

**PEWSEY AREA BOARD**  
**10 MAY 2010**

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## **NEW PEWSEY LIBRARY CONSULTATION**

### **1 Purpose of the Report**

To inform the Area Board of the results of the public consultation on the services to be provided from the new Pewsey library and seek approval for a proposed action plan.

### **2. Background**

Wiltshire Council will provide a new library at Pewsey, due to open late 2010. The building will also include personal care facilities for adults with disabilities, a meeting room and touchdown station for council staff working within the local community. A temporary service is currently being provided from a mobile library whilst the new library is being built.

A public consultation on library services was carried out in November 2009. A copy of the full analysis of the results can be seen on the mobile library in Pewsey and online at [www.wiltshire.gov.uk/libraries](http://www.wiltshire.gov.uk/libraries).

### **3. Main Considerations**

A copy of the survey was sent out electronically to all members of the library registered with email and paper copies were sent to 500 addresses, a random sample of 250 from Pewsey and another 250 from the surrounding area. Paper copies were also available in the library. 257 completed survey forms were received back, including 22.9% from people who stated they were not current members of the library.

Following analysis of the results the following action plan has been drawn up to address the key areas identified.

Survey Question	% rating as 'important' or 'very important'	Action
Increased opening hours	86.1%	Opening hours in the new library will be increased from 19 to 24
Wide selection of books	99.6%	<ul style="list-style-type: none"> <li>• Work with schools</li> <li>• Suggestions slips</li> <li>• Further group work to consider all areas of library stock</li> </ul>
Access to internet and other computer facilities	62.9%	Public access PCs will be available
Spacious children's area	73%	Requirement to be included in layout specification
Rhyme time and children's activities	62.8% (higher in age band 30-44)	Programme of rhyme times and children's activities to be put in place, working closely with Pewsey Children's Centre
Information services, including Council information	84.9%	New library will have a meeting room for surgeries/council/community business and dedicated Council information space. Partnerships will continue to be developed to increase access to information eg Police, Homes4Wiltshire. Staff trained in accessing online information eg NHS.
Toilet facilities	78.5%	Accessible customer toilets during opening hours. Personal care facilities for adults with carers available at all times.
Simple to use self service machines	52.2% (younger people tended to see this as more important)	Self service will be offered to reduce queuing at busy times a free up staff time for customers who prefer more interaction
Photocopying services	63.7% (77% in 60-64 age range, 70.4% of females)	Photocopier will be available for 1 year on trial basis initially but would continue if self-supporting
Quiet areas	86.6% (all age groups)	Requirement to be included in layout specification
Talks and events for adults	59.5% (66.1% for females)	Activities programme to be drawn up, which could include a reading group
Teenage area	59.3%	Requirement to be included in layout specification. Further work with teen focus group.

Respondents were also asked to indicate their preferred choice of two sets of opening hours. The majority of people (59.8%) felt that the hours for Option 1 were most preferable. Option 1 was for the library to open five days a week, with additional opening on Monday and Saturday, and one evening with no closure between 5-6pm.

Monday		2pm-5pm
Tuesday	10am-1pm	2pm-8pm
Thursday	10am-1pm	2pm-5pm
Friday		2pm-5pm
Saturday	10am-1pm	

Option 2 was for the Library to open four days a week, including two evenings with no closure between 5-6pm, plus additional opening on Saturday.

Tuesday	10am-1pm	2pm-8pm
Thursday	10am-1pm	2pm-5pm
Friday		2pm-8pm
Saturday	10am-1pm	

#### **4. Recommendation**

The Area Board is asked to approve the above action plan, including the opening hours for the new Pewsey library.

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