



Nottingham City Council Library Service Transformation

Phase 2 Findings Report

June 2022

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Nottingham City Libraries Transformation: Phase 2 Findings Report – 1st DRAFT

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1 Introduction

1.1 Purpose of the report

This report presents the overall findings and recommendations from a two phase review and public consultation conducted by Nottingham City Council Library Service regarding the future provision of library services in Nottingham.

It follows on from the Phase 1 report, The Next Chapter – Nottingham City Council Needs Assessment (Nottingham City Council 2022), approved by Nottingham City Council Executive Board on 18th January 2022 that set out a number of transformation proposals for the library service (Report of the Portfolio Holder for Leisure, Culture and Schools 2022).

Whilst Phase 1 is recapped in this report and elements are addressed in response to the consultation, it is assumed that there is an understanding of the background needs assessment carried out in Phase 1 that supports the rationale for the proposals.

Following a 12-week public consultation exercise, this phase 2 report details the steps carried out, assesses the feedback on the library service transformation proposals and presents recommendations regarding the future of Nottingham City's library network.

1.2 Background - Phase 1 review & transformation proposals

In March 2021 Nottingham City Council Library Service began a piece of work to help better understand what our communities require from a modern library service. 'The Next Chapter' Library Needs Assessment (LNA) was review of library provision and need across the city. The findings from Phase 1 were used to help set out a long-term strategic plan for the library service that aligned with need in the city and with the strategic direction of the council, which included budget savings of £233k from the library service.

Nottingham City Council, like many other local authorities, is facing a challenging financial situation. Libraries, like all services, have had to find savings. In spending Council taxpayers' money, we need ensure value for money. It is important to recognise that library usage and the way people access council services more generally is changing. Therefore, this review is not just a cost saving exercise but a longer-term modernisation programme for the service.

The Library Needs Assessment (LNA) followed library sector best practice, using engagement and consultation to help shape a transformation programme which included an online public survey with 1,713 responses received, stakeholder interviews, public focus groups, strategic partner workshops, staff workshops and discussions with children and young people. Alongside this was the analysis of demographic & socio-economic data, library performance management information, national trend data, and best practice examples from across the sector.

The phase 1 findings lead to the development a transformation programme for the library service, guided by 4 primary outcomes:

1. Our library service **plays a key role in bringing our communities together**

2. Our library service is **championing literacy and learning** in the City
3. Our library service is **helping the City's economy to thrive**
4. Our library service is **efficient and cost-effective**

Listed below are the work streams that together make up the transformation programme for the future library service:

- **1: Bringing communities and individuals together to strengthen and celebrate diversity**
This looks at how libraries can work together with their partners and communities to develop libraries as cultural hubs, making them exciting places of choice for communities to learn and discover. This also looks at attracting and encouraging a new and diverse audience by offering libraries as a multi-functional space.
- **2: Championing literacy and learning in the City**
This builds on the library services existing strength and focus on reading and literacy. Working with education and literacy partners, this will include extending the learning offer away from formal settings and strengthening community connections with libraries. It will also look at the development of online and digital literacy and learning resources.
- **3: Contributing to the economic prosperity of the City's communities and individuals**
Better positioning of the role of libraries in supporting individuals gain the skills they need access to work and championing the service as a key community resources information and support as part of the city's post Covid recovery. Working with employment and skills partners in commission projects will be a key part of this
- **4: Delivering a service that is efficient cost-effective and sustainable: Modernising and rationalising the library network**
This looks at the buildings that have low usage and high costs with newer, more modern libraries located nearby. It also recognises that old traditional buildings will require significant investment to bring them up to a modern-day standard and may not be fit for purpose to meet this future standard and need from the service.
- **5: Delivering a service that is efficient cost-effective and sustainable: Making the most of technology**
This explores the introduction of Technology Enabled Opening (TEO) to allow libraries to remain open at off peak times. This could also enable wider community use from partners looking for community venues. This will also include the shift in digital focus with continued development and growth of the website and on-line offer.
- **6: Delivering a service that is efficient cost-effective and sustainable: Building partnerships and collaboration**
A collaborative community model which seeks to use shared spaces by services and partners with natural synergies. A council wide programme bringing this together with a strategic assessment will essential.

- **7: Delivering a service that is efficient cost-effective and sustainable: Making the most of people's talents**

This will involve effective use of resources to better match libraries usage patterns and linking training and development alongside use of volunteers. This will also involve an outward focus for the service around marketing, advocacy and partnership development

Phase 2 was aimed at gathering views on the transformation programme ahead of any decision about changes to the library service being made.

1.3 NCC strategic context

1.3.1 Neighbourhood Transformation

In response to the Non Statutory Review on the City Council, a Recovery & Improvement Plan (Nottingham City Council 2021) has been developed to ensure long-term financial sustainability. It is recognised that transformation will play a key role in the Council having a more streamlined approach to delivering services in the future.

As a part of this, a programme is being developed aimed at taking a strategic approach towards the council's locally based services, including libraries. This proposes a whole council approach focused on the geography of the City and the way residents live, rather than a service-based approach.

It will include a review of the way land and assets of the council are used, how we deliver services to customers and how we engage with our communities and partners in order to create a revised locally based offer utilising shared spaces and better responding to the needs of residents.

The library transformation and recommendations put forward, have been considered in the context of and potentially leading the way on for broader neighbourhood focus being developed.

2 Nottingham City Libraries Transformation

2.1 Phase 1 Key Findings

The Transformation of the library service is built on the 4 key priorities listed above in relation to the delivery of the library Universal Offer. Phase 1 highlighted some gaps and opportunities for the service as it aims to modernise and become more sustainable whilst still ensuring it delivers its core offer to meet the needs of Nottingham residents. These are summarised in the table below:

	Key Issues	Gaps / Opportunities
Reading	There are clear lifelong literacy challenges across Nottingham.	There is the potential, and willingness for the library service to work more closely with Education partners to deliver shared outcomes

	Key Issues	Gaps / Opportunities
	<p>There are also lifelong education and basic skills challenges affecting the Nottingham workforce</p> <p>The data shows that the socio-economic position of the residents is the greater issue in reading and literacy levels</p> <p>There is a clear, strong need for quiet study and reading space for Nottingham residents of all ages</p>	<p>There may be a benefit to reducing the levels of physical stock (fewer books, but better focused) in order to explore the potential for different uses of space in library buildings.</p>
Health and Wellbeing	<p>The Health Profile for the city shows many indicators of health are significantly worse for Nottingham than the England average with stark inequalities between the more deprived and more affluent neighbourhoods</p> <p>Nottingham has high levels of many of the risk factors that can contribute to poor mental wellbeing</p> <p>The pandemic has had a damaging impact on people's sense of isolation and their mental health</p>	<p>A clear opportunity to work more closely with Public Health to address the lifelong public health challenges affecting Nottingham residents</p> <p>Library service are skilled workers and could potentially help the Council achieve far more than traditional library service outcomes - e.g. in its future Covid recovery; building on their community relationships; empathy; trust etc.</p>
Information and Digital	<p>Digital exclusion is a significant issue in pockets across the City. There is still significant work to be done in order to alleviate this problem that is affecting many Nottingham residents.</p>	<p>There is a clear role for the library service in helping to address digital exclusion in Nottingham, providing free access to PCs, Wi-Fi and IT training.</p> <p>This could be improved by working more closely with other Council services and partners on targeted projects that deliver shared outcomes and improvements for Nottingham residents.</p>
Culture and Creativity	<p>There is a 'cultural disconnect' between the city centre and non-</p>	<p>Cultural participation across the city is variable and libraries should do</p>

	Key Issues	Gaps / Opportunities
	city centre communities of residents, creative people and creative organisations	<p>more to engage new/under-represented audiences, working with cultural, education and community partners.</p> <p>Libraries should position themselves as the key community resource for events and activities as local cultural hubs</p>
Employment and Learning	<p>There are lifelong education and basic skills challenges affecting the Nottingham workforce.</p> <p>The existing need for access to lifelong training and upskilling opportunities across the city has been exacerbated by the impact of Covid on employment and education circumstances.</p> <p>Low levels of educational attainment in city, concentrated in poorest wards.</p> <p>Indications that there is a lack of awareness of learning and classes on offer in libraries (even among users). 50% 'Didn't Know' in survey.</p>	<p>Provision across the city is disjointed, poorly understood and partners believe that libraries could play an important role in communicating and signposting on what's on offer and are keen to work with the library service to reach communities.</p> <p>An opportunity for new learning and training course formats to be explored and there are partners keen to work with the library service to help extend learning opportunities.</p> <p>Need for access to English language skills and information in non-English languages to fully reflect the first languages of many in Nottingham's diverse communities.</p>

2.2 Transformation Proposals under consultation

The analysis in Phase 1 highlighted where the service should focus its resources to help deliver a “comprehensive and efficient” service and as such, a set of transformation proposals were identified aimed at modernising Nottingham City’s library service, making it more sustainable and meeting the future needs of Nottingham City residents. The proposals that went forward for public consultation are set out below:

2.2.1 Modernising and rationalising the library network

One of the aims of the transformation programme is to ensure that services are ran efficiently and cost-effectively. This proposal to modernise and rationalise the library network considers how well the city’s 15 library buildings are used, how much they cost to run, where they’re located and what condition they’re in.

The proposal looked at reducing the number of underused, out-of-date library buildings in Nottingham, to help ensure that the library services remain financially sustainable, with investment focused on modernising the service.

2.2.2 Making the most of Technology

The way people use, and access services is changing as technology plays a bigger part in our day to day lives. For library’s the need for physical space is important but understanding how best to blend a digital and physical offer to make the best use of resources is an important factor in modernising the service and extending the current offer.

By exploring ways to increase our use of technology, such as using a swipe card for out of hours access, we could make our digital offer even more accessible and allocate our resources even better.

2.2.3 Building partnerships and working together

Our libraries work across areas relating to reading and literacy, health and wellbeing, culture and creativity, information and digital, and employment and learning.

By identifying opportunities for better collaboration with partners from across these areas, we want to make sure our services are more joined up and work together to address some of the lifelong challenges faced by many people in our city.

2.2.4 Shared spaces

Phase 1 showed a positive response to the suggestion of sharing of community buildings to provide library services alongside other community services where there are shared synergies and outcomes. Phase 2 consultation welcomed views on which specific services people felt could be better linked or accessible in one place to best make use of buildings and budgets.

2.2.5 New Central Library

A New Central Library is key to the transformation of the library service, predicated on Central Library being the hub for the development and delivery of high calibre events and programmes that can be rolled out across the community library network.

Investing in a replacement Central Library for Nottingham remains a key priority for Nottingham City Council and is seen as a key cultural asset for the transformation of the City's Southern Gateway.

Key strategic partners including Department for Digital, Culture, Media and Sport (DCMS), Arts Council England (ACE), UNESCO City of Literature and Inspire, Nottinghamshire Library partners, have emphasised the importance of having a Central Library in delivering Nottingham's statutory duty of a comprehensive and efficient library service including the provision of citywide and regional specialist resources.

The research carried out in Phase 1 reinforced the important role that the Central Library plays in people's usage of Nottingham's Library Service and people's access to library provision in Nottingham. Central Library had the most Active Members (34%), with 32% of all visits, 27% of total issues and 47% of total PC hours used being at Central Library (2019/20 figures). Of the 1,700 responses, 40% selected Central Library as their preferred Library.



Figure 1: New Central Library architect's image

On 24th May 2022, plans were approved for work to get underway on the internal fit out of the new Central Library which will be ready to open to the public in summer 2023.

The new library, spread over three floors and fully accessible via lifts, will feature a high-quality children's library with an immersive story telling room, extensive book collection and comfortable areas to sit and read. Other amenities will include:

- Free wi-fi and free access to computers, laptops and iPads
- A café & ground floor reception area which can be converted into a performance space
- Specialist and rare collections room for local study material
- Learning lab for special activities and school class visits
- Meeting rooms
- Exhibition space
- Creative design areas
- Business Intellectual Property Centre for the city.

The consultation in Phase 2 was designed to get a better understanding of the peoples view on the new central library and its use post Covid.

2.3 Libraries Transformation Summary

- Phase 1 led to the development of needs led outcomes and transformation workstreams focused on community, literacy, Nottingham's economy and a cost-efficient service.
- Based on a robust assessment of need, involving consultation and engagement of citizens and key stakeholders for the library service
- Takes account of changing trends and demand patterns for the use of library services
- Responds to the financial position of the Council and saving requirements for the library service
- Aims to deliver a modern sustainable library service responding to a broader universal offer addressing literacy and learning, employment and training, health & well-being, digital exclusion and cultural and creative opportunities
- Aims to ensure value for money for the taxpayer and effective and efficient use of resources aligning with the council wide strategic transformation including a more streamlined, whole council approach.
- New Central Library is key to the transformation of the library service and for the city

3 A changing environment

3.1 Revised Financial Position of the Library Service

At the time of embarking on the Library Needs Assessment and transformation programme, the 2021/22 Medium Term Financial Plan (MTFP) included revenue savings for the Library Service of £233,000, to be phased over three years 2021/22, 2022/23, 2023/24.

The phasing has already seen a saving of £154k to date which has been achieved by a restructure of front line services. The remaining savings of £79k were projected to be made from the closure proposals.

The library service is currently in the process of securing unbudgeted, additional income for the delivery of Central Government Sopros Visa Biometric contract which should attack a significant income for the service over the medium to long term

Cost of living crisis

In April 2022 (ONS, CPI) UK inflation soared to 9%, its highest level for more than 40 years, as the rising cost of gas and electricity pushed household energy bills to record high levels. The escalating cost of food and transport has also contributed to the rising cost of living, deepening the crisis affecting millions of low-income families because the areas already most in need, are likely to be hit the hardest. The cost-of-living crisis will increase public demand for services and has become a significantly new factor to consider around decision making.

3.2 The role of libraries post-Covid

In Phase 1 we identified need across the city under the headings of the library universal offers of Reading, Health and Wellbeing, Culture and Creativity and Digital and alongside supporting themes relating to Employment, Skills and Learning. The fundamental messages for Nottingham, linked to levels of deprivation, remain unchanged however, experiences over the past two years have shone a light on these issues as large urban areas like Nottingham have been hit hard by Covid-19, partly due to levels of deprivation.

Responding to Covid-19 libraries adapted and innovated finding new and different ways of providing library services. Now that libraries have moved back to providing many of their services in person there has been the transition to a blended digital and physical offer.

Libraries have been recognised for the important role they played during the Covid pandemic and following on from this Libraries Connected, the sector support organisation for Libraries, have identified five key areas where libraries can play a central role in meeting the needs of individuals and communities who may be struggling to overcome the effects of the Covid-19 crisis. These are:

- Economic recovery with help and training for job seekers and entrepreneurs
- Education support for children and SEND students who struggled to learn at home
- Isolation mitigation for vulnerable groups and to help people to reconnect locally
- Digital inclusion for residents who lack IT skills or have no access to the Internet

- Cultural partnership to help local artists and arts organisations to continue their work.

These factors were highlighted in Phase 1 of the needs assessment and included as part of the transformation workstream focus.

3.3 A Changing Environment - Summary

A number of factors have emerged over the period of the Library Needs Assessment programme which need to be carefully considered in developing future recommendations for the service. These include:

Funding and income generation opportunities for the service which if successful can provide a stronger and more sustainable financial position for the service.

The **current cost of living crisis** and likely longer term economic downturn facing the Country, and the disproportionate impact that this will have on our most deprived communities

The recovery from and **changing use of the library service as a result of the pandemic**

4 Phase 2 Consultation

4.1 Purpose of the consultation

On 18 January 2022, Nottingham City Council's Executive Board approved a consultation exercise, to be undertaken for a period of 12 weeks, on transformation proposals for the Library Service.

The phase 2 consultation, which took place between 31st January 2022 – 24th April 2022, provided an opportunity for all citizens and stakeholders to comment and provide views on the transformation proposals, including the specific proposals for three libraries proposed for closure, these being Basford, Radford/Lenton and Aspley Libraries.

It is important to highlight that no decisions had been made regarding the future of library services ahead of phase 2. The purpose of the consultation was to gather people's views with feedback to be reviewed and fully considered as part of the decision-making process.

The consultation programme has followed the Council policy and best practice, with support, advice and guidance provided from the Council's Consultation and Engagement Team.

4.2 Consultation methods, our approach

4.2.1 Questionnaire

A questionnaire was developed (*appendix 1*), designed to gather people's views on the transformation proposals. The questionnaire was available both online and as a hard copy.

There was a link to the questionnaire from the libraries website, [‘The Next Chapter’ landing page](#), and the questionnaire was available at all NCC libraries in paper format.

During the consultation process a small number of comments were received in relation to possible language and literacy barriers to completing the main survey, as well as the need to better engage children and young people. To address this a simplified, short form survey was developed which combined images with clear text and shortened questions. This was launched w/c 14 March 2022 (*appendix 2*)

4.2.2 Public events

Two public meeting were planned as part of the consultation, one online and one in person however, feedback in the early stages of consultation highlighted the need for public meetings at the libraries proposed for closure. In response to this, additional events were added to the consultation programme to include local public consultation events in the areas relating to the library closure proposals. Local consultation meetings took place at Basford, Radford-Lenton and Aspley Libraries.

All public meetings followed the same format. The purpose of the meetings were to gather the public's views on the transformation proposals for the future of library services in Nottingham with a local focus for the meetings at Basford, Radford-Lenton and Aspley.

The presentation at the start of each event covered the following areas:

- Introduction and background to the proposals

- New library developments underway
- Drivers for change
- Library Needs Assessment - Phase 1 review and recap
- Changes being proposed

A question and answer session followed the presentation. Participants at the events were invited to ask questions and share comments and ideas on the proposals. The panel responded to the questions posed by the audience. All comments were noted but not always responded to where a direct question was not asked. All the questions raised at the meeting have been added and analysed as part of the consultation data. Participants were also encouraged to submit their views via the online survey or complete a paper copy available in the library.

A record of all questions, comments and suggestions from the public meetings can be found at <https://www.nottinghamcitylibraries.co.uk/the-next-chapter/>

4.2.3 Consultation promotion and awareness

The questionnaire and consultation events were shared and promoted through NCC and partner channels including:

- [Engage Nottingham Hub](#): Providing information on consultation activity being undertaken by NCC with the opportunity for citizens and stakeholders 'have your say'. Citizens were also signposted to engage@nottinghamcity.gov.uk to email with any questions or queries or to share their views outside of the questionnaire.
- Nottingham Libraries Website has a **dedicated [landing page](#) about the transformation proposals** and details of how to get involved in the consultation. The landing page includes a public narrative on the transformation proposals, the full Library Need Assessment reports and Frequently Asked Questions (FAQs). The landing page was continually updated throughout the 12-weeks adding more FAQs and information about engagement opportunities as they arose as well as transcripts from the public meetings. The Next Chapter dedicated **web page saw over 5,575 visits** during the consultation period.
- Promotion of the consultation has included **press releases**, dedicated information on the Libraries website, via NCC social media channels, via posters displayed in all libraries and through NCC's Engagement Hub.
- **Direct emails** with information about the consultation and links on how to engage have been sent to **29, 432 NCC library users, 15, 878 Library Newsletter subscribers**, Nottingham City schools, a range of internal and external networks including Action Champion Equality (ACE), BAME, Disability and LGBT+ staff networks, and a range of community partnerships. The direct emails had an **open rate of 38%**

- **Direct letters** were sent via email to a number of national and regional partners and stakeholders involved in the library sector including Art Council England (ACE), Department for Digital, Culture, Media and Sport (DCMS), East Midlands Libraries Consortium (EMLIB) and UNESCO City of Literature
- **Leaflet drops** took place in the immediate vicinity of the 3 libraries proposed for closure Radford Lenton, Basford and Aspley
- Engagement was promoted through local libraries. Members of the public could find out about the consultation from their local library with **posters displayed in each library** advertising the various ways in which people could get involved. Library staff were briefed to promote, signpost and support people with the consultation.
- **Nottingham City Libraries social media channels** were used to promote the consultation. **Social media had a reach of 18,709** plus **targeted advertising** to address identified gaps in responses **with a reach of 53,554**
- **Staff Engagement Workshop Sessions.** Three staff engagement sessions took place during March 2022. 26 colleagues attend the sessions. This enabled staff to contribute to the consultation and ask questions to the Library Management Team. Staff members were also encouraged to complete the questionnaire to share their thoughts and ideas
- **Youth Parliament.** The Library transformation consultation was an item on the agenda at a **Youth Parliament** event which took place in April 2022. This provided an opportunity to raise awareness with young people and share the short form survey.

4.3 Consultation Feedback – what people told us

4.3.1 Consultation Overview

The consultation on the transformation proposals closed on 24th April 2022. We received a total of **2,979 individual submissions** via the questionnaire, that included online and paper copies, of which 2398 were from the original survey, 449 from the easy read version and 132 from schools. There were 13 responses to the ‘engage’ email inbox. **Five public engagement sessions** saw **220 attendances** online and in person. A number of letters were also received from key stakeholders such as Arts Council England and The Library Campaign (TLC), a **national campaign group** (*appendix 4*). Local interest in the proposals saw the establishment of a **local campaign group**, Save Nottingham Libraries, a formal responses from Nottingham writers (*appendix 4*) and **2 petitions** being formed.

Phase 1 highlighted underrepresentation from some demographics and raised concerns that the consultation was not representative of the City’s population. Phase 2 included targeted marketing to encourage greater engagement from underrepresented groups including young people and BAME population.

The charts below show the representation of respondents to the consultation compared to Nottingham city’s population

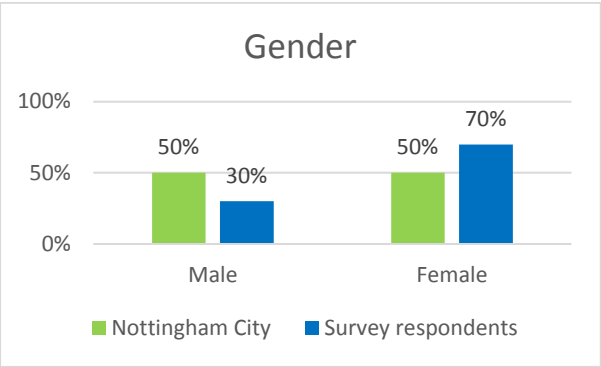


Figure 2: Consultation respondents by gender

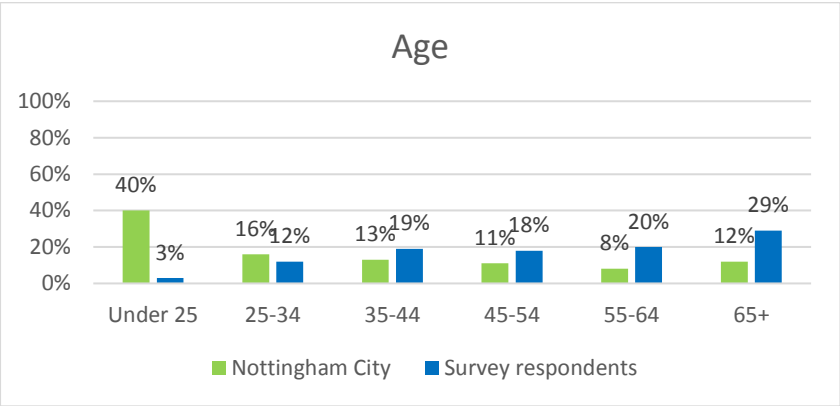


Figure 3: Consultation respondents by age

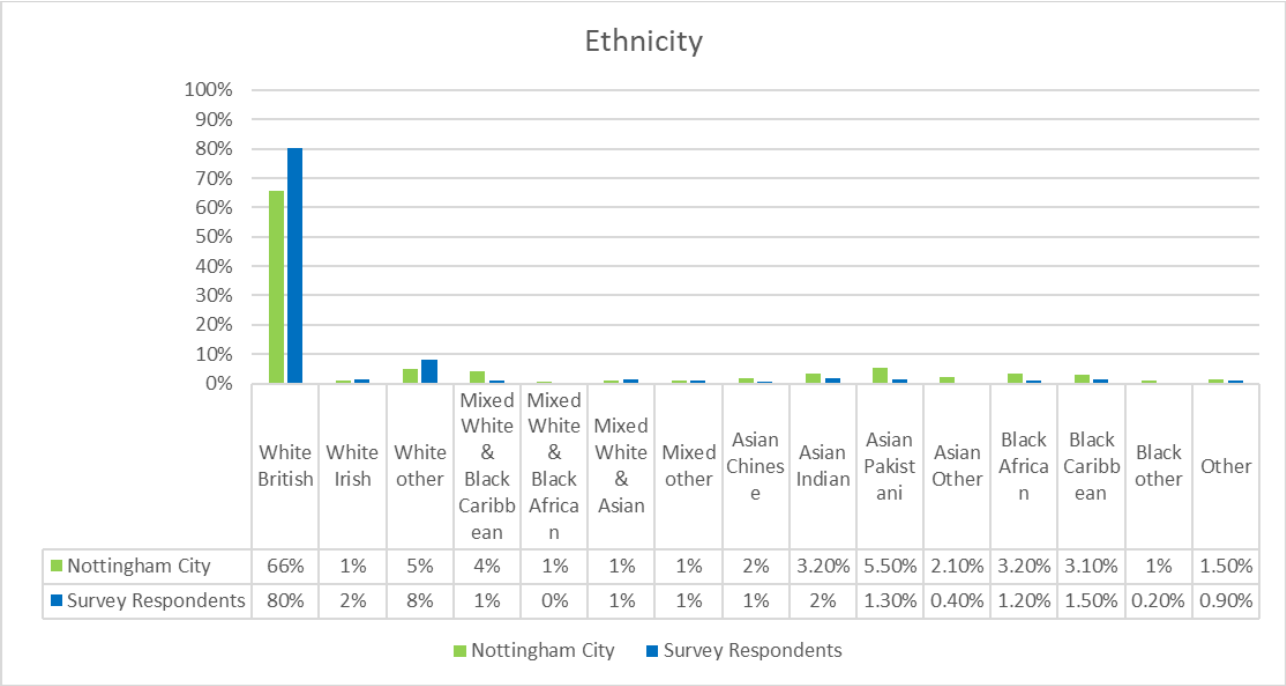


Figure 4: Consultation respondents by ethnicity

4.3.2 Survey responses from residents and library users

The questionnaire was made up of mostly open questions, giving respondents the opportunity to give their views on the proposals in full, free text. The responses have been analysed with responses grouped by key themes. The key findings from the questionnaire are set out below under the transformation theme headings.

4.3.2.1 *What is most important to you about Nottingham City Libraries?*

The questionnaire asked: **Tell us what is most important to you about Nottingham City Libraries (Q10)**. The responses are grouped by key words with the number of responses who referenced their importance below:

1356 ‘books’ – As in phase 1, phase 2 has re-emphasised the importance of books with the **emphasis on them being easily assessable** and many comments regarding the **vast range of books** libraries offer.

576 ‘children’ – The importance of the **libraries for children was the second most commented response** for this question. The majority focused on the importance of an early introduction to books for children in support of children’s education. It was also pointed out that books can be expensive to buy so some children would not have access to books if it were not for libraries.

387 ‘community’ – libraries were described as “the heart of the community” or “community hub” by many responses, stating that it is a great place to speak to local people and share knowledge.

307 ‘free’ – Making sure that low-income families and deprived areas have **access to books and services free of charge**.

285 ‘computer/printer’ – Access to a Computer was seen as important, it gives access to the internet for low-income families which can support children doing homework and adults completing job applications online. Having additional access to a printer was mentioned 128 times for similar reasons.

116 ‘quiet’ – Having access to a quiet place to read and/or study.

From the combined **580 responses to our Easy-read and Schools version** of the questionnaire the **key themes** relating to the importance of libraries were:

- Books & research 515 (89%)
- A welcoming space 356 (61%)
- Learning & education 323 (56%)
- Help, support & information 253 (44%)
- Computers & technology 239 (41%)
- Family activities 233 (40%)
- Social groups 194 (33%)
- Events & performances 173 (30%)

Books once again was the factor most people mentioned was important to them with similar themes around welcoming, community space, help and support and activities for children and families being raised as important factors.

The questionnaire asked people **Which library building do you visit the most? (Q9)** The results are shown in the chart below. The most visited library from those who responded to the questionnaire was the former Central library with 31% of respondents selecting this as the library they visited most (before is closed for redevelopment), this was followed by Sherwood Library with 13% and Basford and Aspley both with 10% of respondents selecting this library. This aligns with the data from phase 1 except for the libraries where closures were proposed, showing a high return from these areas. The response in relation to Central Library also represents the interest and comments regarding its delayed opening.

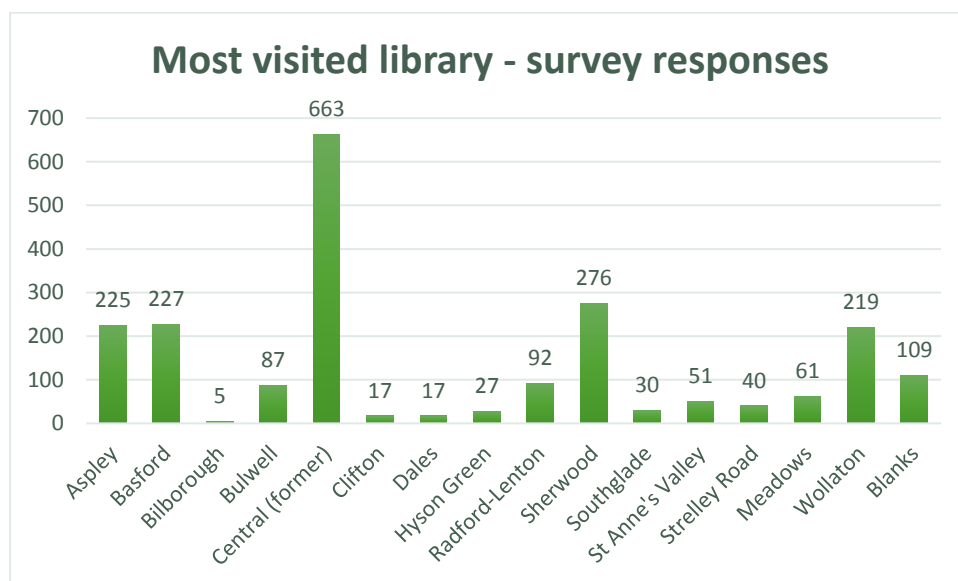


Figure 5: Most visited library - Phase 2 responses

It is important to note the geographical spread of representation of responses in Phase 2. Responses by postcode district (*appendix 5*) show high responses rates in areas where there are proposals to close libraries which is likely to skew the results of this question. This is shown in Figure 11 which compares library preferences between Phase 1 and Phase 2.

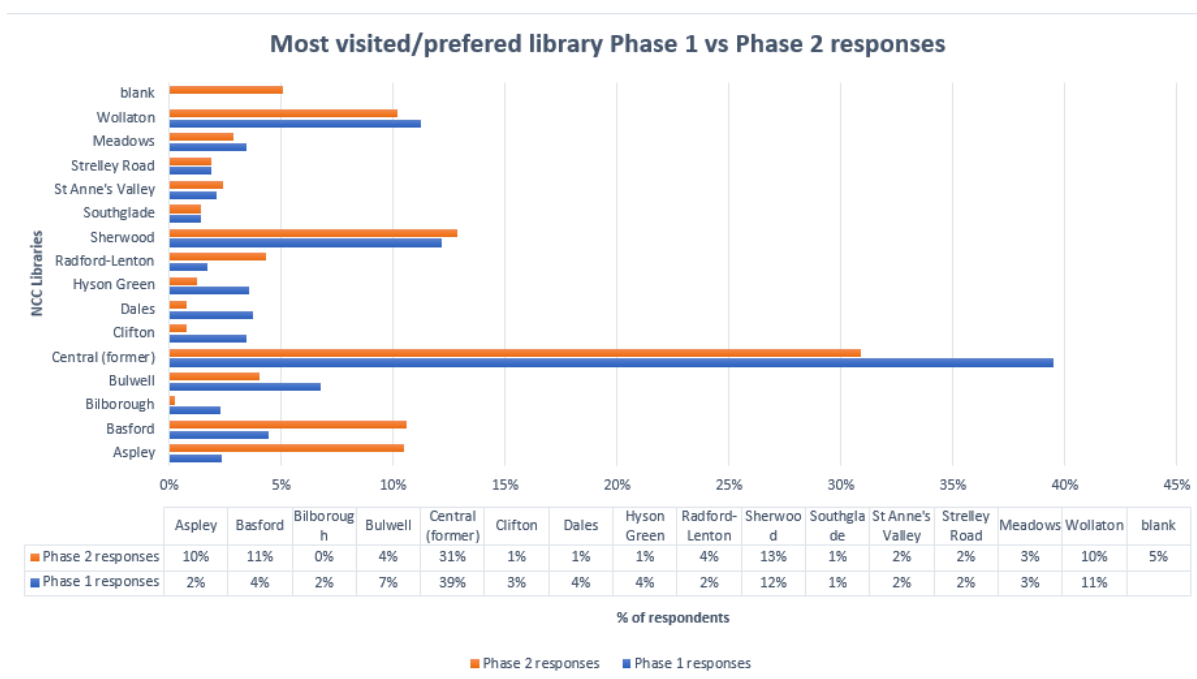


Figure 6: Preferred Library - Phase 1 vs Phase 2

4.3.2.2 Views on New Central Library

As part of Modernising the library network, respondents were asked to give their views on a new Central Library as part of the Broad Marsh redevelopment (Q8)

A lot of respondents expressed impatience with the delays in opening the new central library. Hundreds of responses said that the new central library should be opened as quickly as possible. This was the most common theme regarding the central library. The location was also mentioned over 200 times, with the majority of those saying that it is not central enough and should be closer to the city centre like the previous library on Angel Row. They felt that Broad Marsh is out of the way and not as accessible. A smaller but still significant number of respondents were concerned that the open plan layout would cause the new library to be too noisy, meaning it wouldn't be a place you could study or read in comfortably.

The two predominant reasons that respondents gave for not visiting the central library once it is opened was the cost of public transport to get there, and the library being too far away.

What will you use the new Central Library for? (Q7 easy read) This question was only asked on the easy-read and version that went to schools with options to select use rather than an open question like in the full questionnaire.

- Books & research 374 (64%)
- Learning & education 247 (43%)
- A welcoming space 247 (43%)
- Help, support & information 181 (31%)
- Computers & technology 172 (30%)
- Family activities 165 (28%)
- Events & performances 159 (27%)

- Social groups 145 (25%)

Books and a welcoming space featured highly as in the main survey along with learning and education, perhaps reflecting the needs of the younger demographic.

4.3.2.3 Digital Offer and Use of Technology

Tell us what you think about our approach to developing our digital offer and the use of technology (Q2):

There were mixed responses to this question with some in favour of a more digital approach that includes things like eBooks and online events and some wanting no digital approach and to keep everything physical and face to face. However, in peoples summing up, the majority said that they would welcome the use of technology as long as physical books and library buildings remain.

The most common objection to developing the digital offer was a fear that this would mean reducing or even completely removing access to physical books and library buildings in exchange for e-books and the internet. A large quantity of the responses in favour of developing the digital offer also added that they didn't want the digital offer to replace the current offer, rather that it should be in addition to what is currently provided.

Not wanting to lose staff was another reason for people's hesitancy towards a more digital offer. Some commenters claim staff understand the needs of the borrower better than a computer algorithm and that for many people going in to speak to the knowledgeable staff was part of the experience of libraries.

There were concerns that people who are not tech savvy, including older people or people who are digitally excluded through cost and access to devices, would potentially lead to them being alienated and unable to access services. The suggestion of free I.T courses was given.

The use of Technology Enable Opening (TEO), using swipe cards to access library buildings and self-service options, were only commented on by a small percentage of people but those that did were largely in favour. Concerns included safety during out of hours if there were little/no staff, including the use of cameras in case of theft; and that the elderly would need help/training on how to use the swipe cards.

"Computers are the way ahead whether you like it or not, but it is good to have a balance between physical books and other IT content."

4.3.2.4 Partnerships

This question was to get a better understanding of how partners could use library buildings as a way of increasing use, generating income, and making efficiencies through shared outcomes.

What do you think about Nottingham City Libraries working more closely with partners in the city, such as children's centres, jobcentres and welfare rights? Do you have any other suggestions? (Q3)

There was some confusion about what a more joined up approach meant and also over who the libraries partners were. This was addressed by amending the questionnaire and adding an example of partners to the question.

Concerns to increase partnership working echoed that of improving the digital offer; making space for partners could mean less room for books. A unique concern was that making space for partners within libraries could mean them losing their status as quiet areas where people could read/study. In addition to this, at our public events some residents mentioned that they do not feel comfortable leaving children unattended in a joint service centre library as, due to their opened and shared layout, they are not as safe.

The majority were in support of partnership work. There was a large number of ideas of how that partnership work would look with no real themes appearing, however the idea of bringing in training courses in general was common, as this continued the idea of libraries being hubs of knowledge and learning.

4.3.2.5 Shared spaces

Following on from the partnership question, respondents were asked **What services you feel could work together in one place to improve your neighbourhood?(Q4)** This was to gauge an understanding of how council services and buildings could co-locate and make efficiencies through the use of shared spaces.

A number of themes came out of the consultation responses. The top suggestion was linked to health services, followed by advice and support services.

259 ‘Health’ – External providers of yoga/wellbeing sessions to improve mental health and health advisers from the NHS being available for drop-in were common suggestions.

234 ‘Citizens’ Advice Bureau’ – To provide support for families, those in debt, requiring legal support etc.

118 ‘Café’ – A place to get tea/coffee was specified in most of these comments however many added that they would want this to be an independent café rather than Starbucks/Costa.

62 ‘Police’ – pop up clinics/surgeries & contact points

4.3.2.6 Responses to the Closure Proposals

Respondents were asked their opinion about the closure proposals for each library by ticking a box on a scale ranging from strongly agree to strongly disagree. Following on from this question, respondents were asked to expand on their reasons for their answers.

Proposals	Strongly Agree / Agree	Strongly disagree / disagree	Not Sure / Neither agree or disagree
Closure of Basford Library	7%	69%	24%
Closure of Aspley Library	9%	66%	25%
Closure of Radford-Lenton Library	8%	67%	25%

For the people who responded to the **closure proposal questions**¹, the majority of **responses showed disagreement with the proposals**. For Basford this was 69% for Aspley 66% and for Radford-Lenton 67% of responses showed that they disagreed or strongly disagreed with the proposal to close libraries in these areas.

It was difficult to separate out unique factors for individual libraries as most respondents referred to the proposals overall, with the similar issues and concerns raised across all three sites.

Comments were very similar for all three libraries. The main reasons cited in the responses for disagreement with the proposals were around closing libraries in areas of deprivation.

“The three libraries earmarked for closure are in some of the most deprived wards in the city where access to free reading materials and internet access is most acutely needed.”

In addition to this other issue raised included: reduced access to services, cost of transport and travel / access to alternative libraries, loss of community facilities, impact on children and young people in terms of literacy

“Lots of our NCC strategies are around residents being enabled to do more for themselves, so we need to not make things harder for them to do that by closing down resources that they will need to use”

Reasons also referenced the temporary closures of Sherwood Library and Central Library in reducing options for alternative provision.

The minority that agreed with closures said that if the facilities are not well used then money should be spent more efficiently. The other key point for those in favour of closures was that there's other libraries nearby.

There were some comments specific to each library. A unique comment from those against the **Radford-Lenton** library closure was that it has already had its leisure centre (John Carroll) taken away recently and would have no community spaces left in the area.

People were given the opportunity to make alternative suggestions for how the buildings could be used.

¹ Number of responses to the question regarding the closure of Basford Library: 2712, of Aspley Library: 2695, of Radford-Lenton Library: 2690

Do you have any other feedback on these closure proposals? including alternative suggestions, such as how else the buildings might be used?(Q7)

Around a third of the comments to this question were restating their disapproval of the closures without expanding on why. Those that did go into more detail felt that the libraries were vital to the local community.

By far the biggest suggestion was to have the library buildings proposed for closure remain as spaces that could be used by the community and community groups free of charge. Also recommended was letting out some of the rooms as office space to bring in money.

“Wouldn't it be better to repurpose all three so that some other council services could share the space, like proposed for Aspley. I still think it's important to have access to books, computers, etc, in those areas if possible”

“Basford library has so much potential to be developed into a thriving community hub due to its location in Vernon Park. The reason why the library is underused is largely in part to its limited opening hours which means it is difficult for working people to access. I think the libraries would be better run as community assets by the voluntary sector”

4.3.3 Responses from the Public Meetings

A total of 5 public meetings took place over the consultation period

4.3.3.1 Online consultation meeting

1st March 2022. This was an online Teams Live Event open to the public. The event was advertised via Nottingham City Council website Engage Hub, The Next Chapter pages on the Libraries website and via social media channels. The event was also advertised in all city council libraries. Attendees pre-registered for the event via Event Brite. A link to the meeting was sent out in advance to all 80 people who had registered, 39 members of the public took part in this online event.

Key points raised by the public at the meeting:

- What partners are the Council working with to support libraries?
- Concern over the impact on children's literacy linked to reduced opportunities for school visits and school links with libraries
- Impact of cuts and closures on literacy, community relationships and social inclusion
- Shared buildings, joining libraries with other services and attracting more users
- Transport, travel costs and access to local libraries whilst Central Library is shut
- Impact on people who don't have digital access

4.3.3.2 Council House consultation meeting

29th March 2022. This was the second public consultation session on the transformation proposals for Nottingham City Library services and first in person consultation session. This was an in-person event, open to the public. The event was advertised via Nottingham City Council website Engage Hub, The Next Chapter pages on the Libraries website and via social media channels. Pre-event registration was required. Information about the event was shared across local networks and organisations. There was a peaceful protest outside the Council

House before the start of the meeting by the Save Nottingham Libraries campaign group. 34 members of the public attend this meeting.

Key points raised by members of the public at the meeting:

- Historical connection of library buildings to Nottingham residents
- Concern over library closures in areas of deprivation
- Impact of reduced opening hours affecting current use
- Role of libraries for mental health and community and social interaction
- Concern over the impact on children's literacy levels in the city
- Fear of digital access to libraries lessening access for some groups of people who prefer a physical space

4.3.3.3 Basford Library

4th April 2022. This was the third public consultation session on the transformation proposals for Nottingham City Library services and first local event focused on Basford Library. 40 people attended this event, with a representation of Basford library users. Members of the public at the meeting offered suggestions to help support the future of the library

The ideas listed were echoed by many at the meeting:

- Taking provision away from a deprived area will have detrimental impact on residents
- The library is a really important social space especially coming out of lockdown where people are looking for support and social interaction
- Access and signage to the library from the park is poor, better links with the park is needed to encourage use
- Monetise the space and open it up to community and commercial hire e.g a Co-working space, a Community Café, children's parties
- Opening hours are poor and not open when people need it which impacts its use and potential
- Basford feels neglected, opportunities are reducing, and the library is the nicest building in the area
- It is needed for the local community and children
- Establish a Friends of Basford Library Group and link with the Friends of Vernon Park to explore funding opportunities

4.3.3.4 Radford-Lenton Library

11th April 2022. This was the fourth public consultation session on the transformation proposals for Nottingham City Library services and first local event focused on Radford-Lenton Library. 52 people attended this event. There was a peaceful protest outside ahead of the meeting by the Save Nottingham Libraries campaign group.

A summary of issues and comments raised is listed below:

- Opening hours don't fit with when people want to use the library – there is only 1 day that you can attend after school
- Footfall is low because the library isn't open when people want to use it

- The closure proposals impact significantly on people with protected characteristics widening inequality by impacting areas with high levels of deprivation
- Access isn't just about distance, concerns about safety of young people walking to alternative provision
- Cost is an issue for people using public transport to travel to alternative provision
- Children can take out 24 books from a library – digital isn't the answer for young children
- Good relationship with librarians are needed if people don't have adults role models
- Complaint made by one resident to DCMS
- Joint Service Centre – issues with safety in open plan buildings. Radford Library is a safe space.
- The Council is taking away the services of ordinary people

4.3.3.5 *Aspley Library*

19th April 2022. This was the 5th public consultation session on the transformation proposals for Nottingham City Library services and first local event focused on Aspley Library. 55 people attend this event, with representation from Aspley Library users. In addition to the Q&A, a member of the community delivered presentation with alternative suggestions to support keeping libraries open.

The presentation has been added to the consultation responses. Key points from the presentation is included:

- Open the libraries up to their Communities
- Library Buildings – Realise each libraries assets & true potential:
 - Basford + Vernon Park = Natural in/outdoor library
 - Radford / Lenton = Music & Arts library
 - Aspley = Social Library (accessible space)
- Opening & current closing hours to reflect need
- Holistic Approach, working together – bringing the services back into the communities and linking Communities, Partners and NCC

Other ideas listed were echoed by many at the meeting included:

- Technology isn't an option – spaces are needed for people to meet
- We don't want to lose this library, it is important for the community

4.3.4 *Response from National Stakeholders*

4.3.4.1 *DCMS*

Consultation response from the DCMS re-emphasised that any decision being made on the future of the Library Service needs to ensure that the authority continues to meeting its statutory duty of providing a comprehensive and efficient library service and that these decisions are based on strong evidence base involving feedback and views from citizens including users and non-users. DCMS also highlighted the need for a continued and careful assessment and analysis of library usage especially where pre and post pandemic data

comparisons are being used. This is particularly important when looking at increased take – up online resources to support a focus and development of digital services.

4.3.4.2 Arts Council England

ACE strategy, Let's Create, specifically talks about people having access to a full range of opportunities, whoever they are and wherever they live; libraries are key to delivering on this.

Neighbourhood libraries play an important role in ensuring that quality cultural experiences reach communities, particularly those in areas of higher deprivation and where engagement is lower. ACE therefore raised concerns over the closure of the 3 libraries in areas where inequalities/deprivation is already high highlighting in particular the following:

- Access - transport concern as most popular mode of transport by foot – Libraries need to be close to home. For those citizens on low incomes transport costs will be prohibitive
- Range of services beyond reading that local libraries provide – residents in the ward affected will be disadvantaged
- Health inequalities in Nottingham are stark. The Needs Assessment clearly evidences that the library service, and library buildings, play a significant role in supporting people with health challenges, such as social isolation, or supporting those with dementia.
- Digital exclusion in Nottingham.' It is concerning that the proposed closures could severely reduce residents' access to PCs, WiFi and IT training support, with a knock-on effect in terms of increasing isolation, reducing access to services and cultural experiences, hindering job seeking and economic opportunity for those communities

There are opportunities for the investment already made in Nottingham's cultural organisations and programmes to be maximised through outreach activity to local libraries. Local libraries are trusted spaces at the heart of communities making excellent partners to ensure that a city's cultural offer engages audiences that represent the full diversity of the area.

Whilst ACE acknowledged the significant challenge of working within reduced budgets, there are several time-sensitive funding and partnership opportunities that may contribute towards balancing the business case of the proposed £233k saving from the three library closures. The implications of the cuts could mean that Nottingham City Council is less well positioned to apply for additional funding, not only from Arts Council but also from other funders.

4.3.5 Response from Local Stakeholders and Partners

4.3.5.1 Inspire: Culture, Learning, Libraries

Inspire was set up as a trust in 2015 to deliver a range of cultural services including libraries on behalf of Nottinghamshire County Council. As part of this Inspire deliver Nottinghamshire Archives under contract until 2026 including delivery of Public Records Duty for the City.

The City Council provision of a new central library is key in the context of the agreement for the provision of archives and Central library functions for both City and County residents

Looking ahead to the future, Inspire would welcome dialogue if alternative delivery models are being considered by the City for their library services and the potential contracting with Inspire.

4.3.5.2 Letter from Nottingham writers

100 local or locally connected writers, together with some local publishers and bookshops, have signed a joint letter opposing Nottingham City Council's planned closure of Aspley, Basford and Radford/Lenton libraries.

The joint letter was initiated by Chris Cook Cann, who runs ExLibris charity booksales, and Ross Bradshaw from Nottingham's independent bookshop and publisher, Five Leaves. Both are former librarians, Chris having previously worked in Basford Library for twenty years.

Key points against the closures reference the impact to Nottingham's UNESCO City of Literature status and reducing access to literacy to groups in need in the community.

4.3.6 Campaigns and Petitions

Two on-line petitions have been set up in response to the library proposals.

'Prevent the closure of the libraries in Aspley, Basford, and Radford' via change.org at the time of writing stands at 2000 signatures.

The petition calls for libraries to remain open with factors linked to financial mismanagement, the vital role of libraries in the community, impact on areas of deprivation and disadvantage and the lack of a central library.

<https://www.change.org/p/prevent-the-closure-of-the-libraries-in-aspley-basford-and-radford>

The Save Nottingham Libraries group have also set up a 'Save Nottingham Libraries' petition via the action network. <https://actionnetwork.org/petitions/save-nottingham-libraries>.

The petition calls on "Nottingham City Council to guarantee the survival and development of Basford, Aspley and Radford/Lenton Libraries and other neighbourhood libraries, so that they and their users may flourish".

The petition of 2800 signatures was submitted to full council on 11th July 2022 by Cllr Phil Jackson on behalf of the campaign group.

4.3.7 Campaigns & media interest

Save Nottingham Libraries is a campaign whose aim is to save Aspley, Basford, and Radford Lenton libraries from closure. The group has organised a number of events and activities to raise the profile of the consultation and to gather support against the closure proposals including 'read-in' and 'write-in' events as well as community and family events. The campaign has attracted interest from local and national media.

The group has gained support from a number of Nottingham based organisations, including an open letter from 100 Notts Authors.

The campaign group has 343 members of their online FB group
<https://m.facebook.com/SaveNottmLib/>

All the responses received during the Phase 2 consultation are available online at
<https://www.nottinghamcitylibraries.co.uk/the-next-chapter/> including:

- Questionnaire responses
- Transcripts from public meetings
- Key stakeholder responses
- Petition responses

4.4 Key findings and issues from the consultation

We received a total of **2,979 individual submissions** via the Phase 2 questionnaire that included online and paper copies, plus responses from five **public engagement sessions** that saw **220 attendances**.

Representation of responses from across the city showed a **high return from areas where closures are proposed** compared to the spread of responses from phase 1.

Feedback gathered from both the questionnaire, public meetings and library sector stakeholders raised a number of consistent themes and messages:

Importance of Libraries: The findings re-emphasised the importance of books with the emphasis on them being easily assessable and the importance of introducing children to books in support of children's education. Having access to books and services free of charge was also raised. Help and support services and activities for children and families were important factors as to why libraries are important to residents.

Central Library: The findings show that Central Library was the most visited/preferred library. A lot of respondents expressed impatience with the delays in opening. The two predominant reasons that respondents gave for not visiting the central library once it is opened was the cost of public transport to get there, and the library being too far away.

Use of Technology: The majority said that they would welcome the use of technology if physical books and library buildings remain. Digital offer to be in addition to what is currently provided. The use of Technology Enable Opening (TEO), using swipe cards to access library buildings and self-service options, were only commented on by a small percentage of people but those that did were largely in favour

Partnerships: The majority were in support of partnership work. There were many ideas of how that partnership work would look with no real themes appearing.

Shared Spaces: The top suggestion was linked to health services, followed by advice and support services. Health, advice and a café were common themes/suggestions of how the space could be used

Library Closure Proposals: The majority of responses showed disagreement with the proposals. For Basford this was 69%, for both Aspley 66% and for Radford-Lenton 67% of responses showed that they disagreed or strongly disagreed with the proposal to close libraries in these areas.

The main reasons cited in the responses for **disagreement with the proposals** were around **closing libraries in areas of deprivation**.

The biggest suggestion was to have the library buildings proposed for closure to **remain as spaces that could be used by the community, community groups and organisations**. A holistic approach, working together to bring services back into the communities and better linking communities with partners and NCC.

5 Library Performance and Access to Libraries

Library performance measures have been reassessed considering responses from the consultation and in recognition of the changing situation as a result of recovery post Covid and return to people using library services.

5.1 Library use pre and post pandemic

The library needs assessment has taken place during a time of change. Consultation in phase 1 looked in to how the pandemic had affected people's behaviours and use of libraries. We now have an up to date picture of library pre, during and post pandemic as we emerge from the recovery phase.

In identifying libraries in Phase 1, The questions asked in the assessment of all libraries across the network were:

- Is the library well used?
- Do its operating costs compare well?
- What are the levels of need in the library catchment area?
- What would be the impact of closure?

Phase 1 assessed library usage figures, across a number of factors including footfall, issues and PC use, as part of the overall ranking of library need. The figures used for footfall looked at total library visitor figures. To better compare footfall, we have included use per hour to better represent how well libraries are being visited.

Library opening hours were reviewed in 2017 to better align staffing resource across the service and as such hours were changed to meet the resources available.

5.1.1 Physical Issues

The chart below shows the number of physical items issued from community libraries pre, during and post pandemic. Figures show a return to borrowing from libraries following the lifting of restrictions, although figures are still not at pre-Covid levels during this recovery phase.

For 2019/20 total issues were 554,654 compared to 295,222 for 2021/22. It is difficult to make direct comparisons due to the temporary closure of both Central and Sherwood Libraries however, if you exclude these libraries from the 2019/20 figures, issues were 340,849. Based on these figures, issues are currently down by approximately 13% in comparison to 2019/20. It is worth noting that the community library figures will account for some of the displacement of issues from Central and Sherwood during the closure period as people use alternative libraries however, it shows a better figure for comparison purposes. Pre-Covid, Central Library and Sherwood Library accounted for 27% and 10% of issues respectively, ranking 1st and 3rd across the network.

Issues are electronically recorded through the library service management information systems and are one measure of use. Whilst people visit libraries for other reasons, borrowing books is the main reason people taking part in the consultation reported using libraries for.

Item Issues	2019/20	2020/21	2021/22
Aspley	30,175	2,978	18,804
Basford	12,720	2,895	12,945
Bilborough	17,962	2,101	10,868
Bulwell Riverside	35,740	6,870	25,776
Clifton	31,584	5,607	24,141
Dales	27,706	6,588	20,519
Hyson Green	26,210	7,586	27,440
Meadows	19,644	3,668	18,107
Nottingham Central	147,112	7,304	19,096
Radford Lenton	10,136	1,427	5,976
Sherwood	56,693	3,095	3,475
Southglade Park	14,606	3,361	14,388
St Anns	16,188	3,487	16,283
Strelley Road	25,464	5,594	17,490
Wollaton	72,714	17,677	59,914
Total	544,654	80,238	295,222
excl Central & Sherwood	340,849		

Figure 7: Library issue figures²

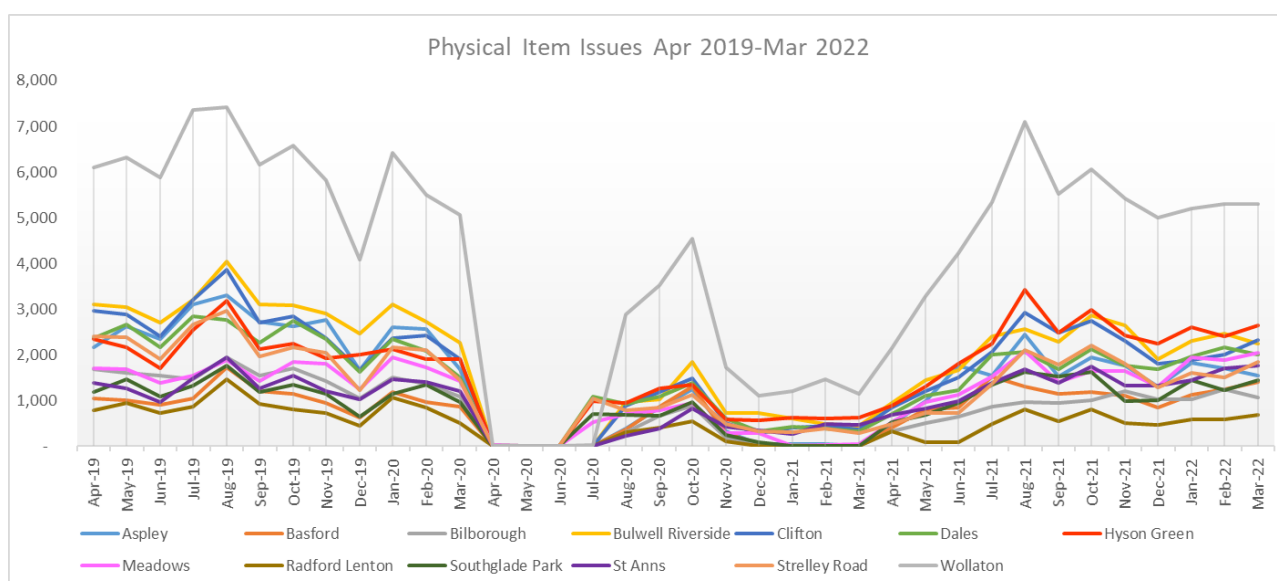


Figure 8: Physical Item issues from NCC community libraries April 2019- March 2022

5.1.2 Physical Visits

Visits help present a picture of use beyond borrowing to include events and activities.

Figures show a return in visits to libraries following the lifting of restrictions, although figures are still not at pre-Covid levels during this recovery phase. Total visits for 2019/20 were 879,779 compared to 192,107 for 2021/22. Excluding figures for both Central and Sherwood Libraries, adjusted comparison figures for 2019/20 are 558,758. Based on this, visits to

² Figures for Central Library during its closure period are due to renewals of items originally taken out from Central Library when it was open

libraries are currently down by approximately 65% compared to 2019/20. Pre-Covid, Central Library and Sherwood Library accounted for 32% and 5% of visits respectively, ranking 1st and 6th across the network.

Physical Visits	2019/20	2020/21	2021/22
Aspley	38,820	1,505	12,151
Basford	22,680	1,449	7,232
Bilborough	20,988	952	7,532
Bulwell Riverside	143,186	2,477	21,601
Clifton	38,436	2,165	20,293
Dales	37,500	2,842	14,462
Hyson Green	51,396	3,748	17,193
Meadows	32,688	1,410	16,509
Nottingham Central	280,797	0	0
Radford Lenton	7,920	511	4,316
Sherwood	40,224	643	0
Southglade Park	28,968	1,451	9,840
St Anns	53,988	2,702	17,408
Strelley Road	32,400	3,524	14,099
Wollaton	49,788	6,436	29,471
Total	879,779	31,815	192,107
Total excl. Central & Sherwood	558,758		

Figure 9: Library Visit Figures

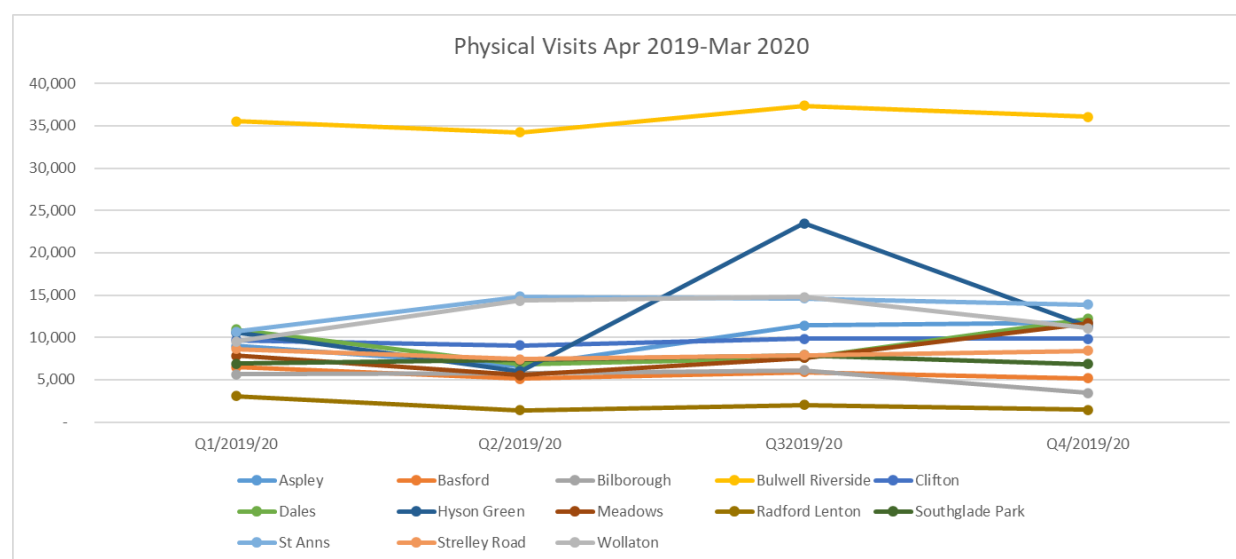


Figure 10: Physical visits to Libraries 2019/20

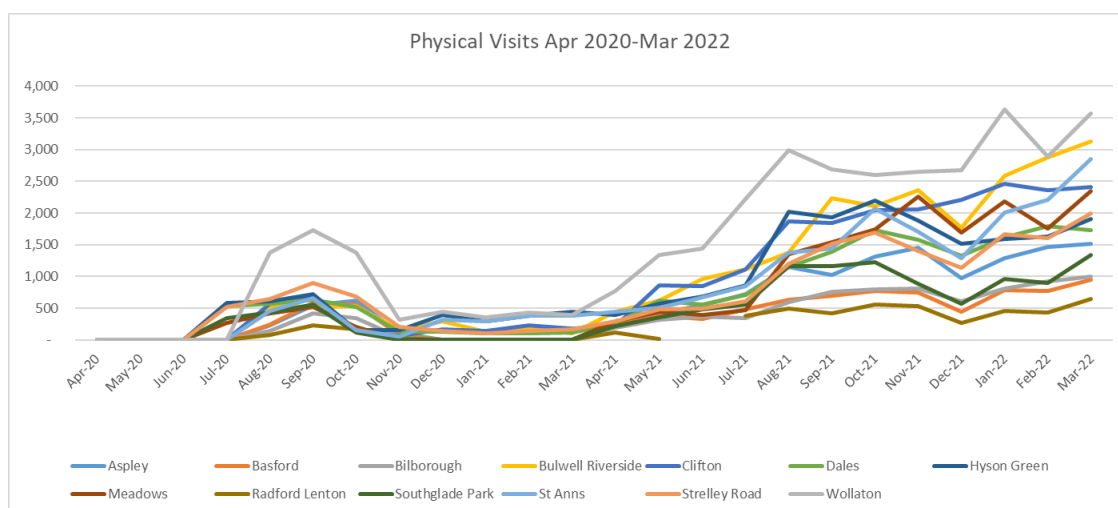


Figure 11: Physical Visits at Community Libraries Apr 2020- Mar 2022

Figure 12 shows the average visits and average issues per hour open for each library across the library network. Issues and visits figures account for both the footfall through the library, for activities and events, and the issue of physical resources.

Library	Hours Open per week	Annual hours (50 weeks)	Visits	Visits /hr open	Issues	Issues / hr open
Nottingham Central	59.5	2975	280,797	94	147,131	49
Aspley	44.0	2200	38,820	18	30,214	14
Basford	21.0	1050	22,680	22	12,720	12
Bilborough	35.0	1750	20,988	12	17,962	10
Bulwell Riverside	54.0	2700	143,186	53	35,747	13
Clifton	44.0	2200	38,436	17	31,584	14
Dales	36.0	1800	37,500	21	27,706	15
Hyson Green	54.0	2700	51,396	19	26,210	10
Meadows	43.0	2150	32,688	15	19,644	9
Radford-Lenton	21.0	1050	7,920	8	10,136	10
St Ann's Valley	54.0	2700	53,988	20	16,188	6
Sherwood	43.0	2150	40,224	19	56,695	26
Southglade Park	35.0	1750	28,968	17	14,606	8
Strelley Road	35.0	1750	32,400	19	25,464	15
Wollaton	46.0	2300	49,788	22	72,715	32

Figure 12: Average Library use per hour open

The full picture of usage, post Covid, will not be known until Sherwood Library and New Central Library are opened and more data is available to demonstrate any additional changes to library use.

5.1.3 E-resources

The transition to a more digital world has been recognised in Phase 1 and Phase 2 findings in terms of how people access some libraries and other council services. Understanding how to balance both the important physical library offer with a complimentary digital offer has been

set out in the transformation proposals. E-newspapers were introduced in January 2020 and are the only way to access free newspapers in libraries. Promotion by libraries of e-Resources and an improved library website has helped to aid navigation on finding out about and accessing these resources.

The use of e-resources increased significantly during periods of lockdown as people found new and alternative ways to access library resources online. As libraries reopened, levels of some e-Resources reduced from the increases seen during the pandemic however, figures still remain high and 2021/22 figures show an increase in e-resource use compared to 2019/20.

eResource Issues	2019/20	2020/21	2021/22
eBooks	12,437	30,503	25,935
eAudio	6,709	17,879	24,627
eMagazines	18,069	42,484	14,632
exc. Enewspapers	37,215	90,866	65,194
eNewspapers	3,570	84,716	123,706
Total	40,785	175,582	188,900

Figure 13: Library e-Resource Figures

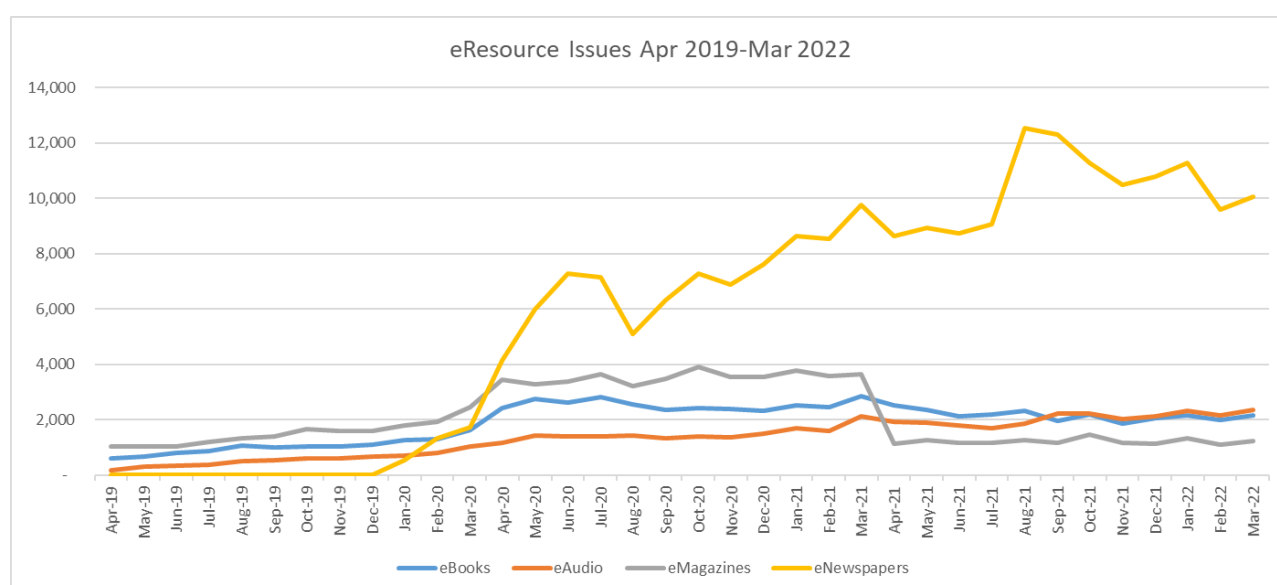


Figure 14: e-resource issues

5.1.4 Computer Use

Supporting access to digital is part of the library core offer. To figures below show how people have use computers at libraries across the network. Computer use is currently at approximately 60% below pre-Covid use, excluding Central and Sherwood usage.

Computer Use hours	2019/20	2020/21	2021/22
Aspley	6,119	200	2,165
Basford	1,494	172	915
Bilborough	3,988	119	1,698
Bulwell Riverside	15,913	717	6,135
Clifton	5,725	533	3,094
Dales	5,968	623	2,529
Hyson Green	17,499	1,584	7,004
Meadows	7,573	331	3,975
Nottingham Central	96,814	0	0
Radford Lenton	3,115	137	801
Sherwood	7,255	33	0
Southglade Park	4,389	263	1,603
St Anns	17,139	1,051	7,093
Strelley Road	7,512	765	2,174
Wollaton	3,260	275	1,191
Total	203,762	6,802	40,376
excl. Central & Sherwood	99,693		

Figure 15: Computer use hours at NCC Libraries 2019/20 - 2021/22

5.2 Transport and access to libraries

A mapping exercise has taken place looking at access to libraries across the city via public transport with respect of the closure proposals set out in Phase 2. Concerns have been raised in the consultation regarding travel costs and access to alternative library provision.

Public Transport times to the nearest library (Bus and Tram)

With the closure of Aspley, Basford and Radford-Lenton libraries

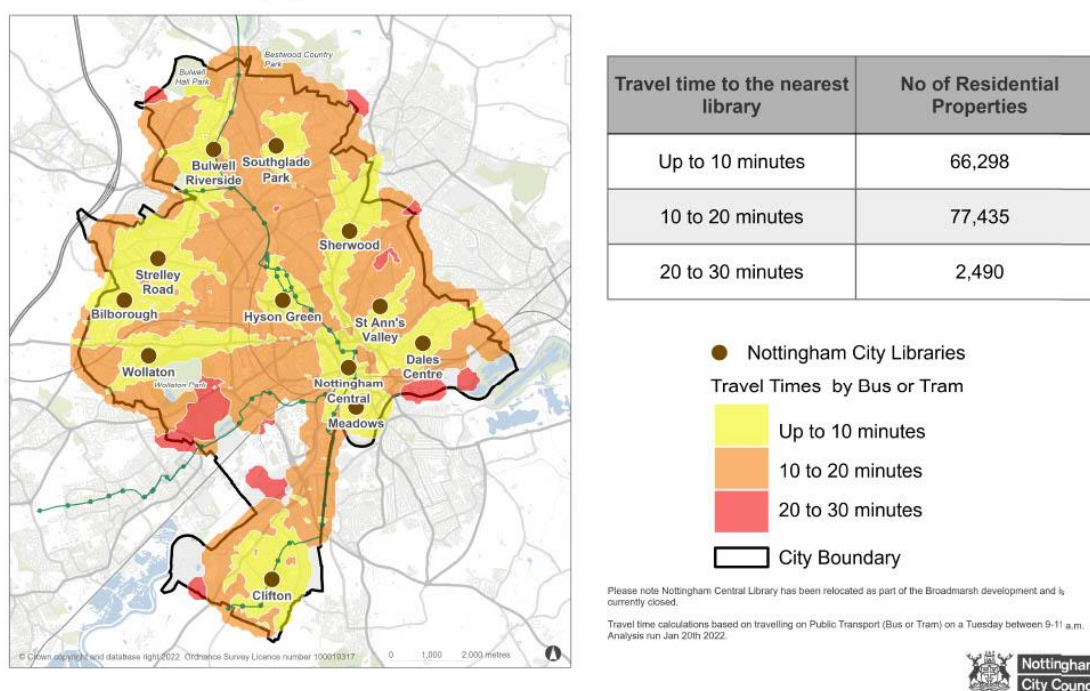


Figure 16: Public Transport times to nearest library (Bus and Tram)

The calculations enable a better understanding of how a potential library closure will impact on the number of residential properties in Nottingham City in terms of length of journey time to a library using public transport. The mapping calculates journey times using public transport and road nodes to create calculations from origins, in this case residential properties, to destinations, Nottingham City Libraries. All journeys involve walking. Walking to the bus or tram stop and, if a longer journey, walking between connections.

Out of a total of the city's 146,223 residential properties, 98% would be within a 20 minute travel time of a library.

It is worth noting that in Phase 1, responses showed that 59% travelled on foot to their preferred library, with bus and tram travel accounting for 33% and 9% respectively.

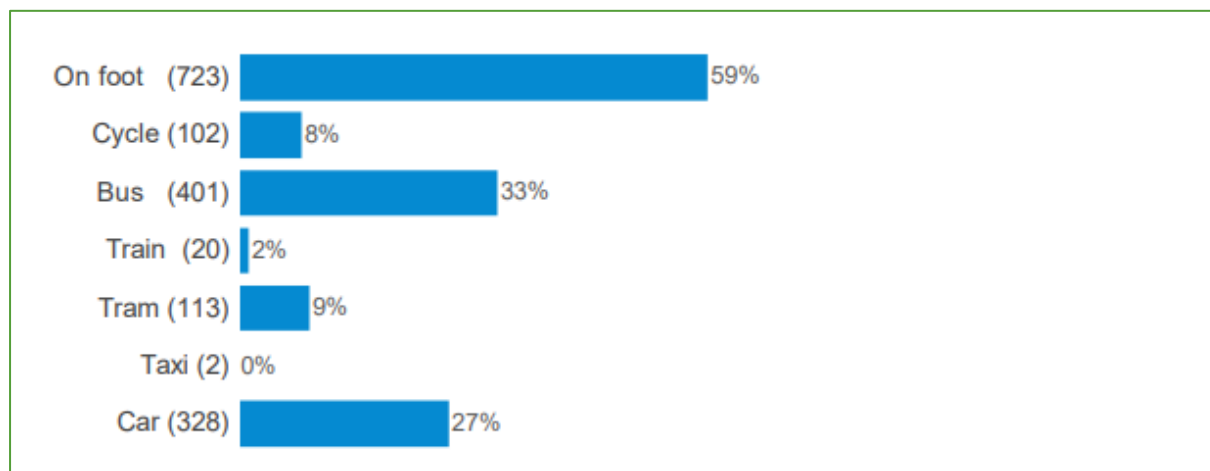


Figure 17: Phase 1 Travel to Libraries response

This analysis only considers public transport times. However further analyses have also been undertaken to review walking catchments (*appendix 6*) to the nearest library.

Based on the existing library network, 83% of residential properties are within a 20 min walk of a library. If the three libraries proposed for closure were to close, this would reduce to 72%. There is no statutory guidance on what is an acceptable time and distance to access a local library. This is left for library authorities to decide based on need.

5.2.1 Impact Mapping

A mapping exercise has taken place to assess the impact to Nottingham residents (by residential properties³) in terms of access to library provision as the result of the closure proposals put forward in the consultation. The access impact has been mapped for each individual library as well as being grouped to include all three libraries. Impact Maps can be found in *appendix 7*.

5.2.1.1 Basford Library closure impact

If Basford Library were to close it would reduce provision to 3,178 households who would have no library provision within 20 mins walk, this equates to 2% of Nottingham households of which 1,845 (58%) are in the worst 10-20% in terms of IMD.

5.2.1.2 Radford-Lenton Library closure impact

If Radford-Lenton Library were to close it would reduce provision to 5,024 households who would have no library provision within 20 mins walk, this equates to 3% of Nottingham households of which 1,942 (40%) are in the worst 10-20% in terms of IMD.

5.2.1.3 Aspley Library closure impact

If Aspley Library were to close it would reduce provision to 1,768 households who would have no library provision within 20 mins walk, this equates to 1% of Nottingham households of which 1,000 (57%) are in the worst 10-20% in terms of IMD.

5.2.1.4 Impact assessment of closing Aspley, Basford and Radford-Lenton Libraries

Current provision, based on mapping of residential properties, shows that 37,700 households are within a 20 min walk these 3 libraries, including 8875 active library users. Closure of all three libraries would mean that 13,611 households (9% of the city's residential properties) and 2325 active users would have no library provision within a 20 minute walk, of which 2518 (2%) of those households are in the IMD worst 10%.

5.3 Key Findings and issues from Library Performance and Access

Use

Physical issues of books etc are currently down by approximately 13% and visits to libraries are currently down by approximately 65% compared to pre pandemic figures.

e-Resources have reduced from the increases seen during the pandemic however, **figures still remain high** and 2021/22 figures show a 75% increase in e-resource use compared to 2019/20.

Computer/PC use is currently at approximately 60% below pre-Covid use, excluding Central and Sherwood usage.

The full picture of usage across the network post-Covid will not be known until Sherwood Library and New Central Library are opened.

Transport, access & impact

Out of a total of the city's 146,223 residential properties, **98%** would be **within a 20-minute travel time** of a library even **if the three libraries proposed for closure were to close**.

Phase 1, responses showed that 59% travelled on foot to their preferred library, with bus and tram travel accounting for 33% and 9% respectively

Concerns over transport cost were raised in the consultation.

If just Basford Library were to close it would reduce provision to 3,178 households who would have no library provision within 20 mins walk

If just Radford-Lenton Library were to close it would reduce provision to 5,024 households who would have no library provision within 20 mins walk

If just Aspley Library were to close it would reduce provision to 1,768 households who would have no library provision within 20 mins walk

6 Options to explore

6.1 Strategic context and need for library services

Every council in England is required to provide a 'comprehensive and efficient' library service. It must do so in a way which meets the needs of local library users considering the resources available.

This doesn't mean that all library branches must or should remain open, if they are in the wrong location or in a building unsuited to delivering the services needed by today's communities, and the communities of the future.

The impact of Covid and now the cost of living crisis is expected to impact low income households the most with support for health and wellbeing, employment, and access to support services being identified for those most in need.

The financial position of the council and for the service has changed even over this short period of time since the start of Phase 1 and there are opportunities to explore funding streams to support elements of the transformation programme.

6.2 Objectives and outcomes required from the transformation programme

Phase 1 undertook the preliminary reviews of existing information and consulted with library users and stakeholders to develop an outcomes framework and transformation programme for the library service. From this a number of proposals were developed, that form part of the library's transformation programme, that have now been consulted on.

Phase 1 identified 4 priority outcomes for a future modern and sustainable library service which meets the needs of its residents.

6.3 Options to explore

Feedback from Phase 2 consultation has generated a wealth of new information, questions and suggestions that require further investigation. This section responds to the feedback from the consultation and presents possible alternative options that have come to light since the proposals have been put forward. This chapter sets out new options to explore including potential funding opportunities, new partnership opportunities and options around the shared use of community spaces.

The feedback from the consultation has raised a number of concerns with key issues in relation to access to community services and the library offer for those most in need, the impact of closures areas of disadvantage and deprivation and digital exclusion reducing access to services.

During the consultation period there have been ongoing discussions that take in to account the feedback received from both Nottingham residents and talks with partner organisations looking at alternative options.

6.3.1 Funding Opportunities

There are a few current funding opportunities that fit with the libraries offer and align with the transformation proposals.

The recently announced Cultural Investment Funds, announced by Ace on 10th May 2022, present opportunities for the library service to bid for funding. Like all funding opportunities, there are no guarantees to being awarded funding and criteria determines whether a project fits.

6.3.1.1 Libraries Improvement Fund

This fund will enable library services across England to invest in a range of projects to upgrade buildings and technology, so they are better placed to respond to the changing ways people are using them.

The criteria for the Libraries Improvement Fund have been set by the Department of Digital, Culture, Media, and Sport (DCMS) and Arts Council England. The grants are administered, awarded, and monitored by Arts Council England. Funding has been provided by DCMS.

The aims of this fund is to:

- Enable libraries to develop more flexible, more commercial spaces
- Increase and improve digital access within communities
- Connect libraries to their communities
- Increase potential for transformation
- Increase library use
- Increase sustainability of libraries

The outcomes we expect to see from recipients of this investment are:

- More community groups using library space
- Increased number of users accessing collections and services
- Increased users accessing makerspace technology
- More revenue taken in commercial income
- Increased number of PCs/devices available to users
- Fewer libraries running outdated operating systems
- Extension of available hours
- Increased number of co-located services

The funding outcomes align with the outcomes from the library transformation programme. The library service has already been successful in round one of the LIF with a successful bid for improvements at Hyson Green Library. The library service was unsuccessful in round 1 regarding a bid to support technology enabled opening, however this will be revisited in round 2 with a bid looking at conversion and introduction of technology enabled access to sites to extend operational hours whilst unmanned and reconfigure sites to better enable community hubs to be developed in libraries. Estimated value of bid is circa £400,000.

Below is a summarised timetable for applications to the LIF:

May 2022	Guidance for Applicants published
27 th June 2022 – 12 pm	Expression of Interest required to be submitted
13 th September 2022 – 12 pm	If invited to proceed – Full Application required to be submitted.
February 2023	Decisions on Funding will be made
17 th April 2023 – 31 st March 2026	Project Delivery required to take place.

No partnership funding is required for eligibility to this fund although applicants are encouraged to maximise the impact of the fund by securing partnership funding where possible. While partnership funding is not a requirement for this fund, applications which include partnership funding are likely to be viewed more favourably. Successful applications in Round 1 had an average of 25% of the project funded by other sources.

6.3.1.2 Levelling Up Fund (LUF)

Nottingham City Council can submit up to three bids of up to £20m each to the LUF, spread equitably across parliamentary constituencies. MP support is required for projects and bids must meet local strategic priorities. Bids will be assessed on characteristics of place; strategic fit; economic case; and deliverability. Investment proposals should focus on supporting high priority and high impact projects that will make a visible difference to local areas. They must be 'shovel ready' (able to commence late 2022), and link to the levelling up white paper.

In round one, Nottingham City Council secured £18 million through the fund for a package of measures that will improve the condition of residential streets, encourage more walking and cycling to school, and enable the installation of energy-efficient street lighting and electric vehicle charging in communities.

NCC's approach to LUF round 2 has been underpinned by round 1 feedback and subsequent project development work, round 1 stakeholder engagement, the availability of 'shovel ready' projects that meet LUF criteria, the evidence base and the capacity to develop proposals. On this basis, NCC are prioritising the development of two bids for round 2:

- Number 1 priority is the development of the Broad Marsh site (Nottingham South)
- Bulwell Town Centre regeneration (Nottingham North)

7 Conclusion

The purpose of the consultation was to gather views on the proposals for the transformation of the library service ahead of any decision being made. There was a large response to the consultation with similar themes emerging across the different methods. The findings raised a number of concerns in particular reference to the library closure proposals including:

- Taking provision away from a deprived area and the detrimental impact this could
- Lack to access to digital infrastructure and support
- Cost of travel and access to alternative provision exacerbated by the cost of living crisis
- Lack of community facilities and free facilities
- The needs for services to support people in their local areas

For the other transformation strands including shared building use, partnership working and use of technology the feedback was broadly in support of these ways of working. Efficiencies from shared building use and joining up services in the same building were supported providing it didn't take away from the library offer and there were a number of potential services and partners suggested including those linked to health and wellbeing and information and advice. With regard to the use of technology, the majority said that they would welcome the use of technology as long as physical books and library buildings remain. It was seen positively in addition to the physical library offer but not as a replacement of the library service.

There are a number of other considerations that have emerged since embarking on the Phase 2 consultation that are key factors in any decision regarding future library provision in Nottingham.

New funding streams have opened up with the opportunity to submit bids that have a strong evidence base for need and fit within a wider strategic context.

The cost of living crisis has created a perfect storm of increasing public demand and rising costs for local authorities. When the first consultation commenced this wasn't a key factor but is something that does now need to be factored in in supporting Nottingham residents.

Library use has changed due to the pandemic. The post pandemic recovery is seeing a return to libraries but still not in line with pre Covid figures. Excluding the figures for Central and Sherwood Libraries, closed for redevelopment, physical issues of books across the service remains currently down by approximately 13% and visits to libraries 65%, compared to pre pandemic figures. As libraries reopened, levels of e-Resources reduced from the increases seen during the pandemic however, figures still remain high and 2021/22 figures show an increase in e-resource use compared to 2019/20. Computer/PC use is currently at approximately 60% below pre-Covid use, excluding Central and Sherwood usage.

It has been difficult to access and understand the full impact of displaced usage, ongoing change and recovery rates with Central Library and Sherwood Library being temporarily closed. The full picture will only start to emerge when the network is in place later in 2023.

Notwithstanding this, the emerging picture of the use of libraries has been heavily influenced by the pandemic. Libraries are back to providing many of their services in person, however there has been a shift towards a blended service. This has maximised the benefits, flexibility and growth of the digital online offer, but recognises that physical access to books and the library as community is still important.

The transformation of the library service was always predicated on Central Library being the hub for the development and delivery of high calibre events and programmes that can be rolled out across the community library network. The anticipated opening of Central Library in Summer 2023 along with the opening of new Sherwood Library in Winter 2022, strengthens significantly the network and overall library offer, providing wider opportunities and access for library users and understanding the use of these libraries in the context of the network is an important factor in the decision making process.

The library service has also been identified as playing a central role in meeting the needs of individuals and communities who may be struggling to overcome the impact of the pandemic. Some of these needs include:

- Economic recovery with help and training for job seekers
- Education support for children and students who struggle to work at home
- Help isolated individuals and vulnerable groups reconnect with their local community
- Digital inclusion for residents who lack IT skill or have no access to the internet

8 Alternative options to explore

The alternative options outlined in this section still enables the transformation to create a modern library service that aligns with the priority outcomes but also responds to the feedback from the consultation and the changing environment that we are working in.

This may be achieved by the exploration of:

- Improved co-ordination with other neighbourhood service provision and with stronger partnership working.
- Better integration with other services in multi-use sites in different buildings to enable delivery to be more efficient and effective.
- Looking to move away from the more traditional 'one size fits all' library offer, taking a more considered and tailored approach to respond to needs of the community and to reflect the cost of that delivery.
- The development and more effective use of technology and digital access realigning buildings, staff and e-resources to respond to evolving need and demand and utilising available funding for developments and securing new income streams

8.1 Options which have emerged from the consultation for further consideration

In responding to outcomes from the consultation and feedback and concerns raised by communities and citizens a number of options can be considered for further exploration as alternatives to the proposed closure of the 3 libraries.

8.1.1 Community Delivery Model

This involves a library being managed by community partners / volunteers. This could enable a library offer to continue to be available when the building is open and being used by the community or local partner organisation secured. Existing self-service RFID technology could be used for the loan and return of books and or working with volunteers. Additionally, specific planned library activity and events can take place as part of a broader outreach programme by the library service working alongside the community organisation managing the building.

Benefits:

- Financial savings through operating efficiencies
- Libraries are retained as part of NCC network
- Community facility retained
- Positive response to issues and opportunities raised during the consultation
- Needs led service offer defined and delivered by the community
- Access to funding opportunities available only to community organisations

Risk and Issues to address

- Reliance on finding a network of and securing of suitable / sustainable partner(s) or community organisation(s) to use / manage the building

- Building alteration costs to make fit for purpose
- Capacity to support transfer to community run model and ongoing support for day to day delivery
- Resourced programme for support and training to facilitate community management
- Agreements need to be reached around who retains the responsibility for the liabilities of buildings and provision of resources.
- Ongoing resource requirement to supply books and equipment
- Loss of specialist staff skills and resources.
- Limited savings would be realised following this model.

A number of initial discussions have taken place with community partners with potential interest in using library buildings.

8.1.2 Shared use of community buildings

This involves exploration of shared use of NCC owned and managed local community buildings operating a library offer within a shared space.

Benefits

- Community: Aligning shared community benefits and outcomes
- Cost efficiencies: Shared staffing skills, shared building costs, space utilisation, joined up service delivery
- Retaining a service offer in areas of deprivation/need
- Positive response to the consultation
- Capital receipt from sale disposal of redundant/vacated building for reinvestment

Risks and Issues to address

- Finding the right partner
- Potential need for building redesign / suitability of shared space and associated costs
- Security and safety of staff and users
- Inclusive accessible space
- Aligning costs and budgets for shared delivery
- Some ongoing revenue cost for staff and library resources
- Timely sale and disposal of vacated building
- Less space would be available for library books, computers etc.

8.1.3 Asset Transfer to a third party

Through sale or long term lease, with defined heads of terms that could include the provision for a publically accessible library offer

Benefits:

- Transfer of maintenance and building liability
- Reduced revenue costs
- Building retained as a community facility with public access offer to be determined

- Positive response to consultation

Risks and issues to address:

- Property / legal / finance implications for the basis of the transfer
- Negotiation required on potential for community library offer as part of transfer
- Project Management capacity to deliver asset transfer
- Finding a partner with similar community aspirations for the area
- Loss of council control of the library service offer
- Potential time-lag for achieving budget savings

8.1.4 Technology Enabled Opening (TEO)

This will enable a library building to be accessible whilst unstaffed. Entry to the library is via a library card and Pin, with CCTV aiding security and self-service machines/computers allow usage without staff. TEO's have been shown to increase library footfall and usage, and help reduce running costs. Increasing opening hours & more accessible service will help reach non-traditional users, growing our core base in a sustainable approach whilst maintaining a quality library service.

Benefits:

- The technology can extend opening hours far beyond what budgets would normally provide.
- User preference: users like having the library open for longer (or, in some cases, open at all).
- Gain new users who otherwise would not have been able to use the library with older, more limited, hours.
- Improves community feel and social capital: creates trust and meeting place.
- Hours can be set to suit the library, as can other restrictions. CCTV and remotely controlled equipment means security is provided.
- Positive response to enable efficient cost efficient service offer
- Regular users out of hours may police the library themselves and assist those who need help.
- Vandalism is often feared but appears rare

Risk and issues to address:

- Absence of available support and advice from trained staff
- Equalities issues: pilots in some authorities show far more men than women are willing to enter an apparently unsupervised library
- Investment in security and safety is likely to be required e.g. CCTV
- Access for those unaccompanied under 16 needs addressing

- Cost: the system is cheaper than paid staffing but cost (especially set up) is still substantial.
- Design of building / building restrictions may limit locations where TEO can be introduced

8.1.5 Redistribution of opening hours across the network

This would involve a review of library access across the City network to achieve a net reduction in open hours in line with the revenue saving required to be achieved

Benefits:

- Can achieve the required saving without the need to reduce the number of libraries
- More effectively respond to peaks and troughs in demand for library use

Risks and issues to address:

- Staff resource scheduling to accommodate revised open hours
- Doesn't align with the priorities set out for the modernisation and transformation of the library service
- May impact on the delivery of community events and activities currently in place
- Reduced accessibility for those citizens who want/able to the library outside of the reduced opening times
- Could result in energy and maintenance cost being disproportionate to opening hours of the building

9 References

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Libraries Transformation Survey

Our findings from the first phase of The Next Chapter library needs assessment have informed the development of proposals to modernise Nottingham City Libraries and make the service more cost-effective.

These proposals are now open to public consultation for 12 weeks from **Monday 31 January to Sunday 24 April 2022**.

The Next Chapter for Nottingham City Libraries aims to:

- bring communities together
- champion literacy and learning
- help the city's economy to thrive
- ensure we run our services efficiently and cost-effectively

Before you start the survey, please read more about how the transformation proposals have been developed and find the answers to FAQs at:

www.nottinghamcitylibraries.co.uk/the-next-chapter.

The principles of our review:

- No decisions have been made. Responses to this consultation will be considered before any decisions that Nottingham City Council will take about the future of Nottingham City Libraries.
- The Phase 1 findings report sets out the evidence behind our proposals, based on an assessment of local needs and resources available.
- We welcome alternative suggestions that align with local needs and resources available.
- Our 12-week consultation will involve working with organisations and networks across the city to ensure everyone has the opportunity to engage both digitally and in person.

If you have any questions, would like any more information or would like this survey in an alternative format, you can contact us at engage@nottinghamcity.gov.uk.

Help us write The Next Chapter by completing the survey below.

Section 1 – What do you value?

Q1. Tell us what is most important to you about Nottingham City Libraries:

Section 2 – Our approach to modernising library services

Informed by the findings from our review, we have set out proposals designed to help modernise the service and make it more sustainable.

We welcome your thoughts on the following themes.

Making the most of technology

Nowadays, basic digital access and skills are essential, so that everyone can engage in an increasingly digital world.

In Nottingham, public computer usage is almost double that of the national average, indicating a need for access to IT. 51% of our survey respondents told us that they are likely to access library services online in future.

In the past two years, we've seen a 330% increase in people accessing resources online, such as e-books and e-newspapers, as well as an increase in people attending events and taking part in activities online.

By exploring ways to increase our use of technology, such as using a swipe card out of hours, we could make our digital offer even more accessible and allocate our resources even better.

Q2. Tell us what you think about our approach to developing our digital offer and the use of technology, including a greater focus on online content and access to IT – and exploring the use of technology as a new way to access our buildings:

Building partnerships and working together

Our libraries work across a number of areas relating to reading and literacy, health and wellbeing, culture and creativity, information and digital, and employment and learning.

By identifying opportunities for better collaboration with partners from across these areas, we want to make sure our services are more joined up and work together to address some of the lifelong challenges faced by many people in our city.

Q3. Tell us your ideas for developing a more joined-up approach to working with partners:

Sharing spaces with other service delivery partners in our neighbourhoods

The first phase of our consultation identified interest in seeing more public services joining together and sharing physical spaces. We would welcome your views on which specific services you feel could be better linked or accessible in one place.

Q4. Tell us what services you feel could work together in one place to improve your neighbourhood:

Section 3 – Our library buildings

Modernising and rationalising the library network

One of the aims of our transformation proposals is to ensure we run our services efficiently and cost-effectively.

This proposal considers how well our 15 library buildings are used, how much they cost to run, where they're located and what condition they're in.

We are proposing to close three library buildings that have some of the lowest usage and highest costs – and that have better, more modern facilities located nearby.

By reviewing the use of library buildings, we aim to bring our relatively high costs in line with similar library services in the UK – and help keep our library services financially sustainable, within the context of Nottingham City Council's overall budget position.

Q5. Do you agree with the following closure proposals (select one per row)?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Close Basford Library					
Close Radford-Lenton Library					
Close Aspley Library (building to be repurposed for outreach services)					

Q6. Please provide further information to support your responses:

Q7. Do you have **any other** feedback on these closure proposals, including alternative suggestions, such as how else the buildings might be used?

Investing in a replacement Central Library for Nottingham

Nottingham's Central Library on Angel Row closed at the beginning of the Coronavirus pandemic. Plans for a new facility are being progressed, as part of the Broad Marsh redevelopment. We would welcome your views on this work in light of our transformation proposals.

Q8. Give us your views on a new Central Library as part of the Broad Marsh redevelopment:

Section 4 – Where you live

Q9. What is the first half of your postcode?* e.g. NG1

Q10. Which library building do you visit the most (select one)?*

- ☐ I do not visit library buildings
- ☐ Aspley Library
- ☐ Basford Library
- ☐ Bilborough Library
- ☐ Bulwell Riverside Library
- ☐ Central Library (prior to its closure in 2020)
- ☐ Clifton Library
- ☐ Dales Centre Library
- ☐ Hyson Green Library – Mary Potter Centre
- ☐ Radford-Lenton Library
- ☐ Sherwood Library
- ☐ Southglade Park Library
- ☐ St Ann's Valley Library
- ☐ Strelley Road Library
- ☐ The Meadows Library
- ☐ Wollaton Library

Q11. Do you have **any other** feedback on the transformation proposals, including alternative suggestions for delivering library services in Nottingham?

Section 5 – Equalities monitoring

Equalities monitoring enables the council to check that everyone in the city is accessing the services to which they are entitled and that no-one is being unlawfully discriminated against. Information provided will be treated confidentially and in accordance with the Data Protection Act 1998 and only used to ensure that everyone is treated fairly.

All questions are voluntary and whether you choose to respond to some, none or all will not make any difference to the service you receive. However, answering as many questions as possible will help us to ensure that our services are fair and accessible to all.

Please tick the statement which best describes you. I am:

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Prefer to self-describe:

Please tick the statement which best describes you. I am:

- ☐ Under 16
- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+
- ☐ Prefer not to say

Please tick the statement which best describes you.

- ☐ I consider myself to be disabled
- ☐ I consider myself not to be disabled
- ☐ Prefer not to say
- ☐ Other, please state: _____

Please tick the statement which best describes you: I am:

- ☐ White - English, Welsh, Scottish, Northern Irish, British
- ☐ White - Irish
- ☐ White - Gypsy Traveller
- ☐ White - Other
- ☐ Mixed - White & Black Caribbean
- ☐ Mixed - White & Black African
- ☐ Mixed - White & Asian
- ☐ Mixed - Other
- ☐ Asian - Indian

- ☐ Asian - Pakistani
- ☐ Asian - Bangladeshi
- ☐ Asian - Kashmiri
- ☐ Asian - Chinese
- ☐ Asian - Other
- ☐ Black - African
- ☐ Black - Caribbean
- ☐ Black - Other
- ☐ Arab
- ☐ Prefer not to say

Please tick the statement which best describes you. I am:

- ☐ Bisexual
- ☐ Gay man
- ☐ Gay woman/lesbian
- ☐ Heterosexual or straight
- ☐ Prefer not to say
- ☐ Prefer to self-describe:

Please tick the statement which best describes you. I am:

- ☐ Agnostic
- ☐ Atheist
- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ None
- ☐ Pagan
- ☐ Sikh
- ☐ Prefer not to say
- ☐ Prefer to self-describe: _____

**Thank you for helping us
write The Next Chapter for
Nottingham City Libraries.**

Please encourage people you know to share their feedback with us, too.

Head to www.nottinghamcitylibraries.co.uk and sign up to our regular email newsletter for updates about The Next Chapter and much more.



Nottingham
City Council



Libraries Transformation Survey

Nottingham City Libraries are undergoing change, and we are calling this change 'The Next Chapter'.

We would like you to tell us what you think about our ideas to improve and modernise our libraries.

You can find out more about our ideas for changing library services at www.nottinghamcitylibraries.co.uk/the-next-chapter or by speaking to a member of staff in any of our libraries.

This consultation is open until **Sunday 24 April 2022**.

- No decisions have been made about any changes.
- We want to hear from you before we make our decisions.
- We welcome your thoughts on our library service.

Equalities monitoring enables the Council to check that everyone in the city is accessing the services to which they are entitled and that no-one is being unlawfully discriminated against. Information provided will be treated confidentially and in accordance with the Data Protection Act 1998 and only used to ensure that everyone is treated fairly. All questions are voluntary and whether you choose to respond to some, none or all will not make any difference to the service you receive. However, answering as many questions as possible will help us to ensure that our services are fair and accessible to all. For our full Privacy statement, [click here](#).

If you have any questions you can contact us at engage@nottinghamcity.gov.uk

Please help us write The Next Chapter by completing this survey. Click 'next' to begin.

Q1 People use libraries in many ways. How do you use the library? (Tick all that apply)

- ☐  A welcoming space
- ☐  Books and research
- ☐  Computers and technology
- ☐  Social groups
- ☐  Events and performances
- ☐  Family activities
- ☐  Help, support and information
- ☐  Learning and education

Q2 Are there any other things you do or use at the library?

A bit more information about the changes we are looking at:

- The way people use libraries is changing
- We want to continue changing our libraries to meet the needs of people living in Nottingham
- We want our library service to be important and used by you
- We want to help our library service become more modern both now and ready for the future

Making the most of technology

We want to make sure our libraries have the technology you need, this might include online books, using public computers, access to the internet, gaming, printing and free Wi-Fi.

Q3 Do you use technology or go online?

- ☐ Yes
☐ No
☐ Not sure

Q4 Tell us what you think about how we use technology, such as:

- Introduction of swipe cards, so you can visit libraries out of hours
- Investment in eBooks, eMagazines and talking books
- Online events that you can enjoy from home - such as Totstime, craft activities, author talks and online learning courses.

Do you have any feedback or anything else to add?

Working together and sharing spaces

Q5 Libraries work with lots of different organisations to deliver services such as job support, health and wellbeing, education, and community events and activities.

What services or organisations do you feel could work together in one place to help improve your local area and give you better access to the things you need?



Our Library buildings

As part of our plan for the library service, we may need to close some of our libraries. We are thinking about closing one or more of the following libraries:

Q6 Do you agree with the following proposals?

	Yes	Not sure	No
Close Basford Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Please tell us why:

Q8 Click here for text

Close Radford-Lenton Library

Yes
☐

Not sure
☐

No
☐

Q9 Please tell us why:

Q10 Click here for text

Close Aspley Library to the public.
This will still be used as a working
area for library staff but not open to
the public.

Yes
☐

Not sure
☐

No
☐

Q11 Please tell us why:

Q12 Do you have any other feedback on these closure proposals, including other ways you think our library buildings could be used?


Our new Central Library

Q13 We are building a new Central Library in the Broad Marsh area of the city, near the train station. It won't be open for a while yet, but we welcome your views on what you think about the new Central Library and the services it can offer.

Will you use the new Central Library?

- ☐ Yes
☐ Not sure
☐ No

Q14 What will you use the new Central Library for? (Tick all that apply)

- ☐  A welcoming space
- ☐  Books and research
- ☐  Computers and technology
- ☐  Social groups
- ☐  Events and performances
- ☐  Family activities
- ☐  Help, support and information
- ☐  Learning and education

Q15 Are there other ways you feel you might use the new Central Library when it opens?

Q16 If you will not use the Central Library, why not?

About you

Can you tell us some information about yourself? This will help us to know if we have reached as many people as possible in our communities. so that everyone has the chance to have their say.

What is the first half of your postcode? e.g NG1

Q17 Which library building do you visit the most? (Please select one)

- ☐ I do not visit library buildings
- ☐ Aspley Library
- ☐ Basford Library
- ☐ Bilborough Library
- ☐ Bulwell Riverside Library
- ☐ Central Library (prior to its closure in 2020)
- ☐ Clifton Library
- ☐ Dales Centre Library
- ☐ Hyson Green Library – Mary Potter Centre
- ☐ Radford-Lenton Library
- ☐ Sherwood Library
- ☐ Southglade Park Library
- ☐ St Ann's Valley Library
- ☐ Strelley Road Library
- ☐ The Meadows Library
- ☐ Wollaton Library

Q18 Is there anything else you want to tell us? Or anything else you think about our libraries?

Equalities Monitoring

Equalities monitoring enables the council to check that everyone in the city is accessing the services to which they are entitled and that no-one is being unlawfully discriminated against.

All questions are voluntary and whether you choose to respond to some, none or all will not make any difference to the service you receive. However, answering as many questions as possible will help us to ensure that our services are fair and accessible to all.

(standard equalities monitoring questions followed but have been removed from this copy to reduce unnecessary pages)

Appendix 3 – Partner and stakeholder consultation contact list

Libraries Partner and Stakeholder contacts

Advice Nottingham	Fareshare	Nottingham Contemporary
Age UK Nottingham/Nottinghamshire	Fifth Word Theatre Company	Nottingham Post
Alzheimer's Society	Five Leaves Book Shop	Nottingham Recovery College
Arts Council England	Friends of Meadows Library	Nottingham Trent University
Artsmark	Futures	Nottingham University Hospitals NHS Trust (NUH)
ArtSpeak	Get Wise	Nottingham Wellbeing Hub
Autism East Midlands	Groundwork Greater Nottingham	Nottingham Writers studio
BBC	Hackspace Nottingham	Nottinghamshire Family History Society
Begin	Health Information Forum	Nottinghamshire Good Food Company
Belong	Heritage Digital	Nottinghamshire Groundwork
Bestwood Directions	Heritage Strategy Panel	Nottinghamshire Healthcare NHS Trust (NHCT)
BGI/Game city	HMP Nottingham	Notts Local History Association
Bookstart	Hope Nottingham	NSPCC
Bridges Community Trust	Hospital and Home Education Learning Centre	POhWER
British Library	Insight Healthcare	Potter Clarkson
Broadway Cinema	Inspire	Reading Agency
Bromley House Library	Intellectual Property Office	Refugee Forum
Capital One	Let's Talk Wellbeing	Relate Nottinghamshire
Castle Cavendish	Libraries connected	Renewal Trust
ChalleNGe	Literacy Trust	Renewal Trust
City Arts	Local Councillors	Rogers Spencer
City Schools	MACE [Media Archive for Central England]	Royal Concert Hall
Community Health Partnerships at The Mary Potter Centre and Clifton Cornerstone	Makers of Imaginary Worlds	Self Help UK
Community Recording Studio	Mighty Creatives	Small Steps Big Changes
Confetti	Mission Room	Smorgasbord
Connected Nottinghamshire	National Justice Museum	Social Prescribing Link Workers
Creative writing east midlands	NCC Joint Service Centre Managers at Bulwell Riverside, St Ann's Valley	Spark Arts
D2N2 Growth Hub	NCVS	Strategic Cultural Partnership
DWP	Near Now	Street Support
Early Help (formally known as Children's Centres)	Neighbourhood Development Officers	Summit Creative
East Midlands Oral History Society	New Art Exchange	SwitchUp
Empleo	Nonsuch	Tech Nottingham
English Heritage	Nottingham City Homes	Theatre Royal
Epic Partners	Nottingham Civic Society	Thoroton Society
Evolve	Nottingham College	Trent PTS
		UNESCO City of Literature
		University of Nottingham

Arts Council England response to The Next Chapter for Nottingham City Libraries

I am writing on behalf of Arts Council England to offer our formal response to the recent proposals for Nottingham's Libraries.

Public Libraries play a central role in the delivery of our new strategy, [Let's Create](#). They are a key component in delivering our outcomes of Cultural Communities and Cultural People, and in particular our emphasis on place based approaches. As an integral part of the local cultural infrastructure, libraries are often the only cultural space at the heart of a community and a place where people feel safe and comfortable to try new experiences.

As you well know, Arts Council England is a strong supporter of libraries, museums and culture in Nottingham. Over the period 2018 to 2022 (to date) and across a number of our funding streams, we will have invested over £39 million into the city's cultural infrastructure, including around £5 million cultural recovery funds. Earlier this year, Nottingham City Libraries were awarded £114,758 from the Libraries Improvement Fund via Arts Council for improvements to Hyson Green Library. We are also aware you have made a current application to our capital programme for a number of Nottingham city libraries. The announcements for this are due imminently.

We have also been pleased to note the announcement from Nottingham's economic growth board that creativity and culture will be at the heart of Nottingham's economic recovery post covid. We are in full support of this ambition and keen to work with willing partners to help realise it. There is a great deal of evidence of the positive impact culture can have in many areas of Nottingham life from economic development to health and well-being. We see libraries as key to this.

We are aware of the challenging financial position Nottingham City Council finds itself in and understand that your proposals seek to help the library service adapt and become more cost-effective, while also ensuring the needs of Nottingham's residents continue to be met. However, after reviewing the 'Next Chapter' Libraries Transformation documents we have serious concerns that these proposals will significantly undermine the ability of the library service to play the crucial and wide-reaching role it can and should do, particularly as we recover from the pandemic.

We think it would be useful to make you aware of these concerns and to explore what further action can be taken by Nottingham City Council to address them.

Key concerns

We are particularly concerned about the proposed closure of Aspley, Basford and Radford and Lenton Libraries and the **exacerbation of inequalities** in these areas.

[Evidence suggests](#) that a hyper-local offer has been incredibly important through Covid and this is likely to continue to be the case. The data set out in your own Needs Assessment finding bears this out, with the most popular method of travel to a

library being by foot and participants' top reason for preferring a particular library was it being close to their home.

Given the uncertainty around the opening of the Central library development, it is concerning that the residents of these areas won't have access to library provision and are unlikely to travel to other branches, not least in areas of deprivation where transport costs are prohibitive. Considering the range of services that a local library provides, beyond reading and culture and encompassing activities to support health, job-seeking, families, community cohesion and much more, it is clear that Nottingham residents in these wards will be disadvantaged.

Data shows that health inequalities in Nottingham are stark. The Needs Assessment clearly evidences that the library service, and library buildings, play a significant role in supporting people with health challenges, such as social isolation, or supporting those with dementia. With the reported increase in poorer mental health and increased isolation since the pandemic, the library offer at Aspley, Basford and Radford and Lenton Libraries are, more than ever, vital and high-value community assets.

In addition to the contribution libraries make to improving health and well-being, the Needs Assessment identifies that there is 'a clear role for the library service in helping to address 'tech poverty' and digital exclusion in Nottingham.' It is concerning that the proposed closures could severely reduce residents' access to PCs, WiFi and IT training support, with a knock-on effect in terms of increasing isolation, reducing access to services and cultural experiences, hindering job seeking and economic opportunity for those communities where most support may be needed. It is evident that libraries offer excellent value in terms of community support and we would encourage a long-term, systems-thinking approach that balances required savings alongside the value these library branches provide in terms of local provision and connectivity.

Our strategy, Let's Create, specifically talks about people having access to a full range of opportunities, *whoever they are* and *wherever they live*; libraries are key to delivering on this. Neighbourhood libraries play an important role in ensuring that quality cultural experiences reach communities, particularly those in areas of higher deprivation and where engagement with culture is lower.

There are opportunities for the investment already made in Nottingham's cultural organisations and programmes to be maximised through outreach activity to local libraries. As Nottingham already invests substantially less than other core cities in its cultural infrastructure, the importance of libraries as cultural venues is underlined particularly strongly. Organisations with national and international profile, such as Nottingham Playhouse, Nottingham Contemporary and Nottingham Unesco City of Literature, have a varied offer of participatory creative opportunities and ambition to engage new audiences and hard to reach groups. Local libraries, trusted spaces at the heart of communities, make excellent partners to ensure that a city's cultural offer engages audiences that represent the full diversity of the area. This reflects the opinion of organisations consulted as part of the Needs Assessment that Nottingham City Libraries needs to 'be more creative in its engagement with non-traditional users.'

Lost Opportunities

Whilst we note the significant challenge of working within reduced budgets, there are a number of time-sensitive funding and partnership opportunities that may contribute towards balancing the business case of the proposed £233k saving from the three library closures. The implications of the cuts could mean that Nottingham City Council is less well positioned to apply for additional funding, not only from Arts Council but also from other funders. Examples of this include Levelling Up, the Libraries Improvement Fund and libraries' eligibility to apply to deliver Universal Offer activity via National Lottery Project Grants.

We would strongly recommend that you look to other projects and models where significant external funding has been secured to support libraries in offering access to community services and quality cultural experiences. If Nottingham is to harness the potential of all the forthcoming opportunities and deliver on the ambition of the economic growth board, this is the very time to hold firm with both the vision and investment.

It is noted that you have followed the principles of the DCMS toolkit in undertaking this consultation but we would like to emphasise that it is vital that, as the Libraries Transformation process progresses, you consult with DCMS about their superintendence role under the 1964 Act and the due process they expect to see. As a reminder, the DCMS signed a compact with LGA to say that they would suspend the letter of superintendence during the pandemic but are very keen to reinstate the original terms and conditions as we go back to more normal delivery. DCMS are very clear that they do expect normal service provision to be reinstated before any consultation process takes place. Key stakeholders such as Libraries Connected are able to provide support around libraries consultations, delivery models and engaging with DCMS.

We would ask you to take these considerations into account and, as key investors and partners, to continue to keep us informed of next steps. As ever we are open to discussions with councillors and officers on these matters.

We would also ask that you share our response with the councillors representing the wards affected.

Rebecca

Rebecca Blackman
Director Engagement and Audiences and Midlands (Nottingham)
Arts Council England
07710339729

Formal response to consultation from The Library Campaign (TLC)

24TH April 2022

Dear Mr Hawkins,

First, The Library Campaign (TLC) would wish to express its gratitude for the opportunity to discuss this matter on 25th February with yourself and Ms Terranum Abbas. This has been of great assistance in enabling it to respond to the consultation instituted by Nottingham City Council (NCC). Please consider this email as TLC's response to the consultation document (The Next Chapter). As to this document, TLC notes with some surprise and concern that it appears to be issued only in English.

Secondly, by way of a general comment, some or all of the matters highlighted in this email will overlap with matters which may figure in any submission by TLC to the DCMS under s.10 of the Public Libraries Act 1964 (the 1964 Act). TLC reserves its position with regard to the content of any such submission, the decision as to whether it should be made being also reserved until after it has seen the report to NCC after completion of the consultation and the decision(s) made in relation to the reorganisation.

Consideration has been given to the minutes of the public (in person) meetings at the three affected libraries on 5th, 11th and 19th April, the Council House on 29th March and (on line) 1st March. TLC supports the criticisms made at the meetings of the proposed reorganisation and adopts those criticisms except insofar as they are inconsistent with the subsequent paragraphs of this email.

TLC notes that the reorganisation currently proposed is not the first to involve closures.

TLC also notes that Nottingham is a UNESCO City of Literature. It supports the observations made in this context by Patrick Limb on 16th March <https://nottinghamcityofliterature.com/blog/wildwoods-of-words-the-value-of-nottinghams-libraries>.

With regard to the financial background to the proposed reorganisation of the service, it is conceded that the overall resources of NCC are material to consideration of the issue of whether implementation of the proposals will result in a service which complies with the statutory duty under s.7 of the 1964 Act to provide a comprehensive and efficient service for

all would be users. However, alleged lack of resources cannot be used to justify the provision of a service which is incapable of meeting the statutory criteria on any objective standards. Moreover, in this case, availability of resources is adversely affected by such matters as: the expenditure of funds in relation to the empty shopping centre in which the new central library is located; the delays to the development of the centre caused by the inability of the original developer to complete the works; NCC's inability to obtain a levelling-up grant, and losses attributable to other matters external to the normal provision of NCC-run services (e.g. in relation to the provision of energy). These, it is submitted, are not matters whose effects ought properly to be considered when assessing the financial ability of NCC to discharge a statutory duty which is expressed in the absolute terms of s.7. It is also worth mentioning that the small savings which are proposed to be achieved by the reorganisation (which are speculative, given the uncertainty of selling or letting the sites of closed libraries) are likely to be diminished by such matters as the cost of securing the empty sites, costs associated with restructuring Aspley and other costs generated by the reorganisation of the service.

It seems that the new (smaller) central library will not be open until mid-2023, even if the redevelopment of the retail centre proceeds in accordance with the revised programme. It is difficult to see how a service stripped of its central library without adequate temporary measures to fill the gap can be compliant with the s.7 duty. It is even more difficult to see how the closure of two branch libraries and the reconstitution (as proposed) of the service provided at a third can be other than a reinforcement of non-compliance. A temporary breach of statutory duty is still a breach. This is particularly so given what appears to be a failure of NCC to adequately communicate the existence of temporary facilities and their scope and location to the general public. TLC does however welcome the undertaking to look again at the NCC's website to reassess the publicity given to interim measures.

The reasons why libraries are of particular importance in areas of relative deprivation are well known. It will be recalled that in the Wirral case, intervention under s.10 (in the form of a public inquiry conducted by Sue Charteris in 2009) was ordered on the basis that the proposed closures inordinately affected deprived areas. The report of the inquiry resulted in the withdrawal of the proposals. In the case of the current proposals, reference should be made to the Church Urban Fund's index of deprivation. The Fund assesses deprivation by reference to parishes, on a scale of 1 to 12382 (1 being most deprived parish and 12382 the wealthiest). The parishes chosen here relate to the libraries selected for closure or reconstitution and are as follows:

Basford St Mark 4439/12382 - relatively deprived;

Basford St Leodegarius & St Aidan 738/12382 - very deprived;

Radford Lenton St Nicholas, Radford 1211/12382 - very deprived

Aspley St Margaret, Aspley 984/12382 - very deprived

It is suggested that inadequate consideration has been given by NCC to the impact of the proposed closures or reconstitution of service in the areas in question, this conclusion being reinforced by a reading of the responses at the public meetings. This is particularly unsatisfactory given Nottingham's UNESCO status noted above and the education-related issues noted below.

In the case of Lancashire, where a s.10 complaint had been lodged, the DCMS indicated (letter 11th April 2017) that it was minded to intervene on the basis that no adequate consideration had been given to alternatives to the closures proposed by the County Council. A new administration in that case cancelled the closures, so the matter did not proceed beyond this interim determination. Alternatives will differ in each case and it is understood that possible alternatives are emerging through the consultation and that NCC will give due consideration thereto. TLC reserves its position in this instance until the position as to alternatives is clearer.

It does not appear that any adequate consideration has been given to the impact of the proposed reorganisation on education. By way of context, in spite of its UNESCO status, due to its high level of deprivation, Nottingham still has one of the worst reading and literacy rates in the UK. The 1964 Act must be interpreted by ordinary principles of statutory interpretation and, under s.3 of the Human Rights Act 1998) by reference to relevant rights secured by the European Convention on Human Rights, including Art.2 to Protocol 1 to the Convention (the Right to Education). The connection of libraries to the advancement of education is well established (see e.g. IFLA/UNESCO Charter on Public Libraries 1994) so failure to give proper consideration to potential adverse impact in this area (particularly in the context of deprived areas and having regard the long term impact of the covid pandemic <https://www.librariesconnected.org.uk/sites/default/files/Libraries%20in%20the%20pandemic%20-%20final.pdf> but also more generally) amounts to a failure to consider a relevant matter and any decision based on such failure is liable to attack on the basis of the principles set out in *Associated Provincial Picture Houses -v- Wednesbury Corporation* (1948). The Convention does not go into specifics, these being for consideration in each case. However, the issue requires to be addressed in the context of the s.7 duty as do such issues as computer access and digital literacy also with particular reference to deprived areas. TLC would have expected direct input from the management of local schools and parent-teacher groups in relation to usage of the three affected libraries and the potential impact of the closures and restructuring and for the input from such sources to be published on the consultation site.

Accessibility is, of course, a highly material consideration when assessing whether there is compliance with the s.7 duty. In the context of the government's net zero strategy and to

overall health-related issues, regard must be had to the desirability of encouraging walking. As the Chartered Institution of Highways and Transportation report 'Planning for Walking' (April 2015) says, 80% of journeys under one mile are made on foot. Buildings used for public purposes should be generally accessible by walking. That means 400 – 800 metres – Report of The Institution of Highways and Transportation 'Guidelines for Providing for Journeys on Foot'. The impact of the reorganisation on pedestrian access to alternative facilities requires to be considered. In particular, children should be able to walk to their local library, which is not only a place to borrow books but also provides a safe and quiet area out of school hours for study which is often preferable to larger collocated spaces or even a central library. Also, in deprived areas limited access to cars is likely to prove a significant problem, particularly if, as appears to be the case, bus routes run to the town centre (where there is no central library at the date of this email) rather than serving places outside that centre. In fact, the input from members of the public at the meetings reinforces the conclusion that inadequate attention has been given to the issue of accessibility of alternative libraries to those affected by the proposed reorganisation, a problem which, unless properly addressed, will continue to exist even after the central library reopens.

It is also worth mentioning that the loss of buildings which are of historical and architectural interest and which are of great value to local communities is something to be avoided if at all possible. At present, TLC remains unsatisfied that the closures are necessary or appropriate.

TLC hopes this contribution to the consultation will prove useful.

Yours sincerely,

Laura Swaffield, Chair and Trustee

Geoffrey Dron, Trustee

Formal response to consultation from Nottingham Writers

Dear David Mellen, Nottingham City Council

Nottingham is a UNESCO City of Literature. It needs a strong and splendid library service. Our Central Library has been closed for two years now and whilst we look forward to it eventually opening on its new site, neighbourhood libraries need to stay open and flourish, particularly in less affluent areas and particularly in areas where English is not the first language in many homes. These areas and the people who live there need opportunities, the same opportunities our City gave people when it became the first place in Britain to open a children's library.

If local libraries are closed, many users will be unable to have access to the library service. Time, transport difficulties, disability, caring responsibilities and many other reasons would mean that a substantial proportion of the city's population were excluded from library use. Some schools would be forced to stop their visits, resulting in many children not being introduced to libraries. A library service which is inaccessible to a significant number of council tax payers is not an adequate library service.

Libraries offer books and support literacy and the imagination. That alone makes them essential. But they also offer far, far more.

A chance to talk with someone if you've been alone all week.

A place of warmth and safety.

A source of information, especially if you can't afford the internet.

A place to take your children that costs nothing, and where they can begin to learn the joy of reading.

An opportunity to use the internet to apply for jobs, housing, benefits and whatever else has to be done online – with help from kind staff.

A centre for the community.

Meeting rooms, photocopying, computers, children's stories and rhymes, and other resources.

A place for children to do their homework in peace, surrounded by learning resources and enough space to spread out.

Somewhere to do research.

A destination for school visits.

We are signing this letter as one of over one hundred local writers, industry professionals or people otherwise involved in the world of books. We have all benefited from libraries at different times in our lives, as borrowers, as writers whose books are on library shelves, as publishers, as people who have attended or spoken at library events.

Appendix 4 – Stakeholder responses

We call on Nottingham City Council to support its status as a UNESCO City of Literature by stopping these library closures. It would be better still if the City Council were to use this opportunity to reach out to those who do not yet use libraries, particularly from minority communities in those areas, to involve them in the library provision - to let our buildings and our library staff flourish.

Signed

Maggie Allison - writer
Jacob Andrews - writer
Chris Arnot - writer, former journalist at Nottingham Evening Post
Deborah Bailey - author
John Baird - Notts Lit blog
Alan Baker - publisher of Leaf Press and Litter magazine
Panya Banjoko - poet
David Belbin - writer
Kathleen Bell - writer
Andreas Bieler - writer
Vic Blake - poet
Stephen Booth - crime writer
Ross Bradshaw - bookseller and publisher (Five Leaves)
Linda Brady - writer
Clare Brown - writer
Bob Cann - Ex-Libris, book sales for charities
Chris Cook Cann - Ex-Libris, book sales for charities
Graham Caveney - writer
Rosie Collins - Nottingham Women's History Group
Andrew Cooper - DH Lawrence Society (personal capacity)
Emma Craddock - writer
Anne Darby - disability rights organiser and writer
Roberta Dewa - writer
Joanne Dixon - writer
Ian C Douglas - writer
Sue Dymoke - writer
Michael Eaton - playwright
Jonathan Emmett - children's writer
Lee Stuart Evans - TV comedy writer and novelist
Ruth Fainlight - writer
Tommy Farmyard - Nottingham Poetry Festival
Susan Finlay - writer
Neil Fulwood - writer
Dr Rich Goodson - writer
Norma Gregory - Black history writer, Nottingham News Centre
Rebecca Gregory - history writer
Cathy Grindrod - writer
Rebekah Hemmens - writer
Elain Harwood, architectural historian
Clare Harvey - writer
Pippa Hennesy - writer and publisher
Stephen L Holland (Comics Laureate 2021-2023), co-creator/curator of Page 45
Anne Holloway - Big White Shed/Nottingham Poetry Festival

Appendix 4 – Stakeholder responses

William Ivory - writer for film and TV
Miriam Jackson - Nottingham Women's History Group
Joshua Judson - poet
Kadiatu Kanneh-Mason - writer
Cathy Le Surf - musician
Giselle Leeb - writer
Thomas Legendre - academic and novelist
Cathy Lesurf - musician
Alan Lodge - freelance photographer
Patrick Limb - Chair, Nottingham City of Literature
John Lucas - author and publisher (Shoestring Press)
Robert McFarlane - nature writer
Vron McIntyre - poet
Maresa MacKeith - writer
Rod Madocks - writer
Eve Makis - writer
Chris Matthews - local history and planning writer
Leanne Moden - poet
Jamie Mollart - writer
Alison Moore - writer
Gareth Morgan - writer
Henry Normal - screenwriter and poet
Nottingham Writers Studio - board members - Alan Walker, Tracey Hylton, Hannah Gascoyne , Nick Sturgeon, Adam O'Connell, Steve Katon, Thom Seddon
Adam Penfold - Theatre Director
Gareth Peter - children's writer
Pascale - writer
Quiviger
Yvonne Radley - currently studying MA Creative Writing at NTU
Ronne Randall - children's writer
Peter Richardson - photographer
Elvire Roberts - poet, sign language interpreter
Frances Ryan - author and Guardian columnist
Manjit Sahota - poet
Shreya Sen-Handley - writer
Miranda Seymour - biographer
Farhana Shaikh - author and publisher (Dahlia Press)
Jeff Sheard - local history writer
Alan Simpson - former MP for Nottingham South, author
Darren Simpson - young adult fiction writer
Tony Simpson - Bertrand Russell Peace Foundation
David S Stewart OBE D.Litt.h.c. DL
Claire Storey - literary translator
Jenny Swann - Trustee of Nottingham City of Literature
Roger Tanner - local history writer
Andrew Taylor - writer
Professor Andrew Thacker - Nottingham Trent University (personal capacity)
Frances Thimann - former Librarian, writer, lifelong and constant library user
Christopher Towers - poet
Sian Trafford - Nottingham Women's History Group
Tom Unterrainer - editor, Spokesman Books

Appendix 4 – Stakeholder responses

Mrs Jai Verma - writer

Victoria Villaseñor - Global Words publisher

Hazel Warren - DIY Poets and Papercranes (personal capacity)

Dr Rory Waterman - Associate Professor of Modern & Contemporary Literature

Gail Webb - poet

Matthew Welton - poet, Associate Professor in Creative Writing

Andrew Whitehead - Visiting Professor at University of Nottingham (personal capacity), author

Felicity Whittle - Goldstar Tours, literary walks

Georgina Wilding - poet

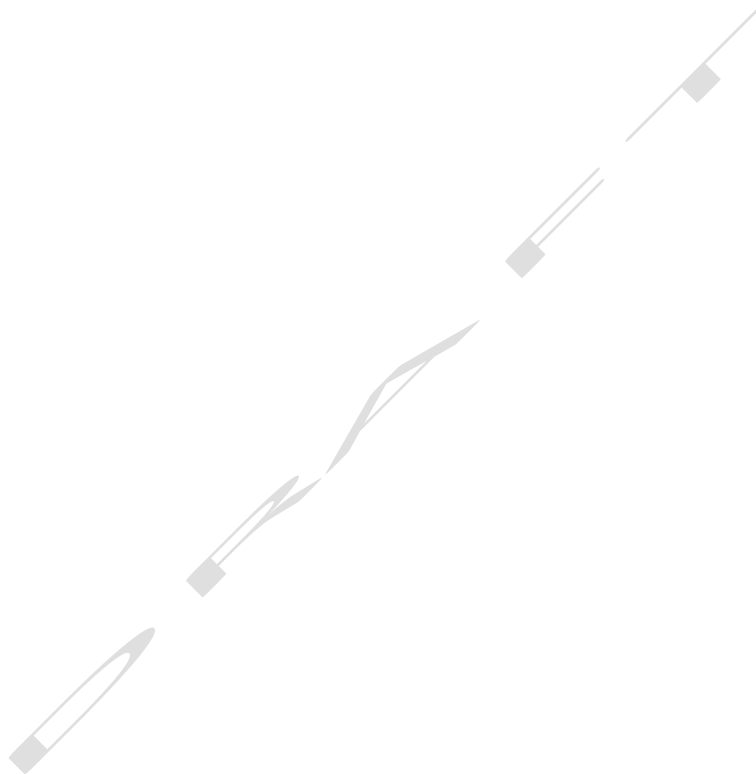
Dave Wood - poet

Nick Wood - playwright

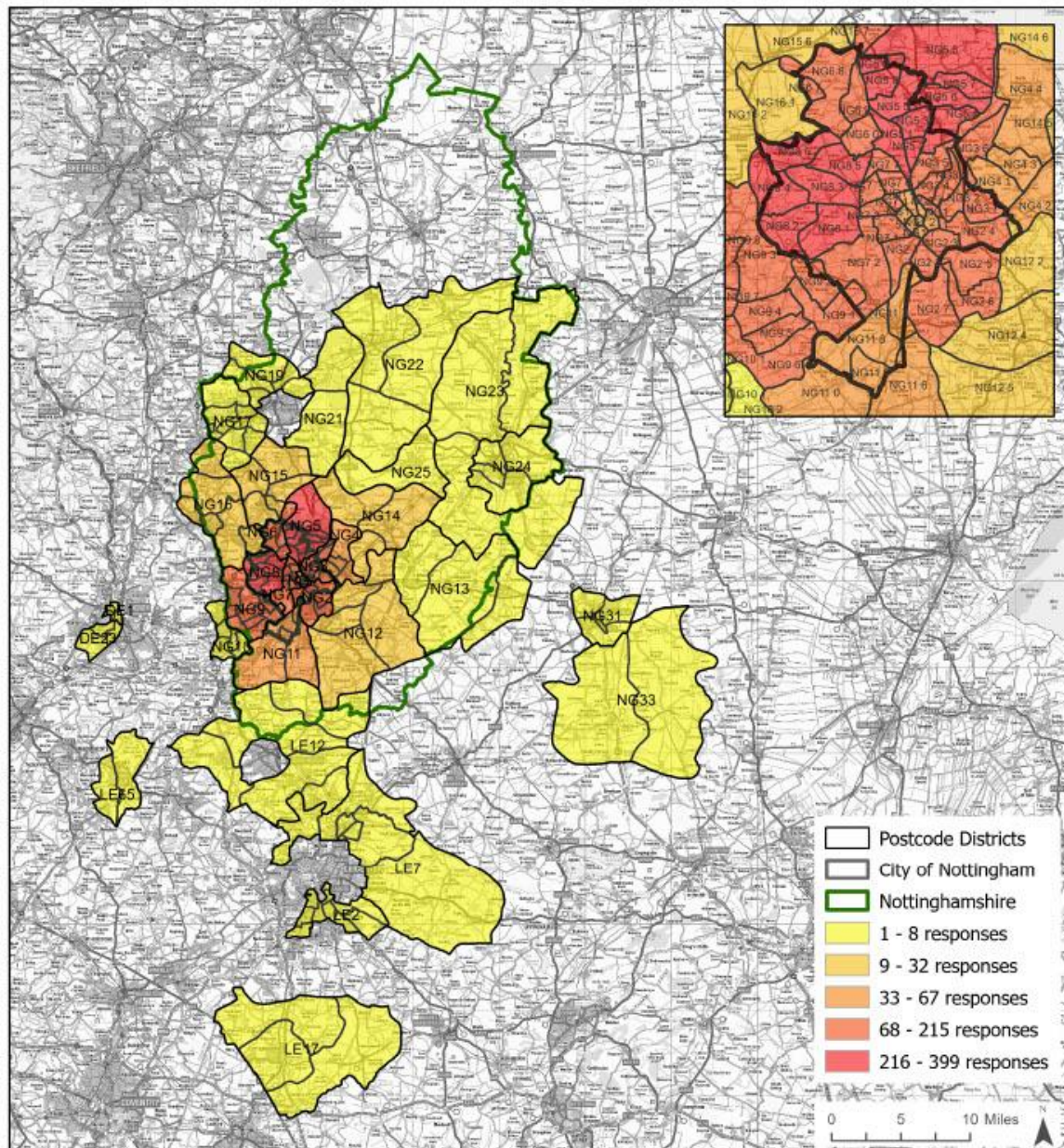
Felicity Woolf - writer

Professor Gregory Woods - writer

110 to be exact!



Nottingham Libraries Responses to Consultation 2022 | The Next Chapter



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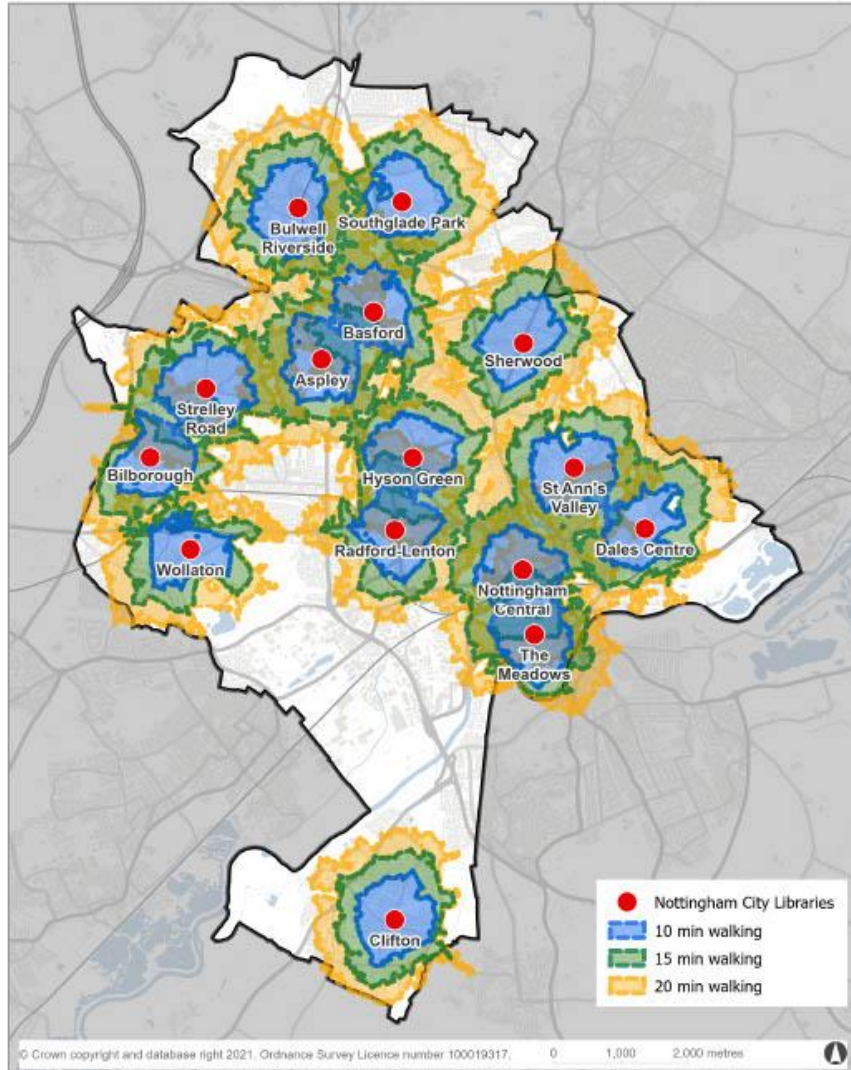
Responses by Postcode District



2,398 responses of which 2,011 have been matched to a Postcode District

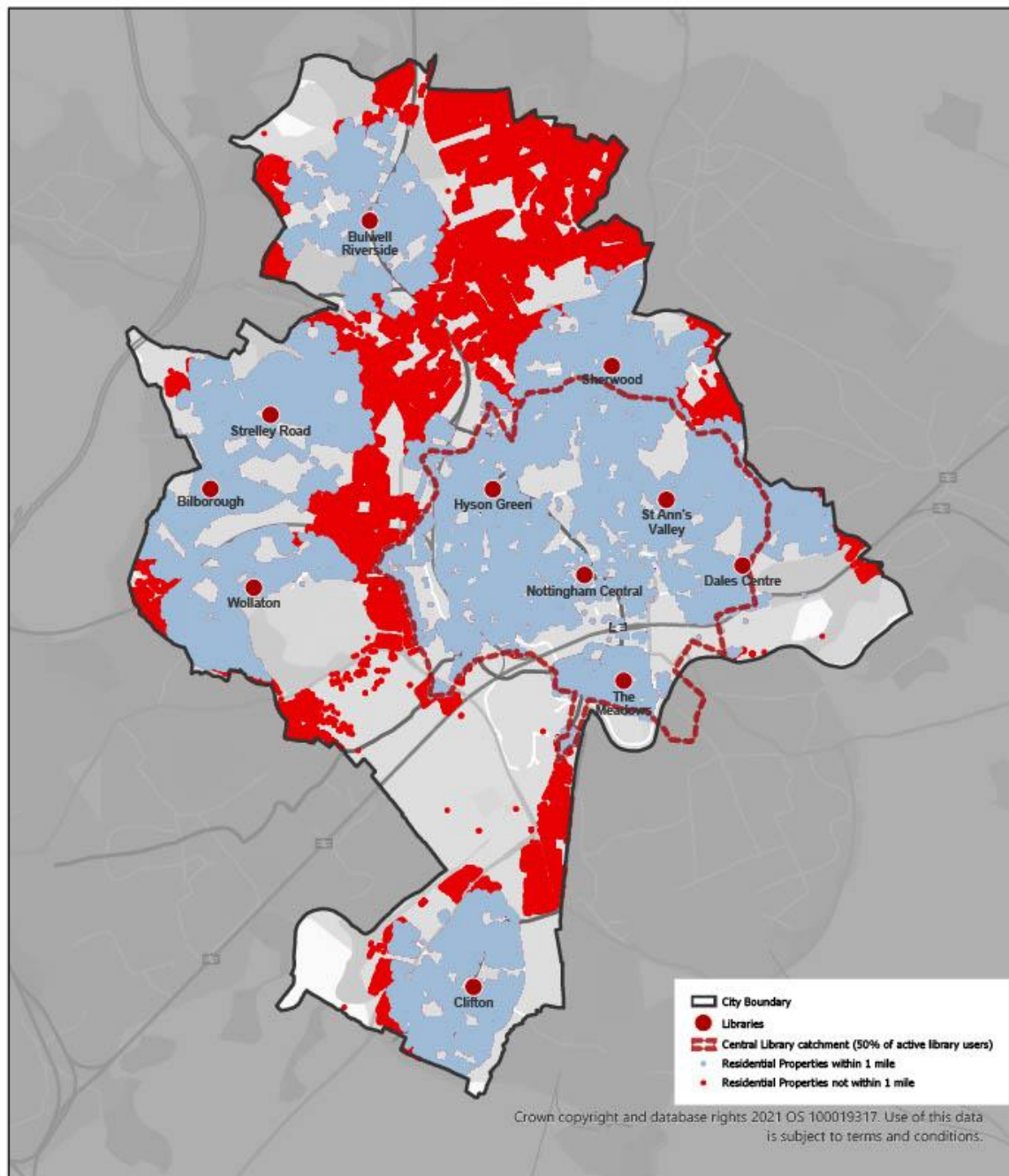
Library Needs Assessment 2021

No of residential properties within a 20 minute walking catchment from each library



Library	Residential Properties within a 20 min walk	Residential Properties within a 15 min walk	Residential Properties within a 10 min walk
Aspley	9,258	5,632	2,443
Basford	11,528	5,984	2,628
Bilborough	5,190	3,113	1,884
Bulwell Riverside	9,686	6,434	2,881
Clifton	8,944	5,980	2,947
Dales Centre	11,468	7,380	3,406
Hyson Green	17,727	10,893	5,757
Nottingham Central	20,808	12,420	5,265
Radford-Lenton	18,751	11,886	5,473
Sherwood	11,370	6,534	3,397
Southglade Park	10,521	5,479	1,560
St Ann's Valley	18,729	11,405	4,486
Strelley Road	9,826	5,985	3,149
The Meadows	7,652	5,669	3,985
Wollaton	4,987	2,275	938
All libraries	122,016	93,516	48,926

Nottingham City Libraries | Catchments within a 1 mile walking distance

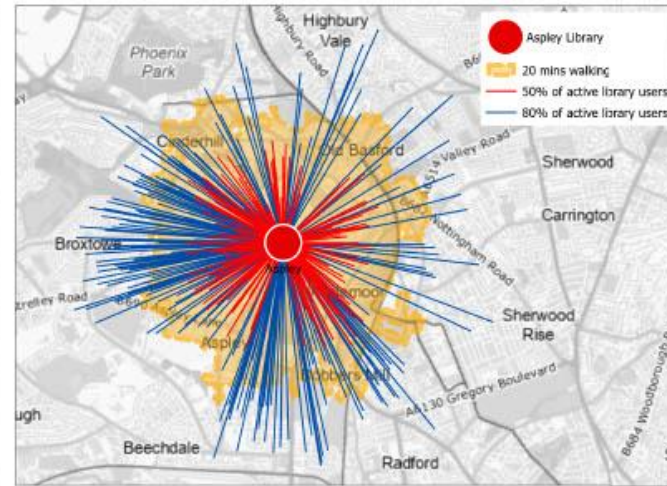
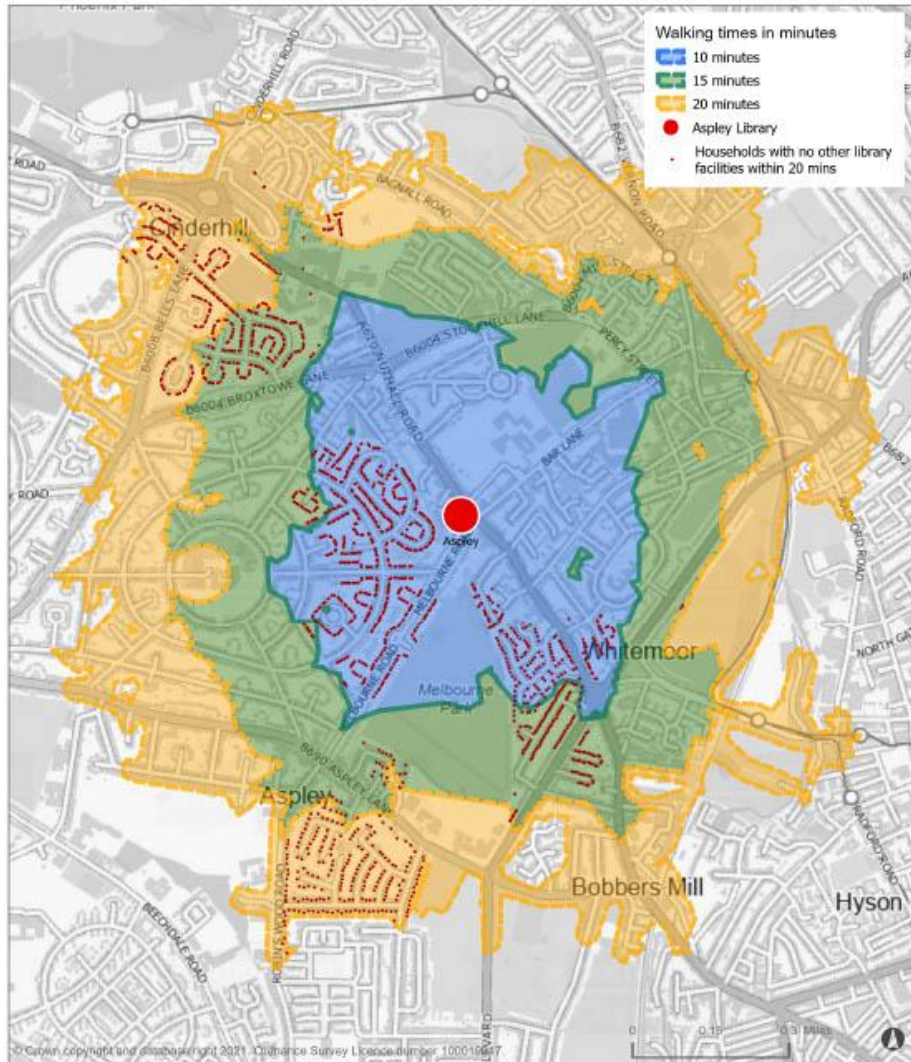


	Nottingham City	Number of properties within 1 mile of library)
Number of Residential Properties	145,870	105,440
Proportion of Properties	100%	72%



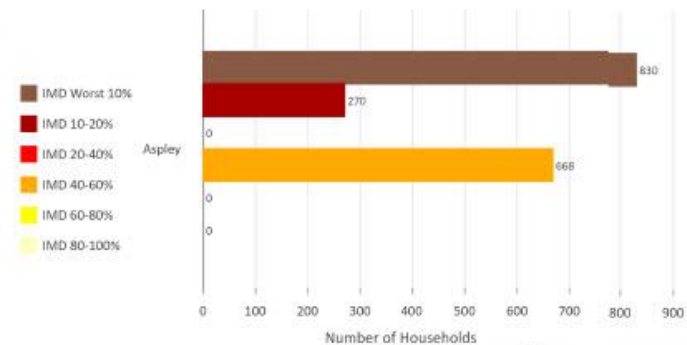
Nottingham
City Council

Library Needs Assessment 2021 | Impact assessment for Aspley library closing

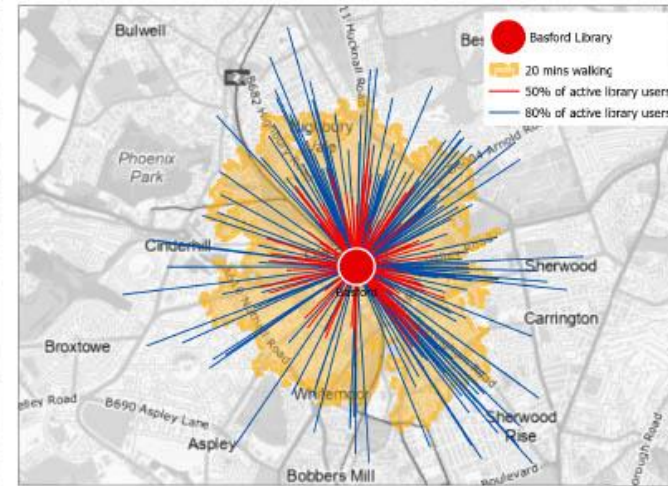
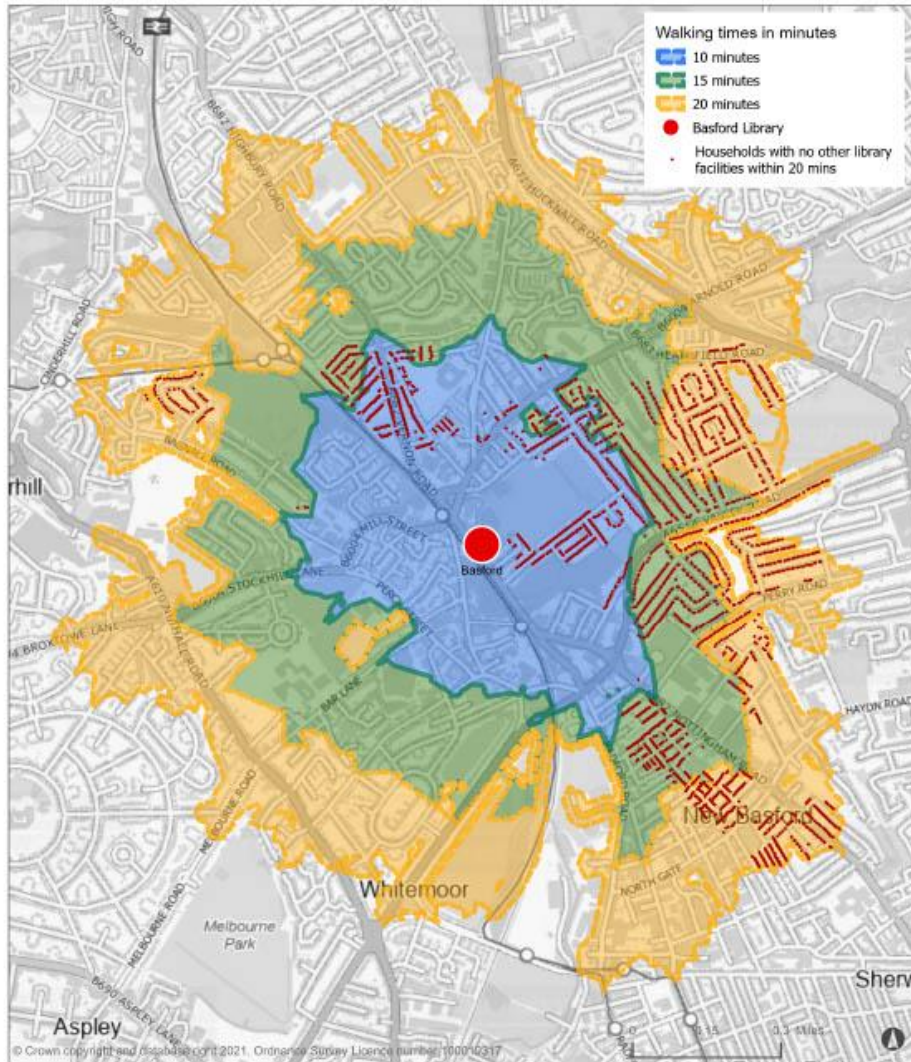


20 minutes walk	
Current Provision	Reduced Provision (Impact)
9,258 households	1,768 households
2,679 active users	568 active users

Households with no library provision within 20 minutes walking

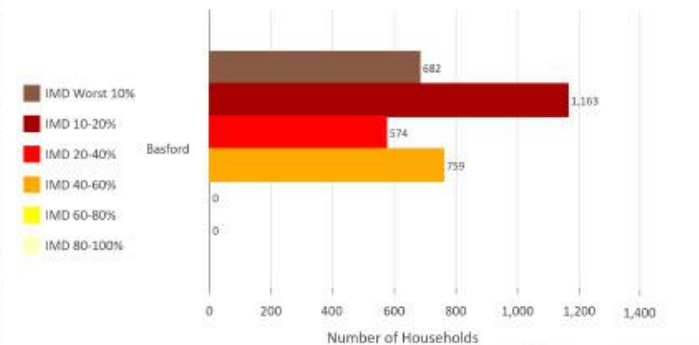


Library Needs Assessment 2021 | Impact assessment for Basford library closing

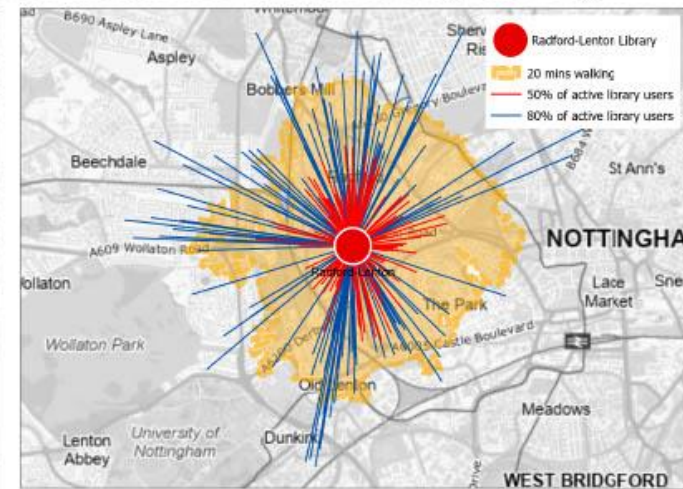
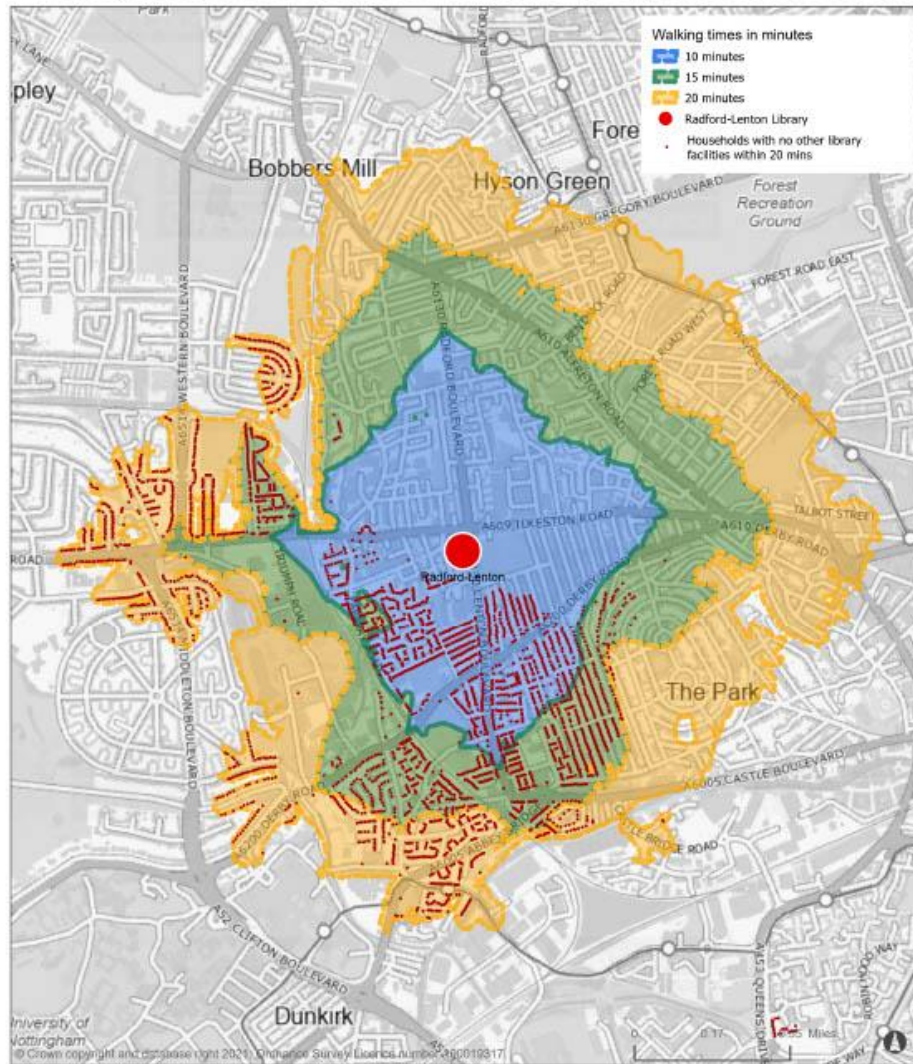


20 minutes walk	
Current Provision	Reduced Provision (Impact)
11,528 households	3,178 households
2,534 active users	544 active users

Households with no library provision within 20 minutes walking

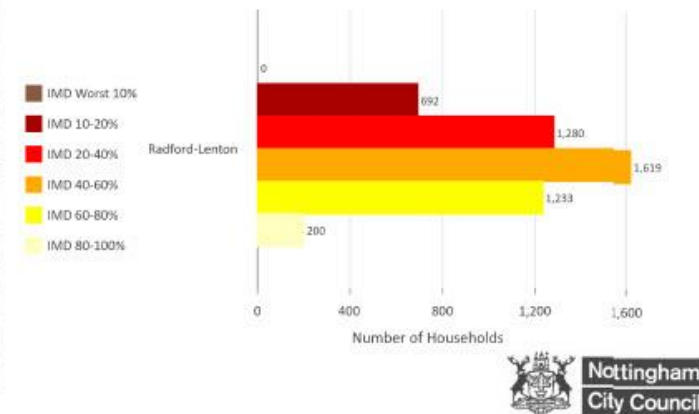


Library Needs Assessment 2021 | Impact assessment for Radford-Lenton library closing

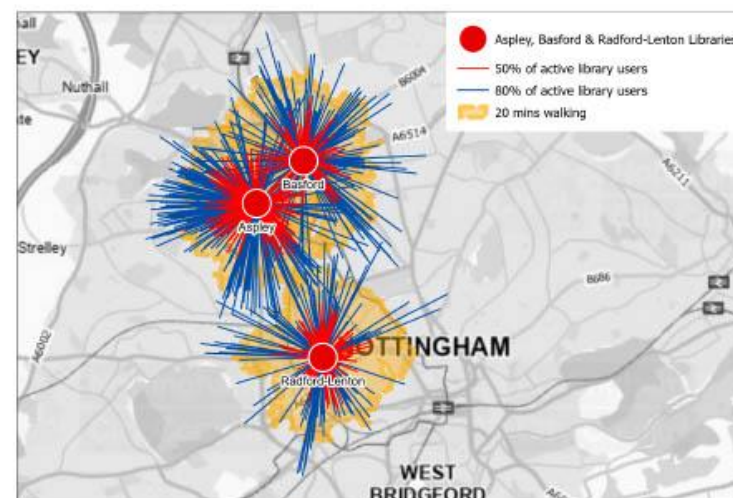


20 minutes walk	
Current Provision	Reduced Provision (Impact)
18,751 households	5,024 households
3,662 active users	778 active users

Households with no library provision within 20 minutes walking



Library Needs Assessment 2021
Impact assessment of closing Aspley, Basford and Radford-Lenton libraries



Current Provision
37,700 households
8,875 active users

Reduced Provision (Impact)
13,611 households
2,325 active users

Households with no library provision within 20 minutes walking

