Background
Rotherham’s Library & Information Service aims to:

- Promote a love of reading and help to improve literacy.
- Provide a space where people can engage in informal learning, develop skills and improve their lives.
- Provide children and young people with a safe, inspiring place to learn, explore their creativity and find their talent.
- Support businesses and contribute to the sustainability and regeneration of our local communities.
- Provide welcoming spaces, open for all to use to improve their lives and their communities.
- Offer information and reading services that can improve the health and well being of customers.
- Bridge the digital divide and become, for many people, an essential point of access to online knowledge resources.

The Council has a duty to provide a Library and Information Service:

“It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof”. The duty arises in relation to persons who are resident, work in or are in full time education in the borough. (Public Libraries & Museums Act 1964, section 7)

A review of the Library & Information Service has been undertaken to identify proposals for future service delivery. These proposals are based on an assessment of local need for the service and take into account the statutory requirement for the service and available resources. They are informed by the Library Strategy 2011-15, which aims to deliver a modern, vibrant library service and have been subject to an equalities assessment. They also take into consideration the 11 areas which have been prioritised as part of the areas of deprivation policy of RMBC

Purpose and scope of the consultation
The aim of the consultation was inform library users and stakeholders about the proposals, gain their views on any changes and provide them with an opportunity to influence future service delivery.
It should be emphasised that the consultation was about how we can provide a modern and vibrant Library service across the borough within the resources available. It was not just about opening hours and buildings. (The opening hour’s option models given for each library were just models and we encouraged people to give us their own alternative opening hours models if they thought neither option given would work for them.)

The Library & Information Service is, by its nature, open to all. The target audience for consultation therefore is a wide one, made up of all those who live, work or learn in Rotherham, including those who do not currently use libraries.
The consultation process & timetable

<table>
<thead>
<tr>
<th>12 weeks before the consultation began</th>
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<tbody>
<tr>
<td>The Library Review Project Board considered the purpose of the consultation; explored the needs of the different communities and stakeholders to be consulted; discussed the proposed methods of engagement; agreed the timetable and worked with appropriate partners to deliver the consultation.</td>
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<table>
<thead>
<tr>
<th>4-6 weeks before the consultation began</th>
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<tr>
<td>• Submitted consultation protocol Form 1</td>
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<td>• Prepared consultation material: leaflets; response forms; exhibition material; maps &amp; aerial photographs; power point presentations; posters advertising events.</td>
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<td>• Arranged Press release articles</td>
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<td>• Briefed appropriate staff, Members &amp; stakeholder groups.</td>
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<td>• Prepared Frequently Asked Questions</td>
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<td>• Confirmed availability of information in alternative formats and languages</td>
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<th>2-4 weeks before the consultation began</th>
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<td>• Approval of consultation documents by Cabinet (20th June 2012)</td>
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<td>• Letters sent to Communities of Interest, members of Friends of Library Groups and key partners</td>
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<td>• Email to all Council Members informing them of consultation events to take place in their area of responsibility.</td>
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Publicity

• Posters put up in local venues
• Material prepared for website
• Email address: libraryreview@rotherham.gov.uk set up
• Documents printed and ready for publication
• Letters sent to Groups of Interest to include older people, young people, people with disabilities, LGBT and black and ethnic minority people.
• Contact telephone number confirmed: 01709 823623

During the consultation period

The RMBC Library Services lead on this consultation with support from the Community Engagement Team.
Public meetings/events took place at every library site as well as a drop in session for members at the Town Hall. In addition information was published on the RMBC website and reference documents were placed in all libraries and customer service centres. Information was also made available for local papers with press releases and interview provision on request.
Flyers & posters inviting communities to drop-in to bespoke events were circulated via local Parish Councils, Community Groups and Area Assembly networks. These ‘drop-in’ sessions were held throughout the Borough.
Posters were also placed in local venues prior to events in the locality.
Highlights of the consultation

- Total of 1760 feedback forms received along with emails and letters
- Well loved, much appreciated service, seen as hub of community
- Positive comments about current activities and demand for increased range of services, including work with children, elderly, unemployed, readers, those needing support to use ICT, access to information
- Objections to closures and/or reduced opening hours; suggestions for alternative closures and opening hours based on location/accessibility/deprivation
- Challenge to notion of “hub” sites and to difference between need and usage
- Demand for books, including e-books
- Need to reflect emerging Council policy on deprived communities in relation to the libraries that serve these communities

The scale and tone of responses varied from library to library according to the proposal put forward. A brief summary of the responses for each branch follows however more detailed summaries are available later in this report. These include branch level equalities data, summarised comments and details of activities and services people would like to see delivered from their library.

Aston
Positive comments were received regarding the proposal to increase hours from 44.5 to 49 hours per week.

Of the 101 responses received the preferred option selected for opening times was reasonably evenly split, with option A achieving 52.5% & option B, 47.5%.

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<th>Option A</th>
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Respondents, staff and the member for the area were particularly concerned at the prospect of losing Wednesday opening until 7pm as this would impact negatively on both the adults & children’s reader groups.

Weekend opening was popular with families who have commitments during the week however there were mixed views as to the merits of Sunday opening.

Brinsworth
Many respondents expressed relief that their library is not closing and said that a new library is needed.

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No specific concerns were raised regarding the proposal to decrease hours from 26.5 to 26 hours per week.
Of the 81 responses received the preferred option selected for opening times was option A which achieved 67.9%, whereas 30.9% selected option B. Comments suggest that Option A was preferred by people who want to use the library after school and work and several people suggested that more evening opening would be useful.
A few people commented that they were happy with current opening times.

**Dinnington**
There were comments regarding the proposal to decrease hours from 49.5 to 49 hours per week mainly around concerns that this was the beginning of an ongoing planned process of reducing hours.
Of the 175 responses received the preferred option selected for opening times was option A which achieved 62.3%, whereas 20% selected option B. Comments indicated that option A was more popular due to the availability of evening opening times.

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**Greasbrough**
In response to the proposal to decrease hours from 40 to 32 hours per week some said; it is frustrating that this library has to reduce its hours, it is important to keep your local library even if the hours are shorter and 32 hours would be the absolute minimum. There were also requests for longer and later opening hours and for the opening hours to remain the same.

Of the 95 responses received the preferred option selected for opening times was option A which achieved 76.8%, whereas 23.2% selected option B.

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Kimberworth
The proposal is to close Kimberworth Library and deliver a mobile library service.

In addition to the 63 hard copy and online consultation responses a number of e-mail, written and verbal comments were received. A petition against the closure of this library with 156 signatures was also accepted.

Question 1 - People were asked where and when they would like a mobile service to be.
Many respondents were not receptive to this proposal stating that they don’t want a mobile service, they wouldn’t be happy about it, the service wouldn’t be adequate, wouldn’t be suitable to their needs and they would like to keep the current library open.
Respondents also put forward a wide variety of possible days, times & locations for a mobile service, which are included in the detailed branch consultation summaries later in this report.

Question 2 - When asked 14.3% felt that they or a relative would benefit from our home library service (subject to meeting certain criteria).

Question 3 - Given the opportunity to add any other comments about their library & the proposed changes 82.5% answered this question.

Many expressed their dissatisfaction at the prospect of the library closing saying; it would be a great loss, it’s a fantastic facility, it gives a friendly face to the local community, staff are polite, friendly and helpful, it is a well used centre for many activities, it is a lovely place to come socially and it is important to the people of Kimberworth.

Respondents raised issues related to inconvenience and cost of travel and transport getting to an alternative location should the library close.
Concerns were also raised regarding the loss of the library for the activities it provides and as a centre for the community.
Details of the comments and concerns raised and suggestions put forward for alternatives to closure are included in the branch consultation summary later in this report.

Kimberworth Park
The proposal is to close Kimberworth Park Library and deliver a mobile library service.

In addition to the 74 hard copy and online consultation responses a number of e-mail written and verbal comments were received. A petition against the closure of this library with 305 signatures was also accepted.

Question 1 - People were asked where and when they would like a mobile service to be.
Several respondents said they don’t want a mobile service, they wouldn’t use it and they are happy with the existing library service and would like to keep the current library open.
Reasons were put forward for not wanting a mobile library. Many submitted possible days, times & locations for a mobile service. These were varied and included in the detailed branch consultation summaries later in this report.
**Question 2** - When asked 13.5% felt that they or a relative would benefit from our home library service (subject to meeting certain criteria).

**Question 3** - Given the opportunity to add any other comments about their library & the proposed changes 91.9% answered this question.

Most said that they did not want the library to close and added positive comments about the friendly and helpful staff and the service provided. In general they felt that the library is a vital part of the community of particular importance to young people and the elderly.

Respondents raised issues related to inconvenience and cost of travel and transport should the library close. Another common concern was the negative impact the library closure could have on children through the reduction in learning opportunities. There were also comments about the affect of the loss of computer and internet services on children and the unemployed who utilise the service to do their homework or look for jobs. Additional details of the comments and concerns raised are included in the branch consultation summary later in this report.

**Kiveton**

The proposal is to decrease the opening hours from 35.50 hours per week to 32 hours per week and put these into a seasonal timetable.

Several requests were made to leave things as they are, including half day closing on Tuesdays in the interest of consistency for users. The proposal for lunchtime closing seemed unpopular and some felt that different opening hours for summer and winter would be confusing and result in wasted journeys.

Comments were made that the changes will make it more difficult for people who work to access the service and reduce opportunity for children to use the library to do their homework. Later opening was suggested for this reason. Concerns were also expressed that the proposals would adversely affect the children’s reading group after school on Mondays.

Some alternative opening hours models were put forward which emerged from discussion involving members and Kiveton Library staff.

Of the 95 responses received the preferred option selected for opening times was option A which achieved 49.3%, whereas 20% selected option B.

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<th></th>
<th>Option A - Summer</th>
<th>Option A - Winter</th>
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<td><strong>Monday</strong></td>
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<td>Option B - Summer</td>
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Maltby
Disappointment was expressed by some respondents regarding the proposal to decrease hours from 50 to 40 hours per week.

Some respondents raised concerns, particularly as this library serves one of the most deprived areas of Rotherham. They said that they can’t see the merit of developing Dinnington as a hub site as Maltby residents are unlikely to travel to access services elsewhere, especially as Maltby has one of the lowest levels of car ownership in the borough. It was suggested that both Dinnington & Maltby co-exist as large libraries & each take a smaller & more proportional reduction in opening hours.

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<th>Option A</th>
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Of the 62 responses received the preferred option selected for opening times was option A which achieved 54.8%, whereas 33.9% selected option B. In addition to those who asked for opening times to stay as they are comments were made as to why people preferred or disliked the options and these varied according to personal circumstances. There were several suggestions for Sunday closure and requests for evening and Wednesday morning opening.

Staff also commented on opening times saying that it would be a loss to all to cut back the opening times by 10 hours. They said that they feel busier at the start of the week but that Friday afternoons are quieter. They didn’t feel that Wednesday closing was a good idea and suggested that late night opening should not be the same as Wickersley (Tuesday & Thursday).

Mowbray Gardens
There was a positive response regarding the proposal to increase the number of opening hours from 32 hours to 40 hours per week.

106 consultation feedback forms were received with 45.3% selecting A as their preferred option for opening times and 44.3% selecting option B. Many people commented that they would like to see the library open on Wednesdays and Sundays and also have some late night opening.
There were several comments that option A is better for working people to attend the library.

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**Rawmarsh**
This Library has recently moved to the new Joint Service Centre on Barber’s Avenue and is part of a trial to deliver joint library and customer services.

There was a low overall response rate when compared to other libraries with only 32 consultation feedback forms being received. The proposal consulted on is to open 40 hours per week (option A & B), or option C which retains current opening hours without the later night opening.

Of the 32 responses majority preferred option C (78.1%) with 15.6% choosing option B & 9.4% selecting option A.

There was one comment that closing at 5.30 creates difficulty due to work commitments.

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<th>Option A</th>
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**Riverside House**
No specific comments were made regarding the proposal is to increase the opening hours at Riverside Library from 52.5 hours to 55 hours per week.

Of the 434 responses received the preferred option selected for opening times was reasonably evenly split, with option A achieving 53.5% & option B, 46.3%.

A few people said that they prefer earlier opening as they would be able to visit the library on their way to work. More people including workers and students expressed their preference for later opening as it would allow them to come to the library after work, school, mosque or college. Workers and students also requested some Sunday opening to increase opportunities for them to access the library and a few asked for later Saturday opening.
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### Swinton

In response to the proposal to decrease the number of opening hours from 44 to 40 hours per week some people commented that it is unfair for Swinton to lose out whilst Wath gains.

Of the 56 responses received the majority preferred option A (71.4%) and 25% chose option B. Many respondents commented that option A is better as the closure of the library would correspond to that of the parade of shops located adjacent to the library.

Some however said that the changes make the library inaccessible to people who work during the day and that evening opening is needed on at least one day.

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### Thorpe Hesley

The proposal was to retain the same number of opening hours per week but with revised options for opening hours.

Of the 83 responses received 30.1% chose option A and 16.9% selected option B with the remainder 53% selecting neither of the options on offer.

The comments made suggest that many people would prefer to retain the current opening hours with recurring comments summarised as follows:

- The proposed changes conflict with the use of the WREN room which the library shares with other centre users.
- The current hours fit in with other groups that use the community centre e.g. Brownies & church services.
- Neither option is an improvement as they both reduce the number of days when the library is open after work.
- The half an hour later opening on a Sunday would prevent people from visiting the library prior to the 10.00am church service.

During the consultation process a member of staff suggested slightly different opening hours for consideration based on local knowledge.
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**Thurcroft**
The proposal consulted upon is to reduce the number of opening hours from 26.50 hours to 26 hours per week and open the library in term time only (40 weeks of the year). For the remaining 12 weeks an alternative service would be provided with a mobile stop in the village.

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Of the 83 responses received the preferred option selected for opening times was option A 63.9% with option B achieving 24.1%. Several people who visit the library after work or college expressed their dissatisfaction at the proposal to reduce evening opening and said that they would like the library to continue opening until 7pm.

81.9% of the respondents answered question 3 which gave them an opportunity to comment on the proposed changes. Of these 53 (64%) expressed their dissatisfaction at the proposal to open term time only and receive a mobile service during the weeks which the library is closed. Many gave reasons which are detailed in the branch summary later in this document.

**Wath**
The proposal is to increase hours from 46 to 49 hours per week and change the opening hours to one of the two options below.

Of the 74 responses received the preferred option selected for opening times was option B (63.5%) with option A achieving 36.5%.

Evening opening was also seen as beneficial for workers, both for themselves and to enable them to take their children after work. This group and shoppers also favoured longer opening on Saturday. Several respondents suggested early morning opening before school or work.
Wickersley
The proposal consulted upon is to reduce the number of opening hours from 45 hours per week to 40 hours per week. Many respondents said they disagree with the proposed reduction in hours, with some saying that it is unfair that such a well used, vibrant and thriving library will lose hours whereas others will gain under these proposals. Concerns were also raised that Wickersley is a new library and that these changes are disruptive coming such a short time after opening. Some respondents urged reconsideration of the reduction in opening hours on the basis that this branch has high usage / low cost per visit compared to other libraries. They also expressed concerns regarding the role of hub libraries and where these are located.
Objections were also received from the Parish Councillor, users and staff. In support of these objections the rationale for the proposals was questioned and usage statistics were quoted to demonstrate that Wickersley is on par with / out performs the larger libraries proposed to open more hours than this branch.

Of the 166 responses received the preferred option opening times was option A 58.4% with 29.5%. selecting option B. Many respondents however asked for the opening times and hours to remain as they are as they find them more suitable for their needs.
Many comments were made as to why people preferred or disliked the options proposed for opening times and these varied according to personal circumstances. Recurring issues raised were:
• Do not want Sunday opening and concerns regarding the cost of this.
• Option B chosen due to 2 late closures but don’t want Sunday opening.
• Families and people who work said that they like weekend opening hours and that later opening during the week makes the library accessible to them.
• Closure on Tuesday p.m. will affect the readers group and may mean that OAPs cannot access library as this is the only time they can come to library via community transport.

Please see the branch summary later in this document for a more detailed summary of the responses.

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Overall comments
In addition to branch specific consultation responses more general comments regarding the Library and Information Service Review were received. These included responses from staff within the Library Service, other areas of the Council and partners who were asked for their views summarised as follows:

Children & Young Peoples Services (extended learning service)
Successful delivery of Adult learning depends on libraries & requires diverse opening across the week, evenings and weekends. If reductions have to be made library buildings could be substitutes with community venues, activities for children and adults can be provided by a range of other providers but the provision of good quality reference & loan materials can only be provide by a professional library service.

Strategic HR
Raised concerns regarding the cost of any proposals which would extend services and asked if any of the services provided could be undertaken by others outside the council at nil cost to RMBC.
Suggested ways in which library resources could be used more by partners.

Finance (Revenues & Benefits (R&B))
We would like the library service to offer facilities that would enable Customer Service Centre staff to point members of the public to the online facilities that are available for handling simple queries / information provision e.g. filling in simple forms to make R&B staff aware of a change in circumstances etc rather than waiting in a queue. This approach could also be looked at this to increase the number of on-line payments rather than queuing for a cashier.

Housing Strategy (Consultation Event)
Concerns were raised regarding the proposed closure of Kimberworth / Kimberworth Park Library and how the housing service intend to invest resources into areas recognised as particularly disadvantaged or deprived. Kimberworth Park has been identified as one of the areas. Comments raised are outlined below;
- Kimberworth / Park proposals for 2 libraries which serve a deprived area to be closed. Not good, need to share information.
- Kimberworth Park library is base for other purposes. Closure viewed as negative for the area.
- Need to connect decisions across departments and not take with one hand give with the other.

EDS\Streetpride\Leisure & Community Services (Sports & Leisure)
Active always classes are delivered from libraries, not just in meeting rooms but actually in the library itself so users can see what is going on. Library services are helping by giving access to facilities to kick start new initiatives. We are keen to spread delivery out amongst many of the borough libraries.

Youth Cabinet was attended by Library representatives who distributed a briefing paper and offered to answer any questions. Attendance at the meeting was relatively low & no questions were asked at the time.

steve.ruffle@rotherfed.org invited a representative from libraries to attend meeting 9th July to talk about the review. The invitation was declined as unable to attend but made them aware of drop in sessions being held in libraries &
asked them to encourage members to attend any of these drop-in sessions, at their convenience. Paper provided to assist.

**Staff comments**
Staff briefings and consultation sessions were held to enable feedback to be gathered. Comments were made and suggestions were put forward based on their local knowledge. These have also been considered in developing future proposals.

**Press**
- Rotherham Advertiser submitted a Freedom of Information request for statistical data for each individual library in Rotherham and subsequently published an article regarding the Library review. In addition they asked whether there will be any job losses resulting from the proposed closures of Kimberworth / Kimberworth Park libraries. The consultation process was still underway at this time and final decisions had not been made regarding closures.

- Yorkshire Post published an article on 18/06/2012 mistakenly stating that both Brinsworth and Brinsworth Park libraries will close, while opening hours at other libraries will be cut by between half an hour and 10 hours a week.

**Next steps**
- Feedback gathered throughout the consultation process has been used to shape the proposals for the future of the Library and Information Service.
- Lessons learned during the process will inform future consultation events and in a few cases as appropriate we may consider short follow up consultation events at some libraries.
- A service improvement plan will be developed in response to consultation to try to address any issues raised and take account of comments and suggestions for the development of a modern and vibrant library service. As part of this work we will also develop a site by site action plan e.g libraries where the work of the Review and the consultation has raised stock issues may receive a boost in terms of targeted Bookfund.

The documents on the following pages include; the overall equalities analysis based on data gathered during the consultation process and the more detailed branch level consultation summaries referred to within the body of this report. These include branch level equalities data, comments and details of activities and services people would like to see delivered from their library.
Results of equalities monitoring

Male/Female - The total number of responses was 1760 and of these 24% (428) were male and 44% (779) were female. The borough average for these two groups is 49% and 51% respectively (mid year population estimates 2010). The reason for the low male turn out could be varied. It could reflect the membership of the libraries, the time of the consultation which might have favoured more women to attend or it may just be purely coincidental.

Disability - The total number or responses from consultees who declared themselves as disabled was 9% (159). The borough average for this group is 22.4% (at Census day 2001). Feedback above the 9% was recorded at Thurcroft (12%,10), Maltby (11.3%,7), Kimberworth Park (16.2%, 12) and Kimberworth (11.1%, 7). Again the reasons for the low disabled turn out could be varied. The main reason could be due to physical mobility issues. There were just over 1600 respondent’s to the drop in session’s and just over 100 contribution’s to the on line survey. However the disabled split was equal in both survey’s which shows that proportionately more disabled people took part in the on line survey.

Black and Minority Ethnic (BME) - Total number of BME responses was 5.5% (96). The borough average for this group is 8.2%. Consultation’s at Wath, Thorpe Hesley and Kimberworth returned a nil response, which could reflect the low number of BME respondent’s residing in these areas.. Consultation’s at Riverside House showed a BME rate of 8.2% and Rawmarsh and Mowbray Garden’s showed 12.%(4) and 19.5%(21) respectively.

It should be noted that some consultees declined to answer the equality monitoring question’s.
Aston
(Serves one of the 11 most deprived areas prioritised by Rotherham Council and Partnership)

Users commented that it is a great library and that the service is very good and staff are friendly and helpful.
Good feedback was also received about computer courses, reserve online and collect, links to local schools and children’s activities.
It was also felt that the library is essential, particularly for older people in the area and those with mobility or social isolation issues.

Opening times / hours
Positive comments were received regarding the proposal to increase hours from 44.5 to 49 hours per week.

Of the 101 responses received the preferred option selected for opening times was reasonably evenly split, with option A achieving 52.5% & option B, 47.5%.

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Respondents and staff were particularly concerned at the prospect of losing Wednesday opening until 7pm as this would impact negatively on both the adults & children’s reader groups. It was suggested that the proposed late night opening on Thursday be move to Wednesday.

It is clear from their comments that weekend opening is a popular option with families who have commitments during the week with them commenting that Saturday and Sunday opening are of benefit to them.
There was also negative feedback regarding Sunday opening when noisy youths have been encountered, causing a nuisance and not using the library properly.
Staff said that Sunday is the least busy day and that customers comment that they can’t see how the expense of opening the building can be justified.

Particular activities or services which users said they would like to see delivered in the library are summarised as follows:

Stock
- Bigger selection of books
- More paperback books especially new releases
- E-books
- More talking books especially autobiographical & biographical
- Monthly “Which” for reference
- DVD hire

Children
- More activities for children of different age groups including pre school preparation, after school and during school holidays.
- Divide the children’s section into age groups.
Activities and events
- Charitable events
- Quiet reading club
- CV skills
- Craft workshops
- Social interaction for older people e.g. coffee morning
- More computer lessons across all age groups
- More internet facilities with privacy
- Evening courses
- Help with applications e.g. Academic (University, college)
- Add more days for “job surgery” staff
- Hold local events such as such as lectures, open evenings on local facilities especially council run.
- An option to have a regular e-mail detailing current news.

Additional comments or suggestions regarding the facilities, building & layout were made:

- Area to work or study in the Library e.g. bookable desk space / free WiFi
- Better layout, display all books as one unit e.g. Crime / adult fiction confusing as most books have crime in them and you can’t find what you are looking for in non-fiction.
- Hasn’t been big enough from the onset, why hasn’t more space been allocated to allow for more group activities.
- Would like a drop box to drop books outside normal opening times.
- Love the layout, open space, no clutter and ample seating arrangements.

Equalities data
Of the respondents 63% were female and 27% male with a good spread across all age groups as shown in the table below and 7.9% considered themselves to be disabled.
Of the 87% of those who responded to the ethnicity question 80% were White British and 7% were from BME communities

What is your age?
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<tr>
<th>Age Range</th>
<th>Under 25</th>
<th>25 to 34</th>
<th>35 to 44</th>
<th>65 or older</th>
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<tr>
<td>Under 25</td>
<td>11.9%</td>
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<td>11.9%</td>
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<td>45 to 54</td>
<td>10.9%</td>
<td>55 to 64</td>
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Brinsworth
(Not identified as serving one of the 11 most deprived areas prioritised by Rotherham Council and Partnership)

Many respondents expressed relief that their library is not closing. Positive comments were made about how the library is run and the good service given by staff who were described as friendly and helpful.

A common theme within responses was that a new library is needed. The current building was described as old and outdated, too warm in summer and freezing in winter. Comments were made that to attract new service users a new modern spacious library was needed with more computers, larger more child friendly children’s area and room for activities and groups to meet. It was also suggested that RMBC should do a campaign to advertise that book loans are free and also which other services they offer.

Opening times / hours
A few respondents said that they didn’t feel any changes should be made as the current hours are very convenient but there were no specific concerns regarding the proposal to decrease hours from 26.5 to 26 hours per week.

Of the 81 responses received the preferred option selected for opening times was option A which achieved 67.9%, whereas 30.9% selected option B.

Comments suggest that Option A was preferred by people who want to use the library after school and work and several people suggested that more evening opening would be useful to accommodate working arrangements.

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Particular activities or services which users said they would like to see delivered in the library are summarised as follows:

Stock
Comments were made regarding the lack of new book stock available in particular fiction books by popular authors. More large print books were also requested.

Activities and events
Respondents expressed an interest in more children’s activities and clubs e.g. art and computer clubs as well as sessions in school holidays for children age 10+. Internet tuition and more adult activity courses were also requested.
Equalities data
Of the respondents 63% were female and 34.6% male. There was a high response rate from the age group 65 or older (45.7%) with the remainder spread across the other age groups as shown in the table below.
A total of 9.8% considered themselves to be disabled and of the 88.8% of those who responded to the ethnicity question 81.5% were White British and 6.1% were from BME communities

What is your age?
Under 25 17.3% 25 to 34 8.6% 35 to 44 9.9%
45 to 54 7.4% 55 to 64 7.4% 65 or older 45.7%
Dinnington
(One of 11 areas that have been prioritised as part of the areas of deprivation policy of RMBC)

Users generally commented that they receive a good service from staff at this library. Many said that they would like to see things stay as they are with a continuation of all of the activities currently on offer in particular children’s activities, reading group and computer access.

Opening times / hours
There were comments regarding the proposal to decrease hours from 49.5 to 49 hours per week mainly around concerns that this was the beginning of an ongoing planned process of reducing hours. Those who attended the consultation drop in sessions commented that if necessary they would gather a petition against any closure.

Of the 175 responses received the preferred option selected for opening times was option A which achieved 62.3%, whereas 20% selected option B.

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Several comments were also made about opening times;
- At least two evenings opened until 7.30 p.m,
- If option B was chosen then some clubs would have to be cancelled
- Reduce one of the late nights by half an hour per week.
- The services to be extended after 5.00 p.m. as most of the working parents will not be able to come in before then.
- I think that option a (above) should have 1 hour deducted from Saturday p.m. and used to make 5.30 p.m. closing times on 2 of the 3 weekdays where 5.00 p.m. would otherwise apply. This would help children who rely on the library service to research.

Particular activities or services which users said they would like to see delivered in the library are summarised as follows:

Stock
Positive comment was made regarding the allocation of new books which are available when requested.
Respondents also said they would like to see; a continued good range and quality of books both fiction and factual, plus improved local history, a continual supply of new publications (books) and more large print books.
A full set of OS maps was asked for or at least the middle chunk of the country and popular tourist/holiday areas.
Surprise was expressed by one respondent that there are no miniature music scores available centrally.
Children
In addition to a call for current children’s activities to continue respondents expressed an
interest in story telling sessions for children on a weekend and after school, reading
incentives (sticker charts?) and painting, drawing and craft sessions. It was also suggested
that there should be; computers for younger children with large/bright coloured keyboards,
a listening station where children can share a story or listen alone to a selected story in a
children's area and better more comfortable teenage area (settees) with a wider selection
of resources.

Computers
Positive feedback was given regarding the help given by staff on computers and additional
comments were also made;
• Computers going off 15 minutes before closing can impact on homework/research
• Computer shareware (home use)
• Help on working computer system as all systems start up differently. Kiveton had a good
booklet with "how to manage things".
• Have a regular IT staff member or volunteer.

Activities and events were suggested including:
• Extra classes to help adults / children who are unable to read or need extra help.
• Chess club for adults and young people
• More meet the author sessions
• Coffee mornings
• Sessions for those who have disabilities to help them read and use computers.
• Local councillor informal surgery in the library on Saturday mornings.
• More training opportunities in IT etc.

Other suggestions were made including:
• Tea and Coffee
• Meeting for all Rother Valley South Library’s to review how each can improve
• More options for Volunteers
• Outreach service more regularly to care homes and housebound.
• More information as to where and when mobile library will be in outlying villages i.e.
  Anston / Woodsetts.
• Book club in more comfortable surroundings, it is so shabby and unwelcoming.
• Work with RMBC Archives service to have a rotating display of materials relating to this
  area. There would be reference only and would need interpreting commentary. Each one
could have a theme - e.g. mining, agriculture, churches etc.
• Direct online access to Rotherham archives from the public libraries

Equalities data
Of the respondents 58.9% were female and 28% male and 9.7% considered themselves to
be disabled. 54.3% were over the age of 55 with the remainder evenly spread across all
other age groups as shown in the table below.
Of the 81.2% of those who responded to the ethnicity question 79.4% were White British
and 1.8% were from BME communities

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>Under 25</th>
<th>25 to 34</th>
<th>35 to 44</th>
<th>65 or older</th>
<th>60 or older</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 25</td>
<td>6.9%</td>
<td>25 to 34</td>
<td>9.1%</td>
<td>35 to 44</td>
<td>7.4%</td>
</tr>
<tr>
<td>45 to 54</td>
<td>9.1%</td>
<td>55 to 64</td>
<td>17.7%</td>
<td>65 or older</td>
<td>36.6%</td>
</tr>
</tbody>
</table>
Greasbrough
(Not identified as serving one of the 11 most deprived areas prioritised by Rotherham Council and Partnership)

A consistent theme from respondents was that they are happy with the services currently offered and that they are pleased that the library is being kept open. Positive comments were made regarding the helpful, knowledgeable, friendly and polite staff and concern was expressed about the impact of the changes on them. It was commented that the library is an important part of the community, not only for the reading of books but, for photocopying, information and access to the internet to look for jobs, social websites & children for research as not everyone can afford computers.

It was suggested that there should be more customer and staff consultation regarding changes and proposed opening hours and the question was asked "What does the council intend to do with the £500,000 you will save?"

Opening times / hours
Of the 95 responses received the preferred option selected for opening times was option A which achieved 76.8%, whereas 23.2% selected option B.

<table>
<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>9.00am – 1.00pm &amp; 2.00pm – 5.00pm</td>
<td>9.00am – 1.00pm &amp; 2.00pm – 7.00pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>9.00am – 1.00pm &amp; 2.00pm – 5.00pm</td>
<td>9.00am – 2.00pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Closed</td>
<td>Closed</td>
</tr>
<tr>
<td>Thursday</td>
<td>9.00am – 1.00pm &amp; 2.00pm – 7.00pm</td>
<td>9.00am – 1.00pm &amp; 2.00pm – 5.00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>9.00am – 2.00pm</td>
<td>9.00am – 1.00pm &amp; 2.00pm – 5.00pm</td>
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<tr>
<td>Saturday</td>
<td>9.00am – 1.00pm</td>
<td>9.00am – 1.00pm</td>
</tr>
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</table>

The following comments were also made regarding the proposal to decrease the number of opening hours at Greasbrough Library from 40 hours to 32 hours per week.

- Frustrating that this library has to reduce its hours yet it may make the library busy in the new opening times
- If the opening hours changed to option B more people have the chance to do what they need to do like look for books or search the web
- It is important to keep your local library even if the hours are shorter
- I believe 32 hours would be the absolute minimum.
- Could do with more and longer opening times
- I would prefer the opening hours to remain the same.
- Later opening hours

Particular activities or services which users said they would like to see delivered in the library are summarised as follows:

Stock
One respondent expressed concern regarding the proposed reduction in spend for books whilst another requested media, CD’s and DVD’s

Activities and events were requested by a few respondents;
• Reading groups
• Family history activity
• Start a job club as I would appreciate help with CV and job searching
• Use side room more for group activities & classes. There is a telephone though (council) so what about confidentiality?
• It would be nice to see services from housing e.g been able to meet about local issues, drop in session

And the following suggestions were also made regarding facilities;
• Food and drink machine.
• Free WiFi
• Tea/coffee machine.
• Could do with a lick of paint

**Equalities data**
Of the respondents 76.8% were female and 23.2% male. The highest response rate was from the age group 65 or older (34.7%) with the remainder spread across the other age groups as shown in the table below.
A total of 9.5% considered themselves to be disabled and of the 81.2% of those who responded to the ethnicity question 73.7% were White British and 7.5% were from BME communities

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>Under 25</th>
<th>25 to 34</th>
<th>35 to 44</th>
<th>55 to 64</th>
<th>65 or older</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8.4%</td>
<td>10.5%</td>
<td>9.5%</td>
<td>12.6%</td>
<td>34.7%</td>
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</table>
Kimberworth
(Serves one of the 11 most deprived areas prioritised by Rotherham Council and Partnership)

In addition to the 63 hard copy and online consultation responses a number of e-mail written and verbal comments were received and a drop in session was held with members. A petition against the closure of this library with 156 signatures was also received.

**Question 1** (hard copy & online)
We are proposing to deliver a mobile library service in Kimberworth. Where and when would you like this to be? (day/morning or afternoon/location)

Many respondents were not receptive to this idea stating that they don’t want a mobile service, they wouldn’t be happy about it, the service wouldn’t be adequate, wouldn’t be suitable to their needs and they would like to keep the current library open.

Others gave particular reasons for not wanting a mobile library such as:
- Mobile library would be no use as I only use the internet services.
- Not as much choice on a mobile, limited space.
- Would there be books I enjoy? Kimberworth staff understand my book choices.
- Reliability of service is questionable.
- I like to come to the library when I like, not one special day.
- More mobiles will be needed to be able to provide an adequate service.

Those who suggested possible days / times / location responded as follows:
- Richmond Park
- Afternoon near school for parking issues
- Cain Gardens, Kimberworth as there are a number of elderly disabled people in these properties.
- Winterhill Road (previous stop, older people). Afternoon.
- Winterhill Road – two stops.
- Winterhill Road. Preferably afternoons.
- Winterhill Road afternoon
- Near Old Wortley Road
- Monday, Wednesday, Friday afternoon – Church St.
- Outside old library site? School/children’s centre. Sat – I work Mon to Fri.
- Work full time - it would have to be an evening or weekend service. Location; no nearer to town than present building, no further than Great Park Road.
- Corner of South St & Deepdale Road. Kimberworth Community centre.
- When at school all day I would like late afternoon outside Winterhill School.
- Close to local Library with hours as is at the moment.
- Some areas where one could park e.g. Bradgate Park.
- Afternoon, Kimberworth
- Morning Superbowl car park.
- Afternoon – Millers Junior Grange pitch
- Afternoon – current library place
- Afternoon – Colin Campbell car park
- Afternoon. Junction of Keppel View Rd/Farm View Rd, flat area at bottom of the hill
- Every afternoon from 1pm, Church St, Kimberworth.
- Any day, any morning near to groups of bungalows (old people)
- Mon to Sat pm & Sun am Ewers Rd laybye or Superbowl Car Park.
- Saturday am & pm Sunday am & pm
- Mon to Sat am & pm plus Sun am on the same site of the library.
**Question 2** (hard copy & online)
14.3% felt that they or a relative would benefit from our home library service (subject to meeting certain criteria).

**Question 3** (hard copy & online plus e-mail & verbal comments)
Please add any other comments about your library & the proposed changes.

Of the respondents 82.5% added comments in response to this question. Many expressed their dissatisfaction at the prospect of the library closing saying: it would be a great loss, it’s a fantastic facility, it gives a friendly face to the local community, staff are polite, friendly and helpful, it is a well used centre for many activities, it is a lovely place to come socially and it is important to the people of Kimberworth.

Concerns were also raised regarding the impact of the proposals on deprived communities and it was also highlighted that there could be a possible conflict with the Neighbourhood offices review being carried out by RMBC.

Many respondents raised issues related to inconvenience; travel and transport should the library close such as:

- Changes will mean an increase in bus fares to visit Riverside.
- Not everyone can afford the bus fare to travel to another library.
- Main library is not convenient, no parking.
- Lots of older people in the community, town isn’t convenient for the elderly.
- Riverside is difficult to get to by bus.
- Bus service to town not adequate & costly, free bus service to finish. Elderly not able to carry books across town.
- Who will want to go into Rotherham in the evening? Safety?
- Can travel to Riverside but local library is ideal for coming with kids.
- Less personal service at Riverside, children unable to attend without an adult.
- I won’t be able to walk to Riverside as it’s too far away. I feel safe as I know the staff and they know me, they are always helpful when I have projects at school.
- Trailing into Rotherham centre with children is not a sensible option to encourage children to use a library.

There were also concerns raised regarding the loss of the library for the activities it provides and as a centre for the community for example:

- OAP’s like to come and natter whilst choosing books, there is always someone using the computers and people from the mental health home over the road come to read and speak to others. Sometimes it is the only contact many people who live alone have.
- We are one of the few areas of Rotherham where there is no community centre, taking the library would be like taking the heart of our community.
- Readers group will be affected.
- It’s a shame it gets me out - waiting for a guide dog. I use Riverside too but not often, once per month.
- What about the children’s activities e.g. Rhyme time?
- Activities and support for children in holidays would be difficult to attend.
- Will internet / computers be available from a mobile library?
- As always this will affect the people who need it most i.e. low income families and the elderly.
Some suggestions were also made:

- As we still have bookstart for Rotherham children why on earth do we need Dolly Parton’s version when the money saved could be used to fund a community library which serves all ages and not just very young children.
- Have a rethink and look at other ways to save £500,000 as long as it does not mean people losing their jobs or members of the public losing their local library.
- Keep open with 1 librarian & volunteer support. Close 1 day/week (Sunday) to save money.
- We already have reduced opening times but part time is better than nothing.
- Why target both Kimberworth libraries? I don’t think both should be closed.
- Would be good to see new authors / titles.
- Cut hours at other libraries to similar hours to Kimberworth to make savings.
- In my view the library should open longer not close. Would it be possible to use volunteers at this library? One member of staff and volunteers would work well as the volunteers would learn as they go.

**Equalities data**

Of the respondents 25.4% were male and 66.7% female. There was a high response rate from the age group 65 or older (47.6%) with the remainder being well spread across the other age groups as shown in the table below.

A total of 11.1% considered themselves to be disabled and all of those who responded to the ethnicity question (89%) were White British with none being from BME communities.

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>7.9%</th>
<th>3.2%</th>
<th>12.7%</th>
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</thead>
<tbody>
<tr>
<td>Under 25</td>
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<td></td>
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<tr>
<td>45 to 54</td>
<td>4.8%</td>
<td>14.3%</td>
<td>47.6%</td>
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<td>55 to 64</td>
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</table>
Kimberworth Park
(Not identified as serving one of the 11 most deprived areas prioritised by Rotherham Council and Partnership)

In addition to the 74 hard copy and online consultation responses a number of e-mail written and verbal comments were received and a drop in session was held with members. A petition against the closure of this library with 305 signatures was also received.

**Question 1** (hard copy & online)
**We are proposing to deliver a mobile library service in Kimberworth. Where and when would you like this to be? (day/morning or afternoon/location)**

Several respondents said they don’t want a mobile service, they wouldn’t use it and they are happy with the existing library service and would like to keep the current library open. Others gave particular reasons for not wanting a mobile library such as:

- Old people may like to come to the library where they can chat to other people that are friendly towards them.
- Don’t think it would provide enough variety; I like to come to the library in my own time
- Not a good option from relatives experience
- Not interested, a visit to the library for me is part of social inclusion
- I think the length of availability and amount of stock would be too little for my needs.
- Not very useful as the range of books will be limited and there won’t be computer access.
- I use audio books, can I get these on mobile?

Many suggested possible days / times / location as follows:

- All Saturday
- Saturday afternoon
- Saturday / Sunday am & pm
- Saturday am outside Winterhill School
- I work full time so unless it was a weekend service it would be useless
- It would have to be at the weekend as I’m at school during the week
- I’m at school all week so I would prefer it to be at the weekend
- Provision after school for children
- After school or Saturdays
- Afternoon, location where children can attend
- At the library site in the afternoon
- Afternoon during the week near Kimberworth Library
- Existing library site is a good location
- Library location, Saturday morning
- Library location, Saturday morning
- Existing library site, Monday afternoon
- Library site is a good location, afternoons at least once a fortnight
- At back of existing library Mon/Thur
- If necessary Hungerhill Road, pm
- Hungerhill Road address
- Near existing library, times to allow for school children, people working & elderly.
- Simmonite Road, Kimberworth Park
- Variation to suit everyone
- Everywhere in Kimberworth Park
- Afternoon St Johns Green area
- St Johns Green, Mon or Thursday
- St Johns Green, Kimberworth Park
- St Johns Green area - afternoon
- Afternoon, Kimberworth Park
- Late evening due to work commitments
- Afternoon, Pewter Pot car park Monday 4.30 to 5.30 or Thursday
- Afternoon, Pewter Pot car park Monday 4.30 to 5.30 or Thursday
- Afternoon
- Afternoon, Kimberworth Park
- Morning
- Afternoon
- On same site as current library Mon-Sat am & pm excl Weds & Sun am Mon to Sun am & pm
- Ewers Road layby (Mon to Sat pm & Sun am) or Superbowl Car park Sat/Sun am & pm, Saturday am outside Winterhill school
**Question 2** (hard copy & online)
13.5% felt that they or a relative would benefit from our home library service (subject to meeting certain criteria).

**Question 3** (hard copy & online plus e-mail & verbal comments)
Please add any other comments about your library & the proposed changes.

Of the respondents 91.9% added comments in response to this question. Most said that they did not want the library to close and added positive comments about the friendly and helpful staff and the service provided. In general they felt that the library is a vital part of the community of particular importance to younger and older people.

Concerns were also raised regarding the impact of the proposals on deprived communities and it was also highlighted that there could be a possible conflict with the Neighbourhood offices review being carried out by RMBC.

Many respondents raised issues related to inconvenience; travel and transport should the library close such as:
- Riverside / Greasbrough not accessible to all especially aged & infirm.
- Costs incurred to visit other libraries so won’t be able to afford it.
- Nearest library would be a bus ride away and with 3 children it would be too costly.
- I wouldn’t use the library in town unless I was already there as to get there with children costs too much.
- The poorly, disabled and visually impaired wouldn’t be able to get to another library.
- Parking issues at Riverside
- Children who currently go to their local library without their parents won’t be able to go to alternative library’s due to the distance

A common concern was the potential loss of computer and internet services such as:
- The loss of the benefit of free internet access for the unemployed
- Used the computers to look at jobs and got one.
- The young people who use the computers have no choice but to use the library due to financial and social difficulties.
- How will you provide computer and internet services to the local children as they are the ones who won’t be able to travel to other sites?
- Children need internet access to do their Maths homework otherwise is they don’t have a computer they have to do their work in school playtimes.
- I don’t have internet access at home. This is my only means of communicating with friends and family.

There were also many issues raised regarding the impact of the proposals on children:
- Negative impact on children education. The service has encouraged my children to read more and had a great impact on their studies.
- What happens to the children that need to get resources to do their homework? Their parents won’t let them go to other libraries on a dark night in winter.
- Children can walk to the library without adult supervision as it’s close. Gives them some independence. Wouldn’t want them to go into town / Greasbrough alone.
- Children who don’t have a computer at home need internet access at the library.
- Will be unable to take part in summer challenges and other childrens activities.
• The library is in a convenient spot for school children
• The library gets kids who don’t like to read more involved because of the activities and chances to win cool prizes.

Other concerns were raised such as:
• This library is used by OAP’s for hearing aid advice.
• Another useful building left empty for youths to hang about on.
• The building will become an eyesore subject to vandalism like the clinic
• What will happen to the site and surrounding area if the library closes?
• Money spent on modernising and upgrading these facilities recently will have been wasted.

Some suggestions were also made:
• Why can’t it have longer hours
• There should be more coffee mornings to get people in.
• Surely there are ways to keep this library open. If it means less hours to open that would be ok.
• Can hours be cut elsewhere to allow these libraries to stay open?
• Should the council be spending money on the library and not projects around town that nobody is bothered about?
• Not many members because it isn’t open enough.
• Would you please put in print how much Dolly Parton books and postings cost.

**Equalities data**

Of the respondents 52.7% were female and 21.6% male with a good spread across all age groups as shown in the table below and 16.2% considered themselves to be disabled.

Of the 71.6% of those who responded to the ethnicity question all were White British with none being from BME communities.

**What is your age?**

<table>
<thead>
<tr>
<th>Age</th>
<th>16.2%</th>
<th>25 to 34</th>
<th>9.5%</th>
<th>35 to 44</th>
<th>9.5%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 25</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45 to 54</td>
<td>12.2%</td>
<td>55 to 64</td>
<td>10.8%</td>
<td>65 or older</td>
<td>16.2%</td>
</tr>
</tbody>
</table>
Positive feedback was received regarding the warm friendly atmosphere and helpful staff. The library was described as; a vital part of the community, a valuable resource used for the development of children and by those seeking work who use the free internet service and papers.

**Opening times / hours**
The majority of comments made were in response to the proposal to decrease the opening hours from 35.50 hours per week to 32 hours per week and put these into a seasonal timetable.

Several requests were made to leave things as they are including the retention of half day closing on a Tuesday in the interest of consistency for users. The proposal for lunchtime closing seemed unpopular and some felt that different opening hours for summer and winter would be confusing and result in wasted journeys.

Comments were made that the changes will make it more difficult for people who work to access the service and reduce opportunity for children to use the library to do their homework. Later opening was suggested for this reason. Concerns were also expressed that the proposals would adversely affect the children’s reading group after school on Mondays.

Of the 95 responses received the preferred option selected for opening times was option A which achieved 49.3%, whereas 20% selected option B.

<table>
<thead>
<tr>
<th></th>
<th><strong>Option A - Summer</strong></th>
<th><strong>Option A - Winter</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Monday</strong></td>
<td>9.00am – 1.00pm &amp;</td>
<td>9.00am – 1.00pm &amp;</td>
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<td>2.00pm – 6.00pm</td>
<td>2.00pm – 5.00pm</td>
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<tr>
<td><strong>Tuesday</strong></td>
<td>9.00am – 1.00pm &amp;</td>
<td>9.00am – 1.00pm &amp;</td>
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<td></td>
<td>2.00pm – 5.00pm</td>
<td>2.00pm – 5.00pm</td>
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<tr>
<td><strong>Wednesday</strong></td>
<td>Closed</td>
<td>Closed</td>
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<td><strong>Thursday</strong></td>
<td>9.00am – 1.00pm &amp;</td>
<td>9.00am – 1.00pm &amp;</td>
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<td></td>
<td>2.00pm – 7.00pm</td>
<td>2.00pm – 5.00pm</td>
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<tr>
<td><strong>Friday</strong></td>
<td>9.00am – 1.00pm</td>
<td>9.00am – 1.00pm &amp;</td>
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<td>2.00pm – 5.00pm</td>
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<tr>
<td><strong>Saturday</strong></td>
<td>9.00am – 1.00pm</td>
<td>9.00am – 1.00pm</td>
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<tr>
<td><strong>Sunday</strong></td>
<td>Closed</td>
<td>Closed</td>
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<table>
<thead>
<tr>
<th></th>
<th><strong>Option B - Summer</strong></th>
<th><strong>Option B - Winter</strong></th>
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<tbody>
<tr>
<td><strong>Monday</strong></td>
<td>9.00am – 1.00pm &amp;</td>
<td>9.00am – 2.00pm</td>
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<td><strong>Tuesday</strong></td>
<td>9.00am – 1.00pm &amp;</td>
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<td>2.00pm – 5.00pm</td>
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<tr>
<td><strong>Wednesday</strong></td>
<td>Closed</td>
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<td><strong>Thursday</strong></td>
<td>9.00am – 1.00pm &amp;</td>
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<td>2.00pm – 7.00pm</td>
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<td><strong>Friday</strong></td>
<td>9.00am – 1.00pm &amp;</td>
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<td>2.00pm – 5.00pm</td>
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<td><strong>Saturday</strong></td>
<td>9.00am – 1.00pm</td>
<td>9.00am – 1.00pm</td>
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<tr>
<td><strong>Sunday</strong></td>
<td>Closed</td>
<td>Closed</td>
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</tbody>
</table>
Some alternative opening hours models were put forward which emerged from discussion involving members and Kiveton Library staff.

**Particular activities or services** which users said they would like to see delivered in the library are summarised as follows:

**Stock**
One respondent expressed concern regarding the proposed reduction in spend for books and questioned how this would impact on Kiveton library.
A few people asked for DVD and CD loans/rentals to be available and also for newspapers e.g. Worksop Guardian.
There were several responses asking for more teenage books including; love books, scary books, vampire diaries books and more Jacqueline Wilson.

**Activities and events** were requested as follows;
- ICT courses.
- Activities at weekend to get school aged children more engaged
- Reading competitions for teenagers in the summer for teenagers like those for young children. I didn't get to enter the competition last year and never will again because I am too old and I would like to get involved.

And the following suggestions were also made regarding facilities;
- A 'book drop' for out of hours media return/collection.
- A fax machine
- Have the computers and reference document sealed off in an area where there is a discipline of quiet - mobile phones to be switched off etc.
- Longer loan time
- It was also suggested that advice centre opening hours should be considered with more work being done with the new community centre.

**Equalities data**
Of the respondents 45.3% were female and 23.2% male. The highest response rate was from the age group 65 or older (28%) with the remainder spread across the other age groups as shown in the table below.
A total of 8% considered themselves to be disabled and of the 64% of those who responded to the ethnicity question 61.3% were White British and the remaining 2.7% categorised themselves as being from "other White background".

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>5.3%</th>
<th>25 to 34</th>
<th>2.7%</th>
<th>35 to 44</th>
<th>6.7%</th>
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<tr>
<td>Under 25</td>
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<tr>
<td>45 to 54</td>
<td>9.3%</td>
<td>55 to 64</td>
<td>13.3%</td>
<td>65 or older</td>
<td>28%</td>
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Maltby
(One of 11 areas that have been prioritised as part of the areas of deprivation policy of RMBC)

One complaint was received regarding the consultation process for Maltby library. In particular criticism was levelled at the consultation drop in event and the publicity around it and also the consultations forms provided. This has been dealt with in accordance with the corporate complaints procedure.

Positive comments were received from users who said that they received good service in their library and that staff are knowledgeable, pleasant and helpful.

Opening times / hours
Disappointment was expressed by some respondents regarding the proposal to decrease hours from 50 to 40 hours per week.

Users made comments such as:
- The library is a valuable asset and that as the amount of money they have to spend becomes less the service will be needed more.
- These changes will be poor for such a deprived area. We are supposed encouraging people to read more and learn more from the knowledge. That is based in our libraries
- Disappointed with the level of reduction of hours - not a way to encourage increased usage of the library.

Some respondents also raised concerns regarding reduction in opening hours particularly as this library serves one of the most deprived areas of Rotherham. They commented that they can’t see the merit of developing Dinnington as a hub site as Maltby residents are unlikely to travel to access services there or Wickersley especially as Maltby has one of the lowest levels of car ownership in the borough. Instead it was suggested that both Dinnington & Maltby co-exist as large libraries & each taking a smaller & more proportional reduction in opening hours.

Of the 62 responses received the preferred option selected for opening times was option A which achieved 54.8%, whereas 33.9% selected option B.

<table>
<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9.00am – 7.00pm</td>
<td>1.00pm – 5.00pm</td>
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<tr>
<td>Tuesday</td>
<td>9.00am – 1.00pm</td>
<td>9.00am – 2.00pm</td>
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<tr>
<td>Wednesday</td>
<td>Closed</td>
<td>12 noon – 5.00pm</td>
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<tr>
<td>Thursday</td>
<td>9.00am – 7.00pm</td>
<td>9.00am – 7.00pm</td>
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<td>Saturday</td>
<td>9.00am – 1.00pm</td>
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<tr>
<td>Sunday</td>
<td>10.00 – 2.00pm</td>
<td>10.00 – 2.00pm</td>
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</table>

In addition to those who asked for opening times to stay as they are the following comments were made regarding the proposed opening hours:
- Why not close on a Sunday.
- Close on Sunday to enable opening on Wednesday am.
- I am glad to see that the proposals include keeping weekend opening times.
• I would prefer a.m. to p.m. hours
• Opening until 7pm is needed so that workers can get in after leaving work.
• Opening later than 9.00 a.m. on any day other than a Sunday deprives people who can only manage to get there in a morning i.e. shift workers.
• I’m sure there is far more use during Wednesday morning than over 2 late nights from 5pm to 7pm.

Staff also commented on opening times saying that it is a popular library serving the community and it would be a loss to all to cut back the opening times by 10 hours. It was said that they feel busier at the start of the week but that Friday afternoons are quieter. They didn’t feel that Wednesday closing was a good idea and suggested that late night opening should not be the same as Wickersley (Tuesday & Thursday).

**Particular activities or services** which users said they would like to see delivered in the library are summarised as follows:

**Stock**

Several requests were made for more books and a greater variety of stock:
• More children’s books
• There seem to be less books and more audible outlets (CD’s etc). Can we make sure that there is a good ratio of books to CD’s etc.
• I would like more Roald Dahl books and more decorations and baby books.
• More Horrid Henry books and some captain underpants books please.
• Some books for my little sister as she likes the soft feely books.
• Talking book service.
• Variety of novels, biographies and reference books.
• I would like to see box set dvd’s in the branch
• More rotation of titles, more choice of books.
• This library caters very well for all age ranges but the reference part is limited

**Activities and events** respondents commented on or asked for are summarised as follows:
• More computer guidance lessons
• Run sessions for schools to visit the library.
• Bring in authors, speakers to library to read their books.
• Interact with people and young people through various mediums
• I belong to the book club at Maltby library and I would like to see it continue as I enjoy reading books I would not necessarily choose myself.
• What does the library service do to promote a love of reading and help to improve literacy?
• What does the library service do to deliver a varied programme of events to encourage children to visit the library?
• Take exciting programmes to the schools (not just in Rotherham but in Maltby)
• I think the library service should make a publicity drive to make sure that people they are aware of the existence and what can be achieved by using this facility (use it or lose it)
• Possibly you could use community room upstairs for craft sessions, other community activities.
Comments were also made that the decline in usage may be due to the range in library activities being low compared to other library local offers and that the range of services on offer should be extended to encourage higher usage. It was felt that as 40% of households live in South east Maltby, a disadvantaged area, there is a need to consider ways in which Maltby Library can serve the area by linking with the Job centre, provision of adult literacy programmes, early years reading schemes, IT training facilities etc. It was suggested that existing summer holiday reading clubs should be built on, perhaps being offered at weekends during term time. Views were also expressed that work should be expanded with partners from the Job Centre & that there should be closer links with the JSC.

Computers
It was commented that computer access is vital for many people on low incomes who do not have a personal computer to enable them to send emails and look for work. It was also suggested that an overhaul is required due to the number of breakdowns and several people asked for faster computers and more of them.

Additional comments or suggestions were made regarding the facilities, building & layout;
- Area for eating and drinking (coffee and sandwiches)
- Its great, amazing but a bit too quiet
- More noise.
- I liked where the books used to be as there was more light.
- I think this is a nice quiet place to come and read with my little sister
- I think this library is a nice quiet place to come and read, also it is a comfortable atmosphere
- Be a bit louder
- Internally could do with a facelift to make it more attractive to people.

Equalities data
Of the respondents 56.5% were female and 24.2% male with the highest percentage being in the 65+ age range (32.3%) and the remainder distributed as shown in the table below. 11.3% considered themselves to be disabled and all of those who responded to the ethnicity question were White British (72.6%).

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>14.5%</th>
<th>9.7%</th>
<th>4.8%</th>
<th>12.9%</th>
<th>4.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 25</td>
<td>25 to 34</td>
<td>35 to 44</td>
<td>65 or older</td>
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<tr>
<td>45 to 54</td>
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| 4.8% | 32.3% |
Mowbray Gardens
(Identified as serving several of the 11 most deprived areas prioritised by Rotherham Council and Partnership)

Many of the respondents commented that they are happy with the library and the staff who were described as helpful and friendly. Positive comments were also made about the English reading journey classes.

Opening times / hours
There was a positive response from some regarding the proposal to increase the number of opening hours from 32 hours per week to 40 hours per week.

106 consultation feedback forms were received with 45.3% selecting A as their preferred option for opening times and 44.3% selecting option B.

Many people commented that they would like to see the library open on Wednesdays and Sundays and also have some late night opening. There were also several comments that option A is better for working people to attend the library (2 late nights and Sunday opening).

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<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9.00am – 7.00pm</td>
<td>9.00am – 2.00pm</td>
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<tr>
<td>Tuesday</td>
<td>9.00am – 1.00pm</td>
<td>9.00am – 5.00pm</td>
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<tr>
<td>Wednesday</td>
<td>Closed</td>
<td>9.00am – 5.00pm</td>
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<tr>
<td>Thursday</td>
<td>9.00am – 7.00pm</td>
<td>9.00am – 7.00pm</td>
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<tr>
<td>Sunday</td>
<td>10.00 – 2.00pm</td>
<td>Closed</td>
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</table>

When users were asked if there are particular activities or services which they would like to see delivered in the library many said that they would like more English classes and that they are interested in learning basic IT.

It was commented that there are a lot of activities for children in the library which they like but several requested more activities for children for summer holidays.

Other suggested activities are as follows:
- Activities for over 50's (courses on philosophy, craft activities)
- A well being session for all ages.
- Parent and toddler activities spread more evenly over the week so it makes it more possible for working parents to attend. I work Thursday and Friday and am therefore unable to attend the activities as they are always held on those days.
- More community based information, activity groups
- Art and creative lessons
- Other council services - advice on council tax/housing etc.
- IT courses
- Adult course – English / maths, other GCSE courses.
- Play groups. Use community room more.
Stock
There were very few comments regarding stock with one respondent commenting that there is a good stock of books and others saying:
- Books changed over more often
- More books

One respondent said they would like to see a DVD library at Mowbray instead of having to go to the main library

Facilities
A few requests were made about the facilities at the library:
- Cushions to sit on when reading a book
- Provide headphones for people who want to listen to music
- A bigger display board for poster where it will be noticed
- IT suite, chairs need replacement and carpets. Library should be cleaner. IT internet. Service slow or going down all the time

Equalities data
Of the respondents 69.8% were female and 22.6% male and 6.6% considered themselves to be disabled.
When compared to other libraries there was a high response rate from the age group 25 to 34 (20.8%) with the remainder spread across the other age groups as shown in the table below.
When compared to other libraries there was also a high response from people from BME communities (26.1%) with the remainder of respondents being White British (63.2%).

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>Under 25</th>
<th>25 to 34</th>
<th>35 to 44</th>
<th>65 or older</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 25</td>
<td>16.0%</td>
<td>20.8%</td>
<td>20.8%</td>
<td>9.4%</td>
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<tr>
<td>45 to 54</td>
<td>13.2%</td>
<td>12.3%</td>
<td>12.3%</td>
<td>17%</td>
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</table>
**Rawmarsh**
(Identified as serving one of the 11 most deprived areas prioritised by Rotherham Council and Partnership)

The was a low overall response rate when compared to other libraries with only 32 consultation feedback forms being received.

Rawmarsh Library has recently moved to the new Joint Service Centre on Barber’s Avenue and is part of a trial to deliver joint library and customer services. Positive comments were received regarding the friendly staff and the service provided. Several people however said that they would like to see staff kept separate for the library and other council services.

**Opening times / hours**
The proposal which was consulted on is to open 40 hours per week (option A & B), with option C giving the opportunity to retain current opening hours without the later night opening.

Of the 32 responses majority preferred option C (78.1%) with 15.6% choosing option B & 9.4% selecting option A.

There was one comment that closing at 5.30 each day causes difficulty due to work commitments and later opening hours during the week and longer on Saturdays would be better.

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<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
<th>Option C (to remain the same)</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9.00am – 5.00pm</td>
<td>9.30am – 5.30pm</td>
<td>9.00am – 5.30pm</td>
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<td>Tuesday</td>
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<td>9.30am – 5.30pm</td>
<td>9.00am – 5.30pm</td>
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<td>Wednesday</td>
<td>2.00pm – 6.00pm</td>
<td>2.30pm – 6.30pm</td>
<td>9.00am – 5.30pm</td>
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<td>Thursday</td>
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<td>Friday</td>
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<td>Saturday</td>
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<td>9.00am – 1.00pm</td>
<td>9.00am – 1.00pm</td>
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**Particular activities or services** which users said they would like to see delivered in the library are summarised as follows:

**Stock**
There was one request to expand the audio book section (cd's) and the large print section. One respondent asked for more choice of popular authors and another asked for CDs and DVDs to become available.

**Activities and events** requested by respondents;
- Complimentary therapy courses
- Activities to engage the elder community e.g. sewing/craft
- Someone at certain times can spend 2-5 mins each week/month hear a child read a book/page just to build up their confidence and assure them they can read; also it helps them to improve their reading.
- Story hours for children – Saturdays
- More computers
• More space for the community to come in and have a social gathering.
• Low mobile chairs (on castors) to enable easier viewing of low shelves.
• Housing
• Cash payments.
• Being able to pay rent/council tax at a cashiering service.

Additional comments made regarding services were as follows:
• New check in and check out book system is unsatisfactory. Failure is a common occurrence for me and other library users.
• I have taken out a book and wish to extend its loan. Apparently you can do this on line but you need a PIN number which I was not given.
• I don’t really know what full services they provide I don’t know how where to see apart from asking.
• Being able to phone council for repairs from library is a good thing
• 1) Put the direct t/n in the front of the library book instead of the RMBC switch board. 2). Answer the phone when a customer rings! I have been trying to get through for 2 days now still no answer.

Equalities data
There was a low response rate to the equalities questions with 37.5% of the respondents being female and 25% male. A total of 9.4% considered themselves to be disabled and of the 56.2% of those who responded to the ethnicity question 46.9% were White British and 9.3% were from BME communities.

The highest response rate was from the age group 65 or older (21.9%) with the remainder spread across the other age groups as shown in the table below.

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>Under 25</th>
<th>25 to 34</th>
<th>35 to 44</th>
<th>65 or older</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 25</td>
<td>9.4%</td>
<td>9.4%</td>
<td>6.3%</td>
<td></td>
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<tr>
<td>25 to 34</td>
<td>3.1%</td>
<td>12.5%</td>
<td>21.9%</td>
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</tr>
<tr>
<td>35 to 44</td>
<td>9.4%</td>
<td>12.5%</td>
<td>6.3%</td>
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<tr>
<td>65 or older</td>
<td>21.9%</td>
<td>21.9%</td>
<td>21.9%</td>
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</tbody>
</table>
Positive feedback was received with users commenting that the library service and facilities are “nice”, “excellent”, “fantastic”, “amazing”, “bright and fun”, a first class service and a pleasure to visit. Several people also commented on the café facilities saying they are lovely and make them stay longer. The staff were described by many as being friendly and helpful with nothing being too much trouble. Good feedback was also received about activities for children and adults.

**Opening times / hours**
The proposal is to increase the opening hours at Riverside Library from 52.5 hours per week to 55 hours per week.

Of the 434 responses received the preferred option selected for opening times was reasonably evenly split, with option A achieving 53.5% & option B, 46.3%.

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<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
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<tbody>
<tr>
<td>Monday</td>
<td>8:30am – 7:00pm</td>
<td>9.00am – 7:00pm</td>
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<tr>
<td>Tuesday</td>
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<td>Saturday</td>
<td>9:00am – 4:00pm</td>
<td>9.00am – 4.00pm</td>
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<tr>
<td>Sunday</td>
<td>Closed</td>
<td>Closed</td>
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</table>

A few people said that they prefer option A with earlier opening as they would be able to visit the library on their way to work. Many people including workers and students expressed their preference for option B as it would allow them to come to the library after work, school, mosque or college. It was suggested that late opening should be on different days to those of branch libraries such as Mowbray Gardens to provide alternative options. Workers and students requested some Sunday opening to increase opportunities for them to access the library and a few asked for later Saturday opening.

**Particular activities or services** which users said they would like to see delivered in the library are summarised as follows:

**Stock**
The range of adult and children’s books were complimented and several people made stock related request:
- Graffiti books like street art
- More local interest books
- More books on science and technology & updated more regularly
- Section for good quality literature, updated regularly
- More non-fiction, especially history of art, science and literacy criticism
- Reference books to be loaned out
- More talking books in a categorised setup rather than A-B by authors name
• More books for the blind
• More opera and classical DVD's
• Free info on Trans Pennine trail
• More CD's would be appreciated.
• More books in French and Italian.
• Art books
• Latest TV box sets to be in stock
• More literature & DVD's from other countries reflecting Rotherham diversity
• Increase in the range of subject-specific material e.g. law etc.
• Need more books on UFO’s

Children’s activities were requested as follows:
• Craft workshops for 6-8 year olds
• Activities for under 3’s
• Stay and play activities
• Older children’s activities at weekends
• Have actors to act out the story for smaller children at rhyme time as when I was young they had them.
• Reading challenge
• More creative activities for kids
• Homework clubs to engage children in research not only on a computer but language tuition from native speakers to help with homework or just to get children interested in languages and cultures
• More holiday clubs for all age ranges during half terms

Other Activities and events requested:
• Book reading activities (and socialising) for the elderly
• Local history classes, genealogy
• English and adult literacy
• Games room
• More writing groups
• Job clubs - CV help etc.
• Small computer courses for adults
• Workshops on writing and other cultural activities. Encouragement to customers that ‘arts are for all’
• Reading club
• Film club
• Kids football, games
• Performing arts
• Short free courses e.g. using a digital camera, editing photos.
• Arts & craft demonstrations / talks / activities
• Interest talks
• Literature talks
• Author events including workshops
• Basic orienteering
• Computer lessons at all grades
• Reading group for young people
• Advice session's
• Poetry workshops etc.
Devise innovative activities to promote services amongst those people who do not visit libraries in Rotherham.

Comments were made regarding the location of Riverside House and its inaccessibility for library users. Several people said that parking is an issue for them and others said that walking up from the town centre is a trek on foot, particularly for the elderly when carrying heavy books. In addition some users felt that the busy road is difficult to cross and the crossing is too far up the road.

One suggestion was made that a free bus from the bus station, authorised to pull up in the disabled bays outside Riverside House could be a solution.

Other suggestions or comments were made regarding the internal layout and signage:
- On entry need signage to direct you to areas
- Several people said that computer users tend to be noisy and disturb others who trying to read. A quiet reading room and notices asking for consideration for others were suggestions to overcome this problem.
- Area needed for private study
- Possible notices displayed regarding noisy use of mobile phones.
- A more detailed map of the libraries layout showing where books can be found by subject or class no
- 2 people asked for books to be shelved alphabetically rather than under genre as they end up looking in several places for same book
- Children's section is far away from adults making family browsing difficult
- Issue counters need an area for bag packing
- Noticeboard with relevant events nearby e.g. Sheffield

Comments related to computers / printing:
- Wi fi access - this would enable students (and others) to use their own laptops alongside library facilities.
- More computers
- Computers are very slow
- Sometimes comes up with an error when you go on facebook. Annoying.
- Printers don't work they keep failing.
- Printing is too expensive, should be maximum 5p a sheet.
- People on low income / benefits should be able to print CV's for free as they cannot afford to pay per copy.

Communications & online services:
- I have had trouble with renewal books on line.
- Riverside on twitter or facebook to promote new things.
- Get text messaging sorted. Landline contact nowadays isn't good enough
- Text message reminders for due books - this could be done automatically via booking software.

Staffing:
- Maintain a personal service without relying on self service
- More staff required at the desk
- Need more staff on the desks please in video and music sections
Requests for services to be provided:
- Better translation and interpretation services
- Would like to be able to book theatre tickets here
- Fax machine please. RCAT college do it just for students and you pay 20p per sheet then 5p after that every sheet.
- Archive section not located distant to Riverside library. When will it open again and where? Please display notice in Riverside library
- A book ordering service so that if the library doesn’t have a particular book they could get a copy

Equalities data
Of the respondents 42.4% were female and 36.6% male with a good spread across all age groups as shown in the table below and 8.8% considered themselves to be disabled.
Of the 72.6% of those who responded to the ethnicity question 58.5% were White British and 14.4% were from BME communities

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>Under 25</th>
<th>25 to 34</th>
<th>35 to 44</th>
<th>65 or older</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 25</td>
<td>9.7%</td>
<td>11.1%</td>
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<td>25 to 34</td>
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<td>11.1%</td>
<td>11.3%</td>
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<tr>
<td>35 to 44</td>
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<tr>
<td>65 or older</td>
<td>16.1%</td>
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Swinton
(Not identified as serving one of the 11 most deprived areas prioritised by Rotherham Council and Partnership)

Positive comments were made regarding the great job done by the helpful, welcoming and friendly staff and the resources, services and activities provided at the library. There were several comments saying that the library is a valued centre for groups and activities with children’s’ school holiday activities, readers and history groups and being mentioned in particular. Appreciation was also expressed for the new art works on display.

Opening times / hours
Of the 56 responses received the majority preferred option A (71.4%) and 25% chose option B. Many respondents commented that option A is better as the closure of the library would correspond to that of the parade of shops located adjacent to the library.

In response to the proposal to decrease the number of opening hours from 44 hours to 40 hours per week there were several comments that the changes will mean that the library is inaccessible to people who work during the day and that evening opening is needed on at least one day.

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<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9.00am – 5.00pm</td>
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<td>Tuesday</td>
<td>9.00am – 5.00pm</td>
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<tr>
<td>Wednesday</td>
<td>9.00am – 12.00pm</td>
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<tr>
<td>Sunday</td>
<td>Closed</td>
<td>Closed</td>
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Other suggestions and comments were made related to opening times;
• Late night on Monday to allow return of DVD’s borrowed over the weekend
• Losing four hours is not too bad as long as we don’t lose any more.
• Maybe they could open a little later in the morning and close earlier in the evening in stead of a full morning or afternoon.
• Losing 4 hrs @ Swinton is better than the library closing down. I hope it is not going to be taken in one 4hr lump but will be spread out an hour here and there, perhaps opening an hour later or closing an hour earlier.
• If we are losing 4 hours close on Wednesday morning
• Why does Wath always gain and Swinton loses out.
• We need to retain a Saturday opening and at least one late night. It might be possible to shave off one late night or have 2 half day closings.

Particular activities or services which users said they would like to see delivered in the library are summarised as follows:

Stock
There were few comments related to stock with one respondent asking for more study books/more books that suit dyslexia and another asking for more O.S. maps as those currently available only cover half the country. One respondent expressed the opinion that DVD’s should be free to borrow.
Activities and events were requested by some respondents including;

- Coffee mornings
- Activities for young age and teenagers
- Summer children activities based around books, topics etc.
- Drawing clubs
- Craft clubs, collage (sticking things)
- Performing arts
- Book club / reading group
- More children’s activities in the holidays.
- I would be interested in any further courses on computers
- Wider expenditure on I.T. programmes

The following comments and suggestions were also made;

- Skype programme would be useful
- I have recently been on a computer course for 10 weeks and 2 weeks the computers were not working.
- I find self service very impersonal. I would rather have the interaction with staff. I hope self service and the loss of hours will not mean losing staff.
- Improve the ease of use of the internet service for the searching and reservation of books. People come to the library and if they don't see anything they want on the shelf they leave, unaware of the vast library available. The council should run some accessibility courses in evenings and weekends to pull in people who cannot normally access the library.
- Harsher punishments for people who steal/lose books.
- Advertise when books are going to be sold off in advance.
- Provision of a rollator allows me independence to walk round and choose my own books. As a disabled person, reading is my main hobby.
- I’m concerned that the council do not listen based on previous consultation experience about the archives service. When the council decided to decamp from the building in the centre of Rotherham the archives were an after thought and are still in limbo.

Staff also commented that;

- Fair levels of staffing are needed in order to deliver a modern vibrant service
- Centralising processes could save money and staff time.
- Perhaps having a single administrative team could be considered.
- Follow lean management process. Streamlining procedures can save time and money.
- Encourage partnerships with other agencies. Sharing expertise and resources has already proved very effect at Swinton.

Equalities data

Of the respondents 57.1% were female and 28.6% male with 8.9 % considering themselves to be disabled. The highest response rates were from those age 65 or older (33.9%) and those under 25 (21.4%) with the remainder spread across the other age groups as shown in the table below.

All of those who answered the ethnicity question were White British (82.1%).

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<thead>
<tr>
<th>What is your age?</th>
<th>21.4%</th>
<th>25 to 34</th>
<th>13.6%</th>
<th>35 to 44</th>
<th>12.5%</th>
<th>45 to 54</th>
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<th>55 to 64</th>
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<th>65 or older</th>
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<tr>
<td>Under 25</td>
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Thorpe Hesley
(Not identified as serving one of 11 areas that have been prioritised as part of the areas of deprivation policy of RMBC)

Respondents said that the library is an excellent facility, an important part of the community and that a good service is provided by helpful, friendly staff.

Opening times / hours
The proposal was to retain the same number of opening hours per week but with revised options for opening hours.
Of the 83 responses received 53% of respondents did not select either of the options on offer. Although 30.1% of respondents chose option A and 16.9% selected option B the comments made suggest that many people would prefer to retain the current opening hours.

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<th>Option A</th>
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Recurring comments regarding opening hours are summarised as follows:
- The proposed changes conflict with the use of the WREN room which the library shares with other centre users.
- The current hours fit in with other groups that use the community centre e.g. Brownies & church services.
- Neither option is an improvement as they both reduce the number of days when the library is open after work.
- The half an hour later opening on a Sunday would prevent people from visiting the library prior to the 10.00am church service.

A member of staff put forward a suggestion for the total number of opening hours to remain the same but change slightly to:
Monday 1pm -5.30 (4.5 hours)
Tuesday 9.30-12.00/1-5.30 (7 hours)
Wednesday 3.30 p.m.-7.00p.m (3.5 hours)
Thursday 1.00p.m.-7.00p.m (6 hours)
Saturday 9.30a.m. to 12pm (2.5 hours)
Sunday 9.30a.m. to 12pm (2.5 hours)

Particular activities or services which users said they would like to see delivered in the library are summarised as follows:
Stock - One respondent said that there is a good selection of books otherwise there were few comments regarding stock other that a request for e-book loans and a couple of respondents asking for a selection of DVD / CD’s for loan.

Activities and events
- Lip reading or sign language classes
- Adult book club
- More useful technology
- Internet / computer lessons
- More clubs and things for children
- Talks and guided walks on nature would be good

Additional comments or suggestions were made:
- Activities are good for old and young but to keep up to date with new things
- The library service needs to look at new technology and assess whether it should be providing this service so that it is always relevant to its users
- I would like to see our library open more hours and continuing with qualified staff - not volunteers.
- How are volunteers proposed to be used within the library service?

Equalities data
Of the respondents 65.1% were female and 28.9% male with 8.4% considering themselves to be disabled.
When compared to other libraries those who completed a form were older, with 80.8% of the responses being from those ages 45 or over, of which 41% were 65 or older (see table below).
All of the 92.8% who responded to the ethnicity question were White British.

What is your age?

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percentage</th>
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<tr>
<td>Under 25</td>
<td>2.4%</td>
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<tr>
<td>25 to 34</td>
<td>3.6%</td>
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<td>35 to 44</td>
<td>7.2%</td>
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<tr>
<td>45 to 54</td>
<td>15.7%</td>
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<tr>
<td>55 to 64</td>
<td>24.1%</td>
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<tr>
<td>65 or older</td>
<td>41%</td>
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Thurcroft
(Not one of 11 areas that have been prioritised as part of the areas of deprivation policy of RMBC)

Users commented that they are happy with the current services at the library and that the staff are excellent, kind and very helpful.

Opening times / hours
The proposal consulted upon is to reduce the number of opening hours at Thurcroft Library from 26.50 hours per week to 26 hours per week and open the library in term time only (40 weeks of the year). For the remaining 12 weeks an alternative service would be provided with a mobile stop in the village.

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<th>Option A</th>
<th>Option B</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9.00am – 12.30pm &amp; 1.30pm – 4.00pm</td>
<td>9.00am – 12.30pm</td>
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<td>Tuesday</td>
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<td>9.00am – 12.30pm &amp; 1.30pm – 6.00pm</td>
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<td>Wednesday</td>
<td>Closed</td>
<td>9.00am – 12.30pm</td>
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<td>Thursday</td>
<td>9.00am – 12.30pm &amp; 1.30pm – 6.00pm</td>
<td>9.00am – 12.30pm &amp; 1.30pm – 5.00pm</td>
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<tr>
<td>Friday</td>
<td>Closed</td>
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<td>Saturday</td>
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<tr>
<td>Sunday</td>
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</table>

Of the 83 responses received the preferred option selected for opening times was option A 63.9% with option B achieving 24.1%. Several people who visit the library after work or college expressed their dissatisfaction at the proposal to reduce evening opening and said that they would like the library to continue opening until 7pm.

81.9% of the respondents answered question 3 which gave them an opportunity to comment on the proposed changes. Of these 53 (64%) expressed their dissatisfaction at the proposal to open term time only and receive a mobile service during the weeks which the library is closed. Many gave reasons some of which are summarised below:

- Six weeks closure during school holidays is too long.
- The computers are mainly used by children who naturally come more often in holidays.
- Mobile libraries pose difficulties in being able to get to the site and availability of close parking. Parking close to a library when older and a little less mobile or have difficulty in carrying books is essential.
- A mobile library is not a suitable alternative as it won’t be able to provide the same service e.g. computers and children’s activities.
- Would like continued opening in school holidays even if reduced days.
- As a teacher at the school it is clear that many children and families use the library both term time and school holidays. Therefore if it is only term time this will affect many users and causing damage to the close knit community.
- I currently use the internet service to search for work as I am unemployed. The nearest other library is an hours walk away at least. To close during school holidays would be a disgrace.
• What about the elderly people who may not see anyone all day apart from library staff. It would be confusing as they don’t know when the holidays are.
• This is a public library and the idea of it only being open during term time is discriminating against adults and pensioners.
• It does not make sense to have a mobile library when there is a perfectly good library already in the village. Reduced hours in the holidays if you insist but keep the present library open.
• I do not agree with closing the library during school holidays - this is a time when parents need more access. As a mum of three children, a teaching assistant and previous childminder, I understand this more than anyone.

**Particular activities or services** which users said they would like to see delivered in the library are summarised as follows:

**Stock**
One respondent commented that Thurcroft have a good and varied selection of books. Others made requests regarding stock as follows:
• A more frequent change of books from other libraries. We use the online ordering service but it is nice to look at books and authors you have not come across before.
• A wider DVD collection particularly for children would be appreciated
• More magazines and newspapers
• A wider selection of larger print books
• Loaning e-books
• A wider choice of large print books would be nice
• I would like to be able to borrow some DVD’s and CD’s from the library but we do not have any.

**Activities and events**
• Rhyme times on different days would be helpful as I work on the day that this is available. Mondays would be helpful to me.
• Greater ICT facilities.
• Summer provision/workshops for pupils
• More after school clubs to encourage reading in both parents and children
• I have had experience where guest speakers/authors attend library sessions and found that very enjoyable and encouraging to others who would not normally visit a library.
• Delivering some computer lessons would be appreciated

**Equalities data**
Of the respondents 47% were female and 21.7% male with 12% considering themselves to be disabled. 24.1% were aged 65 or over and the remainder well spread across the other age groups as shown in the table below.

Of the 65.1% who responded to the ethnicity question 63.9% were White British and 1.2% were from BME communities

**What is your age?**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Under 25</td>
<td>12%</td>
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<td>25 to 34</td>
<td>14.5%</td>
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<td>35 to 44</td>
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<tr>
<td>65 or older</td>
<td>24.1%</td>
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Wath
(Not identified as one of 11 areas that has been prioritised as part of the areas of deprivation policy of RMBC)

Positive comments were received about the library and the friendly and helpful staff who give a wonderful service. It was described as; a real oasis in the middle of Wath and pleasure to come in and enjoy, an integral part of this community and a welcoming place to go.

Several respondents said that they are appreciative that the library will remain open. Comment was made by one person that they would prefer libraries to stay in council control rather than private/voluntary sector. Another said there had occasionally been drunks and drug users in the library and to prevent this, it is important to have enough staff to keep the library a safe place to learn and use the internet.

It was also highlighted that there may be some conflict between Neighbourhood offices review & Library review proposals. It should be noted that Residual Housing services cease from July 2012 and this has been followed up with installation of a customer telephone point at Wath Library. There is also a free internet access to the Council website and subject to cabinet member approval; facilities’ to be provided will enable Housing Champions to have an operational presence at the library.

Opening times / hours
The proposal is to increase hours from 46 to 49 hours per week and change the opening hours to one of the two options below.

Of the 74 responses received the preferred option selected for opening times was option B 63.5%, with option A achieving 36.5%.

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<th>Option A</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9.00am – 7.00pm</td>
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<td>Tuesday</td>
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<td>Sunday</td>
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</table>

Several respondents suggested early morning opening before school or work. It was said that longer opening on Saturday is better for those who work and to give more opportunity to shoppers to get into the library. Evening opening was also seen as beneficial for workers, both for themselves and to enable them to take their children after work.

One respondent said they didn’t think opening later in the evening was a good idea and another suggested seasonal opening with option B for winter and option A in the summer.
It was commented that there is a great range of activities on offer but when asked users said that they would like to see particular services or activities delivered in the library, summarised as follows:

**Stock**
Few issues were raised with regard to stock with one request for more large print and another saying there is a shortage of reading material for very young children 1-4 years.
One person asked that there be a willingness to transfer stock (on a particular subject) out to Wath. They said that there is a Hull university course on archaeology based there but they cannot get the whole of archaeology stock up to Wath.

**Children**
Several respondents praised the children’s activities which take place and asked for more on Saturdays and in the school holidays e.g. Storytelling and activities to help them to learn & develop.
One parent said that they always let their kids’ school know what the library is doing over each holiday and suggested that the library should get into the habit of doing this themselves by emailing the schools in the 'Wath Learning Community' direct (they are on the council's email system!).
The same parent also asked why the library didn't try to get schools on board to help promote the summer reading challenge in the same way via email. They said that some kids whose parents are not library users won't engage them in this, but the schools can overcome that barrier. A regular newsletter to schools was also suggested.
One comment was made regarding layout within the library suggesting that the children's section could be more organised e.g. into ages so a suitable book can be found easier.

**Activities and events**
- I think all staff should wear roller skates to make there jobs easier 😊
- More I.T. course and help for beginners
- CD section & more DVD’s
- Better I.T. facilities (more modern and more reliable)
- More help and computer access for job seekers – cv / job search
- More privacy for computer area
- Local authors, artists and workshops/courses - bring community together.
- Could they use the upstairs room more e.g. for 'quiet' exercise classes like baby, kids or adult yoga?
- A toilet facility for library users would be an asset

**Equalities data**
Of the respondents 48.6% were female and 29.7% male with 7.9% considering themselves to be disabled. 47.3% of the responses were from those aged 55 or over, of which 31.1% were 65 or older (see table below).
All of the 68.9% who responded to the ethnicity question were White British.

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<thead>
<tr>
<th>What is your age?</th>
<th>Under 25</th>
<th>25 to 34</th>
<th>35 to 44</th>
<th>65 or older</th>
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<tr>
<td>Under 25</td>
<td>9.5%</td>
<td>6.8%</td>
<td>16.2%</td>
<td>31.1%</td>
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<td>45 to 54</td>
<td>2.7%</td>
<td>11.2%</td>
<td>14.8%</td>
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Wickersley
(Not one of 11 areas that have been prioritised as part of the areas of deprivation policy of RMBC)

Many positive comments were received regarding Wickersley library with respondents stating that the service and resources are excellent. The library was described as a hub of the community attracting a diverse customer base. Staff were described as friendly, enthusiastic and helpful. Comments were also made regarding their patience and understanding towards people with learning difficulties and special needs.

Good feedback was also received about the wide variety of activities such as book club, computer courses, film mornings, knitting club, quizzes and children’s activities e.g. summer reading challenge, rhyme time & chatterbooks.

Several respondents also asked for a continuation of the valued IT services.

Reduction in hours
The proposal consulted upon is to reduce the number of opening hours at Wickersley Library from 45 hours per week to 40 hours per week.

Some respondents said that although they do not agree with government cuts they understood the need for the library service to save money.

Many respondents did not agree with the proposed reduction in hours. Some said that it is unfair that such a well used, vibrant and thriving library as Wickersley will lose hours whereas other libraries will gain under these proposals.

Concerns were also raised that Wickersley is a new library and that these changes are disruptive coming such a short time after opening.

Two FOI requests were received from the same source requesting information related to the rationale for the proposals. An e-mail was subsequently received with a request to formally record disapproval to the proposals for the reduction in Wickersley library’s hours. This e-mail also stated that RMBC has not provided one piece of independently accredited evidence as to why library is being so targeted.

Some respondents urged reconsideration of the reduction in opening hours on the basis that Wickersley has high usage / low cost per visit compared to other libraries & yet the 5th biggest cut in opening hours under these proposals. They also felt that the proposal for 5 tiers of opening hours is not clear within the written documentation and expressed concerns regarding the role of hub libraries and where these are located. They suggested simplification of the system down to 3 tiers of opening hours based on local use of services and the redistribution of opening hours proposed for hubs to other libraries or for a further saving.

An objection to the reduction in opening hours was also received from the Parish Councillor who said that the library is a central focal point for activities and the staff work hard and engage with the community to create a vibrant atmosphere. In support of the objection it was said that Wickersley has the:

- Second highest issues/renewals rates in Rotherham after the central library
- Second highest no’ of active borrowers in Rotherham after the central library
- Second highest no’ of reservations in Rotherham after the central library
- Fourth highest visits per year
- Fourth highest IT usage percentage
Staff also commented expressing the opinion that usage should carry more weight when determining opening hours as an indicator of community requirements and desires. Based on usage statistics it was said that Wickersley is on par with / out performs the larger libraries proposed to open 49 hours per week (9 more hours than Wickersley). It was suggested that it would be better to review the current 45 hours and schedule & optimise them to suit community needs. Alternative opening hours were suggested for both 40 & 45 hour weeks based on local knowledge of the branch. Concerns were also expressed as to whether the consultation will have any influence on the final decision.

**Opening Hours**
Of the 166 responses received the preferred option selected for opening times was option A 58.4% with 29.5% selecting option B.
Many respondents asked for the opening times and hours to remain as they are as they find them more suitable for their needs.

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<th>Option A</th>
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<td>Tuesday</td>
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Several people said that they do not want Sunday opening and expressed concerns that there would be significant cost associated with this. Some said they had chosen option B because of the availability of late closure on 2 days but they did not want Sunday opening. It was suggested that the Sunday hours on option B could be allocated elsewhere during the week.

Families and people who work said that they like weekend opening hours and that later opening during the week makes the library accessible to them. Some said that they felt that reduced afternoon and evening opening would negatively impact on children who use the library after school to do their homework. It was also felt that the Friday afternoon closure in option A would impact on students who need to access information for weekend homework.

Concern was also expressed that the closure on Tuesday p.m. will affect the readers group and may mean that OAPs cannot access library as this is the only time they can come to library via community transport.

**Particular activities or services** which users said they would like to see delivered in the library are summarised as follows:

**Stock**
The majority of stock requests were related to CD’s and DVD’s including films, foreign films, documentaries and TV programmes. There was one request for a more frequent change of books and one for more non-fiction and science books.
Activities and events
Many respondents said that they were satisfied with the wide variety of activities on offer. Others said they would like to see:

- Art class
- Language classes
- Elderly people have mentioned computer internet classes are not basic enough
- Craft club for children
- More activities for teenagers
- Help with adult literacy/numeracy/IT
- More children’s clubs
- Bring back computer courses
- Quiz nights would be good
- After school activity for older children e.g. reading club, computer lesson/art.
- Taught IT Courses
- Community activities
- Book & Author events
- Children’s activities centred around reading in the school holidays
- Social activities for the elderly
- Would like to see the computer classes a bit more often
- More knitting/crochet, crafting
- Films for ‘older people’ on Wednesday/Thursday afternoons
- Homework clubs
- Young people / children need to learn / be taught how to use the library
- More information/leaflets about facilities and activities in and around Rotherham e.g. walks, parks, museums, galleries, concerts, theatre etc.

Additional comments or suggestions which were made:

- I would like a quiet room to read in peace and quiet
- The money spent on the Dolly Parton thing could be a worthwhile saving or be used in a better way to encourage non-reading households to make use of the very good children's libraries we have in Rotherham.
- Improved printing services
- Extended computer times without problems of logging back on
- Earphones for computers
- I would prefer the public computers to be in booths so that you are not overlooked. I don’t have a computer at home and have to do my banking at the library which is difficult when it is so open
- I hope a personal service will be maintained. I don’t wish to rely on self service
- Please notify customers about the archives
- Useful to have a secure ‘out of hours’ drop off point for returns
- A selection of biscuits in a machine to go with the tea/coffee
- More computers
- More child facilities
- Training and understanding of autism and learning difficulties. I feel my daughter would use the library but I’m concerned about the reaction of other children.
- Have all options been explored including the use of volunteers, not as an alternative but in addition to paid staff?
• Library catalogue accessibility needs to be more customer friendly, takes ages to get into. This needs marketing so that everyone knows that it is available.
• Might it be possible to introduce a nominal charge for using a computer?

Additional saving suggestions put forward by staff were:
• Linking library fines to Council tax – itemised on bills.
• Reintroduce book sales.
• Reduction in book fund & review how / why we purchase items.

**Equalities data**
Of the respondents 51.2% were female and 28.3% male with 47.6% being over the age of 55 and the remainder being well spread across all age groups as shown in the table below. 7.21% consider themselves to be disabled. Of the 73.5% of those who responded to the ethnicity question 69.3% were White British and 4.2% were from BME communities.

<table>
<thead>
<tr>
<th>What is your age?</th>
<th>9.0%</th>
<th>5.4%</th>
<th>16.3%</th>
<th>31.3%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 25</td>
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<td>25 to 34</td>
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<td>35 to 44</td>
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<tr>
<td>45 to 54</td>
<td>6.0%</td>
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<td>55 to 64</td>
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<td>65 or older</td>
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