

Agenda

Corporate and Communities Overview and Scrutiny Panel

Wednesday, 13 July 2016, 2.00 pm
County Hall, Worcester

All County Councillors are invited to attend and participate

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(Kurdish) کوردی سۆزانی. ننگهر ناتوانی تێبگهی له ناوهرێکی نهم بپلگهیه و دهستت به ههچ کس ناکات که و ههیهگهیه تێبوه بۆت، تکلیه تملظون بکه بۆ ژمارهی 01905 765765 و داوای رینۆینی بکه (Kurdish)

ਪੰਜਾਬੀ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਮਹੱਤਵ ਸਮਝ ਨਹੀਂ ਸਕਦੇ ਅਤੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਤੱਕ ਪਹੁੰਚ ਨਹੀਂ ਹੈ, ਜੋ ਇਸਦਾ ਤੁਹਾਡੇ ਲਈ ਅਨੁਵਾਦ ਕਰ ਸਕੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਦਦ ਲਈ 01905 765765 'ਤੇ ਫ਼ੋਨ ਕਰੋ। (Punjabi)

DISCLOSING INTERESTS

There are now 2 types of interests:
'Disclosable pecuniary interests' and **'other disclosable interests'**

WHAT IS A 'DISCLOSABLE PECUNIARY INTEREST' (DPI)?

- Any **employment**, office, trade or vocation carried on for profit or gain
- **Sponsorship** by a 3rd party of your member or election expenses
- Any **contract** for goods, services or works between the Council and you, a firm where you are a partner/director, or company in which you hold shares
- Interests in **land** in Worcestershire (including licence to occupy for a month or longer)
- **Shares** etc (with either a total nominal value above £25,000 or 1% of the total issued share capital) in companies with a place of business or land in Worcestershire.

NB Your DPIs include the interests of your spouse/partner as well as you

WHAT MUST I DO WITH A DPI?

- **Register** it within 28 days and
- **Declare** it where you have a DPI in a matter at a particular meeting
 - you must **not participate** and you **must withdraw**.

NB It is a criminal offence to participate in matters in which you have a DPI

WHAT ABOUT 'OTHER DISCLOSABLE INTERESTS'?

- No need to register them but
- You must **declare** them at a particular meeting where:
You/your family/person or body with whom you are associated have a **pecuniary interest** in or **close connection** with the matter under discussion.

WHAT ABOUT MEMBERSHIP OF ANOTHER AUTHORITY OR PUBLIC BODY?

You will not normally even need to declare this as an interest. The only exception is where the conflict of interest is so significant it is seen as likely to prejudice your judgement of the public interest.

DO I HAVE TO WITHDRAW IF I HAVE A DISCLOSABLE INTEREST WHICH ISN'T A DPI?

Not normally. You must withdraw only if it:

- affects your **pecuniary interests OR** relates to a **planning or regulatory** matter
- **AND** it is seen as likely to **prejudice your judgement** of the public interest.

DON'T FORGET

- If you have a disclosable interest at a meeting you must **disclose both its existence and nature** – 'as noted/recorded' is insufficient
- **Declarations must relate to specific business** on the agenda
 - General scattergun declarations are not needed and achieve little
- Breaches of most of the **DPI provisions** are now **criminal offences** which may be referred to the police which can on conviction by a court lead to fines up to £5,000 and disqualification up to 5 years
- Formal **dispensation** in respect of interests can be sought in appropriate cases.

Corporate and Communities Overview and Scrutiny Panel Wednesday, 13 July 2016, 2.00 pm, County Hall Worcester

Membership

Councillors:

Mr C B Taylor (Chairman), Mr S R Peters (Vice Chairman), Mr S C Cross, Mrs P E Davey, Mr C G Holt, Mr R C Lunn, Mrs E B Tucker, Mr P A Tuthill and Vacancy

Agenda

Item No	Subject	Page No
1	Apologies and Welcome	
2	Declarations of Interest and of any Party Whip	
3	Public Participation Members of the public wishing to take part should notify the Head of Legal and Democratic Services in writing or by e-mail indicating the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 12 July 2016). Enquiries can be made through the telephone number/e-mail address below.	
4	Confirmation of the Minutes of the Previous Meeting	
5	Future Proposed Changes to Library Opening Hours	1 - 24

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Date of Issue: Tuesday, 5 July 2016

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CORPORATE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL 13 JULY 2016

FUTURE PROPOSED CHANGES TO LIBRARY OPENING HOURS

Summary

1. The Cabinet Member with Responsibility for Localism and Communities and the Head of Service for Communities have been invited to the meeting to discuss the responses to the County Council's engagement process on the proposals around the reduction of public library opening hours and in turn, the reduction in front line staffing hours.

Background

2. At its meeting on 25 May 2016, the Panel discussed the proposals to reduce library opening hours by 76.5hrs in total across the county (excluding The Hive) and agreed that a further discussion would take place when the analysis of the public engagement process was available.

3. The Panel were keen to ensure that:

- The proposals reflected the way in which libraries were currently used with online facilities available as required.
- Opening and closing times of the libraries reflected the local need and also took into account those service users with working patterns which precluded them from accessing a library between 9am-5pm.
- Other types of usage were considered - libraries weren't only used for borrowing books, they were used for other activities eg studying or accessing a computer.
- Resident's views were listened to and taken into account.

4. The Libraries 'Decisions Document' setting out way forward on Library opening hours is attached at Appendix 1 and the Summary of Customer feedback on opening hours changes is attached at Appendix 2.

Purpose of the Meeting

4. The Corporate and Communities Overview and Scrutiny Panel is asked to:
- Consider the information before them;
 - Determine whether it would wish to carry out any further scrutiny; and

- Agree whether it would wish to make any comments to the Cabinet Member with Responsibility for Localism.

Supporting Information

Appendix 1 - Libraries 'Decisions Document' setting out way forward on Library opening hours

Appendix 2 - Summary of Customer feedback on opening hours

Contact Points

County Council Contact Points

Worcester (01905) 763763, Kidderminster (01562) 822511 or Minicom: Worcester (01905) 766399

Specific Contact Points for this report

Neil Anderson, Head of Communities/Carol Brown Service Improvement Manager Libraries, 01905 846 580 nanderson1@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer there are no background papers relating to the subject matter of this report:

[All agendas and minutes are available on the Council's website here.](#)

**Future Fit Staff Savings Proposal 2016/17
Response to consultation feedback**

Opening Hours

Bewdley, Broadway, Bromsgrove, Droitwich, Evesham, Tenbury and Upton

Changes will go ahead as proposed at these libraries where no feedback has been received or where very low amounts of feedback have been received with no common/recurring suggestions or ideas.

Hagley

Opening hours at Hagley Library will remain unchanged for a period of 12 months following a generous offer from Hagley Parish Council, our partners in providing library services to the Hagley community, to provide the necessary funding to allow us to deliver the required savings while retaining current opening hours. The arrangement will be reviewed after 12 months.

Alvechurch

Consider closing on a Saturday before a Bank Holiday, or between Christmas and New Year, that would save the cost of staff wages and give staff a benefit? (staff feedback)

A review of average visitor numbers at Alvechurch Library on Bank Holiday Saturdays compared with non-Bank Holiday Saturdays since April 2015 reveals that for half of the Bank Holiday Saturdays visitor levels either met or exceeded those of non-Bank Holiday Saturdays for that month. Where they were lower it was not by a significant amount. Similarly between Christmas and New Year for 2013 – 2015, average daily visitor numbers were between 17 and 27 less than the daily average for the month, with daily totals reaching high levels on some days, e.g. 154 on 29th December 2015. These visitor numbers are not sufficiently low to suggest that closure would not have a significant impact on customers and we will not therefore proceed with closure on Bank Holiday Saturdays or the days between Christmas and New Year.

There would be less impact on customers of Alvechurch Library if opening hours were adjusted to close at 5pm, rather than to open at 9.30am. The library is on average busier in the afternoon than the morning and there would be an opportunity to focus on the development of a wider range of services and activities for customers using the library in the afternoon (staff feedback)

A more detailed review of data and a manual visitor count of visitor levels confirms that there is four times the activity between 9am and 9.30am than between 5pm and 5.30pm. On these grounds we will proceed with opening at 9am and closing at 5pm as proposed.

Kidderminster

9.30am opening does not reflect opening hours of potential co-located frontline service (stakeholder feedback)

A visitor count between 9am and 9.30am reveals between 30 and 40 visitors for the first half hour of library opening. In view of these visitor numbers and the requirement to co-ordinate opening hours with those of income generating co-located services, Kidderminster Library we will retain 9am opening from Monday to Saturday. Other changes will go ahead as proposed with the library closing at 5pm on Monday, Wednesday, Thursday, Friday and Saturday

Malvern

A significant amount of feedback regarding negative impact on working people and working parents of reducing the number of late openings (customer feedback & Malvern Wells Parish Council)

In order to ensure that working people, including working parents, are able to access library services in Malvern, we will retain two late nights until 7pm on Tuesday and Wednesday and facilitate use of library between 7pm and 8pm for Adult Learning classes and other trusted partners/groups.

Other changes will go ahead as proposed with the library closing at 5pm on Monday, Thursday and Friday and at 4pm on Saturday

Pershore

I am concerned that the proposed reduction in hours at Pershore Library will make it virtually impossible for people in full time employment, and in particular those working in retail, to access the library. The presence of the Tourist Information Centre in Pershore library gives us the chance to make the necessary savings without reducing opening hours. Please will you reconsider this unnecessary cut in service. At the very least it is important to retain the 5.30pm closing time on Fridays and late opening to 7pm on Tuesdays (Councillor feedback - Liz Tucker)

Pershore Tourist Information Centre (TIC) have confirmed that from 4 July 2016 their opening hours will change to 9am – 4pm every weekday and 10am – 2pm every Saturday. As a direct result of further integration of service delivery between the Library and Tourist Information Centre, Pershore Library Manager has been able to identify changes to staffing arrangements which will deliver staff savings without making any changes to Pershore Library opening hours. This is a significant success of the co-location and close relationship between the Library and Tourist Information Centre.

Redditch

Consider opening to 6pm on Monday and Tuesday; extend Friday opening to 7pm and publicise "Friday Night is Library Night"; open at 9:30am on all 6 days of the week. I am not convinced that you would lose anyone by opening at 9.30am rather than 9am and this was what the library used to do. I hope these are sensible and constructive proposals which benefit those people who want to use the library and also those who don't currently. (Councillor feedback - Robin Lunn)

9.30 opening does not reflect opening hours of potential co-located frontline service (stakeholder feedback)

In consideration of the potential for generating income for the library service through additional service co-locations at Redditch Library, we will retain 9am opening from Monday to Friday.

In order to ensure that working people, including working parents, are able to access Library services in Redditch we will retain late opening on two days; Tuesday and Thursday which are evenings with highest levels of customer activity. We will engage with the local community to invite their feedback on their preference for Thursday or Friday for late opening.

Other changes will go ahead as proposed with the library closing at 5pm on Monday.

Rubery

Consider opening Saturday morning when the library is busier rather than Saturday afternoon. Retain Saturday and/or evening opening to cater for working customers (customer feedback)

Request no changes to opening hours in order to ensure services are available to whole community – (Councillor feedback – Peter MacDonald)

A more detailed review of library participation on Saturday reveals that visitor levels are highest between 10am and 2pm. Proposed Saturday opening times will be revised to 10am – 2pm to reflect this pattern.

In order to ensure that working people, including working parents, are able to access Library services in Rubery, we will retain late opening on Thursday, but until 6pm as visitor levels and customer activity between 6pm and 7pm are very low. We will facilitate use of the library between 6pm and 7pm for Readers Groups and other trusted partners. A manual count of visitor numbers shows very low visitor numbers between 5pm and 5.30pm and on this basis we will go ahead with proposals to close at 5pm on Monday, Tuesday, Thursday and Friday.

St John's

Consider opening at 9.30 each day to ensure continued late opening on Tuesday (Councillor Feedback - Richard Udall)

To ensure that working people are able to access library services in St Johns we will retain late opening until 6pm on Tuesday. We will retain 9am opening to reflect high visitor levels between 9am and 9.30am.

Stourport

A range of suggestions including opening half day Wednesday, introducing a late evening or opening all day Saturday to enable working customers to access the library and improving marketing and signage to increase visitors (customer feedback)

Open all day Wednesday and Saturday to enable WCC staff to use the corporate Touchpoint (WCC Staff feedback)

Retain existing opening hours to allow building access for staff and customers of other Civic Centre services and organisations (Town Council Feedback)

We will work with WCC as corporate landlord of the Civic Centre building in Stourport to arrange alternative building access for WCC corporate Touchpoint users and staff/customers of other tenants who occupy the building.

To ensure that working people can access library services in Stourport we will retain existing Saturday opening hours of 09:00 – 16:00.

A more detailed review of library visits and activity data and feedback from the Library Manager confirm low activity levels on Wednesday.

- The additional opening day has not increased overall visitor numbers; in fact average total visitor numbers have reduced by just short of 10% on the previous year and average visits per day have reduced by 21%
- Visitor activity on Wednesdays has failed to meet levels of other days
Wednesday's combined share of visits, issues and PC bookings is 10% compared to 19.6% on Monday and Tuesday, 17.8% on Thursday, 17.2% on Friday and 14.9% on Saturday
- Efforts by the local Library Manager to increase visitor numbers on Wednesdays, including Adult Learning classes and children's activities, have had very limited success

On this basis we will go ahead with the re-introduction of a closed day on Wednesday. Visitor levels and customer activity between 5.00 and 5.30 are very low with less than 2% of customer activity taking place between these times. On this basis we will proceed with the proposal to close Stourport library at 5pm on Monday, Tuesday, Thursday and Friday.

New exterior signage has been purchased for the Library and the Library Manager is pursuing the addition of town centre directional signage with the Town Council.

To minimise disruption to customers, consider retaining current Saturday opening of 09:00 to 13:00 and closing at 17:00 instead of 17:30 on Monday and Thursday or Friday (staff feedback)

A more detailed review of Woodrow statistics reveals that customer activity levels from 12 – 1pm on Saturday are twice that of combined activity for 5pm to 5.30pm on Monday, Thursday and Friday. On this basis we will retain Saturday opening until 1pm and close at 5pm on Monday, Wednesday and Friday.

Changes to Library Opening Hours

Summary of public engagement responses

Library	Comments
Alvechurch	<ul style="list-style-type: none"> • Could we stay open until 5.30 on one evening? • Could volunteers staff the library for the last 30 minutes? • Don't reduce the opening hours they have been reduced before • A bit harsh not to be open after 5.00pm on any day of the week and - could it be adjusted to open at 9.30 one day and close at 5.30 one day – understand that busy times are when school children are dropped off but many people will never use the library as they don't get home in time.
Bewdley	<ul style="list-style-type: none"> • Need the library open the same hours as before. Easier for mums who take other children to school • Libraries and Learning Services are an essential aspect of society from the young to the old. Travel books, holiday guides and maps improve our visits at home and abroad. Biography, History, Military History, Arts and Crafts - stimulate our brains. Relate for the young to school curricula. All best wishes to your coming move. • Shaving a little time each day seems the best approach. 9.30am opening is no real handicap. Better than 1 large e.g. half day closing. Bewdley Library could advertise which local ish centres are open on a Tuesday. Maybe trial 10/10.30am - 6pm one day to assist users who work 9am - 5pm. Saturdays could be rejigged.
Broadway	<ul style="list-style-type: none"> • Would suggest that when reviewing the opening hours for Broadway Library you consider opening at 10am in the mornings instead of at 9.30am Perhaps the library could also close at 12.30 on Saturdays? Thank you for your consideration.
Bromsgrove	<ul style="list-style-type: none"> • In the circumstances you are doing your best to minimise the impact.
Droitwich	<ul style="list-style-type: none"> • I agree with the proposals to reduce the evening hours on a Tuesday. Very often the library has young people and others just hanging about and they create an intimidating and unpleasant environment for staff and other users. • There are undoubtedly a number of reasons why you do not open on Thursdays which your administration uses for training etc. Friday is market day. It would be better if the library was open on Thursdays.
Evesham	No comments
Hagley	<ul style="list-style-type: none"> • Parent with school age children often come to the library straight after 'drop off' at 9am, so opening at 9.30 will restrict this. The coffee machine is a waste of money - nobody uses it. • Very disappointed to hear of shortened opening hours at Hagley Library - what next? • Shorter hours are fine but Saturday afternoons should stay open. • I understand the early close. It has just been me and 2 members of staff for over half an hour this afternoon. I could come in at a different time.

Changes to Library Opening Hours
Summary of public engagement responses

	<ul style="list-style-type: none"> • Unfortunately I was unable to attend the meeting for volunteers with Library Services and Hagley Parish Council. I would like put forward my own thoughts as a Hagley resident and library user and library volunteer. The Library is a service available for the whole community of all ages, pre-school, students, working, non-working and elderly. My concerns are that proposed opening times may exclude some of these groups of the community, lead to the loss of the goodwill of current users and not entice new. Reduction in opening times could potentially give the appearance of deterioration of and a part-time service. Hagley Library has already had opening hours reduced, from 5.30pm to 5pm, there is no late evening opening and is closed for a full day on Tuesday. To accommodate a wider group of the community my thoughts on the hours subject to change are: 9.30am opening - I feel would be acceptable to most users. 4.30pm closing - my teenager's observation is when using the library computers after school this gives insufficient time to complete homework. Saturday opening - traffic and parking is difficult on Saturday mornings. We are not alone in finding other library users who choose to visit during afternoon opening. The current usage displays also show greater usage on a Saturday afternoon than at certain times during the week. Saturdays – suggest 10.30am/11am until 4pm. To compensate hours, possibly open later one morning mid-week, perhaps Thursday open at 10.30am/11am.
<p>Kidderminster</p>	<ul style="list-style-type: none"> • Libraries have always been and still are important venues for the public. This new Kidderminster Library is more like a community centre now than a purely books and learning venue, simply a reflection of modern society! A very useful daily venue for many reasons - books, computers, information, papers, research, academic work and useful to 'dry out' or warm in the Winter. Keep the library open for as long as possible. • Concern about "unstaffed periods" - 'The Shuttle' 21-4-16. Need to improve user experience and security: Toilets unacceptably often out of order; surely greater staff presence/ personnel required to counter existing opportunities for stealing newspapers and periodicals - and books? Computerised monitoring/CCTV is antithesis of library essence - impersonal: excludes millions of not digitally literate: likely ineffective v unruly behaviour (eg. wheelies/ loud music) in public place. • Mix and match opening and closing times to even out provision. But this could be difficult for customers to remember which day is which if not consistent

Changes to Library Opening Hours
Summary of public engagement responses

	<ul style="list-style-type: none"> • Noticed improvement in Worcester at The Hive and decline at Kidderminster despite populations not being too dissimilar in size eg/ range of books - Fiction and Non-fiction. More duplicate best-sellers at The Hive. Now borrow books in Worcester and return to KD, free reservations please to compensate for this. • Please leave one night as late opening per week. • 2 Entrances - Upstairs for computers and reference library, downstairs for book library. Move all books downstairs, move all computers upstairs, expand reference library to original 2000-2010 specification. Book Library 9.30-5pm Monday-Saturday. Computer and Reference Library 9-5 Monday- Saturday. Book renewal etc machine outside in foyer open 8-6 with entrances openable with ticket. • I think the library offers an excellent service, and the staff are very helpful. However really disappointed to see that you are not going to provide the Daily Telegraph from June. Could you re-consider as it has well informed articles and good news coverage. I would think it is read by more users that the Financial Times • I'd like the library open until 7pm. I am busy all day so don't come in until the late night. 9-9.30 closed wouldn't affect me. • Closing at 5pm on a Thursday would be fine - as long as you keep Tuesdays until 7pm • Proposed changes aren't too bad at all. The Press coverage suggested it would be worse. • Nice and quiet at late night for study • In 12 months time you lot will be shortening the opening times again. • I appreciate this library is a public service but there is a constant group of unemployed jobs in the library discussing crime etc. • Please keep our library open and for longer if possible and quieter would be nice. Thank you for the service you already provide and the help from staff.
<p>Malvern</p>	<ul style="list-style-type: none"> • I wish to comment on the proposed changes to the opening times at Malvern library. I would find the new hours of no use to me. I use the library later in the week when it is proposed to close at 17:00 and on Saturdays when the new close time would be 16:00. The late evening opening is at present no good to me. Other money saving ideas. Upgrade the internal lighting to the latest designer. Turn off all outside lighting at night or put them on a movement sensor so they only come on when needed. I saw some lighting near the entrance on when the building was closed. When the PCs are off, the monitors are in standby mode, but they are still using power. Could these not be turned off as well. Could not the power circuit be on a timer so that after the PCs shut down at the end of the day, the power circuit shuts down as well. Improve the stock control system so that stock does not go missing or is stolen. I

Changes to Library Opening Hours

Summary of public engagement responses

	<p>have not had my card of address details checked for ages. These things above would although cost in the first place would save money in the long run which could be put back into the service. I would also like to comment on the internet. It is very slow at present. I can't even watch the I Player. It did not used to be like this.</p> <ul style="list-style-type: none"> • As a pensioner I no longer need the late night hours. When I worked they were the only time I could access the library and borrow books. A lot of people work weekends and need the later hours. Perhaps stay open late 1 - 2 nights a month and open later in the morning - 9.30 as it used to. • You could easily "gain" 2.5 hours by opening at 9.30 am Monday to Friday. I think you used to open at 9.30 many years ago. Use these 2.5 hours to stay open until 8.00 pm one other night a week for people with 9 - 5 jobs. • Better now than ever before excellent staff and a great facility. Long may it remain so. • I appreciate the attempt in the two charts to show library usage but where is the chart for people just reading / studying? The change in hours will not affect me as a retiree. I am concerned for those who can only visit the library after school / college / work. We moved to Malvern recently from Warwick. We really appreciate a great library. Presumably cuts are inevitable but I do hope this isn't the start of a slippery downward slope! • If you need to change the hours to keep the library open then it is better than shutting them! • It would be good if we could have 2 days that run to 5.30 as opposed to just one (currently 8.00 pm on Tuesday under new proposals). I work traditional hours and this would limit me to just Tuesdays. • Libraries are important part of the community from cradle to grave, they supply an outlet to the young a contact for the lonely and an awful lot of pleasure to their users. • Changes in times are irrelevant as long as we have a library, it is very necessary and full of soul food. • It probably won't affect me too much now I'm retired but when I worked the late night openings were very useful. To lose half of them would be a great pity. • Good to see that the library will be open for at least some part of the day - Mon - Sat. Closing on one day a week is inconvenient.
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Changes to Library Opening Hours

Summary of public engagement responses

	<ul style="list-style-type: none"> • 1. The Library is the Hub of Malvern. • 2. It caters for children, computer users, a café, Job Centre, Council Services and an excellent well used library. • 3. Our staff are a part of Malvern. Efficient and Customer friendly. • 4. Remember if we lose our library, the Theatre, Morgan Cars and the Hospital. They will be gone forever. • Although reduced hours wouldn't affect me personally, it would for people who work only one late evening, instead of two and obviously the staff involved - pay cuts. Not impressed! We need our library! • I frequently use the library following other work commitments, so arrive at 4.15 and work till 5.15. A 5 pm close effectively means computers shut down at 4.50 pm. There are usually several other users at this time. Wednesday evening opening is helpful for book borrowing, for those at work in the day. Will be sad to see further cut, when funds are clearly being diverted into private enterprise. • As a lifelong member of many libraries and avid reader, I have been very happy with this library, the building and gardens. The number of books and special gratitude to the kind staff and their knowledge and expertise. Please, please keep this very special service. • The proposed changes to library opening hours will NOT impact at all on my use. General: I find ALL the staff friendly and helpful, I am a very strong user of all the library functions and find that it (the lib) is a great asset to the Town!! Please continue to grow and develop! • Keep the new books coming - I don't mind paperbacks if they are cheaper. Do what is necessary to keep the library open. Good Staff, pleasant environment. I use it regularly. • Proposed new opening hours look good to me. • I feel lucky to have such a good library so near to me. It is so important to safeguard our libraries, and I feel aggrieved that County Finances are in such a parlous state. I also feel sorry for any staff who have to have hours cut. As I am retired the new hours will still suit me, but for working people it will not be too easy. I hope this is not the start of a "slippery slope" towards closure. • Do not close library. The new times are ok. They will not effect me. • Shorter opening hours are not a good idea. How many of your late users have to come in then and have no other times slots available because of work commitments. Not everyone can afford or are able to have the internet at home!!
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Changes to Library Opening Hours

Summary of public engagement responses

	<ul style="list-style-type: none"> • A truly excellent resource. An inviting, warm, safe, welcoming community place. Great Children's library - space to read to children, chairs and table for younger / older siblings to colour whilst selecting or reading books to the other child. Great 'Bounce and Rhyme' session, always full of friendly music (can make friends and pick books after). Friendly and well priced cafe for children and to meet friends. Great 'new books' and 'recommended books' section for a quick choice. Helpful and friendly staff. Libraries are really important places for young and old. I can't fit in this space how good this library is! • I am happy with the proposed changes in library opening times except for the closing time on Wednesdays. Two evenings, open until 8.00 pm is preferable. • Revised times seem reasonable under current circumstances. Hope that it would not affect Poetry and Reading Groups' meetings here. (service offered by this library is overall excellent!). • I wish to protest about the reducing of staff and closure times. The Malvern Library provides recreational cultural and public services for a wide range of people. Early closure times affect people who are employed. Also not everyone owns a computer, and access is valuable. • I think library should open in the morning. Proposed hours too late. • Too many, under-employed librarians? • I would rather the hours were shortened, than our library be closed • Your proposed changes make perfect sense based on your analysis. Thank you for this wonderful library. • Library opening hours should not be cut further. The library offers a vital public service for all members of society and should be both in the daytime and the evening. Reducing opening hours will reduce the number of people having access to books, computers and adult learning. Evening opening is essential and should be extended, not reduced. Statistics showing numbers of library users withdrawing / returning books or using computers should not be the only measure of the libraries value. It is at the centre of our community and offers both leisure and learning activities for all. • Personally the proposed changes do not affect my use of the library. However, if I worked a 9 to 5 job it would certainly be a problem and I imagine many folk do! • I think it is important for the library to stay open for the hours that are presently organized. Lots of people use the facilities after they finish work etc. I would like to use the library more often as well.
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Changes to Library Opening Hours

Summary of public engagement responses

	<ul style="list-style-type: none"> • The library not only lends books, but in a place where data can be exchanged, advice given and also an opportunity for learning. The library is particularly friendly and works well as a meeting place as well as a place to support learning, and to gather information. Reducing hours will reduce access to users who are working. • I value very highly Malvern library. I attend German and Creative Writing classes, borrow books and use the café. I think that closing the library early on what was a late evening, is a very bad option for those who work and use the library after work. • Although in my mid 70's and therefore free to visit the library during the revised opening hours myself, I am very concerned that the earlier closing time will impact on school children adversely. The general public, who work, will also have restricted access. Even in our internet times, browsing can be a very important aspect and extend people's appreciation of books. • Why not ask the public to bring in good condition books to save at least as much money as these inconvenient cuts would save. Other libraries have tried this and it does work. Evening hours are needed. • Malvern Library provides an excellent service and has done for 110 years. I am happy with the new times provided that the arrangement will not lead to redundancies. But cuts have a habit of becoming a precedent for further cuts. • Most people have Saturdays as a day off and library needs to be open until 5.30 pm not 4.00 pm as proposed. Tourists also use the library. • Book club supports young adults who are member of the National Autistic Society Companion Group which meets weekly in Bromsgrove. This is a social as well as an educational service enabling young adults in the autistic spectrum to live independently and gain paid / volunteering work. Please do not cut library hours. • For people who are at work would it be helpful if Tuesdays evening remained open and the morning closed? It does not affect me. • This library is well used and the hours should NOT be cut. Invaluable for parents and children. People who work 9 - 5 will have virtually no access to adult learning or just to the library itself under these proposals. Keep public services that are working well as they are.
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Changes to Library Opening Hours

Summary of public engagement responses

	<ul style="list-style-type: none"> • The library is a vital community resource as well as educational and advice centre. For many it is the heart of our local community - surely this is something the County Council wants to enhance rather than undermine through these proposed cuts? • The library is an excellent resource for this book club - both the range of available books and excellent informal and helpful staff. Library is used by Book Club co-ordinator to reserve books, and members of the book club to return books! Most members are at work during day, so evening and weekend opening is essential to maintain support. • The graph presenting statistics of usage creates a false - even dishonest - picture, as the non-usage in the graph zero after 6.00 pm - is after the library is closed on several days of the week. • Currently I am unemployed and use the library a lot, I am about to re-enter the work force and once I am working the times I will be able to use the library will be restricted to Tuesday evening and Saturdays. This is unacceptable to me, this is clearly a money saving exercise aimed at paying your staff less. • Malvern Library is the defining building and centre point of Malvern. It combines architectural beauty with a store of wisdom. It reflects the town's wealth without flaunting it. It welcomes everyone in a warm, friendly manner. It encourages the community in a particularly open way. It is enriched by friendly staff who enjoy being helpful. It is a perfect meeting place for many different minds. It sets the standard for the civilisation of this area. Its giving nature is one that we can all aspire to. • I use the library for browsing and reading as well as language and other classes. I do borrow books, maps and films, but also bring grand children here in holidays and after school or swimming, to look at and talk about books. I very much want to keep this valuable resource for their and my future. We may be losing our evening classes at the College - where will we go for evening resources in Malvern in future if we lose the library too? • Malvern Library is a wonderful resource. I come from Hereford every week to a German Class. Cutting the hours, even a small amount, will seriously affect the service given. • I think this is the best library in the world. • Please do not change the opening and closing hours. Thank You. • Please stay open as you do currently. Extended opening hours like Tuesday is very useful.
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Changes to Library Opening Hours

Summary of public engagement responses

	<ul style="list-style-type: none"> • The library is a fundamental service to our community which our family use constantly. The hours should be kept as they are. The library should be kept open as is. • Please do not do this. There is no need to change the times. Thank you. • I feel that the current opening hours are excellent and allow one to use the library at the end of work. If the hours are reduced, I won't be able to use Malvern Library as easily or as often • Please do not reduce the opening hours of this superb library. Working full-time means I cannot come into the library during the working day. • Proposed shorter hours look perfectly acceptable. It is important to keep one late evening opening. • Excellent service. Change in opening hours are sensible and reasonable compromise in these straightened times. • It is unfortunate that the library is now forced to consider the times for the Job Centre before those of it's own clients. At a stroke you will be denying working people a decent access to the library. The Saturday time also operates less for busy parents and their children. Libraries are essential places for maintaining an educated and informed population as big business is taking over other media. • I think it's absolutely essential to keep the library open for as many hours as possible. It's a drop-in - browsing place - and free - for many who would otherwise be isolated, from pensioners to young mums who use the splendend children's section. It's an information hub, the staff are pleasant, patient and helpful - oh - and it has lots of books! So PLEASE keep going! • Extremely concerned that the opening hours are to be restricted in a country that prides itself on educating the masses. It is a pleasure to see the youngsters, our country's future, using and enjoying the library. Restricting the end of the days hours will be restricting of access to both children and working adults. We must provide access to the people who need it most! • All aspects of the Library services are essential to me and my family. • I think it's awful that the library may close at 4.00 pm on a Saturday. As a parent it really limits my time and opportunity to get here with the children. It's a vital day to be open for longer. Longer opening hours in the week are also important.
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Changes to Library Opening Hours

Summary of public engagement responses

	<ul style="list-style-type: none"> • The libraries are, and always have been an important asset to my life. As a young man The British Museum and V&A libraries were places of wonder and enlightenment; later the county and town libraries have supplied answers to questions, or simply 'good reading' - Now, as one of the elderly, I still find the libraries and librarians, easy to talk to - and far more helpful, than facing the internet's anonymity - Long may you be here! • For those at work I think it is essential that a library is open in the evening. Malvern has a beautiful and special library and it would be very sad to lose it. It is an important part of my life and enables me to try lots of books that I probably wouldn't buy. • The libraries are such a great asset it would be a pity to start 'winding them down'. The proposed early closure at Malvern would be bound to affect those who find it convenient to use the library later in the day - especially on Saturdays. Perhaps it would be better to stay open on 2 evenings but close at 6.00 pm, retaining the closure at 5.30 pm on the other days. We're very grateful for this facility and think it is money well spent; Malvern should be proud of its wonderful library! • The shorter hours will mean that those of us who work (standard) hours won't have access to library services - the evening sessions and the last 30 mins on other days during the week are important. It is surely making the library a resource for the retired! I can understand shorter day on Saturday but please don't stop weekday evening opening on Wednesday and keep open till 5.30 - how much money does this actually save at the expense of service. If use is low at certain times why not promote events or encourage activities in more times to widen engagement with the library. *USE YOUR IMAGINATIONS*! • Changes seem to disadvantage people who work. It seems odd that cutting evening opening by 30 mins can provide a saving? It would be good to have more events and activities to draw people in. • <ol style="list-style-type: none"> 1. The proposed opening times changes are ok. 2. I object to the planned cut backs in subscriptions to magazines. Where is the evidence that residents of Malvern support this change? Or the statistics on how many people use the service, and which publications they want to read? This service saves its users money. I would happily pay a small amount extra on my council tax bill to fund this service if other people did the same.
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Changes to Library Opening Hours

Summary of public engagement responses

	<ul style="list-style-type: none"> • Our Library is a wonderful asset to Malvern and SHOULD NOT BE TAMPERED WITH. Sales of 'Kindle' are diminishing, sales of books are increasing so the new reading generation are recognising the importance and love of holding a book - we must encourage this, not put a brake on the accessibility of books. • I have attended several evening courses and events and very much appreciate this facility. For many it is also important to have access to the wide variety of other services housed within the library building at other than standard working hours, as well as being able to use the library itself. • Losing one late night opening seems to me like a bad move, since: <ol style="list-style-type: none"> a. any commercial property to let accommodation to a club or society will be lost, and b. Working parents with school-age children will lose 50% of their opportunity to visit the library. • I think library hours are important on Saturdays for people who work in week. Thank you • I think the reduced hours are reasonable. It's regrettable that this important community facility has to make these changes but if it helps to keep the Malvern library open in the long-term, then it is a compromise situation that we have to accept. • Times are challenging and public services are under threat. With libraries we must take a longer term view however. They are learning institutions, all locally important for the younger generation and must receive the support needed to maintain this role. Don't make the rather short sighted mistake made by Birmingham Library - later recinded fortunately. • This library is very important to Malvern, both for adults and children. Not only are books so important for all ages, it's a meeting place for everyone. There have been a great many changes over the years, some good, some not so good. But whatever the future holds - we need you.
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Changes to Library Opening Hours
Summary of public engagement responses

	<ul style="list-style-type: none"> • I am disappointed that a reduction in opening hours for Malvern library is being considered. Evenings are an important (and sometimes the only) time that some can attend the much cherished resource of our local library. As you know, libraries are so important to our community in so many ways (aside from the important aspect of books, computers, newspapers). Our library is a meeting place, somewhere to talk and be treated with respect and gentleness. If you haven't already, please read "Public Library" - Ali Smith - it is a joy - "because libraries have always been a part of any civilization they are not negotiable. They are part of our inheritance" P.42.cont. re Ali Smith "Public Library" P.75 quoting Sophie Mayer "for me, the public library is the ideal model of society, the best possible shared space". In this secular age, the library may have replaced a place of worship for many, a place to be and share with others, a place of human contact, "a cave of wonder". Please - open more hours - not fewer. • I would rather you keep the existing opening hours - the late opening on Wednesday is particularly useful to me. Also closing at 5.00 rather than 5.30 means I cannot pop in quickly after work. If you need to save money you could try have fewer staff on at the same time.
<p>Pershore</p>	<ul style="list-style-type: none"> • What are the proposed changes to opening hours. How many staff hours are being saved? • By closing the library earlier, you are making the services it provides unavailable for those who do not finish work until 5pm during the week. • I'm sorry the Tuesday late night opening till 7 is being cut back to 6pm, but I have to recognise I'm usually the only one here then! However it would be good to have some late openings for those working office hours.
<p>Redditch</p>	<ul style="list-style-type: none"> • While not accepting the cut of hours by 4, I respect the view that 9 – 10 in the morning is busier than 5 – 7 on Monday/Tuesday. Wonder if you would consider opening until 6pm on Friday, which would still give a cut of 3 hours rather than 4. • Expressing Profound disappointment and anger about the reduction in the hours of opening. *It's yet another flawed policy of the current County Council. The political controlling group of (conservative) councillors- than other parts of the county don't share the views and interests of residents living in many parts of our town. PERHAPS sometime in the future, we don't know when, THE LIBRARY WILL BE OPEN ON SUNDAYS! With praise & thanks to the very dedicated staff.

Changes to Library Opening Hours
Summary of public engagement responses

	<ul style="list-style-type: none"> • Hi, I think you should keep open until 7pm at least 2 days a week. We work full time (9am - 5pm at Alex) I possibly can't come in time to exchange my books before 5pm. Please consider you keep libraries open more -> will help close down prisons in country. • I personally like to attend the library when is quieter,in the evening, so would like to KEEP THE PRESENT OPENING TIMES. I also don't have internet, computers or mobile phones at home, so the library service is important to me to communicate via email. I think the staff here is friendly and helpful and would not like for them to lose an opportunity to work. Thanks. • I would like to add another comment to your proposal of shutting the library early. Having been a heavy drinker in the past, I don't like anymore the pubs or even restaurants atmosphere, so the library is a <u>good alcohol free environment</u> to socialize when the coffee shops close. I believe that we need more social spaces open in the evening to diminish the sense of isolation without fuelling addictions. I suffer from manic depression and the library is a good place to go even when getting low. Please consider the fact that mental health day hospitals get shut too! Thanks for reading this.
<p>Rubery</p>	<ul style="list-style-type: none"> • Graph does not support 1-4pm on Saturday, rather it suggests 10/11 to 2/3pm • Saturday hours should be extended as 3 hrs will not be enough • I use the library regularly. As I work part time the changes won't impact directly, however I can appreciate working users would miss the late finish. Saturday morning would be my preference rather than afternoon. • Feedback from one of the women who works for The Hub at BV. She uses RU on the late night with her daughter and if the late night goes they will not be able to use the service. • To retired people like myself, the change of hours are fine. However for working people the change on Thursday from 7.00 to 5.00 means there is no late evening. Even I have found it convenient to come in after 5.00. Most libraries have at least one late night and I do think if you are going to also cut Saturday mornings, then Rubery Library should be open on one evening. Could it not be closed on a morning or afternoon in the week. I need to access the library regularly as I order and collect books from Rubery Library for the book club I run. • Please do not close the library on a Saturday. I am a regular user then. • Looking at the graphs displayed in Rubery Library about activity numbers it shows high activity on Saturdays from 10-3pm, however the proposed opening time is 1-4pm. It seems to me you will lose clients numbers which is a great

**Changes to Library Opening Hours
Summary of public engagement responses**

	<p>shame. Please re think.</p> <ul style="list-style-type: none"> • The staff are excellent. The library is kept tidy. It has a pleasant atmosphere and the choice of services meets my needs • One lady who has taken a card away to fill in is suggesting opening later every morning plus the 5pm finishes and keeping a late night and 4 on a Sat • Don't agree with the Saturday opening. People have finished shopping by 1.00pm and will be on their way home • Absolutely ridiculous time to open on a Saturday – 10.00 am to 1pm would be better for most people. • We need this library in Rubery. The library is invaluable as a research centre and a lending of books. I am disabled and cannot travel to other libraries. The staff are excellent, extremely helpful. The courses offered have helped me considerably and not only informed but provided an opportunity to meet other members of the public. • It is a shame the hours have to reduce making it more difficult to return books out of work hours. I feel it is better to open shorter hours on a Saturday morning 9-12pm • Whilst the library offers an excellent service, once again we see local services being reduced and cut back. A sign of a civilised society is providing services that benefit the community particularly in the field of educational facilities which serve to improve our understanding and enhance our personal development on an individual and collect manner. Unfortunately Worcester City Council show themselves as not up to the challenge of defending services and bowing its knee to a Government that was elected by only 24% of the electorate. Therefore, take a stand and increase the employed staff in this service and keep the original hours. • Does not take account of people using the library but not taking books out. Does not take account of books being taken out for more than one person on the same card. This will particularly affect the results for children's books. • These statistics show use on a Saturday is high • I am concerned that the Saturday opening is not reflecting the requirements of the local population. It could be a good time for homework. This may not show in the limited information so far collected. Books do not need to be taken out to be used. • The charts used do not take into account people using the library but who do not take books out – we use the library on a Saturday morning. We don't always take books out and never use the computers. – I feel the statistics being used to justify the new hours do not reflect library use. • Closing 30mins earlier in the week probably would not make much difference but because of people who work I think the library should be open Sats.
<p>St John's</p>	<ul style="list-style-type: none"> • I would like to point out that the statistics used on display board

Changes to Library Opening Hours

Summary of public engagement responses

	<p>are very out of date and do not give a true reading. It states that only 2 computers in use at 6pm but in fact tonight (24th May 2016) all of the computers are in use and I have had to wait for a computer.</p>
Stourport	<ul style="list-style-type: none"> • don't close all Wednesday but only close for Wed afternoon and remain open Wed morning. Agree with closing Sat afternoon and 5pm closure instead of 5.30pm • I would like the library to stay open until 5:30 as it is now. I don't agree with libraries being closed because they are a valuable resource. Libraries that I use regularly are Stourport & Malvern. Both of these libraries need to stay open at these regular hours. • Surely the three libraries should share the cuts evenly. Why pick on Stourport (yet again) while Bewdley gets off lightly (yet again!) • Stourport library needs a late night opening for those in full time jobs. Make savings by cutting services at new Worcester library. What a waste of money!! • No closing on any day. The Council ought to manage their budget more efficiently without any cuts to any services. • Having reached (well earned) retirement I have found the library service and facilities to be an endless source of satisfaction, education and help to be invaluable. Moreover, having been the innocent victim of a RTA - and 'laid up' for c 2 years, I have managed to read well over 50 books during convalescence... invaluable! The library staff are exemplary. • Students rarely take books from the library as the homework is nearly all online. They use 'google classroom' for the convenience of the teachers and students. Also they have to take books from the school library. Nobody in our house uses a computer to read a book. Kindles should be banned. • This should be opened for 6 days a week. What about magazines (?) • It's a disgrace what you are proposing for library services in the county. Libraries are a valuable community & educational resource. You are trying to devalue and destroy any sense of community values. It seems you have the intent of reducing public services to level of the pre-Victorian era. • I think it's important to have library facilities as available as possible. Why have a wonderful service & then close it on Wednesdays? Stourport is excellent & important to the community. • The shorter hours make it more difficult to visit the library. I know the council have to save money but it feels like the libraries are taking the brunt of the cutbacks. Smaller library, less books, now reduced hours seems a little unfair. Also 13 hours cut from Stourport & only 3 from Bewdley?? • This library is invaluable to Stourport - I have been using this facility for 46 years - the librarians are always helpful and the opening hours should remain as they are. • I use the library both on a personal and work basis. I work for

Changes to Library Opening Hours

Summary of public engagement responses

	<p>EIFS, CHS, WCC and use the touchpoint at least one day a week. I would like to see the library remain open on a Wednesday for work, and all day on a Saturday, for my personal use (computer - as I do not have broadband at home). I live within walking distance of the library. I don't mind the 5pm instead of 5:30pm closing times in the week. Thank you.</p> <ul style="list-style-type: none"> • Could one evening be made a late night opening eg change the start time on a Thursday 11:30am - 7:30pm therefore the hours aren't extended but it gives those users who work during the day the chance to carry on using their library. • The restricted hours do not just impact on library users but users of the WCC touchpoint and visitors to the business units. WCC spent a considerable sum on this facility which has not been open all that long. The facility must be given a chance first. • When this new library first opened it was quiet but now it is getting busier. Given the chance 'business' will continue to improve. It might help to 'sign post' it from the town and advertise it. • Closing at 17:30 impacts on users who can only visit after work. • WCC spent all the money for a new library. Give it a chance to work. • Why has Stourport library been chosen to take the most cuts? First we lose the library building with its wide range of books etc plus the gallery - used for exhibitions and other uses, now we are in a much reduced space & to add insult to injury - reduced opening hours. • The proposed shorter Sat opening hours will make it much more difficult for me to access the library. • Half a day on a Wednesday would be a very good idea. • I think the library hours should NOT BE CUT in Stourport. The cost saving is only small. Please send cost details. • My two daughters are at school in the week and look forward to coming to the library on a Saturday afternoon and it would be a shame if the library shuts at 1:00. • Please keep our library and value your most helpful and knowledgeable librarians. The hours of enjoyment provided by books as well as general knowledge is invaluable. • I think the library should keep same hours • (Offer of help) In an ideal world any library should be run by trained staff. However, in order to maintain a service on a Wednesday would it be possible to use volunteer support? I am sure enough people would come forward if you put up notices in the library & in local shops. In fact you could probably do with a volunteer who could work to raise the profile of the library in Stourport. Putting posters about activities in local shop windows, info in local press & even perhaps looking at local radio. Stourport library would be even better used with more publicity. <p>Second card - Reduction in hours (Please think again). There are many people in Stourport who, for all sorts of reasons are lonely. Stourport Library is a</p>
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Changes to Library Opening Hours

Summary of public engagement responses

	<p>warm, welcoming space in the heart of the town. It is somewhere to walk to and from - encouraging exercise. It is a much more interesting place to visit & spend time, rather than just sitting in a cafe. However it is not so intimidating as trying to join a club or a social group. It is a sort of half-way house. It really was a life-line for me, when I was suddenly made redundant last year. It is so, so important that the library in Stourport remains open for as many hours as possible.</p> <ul style="list-style-type: none"> • The new hours seem reasonable, but please don't close it! • Shorter hours makes it harder to return books and choose. You will not be able to return or look at books after you finish work Saturday am. • Do not have internet. Need to access for job search and borrowing of books. Shorter hours would limit access. • I am disappointed that Stourport library is to reduce its opening hours. What are we saying about the importance of books & learning? So often we do not value what is free. Members have the opportunity to learn so much through the range of material offered as well as read for entertainment. As an ex-teacher of young children I know how important it is for children to be offered a wide range of material which encourages reading. I would be willing to volunteer for a few hours occasionally to enable the library to stay open longer. • Keep it open! • The library & current opening hours are vital to the local community. Any cuts wil have a negative effect on local users. • Please don't close the library on a Wednesday. This is when I would usually access the offices upstairs and it would be a shame if that wasn't possible. • Close Wed - Not good • The proposed change sounds reasonable to me. • The library has not been open on a Wednesday for that long. Don't lose the day before it has chance to prove its worth. What about access to the touchpoint? What about access for customers of the business units. • The closure of the library on a Wednesday will impact on the availability of the touch point. With the emphasis at County Hall being on improved remote working in the middle of the week, rather than at the end, losing a facility on a weekday would be at odds with that initiative. • Closing for a whole day on a Wednesday seems rather drastic. Perhaps you could look at being open from 9am - 1pm? Perhaps increase publicity so people are aware it is open on a Wednesday. • Libraries are a vital resource in any community, if reducing hours means being able to keep the library open then sadly that's the case. It's not about just books, they are a learning resource, a way to introduce children to books and a community venue. I am really surprised at the drop in usage since the library moved.
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**Changes to Library Opening Hours
Summary of public engagement responses**

<p>Tenbury</p>	<ul style="list-style-type: none"> • Keep the library open we love our library. • Frankly disgusted that the council is hell bent on reducing our facilities. • No more cuts to public services the library should not be seen in terms of graphs - such as the ones on display - it is essential for our younger folk - cut some of the wealthier pensioners perks!! • I and a colleague all use the library but work to 5pm in winter and 5.30pm in the summer. The new hours are a major problem. At least have one night until 5.30pm so we can continue to enjoy. We work Saturday so this option is not open to us. • I do not like the automated machine for booking books in and out. It is obvious that you are running the service down and I feel that there is a hidden agenda. The change in hours is acceptable but I can see where it is heading as you chip away at the service. • I am delighted by the service and times that the library is open. The slight reduction in hours is very acceptable but no more please! A library is important to old and young and the computers a necessity to those who do not have them. • We would like to keep our library and make sure the staff are well treated by the County Council. Put in a coffee shop. Opening times not an issue.
<p>Upton</p>	<ul style="list-style-type: none"> • I use the library every week for music and rhyme with my granddaughter, and think the venue is extremely good - staff very friendly and I will be using it regularly for books for my grandchild. Do hope the hours will remain as they are and please do not continue cutting the service. • The council tax has risen this year and you dare to cut library services? I have moved from London to Upton recently and I pay more council tax for less services! than I did in London Cut your wages of council employees, better still sack them. This is dishonest! • Upton Library provides a wonderful service to the people of Upton, not just as a borrowing service but as a large part of the community of Upton. They provide a lovely song session on Wednesdays that is well attended. The staff are very friendly and helpful, I hope the facility remains a part of Upton life. • Details of proposed change to the Upton-on-Severn Library seem perfectly co-ordinated. Thank you one and all.