

### Appendix 3: List of organisations that responded to the Consultation

Appendix 7 of the Public Consultation Report (Appendix 2 to this report) lists the organisations that responded to the Open Consultation. From the 58 organisations that responded, 6 did not provide their name to the Open Consultation. The list is reproduced below for ease of reference.

#### Organisations that responded to the Open Consultation

##### Councils and related organisations

Alton Town Council.  
 Basingstoke and Deane Borough Council:  
 Cabinet Member for Partnerships  
 Basingstoke and Deane Borough Council: South  
 Ham Ward  
 Bishopstoke Parish Council.  
 Bramdean & Hinton Ampner Parish Council  
 Bransgore Parish Council  
 Chineham Parish Council  
 Corhampton and Meonstoke Parish Council  
 Fair Oak and Horton Heath Parish Council  
  
 Grayshott Parish Council  
 Hamble-le-Rice Parish Council  
 Hordle Parish Council.  
 Hound Parish Council.  
 Itchen Valley Parish Council.  
 Lymington & Pennington Town Council  
 New Alresford Town Council  
 Northington Parish Council  
 Overton Parish Council  
 Petersfield Town Council.  
  
 Thruxton Parish Council and Test Valley  
 Association of Parish Councils.  
 West End Parish Council  
  
 Whitsbury Parish Council.  
 Yateley Town Council.

##### Other Organisations

Aldershot Civic Society.  
 Andover U3a Reading Groups 1 and 2 (now  
 combined).  
 Ashlawn Residents Association.  
  
 Choice Support Housing.  
 Crofton Hammond Junior School  
 Cygnets Playgroup.  
 Damerham Tea and Chat group.  
 Durley Ladybirds Community Pre-School.  
 Elected representative at Hamblewood Court  
 (Retirement Flats)  
 First Steps Montessori Nursey.  
 Hanover: Retirement Housing  
 Haselworth primary school  
 Horndean Biodiversity Group  
 Hyden Women's Institute.  
 Junior School Age 7-11 [Unnamed]  
 Local Reading Group [Unnamed]  
 Longparish CE Primary School  
 North East Hants Constituency Labour Party.  
 Representative of a group of 'vulnerable  
 families'  
 Tavistock Infant School  
  
 The Abbey Field, Liss Society. Liss and  
 Petersfield Sheltered Housing.  
 The Alton Library Club  
 The Arnewood School, New Milton.  
 The Better Book Club  
 The Stroke Association Film Club.  
 Victoria Reading Group  
 Voyage Care  
 Waynflete Singers  
 Woodland Reading Group

This is a list of 22 organisations that responded directly to Hampshire County Council: Some of these organisations also completed the open consultation. The majority of responses related to the future of specific libraries. Many of the messages also expressed support for the Library Service and feedback about quality of staff and services.

### **Organisations that responded directly to Hampshire County Council**

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#### **Councils**

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Bishops Waltham Parish Council  
 Blackwater and Hawley Town Council  
 Eastleigh Borough Council  
 Fordingbridge Town Council  
 Grayshott Parish Council  
 New Alresford Town Council  
 New Milton Town Council  
 Odiham Parish Council  
 Old Alresford Parish Council  
 Whitchurch Parish Council

#### **Other Organisations**

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Bursledon Community Library Volunteer Group  
 Childhood Dream (Toy Shop)  
 Emsworth Residents Association  
 First Hardway Rainbow Group, Elson Gosport  
 Hampshire Wildlife Trust South Downs Group - Horndean Wildlife  
 Odiham Society  
 New Alresford Town Trust  
 New Forest West Constituency Labour Party  
 Southampton People's Assembly Against Austerity  
 Waynflete Singers  
 Westfield Junior School, Yateley – Year 6 School Council Members  
 Winchester and Chandlers Ford Constituency via Steve Brine MP

## Appendix 4

**The key free text comments by Respondents alongside the percentage and number of respondents – see Public Consultation report Appendix 1 for further details.**

**Over half of respondents gave further comments when given the opportunity at the end of the questionnaire. 4,995 respondents made over 15,000 separate comments. The most popular comments are reproduced below and related to any aspect of the Library Strategy including the Mobile Library Service, static libraries and community needs.**

Comment	% of respondents	No of comments
Libraries are essential/keep the library service 'as is'/maintain current library provision	22%	1,080
Libraries are important features of local communities/act as meeting places for smaller communities/give people a sense of community	17%	834
Disagree with closure of libraries/keep smaller libraries open/smaller (Tier 3 libraries) are vital	16%	799
Libraries are vital for children's educational needs/children's social interaction/encouraging children to read from a young age	15%	737
Libraries are vital for providing books/materials/educational needs i.e. adult learning	12%	596
Access: Proposals will negatively impact elderly people/local libraries are vital for elderly people	11%	568
Prefer paper books/don't replace paper books with e-books	8%	385
Good quality staff are vital for libraries/local libraries need friendly/helpful staff	7%	355
Appreciate there needs to be savings/change/review in libraries services	7%	349
Disagree with the use of volunteers/community libraries/Tier 4 libraries/all libraries should have fully trained and paid staff	6%	315
Access: Proposals will negatively impact children/families with children/local libraries are vital for children/families with children	6%	288
Mobile Libraries are vital/need to keep mobile libraries/mobile libraries need to be kept open especially if closing static libraries	5%	272
Access: Proposals will negatively impact people with disabilities/local libraries are vital for people with disabilities	5%	252
Disagree with spending less on books/don't want them to permanently reduce the book fund	5%	250
Libraries are important as sometimes provides the only source of social interaction for isolated/elderly/people with disabilities etc.	5%	240
Access: Proposals will negatively impact people without transport/cars/who cannot travel to a library (non-specific)	5%	232
Need to encourage people to use the libraries more often i.e. better advertisement etc.	5%	228
Access: Tier 1 library (non-specific) is too far/need local access to libraries	5%	226

## Summary of Themes to the Open Consultation and directly to Hampshire County Council

Key Themes	Summary and context
Importance of Public Libraries	Hampshire libraries are seen as a valuable community focal point or meeting place and that Council run libraries were preferred to community run libraries. There was recognition that libraries make an important contribution to the quality of life for many people, through improving access to digital technology and reducing social isolation.
Vulnerable populations and equality of access	Many comments stated that ending the Mobile Library Service will disproportionately affect the elderly and people with disabilities or those on low income who don't have their own transport. Concerns were about closure of the Mobile Library Service and closure of Tier 3 Libraries saying that people may not be able to access an alternative static Library. Many respondents, regardless of their age, highlighted the importance of the Library Service for preschool and school age children, students and older persons.
Balance between town and rural	The importance of public libraries in rural communities was highlighted along with the limited opening hours that reduced the ability of the community to use their local library. Some respondents felt that capital investment has tended to focus on libraries serving large urban communities.
Role of paid Library staff	Concerns were raised that the quality of library services could reduce if paid skilled professional staff were replaced with trained volunteers. Paid library staff are seen to be very important to retaining high quality and sustainable library services as well as supporting community libraries.
Community involvement and volunteer opportunities	A significant number of communities indicated their willingness to work with the County Council to find a local solution that sustains the library and helps to meet wider community needs. A number of individuals and organisations had suggestions to increase the range of library services to help broaden the use or bring in new income to help meet operating costs.
Growth of communities	Several communities (including Emsworth, Fair Oak) highlighted the future growth recorded in the Local Plan for the area. <i>(This is already included in the Library Needs Assessment.)</i>
Increasing library charges to cover costs	Several responses argued that library charges should be increased to help cover the cost of specialist services such as inter-library loans, reservations and the music service. Some even suggested membership fees and joining fees should be levied.
Concerns about tiered approach	Comments received about Alton, New Milton and Eastleigh, requesting that these are reclassified to Tier 1 (rather than a Tier 2) Library. Continued support for Tier 4 community

	libraries. Reference to Fleet Library and the proposals for the Harlington Centre.
Concerns about tier 3 libraries	Some communities challenged the tier of their local library requesting that it should be reclassified as a tier 2 (rather than a tier 3) library. These include Alresford, Bishops Waltham, Blackfield, Emsworth, Fair Oak, Fordingbridge, Horndean, Odiham, West End, Whitchurch and Yateley.
Consultation format	A number of people felt the questionnaire was designed to deliver a prejudged outcome and was too long. This was mitigated by several open ended comment boxes where individuals and organisations could submit their views. In addition, some individuals and organisations decided to write a letter or send an email to share their views. These comments were collated and included in the consultation analysis.
Other Community comments	Several rural and smaller communities expressed concern about reductions in public transport, closing of their post office and local banks. The Grayshott community raised concerns that their static Library was closed in December 2014 and replaced with a mobile library stop and now the Mobile Library Service may close leaving no local provision.
High quality library services	Positive comments were made about the high quality and low cost of the Inter-library Loans Service and the Music Service.

### Ideas and suggestions provided by respondents and residents

Ideas and suggestions	Hampshire County Council comments about viability and savings
Increase opening hours to improve static library usage	The County Council is planning to install Open Library technology to manage access to Library buildings outside of current opening hours. This will increase public access without the increasing staffing costs.
Make better use of school libraries ie provide public access and enhance support available to preschools and nurseries	Yateley Tier 3 Library is both a public library and school library operated from the Community School. This operating model works well in Yateley but is complex to set up for existing schools but is being considered for new schools in Hampshire. <b>Hampshire's School Library Service is investigating a new service for preschool groups and child minders to complement the services that it already provides to over 95% of Hampshire Schools.</b>
Work with local community partners to recruit volunteers to support delivery of services at Tier 3 and 4 libraries	Five Community organisations already work in partnership with Hampshire County Council to deliver Tier 4 Community Libraries. <b><i>The County Council will follow up with community organisations that have expressed interest in helping to operate their local Tier 3 Library through the recruitment or trained volunteers.</i></b>
Postal Library Service or similar ideas to collect and return books	The costs for a postal Library Service are too high and have been tried elsewhere in the country using postal services, community organisations eg Meals on Wheels, couriers and grocery delivery organisations. The costs were found to be higher than the operating costs for the Mobile Library Service and were only suitable for delivery of books and not the return of loans to the Library Service.
Provide community transport to help vulnerable residents to access their nearest static library	Multiple suggestions from respondents of the Open Consultation related to using a replacement shuttle-bus/minibus service to take current Mobile Library Service users to their nearest static library. <b><i>Discussions have started with community transport providers to progress this suggestion.</i></b>
Income generating ideas for static libraries eg room hire, joining and membership fees, fund raising etc	Legislation prohibits the County Council from charging customers for a book lending service – see section 2.3 of this report. The Library Fees, Fines and Charges have been reviewed and will be increased from Summer 2016 in

Ideas and suggestions	Hampshire County Council comments about viability and savings
	line with inflation and to help recover costs for operating specialist Library Services such as the Music Service and Inter-Library Loans. Income generation is a feature of the Library Strategy to 2020. Fundraising has been developed successful by other Library Authorities and will be investigated as part of the Strategy to 2020.
Provide free information sessions on how to use eBook and eResources	Free online Library learning sessions for communities that are losing their mobile Library stop are being developed for delivery during 2016/17. The Library Service already provides Library Learning on use of new technology e.g. how to use your iPad and how to access eResources.
Improve online library services and then reduce the numbers of library buildings	The improvement to online Library Services and Public IT Services is a key priority in the Library Strategy to 2020. Reduction to the numbers of library buildings must be carefully balanced with library usage, customer preferences for printed books and community need. In addition the Library Strategy to 2020 recognises the importance of bright welcoming, conveniently located library spaces for community engagement and delivering a range of adult and family learning and events.
Retain a reduced or more efficient Mobile Library Service by moving assets from Tier 3 libraries to the mobile libraries, or co-ordinate mobile library visits with other community events. Decrease running costs using electric or smaller vehicles or share running costs with partners who need to offer services to rural communities or charge mobile library customers or provide a reduced service eg less often or shorter stops with fewer vehicles.	Many comments related to changes that could be made in order to keep the MLS running by reducing the cost to the County Council. The size of Hampshire means that operating a reduced MLS with fewer vehicles and fewer stops is more expensive as vehicles would spend a longer time travelling to rural communities from a central base and the vehicles would need to be replaced every 4 - 5 years rather than every 10 years. The weight of the books means that smaller or electric vehicles are not suitable. Reducing the frequency of visits or the duration of visits would reduce customer access and could further reduce efficiency. Effort has been made to co-ordinate the current mobile library timetable with community activities but this is very difficult to do for more than 100 stops covering numerous rural communities. Legislation prohibits the County Council from charging mobile library customers for a book lending service – see section 2.3 of this report.