Consultation
on proposed changes to opening hours

Please have your say on opening hours at Burton, Lichfield, Newcastle, Penkridge or Tamworth.

Let’s Talk Libraries Staffordshire

Have your say:
- online at www.staffordshire.gov.uk/openinghours
- in your local library • Drop in events

Public consultation: Submit your views by midnight on Wednesday 2nd September 2015
What’s happening?

The way that people access reading and information is changing, with more people going online in the digital age.

In February 2015, following a public consultation, Staffordshire County Council agreed a new model for static libraries that would safeguard them for the future and be more flexible to what local communities want and need.

We also looked at patterns of usage and consulted on proposals to change opening hours at Biddulph, Burntwood, Cannock, Cheadle, Clayton, Codsall, Eccleshall, Leek, Kidsgrove, Perton, Wombourne, Uttoxeter, Rugeley, Stafford and Stone Libraries.

This consultation did not ask questions about opening hours at Burton, Lichfield, Newcastle, Penkridge and Tamworth Libraries, which is why we need to consult at these libraries now.

What are the proposals?

We need to make sure that opening hours better meet current demand, fit the needs of communities and are value for money.

We have looked at patterns of usage at Burton, Lichfield, Newcastle, Penkridge and Tamworth Libraries, and are now proposing some changes at these libraries, with the exception of Penkridge.

We considered reducing opening hours at other times, but the times we have identified are when library usage is at its lowest.

We want to know what people think about these changes, as there are also opportunities to make the opening times more convenient for library users.
## Proposed opening hours

<table>
<thead>
<tr>
<th>Library</th>
<th>Current hours</th>
<th>Proposed opening hours (proposed changes in red)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Burton</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td>8:30</td>
<td>18:00</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8:30</td>
<td>18:00</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8:30</td>
<td>18:00</td>
</tr>
<tr>
<td>Thursday</td>
<td>8:30</td>
<td>20:00</td>
</tr>
<tr>
<td>Friday</td>
<td>8:30</td>
<td>18:00</td>
</tr>
<tr>
<td>Saturday</td>
<td>8:30</td>
<td>16:30</td>
</tr>
<tr>
<td><strong>8.30-9am foyer service</strong></td>
<td><strong>Total 57:30</strong></td>
<td><strong>8.30-9am foyer service</strong></td>
</tr>
</tbody>
</table>

Changes: Saturday close at 4pm; Monday, Tuesday, Wednesday, Friday close at 5pm; Thursday close at 6pm

| **Lichfield** | | |
| Monday | 8:30 | 17:00 | Monday | 8:30 | **17:00** |
| Tuesday | 8:30 | 17:00 | Tuesday | 8:30 | **18:00** |
| Wednesday | 8:30 | 17:00 | Wednesday | 8:30 | **17:00** |
| Thursday | 8:30 | 17:00 | Thursday | 8:30 | **18:00** |
| Friday | 8:30 | 17:00 | Friday | 8:30 | 17:00 |
| Saturday | 9:00 | 16:00 | Saturday | 9:00 | 16:00 |
| **8.30-9am foyer service** | **Total 53:30** | **8.30-9am foyer service** | **Total 51:30** |

Changes: Tuesday and Thursday close at 6pm

| **Newcastle** | | |
| Monday | 8:30 | 19:00 | Monday | 8:30 | **18:00** |
| Tuesday | 8:30 | 18:00 | Tuesday | 8:30 | 18:00 |
| Wednesday | 8:30 | 18:00 | Wednesday | 8:30 | 18:00 |
| Thursday | 8:30 | 18:00 | Thursday | 8:30 | 18:00 |
| Friday | 8:30 | 18:00 | Friday | 8:30 | 18:00 |
| Saturday | 9:00 | 16:00 | Saturday | 9:00 | 16:00 |
| **8.30-9am foyer service** | **Total 55:30** | **8.30-9am foyer service** | **Total 54:30** |

Changes: Monday close at 6pm

| **Tamworth** | | |
| Monday | 8:30 | 19:00 | Monday | 8:30 | **18:00** |
| Tuesday | 8:30 | 19:00 | Tuesday | 8:30 | **18:00** |
| Wednesday | 8:30 | 18:00 | Wednesday | 8:30 | **17:00** |
| Thursday | 8:30 | 18:00 | Thursday | 8:30 | **17:00** |
| Friday | 8:30 | 18:00 | Friday | 8:30 | **17:00** |
| Saturday | 9:00 | 16:00 | Saturday | 9:00 | 16:00 |
| **Wednesday to Friday; 8.30-9am foyer service** | **Total 56:30** | **Total 51:30** |

Changes: Monday & Tuesday close at 6pm; Wednesday to Friday close at 5pm

| **Penkridge** | | |
| Monday | Closed | Monday | Closed |
| Tuesday | 14:00 | 19:00 | Tuesday | 14:00 | 19:00 |
| Wednesday | 9:30 | 17:00 | Wednesday | 9:30 | 17:00 |
| Thursday | 9:30 | 17:00 | Thursday | 9:30 | 17:00 |
| Friday | 9:30 | 17:00 | Friday | 9:30 | 17:00 |
| Saturday | 9:30 | 13:00 | Saturday | 9:30 | 13:00 |
| **Closes 1-2pm Wednesday to Friday** | **Total 28:00** | **Closes 1-2pm Wednesday to Friday** | **Total 28:00** |

Changes: No change
How the consultation will work

The consultation starts on Wednesday 1st July and ends at midnight on Wednesday 2nd September.

You can have your say by:

- Filling in an online survey at www.staffordshire.gov.uk/openinghours
- Filling in a paper survey and returning to any Staffordshire Library or sending by post to:
  Opening Hours Consultation
  Libraries and Arts Service
  Staffordshire County Council
  Staffordshire Place 2
  Tipping Street
  Stafford
  ST16 2DH
- Emailing connectedlibraries@staffordshire.gov.uk
- On social media facebook.com/staffordshirelibraries twitter.com/StaffsLibraries
- Attending a drop-in consultation event at each library

Opening hours drop-in consultation events

<table>
<thead>
<tr>
<th>Date</th>
<th>Venue</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday 23rd July</td>
<td>Burton Library</td>
<td>3.00pm - 7.00pm</td>
</tr>
<tr>
<td>Monday 27th July</td>
<td>Newcastle Library</td>
<td>3.00pm - 7.00pm</td>
</tr>
<tr>
<td>Thursday 30th July</td>
<td>Lichfield Library</td>
<td>3.00pm - 7.00pm</td>
</tr>
<tr>
<td>Tuesday 4th August</td>
<td>Penkridge Library</td>
<td>3.00pm - 7.00pm</td>
</tr>
<tr>
<td>Tuesday 11th August</td>
<td>Tamworth Library</td>
<td>3.00pm - 7.00pm</td>
</tr>
</tbody>
</table>
Opening hours consultation

Have your say on opening hours at Burton, Lichfield, Newcastle, Penkridge or Tamworth Library.

- Please read the supporting information provided before completing the survey.
- The survey should take about 5 minutes to complete. Thank you in advance for your time.
- Please return your completed paper survey by midnight on Wednesday 2nd September to any Staffordshire library or by sending by post to:

  Opening Hours Consultation
  Libraries and Arts Service
  Staffordshire County Council
  Staffordshire Place 2
  Tipping Street
  Stafford
  ST16 2DH

If you would like this information in an alternative format e.g large print, Braille or in any other language, please email connectedlibraries@staffordshire.gov.uk or ring 0300 111 8000.

Q1. Are you responding to this consultation as…? (Please select all that apply)

☐ I am a resident not currently using the library service
☐ I am a library user
☐ I am a member of library staff
☐ I am a library volunteer
☐ I represent a voluntary organisation
☐ I represent a district council/ other public sector organisation
☐ I represent/own a local business
☐ I represent a community group
☐ I represent a school
☐ I am an elected member/MP
☐ Other (please state below)

If you indicated being an elected member/MP, please state your name:

If you indicated business/other organisation or community, please state your name:


Opening Hours Proposals

There is a need to review the opening hours at Burton, Tamworth, Lichfield, Newcastle and Penkridge Libraries to better fit the needs of communities while representing the very best value for money for the tax payer.

Q2. Please indicate which library you are responding about:

- Burton Library
- Lichfield Library
- Penkridge Library
- Tamworth Library
- Newcastle

Q3. To what extent do you agree or disagree that the proposed opening hours for your library meet your needs?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Please give reasons for your answer.

Q4. Have you any suggestions of how these hours could be allocated differently to better meet your needs? Please write these in the space provided below:

We believe that our proposals offer the best solution to make sure that opening hours match people’s changing needs now, and in the future.

Q5. Given that we need to plan for now and the future, and our responsibility to ensure that the Library Service represents the best value for money for the council tax payer, how do you think we should amend opening hours?

Q6. How satisfied are you that the proposed opening hours will better meet current and future demand at your library?

- Very satisfied
- Neither satisfied or dissatisfied
- Very dissatisfied
- Satisfied
- Dissatisfied
- Don’t know
Q7. If you are interested in volunteering to help extend current opening hours, please write in your name, email address or telephone number.

About You

The answers to the following questions will allow us to compare results across areas, ages and genders. All results will be grouped together for reporting so no individual is identifiable. You do not have to fill this section in if you do not want to, but if you do your details will be kept confidential and not passed on to anyone else.

Q8. Are you…?

Male  Female  Under 16  16-19  20-34  35-44  45-59  60-74  75+

Q9. How old are you?

Q10. I would describe myself as…

White (British, Irish, Other)  Black/African /Caribbean / Black British
Mixed/Multiple Ethnic Group  Other ethnic group
Asian/Asian British  Prefer not to say

Other ethnic group, please tell us:

Q11. Do you consider yourself to have a disability?

Yes  No

Q12. If you consider yourself to have a disability, which of the below do you consider yourself to have…? (Please select all that apply)

Social/communications impairment, such as Asperger’s or autism  Mental health condition, e.g. depression, anxiety or schizophrenia
Deaf or hearing impairment  Learning difficulty, such as dyslexia
Blind or serious visual impairment  Physical impairment or mobility issue
Long-standing illness or health condition, e.g. leukaemia or epilepsy  Other

Q13. Please tell us any other comments you have about the proposed opening hours at your library.
Thank you very much for taking the time to complete this survey.

Your views are important to us. Your feedback will be incorporated with the other consultation feedback and will help to put together the final proposal. We anticipate the final proposals will be presented to the county council’s Cabinet in October. This is when the final decision on the proposals will be made.

Please return your completed survey to any Staffordshire static, Mobile or Travelling Library or to the address below, by midnight on Wednesday 2nd September 2015.

Opening Hours Consultation
Libraries and Arts Service
Staffordshire County Council
Staffordshire Place 2
Tipping Street
Stafford.
ST16 2DH