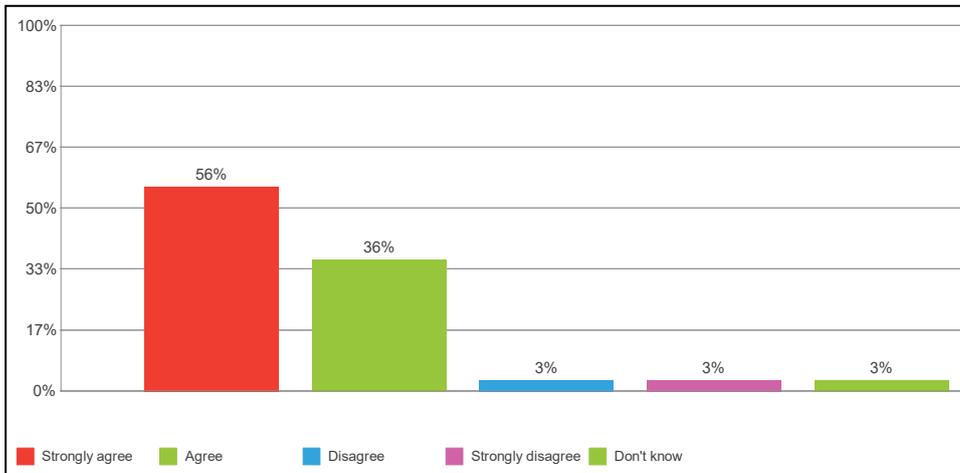


The Future of Bradford District Libraries - Consultation Survey Findings

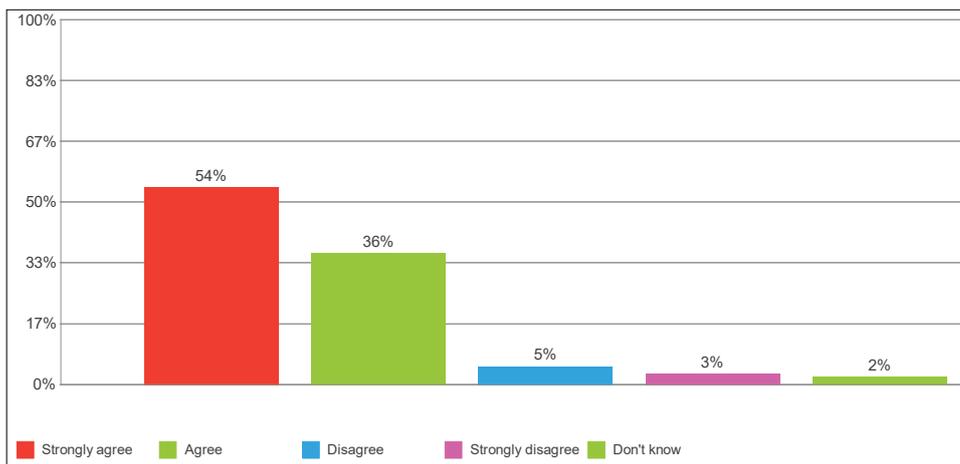
As at 16 March, 2020, 457 responses had been received to the survey.

We asked if people agreed or disagreed with 'Our Vision' for the library service.



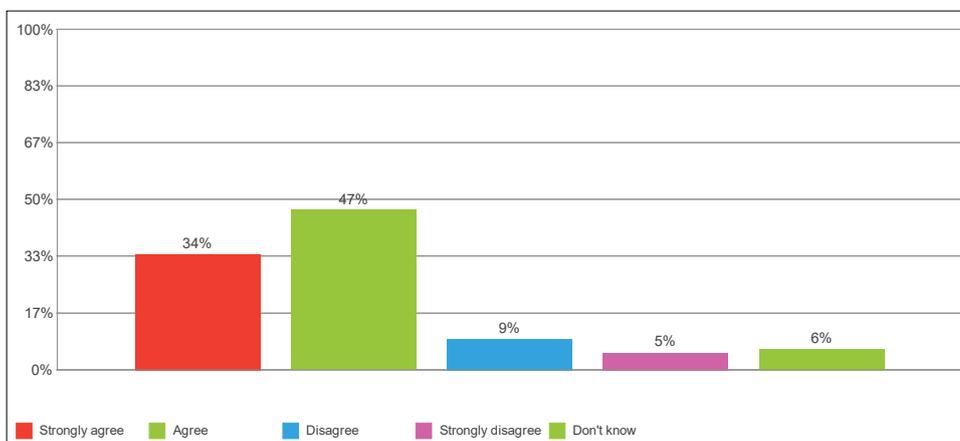
Strongly agree	255
Agree	161
Disagree	12
Strongly disagree	12
Don't know	13
Total responses	453

We asked if people agreed or disagreed with our principles for delivering the library service.



Strongly agree	247
Agree	164
Disagree	22
Strongly disagree	12
Don't know	11
Total responses	456

We asked if people agreed or disagreed with the components of the library service model.



Strongly agree	152
Agree	212
Disagree	41
Strongly disagree	21
Don't know	26
Total responses	452

Below is a summary of common themes relating specifically to the consultation document:

Vision and Principles

- agreement with the vision and principles;
- positive that libraries are seen as enhancing the quality of life for local people and the role they play in connecting communities;
- could implementing the vision take us away from what is required statutorily;
- Bradford needs a Centre of Excellence as seen in other major cities across the UK;
- too vague – there needs to be more detail made available;
- the vision is not new as we already do most, if not more;
- the principles need financial investment.

New proposed library service models

- queries around timescales for implementing the tailored offer in libraries;
- archives and information should not be neglected in future plans;
- designing the future of libraries should include young people;
- staff are really valued by customers;
- confident most libraries are working in this way, to a degree;
- how confident are we that we will find beneficial partnerships;
- what obligations will there be to deliver the local offer;
- language is confusing.

Additional comments

- form a Board or a Friends group in libraries;
- more assured the future of libraries is looking more positive;
- a willingness from Friends of and other groups to support the service;
- the lack of toilets in some libraries is considered an issue;
- could we be seen as being too local, too parochial;
- further work needs to be done on generating income;
- hybrid libraries (Council managed with volunteers) is an ideal model with some good practice in Bradford Council;
- there is good practice in our Community Managed Libraries that we need to learn from;
- more clarity needed on how public health outcomes will be met;
- a library is one of the few places where services are free;
- the City of Culture bid is a waste of tax payers money.

Below is a summary of the common themes from the public and staff consultations sessions, direct correspondence with the Council and attendance at a number of Parish and Town Council meetings.

Five public consultation events were held at:

- Wibsey
- Manningham
- Eccleshill
- Keighley and
- Shipley Libraries

Staff consultation session took place at City and Shipley Libraries.

Books and stock

- concerns that book stock will be further reduced;
- current stock is poor;
- invest more in books.

Space

- concerns that space for books / reading / research / information will be reduced;
- privacy issues if some other services use the library spaces;
- ensure quiet spaces are maintained;
- ensure libraries are safe spaces.

Core Library service

- Universal offer / core service as described in the consultation document has / is deteriorating;
- investment in core library activities should come first.

Technology

- computers need to improve - currently a poor standard;
- people appreciate the provision of computers, especially knowing they are secure/firewall;
- offer different types of computers.

Staff

- ensuring the quality of staff is paramount;
- lack of specialist librarians with knowledge;
- ensuring adequate staffing levels is important;
- invest in our staff and our volunteers;
- staff need to be valued;
- do not replace paid staff with volunteers.

Access

- disability access needs to be improved (in some libraries);
- ensure libraries are close to local communities.