Libraries Engagement 2016 Results

Background/ Introduction

Barnsley residents were encouraged to talk about libraries as part of a six week engagement (from 12 October 2016 to 23 November 2016), to help shape the future of the service. There were separate surveys, one for children and one for adults:

- The children's survey was open to all children aged below 15 years who live or study within Barnsley.
- The adults' survey was open to all residents, workers and students in Barnsley.

The 'Let's Talk Libraries' engagement opened on Wednesday 12 October 2016 as part of the first stage in the council's long-term plans to create a modern, dynamic, efficient service that better meets people's needs.

People were asked to complete a survey which aimed to find out how they are using libraries and what will be important to them in the future. As well as hearing the views of library users, the council was keen to hear from those who don't currently use libraries to find out what would make them more likely to visit.

The surveys were made available online at www.barnsley.gov.uk/letstalklibraries. Those that were unable to complete the survey online could pick up a paper copy at each of Barnsley's libraries. A series of drop-in sessions where people could give their views also occurred.

All feedback given as part of the engagement will be used to develop proposals for the way the council delivers library services. Potential ideas for change could be more services available online, more flexible opening hours using electronic access technology, integrating libraries with other services and community groups helping to run local libraries.

Children's Survey Results

Response Rates:

A total of 120 survey responses were received, of which 113 could be allocated to wards within Barnsley. The remaining 7 responses contained either incomplete postcodes, a postcode which could not be found or were addresses outside of Barnsley. The wards with the highest response rates were Darfield, Worsbrough and Penistone West respectively (see Appendix A). The response rates for some wards and area councils were particularly low; therefore the analysis from this survey will use all the responses.

Based on the response rate of 113 compared to the Barnsley resident population aged 0 to 14 years[1], we can conclude that we are 95% confident +/- 9.2% that the survey represents the views of population aged below 15 years.

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[1] Based on Population Estimate 197,800 (2015 Mid – year population estimate, ONS)

Question 1: Of the 120 survey responses received, a total of 106 (88.3%) have used a Barnsley Library within the last 12 months.

Question 2: Respondents indicating that they don't use Barnsley libraries were asked why not. More than two thirds (71.4%) of respondents stated that the reason for not using libraries is that they have books bought for them. Two in five (42.9%) indicated that they didn't have the time. Interestingly, only 7.1% stated that they find everything they need online.
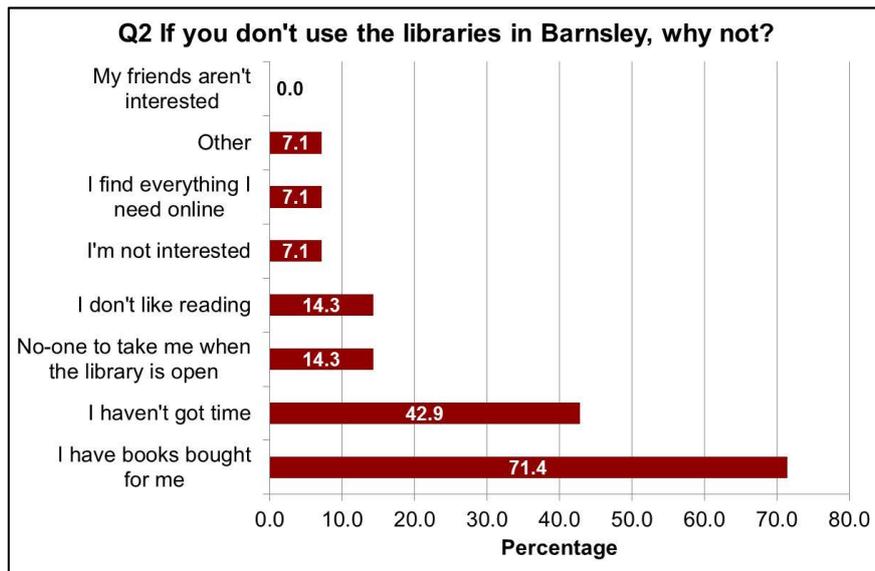
Q2 If you don't use the libraries in Barnsley, why not?

Category	Percentage
My friends aren't interested	0.0
Other	7.1
I find everything I need online	7.1
I'm not interested	7.1
I don't like reading	14.3
No-one to take me when the library is open	14.3
I haven't got time	42.9
I have books bought for me	71.4

Question 3: Respondents indicating that they don't use Barnsley libraries were then asked what they might like to do at a library. The main reason young people gave for what they might like to do at a library was to borrow books (57.1%), closely followed by using free Wi-Fi (50.0%). Using a computer, joining a group and 'activities' were the joint third most common reasons (35.7%). Only 7% of respondents indicated that they would use a library to borrow talking books or to use online encyclopaedias.
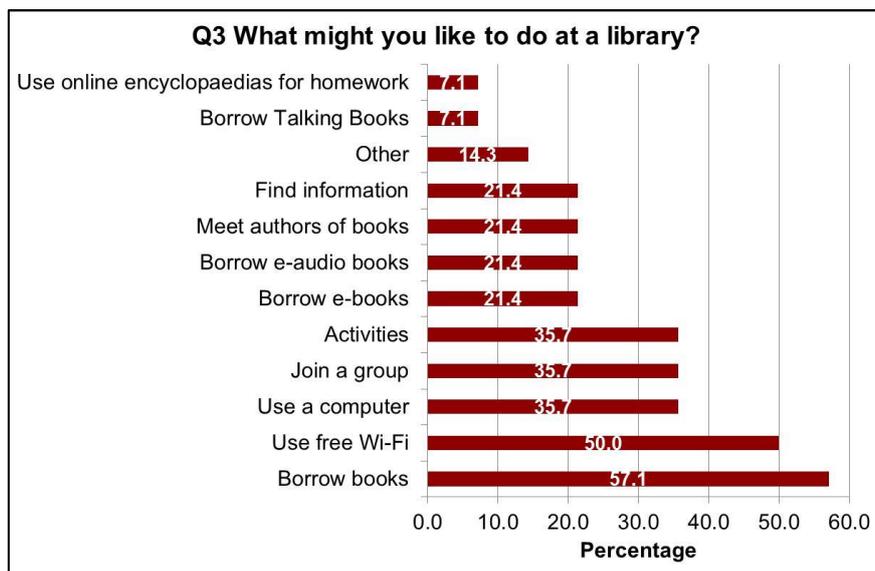
Q3 What might you like to do at a library?

| Category	Percentage
Use online encyclopaedias for homework	7.1
Borrow Talking Books	7.1
Other	14.3
Find information	21.4
Meet authors of books	21.4
Borrow e-audio books	21.4
Borrow e-books	21.4
Activities	35.7
Join a group	35.7
Use a computer	35.7
Use free Wi-Fi	50.0
Borrow books	57.1

Question 4: Users of Barnsley's libraries were asked which they had used in the last twelve months. Results show that the most popular libraries were Town Centre, Worsborough, Darfield and Penistone. None of the respondents indicated that they had used Sunnybank, Priory or the Home Library Service.
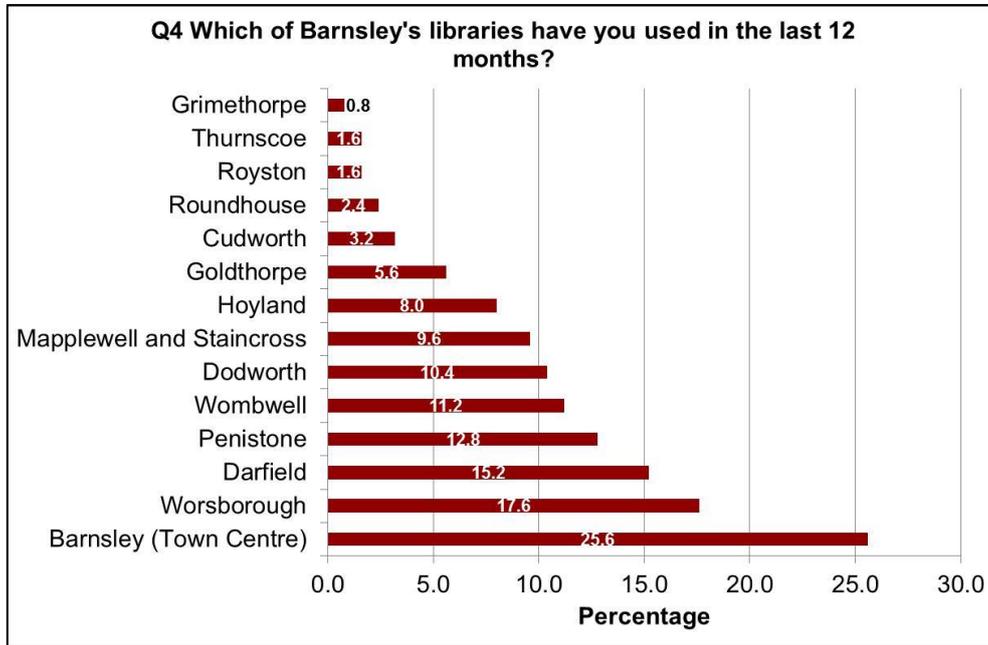
Q4 Which of Barnsley's libraries have you used in the last 12 months?

Library	Percentage
Grimethorpe	0.8
Thurnscoe	1.6
Royston	1.6
Roundhouse	2.4
Cudworth	3.2
Goldthorpe	5.6
Hoyland	8.0
Mapplewell and Staincross	9.6
Dodworth	10.4
Wombwell	11.2
Penistone	12.8
Darfield	15.2
Worsborough	17.6
Barnsley (Town Centre)	25.6

Question 5: Users of Barnsley's libraries were asked which one of the Barnsley libraries had they used most often. Results indicate that the most frequently used libraries were Worsborough, Darfield, Penistone and Town Centre.
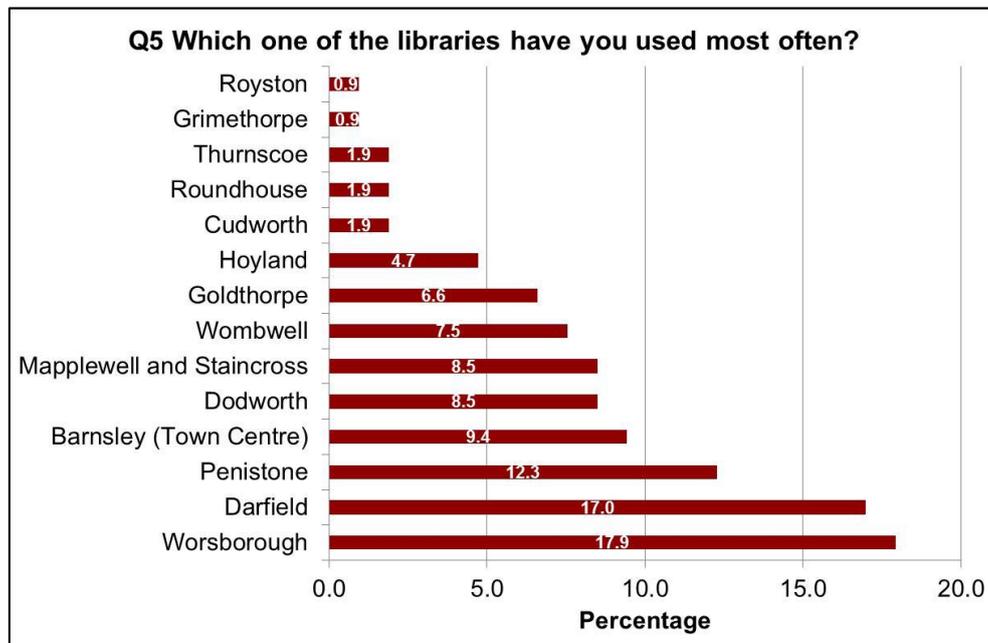
Q5 Which one of the libraries have you used most often?

Library	Percentage
Royston	0.9
Grimethorpe	0.9
Thurnscoe	1.9
Roundhouse	1.9
Cudworth	1.9
Hoyland	4.7
Goldthorpe	6.6
Wombwell	7.5
Mapplewell and Staincross	8.5
Dodworth	8.5
Barnsley (Town Centre)	9.4
Penistone	12.3
Darfield	17.0
Worsborough	17.9

Question 6: Users of Barnsley's libraries were asked how they usually get to the library they use most often. More than half of respondents (59.4%) indicated that they walked to the library, followed by 38.7% stating that they travelled to the library by car. Only 4.7% indicated that they used public transport to travel to the library.

Q6 How do you usually get to the library you USE MOST OFTEN?

Mode	Percentage
Train	0.0
Other	2.8
Bus	4.7
Bicycle	6.6
Car	38.7
Walk	59.4

Percentage
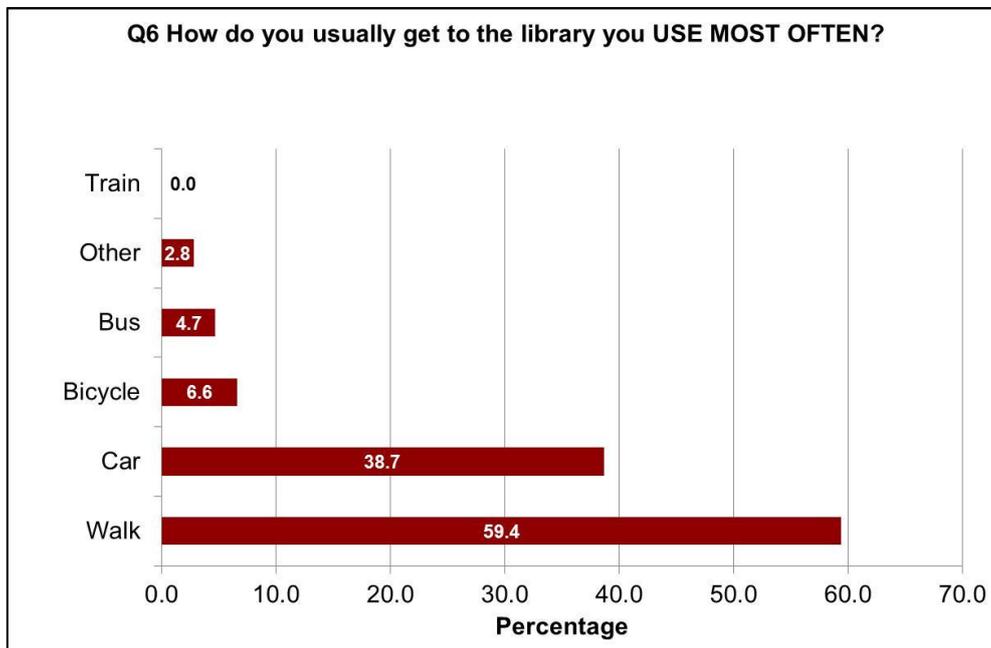
Question 7: Users of Barnsley's libraries were asked if they needed someone to take them to the library or whether they could go on their own. Results showed similar proportions of children in each category (50.8% reporting that they needed someone to take them to the library and 49.2% reporting that they could go on their own).

Question 8: All respondents were asked if they thought the library gives a good service for children and young people. A total of 106 children responded to this question. The majority of respondents (85.8%) indicated that they thought the library gives a good service for children and young people.

Question 9:   All respondents were asked if going to the library was important to them or not. Almost nine out of 10 respondents (86.7%) stated that going to the library was important to them.

Question 10: All respondents were asked what they thought were the most important things a library should offer. The three most important things were:
- Lots of different books
- Friendly place to go
- Help from staff to use the library

Q10 What do you think are the most important things a library should offer?
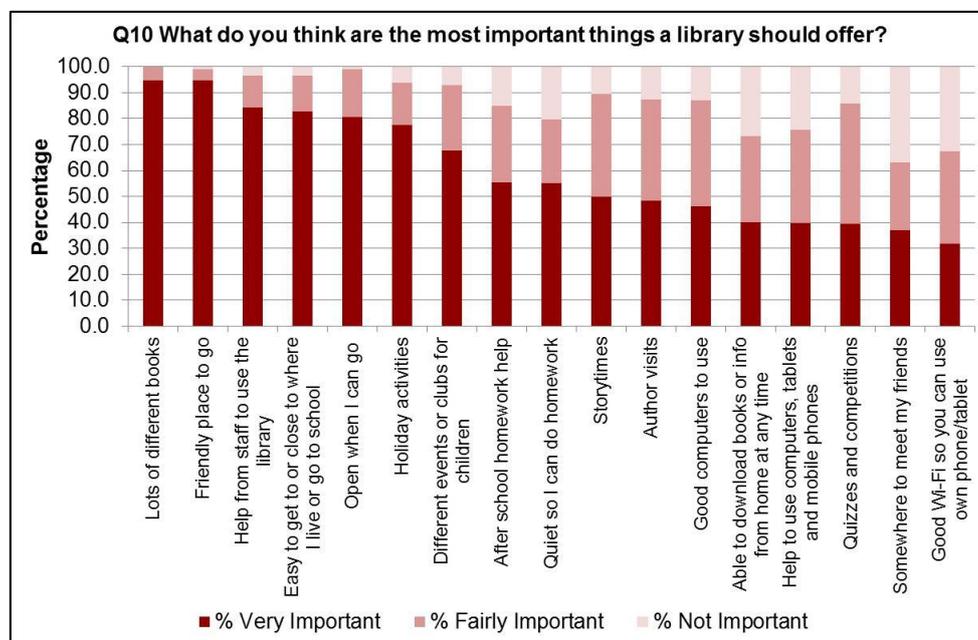
Q10.1 – If something else is important to you, please tell us what it is
The samples of answers that follow exclude those given by adults and how they were provided:

- The staff are really helpful and they always seaport you
- Use of many toilets and easy sepperation of childrens, teens and adult books also a place to get food would be nice
- It is important that everyone feels safe in the library
- Reading
- Cuppers
- Able to order books
- The ability to come and have a little read of a book.
- That they can do a club for teens [homework, friends]
- It is nice to go where the people know who you are and can show you different types of books.
- If there is spesific book to find it would be very important to easly find were it is
- Being able to take out all the books I need, non-fiction or fiction.
- Play area
- Storytimes are good for my younger sister
- Support for everyone in the community
- It would be nice to be able to get a drink or use toilet
- I don't meet my friends at the library I come with my nana.

See Appendix B for all the comments received.

Question 11: All respondents were asked what would encourage them to use the library more. Almost half of respondents (49.2%) said more events/activities would encourage them to use the library more. More than a third of respondents also indicated that longer opening hours, availability of drinks and homework clubs would be an encouragement.

Q11 Which of the following would encourage you to use the library more?

Category	Percentage
Other	5.8
Help to use own phone/ tablet on Wi-Fi	7.5
More help with computers	9.2
Better/more computers	10.8
Self-service machines to take out and return books	11.7
Better looking inside	15.8
Computer games	22.5
Nothing	30.8
Homework club	34.2
Drinks	35.8
Open more	37.5
More events/activities	49.2
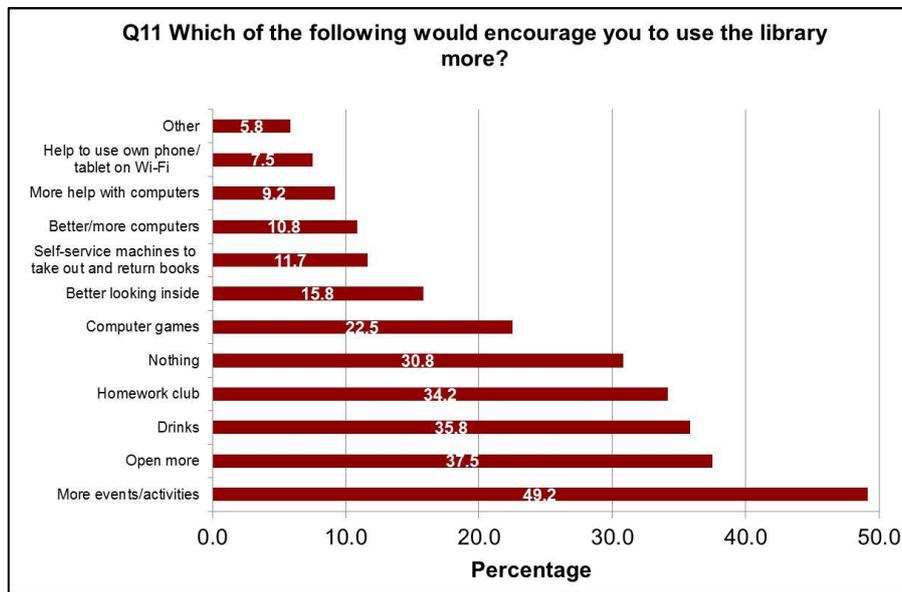
Q11.1 – What would encourage you to use the library more?

The samples of answers that follow exclude those given by adults and how they were provided:

- More allowances for children on the internet using a computer, eg games with accounts on them.
- I'm busy with clubs in the evenings and saturday morning so the library isn't always open when I can get and my mum or dad have to choose my books.
- I love going to the library with my younger brother to choose our story books.
- More books in the teenage sections/ young adults section of the library.
- Play area
- Don't think I would use the library anyway

See Appendix B for all the comments received.

Question 12: All respondents were asked when they would like to use the library. More than half of respondents indicated that they would like to use the library in:
- Afternoons (after school)
- Mornings (weekend)
- Afternoons (weekend)

The lowest response rate (14.2%) was the option to use the library in the morning before school

Q12 When would you like to use the library?

Option	Percentage
Mornings (Before school)	14.2
Lunchtimes	17.5
Evenings (Weekend)	18.3
Evenings	30.0
Lunchtimes (Weekend)	43.3
Afternoons (Weekend)	55.8
Mornings (Weekend)	62.5
Afternoons (After school)	67.5
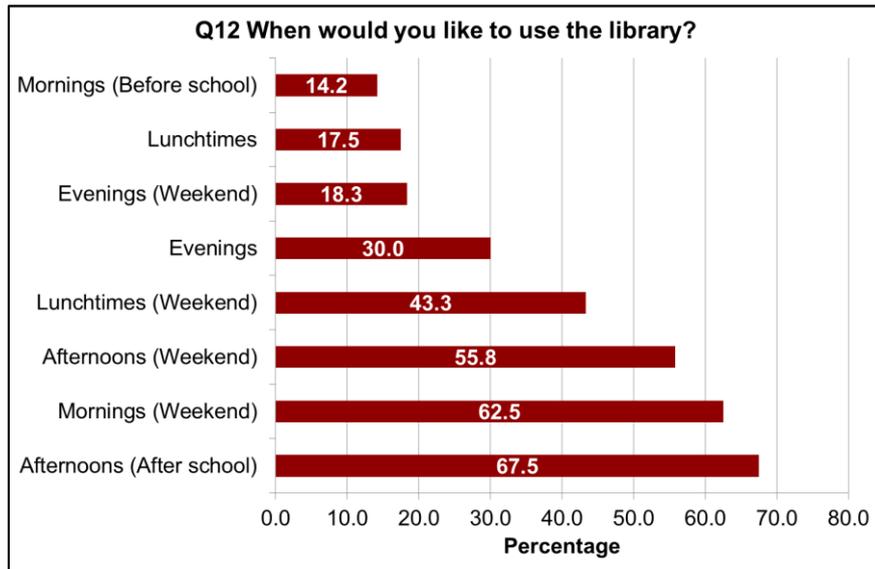
Question 13: All respondents were asked what would be the best way to spend a reduced amount of money on libraries. All respondents (120) answered this question. The majority of respondents (40%) stated that having fewer computers would be the best way to spend a reduced budget. Just over a quarter of respondents (25.8%) indicated that sharing a building with others would be a good option. The least preferred options were to ask other people to run the library and to allow people to access an unstaffed library and stamp the books themselves.

Q13, If we cannot spend as much money on libraries

Option	Percentage
Ask other people to run the library	5.8
Let people come to the library when there are no staff (not children on their own) and stamp the books themselves	5.8
Have fewer opening hours	6.7
Have fewer libraries	6.7
Have fewer books	9.2
Share a building with others	25.8
Have fewer computers	40.0
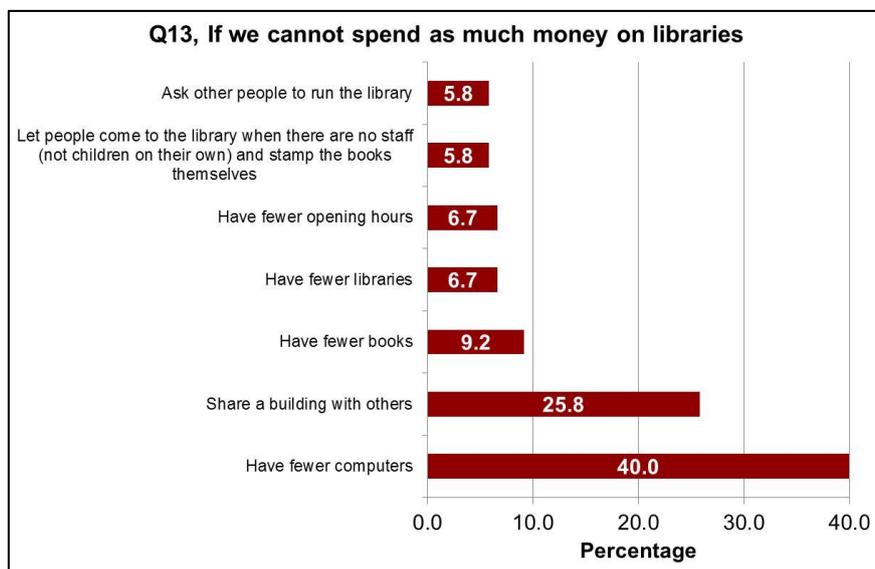
Q14 – Please tell us anything else which is important to you about libraries?

The samples of answers that follow exclude those given by adults and how they were provided:

- Friendly librarians and youth workers
- That it's easy to get to easy to see it and not in a dark ally
- It is important that we have libraries so children learn to read and for children can meet with there friends after school.
- I think it is important that people can come to do a club that is on after school
- The ladies behind the desk who help me
- Staff are supportive
- Good lighting to read by
- I like it when we visit the library with school and sometimes the library lady comes to school to tell us things about the library. It's safe place
- Everything that is in my local library.
- That the staff and kind and friendly e.g if you could not find a book so you ask the staff to help you.
- That you can go on fun reading games on the computer
- I can find good books to read
- The only thing I would ask for is that there could be more books for teenagers …
- I like that you can come and no one will disturb you when you are doing homework
- Friendly staff, grafic novels, dyslixsic friendly books ,childrens books
- If you have to have fewer books I would suggest you increase e books instead
- I like to read real books and love the choice in my library. The staff are always friendly and welcoming.
- Books are also important to me because I read so much. I wouldn't like taking books out online because I like going to the library and looking at my books.
- Its important to me to be able to read lots of different books
- I love going in to the library to see lots and lots of books on shelves and I can look through them whilst I am at the library and only take home the ones I need to read as part of my school homework reading it is a quiet place where I can read in a safe environment
- They are a friendly place that is welcome to all members of the community of every age.

See Appendix B for all the comments received.

Demographics of the Respondents:
Gender: 61.7% of respondents were female, 38.3% were male.
Disabled: Numbers too low to report.
Ethnic Origin: The majority of respondents (93.3%) reported their ethnic origin as White British.

## Adults' Survey Results

Response Rates:

A total of 2,001 survey responses were received, of which 1,803 could be allocated to wards within Barnsley. The remaining 198 responses contained either incomplete postcodes, a postcode which could not be found or were addresses outside of Barnsley. The wards with the highest response rates were Penistone West, Dearne North and Darfield respectively (see Appendix A). The response rates for some wards and area councils were particularly low; therefore the analysis from this survey will use all the responses.

Based on the response rate of 1,803 compared to the Barnsley resident population aged 15 years and over[2], we can conclude that we are 95% confident +/- 2.3% that the survey represents the views of population aged 15 years and over.

SECTION ONE: HOW BARNSLEY LIBRARIES ARE CURRENTLY USED

Question 1: Of the 2,001 survey responses received, a total of 1,502 (75.1%) indicated that they have used a Barnsley Library within the last 12 months.

Question 2: Respondents indicating that they don't use the libraries in Barnsley were asked why not. The three main reasons given for not using libraries were that they find everything they need on line (44.3%), they haven't got time (44.1%) or they buy their own books (39.3%).


Q2 If you don't use the libraries in Barnsley, why?

Reason	Percentage
Overdue charges and fines	3.2
Inconvient opening hours	9.2
Other	20.2
Lack of interest	21.6
I use eBooks on an electronic device	23.8
I buy my own books	39.3
Lack of time	44.1
I find everything I need online	44.3

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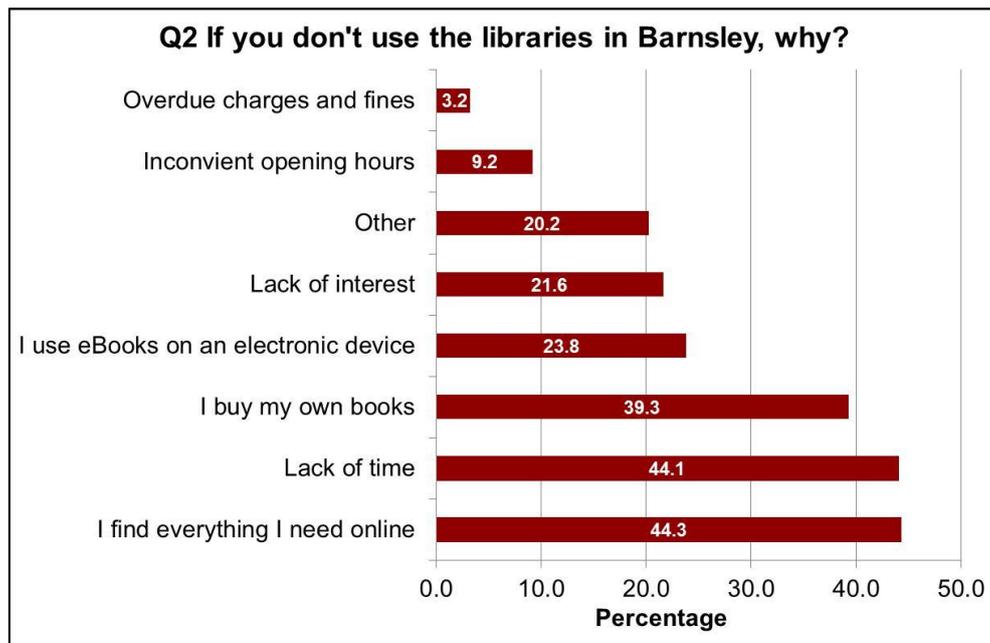
[2] Based on Population Estimate 197,814 (2015 Mid – year population estimate, ONS)

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Question 3: Respondents indicating that they don't use Barnsley libraries were then asked which services they might use if they were to use the libraries. More than half (54.7%) indicated that they would use the libraries to borrow books. The proportions indicating that they would use free Wi-Fi or a computer were similar (29.3% and 24.6% respectively).

Q3 If you were to use libraries in Barnsley, which of the services might you use?

Service	Percentage
Borrow other	2.6
Attend job club	2.8
Other	4.2
Borrow talking books	4.2
Online catalogue	4.6
Attend a Device Doctor session	6.4
Borrow e-audio books	6.4
Customer service appt	7.2
Hiring space/room	7.6
Author events	9.2
Attend children's activities	10.4
Photocopying	14.4
Attend a group	15.2
Borrow books (children's)	15.6
Find information	19.0
Use online info resources	20.4
Borrow e-books	20.4
Attend a class	23.2
Use a computer	24.6
Use free Wi-Fi	29.3
Borrow books (adults)	54.7

Question 4: Users of Barnsley's libraries were asked which they had used in the last twelve months. Results show that the most popular libraries were Town Centre, Wombwell, Goldthorpe and Penistone. Much smaller proportions reported that they had used the Home Library Service, Priory, and Sunnybank.
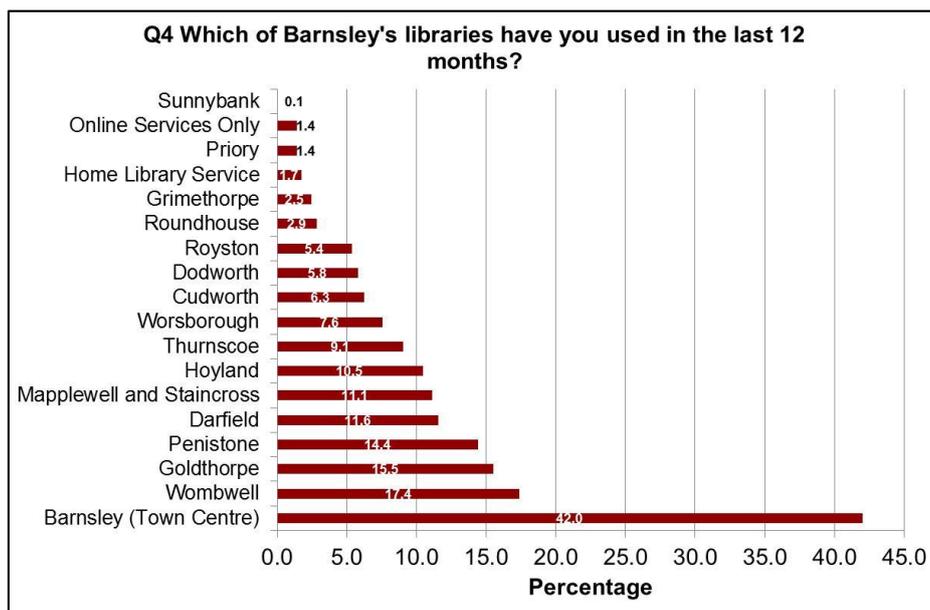
Q4 Which of Barnsley's libraries have you used in the last 12 months?

Library	Percentage
Sunnybank	0.1
Online Services Only	1.4
Priory	1.4
Home Library Service	1.7
Grimethorpe	2.5
Roundhouse	2.9
Royston	5.4
Dodworth	5.8
Cudworth	6.3
Worsborough	7.6
Thurnscoe	9.5
Hoyland	10.5
Mapplewell and Staincross	11.1
Darfield	11.6
Penistone	14.4
Goldthorpe	15.5
Wombwell	17.4
Barnsley (Town Centre)	42.0

Question 5: Users of Barnsley's libraries were asked which one of the Barnsley libraries had they used most often. Results indicate that the most frequently used libraries were Town Centre, Penistone, Goldthorpe and Wombwell.
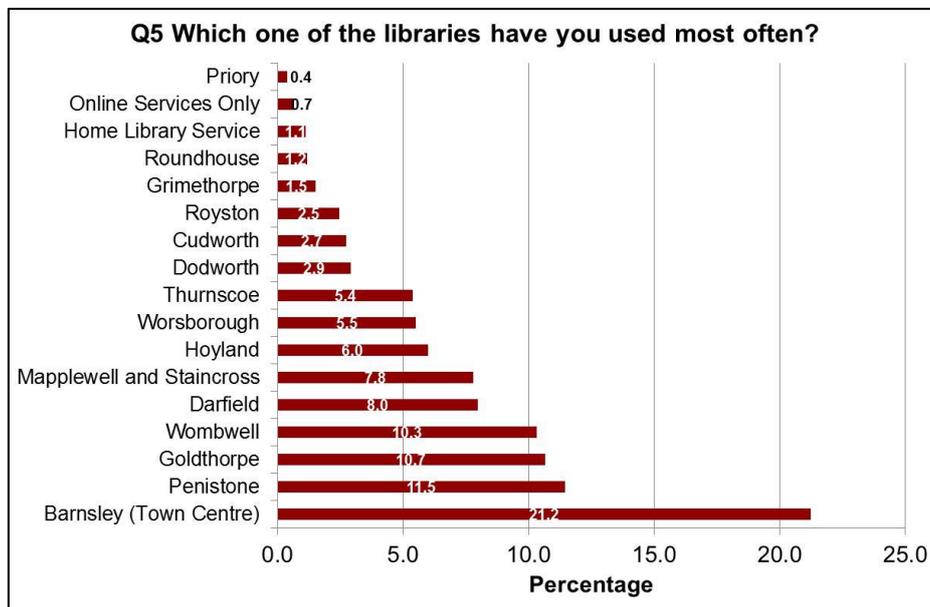
Q5 Which one of the libraries have you used most often?

Library	Percentage
Priory	0.4
Online Services Only	0.7
Home Library Service	1.1
Roundhouse	1.2
Grimethorpe	1.5
Royston	2.5
Cudworth	2.7
Dodworth	2.9
Thurnscoe	5.4
Worsborough	5.5
Hoyland	6.0
Mapplewell and Staincross	7.8
Darfield	8.0
Wombwell	10.3
Goldthorpe	10.7
Penistone	11.5
Barnsley (Town Centre)	21.2

Question 6: Users of Barnsley's libraries were asked how they usually get to the library they use most often. Just over half of respondents (50.2%) indicated that they walked to the library, followed by 45.6% stating that they travelled to the library by car. Much smaller proportions reported using public transport to travel to the library.

Q6 How do you usually get to the library you use most often?

Mode	Percentage
Train	0.3
Bicycle	0.5
Mobility scooter	0.9
Other	1.7
Bus	12.1
Car	45.6
Walk	50.2
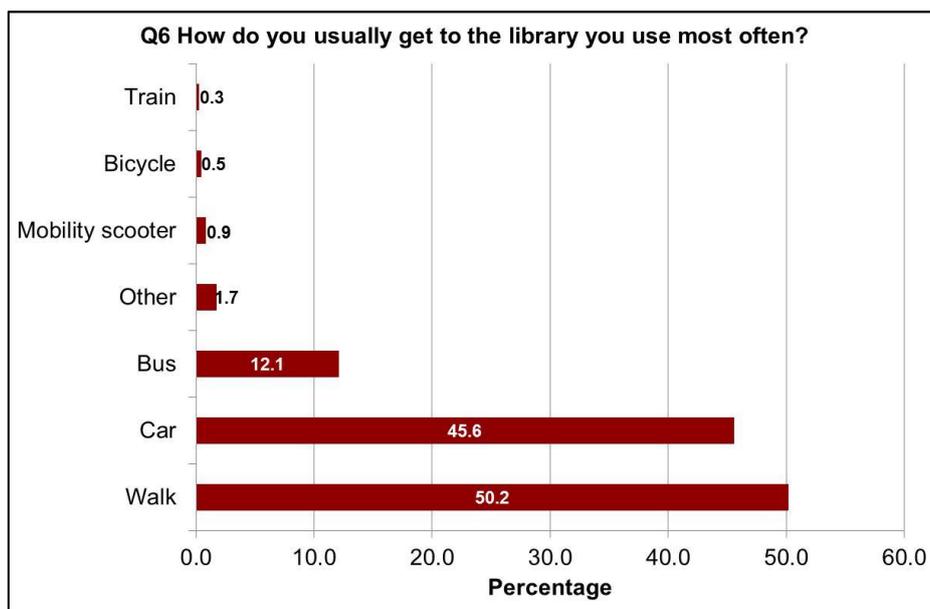
Question 7: Users of Barnsley's libraries were asked which services they had used over the last 12 months and how important these were. The most important things were:
- To borrow books
- To find out information or make an enquiry
- To use a computer
- Toilet facilities
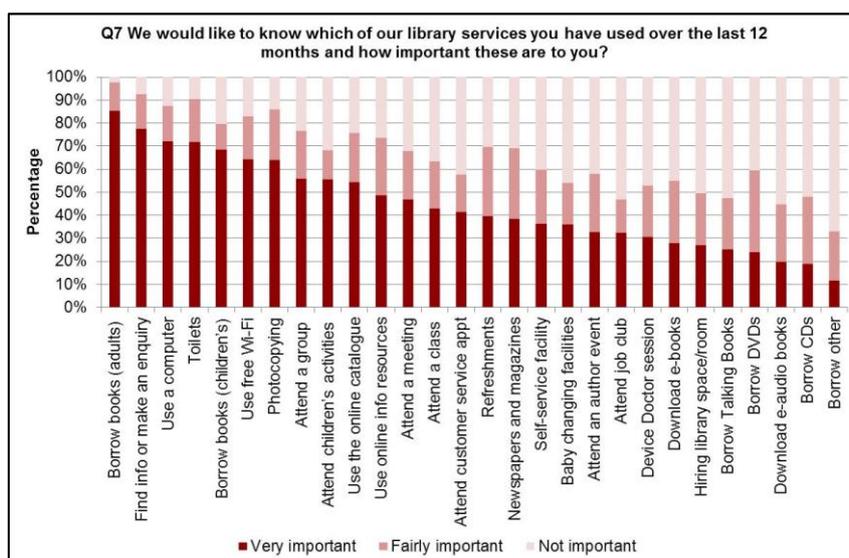
Question 8: All respondents were asked how important they thought various factors were in a library. More than eight out of 10 people who responded to the following factors felt that they were very important:
- Library staff being knowledgeable and competent
- A good range of books and other resources
- A welcoming atmosphere
- Help from staff to use the library
- Enough opening hours

Q8 How important do you think each of the following are in a library?
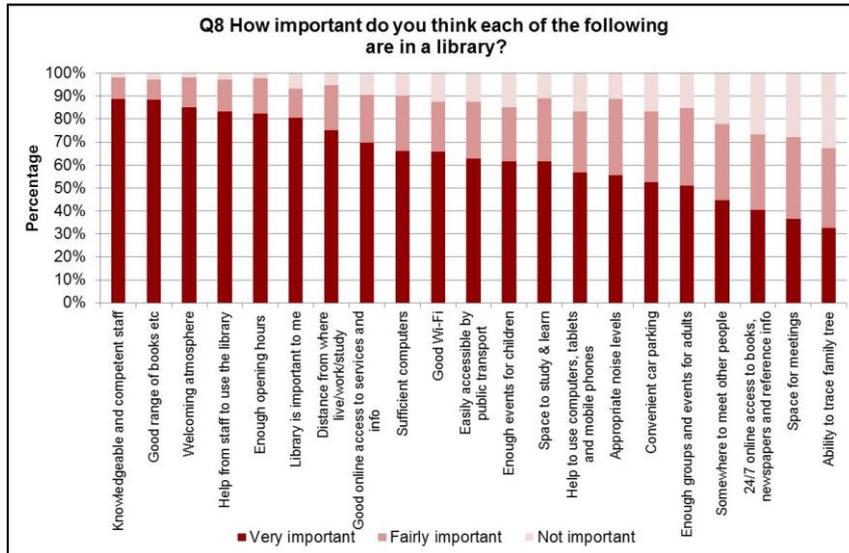
Question 9: All respondents were asked which activities or services would encourage them to use the library more often. Access to other groups/organisations and more events/activities for adults were the most common reasons (42.8% and 40.3% respectively), closely followed by refreshment facilities/coffee mornings and more convenient opening hours.

Q9 Which activities or services would encourage you to use the library more often?

Activity/Service	Percentage
Other	4.4
Improved interior appearance	12.7
Help and advice for small businesses	13.1
Homework support sessions	13.2
Self-service facilities	13.5
Volunteering opportunities	18.7
Help to use own device on Wi-Fi	20.2
Better / more computer equipment / software	20.6
None, the library currently meets my needs	20.7
A flexible open space	24.4
More events / activities for children	24.5
Police surgery	24.8
Councillors / MP surgeries	26.1
No charges for book reservations	27.1
More convenient opening hours	32.4
Refreshment facilities/coffee mornings	34.7
More events / activities for adults	40.3
Access to other groups/organisations	42.8

SECTION TWO: FUTURE OF THE LIBRARY SERVICE

Question 10: All respondents were asked how far they would travel to visit a library. Just less than half of respondents (47.3%) indicated that they would travel no more than 10 minutes to visit a library.

Q10 How far would you travel to visit a library?

Travel time	Percentage
30 minutes	14.8
20 minutes	37.8
10 minutes	47.3
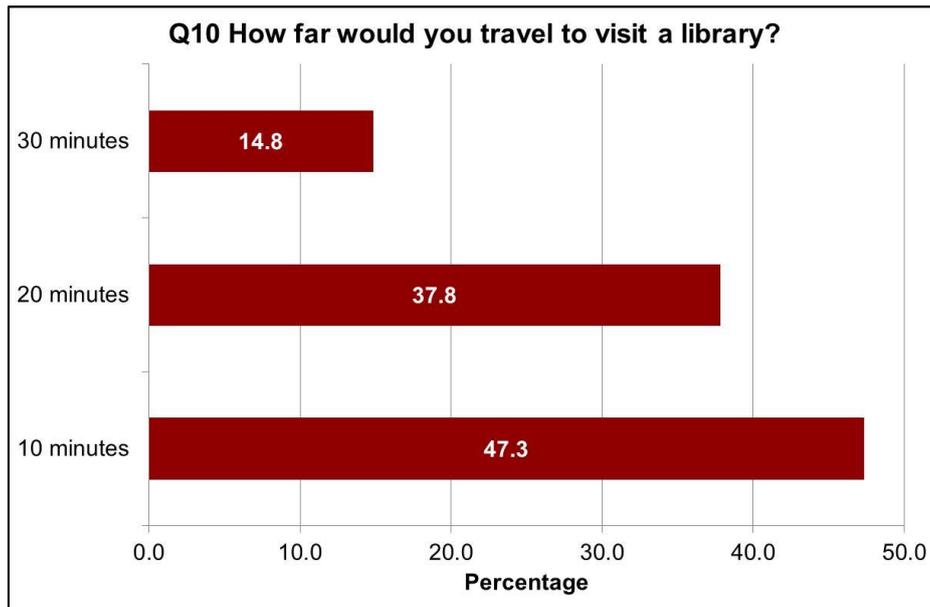
Question 11: All respondents were asked when they would like to be able to use a library. The most popular times were Monday to Friday during the afternoon and morning (53.1% and 52.2% respectively), closely followed by weekend mornings (48.2%). Smaller proportions indicated that they would like 24/7 access to the library or during weekend evenings.

Q11 When would you like to be able to use a library?

	Percentage
Weekend Evenings 5pm – 10pm	10.7
Mon – Fri 24/7 Access	10.8
Weekend 24/7 Access	10.9
Weekend Lunchtimes 12pm – 2pm	27.6
Weekend Afternoons 2pm – 5pm	30.2
Mon – Fri Evenings 5pm – 10pm	35.6
Mon – Fri Lunchtimes 12pm – 2pm	40.0
Weekend Mornings 8.30am – noon	48.2
Mon – Fri Mornings 8.30am – noon	52.2
Mon – Fri Afternoons 2pm – 5pm	53.1
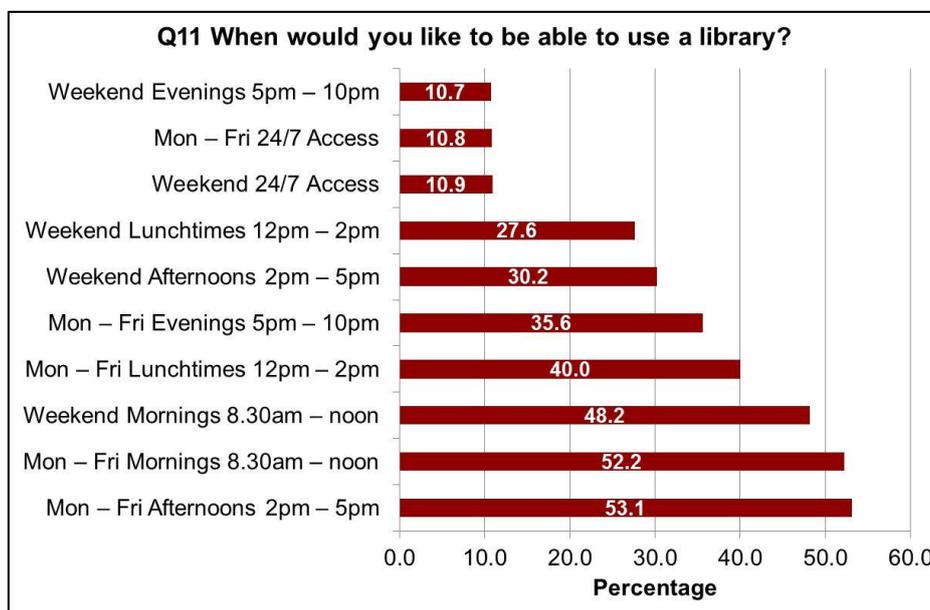
Question 12: All respondents were asked if they would use a self-service library, which would enable them to be used outside of normal staffed time, in effect extending opening hours. The majority of respondents (45.7%) indicated that they would not use a self-service facility, although almost a quarter (22.5%) were undecided.

Q12 Would you use a library where you could let yourself in and serve yourself?

Response	Percentage
Don't know	22.5
Yes	31.7
No	45.7
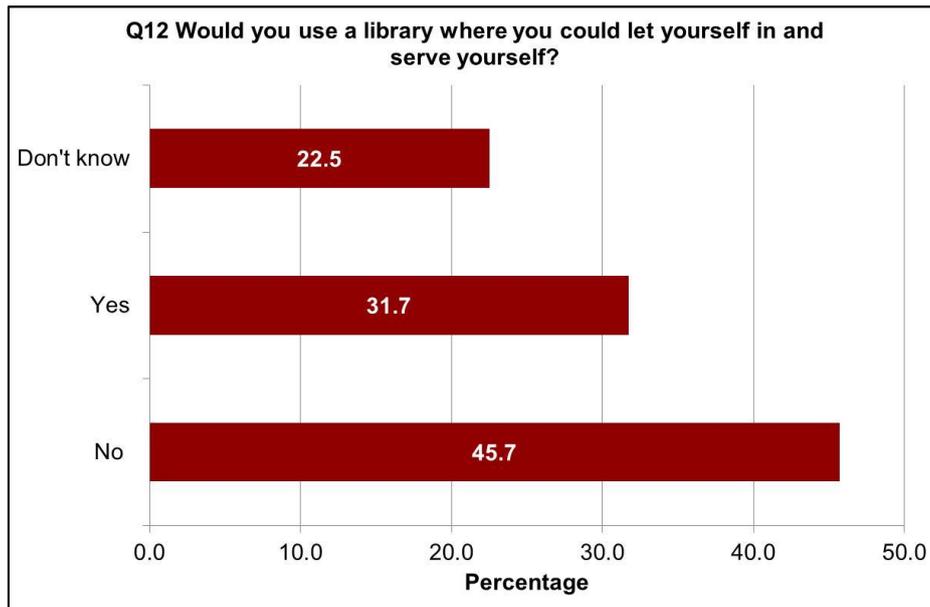
Question 13: Please tell us anything you'd like us to know about self-service libraries
Samples of answers and how they were provided:

- A few worries about personal safety if there are no staff around.
- A staffed library is better for giving a community feeling
- Are they safe when un-staffed? Who monitors activity during this time? If there was an accident who would help me? Would reduction in staff be a result of more self-service? How would this be done?
- Aren't the books likely to be stolen?
- Concerned about security
- Depends how safe it would be?? Wouldn't like to think I was alone in a library.
- Do not agree with them.
- Doesn't need to be open at stupid hours
- Don't want self service, I like to interact with staff.
- Easier for young people and adults to use, more reliable if staff are on a break or are having time off
- Ensuring that this will be safe and not used incorrectly by homeless/youths/those looking to cause trouble.
- Everything is getting more automated already, leaving a lot of people behind. not just older people, but also a lot of younger (30-50) people who have not grown up with computers in their daily lives. Making things self-service is just another way to make things more impersonal, which might scare away people. So if it's an extra for those who can use it: go ahead, but if it's replacing 'normal' hours: don't
- Excellent idea
- For me the staff and their knowledge are an integral part of my library experience - and that of my children.
- Good for students

- Good idea to allow people to use library on their own
- Happy with current library
- Have seen how they operate in sheffield public libraries and not good. Still need staff to help a lot of folk process and access the systems and asking for help puts some users off altogether, probably the users who would benefit most
- Help and information from staff would be a great loss
- How do you get cards/replacement cards? Who will run classes/groups? Is all advice then computerised? What about those who don't use computer? Do you think that an unmanned building will attract antisocial behaviour?
- How would loss prevention function?
- How would this really work, I would not use it and would imagine it will put people going to the library.
- I am a Disabled Person using a Wheelchair.This and other libraries allow me to access their full range of facilities and, importantly, allow me to keep my independence.
- I am hopeless with technical stuff and would probably do something wrong.
- I come to get help and assistance from staff
- I don't feel confident to come in without staff
- I don't find it user friendly
- I don't think I would use a self service library
- I don't want the staff to lose their jobs
- I enjoy the dialogue with staff and the friendly atmosphere.
- I like to speak to a person not a computer...
- I might use as part of a group but not as an individual
- I need help from staff, I wouldn't like to come in on my own.
- I think it is much better when there is someone here to talk to.
- I think self service will take jobs and hours away from staff.
- I think that you would need staff in there to help you find things
- I think this would be useful
- I used the self service at university most often and it worked really well.
- I would be frightened to do that.
- It would lower standards
- It would take the heart out of the community
- It's isolating and lonely, safety is paramount.
- Mobile library good
- More suitable for students or shift workers than me
- No good there would be no help
- Not essential in my case. I like the general ambience of a well used library.
- Not keen on idea
- Not sure I would feel comfortable using this facility particularly if others were also using them if there was any abuse I may be implicated.
- Only as a last resort
- Open to abuse
- Too much reliance on technology and it can go wrong.
- Unnecessary expenditure
- Would not use, don't like self service in supermarkets so do not expect it from my library service
- Wouldn't use or feel safe using an unmanned library.

See Appendix B for all the comments received.

Question 14: All respondents were asked if it would helpful to have access to more digital and online library services. Just over two in five respondents (42.1%) stated that it be helpful, although almost a quarter (24.3%) were undecided.

Q14 Would it help you to have access to more digital and online library services?

Response	Percentage
Don't know	24.3
No	33.5
Yes	42.1
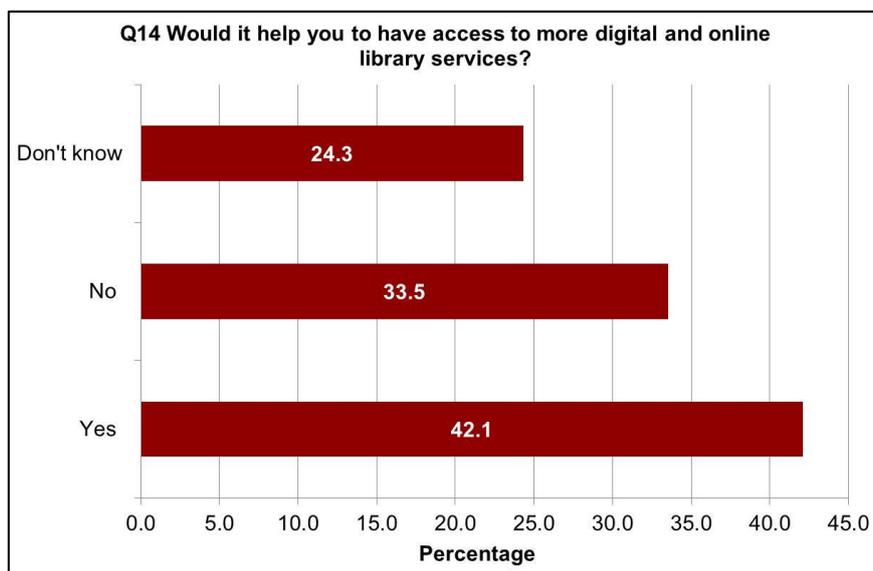
Question 15: Please tell us which services you'd like to see online
Samples of answers and how they were provided:

- No more, it's gone too much online and you are excluding a big percentage of people…
- None, a library is the hub of a community. People need to meet, access services and get help and support
- None, people need interaction with other people. We are not robots.
- As long as it's an extra service, not replacing personal services.
- A larger, up to date Ebook selection.
- A wide selection of audio books online.
- Access to online catalogues, archive material, newspapers
- Access to university/academic libraries.
- Advice on general caring for families
- Historical & ancestry.
- I think the services avaiable at the moment are fine
- I would rather keep face-to-face services.
- I'm old fashioned I love the old library peace quiet and tootle along at my own speed
- Kids activities
- Language courses
- Magazines and newspapers
- Online ordnance survey maps.
- Other family history online resources
- Sessions on how to use social media would be good
- Think children need books, not more computers.
- To see films, shopping,

17

- What the most popular books are for that season
- Would mean I would not have to travel if able to access from home.
- Your catalogue is already online and we can reserve books online. That's me sorted.

See Appendix B for all the comments received.

Question 16: All respondents were asked if they would support services being brought together under one roof, for example with health and retail or into another community building. Half of respondents indicated that they would support this, although almost a quarter (23.8%) were undecided.

Q16 Multiple services under one roof?

Category	Percentage
Don't know	23.8
No	26.4
Yes	49.8

Percentage
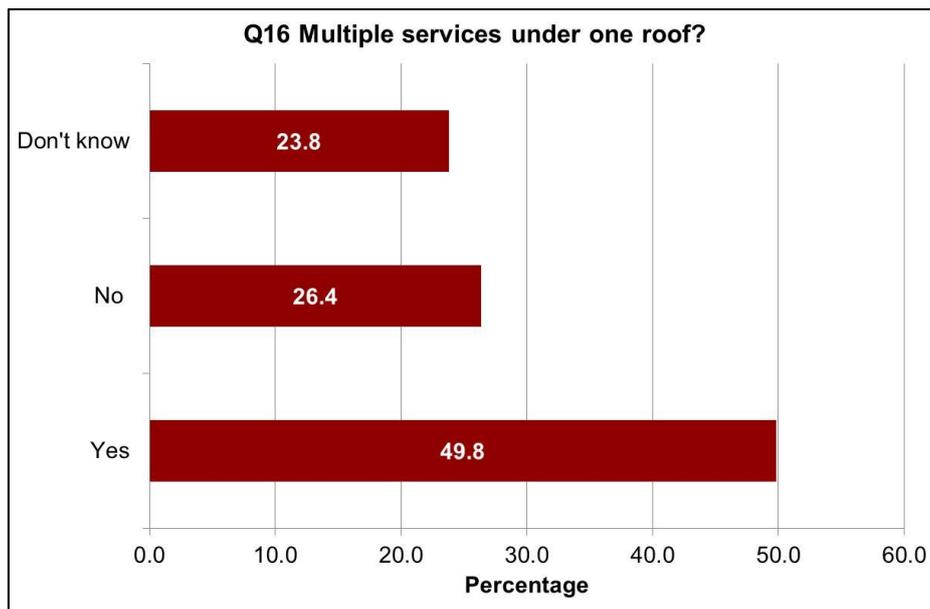
Question 17: All respondents were asked if they would like library services to be available in other venues. The most popular venues were community centre, school or local community building. Only one in ten respondents indicated that they would like to see library services available in shops.

Q17 Would you like to see library services available in any of the following?

Category	Percentage
Shops	10.9
Leisure centre	17.1
Advanced learning centre	20.6
Family centre	20.7
Health centre	21.3
Local community building	25.4
School	26.9
Community centre	33.6
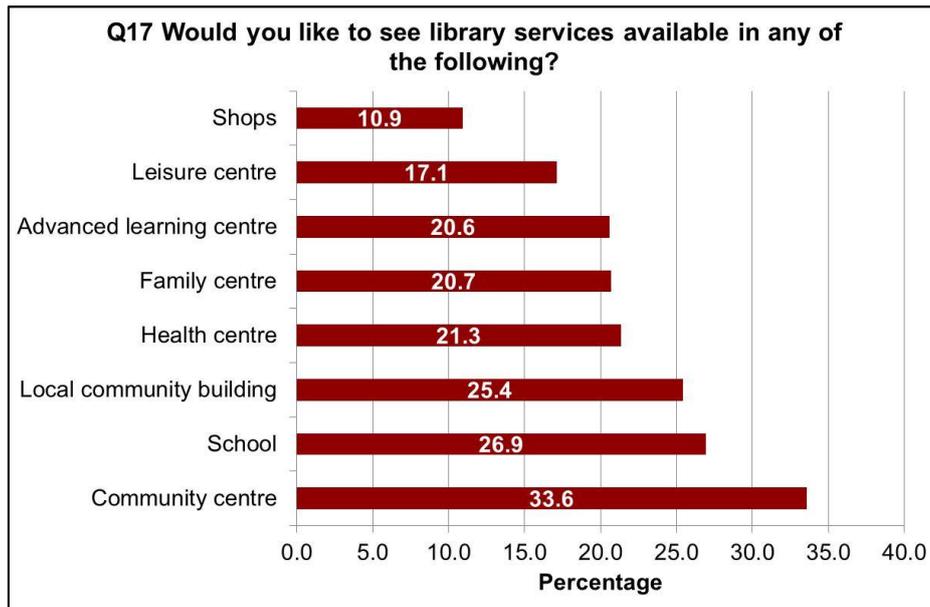
Question 18: All respondents were asked if they would support libraries being run by other organisations or groups of volunteers, supported by the council. The majority of respondents indicated that they would not support this, although almost a quarter (22.7%) were undecided.

Q18 Would you support this?

Response	Percentage
Don't know	22.7
Yes	35.2
No	42.1
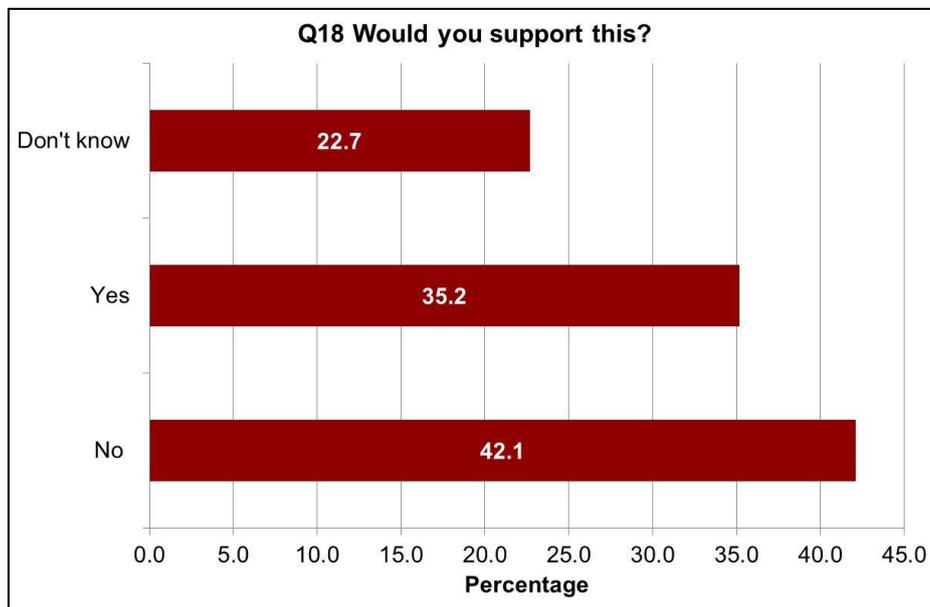
Question 19: All respondents were asked if they would be interested in finding out more about running a library as part of a community group. An overwhelming 92.3% of respondents indicated that they would not be interested.

Q19 Would you be intrested in finding out more about running a library as part of a community group?

Response	Percentage
Yes	7.7
No	92.3

Percentage
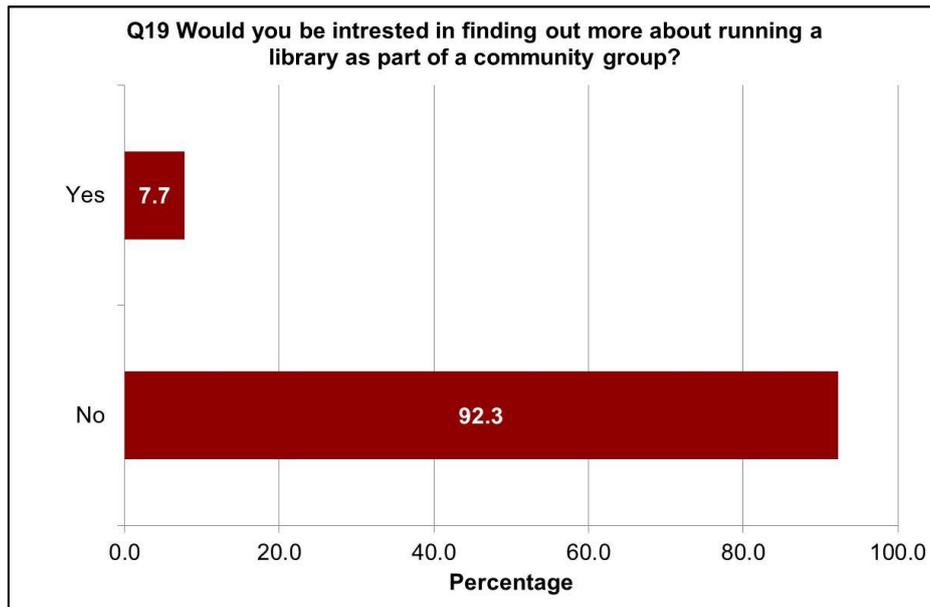
Question 20: All respondents were asked if they would support having fewer libraries, but with better technology and more resources. Three out of five respondents (60.5%) indicated that they would not support this option.

Q20 Would you support having fewer libraries, but with better technology and more resources?

Response	Percentage
Don't know	17.1
Yes	22.4
No	60.5

Percentage
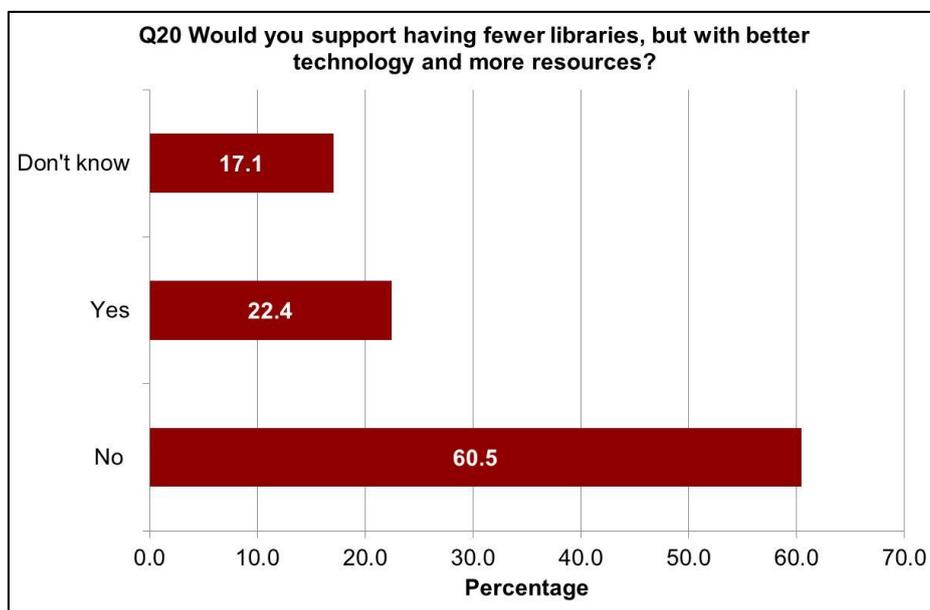
Question 21: Please tell us anything else that's important to you about libraries
Samples of answers and how they were provided:

- I think a good spread is better.
- Feel more secure when other people are in library especially staff.

- Keeping the libraries open encourages reading in both children and adults. Reading educates in lots of unseen ways.
- Accessibility for those who work
- You could see the decrease of post offices, the red postbox and the red telephone boxes across the UK, therefore it is important to keep the libraries as it's British traditions.
- Children's facilities and encoraging children to use libraries. Links with schools
- We need to use them to promote our visitor centres - incorporate a Tourist information Centre?
- It will be self sufficient hopefully
- It provides a meeting point and safe haven place for people from the local area. It will be great to see its services continue with staff/volunteers.
- Not every one is able to travel and haven't the means to go great distances so local libraries are very important for the disabled and elderly,
- Contact with good verbal explanation
- Libraries are essential for the use of vulnerable people.
- CLOSE BY MY LOCATION
- That they stay open funded by the council.
- Staff who can help
- Good access to libraries are essential in a civilised society. I would oppose any attempt to reduce their availability. More resources are needed not less for our libraries.
- Libraries are places that people come together in the community. Without this, community suffers, people feel more isolated.
- The atmosphere in a library is unique and it offers a space where people can primarily choose a book to read and acquire any other information by whatever means.
- We home educate, and the library is a brilliant resource for us. The librarians are extremely helpful and supportive, they are very patient with my children, encouraging them to order their own books etc.
- Developing a love of reading with access to books for all
- Libraries need to be open enough to use regularly.
- We do not have a car could not travel far
- It is important that everybody has access to a library- if they are put under an umbrella library like Barnsley then you are discriminating against people who do not drive, the local bus service does not allow for a trip to Barnsley to check out books etc
- The technology that matters in libraries is the staff, the catalogue, photocopying facilities - all first
- Friendly, approachable, knowledgeable staff who still know about books. Staff who are also helpful towards children and young people and encourage them using the library and doing homework, using computers as well as books.
- I think that the libraries shouldn't be open 24hrs a day as waste of resources, unsafe and unsustainable. Properly trained and qualified staff are essential to a proper service
- Better parking would be a start. Might get more disabled people to use the facilities.
- Larger collection of Religious books.
- Libraries need to be local, to keep them within communities.

- I think its important to have a library in my local village. I like to visit every week to get my little boy his bedtime books and feel he will really benefit from it as he grows up (he is only 14 months).
- That it is local!
- Libraries need to be at the heart of a community
- A LOCAL library is VERY important!
- There should be a mother and toddler group for mums with new babies. Also a drinks machine would be great and would also help make money for the library.

See Appendix B for all the comments received.

Demographics of the Respondents:
Gender: 62.5% of respondents were female, 31.2% were male and 2.8% preferred not to state their gender.
Disabled: 13.4% of respondents indicated that they had a disability.
Ethnic Origin: The majority of respondents (90.0%) reported their ethnic origin as White British.

Appendices

Appendix A – Children's Survey

Response Rate

% of Responses by Area Council

Area Council	Percentage
Central	30.8
South	25.0
Penistone	15.0
North	12.5
North East	9.2
Dearne	1.7
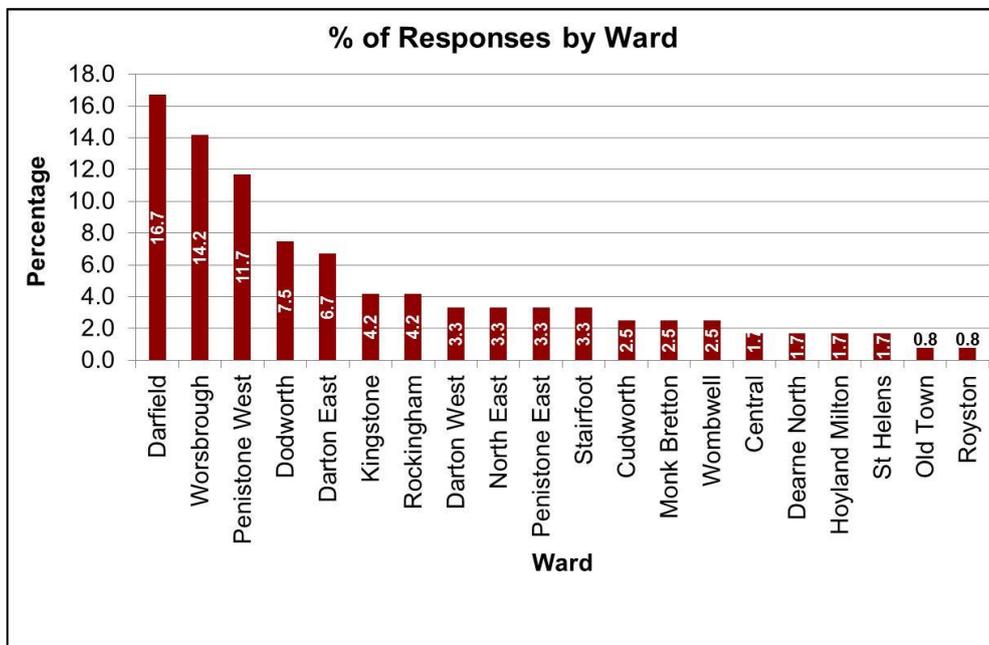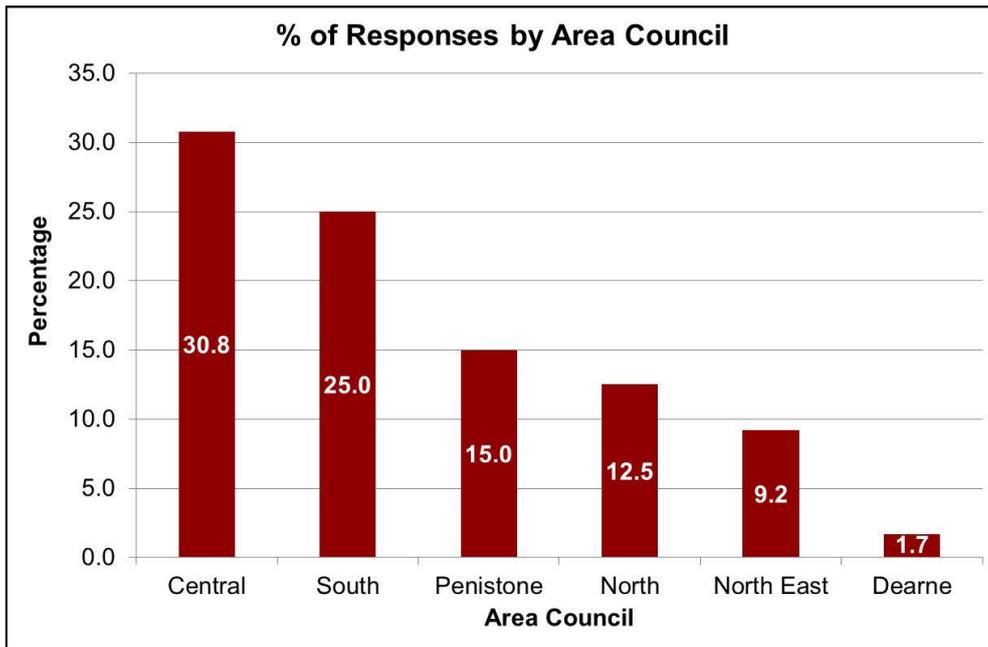
Appendix A – Adults' Survey

Response Rate

% of Responses by Ward

Ward	Percentage
Penistone West	8.1
Dearne North	7.5
Darfield	6.7
Darton East	5.8
Wombwell	5.4
Rockingham	4.6
Dearne South	4.5
Old Town	4.3
Penistone East	4.3
Worsbrough	4.2
Central	3.9
Darton West	3.7
Stairfoot	3.6
Dodworth	3.5
Royston	3.3
North East	3.2
Cudworth	3.1
Hoyland Milton	3.1
Kingstone	3
Monk Bretton	2.2
St Helens	1.7

% of Responses by Area Council
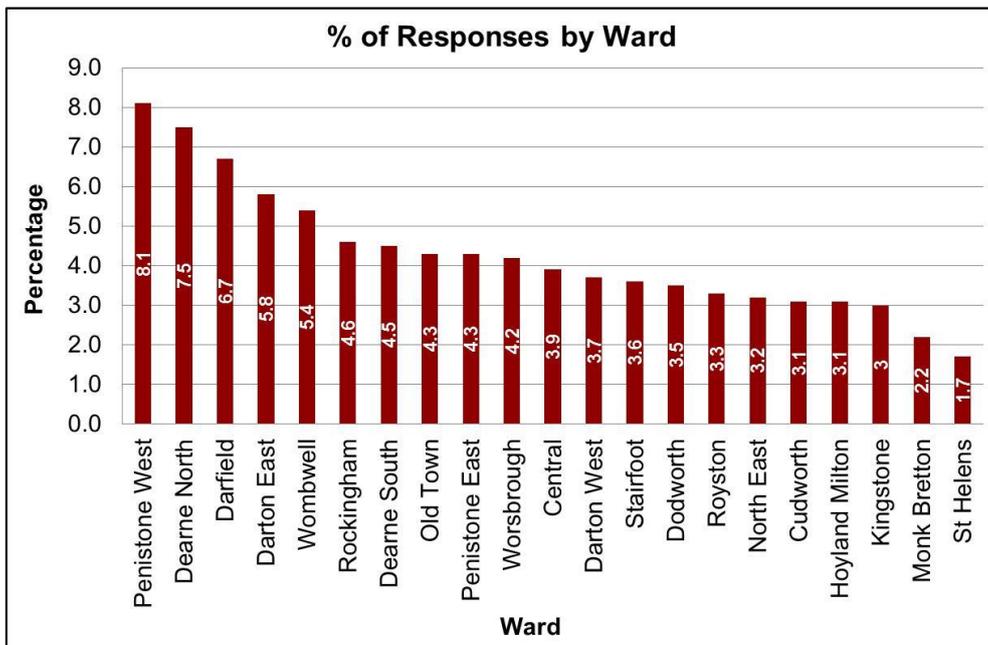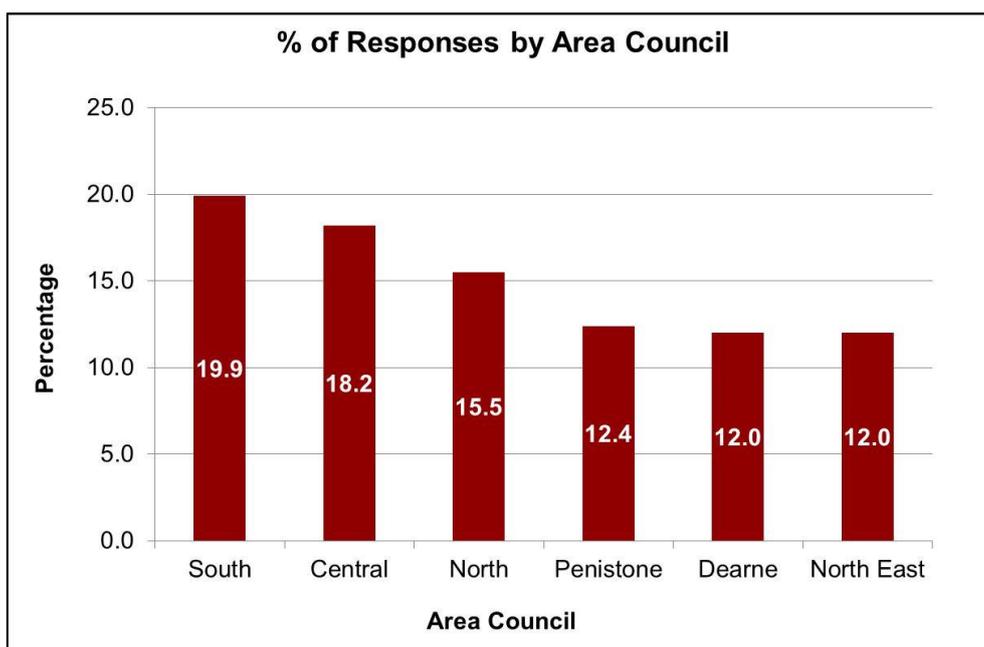
Appendix B – Children's Survey

Free-text responses

Please note that spelling and grammar within the comments have not been amended and are therefore as written by the respondents.

Q10.1 – If something else is important to you, please tell us what it is

The staff are really helpful and they always seaport you
Use of many toilets and a easy sepperation of childrens,teens and adult books also a place to get food whould be nice
It is important that everyone feels safe in the library
Reading
Storytime sessions, holiday reading challenges and summer holiday activities over the last 5 years are what have kept my children engaged and intested in reading, socialising and learning (songs, stories, characters). I can hand on heart say my boy stops reading as soon as he leaves school for the summer - te challenges and activities had him craving to read and find more and more fact books to get as much out of it as he could. Your reading sessions at goldthorpe (supported by the childrens centre) are a vital link to engaging young children in listening, reading and sharing stories as well as the variety f themed sogs and rhymes. These services are a vital life line and we would not be able to travel to other

areas to access it.
Cuppers
Able to order books
Books
The ability to come and have a little read of a book.
That they can do a club for teens [home work,friends]
It is nice to go where the people know who you are and can show you different types of books.
In this age of closing down facilities it is gratifying to know that I still have available to me one service. It also provides a place for outreach work like citizen advice- debt advice, history groups etc.
I think it is important to have a place where the children can let themself go
If there is spesific book to find it would be very important to easly find were it is
Being able to take out all the books I need, non-fiction or fiction.
Play area
Storytimes are good for my younger sister
Support for everyone in the community
It would be nice to be able to get a drink or use toilet
Access to a toilet
I don't meet my friends at the library I come with my nana.

Q11.1 – What would encourage you to use the library more?

I cannot tell you how much we value goldthorpe library, the great childrens section - variety, staff knowledge & help, so inviting, holiday sessions to keep them engaged. My children ask to go at weekends and holidays even when given other day-out options. They are so engaged and it's all down to the staff, the effort they put and how friendly they are.
More allowances for children on the internet using a computer,eg games with accounts on them.
I'm busy with clubs in the evenings and saturday morning so the library isn't always open when I can get and my mum or dad have to choose my books.
I love going to the library with my younger brother to choose our story books.
More books in the teenage sections/ young adults section of the library.
Mapp and staincross library is small so book choice is a bit limited. However the staff there are super and are happy to order books from other libraries or put in an acquisition form if children show an interest in a series. They are so encouraging to children and make the library a great resource.
I use my library a lot and all the staff are friendly. People my age need libraries because of how it serves educational purposes well.
Play area
More books!
The barnsley town centre library is too small and is frequently overcrowded. There should be a separate children's floor away from adult readers/learners. The cafe should also be in

a separate area.
Don't think I would use the library anyway

Q14 – Please tell us anything else which is important to you about libraries?

Friendly librarians and youth workers
That it's easy to get to easy to see it and not in a dark ally
It is important that we have libraries so children learn to read and for children can meet with there friends after school.
I think it is important that people can come to do a club that is on after school
The ladies behind the desk who help me
Staff are supportive
It help us to do howerswound
Storytime sessions, holiday reading challenges and summer holiday activities over the last 5 years are what have kept my children engaged and interested in reading, socialising and learning (songs, stories, characters). I can hand on heart say my boy stops reading as soon as he leaves school for the summer - te challenges and activities had him craving to read and find more and more fact books to get as much out of it as he could. Your reading sessions at goldthorpe (supported by the childrens centre) are a vital link to engaging young children in listening, reading and sharing stories as well as the variety f themed sogs and rhymes. These services are a vital life line and we would not be able to travel to other areas to access it.
I've reluctantly ticked "fewer books" I actually didn't want to tick any of the above as I feel they're all important parts of the library. It was the lesser evil. We can find money for war w should be able to find money for education and healthcare.
There are cctv cameras so why can't people be trusted
Good lighting to read by
I like it when we visit the library with school and sometimes the library lady comes to school to tell us things about the library. It's safe place
Everything that is in my local library.
We have been bringing our children to goldthorpe library since birth to the story and singing sessions as well as holiday craft sessions. They see it as the 'norm' to visit the library and love books which I hope they continue to adulthood. The library is a fantastic community resource and seems to offer services well beyond just lending books. The staff are so friendly, they go above and beyond and nothing is too much trouble
We have been bringing our children to goldthorpe library since birth to the story and singing sessions as well as holiday craft sessions. They see it as the 'norm' to visit the library and love books which I hope they continue to adulthood. The library is a fantastic community resource and seems to offer services well beyond just lending books. The staff are so friendly, they go above and beyond and nothing is too much trouble
That the staff and kind and friendly e.g if you could not find a book so you ask the staff to help you.
That you can go on fun reading games on the computer
I can find good books to read
We don't want to loose our library in penistone. We use it all the time and would be lost

without it.
Get more books if you could charge more
When going to the library I love to see the familiar friendly library staff who are eager to help me with choosing the right books for me. The staff are brilliant at bringing to life the phrase service with a smile. The only thing I would ask for is that there could be more books for teenagers due to fact that this would bring in more teen readers so they can witness the joys of going to the library for themselves.
Being able to get new books and helpful friendly staff.
Friendly kowwledgeable staff, events in holidays/weekends/after school linked to curriculum and local/national events (such as the roald dahl event and the reading challenge),. Workshops/clubs such as the lego club which is absolutely brilliant at getting kids into library for a non-reading event but then encouraging them to read/take a book whilst they are there (this is a brilliant club)
Books. While it is important to move with the times, I feel libraries are an important connection to books, not just reading but the media.
When you read 4 to 5 books per week, having a local library makes the difference between reading and... Not reading. We couldn't afford to buy that many books.
I like that you can come and no one will disturb you when you are doing homework
Friendly staff, grafic novels, dyslixsic friendly books ,childrens books
If you have to have fewer books I would suggest you increase e books instead
I like to read real books and love the choice in my library. The staff at 3 are always friendly and welcoming.
I take out at least 8 books at a time and I am also part of another library in another borough. I have known the librarians most of my life because I have spent a lot of time there over the years. Books are also important to me because I read so much. I wouldn't like taking books out online because I like going to the library and looking at my books. I also like the atmosphere of the library because you know everybody who is there is nice.
Old fashioned the questions force me to pick something and I would not use a library but you do not say that option questionnaire loaded in library favor
Thereb is virtually nothing to do in 3. So the library id really important to us as a family.
Cloak and daggers about not mentioning fewer staff - a tad deceptive. I would not feel comfortable coming into a library without any staff on site. This town isn't appropriate - yet - for such a change. Walk through barnsley town centre every evening like I do and you'll realise this. Stop being blind and acknowledge the culture around you. Staff-free opening would be great if we lived in a town where I wasn't afraid of being stabbed.
Its important to me to be able to read lots of different books
I love going in to the library to see lots and lots of books on shelves and I can look through them whilst I am at the library and only take home the ones I need to read as part of my school homework reading it is a quiet place where I can read in a safe environment
Barnsley must prioritise its library services. The children in our town need access to books which their parents cannot afford/ prioritise. If we want to remove children and families from poverty they need education and training. No cuts!
They provide children with an excellent starting point for a love of books. Central library has wonderful story and rhyme sessions which my son has enjoyed since he was 7 weeks old. We have always found the staff happy and helpful, and choose to travel into barnsley rather than our local penistone because it is a lovely environment to enjoy books together.

They are a friendly place that is welcome to all members of the community of every age.
If there were fewer libraries then maybe more money could be used to fund e-books and e-audio books to offer a better service for those who don't want to go into an actual library. Staff in the remaining libraries could teach customers to use online books so that its then easier for them to access the resources they would like. If online access was through an app you could also sell advertising space to local companies to gain a small profit. What if the chronicle newspaper could also be published via the app and people could buy it with an in-app purchase.
Dodworth children centre was recently closed. I feel that dodworth library has taken over many of the services that were provided by the childrens centre. As a family with young children, and as an adult returning to work, I feel the library is an absolutely essential and invaluable resource. We would be lost without it. I would also like to add that the staff at dodworth library could not be more helpful and supportive and they really do provide an excellent service, especially for the children. The christmas party they held last year was absolutely fantastic, they really went above and beyond.
It is a place where children can learn new things via books and improve their reading, also the clubs are brilliant to meet friends and spend time with them out off school
They have been an important focal centre of our communities for many many years. Books are important in so many ways, and will always outlive computers (useful as they are) when it comes to building knowledge, promoting a sense of belonging, providing memories and obtaining help. People who use libraries remember them always. Using a library from an early age encourages lifelong use for many different things as life progresses. They have always been important and should be retained in in as many localities as possible.

Appendix B – Adults' Survey

Free-text responses

Please note that spelling and grammar within the comments have not been amended and are therefore as written by the respondents.

Q13: Please tell us anything you'd like us to know about self-service libraries

I don't have any need for it.
Like to have staff available.
How secure are they?
It all ready exits...the internet
I disagree with the self-service libraries due to lack of mutual rapport.
It would be important to us to know that our consultation documents would be easily accessible. They are usually held by the library staff at the counter, so may need some thought if the facility were to be self serve.
Adequate cctv in the library especially children's area.
The library I use in devon only has self service for registration of books taken out and bringing back. I am not sure an unstaffed facility would be a good idea - may be open to abuse and facilities may deteriorate.
Would prefer to see a human being!

The question of security - who might be lurking in there?
Would there be a security presence in the building and would it be monitored by cleaners regularly?
A few worries about personal safety if there are no staff around.
I think there is a place within the library present structure to install a returns and borrow machine so that the reception desk queues can be kept to a minimum. Good to have a second option.
It would be a retrograde step. Trained knowledgeable library staff are essential.
How do these work
Without the staff presence too much could go wrong. It would be like having a school with no staff.
How secure would the building be if anyone with a card could gain access at any time throughout the night? How safe would a user be if they were alone in a library?
I would like to know what my responsibilities would be if someone else tried to get in without a pin, especially if I was running a group.
Safety for lone women is an issue.
Depends how safe it would be?? Wouldn't like to think I was alone in a library.
I would just come when the staff were here
Safety aspect. Maybe more applicable to central library
I really value the experience and assistance of the librarians helping my family use the library. The presence of librarians in the library means that I am happy to let my daughters (age 12 and 8) go to the library by themselves.
I used the self service at university most often and it worked really well.
Wouldn't suit me at my age, but it might be ok for younger people.
The security of the premises would need to be investigated so that people feel safe using an unsupervised location
I would think this would work best within a small community where opening times would be restricted otherwise.
Every thing I do not know what you mean
What an absolutely appalling idea. What will happen to the stock and the building; what about people's jobs and professional expertise? This is a disgusting cost-cutting, thatcherite idea which shows how little the public services are valued even in a supposedly labour authority.
People could come into the library and vandalise/steal the books, dvds, cds etc. Also if there's someone there working late and there are robbers, then they could be held hostage/killed and you wouldn't know what to do.
Have seen how they operate in sheffield public libraries and not good. Still need staff to help a lot of folk process and access the systems and asking for help puts some users off altogether, probably the users who would benefit most
Don't like the idea,access impersonal
Having already used this sort of service at the university library, this would be a really useful addition to the library services for people that are unable to get there during the weekdays due to work.
I would oppose self-service for historic materials, which in the past have been stolen. Most of penistone's historic materials are kept in a lockable walk-in cupboard, the 'dransfield cabinet', and this ought to be locked out of manned hours.

I would feel vulnerable in a library on my own when anyone else can come in.
How would you prevent vandalism and crime?
How could I be wandering around a library with no staff? Wouldn't this be dangerous? How do I know who else is in the library.
There is a question of personal security for the elderly and women on their own which would need to be seriously addressed. Also, an un-staffed library could not tell you if the book or service you require is available which could result in a wasted journey.
I would not feel safe as a lone female accessing an unmanned building
Would feel quite uncomfortable using the library knowing there wasn't any staff/security on hand.
Interaction with friendly and knowledgeable staff as and when required is an important factor rather than the impersonal feel of an automated system
Some questions around security
I would be concerned about my safety if the library wasn't staffed
Security
I can't begin to imagine how a self-service library would work, and it troubles me greatly that this suggests that you think the librarians are surplus to requirements. I am sure this is far from the case,and whilst I do not want to lose any of our libraries,neither do I want to see the librarians out of a job. I would far rather you spent our council tax on libraries and swimming pools than on endless services for old, useless people.
They sound a bit unsafe, there could be security difficulties. You wouldn't know who you may surprise when you enter, or who may follow you in.
Not sure about safety if there were no staff. What security would be in place?
Read case study foir peterborough
Safety would be my biggest issue
I think that this is an unrealistic expectation, when we reach the stage of stopping petty theft then it might possibly be workable.but I think that talking about the general public as opposed to say an enclosed academic community it is an unrealistic pipe dream.
Theyare crap we want real people your going down the worng road getting rid of staff for robborts I spelt that worng
Think coummnity should round out hours in libraries
How safe can it be to go into an unmanned library and not know who is inside?
Self service libraries are a bad idea. Well trained, knowledgeable and helpful librarians are worth every penny.
I wouldn't feel confident using a self service system. I like to speak and be served by a competent member of staff
Not a good idea in my local area. Already there are problems with gangs of youths hanging around and I would never go into building alone where there was nobody to help me if I needed assistance. I like our local library in goldthorpe exactly like it is right now. Very nice atmosphere and helpful friendly staff who are always happy to provide information and assistance.
I don't use self service at the super market and I will not use it at the library, the staff at my library are lovely and it is nice to have a chat with them. I don't see many people through the day.
Dont like idea of letting myself in and being on my own.
Would like a member of staff to help with enquiries

Impersonal.
Self service librarys would be a mecca for anti social behaviour
Self service libraries will not be safe to use you would not know who was in there and what they were doing. Youths would use them to congregate in causing damage and using libraries to do drugs etc
It would take the heart out off the community
They would be overrun by idiots
Stupid idea
It would be intimidating as you would not know who was in there and no one would be policing the building
Let myself in? Sounds like a bad idea.
Would not use it due to personal saftey being on my own
I don't agree with self-service libraries. Interaction with staff, and their knowledge, is vital.
Self service isn't all it's cracked up to be as I need and enjoy the social aspect of libraries. Mine is at the hub of the community and would suffer if self service only was introduced.
Good idea to allow people to use library on their own
It would encourage anti social behaviour from some people and the library would be used by people to congregate and drink and do drugs
They are not safe
Happy to use self service if we can be assured that it is a safe environment for a woman alone, i.e. Some kind of security in place like cctv.
The staff here at wombwell have proven to be invaluable. Friendly, extremely helpful and very knowledgeable.
I would not use a self service library as I would worry what sort of people would be in there if the library was not staffed.
It will still be necessary to have paid staff as they help with a wide range of things that a machine can't
I think you would be asking for trouble in a self service libraries due to vandalism
It would lower standards
Self service is likely to deter people using the library. It is a security risk, women would feel uncomfortable, the library provides a hub for social contact as well as other services and self service is unlikely to be attractive to older users.
How would you stop vulnerable people from feeling vulnerable with some people that may access when staff are not present?
I like to speak to a person not a computer...
No good there would be no help
It a no go for me you need a staff librariy service as a self-service libraries they are there to answer question ???
I think self service will take jobs and hours away from staff.
Feel they are very unwelcoming queries unable to be answered due to lack of staff/knowledgable staff loss of community spirit!!
Easier for young people and adults to use, more reliable if staff are on a break or are having time off
Would it not cost more in electricity if computers were on all the time in a self service library
I think this is a good idea. My daughter works shifts and would find this useful.
Concerned about people stealing books and safety in the library

It woulkdnt be safe especailly in goldthorpe
It's okay having self service libraries but not everyone can use or know how to use the facitlies. That's why having staff is such a help.
While access to the physical resource is fine and I find it interesting to access myself, I strongly value the people i.e. Having your knowledgeable staff to share their expertise and guide me into areas I am not familiar such as guiding me to new authors and categories of books.
Never heard of this before but I think it would be helpful
I would be scared of people hanging about that weren't nice.
Wouldnt feel safe letting myself in gangs hang around after school and when dark
There is nothing I need to know.
I think you need that personal feel when you visit
I think this would be useful
Would not feel comfortable being in a library where there are no staff on site
It wouldnt be good here to have open libuary goldthope aint good place
It not bother me if we had to
I come to get help and assistance from staff
Na
I cannot add any comments as my local library has not got any self service facilities.
Don't want any. I think it is a bad idea.
I don't think I would use a self service library
Ensuring that this will be safe and not used incorrectly by homeless/youths/those looking to cause trouble.
I would not use a self serve without library staff present, self serve might not work other youth/people in library
Unsafe
Do not like the idea. Our age group need help and like interaction with other people.
I don't think it would provide a safe environment
Doesn't need to be open at stupid hours
Dangerous for books
Sounds scary I would not like to do this.
At the moment, because a lot of stuff is so accessible via mobile phones etc. I would use the library more for information gathering purposes and help tracking down books etc. With this in mind, i'm not sure how self-service libraries could help with that.
I'm not that far from barnsley library but carrying books to & from would stop me bothering
If I wanted advice I would need to ask a librarian. How would this be possible?
Open to abuse
I would expect a library which was not staffed to be subject to antisocial behaviour and destroyed within days. It's one of the stupidest ideas i've ever heard.
Self service libraries are impersonal
While self-service has its merits, e.g the ability to return and issue books outside of opening hours, it can lead people to think all librarians do is issue books. As library staff provide an incredibly valuable frontline service to library users in barnsley I hope implementing self-service machines would not be at the expense of staffed service points. I also think this would discourage users who may be more familiar with the traditional lending system and

may lack confidence using self-service and may also worry about their safety if staff are not visible.
I would not use them as I would not feel safe not having staff around for security reasons
It would be interesting to know the security arrangements, as in how can we prevent people coming in and causing problems. Whilst 95% of people who would use this function would most likely do it with good intentions, there are always those who seek to spoil it for everyone else, you have to also consider if you are able to access the library without any staff being there, how do we prevent gangs of youths and the drug/alcohol riddled types entering?
Would be useful for the library to have some form of security and restrictions on access outside of staffed hours. But I think the flexibility would be excellent - I work full time during the week so to be able to visit on any evening would be very convenient.
Would small groups be able to come into the library during non-staffed hours, such as reading groups?
Prefer manned libraries than unmanned so can get help at all times.
What about personal safety especially if you're there alone and have an accident or someone threatens you ? Anyone could be in there, or gangs.
I don't know anything about such services so I don't know what questions to ask.
I would use self library when it's available if I need to
Concern about vandalism
The idea sounds nightmarish. Is the only point in having such a facility to save money on fully staffed opening times? Not even university libraries which open 24/7 have unstaffed self-service.
How safe would it be? Could it encourage groups of teenagers to congregate?
I'm not worried about this, but i'm not sure I would use.
Would not feel same without staff
Bad idea
Nothing
Dont see how this would work, would get ruined unless had security so may as well have a member of staff present.
It occurs to me that security could pose a problem - some people might get in and cause damage to the premises and the books/computers. I think you might have to provide a presence to prevent this happening. Also, the library staff are always very pleasant and helpful. Many elderly (and lonely) borrowers visit the library for company, just someone to talk to during the day. So, not having staff in attendance would mean these people would probably not visit the library, which rather defeats the whole idea of opening up without staff!
Mobile library good
Mobile library good
Mobile library good
I would never use one most of the time I cant find the book I want I relay on the staff for help with it and also I dont trust that people wouldnt vandalise it and wouldnt feel safe going in one one ny own. Although I do tend to take books out using the self service machine.
Property would get damaged/stolen/not correctly scanned out. Somewhere for yobs to go on a night time instead of hanging about in the streets which could be intimidating to people. Great place for the homeless to stay warm over night though! I understand the

demand in city centres but not in towns or villages
I think having self-service in extended opening hours is a good idea. But I would like there to be staff when there are normal opening hours. Nobody wants everything taken over by machines.
Do not agree with them.
How would loss prevention function?
I refuse to use self service at supermarkets or anywhere else. If it was introduced at the library I would stop coming.
I'm not against the idea in principle but I do feel that part of the library experience needs the human touch.
I always want to be served by a member of staff. It wouldn't appeal to me because I like to ask staff questions.
I would still use the library when staff were there.
I would not use the self service system as I come to the library for the warm, friendly atmosphere created by the staff.
I would not use the self service system as I come to the library for the warm, friendly atmosphere created by the staff.
These work well for student communities (at universities), what evidence is there for "ordinary" libraries to trial this? Will barnsley's be the first, if so how will that be robustly measured? Realistically a randomized control trial isn't feasible but an externally controlled before and after study, with an independent scrutiniser (e.g. A university) acting impartially might be an option.
Vunerable people need to feel safe.access by library card will result in "borrowed" cards being used by those with less than educational intentions.
I would not use a self service library I value talking to staff and would feel unsafe if there was no one here.
Would not feel safe using an unstaffed library,
There would be no security or safe guarding books and property within the library and no control or any activities ie youths and other people using for smoking drugs alcohol and using it as accommodation.
I don't feel confident to come in without staff
It would feel like an unsafe place to go in the evening.
How would it be secured and supervised if 24 hrs 7/7 service ? Theft of books? Vandalism? Damage? Horseplay if not staffed? Someone walking out with a computer??
I'm not a robot, I am a person and I want people to be here when I use the library.
I think it would be absolutely dreadful to enter an unattended building and serve yourself. The health and safety of visiting clients of the library would be at risk there could not possibly be a 'welcoming atmosphere' it would be in my opinion a disastrous move which would lead to closure of libraries through lack of use - due to these proposed changes. How anyone can see an advantage to entering a building with potentially only yourself in it defies belief.
Nothing at minute
I am a disabled person using a wheelchair.this and other libraries allow me to access their full range of facilities and, importantly, allow me to keep my independence.
I can foresee problems with vandalism, theft and anti-social behaviour assuming you are referring to "letting oneself in" which I understand is one of your proposals.

No required in barnsley
I would not be happy about using self service. I would rather deal with someone face to face who can answer any query I may have.
I would be unhappy using an unmanned building because of the threat of local homeless/drug addicts/alcoholics using the building to keep warm or go to the toilet or sleep in.
Secure access. Personal safety security and cleanliness of building quality and maintenance of books, cds, dvd,s etc. General appearance and atmosphere
Robotic, need to speak to people, for some people it could be their only contact with people
It's unfriendly, may as well have a robot, it's exactly the same stale atmosphere.
Would only use if they were secure. Even with no librarians in there would need to be done form of security or I wouldn't feel safe
The only thing that puts me off is personal security. I would want the building to be manned to prevent any unwanted attention from other people visiting/prevent anti social behaviour, out of hours.
To be honest I am not sure how this would work how would this be safe for me to use and how would it be secure from people out socialising causing any bother. I would like to access this but would feel comfortable that I and others were monitored on which areas we accessed...eg..if I was to search ancestry ...and then I left and someone else used the same pc and used it for 'certain sites' I would be mortified if I got investigated.
This is the first I am reading about them. To be honest, I prefer staff meeting in person and help you out.
Would self service libraries mean that library staff were at risk of losing their jobs or is it just an additional out of hours service? How would a self service library be managed in terms of security?
Prefer face to face, meeted and greeted
I don't understand how self service libraries would be secure - it's not like accessing a bank cash machine in a secure area outside of opening hours. They would still need staff if offering more of a service than just returning books into a machine.
Securityissues
Would there be a staff presence (security)
If I was to have completed this survey two years ago, I would have put down 24/7 or evening access, but now I have two babies and so I mind less about that.
Safety could be an issue. Losing knowledgeable and friendly staff
Continue with the present system.
Would feel very comfortable with no staff about or minimal staff
Wouldn't use or feel safe using an unmanned library.
You would need better printing facilities to offer self service as some documents will not print without a lot of messing about. It's good to have staff on hand to help me when I get stuck.
However I would prefer to speak with someone face to face.
Not keen on idea
Some libraries in essex give you computers you can jump straight onto and enter your library card number without having to queue up at information desk first this would be good to have in barnsley library as sometimes queues can be very long
Concerns about communication if on my own, how would deaf people know about things

like fire alarms going of, danger of other strangers. Need hearing people present to feel comfortable.
Self service might be ok for late evenings or weekends. But I would prefer the library was occupied with staff most of the time.
Wast eof time, will not get used out of hours, nigtmare to manage undesirables being in there out of hours.
Happy with current library
How secure would it be if it was unmanned
The most vulnerable in society would find self service facilities difficult to use. The community aspect of libraries must be protected and self service only used to extend hours not reduce staffed hours.
I would go with my husband, but not alone. I can see the potential for groups to use.
How would they work realistically
Don't like the idea, feel vunerable. May need assistance. Not got that if I was on my own.
Do not like idea. Would you leave your door open for people to use when your not there. (be honest) - there is your answer.
Self service is no good if you are looking for help
Health and safety aspect for vulnerable people
Would it be possible to take groups of children to the library without additional supervision required?
Would thus be online for e books only?
I think it's a good idea
My concern is that this will mean we will lose the staff. I want someone to talk to and advise me on my book choices.
Must be monitered 24/7 by cctv for risk of abuse ect
Surely people would be able to take books, cds etc and not book them out!!
Surely people would be able to take books, cds etc and not book them out!!
I would be frightened to do that.
It an good idea but I think a lot would go wrong a go missing
I would worry about the safety aspect. What if someone followed you in who hadn`t got access or pushed in as you were leaving. How would you stop them. Also what if someone started going in and out of a fire exit. Would parents be bringing their children with them at night , they can hardly leave them at home whilst they come to the library. How would you stop people stealing from the library, not just the stock but what about the fixtures and fittings, displays, decorations etc. Would they be able to jemmy filing cabinets etc. By the time you got someone there, providing the cctv was monitored all the time, they would be long gone. I dread to think about what the poor cleaners would have to contend with on a morning.
Concern about staff not being there.
The university model if a library- 24 x 7 and easy self service is ideal..
Non starter. I am a customer.
Worried about my personal safety and security.
However I wouldn't want self-service libraries to replace the existing manned service which I value. Also if people are going to let themselves in there would be safety concerns to address
N/a

Too much reliance on technology and it can go wrong.
Good idea
I consider the ability to access an unmanned library at all times day and night unsafe an.d a health and safety issue.
I think this is a ridiculous idea that will lead to problems, how will this be policed? It equipment would certainly go walkabout.............. Also this would attract youths to congregate and may cause asb
Are they safe when un-staffed? Who monitors activity during this time? If there was an accident who would help me? Would reduction in staff be a result of more self-service? How would this be done?
Would be worried about maintenance and others using facilities with no 'official' supervision. Also what would happen in event of a fire / health emergency of someone in the building?
I am very worried about security.
I would like someone there to advise and help me with my reading and computer needs. I would also be concerned about security both inside and outside the building.
I wouldn't want to use an unmanned building on my own. I would feel very vulnerable.
As earlier, I like to have a human to deal with. I don't even like self-service tills!
I would be concerned about security. If the venue is unstaffed how can you ensure my safety if I go into a library and there is just a madman laying in wait for a victim! And don't mention security cameras - quality is rubbish and they can easily be disarmed and it wouldn't take much to steel a library card from a wallet!!
Would there be a member of staff available to talk to.
Would feel vulnerable as a woman going into a building if there were none or very few staff.
Books would go missing
I wouldn't feel safe without staff members being present.
Do we really need 24/7 libraries. Would it not be better to invest time and money on a good quality staffed daytime service.
Potentially I would use but I would have questions about safety if I went in on my own, particularly if people pushed past me to get in, or a winter evening.
I would come when it was convenient and I would like to see police surgeries in the librries
Would be concerned about abuse of the facilities
I know self service means less pst but to m it's less of a service.
Libraries are not supermarkets. Some people might like self service but I would only use it if staff were busy.
Nothing
Would be worried about security
Not essential in my case. I like the general ambience of a well used library.
As long as this is only for out of hours access a good staff member can save lots of time in finding the right books
I would use one but I don't think they are a good idea as you can't trust people
Nothing not interested
I am sure the safety aspect of this is well looked into, but the need for knowledgeable staff is paramount.
If you have self serve you may have an increase on theft plus if I did go I wouldn't like to think someone else may come in and attack me.

I would have safety concerns.
I think this could be achieved better using online facilities and expanding the online library service im 60 and use my kindle to access books and talking books from barnsley library the service is great but the choice is limited please expand this service and everyone can access to the library 24/7
I wouldnt feel safe going to a library without any staff there.
N/a
Abuse
Don't think this is a good idea in the real world we live in. Unfortunately I can see this being abused by users.
I would worry for my personal safety. Having staff around is reassuring in many ways.
I think that it would not be safe in cudworth because we have hot spots with anti social behaviour.
Self service libraries would not help vulnerable people that require support. They would also be a shelter for anti social behaviour deterring genuine users.
Leeds met uni, had a 24/7 library while I attended studies there. (probably still have) it was great to fit around works commitments, as I wasn't a full time student.
Libraries need skilled & knowledgeable librarians to give advice & help especially to the elderly & other less advantaged individuals.
Soon people with have no interaction with each other if everything becomes self service, they will sit at home speaking to each other on the computer and mobile phone and have everything they need delivered to the house. There will be no jobs and people will just exist.
Unnecessary expenditure
Security/safety/theft prevention
I would be concerned that people would use them inappropriately as they have done when banks had a lobby area that was open 24/7
My only concern with self-service libraries would be personal safety and security of the buildings and assets.
Please keep libraries open; essential service.
They are not trained librarians
Concerned about security
How it would be supervised to avoid damage to books and equipment
I would buy my own book instead
Surely it would be far too easy for people to abuse the system, wouldn't having volunteers be better? I don't fancy the library being 'home' for down and outs or yobs - it would put off the genuine users.
How does security fit in?
Very good idea, would like to know that there is some humanised presence for safety reasons, while cameras are important, they can only view an event unfold, not prevent or intervene? Etc.
It would lose any sense of community, of assistance, advice or interaction.
I wouldn't feel comfortable coming into the building on my own.
A self service library should be an additional service on top of normal opening hours not a replacement for current services.
Wouldn't like to come into a building on my own and if there is no staff I cannot ask questions.

Safety concerns for myself.
Like to see a friendly face
I would be a bit worried about the building being unmanned e.g. Personal safety from other public members using the space but if there was security etc, I would be happy to use it.
I never heard of a self serve library, bad enough that I have to be my own bank clerk, post office worker and shop assistant, now I have to be a librarian too. Where's the customer service.
Seem impractical and impersonal
It is not safe for myself and other people.
That we can use the same facilities and pay for our own books
I would prefer to have help and assistance at hand and be assisted by human beings and being treated as human beings.
How do you get cards/replacement cards? Who will run classes/groups? Is all advice then computerised? What about those who don't use computer? Do you think that an unmanned building will attract antisocial behaviour?
Prefer to come when staff are there.
I enjoy the dialogue with staff and the friendly atmosphere.
It's isolating and lonely, safety is paramount.
I am hopeless with technical stuff and wuld probably do something wrong.
What would happen if there was a problem with the self serve process. I f no one was there how would it get resolved.
It seems a bit risky to let people come and go as they like. I would be a bit uneasy about that.
Don't want self service, I like to interact with staff.
Would there be a member of staff there to help if there is a problem? I wouldn't want to be on my own.
None
As there are no public toilets in wombwell it is important that the toilets in the library are available all hours.
This idea is very unpopular, as you surely already know! Your staff are the jewels in the crown of the library service.
I definitely would not want this.
I think this a bad idea. You could get the wrong type of people in.
Open to abuse and if open 24/7 then this would be an excellent opportunity, if self service, for undesirables to 'bed down' thus being a nuisance to library uses the next day. 24/7 opening, yes but only if staffed accordingly and correctly - but I cannot see bmbc paying the wages!
Nice idea, but I would be worried about physical security from others accessing the facilities, either legitimately, or by tailgating others.
That there be good personal security.
.
This will make the elderly/lonely whom are already isolated more isolated if you take away the staff from the library!!!!!
I prefer someone to be around in case you get stuck.
I would not come to my library if not got staff, it is them that help me. Wombwell library is a safe haven where I go for various reasons and to come in and serve myself is not what I

want. Who would help me find books, who would help me on the internet, who would tell me about what happening in the area.
If self-service was the only option I would not use that library.
Prefer face to face contact. A member of staff available.
I would be extremely worried about entering one as I would not know who was already in there. I would not feel very safe in a self service library
I would be concerned about the safety aspect of attending a building where there is no staff and therefore no back up if someone started to be aggressive or inappropriate. And I would feel uneasy if someone followed me into the library when I entered. Also I would be conscious that if anything went missing while I was in I may be accused of theft. There will also be no one knowledgeable to ask for advice and/or assistance, if there are no staff to ask.
I think it is much better when there is someone here to talk to.
I need help from staff, I wouldn't like to come in on my own.
I believe that would be a good idea so that the library and all its services can be used by all at a time convenient to them. This would benefit those who work full time and they could use the library facilities at their leisure,
Don't like to use self service machines
For safety and security I don't think self-service is a very good idea
Won't use at supermarkets therefore won't use in libraries. No one to help if there is a problem. Taking away someone's job.
I would like to see a citizen advice service surgery a dial and other help services where you can come any day and get some sort of help instead of one day a week .
Nothing
I would be wary about coming in on my own, but would be happier if other people were there.
They would be misused dirty and open drug takers.
I don't think they would work. I would prefer to have a qualified librarian to point me in the right direction and answer any book related questions I may have.
It is important to have library staff to help people know where to look for books and find out if they have got it.
A staffed library is better for giving a community feeling
Only as a last resort
A good service but ensuring safety/ protection of library property is paramount
Unreliable wouldn't know who was in there could be dangerous without supervision could be left messy who would keep it clean n tidy and missing the point of a library as a meeting place social
Because you do not get the personal service, and you could not ask for help if you were stuck. Makes you feel better if you have someone there to interact with rather than a machine.
Everything is getting more automated already, leaving a lot of people behind. Not just older people, but also a lot of younger (30-50) people who have not grown up with computers in their daily lives. Making things self-service is just another way to make things more impersonal, which might scare away people. So if it's an extra for those who can use it: go ahead, but if it's replacing 'normal' hours: don't/
I,m not very good with technology and need support

I would use self service but would prefer the building to be staffed for security reasons.
How is theft avoided how is a local social service developed how are people chosen - they have to be friendly yet neutral - outsiders could deter users if their personalities are unsuitable
How would it work with security? For the user and the library
I wouldn't use it as I would feel vulnerable.
I am not sure that useful services could be provided without the security of staff present.
Self service libraries would be a negative move. Librarians are professional people who add significant value to the service. Libraries should never be faceless we need a personal touch.
The option to self serve would be good however there should always be staff about to help if needed.
I would like to see what the experiences are of other people running this system.
Believe that there needs to be an element of supervision at all times as unfortunately there is always a very small minority who might abuse or even vandalise the facility.
This would not give the same community feel to the library and there would not be knowledgeable staff around to advise or suggest alternatives (different authors/genres etc)
I think if you are expecting people to comment on whether they would use a self service library you should explain what one is. What would be available and what would not. What would be the security and safety implications for users.
Loss of the knowledge of library staff - they can suggest different authors who write in a similar style to one I may currently be reading. The peterborough model may be relevant to the centre of barnsley but unsure as to whether it would be utilised appropriately in other areas.
I would be qworried about it being destroyed or affected by theives/ antisocial behaviour but I think it is a good idea.
Don't want them post office in darfield already farmed off to corner shop do not want similar fate for the library
Could you trust people not to abuse this,such taking a lot of books and not bringing them back or selling them.
Putting staff out of work, unappropiate people could have access to the facilities.
If it means having a library then yes but it is nice to have staff
I think it would be better if there was someone there who could assist you. I would not like to go into a building with no one there.i would like to speak to a person if I needed to find a book or access a computer, I do not want to use a machine.
Considering the investment in accommodation, assets and technology the thought of allowing open access at any time, day or night gives me concern. What types of activity are you considering for self service.
Like staff on hand should I need help I don't use self service in supermarkets so certainly wont in my library
I like to deal with people not machines. What would happen if there was a problem with the book, would someone be able to help remotely? Not an ideal situation.
Bmbc would have to seriously invest in upgrading it equipment as the printing facility is very hit and miss. It's a good job that staff are around to help when documents won't print as they can usually find a way round the problem and sort it for me.
Will it be safe and secure for users when unmanned.

I don't agree with self serve and do not use it at tesco so would not use in a library.
Whether you can borrow books
I go to the library to speak to people and socialise self service elf defeat the object of this
Safety and security; who else would be in the library!
I don't find it user friendly
I don't want the staff to lose their jobs
I don't think this is a good idea, there is a safety issue.
Don't replace self service with qualified staff
Libraries should have a trained librarian to give advice and help all the time it is open.
I might use a self service library if I cudnt get to the library on the day I wanted to and I needed to return something.
Could you still access wifi and the computers? It is a good place to do work and meet with others to do work on qualifications and training.
Often I see groups of lads hanging round, I wouldn't feel safe just letting myself in and serving myself. I have seen staff having to tackle them before or I have just avoided the place when they are there.
The machines never work properly when I use it. I like help from staff to recommend good reads and on a computer
The machines never work properly when I use it. I like help from staff to recommend good reads and on a computer
Prefer to speak to someone if I get stuck
I do not think that books and equipment in library would be safe, also would there be security on site if any problems with young adults congregating in library premises?
I wouldnt use the library if staff were not present as this could be unsafe
I think the idea of self-sevice is not a good idea, how would I interactive with a computer when I want to re quest books, I am not a young person who knows computers. I think books would be slolen. They would be no friendly welcome from a computer and no events. This is the worse idea, we are losing that communtity feeling over the years and by sugesting this idea ...barmsley council is destroying our community areas.
I would not like to see them. I think they would be misused by elements of society, which would them spoil them for people who actually want to use them. You also need staff for help and advice, eg. Consultation on which are 'good reads' and ordering books for you.
I think that you would need staff in there to help you find things
Would not support them - you need help and advice from staff, and also they would not be secure.
You need help from staff to locate specific topics on books and information. Staff should be there for security too, library would be abused otherwise.
Might be open to abuse and theft
Open to abuse
I like the use of the self service points as this makes checking out and returning of books much quicker however this should never be used to replace competent and experienced library staff as such terminals cannot answer queries, or recommend books which is an important aspect of using a library
N/a
The one great service is the home service as this has enabled people to continue to read the print for longer and assisting in their extended quality of life

The thought of entering a library at any time of the night or day is abhorrent. I can see it just becoming a warm and welcoming space for homeless people and drug users. Therefore the idea of entering this kind of building would be very frightening.
How would this really work, I would not use it and would imagine it will put people going to the library.
Lose that inter action with staff, nothing beats being able to talk to someone a machine does not offer you advice on other authors available etc.
Sounds open to abuse/vandalism and potentially dangerous for people on their own. Many reasons people have for visiting a library requires staff assistance. It would exclude people unable to use self service systems due to disability, mental health issues etc
Used one at uni that had security guard on duty in evenings but needed for safety
Would not use, don't like self service in supermarkets so do not expect it from my library service
Good for students
So its like amazon but not as well known or as efficient
I would prefer them to be manned as I think it would attract unsavoury people to the 24/7 service
I prefer to have staff there to give recommendations and help. I have had problems using the self service machines and staff have had to help me. Also I wouldn't feel safe being in a building with no staff .
If there were someone else in I would feel secure but otherwise I would come when it was manned
Security from theft of books or other items would be a concern if the library was self serving. I believe this would be the biggest factor in considering this option.
How would you control mis-use by groups assembling in the library on an evening, how would you make me feel safe without having the library staffed.
Our life line - in so many ways
What level of security would there likely be ie would individuals feel secure going into an unstaffed space even if there was cctv installed?
How do self service libraries work? How are they policed in respect of behaviour/personal safety/ theft etc?
Nothing, but this does not apply to us, being housebound.
I do not like this question as it is misleading. It doesn't point out that there are no members of staff on site to help us. If there is no photocopier or printer paper, who is there to replenish it? If there are drug users in the library, who will be there to challenge them? If there is a couple copulating in the library toilets (which I believe has already happened!), do you expect members of the public to approach them? I would not feel safe in a library without a responsible person to speak to. Other concerns I have regard people who have health issues and may require first aid or an ambulance. There are also hoodlums about who may threaten individuals alone in the library (have you seen the bus station recently?). Even with the new town centre development, which will hopefully deter some of the poorly behaved people of barnsley, this is still a huge vulnerability. How do you decide who can be trusted in the library in the evening? Any system would be open to abuse and calls of prejudice.
I personally wouldn't feel safe in an unmanned library. There is no knowing who is already in the building and who could possibly follow you in. Even with cctv cameras I would only use the building when it is staffed.

I wouldn't use self-service. It replaces staff. There is also the element of security - not knowing who is already in the building and who would follow you in. This is not customer service - this is replacing it, it is not a service and does not help customers at all.
I would feel vulnerable and not feel safe
Would the library be safe when unstaffed?
No direct feeling
I don't like the idea of this
Safety issues. Not a good idea
Would not feel secure in an unmanned facility - this could have security issues and misuse of facilities. I also think that elderly and people living alone visit the library for human interaction and self service would prevent this.
Self service libraries only work if the entire library service is equipped for it. It is the nature of library stock to move between branches, if stock that is not equipped for self service ends up in a self service branch it will cause problems and reduce the customer experience, which will put people off using the service. It's all or nothing.
What happens if there is no staff, are we getting full explanation on how it all works
Would they be safe? What's to stop me going in on a saturday morning at 2am when I can't get a taxi and it's raining for example? If I turned up at 7am, would I be faced with sleeping drunks?
I much prefer to have librarians on site.
To experience a library properly I feel you actually need the knowledge and help of staff. They know a lot more information than a computer system does, and if the systems do not operate properly the self serve doesn't work. I like to speak to a person not a machine.
These days the staff do not particularly add to my experience of library useage. They merely stamp my books and give them back to me . I don't want to complain as such about them , but they seem lacklustre and bedevilled by rules and regs that they seem timid of not adhering to . I always get a feeling that they are over managed and not being themselves. Are they nervous for their jobs perhaps ? On this basis I would happily use self service
What would prevent people form stealing books?
I would have concerns about safety if I was in alone
How can you ask for recommendations or make enquiries for a particular book? Its nice to have face to face service.
There is a very high probability that undesirable people would come into the library and wreck it. There is no staff to stop or police the actions of these people. It opens up the abuse of facilities. Information can only be found when you have the knowledge how the system works, that is crucial to keep the people who can do this with a smile. They can find ways round a problem when the direct one does not work. They communicate with you.
I would be concerned regarding the people that smell being in the library for even longer. It really is bad and puts people off returning
Not good for people with sight problems who might need help
A library is we're you have a person serving you with any issues you have and they speak to you and help you - this cannot be done by self service for me or my daughter. Have you ever thought of the damage unworthy visitors could do to an unmanned place - self service if a ridiculous idea but council are cutting everything for everyone in the borough - try cutting top men's high management wages or the number of jobs there are at this high position then savings can be made - it's no rocket science is it!!

I do not like the self-service option. As a single female I would not feel comfortable entering the library on my own. There is also a health & safety risk, such as tripping or falling in the library. How do you know if the equipment is safe from potential theft (such as books, pcs etc). Could this facility be abused by groups of people using the library as a safe haven to consume drinks/drugs/food etc.
Not interested
Does this present a security risk both to the stock and the individual? Not keen on this idea.
How can you be sure you can get good access to all available books?
Security issues
Security and safety issues
No because this could be a real problem as unfortunately in barnsley there is an element of people who would then be able to cause problems of a criminal nature to anyone who is vulnerable eg elderly and disabled.also for people from outlying villages travel will become a problem with the withdrawal of bus services in january, especially in the evening.
No because this could be a real problem - unfortunately in barnsley there is an element of people who would then be able to cause problems of a criminal nature to anyone who seems vulnerable eg. Old, disabled etc. Also from outlying villages travel would become a problem with the withdrawal of bus services in january especially in the evening.
I like the interaction between people and knowing that trained staff are always on hand.
Does this refer to on line access or a physical building? If the latter what about security arrangements within the building? Would there be any staff on site for security?
Would like drop off box
Issues re- customer safety and access.
Not sure I would feel comfortable using this facility particularly if others were also using them if there was any abuse I may be implicated.
I think it would be difficult to have self service unless you had monitored cctv in case of problems. I would worry about children self servicing and their safety.10pm is too late for a library to be open that is not central. &pm is as late as any non central library should or needs to be open.
I might use as part of a group but not as an individual
Security mught bother me. Who elae has let themselves in?!
Aren't the books likely to be stolen?
No!!! It's about staff knowledge and customer service. The face of the council. Information, help and support. Book knowledge.
More suitable for students or shift workers than me
The traditional mantle of libraries needs to be thrown off, the space needs to appeal again taking demographics in to account. In my opinion it wants to be a hub for meeting and learning, a creative space which encourages people rather than traditional library spaces governed by noise and stacks of books.
How can you be sure that people would be safe - from other people who might be there or should they have an accident or a medical emergency whilst alone in the building? How can you be sure that the facilities would not be vandalised, or used for antisocial behaviour during the time they are un-staffed?
For me the staff and their knowledge are an integral part of my library experience - and that of my children.
Having been a very regular user since moving back to the area in 1978 one of the criteria

has been the help of staff who have been invaluable assisting in carrying and packing books and been aware of my limitations due to health considerations. All staff at mapplewell library are without doubt are totally committed both to the library and the people they serve. I would not appreciate self service even giving extended hours.
Unrealistic; how to maintain order & control? Need competent library assitants
How would it work? Personal safety?
Help and information from staff would be a great loss
The staff at at mapplewell library are an important facility for he library and I do not believe a self service library would be able to this support!
I would not feel safe using the library without staff being prescent
What would stop someone going in & wrecking the place? I don't like the idea someone could be hiding in there waiting to attack another user.
Security would be an issue as well as personal safety. I would also welcome some form of advice at given times to locate, order books etc
Safety would be an issue if it was to go into the library and browse the shelves whilst not staffed. If it was a case of choosing a book online and it being ready to collect in a holding area near the entrance/exit then that may be better.
This sounds really interesting but I have no idea how this would work. Please explain how this would operate
Security and safety of users if no staff around especially in evenings. Process for gaining access - would need to be user friendly or less technical people, eg the elderly, would not be able to access it. Would there be an alternative for those who needed / wanted support?
I do not think self servies is a very good option. There is so many problems with is idea. The libraries journey starts when you are welcomed when you walk in through the door, I can ask if I can not find a book, to reserving a book. I am still at school so I really enjoy the activity the staff put on, and how they encourage me, when I come I get a sitcker and a stamp in my book. I have been coming since I was 1 years old, I love books and this as has helped creative my imagination skillis at school and at home playing. I love coming to the library and I really enjoy my experiece when I come. Its the worse plan every to lose staff and even close librarys, how would the future be without a library, not everyone as got a computer to down-load, you do not get that lovey feel on a I pad then when you open a book.
I think self services in not a good idea. I pay my council tax money for sevices in my area, my library is my hub of support, such as been welcomed by a big friendly hello, been helped in finding books, they plan children event, which encourages my little girl to love books. I do not thinka self services computer would do this.. We are losing that communtity feel as computer take over in many other areas, I would choose my council tax money go to support my library and my keep a communtity feeling in my area, then to be spend on things I would never see. What is barnsley council saying to the country if we close our library.
I think self sevice is not a good idea. Book would get lost,slolen. We would lose that warm atmoshere, interaction with people, and that sence of communtiy which everyone is lacking. Self sevice is not a good idea.
A library is not only about picking books, it is about the community, meeting people, attending events. It is about the lonely getting to know the librarians and getting out of their homes.
I would not want to use a self service library

It is an important source of information a nlibrary needs to be properly staffed!
The lirary is very importnat to children whos parents do not or cannot afford to buy books, plus if they cannot afford wifi or printing at home they can do this in the library. For elderly people it is importnat for them to socialise .
I would use a self-service library if that was all that was available, but the help that library staff offer is invaluable. A self service system would not provide the social interaction, book recommendations, support to families, local knowledge that the library staff provide. I would also question whether all users would feel safe and secure in a library that is not staffed.
Self service is ok as long as there isn't any tail gating like there was at hsbc and yorkshire bank in the alhambra and they had to shut their doors permanently because of the homeless abusing it
What services would be available?
I understand that this may happen (like in supermarkets) but this is taking away our valuable staff!!!
Personally I prefer the service I get from the staff at mapplewell & staincross library, they are so welcoming and will do anything they can to help you, the self service cuts this out and the interaction is lost, the personal 1 2 1 is lost too. The staff at this library are amazing
Concerns resafety and damage
Prefer staff support, would be worried about doing it on your own and what would happen if I was on my own. Who would help?
Well informed library staff are essential - there is no substitute
It is very important to have knowledgeable library staff on hand to help with information about books and other services. How would this be provided in a self-service library?
Would the self-service libraries have any qualified staff on hand?
I would prefer dealing with face to face as I am not confident in using equipment
Would prefer knowledgeable staff to be on hand for advice and reading recommendations.
How they would work safely
Open to abuse and vandalism
I don't think I would use this personally, but I can see the advantage for other people.
I'm not sure i'd feel safe without staff in the library, i'd prefer to have someone there. I don't think i'd use the library at night as I like to be at home at night.
I wouldn't use self service libraries as I would feel vulnerable entering an un-manned public building, this would apply to any age. I would miss the one to one contact for queries regarding books
Excellent idea
Ensure adequate security and lighting so users feel safe.
Insecure
Ok if you know that the book you want is there. What about security of facilities, contents and visitors?
How safe would it be to access out of hours? Wondering what security/protection measures there would be for someone in the building on their own particularly after dark.
Do not be fools. In a perfect society would work but we are far ,far,far from that .security of visitors in an increasingly violent and degenerate society would be left open to extreme vunerability if only say cctv there,not safe on streets nowadays never mind in an unmanned closed space,police and any assistence miles away.use common sense do not entertain it.no good bmbc saying after an incident "who would have thought that!"

Question 15: Please tell us which services you'd like to see online

Local government services
Ebooks and magazine subscription information. Business information too (i.e. Start up info, management planning etc).
Like local library as it is.
Acess to earning resources and to advice and guidance
On-line newspapers and magazines would be good.
All of the council resources
When we hold drop in sessions it is good to be able to point people to the computers where they can see all the relevant information available on our website. It is also good that these are available during normal libraru opening hours. It would be good if library staff were able to help people use these computers and guide them to the information.
List of books viewing/
At least searching the catalog, booking the availability if this is a physical book, reading on-line if the book is digital (at least the table of contents/index, preferably aa givin number of pages but the best is the whole book.)
Books available through barnsley libraries special one-off events for both children and adults adult classes titles available to download as ebooks
Games wildlife and nature learning
A better catalogue display on screen - ability to see categories of books e.g. American crime, scandi noir together rather than just by author.
Better access to planning issues / information regarding complaints
E-books
Very happy with what is online currently thank you
I have used the e-book service and think that this could be expanded, and better advertised. Any electronic historical document access would be useful (i research local and family history).
Book reviews
Online ordnance survey maps.
Unaware of the online library services so will check it out on next visit.
Don't know - I don't use my computer much
More local history materials
None
Visual learning tailored to me
Maybe extending the catalogue to archives etc and national collections.
E-books
Libraries can never become just an e-service, if they do then the whole point of them being an information access point will disappear. How do web-designers know about books and other council services? What utter nonsense.
Anything that replaces a person's job should not be available as the staff at the library could end up unemployed.

Only renewals and reservations/searches helpful
E-books
Remote access would be helpful
I would like to see more of the historic materials to be accessible online. An example would be the stocksbridge archive, which was organised by their council: http://www.stocksbridgehs.co.uk
Increased e-book collection.
I just use the online borrowing service, a wider range of books would be great.
None
E book app easy to use but a better selection books including more "best sellers" books is required and with a multiple licence for use so these can be borrowed by more than one customer at the same time. E- audio app does not work on my ipod and this is harder to access. There is not a good choice of audio books to download. I pay to get my audio books from audible uk .
Book availability checker, book reservation, events listing, events management
Think children need books, not more computers.
Search catalogue of books at home
Bigger e-book collection
E-books
Libraries needs a larger selection of e-books.
Perhaps ability to reserve a book and have it delivered to my local library free of charge .
Access to further family history services ie. More than just ancestry.
Whilst I have accepted that such services are essential to keep libraries going, I personally am only interested in borrowing books and jigsaws.
List of books available plus a little info on their content
A larger ebook selection. Also, at the moment the ebook selection is not available if you have a kindle paperwhite, as I do. I would use the ebook loans extensively if the the format of the available ebooks were in kindle format. I am not able to borrow ebooks now, as the format is not compatible with my kindle paperwhite.
New books online
Access to online catalogues, archive material, newspapers
I don't use ebooks
Find my past subscription
Software can use that costs.
On line access to journals and catalogues from various specialist societies
Do you know not every body is not on line it may be possible for us to bring services together under one roof, for example with health and retail or into another community building. Is this something you would support what a load of crap your are surrender your jobs and you can not see it question 16 sad bad you want to start fighting for you jobs anyway I only work one day a year and they I get the sack
Facebook and youtube
Facebook and youtube

Council and job sites
Can't think of any.
N/a
Audio ebooks.
Not a fan of doing things online. Nothing compares to good customer service .. Directly from a real person not a machine.
Bigger e-book collection
Not everyone has the internet at home as this can be expensive
I cannot use a computer
I cannot use a computer
Unless all households have free internet this is not applicable
The computers can be difficult to use as many basic functions are turned off (like saving to desktop)
Happy as it is.
Online information
I dont use internet
.
Ancestry from home logged into library?
Bigger e book collection as I never find what I would really like to read.
Bigger e book collection
Historical & ancestry.
None
None
More technical and science books. Our economic future depends on more people with technical skills.
N cbjklghj,[poiuxfzdf vbnlm;,'ljhdv
To be honest none you need that personal guidance when you come to the library you see I am 71 year old and I am uneducated in other word I am as thick as a brick online would be me talking to a brick wall I could do with some help putting my new book together its call as thick as a brick
More of different equipment like ipads to browse the internet more freely
None, a library is the hub of a community. People need to meet , access services and get help and support
I would need some help to use them.
Bigger e-books collection
The housing benefit system has been a nightmnare online ive had problems and seen alot more in the libary having problems this is ridiculous
I think the services avaiable at the moment are fine
A wider ebook library would be welcomed. I have started to use barnsley's ebook service and I would strongly recommend it, but I would like it to be expanded in the size of the offer i.e. With older books as well as the new best sellers. I have also joined the neighbouring authorities ebook services as well, so maybe a joint up

offering from the libraries of south yorkshire is the way to go. One of the things I like about visiting a library is that you have access to the older books and niches of books that you would not easily find in a commercial bookshop.

I only use library computers
I would like to have the ability to order the latest books.
Not sure.
Local and regional history.
Na
Find my past . Some libraries from neighbouring councils districts do offer find my past access free to library users .
More software on the computers rather than just office.
None I cant do online
Reserve books to then collect from the counter in the library as opposed to scouring the shelves for the book.
Online magazines
Current, up to date information of upcoming events and activities.
Current, up to date information of upcoming events and activities.
None - don't use a pc
Talking books access to local information
A way to temporarily access audio books from audible would be great. Maybe some interactive digital programmes that educate you more about the author's, in a similar way that dvd's have special features that enhance the experience of a movie, these could be an attempt to give you more from a book than just the story.
Probably whatever can be offered for a home service user
Find my past
Other local public library networks offer access to magazine subscriptions through zinio, I think access to electronic resources would add further value to the online library services. I do not like to read e-books online myself as I prefer being able to physically turn the pages and much prefer the "feel" of paperback and hardback books.
Ebooks - I haven't used these before but would be great for when travelling. Information about how to access and use these through the library would be useful.
A wider choice of downloadable audio book topics
Wider e-book selection that can be accessed remotely from home
Games barnsley connect to local activities -data base touch screens and easy read information visual story telling access for people with disabilities - equipment adaptable
Sports family tree
Digital books - audio books - reference
Cant think of any books to read are for better than ebooks which hurt eyes after no time at all
Remote free access to ebooks
Kids activities

Kids activities
Kids activities
Council and govt plans & able to pay library fines on line.
Most people me and my husbands age do not want to have to go online (whatever that means)
More relevant online resources (e.g. Jobs or business related etc.)
Bigger e-book collection
Access to ancestry from home
Im not familiar with the current services so I cannot comment.
E-book collection
Need to know when computers are free to use
Book renewal
Other family history online resources
I'd need to investigate e-books more closely. I have a kindle but I also like to hold a physical book.
None
Different information
A larger, up to date ebook selection.
No
Full books scanned in to read thru in pdf format
Nothing at minute
Didn't know you could do this.
Online information especially family history
None
None
I don't use online services in the library other than access to the internet for holiday bookings and online shopping.
A much bigger choice from amazon to use on my basic kindle.
N/a
Access to software such as photoshop or a movie maker which a lot of people don't have at home. Don't like the idea of accessing from home though as that discourages people from actually visiting the library
I'm sure if people can download e-books straight to their device at home that would be a big pull. Something like that needs advertising in the library window so people know about it - I didn't know this was even possible.
Books for kindle
Not sure what could be possible
I am a teenager and I am very very angry with the digitalisation of the publishing industry. I truly want to read the pieces literature on paper. I understand that we have move on with the modern world. But we must help the print industry to survive.
It would be helpful to access an e-book collection that allows download to a kindle device. It's not easy to access e-books currently on the system because I would

have to read them on my computer screen which isn't easy. I do enjoy the audiobook collection but the software used is quite involved when transferring to itunes or downloaded a book track by track.
Not sure as not online
Online information about town like its history
E books
I might use downloadable childrens ebooks.
Reference books, local studies, events information
Magazines and newspapers
As many as possible
News, maths questions and spelling, help/ learning sheets.
Not applicable
I'm old fashioned I love the old library peace quiet and tootle along at my own speed
Having access to pcs when needed.
More ebooks eaudio books access to databases from home
Bigger e book collection
.
Bigger ebook collection
Where you could go in and make a cash payment to the council.
Everything possible to be accessed online and face to face
Better home access to information/books
Bigger e book range.
As many as possible
Pay fines
Technology to allow us visually impaired people to choose and select titles of books
More computers
With online services some people could have issues with accessing items with out of date software on their personnel computer. Or simply not be able to afford a pc.
To be able to look for books and know their location , request them to be delivered to your nearest library.
To be able to look for books and know their location , request them to be delivered to your nearest library.
More access to larger e-books better it info support for using computers in the library access to ancestry remotely
None
E- book selection, self help advice for health and wellbeing, citizen advice type of information about basic rights as a service buyer, employer/ employee.
More e-books
Clearer lists of new books and hen available inthe library
All the above. It would be especially useful to have access to some specialist software that one might not regularly use at home, i.e. Website building, film editing.
N/a

I wasn't aware of the ebook service which is useful. Also online access to magazines/journals would be useful if not already available.
Bigger e-book collection
Not sure yet
I would rather keep face-to-face services.
Some libraries offer online access to many magazines and periodicals. I think this would be a good thing for barnsley.
Games visual stories
Need to be able to save documents to a library hard drive if you forgot or don't have a memory stick. The information could then be wiped as soon as you log out. Online library services are only as good as the promotion they get. If people don't know what there's they wont use it but may use it if the information is promoted well. Perhaps a crib sheet to give to every new library member perhaps with information on it??
E-books
Kindle books borrowing
More online information.
None
E books non fic ref
None
E-book collection
Technical journals and maker type projects more software programing e.g raspberry pi projects
N/a
Not sure what would be available.
The choice is limited with the current service id prefer access to the kindle library I live in a small village with limited public transport the online service has revolutionized my access to barnsley library services please expand this service.
N/a
E-books
Family history accessible from home
E-books
Find my past or ancestry, access to wifi without a mobile phone, I am a member of clevleys library just for access to british newspapers on line. Why when I am a member of barnsley library can I not get this service at cudworth library.
Happy with current online service provided.
To see films, shopping,
Referrals to council services, for fire and rescue home safety checks, information about reporting anti-social behaviour, waste and recycling and all other helpful information in relation to barnsley (south yorkshire) and its services.
Free e-book collections, free subscriptions to fact finding services & family tree searches
None, people need interaction with other people. We are not robots.

I use the online library services to search and reserve books to pick up at my local library. I can see if the book is already available at my local library and if not I can reserve it which is convenient rather than having to drive around or going to library to order to then have to go back to pick up. The current online services are sufficient for my needs, I like that I can browse books and add to a list so that I can order them in future.
Ancestrylibrary.com availability digitised reference books
Barnsley history books
Access to university/academic libraries.
Ancestry - old newspapers - online
Borrowing books etc
Visual learning fun learning
Your catalogue is already online and we can reserve books online. That's me sorted.
British newspaper library.
Membership/subscription to genelogy web sites eg ancestry - find my past - gener reunite
More choice of books
Book reservations
.
Book services online, to be able to check what books are available or be able to order books to be available, using e-books.
More online information subscriptions
To be able ancestry library at home.
I do not go online
E-books
Ancestry
Not sure what services you provide already but being able to download e-books to my kindle would be useful.
Google youtube email etc
Online book hire eg for kindle
Non. I like to use the library to read and lend physical books.
E-book library
Don't know
Like to read real books with my children so dont use online.
I do dnot want computers or tablets, I think it is bad for your eyes.
It would be good to see expansion of on line services but do not forget that not everyone owns a computer!
Books
Genealogy i.e. Ancestry
None- I am human and will talk to other humans not machines!!!
No more, it's gone too much online and you are excluding a big percentage of

people. My granddaughter helped me fill this in because because everything's online
Learning to spell, as you get older you forget things.
More equipment
Would prefer more human interaction
Bigger photocopier for a3 copies.
Not sure but i'm happy with what I use currently.
None
E book tutorials and more ranges of revision and stuff becasue of the stress created when there is a tatty revision book I can't read from
More e-books that be loaded on to kindle, family tree tracing
Different software on library pcs
Job club and access to cv's.
All
As much as possible
None
I would like some more information about what is available online as I did not know that it was possible to access online services like this.
None
Yes, but as aboven: as long as it's an extra service, not replacing personal services.
Listing of previous obtained journals
I would enjoy if we could search for certain books online and finding out which library's have this book before travelling to the library.
All that is avaiable
Wider range of ebooks would be fantastic! I also know there is a emagazine service too as this was in the previous place I lived and was brilliant.
Do not use online services.
Archives for the area
Different software available for customers to use, more computers in some libraries.
Access to online journals for academic work. Open university meetings etc... Keeping the printing and pohotocopying service
Full catalogue and where local books are and order books from outside local areas catalogfue
E books
The current online facilities are satisfactory for my needs. I suppose the e books could be extended to have the same coverage but that would mean I have less need to visit the library and that has a twofold negative effect on me. I would miss the social interaction and quite frankly, even though I have read e books I much prefer a physkcal book.
Ancestry online would be better for personal use from home
None, not everyone can use online
Borrow and e books

More ebooks and eaudio books especially for children
Ancestry
Educational documents; if the library liaised with the schools to find out which websites they use.
Ebooks and audio books to download
Ability to renew and order books.
I recently searched for e books but there was limited choice. More choice would be great. I also found it complicated (the format the ebooks come in and downloading to my device which uses epub.
What the most popular books are for that season
More e-books
I don't have online at home
I don't have online at home
I would like to see a bigger choice of e-books
I'm not happy using online services as I am not it literate and I am not interested in learning how to be I prefer a face to face interactment with staff.
Book availability and ability to order books
E books
Not interested about online - I like to meander round bookshelves and decide what I would like to read
None
Do not use online services
Having a 'one stop shop' for such things is always a good idea as the time it takes to research across several sites is extensive sometimes. I am not a big e-book reader for pleasure purposes but having access to journals for study and information sites for research would be useful.
Normal books , but not at the expense of the home service and a present in local communities
The ability to order books. E books.
Language courses
More talking books - very poor selection at present. Very small selction compared to normal books.
I would not feel safe, welcomed or have the staff to help with my many enquiries!
A wide selection of audio books online.
None
Easier way of using of using e books and audio.
Ability to do a 'click and collect' type of service, whereby a person could request a book/cd etc and then could collect it within a time-frame (say an hour), as this would make it more convenient if I was in a rush and needed just to 'pop in'
None - you have missed the boat its already out there.
More e books
Remotely from home better than in a library building

Not a big internet user to be honest, I like the holding and physical reading of a book and for children I think the illustrations in their books are just as important as the stories.
I would happily use a wide ranging e book facility and pay for the use of e books rather than having to buy them, for example when I go on holiday in the summer I buy 3-4 e books but would happily pay a smaller fee to hire these from the library
None
N/a
E-book rentals online from outside of the library building. I feel like more people would use this service as the limiting factor for most people who would like to visit the library is finding time away from work or other commitments to visit.
Bigger e-book collection
None. Probably inability to cope
Would like a bigger e-book collection and popular magazines or periodicals available in this way too.
N/a
Would mean I would not have to travel if able to access from home.
Ebooks
I don't use many of the library services online, but I know those who do. As long as the library isn't duplicating resources that already exist (why does the library have subscriptions to oxford resources when the layman will use wikipedia and those who require academic material will use athens and have access to online journals?), I feel that moving services online is a good thing, as long as it doesn't come at the cost of staff who will always be needed. I have used voluntary run libraries in other towns (and I know many others who do) and although the basics are there, there simply isn't the knowledge and professionalism that I receive at barnsley libraries.
Bigger e-book collection and being able to borrow popular authors without having to wait for the copy to be returned by another borrower.
Availability
Ancestry international online. More e-books and e-audio books should be available but not at the expense of physical copies of books.
None
It would be beneficial if the e-book collection was to expand so that there is a more range of books. Also, being able to see whether certain hardbook copies are available in the library so it doesn't waste time going and not being able to take the book out due to it already being on loan.
Ebooks
Information about the latest books and authors but would still prefer a physical book.
None
Bigger book collection
Down load books

Not sure what iaalready available
Visual story books easy read books fun learning
Music library (latest releases) up to date e-book collection
An improved ebook service, when people can borrow books from places like amazon very easily, the overdrive service needs to be streamlined to make the process simpler.
Ebooks, audio books, video conferencing into rooms that are holding events. Events listings themselves.
Advice on general caring for families
I would like more discription of each books content to help with choice
Ebooks
None
Bigger e-book and e-audio book collection. The software on your public pc's is not the best - the interface is confusing and there are often errors and sites blocked which seem to be caught in the filter for no reason as they aren't indecent.
Newspapers and magazines
More e-books but not at the expense of maintaining a comrehensive catalogue of physical books
Sessions on how to use social media would be good
None - I take my daughter to the library to gain an experience of books to see and read in a warm surrounding environment
-
Locate and request interlibary loans. Find out where a book is geographically and order it yourself into a local library. Be able to print out parts of ordinance survey maps at home on line. In addition to book renewals. More education about what services are or could be obtained on line. Access to things like adult education booking classes on line. Provision seems so thin now that it is ineffective and hard to access.
More e books that could be accessed from home, perhaps newspapers as well
Ancestry and other services for exploring family history.library catalogue and fantastic fiction.
Ancestry and other services for exploring family history, internet (computers) including fantastic fiction and library catalogue.
Bigger e-book selection and books that are easier to download onto a laptop or e-reader e.g. Kobo
Good range of reference resources. Family tree resources.
Borrow books
Library resources - information to study books.
Book reservations cd/dvds reservations e/audio book downloads access to info regarding forthcoming event ie author readings/visits , reader groups, surgeries etc
Online barnsley speciofic courses. Ie courses thta meet the needs of the local community linked to adult learning.
Online newspapers such as the times

Renting ebooks.
All
Perhaps a bigger range of e-books
Borrowing of books.
Wider selection of e-books
E-books
Event information best books when a new book arrives titles of books for sale.
Ebooks
Ebooks
Historical documents which relate to the local area, these should be as accessible as possible
Less complicated access to e-books and ability to renew them rather than have to re-borrow when the loan period expires
Bigger e-book collection
All books available to read
Whilst being a senior citizen I am au fait with technology and appreciate the advantages, please do not think that advance means better.the personal touch is better and talking face to face a lot more beneficial.
E books information services reservations
Maintain existing services.
E-books ordering
Bigger e book collection
Library catalogue
Downloading e-books if not already an option, I haven't ever enquired. However, I use e-books only when on holiday, my preference is for a paper book.
None
Access to journals, good study sites (linked to course offered through local schools / colleges) so students who don't have good internet access etc at home can access recommended sites. E-books especially for children and teenagers etc.
Online information subscriptions
I think all this technology is ok is everyone can use it but there is still a huge number of people who chose no to and these are the people who will miss out should everything go digital.
Reservations
More books and audio books
A larger selection of online books - the current selection is very limited. New releases available on-line would be advantageous.
A more accessible online catalogue - easier search options and browsing genres (a bit more like amazon, where you are shown books you might also like). More recommendations on the site would be really helpful.
Do not like on line ebooks prefer books in my hand
The only thing I use online for is reserving my books, I prefer to go in and speak to

the staff
Don't know
N/a
I'm traditional and simply like to choose a book in the library
Bigger e-book collection
Access to online resources from home would be good (access to ancestry etc. From home). There was a music online catalogue I used to use that had rare or difficult to find recordings of classical music/musicals etc.
Access & subscription to genealogy site. British newspapers online.

Question 21: Please tell us anything else that's important to you about libraries

I think a good spread is better.
Feel more secure when other people are in library especially staff.
Keeping the libraries open encourages reading in both children and adults. Reading educates in lots of unseen ways.
The library must be a LOCAL resource and a hub for those people who need access to the resources on offer because they have limited resources./
The library at Goldthorpe is fantastic and that is down to the wonderful, accommodating staff that they have.
Working as a prison librarian in a local prison, I know the value of libraries and promoting reading. Many people go to prison not being able to read. During their stay in prison they are taught to read by peer mentors through the Shannon Trust's Turning Pages reading scheme, they complete The Reading Agency's Reading Ahead reading promotion, they read and record (and sometimes write their own) stories for their children through the Storybook Mums charity. I know that libraries empower people, as I see it every day in my place of work. Keep up the good work, Barnsley Libraries!
Accessibility for those who work
I live in Halifax and use Calderdale libraries . I order books and dvds online and then collect these from my local village library. I do not live in Barnsley but spend 5 days a week working for BMBC , would I qualify for a library card ? If I did I would certainly use one.
You could see the decrease of post offices, the red postbox and the red telephone boxes across the UK, therefore it is important to keep the libraries as it's British traditions.
Children's facilities and encoraging children to use libraries. Links with schools
We need to use them to promote our visitor centres - incorporate a Tourist information Centre?
It will be self sufficient hopefully
Ideally we would like to reach as many communities as possible, i.e. To be able to have our consultation documents available. Should the number of libraries be reduced we may need to look at alternative locations for the paper copies and availability of computers for people to access the website. This may have practical and cost implications for us. We would need to consider our approach in more detail should their provision of libraries across the borough change, once there is an understanding of which communities would be involved.
It provides a meeting point and safe haven place for people from the local area. It will be great to see its services continue with staff/volunteers.

It would be great to have "super libraries" in the town centre and at various points around the borough, but also important to keep "smaller" community libraries in other parts, to ensure a people-friendly spread.
Not every one is able to travel and haven't the means to go great distances so local libraries are very important for the disabled and elderly,
Contact with good verbal explanation
Not sure about increasing access to computers - the whole IT scene is changing and it is not economical to put money into hardware. May be a review of software and how that can increase access to books/information, reduce time waiting for 'stamping', access to facilities/information whilst at home. Free wifi would help those with basic access to IT facilities at home - e.g. Laptop, mobiles and tablets + the new chrome IT system should be taken into account using a cloud.
Libraries are essential for the use of vulnerable people.
Friendly approachable staff at Penistone. Convenient place for elderly to get books and use internet but also stop them from becoming insular and not communicating with others.
CLOSE BY MY LOCATION
That they stay open funded by the council.
Staff who can help
I think that it is important to have facilities available across the borough to enable easier local access for people. I do not think that volunteer libraries are sustainable and you would experience the loss of qualified and experienced staff. I think that perhaps branch libraries could perhaps share community facilities, but you do need a good central library with lots of facilities and space for events. You need to look at your opening hours and facilities and ensure that these are meeting the needs of local people.
Supporting volunteer teams (they do an amazing job) should be the last attempt to keep libraries open. Trained staff have a wealth of knowledge, social information and do incredible work to build relationships within the local community, saving many places from beginning ghost towns. Long may they continue with trained staff.
Good access to libraries are essential in a civilised society. I would oppose any attempt to reduce their availability. More resources are needed not less for our libraries.
Local libraries are an important specialist community function. They should not be tacked on to other other functions where it is likely that the skilled staff will not be present. Children should be introduced to their library by their teachers and have taught lessons in the library where they can learn about research methods other than 'google'. This should be part of the curriculum in primary and secondary schools. If specialist libraries are removed for economic reasons by local authorities then it will be a sad day.
Libraries are places that people come together in the community. Without this, community suffers, people feel more isolated. I value the space as a place to socialise as well as learn. Running the libraries on volunteers takes away jobs from the community. And limiting opening hours or moving it much further away would mean only certain sectors of society would be able to access something that'a supposed to be for everybody.
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The Library provides such an important service, far and above simply lending books. They provide a central hub to communities, including health and well-being for vulnerable adults as a meeting place. It would be such a shame to loose yet another service to outlying areas.

The atmosphere in a library is unique and it offers a space where people can primarily choose a book to read and acquire any other information by whatever means.

Important that we have as many libraries as we can have in as many places.

Updated environment in libraries is important and refreshed stock with helpful, knowledgeable staff

The library needs to be easily accessible - the problem with Penistone library is that there is lack of parking space and also they are not open evenings or weekends.

Still nice to have a library you can come into, especially with my grandson, to choose books.

Libraries are a vital part of the Community. I feel that Barnsley Council sees libraries as an easy target to make cuts.

We home educate, and the library is a brilliant resource for us. The librarians are extremely helpful and supportive, they are very patient with my children, encouraging them to order their own books etc. We really value the fact that we can order books from across Barnsley. I think that the importance of the physical space of the library should not be underestimated. For us the library is a space that we all know well and value.

Such wonderful places, and I love nooks rather than e_books and my 18 month old loves the library. Vital service for us so we don't have to buy lots of children's books and it's great we can keep changing them. We'd love to come to the story sessions but I work full time and can't get to the one's in the week.

Over recent years Libraries have had a wider remit than just dispensing reading materials - which is very positive and I feel they have become hubs within the community. Transport links in Penistone are under review, a library needs to remain in the town to offer support to young families, vulnerable persons and the elderly. The mobile library service could be costly to maintain, could this be an area where a volunteers could support- choose your book online with a volunteer delivery service

Developing a love of reading with access to books for all

Libraries are an important information resource as well as a repository for books. They should lead the way in providing modern information and communication technology. It is difficult to say how it could be without understanding what might be possible technologically.

Penistone library is fantastic and used by different members of the community from young to old. The staff are fantastic and couldn't do enough to help you. They really make reading fun.

Libraries need to be open enough to use regularly.

We do not have a car could not travel far

It is important that everybody has access to a library- if they are put under an umbrella library like Barnsley then you are discriminating against people who do not drive, the local bus service does not allow for a trip to Barnsley to check out books etc. Also making it difficult for access for others- we need local libraries in local communities for a multitude of reasons, they are a great meeting point and offer many other services that are only available in a library

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Friendly, approachable, knowledgeable staff who still know about books. Staff who are also helpful towards children and young people and encourage them using the library and doing homework, using computers as well as books.

The technology that matters in libraries is the staff, the catalogue, photocopying facilities - all first; ICT facilities are far less important than these other considerations. Also, I only found out about this because of a library staff member who told me about it. Why isn't this vast decision being posted through our doors? It is a vital service that is already underfunded and should not be cut further. Barnsley is consistently one of the least literate places in the country in any survey of qualifications; would such decision making not exacerbate that situation more? Please reconsider this decision to undermine social inclusion and community cohesion at the expense of financial and digital expediency. It is not what I voted for in the local elections and would not expect it of a truly socialist local authority.

I think that the libraries shouldn't be open 24hrs a day because people's sleeping patterns will be messed up and they won't be able to visit their families as frequently. Also, if people come into the library just for the free Wi-Fi, it completely defeats the purpose of a library and if they vandalise the computers and they aren't caught, the library will have to pay for a new computer.

I think that the libraries shouldn't be open 24hrs a day as waste of resources, unsafe and unsustainable. Properly trained and qualified staff are essential to a proper service

Better parking would be a start. Might get more disabled people to use the facilities.

A community asset we have very little in our area It also serves a wide area from Silkstone as far as Dunford

Penistone Library is a vital part of the town. It is well used by the local people and the addition of childrens groups is really useful. Closing this facility would be incredibly detrimental to the town.

I appreciate that fewer people read books but Penistone Library is generally very busy and I visit almost weekly. It is an important source of information, a community gathering space, a job-seeking source and an historic archive. I would only go along with it being community-run if all else fails, as an alternative to closure, but I would not tick that box at this time. The

questionnaire does not allow for this choice and might give a false result on the matter.

Our library is a great local resource, it is relevant to the community it serves. It has rooms that are used for events and is a safe place for children and adults. Travelling further to a library would mean the services were beyond the reach of many current users. Children couldn't access it independently if there was a journey outside our community to make. Elderly users would not be able to access services if they were sited away from the community. Our library is excellent, with welcoming and knowledgeable staff who understand how to meet the needs of a rural community. Moving the resources would dilute the relevance of the service. One service does not meet the needs of a variety of service user groups. It is essential that libraries retain their individuality and relevance to the communities they serve.

I would support fewer libraries, but not Penistone as it supports so many small community areas, so it is important it stays open.

Library staff with an interest and a good level of knowledge about books and authors and with up to date knowledge about genres, authors and what is current, and being able to make recommendations

It's a space away from home, away from busy places and a space where nobody is trying to sell me anything. It should always remain a space free of: sales, noise & interruption. A quiet place.

Libraries need to be local, to keep them within communities. If you close them down people on lower incomes will suffer the consequences

Larger collection of Religious books.

They need to be accessible on foot and open enough to use regularly

I think its important to have a library in my local village. I like to visit every week to get my little boy his bedtime books and feel he will really benefit from it as he grows up (he is only 14 months). I would like to see more free childrens activities for preschoolers though, where I used to live they did a rhymetime where you could go and sit around with other children singing nursery rhymes etc. Feel things like that bring parents together and make us more of a community

I think local libraries staffed by trained invididuals is vital. Penistone library is the centre of the community and is always a place to meet others. Both my junior age children love walking to the library each week.

That they have a good range of fiction books. It is important to not lose that within the pressure to adopt newer technologies and diversify

That it is local!

I just enjoy wandering through the the books, picking one up, browsing. I enjoy the calm, safe space where I can spend time. My children enjoy interacting with the library staff, asking for types of books etc to support their interests. I do not like the self service at the central library, which is why I usually go to Penistone, however I do enjoy the greater range of books, cds and dvds at Central.

I would not support fewer libraries as this would probably mean losing village libraries which are easy to travel to and parking at no charge, fewer libraries would more than likely mean that I would need to travel in to the town centre which changes a quick visit to a long drawn out chore costing money for car parking and precious time travelling there.

Libraries need to be at the heart of a community

A LOCAL library is VERY important!

There should be a mother and toddler group for mums with new babies. Also a drinks machine would be great and would also help make money for the library.

It's important as a place where children, especially, are able to access a large quantity of books and learning opportunities and social events e.g. The Lego club. My 5 year old asks to go to the library and the town hall museum as he enjoys the facilities they offer

Although automated systems may offer greater flexibity social interaction is important and particularly in encouraging young readers to engage with the wonderful world of books
███████████

Although services online are important, we still like to borrow real books.

Ideally would like Penistone library to stay where it is. Lovely building, good staff, warm & welcoming.

I think it's important to have staff who are knowledgable about books! It seems sometimes that this is not the case.

Libraries are an essential public service providing an easily accessible place for books for all and an invaluable information centre for hard-copy and internet sourced data.

There still needs to be a presence in local areas, but as stated this does not have to be in their own building it could be co-located with other existing services to give added value to customers.

It is important that a library is local to the community it supports.

Penistone library is a vital resource not only for the town but also the surrounding villages. We are regular users and the staff are knowledgeable and friendly and have contributed to our children's love of books and reading. Please leave it as it is or extend the opening hours. Thank you.

Qualified staff

The library is a community asset, without it many people would have no access to online resources or the guidance required. It should be maintained I recently enquired about a class to be run at the library and registered my interest, it later transpired that BMC had no intention of running evening classes in Penistone despite a large number of interested people, why was, are BMC deliberately running down services as an excuse to close libraries.

Some of the above questions do not have sufficient choice of answer. For example, Q18 only allows Yes, No, or Don't Know, when the answer I would like to give you is that whilst I would support the idea of volunteer groups running libraries if that were the only way to keep them open, I am deeply opposed in principle to the idea that the council can take advantage of volunteers to cut costs. Frankly, I think if volunteers are to be used in this way, the volunteers should all be family members of the legions of old and disabled people whose continued uselessness is currently soaking up most of our Council Tax, This would allow the council to adequately provide the services it has traditionally done so well i.e. Roads, lighting, refuse disposal, libraries ,swimming pools and leisure centres.

They are local community hubs and should be retained as such.

Having a local branch library in Penistone is very important to me. I do not drive, and the Penistone library is within walking distance. Without a branch library in Penistone, it would be difficult to access a library. The staff at the library are very helpful and welcoming. To have professional library staff is an immensely important part of providing an effective library service. The library displays a great deal of information on activities that are happening locally, and is therefore an excellent resource through which to become involved in local activities. The library is used by local residents throughout the day. The usage levels demonstrate the need for the services and resources provided by Penistone Library. Thank you!

Stay open and encourage next generation to enjoy the printed word

Keep libraries open if it's the only one in the area

My library is a local library which means I can walk there with my daughter and spend some time reading books. Travelling further would mean this was not possible. Please don't close local libraries they are very important for local communities.
As said above in order to reach as many people as possible I would not support closure of local libraries.
The old saying 'libraries are the university on the street corner' - in a library I can get access to all the books in the world (or at least it feels like it). I can borrow them for free. And I like to chat with staff about what I am reading
It is important to keep as many open as possible and to keep them staffed during opening hours. Staff are extremely friendly, well trained and always willing to help, a self service system would not allow for assistance when required and facilities would become run down and get abused to the point were libraries would eventually close and an integral service within the community would be lost.
Libraries serve not just to provide factual information but to act as 'feeder' centres for learners eg. School children and those of various ages and levels of abilities requiring fairly wide ranging research.They act as the community 'spark plug' for ideas
Dont pour all money into central, invest in districts.
BRITIAN WAS THE LEADER IN GREATNESS NO LIBRARIES MEAN KNOW EDCATION
Better technology in all library
I love astronomy books
I love astronomy books
I would like to see Thurnscoe Library have a later night than 5 pm but no necessarily until 10pm but the option to say this was not available on the times question. The question are not good just ask us what we want and stop all this volunteering rubbish and who wants to go into a library late at night and not know who else is in there for goodness sake stop trying to fix what is not broken. If you are tryibng to save money look at the big money managers are on and get rid of a few of them pen pushes.
We need libraries to bring small communities to gether in life from birth to old people to make people gain acess to internet out side world of technolighy
That you keep the lovely atmosphere and staff and activities going in Goldthorpe library
Don't close them, always get good service from staff when I come in here. Suits all of our needs.
Libraries need to be kept in the communities they are in. We live in a place where bus services are not very good therefore it makes it difficult to get to services based in other areas. Our childcare setting is community based and a small charity therefore places like the library are invaluable to us as a resource to help our children learn. Our children love a visit to the library.
No closures please. Good service with staff important and we get that now, suits our needs.
I recently moved to this area - the library was my first contact with the local community - it was an essential first port of call and the staff have helped me to become more involved in my local community and meet new friends. The staff were essential to this.
Libraries are important places in the community, offering far more than just books. The knowledge and experience of well trained staff is invaluable. A cost cutting exercise seeing libraries run by volunteers only would be a disaster for small communities. I use the library for jobsearch and online job hunting. The staff give me fantastic help with my CV and Universal jobmatch and online applications, even in busy periods, even though this is a service that really should be carried out by the DWP but due to cuts, it falls on the extremely helpful library

staff.
Libraries, particularly this one, are the centre of the community
It's important to me to have good culstomer service from a real person.. No machine or online service can compare. Self service is OK in some things but I don't believe a Library is one of them.
We need more libraries n ot fewer we don't want to be like Doncaster, find the money from somewhere else and keep our libraries
Opening hours offered could include 1-2 late night opening to coincide with clsses held or group meetings
I would support question 1 if Thurnscoe Library remained open. We need this facility
Social places with welcoming and friendly staff.
Self service librarys will not work in our community librarys are not just for borrowing books
Libraries are NOT just about books
Libraries are the heart of our community they provide a service to our elderly and young people that is second to none sometimes cost overrides everything and this should not be so
Libraries are part off what communities are made of
Personal information would be open to abuse if run by just anyone in the community
Its a place where you can access information in a safe environment with capable and knowledgeable staff a place were you can meet new friends and old one's the internet may be the so called future but there's still a place for us who have lived through the blitz and paid our taxes all our lives to go and socialize without feeling that we are a burden on society our opinions are as important as the next person
Being able to ask someone face to face is important. Taking away community places, such as libraries helps destroy communities.
Every area needs to have its own library and trained staff, not voluteers.
Living in a village with an ageing community, I feel that centralising library resources would isolate many people who use the service on a regular basis. I am fortunate that I have my own transport but many others are not. The library in our village (Thurnscoe) is a priceless asset and for many people it is a lifeline to the outside world.
As long as we have a library in the village of thurnscoe I don't care what else you do
As above the social aspect is important to me as the staff at my local library are very friendly and welcoming and never rush me. Their knowledge on local facilities, books, authors and computers are marvellous.
They have everything i require for reading, which is very important to me
Definitely no to question 20
They are ideal to give people access to technology
Friendly face community spirit
I think it is very important that libraries are run by professional staff who can give advice and assistance when required.
The library is extremely important to me. I find a lot of information that I need for Job Search is in the building the staff know a lot of information and I am extremely grateful to the lady for all her help over the last few months. She has helped me to attend a class for beginners on te computer and I feel a bit more confident when using one. I could not imagine that I would be at the level I am if not for coming in to the library it was the best thing I did
East access to me. Opening time currently are fine for me, this wasn't an option on the question. Good choice and new releases of books.

We need more libraries
This place is ideally located and provides me with books as well as a location to access the internet,
Libraries are important parts of each community. It is such a shame that an area like Kendray no longer has a library. All the libraries that are left are necessary and should not be closed. If might be hard to understand if you have never been in this position but jobseekers cannot afford the bus fare to travel to do their job searches 5 days a week. Its important that there is a library close by that they can access without extra expense.
I think Barnsley has the right amount of libraries. Even smaller ones like Thurnscoe, Worsbrough are well needed in the communities
Library staff at Darfield have a good knowledge about books, and are only too willing to help with any queries about books in stock at other libraries. It is an important meeting place and many groups hold sessions there, I feel that this is important to the village of Darfield.
Libraries have played a role in the education of the more disadvantaged sections of society for many years and the ability to access and learn to use a book is vital. The value of reading fiction or non fiction can never be overestimated and the word of mouth recommendation that motivates people to read is all part of the value of libraries. Not all people, even the more internet savvy, want to read e books. The underfunding and closure of libraries is a moral crime and an attempt to make the poor even poorer by removing free access to self education.
I think libarys should not charge for reserving a book, because some people may not be able to afford to do that which may put them off . I think libarys are brilliant for children if there reading or using libarys to do there homework not everyone will have a computer, laptop, tablet or ipad at home some may not have the internet so I think its important that there is a place for children to go to if they need to do homework. Libarys do have to change with the times but keep costs down I understand that more and more people are using libarys for the computers and internet now or photo copying. I think libarys should try to draw children in by having events which the goldthorpe library does and the goldthorpe library has some brilliant staff.
Personal touch want to see a human to talk too and not a digitalised library
To add to the above question I would add that the library needs to have better resources but also needs to be fully accessible to people in the community
Keep community libraries in areas.
I'm aware that this is a very valuable service needed by many who are isolated and vulnerable in the Community. I work six days a week so am unable to volunteer more than I already do. I feel that losing this service would be detrimental for many.
Don't really use them only for appointments.
Gfgfyvnlmhcgfxb
I believe someone is de educating the system your going back to the stone age 2Ys UR 2Ys UB ICUR 2Ys 4 ME
I think we should keep all our libraries and make them better. I don't want to see staff lose their jobs and be replaced by technology. I don't want technology at the expense of the human factor.
While libraries play a small part in my life as I already have facilities to purchase my own books/ ebooks etc Libraries are vitally important for adults/ children who are not as fortunate as myself. As services develop online it is important that libraries provide assistance to customers with no experience of/ access to online services

Good to find out information and books people might need for school, work or just read in free time
Libraries should be local to the area and have all the facilities stated above. Not everyone has transport and not every area has a good bus service so many people would not be able to access a Library and this could mean the closure of the smaller branches. Not everyone is interested in Technology (myself included) and books are far more important to me.
Library as a library not anything else.
It is important to me to have a local library as I have no internet at home and use the library for jobsearch purposes.
Local library should remain as no bus service from ▮▮▮▮▮ to barnsley,
I hope they keep open. They do a good job.
Friendly staff at Thurnscoe library
Making libarary cuts is a joke
For question 20, if there were fewer community libraries I think that would be a negative step and hopefully after everything else had been explored. The Goldthorpe Library is a fantastic resource for the people of the area, I would recommend to anyone. The staff are knowledgeable, welcoming and the resources are great, particularly the area for my young children to play and read and also because of the convenience of it being so close. For me the better technology would be on the Ebook side as mentioned earler, but also maybe more for the young children i.e. In additional to useful online resources I can already access.
Professional Librarians can not be replaced by volunteers without losing all their expertise.
Having the library is handy for people like me who can't get there by them self I hope that our library does not close
Keep Goldthorpe open but better computers staff always on hand to help on computers
The sense of community on entering Goldthorpe Library.
The ability to be able to order books, if they are not in the library's stock.
DON'T CLOSE LIBRARIES... GET RID OF SENIOR MANAGEMENT TO CUT COSTS INSTEAD
There isn't much else that's important to me about libraries.
Used Goldthorpe Library a lot and wouldn't like it if it wasn't here.
It is important for communities to have their own libraries.
Keep it open with the helpful staff
Na
I would not want my library to be merged with another library. It suits me as it is. Being local. I do not drive a car and walk to my library.
As above.
Get more recent book as they come onto the general market.
Small community libraries are important. In terms of access for me to bring my son if the library was 20 or 30 mins away I would not use a library as much because I do not have a car and further travel for a 1 hour story session would not be as convenient.
Paid and experienced staff. Stop undermining this important job and service by exploiting unpaid volunteers.
I love our local library. I attend the book club, the History group, borrow books, use the computers (when one is free that is) and have been a regular book borrower for many years.
Help and advice with benefits
I do not support self-service and volunteer-run libraries at all. Libraries and other staff

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members would lose their jobs and nothing can replace the knowledge of a good librarian. I would like to see the local post office in the library, rather than it being moved to a shop. It would be good to have a small coffee shop and seating area in the local library.

It is important to have libraries where people can access them

I find local libraries an invaluable source for my learners, they provide local access to a quiet environment where they can study and find study resource to aid in gaining qualifications. The staff are always helpful, polite and courteous and support individuals in accessing specific books, journals and using the internet.

Libraries and free access to resources but especially books is the hallmark of a civilised, educated population,something our ancestors worked for as they knew its value. The Penistone Library is well used by a large number of people and is very much a community resource. It is also important that it is staffed by qualified people. At a time when ordinary people are under economic attack it is vital that a Labour authority continues to support the free professional library system. Unless the Labour movement is about empowering ordinary people it has no reason for its continued existence. Knowledge is power,access to knowledge is vital

Welcoming, helpful staff. Book availability. Additional activities/workshops for children.

Welcoming, helpful staff. Book availability. Additional activities/workshops for children.

Feel at home here, it's a Friendly community place. This group has been here for over 30 years and we would be lost without it.

Libraries need to be accessible, and they need to offer an enhanced experience in some way that beats just grabbing a book etc. From Amazon. I think that libraries are a focal point to increased learning of a community. They are a vital link in keeping community spirit alive, and if we get rid of them, there will be diminishing amounts of children taking the opportunity to read and expand their knowledge, and if we rely totally on online sources, then that will increase isolation and lack of social skills in the generations to come. This isn't solely the responsibility of the library, nor is it an absolute solution, but their demise will certainly contribute to the issues above.

I'm not sure that fewer libraries regardless of technology would help anyone who can't access it

Must be a safe space and give me access to knowledge

It is a place both to use for focused research when studying and yet also somewhere to browse and discover new authors and subjects you would never have thought about. An atmosphere where you can take some time out of a busy life and have a cup of tea and try out a book before borrowing. It is a place where other members of our community are all there together, whatever their age being excited by books. They have played a central role in my life since being a young child. They open your mind to the wider world. They are crucial.

Whilst I can access libraries across Barnsley because I have access to a car, not all are so lucky- I feel that we should ensure library facilities are available and easy to access by others living in villages or living near town but without access to a car

As O.A.Ps we like the way Worsbrough library is run, we know all the staff, and they know us.

It is crucial that all citizens in Barnsley have access to the network of libraries. Improved technology in one or two larger branches is meaningless to you if your local branch library has shut and you are not able to access such services in person. Similarly, if you do not have access to the internet at home, how can you access other services if your lifeline to the online world was at your local branch library?

Being able to easily locate books etc that are of interest and being able to access and use the

library services easily. Improved cafe facilities and furniture would also encourage 'dwell' time and interaction.
They're available to everyone in the community, they're valuable in terms of meeting local need. Libraries are a treasure trove of information, entertainment and social stimulation. I'm concerned that the movement towards online services is likely to increase social isolation . Libraries have such an important role to play in education for every generation. The expertise of the staff is essential for customers to benefit fully.
Libraries are very important, especially as a learning curve for young children and also older children who should be use more often to do homework as there would be more information in the libraries. Also I believe that they hubs of the community where people especially elderly can come and gather and socialise.
Important for face to face contact.
If volunteers don't fancy turning up they don't have to, where would this leave the service?
I am concerned about libraries becoming distant from local communities and also about them becoming less and less about books.
Libraries are important for children and adults who do not have access to wifi and internet
The staff and that libraries stay open
Fewer libraries with better technology sounds good, but a library is also a place for people to meet, somewhere to go for people who may be on their own - somewhere warm, where there are others around and a potential for socially isolated people to have the chance to interact with others.
Barnsley needs all its libraries, staffed by professional, fully-trained library staff employed by the local council. Libraries are a vital resource for a community like Barnsley which need nurturing and developing, not cutting in any way. Any attempt to reduce the library service because of pressure from government funding cuts would be both short-sighted and likely to inflict long-term damage on the people of this borough.
I don't want to see libraries closed as they offer a central resource for the whole community. A library is essential for all variety of groups, young and old offering a wide range of services.
Friendly helpful staff, easy access with ample parking
Important to keep services local
Being able to have a greater range of books ,also new books available quicker
To have help from staff who have always been there to help and it makes a diference
That is here, local and good staff
They are vital to keep people reading. Although I don't have kids libraries are wonderful for their literacy. I have loved libraries and books since I was a child
Reference Question 20, as I want a library with BOOKS and not particularly with computers, then this idea of less libraries is a none starter for me. Although I have an active social life I still find my Library a pleasant place to visit and enjoy my conversations with the Staff and other Library users.
The council such run libraries and other facilities properly rather than spending money ceaselessly installing further traffic lights which will not solve problems of self inflicted population growth.
It would probably be ok for students and younger people or wanting to find information. Cant see having fewer libraries is any benefit
I dont know about fewer its sad that some smaller libraries are being closed meaning the people who have trouble getting about dint have one. The first thing i do begore i move is find

out when the nearst librabry is and if too far i wont go. I think smaller libraries with limted techonagly are great but have big ones with much more optins in the larger towns.

Although I am not a library user myself I know that many people do especially the "older generation" where they are able to come and have help using the computers to access our online services as they do not have them at home. A good majority of people use them to socialise with friends. My Grandad used the library at least 3 times a week well into his nineties, he met new friends there, had coffee and borrowed books.

Libraries should be a seamless blend of traditional and modern. They should have articulate, pleasant and well informed and trained staff. They should be welcoming and stock the latest in fiction for those people who actually like to read a book. They have been neglected and marginalised for many years with an inadequate book fund. No wonder figures have slid dramatically.

The biggest service the libraries provide for a lot of people are provided by the staff that man it. There knowledge is invaluable and you cannot replace that with a machine (yet). A lot of the issue with a machine is that if you don't know exactly what you are looking for than a machine more than likely cant help you. Where as a person can normally understand what you are looking for and where to send you/how to help you

The library where I grew up closed and the nearest one too far for children to attend unaccompanied.

It is important that everyone from every area in the Burrough has access to a free library and is able to use its resources, libraries are important to everyone from pre-schoolers right up to oap's.

Our library is an important part of the community. A place to research, meet people and borrow books.

Worsbrough Library and Staff I consider are providing an essential support to the Community which is expanding.

Part of the community, some where for people to go and meet others. And talk to your local friendly librarian.

That they remain staffed by professionals who can advise and assist. That they are NOT social centres or mothers and toddlers clubs UNLESS such activities are in a separate soundproofed part of the building.

It is a huge part of my life, I would be lost without it. The staff at Worsbrough are so helpful.

From mym point of view at the moment I drive and can get around but I worry for the people who wouldn't be able to travel to a library, i.e. The elderly on people with young children and no car.

I think it's important to have libraries in our communities which are available to older people and children after school, without travelling long distances. Children come on their own after school, particularly in Worsbrough, and cannot travel further.

Libraries need to be kept local and some opening times outside normal 9 - 5pm working hours would be useful.

Why try to fix what is not broken leave the local libraries alone

Worsbrough library is a lovely, local community library with extremely friendly and helpful staff. Why change that??

Worsbrough library is a lovely, local community library with extremely friendly and helpful staff. Why change that??

There is a move to online services but not everyone has the same access, access to a smartphone doesn't solve any literacy issues someone has. Libraries provide a source of

education long after school years and there is evidence that deprived areas, such as Barnsley, are in need of this in order to become better educated, healthier and wealthier. There has been regular reports jointly published by the Council and local NHS that cite this evidence.

Libraries are important, they are an information hub and should be a part of the local area facilities.

I support but bad for older people that can't travel.Helps them with their routines

I live alone and Worsbrough Library is a good place to meet people and find things out and be involved in the community.

Within distance from home, friendly staff you see regular, andget to know, they welcome you by name on entrance, my local worsbrough library do all this and more, it is a pleasure to go there which i do 3/4 times a week.

Will all the volunteers have to have a criminal record check and who will pay the costs. With all the information held on the computer, I.E Names Addresses Phone No. Be secured. How will you ensure security under 'THE DATE PROTECTION ACT' and computers used for illegal activities.

Smaller stand alone libraries are the hub of the community, used and needed by lots of people of different ages and with different needs. It is imperative that it is realised just how important these libraries are to the communities they support. The staff are just as important to keeping these libraries running effeciently.

No

The library's and Librarians are an important part of our community. The have a wealth of knowledge and expertise. For example they get to know you on a personal level, know which authors you like and what groups or events to invite you to. Some people like to see a friendly approachable face in the library if these services are replaced by self service libraries you are taking away some peoples only chance of socialising . Also the librarians knowledge saves people time and effort when looking for or researching for things.

Essential pcs up and running at all times

Some weeks I am in Worsbrough Library 3 and 4 times a week and this is why it needs to only be 10 minutes away and there isn't always public transport to get anywhere else. Busses are going to reduce in Worsbrough in January.

Volunteers as extra support would be viable but trained librarians have so much knowledge about not only the library resources but local community resources and information that is available. You would not get that amount of professionalism from the voluntary sector.

Needs to have more historical books

I think libraries are good places where you can meet new friends

I think Worsbrough library is an excellent asset to the local community. It is central to the Worsbrough area residents where there is sufficient free parking. It is easily accessible for wheelchairs and prams/pushchairs and is run by knowledgable, helpful and friendly staff. It runs various community groups including a pre school group on Mondays mornings which is enjoyed by my grand children.

I don't know how many libraries we have now and what their facilities are so i can't answer this fully. However, I think it is vital that we encourage families to use libraries as well as those without lots of spare income. I don't know how better technology would ensure that libraries remain part of local communities for families.

The books are changed regularly at Worsbrough and it is a warm, comfortable and clean library. A pleasure to be in.

More staff and more books
I like dealing face to face with people rather than online or over the telephone so having a member of staff available to help me is vital.
The local library is just that, LOCAL, it caters for the community. The staff provide a valuable service to children, and adults. It is a meeting place for many of the smaller interest groups (eg local history, family research) It stimulates discussion (reading, poetry groups) friendships are formed and help is always available when the library is open.
Knowledgable library staff such as Worsborough.
Library staff that are interested in books and you as a person. Not many library staff left, nearly all ex town hall staff who aren't even interested in books. The best example of what a library used tobe and should be is Worsborough Library, you know you'll get help, they love books, know books and most of all love to help the public and encourage groups of any ages. It should be a pleasure to go to a library, meet people and see what is on the calendar for the next month. Not meet a self service with no human in place. How can you look forward to that. Barnsley Library isn't for me.
As a child I used my local library every day after school because it was with walking distance, I moved to Barnsley and stopped immediately because the 'library' in my village (great Houghton at the time) was nothing more than a stack of books in the corner of a room and only opened a couple of afternoons a week. Libraries need to be open more and need to be more accessible
To be able to brows & select books of choice no computer or IPAD can give the pleasure that handling & reading a book does, or be as helpful & friendly as the library staff.
As the council and Bernesla homes have less contact, the library needs to ncrease contact with the public.
As the council and Bernesla homes have less contact, the library needs to ncrease contact with the public.
I really hope the modern library can be turned into a "social hub" where people can meet for a coffee and a chat but also browse around the library at their leisure if they so wish. The library can also be used to promote local events in the areas by utilising wall space. Obviously free wifi will need to be available as most modern areas have this.
It is important they are accessible for people who live outside the main town centre. Especially for children to encourage reading. I am not sure doing away with village libraries to create a better town centre library is a good idea, certainly not in the more deprived areas of Barnsley where a trip to town is a bus fare that may not be affordable.
Having a library in the community is paramount for some of us...its OK to have all the online stuff at home but like me I have come very socially isolated and feel like a hermit, having somewhere with comfy seats and private quiet area is such a dream to me , the reason for this is that although I like the peace and quiet , if I choose I can go and have a coffee, I can see other people around , which helps not feeling alone
It is important that everybody has a library that is accessible to them. As a child my family did not have a car or much money and I used to love visiting the local library each week. That was my entertainment. Luckily I could walk there and their stock of books was good. I worry that libraries are closing in local areas now and more and more people don't live within walking distance of one or even within reasonable travel distance to one if using public transport. I particularly worry about the Penistone library having recently moved from that area. If that were to close people would be stuck in terms of library services.
Libraries are a place for everyone and so should be in areas throughout the borough-not just

one or two with 'better technology and more resources.' As the world develops technology is obviously essential but this should only be one aspect of a library. It is vital that a library offers a vast and varied collection of books in order that everyone is able to access information, knowledge or even just experience the pleasure reading a good book can bring.

Libraries need proper resourcing, not everyone can afford their own computer, and as services such as claiming benefits are increasingly only available on line, more computers, with fast broadband are needed, as well as printed books for those who cannot always see or handle electronic books.

I do not use a Kindle and like the experience of reading a book, turning pages and finding out if there are other books the author has written in the bibliography. They provide a valuable service which I would recommend to everyone, there is something for everyone e.g. Books, computers, DVD's and even if you only pop in for a cuppa that is great too.

I think its important to pick up a book not just read a computer screen , having young children its important to me that they research and learn a topic not just get told the answer by google

Having more digital resources accessible online from home, this would mean libraries do not need loner opening hours. I don't always have time to visit library even tough would love to but would love to have access to the books similar to library online.

Libraries should be an important hub for the community.

I have used the library since I was a child in the early 80s. I started using it independently as soon as I was able, borrowing books, tapes and later cds - even met a girlfriend there once. I lived away in St Albans for seven years and even though that is a town in a county with much more available funding, the library services here are far superior. I think the current location in Wellington House is also better than most libraries in towns of this size. Now I have an ▮▮▮▮▮ boy and we use the library at least once a week. I also have a ▮▮▮▮▮ girl who is signed up and she'll be visiting soon. Obviously I'd love to see more toddler activities outside the usual singalong, though that is appreciated and the staff that do it are lovely. Personally, I'd like to see improved cafe facilties (but not going down the road of expensive Costa-type coffee)..▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ Keep up the good work. I love my library.

Libraries are more important than they have ever been. More people are out of work or below the poverty line or suffering from social exclusion and the services are extremely valuable to them in so many ways. Taking them away now would be a huge blow to so many people.

Its imperative that the library service continues to educate and inform all age groups. Life long learning promotes better health better education and encourages community involvement.

The older generation still need to be able to have access

Libraries facilitated my introduction to a world of reading, learning, travel etc. Always a safe, inclusive place and community with knowledgeable staff

I would hate to see village libraries go like post offices as communities are fading away.

A library is a very important part of my life. I visit barnsley library at least twice a month I always have done and. Owni take my daughter along to choose books. The staff are always very friendly and knowlegable and as it serves a very import service I don't think it's a good idea to privatise it like this service as the survey suggests. Stop cutting budgets and concentrate on what is important

Without books, civilisation withers. With so much new and exciting information emerging from the sciences it is crucially important to keep up to date with new titles and inform the public what information and data is available.

Local libraries are important for children and encourages them to read.

Its all about location
Libraries are a life line for assessors like myself and for my learners. They enable my learners to learn and gain qualifications to make them more employable and ensures that the qualification is flexible, mess their needs and means they don't have to spend a lot of time travelling to get further education or qualifications. It would be an absolute shame to close them down. Libraries like wombwell, goldthopre and cudworth are amazing and have brilliant helpful staff!!!!
Good library for adults and children
Have given up on books??? Is it just a place for technology now?? I remember as a child the wonder of going to a place where we were taught to be quiet and really learn about our books.
Would support fewer libraries but they need to be accessible. Libraries need to have information needed by people.
The Local Library is also a meeting place to keep the community together and to further other social events
Knowledgable people
I hope that they never disappear, that we always have books and it doesn't all become computerised.
I think that it is important to have local/easy access as this is the main barrier for people. Most people have access to technology at home/school/college and although having some public access computers is important, I am concerned about duplication.
Very important part of the community if you use them. I don't use it because I do not get out of my home that often. Would visit more if cash payments were introduced.
Providing that you had the same services that central offer to those libraries. If you cannot provide same as central then the answer would have to be no.
Libraries are important and we need to keep as many as posibly and update them
I THINK AVAILABILITY/DISTANCE IS A KEY ISSUE REGARDING LIBRARY SERVICES
Having a well-resourced and well-staffed Library Service is a mark of a civilised society. The Council need to actively organise protest against "austerity", which is a right-wing political philosophy, not an economic necessity. End collaboration now!
A greater emphasis on children in Barnsley reading more books- making the link between education and future life chances. Access to a range of up to date books for children, especially for families which do not have such resources at home. Better links between schools and libraries.
I would be stuck if I couldn't come to Roundhouse.
That they stay local to me
I'm very happy with Royston Library, we have meeting rooms to use and a nice community feeling.
I have given my views and opinions but am not a library user please take this into consideration.
I have always used libraries and want to keep them as they are but understand they are now very different. I accept that they have to evolve but gradually
More childrens inituitives and events.
Should always have them not everyone has their own resources
I have a house bound husband getting to the library whilst his carers are with him 3/4hour is very important to me
I think it is quite acceptable to have some libraries with more services on offer than others, like

Central always has.. People have always travelled to places with more facilities, like doing your shopping in Leeds, Sheffield or Manchester, we still have small towns near by where we can do some shopping. It is the same with libraries, we should have access to all the branches, not everyone needs every facility, some people still use libraries in the traditional sense.
That libraries provide a portal not only to learning but to access information and or support to other services in the community, or region.
To me a library is all about books, but I know that technology is more important to younger generation and understand that this brings more people into libraries.
IF YOU ARE WORRIED ABOUT THE MONEY WHY KNOCK DOWN A PERFECTLY GOOD LIBRARY IN BARNSLEY AND THEN BUILD A NEW ONE. NOW IN A TEMP BULIDING WHICH HAS COST MONEY AND HOW MUCH IS IT GOING TO COST TO MOVE AGAIN.
I find it impossible to answer this question as libraries need to be equipped with the best technology and resources to retain their relevance. However the geography of Barnsley , which has a high number of urban centres (often poorer areas) outside of the Town Centre would mean that the communities who most need Libraries would have poorer access to these resources. That would also have a negative impact on our skills and employment levels.
Libraries have a significance that is immeasurable. More should be done to promote and encourage libraries as learning spaces within communities such linking into schools. It is important to me that libraries are well stocked with current and relevant books.
Knowledgeable well trained staff.
Libraries should be run by qualifes staff
It is important to be able to use the internet and have appointments for housing benefit. It is good for the children because there are activities for them to participate in.
Libraries sit at the heart of their communities offering a safe, welcoming environment for learning and enjoyment with friendly and knowledgeable staff and I would like this to continue. They bring many different parts of the community together and help people to achieve goals and get on with their lives through activities such as job search support, language support and encouraging reading for pleasure and enjoyment outside the forced curriculum of a classroom. They should also remain a depository of a wide range of books for all to access and for free.
It is very important to keep local libraries open as they are ideal for children to visit after school, without having to catch public transport. I would be happy to let my children visit our local library themselves but if it was closed, I would have to accompany them and this would make it very difficult to find time, as I would not visit with them late at night. They are also perfect for young families to visit.
My library is very important to me. I am an avid reader who is capable of reading books and e-books but I would much rather read a book. I like to visit my library and speak to the friendly, knowledgeable and helpful members of staff who advise me and help me choose my books. They are brilliant at locating where a book is and I regularly order books in to my local library so that I do not have to trail elsewhere. My library should be left as it is but perhaps with the addition of better computer facilities and an after school club.
I like my library just as it is thanks
Bigger is not always better for many reasons. Small village libraries are very important. Re: the questions on the next page, I don't understand why you need to know about a person's religion or sexual orientation. Too intrusive!
As a full time working mum maybe sessions for children that happen at weekends. I use to visit libraries regularly when growing up and into early adult hood and think they are

worthwhile and not necessarily any need shutting as this could mean people cannot access any near to their area
It is imperative that people have access to a library without having to travel too far. My understanding is that where community groups / volunteers run libraries the service and the quality of that service has fallen dramatically. Libraries offer so much more than books these days.
They are very much needed and having less would mean some people traveling miles to get to one. I dont visit Barnsley Libary very often to use their computers because they are always in use, and you have to wait, so local libraries are needed.
I used to use the library a lot for books before I got a kindle. Unfortunately I do not go to the library anymore as I use this device and it is my preferred option for reading so I don't feel the need to visit the library anymore. I think it is good for people with children though.
If libraries are spaced too far apart, then you will lose customers. I would welcome audio books being available at Priory as I am partially sighted.
I think the services offered by libraries need to be better promoted. I think volunteers need to be able to give you the right advice when you are looking for things, e.g. My son is a reluctant reader, what can you suggest to encourage him to read?
None
The new library may be a white elephant and cannot see what the change will be as it costs a lot of money. It wants to be sustiain
Borough has taken a brave stance seeking to maintain lib services and this is much appreciated
Libraries are becoming like supermarkets if we're not careful. Self service is fine alongside side the services of a librarian not instead of
You cannot rely long term on the goodwill of volunteers to staff a library.
Plenty of books, new fiction as they become available.
Provide more opportunities for people to join social groups in the town centre.
Vital for people to be able to access libraries in their local area.
I see a library as being part of the community and a social hub....more libraries not less!!!
The local knowledge that you receive from staff and the members of the library have been really good for me.
Coming for appointments to help with council tax and benefits is very important and having a face to face contact helps immencely
The Library at Thurnscoe does everything I need from a Library. I use it for Job Search and my children borrow books. The library is a very welcoming place and the staff are very helpful. I have had to use Goldthorpe on the odd occasion to do my job search but if Thurnscoe had more computers I would not go to Goldthorpe.
They are an important part of the community, children need to be encouraged to use them as well as the wider community.
We need librarys, not just for the older generation, but we need to bring younger members of the comunitie in, books ,IT etc, is there for the asking, and for all, , It is something we cannot afford to lose
What about people who cant use technology, elderly, disabled, children etc. I fear they will be forgotten about and lose ALL the services.
N/a
Libraries are part of a british community tradition.

There isn't many local resource centres/ libraries left. I think we should all do our best to support them.
As a disabled person my library is very important to me and i use it egularly.
Please keep libraries as libraries with proper books, you can have the e-books and the meetings and the computers but don't down grade the books or the librarians who give the advice!
Libraries and the books they make available to me are a godsend to me. I'm 86 years old and my mobility is such that I depend on the ▮▮▮▮ service which I cannot praise enough (especially▮▮▮▮▮). I tend to request books via the Housebound service rather than leaving it to them to select titles for me and the staff are always extremely friendly and ,more importantly, effective in that they always deliever/pick up the titles i've requested when they say they will. They're one of the better council services i've come into contact with and do what they say they will in the timeframe they advise me of. If only all council services and staff were as friendly and effective.
Libraries are hugely important. Please stop the funding cuts.
In our area we need the library because it's one of the main reason our community ticks, it's a meeting area, we have a children crã¨che hiring of rooms for children's activities and facilities for other people groups.
Volunteering is important but it's about time available for me
Everyone should have access to local facilities including totally free wifi
They are part of the community and should offer events related to the local community.
Most Libraries/Reading Rooms were historically, the result of beneficial gifts and as such had covenants, requiring their continuance for the Public Benefit.
I'd support fewer libraries, but not to cut them where they are providing a good community service.
They need to attract people in through learning opportunities, events or attractions that will be of interest and are publicised through various channels. Access to books will become a secondary feature if they are to survive in the longer term.
They're a great resource for extended learning, different from school, home and 'the internet'. Should be treated as a usable national treasure. Don't close them, open more. BMBC shouls lead a national campaign for more resources from the government.
Act as a community hub and a meeting point for activities for adults and children
Easy access Good selection of books wifi access
Libraries should be part of the local community and be welcoming. They should also be quiet so that people can concentrate and read, I find them too noisy at the moment, maybe they could have a quiet room for other customers if they wish to continue with their groups and children's activities.
Our library is brilliant and they run classes for adults i think they are amazing the staff and i would like to see more computers that would be my only concern as they have periods of time when they are busy and you are waiting for a computer
ACCESS FOR WHEELCHAIR
I meet a group of elderly people in the library every Wednesday for a History Group - it is the only outing some of our members get and keeps them in touch with friends and news around Cudworth. More of that please, for other kinds of groups of elderly and disadvantaged people. Oh, yes and mend the wifi so it works without having to have a mobile phone. I have a Samsung tablet, but no phone. So I can't use my tablet in the library!

Only place where peopke can meet freely without having to pay for something.
I would be very unhappy if we didn't have a library in Cudworth. It is a valuable asset to the community.
Libraries are essential to a wide range of people for a variety of different reasons, and as such we should be doing everything we can to keep libraries open where possible, and increase and improve the facilities available in those libraries. Regarding 'Self Service', if this means letting people into a deserted public space such as a library under no supervision then this is an extremely ill-thought out idea. People who actually need to use a library will not do so if those premises were to be a magnet for vandalism and anti-social behaviour, which would be a very real possibility. How would this be prevented???
Reading. Reading stimulates the imagination.
Facilities for all, being more self service but also being able to provide self service teaching to the older generation or people who require that help.
Believe it is important to have libraries that are easily accessible to people without using privet transport or making long trips using public transport.
Its a meeting place for the community .
Keep libraries as they are. If there wasn't a library in wombwell I wouldn't go anywhere else.
Volunteers don't appreciate the libraries as much
I like being able to access my library locally and if there were fewer libraries, not as easily accessible I probably wouldn't use it as much.
Just because I don't use a library doesn't mean others don't and have a need, and I'd hate to see the needy lose another valued service
That they don't disappear
Reading books having the chance to use computers etc
Libraries are a large part of the community, a meeting place and a place of education which is important to every agegroup which should be supported by the council.
Alot of money has been spent on our library making it the amazing facility it is, to close it or remove resources would be a waste.
It is important that libraries have a good range of both old and new titles.
Have used the libraries at different times in my life, have many happy hours with my children when they were young , both have a strong appreciation of books and love reading . Hope to access libraries with my granddaughter when she is a little older . I think good have idea to have someone to help set up on line services for me it would be the audio books
It is important to have a local easy to access library that I can use for myself and my son.
I do not want my local library to shut.
Not fewer libraries no.
The libraries are the centre of a community. I do not want them to close.
I am not against change, but "if it ain't broke, don't fix it".
Much needed in goldthorpe & surrounding areas
Libraries should be local ! Not centralised
You can find things out at the library
As i am on my own i rely on the libraries a lot for community spirit
I think libraries in our community are essential. I think it is a bad idea to be closing libraries, reducing funding or to cut staff numbers.
It is lovely to be able to take my children to spend time in the library, choosing books, reading and attending the craft and group sessions run by the library.

At one time you trained to be a Librarian - no it seems that anyone is 'chucked' into the job as a side line to other responsibilities. We have an aging population which reluctantly accepts change and finds that visiting a library gives them the chance to get out doors, meet with people they know(librarians), pick up on local gossip and events in a building which is easily accessible and easy to get to. DON'T TAKE THAT FACILITY AWAY.
Libraries are a community space which is becoming scarcer in today's society which is very sad. Take wombwell it has lost loads of community facilities and does not even have a sports area where people can get fit or meet other people. Which is very sad for the future???
Generally, I find that people will equip themselves with technology if they want it. In some instances, the reason the community requires online services in libraries is because they are being pushed that way, not because they want to operate that way. I believe that online services should only augment face to face or telephone based services, not replace them.
That we don't cut their number nor run them down by providing fewer and fewer funds.
Having knowledgeable staff available to help with any queries
Do not make the libraries self service, do not have them open 24/7, you do not need to change them, they are good where and as they are with the staff in them, do not isolate more people to their homes then, decided money needs to be spent on preventing isolation!!!!!!
I like that I can visit my local library and deal with my benefit queries instead of going to Barnsley. I like the fact that libraries have internet access.
About Q20 - I think we need the same amount of libraries as we have a good amount now that are accessible for people who cannot travel far. But maybe focussing on advancing technology and resources on the main ones or the most popular would be better (such as Barnsley). Keep the little ones as they are and advance the bigger ones to make them into 'Super' Libraries. A bit like the big Tesco and the little express Tescos.
Keep them open, they offer so much. I don't want a robot I want library staff that help and know what they are doing.
No because everybody needs a library. Close to home.
In many small towns libraries are the hub of the community and often the only community facility they have. Barnsley Borough has very poor literacy and unemployment levels taking libraries away from these areas is hardly going to help!!!!!
There are the last contact for the council
The library provides a good service already.
I really feel that things are moving far too quickly for the oldest generation - although many are tech savvy, many are not and you need to be mindful of this. Also the most vulnerable in our society often use the library for a range of reasons and they need staff on hand to help. We all need interaction with other human beings - otherwise we may as well never leave the house. Libraries should be protected and vanity projects given up in order to fund them
Better technology would be good.
Libraries should be staffed by trained people who have a wealth of knowledge, as it currently is.
Staff are helpful and it is better that staff are here.
Keep local libraries
Libraries are part of the community
Ilike to come and get my books to read.
A library is a learning place / centre and need sot remain that way
It is important for people to be paid to run libraries.

Yes to question 20 but only libraries not used often. Keep Wombwell open, it offers everything for the local community.
Having a library in Wombwell is very important to me, with easy access & availability. It is also very convenient & good for the community.
Should be more libraries
If having fewer libraries it will leave the older generation nowhere to go as getting to a local library is a task to itself and the older ones wont venture out
Please do not our staff
Many people cannot afford to buy books or have a computer so the library is a very important part of the community
The fact that you have a building dedicated to library resources and library staff who are competent,friendly and knowledgeable is very important to me
I would much prefer to stay open as a PROPER library with staff
Good helpful service.
I think libraries are essential and should not be shut. They offer something for everyone no matter what age you are whether that be borrowing books, Internet, computers, jigsaws, groups and much more. They are an important part of all towns and villages and must not be closed or run by volunteers instead of trained librarians.
I feel that it is more important to get out of the house and meet people through the library and to borrow a physical book than it is to download something at home. And the same for children - they are spending too long on devices.
Libraries are an important focal point for people to get out of their homes. There are fewer and fewer of these places now. We need to encourage young people, by example, in meeting together for learning and self improvement.
It's important to me that libraries are a local facility and accessible to all
I do not want to see any libraries closed,
I would like a library building and library staff who are knowledgeable and friendly
It is the only service left in my village I don't want that to go it is about social and community as much as the service itself
We definitely need more libraries NOT Less we need to encourage everyone to use the library facilities and to encourage young children to use these library facility otherwise in later years they will NOT know what libraries were used for.
Fewer libraries are resulting in people having to travel further to be able to use its services. Public transport is expensive, and a lot of older people don't want to travel that far. If, for example, the Darfield Library would be closed down, people in Darfield would have to make quite the journey to get their books and services. I know it is difficult, funding-wise, in this neoliberal governmental hell, to keep libraries up and running, and a lot of extra services are important, but please don't forget about the basic access that people need.
I like the traditions used at the library, I find my children are wanting to use technology for almost every aspect including homework and leisure where as at a library it's focused on still using books and helps children step away from ipads & computers.
There should be a library in every community.
THEY ARE THERE FOR INFORMATION THAT IS NEEDED
It's ideal for me, I live near the library & the staff are very helpful.
They are a very valuable intellectual and social addition to each community where they are, especially with post office reductions.

Our library is important to the village community, we are able to borrow a good selection of books and videos but you also meet safely residents of Darfield.
Darfield library is a warm local library and I know the smaller libraries are a lifeline for the community.
I would want you to consider if there is too much management in the Service. I wouldn't want libraries open on a Sunday at all as it isn't necessary.
Darfield library is important to me because it gives local access to all libraries in Barnsley, and even, a few weeks ago, to a North Yorkshire library. I enjoy visiting Darfield library far more than my occasional visit to Central.
Good service ,friendly staff.comfortable surroundings. Coffee bar,small charge to defray costs.
DO NOT RUN DOWN THIS VAUABLE ASSETT. ADULTS AND CHILDREN NEED THE SERVICE. CHILDREN NEED ACCESS T BOOKS
Maintain status quo
The personal touch is so important to so to me the staff are invaluable
Focal point for the local community.
Libraries are a focus of social support for people who find it difficult to walk or get a bus to another village. It helps people to meet new people and combat loneliness and mental health problems, as well as sharing a love of books.
They are a community resource which serve the community in a range of ways which enrich the lives of a significant proportion of the community. It is a sad reflection on our society (and Government) that we can afford to spend millions on nuclear weapons but are looking to reduce the access of our communities to the services that libraries provide.
Local libraries are a 'hub' of the area, acting as one of the few places left where people can access groups and services, information and activities within their local area and within easy travelling distance for people who cannot access transport easily or are able to travel a long distance.
In my opinion libraries are a vital part of the local community providing a central meeting point for residents. The groups held at libraries give people the opportunity to meet and interact with people on a regular basis. The library staff are also an integral part of the community being very knowledgable on a lot of local issues and amenities. Having a librarian to advise on books and authors is a must and no way should this facility be lost.
At a time when there is so much publicity around encouraging young people to read a loss to the local communities is unthinkable. I also feel it is important that the considerable expertise of professional librarians has to be retained for the great role they provide to our communities.
The library is needed for all ages...especially children..there is nothing nicer than reading to little ones and watching their faces as you pretend to be the characters..and do the voices...my own daughter loved it...it helps develop children's minds ..I get them to express themselves..something that playing on computers alone cannot do..
Libraries are a valuable resource for children, as are children's books. Young children don't want to read a book on a tablet or smartphone, they enjoy the experience of turning the pages, studying the pictures and immersing themsevles into it, i appreciate this may change as they get older. The libaraies are also a valubale asset to reduce social isolation in communities and to get more people on line. Many wards have already suffered from youth clubs, secondary schools, children's centres closing as well as retail outlets such as post offices, shops and pubs. Another removal of a valuable community asset within a ward would further isolate people and reduce its popularity as a place people would like to live. This holistic view should be given careful thought when planning. It does not always work focussing

all efforts to the Towns within the borough as this sucks the life out of the neighbouring wards.
It is part of our community,
Libraries are very important to the future generation of children and poorer families
It is a community place and community places are getting fewer. They are very much needed in this area
Libraries are fundamental to communities and civilisation like health and education
Books. Peace and quiet. Freedom from screaming children experienced in most other places e.g. Supermarkets, shops, etc.
A quiet place of learning.
I think its important to have libraries in villages around Barnsley. Not all people can get into town because of mobility / cost issues.
A library is a most important part of the local community, more so than a community centre, as it is multi-functional catering for a wide variety of needs including education
I would prefer local libraries that can be easily accessible to the local community. Manned by experienced staff.
Don't close all of he libraries as they are valuable to the community
I need to see a person when I come in, and it is a nice place to have meetings. It would be nice to have more activities for adults. More information about facilities available in the library. More publicity locally about the activities in the library, especially for customer that do not have facebook and computers.
Having a library nearby, operated by pleasant, helpful staff, is of more importance to me than having large impersonal centres no matter how many other resources are available there.
It is important local libraries are kept for local people with knowledgable staff. Not ill informed volunteers.
I would only support volunteers if there was a paid member of staff in charge. The libraries left are the core offer as the elderly cannot travel further.
Changed so much over the last few years, I like that I can get help about council business and from people like citizen advise and benefits
I cannot imagine volunteers being that reliable knowing the mentality of Barnsley people generally.
Keep them open with the staff that do a great job. Its needed and heart of the community
Libraries are about books - not computers People spend enough life looking at screens without doing so at a library. There is enough technology in the library to consider
I think it's important to have local libraries for youngsters to access. Not all households have a PC.
Libraries are important for all ages, to meet people and provide reading and learning materials
I know you have to save money but I just want to keep the library as it is.
I think it is so important to keep the librarys for students who havnt got the money to buy tbe books that they need for studying,and young children,so that they can learn to read at a young age,all my children learned to read at a very young age,and are all in good jobs now,this is because of having decent librarys available
Hoyland Library is great, I am a Senior Citizen and can meet people there, use the Internet, send free emails to my family in Australia, borrow books, etc.
Keep libraries centrally and locally with qualified staff
Most important : good range of books updated regularly; good facilities for readers groups; trained librarians in every branch; same network of branch libraries maintained; improvements

in travelling library provision; children's events prioritised; facilities for community groups to have meetings improved.
I use my local library a lot,its a place to go and get space to use the pc's and choosings books,to browse through the books is better than looking at them on a pc.
It is important that there is more than 1 library for more people to have easier access. I support people all around Barnsley and have to meet them to help them and complete my work, so access across the borough is important.
Staff that are friendly and helpful and welcoming to children. Staff to help me on the computer. Important for me to feel its a safe environment to bring my grandchild.
Libraries are important for socialisation and places to meet.
Keep them open. I don't see many family so enjoy going to the library and the activities they offer. Sometimes it the only time I do anything especially when its poor weather. Helpful friendly staff. I like to see the children's holiday activities and sometimes bring my granddaughter if she visits. She loves it. Libraries are important for children although Mine are old now
Keep them open. I don't see many family so enjoy going to the library and the activities they offer. Sometimes it the only time I do anything especially when its poor weather. Helpful friendly staff. I like to see the children's holiday activities and sometimes bring my granddaughter if she visits. She loves it. Libraries are important for children although Mine are old now
I think this survey is quite misleading and will not give a true refection of what people actually think, it doesn't give you the option to say that you are happy with the current opening hours, it only give you the option of an earlier opening time which isn't something I support. Also the question about what services would make me use the library more, many of the option listed are already offered at many libraries, like citizen advice, councillors surgerys, police meetings/surgeries, etc
I would like to see a lot more eco friendly resources.
All people should have access to a public library within a short travelling distance.
Its difficult to answer previous question because of the geography involved in library placement - people want easy access in their own locality and not everyone is comfortable with technology
Its better if a library is part of each community
I could not think of a day without my library, they are the future in learning, this is why they was created in the first place. My library encourages me to read and attend events which gets me out of the house. I love my library, the staff are very friendly, helpful and know there job. Ipay council tax and this is where our money SHOULD be spend not in things we can not benefit from.
Libraries need to easily accessible to older people who may not be able to drive or travel significant distances.
Libraries need to be in local communities
Keep as many libraries open as possible even it means cutting opening hours
Physically being able to come to a welcoming space, having time to browse the shelves and borrow the books I want to read is very important to me. Welcoming, friendly and informative staff are key. Books are important and being able to borrow them free of charge is great. Please do not consider closing libraries. They play an important role in local communities.
The more libraries the better. Its so important for all children to have easy access to libraries.

Technology has a place in libraries, but the main concern is about books and reading and staff who have knowledge about this. They are dwindling rapidly.
I love reading an browsing through books.
My local library is convenient for me and is stocked well with books which I love to browse through and read. The staff are knowledgeable and approachable and helpful.
This is a community facility which should be in every village to promote learning and community cohesion.
Libraries should be at the heart of the community - they are not just places to borrow books, they are places of imagination, of dreams, of learning new things and opening up new possibilities. They are also places that should be staffed by people who feel the same way and who can convey that to the users. Sadly I feel many of the libraries have lost that feel - Hoyland in particular - where it has become just somewhere with books and computers. It has lost the atmosphere it used to have - where are the displays focusing on topics and themes, where are the events that celebrate the book/author, where are the staff who can recommend new authors??? Since the merger of staff I have the feeling that the council believe anyone can issue a book and book a PC and if that is all you want the library to be then they are right BUT that is not all a library should be. There is so much more potential there but the lack of imagination and drive from the service is holding it back.
N/A
I like my library as it is thanks. It works perfectly why change it?
I believe that libraries should be in every community and being actively involved in that community
Keep them all open.
Friendly secure places available to all run by people - librarians who have the experience and knowledge to run a proper library service.
It is important to have them locally so that people can use them. Lots of people who use them are on low incomes / not currently in work. They cannot travel far either physically or finanacially. A lot of people use the internet at my local library because they cannot afford the internet at home anymore.
They are one of the few public buildings open to all members of the public so are important. Important for communites, learning and information as well as book and cultural provision.
I currently help with a job club and given the clientele that we currently have it could be an idea to increase the days that the job club runs as for some this is the only access to help and a computer that they have.
Important to keep Libraries as they form a part of the community. I prefer to hold and read a Book. Appropriate Staffing levels are important to give that 'human' touch.
Its a sad day but realistically speaking the written word can be found in other areas of the town. Book and second hand books are cheaper than a generation before and are getting recycled more. Online has devastated the library service. Old buildings should be left, they are inefficient and uneconomical. I think instead of this survey people should monitor footfall in these places and then take the proper decision and close them. Sorry but you need a wake up call. They are of a past generation.
If I couldn't get to the library I would want more services locally but I am satisfied with the facilities already in place
I think it is important to keep libraries in the small villages as they are the core for information
It's easy to say have a better library with more facilities but I am lucky as I have a car and can travel but elderly and less advantaged who need these services cannot get to them. The

library provided me with a safe, calm and inviting place to take my baby boy when I was feeling low and vulnerable. It gave me confidence to go out more as there was a cafe, chaging facilities, and people who I saw week after week (staff and other visitors) it was a safe place. It was such an important lifeline to me, it helped me get out of the house, attend groups and make friends. It was invaluable to me in my first steps in leaving the house more. I can't praise how important the library service has been to me and my family.

The old library, and its location , books available, music,& film, computer use, the lovely cafã© and most importantly children's reading area and the pirate ship were all spot on! Its location was perfect and It was part of our weekend routine. As my child begins to grow and reading is a constant interest I see the library as an important place. If a new library was to open that retained some of the services and identity that the old one had I think myself and many others would be very happy. In a world where the internet and on-line interaction continues to grow, then so does the importance of reading from a proper book reading and reading a bedtime story!!!

Local libraries are essential to be community. I am not convinced that the services that we currently receive could be replicated in other community facilities shops, etc. Mapplewell and staincross library is more than just a library its a hub for the community. Self service works well to a certain extent but having set dates and times for staff being present would help customers access this extra service when they needed it.

I am quite happy with the Library as it is at the moment and I like a "real" book not online books . Most of the population will be blind in another 20 years due all the technology you are forced to use online.

Having disable parking access without going into town. Having friendly knowledgeable staff

To see that it is money well spent

I am extremely deaf TV Concentrating on pictures and words is nerve wracking Reading is my life line I doubt we shall be here by the time the new library opens The internet frightens us booth. The other frightening thing is that eventually we shall have to contact with humans - we shall be conquered by technology. There was a time when grandchildren visited us and we made puppets etc and had little theatre shows. Now those wretched machines have taken over. I do not want to loose the human touch ███████████████

That the service remain in existence

Continuing to keep mobile library as this is a real lifeline for people like myself.

Home delivery service.

Libraries are one of the places people can go to on their own without feeling different or lonely. I appreciate that funding is often limited. Fundraising events may be a way of raising money. Local authors may offer their time to speak at such events.

The convenience of the housebound library

We still need to keep libraries and be part of the communities.

Having fewer libraries would be an option if they are spaced across the borough to enable all to access. It may be harder for out reaching areas to have full access to libraries now so by reducing the numbers may make it less accessible to them and may isolate some people who use them as a contact/meeting point.

With regards to having fewer libraries, again this would depend on a case by case basis. Closing Penistone would be awful, whilst closing the library at New Lodge wouldn't be hugely detrimental. If a library hasn't many people using it, I can understand it being closed and moving the resources (staff, books and IT) to other libraries to strengthen them. I believe that staff are crucial to the library service in this borough and are the lifeblood of the libraries. They

are always helpful and have time for people. I know many vulnerable people who feel safe in libraries because of the care and consideration shown by staff. I worry that as many of the older members of staff are retiring, younger staff are not taking their place as they all seem to be leaving. I have seen more turnover than a nun rolling down a hill! Please encourage younger staff to remain in the libraries as they will be running them in ten-twenty years. Building Central Library in the town to last fifty years and then having it collapse due to lack of staff would be painful. Please ensure that the heirs apparent of the library service are given a clean succession and not some kind of bloody coup d'etat.
Excellent for community and supporting people with advice
In the past, libraries and librarians were a place where staff knowledge of books and other information was an important role. This knowledge could be used in other ways signposting people to other areas for their benefit and education. The staff were able to use their knowledge in the supply and purchase of books to their libraries. This doesn't happen anymore. Now, very few staff have little or no knowledge of books and other information resources, and, in consequence, have lost the very reason for the public to enter the library.
Libraries and the knowledgeable staff that run them are irreplaceable. Once you get rid of them or run them by volunteers then you downgrade them. Free access to books is necessary for all - from the poor and disadvantaged to the students and on to the older generation. Libraries are and should be the heart of the community. In your Q&A question 7 states that you have not closed any libraries -THIS IS WRONG. There were 2 mobile libraries in Barnsley until last year and both have now gone. As the current younger generation are now suffering an obesity crisis, I wonder that in a few years, there will be a literacy crisis brought on by the lack of access to books and encouraging the need for reading.
Being able to go to a library is a lot better than just accessing the library services online. Especially if an individual is wanting to use it for educational purposes. For example, when I needed to do work I achieved much more in the library than other place due to the surroundings and the noise level helped me concentrate more. Furthermore, having the resources right in front of you is beneficial.
As a volunteer I really enjoy my time in libraries, I like meeting new people and finding new books to read, so I would like to carry on having volunteer opportunities but keeping staff as well. It is important to keep children coming into the library and nurture their interest and keep them coming in through to adulthood and used to books and reading. 'The moment that we persuade a child, any child, to cross that threshold, that magic threshold into a library, we change their lives forever, for the better' - Barack Obama
As they were many years ago.
MUST BE CENTRALLY BASED, IN TOWN
It's important for each village to have access to books and information and help from library staff, especially in the winter.
Bottom shelves far too low for folk with bad backs, disabilities etc. Too many books crammed into paper back carousels , can't get them back in. I vi sited Mapplewell while central closed and found it much easier to navigate and better choice and presentation of books.
Some confusion about it facilities available in central lib meetings rooms
EASY ACCESS VISUAL LEARNING TAILORED TO ME
They provide good local information - eg.local directions, local business information, local groups etc
Libraries are no longer about books, the definition of libraries needs to change to encompass the community hub nature of them. With easy access to online resources, cheap books in

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supermarkets, and ebook readers and subscriptions freely available, the target audiences of Libraries needs to be considered closely. You are not going to tempt people away from services like Amazon that are setup to be instantly accessible and easy to use, unless the Overdrive service is simplified and provides a greater range of books, including the latest best sellers. Efforts should be focused on providing support for Children, the elderly, less privileged groups (unemployed etc) and also those with disabilities or learning difficulties.

What relevance are the questions on the next page - this is about libraries not me!!

Libraries are vital to services in the community.

The only reason I don't attend now is because I'm not aware of anything happening inside that I either need or that interests me. I'm very interested in attending evening classes, groups, etc, but i've no idea what's available or running. I don't have much time to read, so books are out really, but kids club events too - the lego one looks great, but I haven't manged to attend yet. That's really the first thing that brought the library to my attention though.

I have answered 'don't know' to question 20 as it would depend on the consequences of which facilities were to close and whether their closure would have an adverse impact on our most deprived communities.

Libraries need to be accessible to people in their own areas. As people get older, many become less mobile and need library access in their neighbourhoods (especially as post offices, banks, etc. Are disappearing). Access for young children needs to be made easy - eg. So parents (mothers?) Can take their children there easily.

The staff at Mapplewell Library are friendly and helpfull and people who use that library appreciate that , I travel from Barnsley there for that reason . I know other people who do also.

That people are told to turn the sound off their mobile phones!

EASY BTO LEARN N READ VISUALLY IF P0OSSIBLE

Local library's are an important part of a child's social development.

Inter-library loans for scientific papers.

Dodworth children centre was recently closed. Dodworth library now provides a huge range of support and services, and has almost filled the role of the children's centre in many ways. With two young children I find the library is an absolutely essential and invaluable resource and we would be absolutely lost without it.

The library in dodworth is in the heart of the village and has a good footfall of people using it for various reasons, which also includes meeting friends/residents so it is a social thing for a lot of people particularly the older generation. Dodworth has a high retired/older population so I think it is important this facility is there for them.

Librarians who know their stuff.

More libraries

Maintaing my local library is vital for community working.

Its not just about technology there are many who just use the library for books, so keeping all the libraries is more important then the latest technology. A library is part of the community and should be available for the community to use , having less libraries will restrict access and opportunity for many local residents.

I have an issue with both the Central library and Dodworth storing download information which other users can then view. I have opened documents on my e mails and scanned documents using the scanner to find at a later date they are stored on the computer. I can see some of my old documents plus other peoples information. I have reported this to the staff at both libraries who have reported the fault but the problem has still not been rectified. This makes

me nervous about doing certain activities on the computer eg using a credit card, personal information etc. If you need any further information on this please contact ████████

Find a way of getting the people who are just sitting in there to keep warm and not using the actual library facilities out. I appreciate that its a community facility but its not a free heating and seating facility

I feel that a lot of money is being wasted. Why reduce current excellent library provision while financing a new central library that has already been moved at great cost? The council is reducing vital services which are not 'popular' e.g. Drug and alcohol services, but still financing a new library in the town centre as a centrepiece rather than a need. The current provision is good, if not headline grabbing!

Be realistic - don;t cut provision of existing resources and continue to pursue a new library which will cost Â£Â£Â£Â£Â£Â£Â£Â£'s. I realise this is different funding(EU money!!) , but!!

It is a comunity congregational area, it is where the older generation get out of their homes to come for the vital interaction with other people. It provides an umberella of services where people can contact the council. It is the human face of the council. A place of knowledge. A warm sanctuary

Friendly staff that welcome my children into the library and show a genuine interst in them. Not being able to use the toilet is ufair for small children.

The experience of taking my daughter to a local library after school is so good and exciting for her so please do not prevent this young person from growing up and not having such a wonderful experience.

Libraries are the hub of the community - they bring people together in a safe environment. The staff are exceptionally helpful and nothing is too much trouble. It is vital that libraries remain accessible to every person in Barnsley as a way to encourage people to educate and learn and develop themselves.

I find small local libraries are more friendly and you get to know the staff which is important.

Having easy local access with parking

Tthat they are inspirational places with good quality stock and knowledgeable staff. I thought the central library which has been knocked down was such a place. It was light and spacious with flexible rooms for multipurpose activities.

A key consideration about having fewer libraries will be how the remaining libraries are distributed across the borough and whether the remaining buildings could accommodate the better technology and resources referred to. It also needs to be borne in mind that libraries now provide much more for a community than what was envisaged by the duty in the 1964 Act. Any reduction of libraries needs to take into account the alternative facilities within any community that will fulfil those additional facilities.

Home Deliveries Very Important to the Elderly and Disabled and Infirm

Good book Resources,IT-Computers and help for people who need it .eg elderly who do not own computers themselves. Retaining our excellent library staff - without them a library would become an impersonal, soul less place, where when you are really in need of help and can progress no further because you are not a computer expert you are "lost".

Good Book Resources, IT-Computer services for people who do not own computers themselves eg. Many elderly people. Retaining our excellent library staff without them a library would become a soulless place, where when you are really in need of help unless you are a computer expert you are "lost".

Important for children to encourage in reading.

I think it's important to have local libraries staffed by paid library staff. A visit to the library may

be the only opportunity a person (pensioner) has to talk to someone. I frequently use the online library catalogue to order books for delivery to my local library - this gives me access to books throughout the borough. A local library which has a baby story or rhyme group also encourages parents with young children to visit the library and start borrowing books.

Access to professionally qualified staff at each library. Knowledgeable branch staff. That they are a distinct destination in themselves.

I feel libraries are a great resource for the general public to use - they provide facilities that some public members may not be able to access at home. Libraries promote integration within our communities promote access to educational and leisure facilities, promoting inclusion.

Not all adults and children have access to reading material or online facilities at home and as a society we need to ensure access to books and the written word, and now more and more online resources, is made available to all ...

The most vulnerable are the priority and as long as you cater for them adequately and not to their detriment , changes are inevitable.

Dodworth Library is part of the community and the staff are helpful

I feel that a local library service is an essential part of the society. Even with a low take-up of the service and increasing budget cuts, we need to maintain a recognisable library service.

The staff! Their knowledge and experience. Important to help the vulnerable. Brilliant for children to visit and borrow from.

Family history, meeting up with local people with local knowledge meeting together with mutual interests. Storage of Archival material.

Efficient and knowledgeable library staff and a sufficient book stock with a constant book turnover.

Bring back the mobile library

It is very important that they are in the local neighbourhoods, for the very elderly who find travel difficult but even more so for the young and very young who are more likely to be taken to a library if it is an easy short journey which does not involve having to find somewhere in the centre of a town to park or having to be taken by public transport. Early exposure to libraries and the pleasure gained from not just the actual books but the reading encouragement schemes and the activities in which they participate there will help develop the love of reading and also provide happy memories wbich are renembered years later. Such things are remembered by my children from 30+ years ago and they are still keen readers of both books, paper book and ebook.

Q20 - yes subject to the accessibility conditions for car and non car users

No longer can the public realm justify the cost of empty buildings full of books governed by noise used by few. Libraries have their place and we have to be conscious that people do still use them, but this is an opportunity to buck the trend and create something special that focusses to the future of learning.

It is important that libraries are vibrant, accessible places where anyone feels welcome and at home, but especially that they nurture a love of reading in the very young that will last them for a lifetime.

I have come to the library with my grandson, he loves it here. I come when I am babysitting. It is always friendly.

I find the idea of volunteer run libraries very concerning. I work in an area where volunteers are often approaching us with very good intentions. However the input and quality that many can provide is extremely limited. The experienced staff at my local library provide a good service and are able to deal with members of the public in a professional, polite and caring

manner. I would hate this to change. I would be very unlikely to attend a library manned only by volunteers - however well intentioned.

Need libraries in local villages for older people as it supports the local community

Central library is or was what is wrong. Having used it quite often staff seem distant, noise can be a problem, I never felt the same community feeling of local

Please do not use volunteers! It is demeaning to trained and salaried library staff to have their jobs done for free. How about all Barnsley Council admin & management personnel working for no wages? Volunteers can work for charities. Volunteers will be pleased to work when they are available, but are they trained & capable? No, no, no volunteers please, pay an employee if the job is worth doing.

Libraries with other services and facilitiesserving all the community as is the case in mapplewell library

The library I use every week, Mapplewell library provides a very important service fit the local community and has proved excellent for my grandchildren. The library is well used by the local community and would be a great miss if it was closed.

I use Mapplewell library a lot and don't want to see its demise

The critica! Factor that affects usage is convenience. This is particularly important for parents with young children for whom the benefits of access to books is well evidenced, Bookstart was based on this fact. It ought to be possible within Barnsley to have a main central library that could provide a wider range of technology and resources to meet other needs. From my own experience in Mapplewell Library I feel it is visited by a wide range of users who access all the services, attend groups & library activities, I have never found it unused. The staff are extremely helpful & personable.

Good selection and turnover of books, separate area for children well away from adults section not just a blue room divider, on line services away from shelving area, good layout, easy to find areas.

Libraries need to be accessible for all ages, so a move to more automated / online services must be balanced with an acknowledgement that not everyone has technology and, even if they have it, some prefer hard copy books and the human touch. Services should be supported by appropriate paid staff, even if some volunteers help. Increasing awareness of services offered is key and that's where having a presence in eg leisure centres, retail areas etc could be useful. Schools push the Internet for learning these days, reducing students' appreciation of what good books can offer, as well as decreasing the development of research skills and note-taking which are key as they go through life. Books and good websites linked to courses, promoted by schools / colleges, could improve this area.

Libraries are a vital part of any community.

In Mapplewell, the library is a part of our community and is staffed by people who are both welcoming and knowledgeable. I would not like to see any changes that would lessen this. As a disabled user, I like the way I can park right outside and access to the building is perfect for me. It would be difficult for me to use a bigger facility or one where I had to walk further to access the library

Librarys are my future in learning, with out this how would I learn in ART, Imagination, interactions with people as this creatives my people skills.

My library is very important as I use it and my young daughter uses it, she loves books and this as encouged her imagination. She loves attending the events. Just getting a sticker and colouring is great,

A Librarian plays a major part in a Library. They become part of the Community. They know

people and when they have not been seen for a while to raise the alarm. They are friends to many lonely people who see their visit to the Library as a social outing. Children visit the Library with parents for craft events. Not everyone has use of the internet or computers and a Library provides access to that for everyone.

Libraries are a vital part of the community, as are the staff that work there. It encourages the younger generations to read, and also is a place for the older generations to meet

To keep the library services we have now

Libraries in Local areas are important to meet the needs of elderly people who cannot travel

Libraries are a basic right and should be able to be acessed to ask trained staff for help!

Maple well library staff are so friendly, helpful, can't do enough for you. Staff are brilliant, we all feel so at home Library is nice and clean and tidy and staff are brilliant Outstanding staff ▉▉▉▉ says he staff are lovely and they are gorgeous

Maple well library staff are so friendly, helpful, can't do enough for you. Staff are brilliant, we all feel so at home Library is nice and clean and tidy and staff are brilliant Outstanding staff ▉▉▉▉ says he staff are lovely and they are gorgeous

I don't think I could support the closure of any of Barnsley's libraries. They are an important aspect of local communities - they provide an important sevice. They need a proper building, not a corner in a shop or a GP's surgery. It will be a sad loss if the local branches close. I use them regularly because they are close to home.

The need for the collection to be available on-line.

The comminuty needs the library to ensure that the local children are not left behind , they are safer than they would be in town, they can walk to th library so there is no bus fares - great for a free outing

Libraries need to be small and in their local communities, but they don't need to have designated buildings to operate. As long as they remain in the community that they serve and they are accessible on foot, then the building is less important. Combining them with other services (shops, pub, surgery, school) is a good idea. When my children were very young the library was the only place where I met other parents and attended toddler groups. It was always a welcoming (and free) place to take the children to get out of the house. I knew no-one when I moved to Mapplewell, the library was key to making friends when I felt quite isolated. My children have grown up knowing that the library is a safe, welcoming environment for them to visit. Closing libraries or making them self-service can only have a negative effect.

Libraries are a source of information for communities and are valuable for vulnerable people

The staff, their importance to the elderly and families. A safe, warm place.

Libraries especially the one in Mapplewell, is used by a variety of people, from the very young, to the very old. It is not just used for reserving books, but for customers wanting help and advice, or to use the PC. The staff are always helpful and will do their very best to get your the information you need. Without the staff at the library, it loses the personal and caring touch. The elderly that go, the staff at the library maybe the only people they see that day, and interact with them. The library is a fundamental part of our community, and we couldnt operate without it.

Able to walk in and choose a book in relative quiet to study there if nec. To ask advice and research. Good for people who have no resources to obtain info.

Need to make sure services for more vulnerable people retained. Events for home educators during term time

Would like staff who know how to deal with anxiety and panic attacks, staff with a greater understanding of the LGBT+ Community and disabled staff

They are essential in supporting an educated and civilised society
Libraries are a wonderful resource for supporting education, information and leisure in the community. They also provide a point of contact for lonely people, especially the old. For all these reasons they need to be sited where can be easily accessed. The loss of any library is a severe blow to a local community.
The Library is important. Following the birth of my son I have used the Library a lot more than before. It has helped me to preserve my sanity by attending events with other mothers, Finding books on child care and now choosing books to read to my son every night. I dont agree with a semi automated or self service approach, its nice to have someone there to help you. Especially when you have your hands full with a baby. Also a lot of older people use the Library, they need the help of a person to make it easier for them to get a book.
Our health conditions, that are only likely to worsen, limit our mobility and so some form of local services within easy reach would be preferred. We have always treasured books and have been long-term users of public libraries in every area we have lived. The staff at our local Mapplewell and Staincross library are always pleasant, welcoming and helpful and they do an excellent job; they are an important social asset to the community and we look forward to our visits.
Happy with services at the moment as it reaches my needs and don't want change
Plenty of books, choice for children and adults. Friendly, knowledgeable staff who know what they are doing and can help find books for you, and can always recommend something. Staff in Central brilliant with children, always find something suitable for my kids! Welcoming and friendly atmosphere.
I hope that libraries won't be closed.
Get the community together.
As a childminder, the library is a good place to help young children. The books and jigsaws are excellent for pre school children give them the opportunity to listen and learn. Getting used to the library at an early age means they will continue to use library facilities when they start school and throughout their school and university careers. This again will help a lifelong interest in books and lending libraries.
Kids Activities and on line services. The central library does not have a story and rhyme on Fridays. Fridays and the weekend are the only days I have off work with my daughter. It would be helpful if one was run on a Friday to accommodate. We attended whilst I was on maternity leave and really enjoyed the experience.
The staff are the most important thing in the library as they may be the only person you speak to in your week. They are always there to help guide you through the library resources, both books etc. And resources online, and the activities and events they do create a good atmosphere in the library and I like the staff doing these activities and sessions because you get to know them and feel comfortable in the library.
The one to one contact. A library is a destination journey for me
Physical space within libraries is important and ensuring this isnt compromised by other shared services
Welcoming space, multi - use and accessible
Free wifi is advertised but this is not true. A mobile phone is required to receive a text message with a code to get online for me to use a laptop.
Good supply of newly published fiction and non-fiction. Multiple copies of popular authors and titles - hating waiting weeks to get reserved books, popular titles. Really important that libraries have spaces where children and teenagers are drawn to.

Volunteers are really good, but there would be different people each time and there would be no continuity for me learnng new skills. The staff know which authors i like so they make book recommendatons - volunteers wouldnt have the same knowledge.

Fewer would probably mean having to travel further to access services which I probably wouldn't do.

Need good facilities for children

Staff are a vital element to smooth running of Hoyland library,it is a beacon amongst libraries even if I.T. keeps failing them.[last week had to return another day to print landscape off computers, another cliche!!!!,one in a long line.Fixed through competent staff calling in and ensuring engineer came and sorted out latest downfall.]Who knows when things would get mended in an unmanned set up.