

Survey

The Library Hours Survey was open between Monday 10th May and Monday 31st May 2021. All responses are anonymous.

The opportunity to take part in the survey was circulated on social media platforms for the Town Council and Library, news items on the website and a paper survey was issued to customers visiting the Library.

35 individuals responded to this survey in total. Two respondents answered via the paper survey. Thirty-three via the online survey.

Engagement with the library service is significantly lower due to Covid restrictions which is the likely reason responses were so low.

Results

All respondents had opportunity to indicate up to two preferences out of five options for extending the Library's opening hours. Many indicated only one preference.

Tuesdays	9 till 5	9
Tuesdays	10.30-6.30pm	14
Thursdays	9 till 5	2
Thursdays	10.30-6.30pm	14
Do not extend		3
		42

Three respondents indicated they disagree with extending hours.

The most popular preference of day for extending hours was overwhelmingly Tuesday (Tues 9-5/10.30-6.30pm).

The most popular hours were 10.30-6.30pm however there wasn't a preference for day indicated with responses.

Five respondents left comments, many of which showing justification for their choice of later opening hours:

'The later hours the better for working persons.'

'Either of the opening hours/days that extend to 6.30pm would be great, thank you - so that it is possible to pop-in after work (& therefore use the library far more) - thank you.'

'This would be really useful when I finish work at 5pm.'

'Back to the traditional Thursday closing for Camborne.'

'At least one night late opening.'

Recommendations

It is to be noted that engagement in this consultation has been low.

Based on all findings, respondents have indicated a preference for the library to be open on Tuesdays. Town Council Staff who work in the Passmore Edwards Building when the Library is closed also notice a significant number of enquiries for the Library on Tuesdays. Tuesday was part of the Library's opening hours when managed by Cornwall Council.

It is therefore recommended based on findings that the Library hours are extended to Tuesdays.

The most popular response for opening times was 10.30-6.30pm.

It is therefore recommended to open the Library on Tuesdays 10.30-6.30pm from September 2021.

Finance Officer calculations make the increase in staff costs (including oncosts) to be £19,000 a year.