

Sample of comments from the public consultation
re: opening hours

Summary

From the comments received there were some that were specific to that library with alternative suggestions for opening hours, or opposition to closure on a particular day. However, with the exception of Birkdale, these were not of sufficient numbers to impact on the decisions made.

From the other comments, a large number did not agree with any reduction in opening hours, with some very strongly worded comments. A smaller but substantial number of respondents felt that a reduction in library opening hours was preferable to closure, and were pleased that their library was not closing. Other comments were praising the service and the staff. The other area of significant comment in the larger libraries was from people stating the need for late night and weekend opening, even though they might not need it themselves.

A sample of the comments are:

- “This library makes a significant contribution to the village and to all ages of the population.”
- “If the proposed hours will keep our library open then I will be very happy as this library is the lifeline for people like myself who cannot travel far and meet people.”
- “Can’t believe a frontline service that is so important to the community is being hit like this”
- “This library is a vital part of our family life. The children’s activities and story times have formed a very important part of my children’s learning and social development”
- “This library is my life-line. Please keep it open.”
- “I am relieved that this library will remain open – it’s convenient and the staff are efficient, helpful and welcoming...”
- “Acceptable in the current economic climate”
- “Our school has been coming to the library for many years and it is an invaluable experience for the reception children, especially those who do not access the library with their families. Since bringing them, we have noticed a big improvement in their literacy skills.”

APPENDIX D

- “I do schoolwork here and use the computers as I don’t have one at home.”
- “I am currently unemployed and the library is of great use to me, staff are brilliant and really good resources to help me get back to work.”
- “Do not agree with reduced hours as libraries are very important to children’s and adult education.”
- “I hope this is not the beginning of a slippery slope. I don’t know what I would do if the library was to close.”
- “Please remember that for many people, especially older people, libraries are a lifeline, not just providing books, but a social outing too. Sometimes that visit is the only connection with other people all day.”