

## TOOLKIT RESPONSE SUMMARY

**ORGANISATION:**

Libraries & Information Services  
AK Bell Library  
York PLace

Perth

Perth & Kinross

**USER:** Morag Kelly

**USERS ROLE:** Libraries & Information Services Manager

**CONTACT TEL:**

**INITIATIVE:** Review of Libraries & Cultural Services Opening Hours

**RESPONSE ICON KEY**

- No Response
- Don't know - it's not relevant/not applicable
- Don't know - even though it is relevant
- No - not at all true
- No - some truth, but a long way to go
- Mixed - partly true, but some way to go
- Yes - largely true, but still more to do
- Yes - completely true

## MAIN SECTIONS RESPONSE SUMMARY

- Built Environment
- Climate Change
- Community
- Consumption & Production
- Culture & Recreation
- Economy
- Equality & Diversity
- Health & Well-Being
- Lifelong Learning
- Natural Environment
- Transport & Connectivity

## **Built Environment**

### **1 Built Environment**

The initiative will contribute towards a high quality, well-designed built environment that complements the distinctive and historic local character?

*Not relevant*

#### **1.1 Historic Built Environment**

The initiative will maintain or enhance the character of built heritage or a particular historical feature in the area?

*Not relevant*

#### **1.2 Housing**

The initiative will help to provide a sufficient range of (particularly affordable) housing that is well-designed and sustainable?

*Not relevant*

#### **1.3 Identity and Character**

The initiative will be well designed to support and enhance local distinctiveness whilst creating a "sense of place"?

*Not relevant*

#### **1.4 Open Space**

Will the initiative help to ensure that a wide range of accessible, attractive and safe open spaces are available to all?

*Not relevant*

## **Climate Change**

### **2 Climate Change**

The initiative will contribute towards tackling the causes and effects of climate change?

*Not relevant*

#### **2.1 Adaptation**

The initiative has taken account of potential changes brought about by climate change (for example, flooding, higher temperatures, heatwaves and more frequent storms)?

*Not relevant*

#### **2.2 Greenhouse Gas Mitigation**

The initiative will help to mitigate greenhouse gases?

*Not relevant*

## Community

### 3 Community

The initiative will contribute towards encouraging vibrant and safe communities, where everyone has an opportunity to participate in community life and local decision-making?

**+** *Yes – largely true, but still more to do*

**Justification:**

The review will ensure that libraries continue to support local communities through the provision of local information, learning opportunities and partnership working

**Mitigation:**

We will continue to work with users of our libraries to ensure that services are responsive and support local needs.

#### 3.1 Access to services

The initiative will improve and support access to jobs, services and amenities for the local community?

**+** *Yes – largely true, but still more to do*

**Mitigation:**

All libraries will be closed on Mondays, but enhanced provision of on-line resources will assist with the information needs of local communities. All activities currently provided on a Monday will be transferred to other days of the week. Services provided by West Mill Street Library will be re-allocated to AK Bell and North Inch libraries

**Justification:**

The provision of community libraries in all existing localities will ensure that libraries continue to support local communities providing access to information and on-line provision. The consolidation of opening hours will make it easier for local communities to know when their libraries are open. Reduction in opening hours and the closure of West Mill Street have required services to be transferred to other days and other libraries.

#### 3.2 Community Safety

The initiative will contribute towards reducing crime, disorder and danger and support social cohesiveness?

**■** *Not relevant*

#### 3.3 Engagement

The initiative will seek to adequately engage with all members of the community in the decision-making process for the area through using VOiCE?

**+** *Yes – largely true, but still more to do*

**Mitigation:**

The service will continue to engage with users to inform future service developments

**Justification:**

The Big Listen consultation Sep – Oct 2011 received over 4,800 responses about Culture Services through questionnaires and focus groups including the council's Equalities group. This process was repeated in 2013 when over 8,000 individuals responded about the service. Regular feedback and evaluation is received from users. Regular feedback on cultural venues from in gallery customer response terminals and responses to visitor books, Trip Advisor comments, evaluation sheets and customer comments cards. Twelve meetings were arranged in local communities to discuss implications of proposed changes and to understand any adjustments that might need to be put in place. Letters were sent to all active borrowers with information about changes and about the meetings.

#### 3.4 Identity and Citizenship

The initiative will help support and enhance the local identity whilst promoting citizenship?

**=** *Mixed – partly true, but some way to go*

**Mitigation:**


Library staff will continue to work with local communities to ensure that services support local communities.

**Justification:**

Retaining libraries in local communities ensures that they continue to support these communities with access to local & council information, learning opportunities and on-line access. Library staff are involved on local CLADAP groups and have close contacts with local community organisations

### 3.5 Social Inclusion

The initiative will promote social inclusion for all?

 Yes – *completely true*

**Justification:**

Libraries provide free access to learning & information resources through accessible buildings & services. All our free public access PCs have accessibility software installed. There are a range of activities offered to support employability and welfare benefits applications

## **Consumption & Production**

### **4 Consumption and Production**

The initiative will promote more sustainable production and consumption of goods and services?

*Not relevant*

#### **4.1 Energy**

The initiative will help reduce energy consumption and promote energy efficiency?

*Not relevant*

#### **4.2 Waste**

The initiative will encourage the prevention, reduction, re-use, recovery or recycling of waste?

*Not relevant*

## Culture & Recreation

### 5 Culture and Recreation

The initiative will support the promotion and enhancement of cultural and recreational opportunities for all?

**+** *Yes – largely true, but still more to do*

**Justification:**

The Review will ensure that the service continues to support tourism and offer leisure opportunities in all localities through the development of the new localities structure and staffing model.

**Mitigation:**

The new Local History Officer will continue to develop links, resources and opportunities with local communities that enhance an understanding of place and history.

#### 5.1 Cultural Heritage

The initiative will preserve, promote and enhance assets of local culture and heritage?

**+** *Yes – largely true, but still more to do*

**Mitigation:**

Local connections will continue to be built with local museums & societies. Collections in local libraries will be reviewed and upgraded as required.

**Justification:**

The Review of services will ensure that provision of Local and Family History will be enhanced, through the appointment of a Local History Officer with a remit to develop the service and continue to build links with local museums and societies. Collections in the community campuses bring local heritage directly into local communities. The continuing expansion of on-line resources will also support local access to culture & heritage

#### 5.2 Leisure, Sport and Recreation

The initiative will help provide, encourage and improve access to leisure, sports and recreational activities for all?

**+** *Yes – largely true, but still more to do*

**Mitigation:**

Continue to develop activities in local areas, ensuring a geographical spread and a programme that offers opportunities for a range of ages, interests and abilities.

**Justification:**

Access to reading for pleasure, reading groups, activities such as Bookbug rhymetimes, Summer Reading Challenge & a wide programme of author events support leisure activities. On-line resources such as e-books, e-magazines and freegal music service are available 24/7 to all library members wherever they live.



## Economy

### 6 Economy

The initiative will encourage sustainable economic growth?

**+** *Yes – largely true, but still more to do*

**Justification:**

The review will ensure that libraries' contribution towards tourism continues to be supported and strengthened.

**Mitigation:**

WiFi to be installed in all part-time libraries.

Programme of summer activities supporting ancestral tourism.

#### 6.1 Business

The initiative will encourage business creation and development?

**■** *Not relevant*

#### 6.2 Employment

The initiative will ensure a wide range of jobs are accessible to all communities and locations (particularly disadvantaged areas)?

**=** *Mixed – partly true, but some way to go*

**Mitigation:**

Continue to investigate the feasibility of setting up additional job clubs, working in partnership with Adult Learning and the Employability hub.

**Justification:**

Job clubs are held in some local libraries and the employability hub runs sessions in Breadalbane Community Library. These support local communities providing both access and support to online application forms

#### 6.3 Tourism

The initiative will help promote sustainable tourism for the area?

**+** *Yes – largely true, but still more to do*

**Mitigation:**

Install wifi in all part-time libraries.

Summer programme of ancestry workshops to be arranged.

**Justification:**

Community libraries support local tourism especially regarding ancestral tourism. They also provide free space and free access to computers. All full-time libraries also have wifi provision.

A range of information leaflets and information on local groups and events support local tourism.

#### 6.4 Well Skilled

The initiative will help to develop and improve people`s skills?

**=** *Mixed – partly true, but some way to go*

**Mitigation:**

Programme will continue to run and be developed to support identified need.

**Justification:**

The Library service runs a programme of on-line access course, offering training in the use of software.

## Equality & Diversity

### 7 Equality and Diversity

The initiative, proposal or policy will promote equal access and inclusiveness for everyone?

*Yes – largely true, but still more to do*

**Justification:**

The relocation of services from West Mill Street library to AK Bell and North Inch libraries provides users with access to enhanced collections of large print and audio books, as well as much larger general collections. Both libraries have full accessibility, with a range of seating options, adjustable height desks and computers with a range of accessibility options. Space is available for group activities and staff are on hand to be welcoming and helpful if required.

**Mitigation:**

We continue to work with users to ensure that individual requirements can be accommodated.

#### 7.1 Age

The initiative, proposal or policy will not discriminate, directly or indirectly, against age groups of any range?

*Yes – completely true*

**Justification:**

All library buildings are accessible to all, with a range of resources and activities for all ages. All libraries have comfortable seating areas with appropriate furniture and large print and audio resources. Libraries continue to offer daytime, evening and Saturday opening.

#### 7.2 Disability

The initiative, proposal or policy will not discriminate, directly or indirectly, against people with disability?

*Yes – largely true, but still more to do*

**Mitigation:**

Library provision with disabled access is available at both AK Bell and North Inch libraries, integrating all users and providing access to a wider range of resources  
Books on Wheels (housebound) service is available for individuals who are not able to visit AK Bell or North Inch Libraries.  
Drop in briefing sessions held at West Mill Street to better understand individual needs and requirements.  
Accompanied visits to AK Bell and North Inch organised to allow users to get to know new libraries, meet the staff and generally feel more comfortable about using a different facility.  
Discussions with RVS are underway to identify whether their premises could be used for some of the 'social' aspects of West Mill Street Library use.  
Library activities such as Knit and Natter and the Reading group will continue in either North Inch or AK Bell library – decision will depend on feedback from participants.  
Improvements will be made to external signage and door access at AK Bell library and some additional furniture purchased that is suitable for elderly users.

**Justification:**

Disabled customers will have full access to all library collections and will be fully integrated into using mainstream services. Use of West Mill Street has declined considerably in recent years with active borrowers dropping from 409 in 2006-07 to 265 in 2012-13.. Closure of West Mill Street Library will see a small number of borrowers lose their library provision. Equalities Impact Assessments have been carried out in a number of Cultural Service facilities. AK Bell library audit for Visual Impairment undertaken in 2012 Accessibility Audits undertaken at AK Bell, Scone, West Mill Street, Fergusson Gallery and Perth Museum and Art Gallery in 2012 Two Drop in briefing sessions held at West Mill Street Library to engage with users and understand particular needs and any adjustments that will be needed in AK Bell and North Inch Libraries.

#### 7.3 Gender Reassignment

The initiative, proposal or policy will not discriminate, directly or indirectly, against people who choose not to live as their birth gender?

*Not relevant*

#### 7.4 Marriage and Civil Partnership

The initiative, proposal or policy will not discriminate, directly or indirectly, against married people or civil (same sex) partners?

*Not relevant*

**7.5 Pregnancy and Maternity**

The initiative, proposal or policy will not discriminate, directly or indirectly, against pregnant women or who have recently given birth or breastfeeding?

*Not relevant*

**7.6 Race**

The initiative, proposal or policy will not discriminate, directly or indirectly, against any racial groups as recognised in the Equality Act 2010?

*Not relevant*

**7.7 Religion or Belief**

The initiative, proposal or policy will not discriminate, directly or indirectly, against any religion, religious belief or philosophy as recognised in the Equality Act 2010 and the courts?

*Not relevant*

**7.8 Sex**

The initiative, proposal or policy will not discriminate, directly or indirectly, against either men or women?

*Not relevant*

**7.9 Sexual Orientation**

The initiative, proposal or policy will not discriminate, directly or indirectly, against Lesbian, Gay, Bisexual (LGB) or heterosexual/straight people?

*Not relevant*

## **Health & Well-Being**

### **8 Health and Well-being**

The initiative will improve health (including mental health) and well-being and improve access to health care for all?

*Not relevant*

#### **8.1 Lifestyle**

The initiative will promote opportunities for gaining knowledge of and achieving a healthier lifestyle?

*Not relevant*

#### **8.2 Physical Environment**

The initiative will help to create a healthier physical environment for all?

*Not relevant*

#### **8.3 Social Environment**

The initiative will help to create a healthier social environment for all?

*Not relevant*

## Lifelong Learning

### 9 Lifelong learning

The initiative will promote opportunities for lifelong learning?

*Yes – largely true, but still more to do*

**Justification:**

The Review of services will ensure that lifelong learning activity with partners that include adult learning, Citizens Advice and the employability hub continue to be offered to local communities.

**Mitigation:**

Ensure that any activities currently affected by the changes to opening hours can be relocated to different times or locations.

#### 9.1 Community Learning and Development

The initiative will provide opportunity for community learning and development?

*Yes – largely true, but still more to do*

**Mitigation:**

Re-arrange times with Adult Learning tutors, Citizens and Advice and the employability hub, to ensure that no existing opportunities are lost and that the potential for additional work is explored.

**Justification:**

The review will allow learning activities to continue in all libraries. Following consultation with partners, learning opportunities have been re-arranged and occasionally relocated to ensure that the impact on local communities is minimised.

#### 9.2 Formal learning

The initiative will provide opportunity for children and young people to improve their attainment and achievement?

*Not relevant*

## **Natural Environment**

### **10 Natural Environment**

The initiative will contribute towards protecting and improving the natural environment within the area?

*Not relevant*

#### **10.1 Air, Water and Land Quality**

The initiative will protect and enhance the quality of the area's air, water and land?

*Not relevant*

#### **10.2 Biodiversity**

The project or proposal will protect, enhance and manage the area's biodiversity?

*Not relevant*

#### **10.3 Historic Natural Environment**

The initiative will protect, enhance and manage the area's historic natural environment?

*Not relevant*

#### **10.4 Landscape, Geology and Soils**

The initiative will protect, enhance and manage the area's natural landscape, geology and soils?

*Not relevant*

## **Transport & Connectivity**

### **11 Transport and Connectivity**

The initiative will contribute towards providing accessible and appropriate transport services and communication, linking people to jobs, schools, health and other services?

*Not relevant*

#### **11.1 Accessibility and Connectivity**

The initiative provides and supports adequate and accessible transport provision for everyone?

*Not relevant*

#### **11.2 Sustainable Transport**

The initiative supports and encourages the provision of sustainable modes of transport?

*Not relevant*