



#LetsTalkLibraries - Main Survey
Phase 2 Public Consultation Response Report

Produced by Consultation and Engagement Team
for Dorset Council

March 2023

#LetsTalkLibraries - Main Survey

Consultation Response Report

What was the consultation about?	<p>This consultation forms part of a larger piece of work looking at the future of Dorset Council’s library service. Respondents were asked for their views to help shape a new library strategy which will inform how Dorset Council develop and deliver the service in the future. There are 23 council-run and eight community-managed libraries in the Dorset Council area.</p> <p>The current library strategy is 11 years old. Over those 11 years, there have been significant changes in public behaviour and digital technology, and the impacts of the Coronavirus pandemic have been felt. The updated strategy will look to the future of Dorset’s libraries and how can they best meet the needs of residents and communities, now and over the next five to ten years.</p> <p>This first phase of public consultation allowed Dorset Council to understand the views of Dorset’s residents towards their use of the library service. The consultation (which included surveys and targeted workshops) did not include any proposals for change, but it allowed us to better understand the issues raised and challenges faced by different groups within our communities. The responses were brought together with evidence around local need and responses from our partners (e.g. NHS and voluntary sector).</p> <p>A draft library strategy has been produced, and views sought on it through this second public consultation which was held later in 2022.</p>
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	<p>This survey refers to the 23 libraries we run, not the 8 community managed libraries that we support.</p> <p>The first phase of our consultation was <u>completed in January 2022</u>. We received over 7,500 responses. By listening to your views, we have developed our draft strategy and our mission: To Inspire, Connect and Enable our communities through our services.</p>
<p>What did we need to find out</p>	<p>We now need to refine the strategy. We need your help to prioritise and explore what the library service could look like in your community.</p> <p>The survey is designed in two parts. Part one seeks your views on the draft strategy and part two explores what the library service could look like in your community. We welcomed views on the whole survey, but accepted answers focused only on the local facilities.</p> <p>It was really important that we heard from everyone. We offered phone assistance for anyone needing any help in completing the survey. You could also request alternative survey formats by emailing letstalklibraries@dorsetcouncil.gov.uk</p>
<p>Over what period did the consultation run?</p>	<p>The consultation period ran from 29 September 2022 until midnight on 30 December 2022.</p>

<p>What consultation methods were used?</p>	<p>The survey was available online and paper versions were available in local libraries. The survey included free text sections for people to add other comments.</p>
<p>How many responses were received overall?</p>	<p>Total 4,135 responses were received for the main survey. This was made up from 97.9% Dorset residents and 2% non-residents. 96.4% library service users, 3.6% non-users. This means only 149 non-users responded to the survey. There was also a Children’s survey (5-15) with 563 responses and a Staff & Partners survey with 183 responses.</p>
<p>How representative is the response to the wider population?</p>	<p>Individual respondents to this survey were asked for data about themselves. The survey was an adults survey aimed at those aged 16+. These were voluntary questions.</p> <p>85% of respondents to the survey (who gave their age), were aged 45 and over, compared to the DC Dorset average figure (2021 Census) of all residents of 68%, meaning there was quite an elderly response.</p> <p>Of those specifying, 64% of respondents (to this adult survey) were female and 32.8% male against the current Dorset profile (16+) that shows 48% male and 52% female. A female bias is often seen in surveys of this kind.</p> <p>88.7% of respondents identify themselves as White British (with 6.4% declining to answer). This compares to 93.9% of Dorset Council's overall population. The full details are available later in this report.</p> <p>11% consider themselves to be disabled, which is less than a Dorset figure (all population) of 19.3% based on those classified as disabled under the equality act from the Census 2021. Responses from disabled people are considered separately throughout the survey analysis.</p> <p>49.4% of respondents are Christian compared to 51.6% of Dorset Council’s Population as a whole (<i>no age breakdown available yet</i>). 34.4% have no religion compared to</p>

	<p>40.1% of Dorset Council's population as a whole. Data from the respondents concerning other religions is available later in this report.</p> <p>81.1% describe their sexual orientation as heterosexual/straight compared to 90.6% of 16 and over in Dorset Council (Census 2021) but a fair number declined to answer this question. This compares to 7.2% who did not answer in the Census 2021. Other data from the respondents concerning other sexual orientation is available later in this report.</p>
Where will the results be published?	Results will be published on the council's website www.dorsetcouncil.gov.uk and on the #letstalklibraries webpage.
How will the results be used?	The results will be used to help shape a new library strategy which will inform how Dorset Council will develop and deliver the service in the future.
Who has produced this report?	Consultation and Engagement team, Dorset Council, March 2023

Executive Summary

Responses

- overall response was good with 4,135 to main survey, 563 to the children’s and 183 to the staff/partners. This makes a total of 4,881 responses.
- this was made up from 97.9% Dorset residents and 2% non-residents. 96.4% library service users, 3.6% non-users. This means only 149 non-users responded to the survey.
- including the eight community managed libraries, there are 31,430 registered active library users (1st Feb 2022 to end Jan 2023). This means a number around 15% of the active users have responded. This is reasonable for a survey of this kind.
- the main adult survey had a fairly high number of responses from the older age groups which is to be expected as Dorset Council has a high number of older residents. 85% of respondents to the survey (who gave their age), were aged 45 and over, compared to the DC Dorset average figure (2021 Census) of for all residents (aged 16 and over) of 68%.
- there was an above average response from females compared to males, but this is regularly seen in this type of council survey.
- 11% consider themselves to be disabled, which is less than a Dorset figure (all population) of 19.3% based on those classified as disabled under the equality act from the Census 2021. This is typical of a survey of this type carried out in Dorset.
- responses came from right across the Dorset area with no areas dominating the response. The only deviation from this was the response from users of the library at Shaftesbury.
- the response from the users of the Shaftesbury library made up 25.9% of the active users, whereas the average for all Dorset council libraries was 15.7%, with the lowest being 9.7%.
- virtually all the non-library users responding were Dorset residents, with about 100 commenting on the strategy.

Table of DC libraries against active users and respondents

Library	Number of active borrowers	Number of people who picked a library in the survey	% responding
BEAMINSTER	243	53	21.81%

BLANDFORD	1927	192	9.96%
BRIDPORT	1900	329	17.32%
CORFE MULLEN	790	88	11.14%
CROSSWAYS	243	58	23.87%
DORCHESTER	4413	557	12.62%
FERNDOWN	2225	264	11.87%
GILLINGHAM	1313	260	19.80%
LITTLEMOOR	515	83	16.12%
LYME REGIS	474	80	16.88%
LYTCHETT MATRAVERS	571	89	15.59%
PORTLAND TOPHILL	706	79	11.19%
SHAFTESBURY	1326	344	25.94%
SHERBORNE	1783	228	12.79%
STURMINSTER NEWTON	710	124	17.46%
SWANAGE	1135	165	14.54%
UPTON	635	62	9.76%
VERWOOD	1256	221	17.60%
WAREHAM	1231	213	17.30%
WEST MOORS	456	99	21.71%
WEYMOUTH	3484	338	9.70%
WIMBORNE	2369	276	11.65%
WYKE REGIS	428	62	14.49%

Themes/Aims

Inspire

- 3,029 people responded.

- the “Inspire” group of 5 aims received strong overall support, with over 9 out of 10 people saying they thought they were relevant for the library service to deliver. Only 268 people felt they weren’t relevant.
- of non-library users, 89% felt the set of aims were relevant.
- when ranking the relative importance of these 5 aims against each other, language and literacy (1.1) was seen to be the most important, followed by digital skills (1.3), events (1.2), climate change (1.5) and finally business support (1.4).
- digital skills were seen to be important as one of the library’s aims. Respondents ranked them second highest, only behind literacy and books.
- looking at responses specifically from disabled people, they had the same priority order as the overall responses.
- young people (16-24) had a slightly different priority with activities moving up one place.
- 79 respondents felt libraries should focus more on core activities like literacy and less on business as it wasn’t a core function. Quite a few commentators could not see what libraries could contribute, and that other organisations should provide this service.
- comments were often focused on the fact that libraries should concentrate on literacy and books and supplementary things should just be secondary.
- some respondents’ concerns regarding events were about it being the responsibility of other parties whilst libraries stuck to books and literacy. In contrast a fair number of respondents were in support of events and activities.

Connect

- 2,989 people responded.
- the “Connect” group of 5 aims received strong overall support, with over 9 out of 10 people saying they thought they were relevant for the library service to deliver. Only 142 people felt they weren’t relevant.
- of non-library users, 91% felt the set of aims were relevant.
- when ranking the relative importance of these 5 aims against each other, the aim, aware of the offer (2.1) was seen to be the most important, followed by meeting customer need and support community (2.2), open and inclusive (2.4), work as a network (2.3) and at the heart of delivering council services (2.5)
- awareness of the offer was seen to be important as one of the library’s aims. Respondents ranked this top of the list.
- most areas had few comments.
- clearly delivering council services via the library network has raised some concerns. This aim was ranked 5th out of the 5 aims in this theme. 72 respondents didn’t agree with the statement, a further 52 thought council services should be accessed elsewhere and 44 felt

libraries should focus on literacy and education. Amongst those who opposed libraries offering access to council services, there was a feeling that library staff should not be expected to act as a front door to the council.

- looking at responses specifically from disabled people, they had the same priority order as the overall responses.
- young people (16-24) had a very slightly different priority with a more customer-based service topping the list.

Enable

- 2,952 people responded.
- the “Enable” group of 5 aims received strong overall support, with over 9 out of 10 people saying they thought they were relevant for the library service to deliver. Only 151 people felt they weren’t relevant.
- of non-library users, 92.9% felt the set of aims were relevant.
- when ranking the relative importance of these 5 aims against each other, the aim, creating inviting, flexible and well used spaces (3.1) was seen to be the most important, followed by safe trusted spaces (3.2), community hubs (3.4), sustainable buildings (3.3) and finally connect to health and wellbeing (3.5)
- trusted safe spaces were seen to be important as one of the library’s aims. Respondents ranked them second highest, only behind flexible, and well used spaces.
- looking at responses specifically from disabled people, they had the similar priority order as the overall responses, but understandably links to health were higher.
- young people (16-24) had a slightly different priority with provide safe trusted spaces moving up one place to the top spot.
- this aim - provide space where residents can connect with health and wellbeing opportunities - provided the largest response of all with a number of people feeling health needs should be met elsewhere / medical and health / NHS function - not part or responsibility of library service and it blurs purpose of library.
- comments again were often focused around the fact that libraries should focus on literacy and books and supplementary things should just be secondary.
- creating inviting, flexible well used spaces showed whilst there was strong overall agreement to this set of aims there were a few concerns. There was an emphasis from a few that libraries should be quiet peaceful places and not busy well used spaces. Also, what was inviting to one person (e.g., a café) might be uninviting to another person.

Booking library space

- 735 respondents were potentially interested in booking library space.
- as you would expect, the main libraries were the most popular- Dorchester, Weymouth, Bridport. Shaftesbury was also a popular place, but this probably related to a campaign to encourage responses in that specific location.
- in summary, 8 out of 10 people overall were willing to pay for the use of a library room/space for meetings.
- 131 people aged 25-44 answered this question and 73% of them were happy to pay for the rooms. Of those aged 16-24 the percentage was the same. For the 65's and over the percentage was 77% but not as high as the 45-64 age group where 85% were happy to pay.
- 80% happy to pay for booking rooms, but some caveats to that. These included funds raised to support local library, are tiered, costs are reasonable and only cover costs.

Our mission

- a very high 91.23% strongly agreed/agreed with our proposed mission statement.
- only 2% opposed our mission.

The key elements raised were:

- to focus on the key element of libraries – literacy ... and do that well
- that there is a community element to libraries that is important
- connection is a key function for libraries
- inspiring people to read is a fundamental role of libraries
- simple mission statements feel like they lack detail at times
- proposed mission is good
- events can encourage young people especially
- libraries can play a part in providing technology where people may otherwise miss out
- meaningless waffle
- lacking detail

Demographics of Respondents

- individual respondents to this survey were asked for data about themselves. The survey was an adults survey aimed at those aged 16+.
- these were voluntary questions. 85% of respondents to the survey (who gave their age), were aged 45 and over, compared to the DC Dorset average figure (2021 Census) of all residents 68%, meaning there was quite an elderly response.
- of those specifying, 64% of respondents (to this adult survey) were female and 32.8% male against the current Dorset profile (16+) that shows 48% male and 52% female. A female bias is often seen in surveys of this kind.
- 88.7% of respondents identify themselves as White British (and 6.4% declined to answer). This compares to 93.9% of Dorset Council's overall population. The full details are available later in this report.
- 11% consider themselves to be disabled, which is less than a Dorset figure (all population) of 19.3% based on those classified as disabled under the equality act from the Census 2021. Responses from disabled people are considered separately throughout the survey analysis.
- 49.4% of respondents are Christian compared to 51.6% of Dorset Council's population as a whole (no age breakdown available yet). 34.4% have no religion compared to 40.1% of Dorset Council's population as a whole. Data from the respondents concerning other religions is available later in this report.
- 81.1% describe their sexual orientation as heterosexual/straight compared to 90.6% of 16 and over in Dorset Council (Census 2021) but a fair number declined to answer this question. This compares to 7% who did not answer in the Census 2021. Other data from the respondents concerning other sexual orientation is available later in this report.

Background

The technical bit

The survey closed at midnight on 30th December 2022. Responses were anonymous, and no one will be able to identify people from their answers. Our webpage <https://www.dorsetcouncil.gov.uk/lets-talk-libraries-consultation> provides all the latest updates.

The Consultation

The consultation period ran from 29th September 2022 until midnight on 30th December 2022. Very few questions were compulsory. A copy of the survey is available in the appendix.

Analysis Method

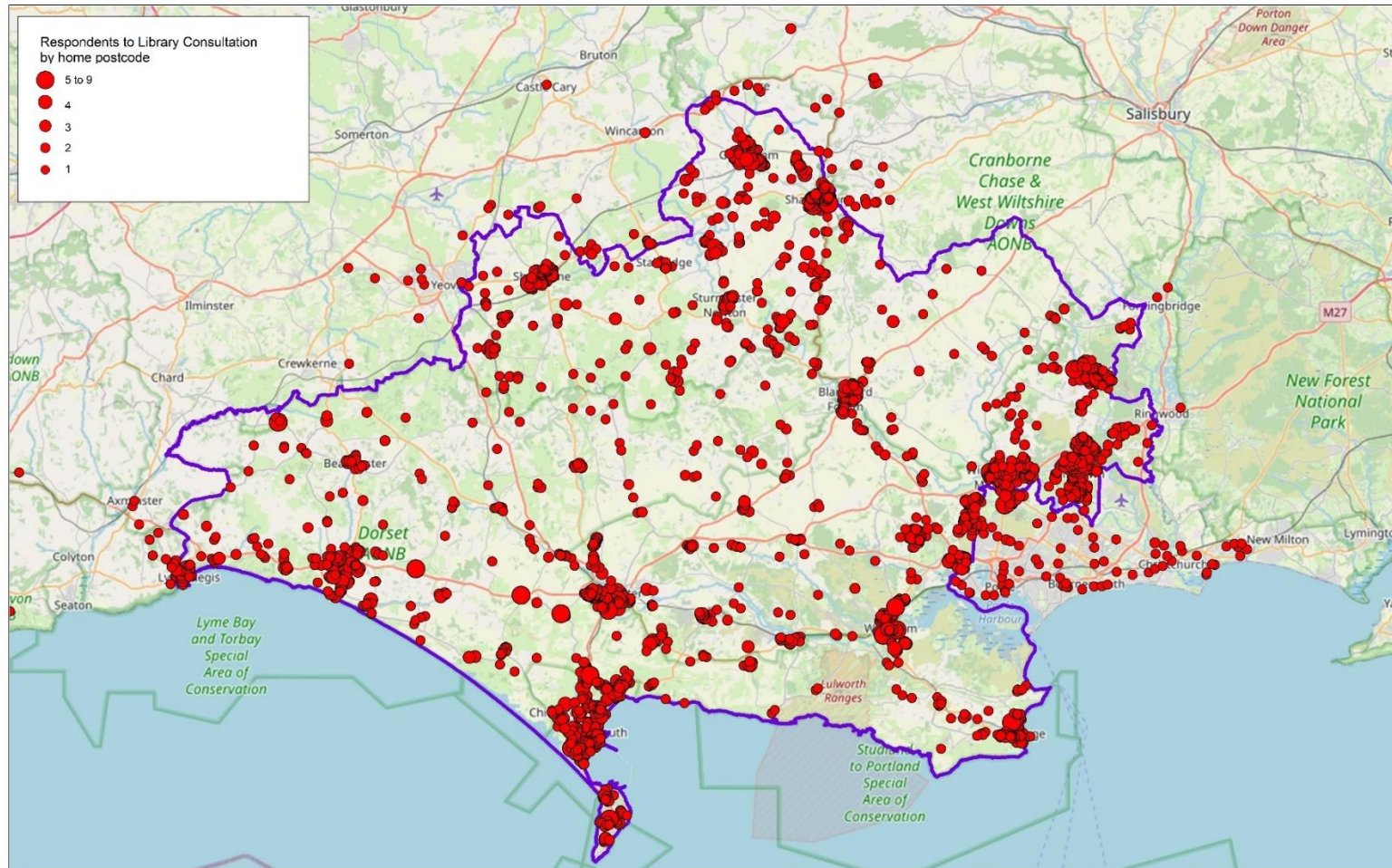
Questions were considered on an individual basis. Overall responses were examined, and specific responses of respondents were looked at. The main method of analysis was looking at the percentage of respondents who expressed a view on each question.

For each open question the text comments have been studied and “coded” depending on what issues were raised. The coded comments are then reported on based on the number of times those individual issues have been raised. Total redacted comments are provided in an appendix. Note: some figures may not sum due to rounding.

Responses

The following map shows the plot of the postcodes of respondents. It shows a good spread across the Dorset Council area with a few into the surrounding areas. Around 4,100 postcodes were given by respondents.

Map of all respondents to the #LetstalkLibraries consultation by postcode.



Dorset Council Library Consultation responses by home postcode

THIS MAP IS NOT DEFINITIVE AND HAS NO LEGAL STATUS

Ref:

Date: 07/03/2023

Cent X: -259,069

Cent Y: 6,591,020



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OS 010006063 Aerial Photography ©
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& 2014. © Getmapping Plc and Blueway International
Limited (2017 onwards)

INSPIRE

We considered the feedback we received during the phase one Let's Talk Libraries consultation and grouped the feedback into themes. These themes provide the building blocks for a new library strategy and highlighted the following topics and opportunities:

<p>The valued role of libraries in supporting learning, speech and literacy</p> 	<p>The importance of books and resources which meet residents' interests, (i.e. quality and range of physical and digital stock for borrowing)</p> 	<p>Cultural enrichment and the positive impact on wellbeing of library activities and events</p> 
<p>Libraries as digital spaces, providing access to digital equipment and supporting digital skills</p> 	<p>Libraries providing space for enterprise and community spaces for growth</p> 	<p>Libraries as enablers of climate positive actions (including events which encourage the reuse or borrowing of items)</p> 

These feedback points help to create our strategic theme to: Inspire.

What does it mean to Inspire?

To enrich lives through universal access to information, knowledge, learning and literacy.

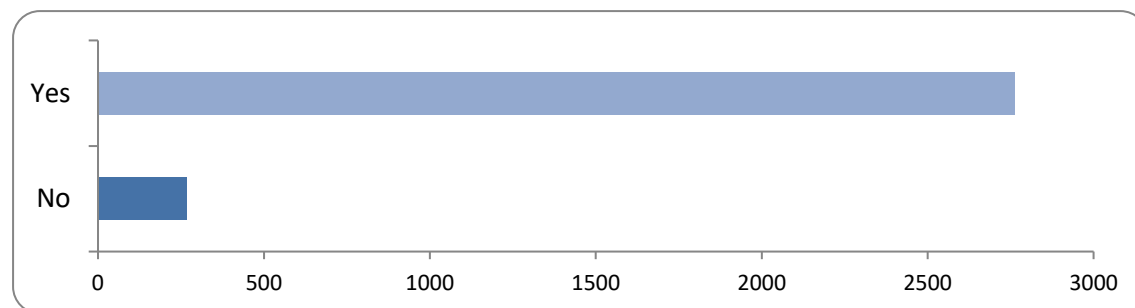
The library service aims to inspire more people to read, gain knowledge and share their enjoyment of learning with others. Strong literacy skills provide long term social and economic benefits. Libraries are at the forefront by providing free access to books and other reading materials, ICT, events, and activities. We want to help to improve life chances, by supporting residents to pursue their personal goals to find a job, or by supporting their business to grow. We also have a role in supporting the council's response to the climate and ecological emergency. Inspiring and informing climate positive actions to help us become a carbon neutral council and county.

The theme to Inspire has five supporting aims.

Do you think these aims are relevant for the library service to deliver?

We aim to:

- 1.1 support language and literacy for everyone through lifelong learning. Acquiring knowledge; developing skills and pursuing personal goals
- 1.2 host and deliver events and activities to inspire cultural connection and new experiences
- 1.3 support people to develop digital skills, removing digital barriers and building confidence
- 1.4 support an innovative and thriving micro and small medium enterprise business network
- 1.5 inspire, inform and facilitate climate and ecologically positive actions and decisions



Option	Total	Percent
Yes	2,761	91.15%
No	268	8.85%

3,029 people responded to this question.

As a set of aims, the “Inspire” group of 5 aims received strong overall support, with over 9 out of 10 people saying they thought they were relevant for the library service to deliver. Only 268 people felt they weren’t relevant. Their concerns are expanded on below.

Looking at responses specifically from non-library users, 91% felt the set of aims were relevant, a useful confirmation of the overall response.

A considerable number of comments were about individuals support for the aims rather than opposition. The tables below show an analysis of the key comments, particularly focusing on where several people raise the same or similar issue. All full redacted comments are available in an appendix.

Please indicate which aim(s) you do not agree with and why.

Aim 1.1 support language and literacy for everyone through lifelong learning. Acquiring knowledge; developing skills and pursuing personal goals	Number of times mentioned
Agree	34
Funding should go to improving literacy not to other services	29
Books/literature enrich people's lives - primary objective of library	9
Other aims are political	1
Not relevant	1
Funding should go on DC essential services not extending library services	1
Books need to be accessible to people who can't afford them/with cost of living rises	2
Reading for /entertainment is missing	2
Reading of all genres/ages missing	1

Library service no longer good use of public money given internet, discount book and charity shops	1
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Literacy is seen to be the key aim to many people as shown in the table above, with over 60 comments relating to this. Only a couple of comments focus on the importance of other services or how libraries are “out of date”.

Aim 1.2 host and deliver events and activities to inspire cultural connection and new experiences	Number of times mentioned
Disagree/irrelevant/beyond remit	17
Agree	12
Other organisations/places provide this service e.g. theatres/art centres/Council	9
Disagree, not a sensible use of resources (financial, time, human)	5
Cultural - too ill defined and will cause division.	5
Disagree, stick to core aim lending books/literacy	4
Only if financial resources allow	2
Agree, sensible use of resources	1
Agree - don't think they should necessarily be linked to culture. Offer a range of activities to fit all tastes.	1
Events not essential, especially if users have to pay.	1
Disagree with proposal to employ artists.	1
Resource unlikely in current financial climate	1
Trying to be "all things to all people"	1
Delete 'inspire' insert 'encourage'. Inspire is far too strong and just repeats the heading	1
Vague, not sure what it means. We can get entertainment and education in any number of places. Who would this be aimed at?	1
Ephemeral and have political overtones	1

As the table above shows there is mixed feelings about events with comments both ways. Having said that it was still ranked as the third most important “Inspire” aim, above both 1.4 (climate change) and 1.5 (business). The main concerns in this area were about could others not provide this service whilst libraries stuck to books and literacy. In contrast a fair number of people spoke in support of events and activities

Aim 1.3 support people to develop digital skills, removing digital barriers and building confidence	Number of times mentioned
Agree	20
Agree but not as important as literacy (1.1)/access to books/knowledgeable librarians	4
Disagree - Skills and Learning issue for education system/Secondary School/college/on-line	4
Agree - focus resources here (time, money)	3
Agree but funding/resources will be the issue	3
Disagree - library is for language and literacy/not in their remit	3
Disagree	1
Disagree - prefer it to be digital free	1
Disagree - Council's role/political decision on resources	1
Disagree - staff are not teachers/digital experts. Provide a separate centre for public to improve these skills and help with problems they have with regard to living in Dorset.	1
Vital this service is free.	1
What does it mean?	1

Digital skills were seen to be important as one of the library aims. Respondents ranked them second highest, only behind literacy and books. Many of the comments spoke in support of this focus on digital skills. A small number of respondents felt the focus should solely be on literacy and books, but this wasn't a regular theme.

Aim 1.4 support an innovative and thriving micro and small medium enterprise business network	Number of times mentioned
Disagree/no place for business/not a core library function (literacy/reading/lending books)	79
Disagree - others organisations/services/initiatives provide this function e.g. BID, enterprise boards. Signpost to these!	28
Unsure. Vague. why? don't understand? what would be involved? Cost? How can it be achieved? Measured?	16
Disagree - not an appropriate use of resources/funding for businesses available elsewhere	11
Agree	9
Sits better with a Council economic function with experts in business/	6
Disagree - a role of Chamber of Commerce	5
Library building/space could be used if infrastructure allows	5
Only if businesses pay/contribute in cash or kind	4
Disagree - place to relax, peace, away from digital connection	3
Library staff do not have the skills/expertise	3
Disagree - library is a public service/for social good	2
Disagree - businesses should pay	2
Good aim for larger libraries but challenging for smaller ones	1
Only if funds permit	1
Limited library resources should be directed to the other aims	1

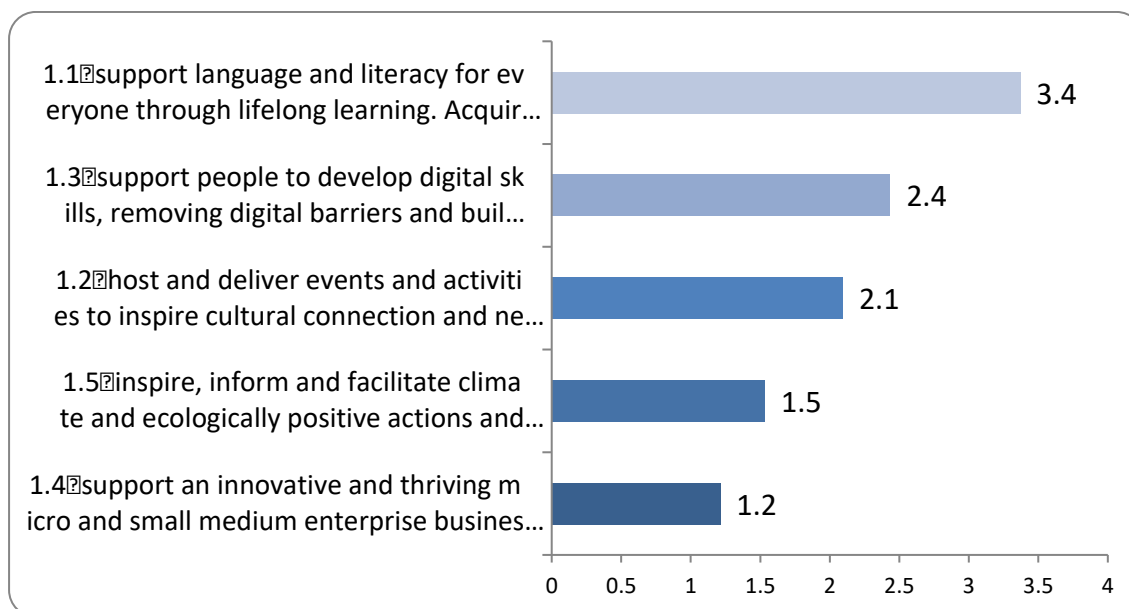
This aim of supporting business was ranked lowest of all the 5 issues in the Inspire range. This is reflected in the comments, which will be dominated by library users. Whilst the aims overall were supported, the majority of comments felt the libraries should focus more on core activities like literacy and less on business as it wasn't a core function. 79 respondents had that view. Quite a few commentators could not see what libraries could contribute, and that other organisations should provide this service.

1.5 inspire, inform and facilitate climate and ecologically positive actions and decisions	Number of times mentioned
Disagree/irrelevant - not a library role	62
Disagree - too political/should be local govt/others responsibility	54
Should/can help to inform (e.g. via books) for people to make informed decisions	15
Agree	8
Library service should be using best practice itself on climate change/ecology/energy efficiency/recycling/carbon neutrality, digitalising books, etc.	8
Disagree	6
Disagree - takes away library resources	5
Should be broader to cover all aims/issues, not standalone	4
How can library achieve this aim? What does it mean?	4
Use as a space to facilitate	2
Inspire /facilitate actions and decisions does not belong to library.	2
Library staff do not have relevant skills/experience	2
Disagree - do not trust causes of Climate Change/media on this topic	1
Responsibility of Council/Councillors	1
Ecology/Climate are major concern at the moment	1

Not high carbon/methane creators	1
Everyone should be doing it.	1

This issue ranked near the bottom of the list (4th out of 5) of aims for the inspire category for the library service, despite receiving overall support. Many felt climate change wasn't a library responsibility, should be done elsewhere and impacted on resources. Others took a contrary view, feeling climate change was an important issue that libraries could and should try to influence.

To inform how we prioritise resources, which aims do you consider most important for the library service to deliver? Please rank the aims from most important (1), to least important (5).



People were asked to rank the aims from 1 to 5. Ranking scoring has been used to analyse the results. The highest gained a ranking score of 3.4 and the lowest 1.2. As the chart above and the table below show there is strongest support for support for language and literacy and least

support for business/enterprise. Looking at responses specifically from disabled people they had the same priority order as the overall responses.

Young people (16-24) had a very slightly different priority with activities moving up one place. Younger people's (aged 25-44) priorities were an exact match to the overall responses. Older people (2,233 people aged 65 and over), making up around half the respondents, unsurprisingly matched the overall response.

Non library users ranked the issues in a similar order to the overall response, with literacy at the top.

Item	Ranking
1.1 support language and literacy for everyone through lifelong learning. Acquiring knowledge; developing skills and pursuing personal goals	3.37
1.3 support people to develop digital skills, removing digital barriers and building confidence	2.44
1.2 host and deliver events and activities to inspire cultural connection and new experiences	2.09
1.5 inspire, inform and facilitate climate and ecologically positive actions and decisions	1.53
1.4 support an innovative and thriving micro and small medium enterprise business network	1.21

CONNECT

We considered the feedback we received during the phase one Let's Talk Libraries consultation and grouped the feedback into themes. These themes provide the building blocks for a new library strategy and highlighted the following topics and opportunities:

The need to promote the library services more effectively, building a greater understanding of the services available



The need for customer focused library service design and delivery



The need for a more inclusive and accessible user experience



Libraries as places of human help and trusted information



What does it mean to Connect?

To connect with and meet the needs of our communities.

We believe that the library service is more than just a place to borrow books. It is a service which:

- brings people together to interact and connect with other members of their community
- fosters culture and creativity
- helps people to learn and develop lifelong skills

Participation in library events and activities is proven to improve mental wellbeing and helps to reduce social isolation and feelings of loneliness. Libraries are also a place where residents come to access trusted information and support from all council services, public sector partners and a range of other organisations.

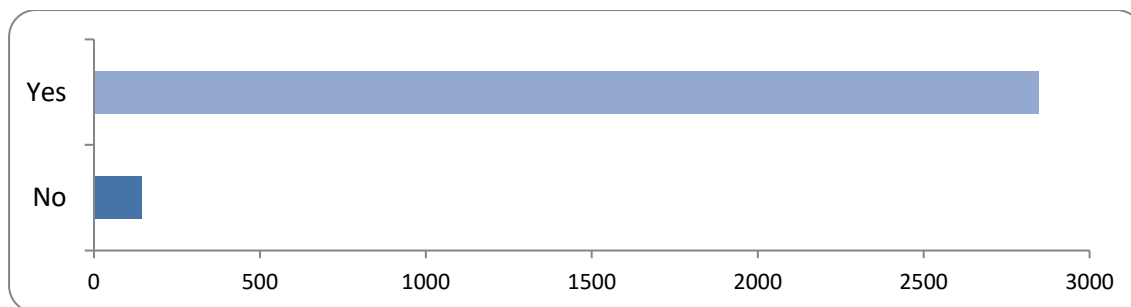
The theme to Connect has five supporting aims.

We aim to ensure:

- 2.1 residents and partners are aware of everything the library service has to offer
- 2.2 our service is designed to meet customer needs and supports community connection
- 2.3 local libraries thrive as part of a co-ordinated network of libraries including Dorset's Community Managed Libraries
- 2.4 our open and inclusive service will ensure access is barrier free
- 2.5 libraries are at the heart of delivering council services to communities, acting as the council's front door

Do you think these aims are relevant for the library service to deliver?

There were 2,989 responses to this part of the question.



Option	Total	Percent
Yes	2847	95.25%
No	142	4.75%

As a set of aims, the “Connect” group of 5 aims received strong overall support, with over 9 out of 10 people saying they thought they were relevant for the library service to deliver. Only 142 people felt they weren’t relevant. Their concerns are expanded on below.

Looking at responses specifically from non-library users, 91% felt the set of aims were relevant, a useful confirmation of the overall response. This is slightly less than the overall response of 95% but still showing very strong support.

A considerable number of comments were about individual’s support for the aims rather than opposition. The tables below show an analysis of the key comments, particularly focusing on where a number of people raise the same or similar issue. All full redacted comments are available in an appendix.

Please indicate which aim(s) you do not agree with and why.

Theme 2.1	Residents and partners are aware of everything the library service has to offer	Number of times mentioned
	Don't think residents know about all the service the library offers	4

	Rather than partners and residents use 'customer' / 'Partners' is ambiguous	4
	Impossible to achieve - rephrase to "residents and partners are MADE aware of ..."	1
	Use local social media and local radio to publicise	1

There were very few comments on this aim, with only a few themes coming through. There were a few concerns about the language used and an equal number explain why it was important.

Theme 2.2	Our service is designed to meet customer needs and supports community connection	Number of times mentioned
	Don't agree with statement	4
	You can't meet everyone's needs	3
	I don't see how when or where libraries can/does support "community connection" / Other venues to build 'community connection'	2
	Main issue with usage is opening hours	1
	Community connection less important than meeting customer needs	1
	Public transport needs to be available and longer opening hours to work	1
	What is 'community connection' mean?	1
	Don't like terminology 'customer'	1
	Need to engage teenagers more	1

Aim 2.2 had a range of comments with some people disagreeing with the statement, with most concerns about community connection rather than meeting customer needs. This aim was ranked second highest, only slightly behind "Residents and partners are aware of everything the library service has to offer".

Theme 2.3	2.3 local libraries thrive as part of a co-ordinated network of libraries including Dorset's Community Managed Libraries	Number of times mentioned
	Concerned about 'community managed libraries'	1
	Enhance local provision through connection with regional library networks, including those in Dorset.	1
	Wrong to use volunteers to run libraries	1
	Qualified librarians are essential to the library service	1

There were very few comments on this aim, with no real themes coming through. There were a few concerns about use of volunteers in libraries. This aim has ranked 4th out of the 5 aims in this theme.

Theme 2.4	2.4 our open and inclusive service will ensure access is barrier free	Number of times mentioned
	Need to improve (physical) disabled access	2
	Access to mobile library for housebound	2
	Cycle racks	1

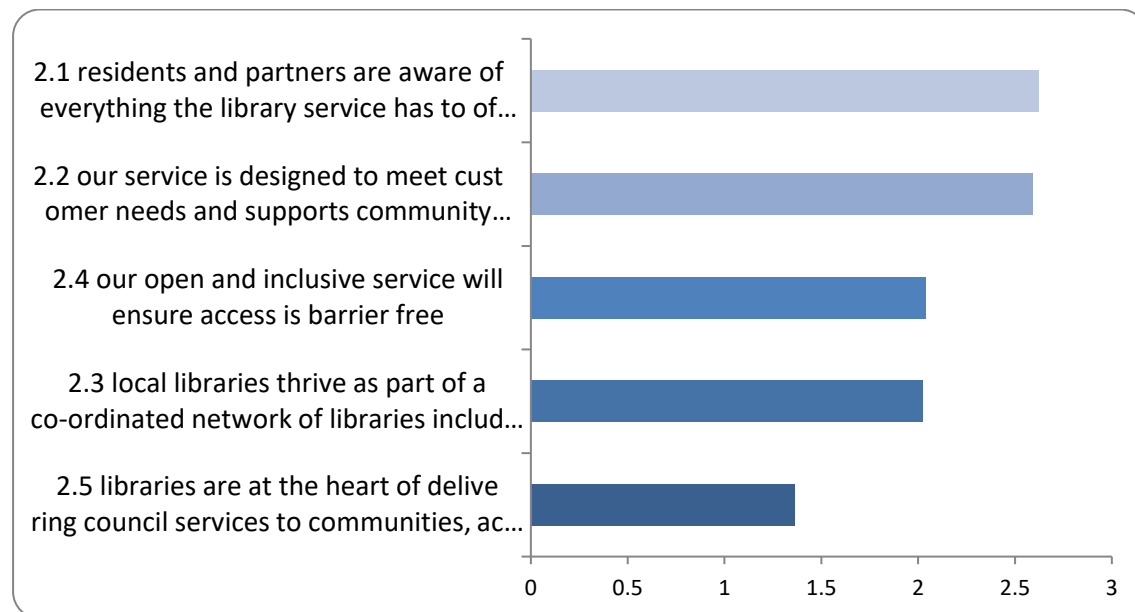
There were again very few comments on this aim, with no significant themes coming through. There were a few concerns about physical access and the impact of the lack of the mobile library. This aim has ranked 3rd out of the 5 aims in this theme.

Theme 2.5	Libraries are at the heart of delivering council services to communities, acting as the council's front door	Number of times mentioned
	Don't Agree with this statement	72
	Councils should have their own front door / customer service department / direct access to council departments	52
	Libraries should concentrate on their core service / encourage literacy and education	44

Library services and council services are not the same / Library not a 'community centre' / Not the responsibility of libraries to deliver council services to communities. / Customer services staff should be different from library staff (i.e. Library staff should not be the 'front door' staff) / Libraries not a 'one stop shop'	27
Proposal not fair on library staff / not their job to provide customer services / not social workers	11
Should only signpost not deliver services	8
Useful to have information on a range of council services / one means of publicising Council services but not main one	5
Impact on the 'calm and quiet' 'joy' of library	5
Libraries should be open for longer	4
Spend more money on mobile library service / invest in libraries	4
Libraries shouldn't be involved in politics / bureaucracy	4
All services are online so difficult to access council services anyway / council 'front door' is the website / Difficult to speak to council employees running council services	3
Confidential/personal issues should not be discussed in a library	3
Libraries should close (and money invested into social care)	2
Parish and Town councils	2
Information should be available to encourage people to come in and use library	1
Front door for families should be children's centres	1

There were a significant number of comments on this aim, with a range of themes coming through. Clearly delivering council services via the library network has raised some concerns. This aim ranked 5th out of the 5 aims in this theme. 72 respondents didn't agree with the statement, a further 52 thought council services should be accessed elsewhere and 44 felt libraries should focus on literacy and education. Amongst those who opposed libraries offering access to council services, there was a feeling that library staff should not be expected to act as a front door to the council. Some people felt there was a potential role in signposting to services but nothing more.

Ranking of 'Connect - To inform how we prioritise resources, which aims do you consider most important for the library service to deliver?'



People were asked to rank the aims from 1 to 5. Ranking scoring has been used to analyse the results. The highest gained a ranking score of 2.62 and the lowest 1.36. As the chart above and the table below show there is strongest support for residents and partners are aware of everything the library service has to offer and least support libraries are at the heart of delivering council services to communities, acting as the council's front door. Looking at responses specifically from disabled people they had the same priority order as the overall responses.

Young people (16-24) had a v slightly different priority with a more customer-based service topping the list. Younger people's (aged 25-44) priorities were similar the overall responses, but customer needs moved up one to the top of the list.

Older people (2,233 people aged 65 and over), making up around half the respondents, unsurprisingly was very similar to the overall response, with only co-ordinated network of libraries moving up one place to 3rd.

Non library users ranked the issues in a similar order to the overall response, only with customer needs and community connection at the top, followed by everyone being aware what the library has to offer.

Item	Ranking
2.1 residents and partners are aware of everything the library service has to offer	2.62
2.2 our service is designed to meet customer needs and supports community connection	2.59
2.4 our open and inclusive service will ensure access is barrier free	2.04
2.3 local libraries thrive as part of a co-ordinated network of libraries including Dorset's Community Managed Libraries	2.02
2.5 libraries are at the heart of delivering council services to communities, acting as the council's front door	1.36

ENABLE

We considered the feedback we received during the phase one Let's Talk Libraries consultation and grouped the feedback into themes. These strategic themes provide the building blocks for a new library strategy and highlighted the following topics and opportunities:

More flexible use of the library spaces (including community use of the space and cafes)



Libraries providing safe face-to-face spaces



The need for fit for purpose library buildings



Opportunities regarding the co-location of library services with partners



The positive role libraries play in supporting mental health and wellbeing



What does it mean to Enable our communities?

To create space for our communities.

Our communities need facilities that are inspiring, fit-for-purpose and reflect the quality of services being delivered. This will enable us to deliver a modern, sustainable, and responsive library service. Our future spaces need to be appropriate and welcoming with facilities, equipment and technologies which support a range of uses. For example: study spaces, assistive technologies, innovation spaces, digital suites, and flexible workspaces.

We will think differently about how we work with other services and organisations to ensure we are responsive to our communities on wider issues. We will develop welcoming and inclusive library spaces that enable services and partners to locate with us and deliver their services for the community in which they are based.

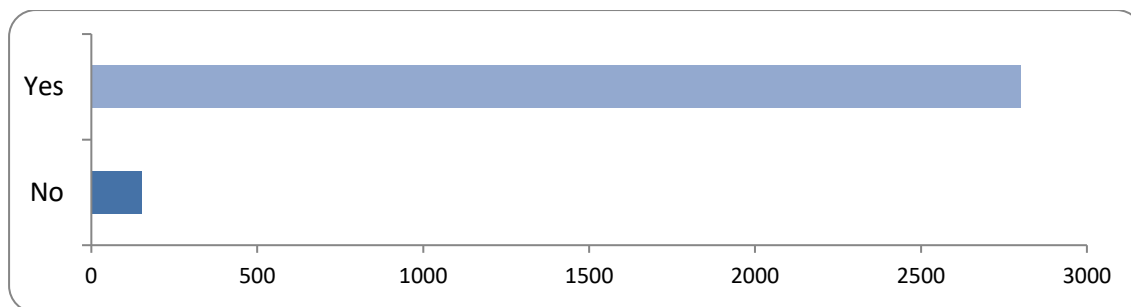
The theme to Enable has five supporting aims.

We aim to:

- 3.1 create inviting, flexible, well used spaces
- 3.2 provide safe trusted spaces
- 3.3 sustainable buildings which keep pace with community growth
- 3.4 library services form part of community hubs
- 3.5 provide space where residents can connect with health and wellbeing opportunities

Do you think these aims are relevant for the library service to deliver?

There were 2,952 responses to this part of the question.



Option	Total	Percent
Yes	2,801	94.88%
No	151	5.12%

As a set of aims, the “Enable” group of 5 aims received strong overall support, with over 9 out of 10 people saying they thought they were relevant for the library service to deliver. Only 151 people felt they weren’t relevant. Their concerns are expanded on below.

Looking at responses specifically from non-library users, 93% felt the set of aims were relevant, a useful confirmation of the overall response. This is very slightly less than the overall response of 95% but still showing very strong support.

Looking at responses specifically from disabled people they had the similar priority order as the overall responses, but understandably links to health were higher.

A considerable number of comments were actually about individuals support for the aims rather than opposition. The tables below show an analysis of the key comments, particularly focusing on where a number of people raise the same or similar issue. All full redacted comments are available in an appendix.

Please indicate which aim(s) you do not agree with and why (For example: I don't agree with 3.1 because...)

Theme 3.1	Create inviting, flexible, well used spaces	Number of times mentioned
	Libraries should be quiet, peaceful places - adding hubs will deter people	11
	Don't agree	9
	No cafes	6
	Where is the additional investment going to come from?	4
	Needs to meet access needs (e.g. no steps) e.g.: trying to select books if pushchair is parked in front of shelves	1
	Toilets	1
	Extra activities put pressure on staff	1

Whilst there was strong overall agreement to this set of aims there were a few concerns. There was an emphasis from a few that libraries should be quiet peaceful places and not busy well used spaces. Also, what was inviting to one person (e.g. a café) might be uninviting to another person. This aim was ranked 1st out of all 5 aims.

Theme 3.2	Provide safe trusted spaces	Number of times mentioned
	Don't Agree	14
	What is a 'safe trusted space' (e.g. safe from what?) / in this context	5
	Already is if library is open / unnecessary to mention	3
	Important but not for health and wellbeing	1
	Domain of health and welfare services	1

There were few comments on this aim, with no significant themes coming through. 14 people just didn't agree and a few others felt unsure what was meant or that it was unnecessary. This aim was ranked 2nd out of all 5 aims.

Theme 3.3	Sustainable buildings which keep pace with community growth	Number of times mentioned
	Don't Agree	18
	Because of the cost implications	9
	Current library building is too small / will be or needs expansion with growing population / will it be closed if deemed too small	6
	Don't understand what this means / too vague	5
	Library services should also be delivered away from library buildings where it is difficult for people to access libraries	1
	Every library should be maintained and is equally important	1

There were few comments on this aim, with a few significant themes coming through. 18 people just didn't agree and a few others felt the cost implications might have a negative effect on the service or long-term future of the building. This aim as ranked 4th out of the 5 aims in this theme.

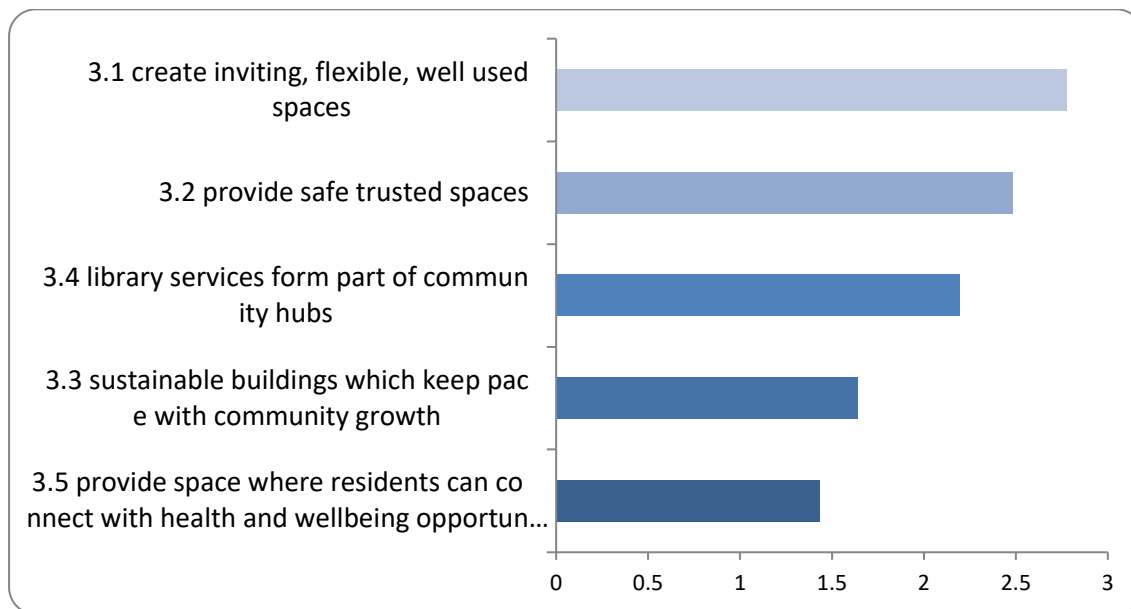
Theme 3.4	Library services form part of community hubs	Number of times mentioned
	Don't Agree	20
	Community spaces (village and community halls) fulfil this function	12
	Library is too small / will water down current library provision	5
	what is a community hub? (needs definition etc)	3
	Adult education	1

There were few comments on this aim, with a few significant themes coming through. 20 people just didn't agree and a few others other community spaces fulfilled that role already. These included village and community halls. This aim still ranked 3rd out of the 5 aims in this theme.

Theme 3.5	Provide space where residents can connect with health and wellbeing opportunities	Number of times mentioned
	Health needs should be met elsewhere / medical and health / NHS function - not part or responsibility of library service / blurs purpose of library	70
	Don't Agree	50
	Libraries should concentrate on core business - books etc	49
	Librarians are not social care staff / social workers etc	5
	Signpost to services only	4
	Is aim to use space for the council or is the consultation about the Library service	2
	Very few services to signpost to so waste of money	1
	Already spaces for H&W	1

This aim provided the largest response of all with a number of people feeling health needs should be met elsewhere / medical and health / NHS function - not part or responsibility of library service and it blurs purpose of library. This was mentioned 70 times. A further 50 people just didn't agree. The potential multi-purpose function of a library did not chime with a number of people. A further 49 mentioned that libraries should focus on the core business of books and literacy. This aim ranked 5th out of the 5 aims in this theme.

**To inform how we prioritise resources, which aims do you consider most important for the library service to deliver?
Please rank the aims from most important (1), to least important (5).**



People were asked to rank the aims from 1 to 5. Ranking scoring has been used to analyse the results. The highest gained a ranking score of 2.78 and the lowest 1.43. As the chart above and the table below show there is strongest support for create inviting, flexible, well used spaces and least support for providing space where residents can connect with health and wellbeing opportunities. Looking at responses specifically from disabled people they had much the same priority order as the overall responses, only lifting health and well-being opportunities above safe spaces.

Young people (16-24) had a slightly different priority with safe trusted spaces moving up to the top spot and health and wellbeing moving up from 5th to 4th. Younger people (aged 25-44) priorities were an exact match to the overall response.

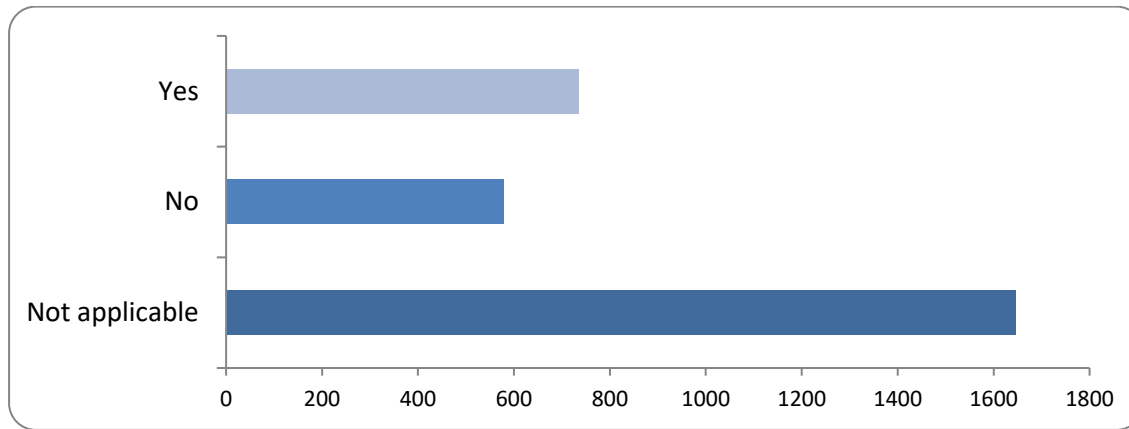
Older people (2,233 people aged 65 and over), making up around half the respondents, unsurprisingly matched the overall response.

Non library users ranked the issues in a similar order to the overall response, with creating inviting, flexible well used spaces at the top.

Item	Ranking
3.1 create inviting, flexible, well used spaces	2.78
3.2 provide safe trusted spaces	2.48
3.4 library services form part of community hubs	2.19
3.3 sustainable buildings which keep pace with community growth	1.64
3.5 provide space where residents can connect with health and wellbeing opportunities	1.43

Booking library space

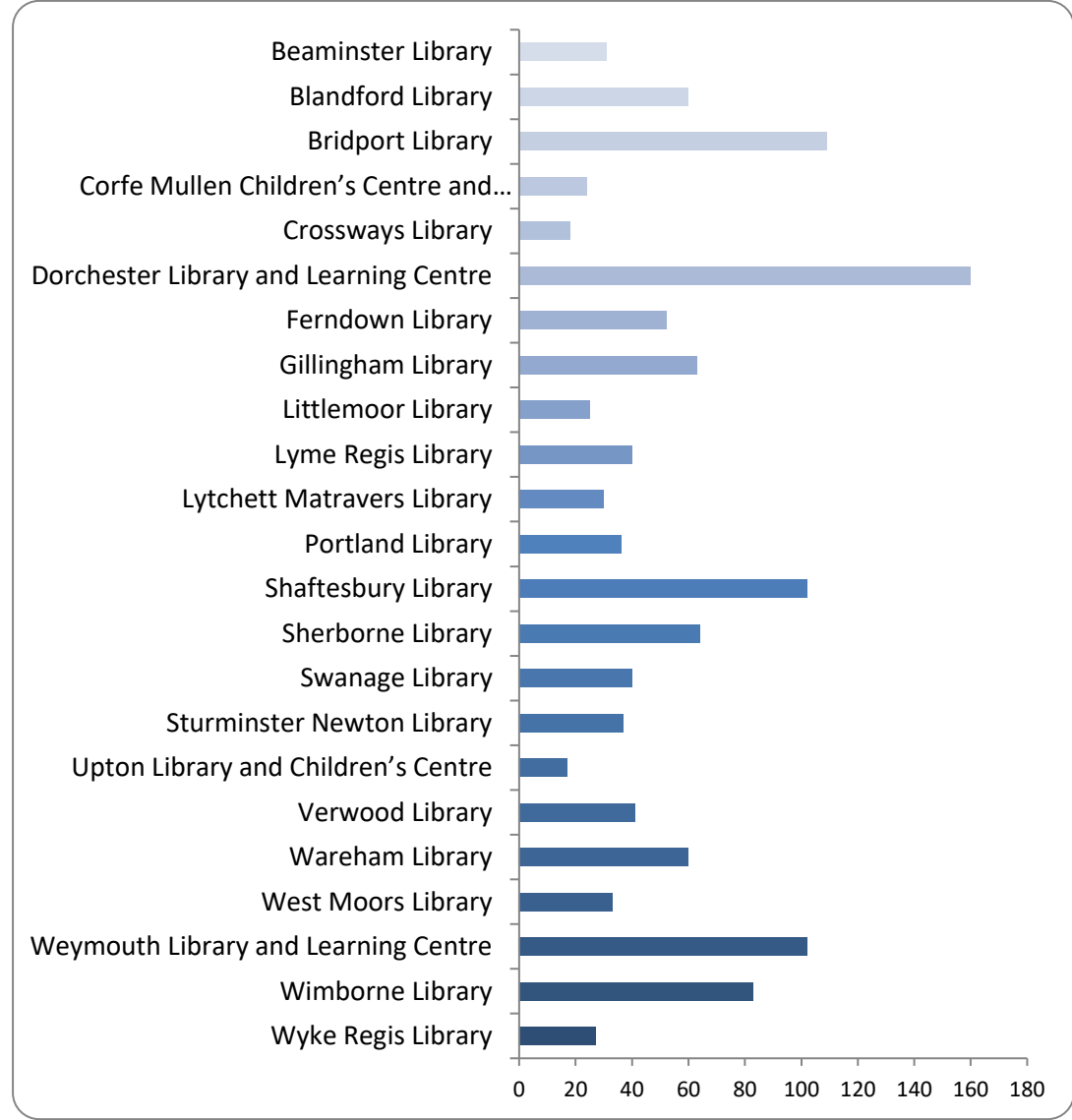
Would you be interested in booking and using library rooms/spaces for meetings?



Option	Total	Percent
Yes	735	24.85%
No	578	19.54%
Not applicable	1645	55.61%

The responses show significant interest in booking, with 25% potentially interested.

Which library/libraries would you like to use for meetings?



Option – overall	Total	Percent
Beaminster Library	31	4.35%
Blandford Library	60	8.43%
Bridport Library	109	15.31%
Corfe Mullen Children’s Centre and Library	24	3.37%
Crossways Library	18	2.53%
Dorchester Library and Learning Centre	160	22.47%
Ferndown Library	52	7.30%
Gillingham Library	63	8.85%
Littlemoor Library	25	3.51%
Lyme Regis Library	40	5.62%
Lytchett Matravers Library	30	4.21%
Portland Library	36	5.06%
Shaftesbury Library	102	14.33%
Sherborne Library	64	8.99%
Swanage Library	40	5.62%
Sturminster Newton Library	37	5.20%
Upton Library and Children’s Centre	17	2.39%
Verwood Library	41	5.76%
Wareham Library	60	8.43%
West Moors Library	33	4.63%
Weymouth Library and Learning Centre	102	14.33%
Wimborne Library	83	11.66%
Wyke Regis Library	27	3.79%

Library booking interest was compared to the number of library users, shown in the table above.

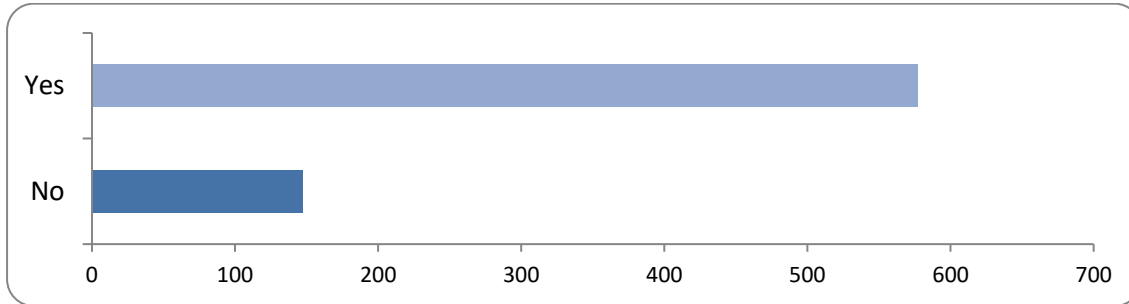
As one would expect the greatest demand for booking space came at the bigger libraries. The only significant outlier overall was Shaftesbury with 102 responses. Looking at responses from different groups such as various age groups and disabled people) you get a slightly different emphasis, but Dorchester, Weymouth, Shaftesbury and Gillingham are in the top 4.

25-44 Age group	Libraries for meeting
Dorchester Library and Learning Centre	60
Gillingham Library	35
Shaftesbury Library	34
Weymouth Library and Learning Centre	33
Verwood Library	32
Wimborne Library	30
Wareham Library	27

Disabled respondents	Libraries for meeting
Dorchester Library and Learning Centre	26
Shaftesbury Library	17
Weymouth Library and Learning Centre	17
Gillingham Library	16
Bridport Library	14
Ferndown Library	14
Wimborne Library	14

Opening up library spaces, especially outside of our hours of normal operation, incurs cost for the service, including utilities and staff time. So that we can offer a sustainable meeting space service, we would need to recover costs.

Would you be willing to pay for use of library rooms and/or spaces for meetings?



Option	Total	Percent
Yes	577	79.70%
No	147	20.30%

In summary 8 out of 10 people overall were willing to pay for the use of a library room /space for meetings. 131 people aged 25-44 answered this question and 73% of them were happy to pay for the rooms. Of those aged 16-24 the percentage was the same. For the 65s and over the percentage was 77% but not as high as the 45-64 age group where 85% were happy to pay.

Please share any additional comments or feedback about the principle of paying for use of library rooms and/or spaces:

There were 377 responses to this part of the question.

Comment/Theme	Number of times mentioned
Happy to pay	62
A reasonable/small fee that helps support library is fair.	61

A tiered payment would be acceptable - depending on who is using it. E.g., for non-profit community hire, free.	52
Should be free	43
Charges to cover costs only - like heating/cleaning	23
Fees should be competitive	21
Depends on what facilities are available should dictate the cost	12
Include a drinks machine	10
A small fee for using the library after hours would be acceptable.	9
Depends on how much	7
Make a donation instead of flat fee	6
adequate parking is essential	5
Great for Small business	4
Have access to somewhere else so wouldn't use the library	4
Fee needs to include public liability insurance cover	2
As long as they were well equipped and accessible	1
refundable deposit when you turn up to ensure people don't over book and not show up	1
Meetings if required could/should use the council offices	1
Say £25 for all Day use.	1
Maybe	1

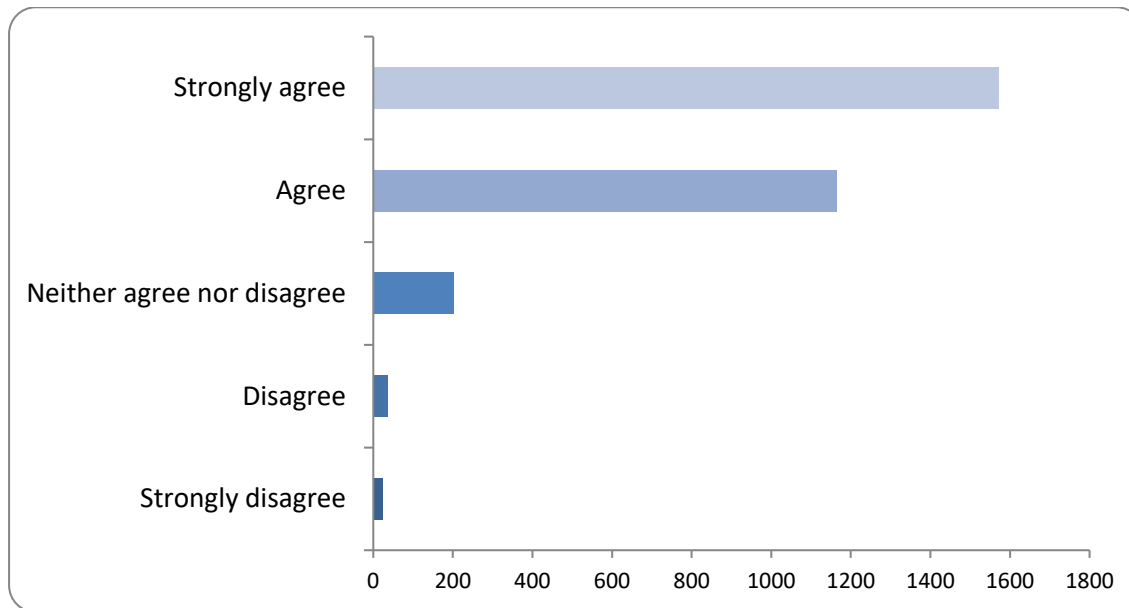
So, whilst there was overall acceptance of the need to pay for rooms, respondents stressed that the fees needed to be reasonable, support the actual local library, and could be tiered. 43 people commented that the rooms should be available at no cost. A number of comments related to the fact that fees should reflect what facilities were available including coffee machine, cleaning, parking etc. This is displayed in the table above.

Our mission

To Inspire, Connect and Enable our communities through our services.

Based on the three strategic themes which phase one consultation produced, we are able to develop a really clear mission statement.

Do you agree or disagree with our mission: To Inspire, Connect and Enable our communities through our services?



Option	Total	Percent
Strongly agree	1572	52.38%
Agree	1166	38.85%
Neither agree nor disagree	203	6.76%
Disagree	36	1.20%
Strongly disagree	24	0.80%

So as the graph and table above show there was considerable support for the mission statement proposed by the council. 91% supported it and only 2% opposed it.

Please share any additional comments or feedback:

There were 894 responses to this part of the question.

The comments below were intended to be about the mission statement but did spread across a range of topics. This has meant “other” is at the top of the list. The key elements raised below are:

- focus on the key element of libraries – literacy ... and do that well
- there is a community element to libraries that is important
- connection is a key function for libraries
- inspiring people to read is a fundamental role of libraries
- simple mission statements feel to lack detail at times
- proposed mission is good
- events can encourage young people especially
- libraries can play a part in providing technology where people may otherwise miss out
- meaningless waffle
- lacking detail

Some comments were contradictory. Some people wanted a mission that inspired and excited, proving a vibrant library but on the other hand some people liked the peace and quiet the library offers. The full analysis of the text comments is included below.

Theme/Comment	Number of times mentioned
Other	143
Shouldn't spread themselves too thin - priority should still be books/provide good selection of books / books to educate, inform from top authors / care taken to ensure library services aren't afterthought / should not detract from core services / risk due to budget restraint of doing more but not well rather than fewer but to an excellent standard	124
Libraries should be at the heart of communities / essential part of community / community support intrinsic to successful library / essential especially in times of financial pressure	113
Library great opportunity for communities to connect. Supported by effective Library Hub / freely accessible community spaces / safe spaces / community connection most important / meeting spaces to connect / human 1:1 contact / welcome to all / community hub	58
To encourage use of books for learning and to inspire a love for literature / inspire widened reading habits / great resource for learning / promoting literacy / mention reading	46
Educate & inform; inspire; connect & enable / mission statement neglects mention provision of information and education / missing information, access and literature / no mention of getting people to read / provide opportunities to learn / enhancing personal knowledge / social cohesion and mobility / include reference to knowledge / adult education	46
I like it / mission is admirable / basis of mission statement is strong / clear yet comprehensive	43
Comment on opening hours	42
Events that encourage children to borrow and read / inspire younger generations to use them / Summer Challenges / Guest authors / support in evenings	41

Comment on importance of libraries and their continued investment	40
Provision of PCs/computers desirable as not everyone can afford or understand them / digital support / big digital hubs	39
Doesn't mean a lot / waffle / buzzwords are wokey fillers / does not need to be so complicated / jargon / not user friendly / uninspiring / not clear / meaningless	34
Support community through relevant activities and events / supporting community a good initiative / wide range of activities	33
Where is reference to plans to use social media, press, local broadcasting to publicise libraries / more proactive showing what they have to offer / not enough people aware of what libraries provide / clear messaging needed / villages have noticeboards	33
Mission especially important for rural/isolated communities / investment in smaller libraries that are more isolated / transport accessibility is an issue	28
Comment on individual library	25
Comment on staff	24
Closed off study spaces / quiet time / space for remote working	21
Place where information and access to community services can be centralised / should offer wide range of services / libraries as a hub for other services	18
Flexible, attractive, accessible spaces / comfortable spaces / multi-purpose / suitable buildings where people feel safe and respected should be implied in the planning and design of a library / more vibrant spaces / wheelchair access / facilities for everyone	17
No mention of warm spaces - valuable for those who can no longer afford to heat their homes	17
Disagree with mission statement / forcing libraries down paths which don't seem appropriate / extend its activities into areas already well served	16
They do not need to provide facilities for Dorset Council - can be done elsewhere / not community drop-in centres / they would require confidential areas / keep each service separate	15
Important to have a physical space where people know they can get advice and access services / focal point / maintain physical copies	14

Libraries take place of TIC/provide information / provide more face-to-face services which have been lost / act as community centres / government information as well	12
Difficult to prioritise/rank things of equal importance / should not have to rank through priority	12
Useful to access some council services in the library now local offices lost / libraries as outward facing parts of the council is an excellent plan	10
Commendable but need resources to fund it / wishful thinking without showing impact of cost and budget implications	9
Scope for working in collaboration with parish/town councils, community groups, business enterprises, health services / understand what other offices and groups are doing to effectively signpost rather than being the provider	9
Trying to achieve too much. Focus on getting basics right first / unfocused and impossible set of goals / not sure how this translates to measurable objectives	9
Vague so could apply to many organisations / vague for normal reading	8
Go into schools, nurseries, playgroups and talk about libraries / greater involvements with schools	8
Is it missing entertain? / books that entertain / Fun	7
Don't understand why trying to find a new mission for libraries? Why reinvent the wheel / happy with normal services	6
If you want to connect, bring back mobile libraries	5
Have a mission to provide a service to residents / library is about delivering services / more community services beneficial / libraries are for users	5
Important library is a space used for many different things like sharing space with other services and users / safe community hubs / outreach council services	5
Must ensure services are accessible when physical buildings shut - particularly with aim to be a front door to council services. What will be the back-up plan? / allowing spaces to be rented if not open on Sundays or certain evenings? Would enable groups with no building to meet in safe spaces and provide funding to library	5
Dislike the word enable / enable doesn't make sense to me. Include instead? / support or empower instead?	5

Statements are pretty weak / statement isn't good to anyone. What is your task to inspire, connect and enable? / if initial premise (statement) is faulty the whole exercise is meaningless / needs more thought and is disappointing	5
Libraries should be left space to develop individually / better system so community/schools/families can inform libraries what is needed / managers of local libraries have autonomy to adjust and refine services to suit their communities	5
Important function for libraries as a depository for reference material and archives	5
Inspire difficult to achieve and requires imagination / don't like inspire in this mission / encourage instead of inspire	4
Need to ensure libraries remain relevant / evolve	4
Where is the aim that relates to potential of the library through medium of good writing to enrich lives; develop knowledge of the world; help us as humans understand each other; inspire our imaginations; to sustain the improvement of our humanity? / window into wider world	4
Where is reference to service provision for those who cannot use physical facilities	4
Expand on re-use and recycling scheme / library of things / libraries great for promoting shared responsibility	4
Agree with overall mission but not all individual aims	3
Statement is too generic, needs to be more specific / mission statement not valid way of understanding what an organisation is about	3
Keep art gallery space open / art events	3
Library an interesting place to hear live music / music rooms	3
Involving lonely and vulnerable people in delivering services in a voluntary capacity in partnership with staff to give sense of community pride and wellbeing / volunteer community members could assist to fulfil this mission / community engagement so community is invested	3
Look at buildings / better layout / building development promised years ago	3
Mission statement doesn't really stand out for families / should offer family friendly activities	3
Provide information about the town and area / local history and projects	3
Public need to be enabled / enables to use services	2

Add support as an aim	2
Please don't make libraries yet another place inaccessible to the minority of people who can't use busy, loud, crowded, bright places. Otherwise, there will be nowhere left for us to use freely without fear / uncomfortable with people who are not library users who are worse for drink or drugs	2
Introduce minority groups to libraries	2
Realistic objectives based on space / library service should size itself according to lending customers	2
Look at staff / better recruitment model	2
Library service should offer same opportunities to all residents in Dorset	1
Less focus on main libraries in Dorchester and Weymouth and more focus to smaller communities	1
Should be Connect, Inspire, Enable. You need to be in contact before you can do other two	1
Should be Connect, Enable, Inspire. You can't inspire if you don't connect and enable	1
Going too fast. Many older people have a traditional view of libraries and feel pushed out by innovations	1
Not council's role to inspire. Help us connect and enable us to do what we'd like to do	1
Strongly agree with inspire and connect	1
Connect and Enable should be shared with other DC services	1
Inspire and Enable yes, there are other places to connect	1
Statement should make clear that buildings are libraries rather than just hubs	1
Extensive outreach programme to provide a learning environment at existing community buildings	1
Community Hub to vague a term to comment on	1
Some of the aims seem irrelevant	1
Provision of books for those housebound	1
Writing spaces	1
Currently libraries not inspiring as entrenched in traditional model of service and staff	1
Each library should be a hub. Otherwise only limited communities with benefit	1
Difficult to understand language and reinforces stereotype that libraries are only for a certain type of person	1
Engage with teenagers	1
More links with key workers	1
To support sustainable initiatives, remove need for customers to travel in order to view resources. Can't there be a facility where books are sent in a secure manner to a local library for consultation on-site there?	1

Provide buildings that house lots of departments under one roof. Library staff can do library work and adult services staff the same	1
Already facilities for business in Bridport to meet and consult	1
Prioritise need, not the cost to overall budget	1
Fluffy language which can obfuscate what services should be maintained	1
Where is reference to how plan was implemented based on minimal response to consultation	1
Missing promotion of research facilities for local and international interest	1
Defining community may be fraught with difficulty - means different things to different people	1
Opportunity to raise bar to include career paths, education paths, current world knowledge and community inclusivity. Opening a digital trusted gateway (social media) of their own on a local basis	1
Job career and apprenticeship counsellors	1
Specialist provision of printed music	1
Not sure ICE is the happiest acronym	1
Pleased to see importance being placed on environmental and climate issues	1
How does this link into BCP library service	1
Reading inspires, libraries connect and ability to conduct research enables	1
Inspire to come get books out. Save them money buying a book they might not read more than once. Inspire them to get out the house and read or work on a project or study here if they need a change. Have groups and support for those struggling like with CV writing	1
Regular connection with local groups sharing similar objectives. Would create strong community service with some sharing of responsibility and cost	1
Wheelchair access and barrier free access should be priority	1

Our vision for the future

Through effective delivery of the new library strategy, we will provide:

Trusted community spaces for everyone, with services to inspire your future.

The vision was developed in collaboration with Let's Talk Libraries phase one consultees, library employees, Dorset Council services and Dorset Councillors.

Part two: help shape what delivery of the library strategy could look like in our communities.

Our new library strategy will shape how we develop and deliver our Dorset Council run library services over the next ten years.

We have identified a range of services which the Dorset Council library service could deliver. Unfortunately, we are not able to deliver all of these, and we need to tailor what's possible in line with available resources and local need.

Dorset Council run libraries

We have drafted a new library model to inform how we could develop our service over the next ten years. We would like to seek your views on this.

We propose three types of Dorset Council run libraries:

1. Library

A library which delivers our core library offer

2. Library +

A library which delivers an enhanced core library offer

3. Library Connect

A library hub which delivers an enhanced core library offer including co-located partner services

Community Managed Library

Community managed libraries are a fourth type of library in Dorset. They are community led libraries, supported by Dorset Council. We have eight community managed libraries in Dorset, who provide library services in addition to the Dorset Council library service. We are not seeking feedback on this type of library. This survey seeks feedback on the proposed three types of Dorset Council run libraries.

Background: Community Managed Libraries

These libraries are run by volunteers from within their communities. The services available at these libraries are shaped by their management board and volunteers and responds to the needs of their communities. We support these libraries to deliver the following services:

- books and resources catering from early years to adults (including summer reading challenge resources)
- ability to browse, reserve and return stock from the Libraries West catalogue
- 24/7 access to e-resources (e-books, e-audiobooks, e-newspapers, e-magazines, e-comics)
- access to free WIFI
- access to free public access computers
- printing and scanning facilities (for a charge)

Core library offer

To improve customer experience, we want to be transparent and clear about what services are available at each type of Dorset Council library. Please see the table below which presents a list of services available at the three types of council run libraries. Please note the services listed show what we aim to deliver during library opening hours. This does not prevent more flexible use of our library spaces after hours.

Library Services Available

	Library	Library+	Library Connect
Resources			
Trained library teams to support in accessing our services	Yes	Yes	Yes
Diverse range of books and resources catering from early years to adults	Yes	Yes	Yes
Ability to browse and reserve stock from the Libraries West catalogue	Yes	Yes	Yes
Ability to request stock outside of the Libraries West Catalogue via Inter library loans service (for a charge)	Yes	Yes	Yes
24/7 access to e-resources (e-books, e-audiobooks, e-newspapers, e-magazines, e-comics and e-reference)	Yes	Yes	Yes
Books available to browse at the library	Yes	Yes	Yes
Accessible and inclusive resources (including large print, audio books, picture journeys) available to browse and reserve	Yes	Yes	Yes
Signposting to local studies library at Dorset History Centre	Yes	Yes	Yes
Local studies and Dorset History Centre exhibitions	No	Yes	Yes
Learning			
Teams able to signpost customers to adult learning opportunities in Dorset	Yes	Yes	Yes

Regular adult learning classes available at the library	No	No	Yes
Events and Activities			
In person activities, events and groups in libraries for adults	Yes	Yes	Yes
Online activities, events and groups for adults	Yes	Yes	Yes
Online activities, events and groups for schools, early years, children and young people	Yes	Yes	Yes
In person activities, events and groups in libraries for schools, early years, children and young people	Yes	Yes	Yes
In person events in libraries for children or young people with special education needs and disabilities	No	Yes	Yes
Space for art displays or spaces for artists to perform	No	Yes	Yes
Digital			
Access to free WIFI	Yes	Yes	Yes
Access to free public access computer	Yes	Yes	Yes
Printing and scanning facilities (for a charge)	Yes	Yes	Yes
Digital support available at library	Yes	Yes	Yes
Signpost and book customer onto digital champion support session	Yes	Yes	Yes
Business Support			
Signpost customer to business support available in Dorset	Yes	Yes	Yes
Business support events and/or advice available at library	No	Yes	Yes

Co-working library spaces	No	No	Yes
Climate Advice and Support			
Library events or displays which promote the climate and ecological emergency	Yes	Yes	Yes
Outreach events by DC's partner agencies providing advice on energy efficiency and green grants	No	Yes	Yes
Customer collection of recycling containers	No	No	Yes
Library of things/repair café <i>(subject to feasibility assessment)</i>	No	No	Yes

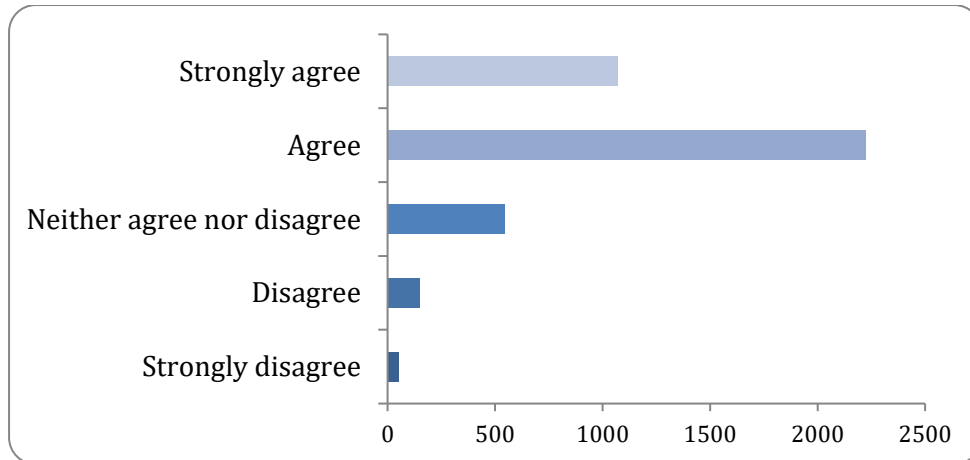
<i>Connect</i>	Library	Library+	Library Connect
Community connection and inclusivity			
Free to visit and free to join services	Yes	Yes	Yes
Notice Board for council promotions and community events	Yes	Yes	Yes
Access to Home Library Service <i>(if customer meets eligibility criteria)</i>	Yes	Yes	Yes
Signpost to support available for resettled refugees in Dorset including library services	Yes	Yes	Yes
Signpost to support available to members and families of the Armed Forces under the Armed Forces Covenant including library services	Yes	Yes	Yes

Autism friendly rooms and/or sensory equipment	No	No	Yes
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<i>Enable</i>	Library	Library+	Library Connect
Flexible, accessible library spaces (including moveable furniture and fittings)	Yes	Yes	Yes
Bookable rooms/ library spaces (for a charge)	Yes	Yes	Yes
Online wellbeing events	Yes	Yes	Yes
In person wellbeing events	Yes	Yes	Yes
Signposting to trusted health and wellbeing agencies, organisations and resources	Yes	Yes	Yes
Signposting to information and advice about a range of partner services	Yes	Yes	Yes
Outreach by other agencies in response to local need and linked to library strategy outcomes	Yes	Yes	Yes
Signposting to online and telephone access to Dorset Council customer services	Yes	Yes	Yes
Customer support for basic customer enquiries about a range of council services	No	Yes	Yes
Dedicated Dorset Council customer services team co-located at the library site	No	No	Yes
Co-located partner agencies at library sites	No	No	Yes

Do you agree with the library model and the services available?

There were 4048 responses to this question.



Option	Total	Percent
Strongly agree	1071	26.46%
Agree	2225	54.97%
Neither agree nor disagree	548	13.54%

Disagree	150	3.71%
Strongly disagree	54	1.33%

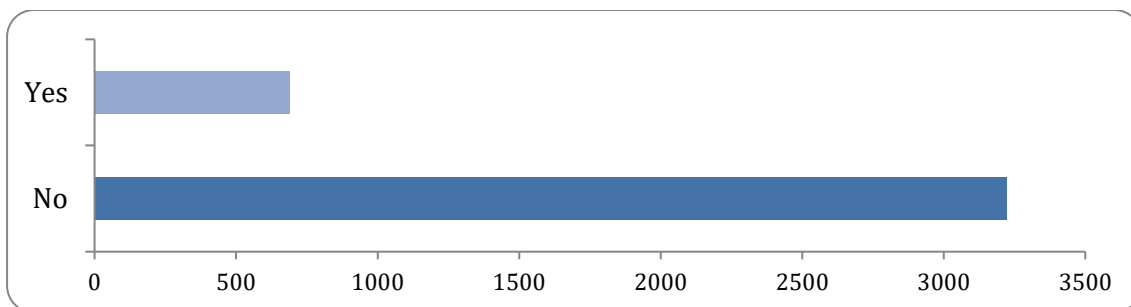
As shown in the table and graph above, there is a strong sense of agreement with the library model and the services available. 81.4% of respondents either agreed or strongly agreed, with just 5% disagreeing.

Looking at responses from disabled people specifically, 76.8% either agreed or strongly agreed, with just under 10% disagreeing or strongly disagreeing.

Young people (16-24), although a small sample size of just 29 responses, had a higher average of agreement than other groups. Just under 90% either agreed or strongly agreed, with 10.3% disagreeing.

Are there any additional services which you feel council run libraries should provide?

There were 3912 responses to this question.



Option	Total	Percent
Yes	690	17.64%

No	3222	82.36%
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The responses here reinforce the general sentiment from the preceding question. A large majority of respondents – 82.4% - were happy with the services listed and do not feel any additional services should be provided. The 17.6% who feel there should be additional services have specified below.

There was a large array of varying responses which has resulted in ‘other’ being the most mentioned theme. Following that, the most popular themes were:

- classes for the elderly, adults and children
- a connection with Citizens Advice to provide signposting or ‘drop-in’ sessions held at the library. This is linked to general customer support
- a hot drinks machine and a safe, warm space for those in need
- tourist and local information
- local council service information and updates

The full list is expanded on below:

Please specify the additional service(s) you would like to be available at council run libraries:

Comment/Theme	Number of times mentioned
Other	92
Classes for elderly people/adults/children	74

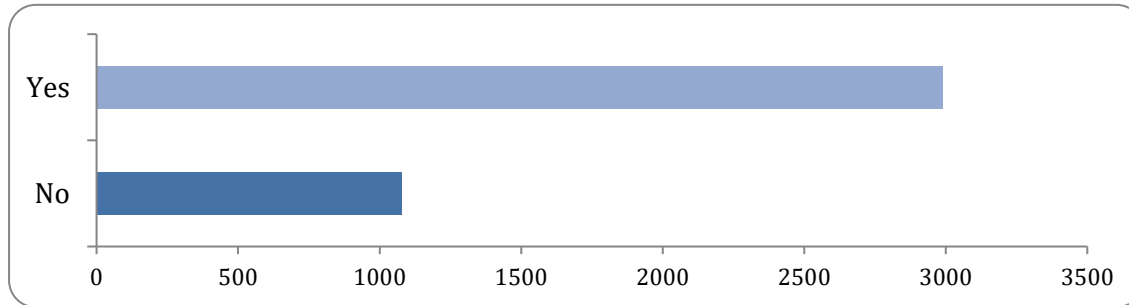
A connection with citizens advice to provide signpost or 'drop-in' advice sessions held at the library/customer support/link to police/financial advice link	64
Hot Drinks Machine/beverage machine and a safe warm space/food for those in need	64
Tourist Information/local clubs' information	39
Local Council Services/basic queries/what council are doing	39
Café	37
A co-working space/meeting space/access to computers and Wi-Fi/study space	37
Mobile Van Library	32
Books by Autistic Authors/autism facilities/Dyslexia friendly books	30
Book Clubs	24
Weekend Opening/flexible Opening hours/open later	23
Access to toilets/clean and well-maintained toilets/accessible toilets	20
Art Spaces	19
A creche service/carer support/mother and child groups/health visitor clinic for new mums	15
A quiet space where no noisy events happen	13
Magazines/newspapers to read	10
E-Books - better selection/E-newspapers/e-books to Kobo e-readers	9
Meeting Place for Special Needs	9

Access to Ancestry	6
Staff trained in BSL/trained in helping with book enquiries	5
More stock of books	5
Local History Space	4
Mother and Baby sessions to support early year reading classes	3
Local Bus and Train timetables	3
A text service or email, telling you when your book is due and offering the chance to renew.	2
Way to donate books to the library	2
Offer tool hire	2
Area for laminating/photocopier	2
Meditation/ wellness sessions	2
Toy library	2
dyslexia friendly books	1
A returns bin outside so books can be returned anytime	1
Better selection of books	1
Access to sheet music	1
Recommendations based on books you have borrowed before	1
Better access for people with reduced mobility	1

Puzzle Corner for people to use and borrow them	1
Dementia friendly services	1
Emergency Planning Hub	1
Don't cut any library hours. All towns should have a decent library	1
Area for promoting breastfeeding	1
Youth Club	1
Promoting Climate Change	1
mobile post office	1
Movie Nights	1
Passport Photo Booth	1
CV Writing Skills Lesson	1
University application advice sessions for people applying	1
Warhammer Gaming Club	1
Sell Charity Christmas cards/cards	1

Do these names help you understand what different libraries will offer: Library, Library+ and Library Connect?

There were 4070 responses to this question.



Option	Total	Percent
Yes	2991	73.49%
No	1079	26.51%

When asked if the names helped respondents understand the differences between the proposed library types, just under three out of four said yes.

This is consistent across the different groups:

- 65.5% of young people (16-24) said yes
- 76% of respondents over 65 said yes
- 71.3% of respondents aged 25-44 said yes
- 71% of respondents that identified as disabled said yes

For the 26.5% who said no, they were given the opportunity to explain their reasoning, which can be evidenced below. Some respondents chose to look at the names as a whole, while others had issues with individual elements of the names. A summary of the responses can be seen here:

- the top theme to come from the comments was that the names do not tell you what is on offer, are not clear in terms of the service, and do not help distinguish where they each fall within the hierarchy
- complicating what was previously simple is the second most mentioned theme
- a lot of respondents thought that the name Connect does not tell you what extra you get and it does not make it clear it is the biggest offer
- 85 respondents shared the sentiment that the names were meaningless to the public
- several comments in relation to the theme that libraries are libraries/they should just be called a library/there is no need to change
- 71 respondents referred to it being too much information to take in all at once and not being able to correlate the names without the feature list

If no, please explain why:

There were 948 responses to this question.

Comment/Theme	Number of times mentioned
All - they don't tell you what is on offer/not clear in terms of services/hierarchies/not obvious/too vague	141
Offerings complex/complicated what was previously simple/confusing/too waffly/needs to be more simple/not user friendly/jargon/don't understand format/what they mean	122
Connect - Not clear biggest offer/don't know what it is/doesn't tell you what extra you get/connected to what?/not clear council services available/facilitating community organisations	97
Other	96
Meaningless/arbitrary/mean something to people that made them, not public/work if you've read definitions, meaningless otherwise	85

Should all just be called a Library/libraries are libraries/no need to change/libraries just list services it does provide/most services across all three libraries, not sure why distinction needed	84
Too much information to take in all at once/can't correlate names without feature list/hard to know exactly what is offered without further explanation each time terms are used/already forgotten/If hadn't read explanations, would have no idea from words	71
Library Plus - Plus doesn't tell me anything/does not convey what is offered or what it is/no hint about difference between + and Library/+ and Connect/seems like it offers most services	68
Names should be self explanatory/explain services offered/more descriptive/specific/defined	51
Strapline attached to each title to explain concept/description to accompany the titles/back-up description/need further explanation/outline what you mean by each term: signage, marketing etc/services available list/flow chart online/changes publicised/USP/descriptions in plain English	38
Library/Library+ fine, Connect not	34
Names are too similar	26
Connect: seems sounds like it's just online/IT related	24
Main Library, Branch Library - traditional language to make it more understandable/currently unfamiliar language/basic instead of core/clearer adjectives/simple, easy to understand language/	24
Not different to what is on offer now/all libraries inherently different/tailored to dynamic of local area/different towns, different service needs	22
It'll take time for people to be clear about what's available where '+' and 'connect' don't tell you what's available/promotion to explain/extra advertising of libraries and different services/promotion to enable people to understand services to a locality and how to access wider scope of libraries/advertise what categories mean for libraries affected	19

Use labels which point out the differences between different types of libraries. One word or phrase not can't cover services/facilities/community hub that lists services in the building makes more sense/present information clearly at entrances to the libraries and outline where nearest library offer is if not current one/be given information when enrolling at library	19
Community Library, Enhanced Library, Library Hub / Library Hub / Library Community Hub / Main Hub, Intermediate, Rural/ Local, Area, County	17
Library, Library++ or 1+, 2+ would make more sense visually/Library, Library+, Library++ / Library + Connected	15
Library Plus - use of mathematical symbols should be avoided/should be Plus/Amateurish/Attempt to be trendy	12
Sound like marketing names/buzz words/tech speak	12
Very little difference between three types. Make them more different, or brand them all the same and accept some differences	12
Library/core offer - does not convey what it is or what is offered	11
Two types of libraries with two distinct services/two-tier system makes more sense/3 tiers unnecessary/too many variations	11
Need to learn the differences between categories/need time	11
Follow a supermarket model - Community Library, Library, Super Library, Library Max /	11
Connect - means nothing to old people/meaningless/all libraries connect so doesn't mean anything	10
Not clear and concerned vulnerable would struggle to find right services for them/older users won't understand/needs to be clearer for elderly	10
No different to calling them small, medium, large / big, bigger, biggest term / Basic, Better, Best	10
Library+ Partners?/ Library Extra/ Library Cooperative	9
Waste of money to rebrand	6
Library & Café, Library, Business and History Centre / relevant to services offered	6
Too simple/too brief	5
Colour-coding to distinguish them/colour tags	5
First two similar - do they need different names?	3
Library, Standard; Library, Enhanced; Library, Advanced	3
Connect - sounds like only one connected to internet/community	2
Gives impression that some libraries are inferior to others/ sounds like Library Minus for plain library	2

People understand traditional offering of a library. Will need more than words to change perception and get people to use additional facilities	2
Third tier might be Library Gold or Premier/bronze, silver, gold	2
People with language barrier or dementia will struggle as they are all too similar	2
Reminds me of a supermarket - don't like it	2
Library, Library Connect, Community Centre / One Stop Library	2
Library implies full service, rather than limited services and hours	1
Library sounds like it should have everything you need	1
Would have difficulty explaining differences to my friends	1
Terms have no emotional connection for most people	1
More terms to learn and understand	1
Services need to be stated	1
Literacy classes and support should be available at all libraries	1
Only makes sense if you know what the names mean	1
Plus and Connect could mean the same thing when trying to remember the difference	1
Artificial distinctions which reduce sum of what total service can offer	1
How would you know that Connect exists if local library is labelled Library? Only obvious when all names are together	1
Full Service Library	1
Level system - 1 being base, 3 being connect	1
Sounds like Netflix and Disney+, exclusive and elite. People will miss out on services to cause feelings of exclusion and entitlement	1
Coffee model - Library, Library Minus, Sub Library	1
Two types - town and village	1

The next question, which asked the respondents for any additional comments, raised a whole host of themes. Due to this a second, separate table tackling some of the 'other' comments has been created. Those related to the proposed tiers and their names are summarised below:

- 76 respondents thought the proposed tiers were clearly presented and admirable

- 30 shared concerns for those not near, or those with no access to a Connect or Library+. Factors linked to that are poor public transport options and that vulnerable users are the least able to access services further afield
- 28 respondents raised that smaller libraries should not be scaled back in favour of bigger ones
- communication of the proposed tiers and what is available at specific libraries was raised by 28 respondents
- there was also concern for the budget and whether the proposed new tiers are feasible

Please share any additional comments or feedback:

There were 1246 responses to this question.

Comment/Theme	Number of times mentioned
Clearly presented/easy to understand/concept can be understood/vision excellent/sensible/ aims admirable	76
Concern for those not near, or those with no access to Connect or Library+/poor public transport options/can't all travel to main centres/mobile service for those that can't get to hubs/travel costs/vulnerable users ones least able to access services further afield	30
Do not scale back services in smaller towns in favour of big ones / important for smaller libraries to be open as long as possible when others aren't within a reasonable distance / Connect should not replace smaller, local libraries / maintain local access / smaller towns already isolated, do not isolate communities also	28
Communication of tiers so important in ensuring communities know what is available and where / information as to what each library offers and what category they are / promotion of services/offer	28

Different libraries will offer different services / libraries inherently different / scalable services / services relevant to population / library buildings vary / local libraries know what is best for their community / inbuilt flexibility according to area's needs	22
Ambitions greater than available resources? Do more to identify what is the real core and what will be dropped if and when resources are short / depends on budget availability	21
No need to change, but advertise services on offer / inform residents of services and offers	14
Must engage with the young / library use for children key / enhancing liaising with schools, parents and families / sessions for children fundamental and offered at all tiers	14
It's a library/if it does more let users discover this - it's their library / library is a library / don't reinvent the wheel / waste of time / more complicated than needs to be	13
Library+ would not mean much to older population / should be kept simple / not clear from names / make it easy for people with learning difficulties to understand	12
Non-descriptive to general public / only makes sense if you've read descriptions / means something to those that made it, not much to those that haven't	11
Happy with current system / keep as it is	11
Connect should be an amazing service for the public to use / seems like the best use of library buildings / as many libraries as possible should be Connect	10
Not sure Library Connect describes the services it hopes to provide / too jargony / they are jargon / people won't care what we call it, that's internal marketing	9

Three tier system could go wrong if previously well used libraries get demoted and offer fewer services than before / care must be taken to ensure right services are offered to the right libraries / mindful that description doesn't just go by footfall	9
Library+ best suited to help people, including disabled people / Library+ should be minimum level of libraries	7
Three models offer a good variety of services / may encourage use by those who think current model is not for them	7
Unnecessary to split into three categories / confusing / difficult to envisage / only need two types / differentiation of services so small	6
Not sure what core library offer means / core and offer mean nothing for someone just wanting to read a book	5
Large part of strategy reliant on 2019/20 data / research hasn't been done properly: Look at what is currently available, costs and usage, and it would provide a better idea of what you could offer and the type of use expected / vision is tepid at best / fundamentally misguided / whole thing is a bad trend	5
Library Connect of more value in communities without other facilities	5
Library Plus and Connect should be Library Hub / Library Plus would be better. Prefer Community to Connect / Library Hub rather than Connect	4
Disappointed by proposed tier system / postcode lottery	3
Names are boring and unimaginative / think more outside of the box / names with strong visual links	3
Shame all libraries can't be Connect / connect available at all libraries	3
Name library needs rebranding to fit modern world and as they provide so much more than books	2
Cannot see what extra is being offered other than charging for a room or space	2

Small libraries may struggle to provide full range of services under Library offering. Should Library offering be reduced to lowest level with optional extras where possible? / minimum library facilities in all cases and Library+ and Connect where possible	2
How space is used should be subject to regular customer feedback / can the public influence decision on categories?	2
Community Hub element may raise awareness of services offered / words like community and hub create a clearer sense of person focused inclusivity	2
Smaller libraries provide details of transport options to larger libraries which can provide desired services	1
Library Core applied then to small places where only basic services can be delivered	1
So long as the space has Library in the title people will understand	1
Name library suggests the others are not libraries	1
Library, Library+, Library++	1
Customer friendly terms: Traditional, Special, Special Plus	1
Needs more thinking about equity and discrimination	1
Competition to name the different types of library	1
Not clear how Library and Library+ could differ	1
Doubt I would remember what the three types offer	1
Priority given to Library, then Library+, then Connect a long way third	1
All libraries should offer core facilities	1
Must enhance service for all age groups	1
Having a central community hub under one roof is all it needs to be	1
Library, Reduced Library and Temporary Library	1
Centre Libraries	1

This section, while originally meant to focus on additional comments on the proposed tiers and the names, attracted a whole host of ‘other’ comments. These have also been put into themes when a topic was addressed multiple times. These can be seen here:

General other	618
Libraries essential and need to remain supported by council - including community libraries	125
Focuses heavily on additional services besides books/focus on books / primary functions of a library	85
Comment on opening hours	58
Basic library does not offer some services for disabled people / inclusivity vital / sensory rooms in all libraries / accessibility / provision for disabled/housebound not made	31
All libraries should offer the same service/ensure everyone has equal opportunities/everyone pays same council tax/discriminatory as some residents will have more on offer than others / areas will feel second or third class of provision	17
Council services should not be offered at library	9
Council offices put in libraries / Libraries could facilitate greater connection with Council and those in remote areas / Council services via library appreciated	8
Strategy based on non-representative sample/could lead to feelings of exclusion in a larger part of population than those who responded to 1st consultation / more effort made to communicate with non-users	4

The individual libraries

The first question for the individual libraries asked whether respondents agreed with the proposed classification of the library they chose. This has been broken down into the individual tiers to decipher the level of agreement across both individual libraries, and the libraries as part of the group within a tier.

The phrase 'net agreement' is used consistently across this section. Net agreement is a method of looking at creating a numeric for overall agreement. To get this figure, you add together the values of those who agree and strongly agree and subtract it by the values of those who disagree and strongly disagree. This takes out middle values and those that responded, 'don't know'. If equal amounts of people support something as oppose it, you get a net agreement of zero. More in favour than against you get a positive value. More against than in favour you get a negative value.

Library	Do they agree with proposed classification?	Net Agreement
Beaminster	81.13% Agree or Strongly Agree	75.47%
Corfe Mullen	76.14% Agree or Strongly Agree	60.23%
Crossways	81.82% Agree or Strongly Agree	76.36%
Lyme Regis	75.64% Agree or Strongly Agree	58.97%
Lytchett Matravers	73.56% Agree or Strongly Agree	67.82%
Shaftesbury	34.04% Agree or Strongly Agree	-22.29%
Sturminster Newton	72.73% Agree or Strongly Agree	58.68%
Upton	67.21% Agree or Strongly Agree	45.90%
Verwood	51.15% Agree or Strongly Agree	19.35%
West Moors	74.23% Agree or Strongly Agree	63.92%
Wyke Regis	77.42% Agree or Strongly Agree	66.13%

Library+	Do they agree with proposed classification?	Net agreement
Gillingham	61.18% Agree or Strongly Agree	33.33%
Littlemoor	86.59% Agree or Strongly Agree	80.49%
Portland	89.87% Agree or Strongly Agree	88.61%
Sherborne	84.23% Agree or Strongly Agree	79.73%
Swanage	84.28% Agree or Strongly Agree	79.25%
Wareham	88.73% Agree or Strongly Agree	84.04%
Wimborne	75.91% Agree or Strongly Agree	62.77%

Library Connect	Do they agree with proposed classification?	Net agreement
Blandford	85.79% Agree or Strongly Agree	77.37%
Bridport	90.43% Agree or Strongly Agree	86.73%
Dorchester	89.13% Agree or Strongly Agree	86.23%
Ferndown	88.12% Agree or Strongly Agree	83.91%
Weymouth	91.12% Agree or Strongly Agree	88.46%

Excluding a few libraries, there is a strong agreement, and net agreement, across the board.

To help assess the data for the individual libraries, below is a table that compares the number of active borrowers from 1st February 2022 – 31st January 2023. This is a useful tool to ascertain whether more work may need to be done in certain areas.

Library	Number of active borrowers	Number of people who picked to answer questions on the library	
SHAFTESBURY	1326	344	25.94%
CROSSWAYS	243	58	23.87%
BEAMINSTER	243	53	21.81%

WEST MOORS	456	99	21.71%
GILLINGHAM	1313	260	19.80%
VERWOOD	1256	221	17.60%
STURMINSTER NEWTON	710	124	17.46%
BRIDPORT	1900	329	17.32%
WAREHAM	1231	213	17.30%
LYME REGIS	474	80	16.88%
LITTLEMOOR	515	83	16.12%
LYTCHETT MATRAVERS	571	89	15.59%
SWANAGE	1135	165	14.54%
WYKE REGIS	428	62	14.49%
SHERBORNE	1783	228	12.79%
DORCHESTER	4413	557	12.62%
FERNDOWN	2225	264	11.87%
WIMBORNE	2369	276	11.65%
PORTLAND TOPHILL	706	79	11.19%
CORFE MULLEN	790	88	11.14%
BLANDFORD	1927	192	9.96%
UPTON	635	62	9.76%
WEYMOUTH	3484	338	9.70%

There were some rules followed when analysing the data for the individual libraries. Where there were 50 comments or less for any qualitative sections, the comments were not coded as this is not a big enough sample size. These comments have been left verbatim, and are clearly labelled as such, throughout.

There are also cases in which themes have been drawn from coding, but again they can be small sample sizes, so caution should be taken when looking to draw conclusions from the data.

Beaminster Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 243 active borrowers at Beaminster Library. For the consultation, 53 respondents chose to look at the questions for Beaminster. If all of the respondents were active members at Beaminster Library, this would represent 21.81% of the active borrowers, which is good for a library of its size.

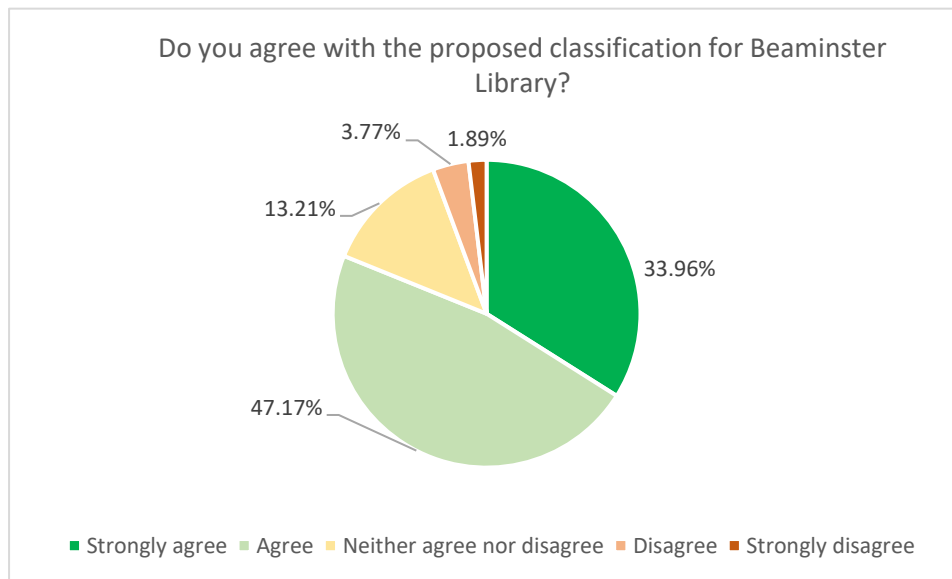
Summary

- level of agreement for the proposed classification is high: 81.1% agreed or strongly agreed
- net agreement is also high at 75.5%
- Thursday evenings were the most chosen late-night slot, closely followed by Monday, though it is a small sample and difficult to draw too much from this
- Saturday the most chosen morning option with 32 votes

Having considered the Needs Matrix and proposed operating principles do you agree with the library classification for Beaminster: “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	14	3	1	18	33.96%
Agree	19	5	1	25	47.17%
Neither agree nor disagree	6	1	0	7	13.21%
Disagree	2	0	0	2	3.77%
Strongly disagree	0	1	0	1	1.89%

Library	Do they agree with proposed classification?	Net Agreement
Beaminster	81.13% Agree or Strongly Agree	75.47%



Please provide any additional comments about the proposed library classification of Beaminster Library

There were 14 comments which can be seen listed below verbatim:

Longer opening times
It is a small library but caters to a strong need in the community. It has two computers which is sufficient for demand. It is not large enough to offer other activities.
Premises too small for groups or other functions
Beaminster is an area where there is greater need than you seem to have identified. How has that happened? I am NOT convinced your assessments of need are particularly accurate – if this is an example

The service given by this library is adequate for the area and its limited size and shelf space. It would be good to have longer opening hours, but I find that with the support of volunteers its opening times are manageable. It is a great public service.

Beaminster seems to rely heavily on volunteer assistance

If having to reduce hours, would be most helpful if could be open for shorter periods of time over as many days as possible, rather than a few longer days. Grateful for a Saturday morning opening so that school age kids can still easily get in. The library is such a key asset to the town – please keep it going!

It is a core library as define – the basic, no-frills library. Beaminster is in growth and increasing the visibility, accessibility, and hours would be beneficial.

Really pleased with the plan for extended opening. We visit weekly with small pre-school grandchildren and find it's open at the times we need currently. We check the website for closure notices. When activities are on it's great to encourage the grandchildren. We live [redacted] where access is not so great!

Should be a library+ service

Beaminster Library needs better opening times. It would be better to open 2pm not 2.30pm and close earlier than 6.30 on Mondays – no one is about.

I have never had the opportunity of visiting the library due to the limited opening hours but would welcome increased accessibility

I strongly disagree because I don't understand the question.

The existing premises would not allow further service provision or development

Please indicate what times you would value the library being open:

Overall	Total votes
Thursday	52
Tuesday	44
Saturday	43
Monday	42
Wednesday	41
Friday	36
Sunday	3

Morning	Total votes
Saturday	32
Thursday	25
Tuesday	25
Wednesday	23
Friday	23
Monday	23
Sunday	1

Afternoon	Total votes
Thursday	20
Monday	17
Tuesday	15
Wednesday	13
Friday	12
Saturday	11
Sunday	2

Late Night	Total votes
Thursday	7
Wednesday	5
Tuesday	4
Monday	2
Friday	1
Saturday	0
Sunday	0

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

19 comments so have listed them below verbatim:
I live [redacted] so the opening times don't impact my library use but I feel like the library is very important to young children popping by after school, making the afternoons and the weekends most ideal times to be open. However, I also know a lot of older people use the library throughout the day which is also important!
Being open 6 days a week, mornings only would mean clients know exactly when the library is open. The hours at present are different for each day.
Most of my existing commitments are in the morning, I get to thinking about the library after that.
How can you pick six options when there are seven days in a week?
the times this library is opened is perfectly adequate for my needs
As I do not live in Beaminster, opening hours to fit in with my regular visits would be extremely useful and cost effective

I work long days tues / weds / Friday so can only get in on other days. I value being able to walk in rather than have to drive to a library further away. I have young children who love coming to the library – but one is now [redacted], so Saturday mornings allow her to come and peruse too.

If the library could be open as many days a week as possible, there would be the biggest benefit to the community.

Heated space.

Co-working space (please)

Put a vending machine and coffee maker and you'll make a profit (from me getting fat and caffeinated while working).

We regularly look after grandchildren on [redacted] as both their parents have to work!

Mornings and afternoons are key to us. It's not always easy to attend set times depending on sleep patterns mealtimes etc.

The sessions run at Beaminster for small children have been greatly received by my grandchildren.

I rarely browse the shelves. I request and pickup and return.

I have no preferred times as am retired and can visit when it is open

I work full time so can't access weekdays

The existing opening hours are fine.

I'm retired, so any opening times for me.

Morning opening is preferable for us as it's when the local shops are open. However, we appreciate the need for the library to be open at times when youngsters are able to use its services.

My library has 7 Opening times now. I would not want less! Why only 6? Sunday opening would cost a lot of money, and would people go?

A regular and predictable service is needed for those who live in the large rural catchment area for Beaminster.

I find it too unreliable at present and have to use Bridport which is a journey time of an hour including parking.

A mix of morning and afternoon openings to fit in with the local trading and perhaps museum opening times.

To ensure the library is open for after school visits with younger children and daytime visits for parents and pre-school children.

We used it so much when my children were younger.

Blandford Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 1927 active borrowers at Blandford Library. For the consultation, 192 respondents chose to look at the questions for Blandford. If all of the respondents were active members at Blandford Library, this would represent 9.9% of the active borrowers, which is slightly lower than expected for a library of its size.

Summary

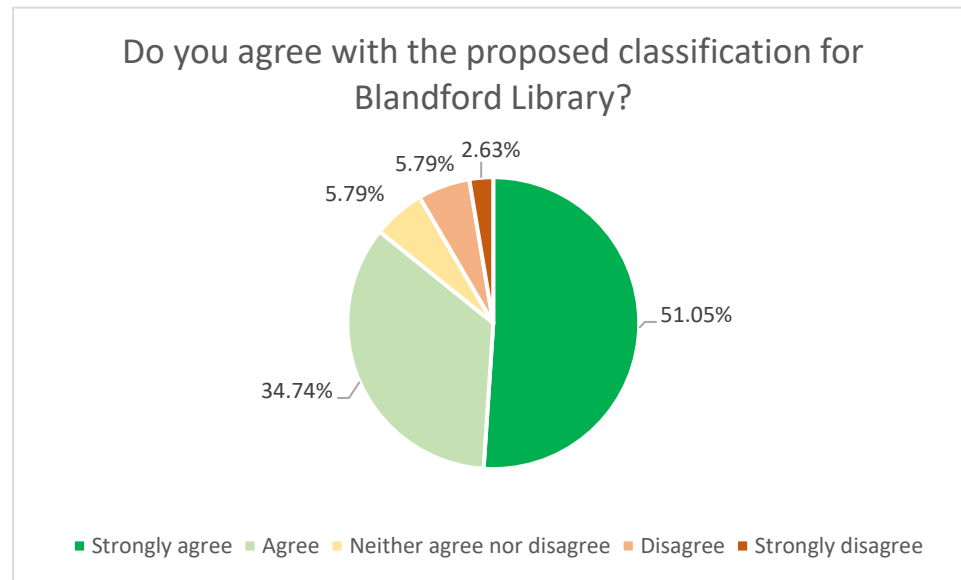
- level of agreement for the proposed classification is high: 85.8% either strongly agree or agree
- net agreement for the proposed classification is also high at 77.4%
- additional comments suggest there is concern for Blandford’s current site and its suitability for a Library Connect
- common theme across the responses is that a Connect would be good for the town and positive for the community
- Thursday evenings considerably the most popular late-night slot
- additional comments refer to either evening or weekend opportunities for those that work full-time during the week

One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library Connect classification for Blandford Library as “a library hub which delivers an enhanced core library offer including co-located partner services”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	88	6	3	97	51.05%
Agree	58	6	2	66	34.74%
Neither agree nor disagree	9	2	0	11	5.79%
Disagree	8	3	0	11	5.79%
Strongly disagree	4	1	0	5	2.63%

Library Connect	Do they agree with proposed classification?	Net agreement
Blandford Library	85.79% Agree or Strongly Agree	77.37%



Please provide any additional comments about the proposed library classification of Blandford Library

Comment/Theme	Number of times mentioned
Site not good enough/not suitable/not fit for purpose/need additional space/not convenient – too small, needs a bigger building, not accessible, difficult for users if struggle with slopes	20
Connect: good for town/asset for community/positive for community/will offer more hours/more services/would be welcome/more events	18
Other	11
Would need designated car park/public transport options limited	5
Hub for rural areas/surrounding villages/great for surrounding villages/difficult to travel to other libraries	5
Housing development in Blandford means levels of resources need to grow/Blandford is growing	5
No council offices left so need or all community services in one central place/closure if NORDON buildings/access to Council essential	4
Where is the money coming from? More cost effective to make a more suitable building?	3
Understaffed – can't provide services expected/staff already leaving in droves/would need more staff	2
Unfortunate to cut back on activities, book supplies, computers to make space for extra offerings	1
Toilets needed	1
Physical library shouldn't exist	1
Offices, rooms in basement not safe to use. Will lead to health and safety issues	1
Offer for early years could be enhanced	1
Not sufficient for development going on in the town	1
No meeting room or services if you have a disabled	1
Later opening hours allow better access and links with schools?	1
Events focusing on wellbeing and building community spirit	1
Essential for North Dorset area	1

Gillingham would be better as the Connect	1
Build new library asap	1
Being able to offer more support for those with learning difficulties to access books and enjoy the written word as well as supporting them to take part in activities with others in a safe environment would be so valuable	1

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	350
Tuesday	328
Friday	319
Monday	312
Saturday	293
Wednesday	281
Sunday	53

Morning	Total votes
Saturday	156
Tuesday	146
Thursday	142
Friday	138
Monday	138
Wednesday	124
Sunday	28

Afternoon	Total votes
Thursday	147
Friday	142
Monday	141
Tuesday	141
Saturday	126
Wednesday	122
Sunday	23

Late Night	Total votes
Thursday	61
Tuesday	41
Friday	39
Wednesday	35
Monday	33
Saturday	11
Sunday	2

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Work Saturdays so later openings helpful/two later openings nice/late openings for working people/parents	17

Work full-time so can only access on Saturdays/being open all day Saturday great/weekend opening helpful	10
Library services available after school for kids/students/extra weekday opening times useful for time with children	7
Great to have weekend/Sunday opening for people on their own/lonely/living alone	5
Late nights waste of time/not enough users/not of interest for me	3
Open every day of the week	2
Mornings beneficial/visit in the morning	2
More regulated opening times/no random afternoon closures	2
Earlier opening times would be of value/opening earlier on weekend	2
Physical libraries should be closed	1
Open six days a week	1
Open on market day (Thursday)	1
Older person that does not like to go out at night/wants to visit in daytime hours	1
No closing mid-week	1
Mix of mornings and afternoons Mon-Sat ideal	1
Library should be a warm space in winter months	1
Leave them as they are	1
If a 'Connect' could become highly-valued community hub	1
Does not need to be open on Sundays	1
Bus times work best in the morning	1

Bridport Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 1900 active borrowers at Bridport Library. For the consultation, 329 respondents chose to look at the questions for Bridport. If all the respondents were active members at Bridport Library, this would represent 17.3% of the active borrowers, which is a relatively good representation for a library of its size.

Summary

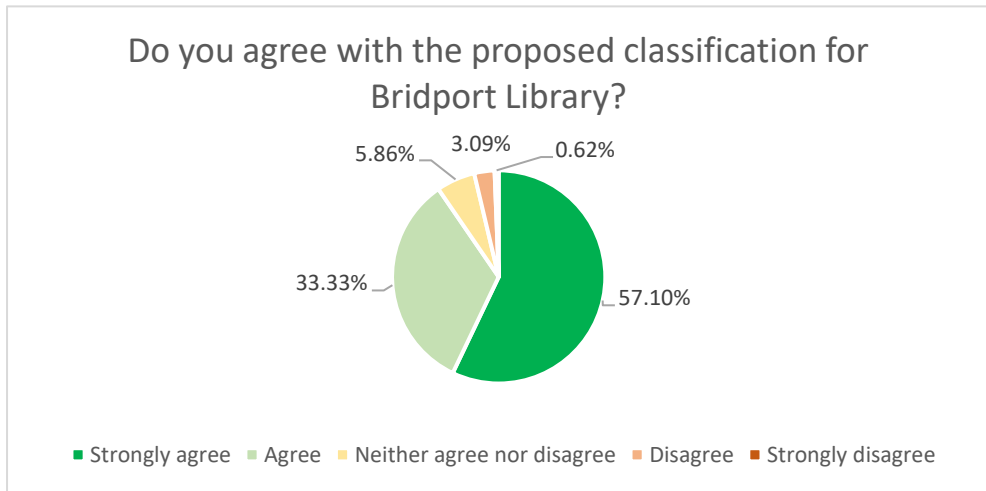
- very strong level of agreement for the proposed classification: 9 in 10 respondents either agreed or strongly agreed with the proposal
- the net agreement for the classification was also high, at 86.7%
- from the additional comments, the most grouped theme was that the classification made sense and that respondents were happy with the classification
- the next theme was in relation to opening hours, with 21 respondents noting that the classification would lead to the library being open more, or that the library needs to be open more, so this should help
- Wednesday was the most picked day when it comes to overall opening times. It was also the most picked option for a late night slot
- Saturday appears to be the most popular early morning slot
- when asked about opening hours specifically, there were 39 respondents who commented on there being a need for weekend and/or evening times for those working

One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library Connect classification for Bridport Library as “a library hub which delivers an enhanced core library offer including co-located partner services”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	173	11	1	185	57.10%
Agree	103	5	0	108	33.33%
Neither agree nor disagree	17	2	0	19	5.86%
Disagree	9	1	0	10	3.09%
Strongly disagree	2	0	0	2	0.62%

Library Connect	Do they agree with proposed classification?	Net agreement
Bridport	90.43% Agree or Strongly Agree	86.73%



Please provide any additional comments about the proposed library classification of Bridport Library

Comment/Theme	Number of times mentioned
Bridport is a well-rounded community with mixed needs/developing library here makes sense/excellent classification/happy to see this/will be an asset	28
Very happy with upgrade and opening hours/library needs to be open more/open on more convenient times of the day/currently difficult to go when open/open six days a week as portal for council services/needs to be open in evenings	21
Other	15
Important Bridport delivers enhanced core service/Bridport needs this/vital service/library supports town and country/essential services provided	13
Link to other services welcomed/will be portal for council services/more services the better/other agencies using location will be useful	11
Hope no removal of services currently offered/do not want extra services at expense of what is currently offered/too much space given to other council services to detriment of space for books/more services available, less space for books	10
Brilliant staff/librarians/staff helpful/range of staff important	10
Building may not be correct size/not able to accommodate co-located partner services/over-crowding	6
Building of new estate will greatly increase population in area/rapidly growing town/will be more adults and children due to this	5
Digital champions/IT support so important for those IT illiterate/important for those that otherwise would not have access/play bigger part in supporting digital capabilities	5
May take away from point of basic book borrowing and referencing/core service/community hub ruins idea of a library/priority must be books	5
Could offer much more – non-fiction books very limited/more books please/not enough books	5

No coffee shop, already enough in town/no need to worry about a café	4
Please keep it in the same building/great location/wonderful space	3
Benefit from a toilet	2
Will need to be broadly publicised/not aware of full range of services	2
Its services for businesses and particularly for creative industries would be valuable if enhanced/assist community in language, business, communication skills	2
Hub better description than connect	1
Library is crucial community space	1
Needs qualified librarians running it, not volunteers	1
Classification explanations do not explain offer clearly	1
Very open setting – not everyone likes discussing personal business in a public setting/should not be discussing personal situation with council representatives in middle of open library	1
Warm space for winter	1
Hub of this reach needs public transport system to match. Not accessible enough for outlying communities?	1
Excellent service already – doubt extended hours will add anything. Late afternoon sometimes nobody there	1
More smaller libraries more valuable for rural communities rather than fewer hubs. Longer hours great, but not at expense of other communities	1
Keep the service as it is	1
Does not offer enough for young children/children do not access this library often/more events aimed at children	1
Open on Thursday as shopping day for accessibility and public transport access	1
Parking needed or not accessible	1

Please indicate what times you would value the library being open.

Overall	Total votes
Wednesday	594
Friday	582
Tuesday	539
Monday	530
Saturday	526
Thursday	513
Sunday	98

Morning	Total votes
Saturday	282
Wednesday	258
Friday	256
Tuesday	245
Monday	236
Thursday	229
Sunday	53

Afternoon	Total votes
Friday	268
Wednesday	264
Tuesday	249
Monday	248
Thursday	231
Saturday	229
Sunday	41

Late Night	Total votes
Wednesday	72
Friday	58
Thursday	53
Monday	46
Tuesday	45
Saturday	15
Sunday	4

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Evening options for those that work/parents/6.30pm isn't late enough/open twice a week in the evenings/Saturday not always an option	39
Other	17
I would adjust my times depending on opening hours/retired so flexible/daytime visits	12
Evening adult opportunities/learning/events/services/activities	10
Support children attending after school/afterschool/homework clubs/closed Tuesday afternoons	9
Sundays to help those with loneliness/heating/Sunday would be brilliant	7
Fine as they are	7

Continue all day openings on Saturday/longer opening on Saturday for those that work/M-Sat service	6
Library closed on Thursday which is only day off so cannot access during day off/Thursday being closed catches me out/Thursday closing frustrating	6
Important to be open on market days	5
Sunday afternoon sessions for families/one Sunday a month for families	4
Later on Wednesdays after the market would be good/all day market day	4
Too difficult to remember current opening patterns/if open regularly – or more consistently – it would encourage more use	4
No need to open on Sunday unless designated event/Sunday no need	3
Mornings important but need to open earlier/Mornings more important than afternoons	3
Open every day would be great	2
Open later on Monday evenings/Mondays as other places closed	2
Maybe necessary to reduce some daytime openings in order to allow for some evenings	2
Variety of times to increase accessibility	2
Most of my use is online	2
Shops observe Thursday half-days. Library could observe this too	2
Weekends for children focused activities	1
Extended hours would require toilet facilities	1
Not worth opening on weekend	1
Friday and Saturday evenings for public lectures, debates, book launches etc.	1
In winter mornings so can get home before dark	1
Wednesday and Saturday heaviest footfall in town	1
No need for evenings	1
Open on Tuesday and Thursday afternoons	1
Late night/24 hours libraries are best	1
Living in a surrounding village, coordinate shopping with library visit	1

As a larger library connect it needs to have a range of opening times for the needs of the community especially for wellbeing where some feel more vulnerable in the evenings.	1
Consistent morning schedule 6 days a week	1
Difficult to park on Saturday as market day	1
Would not mind if the library was closed one or two days a week	1
Mornings and evenings only	1

Corfe Mullen

Data taken from 1st February 2022 – 31st January 2023 shows there are 790 active borrowers at Corfe Mullen Library. For the consultation, 88 respondents chose to look at the questions for Corfe Mullen. If all the respondents were active members at Corfe Mullen Library, this would represent 11.1% of the active borrowers, which is a relatively low representation for a library of its size.

Summary

- high level of agreement from respondents: 76.1% either agree or strongly agree with the proposed classification
- this has resulted in a net agreement of 60.2%. This is in line with the other libraries in the same proposed tier
- Friday was the most popular choice when it comes to a late night slot
- Saturday the most popular option when it comes to a morning slot

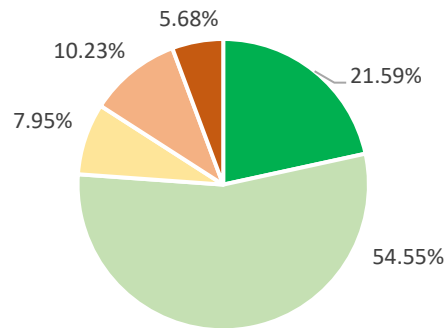
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Corfe Mullen Children’s Centre and Library as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	16	3	0	19	21.59%
Agree	46	1	1	48	54.55%
Neither agree nor disagree	5	1	1	7	7.95%
Disagree	9	0	0	9	10.23%
Strongly disagree	4	1	0	5	5.68%

Library	Do they agree with proposed classification?	Net Agreement
Corfe Mullen	76.14% Agree or Strongly Agree	60.23%

Do you agree with the proposed classification for Corfe Mullen Library?



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

Please provide any additional comments about the proposed library classification of Corfe Mullen Children’s Centre and Library

38 comments which can be seen below, verbatim:

Quite shocked that you think it’s appropriate to rank Corfe Mullen library as last in terms of need. The population of Corfe Mullen is well over 10,000 and yet there is relatively little in the way of facilities, making the library a key facility. The library is small but modern and I don’t see why the residents of Corfe Mullen should be discriminated against and not receive opportunities such as adult learning classes, SEND activities, etc. The proposed tier system seems extremely unfair.

Whenever I enter the library is busy and we'll run. It is being used by a various members of the community in different ways
It might be small but stocks a good range of books – the displays and staff are much better than bigger libraries I have visited such as Wimborne and Broadstone. It would be a shame if the opening hours were reduced as this provides an excellent service to a growing community
Agree with it being a core Library, but want the hours to be reduced as we are limited to short opening hours already. We would attend more if more after school hours available, or if open Monday-Saturday, even if just a few hours each day.
As long as there is a library in Corfe Mullen that's fine. There are always other people in there when we visit so it is needed
However, the opening times are limited. At the moment, it is closed on Tuesdays and Thursdays. I have visited the library for many years with my children and the library is always busy. I feel it could be opened everyday but timings changed.
I am unconvinced by your classification of the Corfe Mullen library as the 23 rd of 23 in terms of community need. Obviously this is for personal reasons(the library I use!) but this looks suspiciously like a bid to start culling libraries and this classification for somewhat spurious reasons which are rather impenetrable in your strategy document and as far as I can see not quantitatively justified in any supporting document is both worrying and dubious in its ranking and the slim qualitative terms suggested as applied to the tier ranking. Corfe Mullen is an excellent library and whilst the stock is relatively small access to the catalogue facilitated by the fantastic staff and volunteers there is tremendous. The spurious 'tier' system you suggest (putting in a table and numbering these does not justify a ranking) is disturbing.
Keep 20Hrs minimum

<p>I think Corfe Mullen Library provides more than just a library being that it is linked to the children's centre. When my children were young, we spent a lot of time in the library (and children's centre), Jess and the other staff were a real support to me.</p>
<p>I strongly disagree with Corfe Mullen being placed as lowest community need on the table. Corfe Mullen is a very large community, and the library is very much needed.</p>
<p>The additional services provided by the Children's, Centre enhance the Library offer, giving space for families to meet and get support, see their health visitor, receive support for children with SEN and offers a safe space for contact meetings, TAF's etc. This Library is used by a wider number of professionals and could therefore be considered as a potential Library Connect.</p>
<p>For smaller service points regular memorable opening hours are essential. Bitty ones as now are difficult to fix.</p> <p>This survey also suggests reducing the opening hours at Corfe Mullen. Why not close the library and shift all the resources to Wimborne which could then rank in the top tier.</p> <p>What funding does Corfe Mullen get now and how does this compare with Wimborne. How much new stock is added this year at both?</p> <p>How much is this library promoted in the community? All I have seen is a column in the local free magazine.</p>
<p>THIS IS GENERALLY A BUSY AND WELL-RUN LIBRARY BUT HAS INCONVENIENT OPENING HOURS AND IS CLOSED TWO DAYS A WEEK. IT IS OPEN LATE NIGHT ON FRIDAY BUT I THINK IT SHOULD BE CLOSED AT 5PM RATHER THAN 7PM AS FEW USERS AFTER THAT TIME</p>
<p>I think the ranking of 23 is lower than it should be although I appreciate it's a smaller library and also the base for local children's service. For me and my family it's the jewel in the crown of Corfe Mullen</p>
<p>It's well used and loved</p>

<p>to put Corfe Mullen in the position of need at number 23 is frankly preposterous. You may as well paint a target for closure upon its back. Corfe Mullen is a growing community and will be set for even more aggressive growth in the future. the investment in the infrastructure of Corfe Mullen has been minimal over the years, many problems have never been addressed. The library is a key and core facility and a significant part of the necessary infrastructure. Schools are cutting back already on internal library facilities. Corfe Mullen has four schools which service it, that is a lot of young people, it has a population of well over 10,000 souls. that is only about 8000 less than Dorchester and Corfe Mullen is far less served with facilities. For us the library is important and deserves to be improved to “Library+++” status.</p>
<p>Corfe Mullen needs a hub library offering cafe, Dorset Council services and other information points. Corfe Mullen has a large and growing population but few services and community places.</p>
<p>Corfe Mullen is a relatively small library but well used by the community, especially as it is also a Children’s Centre. I know many of the childminders in the area take the children to the library on a regular basis. I don’t believe it needs the additional services provided by Library+ or Library Connect.</p>
<p>Please keep it going, it is truly invaluable.</p>
<p>Corfe Mullen needs longer opening hours and a lower rank (say 15) community need</p>
<p>It is the limited opening hours that can make community libraries very difficult to access for working people</p>
<p>This is an area of rapid population growth with young families but there are also high levels of elderly folk who also need access to community resources like health and wellbeing. I fail to see how Corfe Mullen has been ranked at such a low priority compared to its neighbouring towns.</p>

<p>Corfe Mullen Library already shares its building with a Children's Centre and should offer more than the core offer. Corfe Mullen is a very large community and desperately needs a community hub. I agree the opening hours should be extended to offer better access.</p>
<p>This Parish has a population of 10,000 plus. A larger population than some of the other communities with libraries. It would seem surprising that it is 23rd on a league table of 23 libraries for 6 community head!! Do not close down this town library</p>
<p>Corfe Mullen is the biggest village in Dorset, adult n children are fully enjoyed every facility they provide, the staff are extremely helpful n friendly, don't know what we can do without one.</p>
<p>keep this library open.</p>
<p>Corfe Mullen as a population is larger than many towns in Dorset. We have poor public transport links and a wide demographic from high proportion of young families to large elderly demographic also. I think saying we are 23 is disingenuous</p>
<p>I do not understand why Corfe Mullen Library has been classified as the lowest in community need. Looking at the other towns which have lots more facilities than Corfe Mullen, we need this library more than they do.</p>
<p>Trying to cut hours again. NO</p>
<p>Opening for longer hours in afternoon.</p>
<p>Please don't change things too much as I am very pleased with the way Corfe Mullen Library is now.</p>
<p>I think Corfe Mullen requires a good quality library/community hub. There is no centre to the village but a ever growing population. The library is also a very well used Children's Centre, and much loved community space.</p>
<p>I would not like the opening hours to be reduced from the current level.</p>
<p>This library is a very happy and busy place, any reduction in hours would be undesirable</p>
<p>There should be a major hub in this area so residents aren't having to travel to another Councils area to get support and services, this shows that Dorset Council is committed to supporting smaller communities as well as the larger ones.</p>
<p>It's important to maintain a Library in smaller communities especially with increased new housing being built.</p>

Shame that Sure Start centre operated from the library especially as it is intended for this purpose. perhaps no longer a need.

I think this is a good classification for this small library, but it also has the potential to be community run with the budget then available to allocate to bigger libraries that could serve more of the community with better facilities

Please indicate what times you would value the library being open.

Overall	Total votes
Friday	116
Monday	108
Wednesday	93
Saturday	87
Thursday	70
Tuesday	65
Sunday	16

Morning	Total votes
Saturday	67
Monday	48
Friday	46
Wednesday	34
Thursday	28
Tuesday	22
Sunday	10

Afternoon	Total votes
Wednesday	51
Friday	51
Monday	48
Thursday	36
Tuesday	34
Saturday	17
Sunday	5

Late Night	Total votes
Friday	19
Monday	12
Tuesday	9
Wednesday	8
Thursday	6
Saturday	3
Sunday	1

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

32 comments which can be seen below, verbatim:

The population of Corfe Mullen is well over 10,000. We have very few facilities. The library should be open as often as possible.

Afterschool visits with my daughter are essential to her thirst for reading. Choosing her own books, ordering them in, and browsing the shelves physically. It would be a shame if the hours prevented lower and middle school aged children the opportunity to do this.

Usage of library after school mon to Thurs essential for homework. Used regularly when my boys at lockers. Sat good for family visits for choosing reading books. Regularly visited say when toddlers.
If the library close earlier than 4pm on weekdays I cannot bring my son as he attends school. It limits us to Saturday mornings only. However I know day times are essential, so it is nice to have a mix to suit everyone. Also for me personally, I have Thursdays off work but the library is closed, so I miss my only chance to have some 'me' time at the library.
Those are the hours which operate now and it seems to work well
Opening in the afternoon would benefit parents looking to borrow books or play in the time after school (especially as they may walk straight past the library on the school run). In the mornings, it could be used for groups or baby groups.
Saturday mornings are always busy in the library and it would benefit from being opening until 3-4.
Personally regular access to the stock and reservations in relatively close proximity is the crucial matter. given current events (cost of living) a safe space to use IT and particularly for safe welcoming reading environment is particularly welcomed. Hours could change (cv budgets) as long as hours available remain regular and well publicised
I would be happy to see the library opened more often.
These opening hours work around the other services offered through the Children's Centre
Children should be able to visit the library after school A weekend opening time required for those who work during the week
I WOULD LIKE THE LIBRARY TO BE OPEN MORNING AND AFTERNOON DURING THE WEEK. NO LATE NIGHT OPENING. SATURDAY MORNING AS NORMAL – BUSY WITH YOUNG PEOPLE WHICH IS GOOD.
Please don't reduce the opening hours – Corfe Mullen library is well used and offers group activities for all ages. It is a happy place and the library assistants are helpful and friendly.

I appreciate as it's also a children's centre the opening hours have to be limited
As I am retired I can manage to get to my library most of the time but I have ticked most mornings as I have to keep checking times at the moment!
I'd love it to be open every day but the hours at present suit most people which is really good.
I would only be able to visit at weekends or late evening
I am retired so can be very flexible
It would be much more convenient if the library remained open all day on the days it is open in the mornings and afternoons. it would make it easier to visit and combine with shopping at the local Coop and/or attending classes at the Leisure Centre and other local activities in the village hall etc. It would also mean that perhaps noisy children's sessions could be avoided by those people wanting a quiet visit.
I agree the opening hours should be extended to offer better access throughout the week.
If late night opening is practical, it may be worth experimenting with one late opening night per week. But the librarian who shuts down the premises on such a night, at closing time may feel vulnerable especially on dark nights. So, a security guard would need to be on hand at closing time. This will add considerably to council expenses.
Those fits with my working schedule, I would go to another library if it was closed.
During term time engagement with children is limited by the afterschool opening times and also evening opening. The reduction in opening hrs means people don't know if its open or not and as such will put people off going

<p>Keeping the library service in Corfe Mullen is important to me and my family. It is expensive to travel to Wimborne on the bus and difficult to do so after school with children.</p>
<p>This library is also a Children's Centre which is at present closed to the general public at certain times. I am only indicating the times above it is open to the general public.</p>
<p>Help for after school, also people after work.</p>
<p>Corfe Mullen opening hours are fine as they are.</p>
<p>Open more times during the week.</p>
<p>Afternoon opening would enable children to access the library after school.</p>
<p>Better availability to working people.</p>
<p>Although they are not stated I also go to Castlepoint, Charminster, Winton, Poole and Kinson Libraries, also occasionally Christchurch.</p>
<p>Catches those who have to work to feed their families and allows them access to services at a time that suits them</p>

Crossways Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 243 active borrowers at Crossways Library. For the consultation, 58 respondents chose to look at the questions for Crossways. If all the respondents were active members at Crossways Library, this would represent 23.9% of the active borrowers, which is a good representation for a library of its size.

Summary

- once again, high level of agreement from the respondents: 81.8% either agree or strongly agree with the proposed classification. None of the respondents that chose to answer this question strongly disagreed too
- this has resulted in a net agreement of 76.4%
- Friday was the most picked option when it comes to a late night opening, though with so few votes it is difficult to draw too much from this
- Once again, Saturday morning the most picked morning option

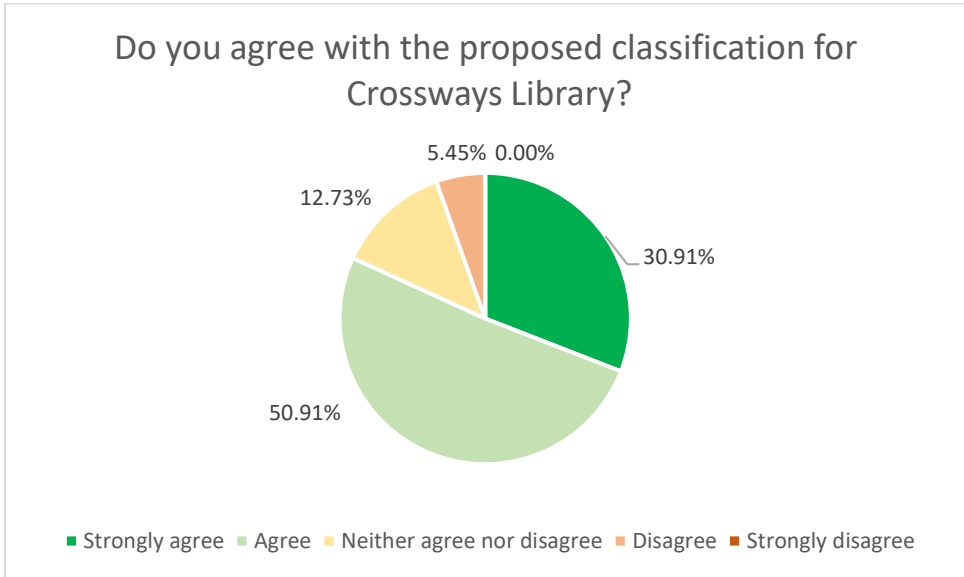
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Crossways Library as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	15	1	1	17	30.91%
Agree	26	2	0	28	50.91%
Neither agree nor disagree	7	0	0	7	12.73%
Disagree	3	0	0	3	5.45%

Strongly disagree	0	0	0	0	0.00%
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Library	Do they agree with proposed classification?	Net Agreement
Crossways	81.82% Agree or Strongly Agree	76.36%



Please provide any additional comments about the proposed library classification of Crossways Library

17 comments as listed below, verbatim:
Current staffing level could not provide more than the core offer
To be classified as a core library, there needs to be a broad selection of books which are rotated frequently. Crossways selection is quite stagnant and there is a heavy leaning towards female authors, perhaps because all the staff are female. There are good and bad authors of both sexes, but the writing style and mindset can differ and I for one do not want books that endlessly tell me how everyone feels about things, whilst nothing plot wise happens at all.
If possible, it would be good to have in-person events for children. There is a local school in the area and a high under 10 population.
Although the population of Crossways has changed over recent years, and is due to change further as many more houses are proposed, there is still a fair proportion of residents with additional needs.
It is hardly ever open. It is not open when I am off work, so it doesn't deliver anything for me or my family.
I hope this library won't be downgraded in service compared to now. My son loves going there and goes every week
This might need to be reclassified as a library plus as Crossways grows to be a much larger settlement.
It would seem to be the same as it already is
Due to its size, I understand the reasoning behind the core library proposal but feel there is room for some enhanced services
Amazing village facility. Would be lost without it.
For its library classification the 16hours is plenty and services seem to be adequate however the building is used out of core library hours for community social events on a regular basis and staffed by approved personnel and should be able to continue to be used in this way.

As I said before, better to be open for fewer hours with less facilities than not at all. This Crossways library is used more by the older villagers than the children. Dare I say this may be because they are more attached to their toys with screens than a good book these days. The reading and writing abilities of children is worse now than it was before the screen toys and if libraries close in villages it will only get worse.

As a village we need more access, as a lot of residents do not drive and need the library service and other events to be held there. A village needs to be a community.

Crossways library is an essential hub in the ever growing community. Apart from lending books, the library is regularly used by community groups and actively encourages parents to bring their young children along to get them interested in books and join the library. I therefore think Crossways should be classed above core.

It is a small library in a small catchment area, so probably correct.

Rank of Need re Crossways Library – I would like to make the point that numbers alone do not take into account the value of Crossways customers. Compare this to Dorchester – many resources :cinemas, museums, recreational activities. Many elderly and infirm in Crossways no longer drive, the bus services are minimal, many more houses are being built without any amenities added and the only source of mental and social stimulation is the library. Therefore it follows that if this were to close, the loss to the residents would be dire.

I find mornings more conducive to browsing through the books. I come from an era where silence in Libraries is golden.

Please indicate what times you would value the library being open.

Overall	Total votes
Friday	58
Thursday	53
Monday	52
Wednesday	52
Tuesday	52

Morning	Total votes
Saturday	40
Thursday	32
Monday	24
Tuesday	24
Friday	15

Afternoon	Total votes
Wednesday	34
Friday	32
Tuesday	26
Monday	25
Thursday	15

Late Night	Total votes
Friday	11
Thursday	5
Wednesday	4
Monday	3
Tuesday	3

Saturday	51
Sunday	5

Wednesday	14
Sunday	3

Saturday	10
Sunday	2

Saturday	1
Sunday	0

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

18 comments as listed below, verbatim:
This gives an equal number of morning and afternoon opening. A late night would be useful for people who work and can't visit earlier
Depending on time of year books are read over the weekend and Monday is when you want to take them back and Friday is when you want to look and browse. I have never seen the library busy on a Saturday or in the mornings they open at 10, surely 9am would be better.
Wednesdays is very quiet in Crossways and the Doctors surgery which is close by is often empty on a Wednesday. So, there is no reason to be in the area.
I do not work on a Wednesday so that is my preferred day for opening. I occasionally have a Friday afternoon off but if neither of these days are available then a Saturday morning would be useful to me personally. I value its presence greatly.
Hopefully they will keep doing the children's crafts, this was very popular for Halloween
We feel current opening times should be increased a little for example adding an afternoon session on a Thursday. This might require more volunteers (active recruitment and support of volunteers).
Mornings would also be ok.

We don't care if the library is open mornings or afternoons as long as it is retained and kept open regularly.
I work in the week so evening and more time on weekends would be wonderful.
If it's only open on weekdays in the day I would not be able to use the library any more.
I am flexible so no real preference
The library needs one whole day of opening so being restricted to 6 choices I couldn't show my preferences. 16 hours is the minimum Crossways should be open.
There is no personal impact re opening hours but there would be an impact on the village as a whole.
Not Sunday
I've picked on an alternate basis morning afternoon to give a chance for older school age children to come after school or sat morning. Younger non school age can come in the morning with an adult when older children can be in school. For working adults' times are limited but one later evening and a Saturday morning will help access slightly but as most people don't get home much before 6 perhaps that is too soon. Library needs to be more marketed. Sticking opening times on the door and a notice in the village magazine which is widely distributed but not read isn't enough.
A mixture of mornings and afternoons will suit both young and older villagers
Why can't libraries open at 1400-1630 on afternoons as a volunteer we see no members after 1630 especially during the winter months
Why can't libraries in the afternoon open at 1400-1630 as a volunteer we see no members after 1630 especially in the winter months
I don't care whether it's open morning or afternoon on any particular weekdays, as long as we know the hours.
I feel it would be useful to have one evening, one full day, one weekend morning and other as half days. I tend to be flexible and would put the library opening time into my schedule anyway – but in terms of access for the wider community, an after school and evening session, plus a weekend session would seem to be extremely important. As an older user, I tend to go for afternoons, so as to get all my 'jobs' done in the morning and have the pleasure of the library visit in the afternoons!
There would be no personal impact if you could not meet my options....
It would be helpful if there were set times each day the library was open i.e. 10-3, as they are currently different each day it is much harder to plan a visit.

Dorchester Library and Learning Centre

Data taken from 1st February 2022 – 31st January 2023 shows there are 4413 active borrowers at Dorchester Library and Learning Centre. For the consultation, 557 respondents chose to look at the questions for Dorchester. If all the respondents were active members at Dorchester Library and Learning Centre, this would represent 12.6% of the active borrowers, which is a fairly good representation for a library of its size.

Summary

- very strong level of agreement: 89.13% of respondents either agreed or strongly agreed with the proposed classification
- this has resulted in a net agreement of 86.23%
- from the additional comments on the proposed classification, the most mentioned theme was 'other'
- the second most mentioned theme reinforced support for the proposal
- 10 respondents mentioned that as the county library it should be a flagship for the service
- Thursday was the most chosen option for a late-night opening with 141 votes. The second was Wednesday, which is to be expected as it is market day
- 18 respondents referred to general confusion that the library closed earlier on Wednesday considering it is market day
- the most grouped themes when asked about opening hours was that there should be openings in the evenings and weekends to help more users access the library

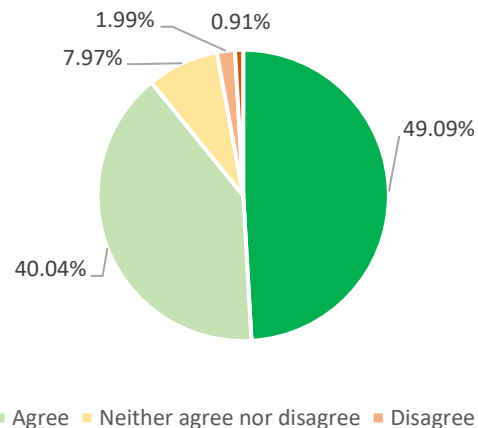
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library Connect classification for Dorchester Library and Learning Centre as “a library hub which delivers an enhanced core library offer including co-located partner services”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	225	41	5	271	49.09%
Agree	181	37	3	221	40.04%
Neither agree nor disagree	41	3	0	44	7.97%
Disagree	10	1	0	11	1.99%
Strongly disagree	3	1	1	5	0.91%

Library Connect	Do they agree with proposed classification?	Net agreement
Dorchester	89.13% Agree or Strongly Agree	86.23%

Do you agree with the proposed classification for
Dorchester Library?



Please provide any additional comments about the proposed library classification of Dorchester Library and Learning Centre

Comment/Theme	Number of times mentioned
Other	33
Support classification	23
Opening hours need to remain/40 hours isn't enough time to provide proposed add-ons/40 hours just 6 hours per day/more hours, not less	11
Headquarters of Library Service, provides 'gold standard'/should be recognised as central for whole service, 'county' library'/flagship	10

Classifications great for report but mean nothing to most people/meaningless definitions	7
Fantastic, purpose-built building/new/modern/lots of room	7
Feels bare/lots of empty space/layout is bad/not welcoming/not accessible	7
Well placed geographically to be connected hub/serves large area/wide catchment area	7
Names are confusing/will not be clear for visitors/not easily understood/not helpful	6
Serves county town of Dorset, deserves higher than a '5'/should be 1/surprised ranked 5 th	6
Should focus on core services/do not include anything not directly related to books, reading, writing, talking/attempting too many services/community hub at expense of books	6
Should be open Wednesday afternoon for market day/hours should bear in mind local events	4
Brilliant staff	4
Why change?/just call them libraries/library should be main word	3
Should offer maximum services/enhanced services	3
Extended hours in evening for those that work/students	3
Ensure residents and local communities are aware of what is on offer/needs to be clear what services mean	3
It is the heart of Dorchester/vital for Dorchester	3
Work with schools more closely/encourage student use/large school age population	3
Needs to be a TIC base/tourist information	3
Open 7 days a week	2
Too much focus on bigger towns and less on communities/consider outreach services provided to villages. Poor bus services in rural areas so access issues	2
Services within library should be more visible/bigger display area for charities and local information	2
Happy as it is/no need to change	2
Café/bar would be an asset	2
Hub with more council information great asset/other services such as Police, Fire and Rescue, Citizens Advice, support charities. One stop shop of information	2

Dorchester has elderly population, should be tailored for this to meet their needs, while not forgetting others	2
Enhanced social area with community art exhibits, seating area, drinks	2
Sunday opening	1
Current offer is limited	1
Model for assessing libraries is well crafted	1
Services being available in addition to standard service	1
New things library could offer are "nice to haves" rather than essential	1
New names not inclusive to learning disability, dyslexia etc.	1
Just so long carry on good service	1
Community groups and events for those isolated	1
Big proportion of adult education seems to be located in Bournemouth which is too far away	1
Any loss of facilities would be disappointing	1
Provide service to support people learning to read	1
Car park too small for suggested range of services	1
Building is too small for suggested range of services	1
Library has gradually included non-core provision/gradually reduced books available	1
Just do what you say on the label. Let people find and borrow the information they need and enjoy the reading and other media they want	1
Too much focus on community/educational facilities	1
Signing for other services using upstairs rooms for visitors that have difficulty going up stairs	1
Welcome autism safe space	1
Residents can go to County Hall for council customer service. Not required in library	1
Libraries should not be front door to all Council services. This requires confidential areas with private spaces. Do not think current arrangements work	1
Devastated if library were to close	1
Commercial activity that makes money and does not interrupt library okay	1

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	965
Wednesday	931
Tuesday	920
Monday	887
Friday	879
Saturday	871
Sunday	215

Morning	Total votes
Saturday	448
Wednesday	416
Friday	414
Tuesday	404
Thursday	403
Monday	391
Sunday	110

Afternoon	Total votes
Friday	434
Thursday	421
Tuesday	417
Monday	414
Wednesday	408
Saturday	398
Sunday	94

Late Night	Total votes
Thursday	141
Wednesday	107
Tuesday	99
Monday	82
Saturday	34
Friday	31
Sunday	11

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Evening opening(s) for those working/students/courses/parents/	51
Weekend hours for those working full time/children/activities	27
Other	21
No afternoon opening on Wednesday is strange/market day/helps those from further afield to combine market visit with a library visit	18
Open on Sundays/open a few hours on Sunday/would appreciate Sunday option	9
Retired so flexible	7
Evening openings for free social space/events	6
Anytime in daylight/day times good	6

Standard 9-5 opening hours to avoid confusion as to which day/time library is open/same hours each day for certainty/fixed times preferred	5
Twelve sessions not enough	5
Working 9-5 limits access/working full time/shift workers	4
Visit almost always in the morning/mornings are best/As an OAP mornings are best	4
Expanded weekend opening times	4
Hours to stay the same as they are now/current hours suit	3
Open later to close later a couple times during the week/flexible opening to co-ordinate with evening events or similar	3
Connect: should be open 6 days a week/open morning and afternoons six days	3
Connect: should be open morning and afternoon 7 days a week with at least 3 evenings offered/open all week/at least TIC open all day	3
Mix of times for users with different needs	3
To meet need for community service provision library would need to increase opening hours/important for those reliant on public transport/can only attend during day time hours due to public transport	3
Should not be open on Sunday, unless volunteers/unnecessary to open on Sunday	3
Evenings only if rooms are booked for meetings/training events	2
Saturday mornings fine/visit on Saturday mornings	2
More hours the better	2
Make sure all services are available at weekends/evenings	2
Prefer to have the library open all day or closed so I don't have to worry about missing the lunchtime closing/no half day closing	2
Access to disabled toilets facilities 'Changing Places' to have more days/times. Residents with disabilities to be made aware they can apply for swipe cards to access CP when library is open	1
Limited hours or odd hours mean users won't turn up	1
Bus services limited – getting to library from village could be a problem	1

Can only attend after work so limits access to community-based events or workshops	1
Full day Saturday great	1
As a disabled resident, later times more convenient so no need to rush before closing	1
Cultural activities at the weekend	1
Connect graded library should not have a closed afternoon/should be open later than current 4pm on Saturday and ideally on Sunday	1
Should be open from morning to evening. 8pm close weekdays and 6pm on Saturday	1
Wednesday morning to close if midweek closure needed. Could be replaced by evening session	1
Monday open same time as rest of the week	1
Extended opening times provides warm, quiet, safe spaces during energy crisis	1
Sunday opening targeted at families	1
Adult learning not available during the day	1
I would not be able to find books for myself or my family.	1
Security presence needed throughout	1
Open at 9am, not 9.30. By then I rarely visit as have left town	1
Hours should complement other nearby library opening times	1

Ferndown Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 2225 active borrowers at Ferndown Library. For the consultation, 234 respondents chose to look at the questions for Ferndown. If all the respondents were active members at Ferndown Library, this would represent 11.9% of the active borrowers, which is a fairly good representation for a library of its size.

Summary

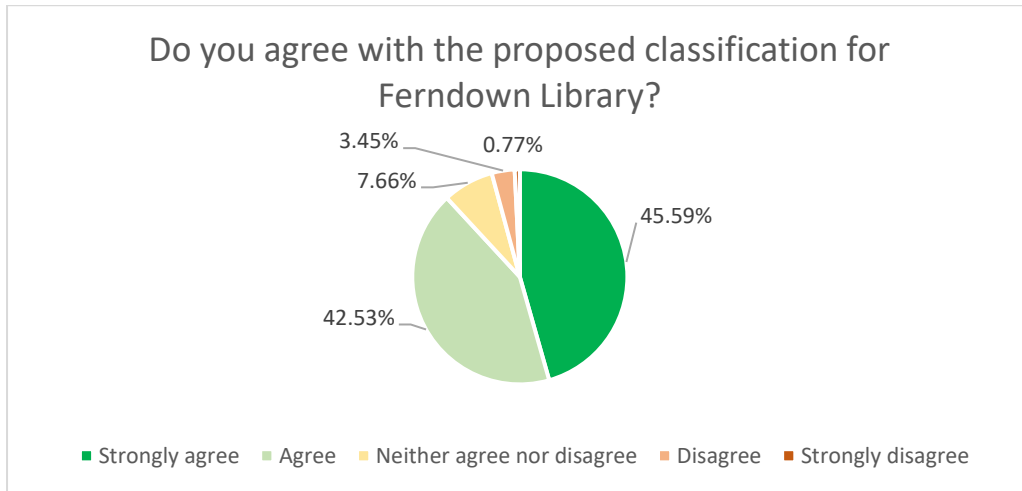
- 88.1% of respondents either agreed or strongly agreed with the proposed classification for Ferndown
- there was also a high net agreement of 83.9%
- when expanding on their views, 16 respondents added further support and/or agreed with the classification
- 12 respondents welcomed the additional services
- conflictingly, 10 respondents mentioned that the library should focus on the core offer
- Thursday was considerably the most picked option for a late-night opening
- when expanding on opening hours and their impact, there were references to evening and weekend openings
- the second most grouped theme with 11 mentions was that respondents were happy as it is and there was no need to change the opening hours

One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library Connect classification for Ferndown Library as “a library hub which delivers an enhanced core library offer including co-located partner services”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	103	14	2	119	45.59%
Agree	88	21	2	111	42.53%
Neither agree nor disagree	16	3	1	20	7.66%
Disagree	7	2	0	9	3.45%
Strongly disagree	2	0	0	2	0.77%

Library Connect	Do they agree with proposed classification?	Net agreement
Ferndown	88.12% Agree or Strongly Agree	83.91%



Please provide any additional comments about the proposed library classification of Ferndown Library

Comment/Theme	Number of times mentioned
Agree with classification/support proposal	16
Additional services welcomed	14
Focus on core offer	12
Valued community asset	11
Disagree with classification/don't support proposal	7
Children's activities / section and storytelling sessions	6
Comments around the current catalogue/selection of books and ordering	6
Better/longer opening hours/consistent hours	5
Parking /access to other libraries via public transport	4
Comment about library staff	3
More events	2
Mentions coffee shop/ drinks/toilet/comfortable space	2
Libraries need to promote themselves better	2
Do not incorporate other council services	2
Use of volunteers	2
Building not good enough/not suitable /improvements to building	1
Postcode lottery / parity across Dorset council libraries	1

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	472
Friday	456
Tuesday	446
Monday	421
Wednesday	415
Saturday	394
Sunday	80

Morning	Total votes
Saturday	220
Friday	212
Tuesday	209
Monday	204
Thursday	203
Wednesday	199
Sunday	44

Afternoon	Total votes
Friday	211
Thursday	205
Tuesday	202
Monday	197
Wednesday	184
Saturday	158
Sunday	32

Late Night	Total votes
Thursday	64
Tuesday	35
Friday	33
Wednesday	32
Monday	20
Saturday	16
Sunday	4

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Evening opening hours	11
Happy as it is/no need to change	11
More weekend opening hours	8
More/better opening hours, not less	7
Other	7
Mornings preferred	2
Afternoons preferred	2
Availability of public transport	1
Postcode lottery / parity across Dorset council libraries	1
Out of hours ability to return books	1

Gillingham Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 1313 active borrowers at Gillingham Library. For the consultation, 260 respondents chose to look at the questions for Gillingham. If all the respondents were active members at Gillingham Library, this would represent 19.8% of the active borrowers, which is a good representation for a library of its size.

Summary

- the level of agreement is fairly good from the respondents: 61.2% either agreed or strongly agreed
- the net agreement was positive at 33.3%, but comparatively lower for other libraries within the same proposed tier
- in the additional comments section, the top theme with 37 mentions was a concern for a reduction in opening hours
- 30 respondents have mentioned that Gillingham Library should be a Connect
- 15 respondents mentioned that Gillingham was a better candidate than Blandford for the Connect in north Dorset
- to build on that, 22 respondents referred to Gillingham being a growing town with increased needs in the future
- opening hours, especially in the evening and weekends, were an important issue

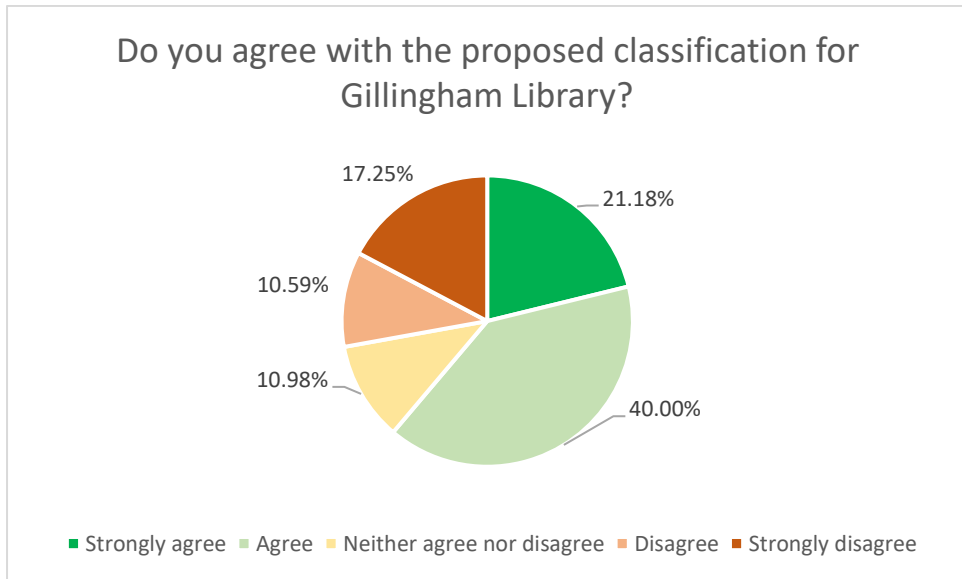
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library+ classification for Gillingham Library as “a library which delivers an enhanced core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	49	1	4	54	21.18%
Agree	83	17	2	102	40.00%

Neither agree nor disagree	23	4	1	28	10.98%
Disagree	24	2	1	27	10.59%
Strongly disagree	42	1	1	44	17.25%

Library+	Do they agree with proposed classification?	Net agreement
Gillingham	61.18% Agree or Strongly Agree	33.33%



Please provide any additional comments about the proposed library classification of Gillingham Library

Comment/Theme	Number of times mentioned
Concern about reduction of opening hours	37
Should be a Library Connect	30
Growing town with increased needs in future	22
Disagree with classification/proposal	19
Better option than Blandford for North Dorset (e.g. Blandford has access to BCP)	15
Comment about library staff / service	11
Need to be open longer hours	9
Available public transport (e.g. to Blandford) / travel distance	9
Agree with classification/support proposal	8
Adult education classes	8
Autism friendly facilities	7
Other	7
Existing good facilities / building (e.g. for Library connect)	4
More events/activities	4
e.g. Building not good enough/not suitable (activities affect library users)	3
Additional services welcomed	3
Focus on core offer	2
Co-working libraries spaces for young people	2
More IT Facilities / training	2
Evening opening	1
Need to coordinate library opening hours across area (e.g. with Shaftesbury etc)	1

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	375
Friday	365
Tuesday	355
Saturday	310
Monday	284
Wednesday	254
Sunday	59

Morning	Total votes
Saturday	183
Tuesday	152
Friday	151
Thursday	149
Monday	142
Wednesday	110
Sunday	31

Afternoon	Total votes
Thursday	163
Tuesday	157
Friday	156
Monday	123
Saturday	116
Wednesday	110
Sunday	23

Late Night	Total votes
Thursday	63
Friday	58
Tuesday	46
Wednesday	34
Monday	19
Saturday	11
Sunday	5

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
More/better opening hours, not less	29
Evening opening hours	26
More weekend opening hours / access for working people	22
Happy as it is currently/no need to change	12
Need more than 8 sessions	11
Other	7

Prefer mornings	5
Accessible to young families/ pre-school and primary children	4
Access library during shopping trip	4
Prefer Afternoons	3
Study areas/ suitable hours for young people	3
Family activities and events	3
Access to library via public transport / ease of access	3
Variety of complementing opening hours across different libraries	2
Support cost of living pressures	2
Use of volunteers to support service	2
Community Asset	2
Comments on staff / library	1
Impact on current community events and activities held at library	1
Evening adult activities (e.g. book club for adults)	1
Adult education classes	1
Importance of the library for wellbeing	1
Use of letterbox return service	1
Important access to IT services	1
Use of Borrowbox if not able to physically access the library – not the same	1
Library Connect	1

Littlemoor Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 515 active borrowers at Littlemoor Library. For the consultation, 83 respondents chose to look at the questions for Littlemoor. If all the respondents were active members at Littlemoor Library, this would represent 16.1% of the active borrowers, which is a good representation for a library of its size.

Summary

- strong level of agreement from the respondents: over 8 in 10 either agreed or strongly agreed with the proposed classification
- taking this into account, the net agreement is 80.5%
- difficult to draw conclude the best late-night option from respondents with just three votes separating Wednesday, Thursday and Friday
- Tuesday, Wednesday, Thursday and Friday were the most picked days overall

One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

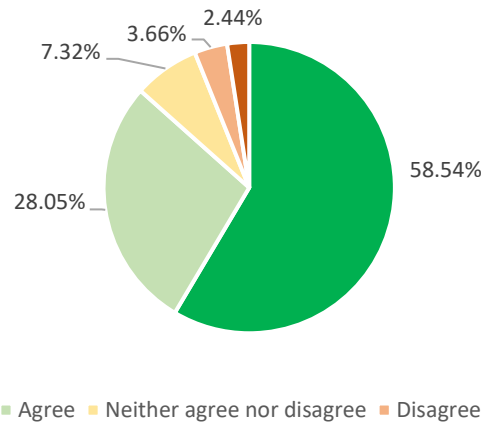
Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library+ classification for Littlemoor Library as “a library which delivers an enhanced core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	38	7	3	48	58.54%
Agree	17	3	3	23	28.05%

Neither agree nor disagree	6	0	0	6	7.32%
Disagree	2	1	0	3	3.66%
Strongly disagree	1	1	0	2	2.44%

Library+	Do they agree with proposed classification?	Net agreement
Littlemoor	86.59% Agree or Strongly Agree	80.49%

Do you agree with the proposed classification for Littlemoor Library?



Please provide any additional comments about the proposed library classification of Littlemoor Library

30 comments were left which can be seen below, verbatim:

Extension of hours welcome. The staff already provide an excellent service across a range of needs. Observing youngsters being encouraged to enjoy books is a delight, as is help the help given to on-line users. Continue and develop.

Littlemoor Library is ideally situated in the shopping and community hub of Littlemoor. there is plenty of parking nearby so would be ideally suited to being a Library+
West Moors is expanding, it will need reclassification in the future to Library +
Poor stock of books currently .
Small space
That will be great and I'll use all the extra services.
Littlemoor library serves a huge area which is increasing rapidly over the next few years, with the planning of new housing estates. Location is good, some parking – including disabled – and is well placed for public transport. The need for additional facilities on site would be welcomed by the community.
If new housing developments nearby go ahead the local population will increase significantly.
I regularly use the Littlemoor library to borrow books. The additional opening hours will be most welcome.
I live close to Littlemoor library but couldn't tell you the opening hours, days or what they provide. I have never seen any literature promoting the library, seen anything on social media or on the radio etc.
Quite daunting to walk in, not knowing what to expect.
Excellent service at the library. The librarian is always extremely helpful
It doesn't appear to offer much above being a basic library

<p>I value the library most as the collection point for the books for our reading group. The staff are always very helpful. Some non-fiction stock seems quite dated which puts me off borrowing. There are quite a few groups/activities that go on at the library. I think it is a resource that is valued locally. There are times when I have been caught out by the library not being open when I assumed it would be.</p>
<p>A great little library. Parking available which is a big plus. Unfortunately the central library in Weymouth has no free parking which is a huge disadvantage.</p>
<p>Brilliant little library. Always have cheerful, helpful friendly staff. Will be a great advantage for the area to have it opened for even longer for people who are both young and old and loves reading.</p>
<p>This area is set for significant housing development and will need to have enhanced provision to capitalise on the increase. A larger car park needs consideration or a pedestrian crossing to make for safer route from the community shopping area.</p>
<p>I think Littlemoor library would benefit greatly from this enhancement. I would like to be able to spend more time there.</p>
<p>Littlemoor library has the potential to play a larger part in the community.</p>
<p>The Littlemoor library has the potential to play a larger part in the community.</p>
<p>IT SHOULD REMAIN A PROPER LIBRARY. GET RID OF ALL THE EXTRA RUBBISH</p>
<p>Littlemoor Library should definitely be open more than at present. It is small in size so would need modification to be able to provide everything that a library + is expected to deliver.</p>
<p>I just order and borrow books</p>

This library is in a serious area of deprivation. It should be open significantly more hours to try to engage children and pupils that are older and could use the library out of school hours.
Very helpful staff and pleasant building. Longer opening hours would be useful.
Littlemoor is a splendid little library which does its best with very limited resources to enhance the lives of the people who use it. More like this!
Although Littlemoor Library is the closest to me I have never actually been to the Library but I would go if it was open outside working hours.
Need to be open for schools to visit and after school and at weekends for children to visit. May need to have a cafe/coffee machine as there is no provision for a drink or sit down to read.
Potential for this to be the highest grade of service.
This has potential to be a vital community resource for "citizens advice" type services.
good that it is library + as it is in an area of high need
Littlemoor would benefit from more support from locally based libraries

Please indicate what times you would value the library being open.

Overall	Total votes
Tuesday	111
Wednesday	111
Friday	109
Thursday	106

Morning	Total votes
Saturday	58
Tuesday	49
Friday	48
Thursday	45

Afternoon	Total votes
Tuesday	50
Wednesday	49
Friday	45
Thursday	43

Late Night	Total votes
Wednesday	19
Thursday	18
Friday	16
Tuesday	12

Saturday	93
Monday	86
Sunday	20

Wednesday	43
Monday	40
Sunday	12

Monday	38
Saturday	34
Sunday	7

Monday	8
Saturday	1
Sunday	1

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

21 comments were left which can be seen below, verbatim:
At least 1 late weekday is required. Preferably 2. It's also a shame when libraries are shut on Sundays, as for the majority of people, those are 1 of their few days off of work. I don't currently use the library service, but I am considering returning and so the opening times will influence this.
No personal impacts. Would work around different hours, the adjacent car park is a huge plus – books are heavy to carry.
I would be a good idea to open at least 1 night a week later for those who work or work shifts. Saturday should be essential again for those who work. flexibility is needed for those with young children, school age children and teenagers. Services being in a library will encourage reading skills.
More than 1 late night a week. More mornings open
A library should be available to rate payers at least 5 days a week. From 10 am to 5 pm and at least 2 evenings for working people.
I would like the library to be open every day other than Sunday but would be happy with any mix of morning and afternoon.
I work part time and with the extra opening times, I'll be able to visit easily although with the opening hours at the moment, I just plan my visits accordingly. more hours just make it easier to visit.
I think a late-night opening would help people who work otherwise the library would need to open at the weekend. Afternoon opening is useful for parents picking up children from school and then popping into the library. I would appreciate the library being open the morning our reading group meets so the books can be picked up if needed.
Openings hours wouldn't impact me directly, but hours need to reflect the needs of this community.

The current opening times for Littlemoor library works quite well for me and my family so if that doesn't change then that's fine.
The suggested Sunday opening is to link with the adjacent church.
I am retired, so I am very flexible as regards opening times and would happily go along with the majority's needs.
I have young children and weekends are the easiest time for us to visit the library. I suspect for many local residents, mornings during the week would be appropriate.
As I am retired I wouldn't be impacted if my desired opening hours couldn't be delivered. The hours I have selected were chosen because I think they would be of benefit to a wider selection of users.
Happy with the existing hours
This library is in a serious area of deprivation. It should be open significantly more hours to try to engage children and pupils that are older and could use the library out of school hours.
Would like Littlemoor to be open more times
Would be more likely to visit with a fuller service
With only a small number of employers directly in a good number of employees commute to work. I think the library opening later will have a benefit of allowing people to access the library after work/school.
mixture of am, pm + eve
more funding and events needed to help this library and public press to guide communities to them

Lyme Regis

Data taken from 1st February 2022 – 31st January 2023 shows there are 474 active borrowers at Lyme Regis Library. For the consultation, 80 respondents chose to look at the questions for Lyme Regis. If all the respondents were active members at Lyme Regis Library, this would represent 16.8% of the active borrowers, which is a good representation for a library of its size.

Summary

- strong level of agreement for the proposed classification with 75.64% of respondents agreeing or strongly agreeing
- this has led to a net agreement of 58.97% which is slightly lower than some of the other libraries within the same proposed tier
- Friday the most picked option for opening hours overall, resulting in it being most popular for a late-night slot
- Saturday the most opted for option for the morning slot

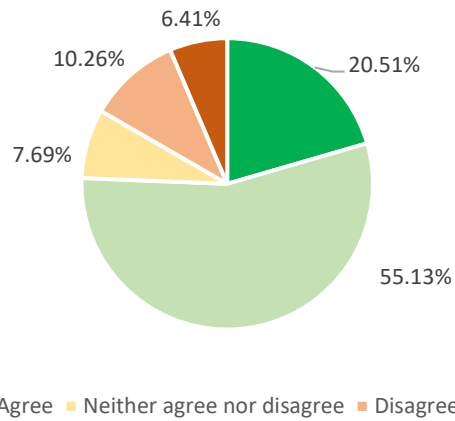
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Lyme Regis Library as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	15	0	1	16	20.51%
Agree	40	3	0	43	55.13%
Neither agree nor disagree	4	1	1	6	7.69%
Disagree	8	0	0	8	10.26%
Strongly disagree	5	0	0	5	6.41%

Library	Do they agree with proposed classification?	Net Agreement
Lyme Regis	75.64% Agree or Strongly Agree	58.97%

Do you agree with the proposed classification for Lyme Regis Library?



Please provide any additional comments about the proposed library classification of Lyme Regis Library

44 comments were left which can be seen below, verbatim:
If you cut the hours any more, you will be severely restricting library use. I am also really worried by the words "volunteer hours".
Fair, but please don't cut the hours any more, and spend some money on the building before it disintegrates.

<p>should be library + with NO reduction in opening hours</p>
<p>Lyme should be uprated to Library+</p>
<p>I feel it's reasonably well used by the community.</p>
<p>Lyme is very much a tourist town and, outside of the main season seems relatively quiet. I don't think, though I don't know, that many tourists use the library services so the classification seems fair.</p>
<p>Lyme Regis library is a well used and appreciated local facility. Lyme Regis being on the outer edge of Dorset Councils geographical remit often suffers because of this. I would hate to see it closed to replaced by a 'hub' many miles away. Not everyone has a car and bus services are not great. Lyme Regis library offers many ways to support the local community and this only be added to and not removed.</p>
<p>I don't know how needs have been determined but I would say that given two of the three local primary schools are failing, the minimisation of service in Lyme Regis is not in the interests of parents supporting their children with literacy issues when the cost of suitable material is high and financial constraints in education are harsh. Both of the aforementioned primary schools are LA maintained – so a double fail from my viewpoint.</p>
<p>Access to the library on 4 different days a week is useful – it allows more flexibility within the hours allocated.</p>
<p>I appreciate that it's a small community, and it's in a generally affluent area but it sounds as though you are already cutting the opening times. I don't have a regular pattern of visiting the library, and find the current opening times adequate but if it's shut all the times I want to go, then I'll be less likely to keep going!</p>
<p>I visited this library to join up when I moved here, but sadly it has not lived up to expectations. I only chose 2 books at this visit, but was told that I couldn't have 1 of them because 'it had been requested by another library' (Dorchester I think). Very disappointed that this book was even on the shelf if I couldn't take it out! Hardly giving us a service if we can't borrow the books we want. I've not returned.</p>
<p>I think this assessment is reasonable so long as there is some flexibility to include other inputs if demand arises. The staff at present deliver a flexible service.</p>

<p>I think the building is too small to e.g. have a cafe. There would be a noise problem. There is very little available parking which would make big gatherings problematic. The bus from the bottom of the hill does not go up Silver Street and nearby shops compete for the parking spaces. If you are elderly, with plenty of time to read, physically walking to the Library is quite a challenge. I think its size and location inevitably limit the nature of its use so it has been put in a rational category. Please do not close it though!</p>
<p>this library is an important part of the community and offers much more than just books</p>
<p>Please do not take away the Lyme Regis library. Please do not follow the Library Connect operating model as this will result in fewer people having access to libraries.</p>
<p>Really friendly staff, very helpful, caters for people of all ages. It is an essential part of the community.</p>
<p>I think there would be an opportunity to gain some support from community volunteers</p>
<p>Yes – it’s a library!</p>
<p>Would be good to see greater opening hours.</p>
<p>It is needed by locals but suffers because of second homers influx</p>
<p>Please do not reduce the hours-I am a frequent user</p>
<p>I really depend on the excellent service at Lyme Regis and hope council tax is increased to fund this essential provision for friends and family.</p>
<p>The main problem for our lovely little library is that it is on a steep hill slightly away from the main street. Parking is problematic, and I guess many potential customers will have difficulty making regular visits. There are no obvious easy solutions I regret.</p>
<p>I agree with the proposed classification for my local library, in Lyme Regis. It is a brilliant library, very well managed and a lifeline for many. I am slightly apprehensive at the suggestion of “volunteers” running the library.</p>

<p>Lyme is limited by its size and relatively small resident population. However, the town has a high level of social and economic deprivation, masked in statistics by a wealthier section of the community, which could benefit from a more pro-active library offering.</p>
<p>We also have as many as ten times the local population visiting on sunny days, mostly day trippers but many visitors do stay for longer so having good tourism information and resources is important.</p>
<p>A drawback of limited opening hours is people can be put off by not really knowing if/when the library is open so might go to a bigger town in the expectation the library is open.</p>
<p>It would be lovely to see more events – literary salons and writing workshops , book club and perhaps after school homework clubs to help parents and enrich children</p>
<p>This library should be upgraded to the next category because the town currently lacks a central hub for information and civic activity especially since the tourist information service closed (which, by the way, did far more than just dole out information to visitors). So, the town has a greater need than currently assessed.</p>
<p>Close it down and use the site for something better.</p>
<p>This worries me if it means that the Lyme Regis library hours may be reduced.</p>
<p>There may be opportunities to explore use of the library building for further appropriate activities.</p>
<p>As the only officially known community service by Dorset Council it should offer a lot more services</p>
<p>Our library is a well run and much appreciated part of Lyme Regis, with nice, knowledgeable and helpful staff. It would be a shame if the library were to be open for the least amount of hours. I would hope we would maintain the maximum amount of opening hours.</p>
<p>None.</p>
<p>I don't use this library as I attend the community managed library in Charmouth so I can't comment</p>
<p>Lyme Regis is very difficult for people living in the villages nearby to visit because of the lack of parking, especially in the summer season</p>

I would like to see Lyme Regis library in a higher bracket. A town such as Lyme rests too much on its laurels. There are many people in need of support, community, education and access to information in small, affluent towns and are overlooked.
I would be concerned if there was a move to reduce opening hours or reduce qualified staff. The staff at Lyme Regis are extremely helpful in signposting books which may suit as well as well as looking after clients in a friendly and professional manner – and dealing with any other queries which arise.
professional staffing needed throughout opening hours don't reduce opening hours and if possible extend e.g. open Monday – Saturday (not closed Thursdays)
enough hours is important, to ensure that it will be open when I am available to go!
Lyme opening times ok for me. I need be near to collect/return 10 book groups books.
I appreciate the books are always ready to be quickly picked up as I am often badly /illegally parked!
6pm seems a good time – shoppers and young families gone home, evening visitors not yet arrived
Do not want to see a reduction in opening hours. Do not agree with the methodology that puts Lyme's level of need in the lower tier.
every library should be able to meet the needs of the individual even if that is liaising with other libraries and bringing in a specialist once in a while
Lyme Regis although nearby is very difficult for me to access
I think that the needs of people in small communities is often more important because it becomes more personal . the library in my town is also a meeting place for various groups very good for mental health

Please indicate what times you would value the library being open

Overall	Total votes
Friday	79
Wednesday	78
Monday	76
Saturday	72
Tuesday	70
Thursday	57
Sunday	18

Morning	Total votes
Saturday	54
Tuesday	41
Monday	38
Friday	31
Wednesday	30
Thursday	25
Sunday	9

Afternoon	Total votes
Wednesday	40
Friday	35
Monday	33
Thursday	26
Tuesday	25
Saturday	17
Sunday	7

Late Night	Total votes
Friday	13
Wednesday	8
Thursday	6
Monday	5
Tuesday	4
Sunday	2
Saturday	1

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

31 comments were left and can be seen verbatim below:
If you cut opening hours, you reduce library usage. If you cut library hours down to 15 hours a week, it is not a core library service, it is a poor library service.
One late night and Saturday morning would help working people.
just grateful for it being there and being open – as a retired person, I can access at any time.
The current opening times are very counter-intuitive and not accessible for people who work or study full-time. Opening, say, every afternoon with late closing on Thursday or Friday would be easy to remember and very accessible to those who work or study full-time
Full weekend opening hours would be great for all
I suppose over the years we've got used to the fewer opening hours. I wouldn't like to see them reduced.

I think the library should be open for a few hours every day. A mixture of morning and afternoon, rather than all mornings or all afternoons, would possible be best.
To have the library open daily would be much beneficial and regularity of opening times makes it more reliable.
Instead of having people in middle management, fiddling around making a library tier system- put the money into the libraries!
Makes no difference as I'm probably not going to use it.
So long as there are a range of opening times on most days including Sat then I an not particularly concerned if it is am or pm.
In winter it is dark by late afternoon which would be a deterrent to its use though one late evening would be good for borrowers working office hours. It would not matter to me which weekday that was.
Thursday night is often Late night shopping to be honest the opening times are not especially important as long as they are varied
The times don't affect me too much personally but I feel it's important to have at least one evening for people who work full-time or children who are at school during the day time. Also for this reason it would be good if the library was open all day on Saturday.
The present hours seem good
Would be good to have a well advertised late opening evening. Especially in the summertime it's difficult to park nearby in the day.
Please do not reduce
Hours must accommodate both those who work or visit with children after school. They must also be consistent so easy to remember.
No comment.
I'm retired so can attend the library whenever it's open. I just tend to walk into town in the morning, so it's more convenient. I will however be happy to go anytime.....the main thing is that the library services remain available.
I have no desired opening times and am happy with the schedule currently on offer
The more it's Open and promoted correctly with multi agencies is what is needed
I'm flexible about the timings but would like the library to be open at some point on each of the five weekdays.
If we are to lose this library it needs to be after 5pm on weekdays for secondary school pupils and those who work office hours
It is unfair to only allow ticking 6 timings.

I am retired so have no firm views as to preferred opening times.
keep as present with a Thursday slot added
It's inconvenient not to be able to get in for printing/computer use for example
Keep the Friday later opening
it is irrelevant, just enough to have choice please as my work hours are irregular
Do not reduce opening hours.
I have no strong feelings about weekday opening times as long as they are varied
no strong feelings

Lytchett Matravers

Data taken from 1st February 2022 – 31st January 2023 shows there are 571 active borrowers at Lytchett Matravers Library. For the consultation, 89 respondents chose to look at the questions for Lytchett Matravers. If all the respondents were active members at Lytchett Matravers Library, this would represent 15.6% of the active borrowers, which is a good representation for a library of its size.

Summary

- high level of agreement for the proposed classification, with 73.56% of respondents either agreeing or strongly agreeing
- net agreement of 67.82% which is one of the highest of libraries within the proposed Library tier
- Friday considerably the most popular late-night slot, being picked 25 more times than the next option
- Saturday has a similar margin with the morning slot, being picked 21 more times than the next viable option

One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

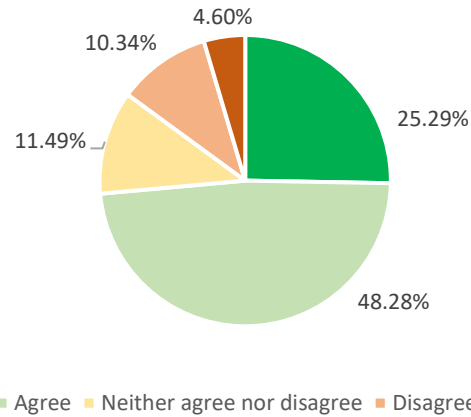
Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Lytchett Matravers Library as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	22	0	0	22	25.29%
Agree	41	1	0	42	48.28%

Neither agree nor disagree	9	1	0	10	11.49%
Disagree	9	0	0	9	10.34%
Strongly disagree	3	1	0	4	4.60%

Library	Do they agree with proposed classification?	Net Agreement
Lytchett Matravers	73.56% Agree or Strongly Agree	67.82%

Do you agree with the proposed classification for Lytchett Matravers Library?



Please provide any additional comments about the proposed library classification of Lytchett Matravers Library

37 comments left which can be seen verbatim below:
I think the library provides a very important location within the community but it's presence and what it provides needs to be better understood by the local community
Very important part of community.well staffed and friendly
I don't see how the team at Lytchett Matravers can deliver the full range of enhanced Library services. They are already under pressure to deliver the current range and extra requirements will lead to unplanned staff shortages and turnover due to work overload.
Library resources will always be restricted so it is better to promise less and deliver more instead of creating a wish list.

I can't believe you rank Upton above Lytchett Matravers library as Upton has two very close Poole Libraries within easy reach offering library services, Hamworthy and Creekmore.
Lytchett Matravers is a growing community and DC has plans for another 400+ houses. The fact that the Parish Council pays for an hour a week is a legacy of previous consultations and should be reviewed. The community needs a library that offers more services in these times and should be open for more hours. The Parish Council also pays for the Citizens Advice Bureau to visit weekly. This was fortnightly but has been increased due to demand. The demand for a full complement of services is only going to grow further.
Would like to have more customer support for basic customer enquiries about a range of council services, co-located partner agencies at the library site and a cafe in Lytchett Matravers as it is a growing community.
I feel that being classed as a library will adequately meet the needs of my community, it would certainly meet my needs
None
Limited opening hours hinder community involvement.
Needs to become the social hub of the village. For this needs to be made more available (with volunteer support)
I see this library as a vital part of the community, but not as one maximising its potential. Lytchett Matravers is a 'growing' community with the advent of even further future building, and thus the provision of a library, with an almost unbounded potential, is a definite proposition.
The restraint of size prevents the library from becoming more...it would need additional building, and with the area increasing in size needs to become at minimum a library plus, but preferably a library hub.
I don't think you should class a library by what it is doing now in its community but on how its relationship with the community will need to change as the community develops.
The library at Lytchett Matravers is core to the community. It is well used and that will only increase with Dorset Council's plans to expand the village by 350+ houses. Given its central location, this library needs expanding, not contracting.
I wish it could open on a Sunday when especially during the winter single people and some families can feel isolated
This library should not lose its ability to run events and allow Dorset Council to hold events as the village has many elderly people who require access and information and do not have internet access or the ability to travel to larger conurbations within Dorset.
Lytchett Matravers has no direct public transport connection with the other libraries so that non drivers would be deprived of a library service.

The size means it cannot be classes as anything else...a growing community with poor transport links needs more consideration.
Would want to keep the existing opening hours of 21 as a minimum
There is very little public transport in the village and what there is very expensive. It is really important that people without their own transport or not being able to afford to travel have access to services other than simply a library. Mobile phone and internet access is not always reliable in LM. The library may be some peoples only access to the outside world and to apply for jobs.
How do you justify LM library being so low on need list. It is a vital service for us and our friends? Very difficult to regularly visit other library sites.
LM has many retired but highly intelligent people. There are very few facilities for culture, meeting, or learning within LM compared to the larger towns. The library could and should fulfil the functions of Library Plus to fulfil the needs of this community in addition to the core elements (literacy etc).
I believe that the library should be a Library+. Lychett Matravers is a fast growing community, the library facilities should reflect this.
The parish council have plans to acquire the site to enlarge the facilities, i.e. parish office meeting room etc. 700 new houses proposed for the village, no facilities for youth but library already has the hub.
This is the main community hub and safe and warm space for this village and other nearby villages. (Morden, Sturminster Marshall, Organford)
Under the classification suggested, the library's opening hours could reduce.
Our library is very important to me, my family and to the community. It is very much needed. It is the centre of our village and provides help to young mothers, elderly people. all ages.
The library is central and key to the village . I think it needs to be open more and as we have an elderly population it could be a warm centre as heating prices go up. It needs to offer more than core offer it means slot to the village
I feel that our library should be designated as library plus as the need for a village hub for literary, educational and social activities is great, and growing due to rapid housing development, including social housing, in the village.
Disagree that Lytchett Matravers should be 23 need. Not clear how this has been arrived at. Please justify.
It serves much more than the basic kubrary services.. I wd say library plus. And I can't believe it's ranked as no 23 It's always so busy in there

Lytchett Matravers is, and is likely to remain, a growing residential community. As such, having a thriving library is a huge asset to its residents and sense of community, negating the need to travel to neighbouring towns to access services. This latter point is also important in negating climate change and supporting sustainability.
Getting bored now.
I believe the library could be a library+ at least. Many people who use the library are stuck in the village for a variety of reasons. The library should be a meeting place for many groups and individuals. We have fantastic staff who are always willing to help. and a large bank of volunteers in the village whom I am sure would be only too happy to help with projects in the library.
The building is not big enough to offer more
You have not taken into account attitudes of staff and the public. LM Library is a very important place in the village. Very welcoming, very digital and excellent core offer, nothing mediocre here.
High population of children and older people who need libraries.
I've used numerous libraries in the throughout studying my degree . Lytchett Matravers library is easily the busiest, most used, friendliest and the staff ensure there's always something new going on. It should be considered a library + and receive more funding. Whoever made the decision hasn't spent enough time there

Please indicate what times you would value the library being open.

Overall	Total votes
Friday	103
Monday	101
Saturday	90
Tuesday	84

Morning	Total votes
Saturday	72
Monday	51
Thursday	44
Tuesday	23

Afternoon	Total votes
Tuesday	54
Friday	52
Monday	42
Wednesday	31

Late Night	Total votes
Friday	35
Thursday	10
Wednesday	8
Monday	8

Thursday	82
Wednesday	56
Sunday	5

Wednesday	17
Friday	16
Sunday	3

Thursday	28
Saturday	18
Sunday	2

Tuesday	7
Sunday	0
Saturday	0

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

30 comments were left which can be seen verbatim below:
I'm very happy with the opening times as they are currently, or I've become so used to when it is open that I can fit it in around my other movements/commitments.
It's open all day on Monday, Tuesday afternoon, Thursday morning, Friday afternoon into later evening and Saturday morning which is a great coverage.
The library is currently used by Citizens Advice and this can only be done in a closed period for confidentiality. Opening on afternoons only might be a problem for people who can only get to a library in a morning and may have an impact on staff/volunteer availability. Saturday morning opening is essential as this is often the only time available for working parents to go to the library with their children as evenings are taken up with activities such as sports or scouts.
I have visited this library many times and I know that a late night opening is not required as those who work during the week can visit on a Saturday morning.
I have selected afternoons because that's when the children can most use the library services. That's crucial for our community in future.
The library should be open for as many hours as possible to enable as many people as possible to use it.
I can visit anytime so doesn't really matter to me when the library is open
At present, I mainly use the library with my children during school holidays and weekends/after school. Therefore, some opening hours that are available during these times are necessary.

By allowing me to only pick six from the timing options below, what I chose has to be less than the current opening hours, which sounds as though you want to reduce the amount of time it is open.
Every day for at least part of the day
Trying to be realistic is difficult, as if the library was more of a facility, i.e. with spaces, it would be used at a realistic cost
I think the present allocation of hours across the week allows a fair chance for everyone to visit
I personally can visit any time
The library needs to be open daily, with some later time for 'workers'.
Start of the week, one late night and weekend. Then an afternoon after school. These times would maximise use from people that do shift work. Children in school, beginning of the week and I feel that everywhere should be shut on a Sunday then people would do things together again
The opening times should be publicised every month in the Parish Magazine as elderly people may not be internet users.
To fulfil the requirements of Library Plus, more sessions should be available or bookable.
Would impact on CAB, U3A and Art Club
As it is at present is very satisfactory
I would full-time Monday to Thursday so an evening opening times is better, however, as long as it is open on a Friday or later on a Saturday (currently closes at 1230) would be ok for me.
Having a library in the village is vital for all ages.
It is important families and children can access the library
Time of day library is open not an issue for me as long as open during the day.
Personally, as a retired resident of Lytchett, I feel that the existing pattern of opening hours works well. Maybe one weekday evening opening would be appreciated by working parents?
I am able to visit at all times now available and would appreciate these times continuing.
Although I prefer mornings (as indicated), afternoon opening would not prevent me from using this library.
I like to take my children to the library, after school and Saturday mornings are the easiest times to manage this.

Open after school for children
A range in the week. One late eve for working people Saturday mornings to have family time together
As a retiree, I would much prefer that current opening hours be maintained.
A spread of morning/ afternoon opening makes it easier for the range of users to access the library and Saturdays are essential for families and working adults to use the library (the latter currently being under represented).
It is OK as it is.
It's important for all of the community to be able to access the library therefore a range of opening hours is needed
I attend the Library [redacted] to meet others and borrow and return books. I am a [redacted] so it is difficult to get away. I have made this time and day sacrosanct which everyone in my life regularly knows. I truly need this time to survive. Fri night and Sat a.m. allow weekday workers access.

Portland Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 706 active borrowers at Portland Library. For the consultation, 78 respondents chose to look at the questions for Portland. If all the respondents were active members at Portland Library, this would represent 11.1% of the active borrowers, which is a fairly good representation for a library of its size.

Summary

- very high level of agreement from respondents, with 89.87% agreeing or strongly agreeing with the proposed classification
- only one respondent disagreed, which has resulted in a net agreement of 88.61%, the highest of all libraries within the Library+ tier
- Thursday (22) had the most votes for the late-night option, though it was closely followed by Friday (20)
- Saturday was the most popular morning option with 58 votes
- Sunday the least picked option overall, with just 20 votes. To compare, this is 61 fewer than the next option

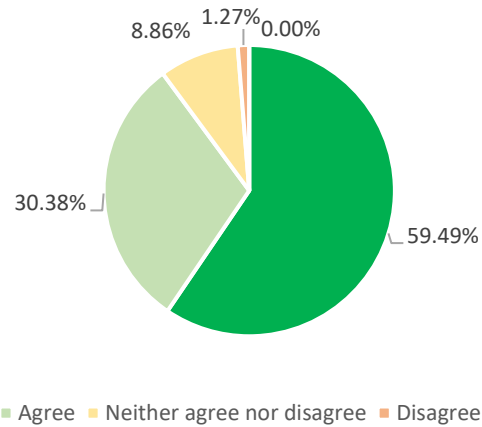
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library+ classification for Portland Library as “a library which delivers an enhanced core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	42	3	2	47	59.49%
Agree	22	1	1	24	30.38%
Neither agree nor disagree	5	2	0	7	8.86%
Disagree	0	0	1	1	1.27%
Strongly disagree	0	0	0	0	0.00%

Library+	Do they agree with proposed classification?	Net agreement
Portland	89.87% Agree or Strongly Agree	88.61%

Do you agree with the proposed classification for Portland Library?



Please provide any additional comments about the proposed library classification of Portland Library

31 comments were left which can be seen verbatim below:

I was unable to return to the descriptions of library + and connect so difficult to comment. The link just goes to a set of minutes which are impossible to navigate.

Agree with longer opening hours.

Portland library is fantastic, it is very well run and offers a good range of services to the local community. It obviously cannot do the same things as a larger library but it does a totally amazing job with the resources it has available!

<p>I am retired and use the library computers [redacted], I have no computer at home, therefore increased hours would be very welcome. It is now difficult to access anything, including healthcare, without a computer and the library is vital to me and many others on Portland. The librarians are also a great source of local information.</p>
<p>Portland library is already operating within the Library+ criteria. It's community provisions including Rhyme Time sessions for under fives, Lego building workshops, and reminiscence sessions are exactly what the community needs. More opening hours will hopefully mean that additional workshops can be added, including during school holidays.</p>
<p>It is good to see the high level of need on Portland being recognised and hopefully you can build on the wonderful work that the previous Library Manger did to make this Library a wonderful, inviting, helpful and welcoming hub for the Community to use and enjoy.</p>
<p>It seems to have lost some of that recently and it would be great to get that lovely, welcoming, helpful atmosphere back again.</p>
<p>A valuable Library and I would say it is more valuable to the community than Weymouth Library as Weymouth has a number of Book outlets and more facilities than Portland Does.</p>
<p>Continue with current opening hours. Ensure that newly published books are always available. I like that I can order books and they can arrive from any Dorset library to Portland.</p>
<p>The library is used by several different groups/people regularly, it would be lovely to see it open more often and have a more diverse group of people using it.</p>
<p>I would love to see an increase in the opening hours plus a general upgrading of its importance. A wider range of books would also be good!</p>
<p>The Facebook posts from this library are good.</p>
<p>This sounds like a positive ambition and I strongly support it</p>
<p>Good idea.</p>
<p>Pleased to see an increase in opening times, The library is small and the building is past its best. It is central to all the other amenities. The staff have always been helpful and friendly. When I worked in the local prisons the library services were active and the prisoners were well catered for and appreciated the library staff.</p>

HOORAY!!!!
Very pleased and hope this may change the councils attitude to how the Friends group could make the garden space a usable place of excellence.
brilliant and I think this is a very fair assessment
I currently don't use the library as much as I would like because of its current opening hours. I would like it to be open more often.
It's a small space, but it's a shame it can't be a connect
That would be a really welcome plan.
Promote the services more.
More opening hours is definitely a plus
It would be useful to have an online computer booking facility.
I'm glad that Portland has been classified Library + the library is a very important resource in an area of high need.
use of outdoor space
I think that many of events based at Weymouth could be applied to Portland
Portland needs more opening hours classification of Library + would be going in the right direction
Our only experience recently was to bring and encourage grandchildren to use this library. Unfortunately notice about recent closure on Wednesdays was not posted on the website making an unnecessary visit.
Portland Library needs to be at least a library + because you have got people there that have never left the island in the whole of their lives so the more services you provide at this library the better.
Portland needs to be a Library + model
I was pleased to see that Portland was to have a library plus, I used the Underhill library for years, as a [redacted] and Easton library was also important to my son and me. I am glad that Portland will have a great library service, especially as the population there has grown so much. Portland has been deprived in some areas in recent years and the library will provide an important service.

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	114
Friday	111
Tuesday	101
Saturday	97
Monday	92
Wednesday	81
Sunday	20

Morning	Total votes
Saturday	58
Thursday	43
Monday	43
Friday	36
Tuesday	34
Wednesday	32
Sunday	10

Afternoon	Total votes
Friday	55
Tuesday	53
Thursday	49
Monday	36
Wednesday	35
Saturday	33
Sunday	8

Late Night	Total votes
Thursday	22
Friday	20
Wednesday	14
Tuesday	14
Monday	13
Saturday	6
Sunday	2

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

25 comments were left which can be seen verbatim below:

The library at Portland is well used I believe and the staff there are very helpful. As I work during the day I am limited to the times I can visit. so later afternoons would be more welcome. I am not sure that every evening is needed but at least one a week would be good, as a reading group could started for the people who work, not just the retired or non working groups

Opening hours need to be consistent – it’s better to open the same time every day for 3 weekdays than to open at different times on different days.

Sundays are hard for people on their own, people with children and people who work – we have a society where people have got used to things being open on a Sunday and libraries should follow this trend.

I need to use the computers and if opening hours were reduced I would have to travel to Weymouth library which is not always easy.

<p>My weekday selections purely fit around my working hours. I think the weekend (and a later closing time on Friday, like there is currently) is really useful for people who work full time hours to be able to visit. I'm always prepping for the week ahead on Sunday evening, but I would be equally likely to visit on passing either Saturday or Sunday morning, or Saturday afternoon. Sunday morning most people tend to potter around locally; this could be a great time for the library to be open, to capture such people on their local leisurely wanders.</p>
<p>Monday morning to attract those picking up their Benefits. Friday is important as Children may need to use after School for Home work</p>
<p>Please don't change opening hours. Perhaps could do one late night opening for residents who work. Very convenient.</p>
<p>I am lucky enough to be able to adjust my working day to fit in with the library opening hours. I would like to see the library open every day and at least one late night and a morning at the weekend for working families.</p>
<p>The children love coming to clubs at the library after school.</p>
<p>I can go to the library at any time as I'm retired but it's important for working people to have times outside Mon to Friday. I think a Sunday opening would be worth trying as some people lead very lonely lives and there are rarely any activities available on a Sunday.</p>
<p>I don't have any time issues but do want to support families using it after school.</p>
<p>It's important that the library also have some opening hours outside of office/school hours! 11am on a weekday is nice for retired people but everyone deserves library access</p>
<p>Mornings would be great for me to browse in peace and then afternoons after the school run would be nice for if my son eventually gets the reading bug like me!</p>
<p>At least one later evening would be good but I appreciate the staffing issues.</p>
<p>As retired I have no preferences.</p>
<p>Due to the lack of parking and long pedestrian journeys for some of the local community to access the library without having to rely on public transport afternoons opening allows people time to get there so mornings are wasted for me and others so will not be able to get there apart from Saturday. Evening at the beginning of the week to allow people to return books after working as I know some people can't make afternoons or mornings during the week.</p>
<p>A variety of hours including a couple of late nights would accommodate most people.</p>

<p>As I am not working/ am self employed, my free time is highly flexible and I therefore have no preference. However, thinking about my community in general, I chose the opening times based on school and shop opening hours.</p> <p>In my experience Sundays can be rather dull days for children. So a Sunday would be good. Teenagers like to sleep long, hence open in the afternoon.</p> <p>Many shops on Portland are closed on a Wednesday afternoon, so that's a good time to have something going on at the library instead.</p> <p>I'm undecided whether Monday or Thursday should be the early morning and late night opening time, but those two days are well spaced out and just strike me as appropriate for staying open late.</p>
<p>Although I have chosen hours, I would just be happy that it is still there serving the community.</p>
<p>mixture of morning, afternoon + evening. current opening hours are a useful mix.</p>
<p>I think maybe Portland could benefit from a more flexible timetable and opening on Wednesday at least afternoon</p>
<p>Re-arranging social commitments.</p> <p>In view of the amount of usage Portland library needs more opening hours.</p> <p>Afternoon openings fit my life commitments better but will have to re-arrange if hours stay at their present times.</p> <p>Needs to become a Library +</p> <p>Wonderful if you could open all day 4 days a week plus Saturday mornings. More people are moving to Portland with all the additional building and these individuals need books and to mingle socially.</p>
<p>I would value the library being open as much as possible. The fewer times it opens the less convenient it would be.</p>
<p>I think this library should be open 7 days a week as it could provide a central point for services to the island.</p>
<p>Needs to open all weekday mornings and Saturday mornings too</p>
<p>Weekends are very important. Suggest a survey of the local community.</p>

Shaftesbury Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 1326 active borrowers at Shaftesbury Library. For the consultation, 344 respondents chose to look at the questions for Shaftesbury. If all the respondents were active members at Shaftesbury Library, this would represent 25.9% of the active borrowers, which is a very good representation for a library of its size.

Summary

- just 34% of respondents either agreed or strongly agreed with the proposed classification
- the net agreement is -22.3%, highlighting general disagreement amongst those that answered this section. This is the lowest of all libraries across all the proposed tiers
- this is reinforced in the qualitative comments. Some of the reasons cited were:
 - i. opposition to a reduction in hours and services
 - ii. references to it being considered a downgrade on the existing offer
 - iii. general disagreement with the classification
 - iv. the classification fails to recognise the new homes being built in Shaftesbury and that the population is rising
 - v. the library is an important part of the community: reduction could contribute to increased isolation
 - vi. not a lot of accessibility options for travel out of town/no alternative to go to
- Thursday was considerably the most picked late-night option
- the reasons for disagreement continued when asked to expand on opening hours:
 - i. six sessions deemed as not enough and in some cases was labelled as pre-determining the outcome
 - ii. the hours should not be reduced. It could lead to a reduction in services and make the library not as accessible
 - iii. the current opening hours are fine as they are

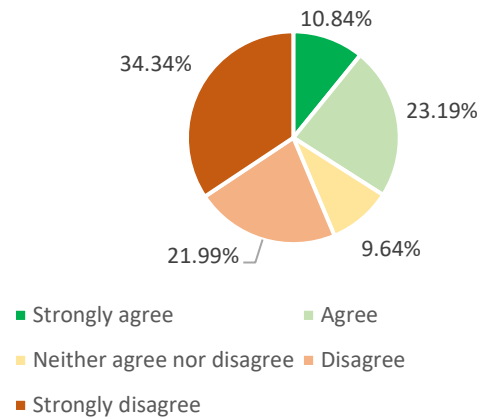
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Shaftesbury Library as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	29	7	0	36	10.84%
Agree	70	6	1	77	23.19%
Neither agree nor disagree	29	3	0	32	9.64%
Disagree	63	10	0	73	21.99%
Strongly disagree	110	4	0	114	34.34%

Library	Do they agree with proposed classification?	Net Agreement
Shaftesbury	34.04% Agree or Strongly Agree	-22.29%

Do you agree with the proposed classification for Shaftesbury Library?



Please provide any additional comments about the proposed library classification of Shaftesbury Library

Comment/Theme	Number of times mentioned
Disagree with classification/people in Shaftesbury have as much need of a library and services as people in more populous areas/should be Library+/Connect/downgrading Shaftesbury	57
Oppose reduction in hours/reduced hours reduces access/services/deter people due to inconvenience/can't attend events/activities	54

Classification fails to recognise new homes being built in Shaftesbury/population is rising/infrastructure not growing with it	47
Important part of community: reduction contribute to increased isolation/services needed for town/community support/deprive people/smaller communities further disadvantaged	28
Not a lot of accessibility options for travel out of town/no alternative to go to/not everyone can get to central hubs/travel into town limited/facilities within reasonable travel distance/limited public transport	27
Other	21
Need it open as now/30 hours/remain open for 30 hours/	16
Serves rural hinterland/large rural area/large catchment area	15
Need more/longer hours	14
Provides excellent service/number of workshops/activities to people of all age groups	13
Digital champions supporting digital skills/computer classes for older people/digital support/computers/online access invaluable/only facility nearby	11
Shaftesbury has become a destination for north Dorset/facilities need to match/important town/large population	10
Essential service for children/group learning/children with SEND	10
Comment on staff	9
Continue existing operating practice/maintain services	7
Wiltshire/Somerset residents from neighbouring villages use library/cross border/rely on Shaftesbury	5
Better library promotion	5
North Dorset less well served/supports belief North Dorset less well served/forgotten/lack of understanding of North Dorset	4
Open 6 days a week	4
Books heart and soul of the library/better books/targeted subject books	4
Maintain late openings for working people	4

Limited by building size/too small to be anything else	4
Comment on volunteers	4
Larger and more comprehensive services/needs to expand	3
Disagree residents should rely on Gillingham as back-up. Incurs unnecessary costs/no public transport there on weekend	3
More activities/clubs/events for all	3
Services offered would be sufficient	3
Shaftesbury as a library and Blandford as Connect does not reflect North Dorset transport routes/Blandford go to library farcical	2
High levels of deprivation	2
Six options not enough	2
Reduction in hours means people will have to combine visits with other trips	2
Evening classes/adult education	2
Schools contribute to significance of Shaftesbury as an area hub	2
Saturday morning for working people/families	2
Classification fine but not the hours	2
Should be open everyday	2
Fits definition of basic library	2
Member of council advisory service would be useful/provision for basic enquiries of council services	2
Carbon footprint/travelling further detrimental for environment	2
Has any face to face research been carried out?	1
Demographic data does not address this issue	1
No recognition for people whose use would be thwarted – travel, disability, mental health, wellbeing	1
Assumes more people use online	1
Emphasis places on conurbations	1

Relocated in the town with partner organisation in larger premises	1
Extend/enhance current services to include some of the extras?	1
Library makes great use of current space	1
Classifications not mutually exclusive	1
Don't cut levels of service	1
If hours reduced, due care must be made to ensure those who work and school can still access	1
Vital for health and advice clinics	1
Classification would lead to lack of focus on spaces to work and study/more focus on study spaces	1
Would still provide a good service with reduced hours as long as these are varied to enable wide range of people as possible to use it	1
Literacy levels in school have dropped since covid. Makes libraries more important for families	1
Café	1

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	465
Tuesday	404
Friday	381
Monday	357
Saturday	345
Wednesday	269
Sunday	51

Morning	Total votes
Saturday	249
Friday	207
Tuesday	199
Thursday	198
Monday	193
Wednesday	136
Sunday	28

Afternoon	Total votes
Thursday	187
Tuesday	176
Friday	152
Monday	146
Wednesday	108
Saturday	85
Sunday	20

Late Night	Total votes
Thursday	80
Tuesday	29
Wednesday	25
Friday	22
Monday	18
Saturday	11
Sunday	3

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Six sessions not enough/unacceptable/predetermining outcome	30
No reduction in hours/won't be able to attend if less than current hours/would reduce usage/reduce access/would have to make special journeys to library rather than combining with other reasons	24
Should be open longer	19
Current hours fine/30 hours per week currently	16
Other	16
Open 5 days a week, both mornings and afternoons/ready access throughout working week/consistent hours/non-consistent hours confusing to keep track of	15
One evening opening in the week	14
Later openings for children/afterschool/school children access to library/afternoons for children	14
Options for those that work	13
Make use of it as a community hub/removing services detrimental impact on mental health/lives will suffer/community need high/proposing limiting services/few other services available/rural/lose an important meeting place	11
Saturday for those working during the week	10
Later evening openings	9
Children's activities on Saturday/weekends important for families	8

No public transport at weekends or public holidays/open in the week due to this/rural/limited public transport	7
Flexible mornings, afternoons, evenings/diverse group of attendees	7
Saturday morning only/Saturday morning opening	7
Cannot visit alternative libraries	7
Disagree with classification/should be Library+	7
6 days a week	6
Busy on market day/open market day/market day to coincide with other visits	5
Retired so flexible/can use any time	5
Morning openings during the week suitable	4
Open 5 and a half days per week	4
Need comprehensive hours/number of new builds here larger than many rural communities/ growing thriving town	3
If times/day changes then wouldn't be able to attend existing groups (Knit and Knatter group)/activities	3
Evenings not needed/older people may not want to venture out in evenings/unlikely to make night visits/would not expect evenings	3
Sunday not needed	3
Weekend openings great/weekend longer hours	2
If hours have to be reduced, drop opening time to 10/shorter sessions	2
One weekend opening	2
Library invaluable to RVS charity/having books delivered	2
Disagree with standardised hours across county/overlap in local libraries good so can visit one when the other closed	2
Activities on Saturday (craft workshop enjoyed)	1
Morning sessions for pre-school age	1
Working space for those working remotely and isolated	1

Return/pick up books outside 9-5 is important	1
Rural bus grants on Thursdays and possibly Fridays only	1
Would struggle to complete projects/get information. Older family members do not have 170ccess to the internet	1
Designated warm place in the winter	1
All day openings rather than mornings or afternoons	1
Fewer hours means can't get to library to return books/don't like posting as it can damage them/would have to take out new books another time	1
Afternoon openings	1
Minimum of 5 hours per day Mon-Sat (30 hours)	1
Minimum 22 hours	1
Open on Wednesday	1
Sunday opening for outreach services	1
Should be open all day	1

Sherborne Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 1783 active borrowers at Sherborne Library. For the consultation, 228 respondents chose to look at the questions for Sherborne. If all the respondents were active members at Sherborne Library, this would represent 12.8% of the active borrowers, which is a fairly good representation for a library of its size.

Summary

- very high level of agreement for the proposed classification, with 84.23% either agreeing or strongly agreeing
- net agreement of 79.73% for the proposed classification which is in line with the other libraries part of the proposed Library+ tier
- the top three themes drawn from the additional comments on the proposed classification were in relation to opening hours:
 - i. reduction or a change in hours will make the library less accessible

- ii. extending opening hours so it is open at more convenient times, such as evenings and the weekend
 - iii. Sherborne needs to be a Library+ and not have hours reduced
- other comments from the qualitative section are:
 - iv. seven respondents made reference to the library becoming a community hub with more multi-purpose services
 - v. the library warrants the Library Connect status
 - vi. include adult learning classes
- Thursday was the most picked late-night opening slot with 48 votes. It also had the most votes overall, with 316
- Saturday morning was the most picked morning option
- the aforementioned themes were reinforced in the qualitative section on opening hours and their potential impact:
 - i. references to weekend opening times for working people, families and children, with Saturday being mentioned specifically
 - ii. evening opening hours for working people
 - iii. the library needs more/better opening hours, not less
 - iv. happy with how it is currently

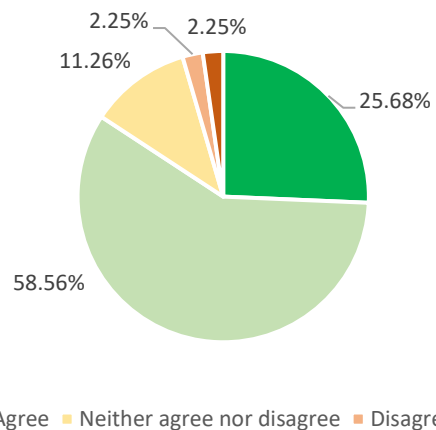
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library+ classification for Sherborne Library as “a library which delivers an enhanced core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	56	1	0	57	25.68%
Agree	124	4	2	130	58.56%
Neither agree nor disagree	24	1	0	25	11.26%
Disagree	5	0	0	5	2.25%
Strongly disagree	5	0	0	5	2.25%

Library+	Do they agree with proposed classification?	Net agreement
Sherborne	84.23% Agree or Strongly Agree	79.73%

Do you agree with the proposed classification for Sherborne Library?



Please provide any additional comments about the proposed library classification of Sherborne Library

Comment/Theme	Number of times mentioned
Reduction/change in hours will make its offer less accessible/ not an enhanced offer	24
Extend hours and have more convenient opening times – evenings/weekends	16
Needs to be library+ - don't cut hours, increase them	11
Make it a community hub with more multi-purpose services/accessible cultural and social activities	7
Warrants Library Connect status	5
Staff do really good job.	5

Include adult learning classes/programme of talks	4
Use other libraries e.g. more accessible with opening hours	4
Include autism facilities/turn the café into autism friendly space	3
Include Tourist Information Centre/local information	3
Ensure it serves an increasing, socio-economically diverse population	3
Review design – make it more open, visual, easy to use for groups, remote working, quiet reading	3
Large no. of young and elderly who use library. Cutting hours detrimental to their well-being, forcing some isolation and failing to support education. Enhance offer for them.	3
Lack of car, public transport and petrol costs make visiting the larger libraries impossible	3
Digital training to help retired, etc	2
Needs a café	2
Happy with current services/excellent local resource	2
Advertise to the community but not just digitally e.g. leaflets to new build estates	2
Offer volunteering/use volunteers more to expand the opening hours	2
Nearest accessible library	2
Look at Demographics. Sherborne has a virtual new town (Sherborne Heights). Going to mean a new socio-economic and demographic profile. Has most wide distribution of demographics in the county after Weymouth if you look at map of deprivation 2021. It would be interesting to know the demographics of who uses the library in Sherborne – suspect traditional white middle class users but the need for other socio economic groups to access literature, advice, knowledge, empowerment opportunities and CONNECTION is very important.	2
Library+ name is meaningless. Still contains a range of services	1
Library+ should not be the only option to consider	1
North Dorset should have a flagship service	1
No room in existing building for library+ activities	1
Use Digby Hall more to enhance offer e.g. toilets, kitchens and bar	1
Enhanced provision would allow for addition of DC's Customer Services	1
Support for SEN children	1

Include adult literacy	1
Include film screenings (chargeable)	1
Include Town Council	1
Good to have access to community links especially for parents and young children after pandemic for development	1
Include support for micro businesses	1
Include support for remote working	1
Include meeting spaces	1
Students study there	1
No room for a café	1
No café we have plenty in Sherborne	1
Use it regularly to study	1
People use it for a variety of services	1
Books/periodicals should be primary receipt of funding	1
Libraries should have an equal Rank of Need (R.O.N) to reflect DC's aspiration for all-areas equality.	1
Have women's needs been looked at?	1
Few people know what the staff do.	1
Don't know the range of services offered	1
I only use it to borrow books but aware it has other services	1
Our main source for books for home schooling	1
I use e-books instead	1
Key for connection to others and services	1
Safe space for social interaction and learning	1
Favourite place to visit	1
Need, demand, flexibility to change e.g. internet – all key	1
Completely forgot what each new name involved. Link doesn't work on my device.	1
I was trying to work out where the connect library would be in north Dorset. How far do I have to travel to get to one?	1

<p>The staff are helpful but the opposite of dynamic. To expect them to effectively lead a business for you is unrealistic.</p> <p>I'm incredibly disappointed that you've not looked at the systemic issues of lower library use and need, but instead looked at resulting trends and based your plans on these which mean fewer hours and a less attractive offering. If the Digby Estate end up getting full rent for a building that's used less then this is a shocking waste of public money and you need to look at how the building can be used by the community when the library is closed. It's incredibly sad that there's a lack of vision for our town despite the extraordinary potential. Even sadder that the Town Council show minimal interest in supporting positive change as well.</p> <p>It's also staggering that women are your main users but you're cutting this service. Have women's needs been looked at separate to men?</p> <p>Please reconsider N Dorset and don't just look at stats but at the need of n the ground and the potential that's here. And if this is your vision for libraries then you need to look at who you employ as I think they need to be Librarians + as well.</p>	1
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Please indicate what times you would value the library being open.

Overall	Total votes
Friday	316
Thursday	311
Monday	268
Saturday	267
Tuesday	249
Wednesday	222
Sunday	56

Morning	Total votes
Saturday	162
Friday	153
Monday	140
Tuesday	137
Thursday	137
Wednesday	111
Sunday	26

Afternoon	Total votes
Thursday	126
Friday	126
Monday	106
Tuesday	95
Saturday	93
Wednesday	83
Sunday	27

Late Night	Total votes
Thursday	48
Friday	37
Wednesday	28
Monday	22
Tuesday	17
Saturday	12
Sunday	3

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Saturday opening	23
More weekend time gives access for working people, families, children, and leisure	22
e.g. Evening opening hours / late night opening/ access for working people	18
More/better opening hours, not less	10
Happy as it is currently/no need to change	9
Retired so easy to access anytime	9
Comments on staff / library	6
Being closed on Tues afternoon/Wednesday is frustrating.	6
Afternoon opening good to allow access for families and school/nursery children	6
Regular days/hours are easier	5
Morning opening good e.g. with young children, town is busier	5
Used to it being closed on Wednesdays (early closing day)	4
Mixtures of times so as many people can access as possible	4
8 choices is not enough!	4
Sunday opening	3
Thursday and Saturday good as market days	3
Accessibility needed for all groups so flexible times required	3
Other	3
Afternoon opening could be focused on events	2
Have it as a warm space for communities into the evenings	2
Not on a Sunday	1

Evenings might keep kids off the street!	1
Late night option might provide opportunities for a café/entertainment/ poetry reading evenings	1
7 day operation so fully accessible	1
Difficult to determine the 8 opening times	1
Have at least 1 extended day	1
Not less hours	1
Be open 32hrs as a minimum	1
Just visit when its open	1
Use an alternative library if closed e.g. Dorchester, Sturminster	1
Happy with suggested hours	1
Use volunteers to expand hours /man the desk more	1
Work in Weymouth so cannot access the library during traditional shopping hours.	1
Provide workshops/more resources so people visit	1
Useful public service which needs to be increased	1
Ensure its well advertised	1
Combine library visits with other needs to limit fuel cost	1
Safe space to be a teenager	1
Late night seems to be a negative term to avoid the question being ticked. No one refers to 'a late night' when talking about libraries. It not a bar or night club. This should have said 'evening'	1

Sturminster Newton

Data taken from 1st February 2022 – 31st January 2023 shows there are 710 active borrowers at Sturminster Newton Library. For the consultation, 124 respondents chose to look at the questions for Sturminster Newton. If all the respondents were active members at Sturminster Newton Library, this would represent 17.5% of the active borrowers, which is a good representation for a library of its size.

Summary

- 72.73% of respondents either strongly agreed or agreed with the proposed classification
- the net agreement is 58.68%, which although on the surface is strong, is fairly low in comparison to the other libraries within the proposed Library tier
- the key elements drawn from the additional comments on the proposed classification were:
 - i. general concern for the opening hours and that the library needs to be open longer
 - ii. the library is a valuable community asset
 - iii. Six respondents said that Sturminster should be a Library+
 - iv. Four comments around transport and accessibility to the nearest Library Connect
- the additional comments on opening hours and their impacts were similar to that of other libraries:
 - i. the four most mentioned themes all had some elements of cross-over with comments for more weekend opening hours and access for working people; more opening hours in general; and a range of mixed opening hours
 - ii. access to the library important on market day as users are able to combine their visit with their shopping
 - iii. similarly to above, there were again comments around limited public transport and options for rural communities
- Thursday had the most votes overall and was the most picked option for a late-night slot
- Saturday morning the most opted for morning option

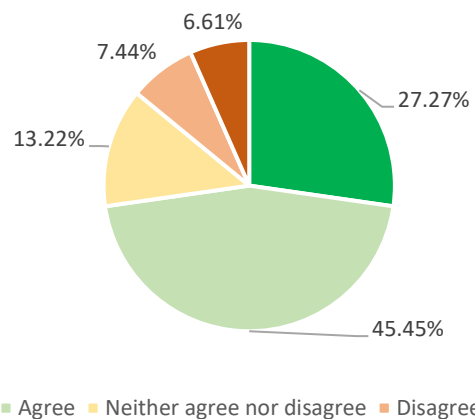
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Sturminster Newton Library as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	31	2	0	33	27.27%
Agree	48	7	0	55	45.45%
Neither agree nor disagree	9	4	3	16	13.22%
Disagree	8	0	1	9	7.44%
Strongly disagree	5	3	0	8	6.61%

Library	Do they agree with proposed classification?	Net Agreement
Sturminster Newton	72.73% Agree or Strongly Agree	58.68%

Do you agree with the proposed classification for Sturminster Newton Library?



Please provide any additional comments about the proposed library classification of Sturminster Newton Library

Comment/Theme	Number of times mentioned
Concern about reduction of opening hours / needs to be open longer	18
Valued community asset	8
Should be a Library Plus	6
Comment about library staff / service	5
Stay the same / happy as it is	5
Distance / accessibility / public transport to nearest Library Connect	4
Pre-school/school age users / access / activities (e.g. Rhyme Time)	4

Other	3
Evening opening	2
Afternoon / after School opening	2
e.g. Building not good enough/not suitable/too small etc	2
Agree with classification/support proposal	2
Greater need in rural area / isolation	2
Cost of living support / warm spaces	2
Weekend opening	1
Disagree with classification/proposal	1
Additional services welcomed	1
Focus on core offer	1
More events/activities (e.g. Author talks)	1
Friends of library group	1
Local Literacy Festival	1

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	133
Tuesday	122
Saturday	118
Monday	118
Friday	112
Wednesday	79
Sunday	17

Morning	Total votes
Saturday	86
Monday	74
Thursday	61
Tuesday	54
Friday	47
Wednesday	39
Sunday	9

Afternoon	Total votes
Tuesday	62
Friday	57
Thursday	54
Monday	38
Wednesday	32
Saturday	28
Sunday	7

Late Night	Total votes
Thursday	18
Wednesday	8
Friday	8
Monday	6
Tuesday	6
Saturday	4
Sunday	1

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
More weekend opening hours / access for working people	11
More/better opening hours, not less	11
Range of mixed opening hours – morning / afternoon / evenings sessions	11
Prefer Afternoons / after school	7
Happy as it is currently/no need to change current hours	6
Access library during shopping trip / Monday/Tuesday is Market day / when travelling bank is there	6
Evening opening hours	5
No impact / flexible	5
Valued community asset	4
Prefer mornings	4
Rural / isolated community – poor rural public transport networks	4
Access to other libraries via public transport / ease of access	3
Accessible to young families/ pre school and primary children	2
Importance of the library for wellbeing	2
Comments on staff / library	1
Access to IT / computers / printing	1
Library at home	1
Other	1

Swanage Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 1135 active borrowers at Swanage Library. For the consultation, 165 respondents chose to look at the questions for Swanage. If all the respondents were active members at Swanage Library, this would represent 14.5% of the active borrowers, which is a fairly good representation for a library of its size.

Summary

- 84.28% of respondents either agreed or strongly agreed with the proposed classification
- strong net agreement of 79.25% which is in line with other libraries within the proposed Library+ tier
- key elements drawn from the additional comments on the proposed classification were:
 - i. commenting on opening hours in respect to making them longer and more consistent
 - ii. the library is a valued community asset
 - iii. 7 respondents said that Swanage Library needs a higher classification and should be a Connect
 - iv. conversely, 6 said that they agreed and supported the proposal
- similarly to other libraries, Thursday was the most opted for late-night slot with 28 votes. Saturday had the most votes for the morning option, with 123
- some of the themes drawn from the additional comments on opening hours and their impacts were:
 - i. most mentioned theme was in relation to there being more, better opening hours, not less
 - ii. a demand for evening and weekend opening hours

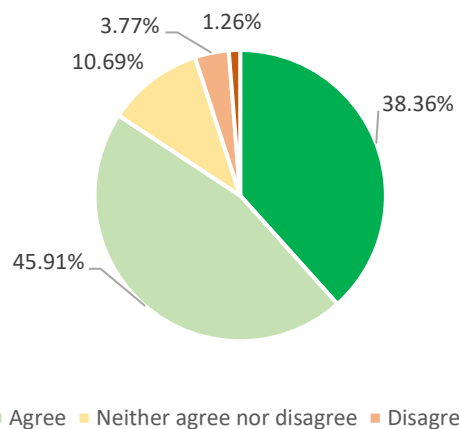
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library+ classification for Swanage Library as “a library which delivers an enhanced core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	57	4	0	61	38.36%
Agree	64	8	1	73	45.91%
Neither agree nor disagree	16	1	0	17	10.69%
Disagree	6	0	0	6	3.77%
Strongly disagree	2	0	0	2	1.26%

Library+	Do they agree with proposed classification?	Net agreement
Swanage	84.28% Agree or Strongly Agree	79.25%

Do you agree with the proposed classification for Swanage Library?



Please provide any additional comments about the proposed library classification of Swanage Library

Comment/Theme	Number of times mentioned
Better/longer opening hours/consistent hours	15
Valued community asset	12
Comment about library staff	8
Needs higher classification (Library Connect)	7
Agree with classification/support proposal	6
Happy as it is/no need to change	5

Comments around the current catalogue/selection of books and ordering	5
Other	5
Weekend opening	4
Building not good enough/not suitable /improvements to building	3
Comments about population (e.g. older / less affluent/ increasing/ children / SEN)	3
Libraries need to promote themselves/opening times better	3
Adult Education	3
Disagree with classification/don't support proposal	2
Focus on core offer	2
Children's activities / section and storytelling sessions	2
Free access to computers	2
Isolated / rural community	2
More events	2
Increase offer (e.g. to increase footfall, summer visitors etc)	1
Open more mornings	1
Evening opening	1
Access for SEN/ Autism rooms etc	1
Co-working space	1
Mentions coffee shop/ drinks/toilet/comfortable space	1
Connections with community (e.g. Panet Purbbeck, Sustainable Swanage) library could lead on	1

Please indicate what times you would value the library being open.

Overall	Total votes
Friday	236
Saturday	225
Wednesday	225

Morning	Total votes
Saturday	123
Friday	102
Monday	98

Afternoon	Total votes
Friday	111
Wednesday	103
Monday	102

Late Night	Total votes
Thursday	28
Wednesday	24
Monday	24

Monday	224
Thursday	156
Tuesday	148
Sunday	36

Wednesday	98
Tuesday	59
Thursday	59
Sunday	13

Saturday	98
Tuesday	72
Thursday	69
Sunday	21

Friday	23
Tuesday	17
Saturday	4
Sunday	2

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
More/better opening hours, not less	17
Evening opening hours	15
More weekend opening hours	12
Happy as it is/no need to change	8
Afternoons preferred / after school	8
Open during shopping hours to coincide with shop visit / Friday is market day	4
Mornings preferred	4
More activities	2
Other	2
Out of hours ability to return books	1
Access to computers and printing	1
Library home delivery service	1
Open for full days not just morning or afternoon	1
Flexible seasonal opening (more in summer months)	1
Used for Home Education resources	1

Upton Library and Children’s Centre

Data taken from 1st February 2022 – 31st January 2023 shows there are 635 active borrowers at Upton Library. For the consultation, 62 respondents chose to look at the questions for Upton. If all the respondents were active members at Upton Library, this would represent 9.8% of the active borrowers, which is a fairly low representation for a library of its size.

Summary

- 67.21% of respondents either agreed or strongly agreed with the proposed classification
- the net agreement for the proposed classification however is 45.9%, which is low when compared to other libraries within the same proposed tier
- Wednesday was the most picked late-night slot but with only 9 votes, it is difficult to draw any real conclusions from that
- Saturday had the highest number of votes with 46 for the morning slot

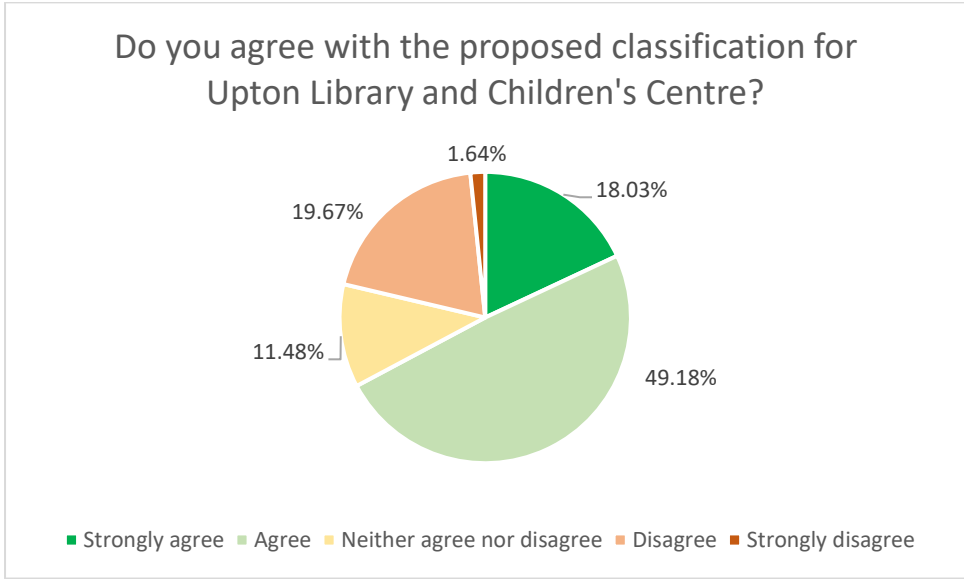
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Upton Library and Children’s Centre as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	10	1	0	11	18.03%
Agree	30	0	0	30	49.18%
Neither agree nor disagree	6	0	1	7	11.48%
Disagree	12	0	0	12	19.67%

Strongly disagree	1	0	0	1	1.64%
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Library	Do they agree with proposed classification?	Net Agreement
Upton	67.21% Agree or Strongly Agree	45.90%



Please provide any additional comments about the proposed library classification of Upton Library and Children’s Centre

20 comments were left which can be seen verbatim below
Relying on volunteers is not a sustainable practice and is unfair on the users. The library is in the centre of Upton, next to the surgery and is an ideal place for users to drop in whilst running their errands, doing the school run – difficult to do when it is barely open.
Upton Library could be the core centre for the community, due to its location.
I feel like Upton Library could be expanded and incorporated into the Health Centre. This could include a community hub and cafe. I feel this is a missed opportunity.
This library needs to be open more hour not less
Donation/honesty box based Coffee machine in the library would be a great idea. Snacks also. Will encourage longer stays.
I agree it currently is only offering the core library service but I feel the community would benefit if it was able to become a Library+
superbly run local library, that could possibly become library+
Interested that Wimborne has more need than Upton. Are Libraries 19-23 to close to BCP?
Any enhancement of facilities is always appreciated.
I think this library is utterly and under utilised resource of the community – the public out reach us very poor with outtie or no online presence – this community space doesn’t even offer hire. This library only recently went into Facebook – the space us under utilised because it’s not marketed. There are zero teenage projects – mire not less – this is awful!!!
The events like the under ones groups are very valuable to the local community and it is important these continue at Upton Library
Hopefully more residents will engage with our libraries services and to gain more from it.
Should be open more often

I think it should be a higher level. I think that Upton is now quite a large town. There is very mixed areas, with some deprivation. I would be interested to know how they are ranking it so low on the scale of need. There are also lots of older people who use the library in Upton and there are always children in there. I would not want to see the hours reduced for Upton Library. It is well used for community meetings and the Friends4UL group etc.
Upton library has a much higher need than is given. Living in this community I encounter people daily trying to access the library and not being able to due to its limited opening hours. There is a high need for more services to be offered at this library but much needed services appear to be being taken away instead of added. This library is greatly overlooked and not given the advertisement it needs for those locally to access services. I attend the library many times a week and have not known about services I have needed until long after I've had to follow a more difficult root to seek it. There is a huge community cry out for more to be offered at the library that just isn't being met.
Compared to other libraries the children's catalogue of books is quite poor. In other local libraries the children's books are much better and have a wider selection.
Upton is a small library with 2 members of staff and does a good job of providing core services
Upton is a town of over 7,000 residents.
Our library is very low down on your table but I feel that although maybe a smaller amount of people use the service the actual need is greater.
Upton is now a small town

Please indicate what times you would value the library being open.

Overall	Total votes
Wednesday	73
Saturday	65

Morning	Total votes
Saturday	46
Wednesday	30

Afternoon	Total votes
Wednesday	34
Friday	29

Late Night	Total votes
Wednesday	9
Thursday	6

Friday	59
Monday	56
Tuesday	54
Thursday	43
Sunday	10

Tuesday	27
Monday	24
Friday	24
Thursday	14
Sunday	5

Monday	29
Tuesday	24
Thursday	23
Saturday	16
Sunday	3

Friday	6
Monday	3
Tuesday	3
Saturday	3
Sunday	2

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

28 comments were left which can be seen verbatim below
It just isn't enough. You need more afternoon opening to allow the school age children to come in and do their homework, give them access to PCs if they don't have that at home. But you also need the mornings for the elder population to come in whilst it is quieter, where they can browse in peace and potentially acquire the digital skills they need in today's world.
No comment
I use the library most for books and activities for my children. So we use it mainly Saturday morning and in school holidays in the week.
It would be better to be open the same times everyday rather than different times on different days and closed certain days of the week unless the same day everyday Such as Mondays.
More hours particularly afternoons and maybe late opening would allow children to use after school and people who work the chance to visit
Not Sundays this is not needed
We love Lego club on Fridays
Open hours should be weekends and later closing to allow families working until 6 pm better access during the week. Maybe open later on weekdays and stay open later.
I work an office job and so really struggle to access the library due to the opening hours. I also struggle taking my [redacted] year old to the library after school/work due to opening hours and it only being open a Saturday morning at the weekend.

If I require a book I order it digitally through the app. I really think this is a great service.
We work around the opening times available at present but any additional times would obviously be appreciated NOT SUNDAY
I much prefer morning openings. The present hours seem to work very well, reduced hours would not be helpful.
Opening every day would be to those who work shifts/part time or all day as there are more options.
The library is a vital community resource and should be a central community focus point. Upton library is so under utilised – what a waste – with literally zero options for working people / shift workers or teenagers – nothing to entice them in – total re think required!
I think the library would be a great location to offer a hub for our young people over Friday and Saturday evenings. To help them connect, gain access to support and create a place to meet like minded people.
To be honest as I'm retired I put these in as seemingly suitable to workers as well?
I suppose I would have to travel to another library if necessary, but that would not be so convenient and might be more difficult in future.
I did not like having to choose only six slots on the chart above. I feel that I am condemning Upton Library to reduce its opening hours. It has already had its hours reduced from the old days and I don't want it to be reduced further. With irregular hours it is always inconvenient. Every time I have to look up the library opening hours because it is not easy to remember. Some people will just give up. If I am passing by, such as going to the shops or doctors then it is less likely that I would be able to pop into the library as well if the hours are reduced. I think that the people who fill out this survey are likely to be those who are fairly internet-savvy and so all the people who aren't online, or are too busy to fill out the survey won't get their input into the opening hours for Upton Library. My son likes to use the library computers and it would hinder his studies if hours were reduced.
Being offered more than 6 sessions a week for the library to be open would make a huge difference to the community. The current opening times are very restrictive and limit people's access to much needed resources.

We like to encourage the love of books and reading through the library. It is particularly useful to have the library open in the afternoon after school to be able to go and swap books and have a space to find some calm after pre school/ school.
I work Mon – Thurs so tend to access the library either on Friday or Saturday if neither of these were available I would miss coming in to choose books.
I generally use the library with my children after school.
These are my personal preferences but I am happy with the current hours for our library as they cater for everyone as best they can.
Being retired opening times are less important to me as I can fit around them. When working I found late night opening during the week invaluable as Saturday was taken up with family needs.
There are no significant impacts that we couldn't work round.
I prefer morning opening hours as I have more energy in the mornings!
The Upton Library times are a little confusing – I can't remember them! But I guess they can't be open all the time + most people can access
I would be happy to volunteer at my local library
The times relate more to times I might accompany my daughter to activities on offer. My personal requirements will alter as I adjust work hours going forward.

Verwood Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 1256 active borrowers at Verwood Library. For the consultation, 221 respondents chose to look at the questions for Verwood. If all the respondents were active members at Verwood Library, this would represent 17.6% of the active borrowers, which is a good representation for a library of its size.

Summary

- just over half of respondents (51.15%) either agreed or strongly agreed with the proposed classification
- the net agreement of 19.35% is very low when compared against other libraries within the same proposed tier
- the reasoning for this is expanded upon in the additional comments for the proposed classification:
 - i. the new classification does not take into account that Verwood has a growing population
 - ii. invest in more groups and services in the library to encourage more people to use it
 - iii. cutting the hours will decrease its viability and use
 - iv. linked to the above, 15 hours a week is not enough and would be detrimental to the community
- Thursday had the most votes for the late-night slot with 34, though this is closely followed by Friday with 30
- Saturday the most picked option for the morning slot with 164 votes
- some themes taken from the additional comments on opening hours and their impact:
 - i. 35 respondents referred to the fact that the library needs to be open in some afternoons and evenings for children and working people to be able to use it
 - ii. open Saturdays for children and working people
 - iii. 11 respondents did not agree with being able to pick just six options, and said that you have already made up your mind on this

One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

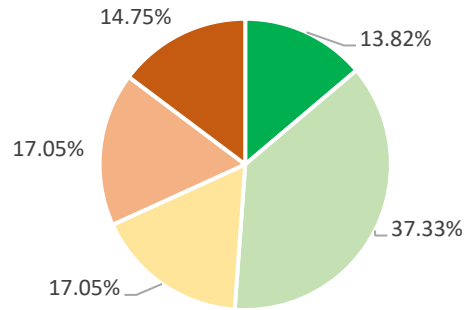
Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Verwood Library as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	30	0	0	30	13.82%
Agree	79	2	0	81	37.33%

Neither agree nor disagree	34	2	1	37	17.05%
Disagree	36	1	0	37	17.05%
Strongly disagree	31	0	1	32	14.75%

Library	Do they agree with proposed classification?	Net Agreement
Verwood	51.15% Agree or Strongly Agree	19.35%

Do you agree with the proposed classification for Verwood Library?



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

Please provide any additional comments about the proposed library classification of Verwood Library

Comment/Theme	Number of times mentioned
The new classification (library) does not match the amount of local residents / growing population (due to development)	24
Invest in putting more groups/providing more services in the library to encourage more people to use it inc afternoons, evenings and weekends for children, working people and families for the wider community	24
Cutting the hours in half will decrease it's viability and use, services it will be able to offer and drop in rate	18
Keep it the same as it currently is/ it's great the way it is / disagree to reducing the hours	17
15 hours a week is not enough / 15 hours would be detrimental to the community	16
Verwood does not have enough community facilities for the size (and growing in size) of the population	14
Verwood Library currently fits/ should be the Library Plus model	10
Ranking of 21 for need is inadequate for size of population / disagree with ranking of 21	10
The library is an important community asset in Verwood	9
Verwood library staff provide an excellent service	8
Library should be open 30 hours/week / hours should be expanded not reduced	6
Verwood has a large community of disabled and older people (and older people's reading groups) with reduced transport links	6

This is a back door way to close the library or turn it into a community run library	5
All libraries should offer the same service. It's not fair to create a postcode lottery with this classification system	4
There is a significant distance to travel to the next nearest library and has poor transport links	4
It needs to be open to provide a warm space for the local community	4
Needs to develop the library / have more facilities put in the library e.g. toilet, hot drink and comfy sofa	4
Verwood library is being downgraded because we're on the edge of the county	3
Agree with the proposal	3
Please don't cancel the toddler activity sessions / rhyme time	2
6 session options are too few / not flexible	2
Understand DC needs to make savings but this is an important local community resource	2
Verwood and west Moors are at the bottom of the list, could 1 or other be open full time / be co-ordinated in opening hours	2
East Dorset only seems to be served with 3 rd tier libraries	2
Use volunteers to support the running of the library	2
Too few books available on the shelves currently	1
Verwood has a similar population to Dorchester so should have similar library facilities	1
All East Dorset libraries are closed on Wednesdays	1
Dorset libraries need to invest in their digital offer, in Australia you can browse library catalogues / reserve/renew items.	1

Please indicate what times you would value the library being open

Overall	Total votes
Friday	271
Thursday	260
Tuesday	242
Monday	233
Saturday	222
Wednesday	194
Sunday	36

Morning	Total votes
Saturday	164
Friday	124
Monday	122
Tuesday	116
Thursday	114
Wednesday	93
Sunday	20

Afternoon	Total votes
Friday	117
Tuesday	112
Thursday	112
Monday	97
Wednesday	79
Saturday	55
Sunday	15

Late Night	Total votes
Thursday	34
Friday	30
Wednesday	22
Monday	14
Tuesday	14
Saturday	3
Sunday	1

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Impact: Needs to be open at least 1/some days after school/early evenings for children/working people to be able to use it	35
Open Saturdays whole day / morning for children / working people	35
I don't agree to choose 6 options / you have already made up your mind the library will only be open 6 sessions	11
I like the current opening hours	6

I am retired so don't mind when the library is open / don't mind when the library is open	6
The current opening hours do not support working people to use the library	4
Reducing the library hours further will prevent people who need to use it the most from using it	3
Open all weekday mornings/ the same time each day	3
don't open late on a Friday, but at least 1 other day	3
Disagree with proposed 15 hours total opening during the week – not enough	3
Alternative libraries are too far away	3
Impact: If the library is not open when needed, I'll stop using it	2
Impact: Reduction in library service will have a high impact on disabled users who rely on it services such as large print books, printer & ICT services, helpful staff and will lead to loss of confidence and isolation	2
Needs to be open 6 days a week	2
Verwood population/community is expanding so services need to consider families as well as old people	2
Don't cancel rhyme time	1
Always friendly and helpful staff	1
Agree with proposed functions of library	1
Create an activity area for craft and groups to encourage people into the library	1

Impact: Open mornings as I am a childminder so use it for young children regularly, this would be a big loss to their early years learning if closed	1
Impact: If you reduce the hours, then less people will use it, then you will close it altogether eventually	1
Either keep the hours as they are or close it, don't reduce it further or people will stop using it	1
Should be open when the indoor market is open	1
I use the RVS to return my books but like the service the way they are	1
Verwood needs more community spaces for learning and groups	1
The library could be rented out for groups when it is closed	1
Do not close lunchtimes	1
The opening times should be displayed prominently outside the building	1
Open the library Monday – Friday 10:16:00	1
Open the library 7 days a week	1

Wareham Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 1231 active borrowers at Wareham Library. For the consultation, 213 respondents chose to look at the questions for Wareham. If all the respondents were active members at Wareham Library, this would represent 17.3% of the active borrowers, which is a good representation for a library of its size.

Summary

- strong level of agreement with 88.73% either agreeing or strongly agreeing with the proposed classification
- this has led to a net agreement of 84.04%, which is the second highest of all other libraries within the proposed Library+ tier
- the three most mentioned themes within the additional comments about the proposed classification were:
 - i. 13 respondents said there is nothing enhanced about a potential reduction in hours and that 25 hours is not enough. The minimum should be 30
 - ii. 9 respondents supported the classification and that it seems appropriate
 - iii. 7 made reference to the Tourist Information Centre (TIC) and that it would be great to have it again
- Tuesday was the most voted for option for the late-night slot with 51 votes
- Saturday had the highest number of votes for the morning option with 163
- Sunday was considerably the least picked option overall, with just 25 votes
- key themes drawn from the additional comments on opening hours were:
 - i. there should be evening opening times for those working or unable to visit the library otherwise
 - ii. this ties in with another theme, where 8 respondents have said there should be flexible times spread across the week for more accessibility
 - iii. the current hours are fine – less would mean risk not getting into the library as much

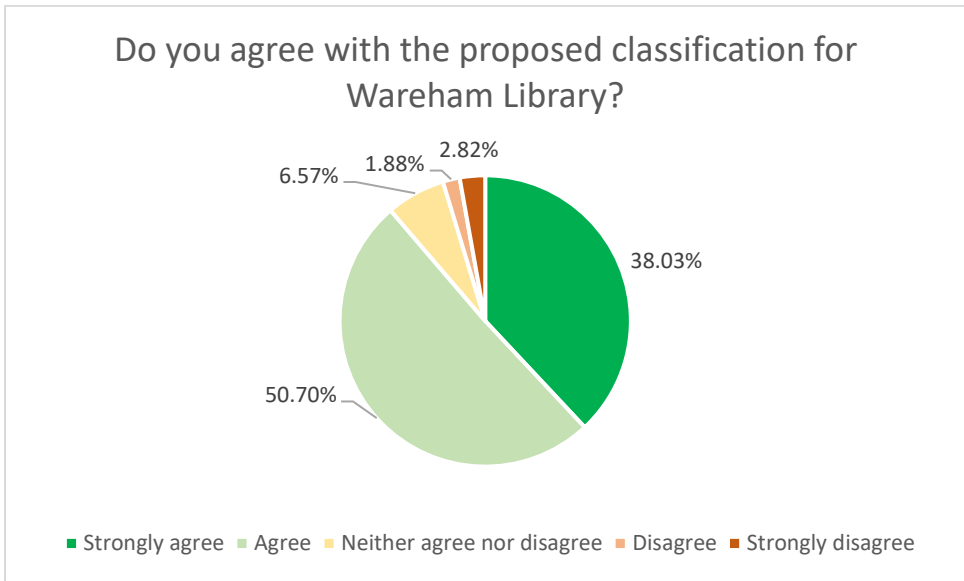
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library+ classification for Wareham Library as “a library which delivers an enhanced core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	73	6	2	81	38.03%
Agree	97	10	1	108	50.70%

Neither agree nor disagree	13	1	0	14	6.57%
Disagree	3	1	0	4	1.88%
Strongly disagree	4	2	0	6	2.82%

Library+	Do they agree with proposed classification?	Net agreement
Wareham	88.73% Agree or Strongly Agree	84.04%



Please provide any additional comments about the proposed library classification of Wareham Library

Comment/Theme	Number of times mentioned
Nothing enhanced about potential reduction in hours/do not want reduction in hours/25 hours too little time/minimum 30 hours	13
Support classification/seems appropriate	9
Great to have TIC again/lost TIC	7
Comment on staff	6
Other:	6
Should be 6 days a week	5
Co-working spaces/meeting rooms would be a great resource	4
Open longer/more hours	4
Early learning especially to be encouraged/events for children/opening hours for children to do homework	4
Evening session for those working/evening opening essential	4
Wareham is far away from another Connect	3
Much needed/town asset/part of community	3
Wareham should be a Connect	3
Area lacks adult education opportunities/include adult education classes	2
Opening according to usage including Saturday a must/open 5 days a week, including Saturday	2
Classification downgrades Wareham/already offers services exclusive to Connect	2
TIC used to allow library to remain open/function most days of the week without librarians. Another organisation such as CA could do the same	2
Repair Café or linking to Wareham Area Men's Shed once or twice a week	2
Change over of stock more frequently/more books	2
Saturday morning openings	2
Comfortable seating area with warm drinks	2

Regimented/consistent hours most days of the week	2
Naming is confusing	1
Difficult to see where additional services would be hosted/could impact services currently offered	1
Flexible space, could be further used by community for repair café/coffee facility	1
Autism friendly rooms should be considered for Wareham Library	1
Good to have Customer Services Team at the library	1
Disabled access should continue to be catered for	1
Host surgeries for councillors, MPs, DHSC on rota basis	1
Reservations service essential	1
Continue as it is or expand further	1
Open longer on Saturdays for families	1
Offer community support, prioritising young families and children support	1
Library Connect should be basic model for all libraries	1
Leave library alone	1
The use of “between” and “up to” in the open times seems intentionally rather vague.	1
Promote library facilities	1
As a retired person a small reduction in hours would not be a concern	1
Too expensive to access on public transport	1

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	122
Friday	108

Morning	Total votes
Saturday	75
Friday	60

Afternoon	Total votes
Thursday	53
Monday	48

Late Night	Total votes
Thursday	9
Tuesday	8

Tuesday	97
Saturday	97
Monday	92
Wednesday	67
Sunday	17

Thursday	60
Tuesday	42
Monday	41
Wednesday	35
Sunday	7

Tuesday	47
Friday	42
Wednesday	24
Saturday	19
Sunday	8

Wednesday	8
Friday	6
Monday	3
Saturday	2
Sunday	1

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Evening opening times for those working/afterschool/unable to visit otherwise/can visit with the children	21
Weekend openings for those working in the week/have commitments during the week	9
Current hours are fine/less would mean risk of not getting into library as much	9
Flexible times spread across the week so everyone has access	8
Other	7
Saturday morning opening	6
Saturday opening for activities/all day Saturday for children/families	5
8 options isn't enough/not enough opening hours	5
Should be open morning and afternoon for five weekdays and on Saturday morning/useful for mothers with children	5
1 evening a week	3
Prefer to go in the morning to combine it with shopping as I live outside Wareham/combine visits when in Wareham	3

Automated system when TIC was there works really well/reference to TIC	3
More mornings/open fully every morning	2
10-5 best time/consistent opening hours for those with dementia who cannot remember complex opening hours	2
Sunday should be closed	2
Six day service with shorter hours on set days/daily opening	2
Retired so flexible	2
Late opening on Tuesday	2
Wednesday closure sometimes affects us in the winter/Wednesday closing is annoying	2
Later start time to compensate for later finish	1
Great if open everyday	1
Evening opening for organisations and events	1
Like to visit Saturday morning to have more time to browse and read with children	1
At least four work days and Saturday	1
Saturday afternoon least in demand	1
Keep library open	1
Prefer six days part time rather than some full days	1
Open all day for six days to provide a warm place to go	1
Evening times not relevant for me	1
Do not cut hours	1
Tuesday mornings	1
Prefer lunchtime/afternoon sessions, except Saturdays	1
Fewer hours risks non-use	1

Poor public transport make accessibility difficult/cost too prohibitive/no buses run during weekend in winter months	1
Library is important part of community but underutilised due to hours	1
Opening hours better established from historic data prior to covid shutdown	1
Lunchtime closures bad idea	1
Saturday openings for those affected by energy crisis	1

West Moors

Data taken from 1st February 2022 – 31st January 2023 shows there are 456 active borrowers at West Moors Library. For the consultation, 99 respondents chose to look at the questions for West Moors. If all the respondents were active members at West Moors Library, this would represent 21.71% of the active borrowers, which is a very good representation for a library of its size.

Summary

- strong level of agreement for the proposed classification with 74.23% of respondents either agreeing or strongly agreeing
- the net agreement is 63.92%, which is in line with other libraries within the same proposed tier
- difficult to conclude the most popular late-night slot with so few votes
- Saturday had the most votes for the morning slot with 75 votes

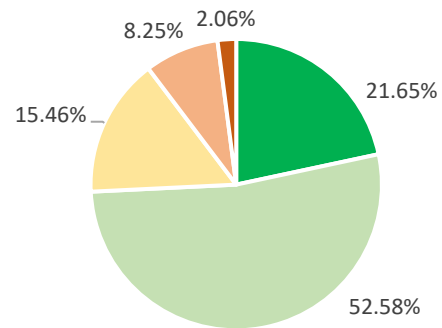
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for West Moors Library as “a library which delivers our core library offer”?

Option	1 st	2 nd	3 rd	Total	Percentage
Strongly agree	17	3	1	21	21.65%
Agree	42	8	1	51	52.58%
Neither agree nor disagree	10	2	3	15	15.46%
Disagree	5	3	0	8	8.25%
Strongly disagree	2	0	0	2	2.06%

Library	Do they agree with proposed classification?	Net Agreement
West Moors	74.23% Agree or Strongly Agree	63.92%

Do you agree with the proposed classification for West Moors Library?



Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Please provide any additional comments about the proposed library classification of West Moors Library

39 comments were left which can be seen verbatim below
I think it needs to be upgraded to Library + if that means the opening times can be extended. This is important in a community with an older population.
No additional comments.
The number of hours open is about right Plays important part in community so should not be downgraded
it should be a library +

West Moors library serves a range of residents, but is an area with a lot of elderly people who can't get to the larger library and depend on the local library for some social activities, internet access, as well as home delivery of books. The librarians know their customers well and are able to provide an enhanced service because of this.
Library needs to stay open for residents of West Moors. High retirement age in this area. A lot of people have mobility issues to have to travel further afield to use other library services.
It should be open more hours and the asking for volunteer librarians should be looked at.
Would be nice to have a community hub in west moors through the library
The West Moors Library is a village hub – and is one of the reasons I moved to the village! Schools nearby can access it, no need for transport. The library is run by an enthusiastic staff who provide attractive and thought provoking displays of books making it a dream to choose books. I've belonged to a library since I was a child, but this is by far the best and utilises all of its space well. I shall be using its internet I think as my laptop gets slower and slower. Please, please don't take it away from us. It's the life blood of the village.
Well run local library with book clubs and weekly events for all ages
We love our local library- we can walk to it and it is close to the High Street and cafes where you can visit and start reading your new book. Small is good!! Within a few months of moving here, I was recognised by the librarian and other regular visitors and now the librarian makes a point of asking whether I enjoyed the summer and Christmas reading challenges, and whether I liked a book or not, its so inclusive.
It already has some elements above Core. I trust these wont be removed. Ue it has an IT room and services
Not all areas of West Moors are affluent. Not everyone can get to a library in working hours. Children need ready access to a library at least on school days
I use the library frequently not only for borrowing books but also for the event organised by staff
there is a great deal of social and health needs required within West Moors
For a small community with an aged population, the library can/should be open more as a meeting space for activities i.e. More hours

this is a much needed service for elderly people in West Moors
I am very satisfied with the opening times at West Moors. They are flexible and if you can't make one day there are others available
None to offer
None of the libraries are that near to me
I think I understand that the new classification would maintain the current level of service, which I am happy with. It would be a great loss to the community if we lost anything. We do occasionally have exhibition of local history, we don't want to lose that aspect of service.
Extremely well run. A joy to visit
Excellent library lots of activities good selection of books great to reserve and pick up books locally
Both Librarians always helpful knowledgeable and thinking up new ideas fir the use of the library for the community. They are the hub
Of course it would have a lower classification, WM can't compete on size of population but the need is just as great probably more so than say Weymouth as there are less available facilities
Would like more hours of opening, and being open on Wednesdays
as it is currently
As so many in this area are housebound, have no transport of their own and a poor bus service I feel we should move up to Library +
Only in the latter stages of this form does it become apparent that there is a proposed differential in opening hours between the three types of library.
West Moors should have longer opening hours including evenings. There should also be a larger emphasis on children's interest. The village supports 2 primary schools and a middle school but the library seems a little focused on the more senior user.
A creche would be of great benefit.
Access for 22 hours barely needs the need for the community so no less please.
West Moors Library not only delivers an excellent Library service but is a strong community hub for local people!
Provides a very friendly and professional service with good advice on book/author choice when requested.
Despite the link given it is impossible to see how the needs of each area were assessed.

the centre of the community
Details are satisfactory noting that it would be helpful for small labels stating opening times that one can fix in ones diary or on a calendar or note board to remind one.
Creche would be very helpful. Disagree with lower community need ranking. There are very few services for people in West Moors. The children’s centre has recently closed. There are pockets of illiteracy which need services such as a library. In person events in libraries for children or young people with special education needs and disabilities are needed. Coffee shop would be good.
West Moors library is at the centre of a busy community. Public transport in the area is poor, so access to the nearby Ferndown library, is difficult. At least a 6 day opening option would benefit the local community, certainly more than the present peculiar opening hours.
Handy library for small Village residents
Disappointing that the classification is so low despite pockets of deprivation in the East Dorset area. Ferndown may compensate to some extent but Verwood has a larger population than West Moors so I’m surprised that the proposed hours are the same Coordination of opening hours at Verwood & West Moors might help to give a wider spread of – but not everyone is mobile enough to reach either library easily.

Please indicate what times you would value the library being open

Overall	Total votes
Thursday	122
Friday	108
Tuesday	97
Saturday	97
Monday	92
Wednesday	67

Morning	Total votes
Saturday	75
Friday	60
Thursday	60
Tuesday	42
Monday	41
Wednesday	35

Afternoon	Total votes
Thursday	53
Monday	48
Tuesday	47
Friday	42
Wednesday	24
Saturday	19

Late Night	Total votes
Thursday	9
Tuesday	8
Wednesday	8
Friday	6
Monday	3
Saturday	2

Sunday	17
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Sunday	7
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Sunday	8
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Sunday	1
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Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

27 comments were left which can be seen verbatim below
I would have picked more options ref opening times if it was allowed
Six is too restrictive.
I think that it needs to cover all times of day to fit in with peoples lives
Also so that it can continue to offer other things e.g. book club etc
morning suits an elderly population best – for working people a couple of late evenings would be ideal
I have no preference for opening hours, but value daily (or most days) opening for regular access to Ancestry for my research. I am happy with the current mix of mornings and afternoons with at least one later closing time, for flexibility.
Do not mind which days as long as a variety of mornings/afternoons and evenings.
I'm assuming afternoon means up to 18.00
I am happy with the existing opening times as they provide for people with different work schedules
Libraries are among the most important services you provide or should I say we the ratepayers provide. They need to be open 6 days per week.
As I do not drive, I would have to travel by bus to Ferndown library . The bus service is limited to a couple of times a day. I would have to pay for the bus service and that includes paying for my children with Special needs. Currently a return ticket costs me and my children £18.
I would go whenever it was open (except late night)
Present time work well

<p>I think less opening hrs are OK, but they need to be well advertised and not subject to a lot of change, otherwise websites get out of date, and you get frustrated when you turn up and it's not open.</p> <p>I work full time, so variation would be good and at least Saturday mornings, so I can collect if I haven't been able to in the opening hrs during the week.</p> <p>Could volunteers help to expand the opening hrs: I would love to help if that would be possible and I can't be the only one, there's a frustrated librarian in a lot of people I think!</p>
<p>If you are working, you can't usually get to the library before 5 so the definition of afternoon is critical. If the library shuts at 5, I shall be unable to use it.</p>
<p>A library should always be open after school for children to access help for their reading and homework. It is very sad to see this rationing.</p>
<p>A late evening or Saturday afternoon opening would make it easier for working people to access the library</p>
<p>My preferences are based on the fact that I work in the mornings.</p>
<p>these are current opening hours which I personally find meet my needs</p>
<p>Current opening times are fine</p>
<p>None to offer</p>
<p>No</p>
<p>If you have close for one day, then Wednesday might be a good day as so many other activities take place in a Wed.</p> <p>The current split works pretty.</p>
<p>I think two evenings, and Saturday mornings give more flexibility to employed/shift workers.</p>
<p>Good range of times to suit the needs of the village population</p>
<p>Personally prefer daytime but appreciate others prefer/need to have evening access</p>
<p>Would like more opening hours, say Wednesday and late hours one evening say Thursday</p>
<p>I am retired so opening times are not so crucial for me.</p>
<p>I find Friday morning opening at West Moors almost impossible to get to</p>

I picked a spread of times which complement Verwood. No late nights because I think the demographic of West Moors is older. Some afternoons to help West Moors Middle School pupils to access the library after school.

Weymouth Library and Learning Centre

Data taken from 1st February 2022 – 31st January 2023 shows there are 3484 active borrowers at Weymouth Library. For the consultation, 338 respondents chose to look at the questions for Weymouth. If all the respondents were active members at Weymouth Library, this would represent 9.7% of the active borrowers, which is a fairly low representation for a library of its size.

Summary

- very strong level of agreement with 91.12% of respondents either agreeing or strongly agreeing with the proposed classification
- the net agreement is also very strong at 88.46%
- the additional comments on the proposed classification explores this further:
 - i. the most mentioned theme (being mentioned 15 times) was that of support for the classification
 - ii. interestingly, 'other' comments were second
 - iii. 7 respondents mentioned that Weymouth is an area of high community need and the classification will be good for the community
 - iv. 6 mentioned deprivation and that Weymouth and Portland have socio economic need
- Thursday was considerably the most popular option for a late-night slot with 99 votes. It also had the most votes overall
- Saturday was the most picked option for the morning slot
- key themes drawn from the additional comments on opening hours:
 - i. evening opening hours for those working in the week to attract a wider participant group
 - ii. being open on the weekends for those with less flexibility
 - iii. continuing that trend, being open as much as staffing allows across mornings, afternoons and evenings

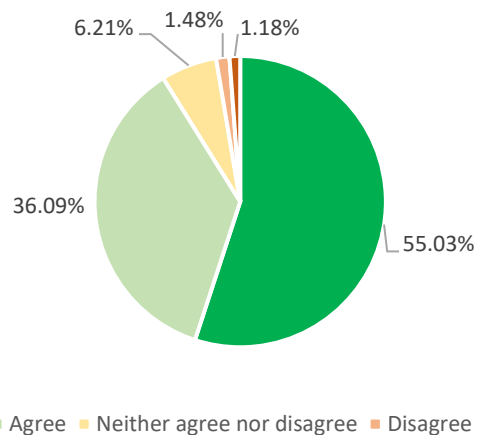
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library Connect classification for Weymouth Library and Learning Centre as “a library hub which delivers an enhanced core library offer including co-located partner services”?

Option	1st	2nd	3rd	Total	Percentage
Strongly agree	156	28	2	186	55.03%
Agree	105	14	3	122	36.09%
Neither agree nor disagree	20	0	1	21	6.21%
Disagree	4	1	0	5	1.48%
Strongly disagree	2	1	1	4	1.18%

Library Connect	Do they agree with proposed classification?	Net agreement
Weymouth	91.12% Agree or Strongly Agree	88.46%

Do you agree with the proposed classification for Weymouth Library and Learning Centre?



Please provide any additional comments about the proposed library classification of Weymouth Library and Learning Centre

Comment/Theme	Number of times mentioned
Support classification	15
Other	13
Weymouth area of high community need/good for community/one stop shop for community needs/crucial for community	7
Mention of deprivation/socio economic need within Weymouth and Portland	6

Libraries should remain havens with some peace and quiet/comment on noise levels	4
Comment about staff	4
Adult education opportunities/events	3
Good to see this as a community hub	3
Additional services come at expense of core services/do not want more brought in/keep library a library	3
Library is very good	3
Space too open for citizens advice type/council enquiries/should be moved from front office/other users hearing quite clearly what can be personal issues/move to meeting rooms	3
More books/more relevant range	3
Nice building/modern accessible space	3
No parking/would need to consider parking access	3
High population of older people may need access to online services/digital support to enable confidence and access to services	2
Valuable service	2
Be more available to community groups/free areas for community groups to visit	2
Enhanced services for children/engage children/schools/nurseries	2
Fewer peripheral services in library. It is too small to accommodate all services/takes up space for community groups	2
Readily accessible on public transport. Many cannot afford bus fares to Weymouth/not easy to access	2
Open longer on Wednesday afternoons/closing Wednesday (useful if opened extra day) prevents use of rooms available for use/	2
Promote services and facilities as part of new strategy	2

Encourage people from all demographics to use facilities	1
New parent and baby groups	1
Support for carers	1
Ensure library is open at the weekend	1
Soundproofed glass windowed office to provide privacy for above	1
Age-restricted area with member of staff to assist for children	1
Weymouth should be highest quality library with all services available	1
Re-open Mulberry Room for cultural events	1
Stopped visiting as never appears welcoming/street is not welcoming	1
Open after hours for community organising	1
All libraries should have equal rank of need. Should reflect DC's aspiration for all-areas equality	1
Reducing hours could prove detrimental for users	1

Please indicate what times you would value the library being open.

Overall	Total votes
Thursday	606
Friday	576
Tuesday	557
Wednesday	549
Monday	540
Saturday	537
Sunday	126

Morning	Total votes
Saturday	276
Wednesday	254
Friday	254
Thursday	249
Tuesday	247
Monday	239
Sunday	60

Afternoon	Total votes
Friday	259
Tuesday	258
Thursday	258
Monday	249
Saturday	240
Wednesday	235
Sunday	55

Late Night	Total votes
Thursday	99
Friday	63
Wednesday	60
Monday	52
Tuesday	52
Saturday	21
Sunday	11

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Evening opening hours for those working in the week/to attract wider participant group/students	31
Other	19
Open on weekends/Saturdays and/or Sundays for those with less flexibility/those working	13
Open as much as staffing allows/flexibility across morning, afternoon, evening	7
1 late night a week	5
Retired so flexible/I'm flexible	5
Current hours fine	5
2 late nights a week	4
Day time openings for shift workers/those in hospitality/retired	3
Should not be closed Wednesday afternoon/close later on Wednesday afternoon	3
Open Sunday for families/community/for a welcoming space, especially with high energy costs/	3
No need for Sunday openings	3
Late nights only for meetings/specific events	2
Open afternoons on multiple choice of days	2
At least mornings on weekends	2
Uneasy visiting in the evenings/	2
Access in mornings	2

Evening openings for adult education classes	1
3 evenings a week	1
Inconvenient if not open during the day	1
Times when children can attend	1
Open Sunday for help with computers and small business matters	1
Hours should be realistic. Similar services within Council work office hours, not reasonable to expect library staff to work outside those	1
Not necessary to open late nights with so much available online	1
Not all day Saturday, just the morning	1
No bus service on winter Sundays affecting ability to attend	1
Longer library hours means other services can stay open later too	1
No need for weekend unless you swapped a Wednesday PM for a Saturday AM	1
All day opening times/no lunchtime closes	1
Later morning starts on same day as evening openings	1
Staggered closing times. Library close at 9pm, computer facilities 8.30pm, council advice hub at 8pm, café at 7pm etc	1
Regimented hours easier to remember	1
12 choices not enough	1
Longer opening hours good for a Connect	1

Wimborne Library

Data taken from 1st February 2022 – 31st January 2023 shows there are 2369 active borrowers at Wimborne Library. For the consultation, 276 respondents chose to look at the questions for Wimborne. If all the respondents were active members at Wimborne Library, this would represent 11.65% of the active borrowers, which is a fairly low representation for a library of its size.

Summary

- strong level of agreement with 3 in 4 respondents either agreeing or strongly agreeing with the proposed classification
- net agreement of 62.77% which is the second lowest when compared to the other libraries within the proposed Library+ tier
- some of the themes drawn from the additional comments on the proposed classification were:
 - i. the two most mentioned themes were in relation to opening hours. Loss of hours outside of 9-5 and on Saturdays will stop working people from accessing the library and having access to computers. Consideration should be given to children’s activities in the holidays
 - ii. reducing opening hours will reduce its community capacity
 - iii. 14 respondents made reference to Wimborne’s population increasing and so should have an increase of opening hours
 - iv. 11 said Wimborne should be a Library Connect due to population, space and facilities
- Thursday had the most votes for the late-night slot with 52
- Saturday was the most popular morning option, voted for 224 times
- the additional comments on opening hours continue on from the above points:
 - i. opening all day Saturday/Sunday will allow working people to use the library and be somewhere to go on rainy weekends with kids
 - ii. 19 respondents said there should be some evening openings for working people and children after school
 - iii. should be a combination of days, evenings and weekends so as to be open at least 6 days
 - iv. 11 respondents mentioned that 8 sessions to select opening times is not enough

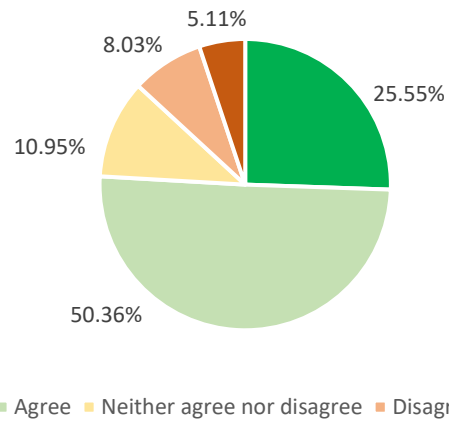
One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library+ classification for Wimborne Library as “a library which delivers an enhanced core library offer”?

Option	1st	2nd	3rd	Total	Percentage
Strongly agree	66	4	0	70	25.55%
Agree	126	12	0	138	50.36%
Neither agree nor disagree	28	1	1	30	10.95%
Disagree	18	4	0	22	8.03%
Strongly disagree	11	3	0	14	5.11%

Library+	Do they agree with proposed classification?	Net agreement
Wimborne	75.91% Agree or Strongly Agree	62.77%

Do you agree with the proposed classification for Wimborne Library?



Please provide any additional comments about the proposed library classification of Wimborne Library

Comment/Theme	Number of times mentioned
Loss of hours opening outside of 9-5 and not opening on Saturdays will stop working people from accessing the library and having access to computers, and consideration should be given to children's activities in the holidays	18

Opening hours should not be reduced further, will reduce its community capacity	17
Wimborne's population is increasing so should have longer opening hours not a decrease	14
Wimborne Library should be a Library Connect due to population/space and facilities	11
For the library to be a success (and offer extra things) the operating hours need to be consistent over 6 days and increased rather than decreased.	10
Should be open Sunday	8
Wimborne Library should be a minimum library Plus	6
Adult learning should be available at the library as it's in the town centre in the evenings	6
Happy with proposals	4
Same hours just spread over 6 days	4
The library is a great place for baby and toddler activities and cultural events already, don't change this	4
Wimborne library is already working as a connect so will be a downgrade to make it a plus	3
Disagree with definition of library need and therefore cannot evaluate question. Wimborne is not just affluent people	3
Your statement 'up to 5 days a week' s very vague/need more clarity	3
The library building is not nearly large enough to consider giving over space to a cafe or a council help desk. However, I do agree this would be a good idea to have these extra services in the library	3
the library should offer small recycling that HRC's don't offer e.g. toothbrush heads, contact lenses	3

No need for library to have café facilities	3
Other	3
Why does Ferndown Library rank so much higher?	2
needs to remain open during weekdays as people combine library visit with errands in town	2
Library needs a refurb as is tired and dated	2
keep the proposed hours but split them so all day Saturday and more evenings, less open during weekdays	1
Stop the enhanced offer, but extend opening times for book loans	1
connect it with the TIC/Museum and could it offer a police contact point there as the station has closed to the public	1
Advertise your excellent audio library more	1
Loan library should be offered e.g. tools to make the library more sustainable	1
Library should have toilet facilities	1
With self checkouts less staff are needed, but can have more opening hours	1
Good consideration for sensory requirements	1
Consider seasonal opening hours, later in summer, earlier in winter	1
Library could provide work spaces for parents from local schools to work from during the day	1
Library Plus needs better connections with schools, loaning of tablets etc.	1
You are creating a postcode lottery by only having 5 Library Connects in Dorset	1
Close the library	1

Please indicate what times you would value the library being open.

Overall	Total votes
Friday	396
Thursday	388
Saturday	367
Tuesday	355
Monday	342
Wednesday	270
Sunday	42

Morning	Total votes
Saturday	224
Friday	200
Tuesday	178
Monday	176
Thursday	172
Wednesday	143
Sunday	24

Afternoon	Total votes
Thursday	164
Friday	164
Tuesday	147
Monday	141
Saturday	135
Wednesday	104
Sunday	16

Late Night	Total votes
Thursday	52
Friday	32
Tuesday	30
Monday	25
Wednesday	23
Saturday	8
Sunday	2

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

Comment/Theme	Number of times mentioned
Opening all day Saturday/Sunday will allow working people to use the library /be somewhere to go on rainy weekends with kids	27
Should be open one/some evenings for working people, older children after school	19
Should be open a combination of days, evenings and weekends to suit as many people as possible, at least 6 days	14
8 sessions to select opening times is not enough options	11
Don't agree with proposed reduction of opening times	10

Library opening hours should reflect shop opening hours so public can combine the trips/other appointments in town/public transport	9
The current opening times meet my needs	9
Uniform opening/closing times	8
Libraries should be open later on weekdays /to support families with cost of living, young people who need somewhere safe to do home work on a PC and with broadband	6
Impact - I will not use the library if it is not open when I need it to be	4
Should be open mornings /for young children	4
Library should be closed on Sundays	4
Impact - as w working person if hours are reduced and not open evenings and weekends I won't be able to use the library	3
Library should be open on Friday in-line with market	3
Current closure of 1pm Tuesday- Thursday is too long	3
Impact - I work part time so would be unable to take my pre-school children to the library if it closed on more days during the week	2
Libraries should foster learning for old and young	2
Volunteers could help the library to open later	2
Don't use the library	2
Library should only be closed 1 day per week, open all the rest of the time	2
Libraries in the same areas wouldn't all be closed on Wednesdays	1
Seasonal opening - longer in summer, shorter in winter	1
Visiting another library would not be an option due to public transport restrictions	1
Other	1

Wyke Regis Library

Data taken from 1st February 2022 - 31st January 2023 shows there are 428 active borrowers at Wyke Regis Library. For the consultation, 62 respondents chose to look at the questions for Wyke Regis. If all the respondents were active members at Wyke Regis Library, this would represent 14.5% of the active borrowers, which is a fairly good representation for a library of its size.

Summary

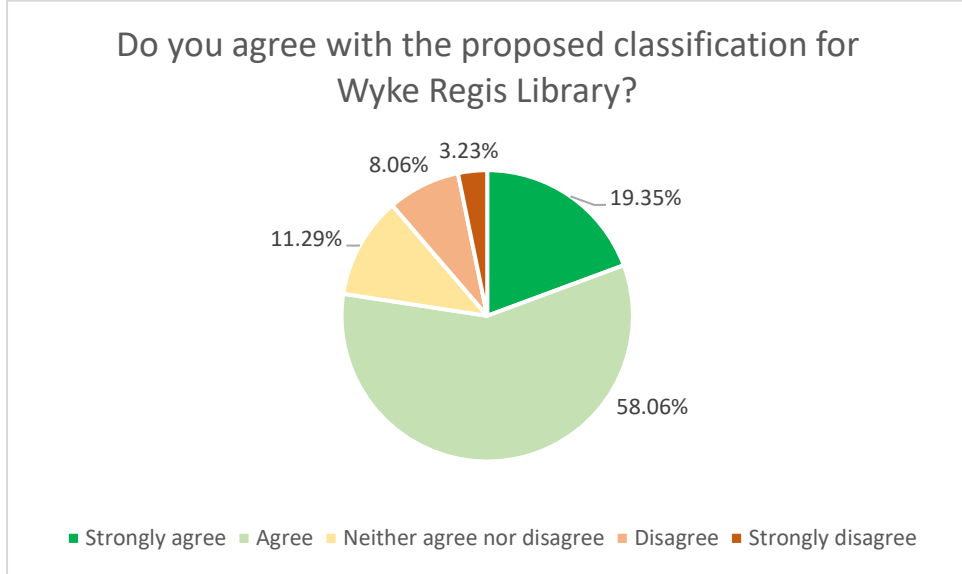
- strong level of agreement, with 77.42% of respondents either agreeing or strongly agreeing with the proposed classification
- net agreement of 66.13% which is in line with other libraries within the same proposed tier
- not enough votes to make any conclusion on a late-night slot
- Saturday had the most votes for the morning slot with 48

One thing to note, the system would not allow a restriction on choices for the opening hours question. Due to that, there may be circumstances where users have over-selected, meaning there could be some over-counting at points.

Having considered the draft operating principles, community needs analysis and services available at the different types of library, do you agree with the: Library classification for Wyke Regis Library as “a library which delivers our core library offer”?

Option	1st	2nd	3rd	Total	Percentage
Strongly agree	11	1	0	12	19.35%
Agree	27	9	0	36	58.06%
Neither agree nor disagree	6	1	0	7	11.29%
Disagree	2	2	1	5	8.06%
Strongly disagree	1	1	0	2	3.23%

Library	Do they agree with proposed classification?	Net Agreement
Wyke Regis	77.41% Agree or Strongly Agree	66.12%



Please provide any additional comments about the proposed library classification of Wyke Regis Library

22 comments were left which can be seen verbatim below
Should be open a bit longer
Wyke library is a valuable asset from young children to adults, and to me of retirement age very valuable
Open hours should be no less than present and in a perfect world more days open

Wyke Regis needs to be in the Library Connect as it is a thriving large area of people especially the very young and older inhabitants use of other.
This is as it is now.
A larger out of hours return box
The current librarians are working extremely hard on lots of new initiatives & the signs are very encouraging that new people are now using the library. They need to be supported by the authorities to build on these ideas.
I would say that that is already how this library is run.
It must not be forgotten what other facilities are available nearby. Wyke library is also used by people who use the local health centre, the local dentist and also the primary and secondary schools and should be more clearly linking to these other public services.
More evening opening would be good for working people. Given the cost of travel into the main Weymouth library, it would be good to have greater provision of classes.
Very happy with the classification of Wyke Library. For me personally opening hours are convenient, choice of books is good and the library is a comfortable friendly place to visit.
This is a vibrant library with wonderful staff. The activities held there help me find company and sharing with others-finding new ways to stop loneliness living alone as a widow.
This Library provides a wonderful service for local residents and visitors from other areas. The staff are praiseworthy as nothing is too much trouble for them. Please keep up this great standard for a valuable local service that must be maintained.
Wyke Library is a vital resource for the community, there are currently many activities competing for the limited time that the library is open, many having to run less frequently than we would like. It has an excellent "friends" group supporting it. It not only provides essential services, but many other varied opportunities for a wide range of locals (and visitors).
The only thing that'll be missing for them is the person led events for children. These are always well attended and loved at Wyke Library.
Of all those to be classed "library" I feel that this would be a missed opportunity. It's unique positioning sharing a building with a doctor's surgery and proximity of schools of all stages, local shops and other community spaces could see this being more effectively developed as a leading part of a community-hub which would benefit from offering the Library + services

The library works very hard at doing/providing a helpful and friendly hub for the community
I must admit I haven't visited Wyke Regis Library for years. I am never sure when it's open. I think it maybe needs to provide facilities for children after school. Retired people like me might go there to get out of the house.
I use Wyke Regis Library as a customer and to me it is a much loved and integral part of the Wyke Regis community which is greatly valued by the area's residents. Small, but very important!
This library needs to be expanded further into the community building which is under used by HNS surgery and their toilets there which are essential for the smooth running of library connect.
I think that Wyke library provides a much greater contribution to the community than a ranking of 18 would suggest! There are a great many people that struggle to get into the main library in Weymouth who rely on Wyke.
TH his needs to be a Library + model

Please indicate what times you would value the library being open.

Overall	Total votes
Wednesday	69
Monday	66
Friday	62
Saturday	59
Thursday	46
Tuesday	36
Sunday	5

Morning	Total votes
Saturday	48
Wednesday	37
Friday	35
Monday	34
Thursday	23
Tuesday	19
Sunday	3

Afternoon	Total votes
Wednesday	28
Monday	26
Friday	25
Thursday	21
Tuesday	15
Saturday	11
Sunday	2

Late Night	Total votes
Monday	6
Wednesday	4
Thursday	2
Friday	2
Tuesday	2
Saturday	0
Sunday	0

Please provide any additional comments about your desired library opening hours and times. Please also explain any (personal) impacts if we were unable to deliver your desired opening hours.

18 comments were left which can be seen verbatim below
If they were only open late night I wouldn't be able to use it. Prefer mornings as after rush hour it tends to be quieter on the streets so it'd make getting to and from the library much better
Later opening at least once a week may allow working people more opportunity to visit.
I would have included all the afternoons as well if this had been an option.
By only offering 6 choices above, you are NOT allowing the public to have a fair choice. All results above will therefore be skewed to your advantage.
I currently travel be disability scooter and read most weeks 5 books but they will come a time when I may need home delivery as I have for all my shopping Groceries Cloths Everything available on amazon
After school drop off if opening as car park congested then.
I am lucky enough to be able to go any time. I think the librarians are best placed to know when the library is most used & therefore needs to be open.
I don't mind when the library is open as long as it is clearly stated and published accurately. Possibly one evening a week might be good for those who work during the day.
Again the choices are rather meaningless. My choices are to be open all day, on one occasion, another morning and another afternoon and one part of the weekend
The opening hours suit me as a pensioner and use the library when it is open. This may not work so well for those at work but it helps to have Saturday morning open. For extra information we have the larger library in Weymouth
Access to Wyke Library is not always easy, as the car park is shared with the Doctor's Surgery, and Dental Practice. This is exacerbated at school times, when I am afraid that all logic disappears and parents 'take over' and totally disregard the allocated parking spaces.
To be totally honest, the library hours we currently have would be the minimum I would want. Some hours on Tuesday and Thursday would be great. We are losing a vital bus service (206) from November 2022, which will make it very difficult for many older residents to get into Weymouth from Wyke Regis. The library is very important to our community.

The hours of opening should co-inside with school finishing times, senior citizen active time and an out of normal hours slot. Otherwise the library will die. A means should be available, unmanned, 24/7 for the return of books.
I put these times as maybe they would suit the residents of all ages. Not particularly me.
I based my choices on the times when I personally would be most likely to use the library, largely because I have [redacted] and the library is a great place to go after school.
More opportunity to visit at my desired time if the opening hours are longer
You need to open on weekday mornings and afternoons, and Saturday mornings
Need (at least) one evening/Saturday opening for those unable to visit during daytime/the week. Afternoons (after school) are better than mornings for children/young people

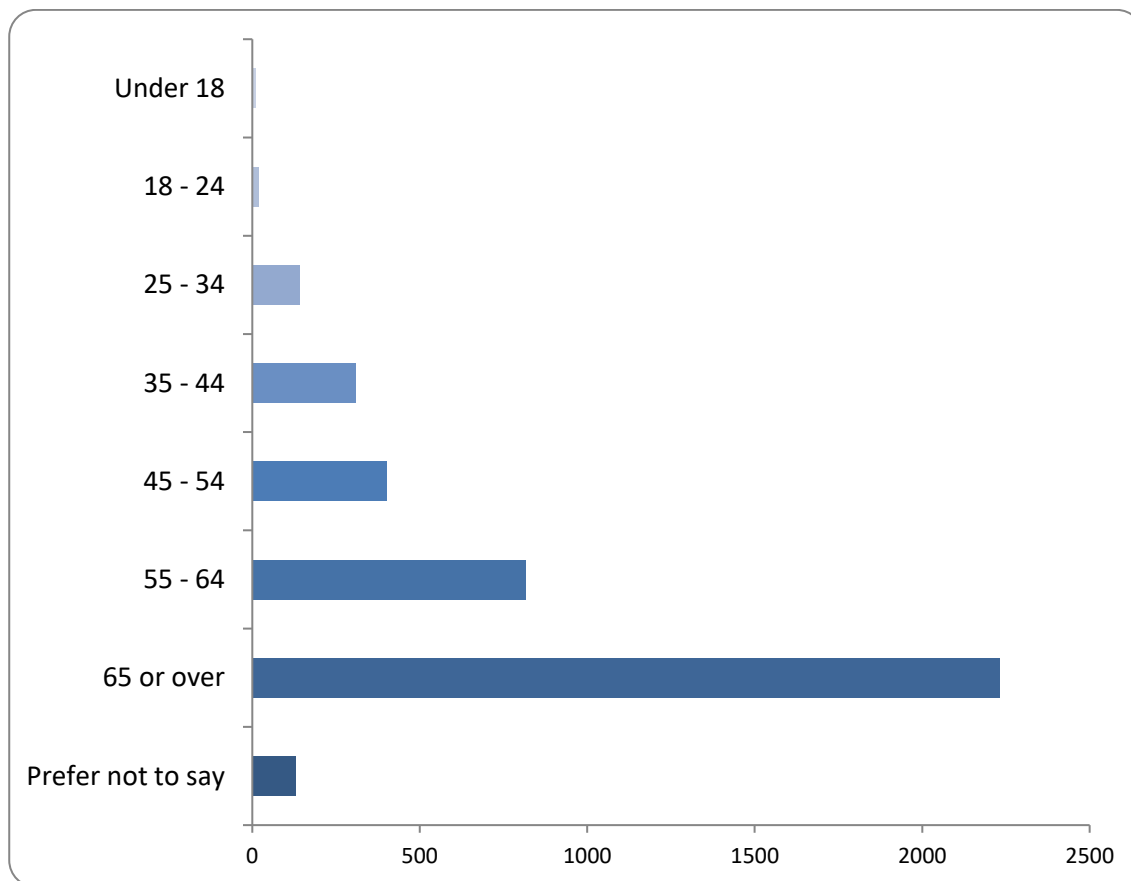
About You

We collect diversity information, not only to ensure any changes do not unfairly impact on specific sectors of the community, but also to try to make sure our consultation response comes from a representative sample of local residents.

These questions were asked to all respondents. The responses are built into the individual question analysis.

Age

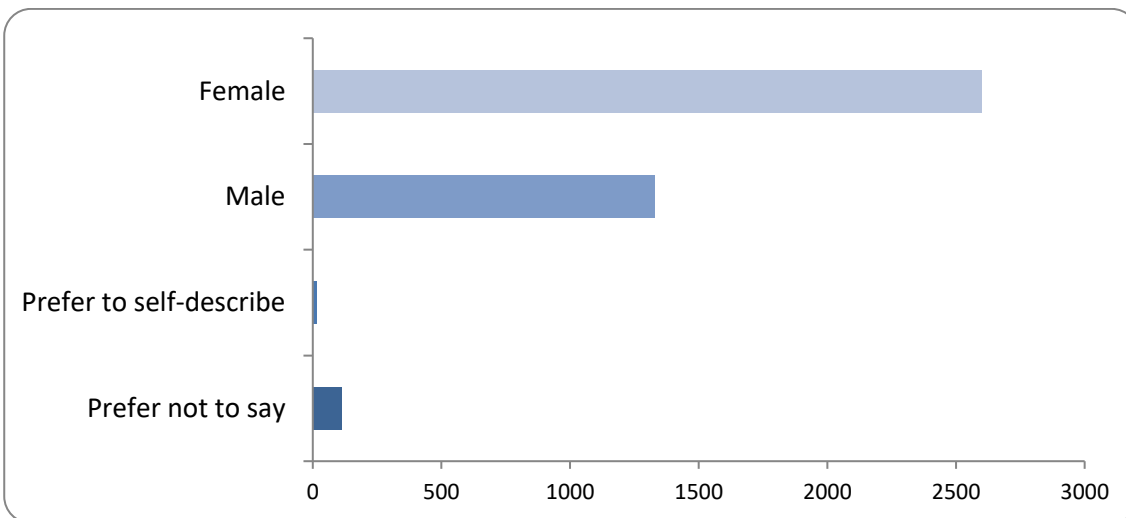
The graph and table below show the profile of people taking part in the consultation. Of the 4061 respondents who chose to answer this question, 55% (2233) were aged 65 or over. 11.8% of those that answered this question were under the age of 44, with 20 respondents in total from those aged 18-24.



Option	Total	Percent
Under 18	9	0.22%
18 - 24	20	0.49%
25 - 34	143	3.52%
35 - 44	308	7.58%
45 - 54	401	9.87%
55 - 64	818	20.14%
65 or over	2233	54.99%
Prefer not to say	129	3.18%

Gender

There were 4055 responses to this question. The current Dorset Council profile (of those aged 16+) is 48% male and 52% female. For this survey, of those who specified, 64% of respondents (to this adult survey) were female and 32.8% male. 15 individuals self-described.

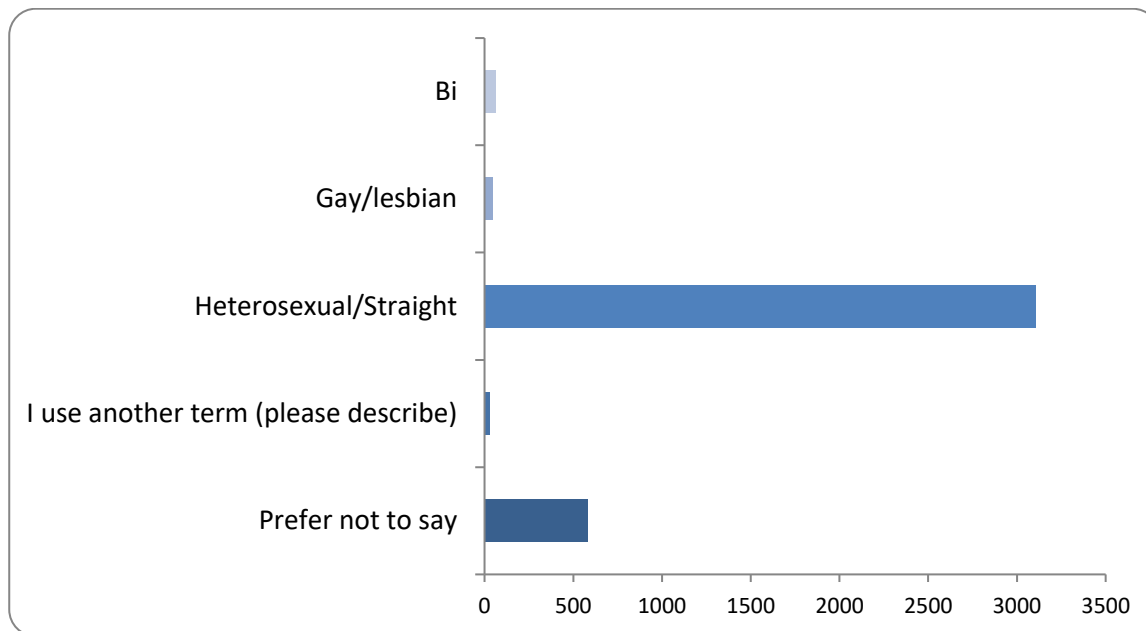


Option	Total	Percent
Female	2599	64.09%
Male	1330	32.80%
Prefer to self-describe	15	0.37%
Prefer not to say	111	2.74%

Sexual Orientation

3833 respondents chose to answer this question. Of those that did, 81.1% identified as heterosexual/straight, with 15.2% preferring not to say. 49 respondents described themselves as gay/lesbian (1.3%), and 63 (1.6%) described themselves as bisexual.

30 people (0.78%) said they used another term.

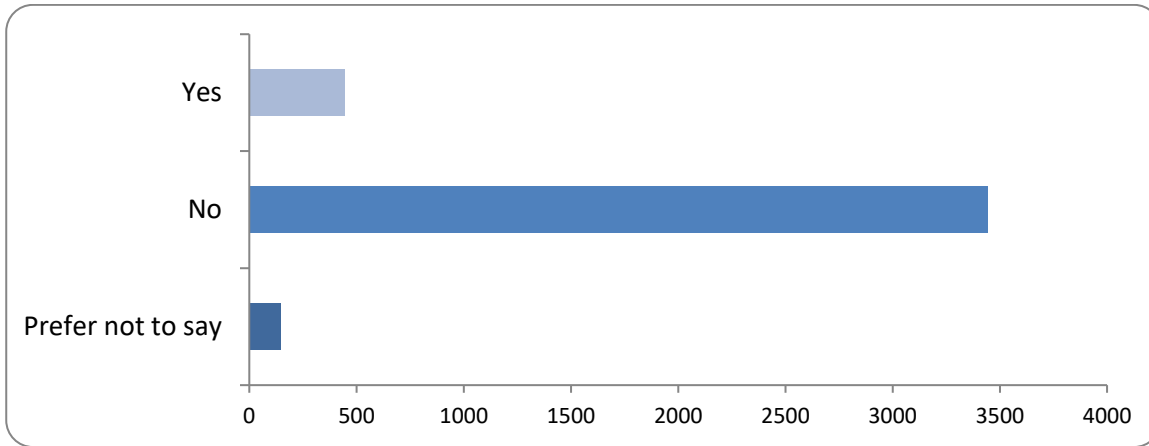


Option	Total	Percent
Bi	63	1.64%
Gay/lesbian	49	1.28%
Heterosexual/Straight	3110	81.14%
I use another term (please describe)	30	0.78%
Prefer not to say	581	15.16%

Disability

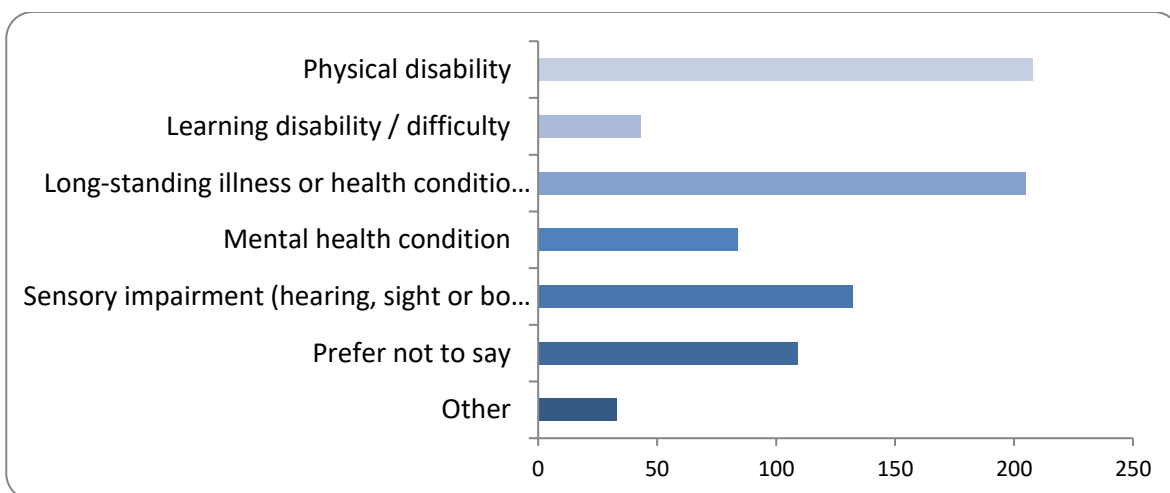
The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted or is likely to last 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis, and HIV/AIDS for example) are considered to be disabled from the point that they are diagnosed.

4036 people chose to answer this question. From that figure, 11% of respondents considered they had a disability. This equates to 447 people. Responses from disabled respondents have been considered throughout the report.



Option	Total	Percent
Yes	447	11.08%
No	3443	85.31%
Prefer not to say	146	3.62%

When looking at the specific disabilities of the 608 people responding, 208 said they have a physical disability, 205 a long-standing illness or health condition, 84 a mental health condition, 132 have a sensory impairment, and 43 a learning disability/difficulty. 109 preferred not to say and 33 said 'other'.

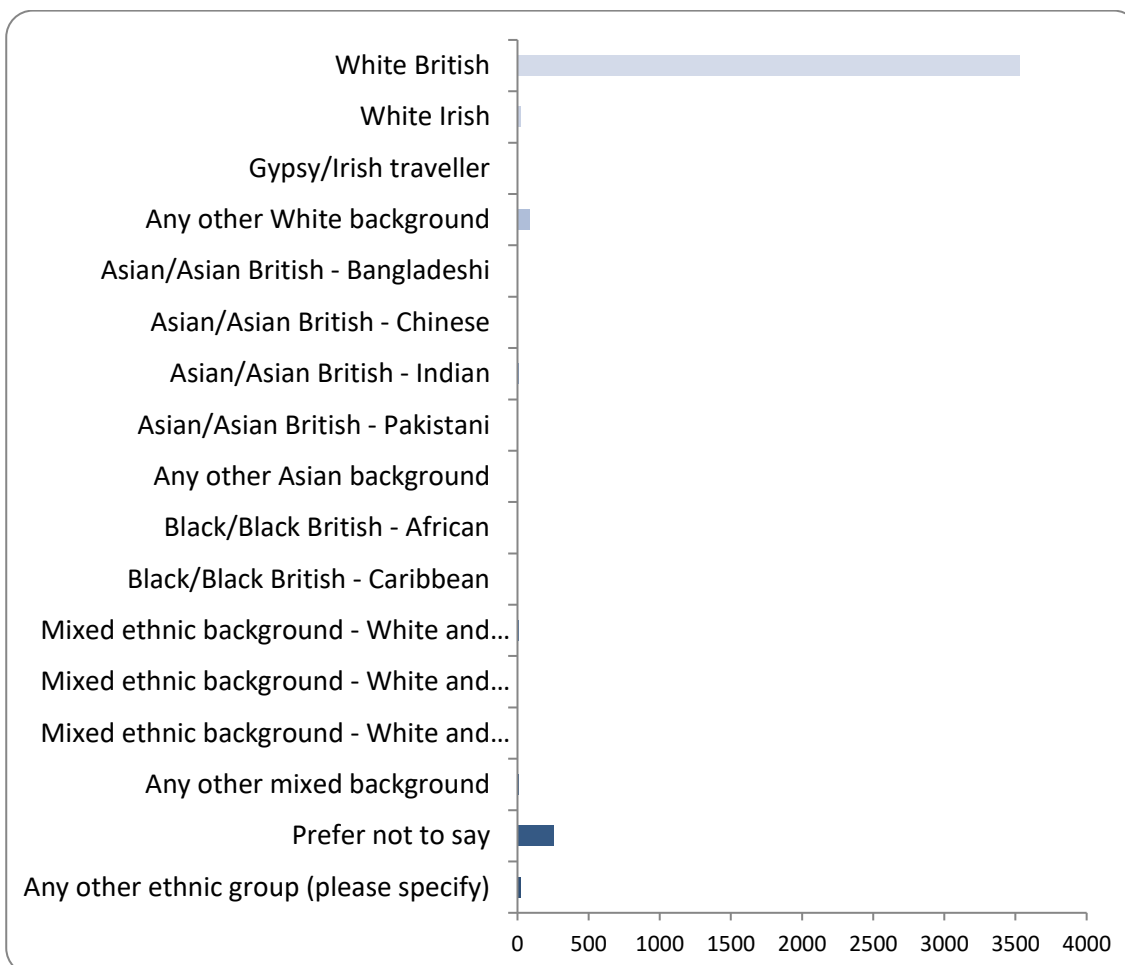


Option	Total	Percent
Physical disability	208	34.21%
Learning disability / difficulty	43	7.07%
Long-standing illness or health condition	205	33.72%
Mental health condition	84	13.82%
Sensory impairment (hearing, sight or both)	132	21.71%
Prefer not to say	109	17.93%
Other	33	5.43%

Ethnic Group

With 88.7% of the respondents saying their ethnic group was White British this is fairly typical of the wider Dorset population. Other larger groups specified: 89 were any other white background, 23 white Irish and 4 Gypsy/Irish Traveller.

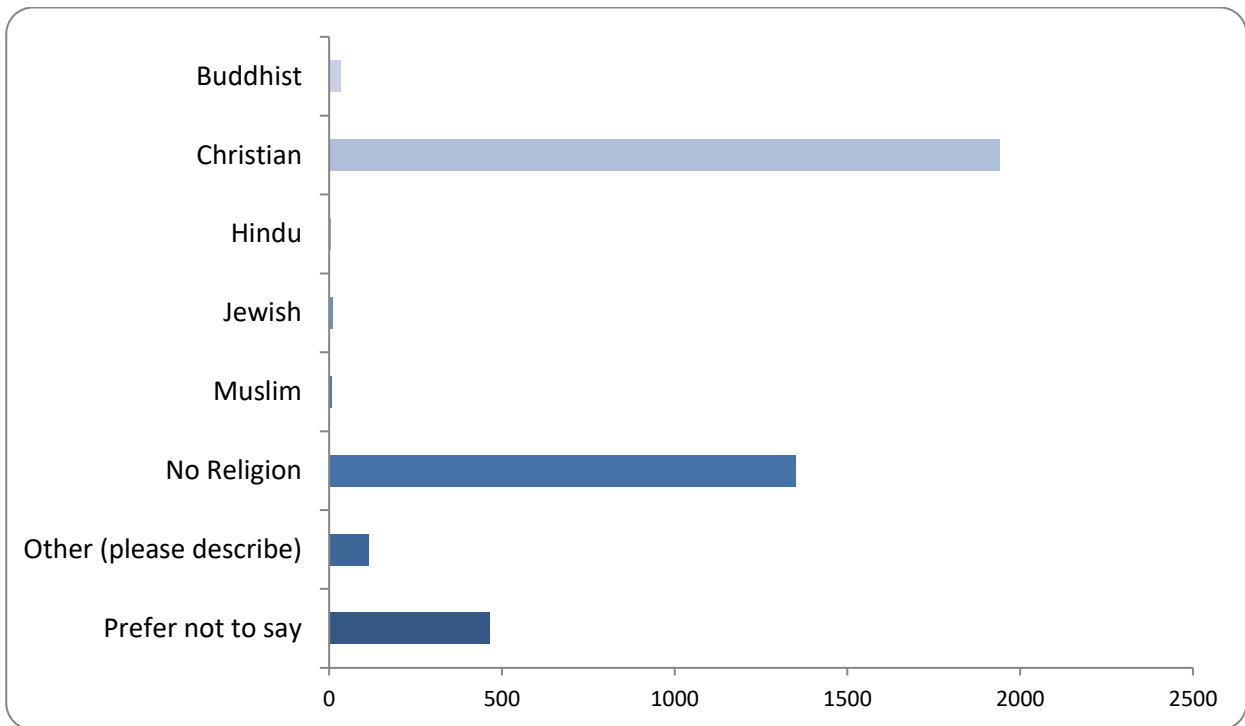
28 said they were any other ethnic group and 47 went on to specify other ethnic or mixed backgrounds. 256 preferred not to say what ethnic group they were.



Option	Total	Percent
White British	3533	88.77%
White Irish	23	0.58%
Gypsy/Irish traveller	4	0.10%
Any other White background	89	2.24%
Asian/Asian British - Bangladeshi	2	0.05%
Asian/Asian British - Chinese	3	0.08%
Asian/Asian British - Indian	9	0.23%
Asian/Asian British - Pakistani	3	0.08%
Any other Asian background	3	0.08%
Black/Black British - African	1	0.03%
Black/Black British - Caribbean	2	0.05%
Any other Black background	0	0.00%
Mixed ethnic background - White and Asian	8	0.20%
Mixed ethnic background - White and Black African	2	0.05%
Mixed ethnic background - White and Black Caribbean	2	0.05%
Any other mixed background	12	0.30%
Prefer not to say	256	6.43%
Any other ethnic group (please specify)	28	0.70%

What best describes your religion/belief?

The most common religion/belief was Christian (49.4%) with 34.4% having no religion. 113 responded other, with 147 going on to specify.



Option	Total	Percent
Buddhist	33	0.84%
Christian	1940	49.48%
Hindu	5	0.13%
Jewish	9	0.23%
Muslim	7	0.18%
Sikh	0	0.00%
No Religion	1349	34.40%
Other (please describe)	113	2.88%
Prefer not to say	465	11.86%