mission make sense but the first seems unlikely  Libraries are also important places for people to access computers and the internet to access information  Rings false  Libraries don’t have much influence over people’s health and fulfilment  Mission may be a bit beyond the remit of library services</p>	<p>Community could be defined as a group of people living together and practising common ownership. We want the library to be at the heart of communities, a central point with services to raise greater local community activity and bring people, local business, and smaller groups together to improve the quality of life in their area.</p>
<p><b>Objectives:</b>  <b>Second and third objectives</b> seem overblown  Second and third objectives have nothing to do with libraries</p>	<p>Libraries have an essential role and we offer a range of services from book-lending and computer access to children’s activities, training courses and meeting space. Understanding their value is difficult because of the wide-ranging services that we provide and the non-market nature of these services as most are free.</p>

<p>Second and third objectives are meaningless  Libraries don't have much influence over health and fulfilment  <b>Objective 3</b> – confused by the terms inclusive and prosperous?  Does prosperous mean that you expect libraries to make money?  What does inclusive and prosperous mean?  <b>Objective 4</b> – has the acceptable term enterprising linked with the unachievable ambition of being self-sustaining; do not agree that it is possible to become self-sustaining in all areas  Libraries are not and should not be money making enterprises  Fourth objective is an effort to dress up cuts as something positive  Some “enterprising” activities are inappropriate  Council has a legal obligation to provide libraries including in rural communities  Legal duty to provide a library service overrides objective 4  Libraries should concentrate on improving literacy, access to books rather than on helping people live healthy and fulfilling lives</p>	<p>Libraries have to remain free by law for the basic lending of materials. However, due to austerity implications libraries try to offset the funding we get to deliver services by developing opportunities such as retail sales, renting out space for meetings or other work, creating cafés and charged-for cultural activities.</p>
<p><b>Principles:</b>  Principle 1 - substitute “and also” for “but”  Principle 2 – the creation of hubs can lead to conflicts  Third principle is an effort to dress up cuts as something positive</p>	
<p><b>Who are libraries for?</b></p>	
<p>Provide more help for people with low literacy, unemployed and children.  Prioritise the most vulnerable members of society  Not enough focus on teenagers  Very valuable for young children  Valuable for disadvantaged groups, those not able to afford books  Important for young parents and people not socially confident  With an ageing population access to books and digital services will become more important  Make libraries relevant to everyone  Consider the young  Put children and disabled and elderly first  If you want libraries to be part of the community you need to find way to engage with people who don't use the library, libraries need to be relevant to a broader cross section of people including disabled, homeless, people with mental health issues, etc</p>	<p>As well as providing a “universal offer” that is available to all, library services should be focused at both ends of the age spectrum and at disadvantaged communities and people.</p>



<p><b>Hierarchy of library services provision including drive times, transport and rurality</b></p>	
<p>How libraries fall into tier 1 or tier 2 is subjective More explanation and rational for the treatment of tier 3 libraries is required Need more clarity on why libraries have been allocated to tier 2 or 3</p>	<p>We have continued to use the following key considerations to inform the design of a hierarchy of library services provision:</p>
<p>Concerns with proposed unrealistic “drive times” 20 minutes is a long way to drive Issues of poor public transport in rural areas Access difficulties, car parking, length of walk from car park 20 and 25 minute drive times are unrealistic; the majority of people should be able to walk to their local library or otherwise use a bus Challenges assumption that residents within a 25-minute drive time of a major library have easy access, and this effectively excludes significant sectors of the population. Not all adults are car drivers, buses are infrequent Competition for community transport options Approach places a reliance on existing public transport links; strategy needs to build in flexibility as these could be under threat Improving transport links should be a Council priority A 20 / 25 minute journey to access a library is a long way; how does this correlate with other journeys that people are making? Public transport and community transport limitations Drive time is a poor measure when considering car parking and walking to the library from your car; buses take even longer</p>	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Usage of the facilities</li> <li>• Population including population density and its demographic make up</li> <li>• Deprivation</li> </ul> <p>We recognise that, the application of drive times in particular is an unsophisticated approach, which does not fully reflect local circumstances and practical realities. This is why we have considered drive times alongside other considerations, and retained a mobile library service to provide services to rural communities. In setting out a hierarchy, it is not the Council’s intention to close any existing library, but our approach does recognise that smaller libraries cannot supply the same service as the larger ones and also the financial reality affecting the council.</p>
<p>People living in rural areas will be disadvantaged Social isolation, poor transport links, few opportunities for cultural enrichment Poor internet services prevents use of digital services particularly in rural communities The strategy penalises rural library users People, particularly young people, living in rural areas will be marginalised Rural residents have to pay to request quality books from the larger libraries</p>	
<p><b>Community management</b></p>	
<p>Libraries should remain council run Libraries should be managed by the same body with experienced staff Reliance on community libraries may not be very resilient in the long term</p>	<p>8 libraries in Shropshire are already being successfully managed by partner organisations based within the communities they serve. These</p>

<p>Shifting libraries to community groups is a step to closing them, retain as part of the main library service  Retain all libraries as part of the main library service.  Moving libraries to community models is a short step to closing them  Keep libraries as a public service</p>	<p>libraries have remained part of the overall library network in every sense and continue to be supported by the library service in a wide range of ways.</p>
<p><b>Staff and volunteers</b></p>	
<p>Retain the experience of professional staff  Need good staff to help libraries become self-sustaining and raise venue  Need experts to help, not volunteers  Shortage of volunteers in some areas  Reliance on volunteers may not be resilient in the long term  Library services should not be run by volunteers  Volunteers have a place but cannot see a future for libraries without adequate resources and professionally trained staff  Library staff are crucial to a vibrant library service  Do not use volunteers to sustain library services  Use volunteers but not to the exclusion of professional staff</p>	<p>We value the expertise and professionalism of our paid staff who we recognise as our greatest asset. Our libraries will continue to be operated by paid staff and supported by volunteers to enhance delivery as part of the wider library network.</p>
<p>Libraries appear to be overstaffed  Use some volunteers in tier 1 libraries, opportunity to reduce staffing, require a flexible system overall.</p>	
<p><b>Community hubs</b></p>	
<p>Concerns about multi-functional use of spaces and how this will work  Reservations about housing libraries in schools  Physical layout of library is not always conducive to accommodating diverse groups  Increasing use of library spaces should not be to the detriment of existing services  Provide more library hub services and activities  Community Hub desks will not work for all libraries as community hubs often have to deal with difficult customers</p>	<p>Many of our libraries now share space with other services and functions. We recognise this can lead to conflict and the need for compromise. However the sharing of resources and costs helps to ensure libraries remain sustainable, and offering a wider range of services ensures that library buildings serve all parts of the community.</p>
<p>How will provision in rural areas square with making libraries the centre of their communities?</p>	
<p><b>Space and resource sharing ideas:</b></p> <ul style="list-style-type: none"> <li>• Be more collaborative in smaller market towns to share resources and spaces and to make libraries more community focussed</li> </ul>	

<ul style="list-style-type: none"> <li>• Use tier 1 libraries for councillor surgeries &amp; other council business</li> <li>• Use underutilised spaces for other council services</li> <li>• Tourist Information Services would work well in libraries</li> </ul>	
<b>Costs, savings and Council support</b>	
<p>No figures are provided on cost and savings  Concerned about long term funding support  Need to be more specific on funding support  Seeks confirmation of additional capital and revenue investment by the Council.  More clarity required on how much tapered funding tier 2 libraries will receive.  How exactly will libraries become self-sustaining?  How much do tier 1 libraries need to raise  Concerns at statements referring to becoming cost neutral and self-sustaining  What happens to libraries once the initial funding period ends?  Smaller libraries are unlikely to survive once tapered revenue support ends  Cost neutral is an aspiration for tier 1 and 2 libraries, unlikely to be achievable  Unrealistic to expect community organisations to obtain external funds to enable local libraries to continue  Strategy should recognise the burden placed on local communities and offer more financial support.  Where does money raised by local efforts go?</p>	<p>We recognise that balancing costs with our partners may require more time and support, so have extended the period of tapered funding support to three years for tier-3 libraries. The strategy also confirms the “back office support” to be provided by the Council will be provided free of charge to libraries that continue to be part of the Shropshire library network.</p>
<p>Ongoing support should be provided where communities have shown commitment  Support libraries for ten years  Support libraries managed by parish councils and community groups for at least ten years  Smaller libraries need longer than a year to become self-sustaining  Five years funding support is a bit blunt, may need reviewing for individual locations.  Unrealistic to expect tier 3 libraries to become self-sustaining within one year  Tier 3 libraries need longer to become self-sustaining</p>	
<p>Strategy reflects a fundamental inequality in the funding of local services. The tier 1 libraries will be funded in full by Shropshire Council, subsidised by the precept payers in the smaller towns; furthermore these precept payers will have to pay again for the library in their town, with no contribution from the surrounding area.  Not fair to expect town and parish councils to take on libraries and therefore for the tax payer to pay twice</p>	

Difficult for one parish to pay to support a library when neighbouring parishes are not	
Larger libraries should be self-funding and support should be provided to smaller libraries	
Exactly what "support" is Shropshire Council providing Provide clarity on exactly what shape back office support will take Concerned about any changes to staffing and ongoing training	
<b>Income generating / cost saving ideas:</b> <ul style="list-style-type: none"> <li>• Raise more money from residents</li> <li>• Pay for libraries through an increase in council tax</li> <li>• Introduce a nominal sum for access to library resources</li> <li>• Provide a tea / coffee machine, would also generate an income</li> <li>• Let people make voluntary donations to the book fund</li> <li>• Out of hours letting to generate income</li> <li>• Retain locally raised income for that library</li> <li>• Provide a café within the main library</li> <li>• Charge for courses</li> <li>• Reduce heating costs</li> <li>• Provide older people with more opportunity to volunteer</li> </ul>	We welcome the many ideas that respondents to the consultation have made and look forward to progressing these within the context of the development of a detailed five-year action plan. Our intention remains to work closely with partners in the development of this action plan
<b>Opening hours</b>	
Do not reduce opening hours further Review opening hours to better meet needs of customers Opening hours need to meet the needs of local people Not helpful if libraries are only open when people are at work Library no longer opens on a Saturday Consider restoring and extending opening hours to allow hub activities to take place.	In 2016 we reviewed and consulted on opening hours proposals based on analysis of visitor numbers to libraries across all days and times. Some reductions to opening times were implemented as a result. As part of the development of the service with our partners there may be the potential to increase opening times at some libraries in the future.
<b>Static libraries</b>	
<b>Church Stretton</b> and <b>Market Drayton</b> libraries are close to areas of high numbers of active users and should be in tier 1	In seeking to finalise the Strategy, we have considered all responses and further analysis, and would make a number of specific responses:
<b>Church Stretton</b> library in the centre of town provides important service and does not	

<p>lend itself to being volunteer managed  Keep the library where it is  Retain an effective library in Church Stretton in the town centre  Church Stretton Library should remain in its current location,  Church Stretton library should be in tier 1, has a very competitive cost per loan  Principles may not meet the needs of Church Stretton, which is predominantly an older and less mobile population</p>	<ul style="list-style-type: none"> <li>• Library at the Lantern, Shrewsbury – We propose to assign this library to tier 1 (as a satellite to the main library in Shrewsbury), rather than tier 2. The Library at the Lantern already forms part of an existing diverse range of services and community meeting spaces, and serves areas of significant deprivation within north Shrewsbury</li> <li>• Wem library – Although the library at Wem is 18 minutes’ drive from alternative provision at Whitchurch, we recognise that it is a popular library serving a significant market town and sparse rural hinterland. We propose to assign this library to tier 2 rather than tier 3.</li> <li>• Church Stretton library – Specific comments relating to the location of the library will be considered within the context of the current exercise to procure a new provider for library services in Church Stretton.</li> </ul> <p>We are otherwise not proposing any changes to the proposed hierarchy of provision, beyond the acknowledgment that further time and support will be provided to tier 3 libraries to achieve “cost neutral” sustainable provision.</p>
<p>Concerns about developing “multi-functional” spaces in <b>Market Drayton library</b>  Library in Market Drayton is a precious resource  Turn down the heating  Library staff undertake the work of the adjacent Customer First Point</p>	
<p><b>Wem library</b> should be a tier 2 library – it has a secondary school, higher than average older population, a prohibitive lease, etc.  Wem Library is a well-used library and should be in Tier 2  Wem library should be in Tier 1, lots of people travel to use it  Wem Library is currently leased until 2022  Do not close Wem library  Usage in Wem is not referenced within the strategy  Wem Library should be in a higher tier based on relatively high usage.  Wem should be included within Tier 1 or Tier 2 at the least – a cultural hub serving a large hinterland, and 511 bus service only runs every hour or hour and a half.</p>	
<p>Removing evening opening from <b>Bridgnorth Library</b> reduces usefulness</p>	
<p><b>Pontesbury</b> is a vital hub for outlying villages  Expand the provision of books  Pontesbury Library should be fully staffed paid for by the council and its facilities upgraded  Supportive of proposals for Pontesbury library to be a tier 2 library and for the Council to work with the community to develop and support the library</p>	
<p><b>Albrighton Library</b> is vital to the local community</p>	
<p>Poor stock in <b>Ellesmere Library</b>  Proposal to withdraw funding completely by 2023  Library services have been squeezed at expense of other services  Do not remove the library from Ellesmere  In the event of Ellesmere Library closing it is unrealistic to expect people to drive 25 minutes to a library in Oswestry or Whitchurch.</p>	

<p><b>Craven Arms Library</b> not as good as previous service Lack of use may reflect the edge of town location Craven Arms Library becomes even less important and may close in year 1 Craven Arms is much more deprived than Ludlow with a higher proportion of elderly residents</p>	
<p>Retain library in rural area such as <b>Bishops Castle</b></p>	
<p>Community run libraries such as <b>Broseley</b> should continue to receive financial support Concerned that Broseley appears as a tier 3 and not tier 2 library Object to complete review of revenue support at end of 2018/19 Concerned that back office support continues to be provided; essential to sustainable library provision Broseley library should continue to be supported. Low rate of car ownership, population growth, lack of secondary school and related cultural and leisure activities</p>	
<p>Relocate Ludlow Post Office to <b>Ludlow Library</b></p>	
<p><b>Mobile libraries</b></p>	
<p>Mobile libraries are a life line for rural residents; distance are irrelevant if you have no car or access to public transport Mobile library stops are essential when you can no longer drive A meeting point for the elderly and a social hub How are you supporting the needs of people with Alzheimer's? Essential for older people Don't change fortnightly frequency of visits Stop times do not suit young children Safeguard and assist mobile library users as much as possible No mention of stops for home schooling Do not remove our mobile library stop as this is the only opportunity for pre-school children to experience a library. Retain mobile library stops in villages If stops are removed will there be options for those without transport or who have mobility issues? Reduction in mobile libraries will have a negative impact on the vulnerable and elderly</p>	<p>Following a review of comments and in the context of issues round rural isolation, disability, absence of alternatives we have retained 2 stops previously proposed for deletion. These are at Clive and Brockton. 2 new stops responding to local need have also been added to give a total of 281 stops.</p> <p>Other comments were made, for example with respect to future housing growth and alternative more appropriate stops; we will continue to keep mobile library services under review as local circumstances change, and will consult locally as appropriate.</p>
<p>Probably a case for reducing mobile library provision further?</p>	
<p>A waste of money, doesn't service the needs of the disabled, elderly, etc. Use the home Library Service to substitute for mobile libraries</p>	

How do people access mobile libraries, if they drive then they could drive to their nearest static library	
Retain the mobile library in <b>Knockin</b>	
Retain the mobile library stop in <b>Brockton</b>	
Re-time mobile library stops in <b>Culmington</b> to the old schedule	
Object to the proposal to withdraw the mobile library from 2.15 pm <b>Station Rd Clive</b> . Residents would not be able to attend Clive Railings or Clive Orchard field stops due to age and disability	
Instead reallocate timing to existing stops to allow two stops	
Relieved to see that there are no plans to remove mobile stops within <b>Woore parish</b>	
Provide a new stopping place in <b>Tilstock</b> at Hollins Lane	
Objects to loss of <b>Nesscliffe</b> mobile library stop; over 100 dwellings are due to be built in Nesscliffe with more in the surrounding area	
<b>Kinlet</b> currently has two mobile stops – the village hall and school. Once new car parking has been provided at the school it might be possible to limit to just one stop at the school as the housing development has a footpath to access the school.	
<b>Stottesdon</b> appears to have two stops; the layby for the bus shelter is by far the safest and has adjacent car parking.	
<b>Mobile Library ideas:</b> <ul style="list-style-type: none"> <li>• Mobile libraries should become “digital contact points”</li> <li>• Equip mobile libraries with confidential meeting rooms</li> <li>• Publicise mobile library stops in local shops and parish magazines</li> <li>• Provide mobile library services with volunteers to collect and return books</li> <li>• Order books to read on kindles; rent a kindle</li> <li>• Use the post office service to deliver books rather than the mobile library</li> </ul>	We welcome the many ideas that respondents to the consultation have made and look forward to progressing these within the context of the development of a detailed five-year action plan. Our intention remains to work closely with partners in the development of this action plan
<b>Home Library services</b>	
Provide clarity on the Home Library Service and its intended future delivery Increase home library visiting services for frail and elderly	The Home Library Service will continue to be delivered locally with development driven by specific local needs.
<b>Home Library Service ideas:</b> <ul style="list-style-type: none"> <li>• Given the cost of the mobile library service propose that home visit provision should be provided by volunteers coordinated by the local council.</li> </ul>	This is already an integral part of service delivery.

<b>Digital library services</b>	
<p>Digital services are too difficult to understand</p> <p>Maintain computer services</p> <p>Ensure that staff can provide computer support</p> <p>Provide and increase access to computers, an important service for senior citizens.</p>	<p>Shropshire Libraries has a large range of digital services that include e-books and e-magazines Technology is enabling us to provide services 24/7. We recognise that customers are not fully aware of these services and will continue to review, develop and promote them. This includes the development of self-service kiosks to modernise our libraries, reduce queues, allow increased opening hours and free up library staff to help customers.</p>
<p><b>Digital Library service ideas:</b></p> <ul style="list-style-type: none"> <li>• Expand access to online archives</li> <li>• Expand access to electronic book stock, maybe in partnership with other</li> <li>• Provide more up to date computer access</li> <li>• Get the isbn no. from Waterstones etc. and get lent the book electronically</li> <li>• Receive returns electronically</li> <li>• Create web pages like Amazon</li> <li>• Offer audio book downloads</li> <li>• Improve drop off points should be able to receive books electronically</li> </ul>	<p>We welcome these ideas and look forward to progressing these within the context of the development of a detailed five-year action plan.</p>
<b>Other ideas</b>	
<ul style="list-style-type: none"> <li>• Provide leaflets drops to all houses to explain what library service are available locally</li> <li>• Get out into the community more to promote libraries and library services</li> <li>• Do more to promote libraries, mobile libraries and home library services</li> <li>• Promote libraries in schools</li> <li>• Better marketing of online services, e.g. via an email newsletter with links to material</li>   <li>• Provide a link with schools to increase availability of library services</li> <li>• Offer outreach sessions to young people to promote library use</li> <li>• Schools could make better use of library buildings</li> </ul>	<p>The Shropshire School Library Service is a separate subscription service that offers an inclusive resource and advisory service to all stages of education. We will continue to work</p>



<ul style="list-style-type: none"> <li>• Provide more activities for pre-school children</li> <li>• Library staff could take on the role of Customer Service staff</li>   <li>• Buy copies of later books in existing series written by popular authors where earlier editions in the series are already in the library</li> <li>• Develop untapped demand for genealogical services</li> <li>• Subscribe to the OED</li> <li>• Consider working in partnership with UCS and other partners</li> <li>• Support events that would only require space and would increase patronage</li> <li>• Provide sessions on for example writing formal letters, literacy skills, etc.</li> <li>• Consider visiting hospitals</li> <li>• Utilise the internal postal systems of the Council, NHS, etc. to deliver and pick up books</li> </ul>	<p>closely to develop inclusive services that increase the diverse range of library facilities for children and young people.</p>
<b>Other comments</b>	
Acknowledge existing engagement with local communities	
Reduction and dumbing down of book stock	
Range of books is poor	
Success of the library depends on the size of the book fund	
Libraries are poorly promoted	
Maintain availability of local and national information / leaflets	
No mention is made of a “music library”, sheets and CDs	