

## Stonehaven Library Hours

Please find below and attached further information regarding the changes to Library Hours from Avril Nicol, Head of Service with responsibility for Libraries. It advises of engagement undertaken in 2020 through survey work but also with community groups and community councils –

The Developing Library Services survey which took place in Jan 2020 and received over 7,500 returns was assessed in conjunction with hourly issue figures, taken from different times of year, number of visitors per year, Issue figures (annual) over a three-year period. Computer usage over a three-year period, numbers of active borrowers and number of participants and activities were assessed. Using the data from the different elements, an analysis was formed for libraries. Each site had been analysed in respect of cost to run, providing statistical information of cost per open hour and cost per staff hour. Standard of the buildings were also assessed.

The comments in the satisfaction survey that were made, spoke highly of the service provided in the communities. (Stonehaven attached). Hourly book issues indicated that there was consistent usage during the day but that evening use has dropped significantly over the years with some libraries issuing below 5 resources over a 2 hour period. Computer use in 2020 remained consistent throughout the day but again demonstrated a significant drop in the evening. Participants and activities were a growth area and the statistics supported this. As such we now deliver events and activities with dedicated staff outreach hours in all libraries.

*In Jan 2020 – Feb 2020, engagement with potential partners and engagement with community groups was delivered in addition to engagement with community councils Jan 20 – Feb 20.*

In terms of digital access, it is difficult to draw reliable conclusions about the need for digital access in our libraries and how, fewer open hours restrict access for those who need it. Clearly, Covid has changed habits and until we do our end of year CIPFA submission, I can't provide stats for usage for 2022/23.

I have looked at previous years and found that in 2017/18 we had 13.6% of available PC hours utilised by customers. In 2021/22 we had 9% of available PC hours utilised by customers. However, in 2021 we did see a number of Covid and staff related closures and therefore it will be interesting to look at the 2022/23 figures. That said, per Covid PC usage is low as compared to any other authority in Scotland.

We are working actively with CLD partners and they have access to library spaces during library outreach hours to deliver adult support using the PC's if required.

I hope the above information provides some reassurance that the decisions taken around library opening hours followed engagement and consideration of the data regarding usage.

Kind regards  
Sarah

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