North Yorkshire County Council
22 July 2020
The Report of the Executive and the Executive in Consultation with the Chief Executive Officer

1.0   Purpose of the Report

1.1   To provide County Council with details of reports received, decisions made and recommendations to County Council by the Executive and the Chief Executive Officer in consultation with the Executive since the last meeting of the County Council on 19 February 2020.

2.0   Details of meetings

2.1   The following sections provide details of decisions made and recommendations to County Council by the Executive and the Chief Executive Officer in consultation with the Executive since the last meeting of the County Council on 19 February 2020. The meetings were held on the following dates:

- The Executive met on 10 March 2020, 19 May 2020, 9 June 2020 and 14 July 2020.

- The Chief Executive Officer meetings in consultation with the Executive were on 31 March 2020, 7 April 2020, 14 April 2020, 21 April 2020 and 28 April 2020.

2.2   The meeting of the Executive that was scheduled for 24 March 2020 was cancelled following the commencement of the national lockdown on 23 March 2020 and the ban on all public gatherings. At that point, it was not possible to hold a legally binding local authority committee meeting via remote access, video or telephone based conference. As such, the Council agreed to invoke the emergency decision making process that is identified in the Council's Constitution to allow the Chief Executive Officer to make all appropriate decisions and to allow for appropriate consultation. The first Chief Executive Officer meeting in consultation with the Executive was held on 31 March 2020.

2.3   The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 came into force on 4 April 2020. They made provision for remote attendance at, and remote access to, council meetings held on or before 7 May 2021. Throughout April and early May 2020, different software platforms were tested. The solution adopted was Skype using OBS software to enable a live broadcast meeting to be held and be put on the Council YouTube site. The first live broadcast meeting of the Executive was on 19 May 2020.

2.4   **10 March 2020 Executive Meeting**
The Executive met on Tuesday 10 March 2020, in person. County Councillor Carl Les in the Chair. County Councillors, David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Also in attendance County Councillor Derek Bastiman.

Substantive agenda items were:

- Review of the Council's Overview and Scrutiny Function - Suggested Changes to Practice
- Better Together Collaboration Agreement Review
- Extra Care Housing in Bedale - Outcome of Procurement and Consideration of Scheme Proposal (Appendices B and C contain Exempt Information)

The link to the reports and minutes from this meeting is as follows:

https://democracy.northyorks.gov.uk/committees.aspx?commid=18&meetid=4042

2.5 **31 March 2020 Executive consultation with the Chief Executive Officer**
The Executive met with the Chief Executive Officer on 31 March 2020. County Councillors present via Skype and phone: Carl Les, David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Substantive agenda items were:

- Local Government and Social Care Ombudsman Public Report
- Clapham CE VC Primary School - Closure Proposals
- Springhead School - Proposal for Satellite Specialist Sixth Form Provision
- Proposals to Add, Amend and Remove Provision for Special Educational Needs by Providing Targeted Mainstream Provisions in Nine Mainstream Schools from September 2020
- Healthy Child Programme Targeted Service Procurement
- Changes required to the Constitution
- Proposal for Living Allowance Payment changes for eligible children under Leaving Care Act 2000

The link to the reports and minutes from this meeting is as follows:

https://democracy.northyorks.gov.uk/committees.aspx?commid=118&meetid=4410

2.6 **7 April 2020 2020 Executive consultation with the Chief Executive Officer**
The Executive met with the Chief Executive Officer on 7 April 2020. County Councillors present via Skype and phone: Carl Les, David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Substantive agenda items were:

- Shielding and Supporting Communities
- Decision to give Grants
- Financial Support for Early Years Providers for Covid-19
- Exercise of Care Act Easements within Health and Adult Services
- The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020
- Changes to Procurement and Contract Procedure Rules Delegation.

The link to the reports and minutes from this meeting is as follows:

2.7 **14 April 2020 Executive consultation with the Chief Executive Officer**
The Executive met with the Chief Executive Officer on 14 April 2020. County Councillors present via Skype and phone: Carl Les, David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Substantive agenda items were:

- Shielding and Supporting Communities Update
- Proposed Extension of Loan Facility to Welcome to Yorkshire

The link to the reports and minutes from this meeting is as follows:

2.8 **21 April 2020 Executive consultation with the Chief Executive Officer**
The Executive met with the Chief Executive Officer on 21 April 2020. County Councillors present via Skype and phone: Carl Les, David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Substantive agenda items were:

- Revised Library Strategy
- Lowering the age range of Riccall Community Primary School to 2-11
- Funding Arrangements for A1(M) J47 and Harrogate Rail Line Improvements
- Grants for Businesses Update

The link to the reports and minutes from this meeting is as follows:

2.9 **28 April 2020 Executive consultation with the Chief Executive Officer**
The Executive met with the Chief Executive Officer on 28 April 2020. County Councillors present via Skype and phone: Carl Les, David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Substantive agenda items were:

- A1(M) Junction 47 and Harrogate Rail Line Funding Arrangements

The link to the report and minutes from this meeting is as follows:

2.10 **19 May 2020 Executive Meeting**
The Executive met on 19 May 2020. It was a live broadcast meeting using Skype and OBS software. County Councillor Carl Les in the Chair. County Councillors present David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Also in attendance County Councillor Paul Haslam

Substantive agenda items were:

- Authorisation to accept Transforming Cities Fund (TCF) Award Funding from WYCA/DfT
- Home to School Transport - Use of Accessible Vehicles and Provision of Transport for Non-Entitled and Post 16 Pupils

The link to the reports and minutes from this meeting is as follows:

https://democracy.northyorks.gov.uk/committees.aspx?commid=18&meetid=4300

2.11   **9 June 2020 Executive Meeting**
The Executive met on 9 June 2020. It was a live broadcast meeting using Skype and OBS software. County Councillor Carl Les in the Chair. County Councillors, David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Also in attendance County Councillor Paul Haslam

Substantive agenda items were:

- Publication of Statutory Notices on Removal, Alterations and Establishment of Special Need Provisions in Mainstream Schools from 1 September 2020
- Clapham CE VC Primary School - Closure Proposal
- Developer Contributions for Education
- Verbal Update on County Council's Covid-19 Actions
- Children and Young People's Service - Schools Condition Capital Programme 2020/21 (Annexes B and C contain exempt information)

The link to the reports and minutes from this meeting is as follows:

https://democracy.northyorks.gov.uk/committees.aspx?commid=18&meetid=4288

2.12   **30 June 2020 Executive Meeting**
The Executive meeting that was scheduled for 30 June 2020 was cancelled as all items that were due to be considered at that meeting had be rescheduled for future meetings.

2.13   **14 July 2020 Executive Meeting**
The Executive met on 14 July 2020. It was a live broadcast meeting using Skype and OBS software. County Councillor Carl Les in the Chair. County Councillors, David Chance, Gareth Dadd, Caroline Dickinson, Michael Harrison, Andrew Lee, Don Mackenzie, Patrick Mulligan, Janet Sanderson and Greg White.

Also in attendance County Councillor Paul Haslam

Substantive agenda items were:

- Outbreak Management Plan
- Appointment of Director York and North Yorkshire Local Enterprise Partnership
- Appointments to Committees and Outside Bodies.

The link to the report for this meeting is as follows:

3.0   Recommendations by Executive for approval/information at County Council

The following recommendations were made by Executive at the above meetings for approval and/or information at County Council:

3.1   Revised Library Strategy

This item was considered at Executive consultation with the Chief Executive Officer on 21 April 2020. Executive was asked to recommend to County Council for approval as part of the Council's Policy Framework.

The Executive RECOMMENDS:

That the revised Library Strategy *Your Library, your place* be approved as part of the Council's Policy Framework.   The implementation would also involve community libraries and engagement with communities.

CARL LES
Chairman
County Hall
Northallerton

13 July 2020

North Yorkshire County Council
Chief Executive Decision Session
21 April 2020

Revised Library Strategy

Report of the Assistant Director Policy, Partnerships and Communities

1.   Purpose of Report

1.1.   To inform the Executive of the consultation on the revised library strategy *Your Library, your place.*

1.2.   To seek agreement of the Executive to submit the revised library strategy *Your Library, your place* to the County Council for adoption.

2.   Introduction

2.1.   The Library Strategy is part of the Council's Policy Framework. The current document (*New Look, No Shush!*) was developed over ten years ago so does not reflect the current model of delivery in partnership with community libraries and volunteers; the changes that have taken place in the use of public libraries with the development of the virtual library; or the increasing role of libraries as community hubs supporting delivery of wider council services.

2.2.   *Your Library, your place* sets out a strategic vision for the next ten years, recognising these changes and how the service will prioritise resources and continue innovating to meet the needs of communities – in partnership with those communities.

3.   Context

3.1.   *Your Library, your place* recognises the significant contribution by communities in maintaining our full county-wide network of libraries since 2017, with front line services at 31 of them now delivered by volunteers – over 160,000 hours annually given freely – but also the innovative ideas that have contributed to our service being recognised as in the top 10 performers across England.

3.2.   The document is designed to celebrate achievements and recognises best practice. It demonstrates how libraries support council priorities, meet national strategic directions whilst allowing for local flexibility to meet local priorities, and acknowledges that the ambitions are only achievable working with and continuing to support our community libraries as full partners. It is not intended as a prescriptive list of requirements.

4.   Overview

4.1.   The document is based on four key strategic themes outlined below, all of which link to the ambitions set out in the Council Plan. It is supplemented by performance data and a 12-month action plan, which will be updated annually by officers.

4.2.   The four key strategic themes are:

    i.   Literacy and Learning - with priorities around school readiness and under 5 library use; business information services, co-location with Adult Learning and young volunteers

    ii.   Health and Well-being - with priorities around mental health, dementia and loneliness

    iii.   Digital - with priorities on supporting online access, eBook contracts, teen use of libraries and coding activities

    iv.   Communities - with priorities to develop community hubs, celebrate North Yorkshire past and present, and refurbishments of Malton and Scarborough libraries

5.   Consultation (June 2019 - February 2020)

5.1.   The initial draft was developed in consultation with all library staff, community libraries and other stakeholders, over the summer of 2019. Library Managers attended team meetings and community library network meetings across the county, using local and national priorities to stimulate discussion around key expectations and ambitions for the service. These meetings informed a draft document which was then circulated for further comment and discussion at team meetings, community library network meetings and with community library management groups. Senior library managers attended meetings within HAS and CYPS directorates, as well as groups including North Yorkshire Forum of Older People and the Community Learning Partnership. Feedback from all of this informed the final draft to go out for public consultation.

5.2.   *Your Library, your place* went to public consultation 7 January – 24 February 2020 with the document published on the council website with an on-line questionnaire. 282 responses were received from individuals, volunteers and organisations.

5.3.   An analysis of the response to the public consultation can be found in Appendix 1.

6.   Key messages from the consultation

6.1.   The draft strategy was well received and the four objectives are supported. All the community libraries responding were supportive.

6.2.   The vast majority of the respondents had a positive opinion of the strategy with 83% of those who replied feeling that it was 'very good' or 'good'. Only 4% (10 people) felt it was 'poor' or 'very poor'. The majority of respondents agreed with all the objectives, with 95% agreeing (strongly or somewhat) with the objectives: Literacy

and learning and Digital; 92% with Communities and 91% with Health and wellbeing.

6.3.   Overall feedback on the document itself were positive with 85% finding the strategy is easy to understand, 84% it was easy to navigate, 81% found it appealing and 77% said that the case studies are useful. Those disagreeing were asked why. There were comments about the wording (3 comments) and being shorter/more focused (3 comments). The largest number of comments (9) were about the strategy itself rather than the document. Others were more general in relation to service delivery including a small number with specific issues. Comments relating to concerns about specific libraries will be considered and where feasible addressed. As many of these relate to space available and environment it will not be possible to satisfy all – especially those wanting quiet during pre-school storytimes or about teenagers using libraries!

6.4.   The comments from the community libraries tended to be supportive but highlighted the need for ongoing funding and support.

6.5.   In response to the consultation feedback the document has been revised to ensure that terms used are consistent throughout and whilst use of service specific jargon cannot be totally removed it has been reduced.

6.6.   In response to comments around it being shorter/more focused we are working with Communications to develop an easy read version and plan on a page that can be updated regularly to show progress against the ambitions. Similarly, an annual one-page celebration of successes will be published.

6.7.   A small number felt that the document should be contain more specific detail on actions to achieve the ambitions and funding required. This has been considered, however agreed that the document is intended to be high level and achievable within budget, with grant funding sought for specific projects, and as such the need to include budget specifics was not considered necessary.

6.8.   The vast majority of respondents did not provide a comment suggesting that they did not think anything was missing from the Strategy. The two most prominent areas/themes highlighted as missing were facilities for quiet study and research particularly for local history (8 comments) and books and reading (6 comments). The need for space for quiet study space is more service related as being limited by space available and will be addressed locally where feasible. It was felt that the Strategy covered learning and curating of local history material as expectations. The comments around books and reading tended to relate to those who see books as the sole function of a library. It was felt that reading is included as a priority, however that whilst the lending of books remains and will continue to be our core offer a 21st century library has a wider role as recognised by the Strategy.

6.9.   The need to provide ongoing and long term support for volunteers and funding for community libraries was highlighted together with several general comments that libraries are essential for communities. As expected several responses were around the fact that the local authority should not have to rely on volunteers. That said, the majority were pleased that the service is still available with several

complimentary responses about specific libraries and these have been forwarded to the relevant staff and volunteers.

7. Legal implications

7.1. The County Council has a statutory duty under the Public Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons' for all those who live, work or study in the area. In providing this service, the council must encourage both adults and children to make full use of the library service, and lend books and other printed material free of charge for those who live, work or study in the area.

7.2. The revised library strategy *Your Library, your place* seeks to ensure that the County Council continues to fulfil the statutory duty.

8. Financial implications

8.1. The revised library strategy does not have any specific financial implications. All financial implications will continue to be dealt with through normal budgetary and approval processes.

8.2. The revised library strategy recognises the huge contribution in time, energy, commitment and fund raising efforts of community library groups which together with the staffing, infrastructure and financial support from the County Council is critical to keeping all our libraries open.

9. Equality implications

9.1. An initial EIA screening form has been completed. It is the view of officers undertaking the assessment that there is unlikely to be any adverse impacts on any persons with protected characteristics as defined by the Equalities Act 2010 so a full EIA is not required.

9.2. The EIA screening form can be found in Appendix 3

10. Alternatives considered

10.1. The principal alternatives to adopting a revised library strategy are to:

a. Continue with the existing strategy *New Look, No Shush!*, but this was developed over ten years ago so does not reflect the current model of delivery in partnership with community libraries and volunteers; the changes that have taken place in the use of public libraries with the development of the virtual library; or the increasing role of libraries as community hubs supporting delivery of wider council services.

b. Cease to have a library strategy, but this would leave the Council and its partners without a clear statement about the role of the library service.

11.   Recommendations

    i)   That the Executive supports the revised library strategy *Your Library, your place* and recommends it to the County Council for approval as part of the Council's Policy Framework.

    ii)   That the implementation of the revised library strategy should involve community libraries and engagement with communities.

Neil Irving
Assistant Director Policy, Partnerships and Communities
6 April 2020

**Report Author –** Chrys Mellor; General Manager - Libraries

Appendices
Appendix 1   Draft Strategy *Your Library, your place 2020 - 30*
Appendix 2   Library Strategy Consultation report
Appendix 3   EIA screening form

Background documents
Arts Council England: Strategy 2020-30   Let's Create
Libraries Connected: Strategic review of the Universal Offers: Final report 2019

Your library, your place 2020-2030

Draft libraries strategy 2020-2030
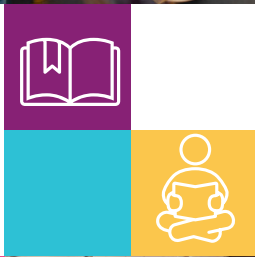
North Yorkshire County Council

Introduction

What an exciting time for libraries in North Yorkshire! The last few years have seen many remarkable moments, not least the amazing partnership with volunteers and communities that has seen the service recognised nationally as high performing and innovative. I know there will be many more such moments to come that will benefit our customers and communities across North Yorkshire.

We are a family of libraries that nurtures opportunities through access to ideas, imagination and connections.

This family includes all volunteers and partners engaged with delivering services - charities, partner organisations, parish and town councils. We recognise the huge contribution in time, energy, commitment and fund raising efforts of community library groups which together with the staffing, infrastructure and financial support from North Yorkshire County Council is critical in keeping all our libraries open.

Our services are delivered in partnership with our volunteers within our communities; only together can we continue to deliver a comprehensive county-wide service. This document sets out the strategic direction as to how the Council will develop libraries in partnership with them. It celebrates the dedicated teams at all of our service points and recognises the need for the continued support including funding, infrastructure and professional expertise.
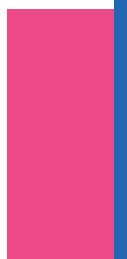
There are five essential requirements for a successful library service in North Yorkshire: bright, attractive spaces; support from trained and dedicated professional staff and volunteers; quality book stock; accessible IT; and a programme of activities and events for existing and new customers. North Yorkshire's libraries are more than a collection of books, they are a vibrant and accessible community asset that contain the resources and tools to support individuals and communities to thrive and prosper. The range of events and activities held in our libraries clearly demonstrate this along with the many successful funding bids to enable projects to be developed – as seen on the next page.

There has been national recognition of the achievement in retaining our library service and maintaining standards, with several national newspapers featuring positive articles, the Chartered Institute of Public Finance states we are *"a high performing low cost service"* and the Department for Digital Culture Media and Sport has declared our service a *'trend-buster'* - one of 10 high performing authorities in England and Wales.

Cllr Greg White
Executive member for Libraries

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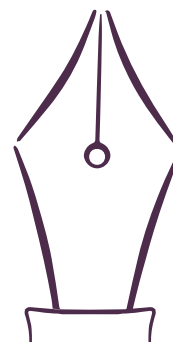
Let's celebrate!

Our family of libraries includes six core libraries, five hybrid, 31 community libraries and a super mobile library serving 20 communities.

In 2018/19 there were:

2,118,855 *visits to libraries;*

2,145,589 *book loans;*

123,776 *e-book loans;*

4,000+ *events;*

9,650 *children doing the summer reading challenge;*

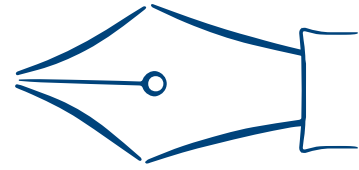**40,875** *doors knocked on by the home library service;*

20,502 *individuals supported to use ICT.*

This wouldn't have been possible without the commitment of our 2,007 volunteers who contributed 158,122 hours of their time.

4

Over 2 million visitors a year can't be wrong!

The Globe@Stokesley - international 'Meet and Code' award.

Newby and Scalby library - ITV Calendar news #peoples lottery award.

BIC Technology Excellence in Libraries Award (TEiLA) Accreditation.

Great Ayton Discovery Centre North Yorkshire County Council Community Project of the year 2018.

Grassington HUB and Derwent Valley Bridge winners of Duke of York Community Awards.

Derwent Valley Bridge awarded Muck and Magic Gold awards for their community garden.

Skipton, Selby, Richmond and Filey libraries have all been refurbished in the last two years. We have also seen investment in new public IT across all libraries.

- *Settle, Pickering, and Derwent Valley Bridge libraries have successfully bid for funding to use community transport schemes to enable housebound residents to visit the library. Boroughbridge library is using community transport to bring children from rural schools to visit their nearest library and learn about the facilities available.*

- *North Yorkshire libraries at Catterick, Selby, Whitby and Skipton have partnered with Yorkshire based arts organisations to deliver exhibitions, workshops and digital projects with over £90,000 grant funding.*

- *Community libraries and volunteers have been recognised in community awards – including Bedale, Easingwold, Boroughbridge, and Skipton (young volunteer).*

- *Filey, Bilton and Woodfield, Nidderdale Plus, Newby and Scalby, Bedale, Stokesley, Easingwold, Starbeck, Sherburn and Eastfield have received funding from a range of sources to support community projects including health and well-being, digital skills, isolation and community cohesion.*

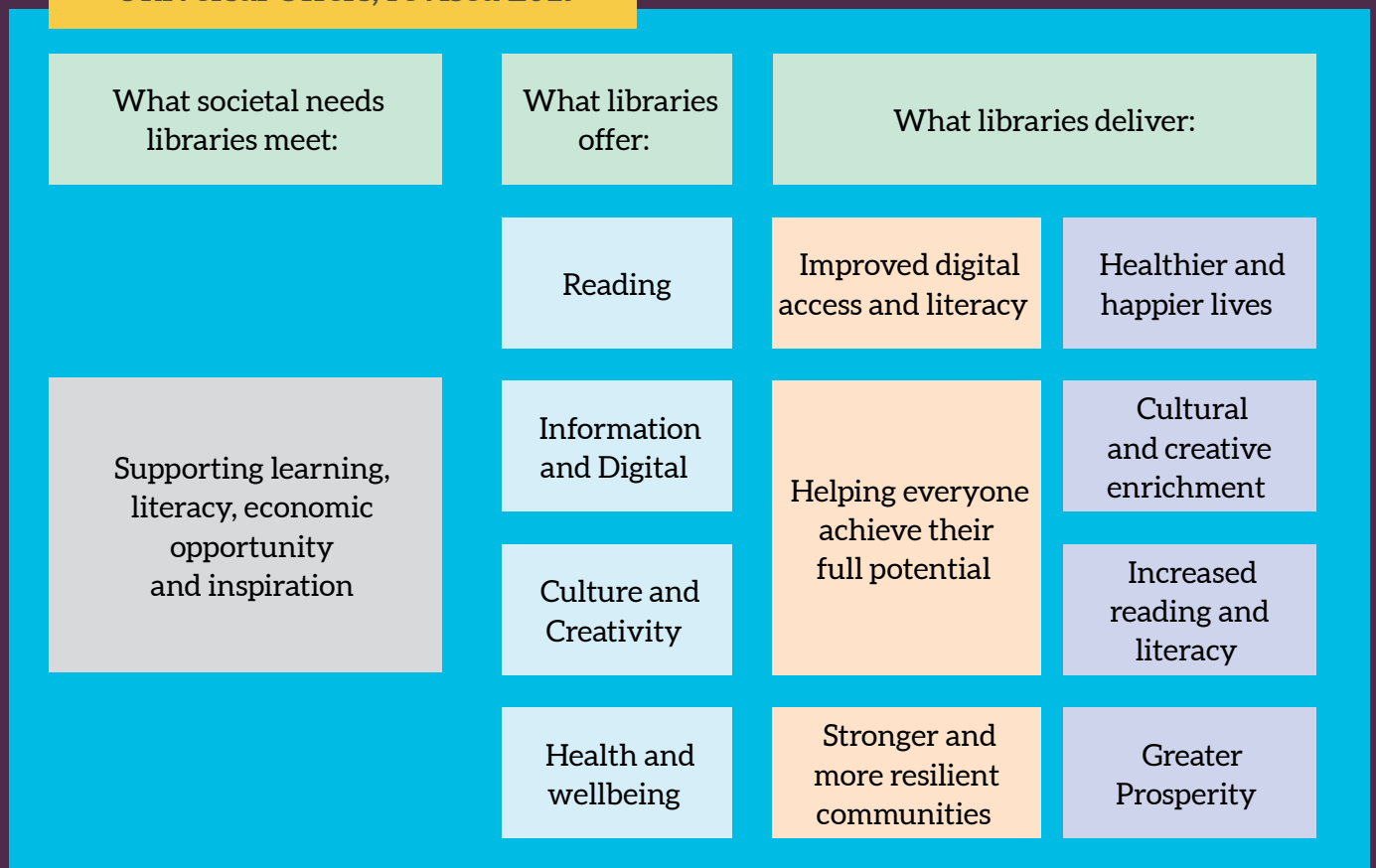*Harrogate library - Bookseller Library of the Year 2019.*

National and local strategic directions

The library service is a statutory service delivered under the Public Libraries and Museums Act 1964. We consider it important that all our libraries are part of this statutory provision as recognised currently by Government. This can only be maintained with the continued guidance, advice and support of North Yorkshire County Council library staff together with access to a county-wide stock collection. Networked resources managed via a single system to ensure a consistent offer and delivery of the core library service county-wide is also vital.

Nationally public libraries are expected to deliver on seven ambitions as per the Governments Libraries Task Force, using four key themes as Universal Library Offers (see below). These provide a framework for service planning and in 2016 informed the service agreement with community groups with a straightforward outline of expectations.

Universal Offers, revised 2019

What societal needs libraries meet:	What libraries offer:	What libraries deliver:	
	Reading	Improved digital access and literacy	Healthier and happier lives
Supporting learning, literacy, economic opportunity and inspiration	Information and Digital	Helping everyone achieve their full potential	Cultural and creative enrichment
	Culture and Creativity		Increased reading and literacy
	Health and wellbeing	Stronger and more resilient communities	Greater Prosperity

Key expectations of libraries - as outlined in our service agreement

Provide books in a variety of formats, including e-books.

Promote reading for pleasure, study and learning.

Arrange activities and events e.g. author visits, reading groups, story times, groups and creative opportunities.

Provide internet access and free Wi-Fi.

Assist customers to use public services and supporting them to use services online.

Signpost customers to other services.

Help customers to use the digital library e.g. e-books, e-magazines, online resources etc.

Assist customers to find reliable information whether from books, the internet, or other organisations.
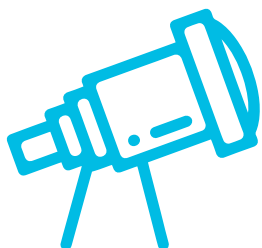
Provide information on local groups, societies, events and learning opportunities.

Provide a local, safe and neutral space for the community.

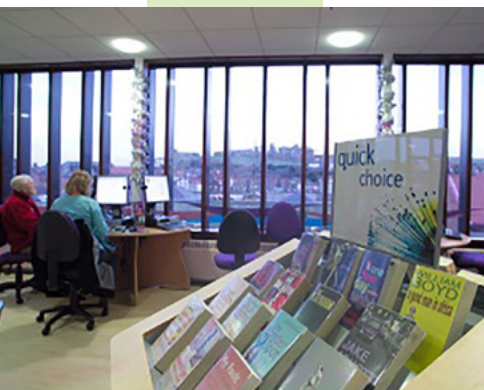*Help to reduce isolation by providing the home library service.*

Vision:

"A family of libraries that nurtures opportunities through access to ideas, imagination and connections."

This strategy focuses on four core aims for North Yorkshire reflecting local priorities as shown below, set against the proven outcomes research shows that libraries deliver: raising aspirations, stimulating enjoyment of culture and helping people live independent lives.

Our libraries will be at the heart of their community, owned and shaped by them, able to respond to changing demands and needs; a place to exchange, share, learn and create ideas. The first choice for people wanting to find out, learn, enjoy and read - with skilled teams to support their ambition.

Literacy & learning	Health & wellbeing	Digital	Communities
Support and develop literacy skills, reading, creativity and innovation to help people and businesses in North Yorkshire realise their potential.	Support the improvement of health and wellbeing in North Yorkshire.	Provide people with the resources, infrastructure, skills and support to be digitally connected.	To become a focal point for communities to identify and support opportunities to work together.

Literacy and learning

Why? Customers rely on their library as a source of high-quality books, information and resources to be informed, educated and entertained.

Strategic direction

- *Build the collection of books, e-Books and other materials to meet community needs.*
- *Enhance our skills and abilities to offer a better service to our customers.*
- *Offer opportunities for all ages and needs that spark curiosity, nurture learning and develop creative and critical thinking.*

- *Develop constructive activities for school-aged children including homework support.*
- *Provide space for study, work and creativity.*
- *Promote enjoyment of reading for all.*

Case study

Encounters (2018) - Whitby Library worked with partners Invisible Dust, the County Record Office and volunteers from the library on a series of projects to explore the legacy of Captain Cook. Events included two specially commissioned art works by internationally recognised artists, workshops and artist and author talks. Volunteers researched Whitby during the time of Cook, curating an exhibition with material from the County Record Office and the library. Young people worked with the project artists to explore material from the National Maritime Museum, Kew, British Library and Royal Society and documented their own creative journey. The library was a focal point during the Cook 250 festival providing access to ideas and creative activities. A visitor commented that the event would "make me think more about different perspectives on history" and one young person has been inspired to set up an art/environment 'collective' at the library.

Aim: To support and develop literacy skills, reading, creativity and innovation to help children, adults and businesses in North Yorkshire realise their potential.

Our ambitions

- *To foster a love of reading and encourage the development of creative and critical thinking.*

- *To support children's futures and school readiness.*

- *For libraries to be centres for lifelong and self-directed learning.*

- *For the quality of materials held to be effectively maintained and relevant to each community, with a wide range and depth across the whole collection.*

- *To provide opportunities for individuals to increase employability skills.*

- *To take advantage of funding opportunities to deliver a wide range of cultural activities across the county.*

Activities

- *Summer reading challenge*

- *Bookstart/story times and Rhymetimes*

- *Cultural events e.g. author events*

- *Book groups*

- *Creative workshops e.g. Scribblezone*

- *Formal and informal learning*

- *Business support / advice sessions*

- *Family history*

- *Book bingo*

- *Work experience*

- *Supported employment*

Expectations

- *Utilise national initiatives such as the summer reading challenge and Bookstart.*

- *Signpost and refer customers to access council services.*

- *Deliver a programme of events such as storytimes, author visits, book groups, and creative workshops.*

- *Offer formal and informal learning sessions.*

- *Provide and support access to e-books, e-audio and online reference resources.*

- *Host advice and information sessions.*
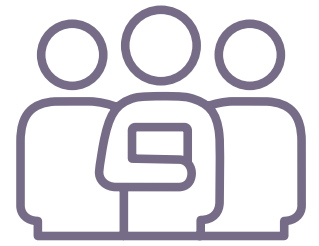
Health and wellbeing

Why? The library is an accessible and trusted place where people can find information and connections in a friendly and welcoming environment – a gateway to other services.

Strategic direction

- *Promote health literacy through access to information and by connecting people to other services.*

- *Develop a relevant collection of resources including self-help reading and other wellbeing materials.*

- *Provide space and activities for people to come together, socialise, learn and explore creative and cultural ideas.*

- *Provide opportunities for volunteering for people of all ages.*

- *Develop new partnerships and resources to support community needs.*

- *Promote the health benefits of reading.*

Case study

After attending an event at Ripon Library, with Laura Steven, author of 'Exact Opposite of Ok', girls from a local school were invited back to the library to take part in an activity looking at body image as part of Mental Health Awareness week. Following engaging and energised discussions covering body image, internet safety and how relationships are portrayed in the media, the group used library resources to produce digital art work exploring identity, self-esteem and what they liked about themselves and each other. The young people left with a renewed sense of confidence in their 'uniqueness'.

Aim: To support the improvement of health and wellbeing in North Yorkshire.

Our ambitions

- *To provide opportunities for people to socialise, create and learn together.*
- *To promote connectedness for people with space to engage and find information about services.*
- *For people to feel empowered and able to support themselves to live independently.*
- *To provide creative and social reading opportunities.*
- *To provide material and resources relevant to communities.*
- *To extend and develop the home library service.*

Activities

- *Knit and natter groups*
- *NHS clinics*
- *Home library service*
- *"Dial-a-Ride" community transport bringing housebound users to the library*
- *Healthy living roadshows*
- *Advice drop-ins e.g. police, Age UK*
- *Coffee and conversation*
- *Happiness cafés*
- *Community gardens*
- *Deaf cafés*
- *Wellbeing bags*
- *Public health campaigns*
- *More than movies*
- *Community choirs*

Expectations

- *Utilise local and national initiatives such as change4life and Living Well.*
- *Deliver a programme of activities such as Sporting Memories.*
- *Deliver groups such as knit and natter and happiness cafés.*
- *Provide a home library service.*
- *Healthy living roadshows/drop-ins such as health, Police etc.*
- *Aware of and responsive to conditions such as dementia and autism.*

Digital

Why? Libraries help bridge the digital divide by providing services and information through technology.

Strategic direction

- Provide activities that support people to become more digitally confident.

- Support communities and vulnerable groups who find accessing council services difficult.

- Develop and promote access to virtual library services.

- Ensure that computer and e-resources are updated and re-evaluated to meet current demands.

- Offer opportunities for using technology in innovative and creative ways.

- Increase connectedness of individuals and communities.

Case study

Harrogate library runs code clubs for primary and secondary school pupils and a third for adults. Using the library's digital kit everyone has the opportunity to develop their existing skills and learn new ones. Delivered by volunteers, learners get the opportunity to use a variety of programs and kit. The groups meet for a number of weeks allowing for new friendships to form; some move on to support new learners to cement and share their knowledge. One adult participant said they were "grateful for the chance to learn about something that I had little knowledge of before taking the course" and a parent of a primary aged child commented "It's lovely to see them helping each other and bouncing ideas around. I know other parents agree it is great to have a safe space for them to explore their love of tech".

Aim: To provide people with the resources, infrastructure, skills and support to be digitally connected.

Our ambitions

- *To be a leading e-library embracing digital technology with 95% transactions self-serve.*
- *To provide a quality internet presence through library websites and social media outlets.*
- *To foster digitally skilled people and communities.*
- *To support science, technology, engineering, arts and maths (STEAM) learning to raise aspirations and broaden career prospects.*
- *To be at the forefront of advances in reading technology and electronic resources.*

- *Virtual reality*
- *Code-a-pillar*
- *Digital makeries*
- *Animation workshops*
- *Online learning*
- *STEAM activities (science, technology, engineering, arts and maths)*
- *Coding for all ages*

Expectations

- *Provide access to digitally creative resources and activities such as code clubs and virtual reality.*
- *Support to use digital resources.*
- *Access to on-line learning.*
- *Deliver Science, Technology, Engineering (STEAM), Arts and Maths activities such as fun palaces and digital makeries.*

Communities
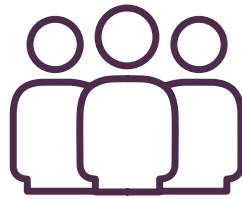
Why? Libraries are safe, trusted and comfortable community spaces able to inspire, broaden horizons and celebrate diversity.

Strategic direction

- *Develop library collections, services and activities to reflect the needs and aspirations of our communities.*
- *Work in partnership with local people and organisations to encourage engagement with communities.*
- *Provide opportunities for volunteering and participation by all.*

- *Create a welcoming environment for everyone.*
- *Continuously update the local and family history collections in our main centres of population.*
- *Develop remote access to local history material through digitisation.*

Case study

Grassington Hub and community library in the heart of The Dales was set up to provide a wide range of support services to residents, businesses and visitors. The community library was awarded the title of Library of the Year 2019 for its outstanding performance over the last 12 months, in particular increasing visitor numbers. This was reflected in increased use of wider library services.

Carol Headley, a trustee of the hub, said: "A lot of our success is due to our committed volunteers and we are very proud of what they put into the organisation. Part of the reason we have grown is that we are doing far more than just offering traditional library services and that has brought a lot more people into the hub over the last couple of years. Once people realise what we have to offer they keep coming back."

Aim: To become a focal point for communities to identify and support opportunities to work together.

Our ambitions

- *That libraries are the destination of choice for access to information, reading opportunities and creative cultural activities.*

- *For libraries to be the key place for other services to connect with communities and individuals to connect with other services.*

- *To build on cultural connections, helping to combat loneliness and isolation.*

- *For libraries to have a positive impact on an individual's sense of place; connecting language, cultures and generations.*

- *To celebrate North Yorkshire past and present.*

Activities

- *Community events*

- *Volunteering*

- *Access to council services*

- *Local information*

- *Local history collections in main centres*

- *Local history groups*

- *Community reads*

- *Creative learning*

Expectations

- *Provide opportunities for volunteering, participation and community engagement*

- *Ensure buildings are fit for purpose and used to their fullest extent*

- *Develop main local study collections to be accessible county wide*

- *Provide a venue for council communications, consultations and campaigns*

- *Provide a range of activities to bring individuals together*

Action plan 2020 – 21

Literacy and learning

Aim

Support and develop literacy skills, reading, creativity and innovation to help people and businesses in North Yorkshire realise their potential.

Activities

- *Increase active library membership by children*
  - *Deliver summer reading challenge*
  - *Introduce new book club for under 5s*
  - *Introduce '15 things to do in a library before you are 5'*
- *Achieve Arts Council England funding to develop capacity for creative opportunities within communities*
- *Review stock policy to ensure collections are relevant*
- *Increase learning opportunities in partnership working with Adult Learning and Skills Service and other partners within libraries.*

Health and wellbeing

Aim

Support the improvement of health and wellbeing in North Yorkshire.

Activities

- *Increase use of 'Reading Well' collections*
  - *Prioritise mental health, working with partners to promote endorsed self-help reading*
  - *Promote new children's collection*
- *Increase awareness of services and support available*
  - *Continue to build awareness of reliable health information sources*
  - *Provide space for information, guidance and events*
- *Work with NYCC Living Well team and other partners to promote the home library service*
- *Provide ongoing volunteering opportunities.*
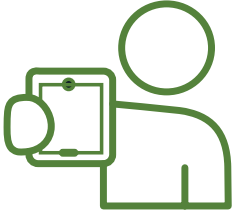
Digital

Aim

Provide people with the resources, infrastructure, skills and support to be digitally connected.

Activities

- *Review digital library offer to ensure relevance and value for money*
- *Recruit and train digital volunteers – develop new role description*
- *Target promotion to schools, colleges, businesses*
- *Extend IT Buddy scheme to home library service users*
- *Extend use of virtual reality and other digital resources*
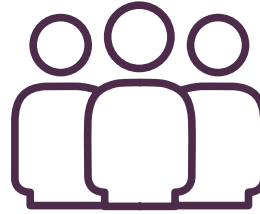- *Deliver science, technology, engineering, arts and maths (STEAM) activities including increasing computing and coding clubs and similar.*

Communities

Aim

To become a focal point for communities to identify and support opportunities to work together.

Activities

- *Together with Stronger Communities team support the development of community libraries to extend services to meet local needs*
- *Provide ongoing training and support for all to ensure consistency of delivery and development, prioritising*
  - *Enquiry/reference work*
  - *Local studies*
- *Develop a programme of events to commemorate VE Day*
- *Refurbishment of Malton and Scarborough Libraries*
- *Investigate a suitable platform for digitisation of local studies material to ensure a consistent approach.*

Your library, your place 2020-2030
Draft libraries strategy
2020-2030

Library Strategy Consultation Report

Background and Methodology

The initial draft was developed in consultation with all library staff, community libraries and other stakeholders, over the summer of 2019. Library Managers attended team meetings and community library network meetings across the county, using local and national priorities to stimulate discussion around key expectations and ambitions for the service. These meetings informed a draft document which was then circulated for further comment and discussion at team meetings, community library network meetings and with community library management groups. Senior library managers attended meetings within HAS and CYPS directorates, as well as groups including North Yorkshire Forum of Older People and the Community Learning Partnership. Feedback from all of this informed the final draft to go out for public consultation.

The revised draft was made available on the website and an online survey ran between 7 January and 2 February 2020. The online survey which was publicised via social media, the council website, press releases, North Yorkshire Now and the Johnson Press pages. An easy read survey was developed and made available.

282 responses were received from individuals, volunteers and organisations. This document details the unweighted results. The full response data can be found in Annex 1.

2.0 Summary of main findings

The vast majority of the respondents had a positive opinion of the strategy.

Respondents were asked their overall opinion of the strategy.
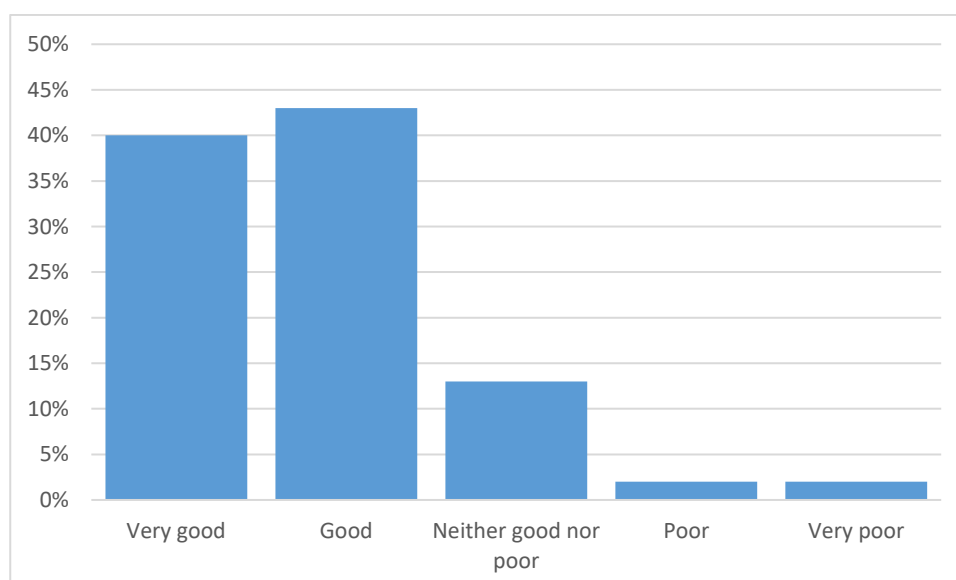
83% of those who replied felt that it was 'very good' or 'good'. Only 4% (10 people) felt it was 'poor' or 'very poor'.

The strategy sets out four objectives for the service:

- Literacy and learning: To support and develop literacy skills, reading, creativity and innovation to help people and businesses in North Yorkshire realise their potential.

- Health and wellbeing: Support the improvement of health and wellbeing in North Yorkshire.
- Digital: Provide people with the resources, infrastructure, skills and support to be digitally connected.
- Communities: To become a focal point for communities to identify and support opportunities to work together.

Respondents were asked whether they agreed with each of the objectives.
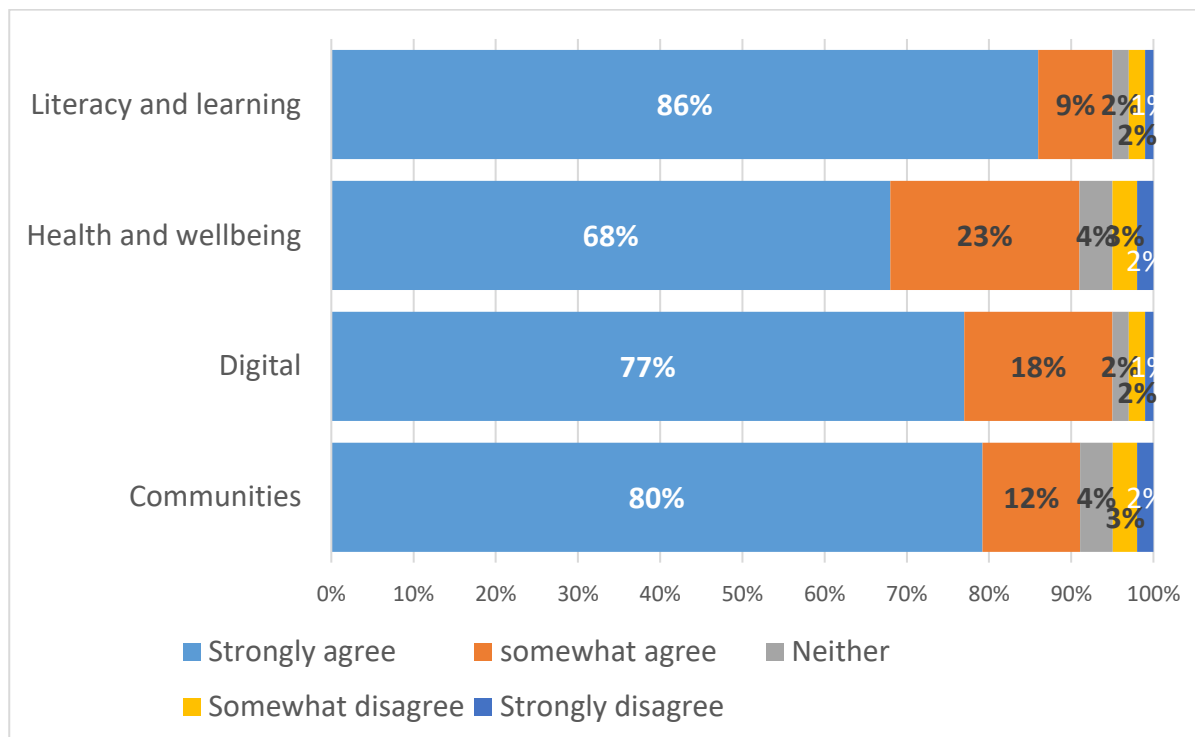
The majority of respondents agreed with all the objectives.

- 95% agreed (strongly or somewhat) with the objective: Literacy and learning
- 95% agreed (strongly or somewhat) with the objective: Digital
- 92% agreed (strongly or somewhat) with Communities
- 91% agreed (strongly or somewhat) with Health and wellbeing

Overall 18 people (6%) disagreed to some extent with one or more of the objectives. Those not agreeing were asked why they did not agree. The main reasons (12 comments) for disagreeing were around it not being suitable or the role of a library and the focus should be on reading and study. It should be noted that some of the comments were duplicated against each of the core objectives potentially indicating the number disagreeing is less than 18.

All the comments can be found in Annex 2.

Respondents were asked if they had any comments on our vision and objectives
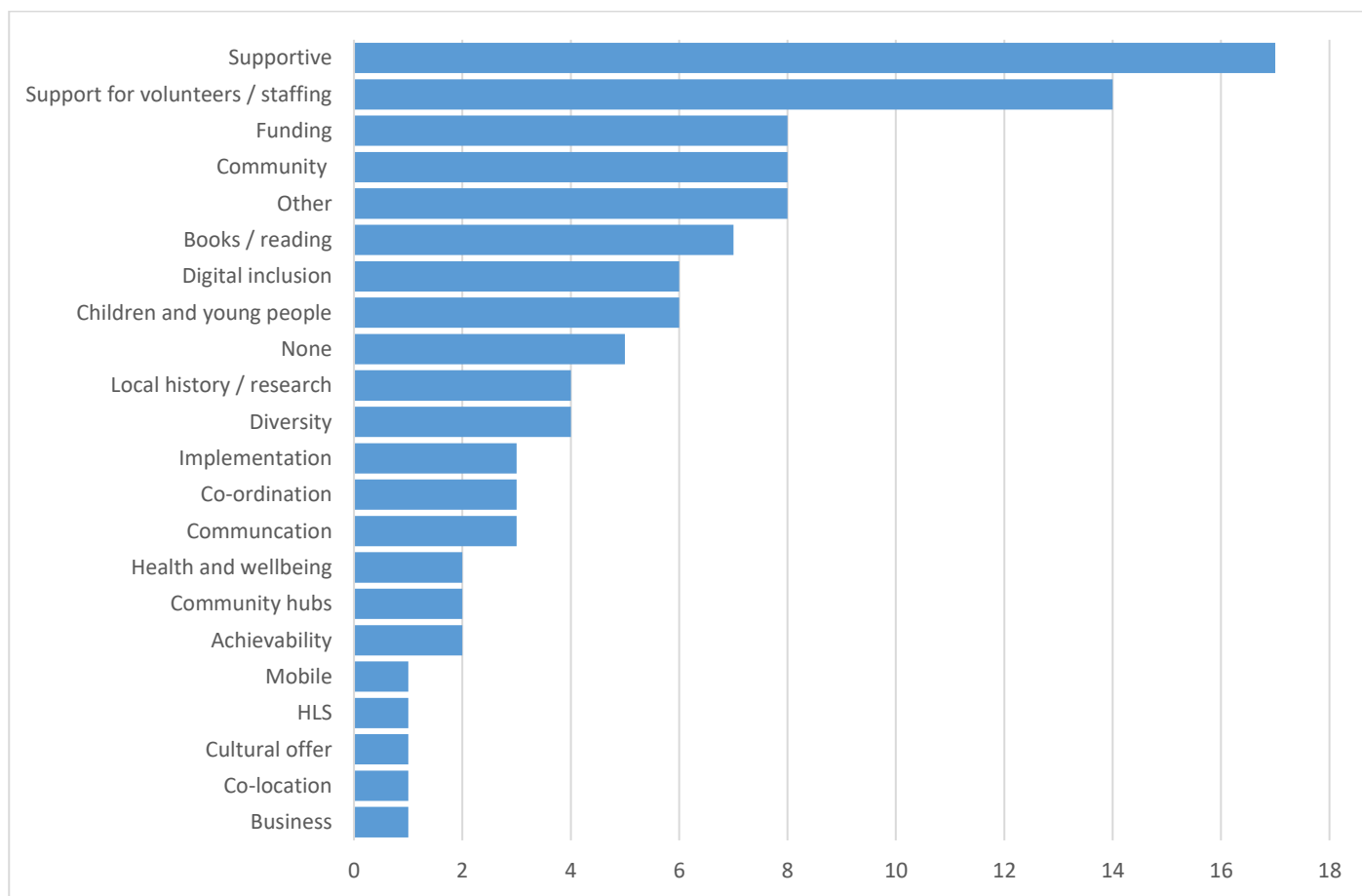
106 respondents provided a comment;

- 17 were supportive of the vision and objectives
- 13 highlighted the need to provide support for volunteers and/or the need for staff
- 8 highlighted that the strategy needs to be funded
- 8 highlighted that libraries are essential for communities

Respondents were asked whether they agreed with a number of statements.

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
The strategy is easy to understand	44%	41%	11%	3%	2%
The structure of the strategy is easy to navigate	40%	44%	12%	3%	2%
The strategy is appealing	46%	35%	12%	5%	2%
The case studies are useful	42%	35%	20%	2%	1%
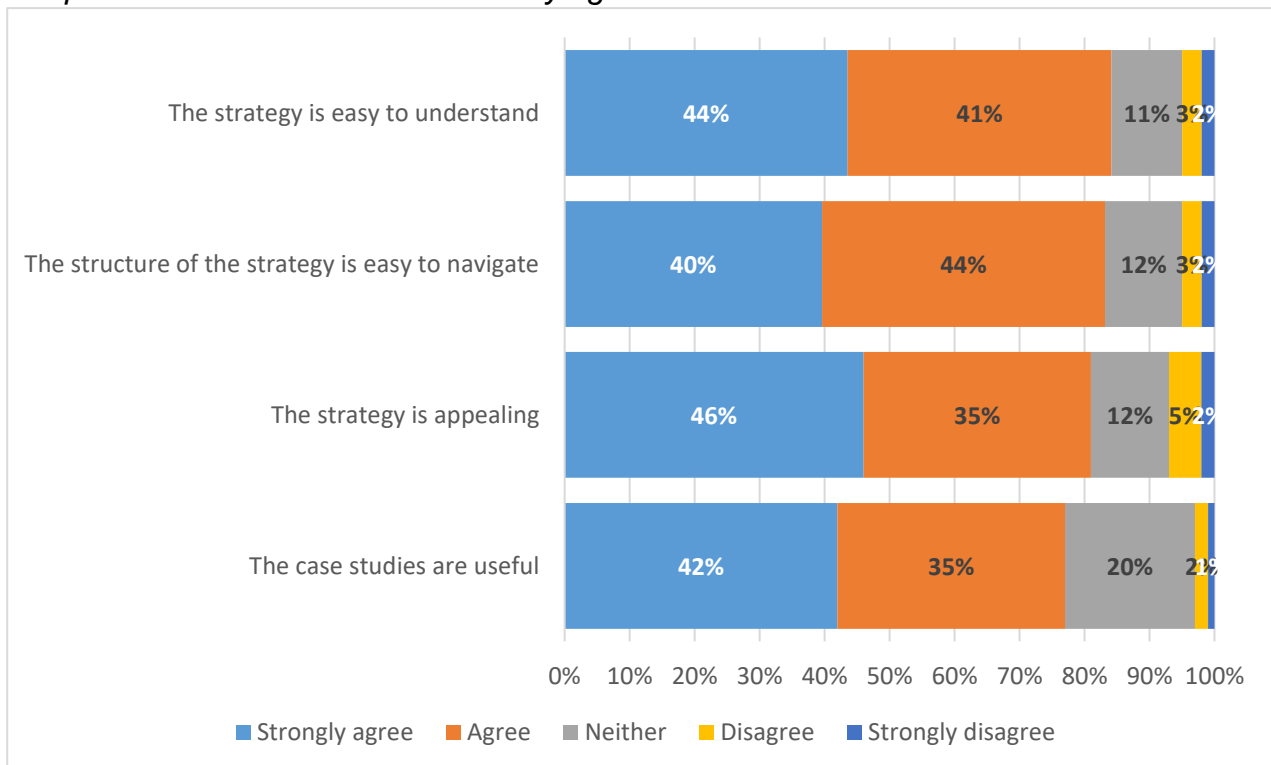
The majority of respondents agreed with all the statements on the structure and design of the strategy:

- 85% agreed (agree / strongly agree) the strategy is easy to understand,
- 84% agreed (agree / strongly agree) that the structure is easy to navigate,
- 81% (agree / strongly agree) that it is appealing,
- 77% that the case studies are useful.

Those disagreeing were asked why. There were comments about the wording (3 comments) and being shorter/more focused (3 comments). The largest number of comments (9) were about the strategy itself rather than the document.

All the comments can be found in Annex 2.

Respondents were asked if there is anything missing from the strategy.
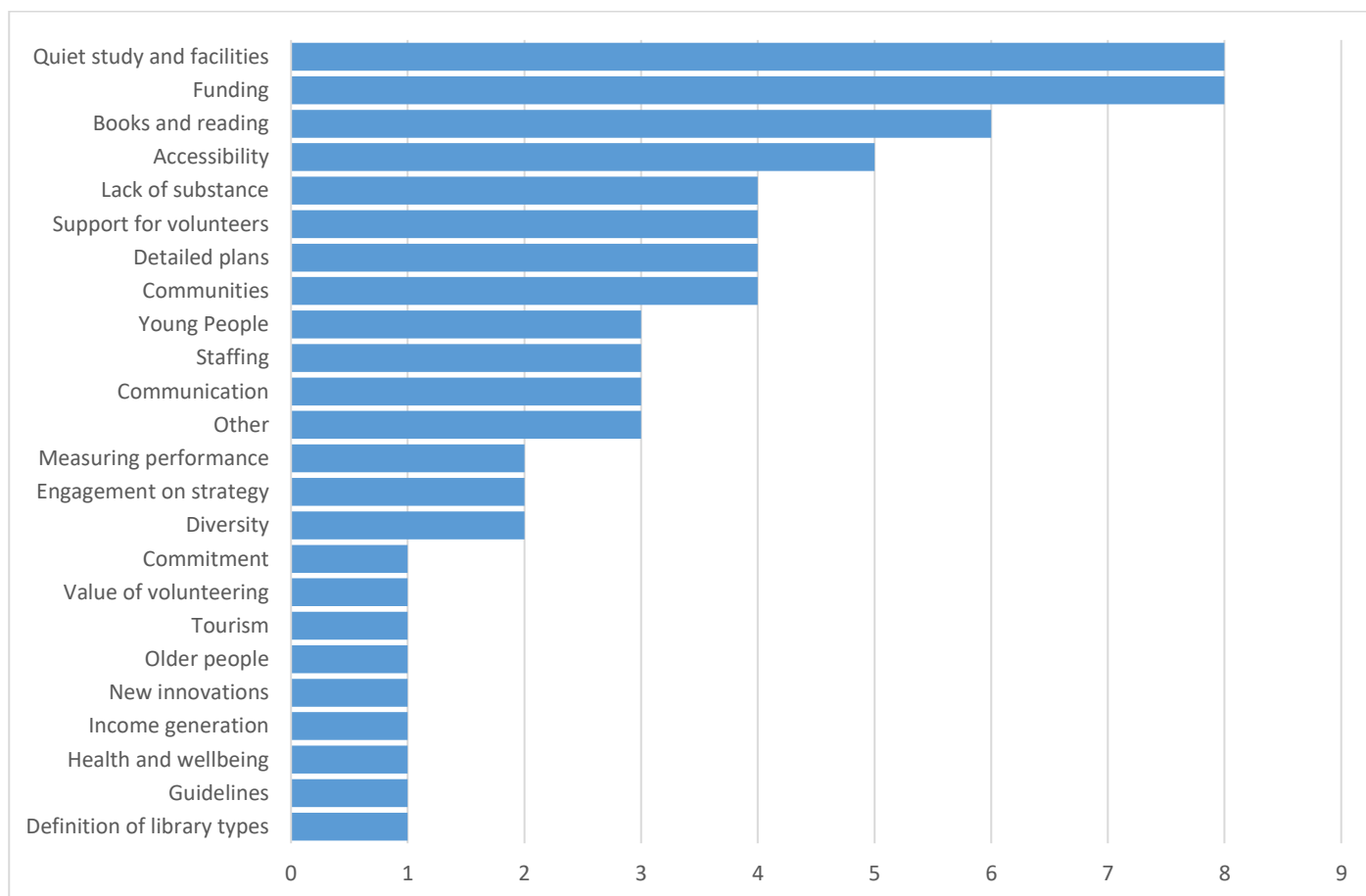
Category	Value
Quiet study and facilities	8
Funding	8
Books and reading	6
Accessibility	5
Lack of substance	4
Support for volunteers	4
Detailed plans	4
Communities	4
Young People	3
Staffing	3
Communication	3
Other	3
Measuring performance	2
Engagement on strategy	2
Diversity	2
Commitment	1
Value of volunteering	1
Tourism	1
Older people	1
New innovations	1
Income generation	1
Health and wellbeing	1
Guidelines	1
Definition of library types	1

The vast majority of respondents did not provide a comment suggesting that they did not think anything was missing. Only 67 respondents (35%) provided a comment, the areas highlighted as being missing most often were facilities for quiet study and research particularly for local history (8 comments), funding (8), books and reading (6), support for volunteers (4) detailed plans (4) and substance (4).

Respondents were then asked if they had any other thoughts on the strategy. Only 8 people responded, 2 of whom mentioned funding and 2 of whom highlighted issues with research facilities.

Respondents

The vast majority of respondents (94%) completed the survey as an individual, 3% were completed by community libraries and 3% by other organisations.

Analysis of the 10 responses provided by the community libraries show a high level of support for the strategy. There was no disagreement with any of the 4 objectives and just one neutral response of neither agree or disagree. In terms of the statements on the design of the survey there was only 1 disagree response – this was for 'The strategy is easy to understand'; there were two neutral responses one for the structure and another for the strategy being appealing. The comments from the community libraries tended to be supportive but highlighted the need for funding and support.
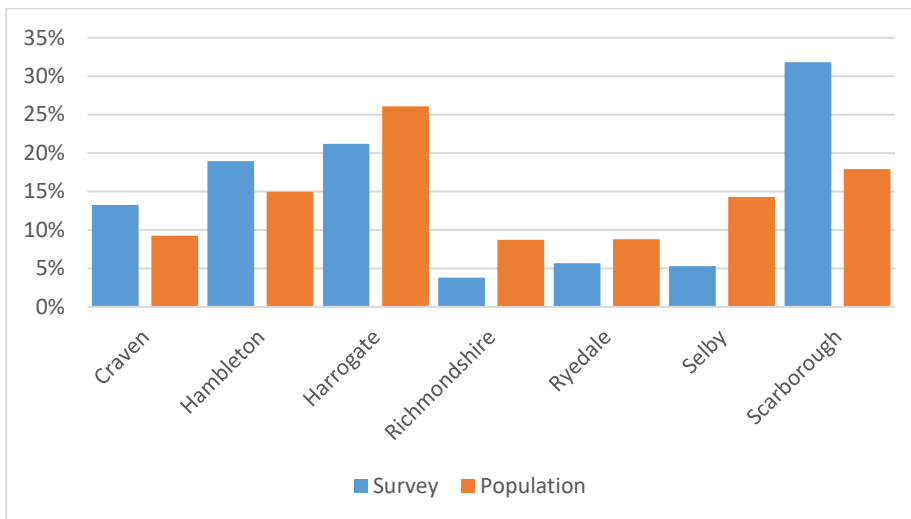
Respondents from across the county completed the survey. The highest proportion of respondents came from Scarborough (32%) followed by Harrogate (21%) and Hambleton (19%). Scarborough and Craven are over represented in comparison to the make-up of the County, Selby is poorly represented.
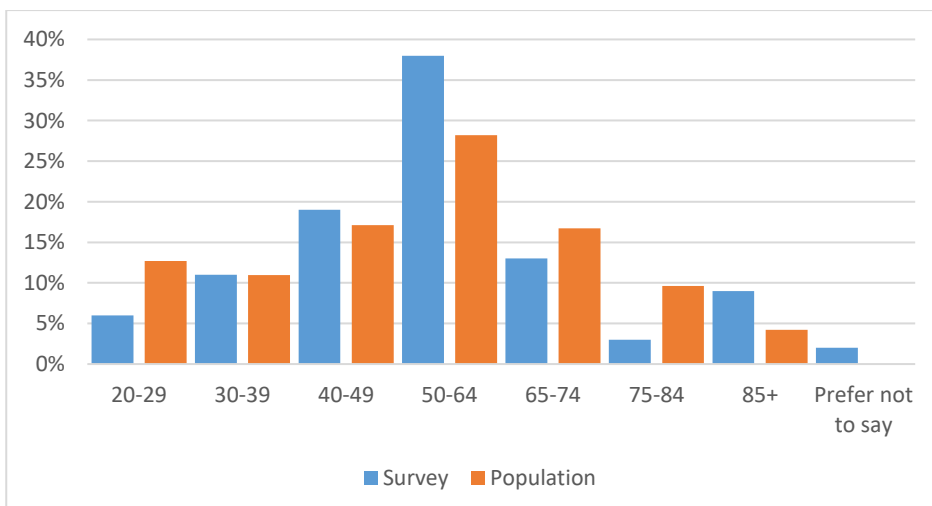
The majority of respondents were aged 50-64 (38%). This group is over represented in comparison to the population of North Yorkshire as is the 85 and over age group. The 20-29 and 75-84 age groups were under represented. We did not receive any responses from the 16-19 age group.

Annex 1

To what extent you agree or disagree with our objectives

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Literacy and learning: To support and develop literacy skills, reading, creativity and innovation to help people and businesses in North Yorkshire realise their potential.	240 86%	26 9%	6 2%	4 2%	3 1%
Health and wellbeing: Support the improvement of health and wellbeing in North Yorkshire.	191 68%	64 23%	11 4%	9 3%	4 2%
Digital: Provide people with the resources, infrastructure, skills and support to be digitally connected.	214 77%	51 18%	5 2%	6 2%	2 1%
Communities: To become a focal point for communities to identify and support opportunities to work together.	222 80%	36 12%	10 4%	7 3%	4 2%

To what extent do you agree or disagree with the following statements:

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
The strategy is easy to understand	113 44%	113 41%	30 11%	7 3%	4 2%
The structure of the strategy is easy to navigate	110 40%	121 44%	32 12%	8 3%	4 2%
The strategy is appealing	125 46%	94 35%	33 12%	14 5%	6 2%
The case studies are useful	114 42%	96 35%	54 20%	6 2%	2 1%

What is your overall opinion of the strategy?

Very good	111	40%
Good	119	43%
Neither good nor poor	35	13%
Poor	6	2%
Very poor	4	2%

Are you responding on behalf of

Yourself	263	94%
A community library	10	3%
Another organisation or group	7	3%

Are you a North Yorkshire County Library user?

Yes	269	97%
No	9	3%

Which district of North Yorkshire do you live in?

Craven	35	13%
Hambleton	50	19%
Harrogate	56	21%
Richmondshire	10	4%
Ryedale	14	6%
Selby	14	5%
Scarborough	84	32%

Which age category are you in?

16-19	0	0%
20-29	16	6%
30-39	30	11%
40-49	50	19%
50-64	99	37%
65-74	37	14%
75-84	8	3%
85+	24	9%
Prefer not to say	5	2%

Annex 2: Verbatim Comments – Website Survey

Comments as received, all obscenities have been removed. Comments may have been split when these refer to more than one topic.

Comments

Q. If you disagreed with our objectives please explain why

Literacy and learning: To support and develop literacy skills, reading, creativity and innovation to help people and businesses in North Yorkshire realise their potential.

- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers.
- Can't see how libraries support business. Is it the place of libraries to develop literacy skills?
- See comment below about libraries being for members of the public not for businesses
- Reading engages the brain and stimulates thought. Restrict this and you remain trapped in the past.
- Plenty of support available
- How is this meeting the needs of minority groups?
- Why were libraries originally created - provision of literature to the masses who couldn't afford to purchase for themselves? A greater range of provision than realistically available or necessary for the self? SHARING information that is not needed by multiple individuals at the same time? https://en.wikipedia.org/wiki/Library: Public and institutional collections and services may be intended for use by people who choose not to—or cannot afford to—purchase an extensive collection themselves, who need material no individual can reasonably be expected to have, or who require professional assistance with their research. Much of this no longer applies, so the concept of a 'library' as readily understood is an anachronism.

Health and wellbeing: Support the improvement of health and wellbeing in North Yorkshire.

- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers.
- I would agree that the library service should enable people to be directed to appropriate departments or agencies to improve health and wellbeing but NOT provide direct support.
- A library is not a substitute for mental health professionals. Reading is, in itself, a good way to alleviate mental problems, but really only scratch the surface.
- We need to have clear information about your resources and books and groups to help us to live healthier and happier lives

- I don't think it's up to a library, it's somewhere that may help but everything is just getting over complicated.
- A library is not a health service.
- Libraries are not primarily for health and wellbeing. They are for reading and study
- Your 'vision' talks about "ideas, imagination and connections". Unfortunately, you are concerned with the first two and are side lining connections to our past. You hold vital records and are privileging 'health and wellbeing' above study.
- The atmosphere in Skipton library is far too noisy with too much going on and no apparent control. It is certainly not a place to go for quiet study
- You are concentrating resources on 'hard-to-reach groups' and are actually damaging the health and wellbeing of those whose pleasure and self-motivation comes from research and study.
- Do you mean become an outlet for council propaganda & social engineering?

Digital: Provide people with the resources, infrastructure, skills and support to be digitally connected.

- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers.
- Libraries should provide digital resources etc. that work. However, the research equipment in Skipton library does not work. There are no facilities for printing from the Craven Heralds held on disc – indeed viewing them on the only semi-working machine is virtually an impossibility. The new digital viewer is a white elephant - no one knows how to work it.
- We live in an increasingly isolated society and forcing people into digital connectivity over face to face contact is not addressing the issue. I believe this aim is to predominantly save money rather than improve the lives of people. Most people who want digital connectivity already have home access. Libraries should be enabling people to connect in person, not parking people in front of a computer.
- There needs to be better support and resources for people who are not used to using the internet, extending the time of using computers and making it clear the cost of anything you use or buy in the libraries, for example the use of audio books and paying for memory stick. Buildings need to be more accessible and information needs to be clear and easy to understand. Need to have quieter rooms for people who may have autism or people who want to work away from other people.
- How will the community run library provide resources and infrastructure?
- There is little reason for individuals not to have their own facilities, either self-provided or subsidised when *real* hardship or connectivity prevents them from doing so

Communities: To become a focal point for communities to identify and support opportunities to work together.

- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers.
- Libraries should be places where people can read and study.
- You only support 'opportunities to work together' in narrow ways. You are cutting off communities from their past in your headlong rush to be 'modern'.
- Activities like knit and natter should be held anywhere but in a library - church hall, village hall, community centre.
- A library is not a centre for social action.
- They are libraries. They are not outposts of social work or care in the community. The primary purpose of reading and studying has been downgraded far too much and has become peripheral.
- We need an organisation focused on reading, there are other places to get other resources and support, but only one place to support and facilitate reading - we need a library for books!
- Lots happening in NYCC libraries
- Opening hours will determine which parts of the community can access these opportunities.
- In Pickering Library, I am not sure they publicise the adult education offer from North Yorkshire (structured classes/courses with accreditation) regarding people who may wish to learn more about IT over an above what the IT buddies and volunteers can offer alongside putting the books away and main duties. I appreciate the libraries attempting to engage with young people after years of the Young People's Service being under funded and supported at probably every local authority.

Q: To what extent do you agree or disagree with the following statements:

The strategy is easy to understand:

- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers. By offloading them to volunteers, charities, parish/town councils etc. you are reneging on your statutory responsibilities.
- No detail to what is actually happing or going to happen.
- Read my previous comments. Each library follows their own planning. I feel there are no guidelines for everyone to have a say.
- it seems to have followed a tendency to use more complicated structures and vocabulary to make it sound better rather than just putting things in simple English
- No strategy is described - 'objectives' and 'strategies' are hopelessly confused in the draft!!!
- There are some sentences which are inaccurately structured. A document for public perusal should be consistently grammatically correct. Meaning should be precise and not veer towards being blurred.

- The easy read plan should be alongside the survey instead of a separate format.
- It's just a load of 'spin'
- It's difficult to understand the rationale behind it. Who has had this vision? What is their background and role in the community?

The structure of the strategy is easy to navigate

- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers. By offloading them to volunteers, charities, parish/town councils etc. you are reneging on your statutory responsibilities.
- It's like you've tried to include everything you can think off instead of focusing on key aims
- The document is much too long. The vast majority of library visitors will give up on reading it. They are not professional Council officers or professional librarians. It should have been presented in summary form. The content might be interesting but you've missed a trick by very significantly overloading it.
- More use could be made of bullet points and short paragraphs.
- NO SINGLE PAGE DETAILING AND UNITING THE KEY VISION POINTS.
- It looks pretty but means little.
- Confusion comes from the different ideas that come from the various volunteers doing their best for their library
- As above.
- See below

The strategy is appealing

- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers. By offloading them to volunteers, charities, parish/town councils etc. you are reneging on your statutory responsibilities.
- Far too bitty. Would much prefer a retrospective showing recent achievements, and an evaluation followed by a split along the lines of what you will continue to do then a summary of new directions to plug identified gaps, with projects and timescales, each tied back to the strategic direction it supports.
- Too much jargon, libraries are about people not business/consultant speak.
- I personally think there are too many pictures and this distracts from the overall intentions.
- Same comments as made above.
- People need a quiet atmosphere in which to read and study. This is important and is being lost.
- It only appeals to those who feel that some sections of the community matter far more than others. Many do not wish to engage with libraries, which is their choice and their right, but you are destroying the libraries' primary function in an effort to cater for those who are free to use them but choose not to.

- It makes me feel fed up because it's a lot of noise, all about nothing.
- It is partly written in generalisations that leave my central question unanswered
- We don't understand how to link the word appealing to your strategy
- Major points missing from the so called vision i.e. a place for study and research
- See my previous clarifications
- There is a danger it is trying to be all things to all people. There is mention of literacy but little talk of books. Is the goal to provide broad ranging library services or a community centre with a few books?
- It only appeals to those who believe that the core functions of libraries are no longer relevant. Not everything has to be diluted and dragged down market. Why not maintain standards and demonstrate that they are something to be aspired to?
- It's unrealistic.
- I feel that a Library should be one of the service spokes around a Community Hub not the other way round. For some people the Library 'brand' may put people off, the Grassington case study appears to be addressing that but why pick out the Library service - all our Community Hubs should offer all the spoke facilities/services to a greater or lesser extent - sign-posting, linking and collaborating with other Community Hubs where it is not feasible to offer the full service locally.

The case studies are useful

- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers. By offloading them to volunteers, charities, parish/town councils etc. you are reneging on your statutory responsibilities.
- Whilst I'm sure some are benefiting, you're wholly failing to address why the vast majority of people aren't or can't access their library
- The case studies relied on the expertise of specific volunteers. They are not necessarily capable of being deployed across all libraries. There is a requirement for permanent and volunteer staff training to expand these. This requires funds.
- This is simply because I did not need these. They may have been useful to others.
- They need to be made easier to understand

Q: Do you have comments on our vision and objectives?

Achievability	I totally agree with your vision but I question your ability to deliver. In my experience the quality of service and opening hours has declined in my region which is a community with declining services overall.

	The digital statement requires high levels of financial investment, constant upgrades and high levels of expertise both within NYCC itself and more broadly amongst library staff and volunteers. How are those to be achieved? The aim may be worthwhile but I am unclear and not confident that the pathway and resources are clear and available. The other three objectives are more achievable within existing resources, knowledge and skills.
Books / reading	I believe that the traditional core activities of the library service should not be diluted by trying to be a 'jack of all trades' at the expense of being unable to focus on what it does best i.e. loan books.
	I think that the most important thing for the libraries to provide is access to print and digital books, fiction and non-fiction, new and classics.
	Please don't lose sight of the fundamental reason for the existence of libraries, i.e. books. The vision and objectives are excellent but do take the focus away from a library's primary goal (at least in my opinion) - granting access to a wide range of literature. Fact & fiction. These days there are few books and getting chance to browse them is becoming increasingly difficult for in library theatre groups, tea mornings, kids running about. There's a danger of the library trying to become all things to all people and failing to deliver any. Is a library a repository for books or a community centre?
	Remember public libraries were established to allow the working man to have access to books. That still applies whether it is the working man or woman, young or old. There is a danger that this will get overlooked.
	There may be innovation but there also seems to be a lack of investment in books. Many libraries have had an increase in IT provision but a significant decrease in books.
	Keep the focus on reading (even if it is on line) because no one else is providing this focus
	Reading cafes are successful in providing welcoming space for all. Reading groups and reading group sets for loan can help build community and reach housebound. Thank you for your hard work!
Business	The focus of public libraries should be members of the public and not businesses unless business rates are given to libraries. Leave helping businesses to business improvement districts and other economic structures that exist such as local enterprise partnerships.

Children and young people	Rural schools & children's access to library services. There has been a great deal of publicity recently that each school should have access to its own library. Until this time arrives the library should be taken to the school on a regular basis. I understand that it is now an Ofsted objective to encourage a joy of reading, particular in younger children. School library visits will assist this in meeting this objective.
	Only that younger children must be engaged as soon as possible, in order for them to get the reading habit.
	We need to encourage children and youth in reading. Maybe allowing younger teenagers to volunteer with parental support
	Story times, reading trials, book bags help children develop essential skills which will build stronger communities. ….
	My only reservation is that you must not take the place of parents. It is too easy for parents to pass responsibility on to schools etc. when they should be doing things themselves. My parents started me reading albeit with books from the library.
	I like the vision, particularly the literacy and learning and communities' objectives. I think in current times, it's hugely important to encourage young children to get into reading as soon as possible so that hopefully they continue that passion into adulthood. I work with young children and I have certainly seen a decrease in children being interested in reading, which is sad. So I'm a big advocate of getting young people into reading as early as possible. I read in the draft strategy that you are looking to create a reading challenge for under 5s which I think is a brilliant idea and will hopefully help to increase the numbers of children enjoying reading.
Co-location	Births and Deaths registry offices should be based in the library where appropriate e.g. Scarborough.
Communication	Please could local Library events be texted to people with library cards as I often only find out about events after they have happened. Library already texts about other things. Would really appreciate it as very limited access to e-mail, but plenty access to texts. I do love attending the local Library events which have all been first rate!
	There is a wonderful wish list and I want to hear more about what Pickering Library is offering for the VE celebration event. I don't feel the library makes the most use of the window space it has to publicise what is on offer and events. I don't feel libraries go out and engage with citizens but wait for them to come in. There are various notice boards around the town and businesses that welcome event publicity. I don't feel the library promote the e book service although that would cut foot fall and decrease incomes from fines. I am not sure what they have in to promote healthy life styles apart from a Slimmers World or similar private group. I know someone who is a volunteer and they weren't told about this consultation.
	Whilst they are good, community focused objectives, the vision lacks any detail as to HOW NYCC will tell the communities that these events are happening, in order to meet the needs/ objectives. There's no point putting events etc. on, unless the community is told about them.

Community	Really vital for communities. The library is a safe, central place for people and we need to save our libraries. Use them or lose them. More publicity in towns, on buses, local radio and newspapers would help get the messages out.
	… Plus community projects help people come together to make communities
	Community needs more emphasis. Strategy needs to be unique to each library to reflect diverse communities. Health and wellbeing is rightly placed as it is vital for strong communities.
	It is vital that the library services continue to maintain their presence within the community in order to develop the literacy and learning to all from an early age through to the senior members of the population.
	The library in Pateley Bridge is a resource much used and needed by the Community
	The library is such an important part of each community. The delivery of its service supports social well-being
	People need the library, for some it is the friendly face in what could be a lonely day, or someone to help choose a book. The library is a vital need.
	Libraries need to be welcoming and accessible for all. Any charges must be kept as low as possible. People with the greatest needs often have least money and so as much as possible should be available for free.
Community hubs	I feel that a Library should be one of the service spokes around a Community Hub not the other way round. For some people the Library 'brand' may put people off, the Grassington case study appears to be addressing that but why pick out the Library service - all our Community Hubs should offer all the spoke facilities/services to a greater or lesser extent - sign-posting, linking and collaborating with other Community Hubs where it is not feasible to offer the full service locally.
	It is this re-purposing of the spaces formerly known as 'libraries' that should be pursued - but only if existing community space is not otherwise available. Example - many villages will have town / parish / community halls - why should there also be a separate building called a 'library' at additional infrastructure and maintenance cost ?
Co-ordination	Objectives need co-ordination across all libraries, ensure volunteer managed libraries gain learning from what others are doing; health and wellbeing needs co-ordinating with Director of Public Health, health and care providers and local CCGs - there should be one person at NYCC co-ordinating activity for each objective, so have a county-wide action plan
	Libraries need to be part of a multi-agency response to succeed with these objectives
	Libraries need to work with others, doctors, hospitals, education etc. to ensure people can live fulfilled, independent lives. People cannot become too dependent on libraries and expect them to undertake work that should be done by others for example, doctors.
Cultural offer	Wonder if there is more scope to become explicit about the role of libraries as a focal point for cultural activities. Art, drama, poetry

Digital inclusion	As long as people are not penalised, especially older people, for not wanting perhaps to be digitally connected.
	Digital inclusion needs to include cyber fraud awareness. There are many community locations which deserve support as well as libraries.
	I think the digital aim will be difficult to achieve because many volunteers are in the over 60 age group and don't have the skills at the level required to teach others
	more help needed for people who do not use technology
	Not sure about Digital aspect given that my local library has just lost one of its public computers. I would rather the base provision (i.e. public computers) was right before taxpayer's cash and volunteer-raised income is spent on things such as VR. On communities, there is a need to emphasise that libraries must work in partnership with other voluntary agencies in local areas.
	Re Digital - link up with the Digital Champions Network that has similar objectives and that is also being supported by Harrogate Borough and NCC
Diversity	You have not set Diversity targets to represent mixed cultures e.g. Scarborough. There is no age/gender/ethnicity/sexual identification statistics for library volunteers. There are no library economic career paths identified.
	Will there be any communication access for deaf people? BSL /English interpreter, lipspeaker, loop, etc.
	Not to concentrate on the very young and their parents. To include the Senior Citizens (NO OAP referral) seriously and with respect. As a library volunteer I feel the planning is arranged around the younger generation while the Seniors are not considered as an important part of the planning. People are people whatever age and should be given equal opportunities to use the libraries.
	This survey and any future survey needs to be in easy read and clear and easy to understand.
Funding	Community libraries are doing an incredible job. I hope they are given additional support from the council and not subjected to further funding cuts.
	I agree with all these objectives, but to achieve them North Yorkshire Council need to make more investment. The libraries are very dependent on volunteers, from cleaning to raising money even just to pay rent for the building and pay heating and lighting bills. Before any of the above can reach their potential, the council need to put in as much effort as the volunteers.
	Nothing at all wrong with the vision. Implementation another issue. Funding crucial, including not reducing staffing levels in libraries - one to one interaction important - and maybe a larger budget for book acquisition. This last a challenge I k ow.
	The objectives are fine but are they achievable with the finances and voluntary help available? In my experience voluntary help cannot be relied upon to be regular, thus leading to discontinuity in services offered.
	The strategy gives a clear indication of the vision of our community run library - The Globe at Stokesley - whose trustees give emphasis to the library being a community focal point. However, what is absent from the document is the resources that will be required to enable libraries to deliver the strategy.
	The things you mention in these objectives haven't been met over my lifetime. How do you expect these things to be achieved during times where budgets are tighter than ever?
	These are all very laudable, there is no commitment in this document to fund these initiatives.

	These laudable visions require adequate funding, without this it is merely political 'hot air'.

Health and wellbeing	I would like to create social prescribing clinics from within Libraries, making use of the excellent resources you have, and putting people at ease in your welcoming environments.
	Wellbeing and social connection are the most important things for libraries to continue to meet the needs of communities
Home Librar	I think home library services is an excellent service
Implementation	All these have to be followed through with Professional guidance so that outcomes are sustainable.
	As a volunteer worker in my local library I fully support the 4 objectives. However the draft does not really give any ideas on how they could be achieved and indeed no strategy seems to exist either County wide or locally to meet the objectives?
	As they already do it I don't think an awful lot will change on the ground, it will probably just generate more paperwork
Local history / research	Skipton Library does not provide a comprehensive service. There is no professional expertise. There are no facilities whatsoever for quiet research. The so-called research technology does not work. My needs are certainly not met. The library used to be an enjoyable place to visit and to do research for my local history publications. The staff who had knowledge have all long since left. The noise from other activities in the so-called reference room is certainly not conducive to study. There should be provision and facilities for research with staff who have knowledge of the resources available and how they work. I do not go into the library any more as it does not meet my needs. The study/research/local history facility which a library should be providing is missing from the North Yorkshire plan
	Skipton library holds unique archives, some physical and some on microfilm. There is now only one working reader, which people book and travel to, but it does not seem to be connected to a printer. The digital reader has major problems. All research needs a quiet atmosphere. Libraries should stick to their core function and perhaps branch out with any surplus money. What should be 'extras' are now taking over and you are having serious effects on the mental health and enjoyment of life for a large but now-neglected group - who actually pay council tax but are seeing what they would like it used for being steadily removed.
	Your vision and objectives are skewed towards those you perceive as 'excluded'. Most of this is entirely by personal choice, and trying to drag everybody and anybody into libraries with narrowly-targeted projects is an exercise in box-ticking. You are actually excluding older council-tax payers who have a right to be able to access our rich archives in an atmosphere conducive to concentration.
	More needs to be made of bringing local history into libraries, recording memories.
Mobile	I did not read anything in the Strategy regarding "Mobile Library Services". For those in outlying villages in North Yorkshire, including Care Homes, this service must continue. Lots of elderly people are not/do not want to be "E-Literate", and enjoy the touch/feel of a good book. I know councils now consider Mobile Libraries as "low hanging fruit" in their budget, but it is so much more than a library ,it connects into Health and Wellbeing through information dissemination.

None	n/a
	No
	No
	No, I think they are perfect.
	Not really got any views on libraries, I haven't used one for about 30 years

Other	I was aggrieved to note that my local library was promoting less use of plastics when it had just been refurbished with such,
	It's all rather "motherhood and apple pie".
	Our Library in Sherburn is endeavouring to meet all the above and is certainly moving well along this road. Pity about the lack of car parking spaces. This is certainly a problem for the disabled and for volunteers who need to park very close in order to deliver books, etc.
	I noticed a small directory of activities had been produced for Pickering Library No mention was made of the monthly singing session run by a local community venture (Musical Memories) that takes place there drawing in at least 25 older people every month. Given this group has been operating in the library for 2 YEARS with the full support of the volunteer committee chair and NYCC library staff and local Coop (donating refreshments) I would like to know why the omission occurred.??? This kind of collaborative working helps to improve the community and improve health and wellbeing - so would welcome an explanation and a reprint of said booklet!
	To me libraries are essential and should be an integral part of our lives!
	Have you considered having dog friendly areas where possible, maybe in coffee or garden areas?
	Libraries should be quiet and food and drink should not be allowed
	These are hard to disagree with but do not deal with the issue that worries me
Support for volunteers / staffing	A lot more work should be focused on the skills, training and appropriate recruitment of volunteers. Given you refuse to pay for librarians, which are highly skilled, you could at least recruit volunteers who have some capability to fill the gap. I've had numerous wrong orders for our book group, volunteers who can't work the IT system, rarely anyone available who can actually advise on appropriate reading or make recommendations. Many of the groups are not advertised so hard to access for new people and information on the websites is often wrong. As someone working with isolated people, I rang 8 libraries in October to ask for a list of groups available, times, cost and how to access. Only one library responded (Filey) with partial information and a promise to follow up with the rest (didn't happen). I went in person to one library (Malton) to ask about the reading group and once I explained my client had mental health issues, they were very reluctant to provide information and insisted she should make arrangements to go in and talk to one of the volunteers prior to going to the group to see if it was 'suitable' for her to attend. Whilst I'm sure plenty of money has been saved, libraries are now a shadow of their former selves and the only one in our area that seems to be manned by welcoming and somewhat knowledgeable people is Derwent Bridge.
	Excellent objectives but find it hard to believe that the Council will be able to achieve all these goals with volunteers as library staff.

	I really miss our proper library, with space for plenty of books and paid librarians. Your draft plan has lots of 'spin' but little substance. Now the service is almost completely run by volunteers and the space we have is extremely limited. The volunteers work hard and, without them, we would have no service at all.
	I think we need to keep paid staff who can manage innovative projects and ideas rather than counting on the goodwill of people. Most volunteers are elderly, this isn't sustainable and we have a duty of care to provide library services to promote literacy and community in order to raise self-esteem and wellbeing.
	If the community is supported and the library isn't just dumped on volunteers who are ill-equipped and feel abologsed to do the work.
	It all sounds excellent and just what is needed in the current climate but none of it will be achieved as in the previous library consultation NYCC replaced qualified experienced staff with volunteers.
	Key point here is 'skilled teams to support...". No more cuts to staffing and ideally increased staffing support for volunteers. More specialised staff to deliver this vision given the 'proven' benefits of libraries?
	My library at Scalby (Scarborough) is excellently run by volunteers. Perhaps some of these "professionals" that you talk about in your outline would care to come to Scalby and lend a hand to relieve the burden of its everyday running (& financial cost) for these amazing volunteers? Your article certainly implies a different picture!
	Need to keep LOCAL libraries open as much as possible and with as much professional support as possible. I love our volunteers, but I miss the paid library staff who had knowledge of books and could suggest books for a reluctant reader, or what type of book to move onto next. The volunteers just don't have this knowledge.
	Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers. By offloading them to volunteers, charities, parish/town councils etc. you are reneging on your statutory responsibilities.
	There are some really good ideas but I would hope that you have the staff to deliver them. A lot of the time when I come in the staff are pretty stretched thin so I don't like asking for help as they are already very busy.
	Volunteers may be very nice people but you do not always get the same service throughout the library service.
	Local resources mainly depend on their range of local volunteers and their skills and interests. Ours are very good at organising events and children's functions, but being mainly composed of retirees, may lack some of the digital expertise required for help in this area. Courses have been run by involving other agencies, but to expect and deliver a wide range of this type of activities perhaps County would have the relevant staff? Vision and objectives are all well and good, but the basic day to day manning of libraries, there upkeep and funding all make considerable demands on a limited number of devoted volunteers, and as the same cohort are likely to be running of specialist activities too, expectations should be realistic.
	Without volunteers our library in Filey would shut. No good spending money on refurbishments etc. if you don't invest in staff. Luckily our volunteers are dedicated.
Supportive	excellent
	Feel it is going in the right direction
	Fully Support

	I agree that libraries are in a unique position to make this vision tangible and meet these objectives; as they are a safe, neutral and non-stigmatising space at the heart of their communities.
	I am a volunteer at my local Library in Skipton and I love the work I do, the people I meet and the many things I constantly learn. My Library is absolutely essential for future vision and objectives mentioned in the planned strategy.
	I am currently a digital user of library services but I think maintaining our physical libraries is crucial. Loss of community is a real threat and anything that can be done to create/maintain a safe place for people to thrive has got to be a great thing.
	I think libraries are essential to the well-being of the community. I hope you can achieve all your objectives and have personally been involved in running Well-Being courses in libraries through ALSS.
	I think the strategy is rightly aspirational. There may be a danger in being unrealistic in in overachieving in areas like community and health and wellbeing. These are important but ,may conflict with the libraries role in improving literacy and digital skills by overstretching resources.
	LET'S MAKE IT HAPPEN
	Seem fairly ambitious - nothing wrong with that
	Since having my baby I visit my local library at least once a week with him. It has become a part of our week and I genuinely look forward to visiting because it's such a welcoming and nurturing environment. I'm on first name terms with most of the staff/volunteers and use the books and groups! I feel it is a focal point in our community and often see groups of older people meeting there at the same time each week for coffee and chat which they have obviously developed themselves! The Knaresborough library is a real community asset and I don't know what I would do without it! Huge thank you to all the amazing people that work and volunteer there!
	The people of North Yorkshire are very fortunate to have a County Council that is so committed to upholding the vital work that libraries can offer local communities
	Very good
	Wholeheartedly agree with the vision and objectives - quite challenging and wide-ranging.
	Wonderful! Do it!
	Your vision and objectives are bang on for the next 10 years

Q: Is there anything missing from the strategy?

Accessibility	.... Longer opening times, evening opening times. Make libraries accessible for all.
	Communication access for deaf people
	Discussion on opening hours. Accessibility of libraries e.g. Stairs, toilets
	I would like the local libraries to work together so at least 1 is open at any time of day. I live near Leyburn & their library is closed on a Thursday, Catterick is open 10-1 unassisted & 1pm onwards with volunteers & Bedale is open 3-6. I shouldn't have to travel any further to access services
	What are you doing to help the smaller communities to access books?
Books and	A focus on books and reading. Long document to read
	Books

	Books, books, books, books. Lots of fiction, preferably. That's what libraries should be for. OK, computers have a part to play but the core business should be reading for pleasure….
	if the service is funded on the basis of book 'issues' there does not seem to be a strategy for increasing these.
	Support for reading groups, will it continue and develop. ….
	The books, the numbers of books appear to be dropping as there are now fewer shelves in our library, that is the heart of the whole thing, give us more books.
Comm it ment	Commitment
Communication	As an ex civil servant well used to drafting strategy I know people probably won't go through it in fine detail or comment particularly! Strategies are needed to serve a purpose administratively, but think messages for the public need to be as simple and concise as possible.
	Promote more children's story times throughout the district
	Your website should be made more accessible, for example, easier to read and understand
Communities	As per my previous comments, I feel that a Library should be one of the service spokes around a Community Hub not the other way round.
	More emphasis on links with community groups. More provision out reaching into communities in partnership working with non-profit making organisations.
	See above- how NYCC will engage with all the communities.??
	Work backwards from what a community needs rather than 'what do we do with our library' - pretend a library doesn't exist, put emotion to one side and ask what is required.
Defini tion	... What is the difference between core/hybrid/community libraries?...
Detailed plans	Detail
	Detailed plans
	Details of how to implement the strategy.
	Explanation of how NYCC will assist/ encourage community libraries to also work towards the strategy.
Diversit y	Diversity? Promotion of, meeting the needs of, etc.
	Realism. Thought for how minority groups will be included.
Engageme nt on	Perhaps seek a view from each library separately on some of the key issues? Case studies are interesting and useful to see what is going on across the county.
	I don't think it's accessible enough to people. I found this on the intranet, This needs to be made more available and more discussion and debate to generate interest.
F u	An explanation of where the necessary money to support it will come from

		As a strategy it is totally uncosted with no apparent financial plan to back it up. How much of it is actually achievable? A strategy drawn up with no idea about funding is a poor strategy.
		Funding is not quantified
		I would like to see more detail on investment in library book stock and buildings…..
		Identification of resources that will be available for community libraries to deliver the strategy at local level.
		Implementation? Funding?
		Long term commitment to proper funding.
		The Council has a deficit budget so where is the funding coming from? Independent grant providers do not usually support local government facilities.
Guide		General guidelines
Health &		I'd like to see something in health and wellbeing about sporting opportunities, or mental games like chess; in addition, work with public health to develop more walking trails and promote through libraries; work with local health and care groups
Income		…..Opportunities to generate income by bringing cafés or retail units into libraries.
Lack of substance		Needs to be one!
		All very political in its use of language. It all sounds plausible but as we know from politics hardly means anything.
		It's a bit wishy washy. I've read it through twice, and still can't remember the four main aspirations.
		It's all words and no substance. NYCC will not deliver.
Measuring performan		Facts and figures specific to each aim? Some qualitative feedback from participants/users?
		WHO AND HOW THESE AIMS ARE GOING TO BE MONITORED AND MEASURES.
Innova tions		…. What are the key new innovations for the next 10 years?
None		No (x6)
		Not that I can think of
		Not that I could see, I thought it was well written, aesthetic and told the reader everything they need to know.
		See previous comments.(x2)
		Not that I can detect
		The planned strategy is great and I cannot see anything missing.

Older people	I'd like to have seen more of a focus on the elderly. They are probably the ones who need the community most and the ones who struggle with the digital aspect and being able to be physically present in the library
Other	Respect for the interests of a large portion of those whose council tax pays for all this diversity and dumbing-down. Your new target group will not respect you for chasing them in apparent desperation to get them through the doors, which were always open to them, and everyone else despairs.
	Only available on line _____?
	Any unknowns are unknown at this stage
Quiet study and facilities	Access inacceptable conditions to vital and unique archives.
	...I welcome the digitisation of local studies materials - this should involve the County Record Office and local history societies….
	We need some kind of 'platform' where local documents, research etc. that is kept in the library and is not copyright protected can be digitised by willing volunteers and uploaded so it becomes available not just for local users but for anyone in the world who is interested.
	A quiet room for study.
	I wish there was some focus on at least part of a library being kept quiet. In Harrogate it would be difficult to keep the ground floor quiet because of the reception but more effort could be made on the first floor. Grumpy old man that I am I get annoyed by children being allowed to run about.
	Quiet study - for many people (old and young) the library is the only place they can find a quiet place to read/study; Skipton library sorely lacks such a space as the number of "activities" increases. A corner of the Ref Library could surely be partitioned off for study cubicles?
	STUDY, RESEARCH FACILITIES THAT WORK AND COMPETENT LIBRARIANS
	Would have liked to see more about development of reference libraries especially those like Skipton which serve areas furthest away from the NY archive at Northallerton. Disappointing that items keep being removed without being digitised for local use. Also upskilling of volunteers now fewer staff
Staffing	I want to know what priority, if any, is being given to ensuring that all your libraries have qualified librarians available in the future. My worry is that young graduates will stop applying to be librarians and that courses will close down for that reason (it may be that this is happening already
	Proper libraries
	Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers. By offloading them to volunteers, charities, parish/town councils etc. you are reneging on your statutory responsibilities.
Support for volunteers	More focus and funding for training and upskilling volunteers, ensuring fair and equitable access and that volunteers are actually capable of the roles given.
	Specific help for volunteers to enable them to help others
	Also upskilling of volunteers now fewer staff
	Would like to see a more in depth strategy where it shows impact results, professional staff input and how they support volunteers. To offer this you need to have many experienced, knowledgeable Library staff to help volunteers deliver this.

Tourism	A role in tourism
Value of voluntee.	To make it clear to the public that North Yorkshire investment is minimal and how much funding is achieved with hard work from volunteers.
Young People	Activities and resources to ensure that teenage readers transition to become confident, discerning adult readers who read both for pleasure and in order to extract accurate information about the world around them.
	Asides from a young-person quote - there was no real emphasis or plans to engage teenagers and young adults into the library. It would have been great to see some mention of Young people engagement in this strategy, particularly as the library has so much potential to offer them.
	The development of strategies to encourage young adults and middle aged adults to use libraries. This maybe having to work against changed cultural trends. I wonder if many in this age group see libraries as relevant beyond benefit for younger children. The digitally excluded older age group needs.

Q: Have you any other thoughts on the strategy?

- Lack of investment
- Public Libraries are a statutory service and need proper funding and most importantly paid/trained library workers. By offloading them to volunteers, charities, parish/town councils etc. you are reneging on your statutory responsibilities.
- Yes. Each local library will have different ways of trying to achieve the objectives. Perhaps the individual libraries need to be asked formally what would be its plan to meet the objectives if the draft is adopted?
- It is driven by political correctness rather than the reality that older people (along with children) have always been heavier library users. In Skipton there were two microfilm readers, always well-used and booked. You got rid of one but the expensive and much-trumpeted digital reader rarely seems to work, so you are down to one. Skipton library holds single copies of resources like the Craven Herald archive and people travel to use it on the one available machine - which no longer seems connected to a printer. Students and researchers are very poorly served, in favour of trendy 'inclusivity' initiatives, and the complete absence in a sizeable town of one room where quiet study and concentration is possible. Promises were made about access to archives and these have been broken, at least in spirit, and in practise in the case of the film readers. NYCC should be ashamed of how difficult it has made access to OUR past.
- Skipton library holds unique archives and resources for study, which should be available for consultation in a quiet atmosphere. Many are hard to read

and require concentration. The microfilm reader is the only source of our local newspaper archive, and people need to book and often travel to use it. This has been made very difficult by the acceptance of eating, drinking and conversation in the one room of the town where study was possible, plus regular community groups also using the space. We were promised at a meeting of Full Council that these precious resources and facilities for studying them would be safeguarded as the system changed, but this promise has been broken. We have already lost the Petyt library. NYCC has many premises and should not have the right to deprive us of the one room in which we used to be able to work. This does not only affect researchers; there used to be schoolchildren who would come and work in peace, presumably because they had nowhere else. They too have lost this precious haven. Perhaps the first floor room should be divided so that there is one place left where quiet can be assured. Other libraries manage it, but they do not have the unique resources which are held by Skipton library. Working in peace is not an outdated concept. Not everything can be made 'vibrant' and 'inclusive' if it means destroying something so valuable.

- Bring back libraries.
- Doesn't feel like a genuine attempt to deliver a modern, useful service but a justification of the funding cuts. Fail to see any evidence of significant and meaningful consultation with the wider community (especially those who never use libraries) on how they could be improved, more accessible and of value to the community. Those that are poorly used (e.g. more than books, Eastfield) need to ask questions about why the local community makes no use of a potentially valuable resource.
- No, resistance is obviously futile. We are written off as dinosaurs.

Other comments received outside of the questionnaire

Email comment:

The Strategy is an impressive and well-illustrated document but it is far far too long. Most people will lose the will to live by the time they've reached half-way. It's as if there was a determination to include everything for fear of missing something out. A briefer strategy, in my view, would be more usable and more of a "live" document. I'm sure that you would want this to be a "living" treatise in the sense that it could be easily assimilated and understood and owned. At the moment I feel that it is too dense, too lengthy, and will be put to one side and not used.

The biggest risk to the NYCC Library Service surrounds volunteers. At the moment the 31 Community Libraries seem to be doing well as far as volunteers are concerned. What will the position be in 2023 and beyond? Whilst the Strategy, quite rightly, pays tribute to the input made by 2,000 volunteers across North Yorkshire it is silent on the question of the recruitment, training, retention, and appreciation of the necessary volunteers who will be the "front line", over time. The Strategy will fail

without appropriate volunteer input. So there should be some narrative on this question.

A third point concerns the Library being "at the heart of the community". I've been thinking about this. In some places the local library will, quite rightly, be at the heart of the community and will be recognised as such. But certainly not everywhere. There will be variation from place to place. For example, in Settle we have a Business Hub as well as a lively and flourishing Age UK organisation. It would be wrong for our Library to duplicate the activities of both Business Hub and of Age UK but entirely right that our Library should complement and partner these other organisations. Going back to the Strategy perhaps there could be more recognition that there will be variations in each local situation and that libraries should work to develop their co-operation with other local organisations.

So my comments are that the Strategy should encompass the above. Also reduce the length radically, cut out many of the lovely pictures as "packing" and unnecessary, and particularly make the document more easily digestible thinking all the time about the end users.

Email received:

Thank you for your email regarding the consultation on the library strategy. We discussed the proposal at our meeting this morning and felt it gave a clear message of all the things that we ourselves hope to achieve. We liked the presentation and are looking forward to viewing the final version!

Social media comment:

I don't think it is sustainable to rely on volunteers to run a public service. The volunteers themselves are amazing, but eventually that resource will run out as people retire older, and families running on two full time jobs have no time to give.

Initial Equality Impact Assessment Screening Form

This form records an equality screening process to determine the relevance of equality to a proposal, and a decision whether or not a full EIA would be appropriate or proportionate.

Directorate	Central Services
Service area	Libraries
Proposal being screened	Revision of library service strategy
Officer(s) carrying out screening	Chrys Mellor
What are you proposing to do?	Revision of current service strategy
Why are you proposing this? What are the desired outcomes?	Existing strategy does not reflect current service delivery model (which was introduced after extensive public consultation) or current use made of public libraries.
Does the proposal involve a significant commitment or removal of resources? Please give details.	No

Impact on people with any of the following protected characteristics as defined by the Equality Act 2010, or NYCC's additional agreed characteristics
As part of this assessment, please consider the following questions:
- To what extent is this service used by particular groups of people with protected characteristics?
- Does the proposal relate to functions that previous consultation has identified as important?
- Do different groups have different needs or experiences in the area the proposal relates to?

If for any characteristic it is considered that there is likely to be an adverse impact or you have ticked 'Don't know/no info available', then a full EIA should be carried out where this is proportionate. You are advised to speak to your Equality rep for advice if you are in any doubt.

Protected characteristic	Potential for adverse impact		Don't know/No info available
	Yes	**No**	
Age		✓	
Disability		✓	
Sex		✓	
Race		✓	
Sexual orientation		✓	
Gender reassignment		✓	
Religion or belief		✓	
Pregnancy or maternity		✓	
Marriage or civil partnership		✓	
NYCC additional characteristics			
People in rural areas		✓	
People on a low income		✓	
Carer (unpaid family or friend)		✓	

Does the proposal relate to an area where there are known inequalities/probable impacts (e.g. disabled people's access to public transport)? Please give details.	We have no evidence that the impact should be greater on areas where there are known inequalities/probable impacts.
Will the proposal have a significant effect on how other organisations operate? (e.g. partners, funding criteria, etc.). Do any of these organisations support people with protected characteristics? Please explain why you have reached this conclusion.	It is not anticipated that there will be a significant effect on how our partners operate. All partners have been involved in the development of the Strategy.
Decision (Please tick one option)	EIA not relevant or proportionate: ✓ Continue to full EIA:
Reason for decision	No potential for discrimination or adverse impact has been identified. The revised library strategy has been developed to reflect the current service delivery model (which was introduced after extensive public consultation and full equality impact assessment). The service will continue to collect data on usage etc, to undertake the nationally validated Public Library User Surveys, and to gather customer feedback through comments books etc. Together this allows the service provision and customer views to be continuously monitored to ensure that people with protected characteristics are not put at a significant disadvantage.
Signed (Assistant Director or equivalent)	Neil Irving Assistant Director Policy, Partnerships and Communities
Date	6 April 2020