

Libraries Needs Assessment – Appendix 1

1.0 Background and Context

In October 2022, Redcar and Cleveland Borough Council commissioned Counterculture to provide public consultation support, conduct specialist research and undertake a resource review to help develop a clear evidence-based understanding of how the Council could develop a Library Strategy for the future. The Council aimed to understand what residents valued about the current service and, looking ahead, how the library service could improve to focus on the needs of the community, in line with best practice, whilst balancing significant financial pressures.

This document summarises the key findings from research and analysis undertaken between October 2022 and April 2023, and direct engagement with key stakeholders and members of the public between February and April 2023, whose contributions have provided clear insights into what they value about libraries. A summary of key findings from this engagement can be found in section 7.

The existing library service comprises 13 building-based library and customer service venues, as well as a home library service. A comprehensive review of the service and a public engagement exercise was required to inform the direction of the new Libraries vision and the implementation of a refreshed and revised service offer.

The Council is now facing a significant financial shortfall and needs to achieve savings targets across its services. It is within this challenging economic context that the Council is seeking to reimagine and improve the library service across the borough. Specifically, a savings target of £400,000 was identified for libraries across 23/24 and 24/25.

This full analysis of service provision and libraries needs assessment were designed to increase the council's understanding of what is working well and to identify opportunities for development and improvement. This will inform consideration of revisions and enhancements to the service offer for residents, improving engagement and ensuring services are positioned appropriately within the borough.

2.0 Scope and Objectives

The scope of this project covers three workstreams:

- **Public engagement:** through a mixed method consultation, with a range of groups and relevant stakeholders to gather a deep insight into current usage and public opinion of library services.
- **Specialist research:** into best practice for library services across the UK to establish the vision and hopes for the future of libraries within Redcar and Cleveland.
- **Resources review:** of existing materials, including the financial model, staffing structure, assets and usage data in view of long-term sustainability.

The objectives of each of these three workstreams were to:

- Highlight trends, identify needs, and make recommendations for development and change.
- Provide detailed recommendations for developing the service based on best

practice in other areas.

- Provide a detailed overview of the current position, with a critical view of areas for change and improvement to build a resilient and futureproofed service.
- Develop detailed and comprehensive options and recommendations to inform the future development of the library service and the changes required.

3.0 Local and National Context

3.1 Socioeconomic Context

3.1.1 Geography

- The borough of Redcar and Cleveland covers an area of 95 square miles, on the south side of the River Tees between Middlesbrough, the rocky North Sea coast, and the North York Moors National Park.
- Its north-western portion, along the Tees estuary, is heavily industrialised and the most densely populated part of the borough – home to the towns of Eston, South Bank, Grangetown, Lackenby and Redcar, and spacious industrial and port installations including an oil refinery and the international port of Teesport.
- By contrast, the south and east of the borough are largely rural, including the coastal resort of Saltburn-by-the-Sea and the market town of Guisborough.

3.1.2 Population

- The total population of Redcar and Cleveland increased by 1.0% between 2011 and 2021, from around 135,200 to 136,500.
- This is lower than the overall increase for England (6.6%) and the North East (1.9%), making it the fifth slowest growing of the region's 12 local authority areas. In the same period, nearby areas like Middlesbrough and Stockton-on-Tees grew by 4.0% and 2.6%, respectively, while Hartlepool saw an increase of 0.3% and Scarborough saw very little change. The largest population increases in the North East have been in Newcastle upon Tyne and North Tyneside, whose populations have grown by 7.1% and 4.1%, respectively.
- Redcar and Cleveland is the fourth least densely populated of the North East's 12 local authority areas, with 557 people per square kilometre.
- Like many areas of the UK, Redcar and Cleveland has an ageing population. There has been an increase of 21.1% in people aged 65 years and over (England = 20.1% increase), a decrease of 4.9% in those aged 15 to 64 (England = 3.6% increase), and an increase of 1.1% in children under 15 (England = 5.0% increase).
- There are slightly higher levels of disability in the borough than in the wider region, with 22.3% of residents identifying as disabled under the Equality Act, compared with 21.4% for the wider North East.
- The borough is less ethnically diverse than the wider region, with only 2.3% of residents identifying as non-white (0.8% Asian/Asian British, 0.2% Black/Black British, 0.4% other). This compares with 7.0% for the wider region.

3.1.3 Indices of Deprivation

- Redcar and Cleveland ranks 31st out of 151 upper tier local authorities in England on the Overall Index of Deprivation (IMD2019), where rank 1 is the most deprived.
- Redcar and Cleveland ranks higher (i.e., worse) than this on measures of employment (8th), health (23rd), and income (26th).
- Redcar and Cleveland ranks lower (i.e., better) than this on education, skills and training (39th), crime (75th), barriers to housing and services (133rd) and living environment (143rd).
- 24% of Redcar and Cleveland's Lower Layer Super Output Areas (LSOAs) are in the top 10% most deprived nationally.

3.1.4 Health

- Overview: The health of people is generally worse in Redcar and Cleveland than the England average. It is one of the 20% most deprived local authorities in England with about 25.2% of children living in low-income families.
- Life expectancy: Life expectancy for both men and women is lower than the England average. Within Redcar and Cleveland, life expectancy is 11.0 years lower for men and 7.3 years lower for women in the most deprived areas than in the least deprived areas.
- Child health challenges: In Year 6, 22.1% of children are classified as obese. The rate for alcohol-specific hospital admissions among those aged under-18 is 55 per 100,000 - worse than the average for England. This represents 15 admissions per year. Levels of teenage pregnancy, breastfeeding and smoking in pregnancy are also worse than the England average.
- Adult health challenges: The rates for alcohol-related harm hospital admissions (806 per 100,000), self-harm hospital admissions (287 per 100,000), excess weight in adults (aged 18+), under-75 mortality from cardiovascular diseases and under-75 mortality from cancer and employment (aged 16-64) are all worse than the England average. In contrast, the rates of new sexually transmitted infections, people killed and seriously injured on roads and new cases of tuberculosis are better than the England average.

3.1.5 Employment and Skills

- There are higher levels of economic inactivity in Redcar and Cleveland (30% of the population) than in the North East (25.2%) and Great Britain (21.5%) as a whole. This includes a higher proportion of people who identify as carers or long-term sick, whereas there are fewer students and retirees than in the wider region.
- There is also a higher proportion of workless households (21.5%) than in the wider North East (19.1%) and Great Britain (14.0%).
- Fewer residents have NVQ4+ qualifications (33.4%), compared with the wider North East (34.5%) and Great Britain (43.6%).
- Gross weekly pay is lower at £573, compared with £575 (NE) and £642 (GB). There are fewer people in managerial professions and more in lower skilled jobs.

3.1.6 Children and Young People

- 4.8% of young people in Redcar and Cleveland aged 16 and 17 are NEET (not in education, employment or training). This is well above the level for England (2.7%) and slightly higher than the average for the North East (4%).
- In 40% of schools in Redcar and Cleveland children and young people perform significantly below the national average for Progress 8 measures. GCSE attainment (average Attainment 8 score) is also below the national average.
- However, performance at key stages 1 and 2 is better than in the rest of the North East and England, indicating relatively good levels of reading and writing in primary children.

3.2 Local Plans and Priorities

3.2.1 Our Flourishing Future 2021-2024

RCBC is a unitary local authority, established in 1996. It is part of the Tees Valley combined authority. The current Corporate Plan sets out the Council's vision and priorities for supporting local communities and economic growth. It is structured around four themes and 12 commitments. The four themes are:

1. Tackling climate change and enhancing the environment – including being carbon neutral by 2030.
2. Meeting our residents' needs – including improving mental wellbeing and strengthening educational partnerships.
3. Improving the appearance of the borough and enhancing prosperity – including developing an inclusive cultural and visitor offer.
4. Investing public money wisely for the long term – including better meeting community needs in local areas, rationalising council assets and buildings and enabling people to digitally help themselves whilst continuing valued face-to-face services.

Whilst libraries are not explicitly referenced within the Plan, they can play a key role in delivering against these themes and commitments.

3.2.2 Other Local Strategy Links

There are a number of other local strategies in which libraries can be considered to be a key facilitator to delivering against themes and commitments, these include:

- **Asset Strategy 2020-25** – libraries are not specifically referenced within the strategy but could support with strands of activity such as; community asset transfer, facilitation of flexible and digital working, developing income streams and creating complementary multi-use public facilities.
- **Digital Strategy 2020-25** – libraries are not specifically referenced but could support with strands of activity such as: improving access for citizens and investing in technology that improves services and makes them more efficient.
- **Creative Redcar and Cleveland: A Making Place Strategy for 2023-2032** – this strategy is to be finalised, but libraries are referenced under the priority theme of 'Collaboration: Making Redcar & Cleveland a place of partnerships', with a specific objective also included to 'promote creative activity through the network of libraries and community spaces'.

3.3 Legal Framework for Libraries

3.3.1 The role of Local Authorities

Public library services are funded and either run or commissioned by local government. Library authorities (unitary, county or metropolitan borough councils) have a statutory duty under the Public Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons' for all those who live, work or study in the area (section 7). The Act allows for joint working between library authorities and councils may also offer wider library services (for example, loaning devices, running activities or providing access to Wi-Fi and computers).

In providing this service, councils must, among other things:

1. Encourage both adults and children to make full use of the library service (section 7(2)(b))
2. Lend books and other printed material free of charge for those who live, work or study in the area (in accordance with section 8(3))

In drawing up and delivering their library strategies and plans, councils should consider several legal obligations, including under:

- The Equality Act 2010 including the Public Sector Equality Duty
- Best Value Duty 2011 guidance
- Localism Act 2011
- The Human Rights Act 1998

Decisions made by councils about library services may also be subject to legal challenge by way of judicial review.

3.3.2 The role of UK Government

The Secretary of State for Culture Media and Sport (and other ministers on their behalf) has a duty under the Act to:

- Superintend and promote the improvement of the public library service provided by councils in England.
- Secure the proper discharge by councils of their functions as library authorities.

The Act also provides the Secretary of State with the statutory power to intervene and call a local inquiry when a library authority fails (or is suspected of failing) to provide the required service.

The Department for Culture Media and Sport (DCMS) is responsible for the superintendence and promoting the improvement of libraries across England. To support this duty, DCMS monitors developments in library services across England.

The Secretary of State does not seek to prescribe how councils discharge their statutory duty nor to defend the status quo just by virtue of it being the current provision. A wide range of approaches are open to councils when deciding how to provide a comprehensive and efficient library service.

The Department for Levelling Up, Housing and Communities (DLUHC) is responsible for the Local Government Finance Settlement. This provides funding to local government and councils receive an overall sum of money which is based on the assessment of local needs. Decisions about resource prioritisation within this (including for libraries) sit with councils, as the locally democratic and accountable body.

3.3.3 The Localism Act

The Localism Act in 2011 contains a wide range of measures to devolve more powers to councils and neighbourhoods and give local communities greater control over local decisions. It is for individual councils to decide how to allocate their funds.

Every council in England is required to provide a 'comprehensive and efficient' library service under the Act. It must do so in a way which meets the needs of local library users taking into account the resources available. The public library service is not a national service, but a local service. What a comprehensive and efficient service means will differ between councils and will depend on the needs of each area. It is therefore the role of councillors and officials at a local level to determine how much they spend on libraries and how they manage and deliver their service. This must be done:

- In consultation with their communities.
- Through analysis of evidence around local needs; and
- In accordance with their statutory duties.

Councillors need to make decisions about how money is invested in the interests of the whole community. They will have competing priorities across a wide portfolio of local service provision and councillors and officers must reconcile these matters against the background of their legal requirements. Councils can take their available resources into account when deciding how to deliver their public library service.

Councils therefore have the freedom to design their library service, based on their analysis and assessment of local needs. There are no longer prescribed national standards, which risked ignoring the specific circumstances or needs of individual library authorities.

Library authorities are also required to provide DCMS with such information as the Secretary of State may require for carrying out their duties.

DCMS encourages councils who are considering changing their library service to inform the DCMS Libraries team about their proposals before public engagement or consultation.

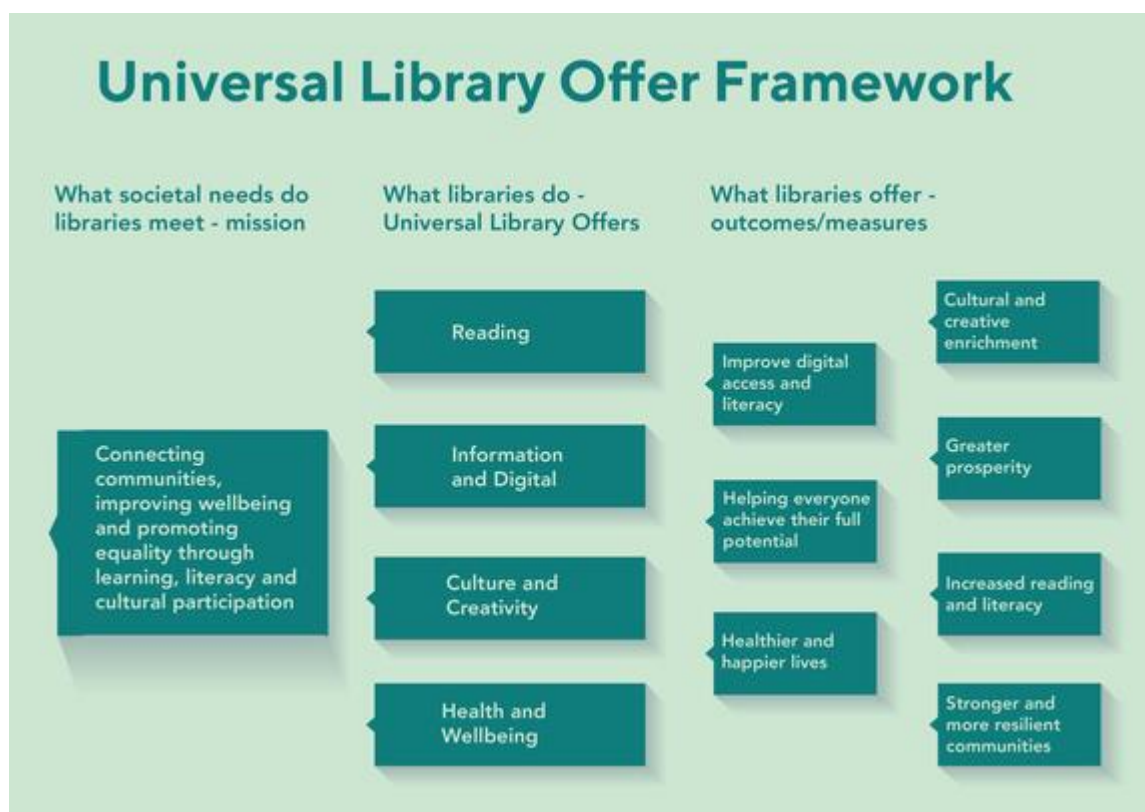
In coming to a decision about future library provision DCMS will expect the council to act reasonably and rationally. A council looking to introduce changes to their library service provision should consider a number of factors, including the ability to evidence the link between the design and delivery of its library service and identifiable local need.

The above information is based on DCMS guidance on library services. We have engaged with DCMS throughout the process.

3.4 Conceptualising the Library Service for the Future

As part of the specialist research, 8 interviews were conducted with national and local stakeholders to gather insights and exemplars of best practice across the libraries sector. This included discussions with Libraries Connected and with the Arts Council England (ACE).

3.5 Universal Library Offers



The Universal Library Offers were launched by the Society of Chief Librarians, now Libraries Connected, in 2013 to demonstrate the power of public libraries to enrich the lives of individuals and their communities.

For some library services and their partners and stakeholders they have provided a powerful strategic tool to demonstrate the core impacts libraries make and have supported partnership development and funding applications.

The current Universal Library Offers are detailed in the visual above.

The redesign of the service is to give an improved Universal Offer. Irrespective of any changes made to define the future delivery model, we will continue to ensure that all elements of the framework are fulfilled through the delivery of the new service offer.

3.6 National Policy Landscape

Libraries could be seen as a vital contributor in delivering against key priorities and objectives outlined by a number of national policies and bodies. The role of libraries has been directly referenced by some of these, including:

- **Levelling Up:** a government-wide programme intended to spread opportunity more equally across the UK. Libraries are seen to have a crucial role in acting as centres for literacy, health, culture, digital inclusion and business; with projects across library services being endorsed by the fund.
- **Arts Council England:** ACE are committed to increasing public libraries support over the

next decade, recognising them as the ‘most widespread and well-used cultural spaces, sitting at the heart of communities and often providing the first point of access to cultural activity’. In 2018, ACE added libraries to the list of cultural organisations eligible for National Portfolio status and funding for the first time.

- **National Lottery Heritage Fund:** For museums, archives and libraries specifically, the fund will make renewed investment in dynamic collecting.
- **Local Government Association:** The LGA Commission report includes library services as a vital form of community cultural infrastructure, particularly in deprived areas.
- **British Academy:** Space for Community: Strengthening Our Social Infrastructure²⁷ and Social infrastructure: international comparative review²⁸ are recent reports from the British Academy. Communal spaces such as libraries feature prominently, especially under point 1, and are described as “*well-respected and trusted spaces*” fostering engagement between the public sector, civil society organisations and communities.

3.7 Exemplars and Best Practice

We have drawn on a number of key examples where libraries have been viewed as a national exemplar and as a point of reference for best practice in delivering services to communities. A series of case studies were reviewed as part of the needs assessment, with examples of best practice from library service offers within other local authorities on a national scale. Notable examples of best practice that could be identified collectively include:

- **Climate Change:** In response to COP26, a Green Libraries Partnership was formed, building on the libraries’ core role and providing impetus for the services to build on increasing commitment to the climate change agenda: an outcome of this has been a number of successful project bids featuring environmental elements from the Libraries Improvement Fund (examples including; install electric vehicle charging points, wildlife and tree planting, awareness raising).
- **Refugees and Asylum Seekers:** Libraries Connected responded positively to the refugee crisis in Ukraine, creating publicity materials about library services on offer in the UK. Locally, libraries also registered as ‘Libraries of Sanctuary’, offering drop-in welcome sessions for Ukrainian refugees. Libraries have provided a range of targeted services in recent years including digital access, homework support and dual language story times.
- **Cost of Living Crisis/Warm Hubs:** In response to the cost-of-living crisis, Libraries have acted as access points for food, winter clothing and hygiene/period poverty products. In other places, this has focused on providing digital access and support, such as supporting people to look for more affordable energy suppliers or help to apply for Universal Credit. A significant number of libraries set themselves up as ‘Warm Hubs’, offering hot drinks, free digital access and support, free phone charging and other activities to support individuals and families affected.
- **Apprenticeships and changing approach to recruitment:** The growth of apprenticeships in libraries has been accelerated by the pandemic and by initiatives such as the Kickstart scheme. A Level 3 apprenticeship for Library, Information and Archive Services is now available, which has encouraged many library services to build a solid apprenticeship programme. Other relevant apprenticeships are also being deployed within library services, including Cultural and Learning Participation Officer roles.
- **Removing barriers to access:** A growing number of library services are removing overdue charges for late items in recognition that it is a significant disincentive to library use, particularly to those on low incomes and younger people. As yet, there is no long-term data to show the impact. However, anecdotal evidence suggests that removal of overdue

charges has a positive impact on public perception of libraries as a contemporary, customer facing service; helps the return of long overdue items and encourages young people and their families to return to using library services.

- **Health and wellbeing:** Over the past 10 years, an increasing number of library services have built productive partnerships with their local public health teams. Such partnerships are characterised by regular advocacy with public health commissioners, focusing on demonstrating the social value and connectivity of local libraries and their potential contribution to areas such as loneliness and isolation, support for children and their parents to connect and learn through reading and shared activities, and the preventative work that libraries can do through free events and targeted books and online resources.

4.0 Resources Review

4.1 Current Network and Service Offer

RCBC provides a physical library service in 13 buildings across the borough which are delivered in the form of four Community Libraries, six Library and Customer Service Points and three Library and Community Hubs. The Community Libraries at Laburnum Road, Dormanstown and Brotton are open for 14 hours per week (hpw) and at Roseberry for 28hpw. The Library and Customer Service Points at Grangetown, Loftus, Marske, Ormesby, Saltburn and Skelton are open for 31hpw. The Library and Community Hubs at Redcar, South Bank and Guisborough are open for 47hpw.

All libraries provide access to a range of books, meeting spaces, computers, printing and Wi-Fi as well as events and activities, though a full range of services are still being reintroduced post-pandemic. Membership of the library is free and open to all and almost all library services are free at the point of access.

4.2 Digital Services

In addition to the physical library services on offer across the borough, Redcar and Cleveland Libraries provides a digital offer through its Virtual Library. The Virtual Library enables customers to join the library and access their accounts online, to access the library catalogue and to renew books.

Customers can access a range of digital resources via the BorrowBox App on their own devices including eBooks, eAudiobooks and eMagazines. Access to online resources including the Ancestry Library, Which? and Access to Research as well as free access to computers and Wi-Fi and printing and photocopying services are available in each library. A new service which enables cloud-based printing from any device has recently been introduced.

4.3 Home Library Service

The Home Library service is a free service that delivers books to people who have mobility problems and who cannot use their local library or have no one able or willing to go to the library for them. It also supports family members, friends or carers who might wish to collect books from their local library on someone's behalf. Books are specifically chosen to reflect a customer's preferences and reservations are offered free of charge. A wide range of large print and spoken word books are available alongside hardback and paperback books.

There is an ambition to grow and develop the service to reach more people; to extend the public health benefits of the service by providing a wellbeing check for vulnerable people and to take the library service into residential care homes and sheltered housing schemes.

4.4 Staffing

In 2017/18, Libraries and Customer Services were brought together following internal changes within the Council. The Customer Service function is mainly provided back-of-house by phone, email and live chat operating from each library building with staff splitting their time working across both service areas. Library staff also deal with initial customer service enquiries face to face within libraries, signposting to the correct channel for help. There are mixed views on the overall success and benefit to residents of combining both services.

5.0 Current Levels of Use

5.1 Library Activity Levels

5.1.1 National Context

The latest national data on library users in England comes from the DCMS Taking Part Survey in 2019-20. The headline statistics showed that in the previous 12 months:

- 30% of working adults & 3% of non-working adults had visited a library.
- 10% of adults visit a library at least once per month.
- 33% of adults with a long-term illness or disability visited a library.
- 21% of 16–24-year-olds; 37% of 25–44-year-olds; 30% of 45–64-year-olds; 36% of 65–74-year-olds, and 29% of 75+ year olds had visited a library at least once.
- The proportion of adults who had used a library at least once in the past year, by ethnicity was: 38% Black, 35% Mixed, 42% Asian, 30% White, 38% Other.

Headline details from CIPFA/Libraries NI data (2019/20)³³ showed that there were:

- 2899 libraries in England
- £677.6 million of local authority spending on libraries
- 7.6 million active borrowers
- 214.6 million visits (exc. NI)
- 170.6 million books issues.

5.1.2 Local Library Use

The tables below outline annual membership and activity data for each library service in Redcar and Cleveland for the period 2017-23.

Figures for the most recent full year (2022/23) are as follows:

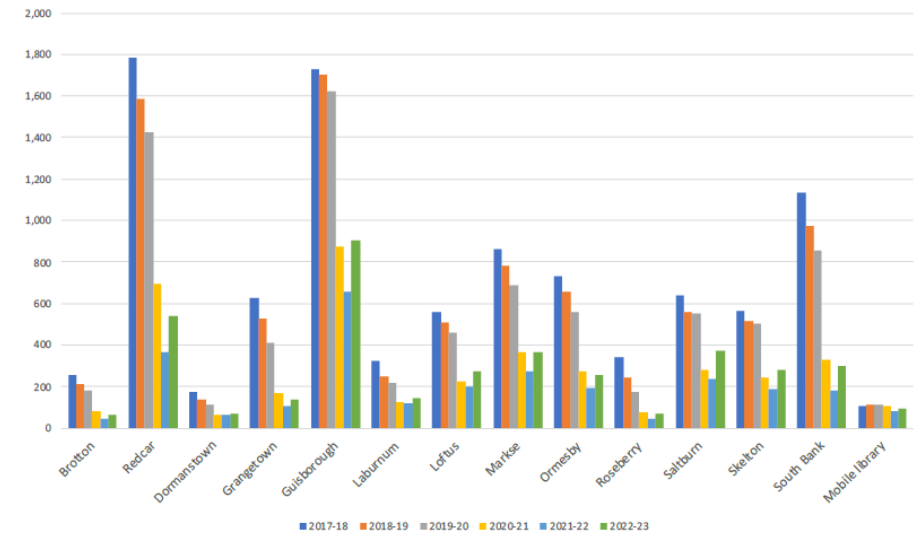
- 5,428 active members, of whom 71% were adults and 29% were under-18s. This represents a 51% increase on 2021/22.
- 321 digital active users, a 19% increase on 2021/22.
- 212,343 visits to libraries, an 87% increase on 2021/22.
- 112,821 book loans, a 20% increase on 2021/22.
- 16,867 digital loans, of which 53% were eAudio loans and 47% were eBook loans. This represents a 28% increase on 2021/22.
- 25,300 people attending events at libraries, of whom 64% were adults and 36% were under-18s, a 456% increase on 2021/22.
- 12,411 people using computers at libraries, a 60% increase on 2021/22.

It should be noted that Ormesby library was closed for refurbishment from August 2022 to January 2023.

Active Membership Breakdown by Library (2017-23)

	Active members adult	Active members adult	Active members adult	Active members adult	Active members adult	Active members adult	Active members under 18	Active members under 18	Active members under 18	Active members under 18	Active members under 18	Active members under 18
Library	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Brotton	258	210	179	84	43	61	110	43	46	20	7	10
Redcar	1,782	1,584	1,423	696	369	538	404	337	334	129	116	251
Dormanstown	177	139	113	63	62	71	103	72	75	29	39	69
Grangetown	627	525	408	166	109	139	136	112	82	28	49	66
Guisborough	1,727	1,700	1,623	873	655	905	459	452	427	174	202	293
Laburnum	321	250	218	123	122	147	81	80	71	21	40	52
Loftus	561	506	462	226	197	275	139	154	134	47	57	108
Markse	863	782	687	364	277	364	332	291	232	76	64	137
Ormesby	730	656	556	276	191	258	231	210	211	71	56	105
Roseberry	342	245	177	77	45	70	157	83	58	20	9	33
Saltburn	642	561	550	280	236	371	230	167	143	50	68	136
Skelton	568	518	501	240	185	277	191	166	158	67	67	121
South Bank	1,134	972	856	328	179	297	278	233	219	90	67	177
Mobile library	110	114	115	108	84	97	28	29	29	1	0	0
Total	9,841	8,763	7,868	3,904	2,755	3,872	2,880	2,430	2,221	821	840	1,556

Figure 3: Active membership by library (2017-23)



*The below table ranks each library by overall active members, based on **only** the dataset for the last financial year (2022/23).

Library	Adult	Under 18	Total	Rank (Least to Most)
Brotton	61	10	71	1
Mobile	97	0	97	2
Roseberry	70	33	103	3
Dormanstown	71	69	140	4
Laburnum	147	52	199	5
Grangetown	139	66	205	6
Ormesby	258	105	363	7
Loftus	275	108	383	8
Skelton	277	121	398	9
South Bank	297	177	474	10
Marske	364	137	501	11
Saltburn	371	136	507	12
Redcar	538	251	789	13
Guisborough	905	293	1198	14

Visits and Loans Breakdown by Library (2017-23)

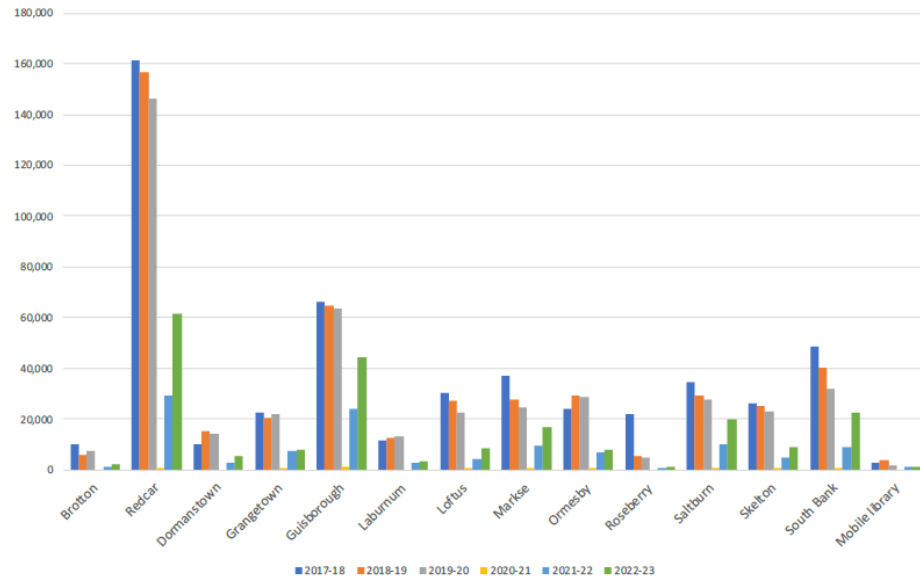
	Visits	Visits	Visits	Visits	Visits	Visits	Loans	Loans	Loans	Loans	Loans	Loans
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Brotton	9,812	6,121	7,288	0	1,367	2,308	5,683	4,647	3,714	0	774	941
Redcar	161,367	156,739	146,470	527	29,124	61,318	26,760	25,950	20,704	1,999	10,679	13,483
Dormanstown	9,864	15,027	14,056	0	2,515	5,326	5,988	5,295	4,630	0	3,215	3,839
Grangetown	22,377	20,623	22,020	67	7,377	7,863	7,305	6,399	4,752	317	2,157	2,839
Guisborough	66,301	64,869	63,339	1,378	24,106	44,531	45,749	44,827	35,443	5,854	21,384	27,335
Laburnum	11,469	12,684	12,972	0	2,654	3,505	9,763	9,235	7,892	0	4,270	4,096
Loftus	30,257	27,052	22,599	262	4,237	8,428	12,765	11,583	9,242	1,380	5,273	6,255
Markse	36,828	27,936	24,847	500	9,760	16,680	29,460	21,398	15,102	1,552	9,073	11,319
Ormesby	23,954	29,473	28,961	382	6,936	7,951	17,865	17,832	13,047	1,596	6,103	4,070
Roseberry	21,982	5,107	4,874	0	208	1,352	9,187	4,423	4,381	0	349	2,132
Saltburn	34,386	29,228	27,797	223	10,038	20,042	17,364	14,571	10,164	548	7,022	9,651
Skelton	26,348	25,122	23,212	167	4,981	9,116	14,417	12,952	9,338	845	6,039	7,820
South Bank	48,280	40,132	32,130	294	8,949	22,637	15,495	12,507	8,863	1,341	5,938	9,189
Mobile library	2,919	3,626	1,929	0	1,292	1,286	1,722	7,998	7,271	0	11,842	9,852
TOTAL	506,144	463,739	432,493	3,800	113,544	212,343	219,523	199,617	154,545	15,432	94,118	112,821

** Visits/Loans for Ormesby Library in 22/23 are lower and not representative compared to previous years due to a period of closure for a number of months for refurbishment.*

The below tables rank each library by overall visits and by overall loans, based on **only** the dataset for the last financial year (2022/23).

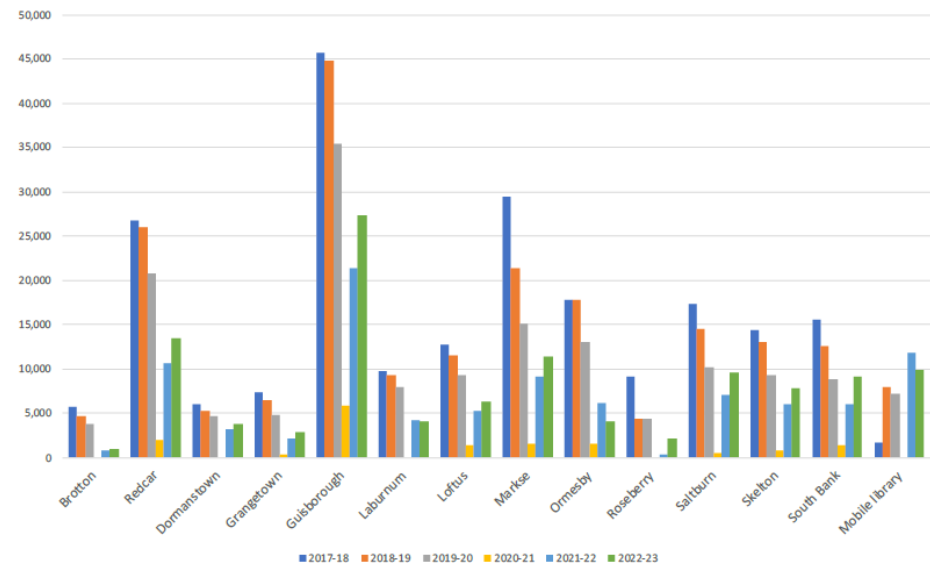
Library	Total Visits (2022/23)	Rank (Least to Most)	Library	Total Issues (2022/23)	Rank (Least to Most)
Mobile	1286	1	Brotton	941	1
Roseberry	1352	2	Roseberry	2132	2
Brotton	2308	3	Grangetown	2,839	3
Laburnum	2505	4	Dormanstown	3,839	4
Dormanstown	5326	5	Ormesby	4,070	5
Grangetown	7863	6	Laburnum	4,096	6
Ormesby	7951	7	Loftus	6,255	7
Loftus	8428	8	Skelton	7,820	8
Skelton	9116	9	South Bank	9,189	9
Marske	16680	10	Saltburn	9,651	10
Saltburn	20042	11	Mobile	9,852	11
South Bank	22637	12	Marske	11,319	12
Guisborough	44531	13	Redcar	13,483	13
Redcar	61318	14	Guisborough	27,335	14

Figure 4: Visits by library (2017-23)



* Visits/Loans for Ormesby Library in 22/23 are lower and not representative compared to previous years due to a period of closure for a number of months for refurbishment.

Figure 5: Book loans by library (2017-23)



Computer use Breakdown by Library (2017-23)

	Computer Users	Computer Users	Computer Users	Computer Users	Computer Users	Computer Users
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Brotton	479	196	300	0	4	39
Redcar	10,618	8,143	9,852	0	1,688	2,453
Dormanstown	1,546	520	1,309	0	380	799
Grangetown	3,222	1,146	1,518	0	381	712
Guisborough	5,529	5,167	10,549	0	903	1,470
Laburnum	515	284	245	0	209	275
Loftus	3,517	2,829	3,280	0	642	1,194
Markse	2,138	2,228	4,334	0	588	796
Ormesby	5,071	2,873	4,032	0	770	529
Roseberry	1,746	0	0	0	0	0
Saltburn	1,588	1,551	2,649	0	1,046	1,363
Skelton	2,145	1,989	3,206	0	383	939
South Bank	6,586	5,504	4,907	0	768	1,842
Mobile library	0	0	0	0	0	0
TOTAL	44,700	32,430	46,179	0	7,762	12,411

**Computer use for Ormesby Library in 22/23 is lower and not representative compared to previous years due to a period of closure for a number of months for refurbishment.*

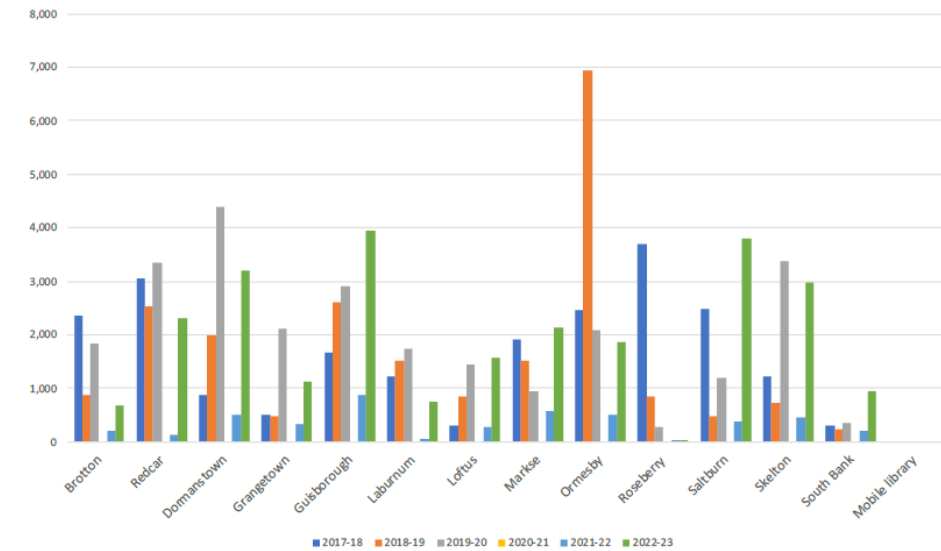
The below tables rank each library by computer use, based on **only the dataset for the last financial year (2022/23).*

Library	Total Computer Uses (2022/23)	Rank (Least to Most)
Roseberry	N/A	0
Mobile	N/A	0
Brotton	39	1
Laburnum	275	2
Ormesby	529	3
Grangetown	712	4
Marske	796	5
Dormanstown	799	6
Skelton	939	7
Loftus	1,194	8
Saltburn	1,363	9
Guisborough	1,470	10
South Bank	1,842	11
Redcar	2,453	12

Event attendance breakdown by Library and Age Group (2017-23)

	Event Att. Adult	Event Att. Adult	Event Att. Adult	Event Att. Adult	Event Att. Adult	Event Att. Adult	Event Att. Under 18	Event Att. Under 18	Event Att. Under 18	Event Att. Under 18	Event Att. Under 18	Event Att. Under 18
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Brotton	669	277	1,154	0	169	495	1,694	596	684	0	42	169
Redcar	1,408	1,235	1,953	0	98	1,600	1,647	1,287	1,400	0	34	697
Dormanstown	259	805	2,176	0	337	2,172	610	1,183	2,222	0	166	1,037
Grangetown	132	180	1,783	0	263	1,084	361	304	335	0	78	29
Guisborough	707	1,125	1,622	0	471	2,817	965	1,484	1,271	0	403	1,119
Laburnum	515	610	880	0	40	426	706	906	866	0	16	317
Loftus	109	256	1,110	0	125	1,002	190	598	337	0	157	573
Markse	702	581	665	0	67	910	1,218	937	272	0	517	1,235
Ormesby	918	3,113	351	0	275	941	1,546	3,832	1,738	0	228	929
Roseberry	1,753	380	0	0	8	15	1,939	465	268	0	13	22
Saltburn	1,032	249	694	0	277	2,378	1,446	234	512	0	113	1,425
Skelton	550	332	2,542	0	283	1,726	671	399	838	0	165	1,243
South Bank	148	86	206	0	96	616	148	141	139	0	110	323
Mobile library	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	8,902	9,229	15,136	0	2,509	16,182	13,141	12,366	10,882	0	2,042	9,118

Figure 6: Event attendance by library - combined (2017-23)



*The below tables rank each library by event attendance, based on **only** the dataset for the last financial year (2022/23).

Library	Total Event Att. Adults (2022/23)	Rank (Least to Most)	Library	Total Event Att. Child (2022/23)	Rank (Least to Most)
Roseberry	15	1	Roseberry	22	1
Laburnum	426	2	Grangetown	29	2
Brotton	495	3	Brotton	169	3
South Bank	616	4	Laburnum	317	4
Marske	910	5	South Bank	323	5
Ormesby	941	6	Loftus	573	6
Loftus	1,002	7	Redcar	697	7
Grangetown	1,084	8	Ormesby	929	8
Redcar	1,600	9	Dormanstown	1,037	9
Skelton	1,726	10	Guisborough	1,119	10
Dormanstown	2,172	11	Marske	1,235	11
Saltburn	2,378	12	Skelton	1,243	12
Guisborough	2,817	13	Saltburn	1,425	13

*Event attendance at Ormesby Library in 22/23 is lower and not representative compared to previous years due to a period of closure for a number of months for refurbishment.

5.2 Trends Over Time

The tables above summarise annual membership and activity data for each library service in Redcar and Cleveland for the period 2017-23. In summary:

- 57% decline in active members, from 12,721 to 5,428. The decline has been proportionately higher in the adult age group (-61%) than in the under-18 age group (-46%).
- 58% decline in library visits, from 506,144 to 212,343.
- 49% decline in book loans, from 219,523 to 112,821.
- 72% decline in computer use, from 44,700 to 12,411.
- 91% increase in active digital users, from 168 to 321.
- 266% increase in digital loans, from 4,613 to 16,867.
- 15% increase in event attendance, from 22,043 to 25,300. Notably, adult attendance in 2022/23 was 82% higher than in 2017/18, whereas under-18 attendance was 31% lower.

It should be noted that:

- All library buildings closed on 23 March 2020 due to Covid-19. The home delivery service commenced almost immediately. The reopening of buildings was staggered between July 2020 and Feb 2022.
- While it is likely that the overall decline in membership, visits and book loans was accelerated or exacerbated by Covid-19 factors the 2017-20 data indicates an underlying trend of decline that pre-dates the pandemic.
- However, the past two years have seen a significant increase in active library use (both digital and non-digital), albeit from an exceptionally low base of 2020/21, a year in which libraries - like many other civic and cultural venues - were largely closed to the public.

5.3 Libraries and Deprivation

Redcar and Cleveland's library services can be found in a variety of socioeconomic contexts, as indicated in tables 15 and 16 below.

Table 15: Ward profiles. Source: Census 2021 data.

Ward	Pop.	Density	Dep1+	Dep2+	Dep3+	Dep4+	Libraries in Ward
E05012437 : Belmont	4,528	329	32.40%	7.30%	1.00%	0.00%	
E05012438 : Brotton	6,843	699	35.80%	18.00%	5.30%	0.20%	(1) Brotton
E05012439 : Coatham	4,844	1,176	36.70%	20.00%	6.20%	0.50%	(2) Redcar
E05012440 : Dormanstown	4,648	397	35.50%	20.90%	5.90%	0.00%	(3) Dormanstown
E05012441 : Eston	7,421	1,572	34.50%	21.90%	7.00%	0.20%	
E05012442 : Grangetown	6,388	4,483	34.90%	27.20%	9.70%	0.30%	(4) Grangetown
E05012443 : Guisborough	7,642	233	35.40%	17.50%	5.20%	0.20%	(5) Guisborough
E05012444 : Hutton	6,704	333	30.60%	8.50%	1.70%	0.10%	
E05012445 : Kirkleatham	7,565	1,406	34.50%	21.80%	7.50%	0.20%	(10) Roseberry
E05012446 : Lockwood	2,330	60	37.00%	18.50%	6.70%	0.20%	
E05012447 : Loftus	6,367	162	34.50%	19.50%	5.60%	0.20%	(7) Loftus
E05012448 : Longbeck	3,976	504	32.40%	12.80%	2.20%	0.00%	
E05012449 : Newcomen	5,146	4,667	34.60%	17.90%	4.10%	0.10%	
E05012450 : Normanby	6,609	2,551	32.30%	15.10%	4.40%	0.00%	
E05012451 : Ormesby	6,462	1,775	35.40%	15.10%	4.00%	0.10%	(9) Ormseby
E05012453 : Saltburn	6,440	1,535	33.30%	12.80%	3.50%	0.20%	(11) Saltburn
E05012454 : Skelton East	4,383	960	33.00%	16.20%	5.70%	0.20%	
E05012455 : Skelton West	4,448	439	34.20%	16.90%	5.80%	0.10%	(12) Skelton
E05012456 : South Bank	5,433	265	32.90%	19.90%	8.70%	0.40%	(13) South Bank
E05012452 : St Germain's	6,594	2,271	36.40%	14.60%	2.40%	0.00%	(8) Markse
E05012457 : Teesville	6,004	3,688	35.20%	17.80%	5.20%	0.60%	
E05012458 : West Dyke	5,950	3,394	35.60%	14.50%	2.80%	0.00%	
E05012459 : Wheatlands	5,440	4,976	27.20%	5.40%	1.10%	0.00%	
E05012460 : Zetland	4,367	3,960	34.50%	16.00%	2.90%	0.10%	(6) Laburnum
TOTAL	136,532						

Key

- Pop. = residential population.
- Density = number of residents per square kilometre.
- Dep1 = proportion of households deprived in one dimension (either employment, education, health and disability, or household overcrowding).
- Dep2, 3, 4 = proportion of households deprived in two, three or four dimensions.

Table 16: Ward profiles (continued). Source: Census 2021 data

Ref	Ward	Pop.	No quals	STE	LTE	Carer	LTS/D	Libraries in Ward
1	E05012437 : Belmont	4,528	13.30%	73.70%	16.90%	3.00%	1.70%	
2	E05012438 : Brotton	6,843	24.60%	62.60%	28.80%	5.50%	7.30%	(1) Brotton
3	E05012439 : Coatham	4,844	25.30%	56.90%	33.30%	4.90%	12.30%	(2) Redcar
4	E05012440 : Dormanstown	4,648	26.50%	56.00%	33.20%	8.10%	7.60%	(3) Dormanstown
5	E05012441 : Eston	7,421	28.30%	55.30%	34.00%	5.80%	9.70%	
6	E05012442 : Grangetown	6,388	32.70%	48.50%	42.40%	11.40%	12.70%	(4) Grangetown
7	E05012443 : Guisborough	7,642	22.30%	64.00%	25.80%	4.70%	6.80%	(5) Guisborough
8	E05012444 : Hutton	6,704	13.40%	74.90%	17.10%	3.90%	2.80%	
9	E05012445 : Kirkleatham	7,565	25.20%	58.60%	33.90%	6.30%	9.30%	(10) Roseberry
10	E05012446 : Lockwood	2,330	26.20%	64.00%	26.60%	6.00%	7.80%	
11	E05012447 : Loftus	6,367	26.40%	63.60%	28.00%	6.50%	7.60%	(7) Loftus
12	E05012448 : Longbeck	3,976	16.70%	68.80%	22.30%	3.40%	3.20%	
13	E05012449 : Newcomen	5,146	21.80%	59.00%	30.60%	4.60%	6.80%	
14	E05012450 : Normanby	6,609	21.40%	62.60%	28.50%	4.60%	5.40%	
15	E05012451 : Ormesby	6,462	22.10%	63.60%	27.20%	4.10%	4.50%	(9) Ormesby
16	E05012453 : Saltburn	6,440	17.10%	67.60%	23.50%	3.40%	5.50%	(11) Saltburn
17	E05012454 : Skelton East	4,383	21.20%	61.20%	29.00%	4.80%	6.50%	
18	E05012455 : Skelton West	4,448	23.00%	63.70%	26.20%	5.00%	7.60%	(12) Skelton
19	E05012456 : South Bank	5,433	31.70%	46.70%	43.20%	7.90%	9.30%	(13) South Bank
20	E05012452 : St Germain's	6,594	18.10%	74.90%	17.70%	2.90%	4.50%	(8) Markse
21	E05012457 : Teesville	6,004	26.80%	62.50%	27.70%	3.90%	5.40%	
22	E05012458 : West Dyke	5,950	17.00%	67.30%	22.90%	3.10%	4.20%	
23	E05012459 : Wheatlands	5,440	9.00%	60.80%	24.50%	3.10%	1.70%	
24	E05012460 : Zetland	4,367	17.90%	66.00%	24.20%	3.90%	4.90%	(6) Laburnum
	TOTAL	136,532						

Key

- Pop. = residential population.
- No quals = proportion of residents aged 16+ with no qualifications.
- STE = short-term unemployed (proportion of residents aged 16+ who were unemployed in the week before the census and not worked in the last year).
- LTE = long-term unemployed (proportion of residents aged 16+ who were unemployed in the week before the census and had never worked).
- Carer = proportion of residents aged 16+ who are economically inactive on account of looking after home or family.
- LTS/D = proportion of residents aged 16+ who are economically inactive on account of being long-term sick or disabled.

6.0 Public and Stakeholder Engagement

6.1 Methodology and Approach

Overview

The Council sought to understand how people use the libraries, the most valued services, and what would improve user experiences in the future. Several activities were designed to engage Council staff and the public across the borough. Before activities began, the Council met with DCMS to seek advice about the consultation and engagement project and to ensure best practice was followed.

Engagement activities were planned within an overall review of libraries to gather insights into how the library service could continue to meet the needs of the community and respond to changing priorities as a result of the pandemic and increased cost of living. The Council was transparent in its communications about the requirement to make significant savings and, within this context, the engagement activities focussed on ideas to improve and reimagine the offer and to shape a vibrant and wide-ranging service that is relevant for the people of Redcar and Cleveland.

Alongside the engagement activities, local and national stakeholders were interviewed to provide sector context and best practice exemplars. These interviews included representatives from Arts Council England, Libraries Connected, ASCEL and RCBC.

Surveys

Two surveys were developed to collect data and feedback from users and non-users of the library service. Respondents for the users' survey were asked about how they access the services; the frequency of use of physical and digital services; levels of awareness of the offer; the value and importance of different services; and what people would like from their libraries in the future. Non-users were asked why they don't use the services; awareness of what the library offers; perceptions of the value of different services for the community; and what might encourage them to use the library in the future. The survey also sought interest in whether respondents would be interested in volunteering opportunities within the libraries.

RCBC's Service Improvement Team led development of the surveys with specialist advice from Counterculture, and input from the Libraries Management Team and colleagues from Culture and Tourism, Communities and Health, and Adults and Communities. The survey was hosted on the Council's Engagement HQ online platform for 8 weeks between 8th February and 5th April 2023. Paper copies were also distributed through libraries and an easy read version was available from the Council. 711 respondents completed the surveys; 553 were users, 158 non-users.

Online Focus Groups

RCBC identified key groups they wanted to engage with to gain different insights and perspectives into libraries' roles within their communities. These groups were:

- Council members
- Library staff
- RCBC staff
- Library users

- Library non-users.

Questions were designed for each group to gather insight into their awareness of the library offer; the role of libraries in their communities; what makes the library different from other places; what would improve the user experience; and what libraries should offer in the future. A series of seven one-hour sessions were held online between 16th March and 4th April 2023 at different times of day to accommodate varying availability. RCBC rescheduled sessions which received no registrations. There were 31 participants at the online sessions, representing a range of views.

In Person Focus Groups

Focus groups took place in libraries between 13th March and 31st March. Library locations were selected by RCBC to include and represent different communities, refurbished and older buildings, and co-located and stand-alone libraries. Seven sessions were held across Grangetown, Guisborough, Loftus, Ormesby, Redcar, Skelton, and South Bank libraries. One additional in-person session for Council Members was cancelled as there were no registrations. In total, 49 existing users from a variety of demographics provided feedback in person. Anecdotally, the groups included carers, differently abled people, parents, older people, local councillors, and Friends' groups. Participants were asked the same questions as the online focus groups.

Children and Young People

A creative writer and an illustrator were commissioned by the Council to deliver three sessions with children in schools and libraries. They designed creative engagement activities inspiring children to share ideas on what their ideal library would look like and what might encourage them to use the service if they weren't already. Schools were invited to host the sessions, with one session delivered for 23 children in Year 3 and one with 24 children in Year 4. 'The Great Book Escape' was also held in Guisborough library and parents were invited to register through Ticketsource and attend with their children. At this event children created a story and a map about an adventure in their library as a way of illustrating how the perfect library looks for them.

Communications

The engagement activities were promoted through a broad communications programme led by RCBC. It involved:

- Redcar & Cleveland Borough Council social media channels (Facebook 21k followers and Twitter, 12.7k followers)
- RCBC Libraries Twitter (753 followers)
- A press release issued with input from the cabinet member
- An article in March's issue of the residents' magazine, reaching 65,500 households in the borough
- Staff community and health networks
- RCBC's Cultural Partnership, Financial Inclusion Group and other key stakeholder groups
- Community Funding News network
- Official communications to all Councillors

- RCBC's internal Building a Better Borough newsletter

The campaign used images from the newly refurbished Ormesby library.

6.2 Profile of Respondents

Users

Overview

93.0% of respondents lived or worked in Redcar and Cleveland, 3.7% were members of local organisations and groups, 2.6% were RCBC staff members and the remaining 0.7% were Councillors.

Gender

72.1% identified as female, 26.5% as male, less than 1% as transgender and the remainder preferred not to say.

Age

- 45.0% of respondents were 65-79 years old
- 20.3% were 50-64 years old
- 12.3% were 35-49 years old
- 11.3% were over 80 years old
- 7.1% were 25-34 years old
- 3.4% were 16-24 years old
- 0.6% were under 16 years old
- 82.9% had no children under the age of 16 living in their household.

Ethnic group

There were very few respondents from ethnically diverse backgrounds, with 96.5% identifying as white British. Pakistani (1.8%) and Indian (1.2%) were the next highest ethnic groups.

Communications

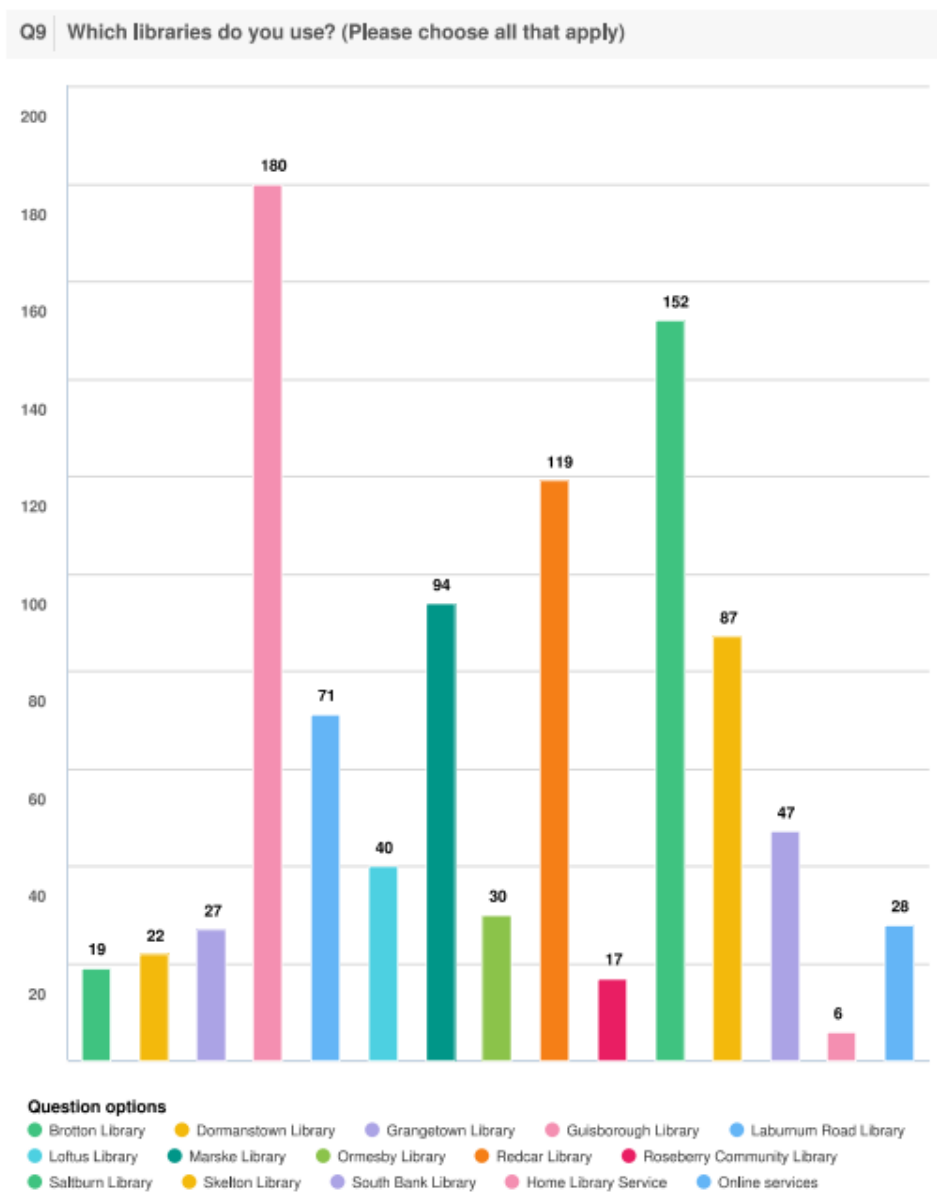
More than two thirds of people (66.7%) heard about the survey at the library, 10.9% through social media, with direct emails or letters (6.7%) and word of mouth (6.3%) the next most effective communication tool. Local press, groups and organisations, and online all directed around 3% to the survey with posters referenced by less than 1% of people.

Library Use

89.2% of respondents said they were current users of the library. 5.5% use the library but don't have a membership card and 5% were not members. Of those who aren't current members, 96% said they had not been members in the past.

89.5% had used the library in the last 3 months and 4.9%, the next highest usage rate, in the last 3-6 months. 93.0% had not used the home library service but 4.7% had used it in the last 3 months.

The figure below shows which libraries survey respondents visit most frequently. Guisborough library was the most commonly visited, followed by Saltburn and Redcar with the home library service, Roseberry, Brotton and Dormanstown the least visited. This aligns with data on visitor numbers and book loans.



Non-Users

Overview

94% of non-users lived or worked in Redcar and Cleveland, with 1.9% each from members of local organisations or groups, RCBC staff and Councillors.

Gender

74.2% of respondents identified as female and 24.5% as male, with less than 1% transgender and preferring not to say.

Age

- 38.6% of respondents were 50-64 years old
- 26.1% were 50-64 years old
- 22.2% were 35-49 years old
- 5.2% were over 80 years old
- 3.9% were 25-34 years old
- 3.9% were 16-24 years old
- 0% were under 16 years old
- 76.7% had no one under the age of 16 living in their household.

Communications

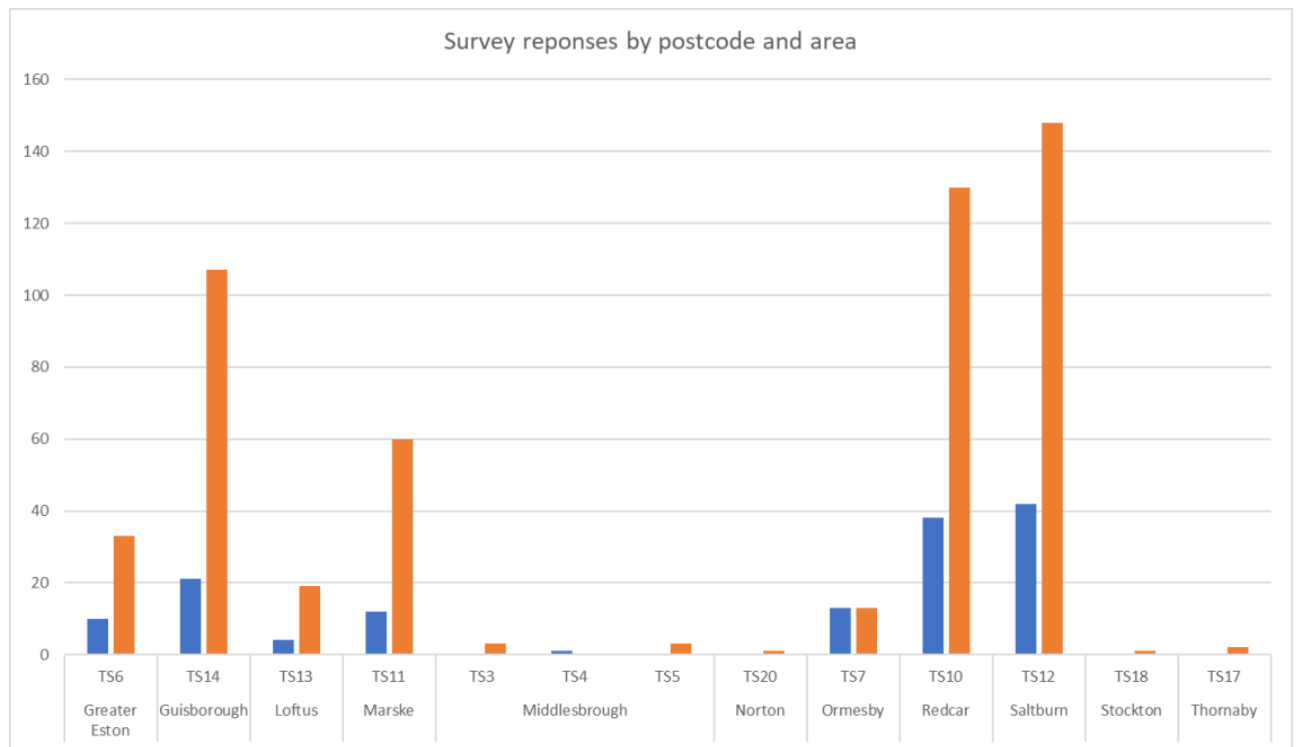
Digital communications were more significant for non-users with social media, driving 30.3% of respondents to the survey, and online promotion 19.1%. Despite these respondents identifying as non-users, 21.7% heard about the survey at the library. A further 15.8% heard through direct emails or letters and 5.9% through word of mouth. Just as with the users, local press and groups and organisations directed around 3% to the survey with posters referenced by less than 1% of people.

Library use

54.2% of non-users said they have an active membership to a library, 8.5% were unsure whether they had one and the rest said they do not have a current membership. 81.6% have been members of a library in the past.

Postcode data

The figure below shows details of responses for the user (orange) and non-user (blue) by area and postcode. The majority of user and non-user responses came from Saltburn, Redcar and Guisborough.



6.3 Frequency, Patterns of Use and Library Opening Hours

6.3.1 Survey responses: users

Library Use

Responses from library users indicated that:

- 96.2% had used library services in person in the past year.
- 93.5% said they were using library services as they did pre-Covid.

How often do you use the library?

- 8.5% used the library every day, with most respondents, 32.7%, using the library once per week.
- 24.8% used the library once a fortnight and 23% once per month.

Which days do you use the library?

- Wednesday was the most popular day for visiting the library, with Tuesday and Thursday next most popular. Saturday was the least popular day.

Which times of day do you visit the library?

- Mid-morning (10.00am-12.00pm) was the most popular time to visit. The evening (5.00-6.00pm) was the least popular.

Travel and transport

How far do you travel to use library facilities?

- 52% of respondent's currently travel less than 1 mile to visit their library

How far would you be willing to travel?

- 30.9% are willing to travel up to 1 mile to visit their library, and 36.4% are willing to travel 2 miles. 32.7% of respondents would be willing to travel between 3 and 5 miles to get to a library.

How do you travel to your local library?

- Most respondents walk to the library, with travel by car the next most popular means of transport followed by public transport. A few people cycle or use taxis.

6.3.2 Survey responses: non-users

Non-user respondents indicated that:

- They had mostly not used a library in the past 3 years;
- Libraries not being open at a time when they could visit was the main reason they had stopped using library services;
- If they were to use a library, they would be most likely to use Redcar, Guisborough and Saltburn and least likely to use Brotton and South Bank libraries.
- They were mostly only willing to travel up to 1 mile to access a library.

6.3.3 Focus Group Insights

There were mixed views. Views on late night openings were mixed with some in favour, particularly to support those working full-time to gain access, however usage is lower after 5pm in a number of libraries. Extended Saturday opening was also attractive to some.

6.4 Public Perceptions of Libraries

6.4.1 Survey Responses: Users

The survey asked about awareness of the different services a library provides. There were high levels of recognition of the adults' and children's book offer, access to computers, Wi-Fi, printing, copying and scanning, warm spaces and activities for children. There was some awareness of resources such as reference and local history materials, meeting rooms and activities for adults. The biggest gaps in knowledge were the home library service and the online services.

When asked to rank the four strands of Universal Library Offers in order of importance, Reading was rated most highly, with Health and Wellbeing and Information and Digital in joint second place. Culture and Creativity was third.

6.4.2 Survey Responses: Non-Users

Non-users' awareness levels echoed the pattern of users with one notable difference: non-users were less aware than users of activities and events for adults and of libraries as a place to connect and socialise with others.

In ranking the Universal Library Offers, Reading came top again, with Information and Digital, Health and Wellbeing and Culture and Creativity were all voted as second most important.

The main reasons for people not using the library were prohibitive opening hours, a lack of time to visit and a belief that the services and activities were not relevant or of interest. Living or working too far from a library and not being able to travel to one were the least common reasons for not using the service, which suggests there is little sense of insufficiency.

Other explanations for ceasing use of libraries included: limited book stock and long waits for reserved copies; a decision to shift to eBooks and online services; falling out of the habit during a change in life circumstances such as children growing up, moving to a new area or retirement; concern about Covid-safe spaces; and lack of awareness of the offer. Several people also mentioned that they found their local library "uninspiring", "dark and dingy" and "not an environment I enjoy visiting."

"I call into the library for local information but sometimes there's little there and it can be out of date. There doesn't seem to be many groups anymore. The cafe in Redcar closed and generally there's no atmosphere. It used to be vibrant and busy." – survey respondent.

6.4.3 Focus Group Insights

There is a belief that the wider community doesn't know what is available at the library and the image of libraries as quiet places with strict librarians persists.

The importance of libraries at "both ends of people's lives" was often mentioned. People talked about the key role of libraries in helping children develop social and reading skills and in providing social and support networks for older people. In this way, libraries were seen to be providing services that are no longer available in other community centres.

The idea of libraries as a place to form and host social and interest groups came across strongly. The groups help people to develop new interests and to make social connections that are maintained beyond the library building. Examples were given of knit and natter groups and craft groups providing relief from isolation, depression, and low self-esteem.

"Libraries are places for people to try things that they haven't tried before."

The wide-ranging offer within libraries is seen as inclusive and breaking down barriers. Access to audiobooks and eBooks was appreciated by people with limited sight or movement and a group with learning disabilities highly valued the space, resources and welcome they receive at Dormanstown.

Libraries were described as having a social, educational and community support purpose. Although the need for all these services was clear, people recognised the challenges libraries face in being all things to all people. There are expectations that libraries will

provide both quiet spaces and vibrant activities, space for books and space for computers and events.

There were positive comments about the refurbished Ormesby library. Guisborough is viewed as a thriving library. In contrast, several people commented on unwelcoming environments and outdated interiors in other libraries.

“My library hasn’t changed in 40 years”

– Council member

Redcar library was mentioned by many people as being particularly uninviting, due to its location in the Council building and the lack of a sense of community.

6.5 Most Valued Library Services

6.5.1 Survey Responses: Users

75.9% of respondents thought it was very important that the library service provides access to a physical library. Respondents were also asked to say how important or unimportant it was to them that the library provided a range of services. The results highlighted that it was very important that library services:

- Keep books, stock and resources up to date
- Support people of all ages with their reading skills
- Enable groups and other services to use library spaces as a hub for learning, activities and social interaction
- Provide events and drop-in sessions on topics such as wellbeing, financial support and advice
- Provide activities for adults, children and families and young people
- Explore new opportunities to generate additional income to improve services
- Has accessible activities, equipment, and ways of learning that are suitable for people with different needs
- Help people who don’t have online access at home to be able to use library PCs and/or access free Wi-Fi
- Has knowledgeable and friendly staff who can provide information, support and signposting advice
- Provide access to creative and cultural activity (e.g., music events, craft sessions)
- Provide access to local history information and resources
- Provide activities and events which support and promote health and wellbeing (e.g., health awareness sessions and dementia groups).

The survey also asked:

Which are the main benefits for you of using the library service?

- Respondents were asked to select 3 from a list of 11 options or to provide their own suggestion.
- The main benefit perceived by respondents was access to books for free, followed by access to resources they would otherwise not be able to access.
- A positive impact on their individual health and wellbeing also scored highly.
- Being able to learn new things and access to Wi-Fi and computers for free as well as printing and scanning were the next most popular responses.

Which library services have you used in the past 12 months?

The most popular response here was browsing or borrowing books followed by using a computer, printing, scanning, copying or Wi-Fi facilities (combined results). Help from a member of staff or external source with selecting books or with use of PCs, printing or scanning also scored highly with fewest respondents having used Spoken Word Books (CDs).

Outside of these engagement activities, libraries have been informally recording use of the **warm space offer** since November 2022, when the service started to provide free hot drinks and the promotion began. The figures are estimated, based on customers who might have stayed in the library longer than usual, used the library more, accessed free hot drinks, and people who weren't familiar to the service. The numbers increased steadily from around 700 across the borough in November 2022 to around 1,400 in March 2023.

Events and activities

It is clear from the responses that there are lots of different events and activities taking place in libraries. 92 respondents had been to an event or group activity at a library in the past 12 months. Of these, the majority (83) had been to a creative or cultural event (e.g., music event, craft session). 52 had attended an adult arts/craft session and 43 had attended a social or support group. Specific events referenced included Mah Jong and Lego Clubs, Family History groups, Councillors' Ward surgeries and talks organised by Friends groups.

6.5.2 Survey Responses: Non-Users

- 68.4% of non-users thought it was very important that the library service provides access to a physical library

The survey asked:

If you were to use library services which would be the main benefits for you?

Respondents were asked to select 3 from a list of 11 options or to provide their own suggestion.

The responses indicated that the main benefits were:

- Accessing books for free
- Printing, scanning, copying documents

- Accessing high quality services and activities at free or low cost
- Accessing resources, I otherwise wouldn't be able to; the positive impact it could have on my mental and health and wellbeing; and accessing Wi-Fi and computers for free were also key benefits identified

Specific additional comments included using the library for meetings for community groups, local societies and activities, and training opportunities for children and young people. Non-users were also asked to say how important or unimportant it was to them that the library provided a range of services. The results highlighted that it was **very important to non-users** that library services:

- Keep books, stock and resources up to date
- Support people of all ages with their reading skills
- Enable groups and other services to use library spaces as a hub for learning, activities and social interaction
- Provide events and drop-in sessions on topics such as wellbeing, financial support and advice
- Provide activities for adults, children and families and young people
- Explore new opportunities to generate additional income to improve services
- Has accessible activities, equipment, and ways of learning that are suitable for people with different needs
- Help people who don't have online access at home to be able to use library PCs and/or access free Wi-Fi
- Has knowledgeable and friendly staff who can provide information, support and signposting advice
- Provide activities and events which support and promote health and wellbeing (e.g., health awareness sessions and dementia groups)

Non-users felt it was **quite or less important** that library services:

- Provide access to creative and cultural activity (e.g., music events, craft sessions)
- Provide access to local history information and resources

6.5.3 Focus Group insights

"A resource for enjoyment as well as employment and skills."
- attendee Redcar Library

The value of libraries as Community venues, as free, safe, trusted, warm spaces which are an integral part of the community was a key theme across all groups.

Libraries as a place for everyone from birth and throughout their lives was made by several groups.

"We are making connections that extend beyond the library, and that would never have been made if it wasn't for the library." - attendee, Loftus Library

Libraries were seen as a place of connection, for young and old, a place where friendships were formed, skills and knowledge shared.

They were also seen as saving people money, particularly at the present time with the cost-of-living crisis.

Books and reading are still considered a fundamental part of what the library offers. The book stock was perceived to have been significantly impacted by budget reductions. People want more variety and stock which reflects the likes and needs of their communities. There was also a sense that stock could be rotated more and better value for money achieved. Book reservations were perceived as slower than previously with longer waiting times for some books.

*"Coming here is my release."
Attendee, Loftus library*

*"It benefits me a lot, I don't go out anywhere else, so this is really important to me."
Attendee, Knit and Natter group, South Bank library*

The health and wellbeing impact and benefits of libraries was a key theme across all the sessions. The social aspect of the library offer and reducing isolation was a strong theme of conversations as well as the library as place to share, learn and create.

There was a clear recognition of the impact of Covid on libraries and that things may not yet have returned to 'normal'. There was a feeling that things had not returned to how they were pre-Covid and that some vulnerable people who may have used the library frequently were still reluctant to mix in public, but that this was gradually changing. The return of library services post-Covid was perceived as slower in Redcar and Cleveland than in surrounding areas.

6.6 Digital Usage

6.6.1 Survey responses: users

- 30.8% of library users had used library online services in the past year
- 48% said they were not aware on online services
- 62.8% had access to the internet at home or at work via a fixed connection
- 17% had access to the internet via mobile data (e.g., on a smartphone/tablet)
- 10.2% had a device which could connect to Wi-Fi
- 10% had no access to the internet.

Which online services do you currently use at the library?

- The most popular online service for respondents was free Wi-Fi
- 126 respondents didn't use any of the services listed

- PCs were the next most popular option
- Relatively few respondents were using the e-Books (60), the e-Audio (27) and the e-Magazines (16).

With regard to the current online offer, how do you feel this could be improved?

- Most people simply said they didn't use the online offer
- Of those who did use it most would like to see no change; they think it is fine as it is
- Access to more activities and events offering support with digital skills and access to online services was popular along with a wider range of e-Books, e-Audio and e-Magazines.

Specific comments included improved Wi-Fi speed, an easier to use online browsing and author search facilities, access to digital newspapers, free or cheaper online reservations, problems with receiving notifications for online reservations and raising awareness of what is available online.

6.6.2 Survey Responses: Non-Users

- For non-users 72.4% felt it was quite or very important that the library offer online services
- 70.3% had access to the internet at home or at work via a fixed connection
- 16.9% had access to the internet via mobile data (e.g., on a smartphone / tablet)
- 9.5% had a device which could connect to Wi-Fi
- 3.4% had no access to the internet.

If you were to use online services which of the following, would you be most interested to use?

- eBooks and Wi-Fi were the most popular responses.

Which would be most important when considering how to improve the online offer?

- The most popular response was more activities and events offering support with digital skills and access to online resources.
- A wider range of e-Books, e-Audiobooks and e-Magazines along with access to different types of technology were also popular responses.

Specific additional comments included a much better website, upgraded computers and other equipment, free access to Ancestry and Find My Past.

6.6.3 Focus Group Insights

The role that libraries play in providing free access to computers, the internet and Wi-Fi was widely recognised as key service and benefit of libraries, particularly, but not exclusively, for

those without access at home or elsewhere. There was little reported usage of online library services across the groups. The few people who did reported using BorrowBox and saw it as a good service, the online reservation system was also favoured.

6.7 Children and Young People

6.7.2 Children

Many people shared positive memories of using libraries as children. There is wide recognition that it is important to have a strong offer for children as they will become adults with their own memories of libraries and become the future champions of libraries.

67.2% of users felt it was very important that the library service provides activities for children and families.

The role of libraries in supporting children to develop life skills, language and literacy was highlighted, as well as teaching responsibility:

“You’re responsible for the books you borrow, for looking after them and returning them.”
Attendee, Guisborough library

Libraries are valued for being calm, familiar, trusted and free spaces for children and families, offering something different from other places. This was particularly important for children with autism and other special needs.

The sessions with children revealed they have a perception of libraries as quiet places with books. Their libraries of the future featured zones for computers, online streaming services, storytelling and reading, music, toys and dressing up. Many also had outdoor, green spaces with natural light and the ability to see or be outside. The children said their biggest barrier to using libraries more is finding the time to come.

6.7.3 Young People

63.9% of users felt it was very important that the library service provides activities for young people.

It was acknowledged that the offer for young people is limited. Suggestions for improvements included separate spaces for teenagers, graphic novels, magazines on gaming and football, talks designed for or by young people, as well as board game nights and inter-library board game tournaments. Hosting events in the library in partnership with local groups, like football teams or Scouts, was also proposed as a way to bring more young people into the library.

Many people spoke of the need to work more closely with schools and colleges to promote libraries as a place to study. Respondents were keen to collaborate more with young people to find out what would encourage them to use the libraries more.

6.8 Support and Volunteering

6.8.1 Survey responses

Support

If you have asked for help/support from a member of staff, what help did you need?

Fewer than half of respondents chose to answer this question, which may suggest they haven't asked for support recently. Those that did most often asked for advice from staff on selecting books (149), help with bus passes, concessions or blue badges (134) and support with computers or printing (110).

Volunteering

18.3% of user and 15.5% of non-user survey respondents expressed interest in volunteering. Focus groups respondents also echoed this and that they would like wider promotion of opportunities that are available. Several people suggested offering volunteering opportunities to young people to help develop skills as well as to older people. Ideas for volunteer roles included: giving talks on areas of specialist knowledge, organising coffee mornings, leading activities for children and families, leading craft sessions for young people and adults, cleaning, providing reading support for less confident readers, and general help on the desk or in supporting the public.

6.9 Libraries of the Future

Overview

The survey invited respondents to provide ideas to improve and reimagine the library service. Similar suggestions were repeated by users, non-users and focus group participants. Most respondents to the surveys thought their suggestions would improve the quality of the service (70 user, 29 non-user) or make the service more sustainable (57 user, 41 non-user). There were also many people who preferred that no changes were made to the service.

People talked about libraries of the future being key to raising aspirations through upskilling. The social aspect of libraries came across strongly and their increasing significance in social prescribing. There were many comments on the potential to strengthen the community further, attract new customers and broaden the offer.

Staff and public respondents commented on the need to close some libraries so that resources could be reallocated to maximise the offer across the borough. There was appetite for more collaboration between libraries to link events, share ideas and best practice and to escalate promotion. Respondents wanted increased awareness about what's going on at the library and for communications to target both users and potential new customers. Library ambassadors were suggested as an opportunity for young people and adults to champion libraries in their communities.

Physical spaces

To improve the physical space, some people wanted flexible areas that allow for more group activities, classes or training, as well as more comfortable seating. Cafés or vending machines providing drinks and snacks were also frequently mentioned. There was recognition of the shift to online in all aspects of people's lives and the need for more computers to be able to support increased demand. There were some comments about ensuring libraries of the future have inclusivity at their core with more equipment available such as dyslexia reading aids and inclusive signage.

Books and activities

More books and a wider range of authors were common requests, as was evening opening hours. There was appetite for a broader range of events across all age groups. Many people spoke of a desire to see the programme return to what was offered pre-Covid. The following list collates all the activity ideas put forward:

- Book clubs for adults and young people.
- Talks by writers and experts.

- Classes for adults: computer, smartphone and digital skills, maths, foreign languages, sign language.
- Activities for adults: bingo, quizzes, coffee mornings, board games (Scrabble), film screenings.
- Clubs and skills development for young people: computer games, board games, CV writing, financial management, homework.
- Activities for children: storytelling, animal visits.
- New parent groups.
- Creative writing workshops, art exhibitions, live music, visits from local choirs.
- Themed events e.g., LGBTQ history, black history, women's health, particular authors, genres or characters.
- Repair shops.
- Advice drop-in sessions with experts and banking.
- An exchange hub where people could advertise their equipment for hire at a low rate, giving libraries a percentage of the fee. Examples given were DIY tools, camping equipment and sport equipment.

7.0 Key Findings

- **Books and reading** were still considered a very important offer. The book stock was perceived to have been impacted by previous cuts. People want more variety and stock.
- **Children and young people** should be seen as important in the offer of libraries. More outreach and better connection with schools. The library offer should strongly support literacy and learning. They were also seen as important for the libraries wider sustainability.
- **Health & Wellbeing** was a key theme across both focus groups and the survey, and the library service should play a strong part in delivering in this area
- **Digital, public computers & Wi-Fi** – Access to free computers and the internet, particularly for without access, was seen as important.
- **Opening hours** – There were mixed views on opening hours. There was mention of late-night opening and extended Saturdays for people in employment.
- **Need for change vs. status quo** – There were mixed views on the need for change. There was recognition internally and public groups of the need for some library closures and to concentrate resources.
- **Physical libraries** – These were still seen as an important part of the offer.

8.0 Options and Recommendations

8.1 Strategic Options

RCBC faces significant financial challenges, with the expectation that all services will contribute to the overall budget reductions needed over the next two financial years (23/24 and 24/25). The library service has an expectation of a budget reduction of £400,000 within that time frame, which amounts to circa 31% of its current budget.

It is clear from the work undertaken as part of this review that the library service needs to adapt to respond both to the changing needs of residents and communities and to the financial demands being placed upon it, so that a fit-for-purpose service can be provided. The needs assessment has provided an evidence base to inform appropriate revisions and enhancements to the service offer for residents, improving engagement and ensuring services are positioned appropriately within the borough. We have devised strategic options for the future of the service, with the next stage being to move to proposals as detailed in the report.

8.2 Recommendations

In addition to the broad options set out above, the review points to a number of more specific recommendations which are pertinent to both options. These have emerged from research of best practice, review of financial and performance data and feedback gained from the survey and stakeholder groups during the engagement activity and are set out below:

- **Increase investment in books and digital resources.**
- **Review staffing structures.**
- **Increase public, partner and elected members' awareness of the range and impact of library services.**
- **Develop an ambitious plan for outreach and partnerships.**
- **Modernise and broaden the library offer.**
- **Improve access to services.**
- **Develop and implement a new financial model.**

8.3 Closing Summary

We have a clear vision and a number of priority focus areas for the future of the service, based on the findings and recommendations of the needs assessment (as outlined below). The next stage is to finalise proposals for changes to the service, in order to achieve the aims of the review and efficiencies needed and undertake a 12-week public consultation.

Proposed Future Library Service Approach

The Library Needs Assessment has helped us to identify the changing needs of the library offer and how to shape it for the future. The approach has been developed with the evidence across all the strands of the needs assessment in mind, including the public consultation process. The new library service is designed around 3 archetypes:

- **Physical library** – We will still retain a physical library offer where you can encounter other people; engage with library staff and access other services and attend events and activities aligned with the Universal Offer. They will also be places for partnership and collaboration.
- **Digital library** - where you can easily access a wide range of free digital resources, including e-books, e-magazines and, increasingly, online events and activities.
- **Outreach library/delivering outside the library walls, including home delivery** - where you can encounter the library through 'pop ups' within your community or where the library reaches out to you because you cannot otherwise easily access it.

In the future, the outreach and engagement side of our library service will be an integral part of the service offer. We will look to create pop-ups in communities linked to the Universal Offer or look to develop offer in village halls or other satellite locations. The outreach library will remain particularly valued for those people who find it difficult to access both the physical or digital library due to access or skills. The outreach library has a number of advantages – it can be nimble and responsive to changing needs; it can break down barriers and perceptions of libraries amongst non-users; it can be a space for innovation and testing; it can reach into more marginalised communities; it can be responsive to partnership opportunities.

- **Redesigned and improved Home Delivery Service** – The Home delivery service is also part of the above. The home delivery service will be enhanced and look to embed more around the potential delivery to other settings including expansion to Care Homes and link with the Making Every Contact Count approach. We will work with key partners, Public Health, Health and Adult Social to further enhance the service.

Vision

'We will have a vibrant, thriving, inclusive and engaging library service that enriches people's lives and enables a range of connection and engagement points for our communities'.

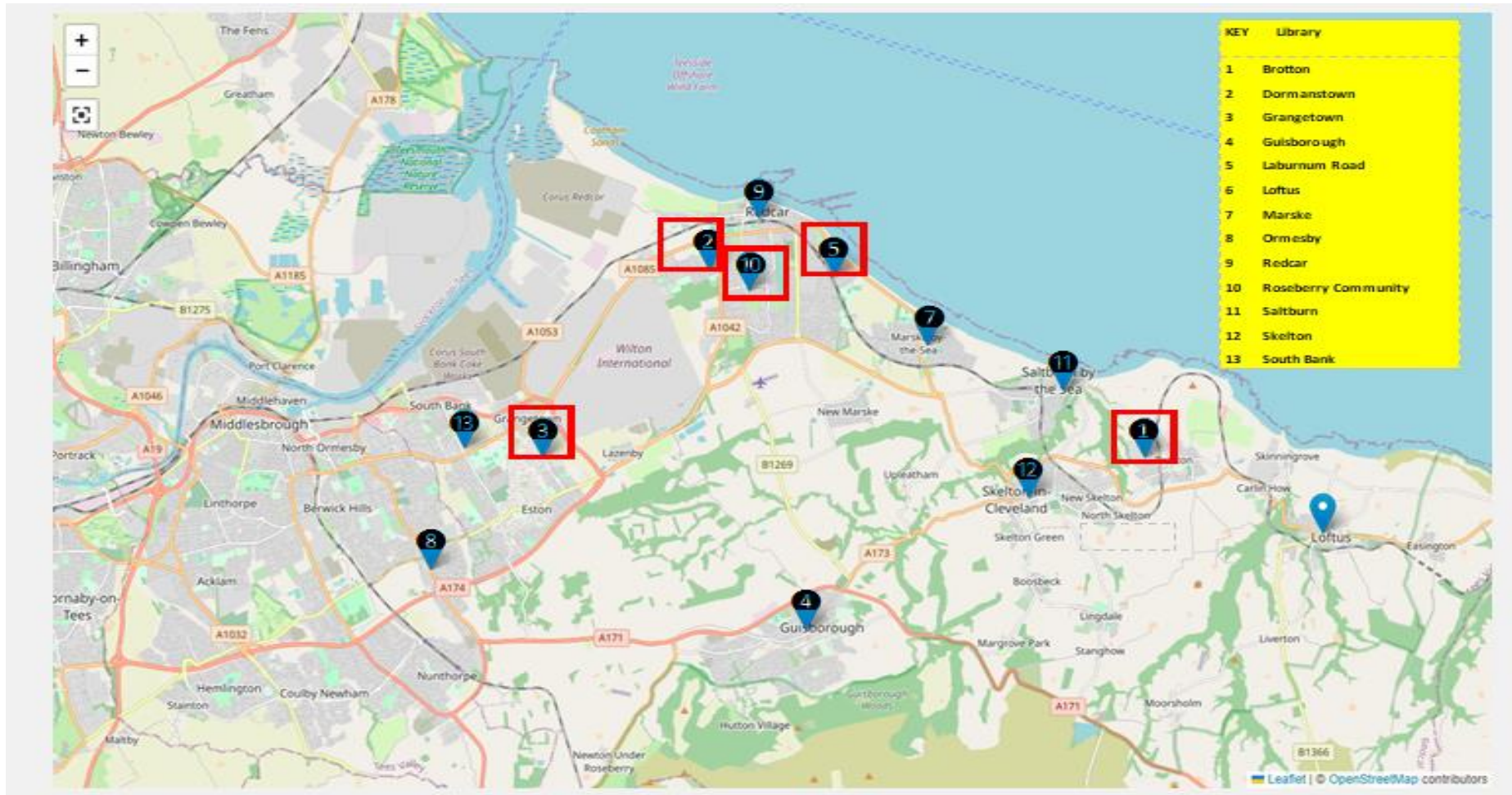
Priority Focus Areas

- **Strengthen delivery and create programmes of work that support the Universal Offer** – Reading, Information and Digital, Culture and Creativity, Health and Wellbeing; and The Children's Promise and The Vision and Print Impaired People's Promise.
- **Relaunch and market the library** to users and non-users to increase engagement and awareness.
- **Develop an ambitious plan for outreach and partnerships.**
- **Provide a strong literacy, reading and engagement offer** for all ages, but with a strong focus on Children and Young. This also includes new book stock and an increase in book budgets.
- **Increase the quality of the activities and programmes delivered.**
- **Create and deliver an offer that supports the Health and Wellbeing of our communities.** Funding has been secured to employ a Health and Wellbeing Development Officer who will be able to drive this forward and work with the community to cocurate activity and programmes.
- **Develop a more sustainable and resilient library service.** This will include the development of external funding bids to deliver programmes of work. The creation of more partnership working. It will also look to secure funding both internally and externally to improve the physical library buildings. It will also look at a volunteer and ambassador scheme.

9.0 Further Information Sources

9.1 Library Service Map

The below figure shows the geographical spread of library facilities across the borough. Libraries which have been highlighted for potential closure or alternative management as a result of the proposals are highlighted in red.



9.2 Libraries – Travel Time and Local Provision Summary

The below summary provides details of local provision relative to each library, outlining the closest libraries, travel routes and times to these libraries, and an overview of any other local facilities in close proximity.

Brotton Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
Saltburn Library	2.5	x4 bus - 10 minutes on the bus & 5 minutes walking (15 minutes journey)	Brotton Village Hall – 0.3 miles away
Skelton Library	2.3	5 Sapphire bus - 12 minutes on the bus & 9 minutes walking (21 minutes journey)	

Guisborough Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
Skelton Library	3.9	5 Sapphire - 13 minutes on the bus & 5 minutes walking (18 minutes journey)	Sunnyfield House Community Centre – 0.2 miles away
Ormesby Library	5.6	5,5A Sapphire - 20 minutes on the bus & 3 minutes walking (23 minutes journey)	Guisborough Family Hub – 0.5 miles away
			The Salvation Army Community centre – 0.1 miles away

Loftus Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
Brotton Library	4.1	x4 Sapphire - 12 minutes on the bus & 8 minutes walking (20 minutes journey)	Loftus Youth & Community Centre – 0.1 miles away
Skelton Library	4.8	5 Sapphire - 29 minutes on the bus & 3 minutes walking (32 minutes journey)	Loftus Family Hub – 0.1 miles away
			Whitecliffe Family Hub – 1.3 miles away

Saltburn Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
Brotton Library	2.4	x4 Sapphire - 10 minutes on the bus & 5 minutes walking (15 minutes journey)	Earth beat Centre – 0.4 miles away
Marske Library	2.6	X4,X3A Sapphire - 9 minutes on the bus & 5 minutes walking (14 minutes journey)	Saltburn Community & Arts Association – 0.1 miles away
			East Cleveland Family Hub – 0.5 miles away

Skelton Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
Brotton Library	2.3	X4,X3A Sapphire - 10 minutes on the bus & 8 minutes walking (18 minutes)	Skelton Youth & Community Centre – 0.5 miles away
			East Cleveland Family Hub – 1.6 miles away

		journey)	
Saltburn Library	2.6	X3A,X3 Sapphire - 13 minutes on the bus & 2 minutes walking (15 minutes journey)	Skelton Family Hub – 0.4 miles away

Dormanstown Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
			25K Community Centre – 0.9 miles away
Roseberry Community Library	0.8	62 - 4 minutes on the bus & 8 minutes walking (12 minutes journey)	Dormanstown Family Hub – 0.2 miles away
Redcar Library	1.3	62 - 10 minutes on the bus & 11 minutes walking (21 minutes journey), X3,X3A,X4 - 5 minutes on the bus & 12 minutes walking (17 minutes journey)	Westfield Farm Community Resource – 0.4 miles away

Laburnum Road Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
			Redcar East Community Association – 0.2 miles away
Redcar Library	1.8	X4 Sapphire - 8 minutes on the bus & 10 minutes walking (18 minutes journey) , 62 - 8 minutes on the bus & 10 minutes walking (18 minutes journey)	Redcar Family Hub – 1.6 miles away
Marske Library	2	81 - 7 minutes on the bus & 2 minutes walking (9 minutes journey)	25K Community Centre – 1.7 miles away

Marske Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
			The Marske Centre Ltd – 0.2 miles away
Laburnum Road Library	2	81 - 7 minutes on the bus & 2 minutes walking (9 minutes journey)	Redcar East Community Association – 1.8 miles away
Saltburn Library	2.5	X3,X3A,X4 Sapphire - 8 minutes on the bus & 4 minutes walking (12 minutes journey)	East Cleveland Family Hub – 1.9 miles away

Redcar Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
			Redcar Family Hub – 0.2 miles away
Dormanstown Library	1.3	X4 Sapphire - 5 minutes on the bus & 12 minutes walking (17 minutes journey)	25K Community Centre – 1.3 miles away
Laburnum Road Library	1.8	X4 Sapphire - 8 minutes on the bus & 10 minutes walking (18 minutes journey) , 62 - 8 minutes on the bus & 10 minutes walking (18 minutes journey)	Greengates Family Hub – 1.6 miles away

Roseberry Community Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
			Greengates Family Hub – 0.3 miles away
Dormanstown Library	0.8	X4 Sapphire - 5 minutes on the bus & 12 minutes walking (17 minutes journey)	25K Community Centre – 0.1 miles away
Redcar Library	2.6	63 - 9 minutes on the bus & 11 minutes walking (20 minutes journey)	Redcar Family Hub – 1.3 miles away

Grangetown Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
			Grangetown Youth & Community Centre – 0.7 miles away
South Bank Library	1.4	64,64A - 15 minutes on the bus & 4 minutes walking (19 minutes journey), 62 - 9 minutes on the bus & 6 minutes walking (15 minutes journey)	Grangetown United Community Hub – 0.2 miles away
Ormesby Library	2.6	63 - 10 minutes on the bus & 18 minutes walking (28 minutes journey)	South Bank Family Hub – 1.2 miles away

Ormesby Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
			Greater Eston Family Hub – 0.3 miles away
South Bank Library	2.4	63+64A - 19 minutes on the bus & 8 minutes walking (27 minutes journey)	Netherfields Community Centre (Priory 16) – 0.7 miles away
Grangetown Library	2.6	63 - 10 minutes on the bus & 18 minutes walking (28 minutes journey)	Spencerbeck & Overfields Community Centre – 0.3 miles away

South Bank Library			Local Facilities
Closest Libraries	Distance (Miles)	Transport Routes	
			South Bank Family Hub – 0.2 miles away
Grangetown Library	1.6	64,64A - 15 minutes on the bus & 4 minutes walking (19 minutes journey), 62 - 9 minutes on the bus & 6 minutes walking (15 minutes journey)	Golden Boy Green Youth & Community Centre – 0.5 miles away
Ormesby Library	2.4	64A>63 - 18 minutes on the bus & 6 minutes walking (24 minutes journey) 101 - 8 minutes on the bus & 5 minutes walking (13 minutes journey)	Grangetown United Community Hub – 1.4 miles away