

If you have an alternative option on how the Library Service could be delivered please tell us in the box below. Please explain how your approach would reflect the need to make savings whilst providing, wherever possible, an extended but still local library offer. If you have any other comments you would like to make about Tameside's Library Service please also include these in the box below.

As usual, your consultation is a fig leaf to cover decisions already made. Do we want self service? You don't care; you are going to introduce it anyway, despite the fact that it has proved massively unpopular elsewhere and it is a major contributory factor in reducing library usage. Presumably, this is what you really want. Your questionnaire is, as always, badly designed because it does not address the real issues and it does not give people a chance to make any choices- they are already made. Q.16: surely you do not mean to imply that libraries would actually be left UNSTAFFED? What do the council's insurers have to say? Not to mention how long before libraries would be stripped and vandalized?

I think, as a blind person and disabled person, that library services have been reduced enough. I think if the number of councillors was reduced by a third, the money saved could be used to maintain standards of services, or at least go some way towards this.

Children need to experience books. The elderly need to venture out of their homes and socialise and get information. Savings in health care and education cannot be estimated but are proven, when people go out and use libraries. The recent referendum should ensure more money becomes available for public spending. Local councillors really need to consult with the public and get library services recognised and valued. (This is a paper survey - next to Q15b, respondent has written 'but still prefer a human assistant' and next to Q17 'Do not approve of library redundancies!')

DISGRACEFUL

I think that volunteers is a good idea. I wish I was available. I'm sure it would be better to have a human to get information from rather than a machine. Machines go wrong and need maintaining if you are wanting help and the machine is broken. I think that there would be many complaints. This is 2016 not 3016. I am sure that money saving does not mean MACHINE.

We need a member of staff on, plus a volunteer must not have access to personal information. I am very concerned about my safety, when there are no staff around. You want volunteers, but what about confidentiality with my details? I have had a male download PORN sitting next to me and it took 3 different members of staff to sort out the problem. With no staff on duty, I will need to make several visits to sort this out. The swipe system doesn't work in our local bank, so what will happen if you can't access the library out of hours- will there be a phone? What would happen if volunteers don't turn up? There are problems with certain questions and not being able to enter, esp question 16. Questions are designed in the council's favour.

Savings should be made else where because literacy using books should be encouraged not deterred

civilization is fading. libraries are needed for civilization. Pay council tax for future library service. As a meter reader in 1982 there was much much more community and there wasn't even any alarms on homes. stronger community is a contradiction to lessening libraries. closing libraries puts me further down suicidal stream. save libraries from being an easy threat. I know lots of people never read a book and they brag about it!. There is no choice but to agree-I know the capitalist fascist state certainly is not your fault but that is where we have ended up. Its money over life so libraries are vital but difficult to save for tomorrow. I like the staff. Jo Julie Maureen etc. I recycle Den around Library but not enough recycling bins in park. Save libraries please for the children of future not for me at 56 and failing health, Ill be spirit soon enough. There have been libraries in Denton and Tameside all of my life and have helped to make my last half century etc the best 50+ years we have ever lived thro all going rapidly down-hill and pear-shaped now tho

I find all the ladies/staff at Denton Library very friendly and most helpful. I enjoy the social occasion when I visit at least twice per week. I only got to Hyde Library 2-3 times per year. I prefer face to face contact rather than computers, self issue. I do not want anyone at the library to lose their jobs or reduce hours of work.

This questionnaire is not using fair questions as it is not allowing for myself or others to give more rounded comments. I feel the questions are 'loaded' and are geared at confirming a process which most of the customers have not agreed to and are upset by!! ie tick more than once when it comes to suggestions for open times and accessibility. Customers have expressed safety issues being alone in the library without staff. we have had a number of incidents where we have had to ring the police. Customers have shared there concerns that this is not a transparent process and has already been decided. I propose that a trial be completed for three months in one of the libraries to ensure the safety of staff and customers. Ensuring buildings and contents are safeguarded. How can more volunteers be supported and valued when current volunteers don't feel valued or supported at the moment. Currently computers crash in the library all the time how will customers be supported when there will be no staff present to assist. Customers have advised that in other areas better models are used ie Salford libraries where libraries share buildings with other bodies ie health, job centres, sport, youth centres etc. Buildings are always staffed.

I have used self-service equipment in Stockport before, but have not had a situation where staffing is non-existent. This is highly dangerous as it leaves the public vulnerable and it also raises issues of health and safety. Tameside has to provide and stand by a 'lone work policy' for it's staff but appears to have no regard for individuals on it's premises. What happens if people have an accident in the building whilst alone? How are they supposed to deal with a threatening situation when alone? Where is the point of contact? Who is going to offer support and information to those people who are afraid of technologically? Who is going to assist if there was a crisis e.g. fire? Who and how can the safety and security of the community be guaranteed? I can only think that the members of Tameside Council have totally lost the plot as they appear to be heading head first into a wealth of litigation and all of the costs that that incurs. The questions that you pose do not allow people to give their honest opinion as they are totally slewed - in other words there is no choice. The decision is pretty much decided already. Like several other people before me I offer the suggestion that staff be kept on in the libraries as their knowledge and assistance is invaluable. New technology could be used alongside if considered helpful. Opening hours to my knowledge seem to suit members of our community. So I would suggest that if you need to find my money to ensure the continuance of the library service that you cut the number of Councillors and reduce the amount of money that they receive thereby providing more funding for the benefit of the community.

I object to any change taking place with our Libraries whilst astronomical amounts of money is being spent on the administration building in Ashton and a new bus station when it was only a few years since this was done. Incidentally I would not feel safe going into the library when no one was there with all the "scallies" we have in denton, whats to stop them causing damage or, worse still, setting the books alight. I wouldn't feel safe

I used to visit the Hurst library frequently but that was closed down due to funding. I think it's disgraceful that you choose to cut public services when so much money is wasted and could be cut from other places. I am happy to use technology for scanning things but surely it is cheaper to pay staff than to pay for this sort of system to be installed which are never reliable and who is there to help people that cannot use it? You are expecting people to basically run your library service for nothing which I find disgusting.

One paid member of staff and others volunteers

Reduction in one opening day in the week to enable the library to remain open and staffed on other days

I use libraries within manchester city council and at the university of manchester, all of which are automated. I think it's about time this was introduced to Tameside too. If it makes libraries more accessible, which ki get hours will, then that's a good idea. The reason I don't use my local library more is because of its limited hours.

It would be a shame to lose library staff but using volunteers would be a preferred alternative to unstaffed periods. I think that some people would feel vulnerable visiting at these times and would therefore choose to not visit the library.

I would prefer to keep staff, they are an essential part of the library experience - and make less use of technology. Also possible buy less books and save money that way, but keep the staff! Please!

Not an alternative solution but need to make sure the technology works and is supported. Suggest you start it as a pilot and learn from the outcomes. You need clear communication with the public and you need to ensure the public are SAFE during hours without any paid staff on duty.

Droylsden library is well used , staff are excellent, knowledgeable, and have worked hard to provide a high level of service. The opening times are just fine. I cannot think of a worse idea than to let people have access to the library whilst there are no staff around. surely this would lead to theft and vandalism? I for one would not feel safe going into any building where there are no staff. As quite a few of our libraries have been closed down I would think that staff could be moved to Droylsden! I suspect that this is just a way of getting rid of paid staff & that you want it to be run by volunteers I quite understand that savings have to be made but people need a library service and one that is manned by staff when the building is open . Droylsden is a ghost town as it is with only charity, betting shops, cafés and takeaways! the last thing we need is to have a half hearted attempt at staffing our library. I'm lucky in that I can walk to Droylsden library but there are many people who are unable to do so and depend on their local library.

Cut the wages of the councillors and pay the staff. Get rid of any cars for the mayor/heads of service and put back into the service.

REDUCE NUMBER OF COUNCILLORS AND THEIR EXPENSES AND USE TO SUBSIDISE SERVICES

Reading all kinds of books keeps people alert and interested! We have lost our big library in Hyde - that's enough! The Town Hall is smaller but OK so let it stay as it is! People are saying reading stuff online is not the same as a book in your hands. The Library is part of our community - the staff are great & make it a pleasure to visit! BH

Question 12 is a false dichotomy. Whoever designed the question clearly wanted the response to be in favour of self-service tech. If it were just about me, then im fine with tech and security, but if you take the staff out of the library and introduce tech, you're just making it less safe and less easy for older residents, and you're removing interactions for people who might otherwise live on their own. This is not a student area, you have to be conscious of the demographic. We need to defend the jobs of the librarians and keep the libraries open. Taking stalybridge as an example, the shops keep shutting, the banks are pulling out, derelict buildings like the old police station litter the town centre, and tameside council is presiding over this sorry decline. Not much evidence of the northern powerhouse here. The place needs investment, not cuts. I cant support librarians having their hours cut or put on the dole queue. I read recently that top executives pay at Manchester CC was going up by 7%, when everyone else is on a 1% cap and services are being cut as well. I hope the top execs in ashton aren't awarding themselves a similar rise.

please make sure that in order to use self service options that people are not charged when the magnetic strip on the library card fails as mine only works by inputting my card number into the system manually.

While self service would be acceptable, totally unstaffed libraries and a reliance on CCTV is a very poor idea. While this is used in other areas and industries, the feedback has been that these have lead to an increase in anti-social behaviour and theft. I would propose that a skeleton staff is present at all times. This will also address the problem of those who do not feel comfortable with use of self service who would be discouraged from library use is used overzealously.

Re: Question 6 (which service most important) - Being part of a reading entails borrowing books!
 Re: Question 17 (would you be interested in volunteering) - absolutely not! These are jobs for librarians and current staff. Re: Question 18 (what type of activities would be interested in getting involved in) - CRB check needed to do this!

I understand that the library will at times have no staff on duty and volunteers at other times. I think that it would make it difficult for them at times to remove unwanted and disruptive visitors. Also, I think it will stop user using the library including myself because of the problem that might occur.

I believe that the library service should remain as it is at present and has endured enough cuts to the service!

Surely there could be a member of staff on at all times for assisting with the self service checkouts as they will forever cause issues. Volunteers are well meaning but will they have the training? Suggestion of further staff during holidays as more children use the library then. I wish there was a different answer to this financial issue but I understand that changes are needed. I hope that these do not alienate the older generation making it easier to justify closing libraries. They would prefer real people.

Cut the number of councillors from three per ward to two,also cut their allowances by half.

I do not use the library service but many people do, particularly the young and the elderly. Maybe if we cut the expenses of the elected body of councillors that would help. Are councillors paid to attend meetings that other people go to in a voluntary capacity? Maybe we should cut at the top instead of always pruning at the bottom

The librarians in Hyde Library are always really helpful. Self service machines would be ok but I really hope there will still be librarians to lead activities and give advice

I like it as it is thanks

I think you could implement a cafe within libraries such as they've used at Medlock leisure centre. This would generate income into the library service as well as providing jobs and increase in the economy in the area . To cut down on opening hours and possibly cutting services this is shortsighted. We have to look at the bigger picture and providing services such as counselling helps to improve health of the local community and therefore providing local economy with healthy prosperous workforce. My children are used to live at healthy prosperous workforce. My children have used the library to study without this resource my children would not Have done as well as They have. I have used the library when the children were younger to engage them with storytelling as well as the big they have. I have used the library when the children were younger to engage them with storytelling as well as taking part in the summer Reading challenge. Please do not close the library is "staff taking part in the summer Reading challenge. Please do not close the library, cut The number of helpful stuff is not an option we need the libraries

It's good to see library staff supporting young families introducing children to books and reading.

Reduced opening hours would be acceptable providing helpful and experienced staff are there to give their advice and support.

I can understand the cut backs for the council, me personally thnik the Goverment are going to far with it. If the goverment go to far there won't be any service's available for any one any more.

The Droylsden library and wonderful staff have been invaluable in helping Pension Wise to provide a service to local people and is a community resource that needs to continue.

Make nominal charges:- either per book/CD/computer session, or for annual 'membership'.

I feel it is very important that we keep libraries open but am very disturbed about people losing jobs. This is not a good thing at all.

I am quite happy to see technology assisting the loan and return of books, but would not approve of staff withdrawal at times when schoolchildren are doing their homework, or the cancelling of story sessions for children. Many children do not have guidance at home, and homework services are extremely important for our young people struggling to improve themselves when they are able to access little or no support elsewhere. Younger children also need to hear stories performed competently in order to start to enjoy reading, and to fire their imaginations.

Library footfall will decrease dramatically if these methods introduced and next move will be to close most if not all libraries. Not one of this philistine council's priorities. The young and the older members of the population will lose out yet again. Money could be saved by addressing the book buying policy and stock selection instead of buying multiple copies from library suppliers regardless of merit. What is needed is more professionalism not less in the form of volunteers and often unreliable technology.

Staffed local libraries are an essential part of community.

I think that the staff at Dukinfield library are very helpful. As I work in a supermarket I am used to self scan but refuse to use them for myself. There are always problems with them and have to be manned all the time. As they are very expensive I think this money could be paid as wages to staff. Surely you must have made enough money in cuts now that you have closed the community centre for yet another nursery and now the swimming baths in Dukinfield which a lot of Dukinfield people used and miss (as I refuse to go all the way to copley). What a nice little town Dukinfield used to be.

I would prefer opening hours to be reduced rather than increased though without having staff present at certain times of the day. In my experience of supermarket shopping many people hit problems with self service as soon as they get to the question about bags. I believe that your proposals will increase theft of stock, further decrease footfall and leave older and vulnerable users who do not like to use self service with an even further diminished service.

Dukinfield library is a community hub, I deplore the closing of any library. If counselors expenses were reduced and returned to the time when counselors did not receive exorbitant expenses but did the role voluntary & the leader did not receive the equivalent of a fairy tale salary, and the number of ward counselors was reduced there would be sufficient for libraries to be kept open with staff.

Lobby the government to give the money that we are getting just to run the libraries as they are being or were run two years ago.

Following the last consultation Stalybridge Library's opening hours were reduced with the Library now being closed on a Friday as well as Thursday. I work in the centre of Manchester so with my commute I find the longer opening hours on Monday and Wednesday (until 8pm) particularly useful. My concern would be that unstaffed libraries would be open to theft of books, CDs etc.

I am comfortable using the service and for my own safety and confidence would need it to be staffed. Wouldn't feel comfortable in a Liburary with out staff.

I have used the self issue technology for years in Kent and it is very user friendly. However the proposal about unmanned hours raises lots of issues about safety. What sort of risk assessment has been carried out re the stock and more importantly the safety and security of library members ? Better to only open 3 days a week but have staff there all the time. How unfriendly and sterile and unwelcoming our libraries would be without our helpful, knowledgable staff.

I can only see self-service at our libraries being wide open for abuse. Tameside Council have closed enough libraries, our council tax payments go up and service we get goes down.

Our library at Hyde is the 'Hub of the community'. The librarians are as well known to us as our next door neighbours. People really do not wish to live in a 'virtual world' when choosing our library books. I am a fit and agile and (hopefully intelligent individual) but you proposals do worry me - we have so few facilities in Hyde.

The need for such high numbers of staff at Ashton library could be alleviated by having all the facilities within 1 area as opposed to so many separate rooms, when the new library opens in the new building in the town centre. Bear in mind that number of users may also increase significantly when the library in Ashton is in a more central location, particularly as it will be close to 2 further education establishments. I think it will be necessary to keep staff within this library to provide the sort of service people want to use.

For safety reasons I would not want to visit a library in the evening when there are no library staff or security staff on the premises.

how about a restructuring of finance - eg less money spent on vanity projects which make our town centres something akin to soviet Russia in the nineteen seventies and instead investing the money in services which actually benefit and have the potential to change people's lives and outlooks - through literature and information.

Firstly I would like to say it is a sad day when it comes to having to save on things for the community. We do not have much in tameside for young people, nothing to encourage them to play and develop. I am glad that this is being looked at seriously and applaud that the self service is being looked at. For myself my visits to the library have depleted and that is not due to ebooks, even though I do have a Kindle, this is due to the opening hours. I used to go after work regularly but now only have two options and sometimes these are not possible due to work and travelling a distance. I feel the libraries are an essential part of any town and are vital for young children growing up to appreciate the written word and to encourage them to develop their skills. It would be a sad world if there were nowhere to go to sit quietly to read or browse through the many subjects that the libraries offer.

Whilst I appreciate the need to save money and understand the move to digital services I oppose unmanned opening hours. I would not use it as I would be wary of being alone in the building, being "tail gated" by a non user who wants access to the building and / or its customers. I have seen some of the people the staff have to deal with and whilst they are a minority they still pose a significant threat to others as well as the building and contents.

I feel the library is a very important part of the community and should be saved for people to enjoy and learn. Reduced hours and voluntary help will perhaps have to happen for it too continue, but it is essential for so many people to have this central point.

Most of the consultation covers what I would have suggested myself. Firstly, I agree with the need to retain all eight libraries in the borough, in spite of the reduction in staffed hours. Secondly, as I work on a full time basis, I would find the extra (though alas unstaffed) hours outside normal opening times more convenient for dropping off books or borrowing books. In public libraries outside of Tameside, I have seen self-issuing terminals as early as 2003 in Gorleston-on-Sea library in Norfolk. The ones I have had first hand experience with was at Manchester Central Library where similar systems have been in place within Manchester City Council boundaries since 2010. My experience was mainly positive. One concern I do have with self-service hours is security. Understandably, staffed hours would be dependent on each library's requirements. Especially after school when the library comes into its own as a quiet place to do one's homework. That I feel could also be addressed by changes to the library card system. Future cards could use the same contactless technology, as used on ENCTS Concessionary Passes, TfGM's GetMeThere cards, and debit/credit cards. S/he could use the card the scan their way into the library outside of staffed hours. Then scan the card before he or she wishes to take out any books, audiobooks or recorded music. There is also scope for the continued integration of Active Tameside's facilities onto library cards. The contactless system could be used for entering certain parts of an Active Tameside facility (i.e, the fun pool or the lane swimming pool once Active Hyde is revamped, or the 5-a-side pitches at Active Copley).

I have been a volunteer for Dukinfield Library for nearly 30 years. The libraries provide a great service for young and old alike. The libraries provide a good service for the community and also caters for children in the holidays and provides a place for the elderly to meet people and socialise.

I am worried about library closures as I find this service very important to my daily life as I enjoy reading

To bring back a charge for people who want to order new books. The waiting time is getting longer now that it is free. The library staff are very helpful at Ashton nothing is too much trouble. A very friendly library. Not do it yourself.

Perhaps if councillors are reduced many savings could be made to provide valuable staffing services

The staff at dukinfield library are the nicest and friendly people. I suffer from depression and they always cheer me up when I go there. I would be lost without this library

Do not close Tameside Library Services

I would hate the thought we may have library closures, In Dukinfield we have lost our community centre (which was very well used), our baths the ladies bowling green in Dukinfield Park what Next!". I cannot imagine how the new system would work (self-Service) some people don't have respect for anything, what state would people leave the library in. all the staff I come into contact with are so helpful and friendly a lot of people on their own like to see a friendly face!!

I would reduce the vast amount of allowances paid to councillors to fund full time employment for library staff thereby reducing redundancies that are intended.

An extended service is not necessary the service has been messed about with enough, given the recent news about Tameside children especially boys being behind in basic skills you should be providing extra facilities to encourage young people. I worry also about security and the elderly. Is your next big idea to move Dukinfield library into Morrisons.

Could Tameside not work with other Councils in the Greater Manchester area and share resources across these areas to save money? Tameside, like all Councils, should be providing libraries as an accessible service for all residents including young and old. Reducing counter service, whilst increasing opening times by bringing in this self service system might make the service more accessible, but will it also provide a safe environment to enjoy the library facilities? Self service in supermarkets are not 100% reliable yet, and there are still staff available to oversee the users of these tills. What you are proposing with self service does not include anyone to oversee that there is no misuse of the system other than by CCTV. Having CCTV will not be as effective as a physical presence within the building whilst members of the public are there. As a parent of a child due to start high school next year, I would like to think that when he needs to use the library service for homework, etc, he would be able to start doing this independent of me once he moves up. However, I am seriously reconsidering this as I would not be happy with him using an unstaffed library.

The libraries I don't think need all this self check in stuff and unmanned at times ...The libraries opening hours are sufficient there is always a time for everyone to get their books and do their stuff....a library should stay as it is with staff to supervise I don't want to check in and do all the proposed stuff I like to chat .What about all the older people that go in your putting technology above seeing a human being. Libraries aren't supermarkets they are places to go and look for books maybe somewhere for the elderly to go and chat with someone whilst finding their books.It seems more to me about trying to change what you think is best not everything needs updating with technology and to do all this right across 8 libraries in Tameside will cost so much more than keeping people in their jobs.Keep libraries just that ...a library not a volunteer run place open to everybody with a card to let themselves in....thats when the trouble will startwe need a SAFE place to come with young children there could be people taking advantage of unmanned places. Keep them as they are now.

Whilst volunteering can be encouraged, I do not think TMBC should be making libraries dependent on them. Libraries are a service to the community, and the inability to find enough volunteers should not be a reason for cutting back or closing libraries.

I think that unstaffed libraries would lead to vandalism, increased loss of stock, and groups of people gathering in the buildings who do not want to use the service. The library would be a place to gather out of the cold or during wet weather. People who genuinely want to use the library service would work around reduced opening hours. Emphasis should be to gradually move over to providing online resources via the Internet eg websites where a subscription is required. Not all information can be obtained via Google!

Maybe in future to know the best way of asking questions to Google or help with spelling I can phone up the Council Offices

The local library happens to be closed on the days I am responsible for my grandchildren. With modern working practice, and the restraint put on the school timetable, it is already difficult to nurture literacy and a love of books in children. It is a sad reflection of the times that this service is not considered to be an important aspect of life. The use of a volunteer scheme would not safeguard the future of the service. If not already done, maybe college or university students could work with staff as part of a degree course, could be English, social or community courses.

I would prefer to have the library to always have staff present, I am 74 yrs of age and all the staff have been very helpful to me. I live alone & don't have a big family so when I visit the library its like going to see a friend, they order books for me and also find time to have a chat even though they are very busy, I f I was unable to use the library it would have a big impact on my life as I do not watch much tv and without a book I would not be able to sleep and it helps with coping with my life as I have many personal problems and sadness in my life, I have been using Stalybridge library for over 50 years .Please keep staff in library as I am not good with modern technology. I am really upset about this situation

I would not make any further savings. the Council has done enough damage in this rea- e.g. Hurst Library- so that young people find access harder and soon give up. Shame on you! Aristotle said that the mark of a decent society was measured by its health and education(of which libraries play an important part) and should be people led by experts!

Whilst it is important to try and maintain access I think it is important not to cut back too much on staff and rely too much on technology. The staff are not only there to issue books, they provide a service and help that technology can not necessarily offer such as advice, recommendations, and for some people, particularly oldet residents, support. I also believe that their presence helps make libraries feel safe spaces. Without them there could be issues of theft and vandalism.

I am very concerned that thefts from libraries will become commonplace. Do you have any plans for the Local Studies Library at all ?

Don't close Libraries please - they are essential places not just for books but for information and community support

I think the library service is a fantastic. It brings people together & educates both young & old. Without this some children would not get education they need because not all families can afford new technology and books.. I have a heart problem and suffer with epileptic fits. If I had to go any further then the library in Droylsden I would have to drop out of this service. I do not go very far on my own because of my health problems and hopefully people around me would help me but going too far on my own would not be a good idea. I need to feel safe at all times

I use on line services from home then pick up my books. I think day time opening would be more useful for older people and pre school age. Other age groups possibly more comfortable with technology. The on line service is fantastic but is also useful to have access to a person if needed. This would offer the best of both worlds

Doing volunteer work would help to keep the library open

I think staff should mainly be available during the day in core hours and then in the evenings perhaps have it a couple of times where staff are made available to the public so it's fair that we are seeing staff during the day and evenings.

All elected councilors to donate ALL their expense claims to the Library service to increase the Library budget in order to prove they put the welfare and education of the Tameside population before there own monetary claims, which is what Libraries were opened for in the first place. How refreshing this would be.

At all costs I would NOT like to see any libraries close.

We had to get used to the three day a week library, which we have, making less hours/days is not fair on people, schools, older people, disabled. I don't agree with these new proposals whatsoever, Denton library staff are very helpful especially with older disabled/mentally disabled, they have time for everyone.

This type of survey is unable to reflect the broad range of services the libraries currently offer and I do not feel that the "tick box" answers reflect my views. I feel that this survey has been structured to provide the required answer rather than to be truly consultative. However, my main concern is that as someone with a disability I need assistance when I visit the library. Unfortunately, this can only be provided by a person. Technology cannot and will not provide a solution. If the staffed hours are significantly reduced then once again my life is adversely affected. If alone, I would be concerned about falling and I can imagine scenarios when one could feel anxious, threatened or intimidated. The current staff know my needs and help is always offered discreetly and kindly. I know others are similarly assisted. I have also attended meetings offered by other organisations, such as the NHS and the timings of these are determined by the organiser and vary accordingly. I can imagine difficulties arising on these occasions. This library is vital to the area where virtually every other community service/resource has been removed. I fail to see how the inconvenience to so many people will be balanced by what is a relatively small saving. Perhaps closer scrutiny of the budget for office refurbishment could offer savings and save a community service.

My personal view is that library services in Tameside are excellent. However we visit many libraries in other areas when we travel about and are also members at Oldham and Cheshire Libraries. Tameside MBC is the only local authority amongst the many we visit and browse, or in the case of Oldham and Cheshire, to borrow who do not use self service technology. In this context Tameside are "behind the times"

being able to speak to a real person. Being a pensioner in my late 70s I sometimes cannot get in to renew my books and have to do it by phone. Would this still be possible?

No other ideas at present but concerned about library staff retaining their hours.

I think the plan is a very good one, but would worry about personal safety and using the premises when there are no staff present.

Staff at Mossley are such friendly and helpful people. It will be great loss to the community to lose them, their community spirit, their willingness to help and their engagement with young and old.

My children use the library all the time, you would be reducing the amount of time they can use it, how to you stop items being stolen/broken/wrecked. It would not be safe to go to the library when it wasn't staffed and it would not be easy. This really hasn't been thought through. There is enough money in reserve at Tameside to keep things ticking over as they are.

Save money by reducing the number of councillors or dip into the councils contingency fund.

Well tameside council is moving the bus station 4 feet at the cost of over 4 million pounds. How about cutting that and utilising funds for services. Then secondly new charter which is owned by tameside how about stopping your outrageous spending and earmarking this money to ensure front line jobs are kept in the council.

This survey is rigged. Your questions beg a small subset of a specific answer. You are using volunteers to replace staff. This is not a conversation, you are using the questionnaire to make users feel better about a bad choice.

Cutting back on library services is like a person slowly losing their memory and using volunteer staff is putting legitimate staff out of work ie cheap labour

I guess having it open with no staff is better than not open at all, however I feel that the staff offer a lot. An idea would be to offer the staff various shifts, so that the libraries have a member of staff in, rather than 3 at a time - maybe 2 at busy times and 1 at other times (evening for example)

I would not like the library to go self serve. I think it is a backward step for the community. Places like the library in Mossley are vital for older people, sometimes being the only point of contact they have in a day and somewhere where they can get help from the amiable staff. I want to be dealt with by a friendly member of staff not toil with a machine!

Not sure if this 'consultation' will make any difference. It seems that when things like this are offered councillors have already made the decisions. People are getting very fed up of their councillors at Tameside. I could say more but won't at present.

Less staff at any one time and self scanning. Always have staff working as it would add to security of people and property. I personally would not enter a library without staff working and I will not be alone in my views.

Gift buildings back to communities, let communities run the service. Volunteers run our local library, friendly and personal service

Reduce number of councillors per ward to 2 or even 1

I personally think the library would be open to more theft of books, computers and the buildings being damaged and abused if left unmanned

Reduce staff numbers on at each time. Not sure that there is a requirement for 2 people on the desk at mossley or 3 on the desk at Ashton and Hyde. This is per my last visits which have been in

I feel self service can in no way can replace actual people....a friendly smile.....an offer to help you find what you want. You'll take away the very heart of the library and all it stands for. I also heard a rumour that Ashton Library may be sold.....I'm really hoping that this rumour is not true. It's a magnificent building.....please don't sell it!!!!

keep it how it is... older users of libraries usually shy away from `new fangled ideas` and it would deter them from using the service.

Hyde Library is at present too small I.E. cramped bookshelves. Not enough room between aisles. It should never have left its original site in Union Street Hyde. It used to be classed as a learning centre, it is now too small for that purpose.

The Library service is reducing all the time, down from mobile libraries and the small outer branches making access more difficult especially for the older population where the library is a special place. Volunteers, whilst helpful and also free to you as a council are not the answer as they do not hold all the necessary skills, there is more to running a library than just stamping a book, therefore I think the council needs to consider very deeply before going ahead with further cuts to this essential service.

I always want the library to be staffed.

Please keep library staff. I love the interaction between staff and customers. For some people it is the only connection between another person.

I currently use the library (amongst other things) to print down from computers. This is currently kept private, though appreciate your staff do monitor this as it is printed down. Will there still be some precaution to what service is being used for or will we lose that facility

I am, disgusted at the way Tameside Council goes about it's business. People use libraries, they are always jammed packed. People need libraries. You are taking quality of life away which is making Tameside area look very bad. Have you no pride? You have just dismantled council offices and now you are talking of cutting more services while you build the new premises. Shame on you Tameside Council.

As I am partially sighted I find all the staff at Ashton Library are very helpful in assisting me in my selection of books.

The range of books was dramatically cut when Audenshaw library was rehomed in Ryecroft hall. I used to take preschool children to the activities in the library which when it closed meant that the children who attended my voluntary organisation missed out as to get them to Droylsden was not viable. I would not wish to go to Droylsden library if it wasn't staffed due to a personal safety

The majority of people visit a library to seek the help in one way or another from a friendly member of staff. For example, elderly people want to see a familiar face where they feel comfortable - this can be some peoples ONLY interaction with another person. Another example is people use the library to get a question answered; you ask the member of staff something, they research it, and provide you with what you came in for - how is a machine supposed to do this! Regarding the issue of self-service machines, it is quite frankly laughable to compare a library service with a supermarket. When you go into a supermarket, you go to purchase a particular product and that's it, which self-service is absolutely fine for. When you go into the library, people want to do a lot more than just borrow books. If you think that is all people want to use the libraries for then I think you need to do a bit more research into who your target audience is and what they want. We, the taxpayer, spend a lot of money on rates for you to provide services and all that seems to be happening is a slashing of these FRONTLINE services. I'm sure cuts can be made to background services where it would not impact so badly on what the public sees. It is also hard to swallow when you are talking about making cuts, so you slash the library service (AGAIN - something which seems an easy target for you guys), and yet there is £400,000 available to lay a new football pitch for Hyde United? I didn't realise it was the responsibility of the taxpayer to pay for the upkeep of its local football teams? Plus I support Mossley not Hyde, so when are they going to get a new football pitch - seems a bit unfair to give preferential treatment to one Tameside team over another? I have used Tameside libraries for many years, since growing up as a child, studying for university, and now in my later years; I've seen the library service grow over that time into something wonderful. Now what I'm seeing looks like a blatant attempt to kill it off. It's very sad if my fears turn out to be true because as history shows, once these things are gone, they are gone for good. A library service is a service of EVERYBODY without discrimination, and the keyword there is SERVICE - it is not a business, something that shouldn't have to make money. Things need to be done for the common good, there is too much of this greed culture nowadays where everything has to turn a profit. Speaking of profits, isn't it true the council has reserves? Perhaps some of this money could be spent on the services it is paid to deliver. I know there are difficult times we are facing, but if you're not going to use these reserves in difficult times i.e. now, then when are you going to use them? Or is it just something to gain interest from so that you can turn a nice, tidy profit? A council is funded to deliver services, not make a profit like a business. I do hope my views are taken on board although I seriously doubt it.

The majority of people use the library to seek the help from a member of staff in various ways. For example: elderly people who want to interact with somebody when taking out books (this sometimes can be their ONLY interaction with another person). Another example is when coming in with a query, you rely on a member of staff to research this for you and provide you with an answer - this can't be done by a machine! Comparing a library with a supermarket regarding self-service machines is quite frankly laughable; when you go into a supermarket, you go to buy a particular product(s) and that's it, which is fine for self-service. When you go into a library, people want to do a lot more than just take books out. So if you think self-service is going to be a satisfactory way of taking the library service forward, I think you need to do a bit more research into who your target audience is. Or do we, the taxpayer, not really matter when it comes to making cuts at the front end? We pay our rates for services and as far as I can see, all you seem to be doing is cutting those frontline services. I'm sure cuts can be made to background services which would not impact so strongly on what we the public see. It is also difficult to swallow when you are talking about desperately needing to save money, therefore cutting libraries (which does seem an easy target for you guys), and yet £400,000 pounds seems to be available to lay Hyde United a new football pitch? I didn't realise the tax payer is responsible for the upkeep of local football teams; plus I support Mossley not Hyde so when are they having a new pitch? Seems a little unfair to grant one Tameside team preferential treatment over another. I do hope these views are taken on board although I seriously doubt it.

<p>Using the self service till in tesco as an example; I loathe these machines. I am an IT manager and I love technology, but there are some jobs humans do much better. Do you not think that some of these people who visit libraries may be the only person they have spoken to that very day. Humans can see frustrations and show empathy and help other humans meet their objectives, I have yet to see how a computer based device can show these qualities. All a little Orwellian in my opinion, what next; micro-chipping humans the same way we do with dogs!</p>
<p>taking away staff would lose the community feel of the library surroundings. I wouldn't feel comfortable going along to a library that was unstaffed for security reasons. Its always nice to enter the library to a friendly and polite member of staff and be able to have a conversation.</p>
<p>I do not agree that having unstaffed libraries would be a good idea. Tameside is an area with high levels of anti social behaviour which would increase if libraries were understaffed, especially those in more central locations such as Ashton. A precept on Council Tax to pay for library services would be acceptable.</p>
<p>i am an OAP and set in my ways. Any changes would only confuse me and I am extremely grateful of the help present library staff give me</p>
<p>Would prefer no change to the library service. If there were staffed hours I would prefer this to be in the morning and the afternoon as I visit the library during both these times of day and would not use self service technology. I would not use the library if staffed hours were replaced by self service.</p>
<p>Better use of buildings for community events, small fairs, businesses, training etc</p>
<p>Libraries should never have to make savings. They are about two vital cogs of any community, notably people and literature. I saw the same computerised scheme unfold at Coventry central library and all it did was confuse older, regular users of the library and see staff lose their jobs. Once again, libraries are about people; computers are about profit. "Great is Language - it is the mightiest of sciences." Walt Whitman.</p>
<p>I need the staff every time I go to the library. I rely on the help. I would not come in other wise as I would not feel safe</p>
<p>i do not agree with question 13</p>
<p>do not agree with question 13</p>

<p>Please just continue as you are, the staff are very helpful and everyone knows they are welcome. Please don't shut this library</p>
<p>I would not use the library is staff weren't in, I need assistance</p>
<p>Leave it as it is</p>
<p>The Library service cannot be reduced any more than it already is.</p>
<p>I attend rhyme time at Ashton library with my 15 month old daughter every week, and the dukinfield session whenever we can. It has been an important part of our week as there aren't many free sessions to attend, and I found it less daunting as a first time mum to go to the library as opposed to a baby group as it's a neutral place I'd been to before. The half an hour time slot is perfect and the ladies who do rhyme time are lovely and all know my little girl by her first name. It's been a brilliant way for my daughter to socialise and she loves getting involved with the musical toys and glove puppets. It would be a real shame if the proposed changes meant rhyme time couldn't continue and we would genuinely miss the sessions.</p>
<p>As I have read nearly all the books of interest to me, Instead of buying new stock can the present stock be rotated round different libraries.</p>
<p>more information difference ways to use computers</p>
<p>I want a library with staff in, do not agree at all with unstaffed</p>
<p>Spend less money on computers and more on books and staff. Libraries are supposed to be to be for books</p>
<p>Using senior school pupils as part of their voluntary work in community eg. 5th year or 6th formers</p>
<p>I do not want unstaffed hours at all! I need staff assistance every time. what a ridiculous idea. Can't you close a couple more hours instead of unstaffed? What if something happens when no staff here? stealing, vandalism, fighting, youth trouble, bad behaviour, accidents?</p>
<p>I am happy with the services and opening hours that are currently provided by the libraries in Tameside. I do not wish that to change.</p>

Have the libraries as hubs to allow people to have access to all service providers instead of isolating. Many older and younger people use the libraries to forge networks and support groups. With the reduction to council services already I personally use the librarians as a resource and do not feel they should be replaced by expensive machines which lack the interpersonal skills to manage my request about our community. Think this idea is very short sighted.

I completely understand the need to save ££ however i count myself as very technology savvy and worry primarily about the older generation and their access to books without staff being available and then also i think you need to consider Children particularly in the poorer areas and the access they have / do not have to reading materials. It just seems as if council tax continues to go up but services become less and less. Where is all the money going?

Tameside Library Service is an important part of my family's life. I myself have been a library member for as long as I can remember, and my daughter has been a library member since she was 1 week old. Our local library, Dukinfield, is invaluable to us. We utilise its services at least once a week, borrowing books for myself, my husband and my daughter. The library offers a community resource where families can visit together, and enjoy quiet time. In the current economic climate, I understand that non statutory services such as libraries are often the obvious target for savings to be made. However, the library service offers an invaluable service to so many people across the borough, from babies attending Rhyme Time sessions, to the elderly utilising the home library service. It really is a universal service that benefits the lives of so many. My family were initially disappointed at the reduced opening hours implemented several years ago, however we learned to arrange our visits around the changed opening hours and it really is no problem. The thought of self service brims a similar feeling. I think many young families will welcome the flexibility of the changed and extended opening hours, however I do worry that those library members less familiar and less confident with technology may not feel comfortable with the use of such technology. As such, some degree of human service would be preferable at all times, particularly those times most frequented by such a demographic of users. When faced with the choice between library closures and self service operations, the latter is much more preferable. In short, anything which allows our library to remain open in some capacity is welcomed by my family and I. We would also like to note that the staff at dukinfield library are a credit to TMBC. Jackie in particular recognises my daughter and knows instantly that there are reservations waiting for her. The staff offer suggestions for books she would like and advise her when new books have come in. As a family we'd like to pass out thanks to them.

are Tameside able to advise where groups can take place? E.g school holiday groups, educational visits, adult education that usually frequent the public space in the library. I agree, self service is a necessary innovation, although I'm worried about the isolation this will cause for persons who use the library for social well-being as opposed to the borrowing of literary/audio/motion picture data.

I have read recently that Oldham Libraries have lost £70,000 plus since introducing self service could Tameside really afford to lose monies to this extent. I worked for libraries for 20 years and think its dreadful reading what is planned for the future.

leave them as they are
i do not agree with having unstaffed opening, it is a ridiculous idea, the staff here are brilliant. We want a library open with staff!
I would very much love the library to be staffed at all times please.
provide more staff; self check outs will only increase thefts and non returns and soon mean far less resources available for everyone
do not close, do not get rid of staff
If T.M.B.C.can waste vast sums ~modernising~Ashton market,~which starkly: DIDNT NEED DOING....then it can fund it,s Library Services. Voce Populi !
Library's need to be located in convenient spaces such as cafes and leisure centers. I would definitely use a library with my children if it was in the same place as their swimming/ dance lessons. They could get a book out each week as a treat after class. I would be more inclined to get books out if I could combine it with leisure/ gym time and sit with a coffee to have some time out. Currently you cant relax with a drink and lunch and read which is why if they were within more social spaces I feel more people would benefit from the service. Finally I would like to say the self service idea is excellent, its the way the world is changing. Also the early years sessions you currently hold e.g. Time for rhyme/ health walks are also a great idea and encourages more people to use the library service by combining with other social activities rather than being a stand alone entity.
Stop central govt from being so draconian in cutting back public services which are entirely necessary! Use existing staff on a diminished time scale on a rota basis. Use of automated systems is frustrating - people prefer to access other human beings.
to keep library open
I think that by Libraries being unmanned and possible access being made using a key card is unfair to the public. It would exclude the most vulnerable in society, Libraries are supposed to be open to all, not the select few who are members. I think people need help, more than is realised. I think that this schematic/plan for the future is the death nell of Libraries as we know them. I am very disappointed in Tameside's Vision for the future.

I use Denton library as this is where i come from and it is part of the heart of this community. I have been in Ashton and Hyde libraries many years ago. Would use Ashton if i had to, if Denton was closed and books needed renewing by calling in. I am registered online so can renew items 4 times before needing to call in the library. I go in Longsight library and they have this new kind of "do it yourself" and as i don't like it i always ask the staff to give assistance, again registered online and items can be taken out for longer periods of time, before having to be physically seen by staff. I have been shown what to do but when things go wrong and the staff have problems, as well as users it doesn't make for much confidence in the system. The other concern is security and safety for users if the building is not manned.

Concerning Denton Library I would worry about undesirables following me in when I activate the doors with my library card. I know there is CCTV though.

i like the library has it is and the staff are friendly.

The Question are such what ever we answer it is to what you want to and have already planned for libraries .

Pick one more branch library, preferably the one that is utilised least. Close that branch rather than reduce overall staffing hours. Have you thought about the security aspect? What if a fight breaks out or a mentally ill person gets into difficulty with no staff present? Finally the new technology which you propose to implement often breaks down. The public library at The East Manchester Academy in Beswick has it installed. Most of the time it does not work and people take their books to staff for checkout purposes. Instead of saving you money this may prove to be a costly mistake.

Question 12 is a very leading question obviously trying to lead in one direction. You obviously don't realise how invaluable the staff are, what is going to happen to them? I think it's a disgraceful idea. Also what about the health and safety implications? what will happen if an incident takes place while unstaffed? Words fail me..... I feel so strongly against your vision, I feel your total disregard of the highly trained and helpful staff is incredible...outraged

I think the proposals are disgusting. taking away what little we have. What are we paying our council tax for? You have already closed our baths, we don't want any more closures to our facilities

I have serious reservations about the library being unmanned. I feel it would attract jobs and thieves. Also there would be no-one available to give assistance if this is required. However reduced hours would be preferable to the library closing.

Staffed libraries are a critical component of the service given their expertise. I think the questions in this survey are skewed in that it doesn't really ask whether people are in agreement with unmanned libraries



If you are interested in volunteering in the Library service can you please pass your name and contact details to a member of staff who will hand them in along with this survey.

SECTION 4 – OTHER COMMENTS

20. If you have an alternative option on how the service could be delivered please tell us in the box below. Please explain how your approach would reflect the need to make savings whilst providing, wherever possible, an extended but still local library offer. If you have any other comments you would like to make about Tameside's Library Service please also include these in the box below.

What do you think is good? What do you think could be bad? What do you think you would do differently?

What are the possibilities of local mobile libraries instead - with wi-fi hot spots.



If you are interested in volunteering in the Library service can you please pass your name and contact details to a member of staff who will hand them in along with this survey.

SECTION 4 OTHER COMMENTS

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What do you think is good? What do you think could be bad? What do you think you would do differently?

What if the Technology Breaks Down And you
in the library. Who would you speak to
if no staff around

Its totally not right that you would have
to have an Adult just to go to the library
No Way would parents go with us.

library should have at least 1 staff
Member on Duty at all times.
They could just monitor the area.
And people still use Self Service.

I dont agree with being asked what colour
we are- why does this matter if were supposed to
be equal.

(I did explain why / How Monitoring works and
about Representation - But 14 man felt strongly
asked me to record his views.



If you are interested in volunteering in the Library service can you please pass your name and contact details to a member of staff who will hand them in along with this survey.

SECTION 4 - OTHER COMMENTS

20. If you have an alternative option on how the service could be delivered please tell us in the box below. Please explain how your approach would reflect the need to make savings whilst providing, wherever possible, an extended but still local library offer. If you have any other comments you would like to make about Tameside's Library Service please also include these in the box below.

What do you think is good? What do you think could be bad? What do you think you would do differently?

It would be good to be able to upload and share our own work, obviously monitored, but we have some very creative writers/artists who has no opportunity to get support ~~we~~ with getting work published/shared.

There is no LGBT clear section in our libraries which needs developing. As we can't access this in our school library.



If you are interested in volunteering in the Library service can you please pass your name and contact details to a member of staff who will hand them in along with this survey.

SECTION 4 – OTHER COMMENTS

20. If you have an alternative option on how the service could be delivered please tell us in the box below. Please explain how your approach would reflect the need to make savings whilst providing, wherever possible, an extended but still local library offer. If you have any other comments you would like to make about Tameside's Library Service please also include these in the box below.

What do you think is good? What do you think could be bad? What do you think you would do differently?

- Young people are very concerned about the possibility that more staff will lose their job. Also that if staff aren't being lost then their hours will be cut.
- A young person talked about how self-scan service often doesn't work or has glitches, this could be incredibly frustrating. They talked about how at supermarkets there is always a member of staff having to stand to sort out the glitches.
- Young people talked about what if you need help to find a book, you won't be able to ask for assistance.
- Young people discussed how they thought that the system could lead to people miss using the buildings.
- We talked about the positive examples of self service in libraries. The models included staffing to help with requests but left the check out to self-service. They could see benefits to being able to manage your library account in an automated way but still felt that there needed to be staff in the library.
- Young people were concerned about the age group that would need to be accompanied by an adult; they discussed how some young people don't have parental support, that would mean those young people may not be able to use the service.

One young woman is interested in volunteering in a library and would like further information about how she could look into this. Could the info be passed to me and I can then pass it on to her?

Message

Please can you make dukinfield library better by:
 Self service library book scanner
 More staff
 More books

Customer Details

no customer details

Customer Address

no address information

Contact Details

Email Address: Kerwin.victoria@astley.tameside.sch.uk

Message History**Message Responses:****Officer Response:**

Response by: LORRAINE KITCHING - (Policy and Communications)
 Forwarded to: Operations (Community Libraries)
 Request Status: Open
 Response Received: 28/07/2016 13:09 as ID: #329053

How to get involved (id:#218227)**Received: 28/07/2016 13:01**

Channel: secure_message

Escalation Level: 0

(Working days in system: 1)

Message

Have longer opening hours at the library and open more times a week and keep the same staff at dukinfield library because they are very nice and very helpful every time you visit the library they are always happy to help you find the right books and you should get rid of some of the councilors so you can keep other staff

Customer Details

no customer details

Customer Address

no address information

Contact Details

Daytime Telephone: 01619643507

Email Address: lindsay_k@live.co.uk

The customer has requested a response via email. Please click "Deal With Request" above and then type your response in the "Response to Customer" field. Select "Continue" to automatically email the contents of the "Response to Customer" field to the email address provided.

Message History**Message Responses:****Officer Response:**

Response by: LORRAINE KITCHING - (Policy and Communications)

Forwarded to: Operations (Community Libraries)

Request Status: Open

Response Received: 28/07/2016 13:08 as ID: #329052

Read by Customer at:

Internal Memo:

Forwarded to the Library Service.

How to get involved (id:#217699)**Received:** 19/07/2016 16:39Channel:
secure_message

Escalation Level: 0

(Working days in system: 8)

Message

PIBarbara and I are concerned over the proposed cuts at Hyde Library. We attend the Monday Evening Readers Group at the Library and have done for 6 years. We have used the library ever since we moved from Denton to Hyde in 1981. We use it more now we are retired. ((2008) ease enter details...

Customer Details	Customer Address
no customer details	no address information
Contact Details	
Daytime Telephone: 0161 366 0365	
Mobile Phone Number: 07757 095773	
Email Address: hollington1DN@btinternet.com	

The customer has requested a response via email. Please click "Deal With Request" above and then type your response in the "Response to Customer" field. Select "Continue" to automatically email the contents of the "Response to Customer" field to the email address provided.

Message History**Message Responses:****Officer Response:**

Response by: LORRAINE KITCHING - (Policy and Communications)
 Forwarded to: Operations (Community Libraries)
 Request Status: Open
 Response Received: 20/07/2016 13:52 as ID: #328299
 Read by Customer at:

Officer Response:

Response by: DENISE LOCKYER - (Customer First)
 Request Status: Closed
 Response Received: 21/07/2016 13:21 as ID: #328438
 Read by Customer at: 21/07/2016 18:21

Officer's Response:

Readers Group members
 Response via e-mail

DIRECTORATE OF PEOPLE

Channel: secure_message

How to get involved (id:#217803)

Received: 21/07/2016 11:57

Escalation Level: 0

(Working days in system: 0)

Message

Please enter details...

Question-Is purchasing the new technology going to cost more than the yearly costs of keeping the valuable and efficient librarians at the Salybridge library.

How are you going to pay for the training of the public to use your so called modem technology and how much will this cost.

Who will be available to offer solutions when people "get stuck" using the new technology or when it breaks down.

Customer Details

no customer details

Customer Address

no address information

Contact Details

Daytime Telephone: 01457764706

Mobile Phone Number: 07842241116

Email Address: paul.segal573@btinternet.com

Fax Number: N/A

The customer has requested a response via email. Please click "Deal With Request" above and then type your response in the "Response to Customer" field. Select "Continue" to automatically email the contents of the "Response to Customer" field to the email address provided.

Message History

Have your say...

I think it's disgusting to ask for volunteers at our local libraries, no doubt staff will be laid off. This is a labour council, don't keep blaming cut backs. Cut back on gallsies get rid of the Mayor

Use this card to comment on our service, make suggestions on how we can improve or compliment us if we have done well. If you want a personal reply please put your contact details on the back. Hand the card to the staff or place in the box. Thank you.

If you have a complaint please use the Council's complaint system at <http://www.tameside.gov.uk/complaints>



if council took a 1 per cent wage cut that they wouldn't even feel all staff would be able to keep their jobs we don't want volunteers in our library we want proper trained staff.

Jackie moehrie
6, Goldfinch way.
h. The moss Joylscro
M43 7TH

Have your say...

Nothing in the library service
should be changed - any money
needs saving cut from other
minority things

Use this card to comment on our service, make suggestions on how we can improve or compliment us if we have done well. If you want a personal reply please put your contact details on the back. Hand the card to the staff or place in the box. Thank you.

If you have a complaint please use the Council's complaint system at <http://www.tameside.gov.uk/corpgen/new/charters/foreword.htm>



Mandy Kinder

From: Councillor Adrian Pearce
Sent: 11 August 2016 15:32
To: Mandy Kinder
Cc: Emma Varnam
Subject: Library Consultation

Dear Mandy,

Libraries Consultation 2016

Thank you for the opportunity to comment on the Council's proposals to provide future library services for Tameside and also for meeting with the Trades Council and myself as part of this process.

In principle I oppose the general reduction of the budget, mainly upon staffing and their replacement by volunteers, to sustain the service but recognise the financial reasons for it which have been imposed by the Government on the Council.

My understanding is that the Council proposes to maintain and increase the number of library opening hours by providing unstaffed facilities. My main concerns revolve around the safety and security of members of the public using the libraries. It is the same principle being introduced on trains and stations. It can mean that people are put in potentially dangerous situations if they become isolated. If a system of CCTV is introduced to monitor security and protect people using the service, I feel that it will help to resolve issues at a later date, but not necessarily allow for a rapid reaction if someone is in personal danger. How quickly will the service be able to react if situations arise where people feel unsafe and how will this be done?

My second point is related to the first. I feel that many elderly or disabled people and other people who might feel vulnerable, are proportionately less likely to use an unstaffed library. I wonder therefore whether the resources deployed to deliver this option could be better deployed on more inclusive services.

My final point is that many people will not feel confident or able to use self-service facilities or in some cases, they may not be accessible to disabled people. Probably the most effective way to increase accessibility, beside the obvious physical improvements to buildings that might be necessary, is to increase material available digitally and also access to training, for people with less access to new technologies. How will this be tackled and can additional resources be identified to improve digital awareness?

Yours Sincerely,

Councillor Adrian Pearce
Councillor

Dukinfield Town Hall | King Street | Dukinfield | Tameside | SK16 4LA

Tel. 0161 342 3021

Email Disclaimer <http://www.tameside.gov.uk/disclaimer>

29 Woodlands Road
Ashton-u-Lyne
Lancashire
OL6 9DU

21st July 2016

Libraries Consultation
Heginbottom Mill
Old Street
Ashton-u-Lyne
OL6 7SG

Dear Sir/Madam

Re: Tameside Library Services

Further to Emma Varnam's letter of 29th June, I am writing on behalf of the Discover Book Club to present our views on the proposed changes to library services.

The recommendations constitute a further degradation of services that have already been cut. We have significant concerns regarding the proposals for unstaffed hours, namely: users may not feel safe in an unsupervised building; libraries are likely to be visited by fewer and less diverse groups; and there are particular health and safety considerations in relation for example to the handling of emergency evacuations, medical emergencies, power failure and potential assault. Installation of CCTV is not sufficient to address these concerns, as response times to serious incidents are likely to be inadequate.

The letter refers to the technology that would be put in place in order to manage unstaffed sessions, and there is reference to this being used in other boroughs within Greater Manchester. The Public Libraries News website provides a list of unstaffed libraries, but only one (Lostock) is listed for Greater Manchester. We would appreciate more information on which libraries are already operating in this manner, how their systems work, how long these systems have been in place, and a proper review of their risks and effectiveness. The website identifies a number of issues, and we would appreciate feedback on your response both to the points raised above and to those highlighted below:

- ❖ Absence of personal touch, although remote conversations can be had.
- ❖ Equalities issues: pilots in some authorities show far more men than women are willing to enter an apparently unsupervised library (ratio of 90% male to 10% female mentioned in one workshop attended by the author).
- ❖ Sense of "big brother is watching you" with CCTV
- ❖ Question of access for those unaccompanied under 16 needs addressing in each authority. Barnet have decided 15 is the correct age.
- ❖ Cost: the system is cheaper than paid staffing but cost (especially set up) is still substantial.
- ❖ Open+ does not deny access to under 16s.
- ❖ Cannot be used by those without library cards already.
- ❖ Not suitable for anyone with any special need.
- ❖ Danger that regular library users during outside open hours will take ownership of the library, policing who is allowed in themselves. Would such users be checked by the authority to ensure they do not take advantage of other users during unstaffed times?