

LOCATION	ATTENDEES	PRIORITIES	QUESTIONS & COMMENTS
Ainsworth Library 6.30pm 15/11/16 <i>Klare Rufo</i> <i>Elizabeth A. Binns</i>	14 members of the public: Representation from Ainsworth Reading Group; remainder regular library users. 2 members of staff	<u>Personal priorities</u> (Diamond 9) 1. Books 2. IT/WiFi access 3. Staff 4. Advice and information 5. Community space <u>Library Pounds exercise</u> Talking books, ebooks, emagazines, newspapers and DVDs were most frequently omitted from the budget	<ul style="list-style-type: none"> • How many library users are there? <i>Statistics provided</i> • What is the current budget for Ainsworth? <i>£11,900 £7,000 of which is staffing</i> • How do you count library users? <i>Annual visitor counts plus a range of other counts – brief explanation given</i> • How long is the lease on the building? <i>2 years on current lease</i> • How can you save money at this library? <i>Quite difficult in such a small library, some ideas discussed</i> • If this library closed how would we get to another library? <i>Explanation of research into travel times by car, foot and public transport</i> • What library has the highest budget? <i>Bury Library</i> • Rumour has it that Radcliffe will have a combined leisure centre, pool and library <i>There may be a library provision similar to that of Castle in Bury but the indication is that this would be fairly small and concentrate on IT</i>
Brandlesholme Community Centre and Library 2.15pm 01/12/16 <i>Elizabeth A. Binns</i> <i>David Fielding</i>	9 members of the public 1 Councillor 1 member of staff Representation from: Aunty Clare's Playgroup; Craft Club and People's Voice Community Group	<u>Personal priorities</u> (Diamond 9) 1. Groups and community use 2. Nursery security 3. Books 4. IT 5. Children <u>Library Pounds exercise</u> Newspapers and DVDs not needed	<ul style="list-style-type: none"> • Comments about the location of the library and distance from others • Discussion about possible changes to opening hours • Discussion about new houses being built in the area • Potential for income generation
Bury Library 10.30am 28/11/16 <i>Klare Rufo</i> <i>Elizabeth A. Binns</i> <i>David Fielding</i>	13 members of the public 2 Councillors 3 members of staff Representation from: Reinstate Bury Central Library	<u>Personal priorities</u> (Diamond 9) 1. Books 2. Restore library space 3. Staff 4. IT 5. Archives Service 6. Services for those with additional needs <u>Library Pounds exercise</u> Talking books and ebooks, given low priority	<ul style="list-style-type: none"> • Discussion on repairs and maintenance including warmth of buildings • Discussion about accessibility of PCs for people with a visual impairment <i>Majority of libraries have Supernova as well as other accessibility software and hardware. There are problems as most staff very rarely access these.</i> • Discussion about impact of regionalisation; could one authority run all GM libraries? <i>Explanation of current joint activity e.g. purchasing</i> • Questions re community management of 'closed' libraries <i>No decision as yet but likely that any applicants would have to produce a strong business case</i> • Payment for services possible to increase income? <i>The Library Service is becoming more business-like and meeting/exceeding income targets but more work is needed</i> • Sharing spaces e.g. with NHS <i>Radcliffe Library example, often difficult to persuade organisations to share</i> • Newspapers – how much does it save cancelling Saturday papers? <i>£1150 a year</i> • Discussion re Sculpture Centre <i>Whilst we understand the frustration this is outside the remit of the Library Service Review</i>

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Coronation Road Community Centre and Library 10.30am 25/11/16 <i>Klare Rufo</i> <i>Elizabeth A. Binns</i> <i>David Fielding</i>	11 members of the public Representation from: Knitting Group; Garden Club; Sewing Group; Creative Writing; Craft Group and Abbey Close TRA	<u>Personal priorities</u> (Diamond 9) 1. Groups and community 2. Regular staff 3. Books 4. IT and training 5. Children <u>Library Pounds exercise</u> Newspapers and DVDs not needed ebooks and talking books low priority	<ul style="list-style-type: none"> • The library needs a regular member of staff <i>Due to the council's financial position we are unable to fill vacant posts</i> • Can we have a clearer path for volunteers and more definition about their role e.g. not replacing staff? <i>We will continue to encourage volunteers and now have 2 staff with responsibility for supporting them. Our position has always been that volunteers add value and variety to what we can provide</i> • Why can't the CAB come? <i>We have previously offered the CAB space at Radcliffe and Prestwich but they did not take us up on the offer</i> • Is the carpark a shared space with the ROC? <i>Yes, it is</i> • If this library closes will groups be contacted to discuss options? <i>Yes, they will, no decisions have been made yet</i>
Dumers Lane Community Centre and Library 10.30am 22/11/16 <i>Klare Rufo</i> <i>Elizabeth A. Binns</i> <i>David Fielding</i>	10 members of the public 1 member of staff Representation from: Over 50s Group; Dumers Lane TRA; Springs Community Project and Knit and Knatter	<u>Personal priorities</u> (Diamond 9) 1. Groups and community use (particularly older people) 2. Books 3. Advice and support 4. Regular staff 5. Children <u>Library Pounds exercise</u> Newspapers, freephone and DVDs not needed ebooks and talking books low priority	<ul style="list-style-type: none"> • How will communities that do not have a loud voice be heard? <i>Through sessions like this and the first consultation. Plus, we (EAB/DJF) have worked with communities for a long time and will not forget them.</i> • We cannot lose the trusted status of the librarians <i>It is clear that people value the services and knowledge of trained staff.</i> • Who will make the final decision? <i>This will be made by your council/cabinet</i> • Does Klare Rufo know what she has to save? <i>There is an overall target for the department – details given.</i> • When will the public know the plans? <i>The timetable was shown – options for the service will be contained in a publicly available report to Cabinet in mid-January</i> • Elizabeth is your job safe? <i>I hope so! But no decisions have been made</i> • Is there a number of libraries to close? <i>Not at this stage</i> • Are older people represented by Children Young People and Culture? <i>Yes they are -and will continue to be so. The department has been extremely supportive/understanding of the needs of the Library Service and its wide customer base</i> • Have you worked out how people will get to other libraries? <i>Yes – explanation of the work commissioned on this</i> • Can you give an example of how we share this building? <i>The building is already used by 6 Town Housing, the Police, local councillors, other community groups and occasional private hire.</i> • What happens to this building if the library closes? <i>This will be decided at a later date; community groups will be informed/involved. Community management of buildings may be considered – business plans would be needed</i> • Will communities be abandoned? <i>No, the Library Service has been built on work in and with communities and this is still an important strand in the 6 Principles for the service</i>

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Moorside Community Centre and Library 2.15pm 21/11/16 <i>Elizabeth A. Binns</i> <i>David Fielding</i>	11 members of the public Representation from: the church (shared location); Lunch Club; Knit and Knatter and Seedfield TRA	<u>Personal priorities</u> (Diamond 9) 1. Activities and community 2. Books 3. Trained staff 4. Increased opening hours (at least original commitment) 5. IT 6. Partnerships <u>Library Pounds exercise</u> Newspapers, freephone and DVDs not needed ebooks and talking books low priority	<ul style="list-style-type: none"> • Why are we penny-pinching over an essential part of English life? <i>Explanation about the council's financial position given</i> • Which councillors are fighting against the cuts? <i>No one wants to make cuts but it is a necessity; the council has been battling for a number of years about the assessments made upon it by Government</i> • Where are the councillors? <i>Councillors have been invited to all sessions; many councillors also work during the day.</i> • What agreement is there with the Big Lottery Fund? <i>Funding was given on the understanding that there would be 20 years of community use</i> • Where have all the staff gone? <i>The last Library Review reduced staffing by over a third but did not reduce buildings or opening hours; this combined with the fact that we cannot fill vacancy (due to the financial situation) means that the service is significantly understaffed</i> • Are councillors aware of the agreement and its implications? <i>Yes</i> • What would happen to the building? <i>This is not known at this stage as no decisions have been made?</i> • Is the Sculpture Centre well used? <i>This is outside the remit of the Library Review</i> • Which libraries are underused? <i>All libraries are well used, it is not simply a matter of numbers or book issues.</i>
Prestwich Library and Adult Learning Centre 6.30pm 24/11/16 <i>Elizabeth A. Binns</i> <i>David Fielding</i>	9 members of the public 1 councillor Representation from: local Jewish community; Reading Group	<u>Personal priorities</u> (Diamond 9) 1. Books 2. Computers 3. Opening hours 4. Trained staff 5. Advice and information 6. Children 7. Community focus <u>Library Pounds exercise</u> 50/50 split on newspapers Computers valued as are staff	<ul style="list-style-type: none"> • Who analyses the results of tonight? <i>Library Service staff</i> • What is the value of tonight? <i>To inform people where we are in the review, how the results of the first consultation and tonight feed into the decision making process, to provide an opportunity to ask questions</i> • Is there enough publicity for these events? <i>We have used posters both in the library and wider community, social media, press releases, email to relevant groups, other mailing opportunities and the library e-zine.</i> • Problems in accessing newspapers <i>These have been a problem for many years; we cannot buy newspapers for everyone</i> • What happens to books that are removed from stock? <i>Stock is rotated between libraries but when it reaches the end of its useful life it may be sold in booksale or online if of special interest or sold in bulk. Some books may be kept in a reserve collection but we only have limited space for this.</i> • Where are the examples of good practice? <i>Community partnerships, volunteers, shared locations, income generation</i> • We need spaces to read <i>Prestwich still has reading areas available but we can look at new ideas</i> • A good relationship with schools is needed <i>Examples of work with schools given</i> • Bury needs to embrace volunteers <i>We have over a 130 volunteers</i>

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Radcliffe Library 10.30am 18/11/16 <i>Elizabeth A. Binns</i> <i>David Fielding</i>	20 members of the public Representation from: Reading Group; Heritage Society; Lego Club; Literary Society; Adult colouring group; Family Tree Group; Crafters	<u>Personal priorities</u> (Diamond 9) 1. Books 2. Staff 3. Events and activities 4. Computers 5. Children 6. Space for community use <u>Library Pounds exercise</u> Remove newspapers bring in volunteers for events	<ul style="list-style-type: none"> Concerns that Radcliffe is being affected by decisions made in Bury <i>The council represents the needs of the whole borough; importance of 'using' your local councillor</i> Can a Carnegie Library be closed? <i>Radcliffe is only '50%' Carnegie. To the best of our knowledge Carnegie Libraries have been closed. Should such a thing come to pass the council legal department will advise</i> It is important that Radcliffe stands up for itself <i>Discussion</i> Discussion regarding upstairs space and use of building in general Can we control and promote presence on the council website? <i>The website has recently been redesigned and adaptations are limited but we should be getting a new Library Management System which will provide more opportunities for promotion. We also make good use of social media</i> Was the library not given for the people of Radcliffe? <i>The legality/accuracy of such statements will be verified by the legal department.</i>
Ramsbottom Library and Adult Learning Centre 6.30pm 17/11/16 <i>Elizabeth A. Binns</i> <i>David Fielding</i>	11 members of the public 2 councillors Representation from: Ramsbottom Heritage Society; Ramsbottom Writers Circle; Family History; Save Ramsbottom Library Group; Knit and Knatter; Busy hands Busy tongues	<u>Personal priorities</u> (Diamond 9) 1. Books 2. Children 3. Knowledgeable staff 4. Events and activities 5. Advice and information 6. Community Space 7. Learning 8. Income generation <u>Library Pounds exercise</u> Remove newspapers ebooks and magazines	<ul style="list-style-type: none"> How was the extension of Ramsbottom Library funded? Was it the sale of the Lowry? <i>Money for the extension came from the then Learning and Skills Council not from the sale of the Lowry</i> Groups using the library could charge and split profits with the library <i>This could be looked at providing it does not deter use by the community</i> Are demographics monitored? <i>The Library Service collects extensive statistics and uses these along with social and geographic changes to plan the service</i> Can we force people to join? <i>No, people can use the library even if they do not join – this is fairly common</i> Bury Council cannot guarantee that it will not close libraries can it? <i>No it cannot but it must provide a comprehensive library service (Public Libraries and Museums Act 1964)</i> Are books pulped when they are sold? <i>When books reach the end of their useful life they may be sold in booksale or online if of special interest or sold in bulk – we have no control over the books once sold.</i> Do we pay for staff to organise book sales? <i>Staff involved will do this either in their normal hours or for additional payment; this could well be a good area for volunteers</i> Libraries should be run as a business – making better use of buildings <i>We are becoming increasingly business like e.g. Inspirations at Ramsbottom and we are extending room hire e.g. to businesses and for private hire</i> Introduce more live music and arts <i>We can consider this</i> Sell more tourist items <i>Inspirations was set up to do just that</i>

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Topping Fold Community Centre and Library 3.30pm 21/11/16 <i>Elizabeth A. Binns</i> <i>David Fielding</i>	7 members of the public Representation from: TRA; over 50s group; youth group and Knit and Knatter	<u>Personal priorities</u> (Diamond 9) 1. Activities and community 2. Advice and information 3. Staff 4. Computers and WiFi 5. Learning opportunities 6. Partnerships <u>Library Pounds exercise</u> Newspapers and DVDs not needed	General discussion about the development of the Community Centre and Library and the difference it has made to the community
Tottington Library 2.15pm 28/11/16 <i>Elizabeth A. Binns</i> <i>David Fielding</i>	13 members of the public Representation from: Knit and Knatter; Book Club; Ancestry Group; local church	<u>Personal priorities</u> (Diamond 9) 1. Staff 2. Books 3. Events and activities 4. Community space 5. Learning opportunities 6. Children's activities 7. Computers <u>Library Pounds exercise</u> Newspapers and DVDs not needed	<ul style="list-style-type: none"> • Can we combine with CAB? <i>We have offered this and other organisations space in libraries – for organisations such as CAB free of charge</i> • Use of volunteers <i>Discussion about the role of volunteers</i> • Out of hours use <i>the library is well used out of hours and we are working to extend this both for community benefits and income generation</i> • Alternative power sources e.g. solar power <i>Beyond the scope of the review but we do consider best value for utilities and other services as part of our budgeting process</i> • Charging policies <i>discussion</i>
Unsworth Library 2.15pm 25/11/16 <i>Klare Rufo</i> <i>Elizabeth A. Binns</i> <i>David Fielding</i>	10 members of the public 2 councillors Representation from: Book Club; Knit and Knatter and Sunny Bank Community Centre	<u>Personal priorities</u> (Diamond 9) 1. Books 2. Staff 3. Resources for children 4. Computers 5. Learning opportunities 6. Community space and activity <u>Library Pounds exercise</u> Newspapers valued computers reduced in number Advice and information also a priority	<ul style="list-style-type: none"> • Complaint that the event had not been publicised <i>We have used posters both in the library and wider community, social media, press releases, email to relevant groups, other mailing opportunities and the library e-zine.</i> • Unsworth has very few facilities <i>Discussion</i> • Why are there no hanging baskets when the council spends a fortune on Bury in Bloom <i>Hanging baskets for libraries were stopped several years ago due to expense. Bury in Bloom is sponsored by local businesses and does not cost ratepayers anything</i> • Parameters for the access survey <i>The survey was carried out by an external organisation and has been done with appropriate rigour</i> • The process lacks respect <i>We are sorry that someone feels this to be the case however we have carried out the review, and will continue to do so, bearing in mind the impact and potential upset for members of the public. We feel that our efforts to consult and involve people is a clear demonstration of our respect for the people of the borough</i>

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Whitefield Library and Adult Learning Centre 11.15am 01/12/16 <i>Elizabeth A. Binns</i> <i>David Fielding</i>	13 members of the public 2 councillors Representation from: Art Group; Audiology; Sensory Impairment Unit and partners; and local police	<u>Personal priorities</u> (Diamond 9) 1. Books 2. Staff 3. Computers 4. Sensory Impairment resources 5. Children 6. Advice and information 7. Activities <u>Library Pounds exercise</u> 50/50 split on newspapers Staff valued as are books and IT	<ul style="list-style-type: none"> • A letter was read out by a member of the public expressing his thoughts about the service • Explanation and discussion about the financial situation of the council and the impact on all services • Will the council work with community groups to ensure best use of buildings? <i>All our library buildings are being reviewed carefully to ensure they are the best options for the future. Community use of buildings may be considered subject to business plans – no decisions made as yet</i> • Are charges too low? <i>We endeavour to balance income potential with the ability of people to pay and the role of "free" public library</i> • Discussion about volunteers • Can libraries and charities work together – <i>We have done this for many years and hope to continue/extend this to benefit us all</i> • Books are not as good as they used to be, can we change selections process? <i>We can 'look at involving regular readers in the process</i>

	Number of libraries that highlighted this as a priority area	%
Community uses and Groups	13 /13	100%
Books	12 /13	92%
Staff	12 /13	92%
IT / Wifi	10 /13	77%
Children	9 /13	70%
Advice and Guidance	6 /13	46%
Learning	4 /13	31%
Events and Activities	4 /13	31%
Vulnerable users	2 /13	15%