



**Opening Hours Report**

**September 2016**

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## **1. Introduction and Context**

- 1.1 In October 2015 the Board approved an opening hours policy. This had been the subject of substantial consultation including an Equality Impact Assessment and Rural Impact Assessment. The policy appears at Appendix One. At the same time, in order to live within budget in 2015/16, the Board approved revised patterns of opening hours which represented a reduction of approximately 6% compared with those in place at the start of 2014/15. These hours were implemented in November 2015.
- 1.2 In order to live within budget in 2016/17 the Board approved a number of Savings Delivery Plans to save the required £2.143m. One of these plans, Plan B2, was a reduction in opening hours from November 2016 in 14 libraries namely: Ballymena Central, Bangor Carnegie, Belfast Central, Carrickfergus, Coleraine, Derry Central, Dungannon, Enniskillen, Finaghy, Glengormley, Lisburn City, Lurgan, Newry City and Omagh.
- 1.3 Public consultation on options for patterns of opening hours in these libraries ran from 17 May 2016 to 17 July 2016.
- 1.4 In August 2016 the Minister for Communities announced additional funding for Libraries NI of £225,000 with the intention of avoiding cuts in opening hours in November 2016.
- 1.5 In this context the Board is asked to confirm formally that Savings Delivery Plan B2 should not be implemented.

## **2. Consultation Process and Proposals**

- 2.1 A number of options for patterns of opening hours for each of the 14 libraries was developed. These sought to provide a spread of opening hours and to take account of the busiest times in each library.
- 2.2 The consultation process was based around a questionnaire for each library which was made available in hard copy and on the public access terminals in the library as well as on the Libraries NI website.
- 2.3 There was a meeting with the recognised trades unions.
- 2.4 The consultation was widely publicised. A press release was issued, resulting in substantial newspaper and radio coverage.
- 2.5 Details of the proposals were sent to the relevant councils, elected representatives, equality and rural consultees.

## **3. Analysis of Responses to the Public Consultation**

- 3.1 In addition to 9,499 responses to the questionnaires, 77 written submissions were received.

### **Written Submissions**

3.2 Responses were received from councils, elected representatives, unions, political and equality organisations. A list of respondents with a summary of the responses appears at Appendix Two.

3.3 Key points include:

- opposition to the proposed cuts
- recognition of the valuable role libraries play in the lives of individuals and communities
- the important role of libraries in community planning
- some concerns about the consultation process e.g. length and timing of the consultation, lack of EQIA, lack of consultation on whether to reduce hours.

### **Customer Feedback**

3.4 A number of individuals chose to use the Customer Feedback process to express their views on the proposed cuts to opening hours.

3.5 Key points include:

- opposition to the proposed cuts
- disappointment that further cuts are proposed after reductions last year and in previous years
- very positive comments about library staff
- recognition of the valuable role that libraries play for pre-school and school age children, students, job seekers and senior citizens
- recognition of the value of individual programmes and services
- some suggestions for alternative savings and income generation
- recognition of the value of libraries as a non-contested space and community hub.

3.6 The Technical Report which provides details of the methodology used, the wording of the questionnaires, the patterns of opening hours and any issues relating to the reliability of the results appears at Appendix Three.

### **Questionnaires**

3.7 9,018 responses were received to the adult questionnaire and 481 responses to the children's questionnaire. Of the adult respondents:

- 38.8% were male and 61.2% female
- 14.8% were age 16-24 years
- 13.3% were age 25-34 years
- 26.4% were age 35-49 years
- 16.9% were age 50-59 years
- 28.7% were age 60 years and over
- 13.1% of respondents considered that they had a disability.

3.8 As stated in the Technical Report the number of children's responses was very small in some libraries. However, it is clear that many adults took account of the needs of their children when submitting their responses.

3.9 Question 3 in the questionnaire asked for any comments and this generated more than 4,000 comments across 14 libraries. A small sample of these comments

appears at Appendix Four and the full set of comments will be available at the Board meeting.

- 3.10 A number of common themes emerged in the comments. The majority expressed strong opposition to cuts in opening hours, often expressing disappointment that further cuts were proposed following the previous reductions in opening hours. A few comments stated that reductions in opening hours are preferable to library closures.
- 3.11 Many respondents commented on their needs or the needs of the broader community in terms of opening hours especially:
- the importance of opening outside of 'office hours' i.e. evening and weekends
  - the importance of opening at 9am or earlier to fit in with 'school runs' or coming off shift
  - the importance of having a consistent pattern of opening hours.
- 3.12 Clearly, within the constraints of the resources available, it is not possible to meet all of these conflicting demands.
- 3.13 Analysis of the usage patterns of each library was undertaken prior to the consultation. Daytime use tends to be significantly higher than evenings. This analysis combined with careful scrutiny of the comments would suggest that people who think evening opening is important value the convenience of the library being open every evening so that they can avail of this as and when homework or assignment deadlines require this. However, this does not translate into increased use. This concept should be factored into future planning and developments.
- 3.14 Comments expressed recognition of the valuable role that libraries play in education, literacy, health, mental health, ICT access, IT skills development, job seeking, community cohesion, neutral space and quality of life.
- 3.15 Comments expressed the importance of libraries to different groups including young children, parents, school age children, students, job seekers, families, those without ICT access and/or skills, senior citizens, local historians and community groups.
- 3.16 There were some suggestions for alternative ways to make savings and for income generation e.g. reducing management, solar energy, removing the facility to return books to any library, fewer computers.
- 3.17 Many comments expressed appreciation of staff, their skills, knowledge and helpfulness.
- 3.18 A few comments related to specific issues within individual libraries. Some of these expressed dissatisfaction with changes that were caused by previous budget cuts.
- Ballymena Library**
- 3.19 Ballymena Library generated 374 adult responses and 22 children's responses.
- 3.20 The pattern of opening hours preferred by adults and children was Option A by a very small margin i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10.00am-5.00pm 7hrs	10.00am-5.00pm 7hrs	10.00am-5.00pm 7hrs	10.00am-8.00pm 10hrs	9.30am-5.00pm 7½hrs	9.30am-4.00pm 6½hrs

### Bangor Carnegie Library

3.21 Bangor Carnegie Library generated 882 adult responses and 23 children's responses.

3.22 The pattern of opening hours preferred by adults was Option A i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12.00pm-8.00pm 8hrs	9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	10.00am-5.00pm 7hrs

### Belfast Central Library

3.23 Belfast Central Library generated 1,035 adult responses and no children's responses.

3.24 The pattern of opening hours preferred was Option E i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	9.30am-8.00pm 10½hrs	9.30am-5.00pm 7½hrs	9.30am-2.00pm 4½hrs

3.25 As a major city library, Belfast Central Library provides a broad range of functions, serving a broad range of user groups including researchers, local historians, tourists and visitors to Belfast. There is a concern that the preferred option, chosen mainly by frequent users of the library, would not meet the needs of these less frequent users or indeed the general expectations of a major city library. The option ranked second by respondents includes opening on Saturday afternoons i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	9.30am-8.00pm 10½hrs	10.00am-4.00pm 6hrs	10.00am-4.00pm 6hrs

### Carrickfergus Library

3.26 Carrickfergus Library generated 336 adult responses and 32 children's responses.

3.27 The pattern of opening hours preferred by adults and children was Option A i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10.00am-5.00pm 7hrs	10.00am-5.00pm 7hrs	10.00am-8.00pm 10hrs	10.00am-5.00pm 7hrs	9.30am-5.00pm 7½hrs	9.30am-4.00pm 6½hrs

### Coleraine Library

3.28 Coleraine Library generated 344 adult responses and 28 children's responses.

3.39 The pattern of opening hours preferred by adults and children was Option A i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10.00am-5.00pm 7hrs	10.00am-5.00pm 7hrs	10.00am-8.00pm 10hrs	10.00am-5.00pm 7hrs	9.30am-5.00pm 7½hrs	9.30am-4.00pm 6½hrs

### Derry Central Library

3.30 Derry Central Library generated 637 adult responses and 31 children's responses.

3.31 The pattern of opening hours preferred by adults and children was Option A i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30am-8.00pm 10½hrs	9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	9.30am-5.00pm 7½hrs	10.00am-4.00pm 6hrs	10.00am-4.00pm 6hrs

### Dungannon Library

3.32 Dungannon Library generated 286 adult responses and 10 children's responses.

3.33 The pattern of opening hours preferred by adults and children was Option A i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10.00am-5.00pm 7hrs	10.00am-5.00pm 7hrs	10.00am-5.00pm 7hrs	10.00am-8.00pm 10hrs	10.00am-5.00pm 7hrs	10.00am-5.00pm 7hrs

### Enniskillen Library

3.34 Enniskillen Library generated 1,031 adult responses and 46 children's responses.

3.35 The pattern of opening hours preferred by adults and children was Option B i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10.00am-5.15pm 7¼hrs	10.00am-8.00pm 10hrs	10.00am-5.15pm 7¼hrs	10.00am-5.15pm 7¼hrs	10.00am-5.15pm 7¼hrs	10.00am-4.00pm 6hrs

### Finaghy Library

3.36 Finaghy Library generated 279 adult responses and 18 children's responses.

3.37 The pattern of opening hours preferred by adults and children was Option A i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10.00am-8.00pm 10hrs	10.00am-5.30pm 7½hrs	10.00am-8.00pm 10hrs	10.00am-5.30pm 7½hrs	10.00am-4.30pm 6½hrs	10.00am-1.30pm 3½hrs

### **Glengormley Library**

3.38 Glengormley Library generated 479 adult responses and 6 children's responses.

3.39 The pattern of opening hours preferred by adults was Option C by a very small margin i.e.

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>9.30am-5.00pm</b> 7½hrs	<b>9.30am-5.00pm</b> 7½hrs	<b>9.30am-5.00pm</b> 7½hrs	<b>12.00pm-8.00pm</b> 8hrs	<b>9.30am-5.00pm</b> 7½hrs	<b>9.30am-4.30pm</b> 7hrs

### **Lisburn City Library**

3.40 Lisburn City Library generated 1,079 adult responses and 128 children's responses.

3.41 The pattern of opening hours preferred by adults and children was Option D by a small margin i.e.

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>9.30am-5.30pm</b> 8hrs	<b>9.30am-5.30pm</b> 8hrs	<b>9.30am-5.30pm</b> 8hrs	<b>12.30pm-8.00pm</b> 7½hrs	<b>9.30am-5.00pm</b> 7½hrs	<b>10.00am-4.00pm</b> 6hrs

3.42 The analysis of current use undertaken to inform the consultation options indicated that a minor alteration in the current pattern of 54 opening hours i.e. closing one hour earlier on Thursdays and opening one hour earlier on Fridays would be beneficial to customers i.e.

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>9.00am-6.00pm</b> 9hrs	<b>9.00am-8.00pm</b> 11hrs	<b>9.00am-6.00pm</b> 9hrs	<b>9.00am-8.00pm</b> 11hrs	<b>9.00am-5.00pm</b> 8hrs	<b>10.00am-4.00pm</b> 6hrs

3.43 It is recommended that the amended hours in Lisburn City Library be implemented as soon as is practicable.

### **Lurgan Library**

3.44 Lurgan Library generated 836 adult responses and 59 children's responses.

3.45 The pattern of opening hours preferred by adults and children was Option E by a very small margin i.e.

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>9.30am-5.30pm</b> 8hrs	<b>12.00pm-8.00pm</b> 8hrs	<b>9.30am-5.30pm</b> 8hrs	<b>9.30am-5.30pm</b> 8hrs	<b>9.30am-4.00pm</b> 6½hrs	<b>9.30am-4.00pm</b> 6½hrs

### **Newry City Library**

3.46 Newry City Library generated 584 adult responses and 15 children's responses.

3.47 The pattern of opening hours preferred by adults and children was Option A i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	10.00am- 5.00pm 7hrs

### Omagh Library

- 3.48 Omagh Library generated 836 adult responses and 63 children's responses.
- 3.49 The pattern of opening hours preferred by adults was Option E by a small margin i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.15am- 5.00pm 7¾hrs	1.00pm- 8.00pm 7hrs	9.15am- 5.30pm 8¼hrs	9.15am- 5.30pm 8¼hrs	9.15am- 4.30pm 7¼hrs	9.30am- 4.00pm 6½hrs

- 3.50 Staff have suggested that a minor amendment to the preferred option would address some of the issues raised in the comments i.e. closing a half hour later on Mondays and closing a half hour earlier on Fridays i.e.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.15am- 5.30pm 8¼hrs	1.00pm- 8.00pm 7hrs	9.15am- 5.30pm 8¼hrs	9.15am- 5.30pm 8¼hrs	9.15am- 4.00pm 6¾hrs	9.30am- 4.00pm 6½hrs

## 4. Conclusion

- 4.1 The consultation on patterns of opening hours generated a substantial response that conveyed the detrimental impact on individuals and communities of reducing library opening hours.
- 4.2 The Board is asked to:
- confirm formally that Savings Delivery Plan B2 should not be implemented i.e. the number of opening hours of the 14 libraries should not be reduced
  - approve the revised pattern of opening hours for Lisburn City Library
  - note the preferred option for the pattern of opening hours of each of the 14 libraries including the issues relating to Omagh and Belfast Central Library in this report.





*Opening Hours Policy*

**Date:** *15 October 2015*

**Review Date:** *Periodically*

## 1. Introduction

- 1.1 The primary duty of Libraries NI, as set out in the Libraries Act (Northern Ireland) 2008, is to provide a comprehensive and efficient public library service for persons living, working or studying in Northern Ireland.
- 1.2 This service is provided via a network of branch libraries supported by Mobile, Homecall, outreach and online services.
- 1.3 Delivering Tomorrow's Libraries states *"it is important to ensure that the library service is available in the places, at the times, and in the ways that enable as many people as possible to use it."*
- 1.4 Branch Library opening hours are a major factor in determining access to library services.
- 1.5 The development of this policy involved substantial consultation including an Equality Impact Assessment and a Rural Impact Assessment.

## 2. Purpose

- 2.1 The purpose of this policy is to set out Libraries NI's approach to opening hours.

## 3. Policy

- 3.1 Libraries NI will ensure that within the constraints imposed by available resources:
  - a consistent approach to determining opening hours is applied across all libraries; exceptions may be made for libraries serving areas of substantial social need and/or rural libraries
  - opening hours relate to the historic level of use of a library
  - the allocated hours are used in a way that best meets customer need
  - the allocated hours in every library are sufficient to provide a range of opening hours to suit different customer groups and to allow a minimum range of programmes to be delivered in line with Libraries NI's priorities
  - the opening hours are affordable
  - the opening hours are sustainable i.e. ad hoc closures due to staffing shortages should be avoided other than in exceptional circumstances.

## 4. Authority

**Policy Sponsor:** The Chief Executive is the Policy Sponsor.

**Policy Owner:** The Director of Library Services is the Policy Owner.

**Policy Contact:** The Assistant Directors are the Policy Contacts.

## **5. Related Documents**

### **Policies**

- Children's and Young People's Services Policy
- Culture and Creative Development Policy
- Heritage Policy
- Information and Learning Services Policy
- Partnership Policy
- Reading and Reader Development Policy
- Stock Policy
- Mobile Library Provision Policy



## **Summary of Written Submissions**

### **Antrim and Newtownabbey Borough Council**

- the Council requests that the opening hours of Glengormley Library be retained at 50 hours per week.

### **Ards and North Down Borough Council**

- the Council is opposed to any reduction in the level of service currently provided in Bangor Carnegie Library.

### **Catherine Seeley (MLA)**

- acknowledges the consultation.

### **Disability Action**

- consultation with Section 75 groups should have taken place prior to the determination of the pattern of opening hours to be offered as options for each library
- late morning and afternoon opening hours reflect better opportunities for people with physical disabilities.

### **Edwin Poots (MLA)**

- expresses disappointment about the proposed cuts in Lisburn City Library.

### **Fermanagh and Omagh District Council**

- queries logic in reducing opening hours in the busiest libraries
- business case for the proposed new library in Enniskillen may be undermined
- Omagh and Enniskillen Libraries should both open for 54 hours per week
- some parts of the council area have little/no broadband coverage which increases the importance of libraries
- five of the ten most remote wards are in the Fermanagh and Omagh area
- residents view libraries as community hubs
- libraries are important for people with different access needs
- important social, cultural and educational role of libraries
- libraries are important for pupils and students
- endorses views expressed by Fermanagh Council of Trade Unions i.e. access to libraries is important especially for the most vulnerable in society and for those without Internet access.

### **Fermanagh Council of Trade Unions**

- totally opposed to reduction in opening hours in any library, especially Enniskillen
- libraries are particularly important in rural areas which may have fewer other facilities
- libraries provide vital services to young people, economically disadvantaged groups, vulnerable individuals and older people
- one of the few shared spaces for young people

- broadband access is very important and not available in many homes in Fermanagh. This should be available in the library when people need it e.g. for study assignments
- libraries are well used by migrants and job seekers
- Enniskillen Library works closely with a local estate in the most deprived quintile in Northern Ireland
- cuts to opening hours should be reconsidered
- seeks confirmation that the mobile library service is not being withdrawn
- disappointed by the format and timing of the consultation
- concerned by the way in which Libraries NI has not co-operated with their campaign e.g. not providing a meeting venue or access to electrical power for amplification for a protest
- staff have been placed in an unfair position as they feel restricted in their ability to voice their feelings on these proposals.

### **Ian Paisley (MP)**

- libraries play a unique role in the community including access to broadband, support for people accessing government services. They are highly regarded and a vital part of the community
- expresses concerns about the proposed cuts in Ballymena Library
- also raises some operational issues.

### **Individuals**

- IT access, no PC at home, recently unemployed, staff, enjoys events – commends, Two Cities, One Book, children’s actions, place to discover (Belfast Central)
- commends RFID, better than elsewhere, customer friendliness, valuable social asset, ambience where people can still wander about and browse freely in, yet meets needs of different customer groups in different areas

### **Sir Jeffrey Donaldson MP**

- recognises the excellent work undertaken in Lisburn, Moira and Dromore libraries
- recognises budget constraints but requests that Lisburn City Library’s hours should not be cut and should, ideally, be increased as it is very popular with the local community.

### **Lisburn and Castlereagh City Council**

- opposed to a reduction in hours in Lisburn City Library
- libraries provide an important social hub especially for those who may be socially isolated as well as more traditional library services.

### **Margaret Ritchie (MP)**

- expresses concern about the proposed cuts in Newry City Library.

### **Mid and East Antrim Borough Council**

- disappointed by proposed cuts in Ballymena and Carrickfergus libraries
- as a delivery partner of the Mid and East Antrim Community Plan Libraries NI will be key in supporting education, health and well-being, economic growth,

tackling unemployment, community cohesion, digital literacy and access to cultural activities

- libraries are crucial in communities, providing places of learning, social space and access to communities. Service provision should be retained and enhanced
- Libraries NI has been innovative in the past and should continue to be so, and avoid service cuts
- Refers to the English Taskforce for Libraries.

### **Newry, Mourne and Down District Council**

- Newry Library is an important hub serving a wide range of customers from the city and wider area including students, job seekers, senior citizens, young families and those new to the district
- bookstock, access to ICT, meeting rooms are all important
- library service is integral to the community planning process and ensuring that the district is prosperous, healthy and sustainable.

### **NIPSA**

- savings are very limited considering the negative impact the changes would have on customers and communities, 'penny wise, pound foolish'
- survey after survey has demonstrated the importance the general public attaches to libraries even if they don't personally use them
- all are welcome in libraries, as a service it reaches the whole community
- libraries contribute to many key government agendas, including the priorities of a number of departments, not purely the Department for Communities.

### **Northern Ireland Council for Ethnic Minorities (NICEM)**

- libraries are especially important for ethnic minority communities including refugees and asylum seekers
- black and minority ethnic (BME) users account for a higher percentage of library members than of the population as a whole
- computer usage in libraries by the BME population is high. This may relate to poverty (research indicates strong links between poverty and ethnicity in Northern Ireland) resulting in lack of Internet access. Also, for some BME groups, the need to contact relatives in their countries of origin
- ICT access is no longer an optional part of life, it is essential for e.g. seeking employment and, in the near future, Universal Credit will be online only
- Digital exclusion is a real threat and reductions in opening hours will limit access to ICT in libraries. For the reasons set out above this has the potential to have a differential impact on the BME population, compounded by the fact that many BME people work irregular hours
- NICEM recommends that opening hours in Belfast Central Library, Dungannon Library, Finaghy Library and Glengormley Library remain in their current form as they serve above average BME populations (3.6%, 2.5%, 5.6%, 2% respectively) and Belfast also contains the majority of Northern Ireland's asylum seeker population.

### **RNIB**

- the Online Today! Project which employs 3 trainers, aims to give people with sight loss the skills, knowledge and confidence to get online
- this training may take place in RNIB's four offices but is frequently delivered in local libraries as these are local and accessible
- reductions in opening hours would impact on the effective delivery of this important programme.

### **U3A (North Down and Ards)**

- reduction in hours would limit the number and range of activities available to their members (many take place in the library)
- charitable organisation with 1,000 members.

### **UNISON**

- year on year reduction in library services since the inception of Libraries NI
- reduced opening hours will result in further inequality of access for vulnerable groups, have a detrimental impact on community cohesion
- the proposals fail to recognise the social and economic benefits brought about by libraries and the way in which they enhance educational opportunities
- the benefits of libraries are clear – early years, youth and adult learning, Internet access for those who cannot afford it, community space, job seeking
- innovative approaches are required and best practice is needed in terms of adequate resourcing, staff and user involvement in shaping services, increased opportunities for staff development
- opposed to further cuts in busiest libraries - this undermines the rationale for earlier library closures
- consultation process is flawed as it relates to patterns of opening hours rather than whether to cut hours
- previous consultations have revealed strong public opposition to cuts in library opening hours. These need to be adequately resourced
- pressures on staff as a result of the cuts
- UNISON does not accept that the EQIA of the opening hours policy in 2015 removes the obligation to conduct assessment of these current proposals for their impact on the promotion of equality of opportunity. UNISON believes that they will have a differential adverse impact on library users and staff
- UNISON believes that Libraries NI is in breach of its approved Equality Scheme in relation to the length of the consultation period.



# **Consultation on cuts to opening hours in 14 libraries: 2016**

**(Technical Report)**

**September 2016**

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**Appendix 2** Children’s Consent Form & Questionnaire – Generic example

**Appendix 3** Opening hours options – 14 individual libraries

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**3.2** • Bangor Carnegie Library

**3.3** • Belfast Central Library

**3.4** • Carrickfergus Library

**3.5** • Coleraine Library

**3.6** • Derry Central Library

**3.7** • Dungannon Library

**3.8** • Enniskillen Library

**3.9** • Finaghy Library

**3.10** • Glengormley Library

**3.11** • Lisburn City Library

**3.12** • Lurgan Library

**3.13** • Newry City Library

**3.14** • Omagh Library

**Appendix 4** Ranking Average Calculations

### Introduction

Libraries NI is obliged to make savings of £2.143m (7.28%) in 2016/17. In order to live within budget the opening hours of the following 14 libraries will be reduced to 45 hours per week in November 2016:

- Ballymena Central
- Bangor Carnegie
- Belfast Central
- Carrickfergus
- Coleraine
- Derry Central
- Dungannon
- Enniskillen
- Finaghy
- Glengormley
- Lisburn City
- Lurgan
- Newry City
- Omagh

A consultation exercise was carried out from 17 May to 17 July 2016 to get the public's opinion of the cuts to opening hours and the preferred times of when they would use the libraries. During this consultation period, members of the public (aged 16 years and over) were presented with 5 different weekly opening hours options for each library and invited to complete either an online or paper questionnaire to indicate which would be their 3 most preferred options.

An alternative children's version of the questionnaire (i.e. for those under 16 years of age) was available in paper format and written parental/guardian/carer consent was sought and obtained on library premises before the children/young people could complete the questionnaire.

Information from the paper questionnaires was then transferred on to online versions by Libraries NI staff in preparation for further analysis. Reports of the results have been produced for each individual library and are available separately from this technical report.

## Response

Overall, 9,018 adults and 481 children completed the relevant questionnaires, giving a total of 9,499 responses. The number of responses from customers in each of the 14 libraries is shown in the following table:

Library	No. Responses		
	Adults	Children	Total
Ballymena Central Library	374	22	<b>396</b>
Bangor Carnegie Library	882	23	<b>905</b>
Belfast Central Library	1,035	0	<b>1,035</b>
Carrickfergus Library	336	32	<b>368</b>
Coleraine Library	344	28	<b>372</b>
Derry Central Library	637	31	<b>668</b>
Dungannon Library	286	10	<b>296</b>
Enniskillen Library	1,031	46	<b>1,077</b>
Finaghy Library	279	18	<b>297</b>
Glengormley Library	479	6	<b>485</b>
Lisburn City Library	1,079	128	<b>1,207</b>
Lurgan Library	836	59	<b>895</b>
Newry City Library	584	15	<b>599</b>
Omagh Library	836	63	<b>899</b>
<b>Total</b>	<b>9,018</b>	<b>481</b>	<b>9,499</b>

## Technical notes

- (i) Some of the 9,499 responses were partial in nature i.e. not all questions were completed by adults/children. Therefore, all figures quoted in the individual library reports are based on the number of adults/children who provided a valid response to each question.
- (ii) In some individual libraries, the number of children's responses was very small so caution should be exercised when drawing conclusions from the results.
- (iii) The results of the both the adult and children's questionnaires are presented in terms of percentages and ranking averages (See **Appendix 4** for details).
- (iv) Percentages are presented to 1 decimal place, and ranking averages are presented to 2 decimal places, for both the adult and children's results in the individual library reports.
- (v)
- (vi) In the adult questionnaire, respondents could select one or more answers to **Q11** so the sum of the percentages will be greater than 100%. This is also the case for **C** in the children's consent form (question was completed by the parent/guardian).
- (vii) Given that the questionnaires could be completed anonymously it is possible that some respondents may have submitted more than one questionnaire and any such duplications are included in the results. Therefore the data on which the following report is based may contain an unquantifiable number of duplicates which has implications for the reliability of the results.
- (viii) Some comments included in the open-ended question (Q3) in the children's questionnaire suggest that the respondent was at least 16 years of age and therefore had completed the wrong version of the questionnaire – or was the parent or guardian of the child and had completed the questionnaire for them. Again, this has implications for the reliability of the data.
- (ix) The following disclosure control methods have been applied to the data presented in this report:
  - in tables where small cells counts (<3) are present, cell values have been suppressed or combined to protect confidentiality and anonymity – except in the case of an 'other' category where no further information is provided
  - in the comments provided to the open-ended question (Q3) in both the adult and children's questionnaire, some details (e.g. name, age etc.) have been removed from certain comments where appropriate in order to protect confidentiality and prevent possible identification of individual respondents - this is denoted by [Name] etc. Also, the [?] notation is used in instances where a respondent's handwriting was illegible in comments provided on the paper questionnaires.

## APPENDIX 1: Adult Questionnaire – Generic example



[Name of] LIBRARY  
Adult Questionnaire (Age 16+ years)

Questionnaire No.

Libraries NI is obliged to make savings of £2.143m (7.28%) in 2016/17. In order to live within budget the opening hours of [name of] Library will be reduced to 45 hours per week in November 2016. We are seeking your opinion on when you would use this library.

Under Section 75 of the Northern Ireland Act (1998), public authorities are required in carrying out their function to have due regard to the need to promote equality of opportunity between certain groups within society. To allow Libraries NI to fulfil part of its obligations under Section 75 respondents are being asked in this survey to state their gender, age, marital status, ethnic group, whether or not they have a disability and whether or not they have dependants.

All information that you provide will be treated in the strictest confidence and no individual will be identified in the results of the survey. The questionnaire itself should take no longer than 10 minutes to complete and the information you provide will help us develop a pattern of opening hours that best suits the needs of our customers and communities.

### Use of the library

Q1. How often do you use [name of] Library? (Tick one only)

- Frequently
- Occasionally
- Never

Q2. The table below shows 5 different opening hour patterns (Option A to Option E) for [name of] Library which each make up 45 hours per week.

In the first column, please indicate which of the opening hour patterns would be your 3 most preferred by writing 1, 2 or 3 in the box under the relevant options (where 1=1<sup>st</sup> preference, 2=2<sup>nd</sup> preference and 3=3<sup>rd</sup> preference).

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs
Option B <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs
Option C <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs
Option D <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs
Option E <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs

## APPENDIX 1: Adult Questionnaire – Generic example (Continued)

**Q3. If you have any comments about the reduction in opening hours in [name of] Library, please write them in the space below.**

### **About you**

**Q4. Are you male or female?**

Male

Female

**Q5. Which age range do you fall under?**

16 – 24 years

25 – 34 years

35 – 49 years

50 – 59 years

60 years and over

**Q6. Are you... (Tick one only)**

Single

Married/cohabiting

Divorced/separated

Widowed

Civil partnership

Civil Partnership Dissolution/Annulment

Surviving Civil Partner

**APPENDIX 1: Adult Questionnaire – Generic example  
(Continued)**

**Q7. What is your country of birth? (Tick one only)**

- Northern Ireland
- England
- Wales
- Scotland
- Republic of Ireland
- Other (write in country)  \_\_\_\_\_

**Q8. What is your ethnic group? (Tick one only)**

- White
- Chinese
- Irish Traveller
- Indian
- Pakistani
- Bangladeshi
- Black African
- Black Caribbean
- Black Other
- Mixed Origin
- Other (please specify)  \_\_\_\_\_

**Q9. Are you currently... (Tick one only)**

- In full time employment
- In part time employment
- Self-employed
- Unemployed
- Student
- Looking after home/family
- Temporarily sick/injured
- Permanently sick/disabled
- Retired
- Other (please specify)  \_\_\_\_\_

## APPENDIX 1: Adult Questionnaire – Generic example (Continued)

**Q10. Do you consider yourself to have a disability or illness that substantially limits your ability to carry out normal day-to-day activities?**

Yes

No  → Go to Q12

**Q11. What is the nature of this disability or illness? (Tick all that apply)**

Mobility

Learning

Hearing

Mental Health

Sight

Other (please specify)  \_\_\_\_\_

**Q12. Do you have someone who is dependent on you, i.e. a child, someone with an incapacitating disability, an elderly person?**

Yes

No

**Q13. Would you describe the place where you live as... (Tick one only)**

A big city

The suburbs or outskirts of a big city

A small city or town

A country village

A farm or a home in the country

*Thank you for your contribution to this survey. If you require this questionnaire in an alternative language or format, please contact Diane McGlynn on 028 8244 0727. This consultation will end on Sunday 17 July 2016.*

**APPENDIX 2: Children's Consent Form & Questionnaire –  
Generic example**



Questionnaire No.

**Opening Hours Reduction 2016**

**[Name of] Library**

**Consent Form  
(for children under 16 years of age)**

**I give consent for my child to be a participant in this  
consultation on the reduction of opening hours in this library**

**Date: .....**

**Signed: .....  
(Parent/guardian)**

**Please turn over page →**

## APPENDIX 2: Children's Consent Form & Questionnaire – Generic example (Continued)

Please answer the following questions about your child (under 16 years of age).

**A. What is your child's ethnic group? (Tick one only)**

- White
- Chinese
- Irish Traveller
- Indian
- Pakistani
- Bangladeshi
- Black African
- Black Caribbean
- Black Other
- Mixed Origin
- Other (please tell us)  \_\_\_\_\_

**B. Does your child have a long-term disability or illness that substantially limits their ability to carry out normal day-to-day activities?**

- Yes  → Go to C
- No

**C. What is the nature of this disability or illness? (Tick all that apply)**

- Mobility
- Learning
- Hearing
- Mental Health
- Sight
- Other (please tell us)  \_\_\_\_\_

**APPENDIX 2: Children’s Consent Form & Questionnaire –  
Generic example (Continued)**



**[Name of] Library**

Questionnaire No.

**Questionnaire  
(for children under 16 years of age)**

**Using the library**

**Q1. How often do you use [name of] Library? (Tick one box)**

- Often
- Sometimes
- Never

**Q2. Libraries NI needs to save money this year and this means that from November 2016 [name of] Library will be open for shorter hours than it is now.**

The table below shows 5 different choices of opening hour patterns (Choice A to Choice E) which each add up to 45 hours a week. In the first column, please tell us which would be your top 3 choices of opening hours - write 1 in the box under your 1<sup>st</sup> choice, 2 in the box under your 2<sup>nd</sup> choice and 3 in the box under your 3<sup>rd</sup> choice and then leave the rest blank.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Choice A <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs
Choice B <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs
Choice C <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs
Choice D <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs
Choice E <input type="text"/>	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs	?am-?pm xhrs

## APPENDIX 2: Children's Consent Form & Questionnaire – Generic example (Continued)

Q3. If you have anything to say about shortening the opening hours in [name of] Library please tell us below.

### About you

Q4. Are you a boy or girl? (Tick one box)

Boy   
Girl

Q5. How old are you? (Tick one box)

5 - 8 years old   
9 - 11 years old   
12 - 15 years old

Q6. Which country were you born in? (Tick one box)

Northern Ireland   
England   
Wales   
Scotland   
Republic of Ireland   
Other (please tell us)  \_\_\_\_\_

Q7. How would you describe the place where you live? (Tick one box)

A big city   
The suburbs or outskirts of a big city   
A small city or town   
A country village   
A farm or a home in the country

You have reached the end of the questionnaire - thank you for taking the time to fill it in! Now please place it in the box in the library or give it to the library staff.

## APPENDIX 3: Opening Hours Options – 14 individual libraries

### 3.1: Ballymena Central

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 8.00pm 10hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option B <input type="checkbox"/>	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 8.00pm 10hrs	10.00am- 4.30pm 6½hrs	10.00am- 4.00pm 6hrs
Option C <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	12.00pm- 8.00pm 8hrs	9.30am- 4.30pm 7hrs	10.00am- 4.00pm 6hrs
Option D <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	11.30am- 8.00pm 8½hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option E <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 8.00pm 10½hrs	10.00am- 4.00pm 6hrs	10.00am- 4.00pm 6hrs

### 3.2: Bangor Carnegie

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	10.00am- 5.00pm 7hrs
Option B <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	10.00am- 5.00pm 7hrs
Option C <input type="checkbox"/>	12.30pm- 8.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs
Option D <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	10.00am- 5.00pm 7hrs
Option E <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.00am- 8.00pm 11hrs	9.30am- 5.00pm 7½hrs	10.00am- 2.00pm 4hrs

### APPENDIX 3: Opening Hours Options – 14 individual libraries (Continued)

#### 3.3: Belfast Central

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 8.00pm 10½hrs	10.00am- 4.00pm 6hrs	10.00am- 4.00pm 6hrs
Option B <input type="checkbox"/>	10.00am- 8.00pm 10hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 4.30pm 6½hrs	10.00am- 4.00pm 6hrs
Option C <input type="checkbox"/>	10.00am- 6.00pm 8hrs	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 8.00pm 10hrs	10.00am- 4.30pm 6½hrs	10.00am- 4.30pm 6½hrs
Option D <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	12.30pm- 5.30pm 5hrs	9.30am- 8.00pm 10½hrs	9.30am- 4.00pm 6½hrs	9.30am- 4.30pm 7hrs
Option E <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 8.00pm 10½hrs	9.30am- 5.00pm 7½hrs	9.30am- 2.00pm 4½hrs

#### 3.4: Carrickfergus

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 8.00pm 10hrs	10.00am- 5.00pm 7hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option B <input type="checkbox"/>	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 8.00pm 10hrs	10.00am- 5.30pm 7½hrs	10.00am- 4.30pm 6½hrs	10.00am- 4.00pm 6hrs
Option C <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 4.30pm 7hrs	10.00am- 4.00pm 6hrs
Option D <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	11.30am- 8.00pm 8½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option E <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 8.00pm 10½hrs	9.30am- 5.00pm 7½hrs	10.00am- 4.00pm 6hrs	10.00am- 4.00pm 6hrs

## APPENDIX 3: Opening Hours Options – 14 individual libraries (Continued)

### 3.5: Coleraine

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 8.00pm 10hrs	10.00am- 5.00pm 7hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option B <input type="checkbox"/>	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 7.30pm 9½hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.00pm 7hrs	10.00am- 4.00pm 6hrs
Option C <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	12.00am- 8.00pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 4.30pm 7hrs	10.00am- 4.00pm 6hrs
Option D <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	11.30am- 8.00pm 8½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option E <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 8.00pm 10½hrs	9.30am- 5.00pm 7½hrs	10.00am- 4.00pm 6hrs	10.00am- 4.00pm 6hrs

### 3.6: Derry Central

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	9.30am- 8.00pm 10½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	10.00am- 4.00pm 6hrs	10.00am- 4.00pm 6hrs
Option B <input type="checkbox"/>	10.00am- 8.00pm 10hrs	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option C <input type="checkbox"/>	10.00am- 8.00pm 10hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 4.30pm 6½hrs	10.00am- 4.00pm 6hrs
Option D <input type="checkbox"/>	11.30am- 8.00pm 8½hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 4.00pm 6½hrs	10.00am- 4.00pm 6hrs
Option E <input type="checkbox"/>	11.30am- 8.00pm 8½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs

### APPENDIX 3: Opening Hours Options – 14 individual libraries (Continued)

#### 3.7: Dungannon

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 8.00pm 10hrs	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs
Option B <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	12.30pm- 8.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs
Option C <input type="checkbox"/>	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.30pm 7½hrs	12.00am- 8.00pm 8hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.00pm 7hrs
Option D <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	12.00pm- 8.00pm 8hrs	9.30am- 4.00pm 6½hrs	9.30am- 4.00pm 6½hrs
Option E <input type="checkbox"/>	9.00am- 5.00pm 8hrs	9.00am- 5.00pm 8hrs	9.00am- 5.00pm 8hrs	12.00pm- 8.00pm 8hrs	10.00am- 4.30pm 6½hrs	10.00am- 4.30pm 6½hrs

#### 3.8: Enniskillen

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	9.00am- 5.15pm 8¼hrs	2.00m- 8.00pm 6hrs	9.00am- 5.15pm 8¼hrs	9.00am- 5.15pm 8¼hrs	9.00am- 5.15pm 8¼hrs	10.00am- 4.00pm 6hrs
Option B <input type="checkbox"/>	10.00am- 5.15pm 7¼hrs	10.00am- 8.00pm 10hrs	10.00am- 5.15pm 7¼hrs	10.00am- 5.15pm 7¼hrs	10.00am- 5.15pm 7¼hrs	10.00am- 4.00pm 6hrs
Option C <input type="checkbox"/>	9.00am- 5.30pm 8½hrs	1.00pm- 8.00pm 7hrs	9.00am- 5.30pm 8½hrs	9.00am- 5.30pm 8½hrs	9.00am- 3.30pm 6½hrs	10.00am- 4.00pm 6hrs
Option D <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	11.00am- 8.00pm 9hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	10.00am- 4.00pm 6hrs
Option E <input type="checkbox"/>	9.00am- 5.00pm 8hrs	1.00pm- 8.00pm 7hrs	9.00am- 5.00pm 8hrs	9.00am- 5.00pm 8hrs	9.00am- 5.00pm 8hrs	10.00am- 4.00pm 6hrs

## APPENDIX 3: Opening Hours Options – 14 individual libraries (Continued)

### 3.9: Finaghy

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	10.00am- 8.00pm 10hrs	10.00am- 5.30pm 7½hrs	10.00am- 8.00pm 10hrs	10.00am- 5.30pm 7½hrs	10.00am- 4.30pm 6½hrs	10.00am- 1.30pm 3½hrs
Option B <input type="checkbox"/>	9.30am- 8.00pm 10½hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	10.00am- 1.30pm 3½hrs
Option C <input type="checkbox"/>	1.00pm- 8.00pm 7hrs	9.30am- 5.30pm 8hrs	9.30am- 8.00pm 10½hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	10.00am- 1.30pm 3½hrs
Option D <input type="checkbox"/>	1.00pm- 8.00pm 7hrs	9.30am- 5.30pm 8hrs	10.00am- 8.00pm 10hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	10.00am- 2.00pm 4hrs
Option E <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 8.00pm 10½hrs	9.30am- 5.30pm 8hrs	9.30am- 4.00pm 6½hrs	10.00am- 2.00pm 4hrs

### 3.10: Glengormley

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	11.30pm- 8.00pm 8½hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option B <input type="checkbox"/>	9.30am- 5.30pm 8hrs	12.30pm- 8.00pm 7½hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
Option C <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.30pm 7hrs
Option D <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.30pm 7hrs
Option E <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	12.00pm- 8.00pm 8hrs	9.30am- 4.00pm 6½hrs	9.30am- 4.00pm 6½hrs

### APPENDIX 3: Opening Hours Options – 14 individual libraries (Continued)

#### 3.11: Lisburn City

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	9.00am- 5.00pm 8hrs	12.00pm- 8.00pm 8hrs	9.00am- 5.00pm 8hrs	9.00am- 5.00pm 8hrs	10.00am- 5.00pm 7hrs	10.00am- 4.00pm 6hrs
Option B <input type="checkbox"/>	9.00am- 5.00pm 8hrs	12.00pm- 8.00pm 8hrs	9.00am- 5.00pm 8hrs	9.00am- 5.00pm 8hrs	9.00am- 4.00pm 7hrs	10.00am- 4.00pm 6hrs
Option C <input type="checkbox"/>	9.30am- 5.30pm 8hrs	12.30pm- 8.00pm 7½hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	10.00am- 4.00pm 6hrs
Option D <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	12.30pm- 8.00pm 7½hrs	9.30am- 5.00pm 7½hrs	10.00am- 4.00pm 6hrs
Option E <input type="checkbox"/>	9.30am- 5.30pm 8hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	10.00am- 5.00pm 7hrs	10.00am- 4.00pm 6hrs

#### 3.12: Lurgan

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Option A <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.30pm 7hrs
Option B <input type="checkbox"/>	9.30am- 5.30pm 8hrs	1.00pm- 8.00pm 7hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 4.30pm 7hrs	9.30am- 4.30pm 7hrs
Option C <input type="checkbox"/>	9.00am- 5.00pm 8hrs	1.00pm- 8.00pm 7hrs	9.00am- 5.00pm 8hrs	9.00am- 5.00pm 8hrs	9.00am- 5.00pm 8hrs	10.00am- 4.00pm 6hrs
Option D <input type="checkbox"/>	10.00am- 5.30pm 7½hrs	10.00am- 8.00pm 10hrs	10.00am- 5.30pm 7½hrs	10.00am- 5.00pm 7hrs	10.00am- 5.00pm 7hrs	10.00am- 4.00pm 6hrs
Option E <input type="checkbox"/>	9.30am- 5.30pm 8hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 4.00pm 6½hrs	9.30am- 4.00pm 6½hrs

**APPENDIX 3: Opening Hours Options – 14 individual libraries  
(Continued)**

**3.13: Newry City**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>Option A</b> <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	10.00am- 5.00pm 7hrs
<b>Option B</b> <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	10.00am- 5.00pm 7hrs
<b>Option C</b> <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	10.00am- 5.00pm 7hrs
<b>Option D</b> <input type="checkbox"/>	12.00pm- 8.00pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs	10.00am- 5.00pm 7hrs
<b>Option E</b> <input type="checkbox"/>	9.30am- 5.00pm 7½hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 8.00pm 10½hrs	9.30am- 5.00pm 7½hrs	10.00am- 2.00pm 4hrs

**3.14: Omagh**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>Option A</b> <input type="checkbox"/>	9.30am- 5.30pm 8hrs	1.00pm- 8.00pm 7hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
<b>Option B</b> <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	1.30pm- 8.00pm 6½hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.30pm 7hrs
<b>Option C</b> <input type="checkbox"/>	9.30am- 5.30pm 8hrs	2.00pm- 8.00pm 6hrs	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 5.00pm 7½hrs
<b>Option D</b> <input type="checkbox"/>	9.30am- 5.30pm 8hrs	9.30am- 5.30pm 8hrs	1.00pm- 8.00pm 7hrs	9.30am- 5.30pm 8hrs	9.30am- 5.00pm 7½hrs	9.30am- 4.00pm 6½hrs
<b>Option E</b> <input type="checkbox"/>	9.15am- 5.00pm 7¼hrs	1.00pm- 8.00pm 7hrs	9.15am- 5.30pm 8¼hrs	9.15am- 5.30pm 8¼hrs	9.15am- 4.30pm 7¼hrs	9.30am- 4.00pm 6½hrs

## APPENDIX 4: Ranking Average Calculations

### Ranking

Ranking questions calculate the ranking average for each answer choice so you can determine which answer choice was most preferred overall. The answer choice with the largest ranking average is the most preferred choice.

The ranking average is calculated as follows, where:

$w$  = weight of ranked position

$x$  = response count for answer choice

$$\frac{X_1W_1 + X_2W_2 + X_3W_3 \dots X_nW_n}{\text{Total}}$$

Weights are applied in reverse. In other words, the respondent's most preferred choice (which they rank as #1) has the largest weight, and their least preferred choice (which they rank in the last position) has a weight of 1.

For example, if a Ranking question has 5 answer choices, weights are assigned as follows:

- The #1 choice has a weight of 5
- The #2 choice has a weight of 4
- The #3 choice has a weight of 3
- The #4 choice has a weight of 2
- The #5 choice has a weight of 1

In this consultation on cuts to opening hours, respondents were presented with 5 opening hours options but were only asked to indicate their 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> preferences (i.e. provide partial rankings of 1, 2, 3 instead of complete rankings of 1, 2, 3, 4, 5) – therefore there are no #4 and #5 rankings to which the weights of 2 and 1 would be applied.

**Worked Example** – question with 5 answer choices (i.e. Option A to Option E)

The table below shows the number of respondents who ranked their preferred opening hours options from 1 to 3:

Rank \ Option	1	2	3	4	5	Total
A	212	254	124	0	0	590
B	77	184	257	0	0	518
C	62	89	102	0	0	253
D	137	57	60	0	0	254
E	328	116	136	0	0	580

212 respondents ranked Option A as their #1 choice, 77 ranked Option B as their #1 choice, 254 ranked Option A as their #2 choice, 184 ranked Option B as their #2 choice and so on.

The ranking average for each opening hours option is calculated as follows:

**Option A**

$$\frac{(212*5)+(254*4)+(124*3)+(0*2)+(0*1)}{(590)} = \frac{1,060+1,016+372+0+0}{590} = \frac{2,448}{590} = 4.15$$

**Option B**

$$\frac{(77*5)+(184*4)+(257*3)+(0*2)+(0*1)}{(518)} = \frac{385+736+771+0+0}{518} = \frac{1,892}{518} = 3.65$$

**Option C**

$$\frac{(62*5)+(89*4)+(102*3)+(0*2)+(0*1)}{(253)} = \frac{310+356+306+0+0}{253} = \frac{972}{253} = 3.84$$

(253)

253

253

### Option D

$$\frac{(137*5)+(57*4)+(60*3)+(0*2)+(0*1)}{(254)} = \frac{685+228+180+0+0}{254} = \frac{1,093}{254} = 4.30$$

### Option E

$$\frac{(328*5)+(116*4)+(136*3)+(0*2)+(0*1)}{(580)} = \frac{1,640+464+408+0+0}{580} = \frac{2,512}{580} = 4.33$$

As 4.33 is the highest ranking average, this means that Option E is the most preferred choice of opening hours, followed by Option D (4.30), then Option A (4.15) etc.



**Sample of Comments from Question 3: "If you have any comments about the reduction in opening hours in [Library], please tell us."**

*X library is a busy, much used facility, by all ages. Nursery, school age, students, job seekers, the working and retired folk all avail of the books, the Clubs and courses, the rhyming, craft or story sessions. All these things bring health, hope and well-being to the area, which has been so badly hit by job losses recently.*

*Children need printouts for homework and I don't have a printer at home. I can't do without this print out service. Monday night would be one of those nights. I bring the children for computer use.*

*I believe the library should be opened early in the morning each school day so that students can use it to revise. After school until 5.30pm would also be useful for those getting a late bus.*

*I depend on the local library as I am unemployed - use PC/press/local papers facilities in order for job hunting; as I don't have a PC at home. Staff are very accommodating and helpful - reduced hours is not a great idea.*

*I do not mind the reduction in hours.*

*I think it is good for the library to be open during school hours and after as it is a good place for us students to come and revise.*

*The library is my main source to look for full time work, or if I need to order something, as I don't have broadband on laptop. Good source for my Gmail etc. Please do not cut hours any more, as this is my main means for checking work schedule etc. and to apply online for other jobs.*

*The local studies section is excellent especially for those with an interest in genealogy and for members of family history societies the late night and a Saturday are preferable.*

*Although I mostly visit the library during what are probably considered 'core hours' i.e... daytimes, it is a shame to see the reduction in late night openings as it has, prior to me having children, been useful to have a place to come outside of working hours to come and study/read. I also think it is a shame to consider losing the 9am openings as now I find it very convenient to drop my eldest child at school and come straight to the library with my youngest child. I think a slightly later opening might put me off coming on days of poor weather when I would have to kill half an hour.*

*As a family, we view libraries as an essential resource for all of us. Rhythm and Rhyme gives us a chance to bond and to socialize with other families as well as to progress the education of our children. We look forward to choosing new books and exploring what the library has to offer. We highly value this excellent free resource and advocate strongly for library hours not being reduced.*

*As a rate payer I consider the library one of the best items we get for the rates we pay.*

*For me being a student, as well as speaking on behalf of all my friends, later opening hours are essential for us as they enable us to come and use the facilities after school hours (between 9-4).*

*I am a team leader with a community based organization that supports adults with learning disabilities, who regularly avail of the service provided by X Library it is an important tool for learning and development in all aspects of their lives both with core literacy skills to improving practical/social skills in daily living.*

*As an occasional user of your excellent reference library I think it is essential that it should be available to the public for the maximum possible hours.*

*I used it as a space to work in silence. I had a work project to deliver a 5 day course so would come here to get space to work in quiet away from home and kids with reference books. So I arrived in evenings.*

*A pity to lose the opportunity to study and research in a peaceful, safe environment. The world is an increasingly noisy and boisterous place and libraries provide a haven for folk who have limited opportunities for study and learning in their home environment.*

*A vital resource for learning, personal enrichment, worldwide communication and social interaction. An absolute jewel of a library which should be guarded and preserved for present and future generations.*

*Bad news!*

*X Library contains an archive for Irish Studies this is of national and international significance. It is vital that members of the public have as much access to this great resource as is possible.*

*Grim! potentially marks the decline of social capital in Belfast.*

*I believe you need a timetable which has consistent and clear hours which are easy to remember.*

*Is there a possibility that funding towards maintaining existing opening hours could be reallocated from the education/health budget? By education I mean schools/colleges/universities.*

*It is a service which I would not like to see reduced in hours. Perhaps a nominal fee of 50p or £1 per book to borrow or use computer rooms would help finance.*

*It provides a social space in the city centre for single, lonely and elderly people to gather. It would be a shame to reduce hours as kids etc. would lose out.*

*Pity - because I have to travel in from 30 miles away and the archives of the library are needed for my research.*

*Reduce the non-productive management instead.*

*This is a sad state of affairs. Is there no way some philanthropist or organization or trust that can take up the difference to keep the libraries open for longer - not less?? An annual literary fundraiser??*

*This reduction would make it awkward to bring my school class down. We regularly visit the library.*

*What's left to cut?*

*X library is the only hub of this community that brings people together from every background. It is always busy and used by readers, writers, students, people in need of computer facilities. The building is bright, modern and an ideal place for people to meet. Given its modern facilities and prominent location, the library would also be the perfect location for the tourist office. The library could also host weekly charity events to support fundraising. Finally the staff are always welcoming, helpful and knowledgeable about their products and services.*

*For people like myself who love books the library is part of my lifestyle - my husband also reads avidly and we could not afford to buy all the books we read in the year. We are retired so really we can visit any time.*

*I am an employment officer. The library is a great meeting place for myself and trainees. Not only for myself for convenience but it gives them independence also.*

*Myself and my young disabled teenager frequently use this facility on a Monday evening. All the staff have come to know myself and my daughter's needs, and go the extra mile to accommodate us. We would miss not being able to use our local library, it's convenient to where we live, our needs are met. As my daughter is at school through the day, the evening is best for her. She would miss not being able to have her Monday at the library.*

*Can you explain to the public why, when in the better times you did not figure out better ways of reducing the library's running cost, i.e. Solar Power for generating electric and hot water.*

*Back office costs should be looked at before opening hours are reduced.*

*Having the library open on Sundays would be beneficial to my family and the town centre.*

*Here's hoping it's not the "thin end of the wedge" and soon you will be asked to make more reductions!*

*I am a disabled woman who has little contact with other people, so I meet others in the library who I can talk and do crochet with.*

*I feel the reductions are unjust. The library serves a great purpose to myself and a lot of my friends. I have spent a lot of time there researching a book I've just written and using the PC and printing service. Without the library, this would have made the task a lot more difficult.*

*I have used this library for revision throughout my GCSE, A-Level and now university examinations. I feel that having the hours cut in the library will have an impact on all students who use this facility as it is the perfect place to study.*

*It's not all about borrowing books. It's about social contact and using the facilities.*

*Some of us are socially inhibited, the library gives us an opportunity to be in a safe, comfortable place.*

*Think not opening earlier in the morning is a real shame. When it opened at 8.30, it was a meeting place for lots of different people and meant working people could use the library before work.*

*This is a form of austerity that will not pay off in the long term. Very unfortunate!*

*The library is a hub for a community. I have used the library for my career. Over the last few years I have also used it for language learning, the children's section and as a quiet place to come. It is about the only place except the swimming pool where all age groups can attend without consuming food and drink.*

*Without these facilities I would be unable to progress with my studies (student nurse QUB) Having 4 children at home this is essential to be able to borrow books and use the study facilities.*

*Great cross community neutral ground. Don't think anywhere else as suitable.*

*Hopefully this will be the last reduction in hours. The library is a much used important facility to many: students, children and young people and the elderly. As a mature student with the OU I personally use the library a lot.*

*I am a member of staff that comes from a day centre every Tuesday morning for them to use the computer with adults that have a learning disability. They enjoy coming to the library as it gets them out socializing and meeting members of the public and it is part of their timetable and if the hours were to change they would be upset and they come to the library between 11am-12noon to use the computers.*

*I just love the library and find it essential for my well-being and the rest of the family. The playgroup is brilliant for my grandchildren, it's a place where we meet our friends and as internet access at home is limited, I can depend on the library! The grandchildren avail of all the summer activities - they are excellent. Please do not reduce the hours - we could do with more!*

*Involved in family history and local history and always found staff extremely helpful and informative. Vital that library opens for full 6 days with a start at either 9.30 or 10.00 otherwise very difficult to remember which days are only open in afternoon. Very concerned that this is the slippery slope.*

*It is a disgrace! I now have to work my revision sessions around these new opening hours which adding to my stress levels.*

*A place of refuge has become a place under siege.*

*I am very disabled and have walking problems. My wife and I use the Library about 3 times a week. The staff are very helpful and cheerful. I have had a stroke and cannot speak. I enjoy the daily papers.*

*I think the library should have more late night opening hours during April, May and June so that school students can study for their tests.*

*Any reduction is very disappointing. I have mobility issues and sometimes my carer has to get books for me, and he is only paid to fit around a schedule.*

*As a place of access to free information, affording a neutral place where people from all backgrounds and religion can meet in a safe environment. I feel the reduction of opening hours to all libraries is disgraceful and unnecessary.*

*As a retired pensioner I like to use the computers and newspapers I don't agree with cuts in hours.*

*Reduction in hours only if no other means of saving. Definitely no closure of rural branches or mobile services.*

*As a child-minder, I use the local library a lot, I take the kids to rhyme time, change books, do homework and to use the computers. I use the library myself to get books and information on course I do through the year. Twice a week, 1 morning and 1 evening I take my grandmother to the library, she likes to look at the different displays the library has up throughout the year, she reads a book, this is something she looks forward to weekly.*

*As a parent living out of town with small kids the 52 hour week suits us better.*

*As a single mum the library is my lifeline. I got to meet other mums and child-minders. The girls are brilliant. Closing a full morning in the week seems terrible.*

*As a young woman who has been in temporary jobs for the past three years the library is invaluable to me. My recruitment agency have been very good in finding me work but the library have been invaluable in that I can use their computers, scanners photocopiers and printers. Broadband coverage in the villages around Omagh is terrible.*

*I am a teacher in a local secondary school taking GCSE/A level classes. Today at 2pm, Sat 28th May 2016, 10 students are using the library in preparation for examinations. Throughout the year many of my students use the library for study as home situations do not offer the peace and solitude needed for study so I would oppose any reduction in hours.*

*I attend Knit & Natter which helps me get out of the house to socialize which I sometimes find difficult. I will be resuming studies soon and need the Library to help me study. I find the library relaxing and I'm able to bring my children and read to them which they love.*