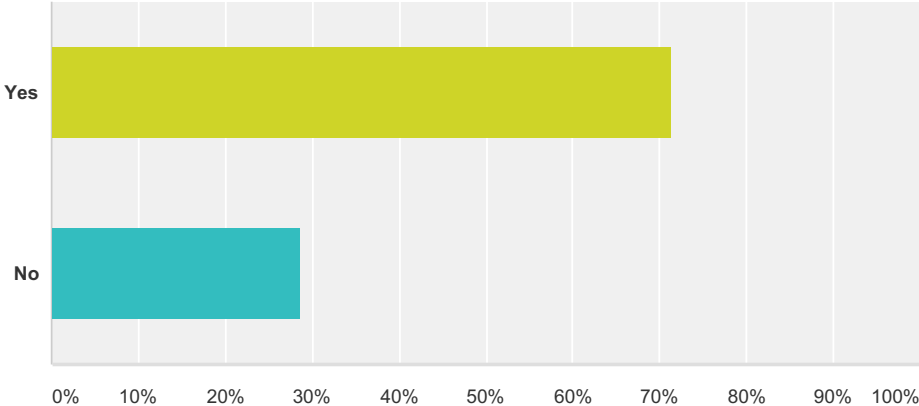


Q1 Do you agree with Proposal 1?

Answered: 42 Skipped: 0



Answer Choices	Responses
Yes	71.43% 30
No	28.57% 12
Total	42

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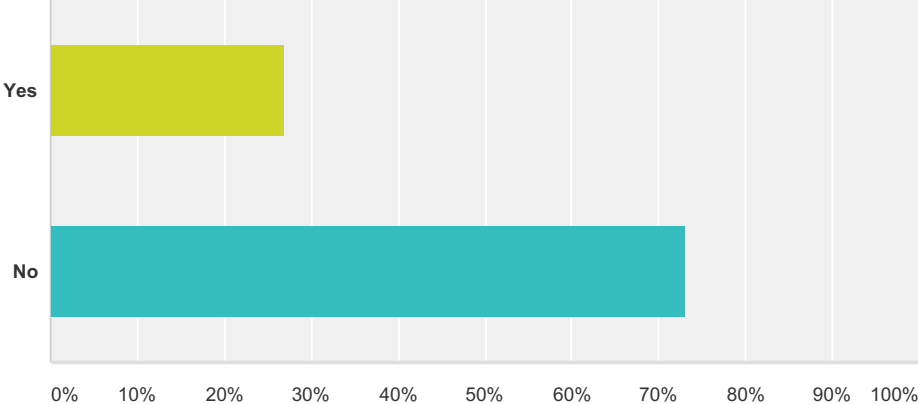
Q2 If you answered no, please give your reasons here...

Answered: 12 Skipped: 30

#	Responses	Date
1	1. Most expensive option. 2. Staffing will be by existing Cleobury Country staff who were not recruited for their literacy or love of books instead of Shropshire library staff, who presumably, were. 3. New office will be built inside existing library which will overlook children's area, compromising child safety.	10/5/2015 8:44 PM
2	I'm averse to the watering down and denial of current levels of library expertise. I fear that there are likely to be conflicts of interest if non library staff are to be tasked with delivering public library services as their primary focus is to develop local business. Past experience of Cleobury Country Centre staff filling in for library staff has not inspired me with confidence in their ability or willingness to take on delivery of a public library role. Any request beyond the very basic is referred to the librarian so really the library service is only fully available when she is there. I presume that there would be some additional training but I feel that we (the library customers) would receive a lesser level of service. I would prefer a library professional, a competent, experienced and well trained member of library staff to be running the service.	10/1/2015 8:28 PM
3	A library needs to be staffed by a librarian to ensure the books are correctly ordered. Also a librarian is able to offer customers advice and recommendations as they are more familiar with the stock.	9/30/2015 8:58 PM
4	Because the staff are not librarians and do not understand the importance of the enquiries they will receive or how to handle them. Also it seems like the library will be open more often and this is not the case. It is an administration of services not a true library service provision. Also why isn't the reduction of library space disclosed?	9/28/2015 11:19 AM
5	Having trained, knowledgeable library staff to give advice on books is invaluable. I don't agree with this unless Cleobury Country plan to take on and employ the current library staff.	9/28/2015 10:25 AM
6	I am of the firm belief that libraries should be staffed by librarians who have shown a keen interest in helping people and a desire to provide the best service possible.	9/22/2015 12:35 PM
7	Libraries should be provided by county.	9/22/2015 12:20 PM
8	It's great having the library at Cleobury Country Centre so I can access it even when not staffed for returns etc but I especially enjoy using the library when there are proper library staff there to consult about authors I might like to read etc so don't want to lose library staff!	9/11/2015 8:10 PM
9	Cleobury Country staff are pleasant but clearly untrained - which they admit themselves when dealing with library matters. A full trained librarian is essential even if only part time.	9/8/2015 11:53 AM
10	Because a library needs a proper librarian, not a trained admin assistant. I feel that the library will be neglected in favour of Business. and by the way, Friends of the Library were NOT consulted before this was released!!!!	8/27/2015 9:26 PM
11	There is no provision for a qualified librarian to be present on site. I believe that a minimum of 8-10 hours for contact with readers spread over the week is necessary.	8/27/2015 6:21 PM
12	I am most concerned about the loss of library staff on site even though the alternative is reduced hours. I do not feel that the CC staff have the right skills to offer library support on the evidence of my use of the library and the lack of signposting they were able to give me and more crucially a disabled person needing support to check in for a flight online.	8/27/2015 10:35 AM

Q3 Do you agree with Proposal 2?

Answered: 41 Skipped: 1



Answer Choices	Responses	
Yes	26.83%	11
No	73.17%	30
Total		41

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Q4 If you answered no, please give your reasons here...

Answered: 28 Skipped: 14

#	Responses	Date
1	Only 12 month plan for the library after which it could be closed	10/9/2015 9:45 AM
2	Option 1 of transferring management of the library to Cleobury Country Ltd lookds to be the best of the two options for the benefit of Cleobury Mortimer residents and current users of the library	10/6/2015 11:14 AM
3	Restricted access Future insecure	10/3/2015 1:56 PM
4	Reduced hours open to the public. Less community involvement	10/2/2015 7:49 PM
5	Yes only in so far that it is preferable to Option 1. I am concerned at the fact that we will have fewer hours of professional staffing and would like to know what will happen to the individual who currently runs the library so well and so professionally. Is she to lose her job? Or have her hours cut? As it is if we need expert help with library processes or with library computer information sources we need to time our visits to coincide with the availability of the professional staff. Could it be made very obvious when that person is available? Perhaps a statement on the Cleobury Library web page and a clear sign on the desk?	10/1/2015 8:28 PM
6	option 1 gives more staffed access for service and information on a personal basis	10/1/2015 10:08 AM
7	Lack of opening times	9/30/2015 8:26 PM
8	Prefer to remain the same level of service	9/30/2015 6:13 PM
9	opening hours too short	9/30/2015 5:30 PM
10	A member of Cleobury Country staff would be on site whenever the library is open. The service is disjointed at present due to lack of library staff	9/28/2015 10:37 AM
11	I feel that the extra hours available and the dedication of Cleobury Country staff will be an asset to the continuing success of Cleobury Library	9/28/2015 10:35 AM
12	Reduced opening hours. The library needs extended opening hours, not less.	9/27/2015 10:36 PM
13	These reduced hours would give no access to those who work so if the country centre took over the running they must open late at no extra cost	9/18/2015 12:48 PM
14	I woul like to be able to access the library every day of the week	9/11/2015 8:10 PM
15	Access to the library is vital to the community and option 1 gives more hours open to everyone in cleobury.	9/11/2015 3:51 PM
16	reduced opening hours	9/10/2015 6:51 PM
17	Since I have moved here. there is rarely a library staff member. Hopefully Cleobury Country can do better	9/8/2015 11:57 AM
18	Reduced staffing for library by librarian. Cleobury Country staff are always helpful and able to deal with any problem. therefore option 1 is a better deal.	9/8/2015 11:55 AM
19	Yes - but not entirely but it is perferable to option 1 and would want to see the proposed times extended possibly with the library opening at 10 on Mondays and Tuesdays	9/8/2015 11:53 AM
20	The staff at Cleobury Country are more help as out librarian was unreliable and not very helpful	9/8/2015 11:48 AM
21	Cleobury Country and Friends of the Library would bee looking after it most of the time unpaid, as they are at the moment.	9/8/2015 11:47 AM
22	Opening hours to short.	9/2/2015 9:15 PM
23	Prefer library to have as many hours open as possible, providing librarian available for some hours.	8/31/2015 9:38 AM
24	Option 1 offers better opening hours	8/30/2015 11:02 AM
25	As somebody who works during the week, it is good to have opening until 7pm once a week so that parents who work can bring their children - two hours on a Saturday is not enough around other commitments.	8/28/2015 9:00 AM
26	There is no guarantee that the library will continue with this option. It is also not in the spirit of devolving responsibility to the community.	8/27/2015 6:21 PM

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27	reduced hours is not acceptable	8/27/2015 12:56 PM
28	Reduced hours is negative	8/27/2015 12:42 PM

Q5 Please indicate whether there are other alternatives we should consider for the delivery of a library in Cleobury Mortimer which would assist us in reducing costs and delivering a sustainable library service.

Answered: 18 Skipped: 24

#	Responses	Date
1	Charge for services (Children and unemployed exempt) I would still use the facilities if I had to pay. This is preferable to losing the library altogether	10/9/2015 9:45 AM
2	I have every confidence in Cleobury Country Ltd running the library service and therefore do not have any other alternative suggestions	10/6/2015 11:14 AM
3	Centralise book storage for the entire county and have a number of specialised book buses, with targeted book stock, staffed by proper book loving librarians who can enthuse and mentor readers. eg a children's bus that parks at schools and playgroups, an adult bus that parks in town centres on shopping days and a senior citizens bus that parks at medical centres, care homes, near sheltered housing etc. .	10/5/2015 8:44 PM
4	Given that SC is looking at saving over £400K/yr over a 3 year period the savings at this library seem minute (~£6K) making this very much a 'token' exercise.. Real savings will only come about when investment in mobile libraries and books + the book circulation system are drastically cutback hence leading to the ultimate demise of the Shropshire Library network which, unfortunately, is what this cost cutting exercise is ultimately all about.	10/2/2015 7:49 PM
5	The saving quoted is only about £5000 which isn't much. I assume that this is merely the first cut and that the diminishment of the library service will be incremental as more savings are demanded? I would urge that you take into account the impact this process is going to have on the mental well being of your library staff who have done an excellent job in promoting library services and welcoming people to the library. Without that commitment from a professional you just have a room with books in it, not a library service. I am unalterably opposed to the watering down of our library service and the eagerness with which you plan to hand it over to unqualified and inexperienced agents.	10/1/2015 8:28 PM
6	Could put in a self service machine for printing digital photographs, which you would obviously charge people for using to generate income for the library.	9/30/2015 8:58 PM
7	None	9/30/2015 8:26 PM
8	None	9/30/2015 6:13 PM
9	To retain library personnel wherever possible by reduction in hours?	9/28/2015 11:19 AM
10	My priority is to have trained librart staff there on at least some days to give advice on literature	9/28/2015 10:25 AM
11	I think the first option is the best we can expect	9/18/2015 7:01 PM
12	What's wrong with how it is now? Open to the public every day but only staffed by a librarian some days. I much prefer to go when Vicky is there to get her advice but if I've run out of things to read and can only get there on a Thurs for example, I go and choose something randomly. I recall value the library in Cleobury and feel it greatly enhances my (and my childrens) quality of life.	9/11/2015 8:10 PM
13	Is the moblie library essential? as there is limited take up of its services	9/8/2015 11:53 AM
14	Withdraw the rural mobile libraries and focus resources on the better equipped static libraries	8/30/2015 11:02 AM
15	I love this library and think it is a very valuable community resource. However, it always seems very under-used when I go in - I think there are many other community groups who could use the facilities and many other events that could be held here - I know some do go on but they don't seem very well advertised. How about - adult book club, adult writing group, teenage book club / writing group, childrens' events and activities - during week for pre-schoolers and after school / weekend for older ones (get parents in on way home from collecting children), basic literacy courses for adults (also computer courses?), author visits, talks, afternoon tea and a murder mystery, childrens' treasure trails around Cleobury (book related), revision / study groups for GCSE / Alevel students.	8/28/2015 9:00 AM
16	Option 1 with 8-10 hours per week of a professional librarian on site plus guarantee that the current 150 m2 is not reduced.	8/27/2015 6:21 PM

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17	no	8/27/2015 12:56 PM
18	Having a librarian for reduced fixed hours say 2 hours 5 days a week at advertised times and then competent baqck up from CC staff would be much more desirable and not I believe more expensive than proposal 1. So in essence a combination of each proposal with the benefit of library staff on site rather than presumably at the end of the phone in Ludlow which in my experience has been an option not offered by CC staff even when I have requested it.	8/27/2015 10:35 AM