

# Plymouth City Council

## Plan for Libraries survey 2017

### FINAL REPORT

*3<sup>rd</sup> May 2017*



# Executive Summary

## Background

The purpose of this consultation was to seek views on the Plan for Libraries proposal and in particular the significant areas of support and objection in relation to the library buildings that were proposed to close and those proposed to stay open.

This report sets out the findings of the Plan for Libraries survey and will be used to assist in informing and developing a final Plan for Libraries.

The aim for the City Council is to adopt a final plan which ensures that the future Library Service achieves its vision to deliver a modern service that inspires learning and creativity; improves health and wellbeing and supports digital inclusion.

## Method

The public were invited to put forward their views regarding the Plan for Libraries in a range of ways:

1. By completing a questionnaire. The questionnaire was available online through the Plymouth City Council consultation portal. Paper copies were also available in each of the 17 libraries in Plymouth and through First Stop as well.
2. To attend public meetings which were held in each of the 17 libraries.
3. To make comments and raise questions through the Plan for Libraries email address.
4. To make comments through Plymouth Libraries Facebook page and Twitter account.

## Response

This report focuses on the Plan for Libraries questionnaire of which **3,748** were completed in total during the consultation period either online or through paper questionnaires.

*Note: 3748 responses represent 1.4% of the general population of Plymouth, and 7.8% of the Active User (taken out a book or used a PC in the last 12 months) database.*

Other information received during the consultation period through:

- 378 people attending 20 public sessions
- 183 letters
- 61 emails received in official Plan for Libraries mailbox
- 51 comments via Plymouth Libraries Facebook and Twitter pages
- Petitions: Estover; Stoke; Efford, North Prospect + 2 online petitions

## Key results

The Plan for Libraries questionnaire was completed by residents from across the Plymouth Wards as well as some individuals from outside of Plymouth.

Larger numbers of responses were received from some of those ward areas which maybe directly affected by a proposed closure e.g. Peverell, Stoke, Ham, Moor View and Efford & Lipson.

92% of those who responded identified themselves as a library or library service user. Over half of those who completed the questionnaire outlined they had used a library or library service within the last week (58%).

With regards the proposals put forward by the Council as part of the Plan for Libraries:

- Overall, 43% of respondents outlined that they strongly agreed/agreed with the proposal **to enhance the online service**, 38% strongly disagreed/disagreed.
- Overall, 75% outlined that they strongly agreed/agreed with the proposal **to enhance the in-library service**, 12% strongly disagreed/disagreed.
- Overall, 55% outlined that they strongly agreed/agreed with the proposal **to enhance the outreach service**, 22% strongly disagreed/disagreed.
- Proposed library buildings to remain open and provide full in-library service, overall:

Library	% Strongly Agree/Agree	% Strongly Disagree/Disagree
Central	80%	7%
Plympton	67%	7%
Plymstock	67%	7%
Devonport	63%	8%
Crownhill	62%	8%
St Budeaux	61%	8%
Southway	59%	8%

- Proposal to close libraries, overall:

Library	% Strongly Agree/Agree	% Strongly Disagree/Disagree
North Prospect	10%	55%
Peverell	11%	54%
Efford	12%	50%
Estover	12%	49%
Stoke	14%	48%
West Park	13%	45%
Ernesettle	13%	44%
Eggbuckland	15%	42%
Laira	16%	42%
Tothill	15%	42%

- Overall, 37% strongly agreed/agreed with the **criteria used in the assessment** for proposals, 31% strongly disagreed/disagreed.
- Overall, 26% strongly agreed/agreed with **the Plan for Libraries proposal**, 58% strongly disagreed/disagreed.
- In general and probably unsurprisingly support was strongest for the outlined proposals from those individuals whose main library was proposed to remain open and provide a full in-house service. Support from those whose main library was proposed to close was for the most part significantly less.

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## Introduction

Plymouth City Council commissioned Marketing Means to analyse and report on the responses received from the Plan for Libraries survey.

This report has been written in conjunction with Plymouth City Council, who have provided all of the relevant information in the sections headed: background, purpose and aims; method; engagement and communication alongside other information.

Within this report the City Council has also requested the inclusion of all other feedback received by them during the library consultation period aside from the main library survey, with the headlines figures from the other feedback received are referenced within Section 4.

## Background, purpose and aims

In 2014 Cabinet agreed that the library service should support cultural engagement through literacy, learning and skills development. It agreed that the services provided by libraries should be embedded in the community where possible and not be dependent on buildings.

In order to explore how the library service could adapt to meet this new way of working the Library Service held a Conversation with the people of Plymouth in 2016. This 'conversation', which ran for 12 weeks received the views of 3,000 people on how the library service should develop in the future.

The findings of this Conversation formed the basis of the Plan for Libraries proposal which describes our priorities and activities for the next three years and the steps to be taken to implement them. A 12 week consultation was launched on the Plan for Libraries proposal on 25 January 2017 and ended on 19 April 2017.

The purpose of this consultation was to seek views on the Plan for Libraries proposal and in particular the significant areas of support and objection in relation to the library buildings that were proposed to close and those proposed to stay open.

This report sets out the findings of the survey and will be used to assist in informing and developing a final Plan for Libraries. The aim is to have the final Plan adopted by the Council and ensure that the future Library Service achieves its vision to deliver a modern service that inspires learning and creativity; improves health and wellbeing and supports digital inclusion.

## Methodology

The public were invited to put forward their views regarding the Plan for Libraries in a range of ways:

1. Participation in the consultation principally by completing a questionnaire. The questionnaire was available online through the Plymouth City Council consultation portal. Paper copies were also available in each of the 17 libraries in Plymouth.

2. To attend public meetings which were held in each of the 17 libraries. They were held at various days of the week and at a variety of times up to 7.30pm including 3 sessions held in Central Library.
3. To make comments and raise questions through the Plan for Libraries email address.
4. To make comments through Plymouth Libraries Facebook page and twitter account.
5. Any letters or other correspondence received by Plymouth City Council.

Petitions were organised and submitted to the Council in protest of the Plan for Libraries.

A large print version and an easy read version of the Plan for Libraries was produced and was available on request.

### **Engagement and communication**

In order to promote the Plan for Libraries consultation, extensive activity took place including:

1. Library staff promoting the consultation to all library users.
2. 157 stakeholders were contacted by email and invited to take part in the consultation. They were contacted at the launch of the consultation and again at the midway point. Stakeholders were invited to complete the questionnaire, attend the public meetings and if that was inconvenient, to make contact so that visits to the organisations could be arranged.
3. A mailing went to all learning disability, physical disability, faith and religious organisations, with the offer of 1:1 support or setting up specific information sessions if they experienced any difficulties in accessing the information and completing the questionnaire.
4. Three canvassers were recruited for approx. five weeks who sought public responses to the questionnaire. They were mainly located around the City Centre.
5. A four week and eight week review of the people responding to the questionnaire as part of the Equalities Impact Assessment took place in order to make further efforts to contact underrepresented groups of people.
6. Regular Plymouth City Council communications were undertaken which promoted the consultation. There was extensive coverage of the proposal in the local newspaper.
7. Plan for Libraries survey was promoted through library newsletter going to circa 50,000 email addresses.

## Plan for Libraries Survey Analysis

The results collated from the Plan for Libraries self-completion online questionnaire are outlined in this report. Where provided, a demographic profile was collected for each respondent which showed that the views of men, disabled people and young people were slightly under-represented when comparing this against the profile of Plymouth residents. To mitigate this every effort was made to target these specific under-represented groups and as such, the data used in this report remains 'unweighted' to reflect the views of the people who chose to respond.

**Note: 'No replies' and 'Prefer not to say' have been omitted from the data and charts outlined in this report unless stated.**

Figures in the charts and tables have been rounded and may not total 100%.

Throughout the report reference has been made to significant differences across different groups of respondents. This is where differences are deemed to be statistically significant within the data that was collected.

**If you have difficulties in reading any of the maps in this report, and would like them in a larger format, please contact:**  
**[planforlibraries@plymouth.gov.uk](mailto:planforlibraries@plymouth.gov.uk)**

## Section 1: Response

### Overall Response:

A total of **3,748** questionnaires were completed during the Plan for Libraries consultation period either online or through paper questionnaires.

### Respondent profiles:

A breakdown of those who responded to the survey is shown below, with consideration for: demographic data; respondent type (generated from Q1 of the survey); library most used (generated from Q2 of the survey); last visit to library (generated from Q3) and ward level response.

### Demographic profiles of respondents:

#### a) Age: Base: 3,340

	#	%
16yrs and under	91	2.7%
17-18yrs	44	1.3%
19-24yrs	115	3.4%
25-34yrs	429	12.8%
35-50yrs	862	25.8%
51-65yrs	862	25.8%
66-75yrs	626	18.7%
76yrs and over	311	9.3%



**b) Gender: Base: 3,256**

	#	%
Male	1,226	37.7%
Female	2,021	62.1%
Transgender	4	0.1%
Other Gender Identity	5	0.2%

**c) Are you a disabled person? Base: 2,813**

	#	%
Yes	355	12.6%
No	2,458	87.4%

**d) Ethnicity: Base: 3,201**

	#	%
White	3,096	96.7%
Asian or Asian British	36	1.1%
Black or Black British	18	0.6%
Mixed	29	0.9%
Chinese or any other ethnic group	22	0.7%

**e) Sexual Orientation: Base: 2,027**

	#	%
Heterosexual/Straight	1,901	93.8%
Gay man	29	1.4%
Gay woman/Lesbian	18	0.9%
Bisexual	44	2.2%
Other	35	1.7%

**f) Faith, Belief, Religion: Base: 2,706**

	#	%
Buddhist	21	0.8%
Jewish	10	0.4%
Christian	1,655	61.2%
Muslim	26	1.0%
Hindu	2	0.1%
Sikh	2	0.1%
None	917	33.9%
Other	73	2.7%

**g) Marital Status: Base: 2,973**

	#	%
Single	1,238	41.6%
Married	1,677	56.4%
Civil Partnership	58	2.0%

**h) Do you have children under 16yrs? Base: 2,946**

	#	%
Yes	749	25.4%
No	2,197	74.6%

**i) Do you have children over 16yrs? Base: 2,976**

	#	%
Yes	1,338	45.0%
No	1,638	55.0%

**j) Do you consider yourself as a carer for a relative/friend? Base: 2,987**

	#	%
Yes	419	14.0%
No	2,568	86.0%

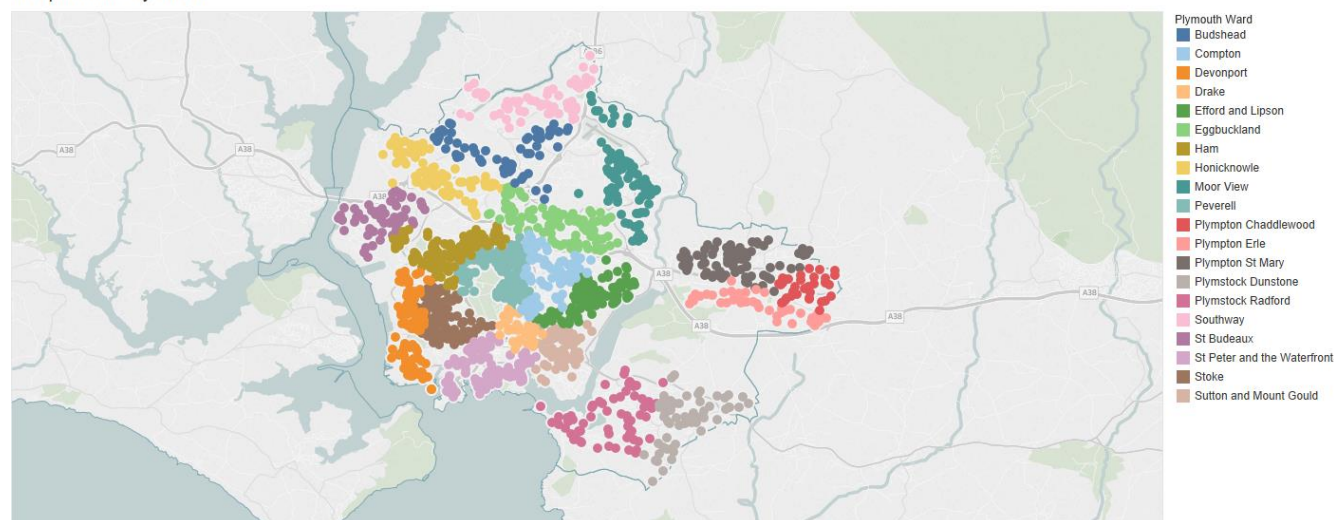
## Ward profile of respondents:

The following ward profile is based on responses to the postcode question which was included in the questionnaire (Q4). Those providing an incomplete postcode or no response are included in the 'unknown' category in the table below:

Ward	Number achieved	Percentage
Budshead	76	2.0%
Compton	118	3.1%
Devonport	164	4.4%
Drake	56	1.5%
Efford and Lipson	156	4.2%
Eggbuckland	124	3.3%
Ham	188	5.0%
Honicknowle	118	3.1%
Moor View	188	5.0%
Peverell	385	10.3%
Plympton Chaddlewood	43	1.1%
Plympton Erle	60	1.6%
Plympton St. Mary	96	2.6%
Plymstock Dunstone	73	1.9%
Plymstock Radford	80	2.1%
Southway	76	2.0%
St Budeaux	74	2.0%
St Peter & the Waterfront	121	3.2%
Stoke	209	5.6%
Sutton & Mount Gould	120	3.2%
<b>Postcode outside Plymouth City Council Wards</b>	<b>230</b>	<b>6.1%</b>
<b>Unknown</b>	<b>993</b>	<b>26.5%</b>
<b>Total</b>	<b>3,748</b>	<b>100.0%</b>

### Map 1:

Respondents by Ward

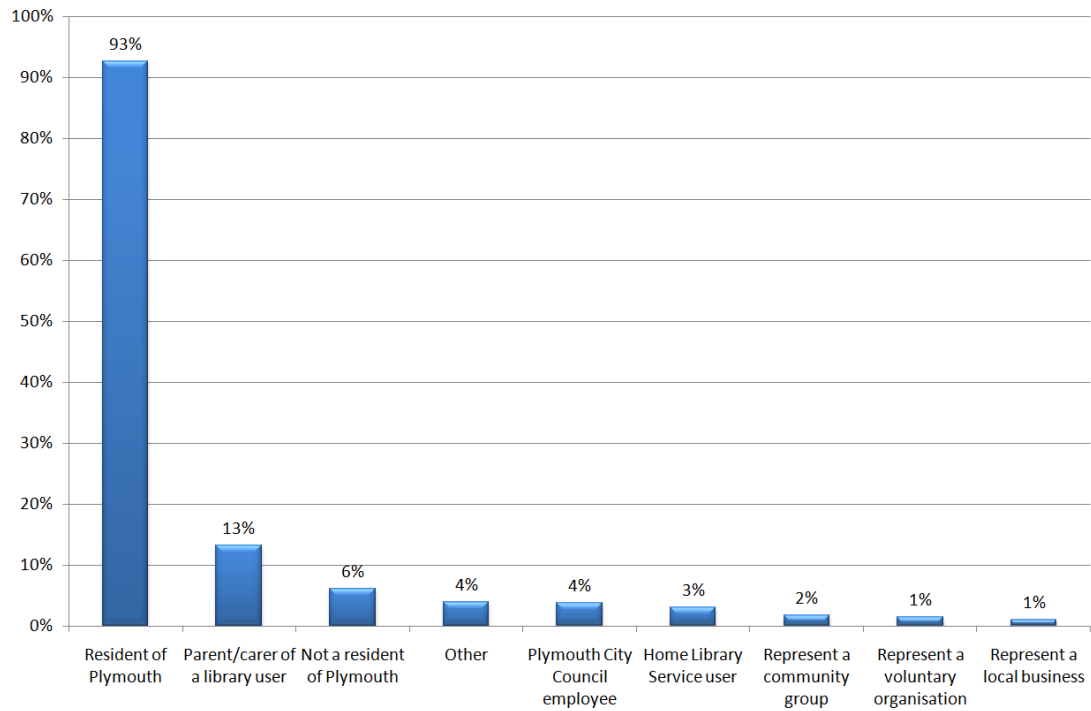


**Note: All maps in this report supplied by Plymouth City Council**

***'Respondent type' (Q1) profile of respondents:***

The following profile is based on responses to Q1 of the survey: Are you responding to this consultation as one or more of the following? (Note: Q1 was a multi-response question):

**Chart 1: Respondent type**



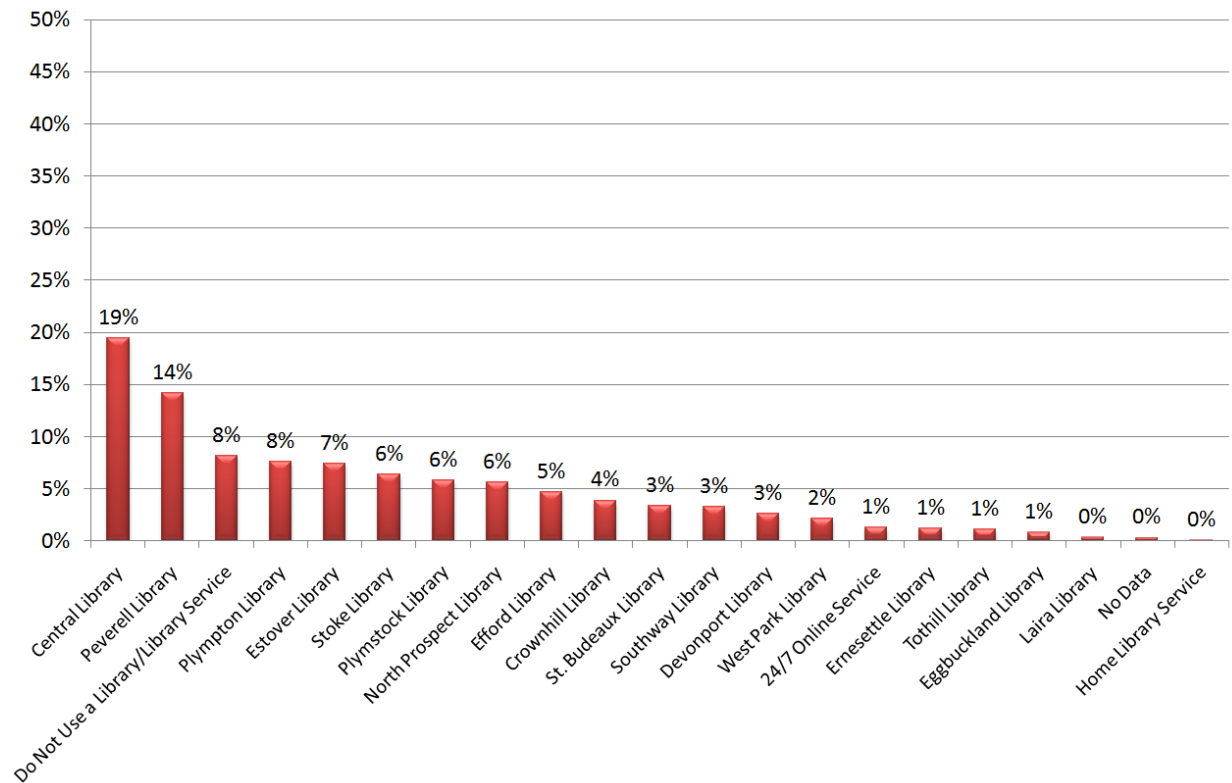
Base: 3,748

- 93% of those who responded to the survey outlined they are a resident of Plymouth.

**‘Library/Library service most used’ (Q2) profile of respondents:**

The following profile is based on responses to Q2 of the survey: Which library or library service do you use the most?

**Chart 2: Library/Library service used most**

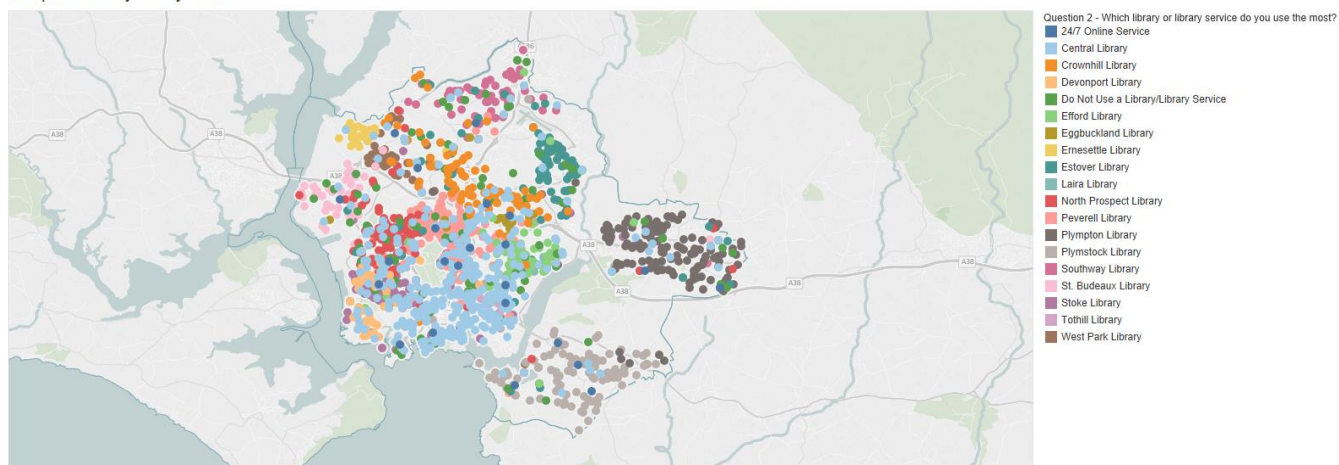


Base: 3,748

- The libraries/library services which are used most by respondents are: Central Library (19%); and Peverell Library (14%).
- 8% of respondents are non-users of the library service i.e. do not use a library or library service.
- Only 1% of respondents outlined they use the 24/7 online library service most.

**Map 2:**

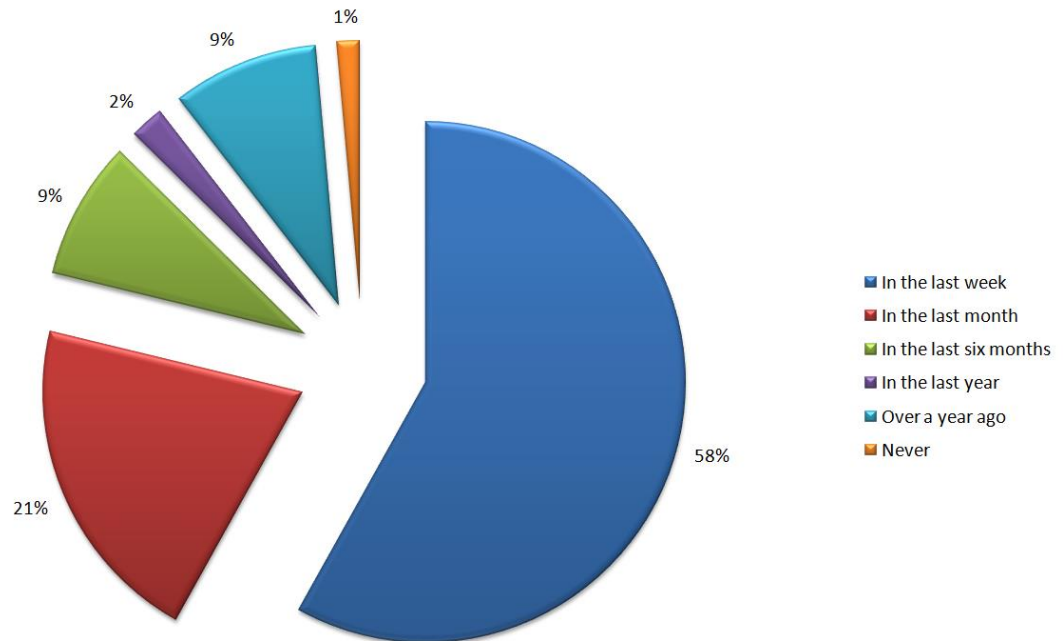
Respondents by library used



***'When was the last time you visited a library or used the library service?' (Q3)  
profile of respondents:***

The following profile is based on responses to Q3 of the survey: When was the last time you visited a library or used the library service?

**Chart 3: Last time you visited a library or used library service:**



Base: 3,748

- Over half (58%) of respondents had used a library or library service within the last week, a further 21% within the last month.
- 10% had last used a library or library service over a year ago or never.

## Section 2: Plymouth City Council proposal

Visits to library buildings in Plymouth have declined significantly in the last decade and although recent research shows that book lending remains a high priority for our customers, we have an ambition to deliver much more, including services based around reading and literacy, information and history, digital (getting online), health and wellbeing and learning

The Council's proposal aims to secure the future of Plymouth Library Service by closing 10 libraries and enhancing and investing in the remaining seven to ensure that they are fit for purpose and can provide a full, consistent and quality service across the city; meeting the needs of the library service and local communities.

To achieve this it is the Council's intention that the new library service will consist of three key offers:

**Online service** – An enhanced online service is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audio books and magazines plus a range of premium online resources.

**In-library service** - Our remaining library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around reading and literacy, information and history, digital, health and wellbeing and learning. They will be clean, modern and welcoming and run by friendly and trained staff.

**Outreach service including the Home Library Service** - Our outreach service will increase. Investment in technology will mean we are able to take the library into communities, providing pop-up libraries with click and collect, activities and services. This will include our Home Library Service for those who need it.

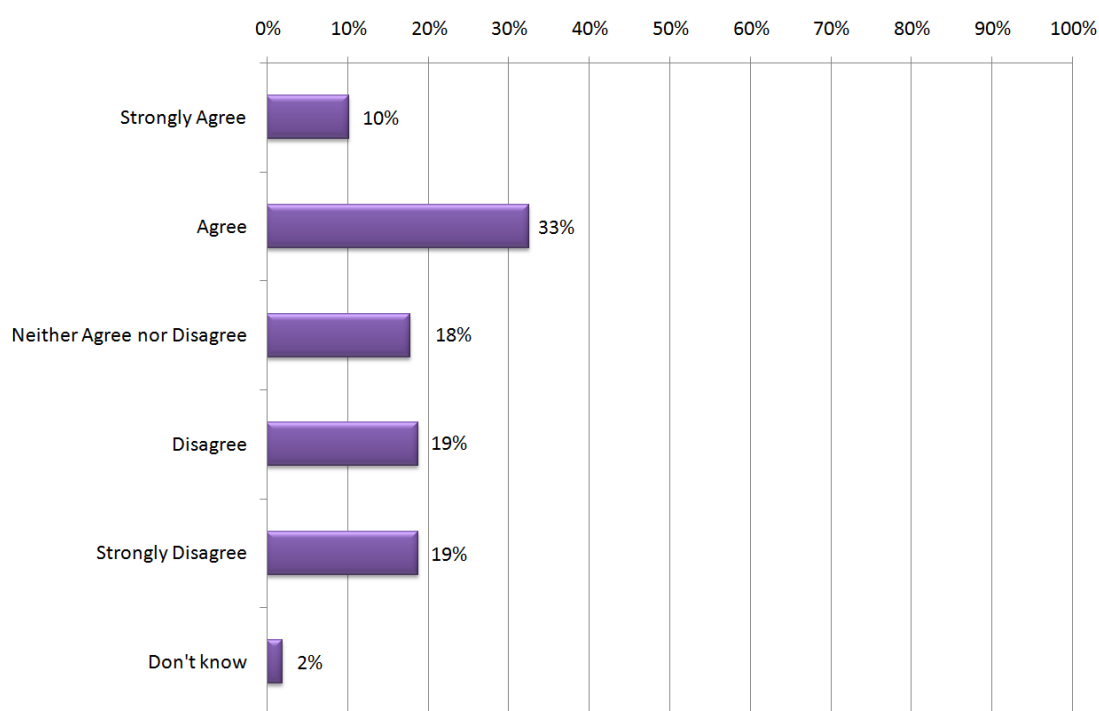
## Enhancing our online service

*Proposal to enhance and invest in this area to include a wider selection of eBooks, audio books and other online resources.*

### To what extent do you agree or disagree with the proposal to enhance our online service? (Q5)

43% of respondents outlined that they strongly agreed/agreed with the proposal to enhance the online service, 38% strongly disagreed/disagreed.

**Chart 4: Enhance online service**



Base: 3,688

**(Note: 60 non responses not included)**

#### Differences:

- Significantly more respondents aged under 25yrs strongly agreed/agreed with the proposal to enhance the online service (57%), compared with 25-50yrs (43%); 51-65yrs (42%) and over 65yrs (38%).
- Significantly less respondents aged under 25yrs strongly disagreed/disagreed with the proposal to enhance the online service (22%), compared with 25-50yrs (38%); 51-65yrs (40%) and over 65yrs (40%).
- 48% of males strongly agreed/agreed with the proposal to enhance the online service which was significantly higher than females (40%).
- Significantly more of those respondents who are not disabled strongly agreed/agreed with this proposal (44%) compared with those who are disabled (31%).

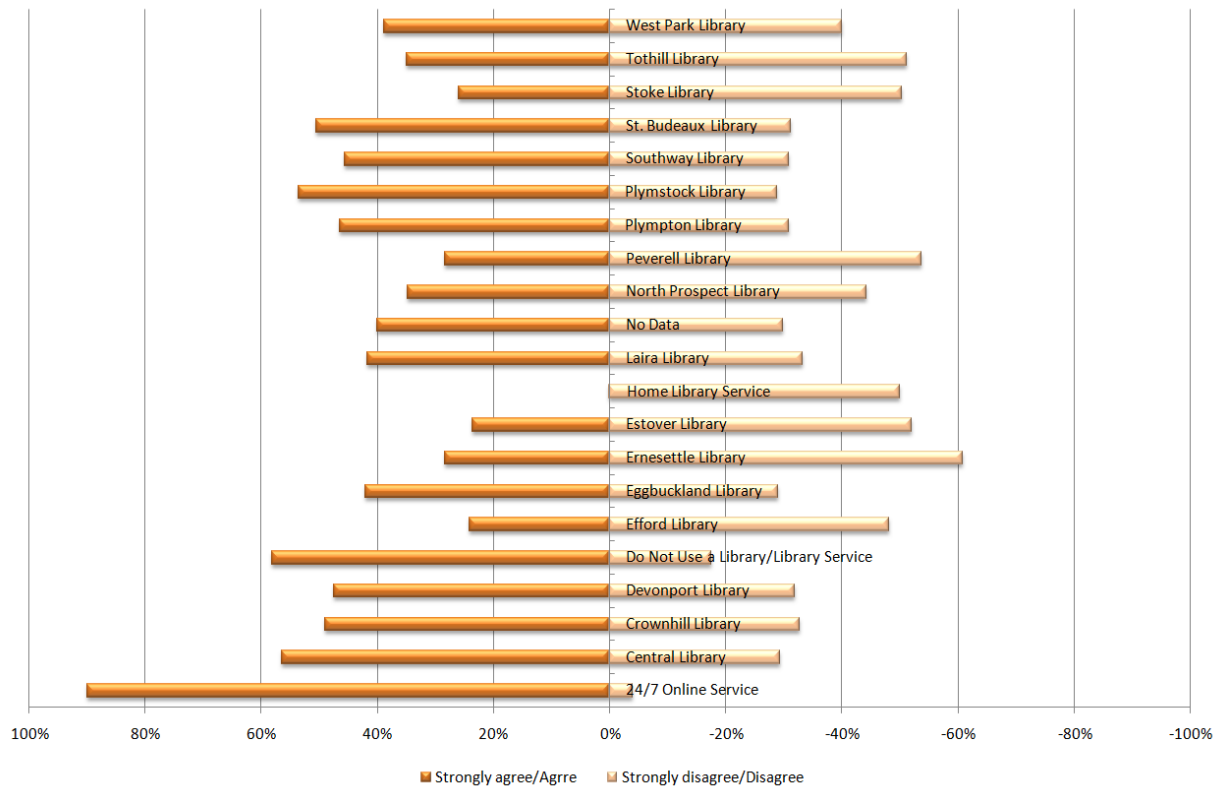
Email: [colins@marketingmeans.co.uk](mailto:colins@marketingmeans.co.uk)

Tel: 01364 654485



- Significantly more of those who are disabled strongly disagreed/disagreed with this proposal (48%) compared with those who are not disabled (36%).
- Significantly more of those respondents who do not have children under the age of 16yrs strongly agreed/agreed with this proposal (46%) compared with those who do (38%).
- Significantly more of those respondents who do have children under 16yrs strongly disagreed/disagreed with this proposal (41%) compared with those who don't (35%).
- 90% of those who use the 24/7 online library service most strongly agreed/agreed with this proposal which unsurprisingly was significantly higher than other service users and non-users.
- Significantly more of those respondents who use the Central Library most strongly agreed/agreed with this proposal (56%) in comparison to those who use the following libraries most: Efford (24%); Ernesettle (28%); Estover (24%); North Prospect (35%); Peverell (28%) and Stoke (26%).
- Significantly more respondents who do not use a library or library service strongly agreed/agreed with this proposal (58%) in comparison to those who use the following libraries most: Efford (24%); Ernesettle (28%); Estover (24%); North Prospect (35%); Peverell (28%) and Stoke (26%).
- Those respondents who mostly use the following libraries and strongly agreed/agreed with this proposal: Plympton (46%); Plymstock (53%); Southway (46%); St Budeaux (50%); Crownhill (49%); and Devonport (47%) were all significantly higher than those using Efford (24%); Estover (24%); Peverell (28%) and Stoke (26%) libraries most. (In the case of Plymstock also significantly higher than North Prospect (35%).)

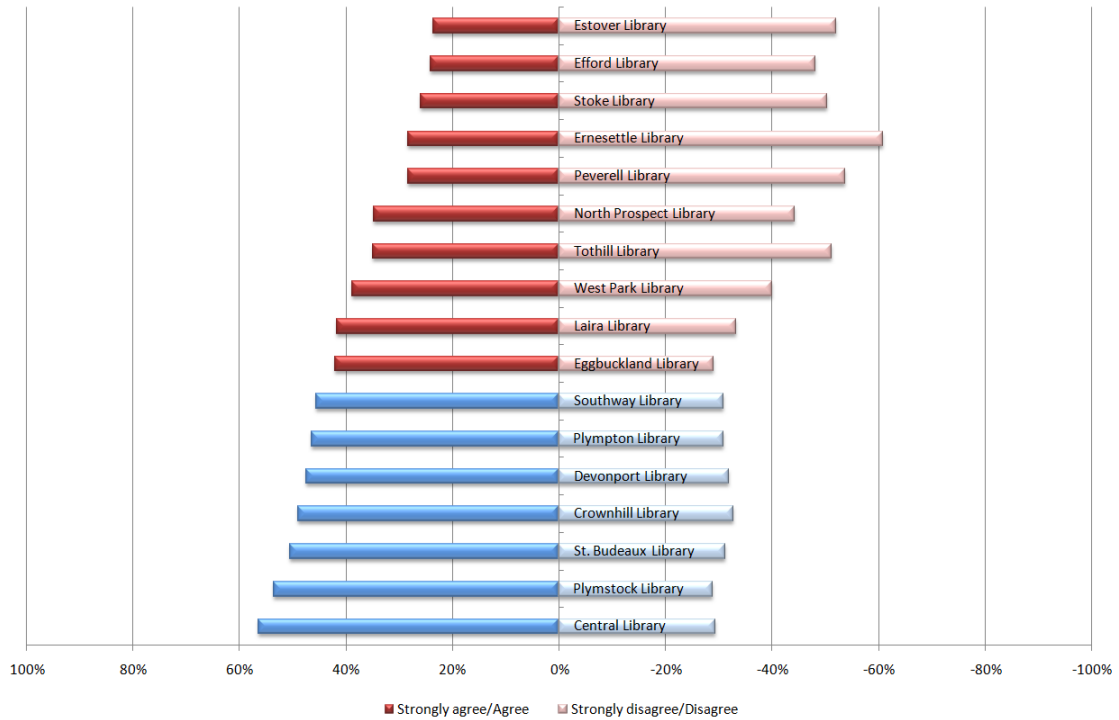
**Chart 5: Library/Library service most used: Agree V Disagree with proposal to enhance online service**



**\*Note: Home Library Service (2 records) and Laira (12 records). All other libraries/library services used based on more than 30 records.**

Based on 'library most used', the respondents offering greatest support for this proposal to enhance the online service are from the seven libraries proposed to remain open in the Plan for Libraries document (highlighted blue in chart 6 below):

**Chart 6: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with proposal to enhance online service**



**\*Note: Laira (12 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with this proposal to enhance the online service:**

Most common responses are outlined in table 1 below:

**Table 1: Agree, disagree with enhanced online service**

Q5b	#	%
<b>BASE</b>	<b>3748</b>	<b>100.0%</b>
Online not accessible or used by all (e.g. don't have a computer, the elderly)	723	19.3%
Prefer / Importance of physical books and / or visiting a library	509	13.6%
Not at expense of library closures or reduced existing services / online offering as an addition	350	9.3%
Importance of the social interaction / customer service of a library	338	9.0%
Importance of printed books / reading / library experience for children / young families	289	7.7%
Library services need to keep up with the times / move forward / more people use online	277	7.4%
Importance of libraries for research / community resource e.g. computers	220	5.9%
Online more convenient / easier to access e.g. not everyone has time, able to visit, when on holiday	165	4.4%
Not everyone able to travel to other libraries if most local library closed / Equal access to resources for all / Disadvantaged won't be able to access	125	3.3%
Mention of a specific library not to close / important to community	114	3.0%
Reach a wider audience / 24/7 service	102	2.7%

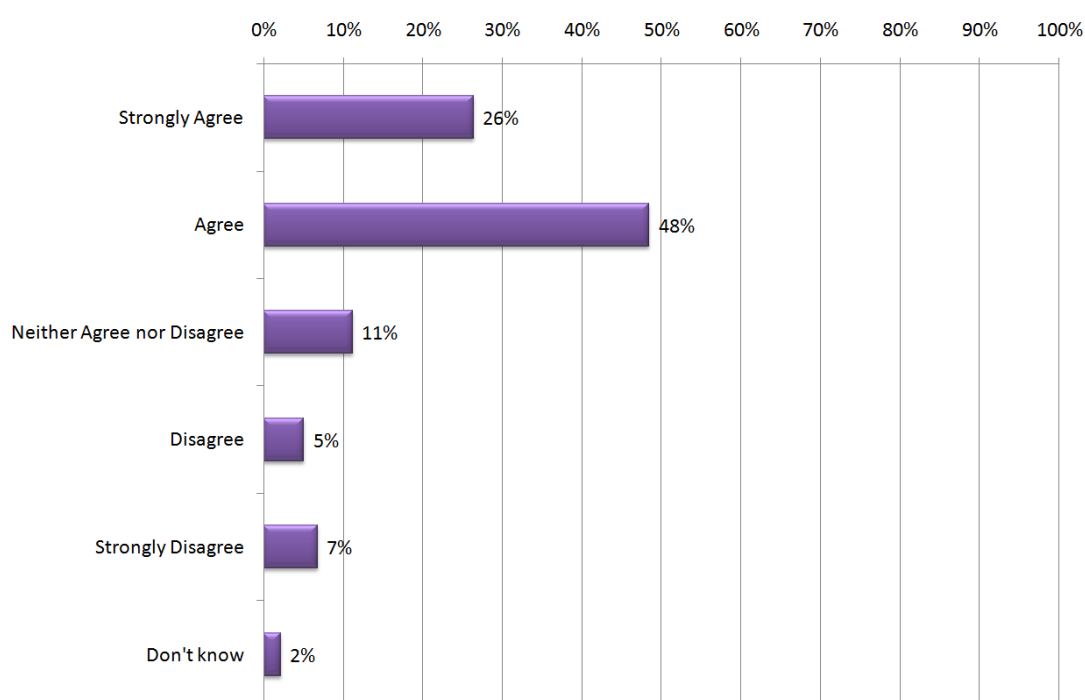
## Enhancing our in-library service

*Proposal to provide libraries that are fit for purpose and will deliver services and activities based around reading and literacy, information and history, digital (getting online), health and wellbeing and learning.*

### To what extent do you agree or disagree with the proposal to provide a library service based around reading and literacy, information and history, digital (getting online) health and wellbeing and learning? (Q6)

Three quarters of respondents (75%) outlined that they strongly agreed/agreed with the proposal to enhance the in-library service, 12% strongly disagreed/disagreed.

**Chart 7: Enhance in-library service**



Base: 3,649

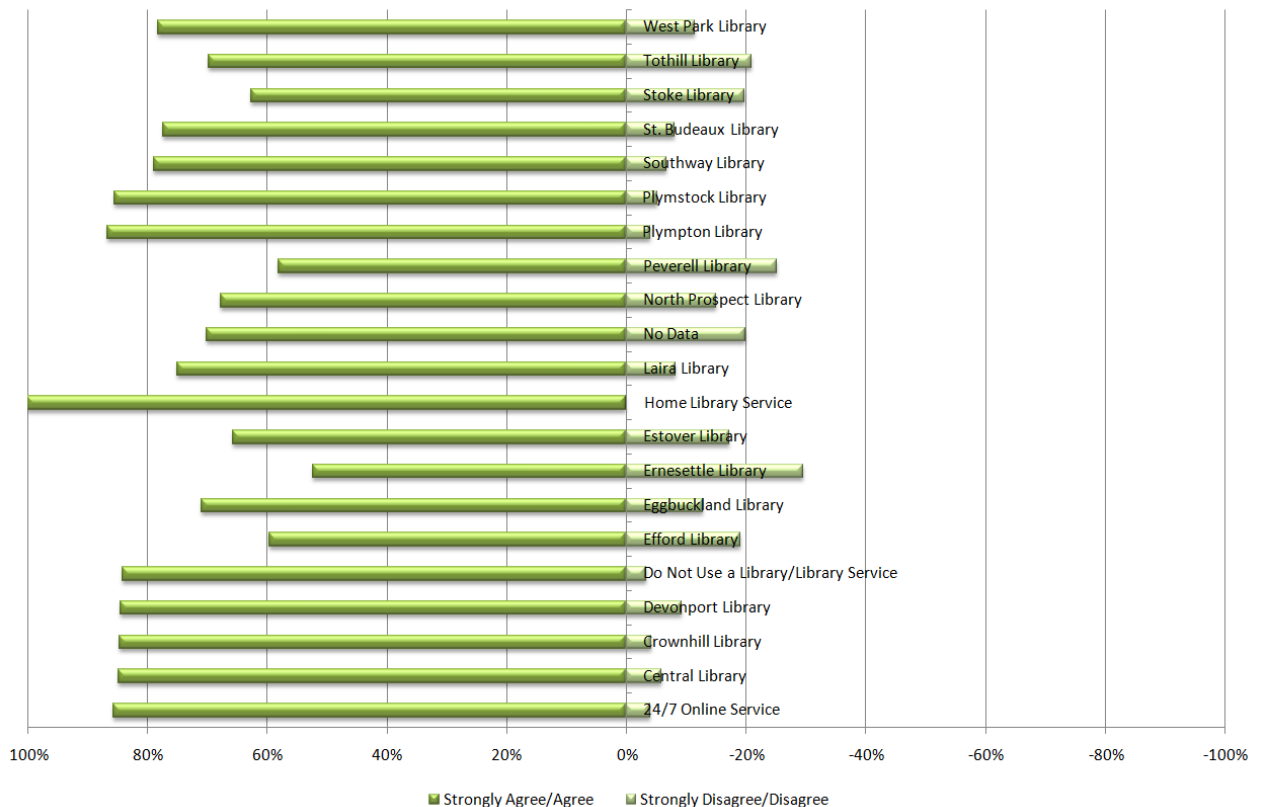
**(Note: 99 non responses not included)**

#### Differences

- Significantly fewer respondents aged under 25yrs strongly disagreed/disagreed with the proposal to enhance in-library service (5%), compared with those aged 25-50yrs (11%) and 51-65yrs (13%).
- 79% of males strongly agreed/agreed with this proposal which was significantly higher than females (75%).
- Significantly more respondents who are disabled (17%) strongly disagreed/disagreed with this proposal in comparison to those who are not disabled (11%).

- Significantly more respondents without children under 16yrs strongly agreed/agreed with this proposal (78%) compared with those with children under 16yrs (71%).
- Significantly more respondents who do not use a library or library service strongly agreed/agreed with this proposal (84%) in comparison to those who use the following libraries the most: Efford (60%); Ernesettle (52%); Estover (66%); North Prospect (68%); Peverell (58%) and Stoke (63%).
- Those who mostly use the following libraries and strongly agreed/agreed with this proposal: Plympton (87%), Plymstock (86%), and Central (85%) were all significantly in support compared with those using: Efford (60%); Ernesettle (52%); Estover (66%); North Prospect (68%); Peverell (58%) and Stoke (63%) libraries.
- Those who mostly use Crownhill library and strongly agreed/agreed with this proposal (85%) significantly higher than those using: Efford (60%); Ernesettle (52%); Estover (66%); Peverell (58%) and Stoke (63%) libraries.
- Those who mostly use Devonport library and strongly agreed/agreed with this proposal (85%) significantly higher than those using: Efford (60%); Ernesettle (52%); Peverell (58%) and Stoke (63%) libraries.
- Those who mostly use Southway (79%) or St Budeaux (77%) libraries or the 24/7 online service (86%) and strongly agreed/agreed with this proposal significantly higher than those using Peverell (58%) library.

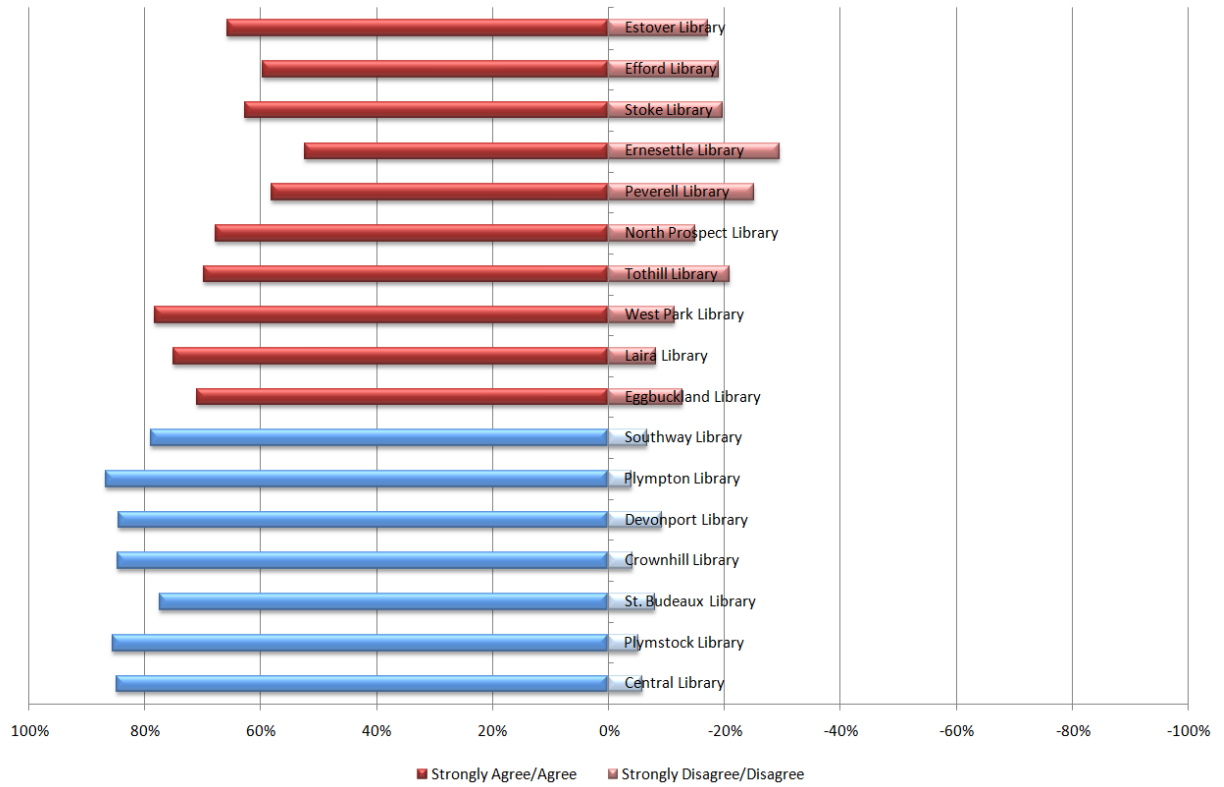
**Chart 8: Library/Library service most used: Agree V Disagree with proposal to enhance in-library service**



**\*Note: Home Library Service (2 records) and Laira (12 records). All other libraries/library services used based on more than 30 records.**

Based on 'library most used', the respondents offering greatest support for this proposal to enhance the in-library service for the most part are from the seven libraries proposed to remain open in the Plan for Libraries document (highlighted blue in chart 9 below):

**Chart 9: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with proposal to enhance in-library service**



**\*Note: Laira (12 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with this proposal to enhance the in-library service:**

Most common responses are outlined in table 2 below:

**Table 2: Agree, disagree with enhanced in-library service**

Q6A	#	%
<b>Total</b>	<b>3748</b>	<b>100.0%</b>
Library services important to the community (social interaction e.g. staff, hub, local information)	276	7.4%
Library services importance to education, reading and learning e.g. literacy	270	7.2%
Not at expense of library closures / existing services / keep existing libraries	235	6.3%
Being multi-purpose / providing all the services mentioned is important / what library services are for	155	4.1%
Importance / Focus on physical books and / or visiting a library (e.g. browsing books)	135	3.6%
Already providing these services	122	3.3%
Not everyone able to travel to other libraries if most local library closed / Disadvantaged won't be able to access / Local libraries important	112	3.0%
Specific mention of a library not to be closed / important to the community	108	2.9%



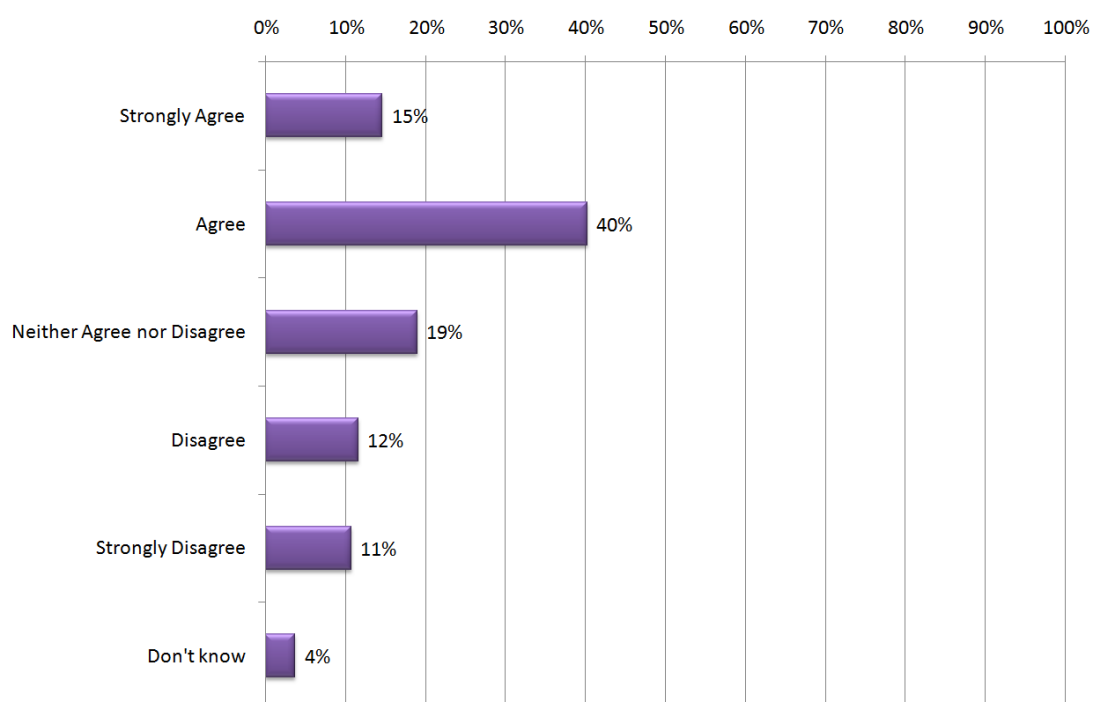
## Enhancing our outreach service

*Proposed outreach service means that we will be able to deliver more library services out in communities, investing in technology to take a library service to where people live.*

### To what extent do you agree or disagree with the proposal to deliver more services and activities in the community? (Q7)

Overall half of respondents (55%) outlined that they strongly agreed/agreed with this proposal to enhance the outreach service, 22% strongly disagreed/disagreed.

**Chart 10: Enhance outreach service**



Base: 3,578

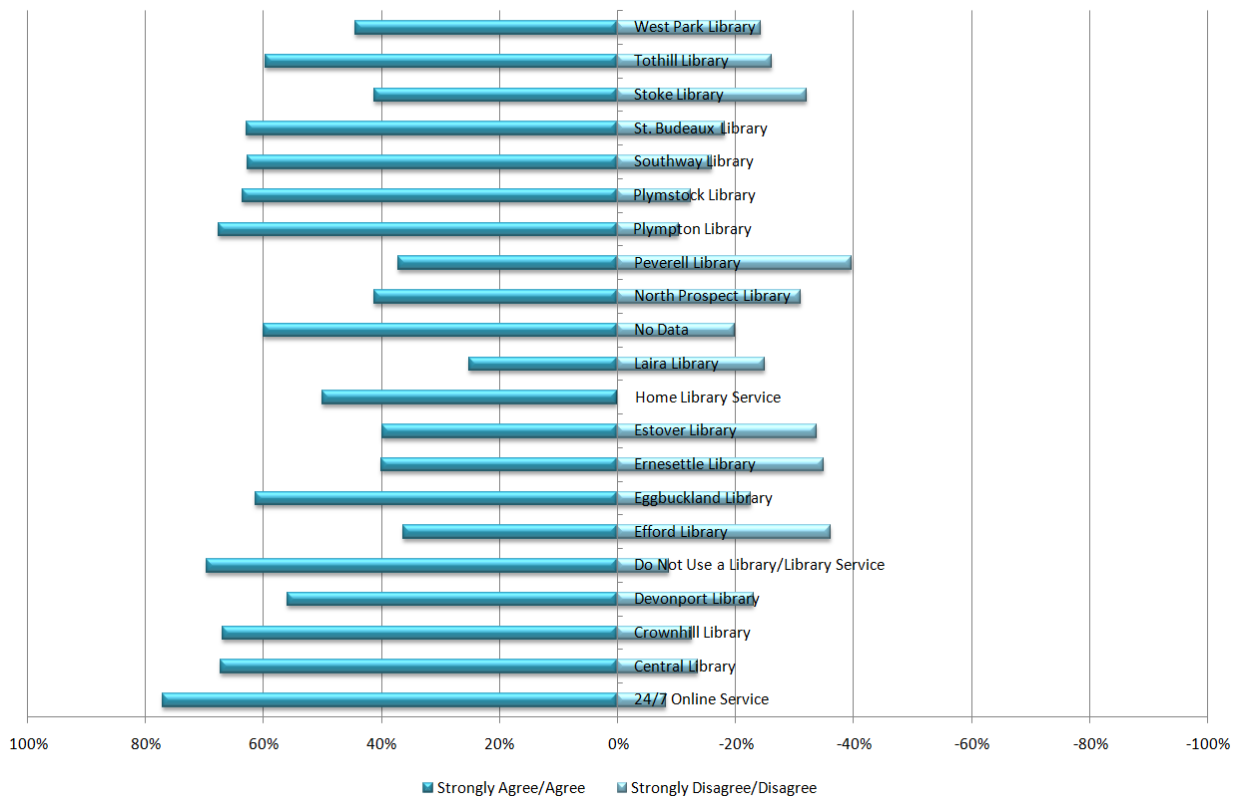
**(Note: 170 non responses not included)**

#### Differences

- Significantly more over 65yrs strongly agreed/agreed with this proposal to enhance the outreach service (58%), compared with those aged 25-50yrs (52%).
- Significantly more 25-50yrs (24%) and 51-65yrs (23%) strongly disagreed/disagreed with the proposal to enhance the outreach service, compared with those aged under 25yrs (14%). In the case of the 25-50yrs significantly more than the over 65yrs as well (19%).
- Significantly more respondents without children under 16yrs strongly agreed/agreed with the proposal (59%) compared with those with children under 16yrs (47%).

- Significantly more respondents with children under 16yrs strongly disagreed/disagreed with the proposal (29%) compared with those without children under 16yrs (19%).
- Significantly more respondents who do not use a library or library service strongly agreed/agreed with the proposal (70%) in comparison to those who use the following libraries the most Efford (36%); Ernesettle (40%); Estover (40%); North Prospect (41%); Peverell (37%); Stoke (41%) and West Park (44%).
- Those who mostly use the following libraries and strongly agreed/agreed with the proposal: Central (67%); Crownhill (67%); Plympton (68%), Plymstock (63%); Southway (63%) and St Budeaux (63%) and 24/7 online service (77%) were all significantly higher than those using: Efford (36%); Estover (40%); North Prospect (41%); Peverell (37%) and Stoke (41%) libraries. In the case of Central library significantly higher than West Park as well (44%).

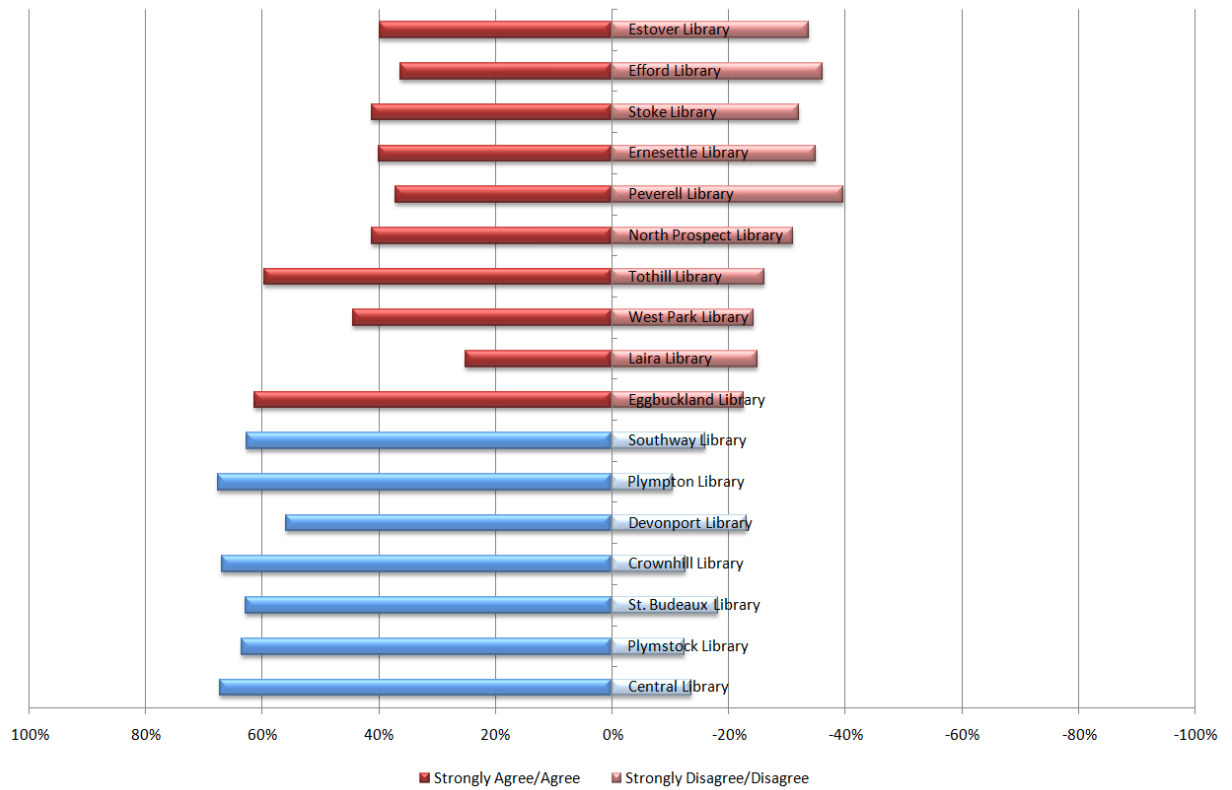
**Chart 11: Library/Library service most used: Agree V Disagree with proposal to enhance outreach service**



**\*Note: Home Library Service (2 records) and Laira (12 records). All other libraries/library services used based on more than 30 records.**

Based on 'library most used', the respondents offering greatest support for this proposal to enhance the outreach service for the most part are from the seven libraries proposed to remain open in the Plan for Libraries document (highlighted blue in chart 12 below) as well as those who use Eggbuckland and Tothill libraries most:

**Chart 12: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with proposal to enhance outreach service**



**\*Note: Laira (12 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with this proposal to enhance the outreach service:**

Most common responses are outlined in table 3 below:

**Table 3: Agree, disagree with enhanced outreach service**

Q7A	#	%
<b>BASE</b>	<b>3748</b>	<b>100.0%</b>
Easy / Good for improving access e.g. disabled, elderly, those not online, busy, reliant on public transport	465	12.4%
Not instead of / at expense of less physical books / services / libraries (As well as or not at all)	275	7.3%
Libraries are fine as / where they are	153	4.1%
Proposal unclear / loaded / biased	146	3.9%
Encourage community involvement / wider audience / will encourage people to use library services	144	3.8%
Concerns over when or where available / access issues e.g. only set times	108	2.9%
Concerns about cost effectiveness / waste of resources	108	2.9%
Specific mention of a library not to be closed / important to the community	101	2.7%

**Are there any buildings or community facilities you would like us to consider for a pop-up library and other outreach activities where you live?**

Some of the more common responses were as follows:

- Leave libraries where they are instead / use library buildings
- Churches (St Bartholomew's, St Pancras Church Hall, Laira - St Mary's Church, Egguckland Church Hall, Hope Baptist Church hall)
- Pounds House
- Community centres (Estover, Elm, Keyham Green Places, Leigham Community Centre, some mentions of the fact these have already closed so can't use them either)
- Schools (Plymouth School of Creative Arts)
- Empty shop (e.g. Mutley Plain)
- Supermarket
- Need more information on what pop up service will be like.

## Library Assessment

Plymouth City Council carried out an assessment for each library which considered both the needs of the community and the library service, including information about how each library is currently being used. This helped to inform the Plan for Libraries.

The criteria used were as follows:

- Proportion of population in each ward aged 0-17yrs
- Proportion of population in each ward aged over 60yrs
- Number of issues of books and other items
- Indices of Multiple Deprivation score 2015, based on standard indicators such as income, employment, health, education, housing, crime and living environment
- Number of library visits
- Cost per visit
- Hours of computer use
- Total attendance at library events and activities
- Suitability of the library to deliver the full offer, for instance size of library, location and meeting space availability.

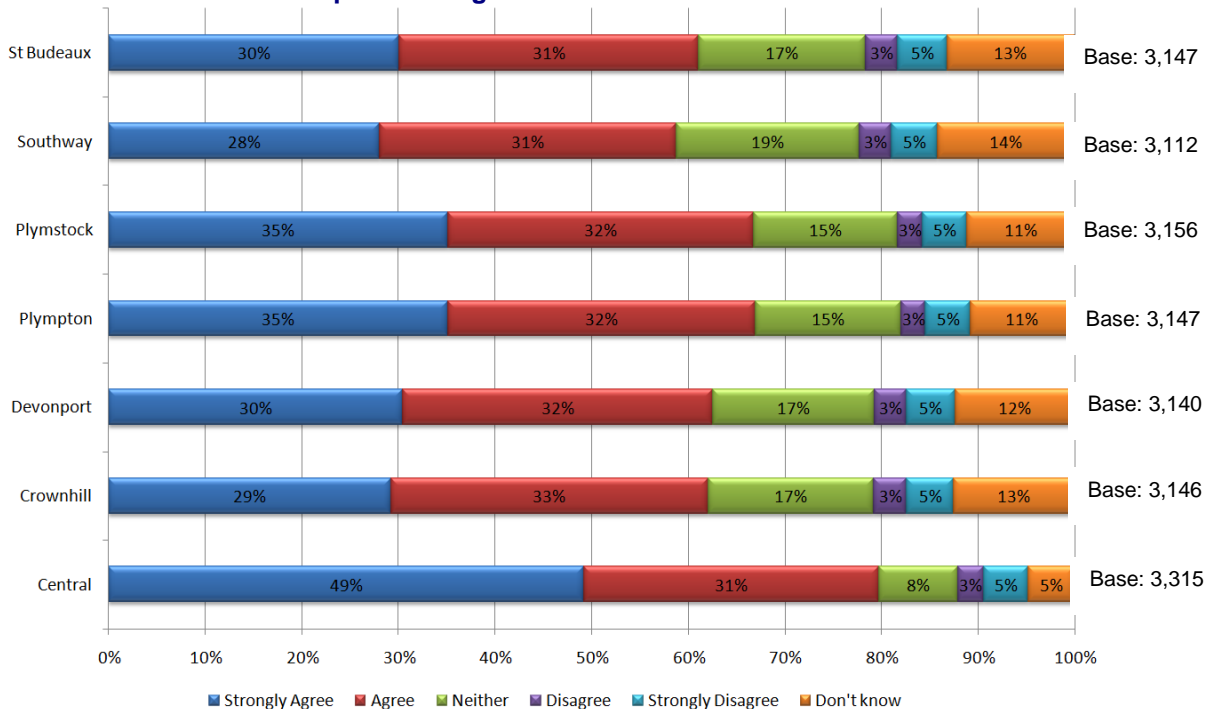
## Proposed libraries to stay open

The assessment identified that the following libraries were the most suitable to deliver a full, consistent and quality library service:

- Central
- Crownhill
- Devonport
- Plympton
- Plymstock
- Southway
- St Budeaux

**To what extent do you agree or disagree that these are the right library buildings to remain open and provide our proposed full in-house library service? (Q8)**

**Chart 13: Libraries to remain open offering full in-house service**



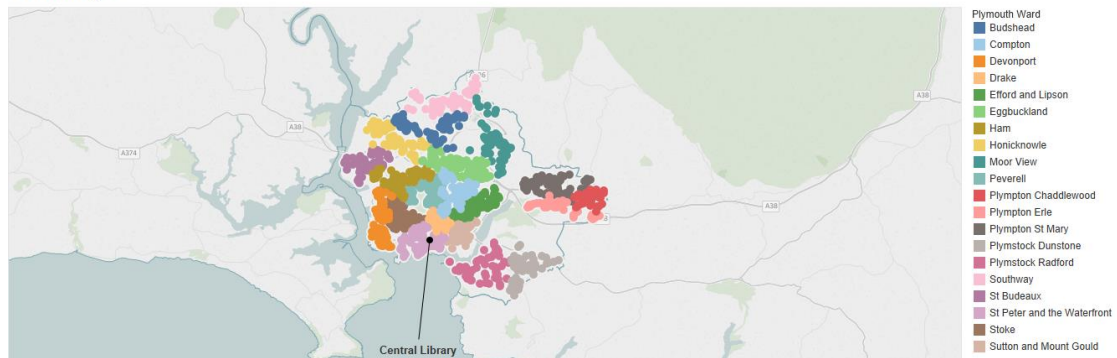
- 80% strongly agreed/agreed that Central library should remain open and provide full in-house library service, 7% strongly disagreed/disagreed.
- Two thirds (67%) strongly agreed/agreed that Plympton and Plymstock libraries should remain open and provide full in-house library service, 7% strongly disagreed/disagreed.
- 63% strongly agreed/agreed that Devonport library should remain open and provide full in-house library service, 8% strongly disagreed/disagreed.
- 62% strongly agreed/agreed that Crownhill library should remain open and provide full in-house library service, 8% strongly disagreed/disagreed.
- 61% strongly agreed/agreed that St Budeaux library should remain open and provide full in-house library service, 8% strongly disagreed/disagreed.
- 59% strongly agreed/agreed that Southway library should remain open and provide full in-house library service, 8% strongly disagreed/disagreed

## Differences

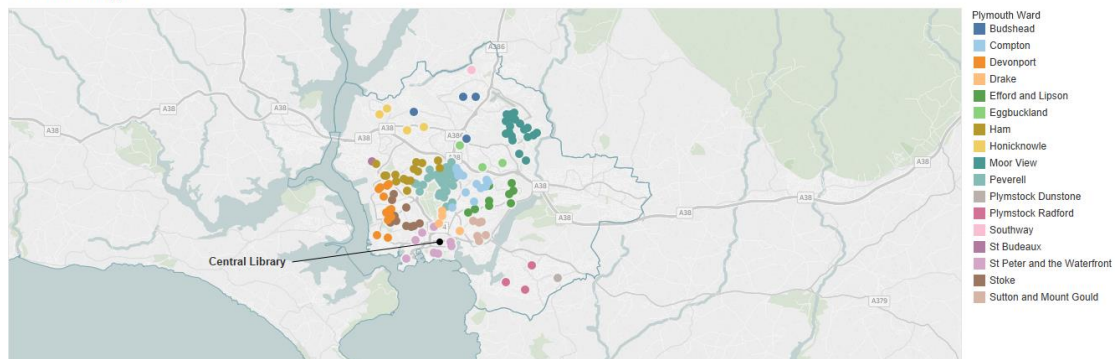
### Central Library:

#### Differences based on where the respondent lives:

Central - Agree

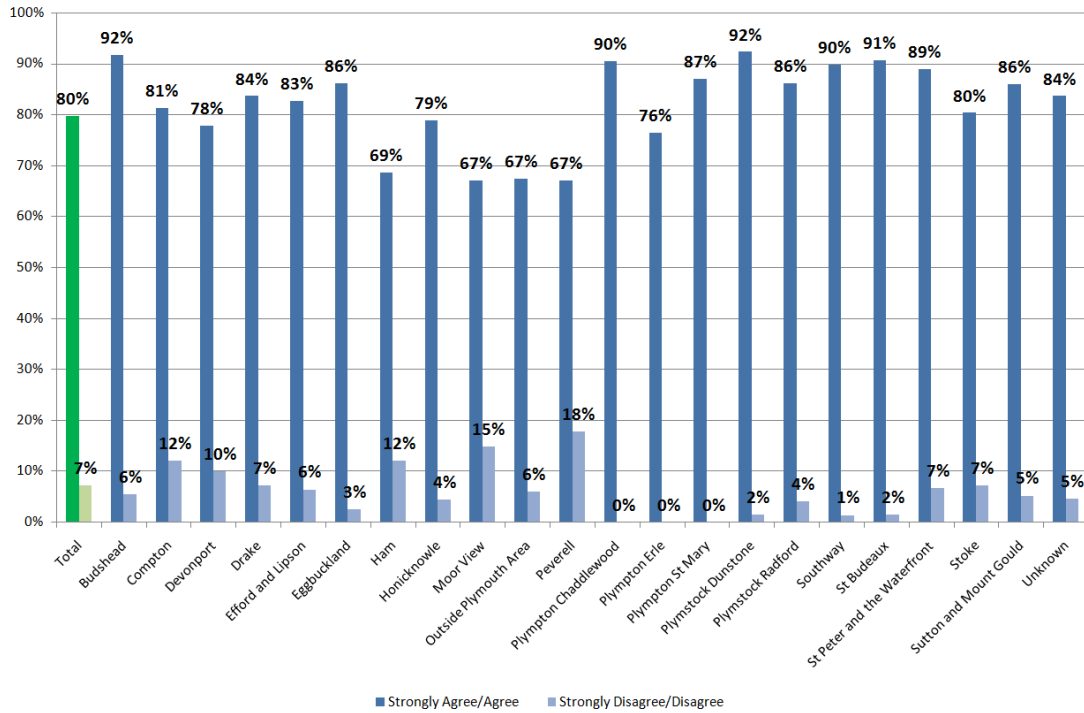


Central - Disagree



- Over 90% of respondents living in the following wards strongly agreed/agreed that Central library should remain open and provide full in-house library service: Plymstock Dunstone (92%); Budshead (92%); St Budeaux (91%); Southway (90%) and Plympton Chaddlewood (90%).

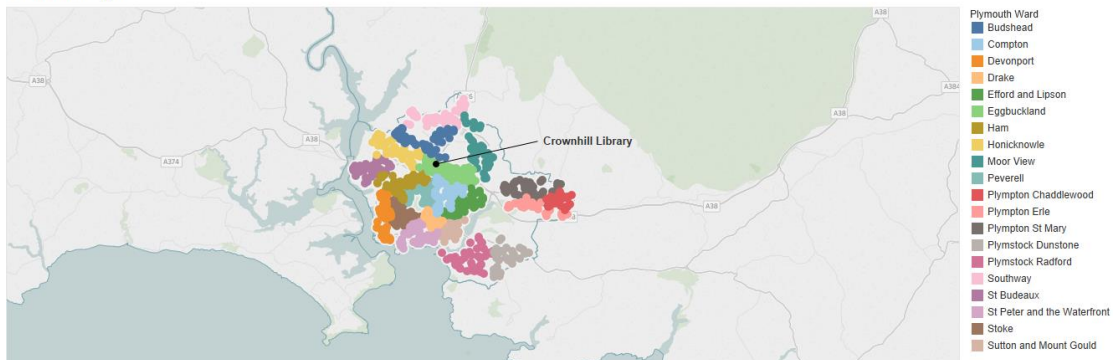
- Respondents living in the following wards recorded greatest levels of disagreement: Peverell (18%); and Moor View (15%).



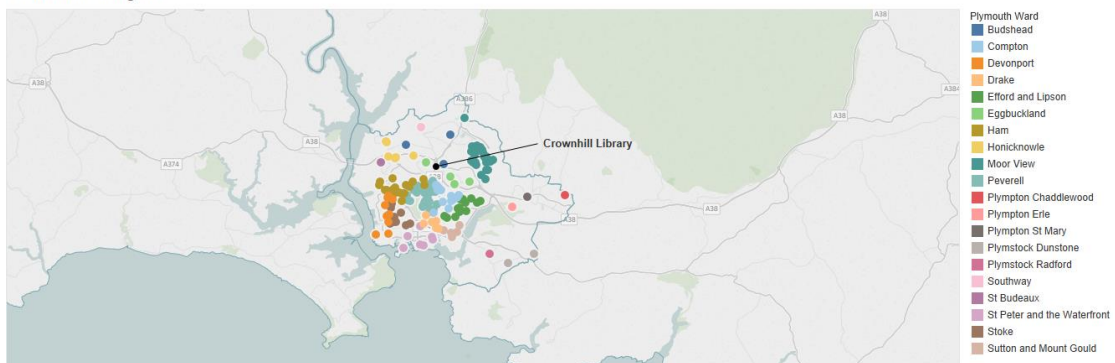
**Crownhill Library:**

**Differences based on where the respondent lives:**

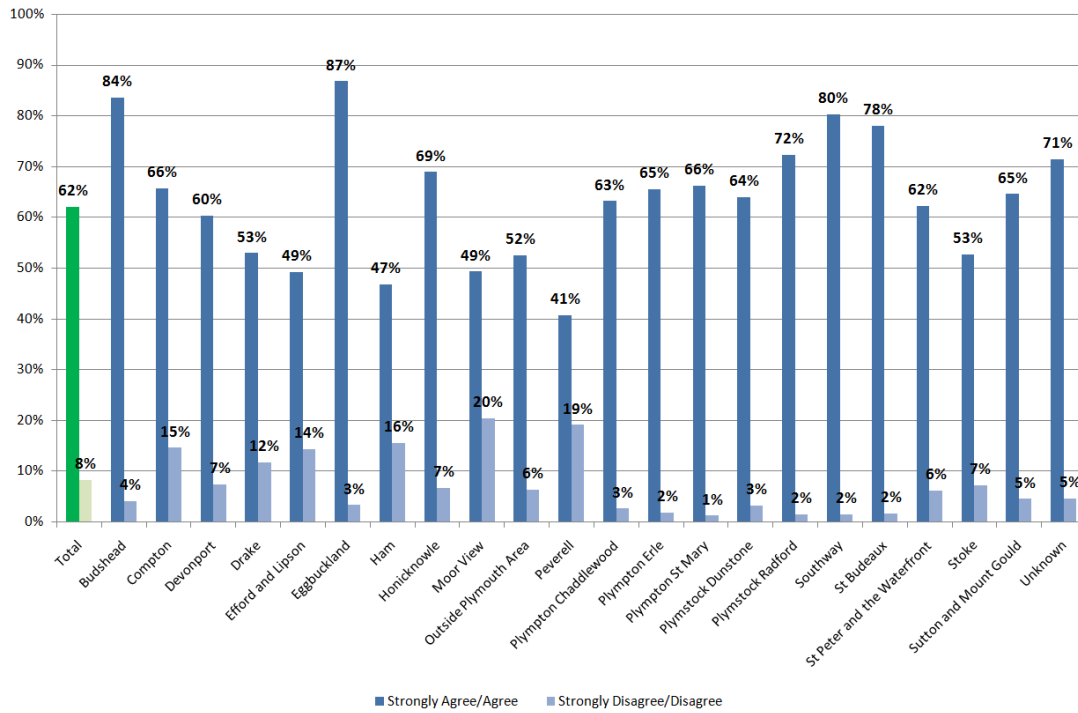
Crownhill - Agree



Crownhill - Disagree



- Over 80% of respondents living in the following wards agreed that Crownhill library should remain open and provide full in-house library service: Egguckland (87%); Budshead (84%); and Southway (80%).
- Respondents living in the following areas recorded greatest levels of disagreement: Moor View (20%); Peverell (19%); Ham (16%); and Compton (15%).

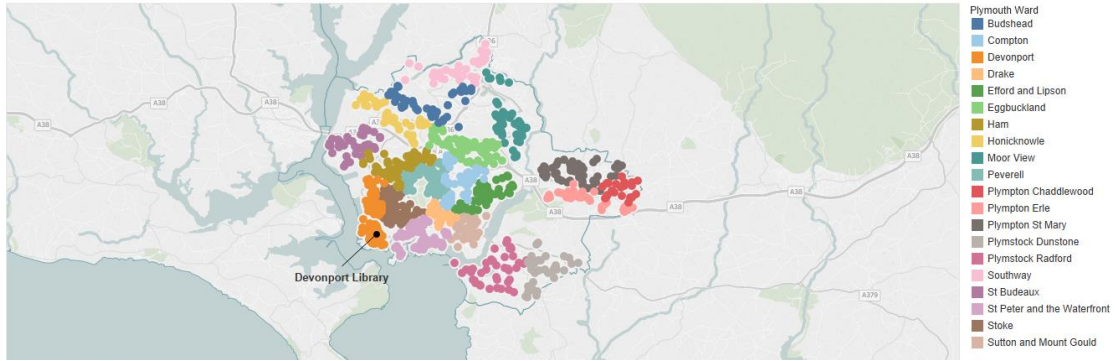




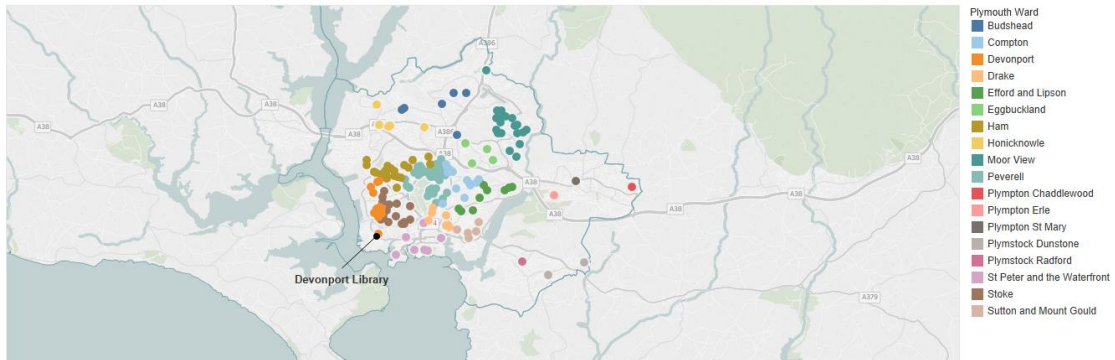
## Devonport Library:

### Differences based on where the respondent lives:

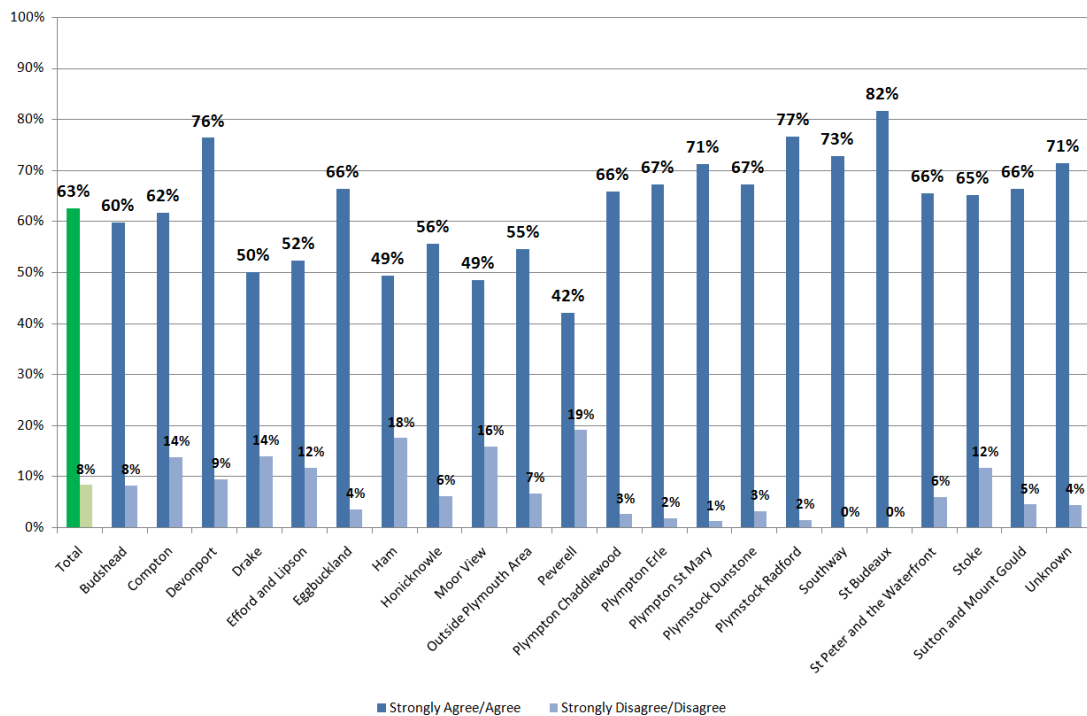
Devonport - Agree



Devonport - Disagree



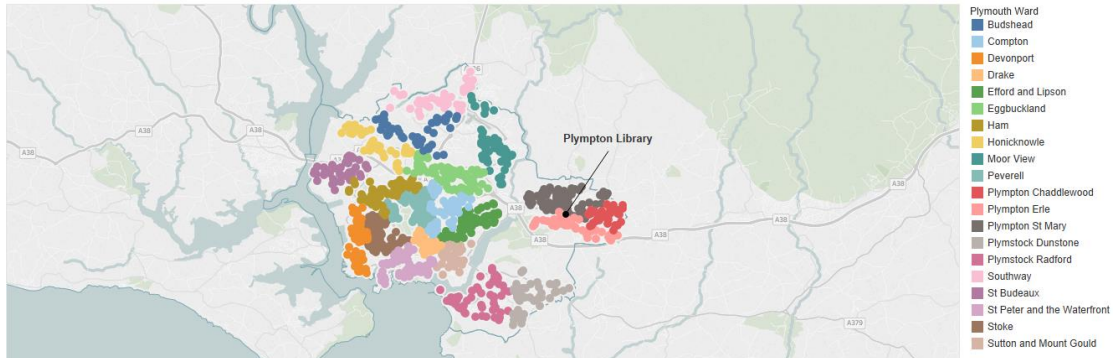
- Over 75% of respondents living in the following wards agreed that Devonport library should remain open and provide full in-house library service: St Budeaux (82%); Plymstock Radford (77%); and Devonport (76%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (19%); Ham (18%); and Moor View (16%).



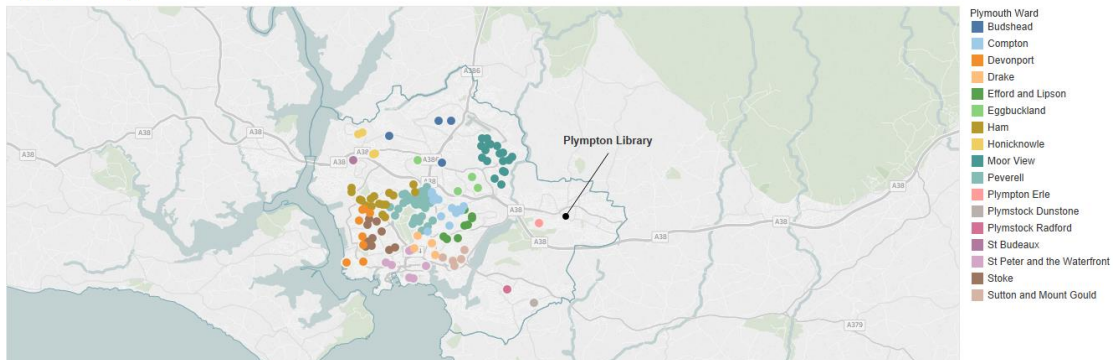
## Plympton Library:

### Differences based on where the respondent lives:

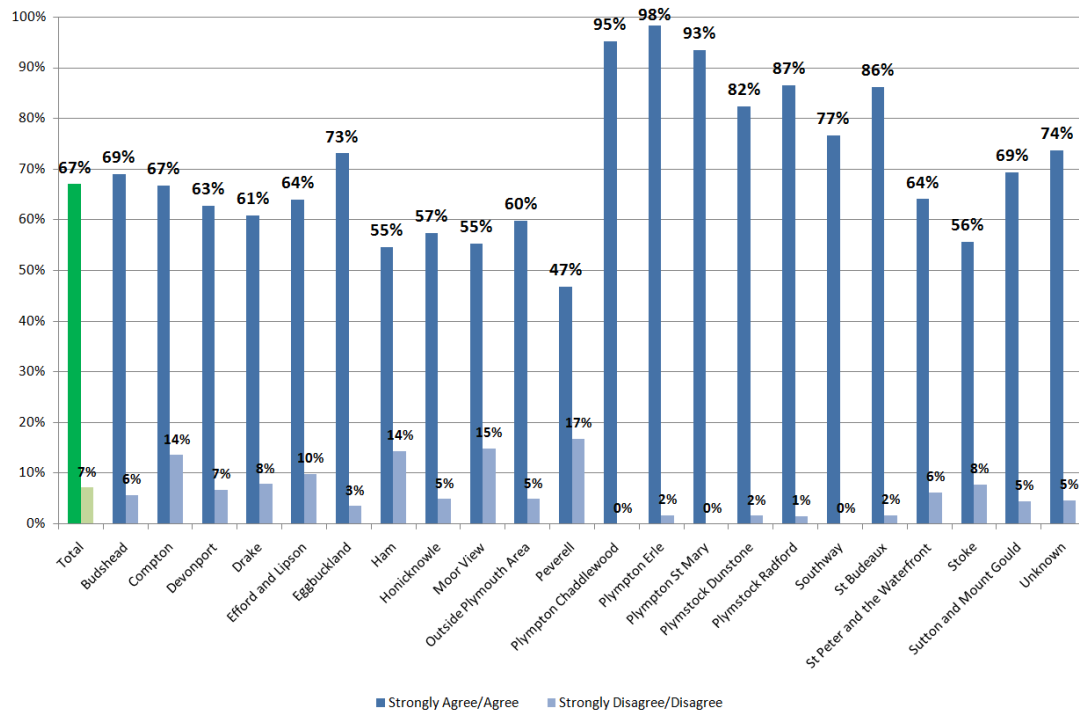
Plympton - Agree



Plympton - Disagree



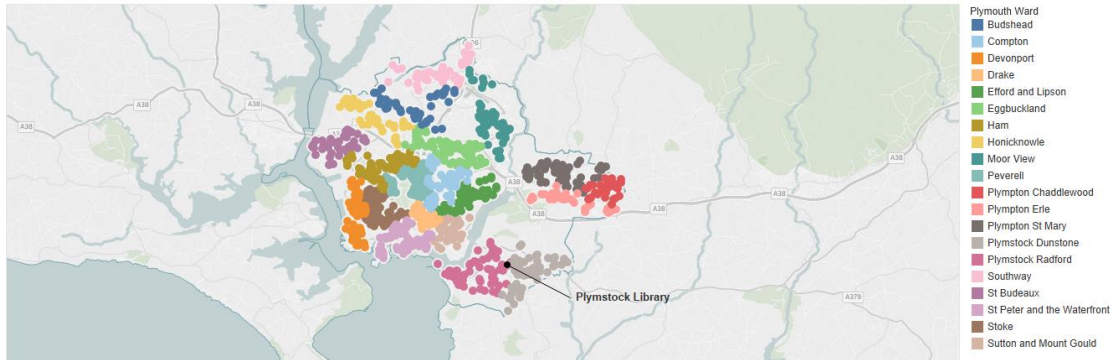
- Over 90% of respondents living in the three Plympton wards agreed that Plympton library should remain open and provide full in-house library service: Erle (98%); Chaddlewood (95%); and St Mary (93%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (17%); and Moor View (15%).



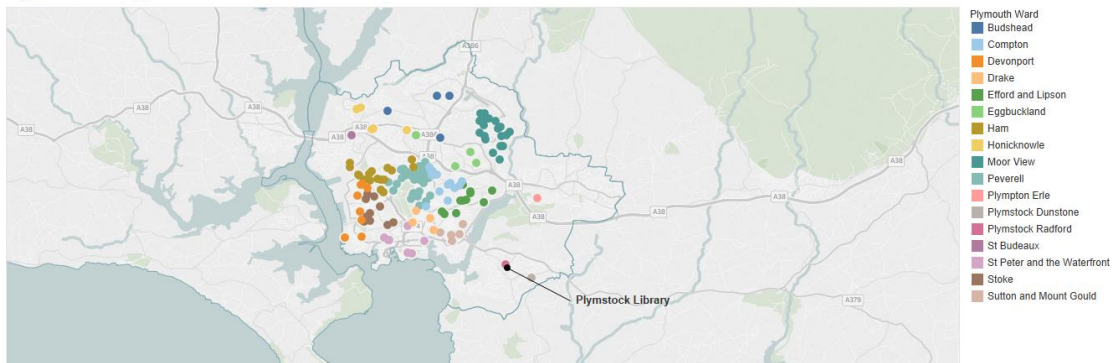
## Plymstock Library:

### Differences based on where the respondent lives:

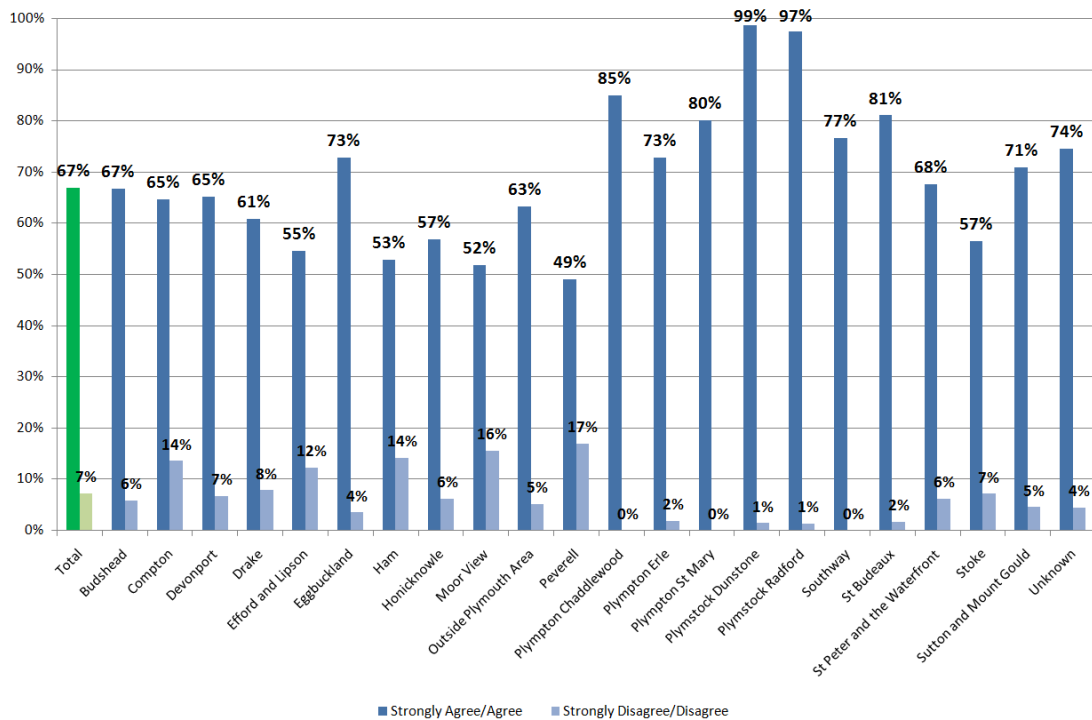
Plymstock - Agree



Plymstock - Disagree



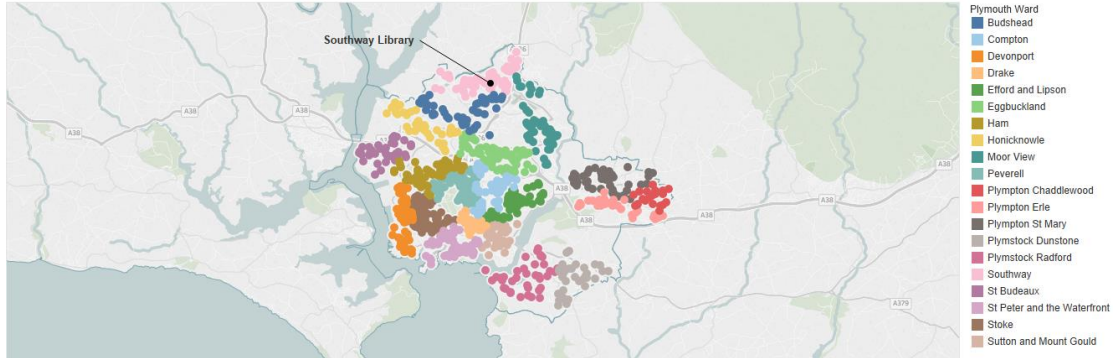
- Over 90% of respondents living in the two Plymstock wards agreed that Plymstock library should remain open and provide full in-house library service: Dunstone (99%); and Radford (97%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (17%); and Moor View (16%).



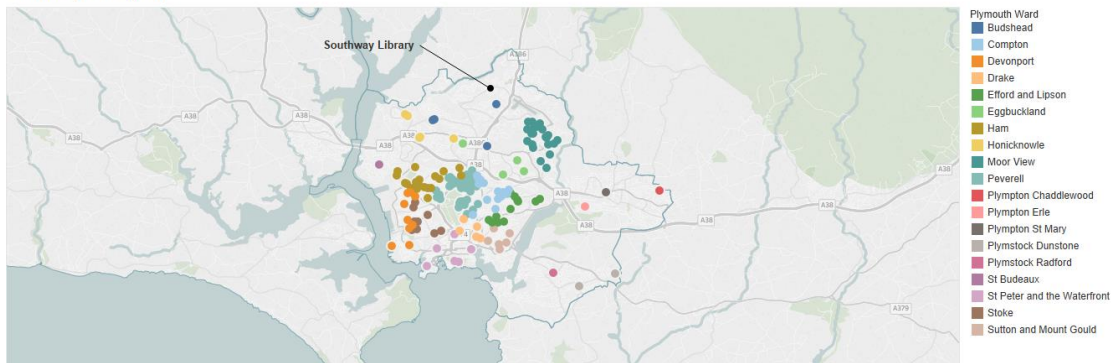
## Southway Library:

### Differences based on where the respondent lives:

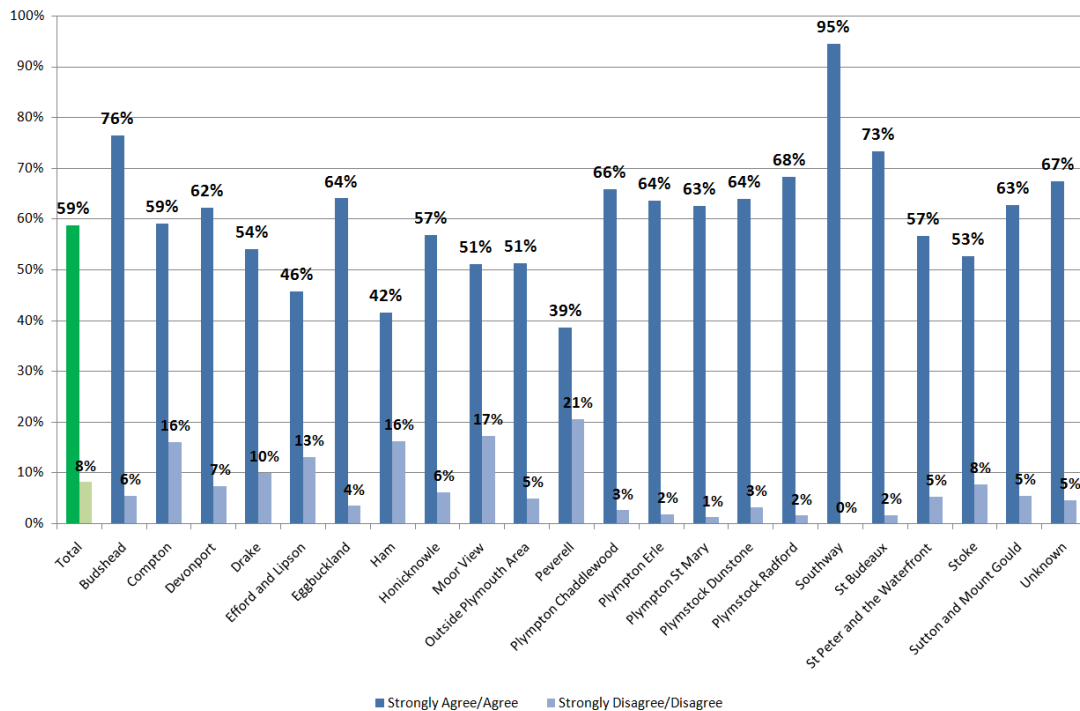
Southway - Agree



Southway - Disagree



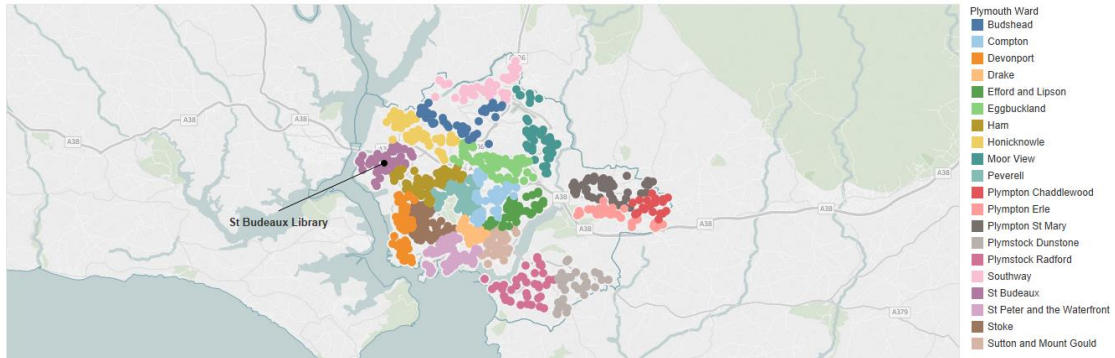
- 95% of respondents living in the ward of Southway agreed that Southway library should remain open and provide full in-house library service.
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (21%); Moor View (17%); Ham (16%) and Compton (16%).



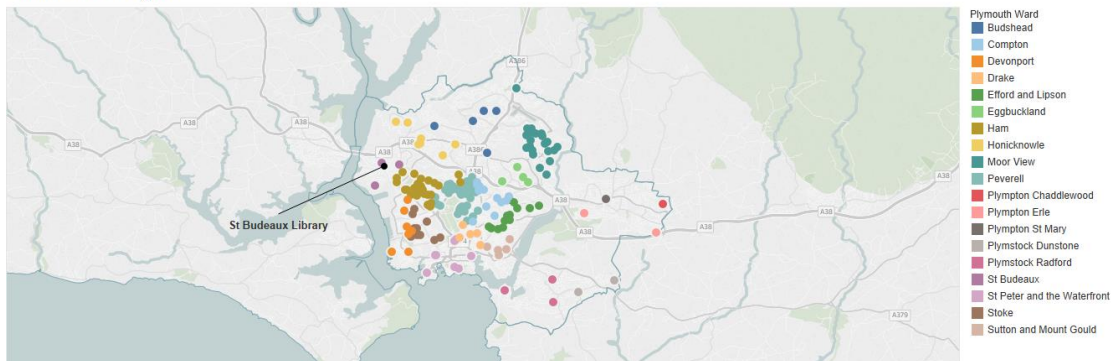
## St Budeaux Library:

### Differences based on where the respondent lives:

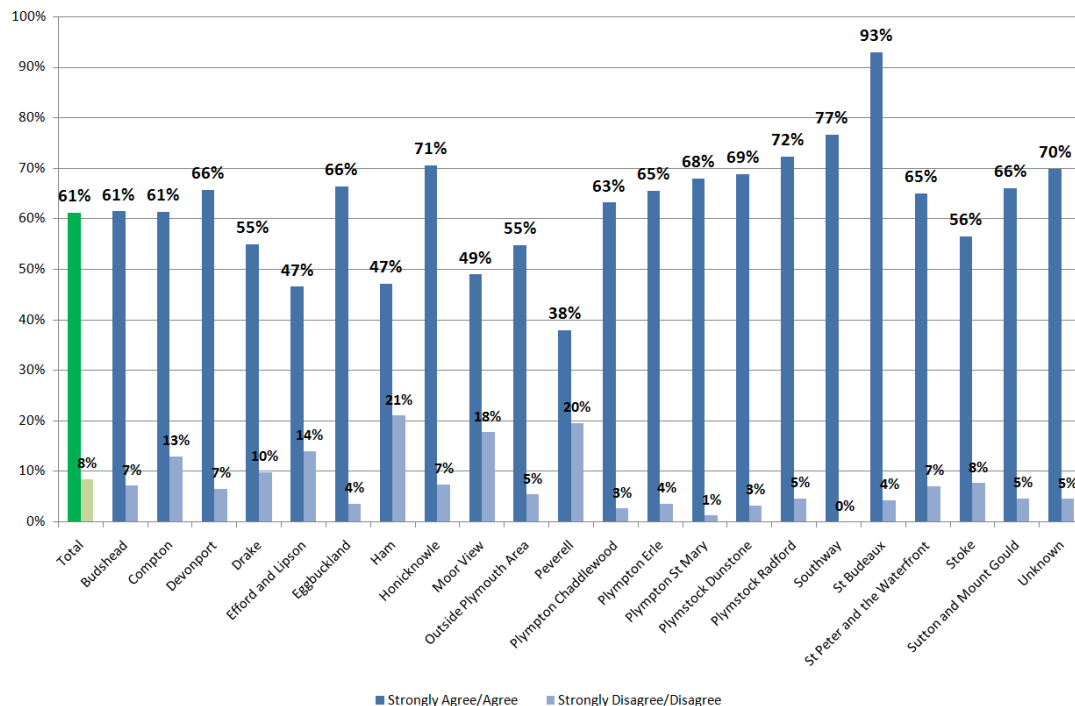
St Budeaux - Agree



St Budeaux - Disagree



- 93% of respondents living in the ward of St Budeaux agreed that St Budeaux library should remain open and provide full in-house library service.
- Respondents living in the following areas recorded greatest levels of disagreement: Ham (21%); Peverell (20%); and Moor View (18%).



**Please tell us more about why you have either agreed or disagreed with any of these libraries remaining open and being the focus of our proposed full in-library service:**

Most common responses are outlined in table 4 below:

**Table 4: Agree, disagree with libraries remaining open and being the focus of full in-house library service**

Q8A	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Don't close any libraries / keep more / all open	283	7.6%
Library is well situated e.g. close to bus stop, other facilities	221	5.9%
Importance of having a library within walking distance / a local library	196	5.2%
Specific mention of another library to keep open / preferred	173	4.6%
Limited experience of some libraries to remain open	153	4.1%
Use one or more of the libraries to remain open	150	4.0%
Library has good facilities / selection of books	120	3.2%
Important to keep / have full and consistent city coverage	118	3.1%
Library is an important part / local resource of the community	113	3.0%

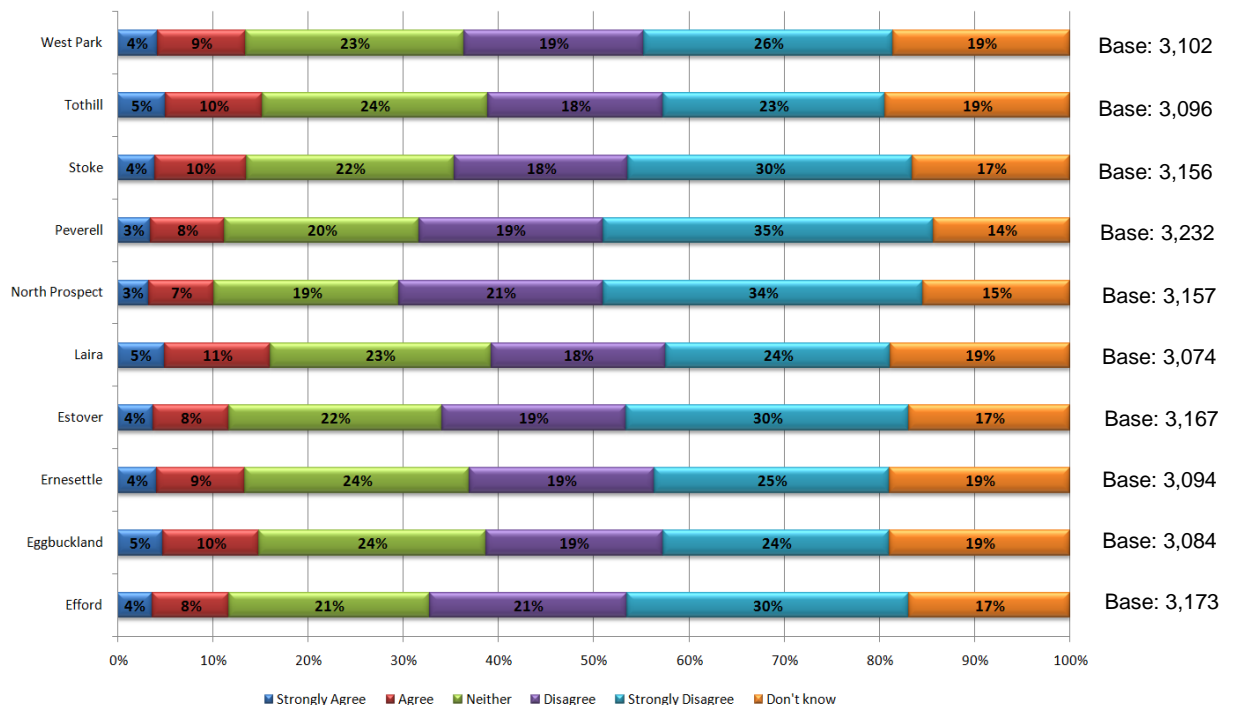
## Proposed libraries to close

The assessment identified that the following libraries were unsuitable for delivering a full, consistent and quality library service:

- Efford
- Eggbuckland
- Ernesettle
- Estover
- Laira
- North Prospect
- Peverell
- Stoke
- Tothill
- West Park

To what extent do you agree or disagree with the proposal to close these libraries? (Q9)

Chart 14: Libraries proposed to close



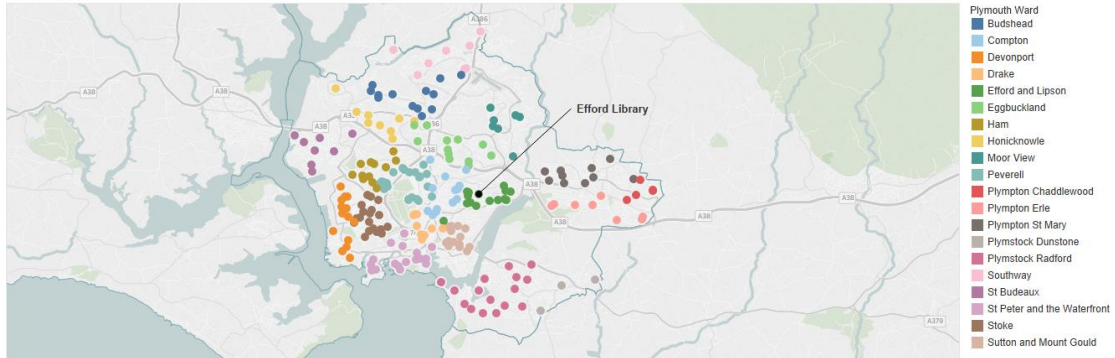
- Over half of respondents strongly disagreed/disagreed with the proposal to close North Prospect (55%) and Peverell (54%) libraries.
- Half of respondents (50%) strongly disagreed/disagreed with the proposal to close Efford library.
- Between 40-50% of respondents strongly disagreed/disagreed with the proposal to close the following libraries:
  - Estover (49%)
  - Stoke (48%)
  - West Park (45%)
  - Ernesettle (44%)
  - Eggbuckland (42%)
  - Laira (42%)
  - Tothill (42%)
- The proportion strongly agreeing/agreeing for closure was highest for: Laira (16%); Tothill (15%) and Eggbuckland (15%).

## Differences

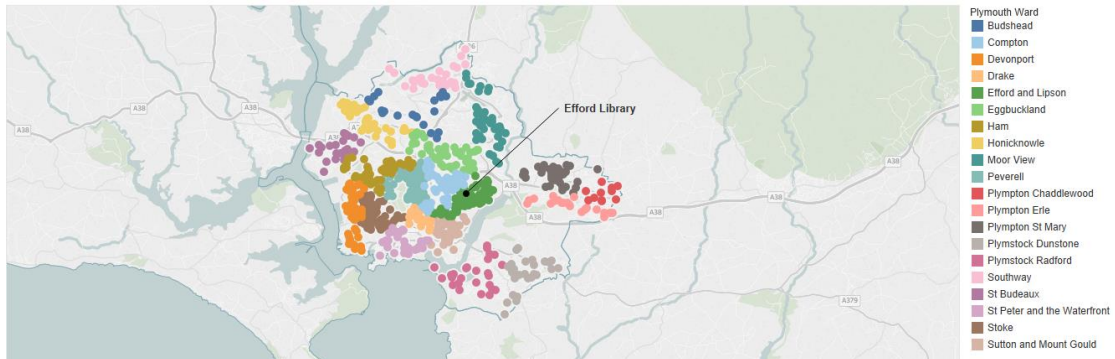
### Efford Library:

#### Differences based on where the respondent lives:

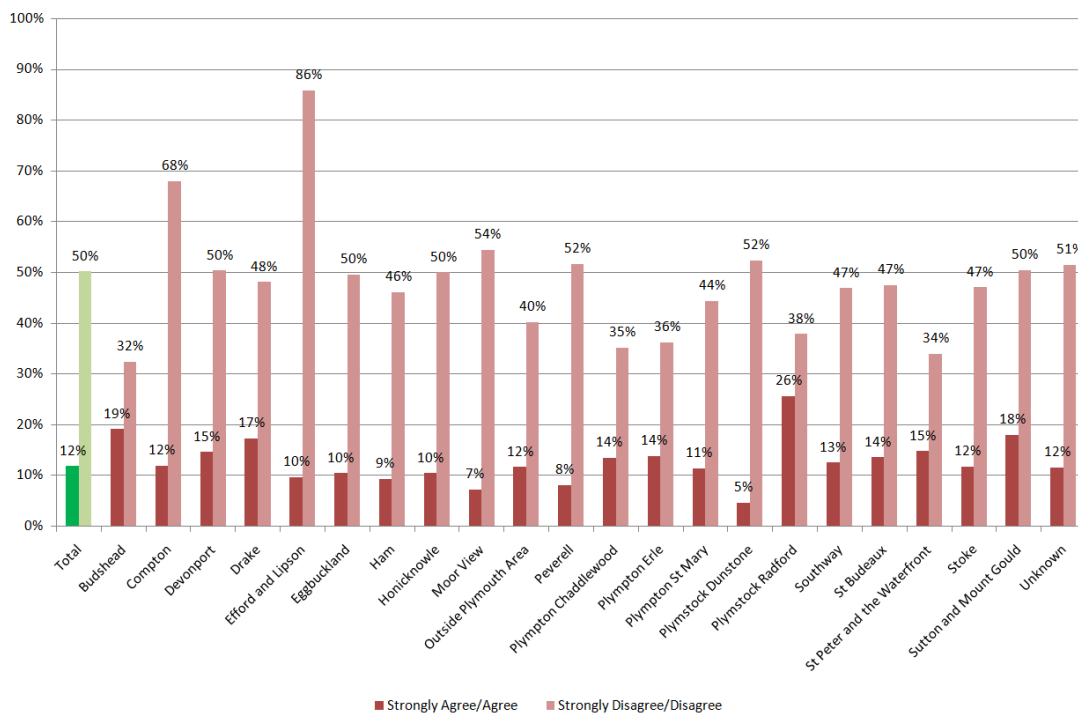
Efford - Agree



Efford - Disagree



- 86% of respondents living in Efford and Lipson strongly disagree/disagree with the proposal to close Efford library. 68% strongly disagreed/disagreed in Compton.

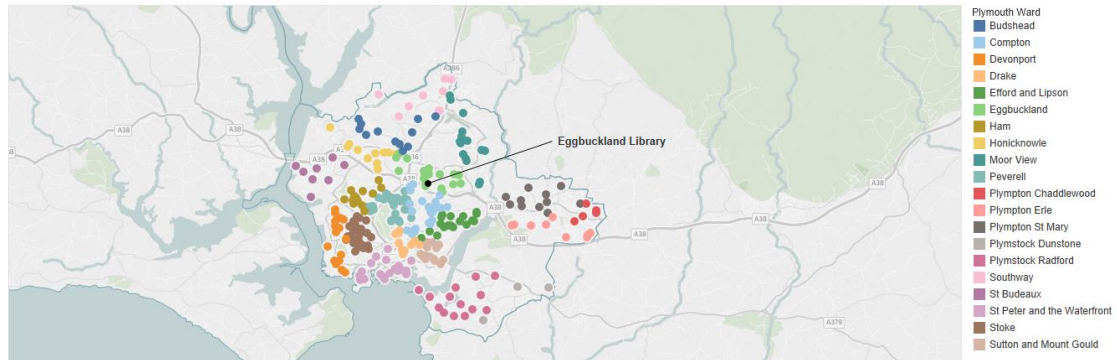




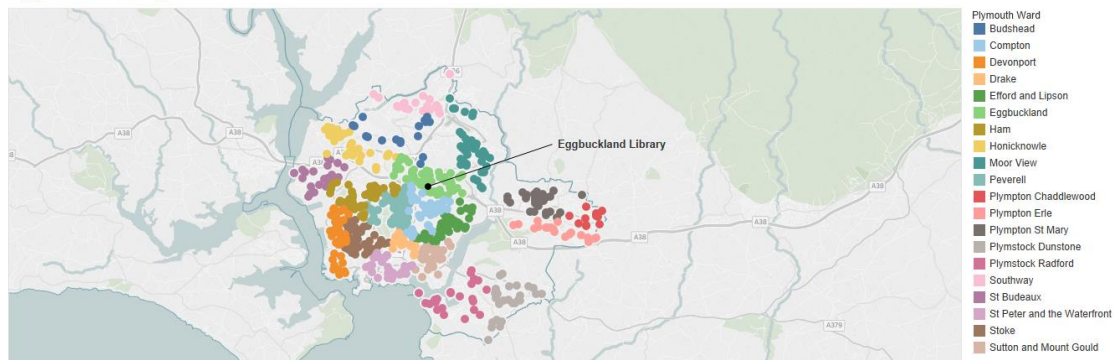
## Eggbuckland Library:

### Differences based on where the respondent lives:

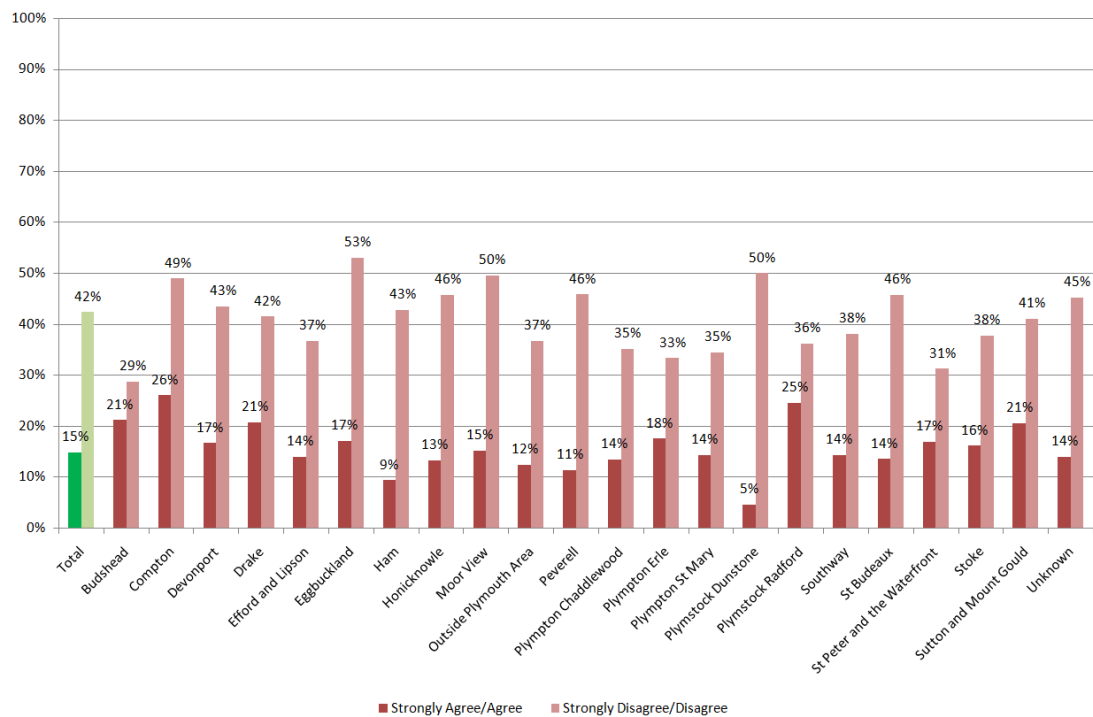
Eggbuckland - Agree



Eggbuckland - Disagree



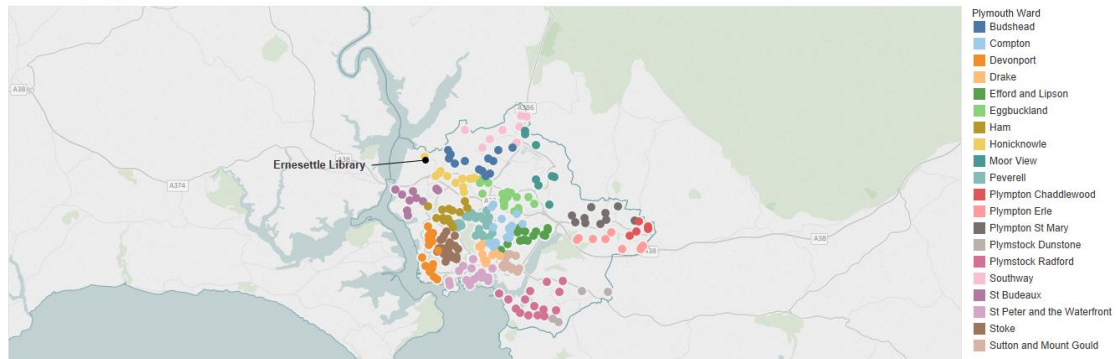
- Just over half (53%) of respondents living in Eggbuckland strongly disagreed/disagreed with the proposal to close Eggbuckland library. 50% strongly disagreed/disagreed in Moor View and Plymstock Dunstone.



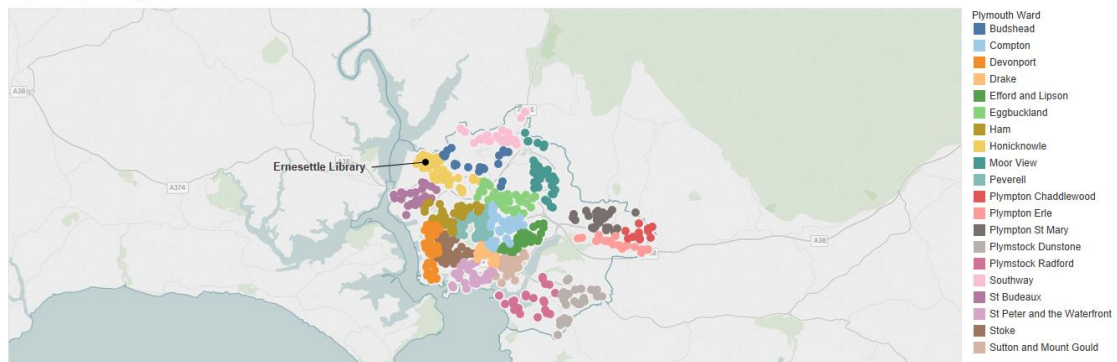
## Ernesettle Library:

### Differences based on where the respondent lives:

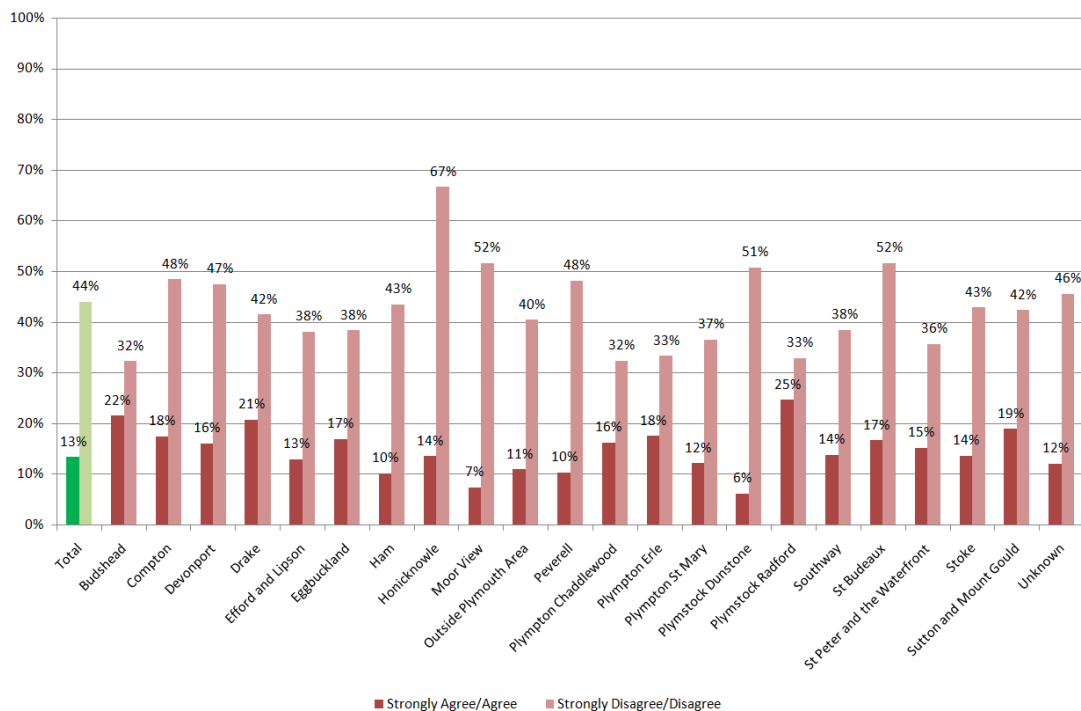
Ernesettle - Agree



Ernesettle - Disagree



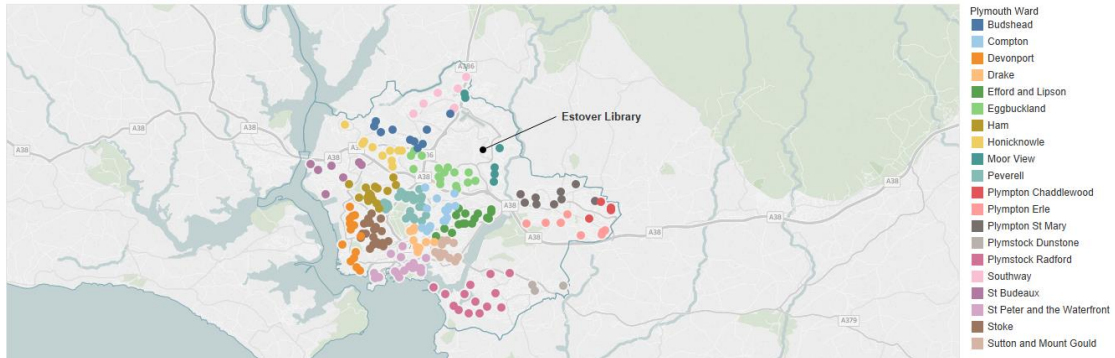
- Two thirds (67%) of respondents living in Honicknowle strongly disagreed/disagreed with the proposal to close Ernesettle library. Just over half strongly disagreed/disagreed in Moor View (52%), St Budeaux (52%) and Plymstock Dunstone (51%).



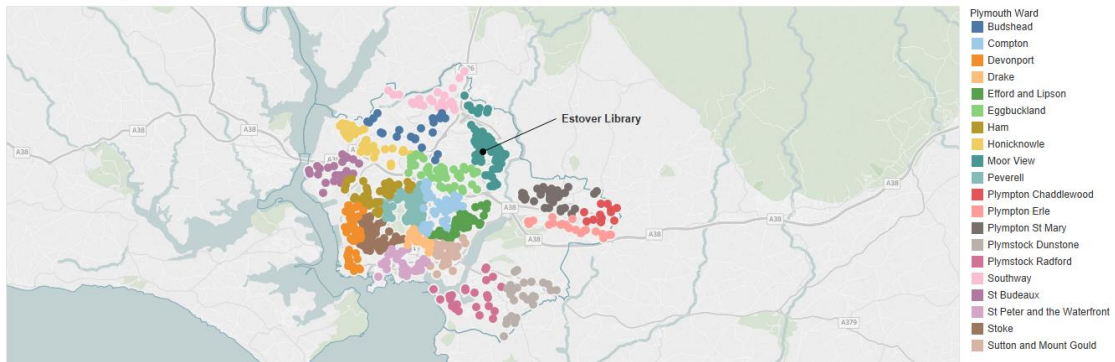
## Estover Library:

### Differences based on where the respondent lives:

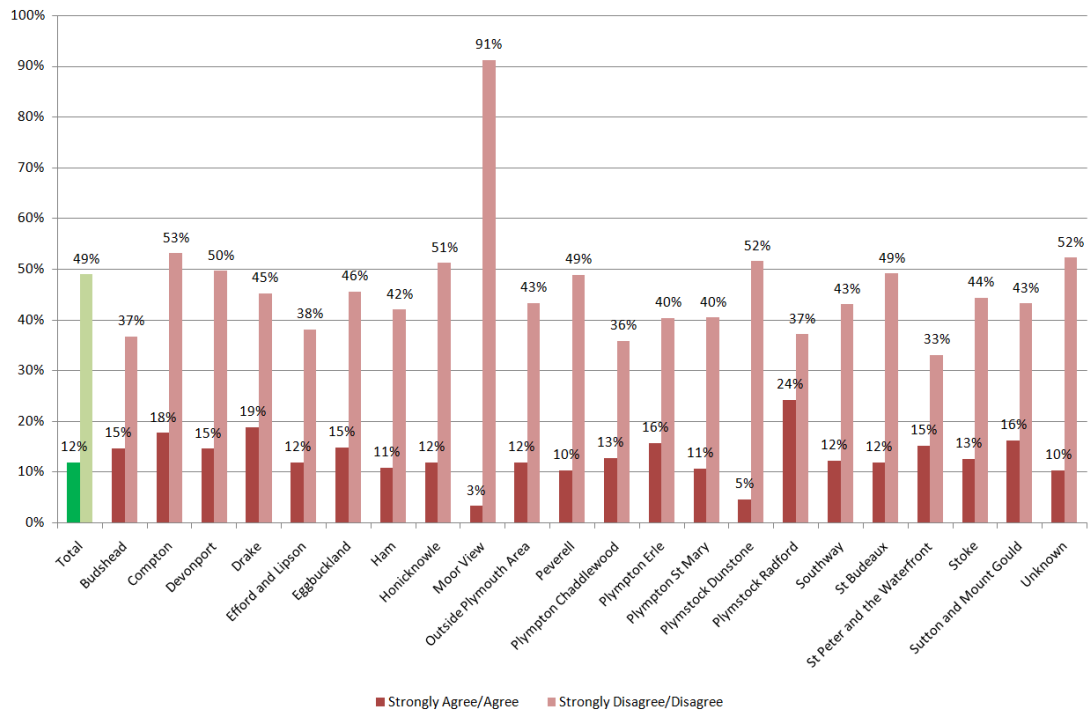
Estover - Agree



Estover - Disagree



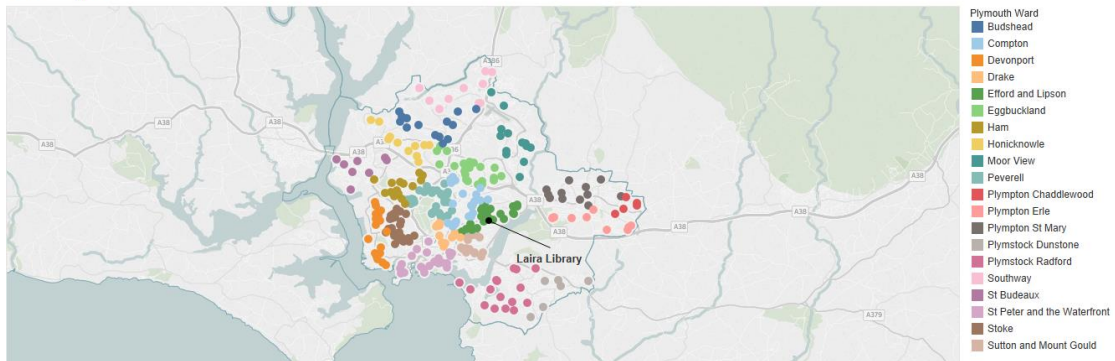
- 91% of respondents living in Moor View strongly disagreed/disagreed with the proposal to close Estover library.



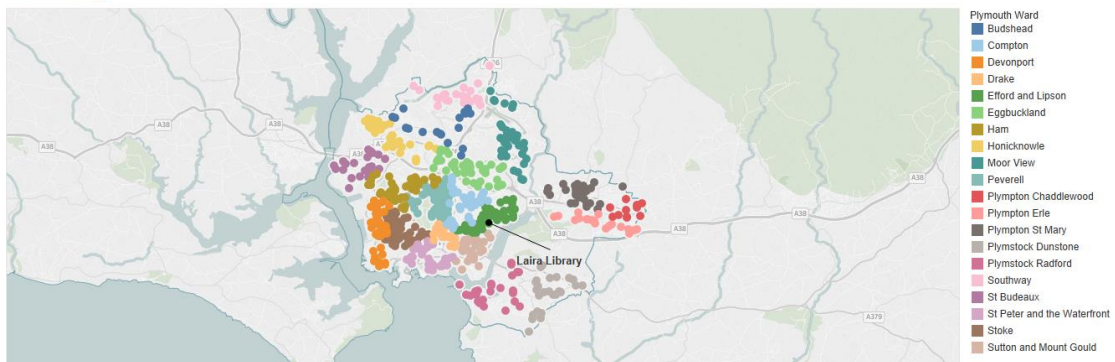
## Laira Library:

### Differences based on where the respondent lives:

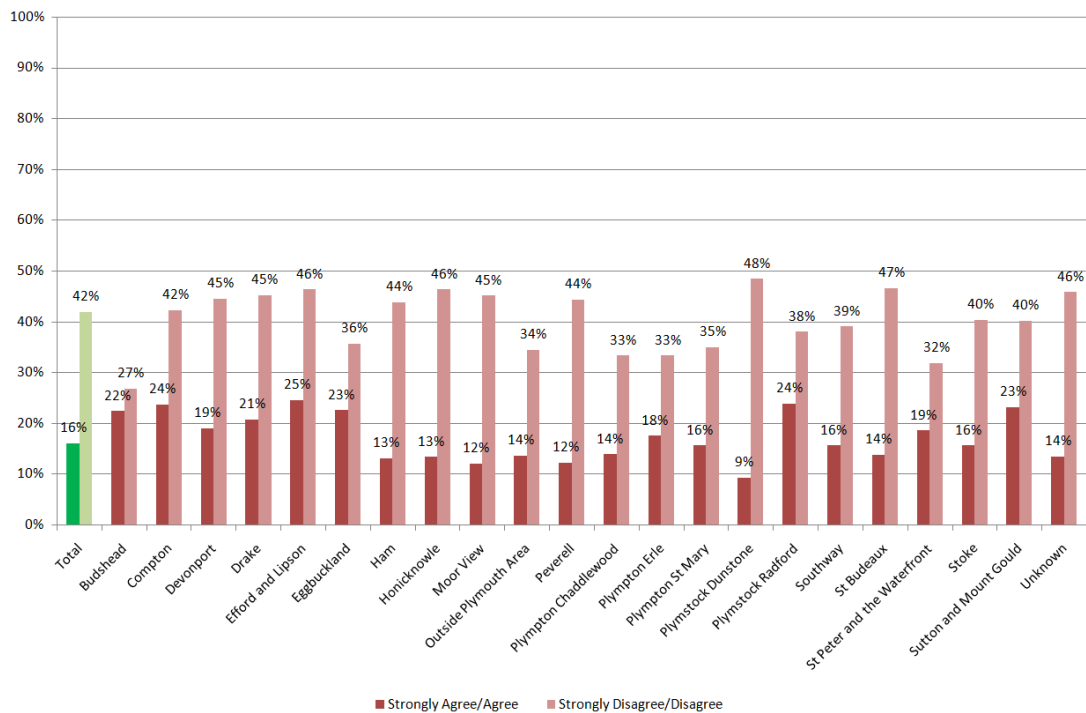
Laira - Agree



Laira - Disagree



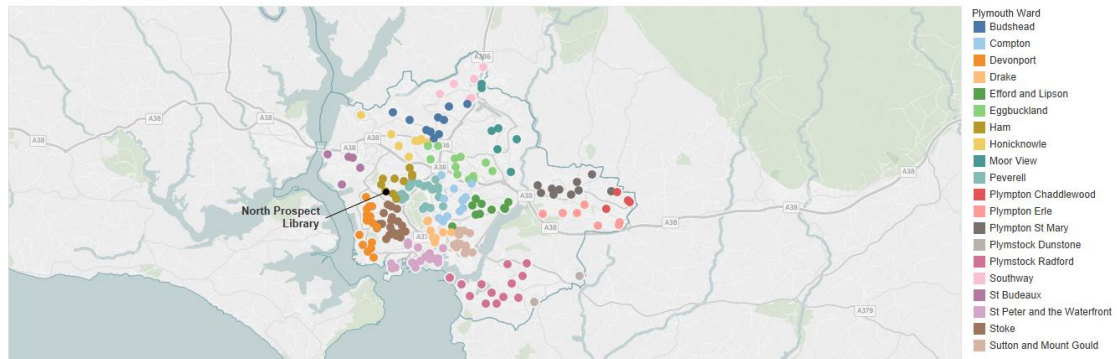
- Less than half of respondents living in each ward strongly disagreed/disagreed with the proposal to close Laira library.



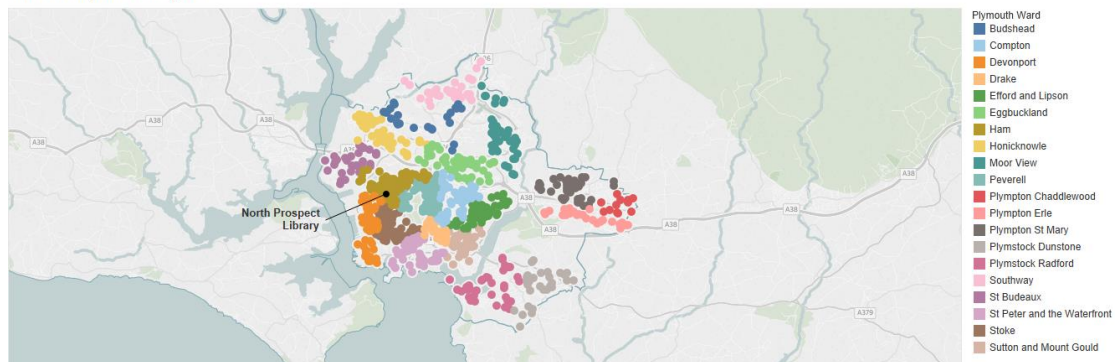
## North Prospect Library:

### Differences based on where the respondent lives:

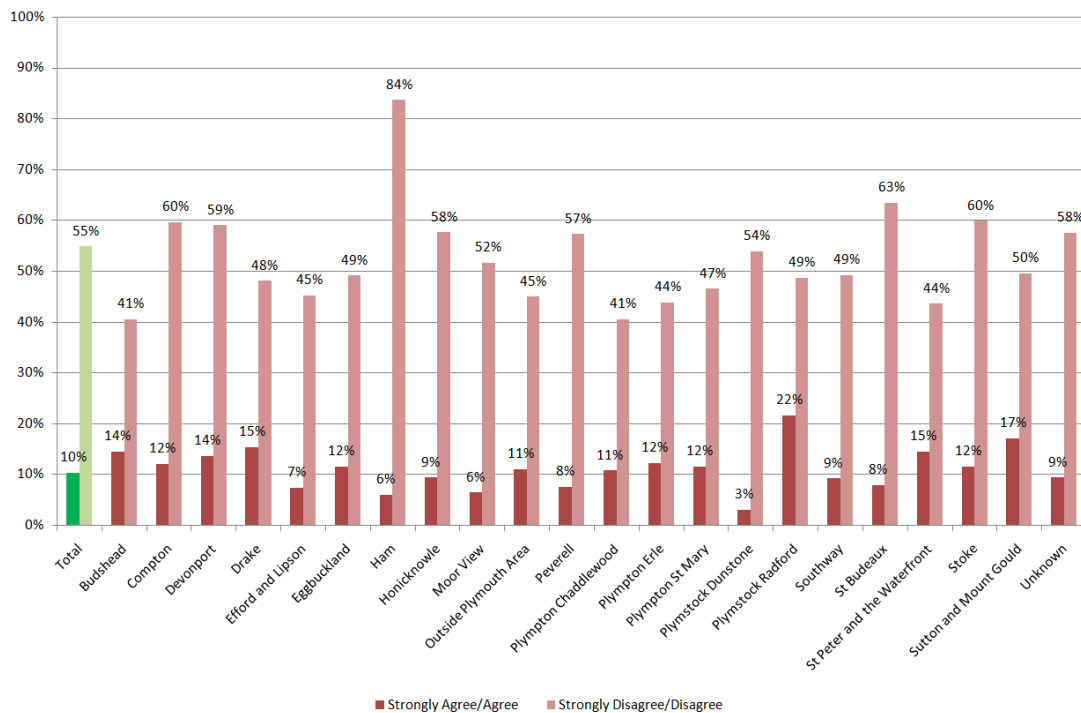
North Prospect - Agree



North Prospect - Disagree



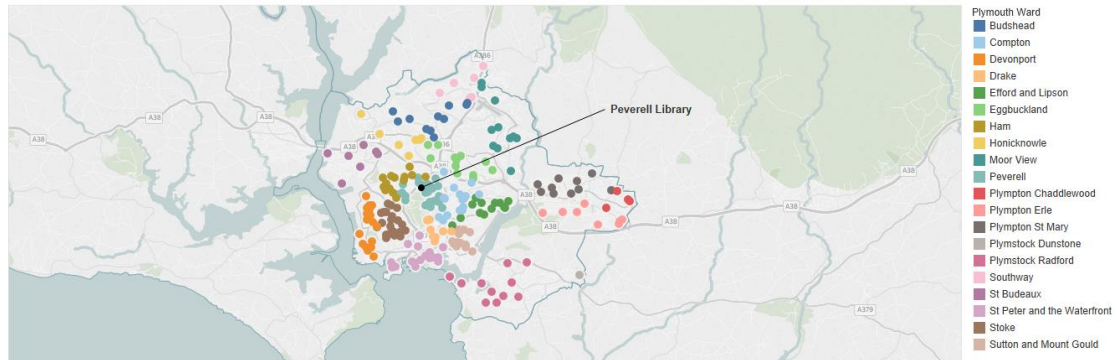
- 84% of respondents living in Ham strongly disagreed/disagreed with the proposal to close North Prospect library. Over 60% in St Budeaux (63%); Stoke (60%) and Compton (60%) strongly disagreed/disagreed.



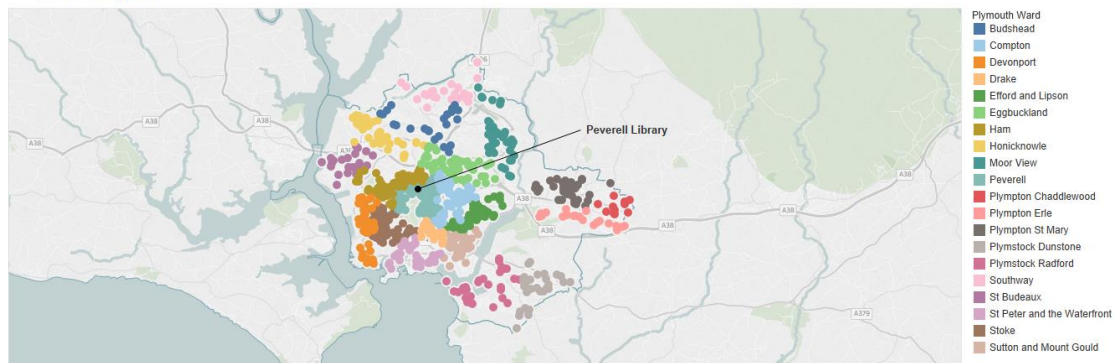
## Peverell Library:

### Differences based on where the respondent lives:

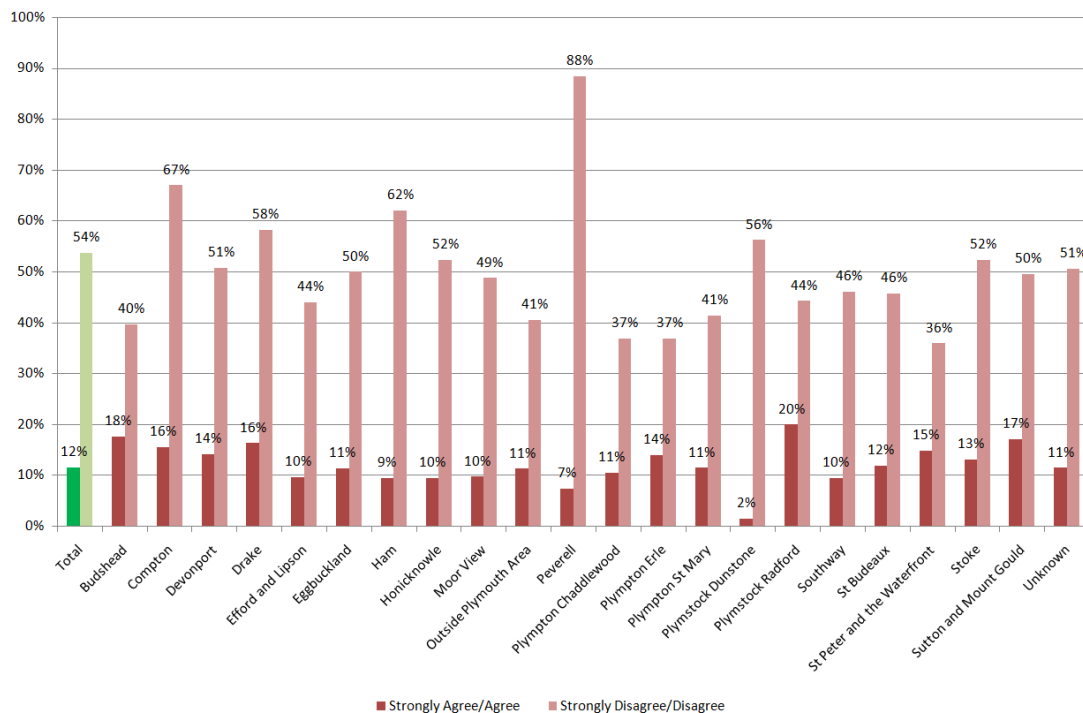
Peverell - Agree



Peverell - Disagree



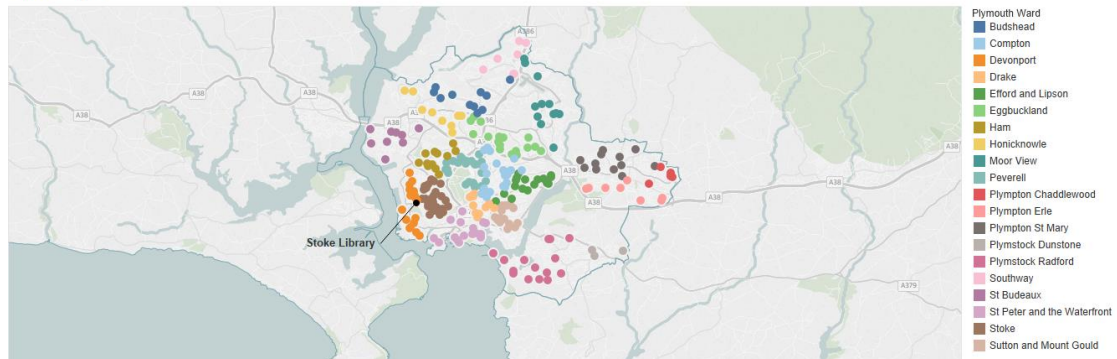
- 88% of respondents living in Peverell strongly disagreed/disagreed with the proposal to close Peverell library. Over 60% in Compton (67%) and Ham (62%) strongly disagreed/disagreed.



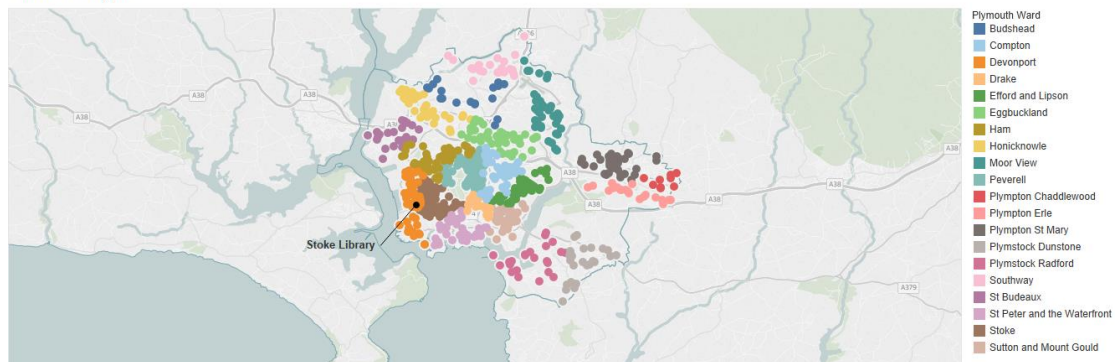
## Stoke Library:

### Differences based on where the respondent lives:

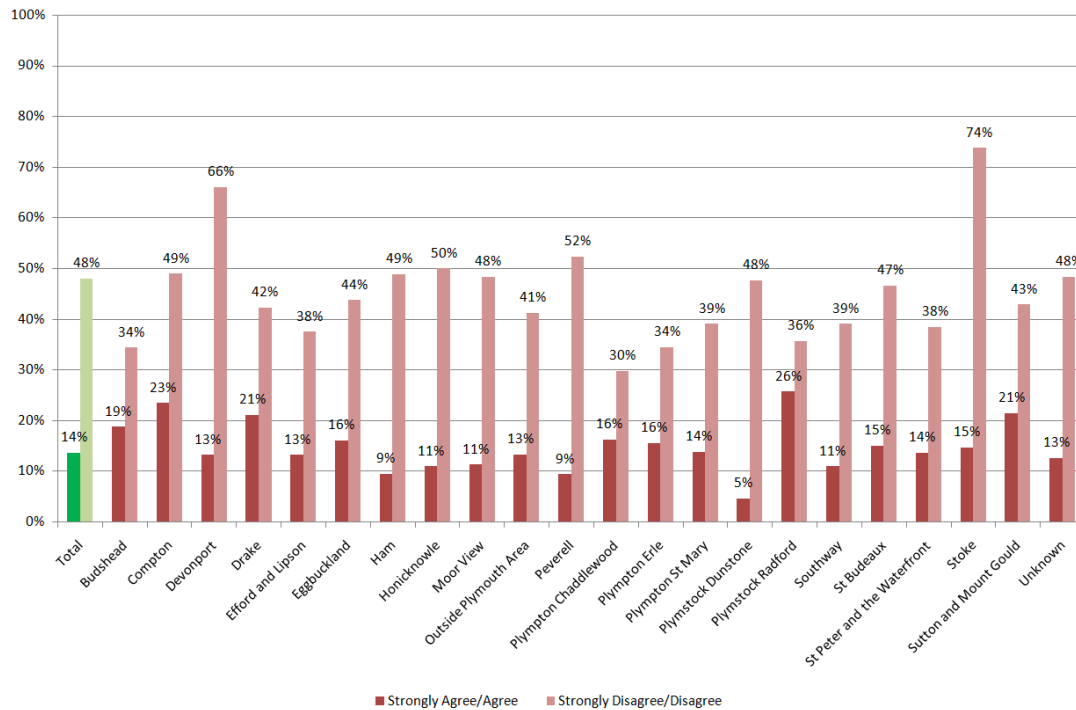
Stoke - Agree



Stoke - Disagree



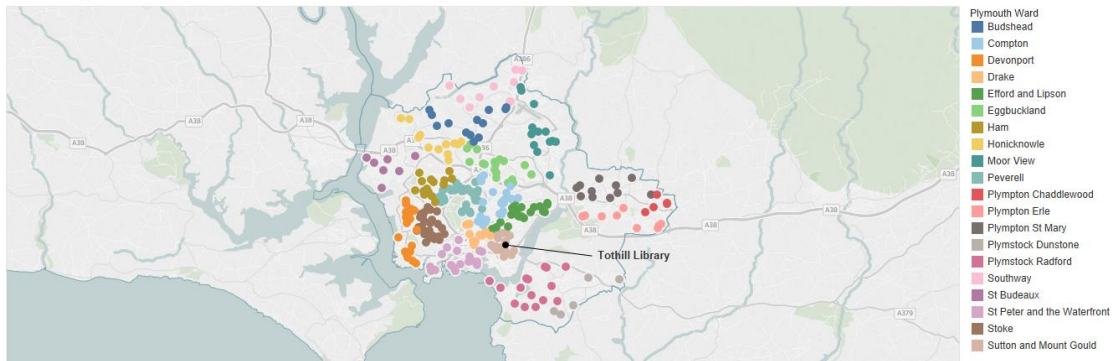
- 74% of respondents living in Stoke strongly disagreed/disagreed with the proposal to close Stoke library. 66% strongly disagreed/disagreed in Devonport.



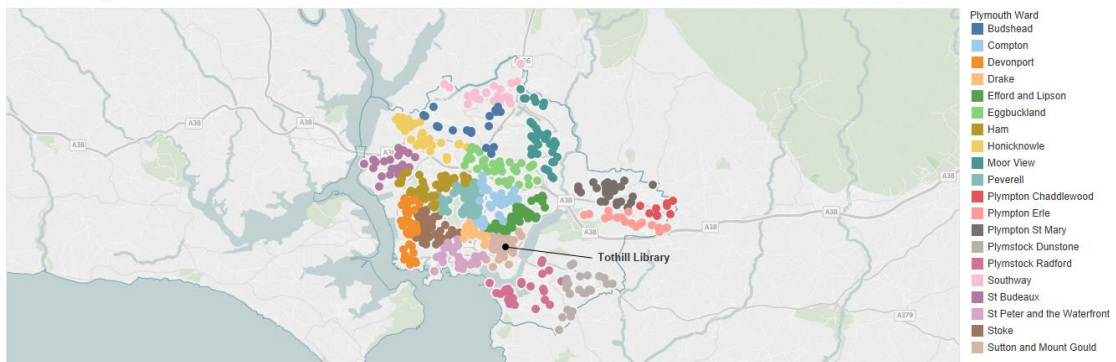
## Tothill Library:

### Differences based on where the respondent lives:

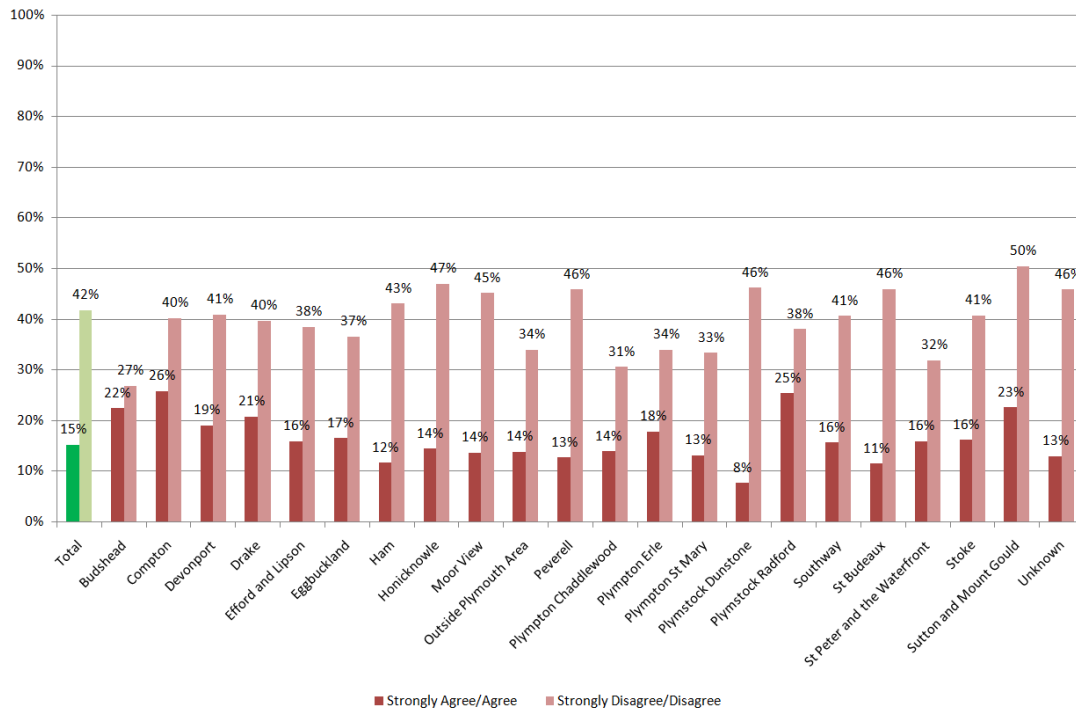
Tothill - Agree



Tothill - Disagree



- Half (50%) or fewer respondents living in each ward strongly disagreed/disagreed with the proposal to close Tothill library.

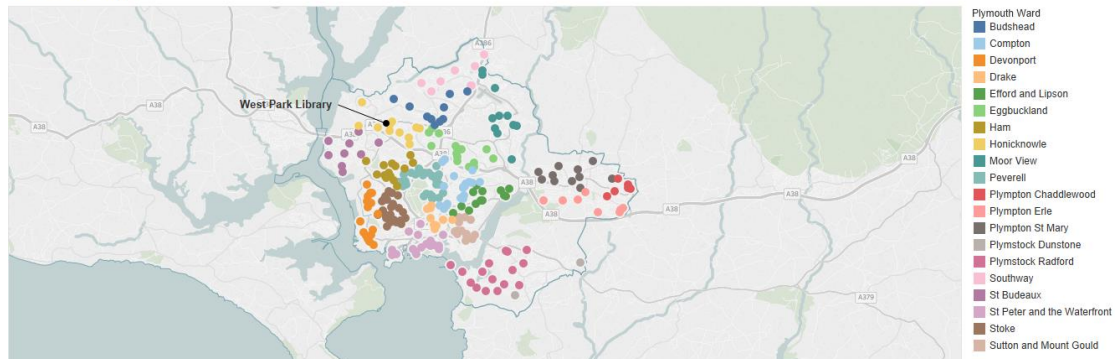




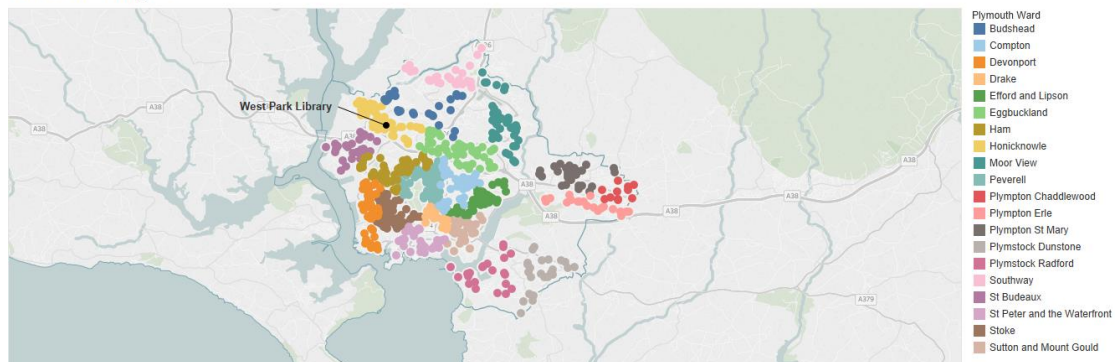
## West Park Library:

### Differences based on where the respondent lives:

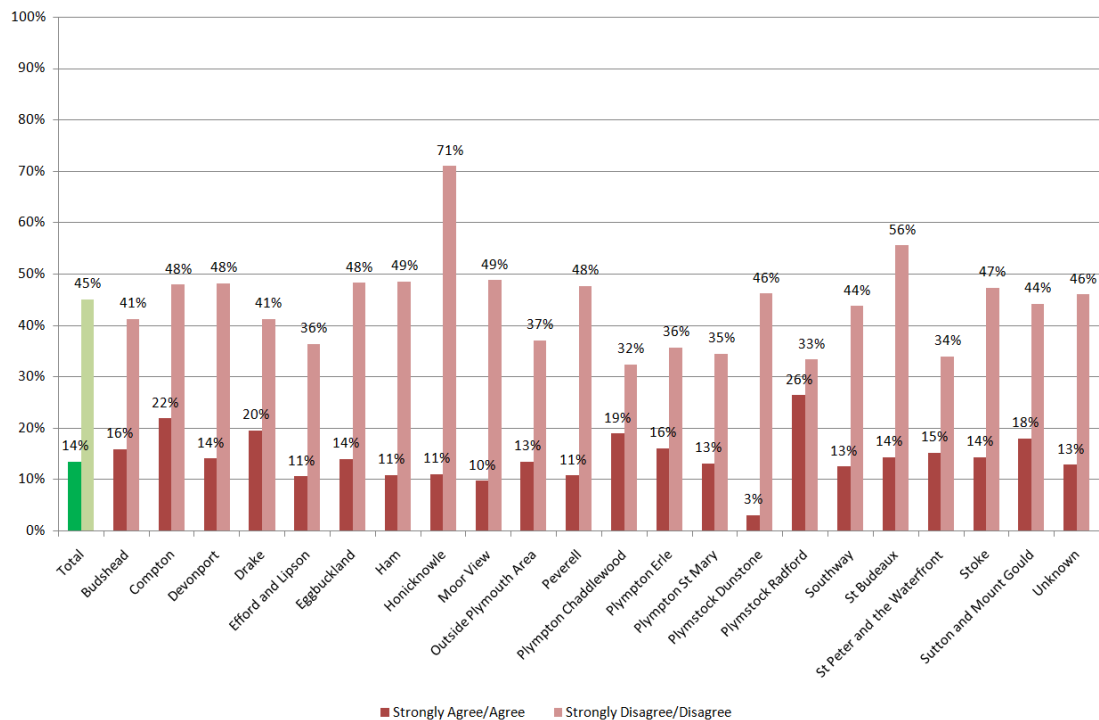
West Park - Agree



West Park - Disagree



- 71% of respondents living in Honicknowle strongly disagreed/disagreed with the proposal to close West Park library. 56% strongly disagreed/disagreed in St Budeaux.



**Please tell us more about why you have either agreed or disagreed with the proposal to close these library buildings:**

Most common responses are outlined in table 5 below:

**Table 5: Agree, disagree with libraries proposed to close**

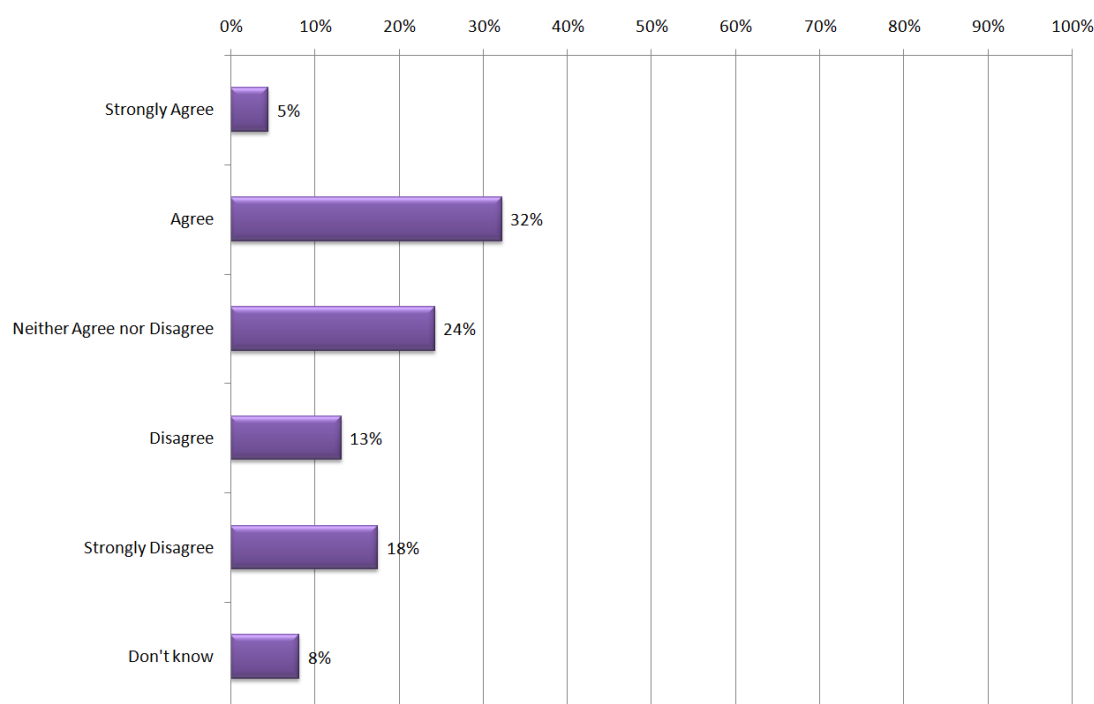
Q9A	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Library to close is an important part / local resource of the community	311	8.3%
Don't close any libraries / keep all open	310	8.3%
Specific mention of a library preferred / to keep open or close	295	7.9%
Importance of having a library within walking distance / a local library (can't get to one further afield / transport issues)	279	7.4%
Use one or more of the libraries to be closed	265	7.1%
Library to close is in an area deprivation / need	257	6.9%
Importance of printed books / reading / library experience for children / young families	229	6.1%
Library to close is busy / well used	156	4.2%
Library to close has good facilities / selection of books	148	3.9%
Libraries provide social interaction and getting people out and about / groups / clubs etc	139	3.7%
Important to keep / have full and consistent city coverage	109	2.9%
Library to close has only recently been opened / invested in	108	2.9%
Consider the number of elderly / reliant on physical libraries that use libraries to close	107	2.9%
Less people will use library facilities / won't use another library instead	101	2.7%

## Assessment criteria

To what extent do you agree or disagree with the criteria (*please see p29*) used in the assessment which we have used to inform our proposal? (Q10)

Just over a third (37%) strongly agreed/agreed with the criteria used in the assessment and just under a third (31%) strongly disagreed/disagreed.

Chart 15: Criteria used in the assessment



Base: 3,435

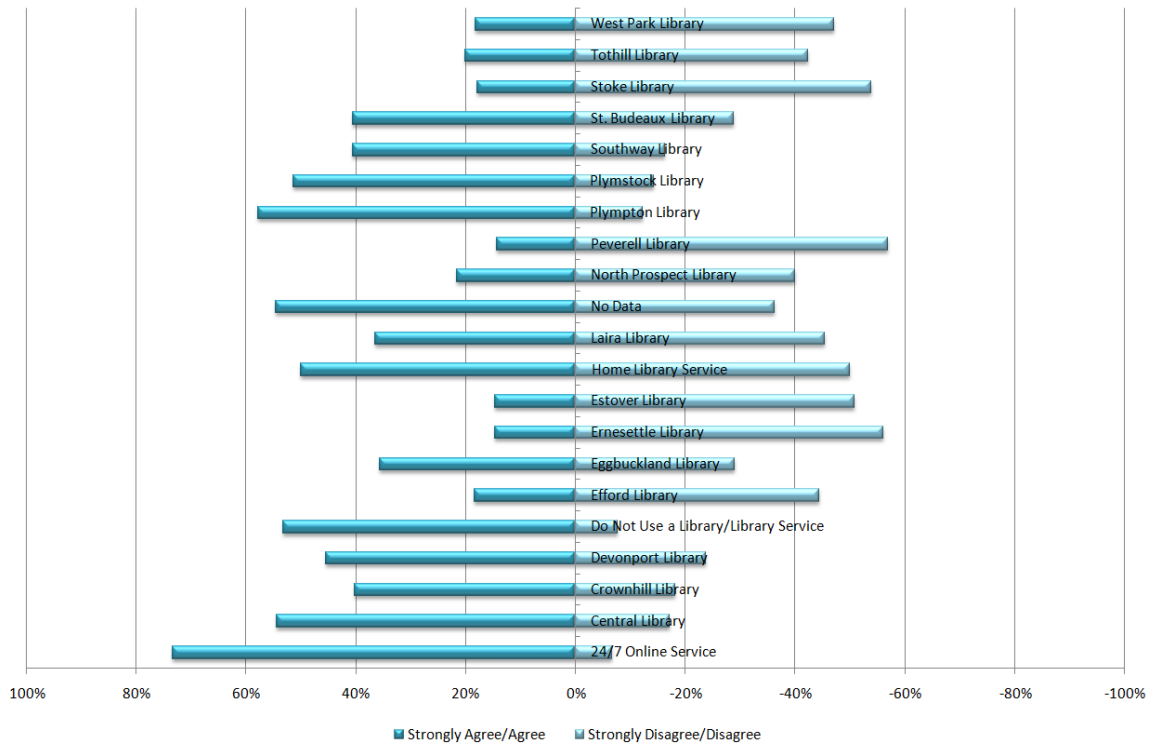
(Note: 313 non responses not included)

### Differences

- Significantly more respondents in the age groups: 25-50yrs (30%); 51-65yrs (32%) and over 65yrs (31%) strongly disagreed/disagreed with the criteria used compared with under 25yrs (21%).
- Significantly more males strongly agreed/agreed with the criteria (44%) compared with females (34%).
- Significantly more females strongly disagreed/disagreed with the criteria (32%) compared with males (26%).
- Significantly more respondents who are not disabled strongly agreed/agreed with the criteria (37%) compared with those who are disabled (29%).
- Significantly more disabled respondents strongly disagreed/disagreed with the criteria (44%) compared with those who were not disabled (31%).
- Significantly more respondents without children under 16yrs strongly agreed/agreed with the criteria (42%) compared with those who did (29%).

- Significantly more respondents with children under 16yrs strongly disagreed/disagreed with the criteria (37%) compared with those who did not (25%).

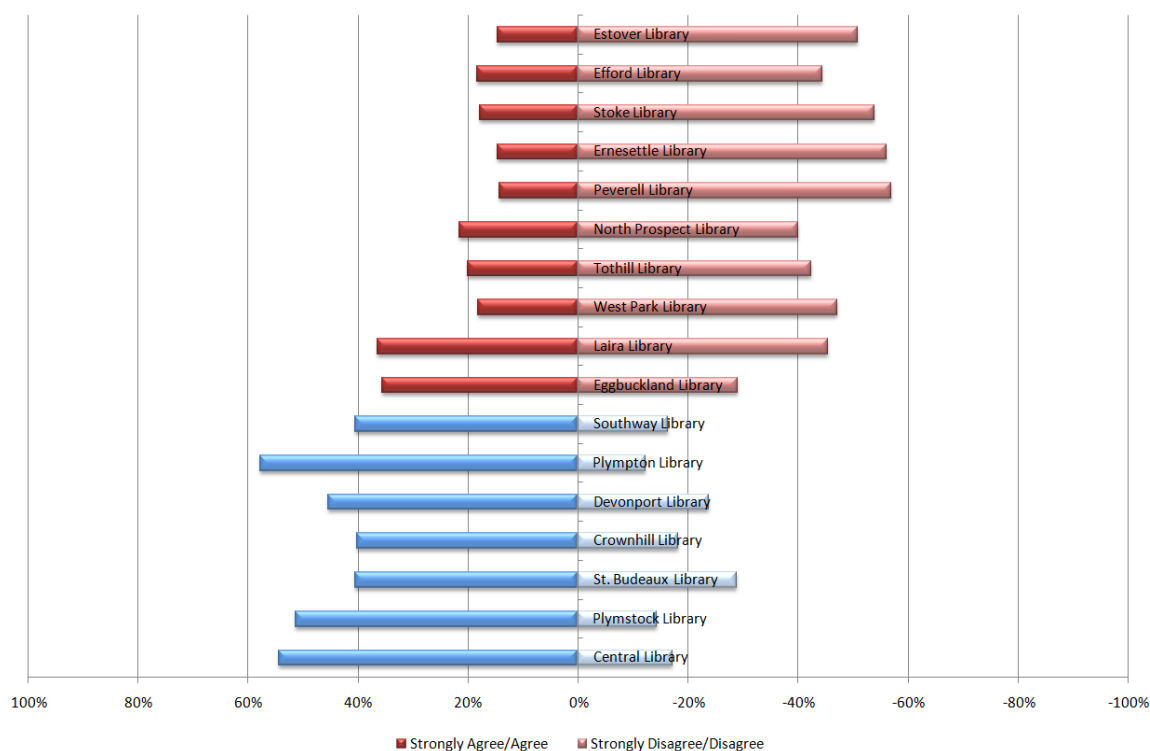
**Chart 16: Library/Library service most used: Agree V Disagree with criteria used**



**\*Note: Home Library Service (2 records) and Laira (11 records). All other libraries/library services used based on more than 30 records.**

Comparing those proposed to remain open and those to close, unsurprisingly a greater proportion of those whose main library is to remain open were more likely to strongly agree/agree with the criteria compared with those proposed for closure.

**Chart 17: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with criteria used**



**\*Note: Laira (11 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with the criteria used to inform this proposal:**

Most common responses are outlined in table 6 below:

**Table 6: Agree, disagree with criteria used**

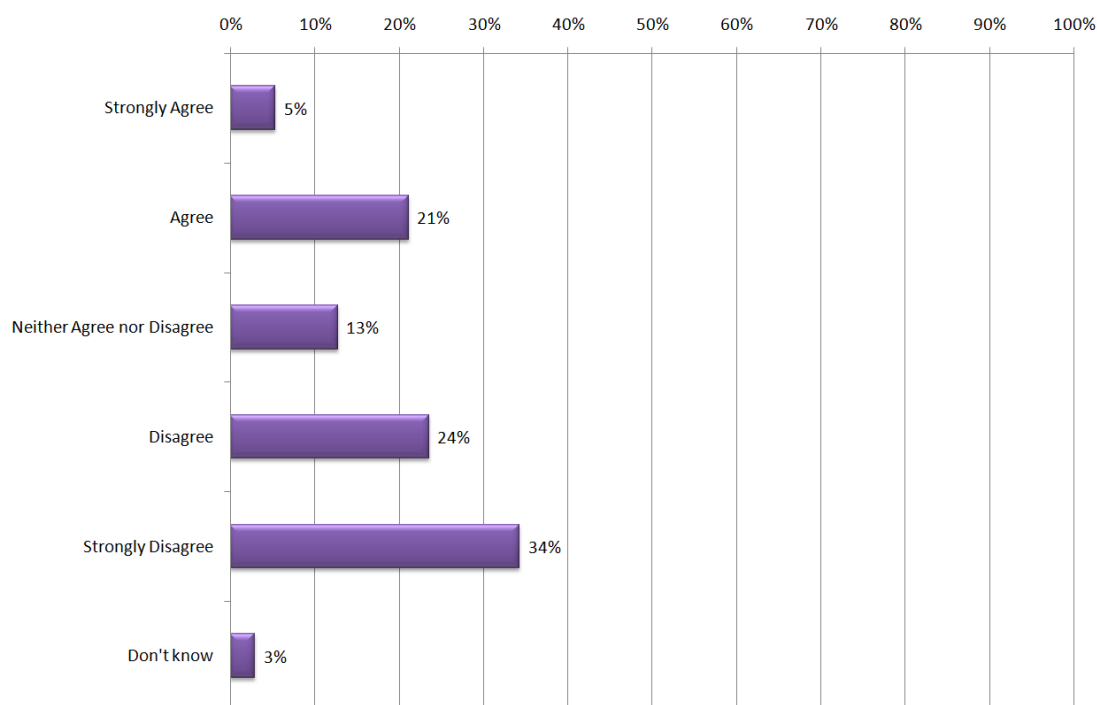
Q10A	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Criteria used seem fair / wide range / balanced / clear	158	4.2%
Don't agree with closing libraries or particular library	132	3.5%
Criteria / figures and statistics used create limited understanding / picture e.g. misses other qualitative aspects such as social and community element	123	3.3%
Mention of age gap missing (18-59 year olds)	104	2.8%

## Overall proposal

### Overall, to what extent do you agree or disagree with the Plan for Libraries proposal? (Q11)

Just over a quarter (26%) strongly agreed/agreed with the Plan for Libraries and 58% strongly disagreed/disagreed.

**Chart 18: Plan for Libraries proposal**



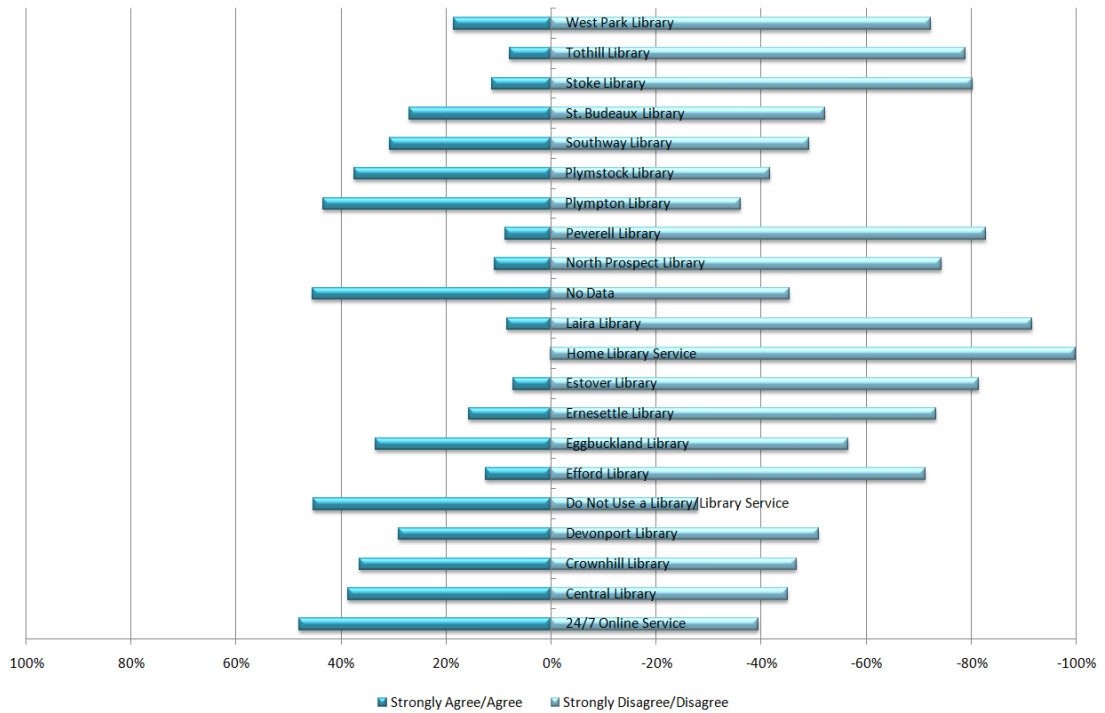
Base: 3,528

(Note: 220 non responses not included)

### Differences

- Significantly more males strongly agreed/agreed with the Plan for Libraries proposal (35%) compared with females (24%).
- Significantly more females strongly disagreed/disagreed with the Plan for Libraries proposal (61%) compared with males (50%).
- Significantly more respondents not disabled strongly agreed/agreed with the Plan for Libraries proposal (28%) compared with those who were disabled (20%).
- Significantly more disabled respondents strongly disagreed/disagreed with the Plan for Libraries proposal (67%) compared with those who were not disabled (58%).
- Significantly more respondents without children under 16yrs strongly agreed/agreed with the Plan for Libraries proposal (32%) compared with those with children under 16yrs (20%).
- Significantly more respondents with children under 16yrs strongly disagreed/disagreed with the Plan for Libraries proposal (66%) compared with those who did not (52%).

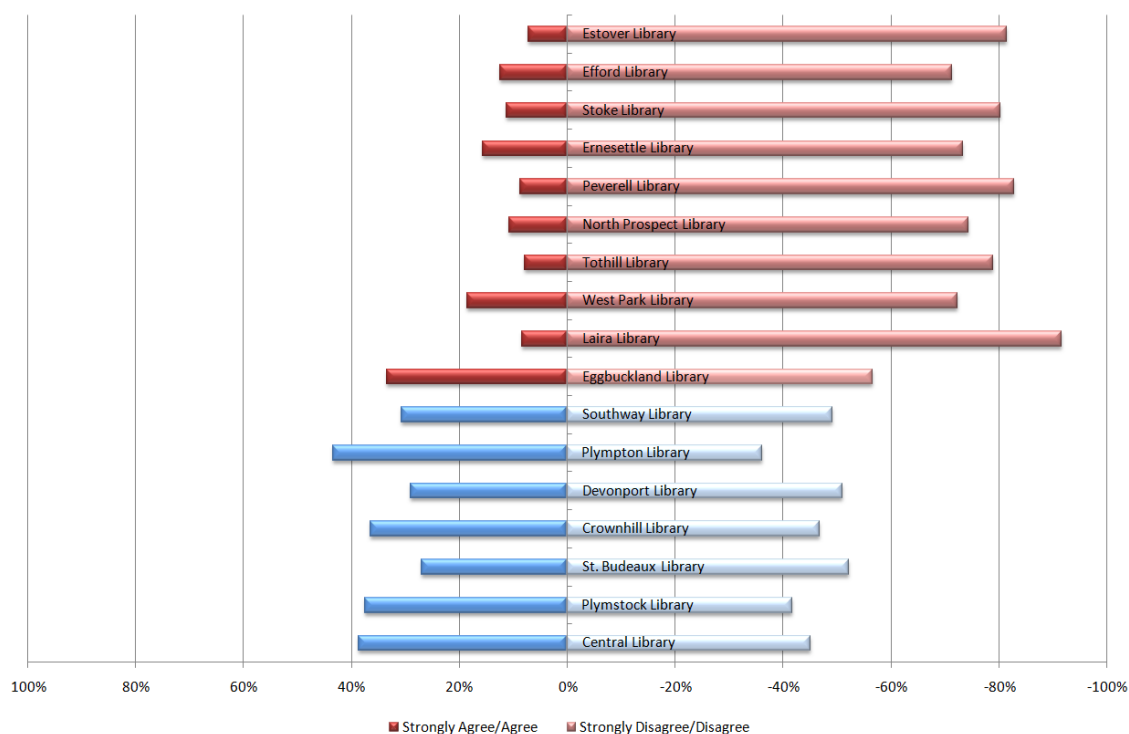
**Chart 19: Library/Library service most used: Agree V Disagree with Plan for Libraries proposal**



**\*Note: Home Library Service (2 records) and Laira (12 records). All other libraries/library services used based on more than 30 records.**

Comparing those proposed to remain open and those proposed to close, a greater proportion of those whose main library is to remain open were more likely to strongly agree/agree with the Plan for Libraries proposal compared with those whose main library is proposed to close with the exception of those whose main library is Eggbuckland.

**Chart 20: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with Plan for Libraries**



**\*Note: Laira (12 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with this proposal overall:**

Most common responses are outlined in table 7 below:

**Table 7: Agree, disagree with criteria used**

Q11A	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Important to keep libraries open / not to cut services	248	6.6%
Specific mention of a library to remain open / important to community	171	4.6%
Needs to be compromise or thought in the proposal e.g. close less libraries or x instead of y	132	3.5%
Libraries are important/need for libraries	124	3.3%
Importance of libraries as community hubs / social interaction	121	3.2%
Cost cutting exercise [Negative]/ Should find money from elsewhere e.g. extortionate pay	120	3.2%
Concerns over accessibility of remaining libraries / keeping consistent coverage e.g. 2 miles could be too far for some	114	3.0%
Residents of closures not agreeing/unfair for residents of areas where libraries are closing	113	3.0%
Importance of printed books / reading / library experience for children / young families	106	2.8%
Importance of libraries to provide services for the most vulnerable / deprived areas that need it most e.g. elderly	104	2.8%



## Section 3: Community led libraries/Alternative ideas

### Community led libraries

Q11B asked respondents to indicate if they were willing to consider volunteering, or if they knew of a community group who would be interested in running a library as a community concern.

219 responses were received by individuals who indicated an interest in helping to volunteer within a library, but there were no responses received from community groups interested in running a library.

### Alternative ideas

Please tell us if you have any alternative ideas about how we can protect the future of Plymouth's library service:

Most common responses are outlined in table 8 below:

**Table 8: Alternative ideas**

Q12	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Better promotion / advertising of libraries services	206	5.5%
Important to keep libraries open / not to cut services (including specific mention of libraries to remain open)	189	5.0%
Should find money from overspend elsewhere e.g. extortionate pay	141	3.8%
Increase number of groups / activities / events available	134	3.6%
Merge or link with other services / dual purpose of buildings	128	3.4%
Increase revenues e.g. increase printing charges, hiring out rooms	119	3.2%
Spend / Invest in current library buildings and services e.g. pcs, café, space for groups or meeting rooms	116	3.1%
Seek funding / Invest more money e.g. government, sponsor, levies etc	106	2.8%

## Section 4: Other engagement

Over and above the consultation questionnaire, an additional 378 people attended the 20 public sessions, 183 letters were received, 61 emails were received in the official Plan for Libraries mailbox ([planforlibraries@plymouth.gov.uk](mailto:planforlibraries@plymouth.gov.uk)) and 51 comments were received via the Plymouth Libraries Facebook and Twitter pages.

Of the 183 letters received, 168 were written by children who attend High View School (in the vicinity of Efford library). The main themes of these letters centred on the use of the library by children and their families on the weekend, and the importance of the library to the community. 150 of these 168 letters were identical, but signed by different children.

Of the 61 emails, the majority were requests for information over and above that which was supplied in the Plan for Libraries documentation. The content of the remaining emails centred on not closing any libraries and the importance of libraries to the community and varying groups within (elderly and vulnerable, for example). The majority of the 51 social media comments were made via Twitter, mainly from local councillors campaigning to keep libraries open using varying events or promotions.

Alongside this, 6 petitions were run; Estover, Stoke, Efford, North Prospect, and two online petitions. In total, over 2,300 people signed a petition, but it is unknown how many signed more than one petition. Over 1,500 signatures have been recorded on of the online petitions (Change.org; running since 17<sup>th</sup> Jan).