



Executive Summary Report
on the public consultation
on the service provision of
libraries and community
facilities.

August 2016



Executive Summary of the public consultation on the service provision of libraries and community facilities report

CultureNL held a public consultation on the service provision of libraries and community facilities between 16th May and 20th June 2016. The consultation focussed on gathering the public's views on key areas of the service. This included gathering views on development priorities following the decision to no longer operate a service from four community libraries – Craigneuk, Newarthill, Old Monkland and Petersburn; to reduce the mobile library fleet from five to three vehicles and to no longer operate a service from seven community centres - Bargeddie, Coshneuk, Harthill, Springhill, Mossend, Watson Street (Motherwell), and Whifflet. Consultation on amended opening hours for all remaining static libraries was also included.

The public consultation exercise received a total of 1,416 submission, 523 were online and 893 were printed copies, letters and social media comments. 6 petitions, both online and hard copy, were also submitted by the public. Additional information, both printed and email from MPs, MSPs, and local Councillors were received, as well as 605 standard letters from the public (each containing the same text but with separate signatures) objecting to the proposed removal of library services in the four localities. Five specific letters of objection from the public and a number of signed pre-printed slips each containing the same objection to the proposed removal of the library service in Petersburn were also received.

Despite the wide range of submissions received no alternative income/funding models were submitted during the consultation process that would enable CultureNL to retain current provision in the four libraries, two mobile libraries and seven community centres where CultureNL is proposing to remove the service.

Responses to options

The following is a list of our responses to the suggestions and comments we received during the consultation process:

Future service priorities following the decision to no longer operate from four community libraries.

The library service will reallocate specific remaining resources, from the libraries where the service is being withdrawn, to community libraries close to the area. This will include reallocation of general book stock, large print and talking books, PCs, DVDs and games resources.

The library service will provide services in partnership with organisations working in the community. This will include, but is not restricted to, providing training for the delivery of Bookbug sessions to groups and individuals, developing options for placing deposit collections in local facilities and supporting the delivery of book groups in local facilities.

The library service will focus on supporting access to the home delivery service by customers who are temporarily or permanently confined to their home due to: disability infirmity, illness or are carers of someone affected by these conditions

The library service will investigate options for using community centres within the area for delivery of specific events (e.g. book groups).

The library service will work with partners to develop access to PC resources in local facilities in the area.

Suggestions on what the library service should focus on following the decision to no longer operate from four community libraries

CultureNL will no longer operate a service from Petersburn, Old Monkland, Newarthill and Craigneuk libraries and recommends that options for community asset transfer and community hub development, within the four areas, are pursued by North Lanarkshire Council. Notification of the date on which the services will be removed will be outlined separately.

In the areas where a library service is being withdrawn CultureNL will provide services in partnership with organisations working in the community. This will include, but is not restricted to, providing training for the delivery of Bookbug sessions to groups and individuals, developing options for placing deposit collections in local facilities and supporting the delivery of book groups in local facilities

The library service is not able to charge for the lending of books as this would be a breach of the Public Libraries Act.

The service already delivers a wide range of computer skills development courses across North Lanarkshire but we will also work with partners to develop access to PC resources in local facilities in the areas where a library service is being withdrawn.

CultureNL, working in partnership with North Lanarkshire Council will investigate the options for delivering limited and focussed library services via school facilities.

Future service priorities following the reduction in the fleet by two mobile libraries.

The library service will make it a priority to support access to the home delivery service for those customers who are temporarily or permanently confined to their home due to disability, infirmity, illness or are carers of someone affected by these conditions.

The library service will focus more of its mobile services in rural areas and will continue to deliver a school mobile service.

The library service will review the eligibility criteria for all its stops in order to include the factor of basing access to mobile library services on a customer's access to good public transport links rather than the distance they live from a static library.

The service will continue to focus on developing its online services.

Suggestions on what the library service should focus on following the reduction in the fleet by two mobile libraries

The library service will reduce the mobile fleet from 5 to 3 vehicles and will conduct a review of how the service is delivered to ensure the remaining vehicles are used effectively.

The service will make the support of access to our home delivery service for those customers who are temporarily or permanently confined to their home due to disability, infirmity, illness or are carers of someone affected by these conditions a priority.

The service will also continue to deliver a children's mobile service and it will focus on developing online services.

The Library service will investigate options for creating mobile stops in the areas where static library services are being withdrawn.

The library service will continue to maintain services to sheltered housing accommodation.

The library service will generate a visits timetable that is based on maximising access. This will include variable stopping periods but it will not include variable weekly/fortnightly visit patterns.

Future service priorities following the decision to no longer operate from seven community facilities

Community Facilities will ensure access by vulnerable groups to remaining facilities in the area is a key priority by liaising with groups to ascertain their requirements and matching needs to available facilities.

Community Facilities will conduct a review of facility opening hours to ensure the most appropriate access times are available to the public and to ensure service continuity.

Community Facilities will focus capital investment in remaining key facilities within or close to the areas affected to ensure facilities are fit for purpose and meet community need.

Community Facilities will work with organisations in the community in order to identify alternative service provision for groups affected and will ensure remaining resources are allocated to community facilities within the same geographic area to ensure continuity of access to resources by the local community.

Suggestions on what community facilities should focus on following the decision to no longer operate from seven community facilities

CultureNL will no longer operate a service from Bargeddie, Coshneuk, Harthill, Springhill, Mossend, Watson Street (Motherwell), and Whifflet community centres and recommends that options for community asset transfer and community hub development, within the four areas, are pursued by North Lanarkshire Council. Notification of the date on which the services will be removed will be outlined separately.

The service will investigate options for using community centres within the area for delivery of specific events (e.g. book groups) and we will work with partners to develop access to PC resources in local facilities.

Preferred late nights (open until 7pm) in Airdrie, Coatbridge, Cumbernauld, Motherwell and Wishaw libraries

The library service will close Airdrie, Coatbridge, Cumbernauld, Motherwell and Wishaw libraries at 5pm on Fridays, and keep them open until 7pm on Mondays, Tuesdays, Wednesdays and Thursdays.

Preferred late night (open until 7pm) in Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries

The library service will close Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries at 5pm on Mondays, Tuesdays, Wednesdays and Fridays and keep them open until 7pm on Thursdays.

Preferred late nights (open until 7pm) in Bellshill Cultural Centre

The library service will close Bellshill Cultural Centre library at 5pm on Mondays, Wednesdays and Fridays and keep it open until 7pm on Tuesdays and Thursdays

Preferences for closing one half day in order to open one late night or progressing with proposed new opening hours in Chryston and Cleland libraries

The library service will open Chryston and Cleland libraries between 2pm and 7pm on Thursdays.

Preferences for opening on Saturdays in Airdrie, Coatbridge, Cumbernauld, Motherwell and Wishaw libraries.

The library service will open Airdrie, Coatbridge, Cumbernauld, Motherwell and Wishaw libraries between 10am and 5pm on Saturdays.

5

Preferences for opening at 10am and remaining open at lunch or progressing with the proposed new opening hours in Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries

The library service will open Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries at 10am and keep them open at lunch times on Mondays, Tuesdays, Wednesdays and Fridays.

Preferences for closing for a half day in order to open on a Saturday or progress with the proposed new opening hours in Kilsyth library.

The library service will close Kilsyth library on a half day on Thursdays (open 2pm-7pm) and open on Saturdays (open 10am – 1pm).

Preferences for closing a half day in order to open on a Saturday or progress with the proposed new opening hours in Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries

Your suggestions

The library service will close Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries on a half day on Thursdays (open 2pm-7pm) and open them on Saturdays (open 10am – 1pm).

Our response to additional comments submitted

Options for closing libraries during public holidays will be investigated by CultureNL.

Income options from more paid events such as craft sessions, authors visits etc. are already being pursued by CultureNL.

Tea and coffee facilities are already available in a number of libraries and have been withdrawn from those where profit margins were not realised.

Charging for room letting is already available in a number of libraries.

CultureNL will pursue savings in heating and lighting costs in all of its facilities.

The majority of suggestions regarding new opening hours showed a preference for the options outlined in the questions; the library service will therefore adopt these.

It is recognised that the removal of services does have potential impact, however no alternative income/funding models were submitted during the consultation process that would enable CultureNL to retain current provision and therefore reduce any potential impact as outlined in submissions. CultureNL recommends that options for community asset transfer within the localities affected are pursued by North Lanarkshire Council.

New library opening hours based on customer feedback

	Airdrie, Coatbridge, Cumbernauld, Motherwell, Wishaw	Bellshill	Kilsyth	Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps, Viewpark	Chryston, Cleland
Monday	9am-7pm	9am-5pm	9am-5pm	10am-5pm	10am-5pm
Tuesday	9am-7pm	9am-7pm	9am-5pm	10am-5pm	10am-5pm
Wednesday	9am-7pm	9am-5pm	9am-5pm	10am-5pm	10am-5pm
Thursday	9am-7pm	9am-7pm	2pm-7pm	2pm-7pm	2pm-7pm
Friday	9am-5pm	9am-5pm	9am-5pm	10am-5pm	10am-5pm
Saturday	10am-5pm	10am-5pm	10am-1pm	10am-1pm	CLOSED



This information can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

如果你需要用其他语言或者其他格式表示这些信息，请与我们联系以便讨论你的要求。

Jeżeli potrzebujesz tą informację w innym języku lub formacie, proszę, skontaktuj się z nami, żeby przedyskutować Twoją potrzebę.

اگر آپ کو دوسری زبان میں یہ معلومات درکار ہو تو برائے مہربانی ہم سے مندرجہ ذیل پتے پر رابطہ کریں

CultureNL Ltd
Heritage Way
Coatbridge
ML5 1QD
e. feedback@culturenl.co.uk

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