

## **Stronger Communities Community Impact Assessment: Libraries**

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### **Summary**

An interim Community Impact Assessment (CIA) has been prepared for each library included in the current consultation proposals. These have been grouped below by district areas and proposed library type. CIAs have not been prepared for existing community managed libraries as it is business as usual at this point, discussions about sustainability are part of this, that is the possibility of future funding/premises subsidy. The CIAs have been prepared using an asset based model identifying evidence that exists in the community across a number of dimensions: engagement, capacity and existing support for library services. It also includes an assessment of the current position of communities and highlights any emerging solutions – where they exist.

There are some consistent themes that can be seen across all the district areas which are summarised as:

- Engagement is strongest where there is an existing 'Friends' group or where a voluntary sector (or other) partner is interested in progressing the proposals
- Attracting partners could be critical to success
- Member support and leadership is important
- Role of Parish Council in support and leadership is important
- Concept of a 'hub' with additional services being available from libraries is broadly welcomed
- Concern about recruitment & management of volunteers
- Capacity concerns from communities to manage buildings
- Concern about loss of professional expertise and local jobs
- Ability of 'core library' to support other libraries in district
- Age profile of volunteers and increasing demands being made on that age group for caring responsibilities within families
- Location of library or building constraints and costs
- Reluctance to actively engage in discussions until the decision is made on proposals following consultation

At the present time, the CIAs do not include the potential impact of changes to other NYCC services e.g. youth services and transport or other public services provided by partners as these are still being consulted on and the information is not available consistently across the county. The CIAs will continue to be up-dated as this information becomes known and published in order to give fuller assessments which will support the final report scheduled to be considered in the autumn.

**Marie-Ann Jackson**  
**Head of Stronger Communities**  
**15 May 2015**

## Craven District Libraries

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| <b>SKIPTON – PROPOSED CORE LIBRARY</b>   |
| <b>Evidence of Community Engagement</b>  |
| Well used, busy library. Public information event very well attended by cross section of users / population, including a large group of children and parents with placards and letters and a number of older people. Skipton Town Council requested attendance by library service management staff at a meeting of Skipton Town Council held in February 2015. A few members of the public attended; many of whom had attended the public information event. Town Council have formally contributed to the library consultation, requesting <i>‘NYCC maintain and build on the high standards of management and service at our well-used, well-respected centre of reading and research’</i> . |
| <b>Evidence of Community Capacity</b>  |
| Some interest has been expressed in volunteering at the library by members of the public; some of whom attended the public information event, and some of whom have contacted the library.   |
| <b>Evidence of Support</b>   |
| Existing Friends of Skipton Library group – very supportive of the library; see their role as raising the profile of the library and fundraising.  |
| <b>Current Community Position</b>  |
| Concerns have been expressed about the impact of the changes on the quality of the library service, specifically the many creative events, summer reading challenge, book selection advice, and ancestry service. A number of young people have written letters of support.  |
| <b>Emerging Solutions</b>  |
| The library currently has a number of volunteers and there has been interest in volunteering at Skipton library by new people wishing to support the library by volunteering in the future.  |
| <b>Actions and Next Steps</b>  |
| Work with the community and Craven Volunteer Centre to generate interest, building on existing volunteer base.   |

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| <b>BENTHAM: PROPOSED COMMUNITY MANAGED</b>  |
| <b>Evidence of Community Engagement</b>   |
| Friends of Bentham Library (FoBL) was created in the last library service re-organisation. Approximately 20 FoBL volunteers have extended the library opening hours by 5.5 per week. Attendance at the public information event was low. Concern was expressed about volunteer capacity. The Town Council requested NYCC library staff attendance at the Town Council meeting to discuss proposals for the library. |
| <b>Evidence of Community Capacity</b>   |
| Bentham is a small town but supports some active VCSE groups. Pioneer Projects, one of the larger Craven based organisations with a good service delivery track record and community involvement is based in Bentham. The Town Council is supportive of the library.  |

**Evidence of Support**

FoBL volunteers have extended the library opening hours by 5.5 per week. Town Council is supportive.

**Current Community Position**

Staff attended Bentham Town Council Meeting in January at the request of the Town Council. Many attendees expressed the view that a paid member of staff is needed to provide shared support across North Craven libraries.

FoBL appear to be exploring the possibility of taking management responsibility for the library and have suggested holding a public event to gauge interest later in the year.

**Emerging Solutions**

There has been tentative exploration of sharing premises with other local organisations. A local VCSE organisation has indicated they would be willing to house the adult books section of the library (they don't have space for the children's books).

**Actions and Next Steps**

Options for relocation and possible partnerships need exploring to test appetite and capacity. Additional support may be required.

**CROSSHILLS: PROPOSED COMMUNITY MANAGED****Evidence of Community Engagement**

Crosshills is the second most used library in Craven. A few people attended the public information event, including a local Parish Councillor and a County Councillor. Several people expressed interest in forming a management committee.

Glusburn & Crosshills Parish Council requested library service management attend Parish Council meeting January 2015. Councillors from other local parishes also attended the meeting. Strong view expressed that Crosshills needed to retain some paid library staff hours.

**Evidence of Community Capacity**

There was interest shown at the information event in being involved in a management committee and further development work will be required to progress this and to establish a management committee.

**Evidence of Support**

No existing 'friends of' group. Some volunteering occurs within the library (story time / IT support).

**Current Community Position**

Consistent with others, concern expressed about professional support and volunteer recruitment.

**Emerging Solutions**

At the Glusburn & Crosshills Parish Council meeting there was a suggestion of a possible joint approach to a solution by local parish councils.

**Actions and Next Steps**

Expressions of interest will be followed up including further discussions with Parish Council to ascertain their views post consultation.

**INGLETON: PROPOSED COMMUNITY MANAGED****Evidence of Community Engagement**

A small number of people attended the public information event. Concerns were expressed about community capacity for more volunteering.

**Evidence of Community Capacity**

The key VCSE organisation in Ingleton is the Community Centre where the library is situated. The Centre has a good track record in respect of managing services, including the Tourist Information Centre, and hosts many community activities and events.

**Evidence of Support**

High level of commitment to the library demonstrated by centre management, whose presence and enthusiasm has enabled the library to be considerably extended.

**Current Community Position**

There is the will in the community to support a community managed library provided additional NYCC support is forthcoming.

**Emerging Solutions**

There is potential for the community centre management committee to take on the management of the library, and the centre manager will be instrumental in recruiting volunteers for service delivery.

**Actions and Next Steps**

Engage Community Centre Management Committee in dialogue about the future of the library post consultation.

**SETTLE: PROPOSED COMMUNITY MANAGED****Evidence of Community Engagement**

8-10 people were engaged at the public information event and expressed their views about Settle having a lot of community activity based on volunteering and future volunteer capacity

Concern expressed about support from Skipton being too limited and remote from Settle, and the necessity of paid local support for libraries in North Craven.

**Evidence of Community Capacity**

Settle has a lot of volunteer run activities and voluntary groups. Two larger voluntary sector organisations based in Settle deliver services and activities across North Craven and beyond.

**Evidence of Support**

There is no existing 'friends of' group, but work has commenced to increase local community

involvement and building up the volunteer base within the library.

#### **Current Community Position**

Although there was a low level of interest during the consultation period, subsequently interest has emerged in managing the library – see ‘emerging solutions’ below. Craven Volunteer Centre has submitted a grant application to Stronger Communities for laptops for two trained volunteers who will provide a Volunteer Centre outreach service from Settle library, and who will promote volunteering in the library.

#### **Emerging Solutions**

Discussions have commenced with interested parties to explore future management of the library and one party is positive about future involvement.

A Settle based voluntary organisation with a purpose very strongly aligned to that of the library and a strong management committee has shown some interest in taking on management of the library. Meanwhile information has been sent about library open days they might like to attend.

#### **Actions and Next Steps**

Meetings to establish the potential for a library management group. Development work will be required to support the creation of a management committee.

## **Hambleton District Libraries**

### **NORTHALLERTON – PROPOSED CORE LIBRARY**

#### **Evidence of Community Engagement**

Information Day held in December 2014 was poorly attended. Subsequent discussion at the Northallerton & Villages Area Partnership was well received.

#### **Evidence of Community Capacity**

High level of VCSE groups operating in the Northallerton area, a significant number of which have an established working relationship with the library. Significant levels of volunteering evident across organisations and / or events with a strong track record of delivery.

#### **Evidence of Support**

Existing volunteering levels at Northallerton Library are good (with current recruitment being primarily via the Job Centre, Volunteer Hambleton or self-referral) and staff are supported with a variety of tasks. Initial discussions have taken place in relation to establishing a ‘Friends of Northallerton Library’ to assist with the recruitment of additional volunteers and the delivery of an activity programme, which has been generally positively received.

#### **Current Community Position**

The community highly value the library and are generally supportive of the proposal for Northallerton, with a number of people expressing an interest in volunteering. Given the level of volunteering required across services in Northallerton, the concept of developing a ‘Volunteer Town Team’ will be explored, through which a bank of individuals will volunteer at a variety of projects, including the Library. It is however unclear at this stage whether the wider community have understood the full implications of the proposals for Northallerton.

**Emerging Solutions**

No definitive solutions at present.

**Actions and Next Steps**

Explore the potential of establishing a 'Friends of Northallerton Library' and 'Volunteer Town Team' in conjunction with potential partners. Support will be needed to help to develop volunteer recruitment strategy.

**BEDALE: PROPOSED COMMUNITY MANAGED****Evidence of Community Engagement**

Information day held in November 2014 was extremely well attended by all ages, as was a Public Meeting held in January 2015. Subsequent discussions were held with Bedale Hall Management Committee and the Bedale and Villages Community Forum. A petition outlining opposition to the proposal for Bedale Library was submitted to North Yorkshire County Council in April 2015.

**Evidence of Community Capacity**

There are a number of VCSE organisations delivering volunteer led services in the Bedale area across a variety of service areas. Excellent track record in the community management of facilities and / or services from the existing Library site (Bedale Hall), including the Tourist Information Centre, Museum and Bedale Youth Venue.

**Evidence of Support**

'Friends of Bedale Library', with a membership of approximately 70 has been established in response to the Libraries Consultation proposals. An active campaign has been established, including significant press coverage and a petition to support the model that currently exists.

**Current Community Position**

The community highly value the library and would like to retain it in its current form with the provision of paid staff. Although opposition to the proposals is evident, there has been an increased level of discussion about how to progress with the community managed model, including accessing the support package available, and enlisting the support of Stronger Communities and Northallerton & District CVS. Concerns have been raised locally in relation to the volunteering capacity required; however some interest in volunteering in the Library should it be transferred to community management has been noted.

**Emerging Solutions**

No definitive emerging solution at present.

**Actions and Next Steps**

Bedale Hall where the library is currently situated is in initial discussions to be asset transferred by the District Council to Bedale Hall Management Committee in 2015; it is felt that a holistic review of the site and perhaps some feasibility work would be of benefit given the number of services (a number of which are volunteer led) that are being delivered from the site.

## **EASINGWOLD: PROPOSED COMMUNITY MANAGED**

### **Evidence of Community Engagement**

Information day held in November 2014 was extremely well attended by a cross section of the local population. Subsequent discussions were held with Easingwold Town Council and the Easingwold and Villages Community Forum in December 2014. A number of key community activists have been vocal in the local press and a resolution relating to the proposal for Easingwold Library was discussed at length at the Easingwold Annual Parish Assembly held in April 2015.

### **Evidence of Community Capacity**

Capacity to deliver community managed services and / or facilities is evident in some form with COZIE (Chill Out Zone in Easingwold) and the Galtres Centre, which along with St Monica's Hospital and Easingwold Community Care Association, have a large number of volunteers. Opportunities to work more collaboratively are apparent.

### **Evidence of Support**

The community highly value the library and would like to retain it in its current form with the provision of paid staff. This has also been articulated by a number of key community activists in the local press and at the Annual Parish Assembly where residents expressed a wish to start a campaign against the proposals, and for the Town Council to organise a public meeting.

### **Current Community Position**

Although opposition to the proposals is clearly evident, there has been some initial discussion across the engagement events about how to progress with the community managed model with the merits of the support available recognised, discussions about how to alternatively fund the service, and a handful of people expressing an interest in volunteering should the proposal be implemented.

### **Emerging Solutions**

Easingwold & District Community Care Association have expressed their interest in re-locating to the building and assisting with the management of volunteers if feasible given the changes in management and service delivery that are currently on-going.

### **Actions and Next Steps**

Continue to engage with Easingwold & District Community Care Association in relation to potential partnership arrangements moving forward.

## **STOKESLEY: PROPOSED COMMUNITY MANAGED**

### **Evidence of Community Engagement**

Information day held in November 2014 was reasonably attended by a cross section of the local population, as was a Public Meeting held by the Town Council in January 2015. Subsequent discussion has also taken place at the Stokesley Area Regeneration Group. A high profile local campaign to oppose the proposal for Stokesley Library and to request a Hybrid model has been underway since late 2014 and continues to develop, with a petition submitted to North Yorkshire County Council in February 2015 (discussed by Hambleton Area Committee on 9 March 2015).

### **Evidence of Community Capacity**

The Stokesley community have mobilised quickly to organise and develop a sophisticated

protest campaign.

Key partners in the locality include Broadacres as the owner of the Town Close building and major housing stock provider in the town, and Stokesley Community Care Association who have strong and extensive experience in recruiting and managing volunteers, as well as providing training (this organisation provided training to Great Ayton Discovery Centre in their transition phase).

#### **Evidence of Support**

The community highly value the library as evidenced by the campaign to retain the library and feel that a Hybrid would be a more viable option in order to achieve long term sustainability of the service.

#### **Current Community Position**

Preference for Hybrid model. Concerns raised about the recruitment of volunteers, particularly as the behaviour of some of the customers is perceived as particularly challenging and it is a large space to manage. It was highlighted that the library is a crucial resource for some of the more disadvantaged areas of the town and is intrinsically linked with youth and older people service provision in the area.

#### **Emerging Solutions**

No definitive emerging solutions at present.

#### **Actions and Next Steps**

Continue to monitor the situation and re-evaluate with partners post Executive decision.

### **THIRSK: PROPOSED COMMUNITY MANAGED**

#### **Evidence of Community Engagement**

Information day held in November 2014 was attended by the local community, as were the meetings of key stakeholders held in November 2014 and March 2015 (including Parish, District and County Councillors, local VCSE organisations and other interested parties) to discuss the future of the library service in the Thirsk and Sowerby area. Strong engagement with Stronger Communities programme.

#### **Evidence of Community Capacity**

There are a number of strong VCSE organisations in Thirsk with a long and successful track record of community managed facilities and volunteer led / supported services, including Thirsk, Sowerby & District Community Care Association, Rural Arts, Ritz Cinema, Thirsk TIC and Thirsk Clock.

#### **Evidence of Support**

The community highly value the library and although dissatisfied with potential reduction in Library services, acknowledge that community management of the library could be an opportunity for Thirsk, with a number of people expressing an interest in volunteering.

#### **Current Community Position**

It is recognised that the potential of the new facility within the Extra Care building is an opportunity for the community to develop the library as a resource centre, with three local organisations expressing an early interest in potentially being involved collectively in the



future delivery of the library service should the appropriate level of support be available (particularly around organisational capacity and volunteer management).

#### **Emerging Solutions**

Partnership to be established post Executive decision should it be determined that proposal will be implemented.

#### **Actions and Next Steps**

Meeting with key stakeholders to be organised post Executive decision in July 2015.

## **Harrogate District Libraries**

### **HARROGATE: PROPOSED CORE LIBRARY**

#### **Evidence of Community Engagement**

Information session attended predominately by members of the public using the Library at the time of the session.

#### **Evidence of Community Capacity**

High number of volunteer led organisations in the local community. Local voluntary organisations are able to receive strong organisational support from Harrogate & Ripon Council for Voluntary Service.

#### **Evidence of Support**

The existing Friends of Harrogate Library group have a small number of volunteers who offer low level support to library, for example; fund raising for specific activities.

Volunteers with a range of skills enhance existing Library services managed by the Library Team.

#### **Current Community Position**

A large number of users responded to the on line consultation.

#### **Emerging Solutions**

None at present.

#### **Actions and Next Steps**

Await outcome of consultation. Support will be needed to help to develop volunteer recruitment strategy.

### **KNARESBOROUGH: PROPOSED HYBRID LIBRARY**

#### **Evidence of Community Engagement**

Information session attended by ~34 members of the public who had specifically come to ask questions about the proposals. A Public Meeting was held at the Fraser Theatre in January 2015 attended by approx 70 people.

Campaign group with a good range of skills presented petitions at the Public Meeting and March Area Committee Meeting.

#### **Evidence of Community Capacity**

Local voluntary organisations are able to receive organisational support from Harrogate & Ripon Council for Voluntary Service.

FEVA (Festival of Entertainment and Visual Arts) is also evidence of a successful local community led initiative

#### **Evidence of Support**

Small number of volunteers currently enhance existing Library services. Partnership with FEVA to deliver events, provide information. Formal agreement in place with HBC for Council information. HBC plan to relocate TIC to the library.

#### **Current Community Position**

The Campaign group has requested that due to the high usage of the Library it should have three full time equivalent staff rather than one as suggested in the Hybrid Model.

#### **Emerging Solutions**

No definitive solution emerging at present.

#### **Actions and Next Steps**

Await outcome of consultation. Support will be needed to recruit and manage volunteers.

### **RIPON: PROPOSED HYBRID LIBRARY**

#### **Evidence of Community Engagement**

Information session attended by ~30 members of the public. The City Council submitted a report on the concerns they felt the Library proposals would impact Ripon.

NYCC staff (libraries and Stronger Communities) attended a meeting with City Council to discuss the proposals.

#### **Evidence of Community Capacity**

Ripon has a high number of voluntary organisations that effectively manage a large number of volunteers. For example; Museums 100+, Cathedral 100+, and other organisations.

Local voluntary & community organisations are able to receive organisational support from Harrogate & Ripon Council for Voluntary Service.

#### **Evidence of Support**

Small number of volunteers currently enhance existing Library services managed by library staff. Ripon Home Library service is supported by a number of volunteers managed by library staff.

#### **Current Community Position**

The Community raised concerns around the capacity of Ripon to support another service requiring a large number of volunteers.

The Community feel that due to the high usage levels at Ripon Library it should be a core Library or have more paid staff allocated to supporting the services it offers than suggested in the Hybrid Model.

#### **Emerging Solutions**

No definitive solutions however discussions have taken place with two voluntary sector groups in the City about possible support in recruitment and management of volunteers.

#### **Actions and Next Steps**

Further discussions with the City Council and VCS following outcome of consultation.

### **BOROUGHBRIDGE: PROPOSED COMMUNITY MANAGED**

#### **Evidence of Community Engagement**

Information session attended by a few Members of the public using the Library.

Library and Stronger Communities staff invited to Boroughbridge Area Community Library Association (BACLA) meeting to discuss proposals.

#### **Evidence of Community Capacity**

BACLA currently extend library opening hours through volunteers and manage a community space above the library.

In addition to BACLA, there are a number of voluntary & community organisations in the Boroughbridge area supporting local needs e.g. Community Care and a range of voluntary managed sports and social groups.

Local Voluntary organisations are able to receive organisational support from Harrogate & Ripon Council for Voluntary Service.

#### **Evidence of Support**

The existing BACLA group manage the Meeting rooms and a small team who cover 4 Library open hours one day each week.

#### **Current Community Position**

BACLA are awaiting the outcome of the consultations, they will hold a public meeting to discuss the way forward once the outcome is known.

#### **Emerging Solutions**

No definitive solution at present.

#### **Actions and Next Steps**

Further discussions with Town Council and BACLA following outcome of consultation.

### **PATELEY BRIDGE – PROPOSED COMMUNITY MANAGED**

#### **Evidence of Community Engagement**

Information session attended by a few Members of the public using the Library.

**Evidence of Community Capacity**

Nidderdale Plus (Nidd+) has paid Project and Administration officer who manage existing volunteers to cover their customer service and community car scheme.

Local Voluntary organisations are able to receive organisational support from Harrogate & Ripon Council for Voluntary Service.

**Evidence of Support**

Some volunteers already enhance services in the library. The Library is relocating to a new building to be co-located with Harrogate Borough Council Tourist Information Point and Nidd+. This project is being supported by Stronger Communities who also supported Nidd+ with their application for charitable status. The shared building will be leased and managed by Nidd+ who will recruit and manage a team of volunteers to cover the 3 services with the Community Library with on-going support from Library Services

**Current Community Position**

Community generally supportive of Nidd+ managing a Community Library.

**Emerging Solutions**

The partnership with Nidd+ is being progressed. The project is being jointly funded by NYCC, HBC, Nidd+.

**Actions and Next Steps**

Continue to support Nidderdale Plus.

**STARBECK: PROPOSED COMMUNITY MANAGED****Evidence of Community Engagement**

Information session attended by ~18 Library users. Starbeck Residents Association established a campaign group and signed petition.

Library staff and Stronger Community invited to Friends of Starbeck Library Meeting to discuss proposals.

**Evidence of Community Capacity**

Starbeck has a few small voluntary groups, including two proactive churches in the community and an active 'In Bloom' group.

In 2013 the annual Gala held for over 50 years was cancelled due to lack of volunteer support. A new Gala and Lights Committee was established in 2014 to potentially restart the Gala.

Local Voluntary organisations are able to receive organisational support from Harrogate & Ripon Council for Voluntary Service.

**Evidence of Support**

The existing Friends of Starbeck Library group manage a small team of volunteers who cover 5 Library opening hours each week.

**Current Community Position**

The Community feels it should be a Hybrid Library due to the level of need within the area.

**Emerging Solutions**

None at present.

**Actions and Next Steps**

Following outcome of consultations, further discussion with Friends of Starbeck Library on their appetite for future involvement.

## Richmondshire District Libraries

### **RICHMOND: PROPOSED CORE LIBRARY**

**Evidence of Community Engagement**

The Information Session in December attracted seven attendees (highest in district) with 10 other conversations. Discussion was in-depth with attendees weighing up all options across Catterick-Colburn- Richmond and a suggestion that there should be a joint solution, particularly for volunteer recruitment. Two pop-up consultations were held and although no attendees came specifically, around 93 people were consulted. Local Member arranged for the consultation to be discussed at a Town Council meeting.

**Evidence of Community Capacity**

The town has a strong history of volunteering with active community leaders, and facilities (e.g. the theatre and the museum) and organisations already supported by volunteers delivering and managing services, activities and events. Churches play an active role, delivering community development and support activities to the town and surrounding area. Volunteers are to provide Tourist Information Services from the library.

**Evidence of Support**

Consultation showed that whilst there was definite support for the library as a valuable facility, there were few firm offers to volunteer during the consultation.

**Current Community Position**

Concerns have been raised around volunteer over-load in the town and comments have suggested that although volunteers would probably come forward to help at the library, there may be difficulties in recruiting a committee to take responsibility for the management of facilities . The location of the library, is central, however there are concerns over access for those with limited mobility.

**Emerging Solutions**

Richmondshire Community and Voluntary Action (RCVA) have formally expressed an interest in managing the library as part of the re-development of the Lower School building – however a re-location of the library from its existing site is not currently planned for and as a proposed core library community management is not sought at this stage.

**Actions and Next Steps**

Further consideration of the RCVA proposal and assess viability in more detail. Formal expression of interest from NYCC would be required prior to Stage One application to Heritage Lottery Fund.

**CATTERICK GARRISON: PROPOSED COMMUNITY MANAGED****Evidence of Community Engagement**

21 people attended the Information Session held in November 2014. Responses to this and a pop-up consultation held in the adjoining leisure centre suggests that although the facility is held in high regard, particularly by young families, there is low interest in running the library.

**Evidence of Community Capacity**

The garrison community is distinctive in military terms because of its civilian-military mix. Evidence of volunteering providing valued services, facilities, regular activities and events in surrounding communities of Scotton, Hipswell, St Martins, Tunstall and Catterick village.

**Evidence of Support**

The library is well-used by the near-by "satellite" Children's Centre and seen as a valuable first point of contact for young military families arriving on the garrison. The Catterick HIVE (army welfare information) are considering location of MOD staff in the library with shared responsibilities, as part of a national policy to integrate HIVEs in the community. Used by adult learning and registrars.

**Current Community Position**

Concerns expressed about the viability of a community-run model in the context of a garrison town that is set to grow and a transient military community (with high numbers of absent parents). There are however two near-by estates with higher numbers of civilian residents (Pleasant Dale and Leadmill Estates). A large troop movement is currently underway with numbers of military families set to increase. The army policy of constant change is now moving to a more stable arrangement and longer postings will be the future norm, however anecdotal comments suggest that change will continue to be seen as a positive force within the military.

**Emerging Solutions**

None at present.

**Actions and Next Steps**

Progress discussions around re-location of the HIVE and sharing of some staff responsibilities.

**COLBURN: PROPOSED COMMUNITY MANAGED****Evidence of Community Engagement**

Five people attended the Information Session in December (including two children) with an additional 15 consultations. Eight local businesses were consulted with some stating that the library brought additional footfall to the shopping precinct and was good for business. A pop-up consultation in the Leisure Centre had a mixed response including a handful of people with strong views around the need for a professionally-run library facility.

**Evidence of Community Capacity**

Colburn has an active Town Council with good connections to a busy village hall, active churches and local groups. There is evidence of a small but effective group of volunteers with a good track record of managing a range of community projects (but with concerns about volunteer overload). The Town Council set up a group to take forward proposals for a

community-run library during the 2010 consultation, however have not done so this time.

#### **Evidence of Support**

A well-used library with high footfall possibly due to the Richmondshire District Council contact point, but also because of the high numbers of young people who use the library after school and during the Summer as a safe and interesting place. Internet usage figures are the second highest in Richmondshire. Although only two miles from Catterick library, with 24% of households in the ward without a car, access to services is a community priority. The library shares a building with the “hub” for children’s centres in the area and is seen as an important family resource.

#### **Current Community Position**

Strong concerns raised locally around interest in volunteering to manage the library with equally strong views about the need for the facility. The library is seen as the preferred option in the area for wheel-chair users and those with limited mobility (over Catterick and Richmond). A local leader has suggested exploring the potential for volunteer recruitment from the military, as well exploring opportunities in a number of new housing estates which are being built locally.

#### **Emerging Solutions**

Potential for wider community planning as a starting point for discussions with the local community.

#### **Actions and Next Steps**

- i) Explore partnership opportunities with Children and Young People’s Service which could make the library more sustainable.
- i) Consider wider community planning exercise so that an holistic solution can be developed that will benefit the wider area and potentially present a more attractive and achievable partnership offer to the Town Council.

### **LEYBURN: PROPOSED COMMUNITY MANAGED**

#### **Evidence of Community Engagement**

Comments from the Information Session in November were in-depth but there were no offers of volunteering. A pop-up consultation at the Methodist Church coffee morning brought a mixed response with some strong views about the importance of the library as a community facility but no offers of volunteering. The Town Council has sent a letter objecting to further cutbacks to the library and other services in the town.

#### **Evidence of Community Capacity**

Town Council involvement since 2011 in the management of a group of volunteers has led to a significant increase in library opening hours. The town has an active Town Team and business association that has benefited the wider area. The town and local area has established and successful volunteer-run tourism and leisure activities, as well as a festival and events calendar. Surrounding settlements also have active groups, parishes and churches.

#### **Evidence of Support**

The library, which includes a Richmondshire District Council contact point, is part of well-used Town Hall facility. It is seen as a valued local service within this busy market town,

serving not only the town but also the wider area.

**Current Community Position**

Concerns about volunteer-overload and a strong preference for the hybrid model has been expressed by the Town Council and local leaders. There was also concern over the potential impact of loss of rental income to the Town Hall. Local leaders consider that the Town Council's efforts in extending opening hours and improving the library service has been "unfairly rewarded" by the current proposals.

**Emerging Solutions**

None at present.

**Actions and Next Steps**

- i) Continue to support Town Council as most engaged organisation.
- ii) Explore potential for support for wider town volunteering development and an holistic approach that will benefit the town and surrounding villages.

## Ryedale District Libraries

**MALTON: PROPOSED CORE LIBRARY**

**Evidence of Community Engagement**

There was a low turnout on the information day. This could be because as the proposals were perceived by the community as no change – although there will be the need to recruit significant numbers of volunteers to support the opening hours.

**Evidence of Community Capacity**

Malton is the main service centre market town in Ryedale with some large volunteer led initiatives such as the Milton Rooms, Malton Museum and a number of successful sports facilities. There should be scope to recruit volunteers to support a core library. There is evidence of community activity and capacity, particularly around local planning and economic development issues.

Organisation support could be offered from Coast & Vale Community Action (CaVCA).

**Evidence of Support**

There are a good group of volunteers already supporting the library service. The library is also supported by volunteers from Camphill Village Trust.

**Current Community Position**

Not currently known.

**Emerging Solutions**

None at present.

**Actions and Next Steps**

Following Library Service decision on proposals, a volunteer recruitment campaign will be necessary.



## **PICKERING: PROPOSED HYBRID LIBRARY**

### **Evidence of Community Engagement**

Location of the library is excellent, with nearby bus services and car parks. The initial consultation information day was very well attended. A lot of strong feeling about keeping the library open, as is. On the day of the information session the library was busy with a craft group, coffee area, and every computer in use.

The majority view from these events are that Pickering should be the core library for Ryedale and that having only one member of paid staff would be insufficient

### **Evidence of Community Capacity**

Pickering is a busy market town on the edge of the North York Moors National Park and experiences large visitor numbers, particularly in the summer months. There is evidence of some large volunteer led initiatives such as Beck Isle Museum, the Town Hall, Pickering Football Club, a theatre and the North Yorkshire Moors Railway, as well as many smaller ones such as Pickering Art Society, WRVS etc.

As a hybrid, Pickering should be able to attract the volunteers it needs but the size of library and level of activity make it a demanding role with only one member of paid staff.

### **Evidence of Support**

There are a good group of volunteers already supporting the library service. In addition Pickering library feels like a real community hub, with other volunteer led activities using it as a venue, for example craft, local history.

### **Current Community Position**

Town Council has expressed concerns about the viability/sustainability of the proposal. Ryedale District Council has announced a decision to close the adjacent Tourist Information Centre.

### **Emerging Solutions**

None at present.

### **Actions and Next Steps**

Following decision on proposals, the library will need to undertake a volunteer recruitment campaign.

## **HELMSLEY: PROPOSED COMMUNITY MANAGED**

### **Evidence of Community Engagement**

The Library Service Information Day was well attended and showed much support for not only the library, but very much for the existing staff. Prior to this a small group came together from the Town Council, Town Hall, and library volunteers to meet with Stronger Communities Delivery Manager and Library staff. This has led to the formation of a working group to explore options within the community; emergent from this was a concern about the level of rent payment for the existing library building.

Local NYCC Member has supported the library and hosted a public meeting in January where concerns were raised over the level of volunteering support needed.

#### **Evidence of Community Capacity**

Helmsley has a good track record of managing community facilities e.g. the Walled Garden, the Old Meeting House Arts Centre, however concern has been expressed about further demands on volunteers however some community groups have expressed difficulties in attracting volunteers including a recent initiative to start a youth club. There is demonstrated evidence of skills and capacity in this community

#### **Evidence of Support**

There is a good group of existing volunteers at the library.

#### **Current Community Position**

The Town Council are engaged and have established the working group,

#### **Emerging Solutions**

There are opportunities for co-location with partners and these are being explored and options are being explored with the working group.

#### **Actions and Next Steps**

Stronger Communities Delivery Manager proposes to hold a Helmsley 'Community Day'. The intention behind this will be to bring all of the existing volunteer organisations together, to generate support for the library, sports club, other local groups and a youth club.

Discussions have taken place with Rural Action Yorkshire to get support from them for this, under the Lottery funded 'Village SOS' programme. Consultation will be held on a proposal for a joint volunteer 'force'.

### **KIRKBYMOORSIDE: PROPOSED COMMUNITY MANAGED**

#### **Evidence of Community Engagement**

Information Day well attended, this followed a smaller meeting between the library service and Town Council. In January there was good attendance at a public meeting hosted by NYCC local Member. The meeting showed how much the library is valued, but there was opposition to the proposal that this could be run by volunteers.

#### **Evidence of Community Capacity**

All of the public consultation events and meetings have indicated opinion that 'there are not enough volunteers'. However one of the stronger charities in Ryedale - Carers Support - is based in the town and has in excess of 140 volunteers. There is a new project currently being developed for a 'Moorside Meet Up' which has already generated 6 volunteers. The Town Council is key to community activity in the town.

The leasehold position of the building housing the library may be off putting for a community group, and feel onerous to take on. Discussions have been held with the Town Council with a view to them moving their office into to the library.

#### **Evidence of Support**

A group of volunteers, led by the Town Council, support the library. The refurbishment of the

building has made it a great community asset and the rooms upstairs are still actively used by Adult Learning Service.

There had been a suggestion that the Youth Club moves into the library building, but consultation by NYY with the young people, indicate that they would rather stay in their current base at the Children's Centre.

#### **Current Community Position**

Awaiting the outcome of consultation.

#### **Emerging Solutions**

Nothing definitive at present. Concerns about the capacity of a community group to take on the building, without the backing of the Town Council or another established partnership.

#### **Actions and Next Steps**

Further discussion with Town Council following outcome of consultation.

### **NORTON: PROPOSED COMMUNITY MANAGED**

#### **Evidence of Community Engagement**

In January 2015 local NYCC Member hosted a public meeting to discuss the proposal that Malton/Norton would have only one library. The Norton community took up the challenge to take on Norton as a community library. Mood was very positive. A further couple of meetings with support from Stronger Communities Delivery Manager and Libraries Team Leader has had further meetings to progress this and a community group are now formed to steer the project. The group has circulated a questionnaire, started a Facebook page, and has a display board in the library. On May 2<sup>nd</sup> to coincide with the Tour de Yorkshire, the group joined in with celebratory library activities and achieved completion of a further 120 surveys.

#### **Evidence of Community Capacity**

In the past 2 months the strengths of the group have started to emerge and they represent a good cross section of the community. Two existing VCSE groups are offering support – CaVCA and Camphill Village Trust (CVT) - which includes an offer to take on the lease and maintenance.

The Norton community has recently taken on the Indoor Bowling Club as a community asset. Other groups such as the Elim Church support Norton through Hope Central. St Peter's Church has a strong community presence. Next Steps mental health charity has a successful community café at the opposite end of Norton. Home Start has a strong presence in Norton with a good number of volunteers from the families connected to the Children's Centre.

#### **Evidence of Support**

Discussions between Stronger Communities and Adult learning Services and with CYPS, have indicated strong support for the library as a venue for learning, meeting, IT access and young people's activities. The community consultations, as described above, have indicated a high level of community support to develop a Community Hub.

#### **Current Community Position**

There is increasing confidence in this group to take on the library and develop an

enterprising community hub, whilst maintaining a library service. They have good support from local Member, CaVCA and CVT to progress.

### **Emerging Solutions**

The group are at present composing a Letter of Intent to NYCC to formally indicate their wish to take on Norton Library as a community library and community hub.

### **Actions and Next Steps**

The Stronger Communities Delivery Manager will support the group with the letter of intent. If this is accepted the next steps are to: constitute the community group; appoint trustees and officers; draw up building design plans based on the consultations; begin a business plan and funding strategy.

## **Scarborough District Libraries**

### **SCARBOROUGH: PROPOSED CORE LIBRARY**

#### **Evidence of Community Engagement**

There was very low attendance at the Information Day session at Scarborough library. Scarborough's position as a core library has meant that that the community feels that the library is safe and the need to recruit significant numbers of volunteers may be less well understood.

#### **Evidence of Community Capacity**

Scarborough is the base for many local VCSE groups many of which use the library in an informal basis. Scarborough has a number of community managed facilities that have previously been run by SBC. CaVCA, the local infrastructure organisation is based in Scarborough.

#### **Evidence of Support**

There is a very well established Friends of Scarborough Library, as well as a volunteer archive and music group. The library has experience of recruiting volunteers for a range of roles and activities and also works with the local Job Centre + in providing work experience for those who are aged 25+ and unemployed, this has led to some continuing to volunteer after the work experience had finished.

#### **Current Community Position**

There has been no real concern raised around the proposals, other than the worry that staff may lose their jobs. It is reasonable to assume that people may not appreciate that if the library is unable to recruit enough volunteers that it would have to reduce its hours. This could be because they believe that there will always be people willing to help at a library such as Scarborough that has a tradition of having a strong vocal support through its Friends.

#### **Emerging Solutions**

A significant Volunteer recruitment campaign will have to be run in order to achieve volunteering capacity for 40% of its opening hours. It is likely that the Friends of Scarborough Library will be central to any recruitment campaign though it is likely a mapping exercise will have to be done to ensure that potential volunteers from areas that may have traditionally provided volunteers such as Scalby or Cayton are not recruited to the detriment

of other local libraries seeking volunteers.

#### **Actions and Next Steps**

Requirement for a full assessment of the potential of the space with a view to co-location of other NYCC/partner services.

### **WHITBY: PROPOSED HYBRID LIBRARY**

#### **Evidence of Community Engagement**

Responses to the Information Day and other consultations have suggested strong support for the value of the library to its community. A petition was raised within the town supporting that the library's staffing should not be cut in the proportion that is suggested by the hybrid model and should be considered a Core Library in its own right.

#### **Evidence of Community Capacity**

Whitby has a significant number of health and well-being VCSE organisations; these tend to be fairly small organisations that are mostly spread across Whitby and the surrounding area. The local VCSE infrastructure organisation, CaVCA, has started to take a more active shaping role recently to try and create synergies between groups. While there are community managed facilities within Whitby they often require a significant amount of support.

#### **Evidence of Support**

Whitby Library has recruited a good number of enhanced role volunteers covering the spectrum of different roles. A large number of community organisations and services use the library in an informal way at present and there are possibilities that these could become more formalised

#### **Current Community Position**

There are real concerns about community capacity within the town. It is felt that while certain organisations are able to recruit volunteers there is very little volunteer capacity for the types of roles that would be needed to run the library.

#### **Emerging Solutions**

It is possible that there could be ways that services/organisations using the library could help with shared use of volunteers, this needs to be explored further

#### **Actions and Next Steps**

Continue dialogue with possible partners and continue to raise awareness of volunteering

### **FILEY: PROPOSED HYBRID LIBRARY**

#### **Evidence of Community Engagement**

Responses to the Information Day and subsequent consultation events have suggested strong support for the value of the library to its community. An additional public meeting had an excellent response with the vast majority of participants believing that the provision of staffing of the hybrid model was insufficient for a town the size of Filey. This view was also expressed by the Town Council

**Evidence of Community Capacity**

Filey is considered to be a town with a high propensity to volunteer with many community groups using volunteers extensively. With a number of exceptions these tend to be smaller, bespoke projects. The local VCS infrastructure organisation (CaVCA) has been playing a more shaping role over the last year and this may provide greater support for these groups.

**Evidence of Support**

There is currently a Friends of Filey Library who are active in fundraising. They have indicated that they wouldn't want to take over responsibility for organising the volunteer side of a hybrid model. Filey library recruits and retains a large number of enhanced role volunteers.

**Current Community Position**

There is a real concern that it is the same people that do all the volunteering and that they cannot do anymore, especially at a management level. Concern also expressed about the age demographic of volunteers and the increasing demands being made on this age group to carry out caring responsibilities within families. There is clear support for the library's 'knowledgeable staff' and the community is unwilling to jeopardise local jobs.

**Emerging Solutions**

None at present until the decision on the Consultation is known.

**Actions and Next Steps**

The library is actively raising awareness around the benefits of volunteering. A number of engagement events have been organised by the Stronger Communities Delivery Manager and CaVCA around supporting VCSE groups.

**EASTFIELD: PROPOSED COMMUNITY MANAGED****Evidence of Community Engagement**

Attendance at the Information Day was limited with some pertinent questions and discussion.

**Evidence of Community Capacity**

There are few VCSE groups in the Eastfield area and many of those that do exist are small and bespoke and need support. The Parish Council currently provides funding to extend the opening hours and are actively engage with library activities.  
NB significant housing development is taking place and planned for in the local vicinity.

**Evidence of Support**

Yorkshire Coast Homes and Scarborough Borough Council formally use Eastfield library space and contribute to its upkeep. Many groups and organisations use the space informally and run services from the library, there is the possibility that for a couple of organisations that this could be formalised. Recent arts residency supported.

Library serves a number of neighbouring villages: Cayton and Osgodby and many adult users live in these communities. Library is used by local youth population after school.

**Current Community Position**

There is a strong preference for a hybrid model. There are concerns that a staff lead is

needed to help any volunteers manage what was required. There is concern around the volunteer capacity of the area.

### **Emerging Solutions**

The Parish Council is a keen supporter of the library. A number of existing and potential partners, including Scarborough Borough Council are entering discussions as to how the library can be supported in the future

### **Actions and Next Steps**

Continued dialogue with the Parish Council, current and potential partners and other nearby parishes. Ensure that a recruitment strategy is implemented that includes the areas of new property development in the area. Investigate opportunities for closer working with targeted prevention services in CYPS.

## **SCALBY: PROPOSED COMMUNITY MANAGED**

### **Evidence of Community Engagement**

The library is already working alongside a volunteers group who extend the library's opening hours. This may be the reason for a relatively low turnout at the Information Day since many members of the community may feel that it would work a community library. Community concern evident in relation to potential job losses for the existing staff.

### **Evidence of Community Capacity**

There are a number of mostly small local VCSE groups in the area.

### **Evidence of Support**

The Scalby and Newby Library Volunteers group (SNLV) currently provide the library with additional opening hours on a Wednesday and Saturday. Discussions have been held with the group about its role in the future with some interest being shown.

### **Current Community Position**

The SNLV group has 20+ volunteers some of which come from the local secondary school, which could be a useful source to explore further. There is quite significant volunteering in the area already on various groups and clubs but this is unlikely to stop people from also volunteering for the library.

### **Emerging Solutions**

The Parish council are interested in ensuring that a community library is successful.

### **Actions and Next Steps**

Continue discussions with SNVL group and the Parish council.

## Selby District Libraries

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| <b>SELBY: PROPOSED CORE LIBRARY</b>  |
| <b>Evidence of Community Engagement</b>  |
| There was limited attendance at the drop-in information session held at Selby Library with most interest from existing library volunteers. The timing of the event which was held just before Christmas may have contributed to the low turn-out but there is some concern that residents and library users are overly reassured by the fact that Selby is a core library and do not fully appreciate that if it is to retain current levels of opening, volunteers will need to open the library for 16 hours a week – or work alongside staff for a greater number of hours. |
| <b>Evidence of Community Capacity</b>  |
| Selby Town where the library is located is the base for many local VCSE organisations including Selby AVS, the local infrastructure organisation and Selby Volunteer Bureau which supports the recruitment of library volunteers.  |
| <b>Evidence of Support</b>   |
| There are currently 6 volunteers providing additional services in the library and 25 Home Library service volunteers.  |
| <b>Current Community Position</b>  |
| There has not been any public opposition from the Selby community about the proposals. As Selby is to be the core library for the district and will be retained as an NYCC facility with paid staffing this is probably unsurprising. However, as indicated above there is a concern that the community may be failing to acknowledge the need to provide volunteer support to maintain current opening hours.   |
| <b>Emerging Solutions</b>  |
| The requirement for Selby to have 40% of its current opening hours provided by volunteers will necessitate a major recruitment exercise.   |
| <b>Actions and Next Steps</b>  |
| Assuming that volunteer capacity is needed to open the library for 16 hours a week it is likely that Selby Volunteer Centre will be asked to support a pro-active and targeted recruitment campaign both in Selby itself and in the surrounding villages.  |

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| <b>SHERBURN IN ELMET: PROPOSED COMMUNITY MANAGED</b>  |
| <b>Evidence of Community Engagement</b>   |
| Healthy numbers attended both an information day at the library and a public meeting. Responses to a Parish Council survey prior to the library consultation indicated that residents place a high value on the library service so the Parish Council is determined to retain the facility and indeed develop it into a community hub. Neighbouring Parish Councils have indicated support for this approach and, in at least 2 cases, a willingness to be involved, range of community groups also interested in being involved. |
| <b>Evidence of Community Capacity</b>   |
| Sherburn Parish Council is keen to explore community asset transfer of the library building and development of a community hub model incorporating the library. There is a  |



determination for the building to be financially sustainable and not reliant on an increased parish precept with part of this sustainability being sought in the retention of existing tenants.

Rather than the Parish Council managing the building and services it is intended to develop an independent organisation to undertake this role. There is an existing instance of a successful community run building in the village – the Eversley Park Centre. Local residents are also engaged in finding a community use for the old girls' school in Sherburn and there are people involved in all 3 projects to ensure that they complement one another rather than competing.

#### **Evidence of Support**

The library is well used and currently has 9 volunteers working to provide specific support e.g. for use of IT. A local resident holds coffee mornings in the library and Sherburn Visiting Group will shortly be delivering a fortnightly memory cafe for people with dementia and their carers.

#### **Current Community Position**

People attending the various engagement events were keen to see use of the building develop – including discussion of a youth café. Although some members of the community would prefer Sherburn to be a hybrid library a pragmatic approach is dominant as representatives of potential partners in a community run library meet to explore the financial feasibility of running a community library etc. A number of members of the public have been very keen to express their appreciation of the staff and their unhappiness that people will lose jobs.

#### **Emerging Solutions**

The current approach and preferred solution is for community asset transfer of the library building and development of a community hub model incorporating the library and building sustainability in part on retention of the existing tenants. The aim is to develop an independent organisation to manage the building and services and maximise potential for income generation. Neighbouring Parish Councils whose residents use the service are engaging with discussions.

#### **Actions and Next Steps**

Following the most recent meeting of those interested in establishing a community library and hub a number of actions are being progressed:

- i. identification & evaluation of possible organisational structures to deliver community library/hub
- ii. development of a business case including planning for financial viability
- iii. recruiting more people to work on the project / volunteer in the library

A further meeting will then be held – probably over the Summer – including all those who may be interested in contributing the longer term operation of the library as a hub

### **TADCASTER: PROPOSED COMMUNITY MANAGED**

#### **Evidence of Community Engagement**

Consultation event with Tadcaster Community Engagement Forum at which the Friends of Tadcaster Library Group indicated that they would consider taking on the running of the library if the Council opted for the community library solution. This reassurance, coupled with the relatively lengthy timescale for decision making and delivery may have contributed

to the lack of opposition from the community about the library's future. A drop-in information session held at the library had a low attendance.

### **Evidence of Community Capacity**

Tadcaster has some highly visible VCSE activity including the car scheme which manages bookings for both the Tadcaster and Selby car schemes, a flourishing scout group and some very active Church Groups e.g. the Bridge project. The Tadcaster and Rural Community Interest Company recently had its 'Our Place' plans approved which will bring revenue into the town to deliver on its action plan.

### **Evidence of Support**

The Friends of Tadcaster Library currently open the library for 4 hours every Wednesday afternoon. Extending this commitment by an additional 18 hours to match the current provision of 22 hours will require commitment from additional volunteers.

In addition to the Friends' volunteers there are currently 2 volunteers providing additional services to support library staff and 4 Home Library Service volunteers. The local Member has been consistent in expressing his support.

### **Current Community Position**

There is some anxiety about their ability to raise sufficient funds to support the running of the library and recruitment of additional volunteers. However, attendance at an information session at Barby Community Library to talk to people already running a community library provided reassurance such that the Group has remained in the frame as a potential future deliverer. There is no sense of whether parish precepting is an option in Tadcaster.

### **Emerging Solutions**

An additional level of complexity is presented by the possibility of the Manor Farm building which has been used to provide youth services and as a Children's Centre venue potentially being considered at some point in the future for community asset transfer. The title deeds for Manor Farm require it to be used to provide youth or community services which could incorporate a library. Although there is a view that the current library venue is not an ideal location being somewhat out of the main town area moving would create additional costs which would need to be found from grants and fundraising. However, a move into Manor Farm would allow opportunities for additional community use and the local County Councillor is supportive of investigating how this facility might be utilised by the community for a range of services thus maximising income and sharing any additional cost burden.

### **Actions and Next Steps**

Using a wider community planning approach is being considered with some neighbourhood or master-planning to sit alongside – but separate from - the Our Place project.

Further consideration is to be given to the future of Manor Farm.

The opportunity to host a creative residency in Tadcaster Library is being explored. This might help to raise the profile of the library and perhaps enable the engagement of further volunteers.