#LetsTalkLibraries – Staff and Partners Survey
Phase 2 Public Consultation Response Report

Let's Talk Libraries: Phase Two Employee, Business and Partner Survey

This report is to be read in conjunction with the main library survey and the children's survey. It was aimed specifically at partners including staff. As many of these respondents would have a close understanding of the working of the library service often comments are included verbatim. The raw data includes the full "path" of each respondent, but this summary report often brings together the responses from similar groups.

What was the consultation about?	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. This survey refers to the 23 libraries we run, not the eight community managed libraries that we support. The first phase of our consultation was completed in January 2022. 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.
What did we need to find out	We now need to refine the strategy. We need your help to prioritize and explore what the library service could look like in your community. 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.

	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
How many responses were received overall?	Total 183 responses were received for the staff and partners survey. **63 responses specifically from library service employees or volunteers.** There were 20 responses from councilors and 12 from town/parish councils and 5 from businesses.
How representative is the response to the wider population?	A good mix from staff and partner organizations and elected members. However, there were few responses from businesses
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, April 2023

Headlines

- 183 overall responses to this survey, with nearly half working in a Council Library and a quarter in another council service.
- There were 20 responses from councilors and 12 from town/parish councils but only 5 from businesses.

Aims

- Very strong support for the **Inspire aims** with nearly 95% agreeing. Of the few who had concerns it was aims 1.4 and 1.5 that concerned them
- Respondents ranked language and literacy well above the other aims in Inspire. Aims 1.5 and then 1.4 were seen as least important.
- Two thirds of respondents felt they could help by working together to achieve this aim. These responses were analyzed by respondent types, but there is no single theme and they need to be looked at individually.
- Very strong support for the **Connect aims** with nearly 95% agreeing. Of the few who had concerns it was about books rather than council services that concerned them.
- Respondents ranked the Connect aims pretty much as they had been written 2.1 to 2.5 but 2,1 and 2,2 were noticeably higher ranked than the other three.
- Respondents were asked about the opportunity to work together and 63 responded positively and 37 went on to specify how. This was a wide range with no particular theme running through it. All suggestions need to be considered on their merits.
- Very strong support for the **Enable aims** with nearly 96% agreeing. Of the few who had concerns (only 8 respondents) it was either the hubs or health/wellbeing that concerned them
- Respondents ranked the Enable aims pretty much as they had been written 2.1 to 2.5 but 2,1 and 2,2 were noticeably higher ranked than the other three. These are: 3.1 create inviting, flexible, well used spaces and 3.2 provide safe trusted spaces.
- Booking space in libraries - partners were positive about this aspect with 51 showing interest. The most popular libraries were Dorchester, Weymouth and Wimborne, in that order.
- Whilst there was interest in booking space there was expected resistance from within Dorset Council itself to paying for the space.

Library staff

- There were **63 responses specifically from library service employees or volunteers.** A large majority, 95% of them, felt the aims will enable the library workforce and volunteers develop.
- When questioned what delivery opportunity the council should explore, a wide range of issues/opportunities were highlighted. Whilst there were some concerns over library staff delivering other functions, training, careers, recruitment etc. staff felt they were best placed with their knowledge to help develop the service.
- 95% of staff said the values were appropriate for a modern and sustainable library service.
- Overall, there was significant agreement to this question asking if staff agree with the library model and the services available.
- Only one in 5 staff suggested further services that could be provided at DC libraries, but there was no particular theme running through these suggestions.
- When asked if the names help staff understand what different libraries will offer: Library, Library+ and Library Connect there was a mixed response but 2/3 thought they did and 1/3 thought they didn't.

Individual Libraries (P93)

- Note: The number of responses to some individual libraries in this part of the survey are particularly low. It is important that this is taken into account when making any conclusions from the data. This data should be read in conjunction with the main public survey data and even then in some cases further survey/engagement work might need to be undertaken to ensure any conclusions are valid.

I work or volunteer:

There were 183 responses to the survey
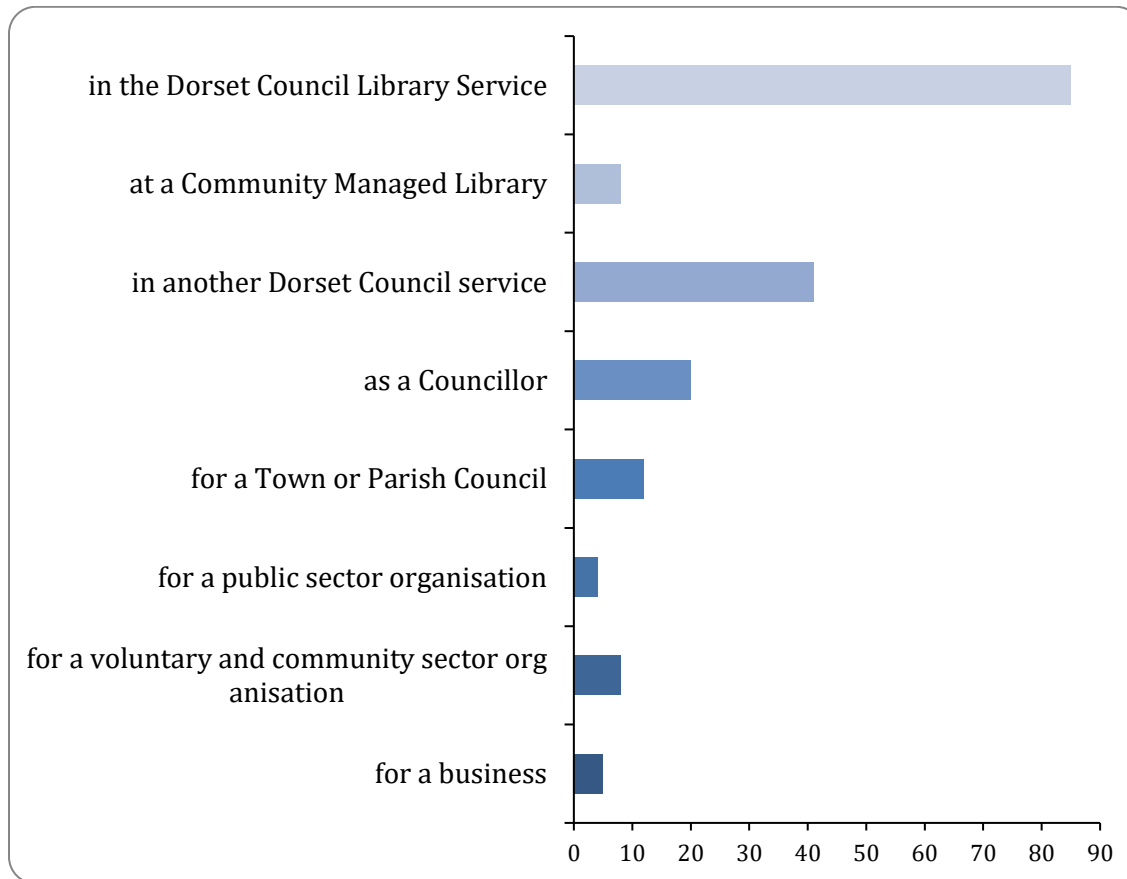
Option	Total	Percent
in the Dorset Council Library Service	85	46.45%
at a Community Managed Library	8	4.37%
in another Dorset Council service	41	22.40%
as a Councilor	20	10.93%
for a Town or Parish Council	12	6.56%
for a public sector organisation	4	2.19%
for a voluntary and community sector organisation	8	4.37%
for a business	5	2.73%

Name of organisation:

There were 26 responses to this part of the question.

18 were official organisational responses

Name of organisation	Is this your organisation's official response?
Bellair Haye Pork	Yes
Blandford Forum Town Council	Yes
Bridport Local Area Partnership	Yes
Carer Support Dorset	Yes
Gillingham town council	Yes

Landance CIC	Yes
Loders CE Primary Academy	Yes
Lyme Regis Town Council	Yes
Melbury Abbas & Cann	Yes
Planet Purbeck	Yes
Quay Therapy	Yes
Rural Mental Health Matters	Yes
Saxon Publishing Ltd	Yes
Shaftesbury Town Council	Yes
Stoborough Nursery	Yes
Sturminster Newton Town Council	Yes
Swanage Town Council	Yes
The Business Blend	Yes
Barclays	No
Buckland Newton	No
Corfe Mullen Children's Centre	No
Corfe Mullen Town Council	No
Dorset Healthcare University NHS Foundation Trust	No
NHS	No
Pimperne Parish Council	No
Royal Voluntary Service	No
RVS Home Library Service	No
The Reader	No
Wareham St Martin Parish Council	No

The first part of the survey views the draft library strategy. The second part explores what the library service could look like in our communities.

Inspire

The theme to Inspire has five supporting aims, as seen below. Do you think these are relevant for the library service to deliver?

There were 140 responses to this part of the question.
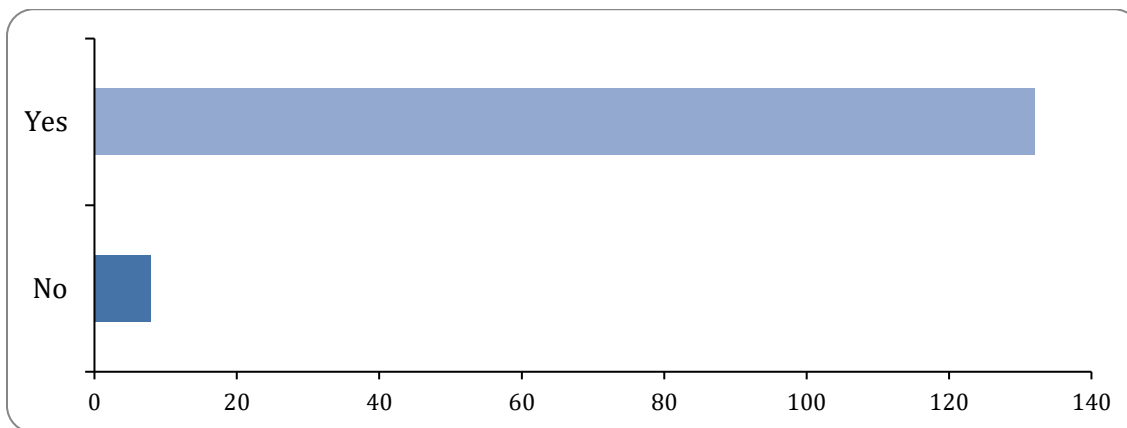
Option	Total	Percent
Yes	132	94.28%
No	8	5.72%

- Very strong support for the **Inspire aims** with nearly 95% agreeing. Of the few who had concerns it was aims 1.4 and 1.5 that concerned them
- Respondents ranked language and literacy well above the other aims in Inspire. Aims 1.5 and then 1.4 were seen as least important.
- Two thirds of respondents felt they could help by working together to achieve this aim. These responses were analysed by respondent types, but there is no single theme, and they need to be looked at individually.

Inspire - Please indicate which aim(s) you do not agree with and why:

There were 8 responses to this part of the question.

Please indicate which aim(s) you do not agree with and why
1.4 and 1.5 are admirable but at the present time I cannot see how are a priority for a library service when resources are limited. Obviously continue to address through work with partners, using the space, events and information.
1.4 business networks have no place in the library service. Staff are not trained in these types of areas, and the senior managers won't offer training in any case
1.4 is grammatically incorrect. This is not a good look for a library strategy.
 1.4 should not be a focus of the library 1.5 as above, and borders on a political issue that people should be able to decide for themselves without being force fed
1.4: Don't think the library service should, or is geared up to, supporting businesses. As a public sector organisation, it should focus on what the private sector does not do. 1.5: this is worthy -- but there are just as many worthy actions. Moreover, the actions and decisions that are usually promoted will do nothing to avert the climate crisis, but only exacerbate it. There is much literature on this.
1.5 - I don't believe we have a climate emergency. 1.4 - I don't believe businesses should rely on libraries to promote them.
I don't agree with 1.5 : libraries should be information centres, not proselytising any particular council policy, however important it may be considered at the time. These aims 1.1 - 1.4 are all very worthy, but how about 'reading for pleasure'?

I'm not sure about 1.4, partly because I'm not sure what 'enterprise business network' means in the context of libraries but mostly, because it may be tricky to have the required space in library buildings to accommodate this and also the required noise level when children's events are on or when the library is busy to have groups of people or businesses working in the library space.

Perhaps it's something larger libraries or places with good sound proofing could offer? With the hiring of office space, meeting rooms etc?

The other aims are all ones I agree with.

To follow on having now seen the examples of the aims further into the survey, networking events etc would be useful to have, but I'm not sure the aim is very clear about what it is trying to do.

Maybe it could be: 1.4 support an innovative and thriving micro and small medium enterprise business network through... then it lists some of the ways it would support it.

To inform how we prioritise resources, which aims do you consider most important for the library service to deliver?
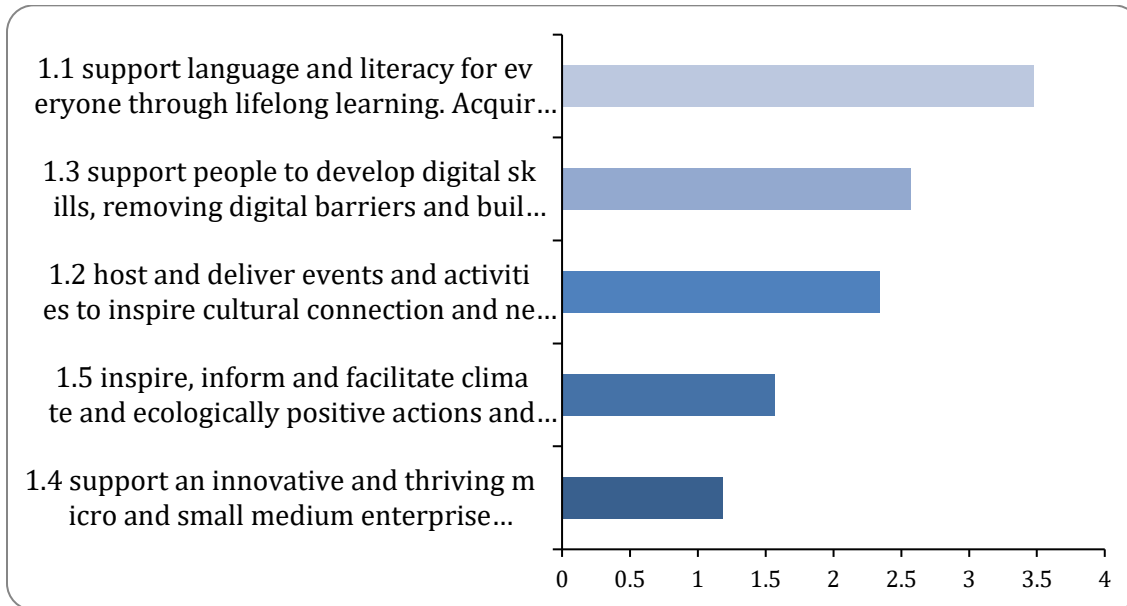
| Item	Ranking
1.1 support language and literacy for everyone through lifelong learning. Acquiring knowledge; developing skills and pursuing personal goals	3.48
1.3 support people to develop digital skills, removing digital barriers and building confidence	2.57

1.2 host and deliver events and activities to inspire cultural connection and new experiences	2.34
1.5 inspire, inform and facilitate climate and ecologically positive actions and decisions	1.57
1.4 support an innovative and thriving micro and small medium enterprise business network	1.19

Inspire - To inform how we prioritise resources, which aims would you consider most important for the library service to deliver? The results are shown in the graph and table above.

Could your organisation or service help us achieve one of our aims?

There were 120 responses to this part of the question.
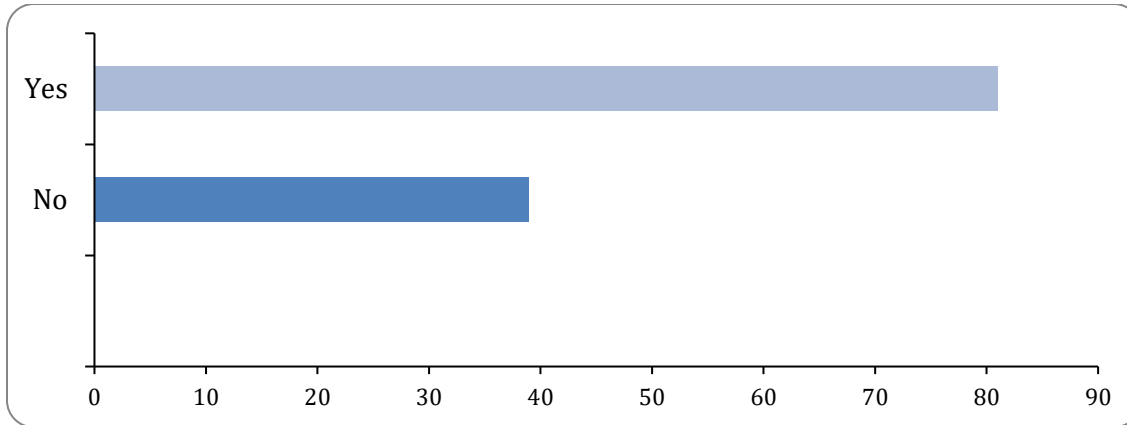
Option	Total	Percent
Yes	81	67.5%
No	39	32.5%

Provide details about the opportunity to work together: INSPIRE

There were 55 responses to this part of the question.

The table below show shows the opportunities respondents identified for working together under the inspire theme, combined with respondents work area.

I work or volunteer:	If you work or volunteer in another Dorset Council service, please specify which below:	Name of organisation:	Provide details about the opportunity to work together: - Inspire -
as a Councillor			DC
as a Councillor			I am a councillor on [redacted] and feel sure we can work with the Library Service more coherently. A working group may be able to promote some joint working.
as a Councillor			i am part of Dorset Council
as a Councillor			I'm a Dorset councillor
as a Councillor			Problems with priorities of numbers system as I consider all points number 1 in the scoring system
as a Councillor			We could increase interaction and liaison between our council and the local library. the impact of the library on well-being is considerable with many activities for local groups, including those with dementia. Whilst the book or digital based activities may be core, it is these wider roles that are becoming even more important.
at a Community Managed Library			Digital events and digital champion Wi-Fi and study spaces Outreach post office
at a Community Managed Library			Small Community libraries can also provide some services

at a Community Managed Library			The friends of Burton Bradstock Library have organised events in the past that broadly fit with one or more of the objectives as part of their commitment to the local community.
at a Community Managed Library			We could actively support early years language and literacy programmes, working with professionals in the field. We would like to give more support to those who are currently digitally excluded, but we have struggled to get those in need to engage. We don't currently have room for a repair cafe or a toy library but both of those ideas are very appealing and we could work with our Parish Council to seek support for space.
for a business		Saxon Publishing Ltd	"Host and deliver events and activities to inspire cultural connection and new experiences" As a USA Today bestselling author and director of Saxon Publishing Ltd, I would welcome the opportunity to present author events to the wider Dorset community, not just at Dorchester library. This way, we can ensure the whole community can be involved, not just those who live or are able to easily travel to Dorchester. The same applies for (paid) events offered to local writers. As a trainer for Queensland Writers Centre, Brisbane, Australia I often delivered marketing and branding workshops to local writing groups to inspire their publishing journeys. I've seen nothing of this sort of educational offering in the four years I've been back in the Dorset area.
for a business		Quay Therapy	Host/organise/run workshops etc around mental health & wellbeing & creative therapeutic approaches (creative writing, art therapy etc

for a business		The Business Blend	We supplied a Dorset Digital Champion in the past but are not able to do so right now.
for a public sector organisation		Corfe Mullen Children's Centre	Corfe Mullen Children's Centre run activities and regular groups in Corfe Mullen Library. We share the space and facilities. We co-host events and help promote the library service to families. The Library Service also promote our groups and resources.
for a public sector organisation		Dorset Healthcare University NHS Foundation Trust	furthering links with healthcare professionals that have day to day contact with people where English is not their first language or have literacy challenges. Offering librarian skills to review information that we produce that will go to these communities and seeing if it is appropriately presented and language is accessible
for a Town or Parish Council		Blandford Forum Town Council	As a Council we actively explore climate change and have regular meetings and have made many changes to office procedures to support climate change.
for a Town or Parish Council		Bridport Local Area Partnership	BLAP does not deliver services. However, it produces a widely circulated, fortnightly bulletin, which could be a means to promote appropriate activities held in or developments at the libraries within its area.

for a Town or Parish Council		Shaftesbury Town Council	STC has an established network of community champions and we work in partnership to mutually benefit each organisation. It will be important to not reinvent the wheel as there are already organisations effectively working together on driving some of these aims within the Shaftesbury community. The focus could be how do we reach out to more people using the DC library resources.
for a Town or Parish Council		Sturminster Newton Town Council	We are happy to promote any activities or events in the library. Other organisations in the Town could be more relevant to help with specific strategies. E.g. Sturminster Newton Community Learning Centre, The Ideas Factory, Sturminster Newton Community Benefit Society. We will pass the survey on to them.
for a Town or Parish Council		Lyme Regis Town Council	We have available premises suitable for hosting events or organisations. We give grants to local organisations which help deliver these objectives, typically totalling about £100k p.a. We work with various local environmental groups on issues such as water quality, the provision of thermal imaging cameras, the provision of EC charging points, etc
for a voluntary and community sector organisation		Carer Support Dorset	Carer Support Dorset could provide Carer information sessions through Adviser drop-in sessions held at libraries. We are experienced in helping carers navigate their way on their caring journey and can support and empower people to achieve their goals.

for a voluntary and community sector organisation		Landance CIC	Landance CIC already benefits from partnership with Dorset Libraries on creative workshop offers in Libraries and schools, which are an important part of our performance projects. I am keen to extend outreach to increase accessibility to a wider range of participants by reaching out to other small local organisations as well and bringing them into the plans to offer workshops, for instance CICs such as Allsort'd in Swanage. This would create beneficial links within communities for all concerned.
for a voluntary and community sector organisation		Rural Mental Health Matters	Rural Mental Health Matters is a social enterprise focused on tackling inequality in rural mental health and wellbeing support. People living in rural communities face unique challenges and huge barriers to accessing support when they need it. By providing a hub in libraries, we can help connect and inform the rural communities with local support. Providing earlier intervention, and signposting, as well as a friendly face and free cuppa. Because it all starts with a cuppa and a conversation. This visible presence will raise awareness and reduce stigma. We have working partnership packages to help working together be more affordable and improve the wellbeing of Dorset's rural communities. 46% of Dorset's population live in rural areas.

in another Dorset Council service	Adult Education		1.1 and 1.3 always provide opportunity for Skills and Learning to work in partnership with Libraries to provide funded learning opportunities for visitors e.g. literacy, numeracy, digital, vocational, well-being, cultural, leisure and interest. If Libraries will be promoting themselves as warm spaces this winter as fuel poverty increases then there are opportunities for people to keep warm and keep learning that we can provide a range of financial resilience, making your money go further, employability, confidence building, Mindfulness, arts and crafts, AgeWell type courses we can offer.

in another Dorset Council service	Children's - Commissioning		1.1 We are already talking about Early Years including children with SEND and their families accessing the library service. Improving social mobility is an important driver for us to improve outcomes..... https://www.gov.uk/government/publications/improving-social-mobility-through-education The plan - Unlocking Talent, Fulfilling Potential - sets out how Gov will remove obstacles that could stop people from achieving their potential. They had 5 core ambitions: 4 which span across each life phase - the early years, school, post-16 education, and careers - and a fifth overarching ambition focussing on delivering better educational and career outcomes more evenly across the whole country. Closing the word gap in early years Children with strong foundations start schools in a position to progress, but too many children fall behind early. We need to close development gaps, especially early language and literacy skills, including by boosting investment in English hubs and professional development for early years professionals.
in another Dorset Council service	revenues and benefits		advise customers to use the library for customer services other services especially if elderly and have no access to internet
in another Dorset Council service	Spatial Planning		Consultations are focussing more on digital platforms and improving digital skills and removing barriers are important in enabling people to respond to consultations.
in another Dorset Council service	Highways		Help with behaviour change information.

in another Dorset Council service	ICT		ICT in general is and will continue to help in the digital goal. It is not for me personally to commit to other things, but our team do provide training onto the learning hub. Perhaps relevant courses could be shared onto a platform that might be useful from the enterprise business network.
in another Dorset Council service	Definitive Map Team		Informing people about Public Rights of Way working alongside other Teams working in this area
in another Dorset Council service	Waste		Inspire, inform and facilitate climate and ecologically positive actions and decisions. We have a wealth of knowledge on reduction and reuse that we're keen to engage with you on. We're also very keen to use the libraries as community hubs to help us deliver waste services to every property in Dorset by ensuring residents understand the recycling services and have easy access to recycling containers.
in another Dorset Council service	Livewell		Livewell already do pop up sessions in public spaces and offices - I'm pretty sure they have a few booked into libraries already.
in another Dorset Council service	Place		Our service is Assets and Regeneration so we could help develop the building. From the list above not a lot I'm afraid.
in another Dorset Council service	Place		Providing information and guidance for businesses on regulatory services (Food Safety, Health and Safety, Trading Standards, Animal Welfare, Air Quality.)

in another Dorset Council service	Digital Place		We work with libraries, providing Digital Champions, who work one-to-one with people to develop their digital skills. we are keen to help with point 1 - 3 above, and also any other initiatives to improve digital skills and remove barriers
in the Dorset Council Library Service			-
in the Dorset Council Library Service			A wide range of school visits to engage children in library visits from ages 4-16. Regular activities within libraries to promote literacy, speech and language development, such as rhyme time, story time and craft activities.
in the Dorset Council Library Service			At Bridport Library, we have the space and the enthusiasm to help.
in the Dorset Council Library Service			events such as Rhyme Time, book groups, craft groups and Story and craft for young children help to inspire and develop skills and cultural connections. We have digital champions come in to help customers develop their it skills and understanding and there is a course available for library staff to also become digital champions. We offer a warm space for customers to work on their businesses and enterprises either using our wi-fi using their own devices or our pcs.
in the Dorset Council Library Service			focus should be on 1.1 1.2 and 1.3 only

in the Dorset Council Library Service			I run a weekly reading group as a volunteer which brings the community together. This group is growing and thriving. It addresses social isolation, literacy and lifelong learning. So not a new opportunity as it already exists rather a hope it can continue. What has come from these groups members is a wish for a writing group. This is something we hope to organise at the Lyme Regis library in the New Year and run as a free collective using existing skills when the library is closed to the public. I work in the local community as a mental health support worker and a regular writing group is something hoped for by many of my clients. Perhaps they could be run with the support of Dorset Library's in Bridport to. I already run writing workshops for The Living Tree cancer charity and Harmony mental health charity both in Bridport. Public groups could pay for the service?
in the Dorset Council Library Service			[redacted] library service and for the Citizens Advice, these two organisations are already working together, and I think it is important that these links are continued. Libraries should be community hubs where members of the community can access information and working with the Citizens Advice provides an opportunity for people to obtain independent information from trained advisers.
in the Dorset Council Library Service			I'm a [redacted]. We already do most of these

|			
			Libraries are at the heart of the community; they are also a trusted friendly place making them the ideal location for all sorts of events/displays/information or just a quiet time to catch your breath or read. These special public spaces should be protected and kept going at all costs. 1.1 - If library opening hours or staff are reduced, then the availability of slots on offer for events/activities will also reduce. Shaftesbury library would benefit from having pull across doors in the archway between the reference library and main library as this would create a room that could be hired out for small events/meetings. 1.2 - It must be remembered that one size does not fit all. It should not be assumed that all customers are digital friendly, particularly the present generation 70 -100 years of age so event booking should have an alternative booking system to Eventbrite. I think contributing to the delivery of the Dorset Cultural Strategy would work well, bringing in some fresh ideas/new customers. 1.3 Hosting free digitally engaging and accessible events and activities for all ages in all libraries should continue. All libraries should have workstations for work or study backed up with plug access points and Wi-Fi printing. Available funds should be allocated fairly to all the libraries. A tatty frontage is not inviting to users, there should be a rolling plan so that all libraries get their fronts decorated every say five years. Automatic doors should work properly. Nothing will put a customer off more than being unable to enter a premises - is it closed? No library should be left to deteriorate at the expense of another library. 1.4 Could the Dorset IP Centre give one day/half day each month/one day a quarter to visit all libraries to offer their advice to micro, small and medium size businesses to help start up, protect, and grow their business? Travel without a car in Dorset is difficult and expensive. Free Wi-Fi with charged Wi-Fi printing should
in the Dorset Council Library Service			be available to customers. Study space and sufficient plug sockets for laptops should be provided in ALL libraries. 1.5 All library roofs should have solar panels to offset their running costs.

25

in the Dorset Council Library Service			Library service in general
in the Dorset Council Library Service			member of the Association of British Botanical Artists, offering artistic outlets for adults
in the Dorset Council Library Service			Our Digital Champions our highly praised by the people who use them but many people don't know about the service they provide - more could be done to advertise this service Wi-Fi printing would be great - many customers ask to print from their own devices On an ecological note, a lot of our recyclable waste still goes into the general because we don't have recycling facilities
in the Dorset Council Library Service			Partnership working with local organizations and charities
in the Dorset Council Library Service			Sturminster Library doesn't have separate meeting rooms etc and a wheeled shelving unit needs to be moved to make a big space for larger groups of people, making it difficult for the library to be used for some events when the library is open to the public. However, the Friends of Sturminster Newton Library are happy to host events outside normal opening hours, whether these have been arranged by the Friends or the Library Service.

in the Dorset Council Library Service			The Library Staff already work very hard to achieve many of these things, often off their own talents and skills. I would hope that some of these aims will be developed at a higher level to begin with. Particularly the 'The British Library Business and Intellectual Property (IP) Centres'. If this is something which won't be delivered in partnership with an organisation and is instead an offer that simply the library services staff will give, then I hope there will be appropriate training for this is, in my eyes, a complex opportunity.
in the Dorset Council Library Service			We can host and work with organisations to implement these ideas.
in the Dorset Council Library Service			We work with the local community collaborating in festivals and events both in the library and in the community. Working with both businesses and charities
in the Dorset Council Library Service			Work with partners organisations to develop cultural offer in its broadest sense
in the Dorset Council Library Service			Work with school groups on library days particularly with the younger age groups.
in the Dorset Council Library Service			Working in a Dorset Council library, we work with Skills and Learning and other Dorset Council organisations to provide services to the community.

Connect

The theme to Connect has five supporting aims. Do you think these aims are relevant for the library service to deliver?

There were 133 responses to this part of the question.
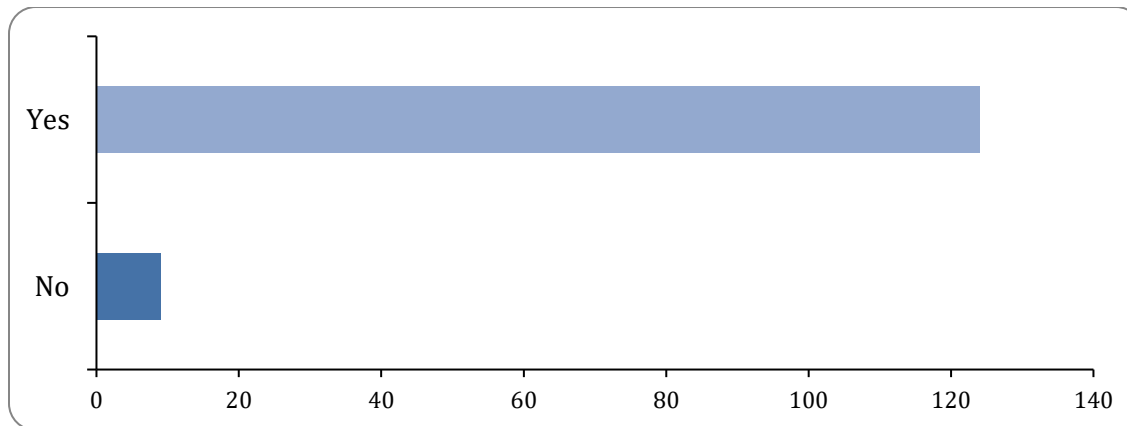
Option	Total	Percent
Yes	124	93.23%
No	9	6.77%

- Very strong support for the **Connect aims** with nearly 95% agreeing. Of the few who had concerns it was about books rather than council services that concerned them.

- Respondents ranked the Connect aims pretty much as they had been written 2.1 to 2.5 but 2,1 and 2,2 were noticeably higher ranked than the other three.
- Respondents were asked about the opportunity to work together and 63 responded positively and 37 went on to specify how. This was a wide range with no particular theme running through it. All suggestions need to be considered on their merits.

Please indicate which aim(s) you do not agree with and why (For example: I don't agree with 2.4 because...)

There were 9 responses to this part of the question.

Please indicate which aim(s) you do not agree with and why (For example: I don't agree with 2.4 because...) - Connect - Please indicate which aim(s) you do not agree with and why
2.5 - libraries should not be acting as the council's front door, the council itself should be equipped enough to deal with that. 2.2 should not be so community-led, libraries are for books and reading.
2.5 - not sure how this is achieved.
2.5 This would only work if you provide the staff from these departments in situ in the actual libraries. If you are expecting library staff to deliver all of this on top of their already stretched work load, you'll be looking for a whole new set of staff because you'll lose a lot of experienced library assistants.
2.5: I can see the logic of having the library be a place for council services, but it could easily just be perceived as a council office offshoot, rather than providing all the literacy, knowledge and learning services. As an information point is one thing; delivering the services another.
I don't agree with 2.5 because 'acting as a front door' implies that all services are going to be accessible from a local library, although this would be an ideal I do not believe it will be possible to provide the resource needed and that in reality much of the assistance given will be 'signposting' this can be done digitally.

I strongly disagree with number 5. Although funded by the council, libraries are traditionally seen as being independent and non-judgemental spaces. Libraries should be seen as happy/fun places to go, as a family, to meet friends and take part in activities, to support and encourage literacy for all. This is extremely difficult to deliver when the person a metre away at the next desk is complaining that their bin has not been emptied or is in tears divulging their personal information to the entire library because they are being made homeless. This situation makes staff feel uncomfortable and library customers are likely to cut short their visits.

Whilst I understand the cost-savings and potential efficiencies to be made by sharing spaces, it should not be to the detriment of existing library services. Most people are surprised to find such services in a library, it is certainly not a natural fit. A better option would be to have a separate office/space for such services within the library building and certainly separate desk spaces.

Lending books and having a non-loan reference section is the heart of any library and all the others are 'nice to haves'. It looks as if the primary purpose is being eroded by the cost of providing the add-ons. In particular I don't see libraries as the front door of the council.

2.1 - 2.4 reasonably uncontentious.

Regarding 2.5, I agree this is an important part of the library service and how it develops, however the library being a public/family area would also need to be taken into account. If people are coming for council support, then there should be a way of allowing council queries to be completed in a more private manner should they need to. Both for the benefit of the person with the query and for those using the library space. Such as if it is a sensitive or personal topic, or if the person is angry/venting about something.

The role library staff plays in these encounters also needs to be considered and appropriate support provided.

The library should not be acting as the council's front door. The library should be a facility for reading, learning and a community space. Using the space to facilitate council services is a cost saving measure which detracts from the services the library should be promoting. The library may be a council entity but should not be used as a cover all for all things council related.

Ranking of 'Connect - To inform how we prioritise resources, which aims do you consider most important for the library service to deliver?'
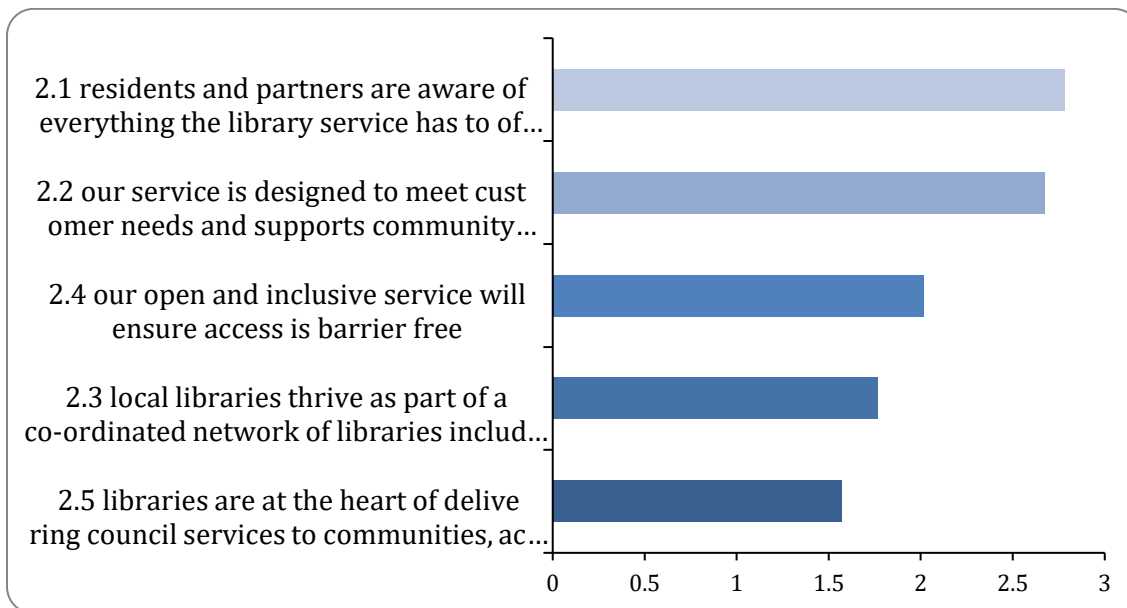
Item	Ranking
2.1 residents and partners are aware of everything the library service has to offer	2.78
2.2 our service is designed to meet customer needs and supports community connection	2.67
2.4 our open and inclusive service will ensure access is barrier free	2.02
2.3 local libraries thrive as part of a coordinated network of libraries including Dorset's Community Managed Libraries	1.77

2.5 libraries are at the heart of delivering council services to communities, acting as the council's front door	1.57

Option	Total	Percent
1	54	29.51%
2	36	19.67%
3	19	10.38%
4	14	7.65%
5	10	5.46%
Not Answered	50	27.32%

Could your organisation or service help us achieve one of our aims?

There were 109 responses to this part of the question.
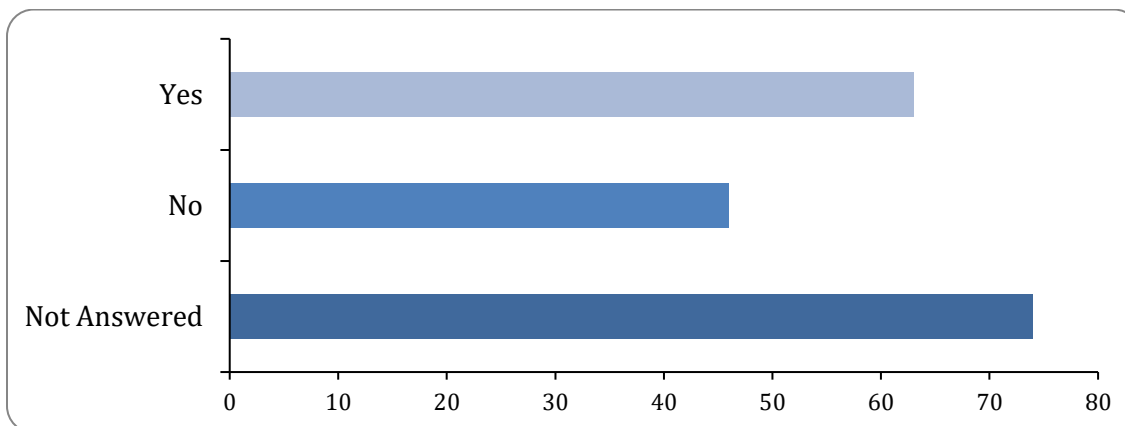
Option	Total	Percent
Yes	63	34.43%
No	46	25.14%
Not Answered	74	40.44%

Connect - Provide details about the opportunity to work together:

There were 37 responses to this part of the question. The comments are provided verbatim as there is no real themes running through. Each comment needs to be looked at in isolation.

I work or volunteer:	If you work or volunteer in another Dorset Council service, please specify which below	Connect - Provide details about the opportunity to work together:
as a Councillor	Not Answered	Bring together Councillors and public to engage and discover best ways of great communication
as a Councillor	Not Answered	Councillors have an indirect role
as a Councillor	Not Answered	I think there is a good opportunity for libraries to act as customer service desks for reporting highways issues and to help people get the digital skills to self-report potholes and defects themselves.
as a Councillor	Not Answered	See above
as a Councillor	Not Answered	The libraries could be the front door for Town Council services too.
at a Community Managed Library	Not Answered	Collaborating with Friends of Libraries groups

at a Community Managed Library	Not Answered	Community libraries can be involved in reaching these goals
at a Community Managed Library	Not Answered	We already support the Home Library Service at our Community Managed Library. We would welcome the opportunity to encourage more users of this service. We hope to have more space in our library in the next year and would then be able to offer specialist sessions for those with autism (i.e. outside normal library opening hours.)
for a Town or Parish Council	Not Answered	As before
for a Town or Parish Council	Not Answered	BLAP does not deliver services. However, it produces a widely circulated, fortnightly bulletin, which could be a means to promote appropriate activities held in or developments at the libraries within its area.
for a Town or Parish Council	Not Answered	Lyme's library is currently an old, temporary structure which is difficult to access with limited parking and a challenging approach for anyone with mobility issues, especially relevant in a community with a much older than average population. The town council is currently looking at options for its future office accommodation and Dorset Council has previously looked at the possibility of making better use of the library site. Perhaps we should work collaboratively to deliver a better, shared facility in a more accessible location?
for a Town or Parish Council	Not Answered	We can post on our Facebook and Twitter accounts and also on our web page.

for a voluntary and community sector organisation	Not Answered	[Redacted] I see the word 'accessibility' from a different perspective. There is a one size fits all approach, for example seating and toilet facilities. Only around 8% of disabled people are wheelchair users. Many people cannot sit in unsupportive chairs for example, as it makes them more disabled, due to increase in pain. Disabled access toilets have sinks thigh or knee height that cause problems for non-wheelchair using disabled people, especially those with spinal disabilities. I can help address these issues and offer low-cost adjustments that would mean that being 'fully accessible' is actually fully accessible and inclusive.
for a voluntary and community sector organisation	Not Answered	We can share information regarding our service and the support available locally and across Dorset. Keeping relevant information updated of what is happening so people are fully informed. For e.g. Carers Week held annually, Carers Rights Day and Young Carer events.
in another Dorset Council service	Children's - Commissioning	2.4 as part of the early years work to actively encourage families of children with SEND feel confident to use the library service - and not only that they are 'included'
in another Dorset Council service	Digital Place	digital support - see before
in another Dorset Council service	Communities & partnerships	EDI Reference Group to be consulted on accessibility and inclusivity.

in another Dorset Council service	Waste	Libraries are at the heart of delivering council services to communities, acting as the council's front door. Every household in Dorset has recycling and waste collection. Residents want to be able to collect information and containers at local outlets- this is a great opportunity to work together. It's not just about provision of information and containers though, we can also provide interactive workshops and sessions at the libraires thought our recycling officers working in the community and linking in with schools and community groups.
in another Dorset Council service	Adult Education	Meeting customers skills and well-being needs. Maybe visitors would participate in a survey to identify their needs and we and other partners can contact them to follow up on their options.
in another Dorset Council service	Place	Promote what libraries offer during day-to-day customer contacts where relevant
in another Dorset Council service	Spatial Planning	The libraries provide a local service point where we can lodge paper copies of key documents that are under consultation, to help reach the community, particularly those that don't have digital access at home.
in another Dorset Council service	Place	We might be able to include the council's booking system to allow for booking of services outside of council employees so our customers can book direct.

in the Dorset Council Library Service	Not Answered	2.4 If hours and days are standardised there will be times and days when no libraries in North Dorset are open, the system we have now means that whatever day (apart from Sunday) if you need a library in North Dorset, you will find one open. If staff hours are reduced, how will you be able to offer outreach within the community? We do not have a room at present that can be rented/lent out or used by us/groups for confidential activities, this is a disadvantage but could be easily remedied by putting folding doors in the alcove between the reference area and the main library, giving us a private space that could be let out.
in the Dorset Council Library Service	Not Answered	At the moment, it can be hard to find space for council employees to come and talk to local people about problems they may be encountering etc or for refugee groups to hold meetings during opening hours. Again, the Friends would be happy to help facilitate session such as these by providing a 'reception' service and cups of coffee etc.
in the Dorset Council Library Service	Not Answered	[redacted]
in the Dorset Council Library Service	Not Answered	Delivering to house bound residents.

		Following the closure of the local TIC, many of our customers come to us as a source of local knowledge - anything that can be done to encourage local groups to advertise themselves here would be useful
		In terms of accessibility, we do hear occasional complaints from customers who miss the days when libraries were places where you could be guaranteed a silence - maybe a 'quiet hour' once or twice would be possible? Although having to police it might do more harm than good so it's hard to say
		The fact that we are a warm space with Wi-Fi, plugs, computer access and opportunities for socialising and activities is of more value than ever given the cost of living crisis - it would be great if you could advertise the fact that we are actively opening our doors to people who are struggling and make sure that people who are homeless, or whatever it may be, don't feel they're not welcome here
		Opportunities to have hot drinks at events is something that our groups really appreciate
in the Dorset Council Library Service	Not Answered	We get largely positive feedback from customers on our opening hours with a couple of requests for us to be open on more afternoons and later into the evening. Several customers have shared fears about opening hours being cut back

in the Dorset Council Library Service	Not Answered	Hosting meetings and events with local community groups
in the Dorset Council Library Service	Not Answered	I am particularly keen on developing the marketing service within library branches. As well as reaching out nationally to rebrand the library's image and service. We have an image problem! And it is ingrained in social beliefs: libraries are silent spaces, only for studying, don't buy enough new books and, in general, "they're dying." I also feel that each library needs someone who is hired onto their team with a marketing focus. Each library is different, and to capture its service, community and personality, it needs someone who is there at least two to three times a week and during events in order to promote and support what exactly that team offers. While we want a standardised offer across the service and we need to shift cultural presumptions about libraries, we still need marketing that doesn't forget to be personal and is easy for library teams to contribute content. So, there is big scale to think about, and building it into the library on a smaller, team-by-team scale too.

in the Dorset Council Library Service	Not Answered	I would like to comment on the idea to have customer service support at all libraries. However, this is not an idea that is expressed in the 3 categories, as only connects will have customer services in-house. Staff in libraries are already expected to provide customer service, often without the awareness that would be courteous to receive. Notably with recent rebates directing customers to libraries for customer services. This is something we are happy to help with, but the new strategy may confuse people and particularly for North Dorset prevent people receiving what they need, if they are unable to travel as far as Blandford, which supposedly going to be the only library offering customer services.
in the Dorset Council Library Service	Not Answered	library service in general
in the Dorset Council Library Service	Not Answered	Library staff- we're already doing most of it
in the Dorset Council Library Service	Not Answered	The library I work at has strong community presence, including promoting local events, advertising library events via an official social media page, and collaborating with Dorset Council and the local Town Council to direct people to the appropriate services. We are committed to accessibility via our stock and library layout, with a particular focus on digital outreach because of the high level of digital exclusion in the local area.

in the Dorset Council Library Service	Not Answered	we provide a home library service where customers can order books and audiobooks and have them delivered to their door by volunteers.
in the Dorset Council Library Service	Not Answered	Work more closely with schools and the children's centre and groups such as beavers etc. also work with care homes, day centres etc - of course staff will need proper admin/workroom time to facilitate all this.
in the Dorset Council Library Service	Not Answered	work with library staff and utilise contacts and skills from that workforce

Please provide your contact details should we need to follow up with you:

There were 23 responses to this part of the question. These are held for potential follow up later.

Enable

The theme to Enable has five supporting aims. Do you think these aims are relevant for the library service to deliver?

There were 134 responses to this part of the question.

Option	Total	Percent
Yes	126	95.52%
No	8	4.48 %

- Very strong support for the **Enable aims** with nearly 96% agreeing. Of the few who had concerns (only 8 respondents) it was either the hubs or health/wellbeing that concerned them

- Respondents ranked the Enable aims pretty much as they had been written 2.1 to 2.5 but 2,1 and 2,2 were noticeably higher ranked than the other three. These are: 3.1 create inviting, flexible, well used spaces and 3.2 provide safe trusted spaces.
- Booking space in libraries - partners were positive about this aspect with 51 showing interest. The most popular libraries were Dorchester, Weymouth, and Wimborne, in that order.

Whilst there was interest in booking space there was expected resistance from within Dorset Council itself to paying for the space

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

There were 8 responses to this part of the question.

| Please indicate which aim(s) you do not agree with and why (For example: I don't agree with 3.1 because...) |
| --- |
| 3.5 as not sure what that means |
| 3.2 needs a comma between "safe" and "trusted", I think. |
| 3.4 and 3.5 What you actually want is community hubs that incorporate a library section. NOT libraries that offer all these other council offers. What worries me is who exactly is expected to deliver all of this. Library assistants are not paid enough. They already have to know a huge amount of information and aren't properly trained as the senior managers don't get involved and then blame us assistants when it all goes wrong |
| I don't agree with 3.4 as it is putting too much emphasis on 'hubs' what does community hub mean, different things to different people....

 I don't agree with 3.5 this is something that should be provided by Health partners i.e.. gp surgeries |

Libraries are about books and information, and all else is secondary. There should at least be a quiet place where children can read and study if they don't have the right home environment. The secondary social side, and health/well-being connection, should not interfere with or take funds away from the primary.

3.5 libraries are for lending books, etc, not for lending health and wellbeing advice.
3.1 libraries are being used for all sorts of activities and this puts pressure on the library staff who are constantly rearranging furniture, etc to accommodate all these groups. Along with tables and chairs, we are also expected to carry hot water, crockery, trays, etc, putting a strain on our own health regarding heaving lifting, etc.

Connecting with health and wellbeing opportunities - it depends what is meant. Existing services (books, IT and events) contribute to wellbeing and could be developed and promoted further. I'm not sure that people view the library space as a place to get more personal/confidential health and wellbeing support. The recent Health MOT was very poorly attended despite doing our best to promote it. My gut feeling is that this just doesn't fit with how people view the library.

3.4 Community Hubs - a 'hub' feels like an outdated concept - there were hubs everywhere 10/15 years ago.

Ranking of 'Enable - To inform how we prioritise resources, which aims do you consider most important for the library service to deliver?'
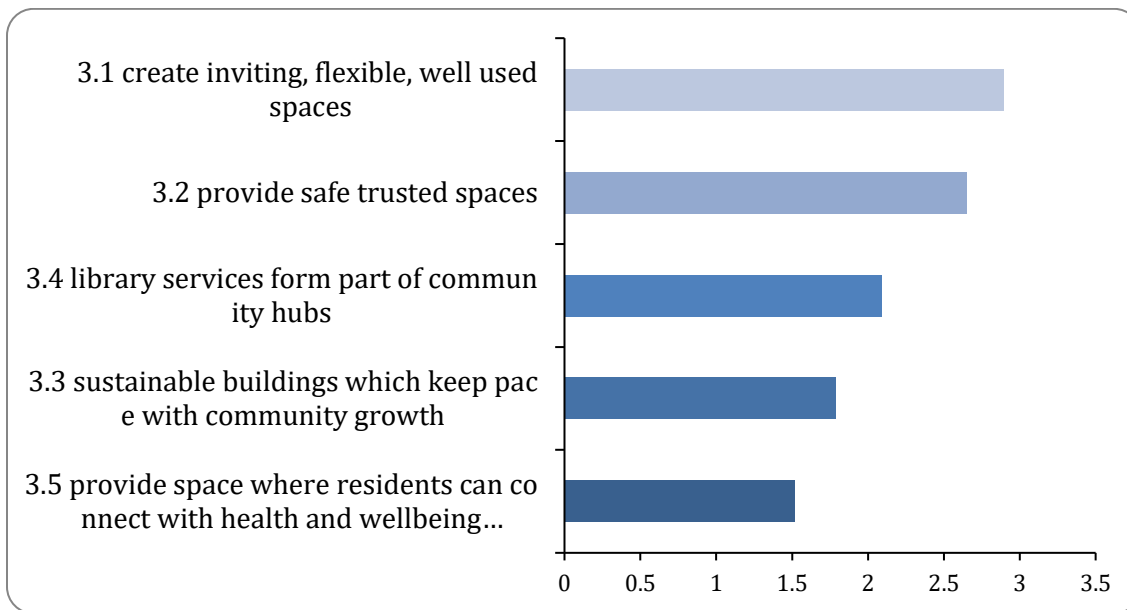
Item		Ranking
3.1	create inviting, flexible, well used spaces	2.90
3.2	provide safe trusted spaces	2.65
3.4	library services form part of community hubs	2.09
3.3	sustainable buildings which keep pace with community growth	1.79
3.5	provide space where residents can connect with health and wellbeing opportunities	1.52

Booking space in Libraries

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

There were 62 definitive responses to this part of the question.
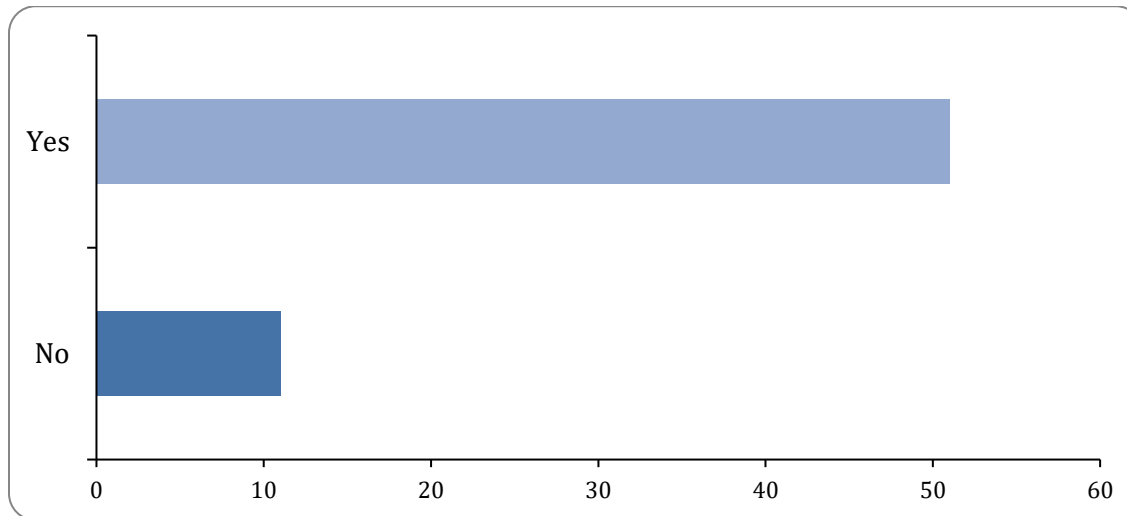
Option	Total	Percent
Yes	51	82.25%
No	11	17.75%

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

There were 47 responses to this part of the question.
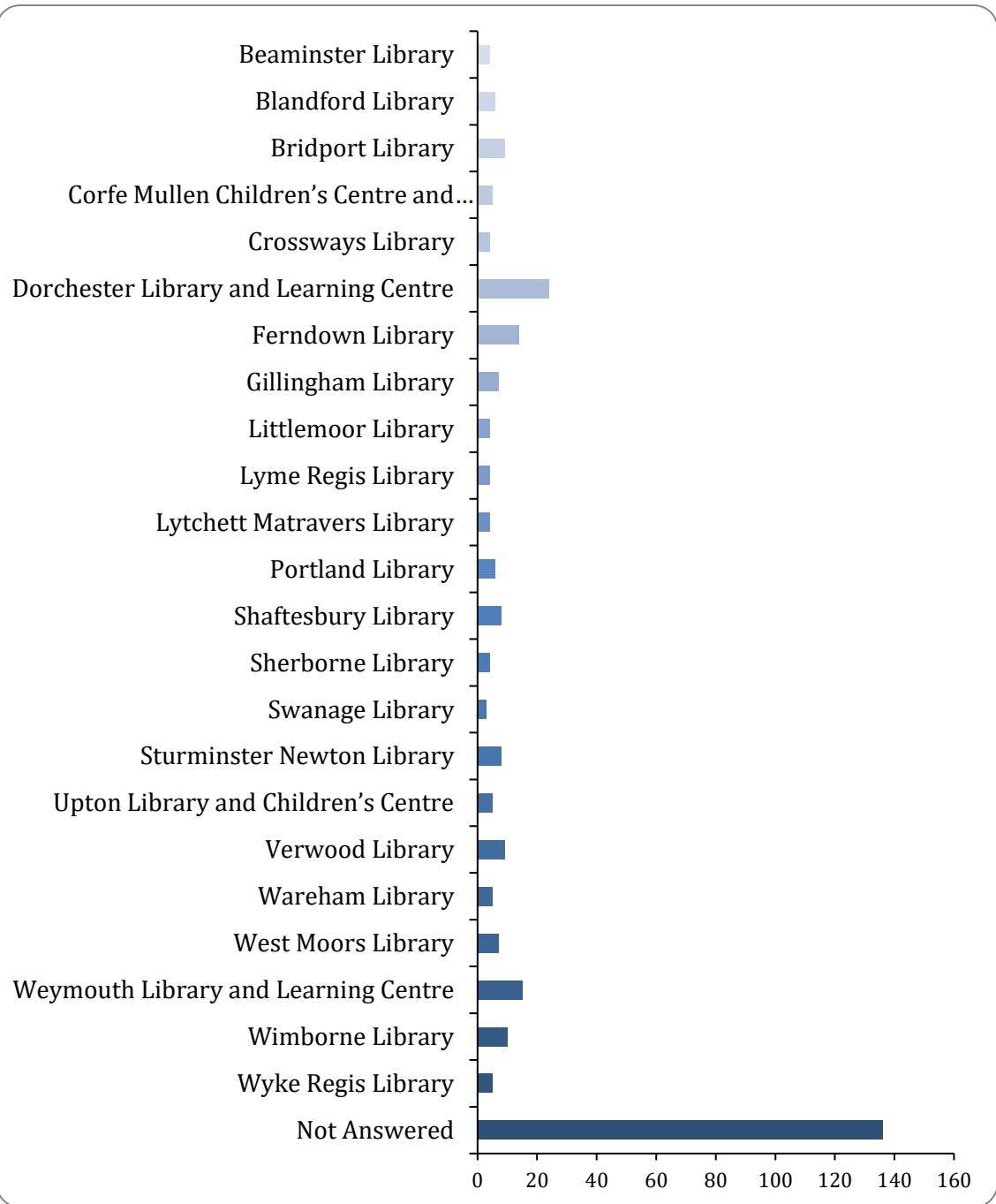
Option	Total
Beaminster Library	4
Blandford Library	6
Bridport Library	9
Corfe Mullen Children's Centre and Library	5
Crossways Library	4
Dorchester Library and Learning Centre	24
Ferndown Library	14
Gillingham Library	7
Littlemoor Library	4
Lyme Regis Library	4
Lytchett Matravers Library	4
Portland Library	6
Shaftesbury Library	8
Sherborne Library	4
Swanage Library	3
Sturminster Newton Library	8
Upton Library and Children's Centre	5
Verwood Library	9
Wareham Library	5
West Moors Library	7
Weymouth Library and Learning Centre	15
Wimborne Library	10
Wyke Regis Library	5

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

There were 49 responses to this part of the question.
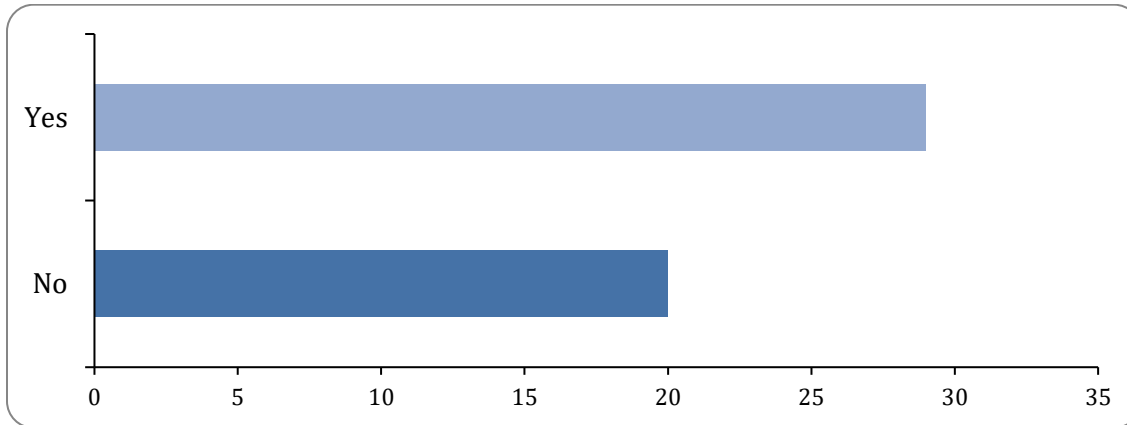
Option	Total	Percent
Yes	29	59.18%
No	20	40.82%

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

There were 28 responses to this part of the question.

Please share any additional comments or feedback about the principle of paying for use of library rooms and/or spaces:
Also spaces for community are a must. Weymouth Library recently made news headlines because groups that have used the library for years no longer have a space to meet. This is difficult for staff to explain to library users when library rooms that now belong to other partners are not in use.

| |
|---|
| Being a [redacted] I wouldn't pay for space in a council building, nor would I expect there to be any financial transaction behind the scenes for its use. We operate a corporate landlord model across most of the council. This allows council employees to be able to book space as per other sites. |
| Dorset Council has rationalised buildings and is encouraging staff to travel less, so for staff to have the ability to meet and book rooms in local library areas will help to deliver DC's corporate aims. However, we don't have any budget for meeting room bookings. The libraries need to think about how else they can get their money- providing onsite coffee shops for example and thinking about what else they can sell to those who book meeting rooms- or initially just use it as part of the marketing strategy to get people who wouldn't normally use a library to go in and learn about the new services now available. |
| Dorset councillors and employees should be able to book the space for free |
| Fees should be as reasonable as possible. It would be great if for example it was financially feasible for a teacher to run a small class (we were recently approached by a tai chi teacher looking for space) and make enough money after the room hire is deducted for it to be worthwhile.

The role of the library staff (fire responsibilities, cleaning etc) would need to be clearly defined |
| From a business / Dorset council point of view, I wouldn't have a budget to pay for the meeting room. However, the ability to have a meeting room available in other areas of Dorset would be a bonus. |
| Good idea to increase revenue by charging external organisations/customers but not charging for internal use for DC employees. |
| Happy to contribute by paying a fee to support the upkeep of library services. Especially if it's less than corporate hire of rooms etc (i.e. an accessible community rate for small businesses & individuals) |
| I have no issues with commercial use being charged for, but I would like to see some free access for community groups that would help deliver the aims of Dorset Council. As a [redacted] I have used the library for surgeries previously without charge. |
| I have said no as I am a member of Dorset Council staff and feel that these are DC buildings, so for staff use we shouldn't have to pay.
If I were responding in a personal capacity, I would have said yes, prepared to pay |

I like the tiered payment system that takes into consideration what organisation you serve and whether the purpose furthers library aims. If it didn't give authors or reading groups the rooms for free, for example, I don't think they would use the space at all, or indeed very little, while charging businesses seems fairer.
I support the use of the sliding scale of payment in relation to the type of organisation that wishes to hire a room
I wanted to choose the option of all of them or some of them. Spending on room hire when we have family hubs/children's centres isn't something I would choose to do. I prefer no-cost venues! ;-)
I would also be happy to use the meeting room/space to provide mental health and wellbeing awareness training and/or workshops. That's something to think about if you were to work in partnership with Rural Mental Health Matters.
I would like to run writing workshops which could come at a cost to participants. But this should be nominal to make workshops accessible to all
I would need this to be low cost, as my meetings would be free. (I'm thinking in terms of £10 for 2 hr usage - 1/2 hr for set up, 1.5hr session) (I also realise that £10 is devalued and maybe unrealistic) Should it develop to where I could charge a small fee, then I would be able to increase my contribution
It depends on the rates.
Libraries could potentially provide local spaces for Dorset Council colleagues to meet when other rooms are booked up. When we are all looking at saving money, I am not sure that Council services would prioritise this cost. It could help with revenue if it was a cost-effective option for local businesses.
Look at levels of charging in association of strengths of affordability
Many small groups or charities do not have the means to pay for room hire. However a balance needs to be made as should these facilities be free to use, this may attract users away from hiring other local facilities and therefore by trying to help, could adversely impact other groups. But allowing very small groups (say less than 6 people) should not cause many problems
Meeting space would only be required during working hours 9-5 weekdays, having available space to have face to face meetings would be beneficial to our service and service users.

Not sure Adult Social Care would be able to pay to use a room
Prior to LGR Purbeck planning policy department would use Lytchett Matravers library as a consultation venue, in the absence of an alternative venue in the village. To date we haven't had to pay but it might be possible if a dedicated space was provided.
Registered Charities - should attract appropriate discounted rate Display promotional materials in each library setting as part of library offer Chance to book dates in advance to enable time to promote Carer drop-in session
The Friends of Sturminster Newton Library have been booking the library space here for all kinds of events for a number of years and expect to have a full programme of events for 2023 now that most people seem happy to attend public events following the worries of Covid-19.
This is what our Council Tax is for.
We would be prepared to contribute a low fee towards running costs but would only want to book meetings within normal daytime working hours.
Yes, where we can get sponsorship but not for internal meetings within the council. I think it is vital that we have good quality settings the council can use for engaging with residents and local businesses. However, we do still need to meet our joint budget requirements so costs should be reflective of this. I would imagine the running costs would be similar to those in the main offices, but libraries provide a much better access point when working with people who are not employees. As I said at the start, I think you need a balance between internal use meetings to ensure utility and external ones where we can try to obtain event sponsorship and external funding to help meeting the running costs of providing the spaces.

Could your organisation or service help us achieve one of our aims?

There were 105 responses to this part of the question.
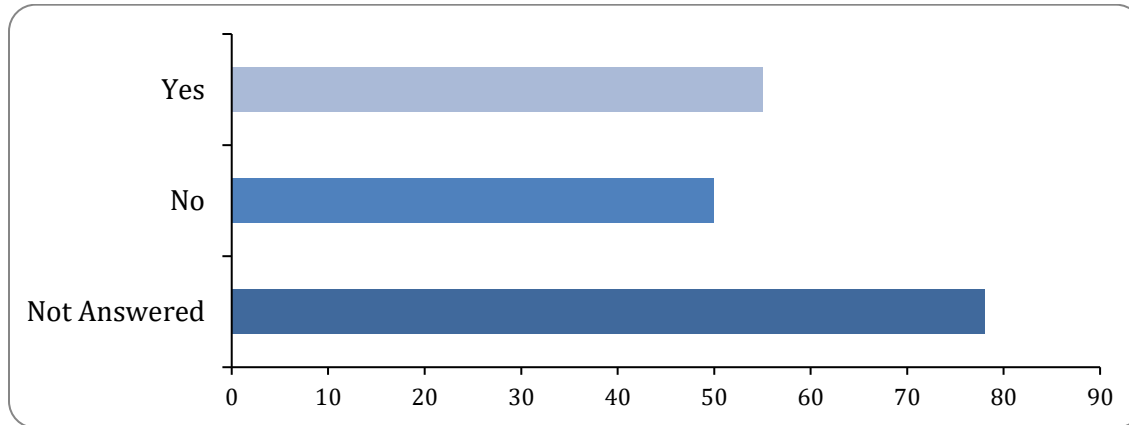
Option	Total	Percent
Yes	55	30.05%
No	50	27.32%
Not Answered	78	42.62%

Enable - Provide details about the opportunity to work together:

There were 31 responses to this part of the question.

Provide details about the opportunity to work together: - Enable - Provide details about the opportunity to work together:
3.1 Investing in moveable fixtures, fittings and equipment giving us the opportunity to increase the type of activity/event/meeting space we could offer our customers leading to increased visitor numbers is something that can be achieved in most libraries. 3.3 Library buildings need to be updated and sustainable, solar panels should have been fitted onto all library roofs years ago, out of date heating systems and single glazed windows need updating to save money in the future, if that means Assets and Property need to be involved to attain these improvements, it can only be a good thing - sometime a fresh pair of eyes can see a solution. Out of date and temperamental automatic front doors also need to be replaced, customers being trapped between doors or even in the doors is not a good welcome into the library.
Again, there are other organisations in the Town doing some of this work. It seems a community hub where some of the services offered could be amalgamated as a one stop shop would be a better use of time and space, so as not to double up on time and resources.
Collaboration with the sharing of key information to drive the 'enabling' agenda. STC already has links in with the NHS at a local level and has a number of events to promote wellbeing activities so how do we make this bigger and better in collaboration with DC.
Community libraries can help reach these goals
Create inviting, flexible, well used spaces
Events to improve health and well being Tackle social isolation
Health and wellbeing through writing workshops with a supportive leader.
I do have a possible event I want to run next year and potentially some sponsorship so should a suitable space be available in time I will get in touch to book the room.

I think this is a particularly important set of opportunities here. External partners hiring the building is already becoming more common, however, much of this has been off of staff's own suggestions to these partners as well as their own initiatives. Are there going to be Dorset Council directives to encourage companies in or is it still going to be an issue of waiting for a company to have the idea themselves or be told by library staff. The opportunity offered by being more business minded is also difficult to work around. I am concerned that this could end up impacting on the delivery of free services to the public. I would hope there could be some more thoughts on other county library services, considering them as our competition. Currently, North Dorset do receive a number of visitors who use the libraries for reservations owing to the lack of fees. I would encourage a competitive mindset with other counties to ensure we keep our service up to date
I would really love to see libraries supporting health services - perhaps from a prevent-not-cure perspective, so it's less clinical/personal and more along the lines of support groups for people seeking to build up and maintain healthy lifestyle habits Investing in new facilities is obviously good thing but the impression I get from customers is that they're more concerned about opening hours being cut back than they are about facilities being updated A lot of our users are older adults so there's definitely potential to expand our signposting/events/links with local services on the subject of adult social care
[redacted] - we're already offering it/will be expected to offer it
Library services form part of community hubs There's local need in very community for waste service provision.
Look at connection opportunities a more balanced and friendly approach Meet and greet always successful in retail and catering

Provide support to local residents to improve their mental health and wellbeing, by providing regular information, light advice and signposting services. When people don't see a service, they believe it doesn't exist, this leads to increased stigma, and people tend to 'reach out' when they are at or approaching crisis. Having a 'hub of hope' inside libraries, delivered by our experienced team, will provide support to people much earlier. It will also give a visible presence within a building used by people from all walks of life who use the library, and perhaps encourage people who don't use the library to use it.
Providing information on mental health & wellness
Providing opportunities for the community to feed into draft local plans and planning applications. Not sure it fits under sustainable building. Probably more appropriate under community hub.
Question N/A for Library staff to answer
See my previous comments about delivering shared, modern and accessible accommodation for the delivery of high-class local services for all.
The Friends of Sturminster Newton Library will continue to plan events with authors and speakers, including ones from public service bodies. It is easier to host these events now that one of our shelving units is on castors and so can be moved to make a larger space for seating. We would like to see the Library Service invest in more chairs for lending out to libraries, though, as the set of brown chairs which have often been offered to us look very shabby now.
The library I work at has solar panels installed. We host a wide range of hobby, interest and information events, and promote health and health information resources such as Reading Well and Universal Offers awareness events. This library is partly co-located with Dorset Council (shared building, though working spaces and facilities are discrete) and close to a Local Council centre, so we are currently able to serve as the Council's face and front door effectively. Hosting cultural events, such as author or book promotions, exhibitions and children's craft or play events, would be popular with the local community.

the library is the hub of the community where people can use it in a variety of ways: .keep warm in the winter .see other people in the community to prevent loneliness .use technology they may not have access to . get involved in an activity . for mothers of small children to meet other mums . to borrow books and audiobooks instead of buying them
The Town Council could work more closely with libraries in different ways.
The way the survey is put together makes it very difficult to comment on any particular aspect of the aims. At Weymouth library there has been a short-sighted approach to bringing in new partners, with space that is limited or poorly used. There is always talk of community hubs yet the one private area used by groups has been taken away. Instead of allocating rooms to partners, council departments, priority should be given to members of public and groups and promoting the facilities to encourage more use.
We are already actively pursuing the idea of making the library a safe space where people can be alone but not lonely. We would like to have a coffee machine to encourage people to stay and chat if they wish to. We would welcome support for supplying information to planners, especially as a large increase in housing is planned for our area.
We can offer a range of well-being workshops and courses in the Library.
We offer a safe space for families and carers during our closed groups. We can signpost customers to the library and your services.
Working as part of a Community Hub would help to raise awareness of improved library services. Libraries will be connected to other voluntary and community sector organisations, enhancing what is already offered. This will be more appealing to people and will promote increased attendance. People will feel safe and trust the venue if it is frequently used by members of the public and is well staffed.
Working with partners and the local community to expand the range of services we offer

Library service employees and volunteers

There were 63 responses from library service employees or volunteers.

The theme 'to Enable our library teams', has five supporting aims. Do you think these aims will enable our workforce and volunteers to develop?
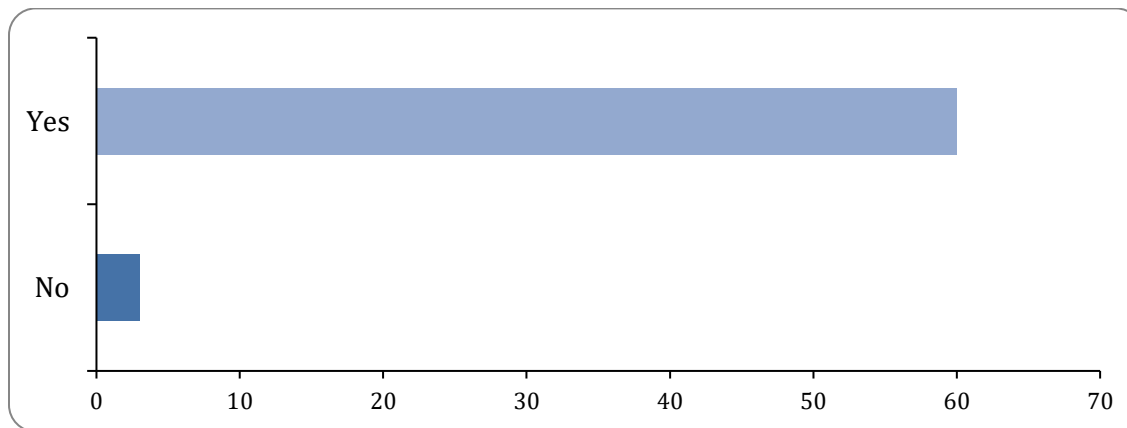
Option	Total	Percent
Yes	60	95.23%
No	3	4.77%

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

There were 3 responses to this part of the question.

| - Enable Partner - Please indicate which aim(s) you do not agree with and why |
|---|
| 3.9 A real concern is the introduction of volunteers to libraries if it means a reduction of paid staff. All Dorset communities deserve paid staff to deliver an excellent service that is consistent throughout the service. |
| All of them. Basically, I'll believe it when I see it. So far, the library service has done NOTHING to enable their staff to be in control of their employment opportunities. There is no specialisation offered. 'One size fits all' has been their mantra for decades. We are all expected to do exactly the same job as each other, not have any specialist skills, not encouraged to train in any specific area, and the only way anyone's career can advance is if they want to become a library manager. Bullying is rife, and if your face doesn't fit you are practically blackballed. Considering that wellbeing, and being in control of your own career path is paramount to how Dorset council sees itself, all I can say is, has anyone told the senior library managers this yet? Because they seem to have missed that memo. I'm all in favour of central hubs offering all council departments to the public, but I do not like the way this is being placed on Libraries, as it will be us lowly assistants who will bear the brunt of it and put in the firing line when it doesn't go to plan. Please, please, rethink how you want to implement this |
| The aims are great -- but just stating the aims doesn't make them happen. Many library service employees do not at present feel valued -- in fact, the opposite. How will the aim change this in practice? Many library employees do not value the contribution of volunteers at all -- the reverse. Some of their response is understandable: they are afraid they will lose their jobs to volunteers. But the volunteer focus also serves to undermine and devalue what employees do. |

To help us deliver our aims, is there anything else we should explore?

There were 58 responses to this part of the question.
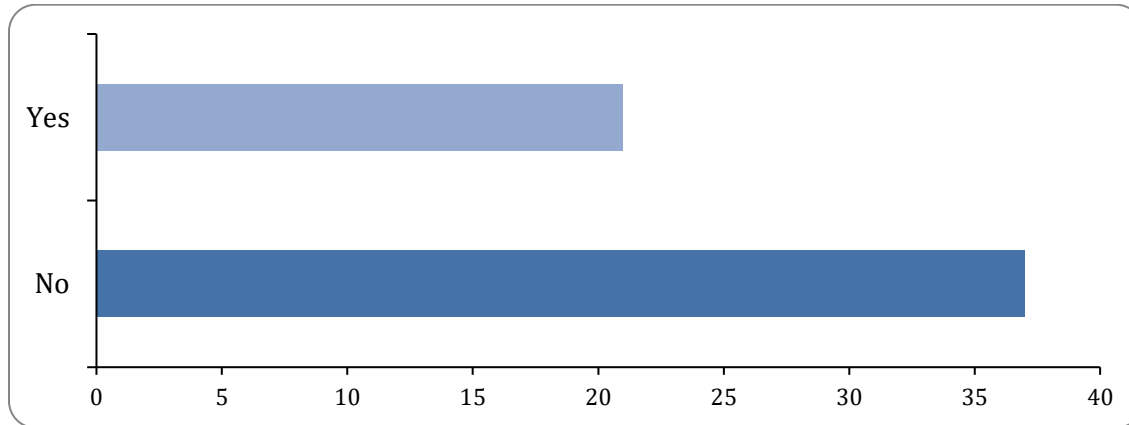
Option	Total
Yes	21
No	37

If yes, what delivery opportunity should we explore?

There were 20 responses to this part of the question.

If Yes, what delivery opportunity should we explore? (For example in order to achieve aim 3.6 we should do)
3.6 - to empower library staff, I think libraries really need to ensure that staff (who are usually females) are NOT expected to lift heavy tables and chairs just to accommodate all the groups. Sometimes tables have to be moved which are in really tight areas and the tables are therefore really difficult to manoeuvre. Groups often come in and say 'we need another table there' - expecting the staff to deliver immediately. Also some evening groups leave the library in an untidy and sometimes dirty state which means it is therefore the library staff's job to put the library back to its original state.
3.7 - Some libraries have begun to offer code clubs, which I think is an incredibly powerful opportunity for the library service. However, these are largely dependent on either a volunteer, or a staff member with knowledge of the option. I think it would be excellent if there could be some development opportunities for an increasingly modern skillset such as this. This could perhaps take the form of a knowledge sharing event, or external speakers. 3.6 - Broader recognition of library staff would be a great improvement. While staff feel valued within their team and often within the service, there is rarely any wider recognition. Notably during covid when services resumed, there was recognition of many council services but not Libraries.
All of them. Actually, ask the library assistants how they want to proceed, and not ask the senior managers. You'd be better off making community hubs that offer all different aspects of the council, employing those who are trained in the individual departments rather than expecting library staff to know every aspect of the council offers. Library staff just want to deal with books and library work. Let us do what we're best at.

An addition to 3.7 would be more avenues of career development. It's a reason many young adult aged colleagues of the library work force leave, because there is no room for growth and the pay and hours are not flexible or competitive enough to be considered an attractive lifetime career option. In the past, working in the library was often part-time or considered a pre-retirement role, but the service has changed so much that the job specs and roles are vastly different to what they once were. My colleagues who have recently retired said they felt it was a good time to leave as they were not able to keep up with the rate of change, e.g. increase in required digital skills to do daily jobs.
Before any of this takes effect rates of pay should be improved. The individual skills and commitment of staff are the library services greatest asset. The role as a library assistant for example, covers numerous skills, teaching, counselling, computer skills, and signposting to name a few. Library staff are the front line of the service, and we are exposed to numerous expectations from the public and it can be emotionally draining. We are expected to adapt and achieve more constantly as the role expands and develops.
Consider a more flexible recruitment process - being able to see the interview questions in advance massively improvement my confidence and performance at interview but this is something I was only able to do because I have an Asperger's diagnosis - is there any reason why all candidates shouldn't have this option? (especially considering how many people have undiagnosed conditions and how this is biased towards women, etc.)
Do not over complicate the whole process Smaller CMLs do not have the resources and facilities to fully embrace and take on some of these aims and aspirations
I have been in the Library Service for quite a while. I have found, in my experience, that it is quite demotivating and demoralising. Hard work in skilled areas is not rewarded. Opportunities for growth are not encouraged. There is inadequate funding to provide a barely adequate service and I have had to use my own money to provide that service.

In order to achieve 3.6 - CPD opportunities for all staff, comprehensive induction programme, ongoing training opportunities for all staff. Career opportunities very limited
In order to achieve 3.6 the staff need to feel they are not overstretched. When an employee gives notice the recruitment process needs to be speeded up so there is not a long delay before a replacement can start
In support of 3.6 - to ensure that Library staff feel valued update pay to reflect the front of house service provided for the council and bring into line with Customer Services Colleague's.
Much better management training and support, so that managers in turn have the skills and time to support staff and actually deliver all these aims.
Re aim 3.9 - employ a library service volunteer manager, a paid role, to work with library managers and volunteer coordinators in helping with volunteer recruitment, providing volunteer training and facilitate a community network of volunteers. I believe this will help volunteers to feel valued and library managers to be supported.

The culture is very top down currently, including the way the themes are presented in this survey. More value would be released through the creation of a culture where creativity and taking responsibility are encouraged; where people feel safe to speak up and where they believe it's worthwhile; where employees are expected to help provide solutions and develop the service and are asked for suggestions and opinions. Explain why suggestions are not practical if they're not. It's fine to reject ideas as long as context is provided and staff don't feel outcomes have been decided in advance.

Give staff the local autonomy to deliver services within clearly communicated procedures and protocols.

Volunteers are a great addition to the team but permanent staff are ripe for development and better positioned to offer a consistent offer of broader council services. Many library staff have had other careers and developed skills that the council could find valuable if they were identified and allowed to flourish.

You have assets in both the people and the buildings. Rather than looking to reduce services/hours, use what we have to help address other needs and deliver council objectives around for example, adult social care. Fully exploiting the potential of what you already have will be cheaper in the long run than starting from scratch.

The place of work needs to be suitable for the job that the employee is doing for example heating working, doors working, building looking good inside and out. Enough power points that IT equipment can be used effectively by the public or by groups using the library.

To encourage a younger workforce to enter the library service posts need to be full time and permanent, not fixed term and part-time. Young people leaving college or university need jobs which allow them to set up home independently which part-time, fixed term contracts do not. We need to be building the workforce for the future.

To help with 3.6 there could be clearer and more accessible materials on what career opportunities and sectors there are within the council. As well as what career progression is available. Currently within libraries it feels the only progression is to manager and then that's the end of progression. Salary doesn't really increase with experience and other than the increase in annual leave at 5 years, which is general to the whole council, there doesn't seem to be any incentive to staying in the role long term other than for the enjoyment of doing it. You also can't work from home or attend wellbeing or training sessions provided by the council which is another disadvantage of it compared to other roles.

The role doesn't feel stable either with concerns over reduced hours or positions being removed entirely, which doesn't help employees to feel valued or empowered.

Regarding 3.7 and one of the examples given, I don't know how beneficial the regular rotation of staff between libraries would be (if that is the intention of it). Staff are familiar with the layout and customers of the branch they are in and tend to apply for roles based on the location of the branch. If it changed and they had to work with increased commute times as they were travelling to other libraries, then it would reduce enjoyment of the role and decrease the work life balance of employees. As well as result in additional travel time costs to the council. Some staff also rely on public transport or walk to work which may make working at other libraries a struggle.

However, if it wasn't a regular rotation, it could maybe work, say a staff member works somewhere else 2 - 3 days in a work year or so. Allowing them to see other libraries and what they offer, without the problems of regularly changing commutes, then it could be useful.

"updating the recruitment process. This will ensure we are recruiting employees in line with our service values and strategy."

This is very important as attracting and retaining library staff is proving very difficult at the moment.

Volunteer refresher Training programme and evidence checklist

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With 3.6 and 3.8, could career opportunities also include CILIP training and recognised qualifications? It seems odd that those who enter into the library service don't have the support to become qualified librarians through the workplace. At least, this is not something that is openly offered by the Council as far as I can tell. Could career opportunities (such as apprenticeships) also be tailored to being a librarian rather than only standardised business courses?

3.7, can staff embark on work experience in other departments rather than secondment posts? For example, it would be good to work with stock, or development services, for a few months to A) understand what they do and B) show what else we can do with our library career.

Are these values appropriate for a modern and sustainable library service?

There were 63 responses to this part of the question.
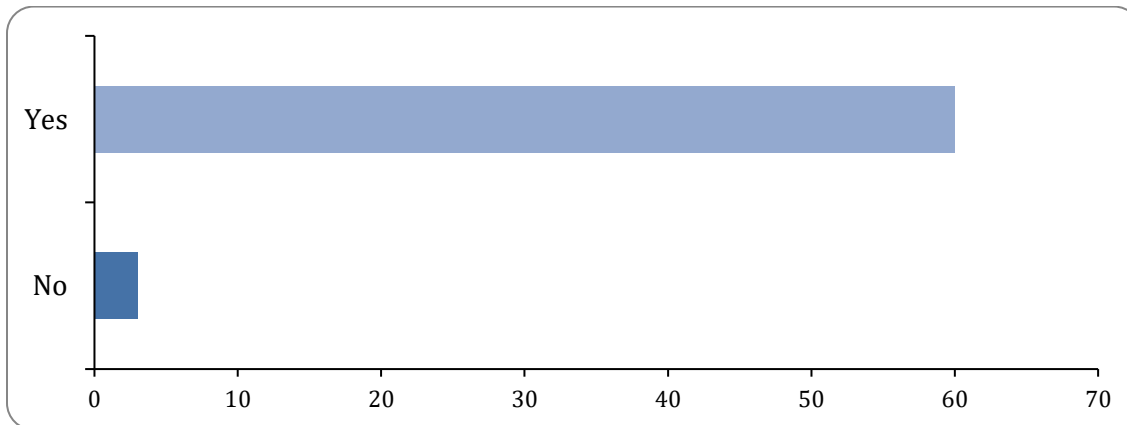
Option	Total	Percent
Yes	60	95.23%
No	3	4.77%

If no, select which value(s) you would change?

There were 2 responses to this part of the question.

enabling	1
responsive	2

Please tell us your alternative and any further feedback you have about your proposal:

There were 2 responses to this part of the question.

Do you agree or disagree with the Dorset Council library service mission: To Inspire, Connect and Enable our communities through our services?

There were 133 responses to this part of the question.
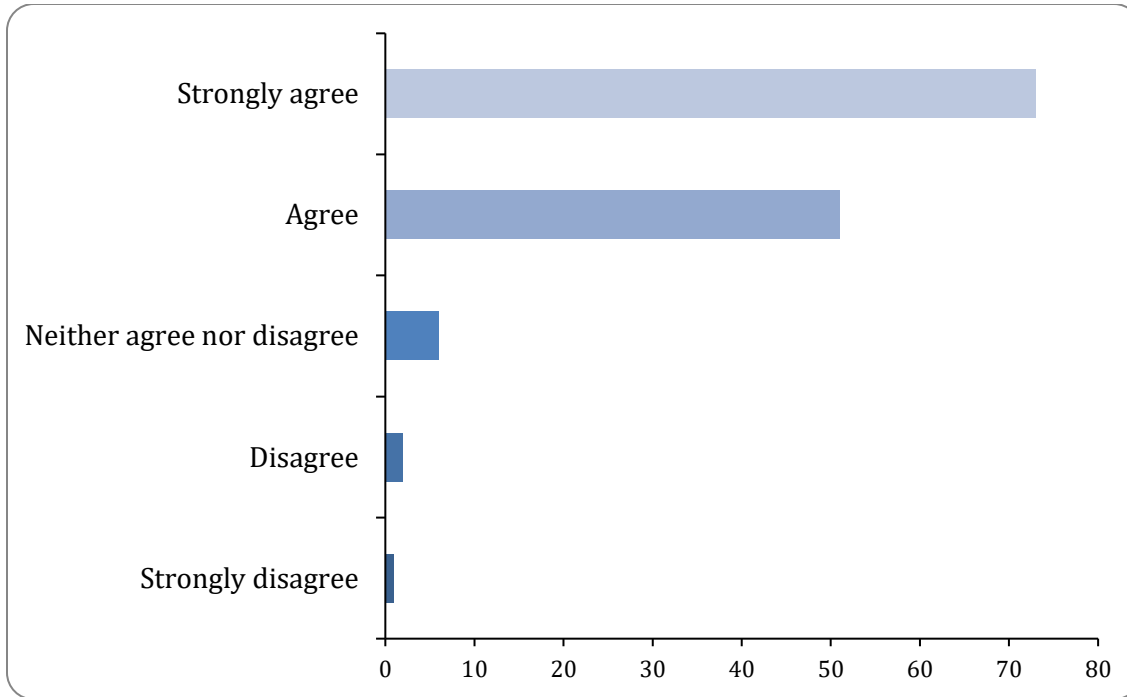
Option	Total	Percent
Strongly agree	73	
Agree	51	
Neither agree nor disagree	6	
Disagree	2	
Strongly disagree	1	

Please share any additional comments or feedback:

There were 34 responses to this part of the question.

Please share any additional comments or feedback:
Again, effective two-way communication
Digital may be the way forward but we must not forget books and we still need to provide for those who do not wish to do everything digitally. There is still a place for the "traditional" library as history proves.
Don't forget the word books and reading they don't appear to feature and should still be fundamental and that requires it to be well resourced with material that people want to read and be inspired by.
Educating the general public about what libraries offer is going to be essential - I still have reader who despite my best efforts remain in the dark about how libraries support authors through initial purchases of books through to the Public Lending Right scheme or that eBooks and audiobooks are readily available. It's not enough to have the library apps (Hoopla, Borrow Box, Libby) appear on the library's website - if readers don't visit the website, then how else can we spread the message? I have a number of articles and forms on my website I send my readers to (using newsletters as the vehicle) but Libraries West needs to consider different marketing strategies to spread the word. Perhaps TikTok influencers? Facebook advertising specifically targeting readers who enjoy eBooks and audiobooks? Newspaper advertising / community newsletter advertising / parish magazines / tourist magazines etc.
I agree, with reservations outlined on the previous page Some of the choices on this survey did not give the option to put N/A or to place choices outside of the 1 - 5 format
I feel all libraries are important for the community in fact libraries should advertise and encourage younger people to use more to read more to get involved and meet up. If libraries had a vending machine space to chill meet up discuss issues etc would be used more by all ages

I think it is important to continually develop and keep up to date with the local community's needs and requests where possible. Connecting people to services, facilities and information is paramount in making sure the local population feels included.
I think this mission statement is useful to focus library strategy and the goals which staff at all levels collaboratively work towards, especially alongside the breakdown of considerations and commitments planned. However, this message may not successfully communicate library service priorities directly to customers because of the generic wording.
I welcome the approach taken by the Council. Using libraries as part of a community Hub or in more flexible ways will allow greater use of these buildings and future proof the service for residents.
It is a typical corporate statement which will mean nothing to most people other than those in management roles.
Libraries have the opportunity to deliver the one team approach that DC is trying to adopt, bringing public services together in a single place and providing real value to the local communities.
Libraries need to have a clear and easily understood (by customers) mission statement that sets the library as a future focussed space for all, and that they are not just about books. The word library conjures up a mental image that for many will focus on books. This is the challenge that the mission statement needs to overcome for libraries to remain relevant community assets into the future.
Libraries now have the opportunity to become the hub of any town village - which is needed for community cohesion and welfare. A sense of community is essential for young and old. A GP walk-in service would be ideal too.
Libraries should be an educational hub and the buildings should be available to the community as a free and flexible space. Library buildings need to become more flexible and offer a wider range of services and free activities. We could host more educational events for adult and work with more partners to offer advice and drop-in events.

Libraries should be local community hubs where individuals from all backgrounds can access information, literature and digital support.
Love the inspire theme as a leading purpose. Connect supports both the provision of information and services as well as connecting people with people.
Obviously, some of your aims are targeted at your larger libraries, in which case we hope you will take local public transport into account when deciding on venues. We believe it now costs over £16 for a return bus ticket for Sturminster people to get to Dorchester, for example, and people have to change buses en route. This makes it difficult for local people to entertain attending events at Dorchester Library. Here in North Dorset, local people find Gillingham Library easier and cheaper - to get to than Blandford Library. These factors need to be taken into account and maybe you could liaise with local community transport groups in more isolated areas to set up travel arrangements which tie in with the timings of events etc.
Overall, I think the idea and moral of the mission is good. However, I have some concerns about the vagueness of many of the descriptions and how these will be enacted. Enable included a 'focused, adaptive' and other buzzwords. However, this did not really tell me any specifics of how you saw us evolving and remaining relevant. While I understand it cannot be set in stone due to the fact forecasting future events is difficult, I don't feel that I know anything about what we are going to do.
Provided this includes wider activities which include/support the community's needs
Sounds good so far

That form of words is fine for internal use as a mission statement but doesn't mean much to the people who come through the door and who aren't immersed in the council's world. Once we have got our own heads around what we stand for and want to deliver, I hope we come up with a comms plan that makes it clear to the public the specifics of what we offer them on an individual level as well as community level in simple terms. People are most interested in what we can offer them and how they access it. We don't always make either clear on our posters, our website etc., particularly if the users are not, and do not want to be, digitally literate.

If we genuinely do strive to enable and connect our communities, that needs to include even those who do not want to engage with us in the way we would prefer. For example, we rightly put a lot of emphasis on improving digital skills amongst our community, but we sometimes isolate those who do not want to engage in this way in the process. A significant minority want to continue to access council services by phone or in person. Many for example actively expressed a preference for filling in this survey as a hard copy but we were actively discouraged from allowing them to do so. I realise that we have a duty to manage taxpayers' money responsibility, but we also have a duty to be inclusive.

The community focus of the libraries mission statement is a good idea and should be central to what libraries offer.

The essence is great but to me the phrase sounds a bit corporate/business-like. Whilst there's nothing wrong with us thinking like a business, our USP is actually that we aren't a business. We are a free, non-profit service. I'm not sure whether this sort of lingo reflects that

The library should be at the heart of the community and be the 'go to' place for all Shaftesbury related activities.

The media currently portray Council's as shutting down library services. It great to see how Dorset Council are looking at a strategy to revamp and develop them. I think this is especially important since the legacy Councils have become one Dorset Council. Local library hubs could provide communities with a feeling of inclusivity. Currently residents I speak to day to day think we are all now based in Dorchester and more rural areas have been forgotten about.

It will be really important to promote changes so that communities are aware of what is available to them.

The word 'Enable' has negative meaning in society now. It is used to describe someone 'enabling' self-destructive patterns in people. As mental health issues are so prevalent in society now this word makes me instinctively think of this association.

Think the word 'enable' has some bad connotations - feel 'support' may work better with the aims.

This can be offered through any community building; libraries are not unique in that respect

this is a very long questionnaire. You could have had more discussion boxes

To offer services that people want/need you have to understand the population/community you serve and the changing needs of an increasing diverse population. Services and offers of support need to be anticipated in advance so support is available when it is required. Population data is essential to understand local communities and plan accordingly.

Language is also very important - not just written but in different formats to enable all people. The use of infographics/audio cues to help people who lack literacy skills or are partially sighted.

If you are going to promote that you are the council's front door - support/information needs to be available, staff need to be aware of how to signpost and give out up-to-date information that cannot be readily accessed. If not, this could deter people from using libraries for that purpose. Suggest holding regular support sessions on popular themes such as council tax, housing, waste collections etc

We enjoy working with colleagues at Corfe Mullen Library. It allows us to better promote our early year's groups and advice sessions. We can share costs and good practices, and we have worked successfully for many years at Corfe Mullen Library.
Working together with other local and existing organisations would be the most sensible option to plan a model that works.
You need to have support from well-established organisations like Rural Mental Health Matters.
The VCSE sector is crucial in enabling you to develop and deliver a fully inclusive community resource.

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

There were 182 responses to this part of the question.
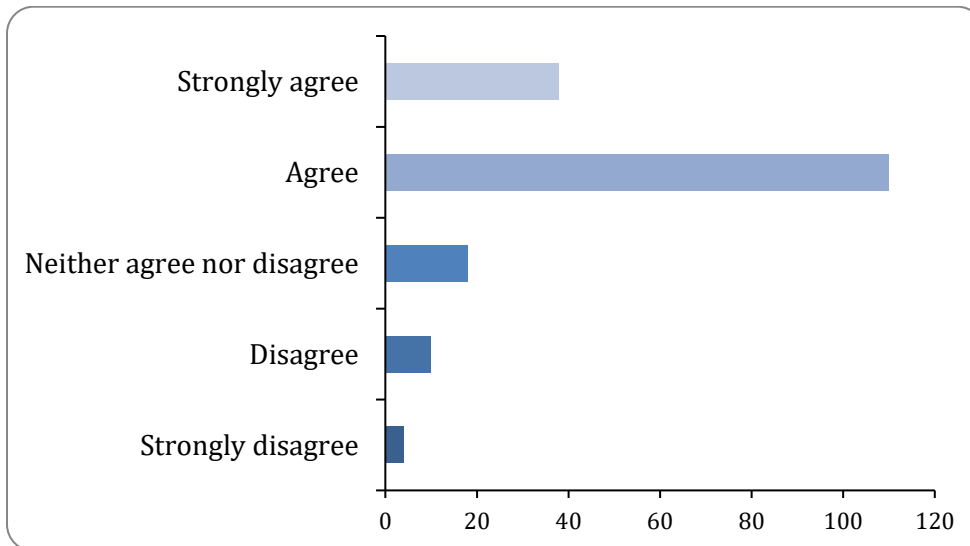
Option	Total	Percent
Strongly agree	38	20.87%
Agree	110	60.43%
Neither agree nor disagree	18	9.89%
Disagree	10	5.54%
Strongly disagree	4	2.19%

Overall, there was significant agreement to this question asking if staff agree with the library model and the services available. 148 agreed/strongly agreed and only 14 disagreed/strongly disagreed. Hence, there is strong net agreement.

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

There were 170 responses to this part of the question.
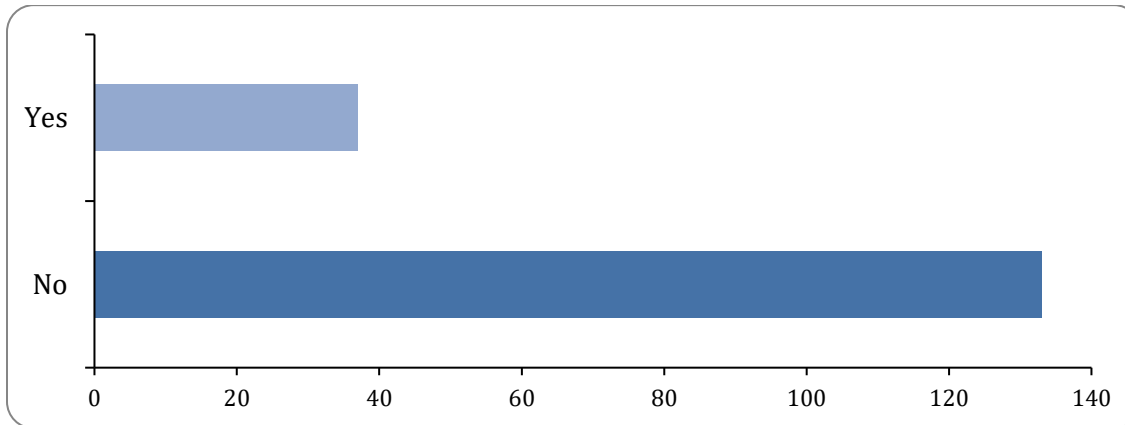
Option	Total	Percent
Yes	37	21.76%

No	133	78.24%

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

There were 36 responses to this part of the question.

Only one in 5 staff suggested further services that can be provided. They are provided verbatim below as they cover a wide range of suggestions with no specific themes.

Please specify the additional service(s) you would like to be available at council run libraries:
Allowing the facilities to be used as a warm space in Winter or a cool space in summer, possibly offer hot or cold drinks. The facilities are already heated or cooled, so this may be a way of supporting local community needs.
Assistance with job applications/CV writing etc. but More clubs, i.e. LGBTQ+/youth club/adult mindfulness groups etc.
Autism friendly rooms / spaces should be available throughout the service. Even if this is just a quiet space that a family can use if necessary
Better partnership working with organisations like the NHS and health visitors. Offering spaces for clinics and inviting health visitors to early years sessions.
Closer links with local Children's Centres and providing hubs within more libraries.
Community Fridges
Community hubs in some villages locally provide recycling facilities for items such as inkjet cartridges, biros etc. It would be good for libraries with appropriate outside space to have containers for at least some of this kind of recycling in areas where there isn't much of this going on locally.

Currently, with a large number of government grants being given to the public there are quite a few members of the public being direct to the library service for assistance with these either for our computers or help with filling them out. As a result, I think there should be more emphasis on ensuring either that customer services are directly available at the library, or that there is staff training appropriate for the scenario.
Furthermore, some libraries already have the facilities that apparently, they do not if the categories are to be believed. For example, Gillingham has an autism room, as well as facilities within the town for council bin collection. This is because every library is different, and I believe the attempt to narrow us into these categories could result in some customer confusion or disappointment if they believe we are losing a facility.
It is also a shame that library libraries will not have space for art displays. This seems a rather limiting stance to take particularly in libraries where there is enough space to have them.

Depending on the community and what is already on offer in that area, libraries could look at the cost of living and how they can help the community through volunteers and local charities. Such as community fridges, food tables, regular meeting for those struggling financially.
More opportunity for sessions on CV writing and job applications.
Customer service surgeries, maybe monthly sent from Libraries Connected (hot desking).
More art/culture opportunities that link directly with working with the local schools (secondary particularly).

Digital hubs: that said, in principle, we very much support the emphasis upon libraries as digital hubs, where those who do not have sufficient digital skills and/or do not have access to the internet or online services at home can go to meet their needs. Digital exclusion is a significant issue for those that experience it, with more and more services becoming digital only or by-default. We note that the cost of digital hardware, software and connectivity will be an issue for some, especially at a time when living costs are rapidly increasing.

Dorset record Centre needs a more open approach hours open all day and six days a week
At the moment very closed of regarding some access points

GP walk in services would be an ideal. Also places / events / groups for teens with MH, learning difficulties or ASD can meet and make friends - loosely supervised would be great. Spaces for youngsters to hire a room so they can have meetups for Warhammer / D&D in a safe space.

i clicked yes because there will always be other things that come up that support communities and their interaction with the council or health

I would like to see more tourist information in key locations as I think that is part of being in the community hub, but I accept we would probably want it to be community run and funded. However, if there is a space available, I'd love to see that sort of thing back as part of our council commitment to the local economy. That said, this comment is my own opinion and not that of my department or team so just a suggestion only.
I'd like us to offer access to technologies and experiences that are expensive to invest in on a personal level but could improve wellbeing and launch people's careers and employability if they are made available for a hire/usage fee, such as a sound recording booth, 3D printing, book/leaflet printing and binding, programmes like Photoshop/Adobe Premiere/Vegas Pro. While I think it's great that we want to enable people with social services, I don't think it's fair that we are stretched thin as support for social services. Given the effort librarians and volunteers expend in promoting basic literacies, especially with computer use, how much more can this social infrastructure support effectively? Just the other day, a man needed help printing his VISA to go to Ghana, but when I sat him in front of the computer, he picked up the mouse and held it. Just sat there and held it in both hands, looking at the screen and said, "Now what do I do?" We should be able to field questions on public services and offer safe spaces, but we also have the chance to enable creativity, personal change, and wellbeing by offering services and experiences that are often too expensive or only in built-up urban communities. I fear that rather than dedicated social services getting the development and investment they need; we will be used to plug the holes. It makes sense that we're an information point, but I think it's important to be mindful of what are acceptable changes to our job role.
Information of groups in the community
Learning courses
Library of Things Solar powered library options could be explored for all libraries.
Link to university libraries and access to journal articles (for a fee?)
Local member surgeries and drop ins
Maker Spaces

Mobile libraries - could be in partnership with other mobile services More financial support, saving energy costs, benefits and support with form filling Support groups - such as carer support/drop-in
More adult education facilities and rooms for community activities. Cafe or coffee machines at smaller libraries.
More digital sessions on specific topics.
MP visits again A coffee machine for coffee mornings A carpark for library users only, not the vans that park there More quiz nights

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

There were 178 responses to this part of the question.
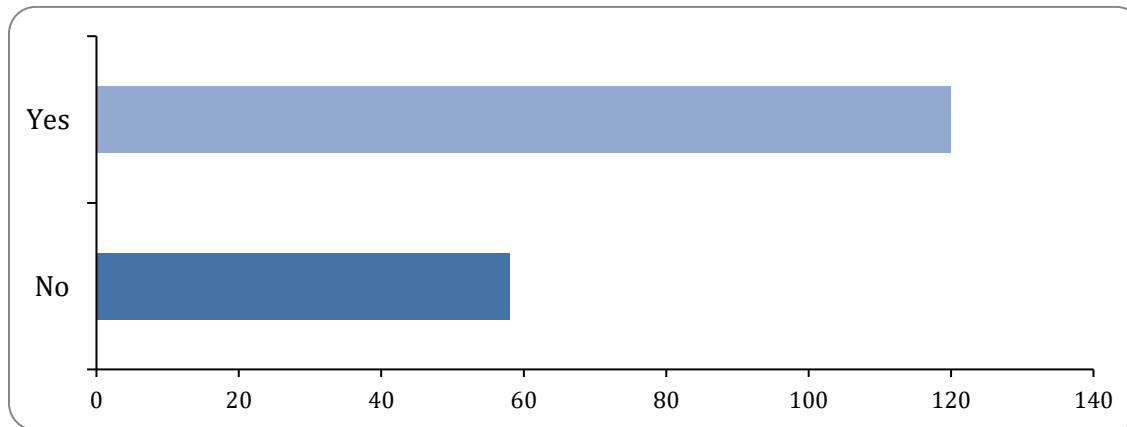
Option	Total	Percent
Yes	120	67.03%

No	58	32.97%

When asked if these names help staff understand what different libraries will offer: Library, Library+ and Library Connect there was a mixed response but 2/3 thought they did and 1/3 thought they didn't.

If no, please explain why:

There were 56 responses to this part of the question.

Many responses didn't address the actual question, but some felt the names should be written differently, or offered alternative names. E.g., Names + Silver/Gold/Platinum. Some comments suggested the public don't care "Would the general public understand the difference between the three types of library? I think not, they expect to come into a branch and for their needs to be addressed."

This then follows the previous page, asking for additional comments on if the names help understand what the different libraries will offer
Library should concentrate on core offer e.g., books
Agree with proposed names
Library + should be written as 'Library Plus'
More libraries than just Library Connect could offer Co-working spaces
Library as community hub (e.g. café etc.) welcomed
Names + Silver/Gold/Platinum
Need for community space within libraries
Framework positive and modern
Other
In an ideal world - a free bus service to the Library for outlying villages for young and old to use.
I wonder how we can share these visions publicly to entice/educate new cohorts who remain convinced that libraries are only about reading and in silence too?
This is an excellent idea.

I'm pleased that many (all?) Dorset libraries don't have a compulsory charge for ordering books via the catalogue. I imagine a compulsory charge would quickly become unaffordable for those who order lots of books (e.g., home-schooling parents) and would disproportionately affect those who rely most on us most, given that they're the ones who've got through all our stock
please keep all libraries open especially in rural areas and if possible, expand these libraries with meeting areas younger more events that relate to younger people advertise what concerts events are happening all year - not everyone has Facebook so need to advertise in the library
The strategy seems to tie in with a cost cutting measure in terms of reduced opening hours at some of the 'library' category libraries - can this perception be clarified for staff.   Strategy needs to take into account development opportunities/offer to customers in terms of events and activities. Does the strategy break down to what services we offer now and what we could be offering in say 3 years time. We need to show that our offer is adaptable and relevant to spark interest in using us.
No further comments
Please empower the library teams to offer digital connection to all. So many people are digitally disenfranchised.
Shaftesbury Library is currently in the lowest level bracket - Library - and whilst I can't disagree with the list of services we offer, there doesn't seem to be any attention or recognition given to the quality of service we provide. That ranges from the help given to people with simple digital problems, extra time given to customers discussing and recommending book choices and sometimes just listening to customers, giving them a little bit of time, which can be hugely beneficial regarding mental and emotional wellbeing. All the staff at Shaftesbury regularly receive words, cards and emails of appreciation from customers for a whole host of reasons and this just illustrates how important the library and its staff are in this community.
Would the general public understand the difference between the three types of libraries? I think not, they expect to come into a branch and for their needs to be addressed.   Staff are completely undervalued by senior management. In every branch we have a wealth of skills and knowledge which is under used and could bring so many benefits to the organisation.   Fantastic customer service is what we pride ourselves on in our branch, but sadly [having witnessed/experienced] is not the case in every branch. We need to go back to basics and regularly deliver customer service training for all.

Training in general is poor, will we be provided with all the necessary training to deliver the various new/included services? Senior management need to work with and alongside frontline staff to obtain a greater knowledge and understanding of how libraries operate - staff are at times social workers, family liaison officers, digital experts, someone who has anger, frustration and verbal abuse vented at them, and a shoulder to cry on. At times it is a very challenging and stressful environment to work in. We are never sure of who is going to set foot through the door, we have to constantly act on our feet, signposting and delivering the service. In the current economic climate, the situation has been exacerbated, fairer pay for all library staff, more in line with other Dorset council services. Work together with us as one team
Shared Reading is an example of an activity that has been successfully developed in Dorset libraries. It is an important activity to maintain mental and emotional well-being, and to encourage people to become more involved with the library service. It would be good to see this service developed further through the training of more Reader Leaders and even more publicity about the benefits of participating in a Shared Reading group either in person or online. I'd like to thank the library staff at Tophill Library Portland for working so positively with me to set up and maintain this group which has been meeting since 2018.
I'm not sure if this is the right section, but not having the option 'previous' page in this survey makes it very difficult to amend your responses and complete sections due to needing to have to go back to the very first page of the survey each time you want to make changes. The save feature is very useful however.
We would hope that Swanage Library would be a Library Connect model.

It is important that libraries remain open and welcoming, during these difficult economic times libraries can be a safe, warm space for members of the local community. Library staff should feel confident directing people to the relevant support services and provide access to digital support. Digital exclusion is a huge issue, and the council should recognise that not everyone is willing/able to educate themselves on digital literacy. Therefore, library staff should be advised on non-digital alternatives where appropriate so they can support those that cannot access digital services.

It's a shame to see the Library + won't have provision for recycling containers- this is such an important aspect of providing Council services local into the community and for reducing DC's delivery costs (not to mention supporting our climate change work on pushing waste further up the waste hierarchy). I know space is always the issue, however, the provision of containers will encourage people to the library that might otherwise not attend. I'm hopeful that even the libraries might be able to provide commercial waste sacks, or some small items and the library + will be able to house a few more things, with the library connects stocking everything. Hopefully this will be reviewed in collaboration with our team to assess what's possible at each site.

It would be really good if all libraries offer a cafe, even if this is run in a small space in smaller libraries, it does not have to be designated area but the offer to be there for people who are lonely and need the connection and communication with others in the day and especially during the winter months

I think smaller community libraries should also receive extra services and investment. Coffee machines should be available in all libraries, they would encourage people to stay and use the building.

Please provide libraries accessible to all and stop changing them under the disguise you are doing something positive when you are just cutting services and taking libraries away from communities. It is all about cutbacks. Leave libraries alone as they work perfectly well without reorganisation and different types with trendy names.

Definitely need more open conversations about offers to all

People need to understand how libraries are changing and evolving. A new strategy should reflect the needs of local people and be written in clear language that all can relate to. No jargon, not too lengthy and deliver what is stated well and build on other areas, if it is not possible to achieve everything all at once. People will trust that approach rather than setting up libraries to fail by over promising and underdelivering. Use of info graphics, visual aids and audio aids to help explain the library strategy would help people with visual/hearing impairment and those with limited literacy skills. Also, the use of other language formats.
Survey not easy to navigate for elderly residents
Come in and talk to existing library assistants face to face. Find out how we do our work and how we have to diversify with no training and no say in how our jobs progress. None of us have 'careers', as we have no say in any development potential. Senior managers are woefully out of touch and have no concept of our daily routine. We are expected to do as we're told and not ask questions. The idea of library assistants having a say in what we could specialize in is severely frowned upon and the senior managers would prefer us 'to be seen and not heard'. The idea that libraries should now be expected to offer all the council's services is laughable as you obviously haven't bothered to go to the libraries themselves and actually see what it is we do.
I would like to see a better control of stock purchases. We have far too many board and children's books and not enough new adult fiction. The selection of books is not reflected in the demographic of the community. I think money has been wasted in the smaller branches buying tablets and mobile phones that we will never use. We should have two members of staff on duty at all times. We are open to the public and this makes us vulnerable. There are times when we feel uncomfortable being on our own and that should not happen to staff. We have asked for the lack of phone signal to be addressed. It often prevents people using the computers as they cannot get the code sent through to their phone. We should have more training on other departments within the council so that we can help people who are not able to use the internet. We could do with more training on the various systems we use, so that we are confident using them.

Hours of opening are key and always the bits that gets cut if anything we should aspire to operate 7 days a week
A report has been compiled by STC to outline the data analysis in line with the Libraries Strategic Needs Assessment. This will be sent to the Libraries team via email for inclusion in to the response by STC. It is the view of STC that Shaftesbury Library should retain its current opening hours and our analysis of the data suggest that Shaftesbury may be better placed in the Library + category.
Thank you for having such a comprehensive and accessible survey/consultation. I look forward to hearing from you regarding partnership working with Rural Mental Health Matters.
I agree libraries need to change keeping up with digital advances and offering new, interesting, and exciting ways to use a library. I also feel we must not lose the heart of what a library really is - a place to find trust, friendship, learning, comfort, challenges, inspiration, companionship, contemplation, information, and fun - books may be available on digital devices and online but many people still like to feel a book in their hands, the library of the future has to be able to accommodate both. I also think a nominal joining fee of £1.00 for adults 18 - 65 years of age with over 65's and children up to 18 still free to join.
Swanage Town Council believes strongly that retention of Swanage Library is essential for local residents, providing so much more than just a library service, and there being no alternatives for the local community. The Council insists that Swanage Library should remain with at least the current level of provision of services.

I think the differences between the three options makes sense given the differing sizes and usage across Dorset libraries. I think that a basic understanding of the wider Dorset Council services should be available from staff in all libraries, or at least some training given for how to help residents raise issues and get a response from the Council. All major towns should be at least in level 2.

Thank you for reading everyone's feedback and for all the work being doing to invest in a new library strategy. I love what we already offer, let alone what's coming, and I want more people to visit!

I would like to note that the full-time wage of library staff is not enough; not just for the sheer amount of different administrative jobs we manage and the events we invest in even outside of working hours, but also it is not enough to live. So, I hope with all the extra changes to our role and the new responsibilities some libraries might inherit, that this is reflected in our pay. I know the Council are increasing pay in April, but I am confused about the specifics. Basically, like many people, including my partner in teaching, I can barely afford rent, bills, fuel (it costs me £300 a month because I commute 23 miles one way), and I skip eating to save money. I don't know what I would do if I had children, but I feel like they're completely off the table if I want to stay in this job. I hope this will be improved anyway come April 2023, but I'd just like to end one month without being in my overdraft and relying on credit.

Thank you again for reading and for giving libraries love.

I'm very disappointed that autism friendly spaces/sensory equipment are limited to Library Connect.

We are happy with the service that is provided currently by our library here in Gillingham but strongly disagree
with the proposed Library + model that is being put forward for Gillingham.

These plans seem excellent and thoroughly developed.

Libraries should offer a warm welcome to everyone, possibly with a small cafe area in the larger libraries where friends can meet. In our small community-run library we always offer a cup of tea if anyone stays from than a few minutes choosing books and take time to chat with them. We always have a jigsaw on

the table and some people come in just to do the jigsaw and have a cup of coffee. Libraries should be a meeting place, not necessarily with formal group meetings.

I think the internal referencing to the smaller libraries as community libraries is confusing with in the service when the 8 community run libraries are also referred to as community managed libraries. Whilst the libraries themselves know where they fit in the make of the library provision for Dorset, I am not totally confident anybody else does.

Strategic aims: although the strategic aims in the draft Library Strategy seem laudable, we are surprised that none of them refer to providing residents with access to books or other reading material simply for enjoyment. It seems self-evident that many people read for pleasure. We would have expected this to appear at the heart of the future library offer, alongside reading for learning or knowledge, not least because it is a feature which makes it distinct from other services. Survey responses from the earlier Dorset Council consultation exercise indicated that this remains a (if not the) core reason for existing library use.

I think there are lots of positive ideas included for the future of libraries and Library staff and like the theme of connecting, enabling and inspiring our communities.

As mentioned earlier, important to provide activities for the community

A vital resource that we don't promote and use enough for our own events such as engagement.
I am running a group in the library when it is shut and people have been amazed at what is on offer that they would never have known about like talking books for people with sight impairment, computers to use/help etc.

The names help identify the different offers, but I hope it will not limit libraries that may wish to do more and take on some additional roles that are not within the category they have been named.

With regard to Lyme Regis's selected status as 'Library', I would make several comments:

1. This could involve a loss of either opening days or hours or staff resources compared with the current offer...but it may not...the range within the 'Library' designation straddles the current delivery arrangements and we would press very strongly for no reduction in the current level of service.
2. Many of the inherent 'missing' within the 'Library' status 'offer' either are or could be delivered locally

at little or no additional cost to Dorset Council by working better with existing local organizations.
3. Inherent limitations imposed by the current library site and building in Lyme could potentially be addressed by working collaboratively with others, including the town council, on a project to deliver new and more suitable premises for the delivery of a wider range of shared services.

Looks good.

Are you able to confirm you won't be closing any libraries down?

Was the thought of Library, + , C etc. thought of before or after the consultation?

The general ideas are sound. Free, public support with a variety of issues, emphasis on IT skill development are all positive ideals to follow. It does concern me however that in seeking a greater level of service there does seem to be a threat to some pre-existing services.

The three categories of library types look sensible and clear to understand in theory, HOWEVER, not all of the libraries fit neatly into one category. For example, Wareham library is proposed to become a 'Library+' and yet it has some of the features of the 'Library Connect'. Wareham library is not a large building in comparison with Dorchester etc. and yet it has Dorset Council Customer Services team based here and also regular adult ed. classes, registrar etc., none of which are listed as being present at a 'Library+'.
This is confusing. Does it mean that Wareham will be upgraded to a Library Connect?

It is clearly good for all library spaces to be used to the maximum. Our only reservation is that, from here, it involves at least a 20-mile round trip to get to libraries which will end up with higher classifications, so we wouldn't like to see our local library services or opening times being diminished on the basis that people can go to other libraries. The needs of rural Dorset are very different from satellite libraries around Weymouth and other more built-up areas, where there are plenty of local bus services and shorter, faster car journeys involved in travelling to larger libraries. The distance to other libraries and other towns means our smaller library is incredibly valuable to us.

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I welcome the proposed broader use of Library buildings. As a Library assistant, I hope there will be training in due course to help us offer the enhanced signposting and council service advice that is suggested here. I think it is right that we offer these services, but training and pay should be reflective of the role.

From the first consultation it was very clear what people valued and wanted from their library service. This needs to be the priority and consistent across all libraries. Need to be ahead of the curve, with focus on literacy and education, which is transformative and achievable for an ambitious library service.

Please share any additional comments or feedback:

There were 58 responses to this part of the question. The comments covered a wide range, but many used the opportunity to express the fact that they didn't like the proposed names, with 51 comments mentioning this. The plus or + caused some consternation with 17 mentions. There was also some concern that the names might confuse the customers. Clarity was a consistent message throughout.

Question that precedes this is do these names help you understand what different libraries will offer: Library, Library+ and Connect - if no, please explain why:	responses
Don't like/understand current names or name doesn't explain offer/ confuse: Library, Library + and Connect / names too similar	51
Connect is not clear what it is / use 'Plus' instead of '+'	17
Names might confuse customers/users	11
Use clear language / Plain English / improve accessibility for all	9
Difficult to remember what services are offered	4
The names aren't clear what they offer / what is on offer	1
Connect suggests linking with other organizations	1

Other	
I heard discussed by someone (not DC employee) that the Council are trying to downgrade Wimborne library. I see now, having done survey, that this is what they meant, and how they perceive this!	
It sounds like a package from Sky tv and will mean nothing to the general public.	
The use of the + symbol isn't obvious to everyone is it in place of the word 'plus'. Maybe simply use the word Plus (sometimes being quirky undermines Dorset Council's accessibility to the community as a whole) The term Hub has been used in presentations and this may make more sense to be used in the name for the top end offer of library service rather than Library Connect. Hub suggests more things happen than only traditional library services.	
Names suggest that a 'Library' is the lowest level and whilst the majority of the offer is the same, it could be interpreted that if your nearest library is a 'library' then you are getting a lesser service which in turn could deter people from using just a 'library'. Doesn't take into account that many of our services are 24/7 and accessible to all from anywhere.	
They are too much the same, and very determinist. How about Local Library Learning Resource Hub Super Resource Hub	
Use clear language - I would have to hazard a guess what a library plus/connect would offer. The names are fine but further explanation would need to go alongside the title. There are other organizations using 'connect' such as Swanage Connect and Stour Connect in Sturminster Newton which might confuse local people.	

INDIVIDUAL LIBRARIES

There was a strong response to this part of the questionnaire.

Note: The number of responses to some individual libraries in this part of the survey are particularly low. It is important that this is borne in mind when making any conclusions from the data. This data should be read in conjunction with the main public survey data and even then in some cases further survey/engagement work might need to be undertaken to ensure any conclusions are valid.

Option	Total
Beaminster Library	3
Blandford Library	13
Bridport Library	13
Corfe Mullen Children's Centre and Library	5
Crossways Library	3
Dorchester Library and Learning Centre	27
Ferndown Library	13
Gillingham Library	8
Littlemoor Library	4
Lyme Regis Library	3
Lytchett Matravers Library	1
Portland Library	5
Shaftesbury Library	11
Sherborne Library	4
Swanage Library	3
Sturminster Newton Library	6
Upton Library and Children's Centre	6

Verwood Library	3
Wareham Library	12
West Moors Library	4
Weymouth Library and Learning Centre	12
Wimborne Library	9
Wyke Regis Library	1

Beaminster Library:

Summary

Please 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.

There were 3 responses to this part of the question.

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 Beaminster Library

Option	Total
Strongly agree	1
Agree	1
Neither agree nor disagree	0
Disagree	1
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are low these results should be treated with caution.

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 Beaminster Library

There were 1 response to this part of the question.

Please provide any additional comments about the proposed library classification of Beaminster Library: -
Beaminster should be a community-run (volunteers only) library.

Please indicate the times you would value the library being open

Morning	Total votes
Monday	2
Tuesday	2
Wednesday	1
Thursday	2
Friday	1
Saturday	2
Sunday	0

Afternoon	Total votes
Monday	2
Tuesday	1
Wednesday	0
Thursday	2
Friday	0
Saturday	1
Sunday	0

Late Night	Total votes
Monday	1
Tuesday	1
Wednesday	1
Thursday	1
Friday	1
Saturday	0
Sunday	0

Please provide any additional comments about your desired library opening hours and times.

There were 1 response to this part of the question.

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
For people who are working, current library opening times mean that it is impossible to access the library.

Blandford Library:

Summary

Please 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.

There were 13 responses to this part of the question.

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 Blandford Library

Option	Total
Strongly agree	7
Agree	2
Neither agree nor disagree	1
Disagree	2
Strongly disagree	1

Overall there was good support for the classification of the library but where numbers are low these results should be treated with caution.

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 Blandford Library

There were 7 responses to this part of the question.

Please provide any additional comments about the proposed library classification of Blandford Library
Blandford Library is an amazing building but sadly the space is not fully utilised. This is mainly due to the lack of lift as most of the unused space is on the 1st floor or down in the basement. It has a central location for customers to access the bus routes and also use the local shops in their visit. The current layout works well and is suitable for its needs, however the lack of public toilet facilities does put the staff in an awkward situation where we have to limit the use to children and vulnerable customers which sometimes it is difficult to tell who is vulnerable and who isn't and at times feels like cherry picking.
Commenting on Blandford Library as a "a Library Connect which will need to be developed subject to investment". I note this is the case for both North and East Dorset. Whereas the 3 main hubs which have already been agreed are all concentrated in West Dorset and are not "subject to investment". In fact, Weymouth and Dorchester are very close geographically and Bridport only another 15 miles away, so there seems to be a bias to the West of the county. My concerns are that the North and East of the county will be forgotten if feasibility studies show insufficient funds to develop hubs in the east of the county. Bridport is closer to Dorchester than travelling from Blandford to Dorchester. And the distance between Weymouth and Dorchester is very small in comparison, so is it justified to have these 2 as certain options?
create a space for a lounge area if you have a vending machine people will stay longer and learn more and communicate more
I'm not sure that Blandford is the right location for a Library Connect
The library building will require considerable investment to be suitable for the additional offer of services which, in the current financial climate, seems excessive. As the library has been waiting for some time for improvements in the basic fabric of the building, it is hard to give credence to the idea that any major investment will be forthcoming. I am also sceptical about the need for an extension of opening hours as there are times now e.g. Saturday afternoon when there are very few customers.

This is the most conflicting of the categorisations. While I understand Blandford has a large population and a children's services centre the decision to make it a Library connect is still quite baffling. The first reason for this is the library itself. Firstly, it hinges around 'possible' funding. This is quite frankly a must if it is to be a Connect. The outside is quite disappointing to look at and the inside while nice, is ultimately small and chaotic as a result.

If 'possibly' turns into 'no funding' what happens to the North Dorset Library Connect? Does it get buffered to Gillingham or Shaftesbury, and if so, why was it not made clearer that people could have expressed their desires for this to change.

Blandford is already more Central Dorset from a purely geographical perspective and shifting the connect further north would certainly be received well by those residents. Is there a scenario where there is no North Dorset Connect library?

I am not opposed to Blandford receiving more development. It is a slightly miserable looking building, but I am opposed to its development if it negatively impacts the residents in the actual North of Dorset.

We are disappointed that you are considering Blandford Library for the future Library Connect. It is not a well located library within Blandford and access can be difficult for less mobile people. In addition, our members have told us that public transport isn't as good to Blandford as it is to Gillingham and is also more expensive. They have said they would prefer to be travel to Gillingham if they needed the services provided by a Library Connect, as it is easier to access by car and has a level walk and good car parking nearby.

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Please indicate the times you would value the library being open

Morning	Total votes
Monday	11
Tuesday	11
Wednesday	6
Thursday	11
Friday	11
Saturday	12
Sunday	2

Afternoon	Total votes
Monday	10
Tuesday	10
Wednesday	6
Thursday	10
Friday	10
Saturday	7
Sunday	2

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

There were 3 responses to this part of the question.

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
a few late nights for working people but mostly daytime or afternoon for teenagers
Saturday afternoons are very quiet in the library. Closing at 2pm would be fine
There needs to be some limited late-night opening for people who are working during the day. In addition, in my opinion, the Council should take some responsibility to provide culture/arts out of hours in a town like Blandford where there is nothing cultural for adults - no cinema or arts society.

Bridport Library:

Summary

Please 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.

There were 13 responses to this part of the question.

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 Bridport Library

Option	Total
Strongly agree	7
Agree	6
Neither agree nor disagree	0
Disagree	0
Strongly disagree	0

Overall, there was strong support for the classification of the library but where numbers are relatively low these results should be treated with caution.

There were 5 responses to this part of the question.

Please provide any additional comments about the proposed library classification of Bridport Library
Bridport library: unsurprisingly, BLAP is pleased to see that the library in Bridport is considered by Dorset Council to be a high priority (that is, a tier one library). It plays an important role in the life of the town and equally serves its surrounding parishes. We would concur that this reflects relatively high needs in the local area and would add that the library appears to be well used.
I don't think it is enhanced library at present. It could be in the future, needs to be open longer hours.
I would welcome the library being open for more hours each week as it would be easier to assess the services as someone who works full time.
It is good that Bridport Library will become a library hub, particularly with regards to an autism room and SEN story times etc.
the partnership work is fabulous but the extra noise it brings does make it difficult for those wishing to study and we quite often get complaints - staff need more training especially in IT and how partnership works between the various agencies that support the community - social services etc. The extra sessions are lovely but we would need a public loo

Please indicate the times you would value the library being open

Morning	Total votes
Monday	8
Tuesday	8
Wednesday	7
Thursday	8
Friday	8
Saturday	11
Sunday	0

Afternoon	Total votes
Monday	9
Tuesday	7
Wednesday	9
Thursday	8
Friday	10
Saturday	9
Sunday	0

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

Please provide any additional comments about your desired library opening hours and times.

There were 6 responses to this part of the question.

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
Bridport is a morning town, so it should be open every morning. It is definitely NOT an afternoon / evening town, so opening beyond 5pm any day of the week is a total waste of money and staff time. The service should not be one size fits all -- bigger centres such as Dorchester may require opening until 7pm on some nights of the week, but Bridport has NEVER been busy until 6.30pm (currently, the library is open until 6.30 on both a Wednesday and Friday night). Pointless!!

Dorset Council has recently moved its customer service point in Bridport from the Town Council offices (at Mountfield) to the library. We are disappointed that, consequently, the service, which used to operate five days-a-week, now only operates three and a half days-a week, matching weekday library opening hours. If that is now the constraint, Dorset Council should consider Saturday opening of its customer service point, given the library is open on a Saturday. Indeed, that may suit users who find it hard to get there during the week.
Early evenings would be great and Saturday as I work full time. I don't think it's feasible to expect staff to work in the library on Sundays as this has never been part of their offering. If the library was not open on Saturdays I could use my local community run library in Burton Bradstock.
I fully support Bridport Library being open longer - Bridport is very much a morning town so opening at 9am would suit it better. The late nights are quieter. Sunday opening would be lovely but I would not be happy to work on Sundays on a regular basis - this would severely impact my home life
I think libraries should open at 9 (Mondays can still be 10 to allow staff training still). And maybe open until 2 as opposed to 1 on the morning sessions
These are the times our families are most likely to be able to access the library and its services including those working parents.

Corfe Mullen Children's Centre and Library:

Summary

Please 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.

There were 5 responses to this part of the question.

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	Total
Strongly agree	0
Agree	3
Neither agree nor disagree	1
Disagree	1
Strongly disagree	0

Overall there was support for the classification of the library but where numbers are low these results should be treated with caution.

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"?

There were 5 responses to this part of the question.

CORFE MULLEN 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: - 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
Corfe Mullen library currently has light night opening on a Friday night, I believe this should be changed to another weeknight as many people have other plans on a Friday so would benefit from an alternative late-night opening. The library should remain open at various times throughout the week to ensure it is accessible to as many people as possible however, I strongly object to libraries opening on a Sunday. We may live in a 24-hour society, but it is not necessary for libraries to offer services on a Sunday.
Corfe Mullen Library's late-night opening on Fridays could be reorganised to better suit the communities needs. 7 pm is too late for Corfe Mullen on a Friday evening and 6:30 pm would be an improvement. The extra 30 minutes could be used elsewhere and would better suit a community library.
It would be great to have library staff or training library volunteers to be in the library during our sessions. They could help with our activities and promote the library.
It's important that the Children's Centre retain their use of the building when is library is closed: Tuesdays, Wednesday mornings and Thursdays.

Please indicate the times you would value the library being open

Morning	Total votes
Monday	4
Tuesday	2
Wednesday	2
Thursday	3
Friday	5
Saturday	4
Sunday	1

Afternoon	Total votes
Monday	4
Tuesday	2
Wednesday	4
Thursday	1
Friday	4
Saturday	1
Sunday	1

Late Night	Total votes
Monday	1
Wednesday	1
Thursday	2
Friday	1
Tuesday	1
Saturday	1
Sunday	1

Please provide any additional comments about your desired library opening hours and times.

There were 4 responses to this part of the question.

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

Corfe Mullen is a very large village with a growing community. It doesn't currently have the facilities to match the population size and their needs. Corfe Mullen Library also shares the building with a Children's Centre and already work very closely with them.
More investment is required in all Dorset public libraries. The shelving and the decor of most buildings need investment and updating.

Dorset Libraries need to be more flexible towards community needs and share their building with other Council services and outside organisations. We are too cautious in our outlook and old-fashioned in our approach to running modern public libraries.

I agree with the proposed classification of Corfe Mullen library and Children's Centre however, I question the data regarding community need. Corfe Mullen library regularly has higher visitor numbers than many other Dorset libraries and works alongside the Children's Centre so has more diverse services to offer.

In your list of libraries Upton is listed with its children's centre but Corfe Mullen is not. I hope the centre will continue as we have a high number of young families. The library is not open as much as it used to be and I wonder if the use is less because of this- a self fulfilling prophecy.

The Children's Centre is central to Corfe Mullen Library's role in the community. We work together on groups and use the building when the library is closed. The NHS run baby clinics in Corfe Mullen Library, and library staff support and promote our clinics.

The Children's Centre is very important to Corfe Mullen Library. We use the library building to host other local family groups and activities, such as a local SEN group.
Without the library, we could not host these groups and give them access to our resources. So many groups use the library building on a weekly basis. From a SEN group hosting a stay-and-play, to other colleagues running meeting in our offices.

Crossways

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"?

There were 3 responses to this part of the question.

Option	Total
Strongly agree	1
Agree	2
Neither agree nor disagree	0
Disagree	0
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 0 responses to this part of the question.

Please indicate the times you would value the library being open

Morning	Total votes
Monday	1
Tuesday	1
Wednesday	1
Thursday	2
Friday	0
Saturday	3
Sunday	0

Afternoon	Total votes
Monday	2
Tuesday	3
Wednesday	1
Thursday	1
Friday	3
Saturday	0
Sunday	0

Late Night	Total votes
Monday	0
Wednesday	0
Thursday	0
Friday	0
Tuesday	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

There were 0 responses to this part of the question.

Dorchester

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"?

There were 27 responses to this part of the question.

Option	Total
Strongly agree	16
Agree	9
Neither agree nor disagree	2
Disagree	0
Strongly disagree	0

Overall, there was good support for the classification of the library, with 25 either agreeing or strongly agreeing.

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

There were 5 responses to this part of the question.

Additional comments about the proposed library classification of Dorchester Library and Learning Centre:
Again, the further our library role is stretched to delivering more services that the Council offers, the less we will be able to deliver the core library offer. If we are to provide the core library offer at Connect Libraries, we can't also be stretched to offering the Council customer service role. Like, we physically can't manage stock, library admin, library events, and customer support for library users on top of supporting people through housing applications, tax support, etc. Every day is already full trying to put books back onto shelves (which by its very nature is never ending in our big library), processing the delivery, supporting I.T. requests, planning and preparing events (including Rhyme Time and Library Gets Lively), the multiple clubs we offer, the room booking service, keeping social media fresh and updated, managing volunteers, still assisting with Housebound requests, managing internal reading groups, as well as answering the phone and the emails. I'm sure there's more I can't think of in this moment. What I'm saying is, train us to be an information point and able to support Council customer services, but be mindful of what is requested to be our responsibility.
All good but subject to cuts as discretionary
Layout can be confusing at times.
The facility provides the scope to deliver all the basic and enhanced services due to it's size and accessibility.
Would love to be able to get a good coffee / tea in there. And to have the place smell like nice coffee too, it's inviting. For any of these places to be inviting and at the core of the community they need to appeal to all our senses. The built environment has a huge impact on our perception of the services delivered from it. Luckily Dorchester library is quite new, but still feel the entrance could be more inviting and welcoming.

Please indicate the times you would value the library being open

There were 16 responses to this part of the question.

Morning	Total votes
Monday	16
Tuesday	17
Wednesday	17
Thursday	18
Friday	18
Saturday	21
Sunday	6

Afternoon	Total votes
Monday	17
Tuesday	18
Wednesday	14
Thursday	18
Friday	15
Saturday	15
Sunday	6

Late Night	Total votes
Monday	3
Tuesday	7
Wednesday	6
Thursday	11
Friday	8
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

There were 11 responses to this part of the question. **Additional comments about your desired library opening hours and times**
getting the kids to library during school terms
I don't mind working late nights, but I'm not sure that Friday is the day. I don't believe people think, "I'm going to spend Friday night at the library," therefore maybe Thursday would be better?
I think if the library opens in the afternoon, it would be more beneficial for parents and children, who could visit after school.   Week-end and evening openings would benefit people who work through the week, families and students

I think the library should be open mornings and afternoons from Monday to Saturday, with at least one evening opening in addition, but this is obviously not an option above as it goes above the proposed number of opening hours. I think the library would benefit from having up to 50 hours opening each week.
If you want to get maximum community, use it needs to be open for as long as possible
Late afternoon should be until 6pm so students can attend after school
No preferences for me personally as I am retired. Thinking of students who may have assignments. to explore, or need to research via computer etc, an evening opening may be helpful.
Saturday's and evenings essential for full time working people. Only being able to pick 12 means that closed evenings cannot have evening events/adult education classes all week.
To provide an enhanced/hub service, Libraries would need to be available throughout the working day to meet the availability of other community services. It would be problematic to suggest people go into their library to use the Customer Service desk to find the library isn't open. This is especially true when people who rely on public transport are restricted by very limited bus services (for example) as to when they can travel into their local towns/villages from rural locations. Libraries being available later into the evening is excellent for school students and workers who need space/access to resources during the week and cannot get there due to their substantive commitments (e.g. school/work).
We need a range of opening times to cater for all members of our communities, so mornings, afternoons and some evenings.
Weekend opening is important. Be good to have at least one evening open late too.

Ferndown

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"?

There were 13 responses to this part of the question.

Option	Total
Strongly agree	7
Agree	4
Neither agree nor disagree	1
Disagree	1
Strongly disagree	0

Overall, there was good support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 2 responses to this part of the question.

Additional comments about the proposed library classification of Ferndown Library
The services which Ferndown Library currently provides encompass a significant proportion of the proposed Library Connect services. Co-location and housing additional services (such as autism-specialised spaces, quiet rooms, warm banks) would require significant re-configuration to create adequate spaces. Plans for these should be reviewed and discussed with consideration of what Council spaces, as well as libraries, currently and potentially support, including the Heatherlands Centre/The Centre/new Family Hub at Trickett's Cross, and the Barrington Centre & Theatre.
we have the Barrington as a community HUB also Saturday is dead in the afternoon in the library and Ferndown as a whole

Morning	Total votes
Monday	5
Tuesday	8
Wednesday	7
Thursday	7
Friday	8
Saturday	8
Sunday	1

Afternoon	Total votes
Monday	9
Tuesday	9
Wednesday	6
Thursday	9
Friday	10
Saturday	5
Sunday	1

Late Night	Total votes
Monday	1
Wednesday	2
Thursday	0
Friday	4
Tuesday	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

There were 4 responses to this part of the question.

Additional comments about your desired library opening hours and times.
Although it is a large and busy library I consider one late evening a week to be sufficient and I do not think that Saturday afternoons or Sunday opening would be cost effective either.
I consider standardised opening times to be more user friendly to the public. It's easy for us employees to remember as we have a vested interest, but for example: for my local library access, I never remember it's shut on Wednesdays and turn up on my day off, only to be frustrated! Also I post the times on my fridge - don't need it for ages then it's gone when i need to see what time it closes on Saturday - is it 1? or 4? or 5.30?
The above is not specific enough to answer. With work commitments I can use the library at lunchtime, but dependent on when your morning/afternoon starts in the above, I can't really tick which ones apply. Also, when you say late night - what is this? Do you mean from 5pm or 6pm??
Weekends and afternoons in particular to take my child there after school or at the weekend. Having it open one day at the weekend at least would be really important for us as it gives us time to spend there as a family.

Gillingham

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"?

There were 8 responses to this part of the question.

Option	Total
Strongly agree	2
Agree	0
Neither agree nor disagree	0
Disagree	3
Strongly disagree	3

Overall, there was a lack of support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 6 responses to this part of the question.

Additional comments about the proposed library classification of Gillingham Library
Don't make us go to a hub! We have appalling transport links and local links with groups is vital to make a sustainable community
Gillingham library covers a wider area for North Dorset residents to reach more easily as a Connect library, as opposed to the proposed Blandford library for satisfaction for meeting community needs- think that the size of the building and scope to expand if required, achieving more savings for Council rather than locating a new operating site for Blandford as a Connect model or investing in developing the current site of Blandford library. Blandford is more easily accessible to Dorchester location than Gillingham area and surrounding North Dorset areas. The accessible car parking, closer location to other community needs/functions such as supermarkets. There has been a community events programme developed at the library over the years and the local community have engaged with this programme and expectations are high - to reduce the offer at this potential connect site, would be a negative impact for the community in North Dorset. There is scope and investment opportunities at Gillingham to meet and deliver all of the library strategy
Gillingham Library has brilliant potential and could easily become the libraries connect for North Dorset with little change to the building. It already has and autism room in place and space for a customer service desk. It has a workroom upstairs that is not often used and has the potential to be a space for partners of the library to use. The community often comment on wanting the library open on a Wednesday and all day on a Monday. With the increased anti-social behaviour in Gillingham due to county lines the library is a warm space for teenagers to use as a safe environment. Blandford library being the suggested closest library connect is difficult to access, there is limited parking and bus links are very limited within the week and public transport at the weekends to Blandford from Gillingham does not run.

Personally, I instantly think it is a shame that any library is losing hours. Since there has been no communication on the budget constraints I must assume this is to cut costs. If not, I think community members will always be disappointed by the reduction in hours, and if 10 hours is what is lost that is a dramatic change and one which I think would be hard to justify as serving the community.
There is also the question of how existing facilities will be affected by the demotion to Library+. Gillingham has an autism, town council which provides bins and more already. If these are only to be found at a Library Connect, what happens to these services. Will Gillingham residents be expected to travel as far as Blandford for these necessities. Potentially a 1hr 30 round trip. Those who may need to use an autism friendly room could be the most impacted by this as they often need the easier option that comes with fast and local access.
Why should the categorisation of a library prevent the giving of sensory equipment. It is reasonable that it is not always stored there but it should still be available. Furthermore, Gillingham have been running highly successful sensory rhyme times. Would these be expected to stop, or could this run the risk of driving away a group of people it is important to support.

We are happy with the service that is provided currently by our library here in Gillingham but strongly disagree
with the proposed Library + model that is being put forward for Gillingham.

We have a fantastic building here which can be utilised for customer services. The autism room could be used for private consultations. Within Gillingham the town council has a collection point for bins and there is a repair cafe. The roads and public transport to Blandford are difficult cutting off this part of North Dorset from services. We have a bus service to Shaftesbury and Sturminster for members of the public to come here.
The staff here have embraced any new initiatives introduced by the Library Service and will take any new requirements of service in their stead. We do not feel Blandford Library in its current state could be the flagship for the North without considerable funding. Gillingham is the most cost effective way forward.

Morning	
Monday	6
Tuesday	6
Wednesday	5
Thursday	6
Friday	5
Saturday	6
Sunday	0

Afternoon	
Monday	5
Tuesday	6
Wednesday	3
Thursday	7
Friday	6
Saturday	5
Sunday	1

Late Night	
Monday	0
Tuesday	3
Wednesday	1
Thursday	1
Friday	4
Saturday	0
Sunday	0

Additional comments about your desired library opening hours and times.

Although the names are clear once you have read the information that has been given there is little
information on why it is felt that Gillingham Library has been placed in the library + as this library
provides services to a growing population which is already at 11k and growing with a number of
developments coming on line.
Gillingham also has a very large rural catchment area as well and would lead us to believe there is
enough data to list this as a library connect to offer this area in the north a good service accessible
to all.

Evenings are particularly important in my opinion, as many people who do not read but would like to, do not read owing to time or money
constraints. The library being free automatically negates one of these issues. But, most jobs function on a 9-5 basis, which if the Library does
not work around will result in neglecting a major proportion of the population.
I think being open on a Wednesday could also be beneficial, as many customers come in on a Tuesday, and are disappointed they cannot
come back on Wednesday or try and return a book on Wednesday only to find the library closed.
I would like to express again that losing hours is automatically a losing situation in the eyes of a customer for any service. The gain in hours
that will be experienced at Blandford is also next to irrelevant owing to the distance it is from Gillingham

Late nights are essential for our youth community whom are currently in crisis with anti social behaviour. The Library is a safe space for youths who want to escape this influence but do not have safe homes to return to. Also we have regular events in the early evening within our current hours. Customers expect us to be open on Wednesdays saying they have tried to return books on but we were not open. Customers seem surprised that we close early on Mondays and many customers have to leave earlier than they planned.
Often there are complaints that we are only open on a Monday for half a day and that we do not open at all on a Wednesday. Therefore I have made a suggestion of a full day on a Monday and half on a Wednesday like the current main Libraries. I have suggested a late night on a Tuesday as we are always very busy till close on our computers and the library itself has many people visiting.
Standardised opening hours across the week as a Connect library would meet the community needs and expectations for a modern library service
Would not be able to go. 1 late evening would be helpful. Weekends also helpful for those who work - even if only winter time when other things are not running/open

Littlemoor

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"?

There were 4 responses to this part of the question.

Option	Total
Strongly agree	2
Agree	2
Neither agree nor disagree	0
Disagree	0
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are low these results should be treated with caution.

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

There was 1 response to this part of the question.

Additional comments about the proposed library classification of Littlemoor Library:
Parts of the community in great need of support. Help with basic skills, Financial, Digital, Jobs.

Please indicate the times you would value the library being open

Morning	
Monday	1
Tuesday	4
Wednesday	2
Thursday	2
Friday	3
Saturday	4
Sunday	1

Afternoon	
Monday	1
Tuesday	1
Wednesday	3
Thursday	4
Friday	2
Saturday	0
Sunday	0

Late Night	
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0
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

There was 1 response to this part of the question.

Additional comments about your desired library opening hours and times
A number of residents are balancing home/childcare & 3 jobs We need to be flexible to reflect new working patterns.

Lyme Regis

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"?

There were 3 responses to this part of the question.

Option	Total
Strongly agree	0
Agree	1
Neither agree nor disagree	0
Disagree	1
Strongly disagree	1

Overall, there was a lack of support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 2 responses to this part of the question.

Additional comments about the proposed library classification of Lyme Regis Library
A major concern for Lyme Regis should be the fact it ranks 4th Education and 7th Deprivation. This depicts a catchment area with needs that would be adversely impacted by a reduction to the library service is currently has. The town has two food banks, a community cafe, but no preschool, or banks or a post office. The facilities and opportunities are limited locally, with poor and expensive public transport. The overall ranking does not give consideration to the weighting of the differing categories. Deprivation and Education should surely be seen as priorities for a library service. Reducing the opening hours would have a major impact for the community and the library offer locally.
See my earlier comments.

Please indicate the times you would value the library being open

Morning	
Monday	3
Tuesday	3
Wednesday	1
Thursday	1
Friday	2
Saturday	3
Sunday	0

Afternoon	
Monday	2
Tuesday	1
Wednesday	3
Thursday	1
Friday	2
Saturday	0
Sunday	0

Late Night	
Monday	0
Tuesday	0
Wednesday	0
Thursday	1
Friday	0
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

There were 3 responses to this part of the question.

Additional comments about your desired library opening hours and times
I would not like to see a reduction in the current opening hours of 20 hours a week. That is needed to be able to run the groups and events, including quieter times without groups, for those that prefer it. Needs to be open after school for pupils / families, after 5 and at weekends for people who work, mornings for those who want library visits to fit around their day activities (shopping, Dr appointment etc) and do not like to be out when it gets dark. Less than 20 hours a week would reduce the positive impact that a library service can make on a community such as Lyme Regis.
It would be great if this library could be open more often than it is.
Lyme has an aged and ageing population with an average age MUCH older than national or regional averages. Many have limited mobility and limited access to IT. Access and mobility issues are compounded by very challenging local topography, which makes walking to and from the current library site difficult. Nearby parking is limited and even the nearest bus stop is a challenging walk for anyone with mobility or general health issues. The library is not part of any natural hub, is remote from healthcare facilities and even the local shops are some distance. The library visit may be a 'special' visit unconnected with another purpose. For this reason, it needs to be open as long as reasonably possible to cater for as many needs and personal circumstances as possible. Even the local Post Office has now closed, which may previously have formed part of a combined trip.

Lytchett Matravers

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"?

There was 1 response to this part of the question.

Option	Total
Strongly agree	0
Agree	1
Neither agree nor disagree	0
Disagree	0
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are so low these results should be treated with extreme caution.

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

There was 1 response to this part of the question.

Additional comments about the proposed library classification of Lytchett Matravers Library

Lytchett Library has space and is in a good setting to provide and extended range of activities, It has a good size population within easy walking distance and is next to other village facilities. The Parish Council is keen to work with Dorset to manage the outside space and cooperate on extending activities there.

Please indicate the times you would value the library being open

Morning	
Monday	0
Tuesday	0
Wednesday	0
Thursday	1
Friday	1
Saturday	1
Sunday	0

Afternoon	
Monday	0
Tuesday	0
Wednesday	0
Thursday	1
Friday	1
Saturday	1
Sunday	0

Late Night	
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0
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:

There was 1 response to this part of the question.

Additional comments about your desired library opening hours and times.
I feel 3 mornings is appropriate for regular users. Three afternoons would allow children to visit after school. I do not think evening openings would work for existing users. But the evenings is a time when small scale other uses outside clubs etc could be managed.

Portland

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"?

There were 5 responses to this part of the question.

Option	Total
Strongly agree	3
Agree	2
Neither agree nor disagree	0
Disagree	0
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are low these results should be treated with caution.

There was 1 response to this part of the question.

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

Additional comments about the proposed library classification of Portland Library

As a Reader Leader for Shared Reading at Portland Library, I have seen the consistent demand for extra activities such as ours and others offered at the library. It would be good to see this enhanced further. There is good local support for a variety of community and learning activities and the library and its proactive librarians are definitely seen as a valuable community resource.

Please indicate the times you would value the library being open

Morning	
Monday	4
Tuesday	4
Wednesday	4
Thursday	4
Friday	3
Saturday	5
Sunday	0

Afternoon	
Monday	3
Tuesday	3
Wednesday	4
Thursday	3
Friday	5
Saturday	2
Sunday	0

Late Night	
Monday	0
Tuesday	0
Wednesday	0
Thursday	1
Friday	0
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

There was 1 response to this part of the question.

Additional comments about your desired library opening hours and times
Due to work commitments it needs to be open on Saturdays and at least one evening per week otherwise you disadvantage those who work.

Shaftesbury

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"?

There were 11 responses to this part of the question.

Option	Total
Strongly agree	2
Agree	2
Neither agree nor disagree	1
Disagree	1
Strongly disagree	5

Overall, there was mixed support for the classification of the library with more against than in favour but where numbers are low these results should be treated with caution.

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

There were 9 responses to this part of the question.

Additional comments about the proposed library classification of Shaftesbury Library
A separate data analysis commentary by STC has been compiled and this will be sent as a separate email to accompany this feedback. In summary, it is the view of STC that the Library should be designated as a Library +
Shaftesbury has a large elderly population and very poor public transport therefore the library is vital to the community

Shaftesbury is a rural town and residents have to travel many miles to access even basic essential support.

I feel strongly that due to the geographical inequalities that exist in rural north Dorset, Shaftesbury should be a Library Connect Library and be open 30 hours, perhaps even more.

The VCSE sector could support this, especially Rural Mental Health Matters and other local organisations. So there would be no additional staff costs for Dorset Council as staff and volunteers from the VCSE sector would be able to codesign and coproduce the community hub ideas.

Shaftesbury, Gillingham and surrounding villages are the true rural north.

For information, Blandford is considered south as it is a 25 mile plus round trip journey from Shaftesbury and Gillingham.

Sherborne is considered west as it is a 30 to 35 mile round trip and there aren't even any buses.

For population figures, Shaftesbury and Gillingham and surrounding villages have similar numbers to that of Dorchester. Yet is very poorly served in terms of basic essential support.

Having the Library utilised as a community hub, would help address the rural inequalities in this area.

I feel it is essential that the Library is a Library Connect.

Shaftesbury library already offers more services and activities than those proposed on the tiering page for a smaller library, despite receiving little marketing or financial investment.

Reducing the library's hours and increasing voluntary staffing is short-sighted and diminishes the value of a council asset that is already under exploited centrally. Rather, it could offer more with minimum investment and training and so offer better value for money to those that pay for it and help enable the council to reach the community and deliver objectives around social isolation, digital skill enhancement etc. Leaving smaller libraries to atrophy in this way is a self-fulfilling prophecy.

Shaftesbury Library is a vibrant part of the community offering activities weekly and monthly both for adults and children. The monthly reminiscence group run with the help of Shaftesbury Museum is a great success. There is a lively Knit and Knatter group who meet in the library every Tuesday morning, a Shared Reading Group and a fun Rhyme Time session on a Tuesday afternoon as well as the regular Saturday morning activities followed by Lego. All the library staff are trained to help with Digital queries from the library public network computers as well as personal devices. Any member of the public can come in and use the printer and scanner. It has a good housebound round run by volunteers with the help of library staff. The Citizens Advice Bureau use the library on a Wednesday when it is closed. Every January and February we have a hobbies season, local groups come into the library to talk about their group, with an activity that the public can take part in. We could have a private room/space to offer customer/groups if we had folding doors in the archway between the reference library and the main library, bookshelves on wheels and more power point/sockets would make using the library space easier.

Shaftesbury library offers so much more than just a library and I strongly feel that it should be classified as a library +. Shaftesbury is a growing community and to reduce the hours will affect the library role within the community. Access to public network computers will be cut by reducing the hours and thus the flexibility to get on line and to receive digital support from embedded champions. Mothers who need to get out of the house will no longer be able to just drop in when things are too much in the home. Activities for children which offer respite for parents and engagement with children will likely be fewer. How will the summer reading challenge be supported if the library is to have volunteers? Will they go to the schools and runs summer holiday activities. The lonely and isolated, often the elderly will find the doors shut more often than open, further increasing isolation. It will be more difficult for the community to access IT, books and all the other offers which are currently available at Shaftesbury library. The rural community will struggle too. It is already difficult for the elderly and those who don't drive to get into Shaftesbury. Reducing the hours will further compound this, as rural bus services are virtually non existent and when people are reliant on lifts, they need to be more flexible or lifts may not be available to them.   I cannot express my disappointment at the councils plan to categorise Shaftesbury Library as a library and not Library +, I feel it has failed to understand what Shaftesbury offers its community and what the Shaftesbury community needs.

The population of Shaftesbury has exploded in recent years with a huge amount of new housing being built. The library is situated in the heart of the town and is at the heart of the community. New people are joining on a daily basis and the experience enjoyed by all library visitors is a positive one, reflected by the numerous comments and written words of gratitude received. The population of our town is only going to increase in the future and the usefulness and necessity of a thriving library, open enough to meet the needs of that growing community, will be ever more apparent.

This is based on need and data on current use of the library, which did surprise me, I thought it would have been a higher demand.

Whilst currently only delivering the core offer Shaftesbury Library has the potential to offer more for example business support events and customer support for basic customer enquiries about a range of council services. It could also provide space for adult learning.

Please indicate the times you would value the library being open

Morning	
Monday	7
Tuesday	8
Wednesday	1
Thursday	10
Friday	9
Saturday	10
Sunday	0

Afternoon	
Monday	8
Tuesday	10
Wednesday	1
Thursday	9
Friday	1
Saturday	1
Sunday	0

Late Night	
Monday	1
Tuesday	0
Wednesday	0
Thursday	2
Friday	0
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:

There were 8 responses to this part of the question.

Additional comments about your desired library opening hours and times
As you are proposing reduced hours a mixture of morning and afternoon is important. Thursday morning is Market day in Shaftesbury so it Is important the library is open then. I don't think a late night is necessary
I have a firm belief that the hours we are open at the moment are satisfactory and should NOT be reduced. This is also what I have been hearing from the public who come into the library.

I think the current hours at Shaftesbury are just about right with the exception of the late night on Thursday. I work every Thursday and I don't think there is sufficient demand for the library to remain open beyond 5pm.
Mid morning to mid afternoon could also work. Many disabled people struggle with mornings, therefore being open early they may not be able to attend if it means it is then shut at midday for example. A happy compromise would be perhaps 11am until 4pm Monday to Saturday.
More than six boxes have been ticked as there is a need to review the data analysis provided by STC as this endorses the need to keep the opening hours as they are.
People have trouble remembering our hours currently as they are different every day; the current late night is not often busy whereas there are always people still around on Friday at 12.30. Customers have never mentioned a desire for opening hours to be consistent across Dorset libraries although one person did express dissatisfaction that all the libraries are closed on Wednesdays. I propose therefore changing the hours so that they are easier to remember rather than having different opening hours every day as we do now: Monday, Tuesday and Thursday, close at 5pm Extend Friday to 1pm from 12.30 Saturday to remain as now.
Shaftesbury Library is well used during its current opening hours with many different groups running at different times.

Sherborne

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"?

There were 4 responses to this part of the question.

Option	Total
Strongly agree	0
Agree	3
Neither agree nor disagree	1
Disagree	0
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 3 responses to this part of the question.

Additional comments about the proposed library classification of Sherborne Library
I have none. Sherborne is my local library but as the CLLO of four CMLs I hardly ever use it myself however when my time to retire comes I would dearly love it to still be part of the system and have a variety of opening times.
The characterisation and features of Library+ seem appropriate
Think this works for the library and the catchment area.

Please indicate the times you would value the library being open

Morning	
Monday	4
Tuesday	4
Wednesday	2
Thursday	4
Friday	4
Saturday	4
Sunday	0

Afternoon	
Monday	3
Tuesday	1
Wednesday	1
Thursday	4
Friday	3
Saturday	1
Sunday	0

Late Night	
Monday	2
Tuesday	0
Wednesday	0
Thursday	0
Friday	0
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:

There were 4 responses to this part of the question.

Additional comments about the proposed library classification of Sherborne Library
A cut of 4 - 9 hours a week would be unpopular with customers, some of whom already wish we were open more, e.g. on Tuesday afternoons and into the evenings. I fear the unpopularity of this reduction might outweigh the benefits which the library strategy wants to bring in terms of the perception of the public. On a purely selfish level, it does make me worry about my hours being cut when my contract expires in March. I'm currently working pretty much the minimum number of hours that I'll need to afford to become financially independence so I'm not sure what I'd do if my hours were reduced
A reduction in number of hours is disappointing. Many customers already complain we aren't open enough! Plus, it's worrying for staff. Do agree with the hours becoming standardised though. Would suggest nearby libraries having 'opposite' opening hours to allow for better staff cover.
I have chosen the opening times that suit my life style. I am a morning person so tend to be in Sherborne, when not working, in the morning. However I know Thursdays and Saturdays to be busy in Sherborne and that is why I have pick those afternoon.
We already have customers complaining that we are not open enough, it is a shame that opening hours have to be cut even more.

Swanage

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"?

There were 3 responses to this part of the question.

Option	Total
Strongly agree	1
Agree	2
Neither agree nor disagree	0
Disagree	0
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are low these results should be treated with caution.

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

There was 1 response to this part of the question.

Additional comments about the proposed library classification of Swanage Library
Swanage is a somewhat deprived area with poor transport links to wider Dorset. Any possibility of enhancing recycling would be valuable.

Please indicate the times you would value the library being open

Morning	
Monday	2
Tuesday	2
Wednesday	2
Thursday	2
Friday	2
Saturday	2
Sunday	0

Afternoon	
Monday	2
Tuesday	0
Wednesday	0
Thursday	0
Friday	2
Saturday	0
Sunday	0

Late Night	
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0
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:

There were 2 responses to this part of the question

Additional comments about your desired library opening hours and times.
Swanage Town Council believes strongly that retention of Swanage Library is essential for local residents, providing so much more than just a library service, and there being no alternatives for the local community. The Council insists that Swanage Library should remain with at least the current level of provision of services.
We would not like to specify days/hours as the library will have expert knowledge of this but many people work unsocial hours and weekends.

Sturminster Newton

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"?

There were 6 responses to this part of the question.

Option	Total
Strongly agree	2
Agree	3
Neither agree nor disagree	0
Disagree	1
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 4 responses to this part of the question.

Sturminster Please provide any additional comments about the proposed library classification of Sturminster Newton Library: - Please provide any additional comments about the proposed library classification of Sturminster Newton Library:
But only if the number of opening hours are maintained. Any less and it's unlikely. Although the library is open currently 5 days out of 7, many people don't remember the actual hours. It's also difficult to recruit staff for several half days' work, rather than one or two full day's work. It might be better to rationalise the hours into full opening days (meaning that perhaps there would be an extra day when the library is closed) so as to be more able to recruit and retain suitable staff. Late nights are hardly used but provide the only time for staff to catch up on their work.
Sturminster Newton Library is a well-used and well supported library with a strong team of volunteers and Friends. It already runs a number of community events as well as the library/computer functions and with more space could be developed even further. The town has a shortage of meeting rooms for community events and any extra facilities would be welcomed and used.
We agree that the size of the library means it can't meet the criteria for a Library+ one, but would be disappointed if this classification meant a reduction in our opening hours. Travelling to any other library means a car or bus journey along minor country roads and at least a 20-mile round trip. The Library Service opening hours include only two weekday mornings, which are both taken up with Rhyme Time and Learning Together sessions during term time and the library is only open for three weekday afternoons for children to come along after school. We would be very disappointed if the library was opened for fewer hours and some of these provisions were removed.
When determining the services and opening hours of the library attention should be paid to other services offered in the Town to maximise take up.

Please indicate the times you would value the library being open

Morning	
Monday	6
Tuesday	2
Wednesday	3
Thursday	5
Friday	5
Saturday	6
Sunday	0

Afternoon	
Monday	3
Tuesday	5
Wednesday	0
Thursday	5
Friday	5
Saturday	0
Sunday	0

Late Night	
Monday	1
Tuesday	0
Wednesday	0
Thursday	1
Friday	0
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:

There were 3 responses to this part of the question.

Additional comments about your desired library opening hours and times
I think the consistency of the opening hours is vital so people know when it's open. I'm not sure of the volume of users in the evening so have not put a late night option although there may well be a need that I am not sure of.
if the opening hours are cut much more, it will be difficult to get suitable staff. The hours won't be enough for those who need to earn a living.

The Friends feel that, if any cutbacks have to be made, the extra opening on a Thursday is probably the least valuable time for the community as the library is only open until 6.30pm so just for an extra 90 minutes anyway. However, having no 'late night' opening would impact anyone working out of the town and doesn't really encourage working people to get back into using a library and extending their reading.

Upton

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"?

There were 6 responses to this part of the question.

Option	Total
Strongly agree	2
Agree	1
Neither agree nor disagree	1
Disagree	2
Strongly disagree	0

Overall, there was some support for the classification of the library but where numbers are low these results should be treated with caution.

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

There was 1 response to this part of the question.

> **Upton Please provide any additional comments about the proposed library classification of Upton Library and Children's Centre: - Please provide any additional comments about the proposed library classification of Upton Library and Children's Centre:**

> If libraries were open longer would that not give more residents the chance to go and use the services on offer?
> People who work full time are unable to go Mon-Fri, so could there not a one Saturday a month opening?

Please indicate the times you would value the library being open

Morning	
Monday	1
Tuesday	0
Wednesday	2
Thursday	0
Friday	1
Saturday	5
Sunday	0

Afternoon	
Monday	4
Tuesday	2
Wednesday	3
Thursday	1
Friday	4
Saturday	2
Sunday	0

Late Night	
Monday	1
Tuesday	1
Wednesday	3
Thursday	2
Friday	1
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:

There were 2 responses to this part of the question.

Additional comments about your desired library opening hours and times
The late night is never well used, especially in the winter. The Tuesday morning sessions are by far the quietest currently (except for school holidays) and could be removed and the hours used elsewhere, maybe in the afternoon.
Tuesday mornings are extremely quiet. Perhaps another afternoon would be better instead.

Verwood

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"?

There were 3 responses to this part of the question.

Option	Total
Strongly agree	1
Agree	0
Neither agree nor disagree	0
Disagree	1
Strongly disagree	1

Overall, there was limited support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 2 responses to this part of the question.

Additional comments about the proposed library classification of Verwood Library
There is so much scope to develop the offer at Verwood. Not everyone wants or is able to travel to Ferndown or Wimborne to engage in Council-related queries. Nor should they be asked to, on ecological grounds. The Verwood building offers the opportunity to have a far wider offer in its existing location.

Verwood library is 5th overall for population within the library catchment. Verwood consistently has to look to other towns for Dorset Council services especially leisure and education. A library with the minimum service possible is unacceptable for a town of over 15,000 people. Dorset Councils wider footprint is negligible in Verwood in comparison to other large towns. The Council should be considering expanding the offer in Verwood not reducing it and should see the library as part of being able to offer wider information from the Council.

Please indicate the times you would value the library being open –

There were 3 responses to this part of the question.

Morning	
Monday	2
Tuesday	2
Wednesday	0
Thursday	2
Friday	2
Saturday	2
Sunday	0

Afternoon	
Monday	3
Tuesday	3
Wednesday	1
Thursday	3
Friday	3
Saturday	2
Sunday	0

Late Night	
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0
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:

There were 0 responses to this part of the question.

Wareham

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"?

There were 13 responses to this part of the question.

Option	Total
Strongly agree	4
Agree	4
Neither agree nor disagree	4
Disagree	1
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 5 responses to this part of the question.

Additional comments about the proposed library classification of Wareham Library:
I certainly see Wareham Library as a Library+ . Although it might be good/desirable for Wareham library to become a Library Connect, however it might be argued that the physical size of the library would restrict this and it would make it more of a business orientated organisation rather than the friendly hub of the community that it is today.

Please see previous comments about Wareham library already offering several criteria of a 'Library Connect'. Wareham is ranked high on the list of community need, particularly in terms of digital exclusion and health/wellbeing and it is geographically out on a limb (not near the major towns of Dorchester/Weymouth etc). Public transport to the main towns is poor and expensive from Wareham and surrounding area, so it is especially important that Wareham can offer as many services as possible.

Staff and customers have been confused that Customer Services, not set up here, don't feature in the new offer. Whilst the introduction of CS here has been bumpy, now that it is working and the community are getting used to using the services it seems a shame to remove it. Given that Purbeck and South Dorset are quite cut off geographically and public transport is infrequent and expensive so it would be preferable to have a Connect at Wareham; having to travel to Dorchester will prove a barrier to some customers who are already disadvantaged.

Wareham Library has recently been remodelled to include a customer services access point, however the Library + category states that there would be no dedicated Dorset Council customer services team co-located at the library site. This seems contradictory.

Based on the actual list of services at the different types of libraries I believe it is appropriate to categorise Wareham as Library +.

Would prefer it to be Library Connect so that young people are more attracted to it.

Please indicate the times you would value the library being open

Morning	
Monday	9
Tuesday	9
Wednesday	5
Thursday	7

Afternoon	
Monday	12
Tuesday	9
Wednesday	7
Thursday	12

Late Night	
Monday	0
Tuesday	2
Wednesday	1
Thursday	2

Friday	9		Friday	8		Friday	0
Saturday	10		Saturday	4		Saturday	0
Sunday	0		Sunday	0		Sunday	0

Please provide any additional comments about your desired library opening hours and times

There were 5 responses to this part of the question.

Additional comments about your desired library opening hours and times
At the moment the library is closed on Wednesday - would it be impossible to open it as a self-service, as it was for a while?
By giving 8 options it restricts opening times which is ridiculous. The library should be open every day all day except Sunday but you have engineered the survey to support further closing
I do not believe it is necessary to offer a later night at Wareham library.   If there is to be customer services point then it should be staffed for all library opening hours, including evenings and weekends.
I really support the concept of late opening to enable working people to use the library, but the reality here is that we are not well used on Tuesday evenings. I think we either need a concerted effort to market the late nights to a new audience (possibly even staying open till 7pm), or not to offer them.
I seldom use the library now since it never seems to be open when I happen to be in town. If it reverted to a library, as opposed to Library+, would the staff saving allow it to stay open longer?

West Moors

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"?

There were 4 responses to this part of the question.

Option	Total
Strongly agree	0
Agree	2
Neither agree nor disagree	0
Disagree	2
Strongly disagree	0

Overall, there was mixed support with equal numbers either way, for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 2 responses to this part of the question.

Additional comments about the proposed library classification of West Moors Library: -
I do not feel that this ranking adequately reflects the enormous contribution of the West Moors Library to the community through its wider provision. If this were reduced through changed priorities or even lost, our community would be impoverished.
If the ranking is on the basis that other libraries offer even more outreach proportionate to their resources, I would be surprised but would understand the ranking.

When passing the library, it always appears to be closed as many residents have commented

Please indicate the times you would value the library being open

Morning	
Monday	2
Tuesday	1
Wednesday	1
Thursday	2
Friday	2
Saturday	4
Sunday	0

Afternoon	
Monday	4
Tuesday	3
Wednesday	1
Thursday	3
Friday	1
Saturday	0
Sunday	0

Late Night	
Monday	0
Tuesday	1
Wednesday	0
Thursday	0
Friday	0
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:

There was 1 response to this part of the question.

Comments
A spread of hours is needed to cover mornings, end of school, evenings and weekends

Weymouth

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"?

There were 12 responses to this part of the question.

Option	Total
Strongly agree	9
Agree	2
Neither agree nor disagree	1
Disagree	0
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are relatively low these results should be treated with caution.

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

There were 6 responses to this part of the question.

Additional comments about the proposed library classification of Weymouth Library and Learning Centre:
I would disagree with a proposal for dropping the number of hours down to 40. I think the number of hours at the minute is what i would class as minimum already?
The library would make a good central hub in the town for a broader offer - especially co-location of services.

Weymouth library should be a key hub, but the details of what that would entail would be arguable,
While the building itself is large, the actual allotted space for library activities and stock has dramatically decreased. I should think this should be considered when considering core offers for this library that also has the highest level of need. For example, there are no library rooms for hire (the ones that are available are owned by customer services and skills and learning and are not easily accessed or easily bookable by library staff)
Will the public be consulted on opening hours?
Will parking be explored as this is a real deterrent for using Weymouth Library.
Would there be the option of opening on one evening ?... i now see the next question

Please indicate the times you would value the library being open

Morning	
Monday	18
Tuesday	17
Wednesday	18
Thursday	17
Friday	17
Saturday	19
Sunday	3

Afternoon	
Monday	16
Tuesday	18
Wednesday	14
Thursday	16
Friday	16
Saturday	14
Sunday	2

Late Night	
Monday	4
Tuesday	3
Wednesday	3
Thursday	7
Friday	2
Saturday	2
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:

There were 8 responses to this part of the question.

Weymouth Please provide any additional comments about your desired library opening hours and times
Consistent opening hours for each day is much more helpful. Very difficult to remember opening hours if they are different every day.
I believe the library should be open as a minimum of two late nights a week and Saturday morning.
I do not wish the library to open on Wednesday afternoons, this would affect me personally. It would be nice to have half day on Saturdays and a longer opening time on Fridays instead on Mondays.
It is rather outdated that Weymouth Library is closed on a Wednesday afternoon, especially as it now an access point for Council services. The Library is not well used after 6pm even on the late night opening sessions so it would seem a better use of resources to open on a Wednesday afternoon instead. I do not see a need for opening on a Sunday.
It would be good to have some opening outside 'traditional' working hours - I have to leave work early to get there otherwise - even if just one or two evenings a week.
Opportunities for full time working people needs to be considered, many events and activities are during the day which excludes working people.
To pick only 12 options doesn't allow a fair reflection. I believe the library should be open Monday to Saturday, and that the half day on Wednesday is not required. There should be scope for late night opening, which could be any day from Monday to Thursday.
We do not get much foot fall in the evenings, usually customers making the most of the warm space.

Wimborne

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"?

There were 9 responses to this part of the question.

Option	Total
Strongly agree	1
Agree	3
Neither agree nor disagree	2
Disagree	3
Strongly disagree	0

Overall, there was mixed support for the classification of the library but where numbers are low these results should be treated with caution.

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

There were 3 responses to this part of the question.

Wimborne Please provide any additional comments about the proposed library classification of Wimborne Library
I feel Wimborne Library fits somewhere between a Library + and Library Connect. It is a very busy library and has an active community, with more groups, courses and activities coming all the time, and more in planning. As well as the new office space built upstairs. But it may not be a large enough building to accommodate all that a Library Connect would need. However, a reduction in hours and services offered would be disadvantageous to the community, and I feel Wimborne should be at a high end of Library + with decisions made on a case-by-case basis on what it can offer. Having the full 32 hours and 5 days a week would help should it need to reduce from the current 35 hours.
I think the library should retain the Dorset Council customer services and collection of recycling bins.
Wimborne is a very busy library and therefore could be considered for a Libraries Connect.

Please indicate the times you would value the library being open

Morning	
Monday	4
Tuesday	5
Wednesday	3
Thursday	6
Friday	7
Saturday	8
Sunday	0

Afternoon	
Monday	5
Tuesday	2
Wednesday	2
Thursday	4
Friday	6
Saturday	5
Sunday	1

Late Night	
Monday	1
Tuesday	0
Wednesday	0
Thursday	0
Friday	3
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:

There were 3 responses to this part of the question.

Additional comments about your desired library opening hours and times.
can't imagine I would wish to go to the library late at night. Early evening may be more useful on working days.
I feel only choosing 8 options is quite limiting but has allowed to me indicate the rough times. However, it is not an indication I do not want the library to only be open at those times, such in the morning on a certain day, it's just that I couldn't choose the afternoon etc as I was limited to 8 boxes. Personal impacts regarding the times are it would be harder to start a group if the library is open less hours as it would mean less options when there is the space available and there aren't other groups already using it. Same for working in the library on a laptop.
I think we are a busy town and could offer more well attended community activities by being open more hours! I think we could stay open on a Tuesday afternoon and have more people using our space and offer more opportunities for the customer services team to assist local Dorset residents.

Wyke Regis

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"?

There was 1 response to this part of the question.

Option	Total
Strongly agree	0
Agree	1
Neither agree nor disagree	0
Disagree	0
Strongly disagree	0

Overall, there was support for the classification of the library but where numbers are extremely low these results should be treated with caution.

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

There was 1 response to this part of the question.

Subject to funding I would love to see it open as much as possible, but I understand there are constraints. This is my local library and is vital for engaging our family with the service being so close to the school. I think it is vital that those links between the local libraries and surrounding facilities such as schools and community facilities is encouraged and grown. I guess this answer maybe slightly alters my earlier agreement that business functions should be more centred towards the bigger libraries. Some of the small libraries may be better placed to support small local business than the larger ones especially in the post Covid period. I think it best that business support is a function across the service rather than in a building. Perhaps the service could visit and run events within the local libraries if and when there is a clear benefit identified. So long as the policy permits such flexibility that would be fab.

Please indicate the times you would value the library being open

Morning	
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0
Saturday	1
Sunday	0

Afternoon	
Monday	1
Tuesday	1
Wednesday	1
Thursday	1
Friday	1
Saturday	1
Sunday	0

Late Night	
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0
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:

There was 1 response to this part of the question.

Additional comments about your desired library opening hours and times
The selection above is for access with children. I suspect you will need more morning opening to help with the needs of adults.