

# Report

## Cabinet

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### Part 1

Date: June 2015

Item No:

**Subject Library Transformation Project**

**Purpose** The purpose of this report is to gain final approval for the proposal to transform the delivery of Library Services as part of the Medium Term Revenue Plan

**Author** Mike Lewis

**Ward** General

**Summary** The Council approved a range of measures designed to reduce overall expenditure in February. The proposal to transform Library Services was included in the package of measures. However as a statutory service Legal advice confirmed that a further period of public consultation was required as the measures approved in February, differed significantly from the proposals originally consulted upon in December.

A summary of the responses gathered to date is included in the report.

**Proposal** **i) Cabinet to consider the public responses to the Library Transformation Business Plan;**

**ii) Cabinet to approve the proposal to transform Library Service**

**Action by** Head of Regeneration, Investment and Housing

**Timetable** Immediate

This report was prepared after consultation with:

- Head of Regeneration Investment & Housing
- The Public
- Library staff
- Trades Unions
- Head of Law and Regulations
- Head of Finance
- Head of Business and People Change

**Signed**

## 1. Background

- 1.1 In 2014 a Library Policy Review Group consisting of four elected members was established to work with an officer project group to challenge the current static library delivery methodology, investigate potential options and recommend a way forward. The findings of this group informed the proposal that was considered by Cabinet in December, together with a package of measures designed to reduce Council expenditure.
- 1.2 The proposal for Library transformation included closing the Central Library and establishing four community hubs at Rogerstone, Bettws, Ringland and Carnegie, with co-located service points at Caerleon and Tredegar House. This proposal included closure of Maindee and Malpas libraries.
- 1.3 Closure of the central library also meant closing the museum and art gallery, as the full saving could only be realised if the full premises costs were saved. The initial museum and art gallery saving proposal considered by Cabinet in December was also based on building closure.
- 1.4 Library provision is a statutory service and any decision to make a significant change to provision is subject to a period of public consultation. Consequently a period of public consultation was entered into for all measures within the medium term financial plan, including the reconfiguration of library services.
- 1.5 The plans to close the central library and museum and art gallery led to a large number of representations against closure from groups and individuals. Cabinet sought an alternative proposal, and new business plans were submitted for the transformation of library services and an alternative operating model for the museum and art gallery.
- 1.6 The new business case set out an option for maintaining the central library building by closing the reference library and operating all library provision from the space currently occupied by the lending library. The business case included a proposal for a shared museum and library reception point to remove duplication of staff functions within the building.
- 1.7 Maintaining the central library meant moving away from the original concept of having four community based services. Therefore the amended proposal set out to:
  - maintain Bettws, Ringland and Rogerstone libraries;
  - provide co-located service points at Tredegar House and Caerleon.
  - close Carnegie together with Maindee and Malpas libraries.
- 1.8 Discussions with Malpas residents and elected members have led to a proposal to retain a 20hr provision based on a community management group taking over responsibility for the building. The new community management model would raise enough income from room and space hire to cover the operational costs of the building.
- 1.9 As the changes made to the initial proposals were significant, the Council's Chief Legal Officer, advised that a second period of statutory public consultation be initiated.

## 2. Consultation findings

### On-Line Feedback

- 2.1 224 residents responded to the consultation process using the online survey. 59 or 26.8% of 224 respondents agreed with the proposals for future delivery of the Library Service in Newport while 124 or 56.9% disagreed; 37 or 16.3% stated that they were not sure. The on-line returns are attached to this report as **Appendix 1**.
- 2.2 181 residents responded with a specific written comment. The largest percentage made a general comment about the loss of libraries. Specific comments have been recorded regarding

the proposed closure of Carnegie (16.5%) and Maindee (19%) Approximately 21% made comment about the proposal for Central Library provision, however not all were negative and some took the opportunity to set out ideas and points of view. Concerns were expressed by a number of respondents about plans to close the reference library and condense services to the first floor. A number of respondents used the opportunity to comment about current levels of service, focusing on opening hours particularly.

### Written Response

- 2.3 165 residents completed forms in response to the consultation. These show that 48 people ( 29%) are in favour of the proposal and 97 ( 58%) are against, while 20 (12%) have responded saying they are not sure. 145 forms included a free text response and 46% have commented about the Maindee and Carnegie closure plans.
- 2.4 Some respondents in the areas affected by branch closures raised transport difficulties and mobility issues as their reason for objecting to closures. Members of the communities in areas directly affected by branch closure were most motivated to respond.
- 2.5 The responses are attached as **Appendix 2**

## **3. Equalities Impact Assessments**

- 3.1 Equalities Impact Assessments are being produced focussing on those communities affected by closure. For most special characteristic groups the impact of the loss of service has no greater impact than for the general population, however people with mobility issues will be affected. The closure of any library will potentially have an impact upon those with a disability that affects mobility as it could make it more difficult for them to visit a site. Book Express will be available to this group but it is a lesser service and cannot be argued as mitigation.
- 3.2 The communities serviced by Carnegie and Maindee live close to main bus routes and since the opening of the Usk footbridge the Central Library is a short walk for the Maindee population.
- 3.3 Older people enjoy using their local community library and its loss will be keenly felt by many. The consequent potential increase in isolation and loneliness should also be recognised.  
**(EIAs for the closure of Carnegie and Maindee Libraries are attached as Appendix 4 & 5)**
- 3.4 Further information gathered through the Public Consultation will be used to inform the final documents.

## **4. Staffing Implications**

- 4.1 The reduction in expenditure is partly based on a reduction in staffing. 10.21 FTE posts are affected. The following posts will be deleted from the structure;
  - A Development and Resources Manager
  - An Operations Librarian
  - Library Assistants x 8
- 4.2 Two 24 hour Library Assistant posts will have their hours reduced to 20 hours. The Development and Resources Manage post is currently vacant and will not be filled. Two fixed term contract Library Assistant will not have their contracts renewed. The remaining post holders will become unplaced and will possibly made redundant.

## 5. Financial Summary

5.1 The business case approved in February is attached as **Appendix 3**

- The savings arising from the Transformed Library provision is set out here:

<i>Financial Impact</i>	<i>2015/16</i>	<i>2016/17</i>	<i>2017/18</i>
<b>Gross Savings (£)</b>	-232,815	-103,663	0
<b>Implementation Costs (- £) ( Invest to Save)</b>	171,475	0	0
<b>Net Benefit</b>	-61,340	-103,663	0

## 6. The Business Case Risks

<b>Risk</b>	<b>Impact of Risk if it occurs* (H/M/L)</b>	<b>Probability of risk occurring (H/M/L)</b>	<b>What is the Council doing or what has it done to avoid the risk or reduce its effect</b>	<b>Who is responsible for dealing with the risk?</b>
Failure to progress the Library Transformation proposal will impact the MTFP programme	M	L	Following correct consultation and review processes	Culture and Continuing Learning Manager
Proposed Library closures are not progressed	M	M	The public have been fully consulted on the proposed closures. It is recognised that loss of facilities is emotive and where possible alternatives to closure have been and will be continued to be examined.  However, unless the saving outlined in the MTFP is achieved a spending pressure will result.	Culture and Continuing Learning Manager

## 7. Links to Council Policies and Priorities

7.1 The proposals set out are a key measure in the Council's Medium Term Financial Plan.

## 8. Options Available

8.1 The options are to either proceed with the Library Transformation plan as set out in the business case approved by Council or to seek an alternative delivery model. Further planning to find a third option will take time and delay savings being achieved. It will not be possible to achieve the identified savings without closure of service points.

## **9. Preferred Option and Why**

- 9.1 The preferred option is to proceed with the proposed Library Transformation plan.
- 9.2 Approval of the earlier Council decision is necessary if the timetable for achieving the savings is to be met. Delay will impact the revenue budget and will lead to a budget pressure. The proposal to maintain the Central Library provision, but close Maindee and Carnegie Libraries has the least impact as the communities affected are closest to the City Centre. However, it is recognised that some will feel the loss of their local libraries and will feel disadvantaged.

## **10. Comments of Chief Financial Officer**

- 10.1 The alternative proposals for library transformation have been noted. The medium term financial plan sets out that savings of £233k in 15/16k, increasing due to full year impact in 16/17 by a further £104k - £337k full year saving from 2016/17 are required (implementation costs funded separately through invest to save reserve). The £233k of saving in 15/16 is an integral element of a balanced 2015/16 budget and if Cabinet do not approve this – an alternative budget saving to the same value will have to be agreed, otherwise the Council will not have agreed a balanced budget.

## **11. Comments of Monitoring Officer**

- 11.1 The Council also has a statutory duty under the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient library and museum service. However, the Council has a discretion as to the type and level of service that should be provided and, in taking this decision, it can legitimately have regard to the cost implications and the need to deliver budget savings. The reduced level of service being recommended would still enable the Council to meet its statutory obligations but the outcome of the public consultation and the assessment of the impact of the reduced level of service needs to be considered before any final decision is taken on the preferred option for service delivery. Although there is no statutory consultation process for the closure of public libraries, there is a common law duty to consult with service users and to have regard to their views, and also a statutory duty under the Equality Act to have due regard to any impact on specific sections of the community with “protected characteristics” such as the elderly and the disabled. Because the revised budget proposals differed from the original preferred option which was the subject of early public consultation, there has been a further period of engagement and consultation on these revised proposals, together with detailed Equality Impact Assessments in accordance with the Council’s public sector equality duty. The outcome of the re-consultation and the equality assessments are set out in the appendices to the Report and Cabinet will need to have regard to these matters when taking the decision. Although there is still opposition to the proposal and there will be an inevitable impact on some people who use the existing facilities, this is not considered to be disproportionate, having regard to the need to achieve budget savings.

## **12. Staffing Implications: Comments of Head of People and Business Change**

- 12.1 There are staffing implications as a result of these proposals. 10.21 FTE’s posts affected.

The following posts will be deleted from the structure;

- A Development and Resources Manager
- An Operations Librarian
- Library Assistants x 8

12.2 Two 24 hour Library Assistant posts will have their hours reduced to 20 hours. The Development and Resources Manager post is currently vacant and will not be filled. Two fixed term contract Library Assistant will not have their contracts renewed.

12.3 Trade union representatives and staff affected by these proposals have been fully consulted on the proposed changes in line with Newport City Council's job security policy. Voluntary redundancy requests were sought. Voluntary applications received to date:-

- Job Share FT CLL Assistant
- FT CLL Assistant
- FT CLL Assistant
  
- PT CLL Assistant
- PT CLL Assistant

4 x FTE VR applications received and two fixed term Library Assistants will not have their contracts renewed. The impact on staff remains as 2 FTE posts are at risk of compulsory redundancy.

12.4 Group consultation commenced on 9<sup>th</sup> March 2015 and ended on 29<sup>th</sup> April 2015. 1 to 1 consultation meetings were also offered and conducted.

### **13. Comments from Trade Union UNISON**

13.1 UNISON have been consulted on the revised Transformation Project, but did note that the trade unions initially were not advised of the revised proposal until when disclosed to staff. There is no mention in the report of the impact on staff apart from the deletion of 9FTE, but it is not clear, if any of these are taking Voluntary Redundancy which would minimise the impact on the displaced staff.

13.2 UNISON is disappointed that the decision has been taken to close smaller libraries in the City. Whilst Newport is described as 'compact', consideration must be made to those of older age and with a disability. We note the Equality Impact Assessment and welcome this, however we are dismayed that due to the fact that respondents did not disclose whether they had a disability with a particular question, there is much reference to this in the comments. Those responding have no need to disclose their disability but clearly from the comments, this is a big concern. I would ask that a further review is undertaken to improve a service to those who are disabled and find it difficult to mobilise to other centres of the City.

13.3 With regards to the proposal of the Central Library building, initially we disagreed with the closure of the building, as it provides a valuable city centre asset, especially with the intended shopping centre being so close and due to open this year. However, we are mystified that planning was not considered in siting the Library and Museum in the new build, when there have been concerns about the condition of the building for some time. With the Museums consultation, we also raised concerns of the potential increase of personal safety risk to staff with the ground floor of the building being unstaffed, but do welcome the introduction of CCTV. We ask the Council to be mindful of access requirements for all service users, especially the use of the mezzanine floor – but we understand a lift will be installed.

### **14. Comments of Cabinet Member**

14.1 Cabinet Member has approved the report for consideration by cabinet.

### **15. Scrutiny Committees**

15.1 N/A

## **16. Equalities Impact Assessment**

16.1 N/A

## **17. Children and Families (Wales) Measure**

17.1 N/A

## **18. Background Papers**

- 18.1 Appendix 1 – Newport Library Service Consultation 2015 Update (10.04.15)
- Appendix 2 - Newport Library Service Consultation 2015 Update (17.04.15)
- Appendix 3 – Medium Term Revenue Plan Proposals - Outline Business Case
- Appendix 4 – EIA Maindee Closure
- Appendix 5 – EIA Carnegie Closure

Dated: 20 April 2015

## Newport Library Service Consultation 2015 – Online Survey

There have been a total of 224 surveys completed online so far

**Q1: Do you agree with the proposals for the future delivery of the library service in Newport?**

	Number of people	Percentage of People
<b>Yes</b>	59	26.8%
<b>No</b>	124	56.4%
<b>Not Sure</b>	37	16.8%

NB: There were 4 no responses to Question 1.

**Q2: Do you have any comments about the proposals for the future of the library service (179 comments received so far)?**

- I think libraries and education are enormously important so the council should do all it can to ensure they continue to be offered priority funding.
- What will the space on the top floor be used for? Can NCC use it as a community office space? (i.e., rent desks to local businesses).
- It's a better proposal that the original one, which left just 4 hubs and no other service points. However, I feel Malpas and Maindee are too well used by the local communities to be closed. An alternative location for the Central library might also be prudent as it is all but derelict and not safe. In an ideal world no libraries would be closed as it's an assault on the arts and many people's access to contemporary basic needs such as the internet. Not to mention books. But a reducing spending is understandable. My biggest concern is the proposition to move Rogerstone Library to a 'hub' in the Rivermead Centre. It is absurd. The current location (while not 'co-located' with another service, it is the most well used library) has excellent transport links, serviced by the 151 among other bus services every ten minutes. It also has a modest car park across the road and on street parking. The Rivermead Centre has one small car park and buses running to it approximately every hour. Not ideal for someone who just wants to drop off a book or check their emails for ten minutes! The Rivermead Centre is also far closer to Risca Library. As Risca is a library in its own right that has been newly refurbished, I wouldn't be surprised if borrowers abandoned Rogerstone (which would be a relatively small collection, in a room) in favour of a purpose built library space. Not to mention the extremely large estate of houses that is currently being built directly opposite the library, as well as a primary school, which would exponentially increase usage of the library. To move it anywhere else is beyond ridiculous. It is also used by community groups such as reading groups (including those from Stow Hill who had to relocate after its closure) and craft groups to name but a few. I cannot envisage these people being willing to move further away (in the case of the Stow Hill users, moving further away AGAIN) we lost too many borrowers by closing Stow Hill to make the same foolish mistakes again.
- With Carnegie library closing there will only be one library (Ringland) to serve the east side of Newport. In my opinion that's unfair especially as there'll still be two open in Bettws and Malpas.
- whilst it is important to retain a library facility in the town centre, we were told prior to this that the current building needs over 2 million pounds of repairs to bring it up to scratch, if this is still the case surely it would be better to find an alternate site for the library service rather than waste money on a building that is sure to eventually either close or collapse?

- I agree with this as long as central library remains. I don't see the problem with combining the two floors; I would definitely like to see the museum stay as it is something that has been of great use to be over the years in education alongside the reference library.
- Libraries must remain open.
- Very pleased libraries are staying. It's a shame both Maindee and Carnegie libraries going as this means there are no libraries in the Maindee/ Alway area (Ringland is too far out. only serves Ringland area). Why not keep Maindee or Carnegie but only 2 or 3 days a week. Carnegie the logical choice as so much money spent on it. As there are already other services using the library it would be minimal cost as the building is being used anyway.
- Firstly libraries should be open to the public on all working days. Closing to the public on a Monday is both frustrating and inconvenient. Secondly the computers in libraries are slow and out of date. The browsers need to be updated, this can be done by any admin but they refuse regardless. It's cost free and won't affect your precious budget.
- The Newport Library Service is already one of the least well-funded services in the UK. It sits very badly with the council's apparent wish to promote the city as ripe for investment and expansion if the service is cut back even further to a bare minimum of part-time outlets and hard to reach 'hubs'.
- I do not agree that Maindee Library should close.
- I visit Malpas library very often, and I know of lots of other families that do too. I think it's a huge shame that our use of the library will be limited to 20 hours a week but I would rather this than have it close completely.
- I will be sad to see the closure of any Library
- How will the proposals for the downsized Central Library affect: 1) The number of computers available to the public? 2) The number of microfiche readers (for microform newspapers etc.) available to the public? 3) The shelf space available to browse the very valuable local collection? 4) The use of space in the current reference library? 5) The availability of staff for enquiries?
- I agree mostly but cannot agree with no provision whatsoever at Maindee - a huge area left without a nearby library service. What is NCC thinking of? Kindly rethink about at least a limited provision at Maindee.
- The long term future of Newport Central Library and the Museum service needs to be addressed. The "quick fix" solution of locating both the lending and reference library on one floor is just that - a short term fix. When the library/museum moved into the current building in the 1960s plans should have been made for its move to the next location. So, NCC planners what is your strategy for the future of the library/museum for the next 10-20 years? With funding arrangements being what they are a long term plan to obtain monies and plan the move needs to be started NOW! With regard to Malpas library, I am glad that it is not being closed. However, there is an opportunity to use the building with other vested interested parties - get out there in the community and meet with them to see what can be done to increase the usage of the building and raise some monies if possible. As I understand Malpas library is one of the most heavily utilised branch library in Newport - so keep it open! Also, is there a restricted covenant on the land/building that it would revert to the estate of the donors if it is not used for educational/community purposes?
- MAINDEE LIBRARY SHOULD NOT CLOSE!!! Maindee library should not close as there is a BUS STOP right outside for all people but especially those who have mobility problems and rely on the Bus. Also there is a Car Park just along the road on the flat, for people with cars. I will be very disappointed if Maindee library closes as I have used it all my life as I know a lot of my friends & family have. PLEASE DO NOT CLOSE MAINDEE LIBRARY!!!!
- I would like to see all libraries stay open

- If you are going to house the reference and lending library on one floor is the service going to be reduced? To quote Heine 'Where they burn books, at the end they also burn people'.
- The cost of maintenance for Central library too high. How much will it cost next year to maintain
- What will be happening to the library in Pill?
- As a long standing user of the Central Library I believe that whilst this is clearly better than the previous proposal, it is still very unfortunate that libraries are having to close. Newport has one of the best Reference Libraries in the country and to amalgamate it with the Lending Library is short-sighted. The current Reference Library is an oasis of calm in the city centre, with quiet study spaces, extensive resources and helpful, knowledgeable staff (some of whom will no doubt be made redundant). Moving this service to the lending library will inevitably result in more noise due to the busier atmosphere and children's area. I appreciate that children are the future customers of the library service but the council also needs to consider the people who already use the library and are about to be hit with a 5% increase in their council tax in return for a reduction in services.
- I have already written in general but would now like to concentrate on the layout of the merged central Lending and reference libraries it is important to me to have somewhere to rest books --at home I use an easel as I cannot lift much weight. Current lending library has nowhere to rest books whilst looking at them I use the computers on 3rd floor a lot --these are accessible by lift. Cannot use spiral stairs to other computers. As I said in writing, quick access to toilets is vital to me e.g. whilst reading or using computers I really cannot envisage a merged floor. Wheelchair users should have better facilities round reception desk. If there are queues because of reduced staffing, customers should not be expected to STAND and wait, seating in the queue is needed. I use photocopiers a lot, few other reliable copiers in Newport.
- I am limited to local (in my case Maindee) libraries as I am disabled & cannot use public transport. Reading is one of my few remaining free pleasures & I would not be able to access the other libraries at Ringland, Bettws etc. if Maindee were to close. I feel this is very unfair and a waste of public money relocating the current library services in Central Library...also, I notice you do not state what is to happen to the current Museum &/or Information Centre in the current building, which is worrying for those people who use it at present.
- Central library will be right next to the new development and they would surely benefit from each other's location, reducing library resources and space for facilities takes a very short-term view
- I fail to appreciate why Malpas library proposals warrant a reduction in his whilst Bettws is not affected.
- I'm happy with the proposals
- I am a regular user of Carnegie library! It's one of the few things I can do locally with my daughter!
- Joint working with learning disabilities / mental health staffing the libraries and providing a community cafe meeting place for locals.
- Is there any way that a supervised volunteer programme could be instigated, maybe incorporating 6th Form students in their final year of their studies, where perhaps this would allow them an opportunity to study in a perfect element (Books) and at the same time assist with the running of the service.
- Whilst understanding the difficulties in trying to spread an inadequate budget over competing priorities, I cannot bring myself to "agree" to any proposal which results in closure of small local library services. Once gone, these facilities will never be reinstated, and will be lost forever. Many users are elderly and without private transport. If their local library disappears, they will simply stop using the service - losing the small social contact which is so essential in many lives. Historically, libraries were introduced to provide free reading material, and educational opportunities for the poorer members of the community: to an extent, this is still the case. The cost of books is prohibitive for many people, so they rely on the library resource for that. Similarly, students and others without computers, use the computers for research etc. I would prefer that all the libraries be kept open, even if with limited hours. Savings in staff

could be achieved by having a peripatetic team, moving from site to site as necessary. I used to work in an organisation which did something similar, and it worked very well. Working from Monday to Saturday, spending 2 days (say) in each site, would be a big saving. One senior librarian would be responsible for 2 or 3 sites. Of course, this is only taking account of keeping a public service in place. It has no regard to the needs and rights of the affected staff.

- It is better to have 20 hours of service than close. The buildings will have to bring in a revenue to keep them maintained to a high standard otherwise they will deteriorate. Volunteers are needed.
- Carnegie library corporation road is well run, and is a lovely building. Perhaps it could open two days weekly. Ringland is most inconvenient for people living in the corporation road area, and most people would have to use a car, or catch a bus into the town centre. Also the new bus depot is quite a walk to the library and the post office. The new position of the post office is so far out of the centre that I cannot imagine it will last long where it is.
- Provided there is capacity in Caerleon town hall to contain a similar number of books as the present location, then I think it is probably a good idea to move to the proposed new location. Are there any plans to ask users of Caerleon library about the allocation of the 20 hours opening time?
- The site of central library in its current building should only be temporary, there must surely be somewhere better suited for both the library and the museum than something that must be permanently surrounded by scaffolding, you can see it through the windows of the children's area and it is quite an eyesore.
- I would like to see Maindee Library kept open, even if with reduced hours. If it closes there will be a huge section of the population without direct access to library services - nothing, in effect, between Ringland and the town centre. With the loss of mobile services, and the voluntary nature of the housebound delivery service, the council would be depriving a large and thriving population of all ages of a valuable resource, both in terms of books, internet and information. It would be an enormous loss - I think Maindee has lost enough over the last ten years: closure of the library would be another nail in its coffin.
- Both Maindee and Carnegie libraries serve the area of Newport that I live in and closure of these will be highly inconvenient as well as thoroughly disappointing. These areas will have limited access to a local library service and this further discourages the use of libraries especially for young people in Newport. Surely there should be more effort and funds placed into a scheme that encourages reading rather than every attempt being made to take away what limited resources many people have, if access to libraries becomes more and more difficult so that obtaining books essentially becomes a chore, then reading books will certainly become a rarity, which will be an utter shame.
- If you merge the lending and reference library you will reduce amount of books to borrow I want more books not less.
- This is ludicrous - it's not just about people borrowing books, the library service is supposed to support the local community, not gradually shut each one! Is Newport Council going to abandon all of the older people who visit the library and rely on seeing a friendly face? How about the young people who need to be engaged in reading - surely keeping libraries open and encouraging them to use them more could be done? As a well-educated business person, I relied on the libraries growing up. If Cardiff can find a way to keep theirs open then so can Newport.
- Not happy about Carnegie library closing this is at the end of my street where else are children supposed to go I definitely won't take them into town. You have sold off part of ground for nursery and still want to close it think this is a really bad idea.
- Shutting Carnegie is a mistake, it's convenient for loads of people and turning the beautiful building into a 'community building' sound like it'll be wasted and full of ruffians

- 20 hours a week does not seem long enough opening hours to me! I think they need to be at least 30 hours to give people more flexibility. I will never use town library because I don't like the way the categories are set it, who ever heard of crime and thrillers being separate. It makes finding new authors pretty impossible, this is the reason I stopped using town library.
- Maindee library is such a well-used community establishment, whenever I go in there, the computer terminals are always busy and booked in advance by many of the unemployed seeking work, or the local children using the terminals for their homework. Due to the locality, I know there are probably many schoolchildren without access to the internet or computers at home and the library is a haven for them. Please, please reconsider the proposals to close the 2 local hub libraries, it's not safe for the youngsters to have to trek in to town to use Central library. Can you not reduce the opening hours like the others?
- Keep the Libraries open, they are vital for the community!
- Big mistake. An integral part of the community. Used by young and old.
- Maindee library needs to stay open! This is awful news.
- The Carnegie Library is local to me; I would have to pay £3.50 bus fare to go somewhere else. It's bad enough having reduced hours as it is.
- Newport Library services are a beacon of excellence and far superior to services I have previously experienced anywhere I have lived before. The staff, wherever you access, are superb, knowledgeable and delightful. You should be supporting these services, which are a sign of a civilised council, not seeking to cut them. Show some backbone, don't make lazy easy cuts, stand up for these services and be different to other councils.
- We should be promoting our libraries not closing them down. WG is throwing millions into education and providing schools with a Pupil Deprivation Grant to tackle the effects of poverty on educational achievement. WG firmly agrees that the fact that many homes do not have books is having a detrimental effect on our society and the education of our young people in Wales. So we seem to be at cross purposes here! We should be putting money INTO our library facilities to promote a love of books and reading and to encourage our young people to read, particularly those who are disadvantaged and have no other way to access books and information. Libraries should be the hub of our societies. Go to Denmark and Sweden and observe how their libraries are at the centre of all that makes their people some of the best educated and sociable beings in our world.
- Yes. I think it's such a pity that the only libraries to close will be from the same area. It seems that one side of Newport is more important than the other. Council Tax going up. Services decreasing. How surprising!
- Are the Council aware of parking problems throughout the day in Caerleon? Obviously not.
- Cutting access to library services is an idiotic way to save money; libraries provide children and adults with free learning resources as well as leisure. Libraries help to show citizens how to improve their outlook in life through learning. Libraries are an invaluable resource to any community and do a lot to help people find work and improve their standing in the job market; this means more tax payers which can only be a good thing for the future of Newport. I feel that cutting library services would be like Newport shooting itself in the foot.
- It is restricting access to a Library for a large area of people in the Carnegie and Maindee area, both being shut in one area, maybe one of them but not the two? Not everyone can get into central to use a library and park there
- The library service in Newport MUST be preserved fully intact. It is a leisure and education resource for all the people of Newport, but particularly for the poorer citizens who rely on borrowing books as well as for social interaction. Libraries also serve the function of a cheap, easy provision of 'culture' for the working class in particular.

- Good and varied access to libraries contributes to the populations education, especially those who don't have resources or money to buy books or access the Internet. The numbers of libraries reflect how the local council is concerned about the Education of its population. Is this the image Newport wants to project?
- I would prefer the libraries to be open for longer hours, although I am happy that the central library's do museum is to remain open.
- It is essential that a high level of library provision is available for the people of Newport, especially with regard to the ability of people to get to the libraries. I understand the concept of the "hub" proposal, but these must be easy to get to by public transport. It must be remembered that not everyone drives (I do not!) And in any case parking may well be a problem depending on where the "hubs" are to be located. For this reason, I believe that it is also essential that a large library is retained in the City Centre, and I welcome the news that this is to be the case. I use the Central Library all the time as it is the most easily accessible for me, both in the evenings after I return from work and at on Saturdays.
- Since the closure of the Stow Hill branch I have to admit that I don't miss it. Most branches are in easy reach of the Central Library either by bus or car. Also I bought a tablet which is invaluable and wonder if this can be promoted. It would be an advantage, however, if more titles were available electronically. For myself I now only use the Central Library for reference material. Good luck with your cost saving but I hope that you are able to relocate staff who are affected.
- More Conservative cuts. The Government wants people to read so why cut libraries budgets at all. I would like to know what they are spending all the saving on. As they never seem to do anything with the money. Is it all stored up in some secret place to waste away?
- Leave the library system alone and save money by cutting out the over manned middle management you have in Newport city council. Save money by not printing forms . Bills etc. in welsh and being a lot less PC.
- Carnegie library should stay open. It covers a big area and I for one will lose access to a library as I cannot get into town.
- I would like to ask why you spent a fortune on Carnegie with nursery knowing it was shutting why not convert the whole building typical Newport I'm afraid also my kids use it weekly now won't be using at all and u wonder why kids don't read any more welcome Newport.
- Malpas library should remain open full time if possible. It is one of the best, most modern of the libraries and possibly the most recent. I use this library frequently for borrowing books and for ordering via the Internet. It is usually busy when I go in there with youngsters up to the elderly all being engaged with its services. I attended the recent meeting at the Malpas Community Centre but felt that the gathering of people there were somewhat manipulated into agreeing to the proposed reduction in service to 20 hours. It was a matter of take this option or lose the library altogether. It is possibly one of the few libraries that has good access, good parking and being on a bus route. The staff are excellent and work hard to meet requests. I understand that savings have to be made. It is real shame that Malpas has to take the brunt of cuts. Has consideration been given to the fact that the downgrading of this vital community service could lead to there being fewer opportunities for lonely or elderly people to go that enables them to enjoy the good, friendly services that Malpas library affords e.g. computers, warmth, community spirit and sense of belonging.
- Have all avenues been explored prior to these proposals, is it necessary to have unelected cabinet members, who surely are only appointed at the behest of the leader, hardly a good example of democracy in action, surely somewhat autocratic.
- A lot of old people use and youngsters for their education by using the computers this will be another blow like when stow hill library closed the council never listen to the local residents then so what's the

difference now pay cuts for councillors would be a better idea especially the fat cats up the top bleeding the bank dry cut your wages not services.

- I am very disappointed to see that the proposal shows closure of Carnegie and Maindee Libraries both situated on the east side of Newport. I am an avid reader and visit Carnegie Library several times a week, borrowing several books at a time. Both libraries are within walking distance for me and I would be devastated if both of these closed. I do not have my own transport and would have to use public transport and carry heavy books home from Central Library. Is it not possible to keep one of these libraries open on a part-time basis?
- Yes it's a relief to know that you listened to public opinion and kept library services in the city centre. It would be good if in a couple of years' time the library moved to a better premises - something more appropriate than the current building that seems no longer fit for purpose. The council only exists to provide services for the people who pay their taxes future cuts must come from merging with neighbouring councils and saving the huge salaries of senior council staff. The current model for delivering public sector services in Wakes is unsustainable.
- The closure of Maindee is a disgrace, ideally situated superb staff and vandal free. Ringland is a war zone and I would under no circumstances go there.
- Maintaining library provision (particularly in less well-off areas) is an absolute priority. Closing both Maindee and Carnegie libraries deprives a large section of eastern Newport without access. Maindee library is central and is seems busy when I visit (particularly children!). This is short-sighted and will affect mostly children, the unemployed and disabled. More thought should be given to maintaining library provision in these areas - why not propose a co-sourced provision in Lysaght's Institute and somewhere else near Maindee such as Beechwood House, which looks underused and could also be provided free of charge and could also be helped by Friends of Newport Ornamental Parks or the Women's Institute!
- I go to Carnegie library every week with my four year old. It is very local to us and the only one that we can easily walk to (both free and healthy!). Her reading age has been assessed in reception this week and it is that of a seven year old. This is partially due to the availability of an excellent, friendly, local library. "Newport - A City on the Rise"? Is it? Because reducing the availability of libraries for our young people doesn't scream investment in education. I know cuts have to be made but closing local libraries is a crashing shame and a disaster for a significant number of young people, as well, surely, as many adults and older folk? My daughter will be very upset. I hope the consultation process is a genuine one. Please reconsider this proposed closure. Reduced hours? If necessary. But closure? It'll literally never re-open once it's closed. If budgets go up in the next few years Carnegie will be gone forever. That's a big decision.
- You do not mention the ground floor reception area, where usually two people staff the desk. The area is something or nothing I have never seen anyone buy anything from these shelves except at Christmas when some people may purchase books on the local area, and staff look immensely bored doing nothing. I think this area should be used just as an entrance with perhaps brochures on display but with everything else transferred to floor one. There is a large expanse outside the library entrance on floor one if it is felt we need a tourist bureau. This would mean that only one person needs to run this specific area and could also work on the desk in the art gallery where personnel look equally bored sitting at that desk. I also note that Carnegie will close, I think this is a blow for pensioners in the Corporation Road area, why is it that if anything is to close it is never where there is a council estate or of course Pill area where most money is spent? The Book Express service is also questionable I would like an explanation when this survey is finally published as to why the council has stopped the mobile libraries which was a help to many people with mobility problems in all areas to service people who are either too lazy to visit their the library or prefer taxpayers to buy their books for them rather than purchase them from Waterstones as per your interview in Newport Matters. Why must we pick up postage charges which are significant for

people who are not even members of the library who is to say they will ever return the books I don't think this has been thought through?

- I am disappointed at the proposed closure of Maindee Library, and at the fact that its closure was not mentioned in the original proposals. We have few community facilities in Maindee, and need more, rather than fewer. Cultural facilities seem to be concentrated on the West of Newport whereas the East has very little. The staff at Maindee Library are dedicated and knowledgeable and the building has the potential to play a more active role in contributing to the community. In fact, the Library also makes a great contribution, for instance by providing a peaceful environment for children to do their homework (as well as holiday activities) giving free access to computers by people who do not have computers at home, and a venue for groups to meet. It's all very well to say that the Central Library is easily accessible: this is not the case for everyone living in Maindee, and in any case the Central Library closes earlier than the one in Maindee. I have noticed that there often appears to be only one member of staff on duty, a situation which has implications for their personal safety. In spite of this difficult situation, the staff are always pleasant and helpful. They deserve to be commended, rather than threatened with redundancy.
- My family and I are regular library users. In a previous questionnaire I indicated that I thought the three library hub was an acceptable compromise. We are delighted to find that Rogerstone will be one of the hub libraries.
- Yes. I suggest that the library service should trial the provision of a health information service in a branch library in collaboration with 'Aneurin Bevan Health Board', 'Public Health Wales NHS Trust', 'NHS Direct Wales', and the health centres and surgeries in the catchment area of the library. My suggestion implies the need to undertake the following four actions. First, the inauguration of the trial should be communicated to existing users of the library when they visit it. Second, the inauguration of the trial should be conveyed to local organizations, for example churches, shops, and health centres and surgeries. Third, the trial should initially be evaluated in two ways, quantitatively, by the number of residents who use the service, and qualitatively, by enabling users who use the service to provide adequately their feedback about it. Fourth, a before-and-after evaluation of the trial should be undertaken to ascertain whether it impacts upon attendances at the local health centres and surgeries and, if possible, calls made to 'NHS Direct Wales' by local residents. I very much hope that the organizations that I mentioned would welcome the prospect of the trial that I have suggested and that, if it proved to be successful, the provision of a health information service could become a permanent component of the library service.
- I have been living in Argosy Way for almost a year and I am an ardent user of the library service. Whilst I understand that certain cuts have to be made I think Maiden and Carnegie are too close geographically for them both to be culled. One of them could serve the needs of the local community. Les.
- I am gutted about Maindee library - it is always busy, right in the middle of a large residential area. Can it not remain open but at reduced hours? Besides, having to travel elsewhere will result in many unnecessary car journeys - has that been factored in?
- The importance of the central library cannot be overstated. With the coming of Friars Walk & consequently a bigger footfall, the central library would not only flourish but add to the improved environment in that area.
- Would be useful if the libraries are not restricted to "office" hours as there are a large percentage of people who do work but cannot access the library.
- I do think that libraries are a really effective and important way of improving literacy among the young so keeping more of them open for longer should be higher up the council's list of priorities! I am very pleased that we haven't lost library provision in Caerleon. When deciding the library hours please would it be possible to keep a couple of late evenings (up to 7) since the village centre gets very congested earlier in the day. Perhaps it could be open 2-7 for a couple of afternoons as well as a couple of mornings.

- I thought the central library building needed extensive restoration? How will moving the lending and reference library together help with that? What about the people that use the library to study? Where will they be able to go where it will be quiet? Good idea moving Caerleon library to the Town Hall. It was too out of the way in the school grounds and parking was a nightmare. I use Malpas library a lot so I'm not happy with the hours being reduced. I work full time and the only time I can get there is on its late night or on a Saturday. Please consider working people when you change the hours.
- The Carnegie library needs to remain open to help the local children and pupils of St Andrews.
- Spend less on special events and keep the basic services going.
- Will the 20 hours that are being proposed for some libraries cater for those who work full time and can only get to the library on Saturday or in lunchtime? How will merging the lending and Reference libraries affect the quality of the service provided and the resources provided- will it all be squashed together or will valuable reference material be lost?
- I don't believe that consolidating the reference and lending sections of the central library will meet the needs of users. This consolidation suggests a reduction in provision, possibly of access to catalogue stock, and certainly of services in general.
- Since the retention of a Lending Service is an absolute must - this is currently a well-managed, excellent and very necessary facility - then the proposal to house reference and lending on one shared level strikes the best compromise, as long as the current Lending range and level of service is not seriously impaired.
- In glad to see that most libraries are being kept open in some form or other. They are very important to the community. Rogerstone is our local and is well used by our family including our three children. We would miss it greatly were it ever to be closed. Restricted opening hours would always be preferred to closing any branches. Volunteer staff is always worth looking at too.
- What price art and culture for all?
- It's good that the central library is being kept open because it is easily accessible by many people. However, if the reference library must be joined with the normal library, I assume all the chairs and tables will have to be removed because of space. So there will not be any space for the public to just sit in the library. I hope you could consider keeping the upstairs open with the tables and chairs as I think many people would find it useful (e.g. I often see students going to the library to study as there are not many places that offer a quiet space with access to resources). Thank you
- OPENING HOURS - as a local and national taxpayer, I am increasingly finding myself in the position of me PAYING for my local library - but unable to use it as its hours of opening are the same as my hours of work!!! We need later hours and even something more innovative such as rolling Saturday/Sunday all day opening so that the payers of the service can also use it... (I can't even make a dash down to the library on my lunch hour as lo and behold - the Library shuts for lunch too!!!)
- Not happy about closure of Maindee Why not reduce hours
- Why close 2 fairly central libraries such as Maindee and Carnegie? Not everyone can make it into town and it seems unfair that people will have to travel quite a way to 'housing estate' libraries such as Ringland or Malpas, when both Maindee and Carnegie are both on very busy main roads and bus routes. Why close both?
- Maindee library has been a library as far as I remember I hope it remains in maindee.
- I appreciate fully the budget constraints facing the Council. However, Chepstow Road in Maindee has deteriorated fast in recent years. The number of shops has declined and this was exacerbated by the closure of the Cooperative store. The loss of the library would accelerate further this decline and remove a Council presence from one of the town's communities. The hub principle is fine in theory but is far from acceptable on a number of grounds: 1. It prejudices those people without easy access to public transport. 2. Library provision should be considered as part of the regeneration process and, in this case, Maindee is

in serious need of attention. The growth in the ethnically diverse population of the area combined with an increase in privately rented accommodation, in particular HMO, provides a backdrop to an area in need of public sector support. Services are required in this area and consideration should be given to focusing upon it rather than reducing presence. The hub approach does not allow for the Council to properly exploit its property assets in areas of inner city need. 3. I would prefer to see money spent on retaining and developing a Council presence in communities and not on developing services such as Book Express. I quote below from the Council website on a user of the service. What a lucky lady but I am not sure that she should be provided with innovative services when the Council is considering removing access points in our Communities from those who are digitally excluded or have limited access to public transport.. Book Express customer Luisa Andreou-Jones tells us why she has signed up to take advantage of our innovative service. 1: How long have you used the service? For over two years 2: What attracted you to the service? Convenience of not going to the library, not being restricted to library opening times, 3: How easy do you find it to use the service? Very easy, I like being able to stand looking in Waterstone's window, see a book or books that I want and order them on the Book Express website there and then and within a week at least one of the books is on my doorstep, and it hasn't cost me a penny! 4: What's the best thing about Book Express? Convenience and the amount of time given to read the books. I'm quite a prolific reader and it gives me enough time to read the book and post it back. 5: Why would you recommend the Book Express service? The customer service is excellent; it has increased my use of the library service - it is worth paying my council tax just for Book Express!

- I feel it is extremely important to maintain a locally available Library service. This is vital, especially for older users, and people without access to the Internet at home. I feel 20 hours per week for my Local Library in Malpas, is far better than it being closed altogether. And would be interested to learn how the 20 hours per week opening will be arranged. I would suggest 4 hours Monday and Saturday. 3 hours Tuesday through Friday.
- Carnegie Library should not be shut completely. No so Long ago the facility was only available three days a week, this has increased to four days week and a Saturday morning. Surely we could return to a reduced service a few days a week rather than losing the service completely. It is used regularly by school children who have access to the computers in order to help them with their school work and allowing them to print various information they may need. Both my children use the library weekly. Losing this would be a great shame especially for those less fortunate families who do not have computers and printers at home. I myself have needed to print insurance documents and documents for work as we do not have a printer. I know that St Andrews School also takes small groups of children over to the library to help encourage early reading interests and to show children that there is access to lots of resources. Carnegie is close and convenient for this and allows staff to take the children safely. This would turn into a major school trip with transport and extra cost if the children had to travel into the city center. It would be a shame to allow these facilities to dwindle and be replaced by computer technology. Yes we now have greater access to e-readers, iPads and tablets, laptops and Smart Phones with all the latest apps BUT Let's not forget the people who like to have a place to go to open a book, sit back in peace and quiet or to work (when we live in such hectic and busy times), those people who rely on the local libraries as they do not have the money to run all of the expensive technological gadgets etc. The Children who use the local (close to home, easy access) facility for homework. Carnegie Library has also been home to the local Youth club since being moved out of the Mary Dunn Community Hall due to disrepair. This has been a firm favourite with my twelve year old and her group of friends. Every Tuesday after school they get ready to go and I know where they are and who they are with. Where would they go if the library is to close? Would this mean a loss of the youth club also? We have enough young children hanging around the streets and parks with nothing to do. Carnegie plays an important role in providing a safe, educational, interesting environment for those people who wish to use it. I am glad that my children have

the option to do something more constructive with their free time. I feel very strongly that the council could look at an alternative to complete closure. I have read recently in the Newport Matters (March 2015) that the council along with the Welsh Assembly are providing help for people who wish to redevelop old, empty, abandoned building around the city. I can't help but wonder what would happen with the Carnegie Library Building if it were to be empty for any length of time. It would become a draw to vandals, the minority of people who look for empty building to gather and partake in illegal activity (drinking and drug use etc.) and this would not be acceptable to the new nursery building that has recently been added to the rear. I sincerely hope that a reduced service will be offered instead of the current proposal. Such a shame that the community would suffer due to its closure.

- In agreeing to the 20 hrs. it is essential that the building is incorporated into use with the Community Centre and not run as a separate concern. There is scope for this complex to run as model community centre and library. It is essential that you take the management committee of the community Centre along with whatever is the final model.
- I am disabled and the maindee branch is easier for me to get to and from and would miss it if it is to close.
- Why are you closing Maindee library, I have lived in Maindee all my life and have slowly watched the area decline over the last few years, there are hardly any shops left and now you wish to close the only thing that myself and my family use on a regular basis!! I object totally to this proposal and would ask you reconsider the closure of Maindee library.
- Ideally the more libraries to remain open the better. The easier the access to a library the more users.
- I strongly disagree with the closure of Carnegie Library
- I accept some savings must be made but will be sorry to see some libraries close, especially Maindee which has been there for so many years. I hope all the staff will be treated fairly and considerately at a difficult time for them.
- Devastated at the idea maindee could close. It supports so many people in the community, providing advice on ICT, books available to all, supporting education and homework. My boys and I are constant users of this library. It has helped me retrain. It provides support for my children's literacy skills and homework. Not all families have internet access and the library as a result provides resources and help which improve every child's education, thus providing for more positive life outcomes and prospects.
- I am absolutely disgusted with the proposal. The libraries are the best part of the service by a mile, and to cut them is a disgrace. It's not as if the libraries are underused: I use Maindee library regularly and it is always busy. A lot of people are going to miss the great benefits that the libraries bring and I feel for those who might lose their jobs! Another unacceptable move by Newport City Council!
- I am very displeased with this decision. It seems, as usual, Newport City Council has got its priorities all wrong. The library is still a vital source of education, and this appalling decision will adversely affect the development of the next generations of children. Bad idea!!!!
- I would suggest the termination of free Internet access - especially in the central library. When trying to book a seat on one occasion I was told by a staff member that most or all of the users were from overseas. It is common to see groups of African users with 'phones and headphones and I feel quite sure that they are using the facilities for the purposes of Internet fraud (the so-called 419 scams). By offering such people free access we are encouraging the growth of a crime which affects us all.
- Any reduction in library hours is unacceptable likewise closing libraries. This will not encourage young users but deter them and other users will be deterred because they will not fit in with working lives. Libraries should not be run on a save money for the council basis. Rather they should be invested in.
- I understand that savings must be made on council run services, however the proposal for Malpas library does not give an indication of which days/times the library will be open. I use the library after work (4-6) or on the weekend. If these opening hours are retained then I am fully supportive.

- Close central library.
- Libraries are an educational source for the whole community and I oppose to any further reduction in their availability.
- I agree up to a point, i.e. reduced hours better than closure but disappointed Carnegie is to close.
- I think that Maindee library is an imperative part of the community. My daughters and I love going to our local library with friendly service and convenient for us. It is an important part of life for my daughters as going to our local library and can't see the benefit of getting rid of a community based centre such as this. We need to encourage our children to use the library and have a personalised service which I don't feel going to Central library would offer us. It is inconvenient and an utter disgrace that Maindee is proposed for closure. I am appalled that the community will lose the hub of learning and reference. There is very little in our community in the way of council services and feel that's this library needs to be maintained.
- All libraries should stay open, we need to educate as many people as possible in Newport, books are knowledge.
- The Caerleon library has always been well stocked up to date books. The library also allows access to computers and also has reading sessions for youngsters to enjoy.
- Whilst I appreciate funding issues are the primary concern for these changes, I would certainly not agree with the proposal of both central lending and Ref to become the same department. The primary facility which I have used the ref library for has been for research or study. I do not believe that this new proposed system will be conducive to quiet study time. In addition to this, there may be people from disadvantaged backgrounds who do not have access to the technology available i.e. good internet connection and also access to a good printer, for example. The assumption these days is that we all have these facilities at our disposal..... In addition, with my son being in his final year at uni , he has used the ref library as a quiet place to study when he is home for the holidays etc., as in my house ,we no longer have room for a desk etc.....I had to downsize ! I do agree with certain proposed library closures but strongly believe the main library facility should remain intact. I think that these changes may mean even less use of both the lending and ref library, which in turn will probably lead to further cuts to the Central library services in future. In addition, the central library and museum is such a lovely place to relax and take the time out to read, research etc. It would be a terrible shame for one of towns most important buildings to become a graveyard, especially considering all the money ploughed in to enable more places to shop and spend money..... Why is anything relating to the arts considered lower priority?
- Closing any part of the main library is really not a good idea; I have used it for years and found it always a good place to go. It's Newport's main one the whole building should be used closing the other smaller ones is more acceptable they are being used a lot less.
- Libraries are very important part of the community....Malpas library is well used for lending books, reference books, recycling bags, computers, advertising.. Malpas community centre which is on the same site is open in the day and evening so some late /eve hours at the library may result in more footfall.
- There has been a library at Carnegie for many years and it is well used. It would be devastating to this area to take our library. Please keep it.
- It is ridiculous to consider closing both Maindee and Carnegie libraries. Both are close to me and I wonder about other residents in the area. I also wonder about keeping library services to actually attending the library or online -you are alienating older people who cannot walk far and do not go online in renewing their books. In these days and with the life we have, books, education and community should be being PROMOTED not restricted. Therefore I can see reducing opening hours a possible for cuts but not closures. We should be promoting community use for groups etc.
- All libraries are a vital part of the community and why is Malpas the library being cut

- Housing lending and reference library together will greatly restrict the amount of books which can be available to the general public especially if internet computers are also going to be available for general use. I do not see how you can be saving that much extra money only using the one floor instead of two.
- Personally I frequently utilise the library service by ordering books and collecting them from my local Library (Malpas). The effects upon myself are whether the new opening times for Malpas will be varied as I work and can only access the library at evenings and weekends.
- At the same time as I read about the planned closure of some of Newport's library facilities, I also read about the Book Express service. How can Newport support such a service when libraries such as in Caerleon, a town with both a large, popular comprehensive and a university, are reducing their opening hours? I find it very strange that the Newport Matters correspondent can look into Waterstone's window and choose which newly published books she wants when funding is such a critical issue. The amalgamation of the lending and reference libraries seems to be a good move. Can I suggest in this age of downloading films and music that the collection of dvds and cds is no longer appropriate? As a regular user and supporter of the library service I believe that there is still an important role for libraries to play, especially in a city which describes itself as 'regenerating' and 'thriving'. The library could be even more of an information hub than it is now, but in order to attract more support it needs to use technology to further its aim by informing people about local services and events e.g. Email people about new acquisitions, talks etc.
- The initial proposal to abandon the Central Library/Museum building on the grounds that it was beyond economic repair is inconsistent with the revised proposal. If the building is beyond repair money should not be wasted prolonging its lifespan when there are other suitable premises available as detailed in the initial proposal. Press reports of the conditions under which the Malpas branch would remain open contain details that are expensive and unsustainable. A senior Council officer promised 'professional' staff would man the library for 20 hours a week. Given that there are very few qualified professional library staff in the Newport library service, this is a massive commitment that will take capable staff away from vital tasks. Press reports also stated that volunteers would be used in the Malpas branch. Recruitment and retention of volunteers is a time-consuming process. Where is the additional funding for a volunteer manager coming from?
- If Maindee and Carnegie libraries shut how are the older people within the areas going to access the facilities? These libraries also help local schoolchildren with studies / internet access etc. – why should a child from Maindee have to travel to Ringland for this service. Savings can be made in other ways through the council – expenses, reduction in sick pay etc. – bring public service working into the real world.
- By closing local libraries old people and people with young children are unable to access books and everything that goes with a local facility. Many old people have no access to the internet and are unable to drive. It is the young and old that will suffer! In this age of ever growing technology you should be doing your utmost to protect the valuable services which a local friendly library provides.
- I work full time and it is easier for me to pick books up after work from Malpas rather than going to the central library. Therefore if this library is not open so often it will be difficult for me to get there.
- Big loss when my local library closed at the Handpost. More residents will be affected with these proposed closures. Affects older people and young families.
- Libraries are the backbone of our community. More must be done to reach out to young people and encourage them to use library services.
- I regularly use the Rogerstone Library, so I am happy that it will not be affected. I think the late opening on a Monday allows working people more opportunity to get to the library. I regularly use this slot. I think the sections for teenage fiction needs to be advertised more, they always seem hard to find while the

adult and children's section are obvious. Readers will drift away once they outgrow the children section. I also think the online service needs to be available for normal kindle e-readers. I do like my kindle, however I do not understand why kindle ebooks are only available for US libraries so I am unable to access the online e-reader service unless I either buy a new e-reader or read books on my PC or phone. Neither of which are acceptable. The requesting of books service is very good.

- I agree with the overall need to save money. However, I wish to comment on the proposed closure of the branch that I use. Maindee Library provides a service not only for individuals but several schools and also sheltered housing etc. in the Corporation Rd, Chepstow Rd and Caerleon Road areas. It is used by quite a number of people which, because it is within walking distance, means that transport (public or private) is not required. If it closes there will be a knock on effect on the commercial properties which, although few, are still available in Maindee. I am sure that anyone who uses the library and other facilities offered at this branch would not object to either shorter hours or fewer days opening if it will mean that it will still be part of what the Maindee area can offer local citizens and schools.
- Yes, money could be saved by getting rid of the mobile library. Because of Lion, there is no real need for it anymore. Also accept donations of good used books. I live in the Maindee area and do not want to see that close. We do pay towards these services.
- Reading, writing, listening and comprehension are the foundation of all education and the advancement of common understanding and civilization in general. The public library service provides equal access to all, irrespective of social economic group.
- Although I agree with the libraries staying open I am dismayed at the sign of Stow Hill Library remaining closed. This closed down a few years ago and there seemed to be some stirrings that it "may" reopen. Yet this has not been included in the list of proposals?
- I think that the service should be cut further, as the residents of Newport are being asked to pay above inflation rises in council tax to support an extravagant service for intellectuals. I would close all branches and have a Central library in its present location. This could be an attractive building, and would provide extra facilities to the new shopping centre due to open in November. All residents can reach the city centre easily by bus, while the branches only cater for the few residents who live near them. Choosing library books and shopping can be easily combined and a good service in the centre of town would be of more use to residents of Newport than isolated branch libraries in far flung locations.
- The branch libraries should be closed as they are not easy to get to, and only can be used if you live near them. The central library in town is easy to get to by all residents of Newport, and money could be spent improving the central library instead of on branch libraries which few can use. This would also save money as only one site would need to be opened and staffed. Newport council should be looking at saving money instead of demanding huge rises in council tax. The central library should also be staffed by volunteers. Issuing library books does not need staff with degrees.
- Newport council should be using volunteers to staff libraries and organising a service that delivers value for money. The branch libraries should be closed as they are for local residents only. The Central library should be the site for all library services. Opening one site and staffing it with volunteers should save money, and the large well above inflation increases in council tax could them be avoided.
- There should be one excellent central library. Branch libraries, although good to have, are a luxury. Branch libraries seem to have a lot of books, especially non-fiction that are never borrowed and then disposed of. Money could be saved by not buying these books but perhaps having one copy to be ordered from the central library. Why are new books (apart from best-selling ones) being bought for libraries that are due to close? This also seems a waste of money.
- I would need further information of the housing of the reference library and lending library on one floor. If by the same floor, you mean that the lending library will lose its current space, and be crammed in

further, then it will make the library a less pleasant place to visit. It will take the library back to those days of cramped and crowded shelves with not much light. If however you mean that the lending library will stay where it is but the reference library will go in the rooms next door, where a part of the museum is, then that is acceptable.

- Library and Information services provide an essential service to the public. We have already seen the closure of Stow Hill library. The reference library should remain separate from the current lending library.
- Putting the lending library and reference library on one floor in the main central library in Newport will result in something being reduced, whether it's the number of books or the number of study desks. I work in the library regularly and there are always lots of people using the desks. It really disappoints me that when cuts need to be made, libraries are the first to go.
- 1) With the restructuring of the library services onto one floor at the Central Library, that a cross section of customers are invited to a forum discussion to invite suggestions as to how, where, and what services are delivered. Too often the views of the customers and their requirements are ignored especially those with physical disabilities. Also, the forum must take into consideration equality issues, i.e. engage customers from a diverse range of different backgrounds where possible. 2) With the proposal to reduce the level of hour's service at Malpas Library, the customers of the library must be consulted as to the opening hours - perhaps with another questionnaire with a selection of options of opening hours. In addition I would suggest that a "Malpas Library Customer Forum" group be set up as a joint venture between NCC and all other interested parties to investigate and explore ways of increasing income against the use of Malpas Library, perhaps in unison with the trustees/committee members of the Community Centre next door. NCC may be doing this already - but visibility of what is being done, and by whom needs to be in place to re-assure Malpas Newportonians that action is on-going and is not just being driven and dictated by the higher management echelons of Newport City Council. Remember the Newport Mural - wake a dragon and it will eventually burn you.
- At present I use the library in maindee approx. once a month for books. If this closes I will not be able to use a library.
- Keep them open!
- Like to see Maindee open if only on reduced hours.
- It is unfair to close local branch libraries, especially for individuals on low income with restricted transport means. For families who can't afford to purchase books, for whom public transport costs are prohibitive and who cannot own a car, proposals such as these effectively remove their access to a whole host of important services and resources.
- I am not sure what a library hub means? Is this a branch library? I live close to Rogerstone and Central library and benefit from using both services weekly. I visit with my two children who thoroughly enjoy going to Story Club and the selection of books available. I find all the library staff very helpful and knowledgeable. They always help me select books etc.
- I have used Maindee for convenience but their stock was limited so it is not a great loss from that point of view. I am sorry for the people who lose their jobs. Is it possible for me to use the postal service I heard about? Robert Armstrong.
- LION could have a better collection of books, and this may help ease the pain of the library reductions.
- Maindee library has a bus stop just outside with parking just along the road on the flat, making it easily accessible for all especially disabled!!!! or elderly !!!!! Not upstairs or a way from the Car Parks or BUS STATION Maindee library is very friendly & also convenient for us especially as I have used it all my life. I would be very sorry to see it go.
- What will happen to the staff currently employed?

- I disagree with the proposal to close Carnegie Library. I have been a member of this library for more years than I can remember. This library is a lifeline to me as I am a disabled person and it is easy for me to access on a good day when I am feeling well and able to visit the library. It is also close to where I live and my carer or one of my visitors will always nip to the library for me if I am unable to get there myself. Because of my disability I am not very active therefore I read on average 3 to 4 books a weeks, is it not possible to rethink the closing of Carnegie even if it is only kept open part-time or as a self-service library. Central Library is logistically impossible for me to visit; I know that there is a postal service on offer but this option would not provide me with enough reading material as it only provides one book per week.
- I use Carnegie library most weeks.
- The closing of the third floor of the Central Library is a mistake. I regularly visit the library in the afternoon and most of the desks in the Reference Library are occupied with people working and reading, yet in the Lending Library it seems as if staff often outnumber customers (and there's usually only one or two staff!). The Reference Library is a quiet study area - moving these services to the first floor will result in this valuable resource being lost. I'm also concerned to notice that many of the books in the Reference Library have already disappeared, presumably for good, with lots of the shelves being practically empty. Maybe the council should spend less money on salaries for councillors and senior managers and actually spend the money on keeping the library fully open. I also appreciate that Maindee & Carnegie Libraries are closing because of their proximity to other libraries but surely spending money on extensively refurbishing Carnegie Library a few years ago has now been wasted - yet another example of bad forward planning! Finally, I notice that the library is still running the Book Express service where customers can have books posted to them free-of-charge. Surely this cannot be financially viable? Postage costs for a hardback book must be astronomical - this money could be spent on keeping libraries open.
- I feel the closure of some of the library buildings is ill advised. Many people use the libraries outside town as they are unable to go into the centre to collect books. I am also concerned about the idea that community use of the buildings (that inevitably will be closed), is only being 'considered' - does this mean the buildings will be sat empty for years, at which point the renovations will be too expensive. Carnegie is a beautiful building, located next to a school (surely this is reason enough to keep it open?) and perhaps it could be opened during the week for a shorter amount of time with one evening perhaps. How many staff are losing their jobs because of this? Are staff being relocated? Thank you.
- It's a crying shame that the Welsh Government can find millions for another road through Newport yet there is apparently not enough money to ensure our cultural wellbeing.
- I think the very bottom line should be that we retain a library service in the centre of Newport.
- With the advances in technology and the fact that even with the most basic of devices carrying 1000's of e-books I understand the need to restructure the library service. I however refuse to have e-books. I believe part of the experience of reading is the feel and smell of the books themselves. I was quite sick when I was a child and spent a lot of time in hospital and at home alone most of the time. Books kept me sane and if I wasn't able to get books I am not sure what else I would have done. I love the feel of having a book in my hand and have passed this onto my children. They love coming to library and selecting various books. It's a pleasure to hear them talking excitedly about what's going to happen to their favourite character in his/her next adventure.
- How will the reference and lending library fit into one floor?
- Closing both Maindee and Carnegie libraries will mean a lack of provision within the Maindee area. Having the reference and lending libraries on the same floor will provide a poor service and leave the area outside the reference on the 3rd floor to become more of a haven for those who come into the building with the sole purpose of taking or dealing drugs.

- I do not agree with the closure of Caerleon library and if it is to reduce hours there is no merit in moving it as this will clearly impact on the services available for the users. I have used the library on and off since childhood and now regularly take my own daughter there. Newport council should be pulling its weight reducing spending on councillors including funding expenses such as meals and travel etc. (something that no other equivalent employees get e.g. NHS, teachers etc.) and start raising money through REAL enforcement of fines from the anti-social behaviour that is so regularly reported. Every money saving cut so far is on the easy targets (eg.travel costs for education, library closures) and appears to be to the detriment of the futures of the children in Newport.
- Do not close maindee library.
- I would miss the convenience of the Carnegie Library personally.
- I agree, reluctantly, with the proposal to keep Malpas library open for 20 hours. This is far better than the zero hours you were contemplating originally. There needs to be a very careful agreement made with the local community about which hours it opens, to be of most benefit to the community. It needs to run in parallel with the Malpas Community Centre, which shares the site, and is run by the Malpas Community Centre (Voluntary) Committee, on behalf of NCC. Anything affecting the library will undoubtedly have an effect on the running of the Community centre and vice versa. Currently the library is used by many groups to gain access to the Community Centre, as the library (voluntarily) holds the centre's keys. This arrangement needs to continue so the community centre can function and be accessible to all in the community who wish to use it, especially during the day and early evening.
- Use my local library on a regular basis and would not like to see it closed. Maindee library is used by many adults and children. It is not only a book lending service but the internet is used as a source of information at this facility.
- I was not aware of a library at Tredegar House, and I wonder how many people are, and whether its use justifies its existence. My local library is Rogerstone - I have no idea what a Hub means, and whether this is a good change or not. Some more info about what a Hub entails would be useful. The 2 libraries threatened with closure, if run by the community, could investigate the possibility of hiring out facilities to generate income. Rhiwbina and Whitchurch libraries in Cardiff went through this process when they were told they would have to close, and the local community came up with a number of varied and innovative ideas for them to remain open.
- Please keep Malpas open!
- Libraries that people can easily and widely access are essential both for the access to books as well as the computer services. Literacy is key and access to books in an environment that encourages a love of reading is key. That Bettws and Rogerstone will be retained is fantastic but that other services are being reduced saddens me.
- Concerns on the actual opening and closing times at the proposed 20 hours opening, would school children be able to have access at the new times?
- I don't think you should shut the Carnegie library so many children go in there after school, children who probably won't end up using central. It's convenient easily accessible and to take it away would be a real shame! Surely if by taking it away it affects a fair few children (and adults) then you should reconsider? More importantly, have you asked the children? They are after all the ones who would lose out most! Maybe it would be worth visiting A few schools in the surrounding area.
- The closure of Maindee would be a travesty, you hear of regular events and activities that you don't hear of in Caerleon for example. The closure of Maindee you additionally be a huge blow to the very little business in the area.
- Yes you should open more time for other people even on the Sunday.

- Of course the library closing (in Malpas) would be a terrible thing for the community. And of course limiting the hours is not what residents had hoped for but I must agree lowering the hours is better than closing completely!
- 1. If both reference and lending libraries are on one floor, where I assume the area available will be the same as currently available on one floor, the inference is that both the reference and lending libraries will each be about 50% smaller than now. If this means something like 50% fewer books available, I'm against the proposal. 2. Save money by reducing the amount of heating in Central Library. Must be the hottest building in the city. 3. I'm not happy with the scheme where a user can have a book posted to him free, and post it back to the library, also free. It seems a totally unnecessary cost to the library service (and even with preferential postage rates, it won't be cheap), money which I'd rather see spent on the library itself. And of course, it's a scheme that will reduce visitor numbers to the library, so that sometime in the future the council will be likely to say "visitors are reducing, so let's close a library".
- I am concerned about the space on the first floor for all sections of the library service.
- Only because having reduced opening hours is better than closing the library completely. I would like a late night opening as I have to be taken to the library by my family after they have finished work. The people in the Malpas library always make us feel welcome.
- Four generations of my family use the library on a regular basis and I am very upset that future generations will be denied the full benefits of this excellent service. My mother uses the central library and the Malpas branch for photo copying and book lending several times a week. My wife and I regularly visit the library in Bettws, and our son, daughter-in-law and grandchildren enjoy the facilities at their local library in Malpas. My youngest granddaughter in particular is devastated by the plans for Malpas library and she independently designed a poster on the computer protesting the proposed changes, which she displays in her bedroom window. The children love visiting the library and borrowing books and as well as being fun this is very important to their education.
- As you are reducing the hours of libraries who are seemingly the sole stockist of recycling bags then can you please start placing them in local shops this will increase the use of small businesses and reduce the impact of library hour reductions? Equally I have no problem with the reduction of hours but they have to be so that people can actually use them i.e. they have to be open in the evenings otherwise just shut them totally, and reduce over heads in totality. There is no point in them for me.
- What exactly is a library 'hub' supposed to be, the page preceding this does make it very clear. If it means that these will be main libraries my concern would be that a relatively wealthy area of Newport, where families can afford to provide their children with books and Internet access, whilst a more deprived community such as Maindee will lose their library provision. What about Pill library? Will it be maintained? The proposal also doesn't make it clear what will happen in St Julians, my local library, will it be maintain with its current opening hours? Also it is difficult to comment on proposals without some understanding of their usage because although I think Maindee deserves to keep its library services, if it is never used it would be difficult to defend it staying open.
- At a recent committee meeting of the Redwick History Group we discussed the revised proposals for the future delivery of the library service in Newport. We are in full agreement with keeping the Central Library open and are very pleased to have it confirmed that the local history collections will remain there. We do, however, have concerns about how the reference and the lending libraries can be accommodated on a single floor in a way which makes the material accessible to those who want to use it.

**Q3a: What gender are you?**

	Number of people	Percentage of People
Male	76	35.7%

<b>Female</b>	137	64.3%
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NB: There were 11 no responses to Question 3a.

### Q3b: How old are you?

	<b>Number of people</b>	<b>Percentage of People</b>
<b>0-15 years old</b>	-	-
<b>16-24 years old</b>	7	3.2%
<b>25-44 years old</b>	76	34.7%
<b>45-64 years old</b>	88	40.2%
<b>65 and over</b>	48	21.9%

NB: There were 5 no responses to Question 3b.

### Q3c: What area of the city do you live in?

	<b>Number of people</b>	<b>Percentage of People</b>
<b>Allt-Yr-Yn</b>	17	7.8%
<b>Alway</b>	5	2.3%
<b>Beechwood</b>	9	4.1%
<b>Bettws</b>	5	2.3%
<b>Caerleon</b>	10	4.6%
<b>Gaer</b>	8	3.7%
<b>Graig</b>	7	3.2%
<b>Langstone</b>	5	2.3%
<b>Llanwern</b>	2	0.9%
<b>Lliswerry</b>	28	12.9%
<b>Malpas</b>	30	13.8%
<b>Marshfield</b>	4	1.8%
<b>Pillgwenlly</b>	10	4.6%
<b>Ringland</b>	4	1.8%
<b>Rogerstone</b>	12	5.5%
<b>Staftesbury (Crindau)</b>	5	2.3%
<b>St Julians</b>	21	9.7%
<b>Stow Hill</b>	11	5.1%
<b>Tredegar Park (Duffryn)</b>	6	2.8%
<b>Victoria (Maindee)</b>	18	8.3%

NB: There were 7 no responses to Question 3c.

### Q4-8: Ethnic Origin?

	<b>Number of people</b>	<b>Percentage of People</b>
<b>White British (Welsh, English, Scottish, N Irish)</b>	192	88.1%
<b>White Gypsy or Irish Traveller</b>	-	-
<b>White Irish</b>	-	-
<b>Other White Background</b>	1	0.5%

• Greek		
Mixed – White & Black Caribbean	13	6.0%
Mixed – White & Black African	1	0.5%
Mixed – White & Asian	1	0.5%
Other Mixed Origin	1	0.5%
• African & Arab		
Indian	-	-
Bangladeshi	-	-
Pakistani	4	1.8%
Chinese	-	-
Caribbean	1	0.5%
African	-	-
Other Black / African / Caribbean Background	-	-
Arab	-	-
Any Other Ethnic Background	-	-
Unwilling to Declare	4	1.8%

NB: There were 6 no responses to Question 4-8.

## Newport Library Service Consultation 2015 Update (5.05.15)

### Hard Copy Responses received

**Q1: Do you agree with the revised proposals for the future delivery of the library service in Newport?**

	Number of people	Percentage of People
Yes	48	
No	97	
Not Sure	20	

NB: There were 15 no responses to Question 1.

**Q2: Do you have any comments about the proposals for the future of the library service (??? Comments received so far)?**

- Does this mean the reduction in the numbers of computers and a limited area to study and read the daily papers
- Library services shouldn't be cut anywhere
- I think it is to the detriment of society to lose its libraries, they are a basic tool in a civilised society. It is unlikely that the people of Maindee will walk into Central Library. 'm very relieved that Rogerstone Library will be spared – it has provided many hours of pleasure and enlightenment to my family as they grew – they have a lifelong love of books – not something to be easily dismissed
- I would like Rogerstone Library to remain open. I use the library once a fortnight. The (?) should stay open. We pay enough tax for this to happen.
- Very pleased central Library is to remain open. Not happy with the closure of others but understand some are underused. In my opinion use of libraries needs promoting more to encourage their use. Some signage at street level outside Central Library as you would not recognise it as a library, museum, etc.
- The Library is vital to the wellbeing and education of schoolchildren, citizens and senior citizens. The Library provides reading skills, interests and companionship by a skilled and friendly staff, this means job losses and lost skills if these proposals go ahead. In particular the proposed closure of Maindee and Carnegie well supported and in populous areas is a disaster for all concerned. I feel Newport Council should have a re-think on this subject as I am sure if any cuts are to take place they should fall on lesser important projects.
- I think there should be more library services. I use the main library in John Frost Square in Newport. I am a great reader of books on different subjects. I also use the computers at the library for research. The staff at Central Library are very friendly – some of the books I request come from Maindee and Carnegie libraries. So what will happen to the books from those libraries? Will they go to other libraries?
- No library should be closed. The proposed closure of Maindee and Carnegie which are on main bus routes is not a good idea. Newport Councillors should bear in mind that education is of prime importance and should vote not to close the libraries
- Keep what you have in Bettws and keep all libraries open – get new
- I am appalled at thought of Carnegie Library closing. I have been using the library for the past 25 years. Please reconsider
- Central Library – how can lending and reference be fitted on one floor/ Does this mean a decrease in books available and what will happen to the empty floor. Caerleon – As the Town Hall is used for a wide

variety of clubs and meetings how can you fit in a permanent display of books. Book Express – how much does this scheme cost in postage expenses?

- I live in Caerleon and am pleased that we will not be losing our library. I do not own a computer so I enjoy visiting the library a couple of times each week to use their computers. The staff are friendly and helpful and the environment is pleasant.
- Local library services are important as families can use the facilities as homework club and also as a book order service. They are important resources for the community. A good place for congregation of the elderly also. Keep Maindee and Carnegie open
- Hope Central Library will now be open on Monday again
- The Lending Library and Reference Library should be housed together on the third floor. The area where the lending library is at present should be used for an extension on the museum. The lending library already contains many books which are reference books. Maindee Library should be retained but possibly reduced hours of opening, similarly a survey should take place regarding the Carnegie Library to see to what extent it is used and consider retaining but with reduced hours opening
- In my opinion a public library service is vital to the fabric of any community. Even more important therefore is as comprehensive library service in the town centre and any dilution of this would be a major blow to the city – and a university city as well.
- There are few meeting places for the elderly within this area already. Why can't you utilise space and amenities in other buildings, for example, Lysaughts – the building is surely big enough to house a lending library. The extra facility would surely help Lysaughts. Local church – this would enable people to meet, chat and borrow a book. The elderly do not always or if ever require the use of computers but reading is a pleasurable past-time. Please do not take away this facility.
- I live in Lliswerry area of Newport and use the Carnegie Library on Corporation Road which is not far from my house. In fact within easy walking distance. To hear that this library is closing is an absolute disgrace. I can only speak on a personal note, but it means that without a car I will have to travel in to town to borrow books and use the computers, and to add even further insult the library in Maindee is also closing leaving none in the vicinity. Public transport is not easy for me and I do not think these proposals have been thought through very well at all.
- Tredegar House Library is beautiful but hardly serves the needs of Maesglas bus users – the road to it is dangerous for juveniles and pensioners – St Julian's Library ditto – Caerleon Rd shopping area is where it should be for maximum use. Why close Maindee Library – people have computer use and it is in a handy situation. Cutting back on the number of books people can borrow would save space and costs. The sheer number of cookery and gardening coffee-table books at eye watering prices should be cut down. Every TV personality brings one out. Surplus books should be offered for sale as years ago, it is bound to bring in money when even the number of magazines bought has been curtailed. Why institute an expensive postal service for books – it must come at an astronomical price – for ordinary Xmas mail most people use the Boys Scout service. Although £10 million has to be saved, could Newport concentrate on something as ordinary as toilets – Austin Friars/former bus station, Newport Market/Central Library, hardly live up to the ever changing variety of street furniture – How many makeovers has John Frost Square seen?
- I am a little concerned about the Reference and lending libraries being on the same floor, sometimes nowadays the library is quite noisy and not conducive to study. I think the move of Caerleon Library to the Town Hall will be an improvement and easier to get to.
- Pleased for Central Library to remain open as City Centre should have a library. What about computer access, as a pensioner I cannot afford broadband at home?
- Opening of libraries is essential, if cuts are to be made reduced opening is better than closure. Museum collections are important and must be retained for future use. All library services are vital. Tourists visit

the library for information and this must be retained also. Future generations must be encouraged to use the library.

- Even in difficult economic services if Newport wishes to warrant its city status it should be maintaining and where possible expanding its cultural offerings – museum, art gallery; an effective reference library and well stocked lending library. A Central and community hub libraries, including Maindee.
- Community will die if it closes. It's a focal point for school children to have access to computers to help with their homework and for older people who don't have knowledge of computers but enjoy reading and meeting people. And toddlers to learn to read and socialise.
- Carnegie Library serves the Liswerry area and has done so for many years. The primary schools use it frequently. Many senior citizens, including disabled people, rely on it for reading material/computer banks. Increased housing in this area, in which the library is, situated means there will be a greater need for this important service, especially with the younger generation. It will be a great shame to close it. Many residents will not be able to travel to any other library. We need to encourage people to read more books. Closing this library will remove a fundamental right to increase the literary knowledge of its residents. (Education, education and more education!) Perhaps it could remain but with the hours reduced – a library hub!
- The book club on Monday evening is a very enjoyable group and I hope we can keep going.
- At present there I little clarity about the current proposal for Malpas and Bettws Library. No viable proposal has been put forward because alternatives have not been considered or sought. People in Malpas deserve better than this. Many Malpas residents are willing to help in whatever way they can but have been kept in the dark. Details of the proposals or alternatives have not been publicised, library staff are also in the dark. The decision will be at the whim of a Cabinet member or the complete Cabinet. There is no transparency in this process. The council is inept.
- No for shutdown. Yes for 20 hours a week
- I agree with the proposals if this is the only way to retain library provision in Malpas. Libraries play a key role throughout a person's life from learning to read to retaining a keen interest in the world in later life. To take away provision of libraries in any area will reduce quality of life for a wide variety of people. Libraries need to remain open.
- As we don't have any choice about the number of hours (20) my main concerns are the children small and in school will not have the freedom to call in and look through books and learn things which they may not have at home. A lot of parents are on tight budget and cannot afford to supply things they need for their education. Pensioners come to the library and Community Centre for company and a chat which they don't have at home. School children use computers for to help their studies. Older who can't afford a computer have a connection to friends who live away via computers and are willing to pay the fee. There are a lot more things the library can be used for and money brought in through the public via the use of the back room.
- The Library and Community Centre to be kept together as a going concern and developed further as a full blown community hub.
- Malpas Library is used by 3 junior schools. Malpas Library is also used by youth from Newport High School – computers and homework. Children from Community centre under 5 go there to get to know books, whatever is in the library should not affect the best run and used community centre in the City. We know there has to be cuts but don't stop the people in the community helping to keep it open.
- Don't close Maindee – on a bus route
- I am sorry to see closures and hours cut. I suppose this is better than total closure but it's a sorry state of affairs.
- Keep Maindee Library open

- If people have to travel to use a library on public transport, which they will, it will not happen. Cost would be prohibitive especially with children involved. People with passes cannot always travel far or by bus, e.g. elderly, frail, disabled. Not everyone has access to a car. Your 'hubs' will only be used by the people who use them now. Local area people. Perhaps you would be better off, or we would be, if you opened libraries for a couple of hours three mornings a week, especially if buildings could be kept open for other reasons; although these will have to be kept fit for purpose (money!) so I won't hold my breath. Disabled old lady – thanks a lot!
- The library is an important place. It also helps children and adults in their learning.
- Keep services as they are. Find savings from elsewhere in council services budget – councillor's allowances?
- The library is an important place for adults and children alike.
- Maindee Library should not close. I have been using this library for 6 years with my children. My children love coming here and getting new books, etc. Also the activities in the holidays my children love and we always attend. It is only around the corner from where I live and easy to get to. It is a busy library and the staff are always friendly, helpful and professional.
- It is essential that the library service remains within the area of Corporation Road as it gives easy access to the school and the old within the area. To move the facility to the Town centre would take the access away and I fear would reduce the number of people having the enjoyment of local library facilities.
- Regrettable but inevitable
- I'm a regular user and will find it very difficult to get to any other library and each visit it seems it's used quite a lot by children, schools, etc. and it easier for people with no transport to get here easily on public transport.
- Whilst I do not agree with the proposals, if change has to be made, then this is the best we can hope for.
- Ideally I would prefer the status quo. However 20 hours is better than closure. My preferred hours would be Tuesday to Saturday 14.00 to 18.00.
- When considering opening hours of Malpas Library please take in to account the extra activities that take place in the library. Computer teaching classes; Malpas Library Book Group – 2<sup>nd</sup> Monday of the month 5.30pm; Community use of computers and on-line services; Volunteers from Malpas keen to help with staffing the library and keeping it open by issuing books, etc. several days a week in conjunction with trained staff and working independently; Open the library 2pm to 6pm which gives most people the opportunity to use the Library.
- As a resident of Malpas and someone who frequents Malpas Library, I believe the hours of service for Malpas Library should be as follows: Monday to Friday 2pm to 6pm
- Keep them open
- Don't close Carnegie – it has good parking facilities for the disabled. Close Central Library and keep the branches open, not the best library in town and no parking facilities.
- I oppose to both Maindee and Carnegie Libraries being closed. Central Library in the City Centre is not an easy library for older people and the disabled to visit. Carnegie Library was built with money donated by philanthropist Andrew Carnegie. One of the requirements for his donation was that government would support the library and provide a service for everyone. Closing the library and utilising the library for other things is not what he intended and is an insult to his memory.
- Carnegie Library is used by the community and the young children in the school. It would be a loss to the older generation who regularly use it. Could cuts be made elsewhere in the authority? Do we really need as many councillors as we have?

- To close Carnegie Library is an absolute tragedy. This library has been recently refurbished and is such an old iconic building. Where else can we go? The staff are so helpful and willing to order books that I request. I would not use another library.
- All the East side of Newport will be without a library. I am a pensioner with limited mobility and will be unable to carry books back and forth to Central Library which will be my nearest. Even with public transport I will need to walk at least twice as far to change my books. Also, reading is a very important part of a child's education and they should be able to access books outside school. Carnegie Library is next door to a school and is well used by these children for IT and reference as well as reading. Cutting library services should be a last option. How about councillors bringing packed lunches and using public transport to cut down on expenses. And shelving the statues and sculptures for better economic times.
- Keep open Maindee and close Ringland
- Maindee and Carnegie Libraries are well supported by the community and OAPs especially. There will be no provision without the reduced central Library. Stopping access to books is not the answer.
- Having recently visited most of the branch libraries I formed the strong impression that Maindee Library was extremely popular. It and Carnegie serve a densely populated area with a high proportion of fairly recent immigrants and also I would guess older people. Both groups greatly benefit from library services so I think one library should be retained to serve the area. For the same reason I think a branch library facility should be retained in Pill.
- When finances improve for the Council in years to come let us hope that the library service is expanded. Central Library and the reference library are important for readers who do not have the money to buy books and for young scholars to gain the knowledge they need instead of going on-line. Books in the hand are preferable to many people to gain the sense of scholarship they need. The city is expanding we need our historical relics and a good library and museum located centrally in the City. Come on Newport lead the way: Cardiff's Museum is a joy, so too is their reference and lending libraries. A boon for all students and those who long to learn.
- I support the retention of the Central Library. Under the previous (closure) proposals I would have had 2 journeys to access another library. I also support the retention of the Reference Library at Central which I do use from time to time. I have reservations about what space will be made available, I note no comments are made about the future of the Museum and Art Gallery. If the library in total is to function on floor one, will extra space be available?
- I agree with the closure of smaller libraries and revised hours. Older people have bus passes and if people travel to town perhaps it will bring more businesses to the new development in the town centre. Also the heating in the Central Library could be turned down to save on energy bills.
- I know that cuts were coming but am happy to see that we will not lose our library and hope that we will always get the fine service we are used to
- I still have concerns for the invaluable local collection in the Reference Library. Like a number of local writers and researchers I need to access this collection often and depend upon the availability and assistance of the excellent team of librarians in the reference library. If all this is restricted to one floor with people borrowing and returning books, there will not be enough staff to attend to the needs of those working to consult the local collection. Will there be room for microfilm readers?
- I am grateful for this excellent service given by the council and its staff and it represent good value to what we (ends)
- It is essential that the children's sections are all kept open. The love for books and literature must be nurtured from babyhood onwards.
- The Central Library and Museum must remain open until the Friars Walk development is finished and all units in use as a prime building being empty would deter business

- The use of computers (particularly quick email services should be retained) Council should monitor subjects (particularly some youths) are logging on to with the general use of the hour free system, because some time ago I accidentally observed what one chap had on his screen. And request not applicable to download music on. The computer use is really helpful to someone like me (pensioner) who does not wish to have a computer at home. (sites mentioned above should be unavailable). Also we use the lending library for books a great deal. The Central Library is an asset for visitors too with Museum and Art Gallery, history, etc. We are trying to attract to people to town and an information place is essential.
- You appear to be getting there as regards the central Library. For people not living in the town, like us in Underwood, getting to one of the hubs would require two bus journeys there and two back home. How the lending and reference libraries are going to be combined will need explaining more carefully. The way forward is by using the library facilities for the very young and young parents who like activities, such as the soft play at the leisure centres. Where they can meet and spend time together. Perhaps the libraries should also consider having foreign language books especially for those whose first language is not English.
- I think that keeping the Central Library is paramount. In fact it needs to be developed and promoted, particularly for the very young. You have a number of mums and babies/toddlers who like to get together with activities for the children and coffee and a chat for the mums. Put on more for this age group as they are the future readers. It is essential to have a City Library as everyone can get to it. I don't know about the other proposals as we only use the main library and wouldn't be likely to use the others as that would involve two bus journeys. I agree with the keeping of the Central Library.
- If cuts have to be made then unfortunately services suffer, we are seeing this all too often in the public sector. I only agree because it's the 'less of two evils' so to speak but really it is frustrating to see the council wasting money on yet more traffic lights and digging up pavements every five minutes and then they cry poverty!
- As has been proven you cannot combine either a lending library or an internet café with an essentially quiet study reference library. Real stupidity. The two will not work in such. I have walked out in anger of the 'Reference Library' and I have witnessed countless more Newport people do the same many times. I can see the need to cut costs – you have to pay for Friars Walk somehow – but you must segregate the quiet study requirement reference library from anything else... or give a reduction in Council Tax for loss of our reference library; what you should have done with the shameful closure of Newport's competition standard Maindee Baths. Go to Bristol's College Green Central Reference Library to see how it is done. Absolutely magnificent – I visit it many times. They have done thing right. Do not bother with Cardiff's they have totally ruined things – but do not allow use of moron mobiles in its claimed Reference Library. I still see many school kids use the reference library to study/swot/do their schoolwork (the traditional way not the lazy laptop). How will they continue to do so if you combine a lending library – noisy, badly behaved kids – and parents with a reference library? I suggest you move the lending library or the internet café to the wasted ground floor, put the shop on the museum floor. Close the hub libraries – it should be no hardship for these estates residents to come into town on the bus and shop in Friars Walk.
- The service should be expanded, not reduced. A democracy cannot function unless the population has full access to information and education regardless of their economic status. Cuts to library services undermine democratic society, alienating and disenfranchising those who are the most vulnerable and who rely most on the fulfilment of social democracy. Libraries give us power. This is a truth. Libraries are not a privilege to be used as political footballs, they lie behind politics and how it is a function for all.
- Why is Newport Council always cutting back on leisure activities, Cardiff and elsewhere don't do cuts.
- I would keep the main library as it is now. To save money why not close as many of the smaller libraries as necessary. I don't use any of the smaller libraries and would not mind that much if they closed.

- The library in Pill was not mentioned. It would be a pity if it closed because people from Pill, Maesglas and the Gaer would have no library facility within a close environment on a Monday.
- I am just glad that Caerleon is having a library, albeit for 20 hours a week. I hope that the hours it will open will allow access to all, eg. One evening/one afternoon/one morning. My concern would have been if only Libraries in Newport remained then we would have to get 2 buses (one in to town and then one out to say Malpas/Bettws) in order to reach the library. Only time will tell how this will work but thank you for keeping the library in Caerleon. It would have been a great loss to our community.
- I would like to comment on the 'reference and lending libraries to be housed together on one floor. It seems highly impractical to combine the two libraries as they serve difference purposes. The Lending Library has a more relaxed, social and family friendly environment, with a level of noise that entails. However, the reference library has a calm, quiet environment and provides facilities for those who wish to study and/or research, particularly for those who do not have access to such facilities in their homes. In addition, the bookstock serving both libraries would obviously need to be reduced, due to reduced storage issues. This would therefore affect availability of relevant materials. Bearing all this in mind it would seem highly unlikely that the combining of both libraries would effectively serve its users (as they both currently do, as separate entities). Newport City Council should, in my opinion, be doing more to encourage use, than reduce the service. It could be done in a number of ways: Visits by schools to the library or library staff to schools. (I work in a school and some children think they have to pay to borrow books); Advertise the facilities available (eg. IT, newly released books, etc.) on social media as well as locally; Invite authors to special events (many are resolutely against closures); Home clubs; A comfy coffee-shop environment would be attractive ; Follow recommendations such as those in the 'Independent Library Report for England' which states that libraries must become 'vibrant and attractive community hubs; Late night opening; Reading Clubs/Groups
- The computer access must be on a floor whereby you do not have to climb stairs. To meet the requirements of the DDA it must be accessible via the lifts. If all the local branches are closing Central Library must be open on Mondays.
- You should keep the Central Library open. The reduced hours seem to be working. I find it warm when I go in there, (waste of heat) the library and museum kept open will attract more people to go to the Town centre.
- The 'not sure' would be yes if it had been proved that use of Maindee and Carnegie Libraries has fallen very low. The option to renew books by telephone should be re-instated to save non-computer literate people like myself not having to make special journeys. Library staff time – answer phone, enter card number, press renew – 2 minutes. The postal service should be scrapped.
- I am happy that the library will still be in the Centre
- As a teacher, access to libraries in an increasingly digital world is vital. Children that read regularly are becoming a minority and this must be addressed. My grandmother reads avidly and the library service for her is also essential. Is reading going to become a privilege for the rich again?
- Opening hours to stay the same or more. No cuts please
- Need to encourage children to read more, (too much emphasis on technology, etc.). Older generation appreciate libraries – I certainly do!
- There are other ways to cut costs. Newport City Council waste millions of pounds each year. Carnegie Library is an historical building of importance as well as the service it provides and has provided for more than 100 years.
- I think it is disgusting. There are a lot of pensioners rely on this library, their only pleasure is reading and television as some do not go in to town ad a lot of pensioners, myself included. Will not be carrying books from Central Library. We haven't got cars so will not be carrying them on buses. Government want

children to read more yet you are closing this library which is used by a lot of children and pensioners. There was a lot of money spent on Carnegie 2 years ago so that was a waste being the council say there is no money.

- I understand the need to cut some services due to economics but would rather see hours of libraries reduced rather than local library closed. We lost the library van a number of years ago and was delighted when Tredegar Park Library opened.
- Malpas Library covers a large area starting from St Mary's Church, Graig Park estate, etc. That is a lot of people and a lot of the older people have not got computers or email. Reading is a good part of their lives, especially if they live alone. Books are a life line to them, yet Bettws is to have their library and not affected at all, and has not half the number of people that all the estate's I mentioned have, I do not think it is fair that so many people will be affected by this 20 hours per week.
- I do not agree with the possible closure of both Carnegie and Maindee Libraries. I think one or the other may be feasible. The Carnegie Library is also used by the children at St Andrews School, which I think they would miss very much. Maindee is very good for local people, especially when using the Post Office, banks and shops, I do not think you should close both; I would not be able to travel to town or Ringland for my books, but that is only a personal viewpoint.
- I have used Maindee Library since the 70s. It has always been a community library and more often than not the children's area is in use and the computers are all booked. I am an avid reader and would be devastated to lose the friendly service and advice the library staff provide on new authors, etc. I don't have the funds to buy books on a 3 weekly basis and would miss my trips. Newport is too far and the way it was laid out in the past was very uninviting. Newport parking is also a problem as carrying up to 10 books at a time is a struggle. Like many people I use the online renewal service but feel that Maindee fulfils a need for many people in the area. Keep it open even if hours are restricted. I appreciate children no longer read as much as I did but the excitement of choosing a book at an early age encourages lots of them to keep reading in later life.
- Agree with move to Town Hall in Caerleon but would like to think that Saturday morning opening is still viable.
- Our library is a great asset to the community. I am a senior citizen and use the library every week. The staff are excellent courteous and very helpful in making a choice of books and as I do not have a computer also in this area as well. Also the availability of reading material is of prime importance as the rate of literacy is not of a high standard with young people these days
- Libraries are an extremely important part of any community, the help and advice given by our librarians is extremely valuable. Three primary schools in the Carnegie area attend the library, opening up for a lot of children a lifetime of reading enjoyment. I am appalled that head teachers and board governors of the three schools are not putting forward their views. Computers always in use not every home has the luxury of an online computer, its great when you see children research homework, etc. in a safe environment. To close Carnegie will be a massive backward step. No direct public transport to the three suggested library hubs. Councillors keep proudly telling us this is a deprived and disadvantaged area, if this library is closed I will not proudly, but agree the statement is correct. Good luck.
- Maindee Library is one of the few community facilities in the area and I am very concerned at the proposal to close it. The council must be aware of the strength of feeling about this, as a closure was emphatically resisted only a few years ago. The reasons for keeping the library open remain the same. It makes a significant contribution to the area, for example: it is one of the few places where children can do their homework, especially if they do not have a computer at home; the adult literacy scheme run by the library has been extremely useful to many people. Instead of getting rid of the library community facilities need to be increased.

- The library services are very important to myself and family as we have used Malpas Library for about as long as I can remember and we have lived in the area for over 35 years. In this difficult time of having yet again to save money in Newport I think this proposal is well considered and at least leaves us still with a much loved library.
- Library is most important for under-fives/over-fives/teens/students. Reading lasts a lifetime, being unable to access books is very sad. Understand funds are extremely difficult but so many children cannot read (whatever nationality they are). The elderly also rely 100% on this service. It is a social thing because you meet so many people, come up against a service which helps you considerably.
- The withdrawal of Maindee and Carnegie Libraries will leave large holes in the coverage of these areas. Many users of Carnegie Library would be seriously inconvenienced by having to travel to Central or Ringland Libraries. Carnegie and Maindee are the base for housebound routes and no mention has been made to how these would run without the centres. Parking near Central is not available for volunteers and do not know of the facilities at Ringland to serve the Shaftesbury and Pill areas of the City.
- To close the library is wrong. I have used it for many years even as a youngster. Have you noticed where I live Mary Dunn Club have closed. People who I know from Always, Caerleon Rd have lovely times in their clubs. Out bus runs every half hour. I could walk up the road to the Post Office. But my legs are not so good now I am 83, that is the Post Office we did have so if the Library goes I will not be able to carry books from Town. I think people think no one lives here anymore.
- Just worried Rogerstone Library is not big enough to cope on a road which will get busier with new housing estate! Adding to further traffic jams in area.
- Reference/Lending being put together – the Lending Library has become very noisy in recent years. The Reference need quiet – how will this work? Maindee/Ringland: I have used both these libraries – Ringland is never busy unless there was a school visit. Maindee is situated where it is handy for borrowers – residents and workers. How can underused Ringland in an out of the way situation be called a ‘hub’? Losing Maindee would deprive a busy residential area of its library.
- The Maindee and Carnegie Libraries should not be closed under any circumstances due to their educational values. Councillors should think very carefully about the decisions they make as other projects are of lesser importance.
- I have not answered the above question as I do not agree with the proposals for the Newport Library Service but the cuts to budget have left you with little choice. I use the Caerleon Library which is moving to the Town Hall and there will be over 50% reduction in opening hours. The library will be open for 20 hours a week so it is essential that: The Library is open between 9am and 1pm on a Saturday; The remaining hours are split between morning opening and afternoon opening on separate days.
- Maindee Library is giving an excellent service. If Maindee Library has 20 hours so be it but the community really needs this.
- Regular user of Carnegie Library. I have been going there since a child. Carnegie is an important part of the area’s amenities and would be badly missed.
- Please consider keeping Maindee Library open if only for one or two days a week. We would find going to Ringland and/or town rather difficult.
- Please, please do not reduce the library service any further. It is important for life and culture for ages 3 – 100.
- The library service is of vital importance to schools in the Corporation Road areas and definitely should not be shut.
- I’ve used Maindee Library for 58 years and now that I’m not as mobile as I was I find it very convenient. Even 20hrs a week would be better than nothing. There are always people using it and local schools as well. Town Library is not convenient, neither is Ringland. If 20hrs is not possible why not 15 or even 10.

- Any reduction in our library service is a direct cut in our quality of life. This is life-long education and the reference library is the keeper of our history and culture. If we lose that, what future for our City? We all realise that public spending has to reduce. However, I see money wasted on a daily basis, e.g. continually changing road junctions. Please leave our library service alone!
- This will have the effect of reducing the amount of books on display in the reading library for what appears to be small savings, especially when taking the cost of changes into account.
- There appears to be no mention of the Library in Pill here. What is happening to this Library?
- I find it strange and inconvenient that I cannot renew books on the telephone but this service can be done online. Many elderly people do not have the facility to renew books on-line but do have telephones. It then means a trip to the Central Library (in my case) or pay a fine. Also, when you are making cuts, why is there the postal service? (a fairly new service) I am pleased otherwise with the library service – the librarians in central are very helpful. I also feel sad that the Handpost branch had to close – convenient for residents in that area.
- I use Carnegie Library as I live in the Nash/Lliswerry area, where would my nearest library be? Why not use part of Lysaughts which has been refurbished. This library serves a large community some of which are elderly and unable to travel to other areas. This is not one of the best ideas NCC has had – please think again.
- Our library was built in 1907. It was used by working class men, women and children who couldn't afford to buy books. Are we to suffer once again? Our Community Hall has been closed as well, where else can we meet neighbours, which we do, to not only discuss relevant matters of the day but also to take our children and grandchildren to enable them to have the vast variety of choice which books they would like to read.
- I use this library a lot. I would have to travel to town but it is not so helpful there and I don't feel comfortable there either.
- As I live in Malpas I am obviously disappointed that Malpas Branch will be reduced to 20 hours. However I would support in favour of closure.
- Why don't you just keep one library in Maindee area? Rather one in Corporation Road, 2 Pill, 3 Maindee. Just keep one in Maindee and expand it. People who live in Pill can go to Town Library. I'm in favour to keep Maindee open.
- People who live in Maindee and Corporation Road area where do you think they should go – Rogerstone; Ringland; Bettws – that doesn't make sense. Would you like to travel far for library?
- Any reduction in opening hours is deplored. We must make libraries community hubs with a range of facilities and opportunities – clubs, discussions, presentations, demonstrations, cafes, chess, scrabble, bridge, music-making, drama – we need to make libraries accessible to all and open in the evenings too. Couldn't local shops (Tesco's?) sponsor some sessions?
- The Library should not be diminished. It is a precious facility, used by a cross-section of the community. It is a crucial addition to the educational provision that NCC provide
- I am very happy that the Central Library will remain open. Will the Art Gallery remain as it is? Will the first floor lending library be closed? Will the lending library be consolidated in to the Reference Library? There is probably not enough room for all the books. A possible solution is to keep books elsewhere and allow people to reserve them via the internet. You could create more space by moving computer access to the outside area in front of the reference library. Also reduce the number of computers in the Reference Library.
- If you close down I will cry so please don't make me cry. Don't be stupid we need this library because my Nan loves it loads and loads.

- I would be very sorry to see Carnegie Library closed. Would it be possible to keep it open 1 or 2 days a week?
- I would just like to know if the delivery of books will continue. Concerned about gap in library provision in Lliswerry and Maindee
- Libraries are an essential asset to each community. Children need access to books to develop their imagination, vocabulary and knowledge base. With so many technological stimuluses' in their day to day lives the feeling of opening a new book or the crisp sound of eagerly turning a page cannot be replicated on any electronic device. As a society we cannot become dependent on the internet to inform and guide us. Reading gives us knowledge which encourages inquisitive minds and memory bank to pull on information linked with experiences when required.
- Don't close our library – I've been here since I was born. I love it.
- When I was little my Nan used to come here and all the workers and me and my Nan had our memories here. Then she dies I just want this library to stay open. This is an amazing library and Newport won't be the same without this library.
- I notice that Bristol City Council, just across the Severn, has a population of almost exactly three times that of Newport. It is also a labour run council. They have 70 councillors, whilst Newport has 50! Bristol manages to run their council with 2 councillors per ward. Going on these figures, Newport should be operating with 24 councillors, thus saving 46 x £13,175 councillor's allowance alone. Just thought I'd mention it.
- Books are the treasure of our society. It's the accumulated wisdom and knowledge of our people. It's what our history has given us. They need to be freely available, easily accessible. Therefore savings found elsewhere but not with the library. It is with our future that you are playing with. It is not right that you should reduce ours. Similarly with the museum and its exhibitions. You also need to show faith in Newport's future. So invest in things that will help this. Cut the things that won't if cuts need to be made. We need to look to the future and work for that, not detract from it and lessen the futures of our people and city. Look to the future and help the future and its people. Thank you. Keep libraries, Keep books don't lose any of them.
- I think that the proposed cuts for Malpas Library are quite drastic, from a full week to 20 hours only seems harsh. Also, will the reading group be able to continue as that is held on a Monday evening, so that people who are working in the daytime can attend. It will be interesting to learn how the 20 hours will be spread out.
- I believe that the library service is essential for the residents of the City and that reducing some opening times to 20 hours per week is the first step on the road to closure as seen with Maindee and Carnegie. Others such as Malpas will undoubtedly be reduced in readiness for closure. Newport already has a reputation for producing poorly educated residents and any library closures will surely add to and confirm this reputation. Having been employed by Newport City Council for a number of years I have observed a tremendous amount of waste both in resources and finance. I am sure that financial savings can be achieved without cutting an essential service such as libraries.
- My local library at Malpas provides me and my family with reading and learning resources that we could not obtain by any other method. I have recently completed a degree course that would not have been possible without the material stocked in our library. My grand-children are also at the early reading stage and I consider any reduction in the library service will be detrimental to their learning. They will be the future citizens of Newport and I am sure that council officers would want only the best for its residents. I have a fear that when the library service is closed Newport will slip back 40 years to an uneducated population.

- Putting the Reference and Lending library together will not work. They are both well used but by different groups of people. Families with young children would annoy people quietly reading reference books or newspapers, doing research or working on the computers. It is important to keep the hubs open for those unable to travel to town.
- I am 76 years old and disgusted that the way Newport Council are treating the people in shutting Maindee Library is another nail in Newport's coffin. Maindee is turning in to a ghost area like the Town Centre. This council can't fill the empty shops in the Town Centre so why build a multi complex which I think will be a very white elephant like Spytty. They had to borrow £90 million to give to the contractors because they had no capital.
- Closing Maindee will be a very sad day for a lot of elderly people and also children, as I feel that reading and face to face communication is very important for young and older children. I have attended Maindee since 1956 – as a school girl and as an older person. If Maindee closes you will only lose people who are not on-line and we are already feel left out with all the modern technology. More importantly, children are leaving school unable to read/write or interact with sufficient skills or capability. I have a young grandson, I notice other children are not being encouraged by parents to read books.
- Students use the reference library. It has been good up till the books started to disappear off the shelves. Now you have shelves half-quarter full. Some areas reduced by 3/4. It is so sad and such a shame. I asked for a book you had. They looked on the computer – it was not in the stack. It had been thrown away – destroyed. That is criminal. It was a really rare book. Newport was fortunate to have it. Alas no more – such a waste and loss. Combining the reference and lending libraries in to one means it will be like Cwmbran Library. It will cease to be the best Library in Gwent. No longer second to Cardiff in SE Wales. Newport is a City – supposed to be, and a university city at that. Not only do students use it but people at school. Thus it ought to have some money from the education budget. Also businesses use local libraries – and money can come from here. The Central Library is an asset Newport cannot do without at all. It is good that the Centre has a library, museum, art gallery altogether. These attract people to Newport. This money needs to come from the tourist budget. This Centre location is a must. In the autumn with the new centre opening and a new John Frost Square, new people will be coming in. It will revitalise the whole area and a new café will be able to set up in the Library/Museum rather than just the machines as now. This centre needs to be seen as an investment for the future. Newport will pick-up and need this centre. To get rid of it or even reduce it is wrong. The library should not just destroy books. Not only is it a loss of knowledge and information. It is also a loss of money. A library sale of books would bring in a good amount of money.
- How are you going to combine the two floors in to one? Even now some of the books on the reference library floor are hidden away in yet another part of the building. What will become of the micro-fiche machines which hold a lot of information? As a person trying to research local and family history, will all this be lost. To the cheap paperback fiction in the lending library?
- The Central Library should remain as it is now, i.e. opening hours and staff. The staff are excellent and very helpful. Savings can be made by stopping the postal service, which I did not know existed until seen in the Argus. If people can look in bookshops at new books they can go to a library to get them.
- I read a letter in the Argus about a lady who had used the postal system. She said that she goes in to Waterstones, sees a book that she wants and then orders it by post. If someone can get to Waterstones surely they can get into the library? Therefore I think this service should be looked at as a way to save money. I think that the library staff are wonderful and should be kept at all costs.
- I would be sad if Maindee Library closed, my grand-children love it there. I use the lending and reference library in the City Centre where the staff are very helpful.

- As a parent and grandparent I feel that the council has a permanent duty to provide access to books and learning to our next generation. As a life-long user of the library I have used libraries for over 50 years and value the enrichment to my quality of life and the assistance to my studies which still continue at the age of 60. The value of the library service should not be underestimated. Where financial constraints have led to the proposals to close Maindee and Carnegie libraries, provision should be made for a mobile book service to cater for the needs of elderly and disabled people, who have all financially contributed to the Council's finances over the decades. Not everyone in Newport can use computers or the internet and the Council should recognise the needs of the disadvantaged citizens of Newport. I am very glad that Tredegar House Library will remain open which I use every week.
- I do agree with some of the revised proposals but I would like to see all the libraries remain open. I feel that Carnegie Library should remain open because it is used by the local people, also the school (St Andrews Primary) use the library and the children love it. Please don't shut our library.
- I don't agree with proposal to shut Maindee or Carnegie Library which is the one me and my children and grand-children use every week and is used by St Andrews School. It has been there for over 100 years. What a sorry state should it close.
- Please do not close our libraries. There is nothing that can replace a book. There is nothing that can stretch a child's imagination like a book, not the telly, films, etc. I'm 79 now and cannot remember not going to the library. First with my mother and taking my own children. I have always loved the library and the joy of being surrounded by books. I'm housebound now and cannot see very well because of a stroke, but still use the libraries. I have audio books now, if I could not get them I could not afford to buy them. Reading has always been my passion. Please don't close the libraries.
- It is a disgrace to close the libraries. The more libraries in Newport the better for all concerned. I, my children and grand-children all used Carnegie Library as it is local, living in the area. It is more convenient than having to travel to another library. Savings must be made elsewhere, not by cutting our library services in our areas.
- Of course, I don't in reality (agree with the proposals), but we have to accept there is no money for all facilities so I have to say yes.
- The library service is essential and closing libraries is unfair, but at least Bettws is staying open. It is good that Central is also staying open.
- They are good to help people and the people in Bettws and Malpas are really kind, friendly and funny and I be lost if you shut Bettws, Malpas and Central Library.
- Very good service all the time, they should be proud of themselves.

**Q3a: What gender are you?**

	Number of people	Percentage of People
Male	60	40%
Female	115	60%

NB: There were 5 no responses to Question 3a.

**Q3b: How old are you?**

	Number of people	Percentage of People
0-15 years old	7	
16-24 years old	4	
25-44 years old	22	

<b>45-64 years old</b>	40	
<b>65 and over</b>	99	

NB: There were 8 no responses to Question 3b.

**Q3c: What area of the city do you live in?**

	<b>Number of people</b>	<b>Percentage of People</b>
<b>Allt-Yr-Yn</b>	5	
<b>Alway</b>	3	
<b>Beechwood</b>	10	
<b>Bettws</b>	6	
<b>Caerleon</b>	10	
<b>Gaer</b>	5	
<b>Graig</b>	3	
<b>Langstone</b>	5	
<b>Llanwern</b>	6	
<b>Lliswerry</b>	38	
<b>Malpas</b>	25	
<b>Marshfield</b>	2	
<b>Pillgwenlly</b>	1	
<b>Ringland</b>	3	
<b>Rogerstone</b>	6	
<b>Staftesbury (Crindau)</b>	7	
<b>St Julians</b>	8	
<b>Stow Hill</b>	7	
<b>Tredegar Park (Duffryn)</b>	5	
<b>Victoria (Maindee)</b>	15	

NB: There were 10 no responses to Question 3c.

**Q4-8: Ethnic Origin?**

	<b>Number of people</b>	<b>Percentage of People</b>
<b>White British (Welsh, English, Scottish, N Irish)</b>	168	
<b>White Gypsy or Irish Traveller</b>		
<b>White Irish</b>	2	
<b>Other White Background</b> • Greek		
<b>Mixed – White &amp; Black Caribbean</b>	1	
<b>Mixed – White &amp; Black African</b>		
<b>Mixed – White &amp; Asian</b>		
<b>Other Mixed Origin</b> • African & Arab		
<b>Indian</b>		
<b>Bangladeshi</b>		
<b>Pakistani</b>	2	

<b>Chinese</b>		
<b>Caribbean</b>		
<b>African</b>	1	
<b>Other Black / African / Caribbean Background</b>		
<b>Arab</b>		
<b>Any Other Ethnic Background</b>		
<b>Unwilling to Declare</b>	1	

NB: There were 5 no responses to Question 4-8.

## Medium Term Revenue Plan Proposals - Outline Business Case - 5

<b>Service Area</b>	Continuing Learning and Leisure
<b>Proposal Title</b>	<b>Library Service Transformation</b>
<b>Proposal Summary Description</b>	<p>To review and transform public library services within the City to meet the statutory responsibility of providing a “comprehensive and efficient library service” within the reduced level of revenue budget available.</p> <p>The model will replace the current model of delivery with a reduced level of service provision in the Central library supplemented by three library hubs at Ringland, Rogerstone and Bettws open 40 hours per week and three collocated service points at Malpas, Caerleon and Duffryn each staffed by Library service for 20 hours per week.</p>
<b>Impact on Performance</b>	Reduction in the number of sites available for the public to access and the services they provide. Reduction in current levels of visitors and issues within the service.
<b>Impact on FTE Count</b>	9 FTE
<b>Impact on other Service Areas</b>	Minimal material impact with other service areas.
<b>Impact on Citizens</b>	Reduction in the number of service points will reduce the services available to those local communities affected by the proposal

	2015/16	2016/17	2017/18
<b>Savings (£)</b>	-£233k	-£104k	
<b>Implementation Costs (- £)</b>	£171k		

<b>Current Position</b>
<p>The delivery of library services was rationalised in 2012/13 moving to a tier system.</p> <p>Band A libraries;- open 43 hours per week (Malpas and Rogerstone)</p> <p>Band B libraries;- open 36 hours a week (Bettws, Ringland, Maindee, Carnegie and Caerleon).</p> <p>Band C libraries;- open 30 hours Tredegar House.</p> <p>All branch libraries work with single staffing for at least part of each day.</p> <p>Central Library is now closed on a Monday and open 41 hours per week</p> <p>The service has taken advantage of technology to make more services available 24/7 including the renewal of items, payment of fines, placing reservations and downloading e-books and e-audio material. In addition library members are able to access a range of electronic information resources from home and a range of</p>

electronic magazines. The service is unique in UK in having the only virtual book borrowing service enabling Book Express members to select their chosen titles online, have them delivered directly to their homes and then return them to us via a postage paid envelop. The housebound service is delivered by volunteers. Both the Book Express and Housebound services are outside the scope of the current review as there are no revenue budgets specifically attached to these services.

### Staffing

38.25 FTE in 2014-15.

### Service Points and Performance

The normal benchmarking of library performance is based on stock issues and visitor figures

The following are the details for the last complete financial year i.e. 2013-14.

Service Point	Visitors	Issues
Central	252,084	155,450
Bettws	28,076	34,561
Caerleon	14,200	30,449
Carnegie	21,421	23,358
Maindee	36,725	32,570
Malpas	30,207	69,498
Ringland	23,149	30,712
Rogerstone	37,201	62,323
Tredegar House	18,715	13,914
Brynglas*	1,353 Closed June 2013	884 Closed in June 2013
Pill *	8,277	4,965
St Julians*	18,822	10,970

\* These are libraries within a Community Learning centre.

### Financial Impact

The net revenue budget for libraries in 2014 -15 is £1.276m

While challenging, the need to deliver a sustainable comprehensive and efficient library service for the people of Newport and to enable the council to meet its statutory obligation can be achieved through innovative service delivery being proposed.

### Key Objectives and Scope

The key objectives are to provide a library services which meets the needs of the citizens of Newport while complying with statutory requirements.

Scope of the proposal covers all static library provision within Newport.

### Key Proposal

To deliver an alternative Service Model including City centre provision which meets the statutory requirement of the Authority to provide a “comprehensive and efficient library service”

Proposal is to move to an operational model of four hubs located strategically across the City in premises that meet the requirements in terms of square meterage and accessibility in line with the Welsh Public Library standards and staffed by qualified and experienced library and information staff, supplemented by 3 co-located service points, each staffed by the library service for a minimum of 20 hours per week.

#### Required Investment

The implementation costs of £171k are based on:

- the estimated redundancy costs for the members of staff whose posts are being deleted;
- the costs of changing the furniture and counters in the Central Library
- and a contribution to the costs of reconfiguring Ringland Library.

#### High Level Milestones and Timescales

Milestones	Target Date
Identify Options for service delivery report to Scrutiny Forum	November 2014
Report to Cabinet on options and seeking permission to go to 3 months consultation.	8 December 2014
Public Consultation undertaken on potential options	December 14 to January 2015
Analysis of consultation findings	January 2015
Equalities Impact following consultation	February 2015
Further consultation with public following decision on in February 2015	March 2015
Formal Consultation with Trade Unions and staff on impact	March 2015
Formal decision made to close sites and delete posts	April 2015
Interview process for new staffing structure	April 2015
Redundancy notices served for implementation of savings	End of April 2015

#### Fairness and Equality Impact Assessment completed

An initial Fairness and Equalities Impact Assessment has been completed and indicates there will not be a disproportionate impact on any individuals with protected characteristics such as Age, Race, Disability or Gender. We will continue to monitor and review this assessment as the proposals develop.

### Fairness and Equalities Impact Assessments F&EIA (2013)

This form provides an assessment of a policy or proposed change to see whether it promotes Fairness and Equality, eliminates any unintended discrimination, and has positive outcomes for the population of Newport. This Impact Assessment should be used to affect policy and service planning decisions.

In Newport we focus on Fairness through the following themes: Health, Poverty, Skills and Work, Domestic Abuse and Tackling Area Based Deprivation.

Our Equalities focus is taken from the Equalities Act 2010: we consider the 9 protected characteristics – age, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. We also consider promoting the Welsh language.

This assessment provides evidence that we have considered the General Equality Duty (below) in our decisions.

To:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity and
- Foster good relations

<b>Service Area</b>	<b>Head of Service</b>	<b>Person responsible for the assessment</b>	<b>Date of Assessment</b>
<b>Regeneration, Investment and Housing</b>	<b>Beverly Owen</b>	<b>Alun Prescott</b>	<b>21<sup>st</sup> May 2015</b> <b>Version (if applicable)</b> <b>1.1</b>

1. What is the service/ policy being assessed?

The impact of the closure of Maindee Library and Information Centre as part of the rationalisation and modernisation proposals for the Library Service.

2. What is the purpose of the policy/ service change?

To meet the level of financial savings required for both the 15-16 and 16-17 financial years whilst meeting the statutory requirement to provide a library service as required by the local authority in the Public Libraries Act 1964.

### 3. Protected Characteristic

Protected Characteristic	Who are the customers/service users. Breakdown of Newport population by age part of evidence bundle	If we take this decision what is the potential impact. The impact may be either positive or negative. Explain in what way they may be affected and why you believe this to be the case.	Action Plan to address issues raised – what changes or practical measures would reduce adverse impact on particular groups. To include planned outcome. May be revisited post consultation	Who will be responsible	Timeframe to review
Age	<p>All residents based within the local community could potentially be impacted by this decision.</p> <p>For statistical analysis the community has been defined as all residents within a geographical area of 2 miles of the library based upon Lower Super Output Areas (LSOAs). Table 1A in the attached evidence appendix gives a full breakdown of the 2011 census data by 5 year age group.</p> <p>The 2011 census data for the community served by this library, defined as a 2 mile radius from the library, indicates that the community has a similar age profile to that for Newport as a whole.</p> <p>The data for the Victoria Ward indicates that there is a younger age profile for the Ward than for Newport as a whole. 29.34% of</p>	<p>The library service is used by people of all ages. The potential impact of this decision is reduced access to library services for members of the local community.</p> <p>The pattern of membership at Maindee would indicate there would be a disproportional impact upon those aged under 19 if this library were to close.</p> <p>Comments received during the public consultation highlighted the difficulties that both the elderly and young children could face accessing library services should Maindee Library close. Both of these age groups can potentially face challenges to travel long distances to alternative sites and to make independent use of public</p>	<p>The amended library review proposals that followed the budget consultation in December took on board concerns expressed by residents of Newport that it is difficult to navigate via public transport to outlying sites. The nature of the bus system within Newport is that all routes radiate out from the City Centre. Requiring two bus journeys for many to visit a branch library. By retaining Central Library as the Central Hub within the amended proposals it is more equitable for the majority of residents as compared to retaining one of either Maindee or Carnegie Libraries as a central hub.</p> <p>The Central Library is 1.1 miles from Maindee Library by road. The immediate area of the library is served by a direct bus route to the City Centre. The bus service runs every 12 minutes,</p>	Operations Manager	

	<p>the Victoria population are aged 19 or under compared to 25.65% across Newport</p> <p>A review of the data on registered borrowers at Maindee indicates that there is proportionally a higher level of membership for children and young people aged 0-19 than within Newport as a whole. This age group making up 52.5% of membership compared with 43.7% overall. It is important to note that this figure is inflated due to the presence of 4 schools locally which were enrolled at the site in the school joining programme.</p> <p>The age profile of respondents to the public consultation which was held from March to April 2015 was:</p> <table border="0"> <tr> <td>0-15</td> <td>7 (1.8%)</td> </tr> <tr> <td>16-24</td> <td>11 (2.8%)</td> </tr> <tr> <td>25-44</td> <td>98 (25%)</td> </tr> <tr> <td>45-64</td> <td>128 (32.7%)</td> </tr> <tr> <td>65+</td> <td>147 (37.6%)</td> </tr> </table>	0-15	7 (1.8%)	16-24	11 (2.8%)	25-44	98 (25%)	45-64	128 (32.7%)	65+	147 (37.6%)	<p>transport.</p> <p>Maindee Library is visited by local schools. Between April 2014 and March 2015 30 visits were made to the library by classes from local schools. If the library closes there would be no alternative service within walking distance of the school.</p>	<p>with a journey time of 6 minutes to the Queensway stop in the City Centre.</p> <p>The Library Service will continue to provide the Housebound Library Service to residents who are unable to visit the library. The service will work with Newport City Council PR and marketing to raise awareness of this service to those who are eligible and affected by this closure.</p> <p>Across the City the service works with schools that are in close proximity to libraries, but there are large numbers of schools and areas of the city where this close collaboration with schools is not possible. Following closure the service will continue to maintain our universal offer to schools, including participation in the Every Child a Member Scheme, promotion of the Summer Reading Challenge and provision of Teacher's Tickets.</p>		
0-15	7 (1.8%)														
16-24	11 (2.8%)														
25-44	98 (25%)														
45-64	128 (32.7%)														
65+	147 (37.6%)														
Gender	<p>All residents based within the local community could potentially be impacted by this decision.</p> <p>For statistical analysis the community has been defined as</p>	<p>As the membership profile for the library service has a disproportionate number of women members compared to men then the closure of any site would have a disproportionately negative</p>		Operations Manager											

	<p>all residents within a geographical area of 2 miles of the library based upon Lower Super Output Areas (LSOAs). The gender split for the LSOAs within two miles of Malpas is: Male – 49.4% Female – 50.6%</p> <p>Looking at the immediate community as defined by the Malpas Ward the gender split as indicated in the 2011 Census is: Male – 52.3% Female 47.7%</p> <p>The percentage of each gender who are registered at Maindee Library as borrowers is: Male – 42.82% Female – 57.18%</p> <p>For comparison purposes the population data for Newport as a whole in the 2011 census is: Male – 49% Female – 51%</p> <p>Membership data for the whole service is: Male – 41.5% Female – 58.5%</p>	<p>impact on women.</p> <p>However, these specific proposals have no direct equality impact relating to gender.</p> <p>During the public consultation no specific issues were raised in relation to gender in regards to these proposals.</p>			
Gender reassignment	The service holds no data on this characteristic	These proposals have no direct equality impact relating to gender reassignment.			

		During the public consultation no specific issues were raised in relation to gender reassignment in regards to these proposals.			
Disability	<p>The only source of information available upon this characteristic in the service is the adult CiPFA Plus user survey which is held every two years. The last survey was held in March 2014.</p> <p>The relevant data for all sites and for Maindee alone are listed in Table 2 in the data appendix.</p> <p>There are a higher number of respondents in Maindee reporting they have a disability – 39% compared to 31% across all sites. This is particularly acute in the numbers reporting an issue with mobility and dexterity.</p>	The closure of any library will potentially have an impact upon those with a disability that affects mobility as it could make it more difficult for them to visit a site. The data suggests this may be a more acute issue in Maindee than at other sites, although this is based upon a small sample size of 92 survey responses.	<p>The amended library review proposals that followed the budget consultation in December took on board concerns expressed by residents of Newport that it is difficult to navigate via public transport to outlying sites. The nature of the bus system within Newport is that all routes radiate out from the City Centre. Requiring two bus journeys for many to visit a branch library. By retaining Central Library as the Central Hub within the amended proposals it is more equitable for the majority of residents as compared to retaining one of Maindee and Carnegie as a central hub.</p> <p>The Central Library is located 1.1 miles by road from Maindee Library. This is served by a bus service that departs every 12 minutes on a six minute journey to the City Centre. The current location of the bus stop in the City Centre is on the Queensway, a distance of 0.3 miles from the Central Library.</p>	Operations Manager	

			<p>The Library Service will continue to provide the Housebound Library Service to residents who are unable to visit the library. The service will work with Newport City Council PR and marketing to raise awareness of this service to those who are eligible and affected by this closure.</p>		
Marriage/Civil Partnership	<p>The only source of information available upon this characteristic in the service is the adult CiPFA Plus user survey which is held every two years. The last survey was held in March 2014.</p>	<p>These proposals have no direct equality impact relating to marriage/civil partnership.</p> <p>During the public consultation no specific issues were raised in relation to this protected characteristic.</p>			

Pregnancy and Maternity	<p>The service holds no data on this characteristic</p>	<p>These proposals have no direct equality impact relating to pregnancy and maternity.</p> <p>During the public consultation no specific issues were raised in relation to</p>			
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		this protected characteristic.			
Race	<p>The data on this characteristic is available in tables 4A and 4B in the data pack.</p> <p>The 2011 census data for the community, defined as a 2 mile radius from the library, indicates that there is a similar profile as for the City as a whole.</p> <p>The data on Victoria Ward and from the responses received to the CiPFA survey indicate that there is a higher percentage of residents from BME communities using and living in close proximity to Maindee Library than the profile across Newport.</p>	<p>The potential impact of this decision is reduced access to library services for all members of the local community.</p> <p>However, data suggest that closure of Maindee potentially has a greater impact upon members of BME communities than the closure of other libraries due to demographic profile of the local population.</p> <p>As the Library service does not collect data on ethnicity of library users it is not possible to accurately assess what services are being used by members of the BME Community. However, the understanding of the service is that extensive use is made of the ICT facilities at libraries by this group, as a</p>	<p>The amended library review proposals that followed the budget consultation in December took on board concerns expressed by residents of Newport that it is difficult to navigate via public transport to outlying sites. The nature of the bus system within Newport is that all routes radiate out from the City Centre. Requiring two bus journeys for many to visit a branch library. By retaining Central Library as the Central Hub within the amended proposals it is more equitable for the majority of residents as compared to retaining one of either Maindee or Carnegie Libraries as a central hub.</p> <p>The Central Library is located 1.1 miles by road from Maindee Library. This is served by a bus service that departs every 12 minutes on a six minute journey to the City Centre. The current location of the bus stop in the City Centre is on the Queensway, a distance of 0.3 miles from the Central Library.</p>		

		<p>means of accessing information and communication. Closure of a library would potentially make it more difficult to access online services, which are increasingly important when engaging with central and local government.</p>			
Religion/belief	<p>The only source of information available upon this characteristic in the service is the adult CiPFA Plus user survey which is held every two years. The last survey was held in March 2014.</p>	<p>These proposals have no direct equality impact relating to religion/belief</p> <p>During the public consultation no specific issues were raised in relation to this protected characteristic.</p>			
Welsh Language	<p>The service does not record data on the Welsh Language knowledge of our library members.</p> <p>An indication of the potential impact upon Welsh speakers of the closure of this library can be provided by an analysis of the issues of welsh Language bookstock at the site.</p>	<p>Closure of the library will lead to reduced access to the Welsh Language stock held by the Library Service for residents in the local community.</p>	<p>The largest collection of Welsh Language stock is available within the Central Library. The Central Library is located 1.1 miles by road from Maindee Library. This is served by a bus service that departs every 12 minutes on a six minute journey to the City Centre.</p> <p>Welsh Language stock can be supplied through the Housebound Service for those residents who</p>		

	<p>Across the service the issue of welsh Language stock is 0.8% of the total. At Maindee the figure is 1.1%</p> <p>The 2011 Census data for Victoria Ward as published in the Ward Profile 2014 indicates that the percentage of the Ward population who can speak read and write Welsh is 5.6%, below the Newport average of 6.3% and the Welsh average of 14.1%</p>		<p>are eligible for the service.</p> <p>The Book Express Service is able to supply Welsh Language stock as part of its core offer.</p>		
Sexual Orientation	<p>The only source of information available upon this characteristic in the service is the adult CiPFA Plus user survey which is held every two years. The last survey was held in March 2014.</p>	<p>These proposals have no direct equality impact relating to sexual orientation.</p> <p>During the public consultation no specific issues were raised in relation to this protected characteristic.</p>			

4. Who has the service consulted regarding the proposed change? When should new consultation take place?

An initial consultation on the overall review vision of a reduction to four hubs was conducted as part of the NCC consultation on budget proposals from December 2014 to January 2015.

Following feedback from the initial budget proposal to reduce to four library hubs an amended proposal of four library hubs and three co-located services was open for public consultation for six weeks in March/April 2015.

5. What evidence/ data has been used to complete this EIA (This will include local and national guidance)

2011 Census Data for the LSOAs within a 2 mile radius of the sit  
Lliswerry Ward Profile 2014  
Responses to the bi-annual CiPFA Plus customer survey held in March 2014  
Service performance data  
Welsh Public Library Standards Framework 5  
Response to the budget consultation in December 2014  
Responses to the amended Library Review proposals March/April 2015

6. How will the relevant groups be advised of the changes and the EIA?

The relevant groups will be informed of the EIA and changes via NCC formal communication procedures.

7 How will the policy/ practice/ proposal make Newport more or less fair in relation to:

- Health Inequalities
- Child Poverty
- Skills and Work
- Tackling Domestic Violence
- Alcohol and Substance misuse
- Homelessness
- Armed Forces Veterans

The closure of any library will have a negative, rather than a positive impact upon these factors as an inevitable impact of the withdrawal of any service to communities within the City.

As sources of free and impartial information libraries play a key role in supporting people to improve their skills and job opportunities.

Access to books for children and a range of events and activities such as the Storyclubs and Summer Reading Challenge ensure that children have access to books and can engage in reading irrespective of family income. As literacy levels are a key component in future economic prosperity and life prospects the closure of a library has a clear negative impact upon child poverty.

Health information is available at all sites and Maindee Library participates in the Book Prescription Wales scheme that works in partnership with NHS Wales to provide relevant books to people with mental health issues.

The negative impact of the closure of the site will be offset, as far as is practicable, by taking a strategic view of the distribution of libraries across the City to ensure that the vast majority of residents live within two miles of a library. The Central Library is located 1.1 miles by road

from Maindee Library. This is served by a bus service that runs every 12 minutes with a travel time of 6 minutes to the Town Centre. The return journey is also of the same duration and frequency.

8. How will the policy/ practice/ proposal affect local areas of the city?

Will it have a positive or negative impact in terms of fairness and addressing local area deprivation?

The closure of any library service point has a negative impact upon local area deprivation as there will be a reduction in the availability of services.

In particular, the digital literacy, ICT taster sessions and free ICT access which are provided at Maindee Library will stop. The Library Service will however continue to offer this support within the remaining libraries. For residents within the Victoria Ward the nearest library will be the Central Library. The Central Library is located 1.1 miles by road from Maindee Library. This is served by a bus service that runs every 12 minutes with a travel time of 6 minutes to the Town Centre. The return journey is also of the same duration and frequency.

## Fairness Impact

How does the changed service /policy promote good community relations (cohesion)

The closure of this library does not promote cohesion. Libraries are regularly cited by residents as valued community assets, so a proposal to close any library will have a potentially negative impact upon community relations in the immediate community. Several respondents to the public consultation indicated the importance of libraries to them as community venues where they are able to meet and interact with library staff and other members of the public. This could be particularly important for elderly people living within the immediate environs of the library. However, there are a number of communities across the city that do not have libraries located within them. The statutory duty of a library service is dependent upon the requirement to provide a 'comprehensive and efficient service', which means delivering a service that is accessible to residents using reasonable means, so is not dependent upon providing a library within each community.

There are increasing opportunities for members of local communities to engage with library services by other means than visiting a library. The Library Service now offers an extensive range of on-line information resources that are available to all library members via remote access; there is a growing collection of e-books and e-audio available for direct download; the Housebound Service delivers books to individuals who cannot visit a library; and the Book Express Service uniquely allows residents to request a book online and for it to be delivered to them.

The negative impact of the closure of the site will be offset by taking a strategic view of the distribution of libraries across the City to ensure that the vast majority of residents live within two miles of a library. The measure of the percentage of the population living within 2 miles of a static service point has been a key performance indicator in all of the Welsh Public Library Standards Frameworks. The amended library review proposals that followed the budget consultation in December took on board concerns expressed by residents of Newport that it is difficult to navigate via public transport to outlying sites. The nature of the bus system within Newport is that all routes radiate out from the City Centre. Requiring two bus journeys for many to visit a branch library. By retaining Central Library as the Central Hub within the amended proposals it is more equitable for the majority of residents as compared to retaining one of Maindee and Carnegie as a central hub. The Central Library is located 1.1 miles by road from Maindee Library. This is served by a bus service that runs every 12 minutes with a travel time of 6 minutes to the Town Centre. The return journey is also of the same duration and frequency.

How does the changed service /policy promote equality

The closure of the Library does not promote equality as a service is being withdrawn. This closure will have a particular impact upon the area of the City with the highest concentration of BME residents.

The negative impact of the closure of the site will be offset by taking a strategic view of the distribution of libraries across the City to ensure that the vast majority of residents live within two miles of a library. The measure of the percentage of the population living within 2 miles of a static service point has been a key performance indicator in all of the Welsh Public Library Standards Frameworks. The amended library review proposals that followed the budget consultation in December took on board concerns expressed by residents of Newport that it is difficult to

navigate via public transport to outlying sites. The nature of the bus system within Newport is that all routes radiate out from the City Centre. Requiring two bus journeys for many to visit a branch library. By retaining Central Library as the Central Hub within the amended proposals it is more equitable for the majority of residents as compared to retaining one of Maindee and Carnegie as a central hub. The Central Library is located 1.1 miles by road from Maindee Library. This is served by a bus service that runs every 12 minutes with a travel time of 6 minutes to the Town Centre. The return journey is also of the same duration and frequency.

How does the changed service /policy eliminate discrimination

The closure of the library does not aid in the elimination of discrimination as a service point is being withdrawn.

Taken as a whole, library services are neutral community spaces which are available to all residents of the City, which have a positive role in helping to eliminate discrimination.

The negative impact of the closure of the site will be offset by taking a strategic view of the distribution of libraries across the City to ensure that the vast majority of residents live within two miles of a library. The measure of the percentage of the population living within 2 miles of a static service point has been a key performance indicator in all of the Welsh Public Library Standards Frameworks. The amended library review proposals that followed the budget consultation in December took on board concerns expressed by residents of Newport that it is difficult to navigate via public transport to outlying sites. The nature of the bus system within Newport is that all routes radiate out from the City Centre. Requiring two bus journeys for many to visit a branch library. By retaining Central Library as the Central Hub within the amended proposals it is more equitable for the majority of residents as compared to retaining one of Maindee and Carnegie as a central hub. The Central Library is located 1.1 miles by road from Maindee Library. This is served by a bus service that runs every 12 minutes with a travel time of 6 minutes to the Town Centre. The return journey is also of the same duration and frequency.

**Completed by/ Date: Alun Prescott 21 May 2015**

**Signed off by/Date:**

## Appendix 1 Evidence Template

Data collection – customer and non- users consultation, surveys, databases, focus groups, interviews, pilot projects, comments/ complaints, user feedback ,council plans and policies, consultants reports

Are there any expert views/ relevant groups that can be approached to explore their views

	<b>Quantitative</b>	<b>Qualitative</b>
What do we know from existing data, research, consultations available internally	Newport Ward Profiles Library Service Performance Statistics Library members data – age and gender Public consultation responses: <ul style="list-style-type: none"> <li>• Budget consultation Dec 2014</li> <li>• Library Consultation March/April 2015</li> </ul>	CiPFA Plus Customer Survey Public consultation responses: <ul style="list-style-type: none"> <li>• Budget consultation Dec 2014</li> <li>• Library Consultation March/April 2015</li> </ul>
What do we know from existing data, research, consultations available externally	Population and demographic statistics – 2011 census	Libraries Inspire: The Wales Strategic Framework for Libraries 2012-16
What are the gaps in knowledge	Library members data – ethnicity; marital status; Pregnancy; Religion/belief	

### Fairness and Equalities Impact Assessments F&EIA (2013)

This form provides an assessment of a policy or proposed change to see whether it promotes Fairness and Equality, eliminates any unintended discrimination, and has positive outcomes for the population of Newport. This Impact Assessment should be used to affect policy and service planning decisions.

In Newport we focus on Fairness through the following themes: Health, Poverty, Skills and Work, Domestic Abuse and Tackling Area Based Deprivation.

Our Equalities focus is taken from the Equalities Act 2010: we consider the 9 protected characteristics – age, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. We also consider promoting the Welsh language.

This assessment provides evidence that we have considered the General Equality Duty (below) in our decisions.

To:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity and
- Foster good relations

Service Area	Head of Service	Person responsible for the assessment	Date of Assessment 9 <sup>th</sup> February 2015 Version (if applicable)
Regeneration, Investment and Housing		Alun Prescott	1.0

1. What is the service/ policy being assessed?

The impact of the closure of Carnegie Library and Information Centre as part of the rationalisation and modernisation proposals for the Library Service.

2. What is the purpose of the policy/ service change?

To meet the level of financial savings required for both the 15-16 and 16-17 financial years whilst meeting the statutory requirement to provide a library service as required by the local authority in the Public Libraries Act 1964.

### 3. Protected Characteristic

Protected Characteristic	Who are the customers/service users. Breakdown of Newport population by age part of evidence bundle	If we take this decision what is the potential impact. The impact may be either positive or negative. Explain in what way they may be affected and why you believe this to be the case.	Action Plan to address issues raised – what changes or practical measures would reduce adverse impact on particular groups. To include planned outcome. May be revisited post consultation	Who will be responsible	Timeframe to review
Age	<p>All residents based within the local community could potentially be impacted by this decision.</p> <p>For statistical analysis the community has been defined as all residents within a geographical area of 2 miles of the library based upon Lower Super Output Areas (LSOAs). Table 1A in the attached evidence appendix gives a full breakdown of the 2011 census data by 5 year age group.</p> <p>Also included in the statistical profile is data from the Lliswerry Ward Profile to indicate the impact upon the immediate community served by the library.</p> <p>Also included within the evidence Appendix in table 1B is a breakdown of the registered borrowers at Carnegie Library by 5 year age groups as used in</p>	<p>The potential impact of this decision would be reduced access to library services for members of the local community.</p> <p>The 2011 census data for the community served by this library, defined as a 2 mile radius from the library, indicates that the community has a similar age profile to that for Newport as a whole so the decision to close this library would not be disproportionate to the closure of any other site.</p> <p>The data for the Lliswerry Ward indicates that there is a slightly younger age profile for the Ward than for Newport as a whole. 28.82% of the Lliswerry Ward population are aged 19 or under compared to</p>	<p>The review will take in to consideration the element of overlap and excess capacity between existing sites to minimise impact on service delivery. As there is significant overlap between the geographical areas served by each library final analysis will be dependent upon identifying if any LSOAs will not be within the geographical sphere of alternative sites when the final options have been identified.</p> <p>As this library is used by a higher proportion of those under 19 that can have difficulty in independently travelling a long distance to library services, any proposal would need to consider accessibility of alternative libraries. This would need to include a review of public transport routes. There would also need to be consideration of alternative delivery models, including provision of co-located</p>	<p>Community Learning and Libraries Manager</p> <p>Operations Manager</p>	<p>Consultation on the proposals to be undertaken for 3 months Dec 14 to March 15</p>

	<p>the Census.</p>	<p>25.65% across Newport</p> <p>A review of the data on registered borrowers at Carnegie indicates that there is proportionally a higher level of membership for children and young people aged 0-19 than within Newport as a whole. This age group making up 58.7% of membership compared with 43.7% overall. It is important to note that this figure is inflated due to the presence of 4 schools locally which were enrolled at the site in the school joining programme.</p> <p>This would indicate that due to the particular pattern of membership that there would be a disproportional impact upon those aged under 19 if this library were to close.</p>	<p>services.</p> <p>The review would need to take in to account the high percentage of under-19s registered in this library and consider how the high level of co-operation with the local schools could be maintained.</p>		
Gender	<p>All residents based within the local community could potentially be impacted by this decision.</p> <p>For statistical analysis the community has been defined as all residents within a geographical area of 2 miles of the library based upon Lower</p>	<p>As the membership profile for the library service has a disproportionate number of women members compared to men then the closure of any site would have a disproportionately negative impact on women.</p>	<p>Full consultation will need to be undertaken with library users, citizens of the City and key stakeholders during the 3 month consultation period.</p>	<p>Community Learning and Libraries Manager</p> <p>Operations Manager</p>	<p>Consultation on the proposals to be undertaken for 3 months Dec 14 to March 15</p>

	<p>Super Output Areas (LSOAs). The gender split for the LSOAs within two miles of Carnegie Library is: Male – 49.93% Female – 50.07%</p> <p>Looking at the immediate community as defined by the Liswerry Ward the gender split as indicated in the 2011 Census is: Male – 48.7% Female 51.3%</p> <p>The percentage of each gender who are registered at Carnegie Library as borrowers is: Male – 37.7% Female – 62.3%</p> <p>For comparison purposes the population data for Newport as a whole in the 2011 census is: Male – 49% Female – 51%</p> <p>Membership data for the whole service is: Male – 41.5% Female – 58.5%</p>				
Gender reassignment	The service holds no data on this characteristic	No disproportionate impact			
Disability	The only source of information available upon this characteristic in the service is the adult CiPFA Plus user	The relatively low number of respondents to the question in the survey – 101 (88% of survey	Any public consultation will need to ensure that it actively engages with this client group.	Community Learning and Libraries Manager	Consultation on the proposals to be undertaken

	<p>survey which is held every two years. The last survey was held in March 2014.</p> <p>The relevant data for all sites and for Carnegie alone are listed in Table 2 in the data appendix.</p>	<p>respondents) makes it difficult to make a judgement for the community as a whole.</p> <p>There are a lower number of respondents in Carnegie reporting they have a disability than in other sites – 18% compared to 31% across all sites.</p> <p>The closure of any library will potentially have an impact upon those with a disability that affects mobility as it could make it more difficult for them to visit a site.</p>	<p>To minimise impact for those with mobility issues the review of services would need to consider accessibility and ease of access via public transport to alternative libraries.</p>	<p>Operations Manager</p>	<p>for 3 months Dec 14 to March 15</p>
<p>Marriage/Civil Partnership</p>	<p>The only source of information available upon this characteristic in the service is the adult CiPFA Plus user survey which is held every two years. The last survey was held in March 2014.</p>	<p>This decision does not have any impact on people due to their marriage/civil partnership status.</p>			

<p>Pregnancy and Maternity</p>	<p>The service holds no data on this characteristic</p>	<p>As no data is held it is not possible to determine if this closure has a disproportionate impact.</p>			
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Race	<p>The data on this characteristic is available in tables 4A and 4B in the data pack.</p> <p>For statistical analysis the community has been defined as all residents within a geographical area of 2 miles of the library based upon Lower Super Output Areas (LSOAs).</p> <p>Also included in the statistical profile is data from the Lliswerry Ward Profile to indicate the impact upon the immediate community served by the library.</p> <p>The only information that the library service collects upon this characteristic is in the CiPFA Plus Survey, which was last held in March 2014.</p>	<p>The 2011 census data for the community, defined as a 2 mile radius from the library, indicates that there is a similar profile as for the City as a whole.</p> <p>The data on Lliswerry Ward and from the responses received to the CiPFA survey indicate that there is a slightly higher percentage of residents from BME communities using and living in close proximity to Carnegie Library than the profile across Newport.</p>	<p>Any public consultation will need to ensure that it actively engages with this client group.</p> <p>The review of libraries would need to consider proximity and location of the library that serves this community, to ensure it is easily accessible, especially via public transport.</p>	<p>Community Learning and Libraries Manager</p> <p>Operations Manager</p>	<p>Consultation on the proposals to be undertaken for 3 months Dec 14 to March 15</p>
Religion/belief	<p>The only source of information available upon this characteristic in the service is the adult CiPFA Plus user survey which is held every two years. The last survey was held in March 2014.</p>	<p>This decision does not have any impact on people due to their religion/belief.</p>			
Welsh Language	<p>The service does not record data on the Welsh Language knowledge of our library members.</p>	<p>If the impact of the closure of this site is considered alongside the option to close</p>	<p>Welsh Language stock is available at all our libraries. Following a decision being made a new stock policy will be introduced that will</p>	<p>Community Learning and Libraries Manager</p>	<p>October 2015</p>

	<p>An indication of the potential impact upon Welsh speakers of the closure of this library can be provided by an analysis of the issues of welsh Language bookstock at the site.</p> <p>Across the service the issue of welsh Language stock is 0.8% of the total. At Carnegie the figure is 1.3%</p> <p>The 2011 Census data for Liswerry Ward as published in the Ward Profile 2014 indicates that the percentage of the Ward population who can speak read and write Welsh is 5.9%, below the Newport average of 6.3% and the Welsh average of 14.1%</p>	<p>other libraries, there would be no disproportionate impact upon this characteristic, as the loan data for welsh Language material correlates closely to the data for Newport as a whole. As does the percentage of the Ward population who can speak, read and write Welsh.</p>	<p>include continued provision of Welsh Language stock in the service.</p>	<p>Operations Manager</p>	
<p>Sexual Orientation</p>	<p>The only source of information available upon this characteristic in the service is the adult CiPFA Plus user survey which is held every two years. The last survey was held in March 2014.</p>	<p>The profile of respondents to the survey in Carnegie closely correlated with that of Newport as a whole, so there would be no disproportionate impact if this site were to close.</p>			

4. Who has the service consulted regarding the proposed change? When should new consultation take place?

Public consultation on this specific proposal has not yet commenced. In order to meet the obligations required when making significant change to a statutory service a detailed consultation of a minimum of 3 months duration should be held. The consultation on the overall review vision of a reduction to four hubs will begin in December 2014. Further consultation will be undertaken with the users of Carnegie Library should the site be identified as a candidate for closure following the initial consultation.

5. What evidence/ data has been used to complete this EIA (This will include local and national guidance)

2011 Census Data for the LSOAs within a 2 mile radius of the sit  
Lliswerry Ward Profile 2014  
Responses to the bi-annual CiPFA Plus customer survey held in March 2014  
Service performance data  
Welsh Public Library Standards Framework 5

6. How will the relevant groups be advised of the changes and the EIA?

The relevant groups will be informed of the EIA and changes via NCC formal communication procedures.

7 How will the policy/ practice/ proposal make Newport more or less fair in relation to:

- Health Inequalities
- Child Poverty
- Skills and Work
- Tackling Domestic Violence
- Alcohol and Substance misuse
- Homelessness
- Armed Forces Veterans

The closure of any library will have a negative, rather than a positive impact upon these factors as an inevitable impact of the withdrawal of any service to communities within the City.

As sources of free and impartial information libraries play a key role in supporting people to improve their skills and job opportunities.

Access to books for children and a range of events and activities such as the Storyclubs and Summer Reading Challenge ensure that children have access to books and can engage in reading irrespective of family income. As literacy levels are a key component in future economic prosperity and life prospects the closure of a library has a clear negative impact upon child poverty.

Health information is available at all sites and Carnegie Library participates in the Book Prescription Wales scheme that works in partnership with NHS Wales to provide relevant books to people with mental health issues.

The negative impact of the closure of the site will be offset, as far as is practicable, by taking a strategic view of the distribution of libraries across the City to ensure that the vast majority of residents live within two miles of a library. There will also be the opportunity to investigate shared locations and alternative provision that could include limited services being available in other community venues.

8. How will the policy/ practice/ proposal affect local areas of the city?

Will it have a positive or negative impact in terms of fairness and addressing local area deprivation?

The closure of any library service point has a negative impact upon local area deprivation as there will be a reduction in the availability of services.

In particular, the digital literacy, ICT taster sessions and free ICT access which are provided at Carnegie Library will stop. Although these services would continue at an alternative site located within two miles of the library, accessibility would be reduced as the number of people able to attend sessions would be lower.

## Fairness Impact

How does the changed service /policy promote good community relations (cohesion)

The closure of this library does not promote cohesion. Libraries are regularly cited by residents as valued community assets, so a proposal to close any library will have a potentially negative impact upon community relations in the immediate community. The service will seek to limit this impact wherever possible by ensuring that the people of Newport are able to access library services from suitably located sites to meet the needs of the population of the City but there will inevitably be less access to services in immediate communities.

How does the changed service /policy promote equality

The closure of the Library does not promote equality. The analysis suggests that this decision would have an impact upon children aged under 15 as they make up a disproportionate percentage of the borrowers registered at the site.

Public consultation will be required to ensure that there is clarification on how these proposals affect individuals.

How does the changed service /policy eliminate discrimination

The closure of the library does not aid in the elimination of discrimination as a service point is being withdrawn.

Taken as a whole, library services are neutral community spaces which are available to all residents of the City, which have a positive role in helping to eliminate discrimination. The negative impact of the closure of the site will be offset, as far as is practicable, by taking a strategic view of the distribution of libraries across the City to ensure that the vast majority of residents live within two miles of a library, ensuring that the positive impact of library services is maintained across the City.

Completed by/Date:

Signed Off by/Date:

### Appendix 1 Evidence Template

Data collection – customer and non- users consultation, surveys, databases, focus groups, interviews, pilot projects, comments/ complaints, user feedback ,council plans and policies, consultants reports

Are there any expert views/ relevant groups that can be approached to explore their views

	Quantitative	Qualitative
What do we know from existing data, research, consultations available internally	Newport Ward Profiles Library Service Performance Statistics Library members data – age and gender	CiPFA Plus Customer Survey
What do we know from existing data, research, consultations available externally	Population and demographic statistics – 2011 census	Libraries Inspire: The Wales Strategic Framework for Libraries 2012-16
What are the gaps in knowledge	Library members data – ethnicity; marital status; Pregnancy; Religion/belief	