

Library Service Review

Rock Road Library opening hours – Consultation

Cambridgeshire County Council is transforming its library services to put communities at the heart of what we do whilst meeting tough savings targets. As part of a major service redesign we will reduce costs and introduce efficiencies through several initiatives, one of which is the rationalisation and standardisation of opening hours to achieve a fairer balance between communities and better reflect use. Other changes will include the introduction of self-service technology and a move towards single staffing in more of our libraries.

The rationalisation of opening hours is based on the size of the catchment population served by each library. A fixed number of opening hours has been established for catchment population bands as follows:

<u>Catchment population:</u>	<u>Staffed open hours per week:</u>
up to 7,000	15
7,000 – 9,999	23
10,000 – 24,999	27
25,000 – 49,999	46
more than 100,000	58

This review will result in an overall reduction of around 7% in library opening hours. It is proposed to remove evening sessions in smaller libraries as evidence consistently shows that these are not well used. We will retain the much more popular Saturday opening hours to provide access outside of normal office hours. It may be possible for communities to extend library opening hours through the use of volunteers.

This rationalisation has a number of benefits including:

- **Providing a fairer and more transparent basis for determining library opening hours, giving consistency across libraries serving similar sized communities**
- **Ensuring that access to services at different times of the day/week is maintained to allow for individual users' circumstances**
- **The opportunity to create more memorable patterns of opening hours, making it easier for customers to remember when libraries are open**
- **Addressing some inconsistencies and inequalities which have built up historically**

Specific proposals have been developed for each library, based on existing patterns of use, including acknowledgement of periods which are particularly busy. We have also aimed to provide a spread of opening hours across libraries which are geographically close to each other, to provide customers with the opportunity to access library services for as many hours as possible.

Overleaf is the proposed timetable for your library. Please take this opportunity to help us decide the pattern of opening hours for your library. For further information please visit our website.

Rock Road Library

Proposed timetable – 27 hours per week

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.00 – 1.00	9.00 – 5.00	CLOSED	9.00 – 5.00	2.00 – 5.00	9.00 – 1.00

1. The library will be closed for one day per week. Do you agree that the proposed closed day is the most appropriate for your community?

Yes No

2. If you have answered **No** to **Question 1** please tick which day you would prefer

Monday
 Tuesday
 Wednesday
 Thursday
 Friday

3. We are able to offer **two** full and **two** half day sessions per week (plus Saturday morning).

Do you agree that the proposed days are the most appropriate for your community?

Yes No

4. If you have answered **No** to **Question 3** please tick the **two** full days and **two** half day sessions you would prefer

Monday	Full day	<input type="checkbox"/>	am	<input type="checkbox"/>	pm	<input type="checkbox"/>
Tuesday	Full day	<input type="checkbox"/>	am	<input type="checkbox"/>	pm	<input type="checkbox"/>
Wednesday	Full day	<input type="checkbox"/>	am	<input type="checkbox"/>	pm	<input type="checkbox"/>
Thursday	Full day	<input type="checkbox"/>	am	<input type="checkbox"/>	pm	<input type="checkbox"/>
Friday	Full day	<input type="checkbox"/>	am	<input type="checkbox"/>	pm	<input type="checkbox"/>

5. Please use this space for any additional comments about the opening hours:

Thank you for taking part in this consultation.

Please return completed forms to any Cambridgeshire library by **18th June 2011** or complete an online survey at: www.cambridgeshire.gov.uk/library. We won't be able to consider any responses received after this date.