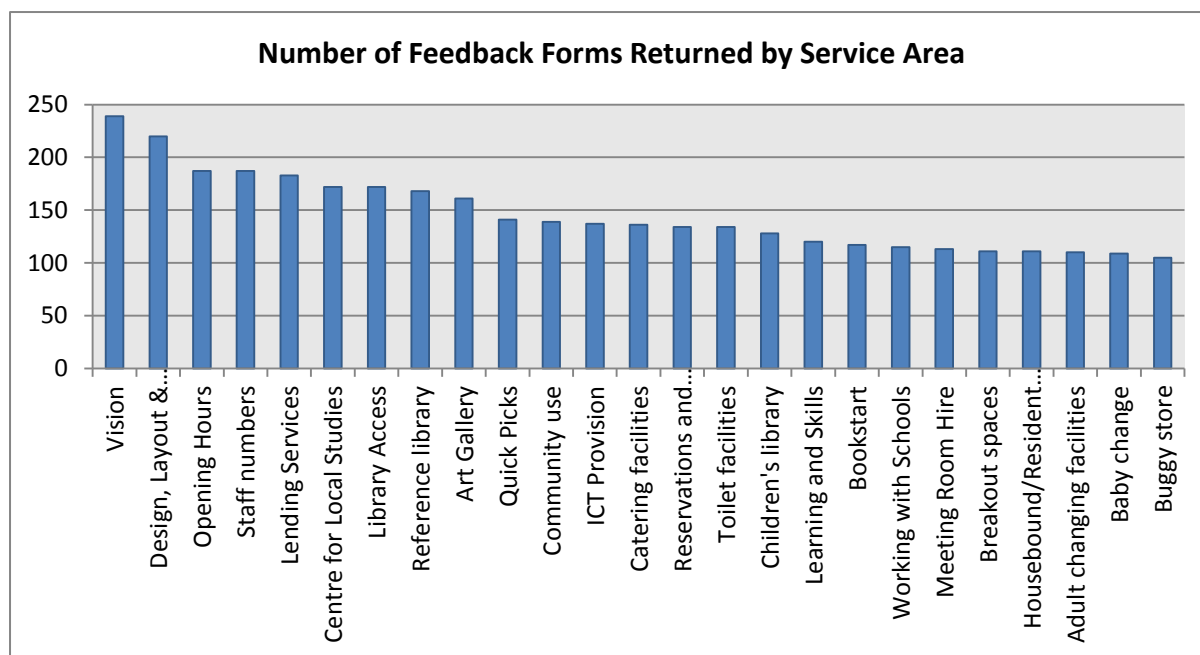


Library Proposals Consultation – Survey Feedback

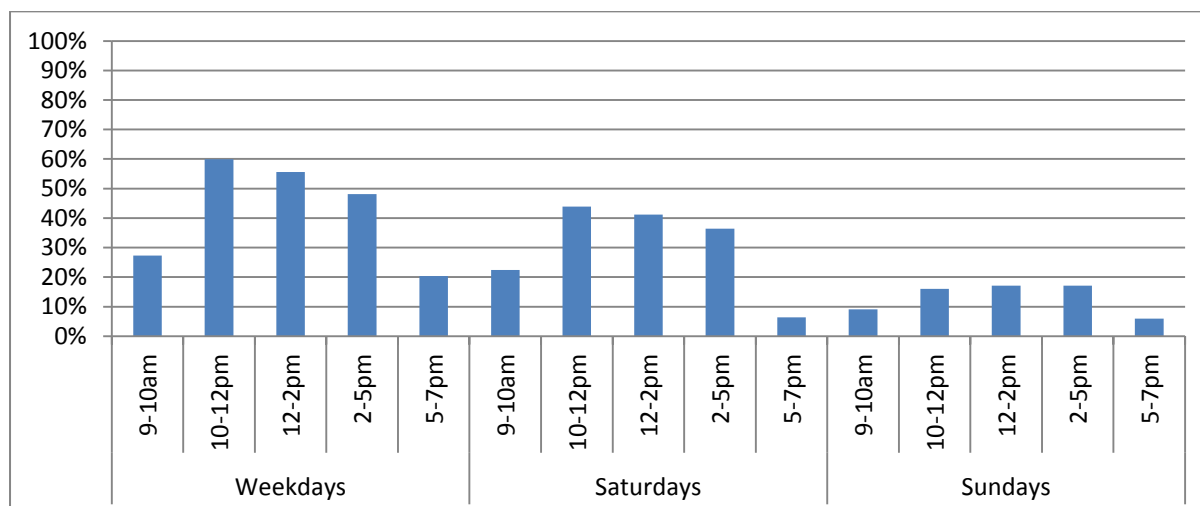
A total of 369 individuals (0.35% of Darlington residents¹) responded to the library consultation via either the online microsite or paper survey, with a total of 3,649 feedback forms completed for the various proposals in total. On average respondents fed back on 10 out of the 25 separate service areas.



The number of feedback forms returned for each service area ranged from 105 to 239, with Vision, and Design, Layout and Floor Space being the most popular proposals for feedback (this may be due to the original online layout where these proposals were listed top/first).

Opening Hours

Respondents were asked to highlight select, from a list of options, what times they would be most likely to use the new library service. Just over half of respondents (187) indicated their preferred times as follows.



¹ 105,389 according to ONS mid-year population estimate 2015

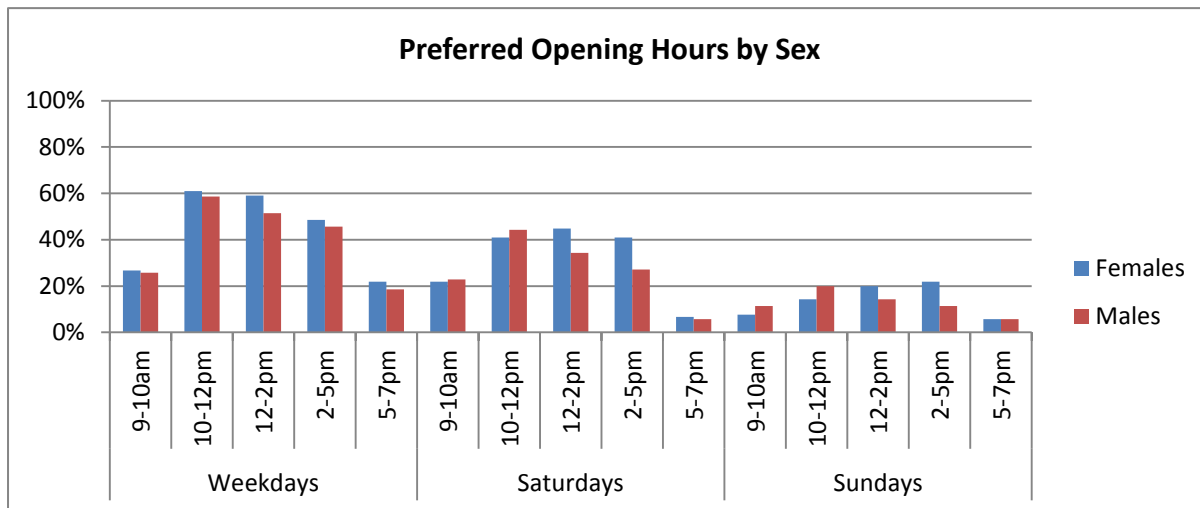
The most popular opening time each day was between 10-5pm, with weekdays proving to be the most popular day, followed by Saturdays and then Sundays.

In terms of new proposed opening hours, the number of respondents indicating they would use the library during these times was as follows:

- Weekdays 5-7pm: 38 respondents (20% of respondents to this question and 10% of total)
- Saturdays 5-7pm: 12 respondents (6%/3% of total)
- Sundays 9-7pm: 58 respondents (31%/16% of total – though specific timeslots varied between 6%-17%)

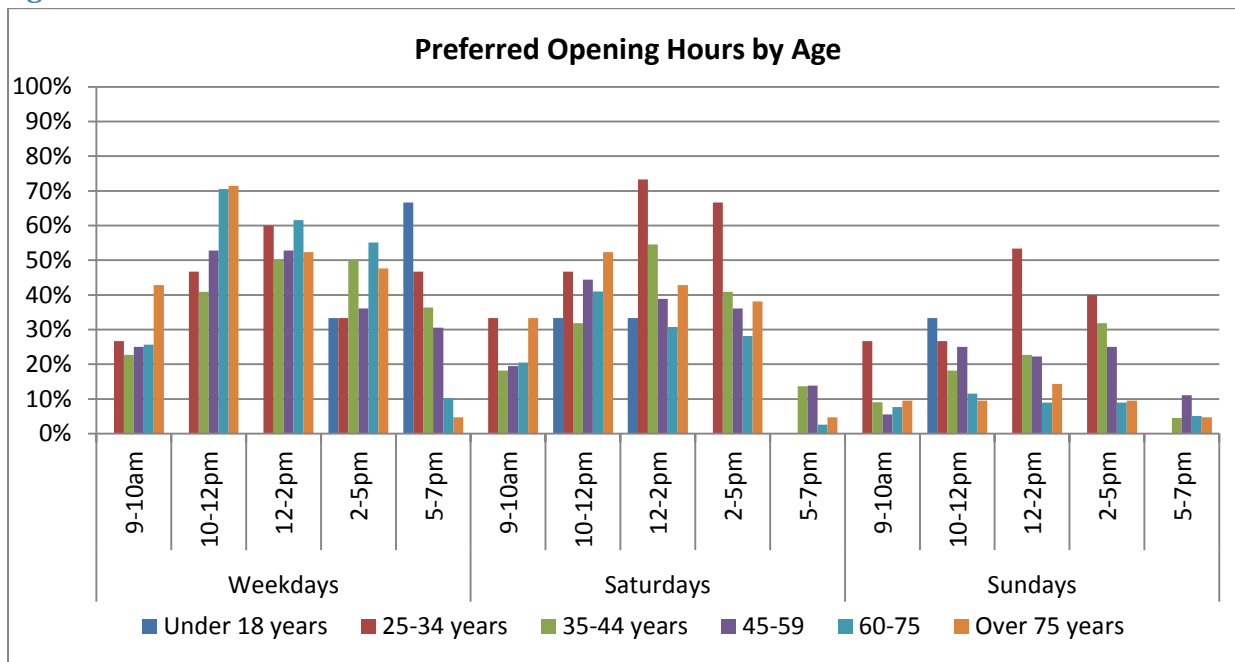
Protected Characteristics

Sex



There wasn't a significant difference in preferred opening hours by sex. Females were slightly more likely to report wanting to use the library service on weekdays and weekend afternoons and men were more likely to report wanting the library service open on weekend mornings, but the differences are small.

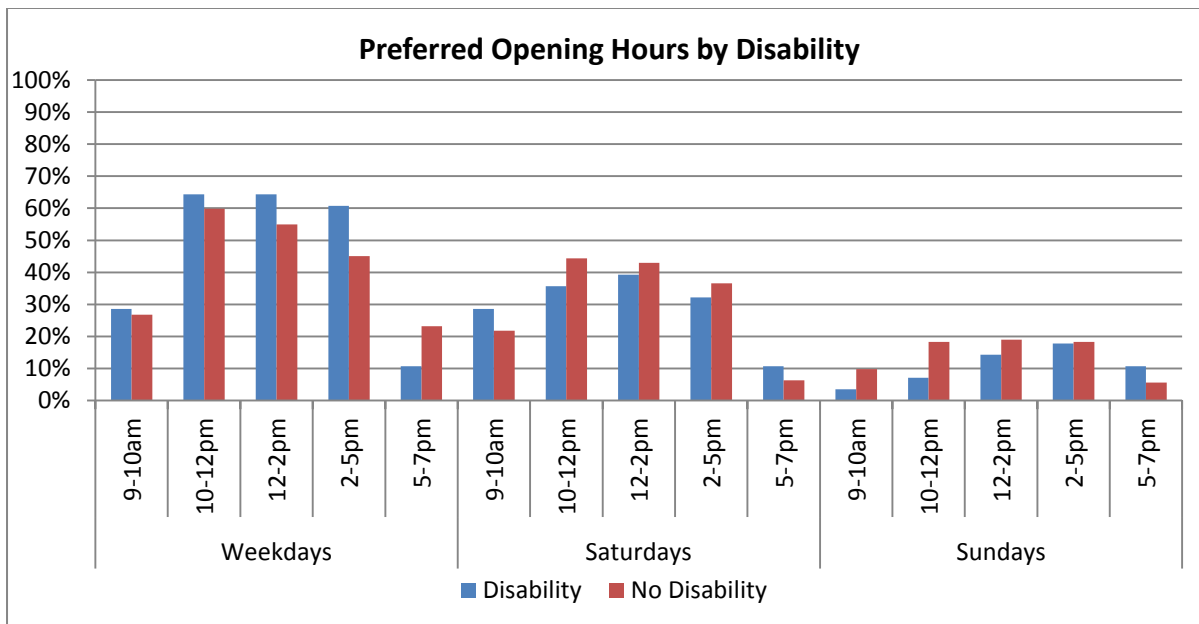
Age



There were some significant differences between age groups when indicating their preferred opening hours:

- Under 18s:
 - Number of respondents: 3 (2% of respondents to this question and 1% of total)
 - Preferred times: weekdays 5-7pm and Sundays 10-12pm
 - Relevant written impacts: would be beneficial for students after school (1)
- 25-34s:
 - Number of respondents: 15 (8%/4%)
 - Preferred times: weekdays 12-2pm, Saturdays 10-5pm and Sundays 12-5pm.
 - Relevant written impacts: work full-time (5)
- 35-44s:
 - Number of respondents: 22 (12%/6%)
 - Preferred times: in line with average
 - Relevant written impacts: work full-time (5)
- 45-59s:
 - Number of respondents: 36 (19%/10%)
 - Preferred times: in line with average
 - Relevant written impacts: work full-time (6) and retired (1)
- 60-75s:
 - Number of respondents: 78 (42%/21%)
 - Preferred times: weekdays 10-5pm
 - Relevant written impacts: work full-time (1), retired (5) and bus pass (3)
- Over 75s:
 - Number of respondents: 21 (11%/6%)
 - Preferred times: weekdays and Saturdays 10-12pm

Disability



There was a slight difference in preferred opening times between those individuals with disabilities and those without:

- Disabled:
 - Number of respondents: 28 (15% of the 187 respondents)
 - Preferred times: weekdays 9-5pm, Saturdays 9-10am and 5-7pm on Saturdays and Sundays

- Relevant written impacts: wheelchair taxis more readily available on weekdays (1), struggle with movement on a morning (1)

Other Service Areas

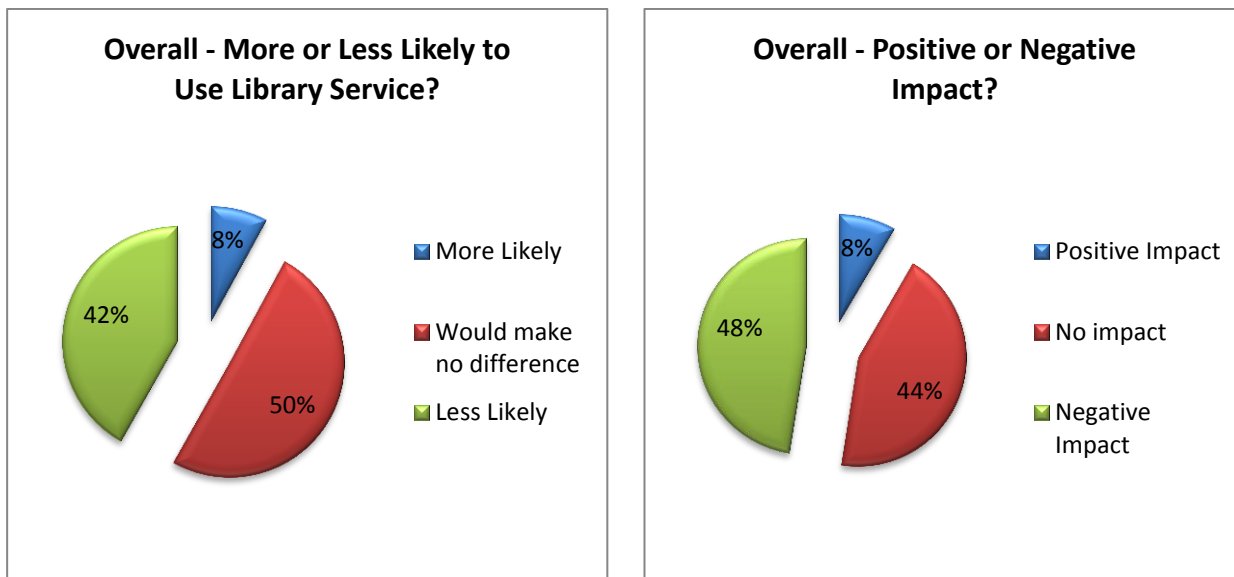
For almost all service areas, except for opening hours, individuals were asked whether the proposal would:

- Make them more or less likely to use the library service in the future
- Have a positive or negative impact on them

Of the 3462 feedback forms received in respect of these 24 service areas, 2666 (77%) provided an answer to both questions with the remainder either leaving one or both options blank or selecting the don't know/not sure option.

For two thirds of the 24 service areas, the most common responses to these two questions were "Would make no difference" and "No impact" and, for the remaining 8 service areas, the most popular answers were: "Less likely" and "Negative impact".

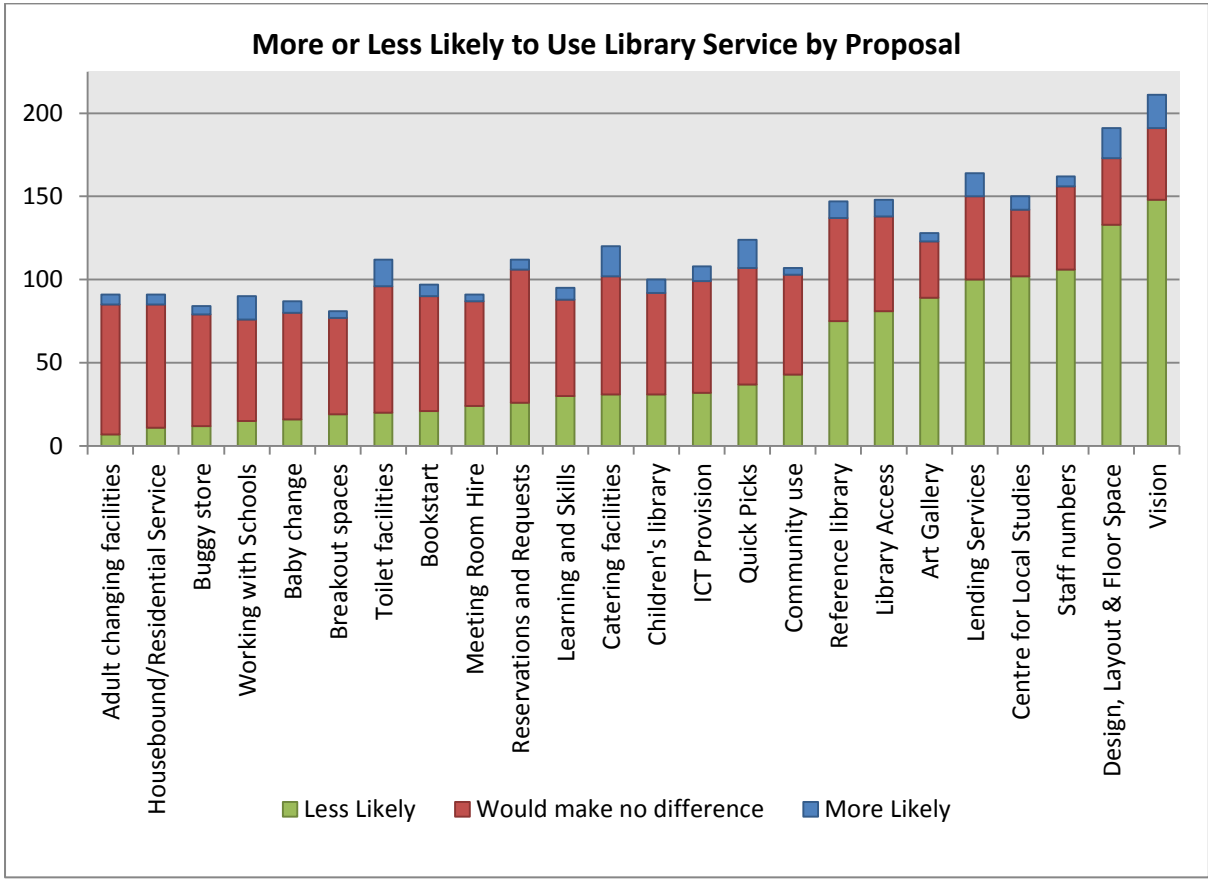
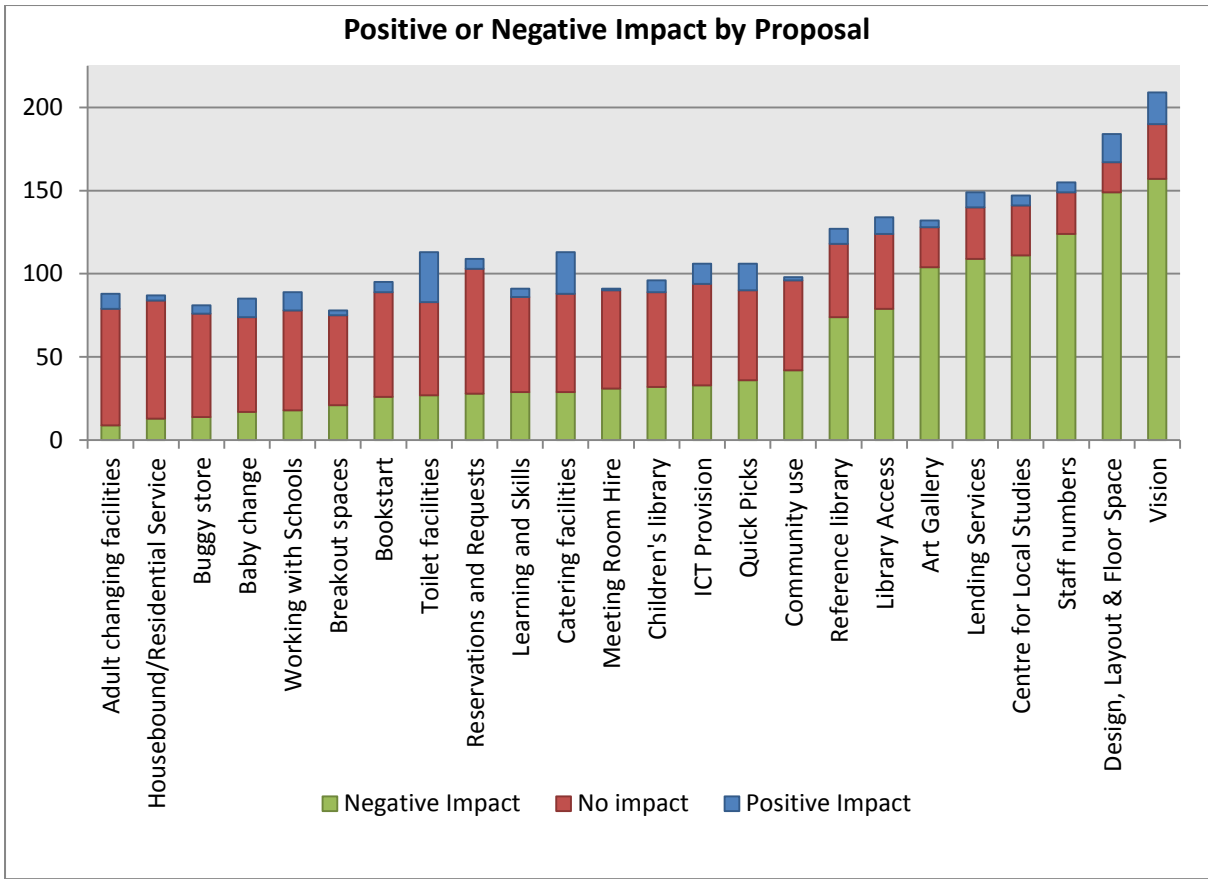
Overall, for all 24 service areas, respondents who offered a view to these questions answered as follows:



Most respondents reported that the proposals:

- Would make them either more likely to use the library or make no difference
- Would have either a positive or no impact on them.

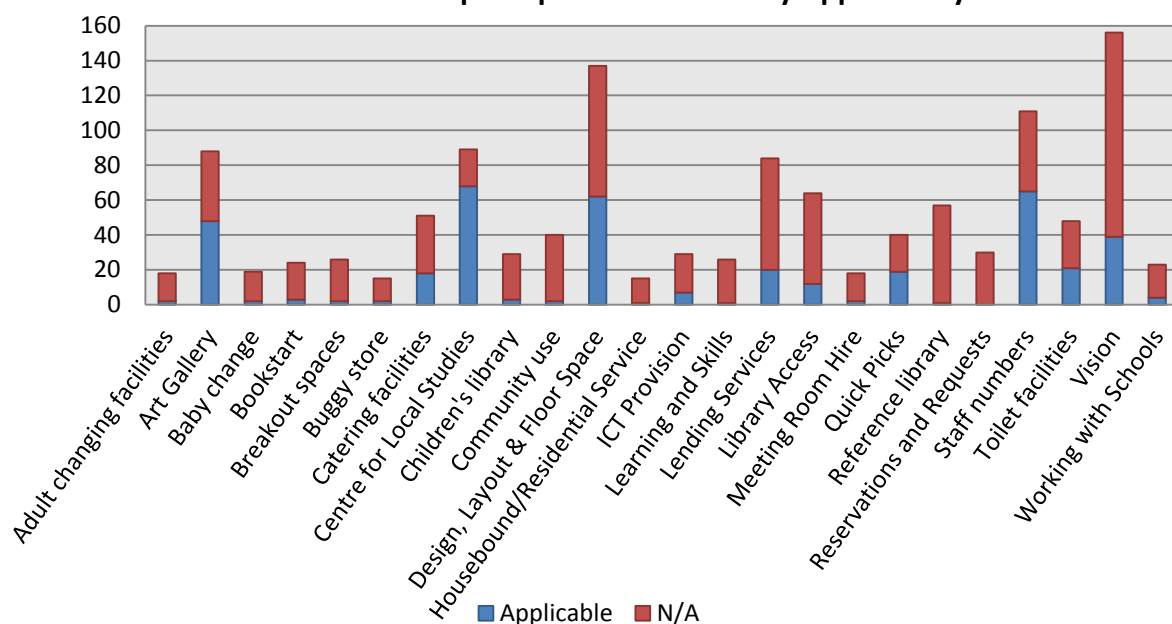
In terms of specific service areas:



Written Impacts

Of the 3462 feedback forms received, 1237 (36%) gave a written response to the request to give details of any positive or negative impacts identified across the 24 service areas. Of these, only 403 (33%) from 177 respondents (48%) actually gave details of what the impact would be (see below for an explanation of how this was determined).

Number Written Impacts per Service Area by Applicability



Proposal	Feedback Forms	Number comments		Number written impacts	
		Number	% of forms	Number	% of comments
Adult changing facilities	110	18	16%	2	11%
Art Gallery	161	88	55%	48	55%
Baby change	109	19	17%	2	11%
Bookstart	117	24	21%	3	13%
Breakout spaces	111	26	23%	2	8%
Buggy store	105	15	14%	2	13%
Catering facilities	136	51	38%	18	35%
Centre for Local Studies	172	89	52%	68	76%
Children's library	128	29	23%	3	10%
Community use	139	40	29%	2	5%
Design, Layout & Floor Space	220	137	62%	62	45%
Home Library Service	111	15	14%	1	7%
ICT Provision	137	29	21%	7	24%
Learning and Skills	120	26	22%	1	4%
Lending Services	183	84	46%	19	23%
Library Access	172	64	37%	12	19%
Meeting Room Hire	113	18	16%	2	11%
Quick Picks	141	40	28%	19	48%
Reference library	168	57	34%	1	2%
Reservations and Requests	134	30	22%	0	0%
Staff numbers	187	111	59%	65	59%
Toilet facilities	134	48	36%	21	44%
Vision	239	156	65%	39	25%
Working with Schools	115	23	20%	4	17%
TOTAL	3462	1237	36%	403	33%

As can be seen from the above table, the proportion of applicable written comments per proposal ranged from 0% to 76%, with lower percentages largely since many of the proposals outlined no significant changes to current provision. Those proposals where a higher proportion of applicable written impacts were received relative to

feedback forms (Centre for Local Studies, Staff Numbers, Art Gallery and Design, Layout and Floor Space) were those where a clear change relative to current provision has been outlined. Even in these cases, however, the numbers of written impacts received were small, ranging between 48 and 68.

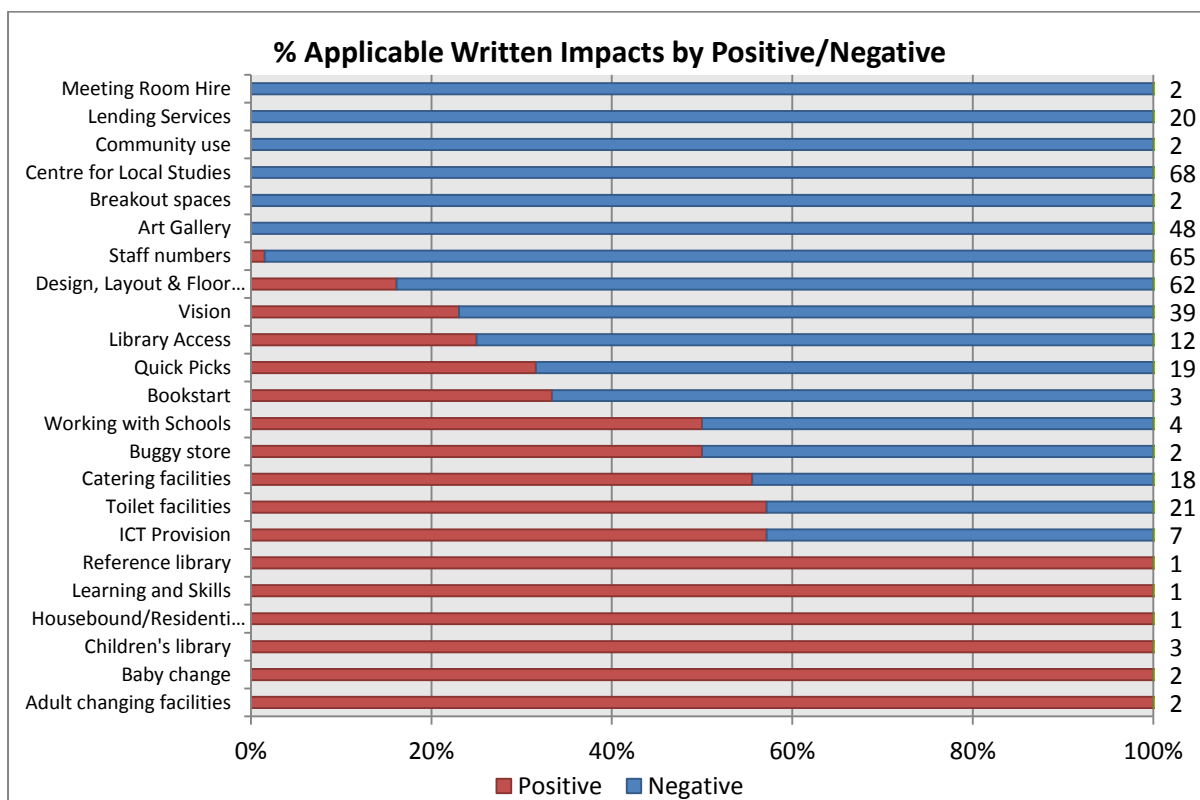
Not applicable

Of the 1237 comments received, 834 (67%) did not articulate a specific impact on the respondent from the service area proposal in question. Of these:

- 267 (32%) related to MTFP decisions which have been consulted on previously and which were not included in this consultation, namely the moving of the central library to the Dolphin Centre, the perceived closure of Cockerton Library and the removal of the Mobile Library service.
- 228 (27%) provided insufficient detail of how a proposal would impact them. Typical responses included restating the proposal without giving further information as to how or why this would be a good or bad thing i.e. "How would this proposal impact on you?" "Less staff"
- 150 (18%) used the comments box to report that the proposal in question was not applicable to them, to leave a comment that did not clearly relate to any of the proposals or to take issue with the question itself.
- 118 (14%) related to service area proposals other than the one the respondent was being asked about.
- 35 (4%) were comments relating to uncertainty around the proposal, either requesting further information on the proposal or stating that whether there would be an impact on them depended on how the proposal turned out.
- 25 (3%) related to the service area in question but had misunderstood the proposal i.e. thought the Art Gallery was moving to the Dolphin Centre or that the only entry to the library would be via the main Dolphin Centre entrance.
- 11 (1%) gave a written impact based on the respondents' assumptions about what the stated proposal would mean in reality. Most these accused the Council of being dishonest and their impact was based on whether the proposal failed to materialise as outlined.

Applicable

The remaining 403 written impacts have been categorised according to proposal area and whether the impact they describe is positive or negative:



The table below outlines the number of applicable written impacts received for each service area proposal, the number of these which were positive and/or negative, respectively, and a brief indication of the impact described to give an idea of the key issues raised for each.

Overall, 69 positive impacts were identified by 30 respondents (8% of total) and 334 negative impacts were identified from 149 respondents (40% of total) for the 24 service proposals. The maximum number of identified impacts received for any one proposal was 68 (Centre for Local Studies).

PROPOSAL	POSITIVE			NEGATIVE		
	NO.	DETAILS	TOTAL	NO.	DETAILS	TOTAL
Adult changing facilities	2	More inclusive	2			
Art Gallery				26	No longer be able to visit	48
				5	Impact on local artists	
				4	Less likely to visit library	
				3	Inadequate storage	
				2	Cultural offer reduced	
				2	Loss of wider benefits	
				1	Impact on Culture Bid	
				1	Impact on donors	
				1	Embarrassed to not have an art gallery	
				1	Need for art no longer met	
				1	Impact on CLS	
				1	Loss of events	
Baby change	1	Improvement on current	2			
	1	Likely to use				
Bookstart Rhymetime	1	Improvement on current	1	1	Don't like noise	2
				1	Concern about security	
Breakout spaces				2	Incompatible with a library	2
Buggy store	1	More inclusive	1	1	Not in eyesight	1
Catering facilities	6	Would Likely Use	10	7	Incompatible with a library	8
	4	Convenience		1	Smell	
Centre for Local Studies				57	Reduced service	68
				6	Reduced opening hours	
				2	Separation from library	
				1	Impact on job	
				1	Impact on research	
				1	Impact on staff	
Children's library	1	Attractive	3			
	1	Co-location				
	1	More inclusive				
Community use				1	Don't like noise	2
				1	Wrong focus	
Design, Layout & Floor Space	4	Like design	10	26	Less space	52
	3	Co-location		15	Don't like floor plan	
	3	Improvement on current		7	Multiple (design, layout and/or floor space)	

				1	Cluttered	
				1	Don't like design	
				1	No study area for kids	
				1	Noise/ lack of seating	
Home Library Service	1	Maintained access	1			
ICT Provision	4	Increased access	4	1	Don't want in children's area	3
				2	Wrong focus	
Learning and Skills	1	Maintained access	1			
Lending Services				11	Less choice on shelves	19
				5	More delays	
				1	Delay/Choice	
				1	Inconvenience	
				1	Reduced service	
Library Access	1	Co-location / choice of entrance	3	5	Lift congestion	9
	1	Increased access		1	Don't like Bull Wynd	
	1	Increased access for those with disabilities		1	Bull Wynd / Emergency	
				1	Lift congestion / Emergency	
				1	Lifts not accessible	
Meeting Room Hire				1	Less options	2
				1	Less likely to visit library	
Quick Picks	3	Increased access	6	1	Incompatible with a library	13
	2	Convenience		5	Concern about security	
	1	More likely to use library		5	Self-service computers	
				1	Self-service computers / Security	
				1	Separation from library	
Reference library	1	Increased access	1			
Reservations and Requests						
Staff numbers	1	Self-service computers	1	43	Reduced help	64
				11	More delays	
				5	Don't like self-service computers	
				2	Impact on staff	
				2	Greater isolation for people depending on staff for interaction	
				1	Concern about breakdown of self-service computers	
Toilet facilities	9	Increased access	12	4	Concern about cleanliness	9
	2	Improvement on current		4	Don't want to share with users of other services	
	1	Convenience		4	Don't want to share with users of other services	
				1	Dolphin centre toilets busy	

Vision	6	Co-location	9	21	Move - don't agree with co-location	30
	2	Modern		4	CLS	
	1	ICT		3	Move - Less accessible for vulnerable people	
				1	Move - Impact on local business	
Working with Schools	2	Inclusion	2	1	Busy	2
				1	Co-location	
TOTAL	69		69	334		334

For a more detailed breakdown and description of impacts, both positive and negative, see Appendix A. Mitigations for specific identified impacts, both already implemented and proposed, are also included.

Level of Impact

As the table below shows, of the 334 negative written impacts received for the 24 service area proposals, on average just over three quarters of these impacts were reported by 122 respondents (33% of total respondents) as being significant enough to make them less likely to use the library service in the future.

	No. negative written impacts	No. reporting they'd be less likely to use library	% Negative written impacts reporting they'd be less likely to use library
Art Gallery	48	36	75%
Bookstart	2	1	50%
Breakout spaces	2	2	100%
Buggy store	1	1	100%
Catering facilities	8	5	63%
Centre for Local Studies	68	53	78%
Community use	2	1	50%
Design, Layout & Floor Space	52	44	85%
ICT Provision	3	2	67%
Lending Services	19	15	79%
Library Access	9	8	89%
Meeting Room Hire	2	2	100%
Quick Picks	13	10	77%
Staff numbers	64	44	69%
Toilet facilities	9	5	56%
Vision	30	26	87%
Working with Schools	2	2	100%
Grand Total	334	257	77%

Suggestions

Survey respondents were also asked, for each of the proposals, if they had any suggestions they would like the Council to consider. Of the 1151 comments - received from 272 respondents - in response to this request:

- 518 (45% / 173 respondents) were asking the Council to revisit decisions made during the MTFP, specifically
 - 491 (43% / 169 respondents) wanted the central library to remain at Crown Street
 - 15 (1% / 10 respondents) wanted Cockerton Library to remain open
 - 12 (1% / 10 respondents) wanted the Mobile Library service to resume

- 414 (36% / 144 respondents) left a comment that was not a suggestion, for example asking a question about a proposal, reposting their answer from the question on impacts, or stating that they did not want to.
- 48 (4% / 34 respondents) did not leave sufficient detail in their response to be able to confidently interpret their meaning. For example, many comments read simply “Rethink” or “Think again” and others suggested ways in which the Council might raise funding without stating what it should be used for.
- 35 (3% / 31 respondents) suggested the Council should not implement the proposal in question, or elements of it, but gave no suggestion as to how this could be achieved.
- 10 (1% / 9 respondents) comments concerned the survey, rather than the proposal being consulted on.
- 7 (1% / 6 respondents) suggestions were made about where funding could come from to prevent a specific proposal being implemented, most these concerned ideas to stop the Council making library staff redundant with the most common suggestions being cutting wages elsewhere and making other Council employees redundant instead.

The remaining 119 suggestions (10% of the total), from 65 respondents, are summarised in the following table:

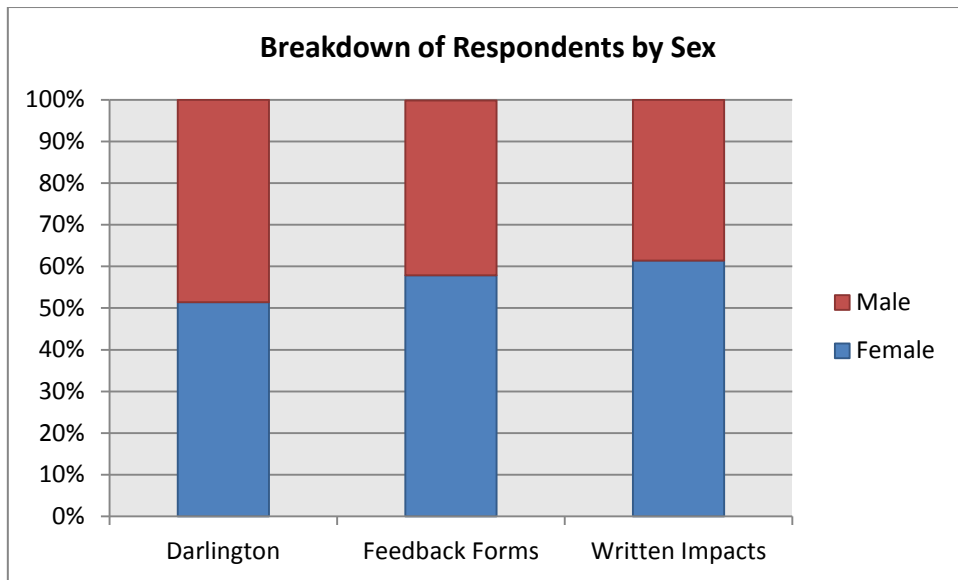
Number	Summary
1	Add toddler and mental health groups
3	Advertise service
1	Allow access to Bennet House storage
1	Allow books/drinks in both areas
1	Café
1	Charge home library service users
1	Clean baby change regularly
1	Clear main entrance crowds
1	Consider health in café
2	Consider views of library users
1	Continue particular services
6	Design tweaks
1	Don't allow buggies upstairs
1	Easy access to buggies
2	E-books
5	Ensure adequate staff
9	Ensure it is accessible to all
1	Ensure sufficient storage for CLS
1	Evidence need of how space has been allocated
1	Expand nearby blue badge parking
4	Free parking
2	Go ahead with proposals
1	Have lists of all stock visible
1	Have staff in Quick Picks
1	Host events in meeting rooms
1	Include library in Dolphin Centre events
1	Incorporate children's centres
3	Keep children's area separate
1	Keep food/drink away from books
3	Later hours nights for CLS
1	Less hours so more staff available

1	Let users borrow smaller maps
1	Link with Tees Valley libraries
10	Locate art gallery elsewhere
3	Locate children's activities elsewhere
1	Locate Quick Picks in main library
1	Locate toilet in library
1	Low café prices
1	Lower computers in children's area
1	Make clear how books are selected for Quick Picks
5	Make particular sections bigger
2	More Bookstart sessions
1	More computers in Quick Picks
1	More desk space
1	More shelves/seating
2	Move library to old BHS premises
1	Move Northern Echo offices to Crown St building
1	Offer birthday parties
1	Offer good value courses
1	Paperbacks
1	Police blue badge spaces
1	Put children's books in trains
2	Reduce noise of Bookstart sessions
1	Reduce reservations costs
1	Refer meeting room requests to Dolphin Centre
1	Relocate community use to Cockerton
1	Reopen public toilets
2	Secure buggies
2	Secure pick-up point for items in Quick Picks
2	Sell/loan art collection
2	Separate entrance
1	Separate terminals for catalogue
1	Soundproofing
1	Tailor books to Dolphin Centre users
1	Use meeting rooms for learning and skills
1	Use volunteers
2	Work more with schools

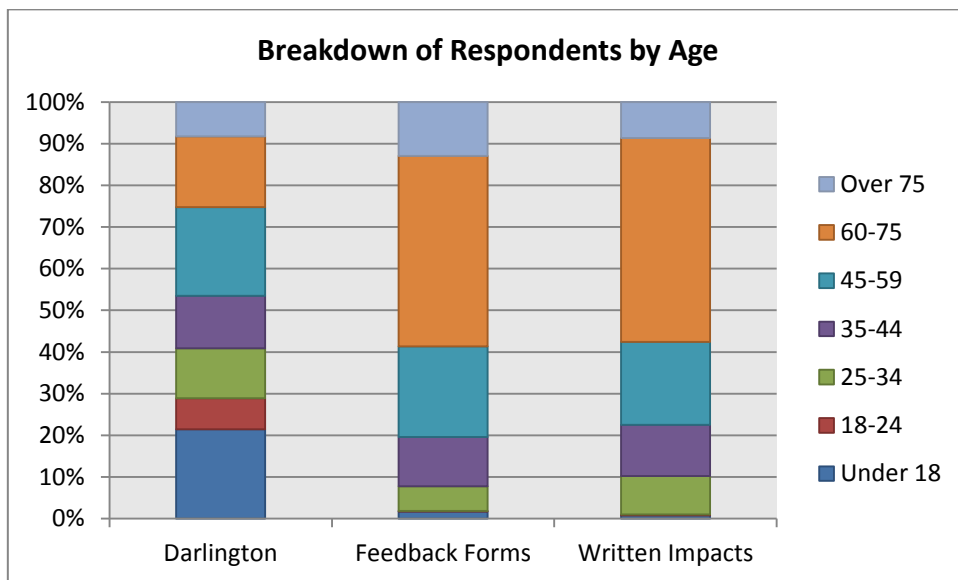
For a more detailed breakdown of suggestions by service area, see Appendix B.

Demographics

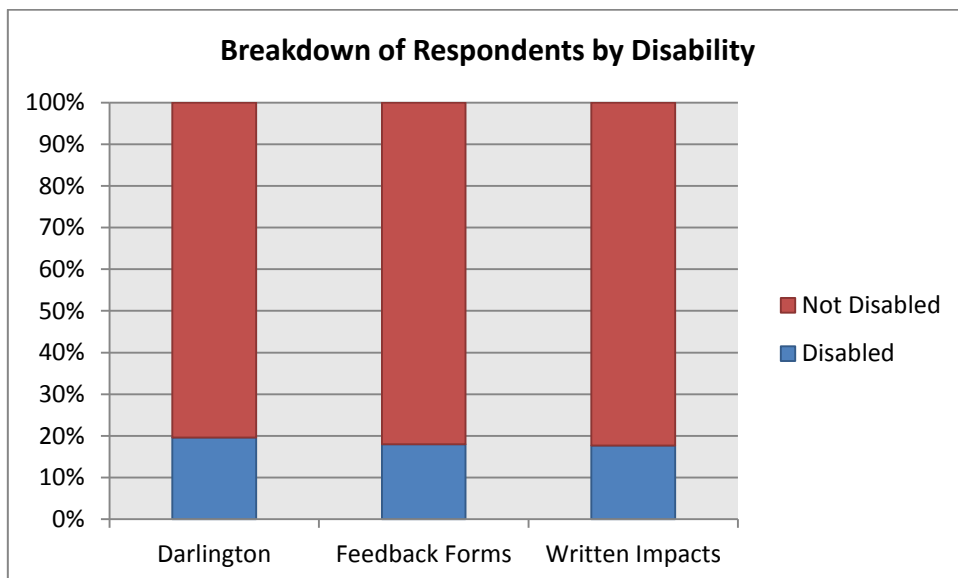
The following graphs show breakdowns by sex, age group, disability and ethnicity for all feedback forms and applicable written impacts where respondents gave this information, compared to the average for these characteristics across the borough:



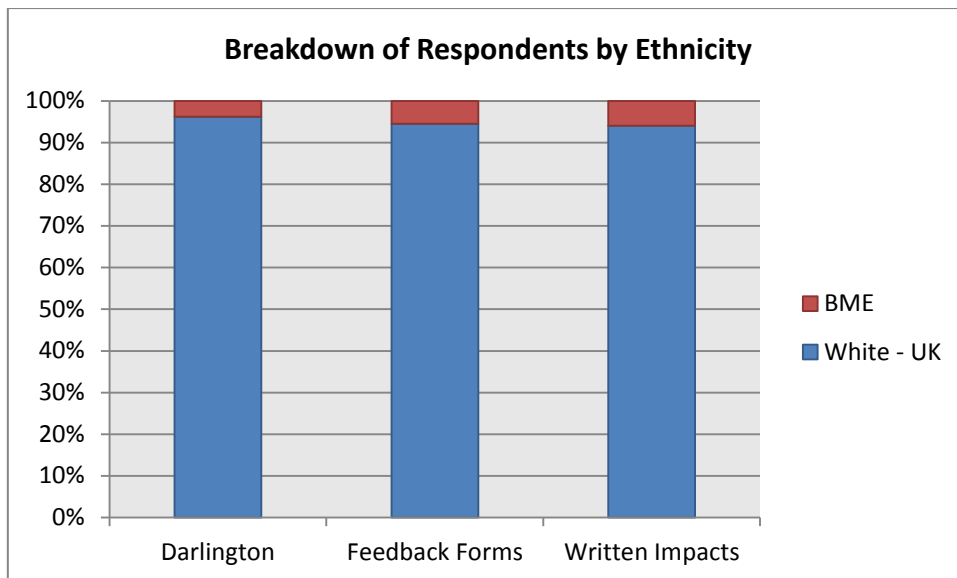
Females were moderately over-represented, relative to borough residents, in both overall responses and applicable written impacts provided.



In terms of age groups, 60-75 year olds were grossly overrepresented in both instances, relative to the proportion of residents of the same age, and under 25s were grossly underrepresented.

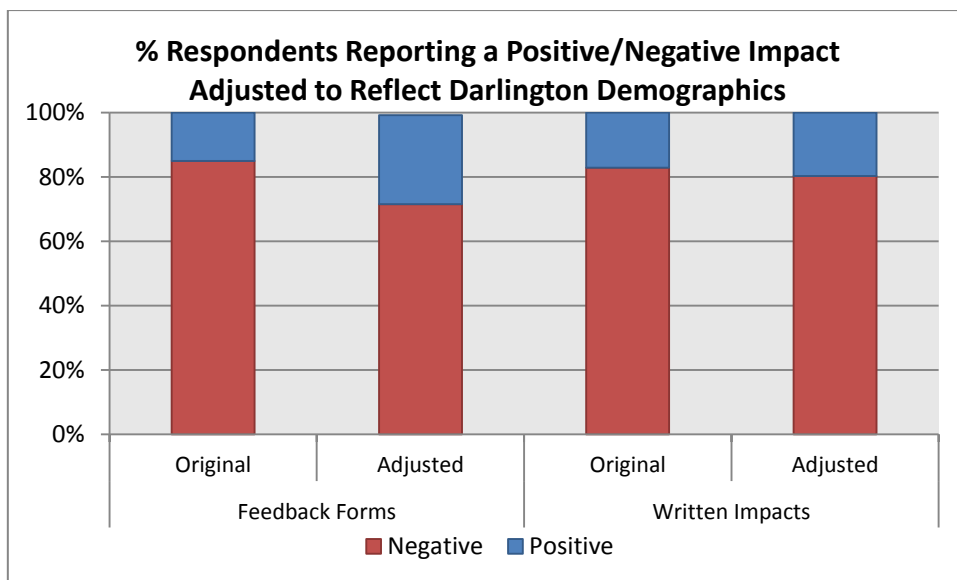


The proportion of respondents reporting that they had a disability was slightly lower in both cases than the number for the borough.



The number of respondents reporting that they were from a minority ethnic background (in this instance anything other than White UK) was slightly higher than the corresponding proportion for the borough, meaning they were slightly over-represented in the consultation response.

By adjusting the proportion of feedback forms where respondents reported a proposal had a positive or negative impact on them and the equivalent figure for applicable written impacts to reflect the borough’s demographics, it is possible to see how the above over and under-representation of demographic groups may have skewed the overall consultation findings:



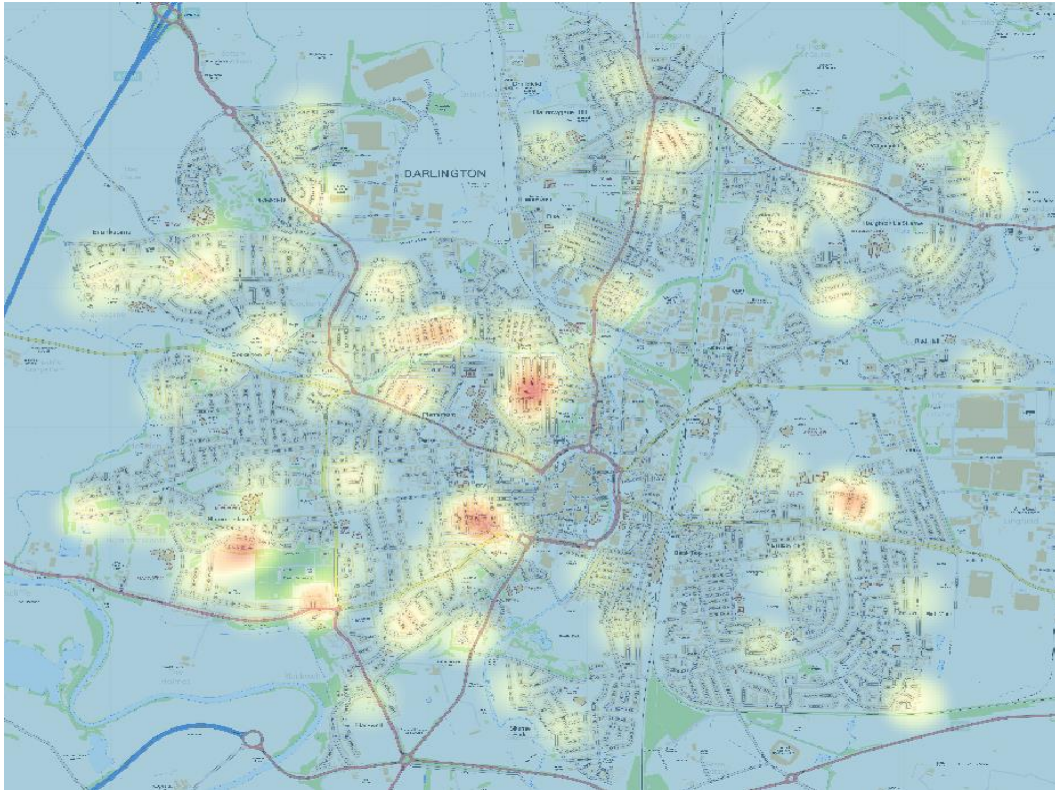
As can be seen, adjusting responses to better reflect the demographic composition of Darlington residents does slightly increase the proportion of responses reporting positive impacts, particularly for all feedback forms received. This is almost wholly down to the significant underrepresentation of under 18s who, in general, were more likely to report positive impacts from the proposals than the average (64% versus 16% for all feedback forms, and 33% versus 18% for written impacts). They were also less likely to leave a written comment which explains why the difference is smaller for written impacts.

Detailed analysis of written impacts by protected characteristic is provided separately in the Equality Impact Assessment.

Residence

137 (37% of total) survey respondents disclosed their post code. Of these, 12 (9%) were not recognised Darlington post codes.

The remaining 125 post codes, as can be seen below, were fairly evenly dispersed across the town, with some slight concentrations in the Northgate and College areas.



Focus Group Feedback

Over the course of the consultation period 17 focus groups were held with a total of 206 participants from the following groups:

- Carers' Strategy Group
- Circle of Friends Carers' Group
- Knitting Group
- Looked After Children
- Bookstart Baby Rhymetime attendees
- Dolphin Centre Breastfeeding Group
- DISC Young Carers Group
- Wiggles and Woggles attendees
- Schools and Colleges:
 - Rydal Academy
 - Reid Street Primary School
 - Corporation Road Primary School
 - Beaumont Hills Academy
 - Mowden Federation of Schools
 - Queen Elizabeth 6th Form College
 - Northwood School
 - Darlington College
 - Learning and Skills Group

Of these, for all 25 proposals:

- 8 focus groups (47%) reported a mix of positive and negative impacts
- 5 focus groups (29%) reported wholly positive impacts
- 3 focus groups (18%) reported wholly negative impacts
- 1 focus group (6%) reported no impacts, either negative or positive

In addition, across the 17 groups:

- 11 proposals (44%) weren't reported as likely to have any impacts on participants, either negative or positive
- 6 proposals (24%) were reported as having wholly positive impacts
- 5 proposals (20%) were reported as likely to have a mixture of positive and negative proposals
- 3 proposals (12%) were reported as having wholly negative impacts

Finally, of the 73 impacts recorded from these sessions:

- 47 (64%) were positive
- 26 (36%) were negative

The proportion of positive impacts recorded at the focus group sessions were notably higher than those received for the survey, in most instances. Anecdotal feedback from the facilitators of the groups suggests that this was due to the conversational nature of these events – in several cases it was reported that groups initially focussed on the decision to move the library from Crown Street and gave negative feedback on this, however once it was explained that the current consultation was about the proposals for how the new service would look/work etc. at the Dolphin Centre, the discussions became much more positive and specific impacts based on the service area proposals were provided, as well as suggestions.

In addition, because feedback was received from focus groups during the consultation period, in several instances mitigations to negative impacts identified have already been put in place. For example, during the focus group with Bookstart Baby Rhymetime attendees, issues around the breastfeeding facilities at the Dolphin Centre were raised and, as a result, the private breastfeeding room has been updated to address these concerns.

Positive Impacts from Focus Groups

Proposal	Positive Impacts
Baby Change	<ul style="list-style-type: none"> • 1 participant (Bookstart) stated the proposed baby change facilities were an improvement on current provision
Bookstart Rhymetime	<ul style="list-style-type: none"> • Participants (Bookstart) of the current group said they would continue to attend these sessions based on the proposal
Buggy Store	<ul style="list-style-type: none"> • Participants (Bookstart) stated the proposed facilities were an improvement compared to current provision
Catering Facilities	<ul style="list-style-type: none"> • 1 participant (Bookstart) reported that they would definitely use the catering facilities based on the proposal, and another reported that the proposal to have catering facilities available to library users would be a bonus
Children's Library	<ul style="list-style-type: none"> • Participants (Looked After Children) reported that they thought the Teen Area was a good idea • Participants of 2 focus groups (Bookstart and Beaumont Hills) reported that they liked the idea of a sensory area in the Children's Library • Participants (Breastfeeding group) reported that they liked the idea of a dedicated

	<p>children’s section with a sensory area</p> <ul style="list-style-type: none"> Participants (Wiggles and Woggles group) reported they would use the proposed Children’s Library for events and crafts
Design, Layout and Floor Space	<ul style="list-style-type: none"> Participants (Looked After Children) reported that they liked the proposed design, particularly the modern, up-to-date furniture Participants (Bookstart) reported the new adult and junior sections looked particularly attractive to them and, more generally, they liked the designs Participants (DC Breastfeeding group) reported that the Children’s Area looked “vibrant, visually stimulating” and that the moveable furniture would be useful for privacy. They also commented that the layout, specifically the co-location of services, would mean older siblings would be able to use the library whilst their mum was breastfeeding siblings. More generally, participants liked the designed and thought they were well thought out. Participants (Wiggles and Woggles) reported that they liked the designs, the proposed sensory area and the bright colours in the plans. They also reported that they liked the Children’s area being located at the front of the library. 1 participant (Reid Street) reported that the proposed new library looked “mint”. Participants (Corporation Road and Beaumont Hills) reported that the proposed new library looked more exciting, colourful and fun than the current provision and that, as a result, they would want to visit.
Staff Numbers	<ul style="list-style-type: none"> Participants (Corporation Road) liked the idea of staff being more available to help throughout the library
Meeting Room Hire	<ul style="list-style-type: none"> Participants (QE College) reported that they would be interested in booking rooms for music sessions at the proposed new library
Quick Picks	<ul style="list-style-type: none"> All participants (Looked After Children) stated they would be likely to use the IT facilities proposed as part of the new Quick Picks area. Participants (Bookstart) reported that this proposal was a good idea, especially for older children.
Toilet Facilities	<ul style="list-style-type: none"> Participants (Bookstart) reported that the proposed toilet facilities were an improvement on current provision.
Vision	<ul style="list-style-type: none"> Participants (Carers’ Strategy Group and Beaumont Hills) commented that the proposal was an excellent opportunity to make the new library more accessible for people with dementia and autism Participants (Looked After Children) stated the proposal would make it easier for them to access the library service as can pop in whilst using Dolphin Centre for other purposes and agreed they’d be more likely to use library service as a result, including the CLS. Also stated the Dolphin Centre was more welcoming to them. Participants (Wiggles and Woggles) stated that the proposals meant the new library service would be more accessible than currently and that co-location meant they’d be more likely to access the service. Participants (Rydal Academy, Reid Street, Mowden Federation, Corporation Road and Northwood Schools) reported that they would all be more likely to access the library service due to the fact they already regularly visit the Dolphin Centre. 1 participant (Northwood) also commented that parents would be able to use the library when children at a party. Participants (Darlington College) commented that the proposed library service seemed more friendly and approachable and they would be more likely to use as a result.

Negative Impacts from Focus Groups

Proposal	Identified Impacts	Mitigations
Baby Change	<ul style="list-style-type: none"> Participants (Bookstart) reported that the breastfeeding area at the Dolphin Centre was tired and in need of updating, too small and unsuitable due to location next to toilet and nappy bin Chairs less comfortable than at Crown Street 	This has now been addressed.

Buggy Store	<ul style="list-style-type: none"> Participants (Wiggles and Woggles) reported concern around the security of the proposed buggy store facilities 	<p>As with general consultation feedback around this issue, parents will be able to take buggies into the library if they wish to keep them in eyesight at all times, otherwise they will be able to secure buggies with locks. (Once informed of the padlock system the focus group attendees reported they were no longer concerned about security).</p>
Centre for Local Studies	<ul style="list-style-type: none"> Participants (Carers' Strategy Group) reported concern about where the archives would be stored 	<p>Storage of library books and local studies resource will be within the Dolphin Centre, Bennet House adjacent to the Dolphin Centre and office accommodation on Beaumont Street within the multi storey car park.</p>
Design, Layout and Floor Space	<ul style="list-style-type: none"> Participants (Circle of Friends and Northwood School) reported concern that damp from the swimming pool would affect the books and that the Dolphin Centre was already too crowded Organiser (Wiggles and Woggles) reported the new designs look great however are not suitable for sessions due to multiple distractions e.g. tree bookcases. Stated a clear room would be more suitable. Participants (Bookstart and Breastfeeding Group) reported concern over open nature of children's library as potential security risk Participants (Looked After Children, Wiggles and Woggles and Northwood School) reported concern about noise from rest of Dolphin Centre travelling to the library Participants (Corporation Road) reported that the children's area looked "babyish" 	<p>Library located away from the pool area – no reason why the books should get damp.</p> <p>Separate quiet entrance to library to be provided via Bull Wynd with quiet study areas available to meet.</p> <p>Space in the children's library will be flexible – can move bookcases to make a smaller, more secure designated space. Other rooms at the Dolphin Centre may be used for some sessions.</p> <p>Actions to minimise noise have already been undertaken e.g. feasibility of soundproofing / relocation of Fitlab classes from Central Hall.</p> <p>Designs not yet signed off – all comments will be considered.</p>
Lending Services	<ul style="list-style-type: none"> Participants (Wiggles and Woggles) reported concern about less books being on shelves but no further information given 	<p>Items on display will be selected according to usage statistics, ensuring the most popular are instantly accessible.</p> <p>People will be able to reserve the items they want online to avoid delays.</p>
Library Access	<ul style="list-style-type: none"> All participants (Bookstart) raised concern about lift congestion, with some saying this might stop them from visiting Participants (Wiggles and Woggles) also concerned about lift congestion and requested a ground floor room Teacher (Corporation Road) reported the Dolphin 	<p>As survey:</p> <p>More lifts than available at Crown Street.</p> <p>Buggy store on ground floor if don't want to take up in lift.</p>

	Centre foyer is intimidating on an evening due to teenagers	Individuals who find Bull Wynd inaccessible can use the main Dolphin Centre entrance.
Meeting Room Hire	<ul style="list-style-type: none"> Participants (Carers' Strategy Group) reported concern about loss of available meeting and event space and were all unhappy about giving up their current room 	Keen to work with groups to understand their meeting room requirements and ensure these are met.
Staff Numbers	<ul style="list-style-type: none"> Participants (Circle of Friends) reported that they do not like self-service Participants (Knitting Group) reported they will miss the personal, friendly staff 	There will remain staff support for those who need it with the self-service computers

Additional Groups

In addition to the above focus groups, officers attended meetings of the following groups to present the proposals, take questions and record feedback:

- 11-19 Executive Group
- Darlington Dementia Action Alliance

Feedback from these sessions was generally positive.

After asking questions about the capacity of the proposed new Centre for Local Studies to display maps adequately, what was being taken out of the Dolphin Centre and how noise from other areas would be minimised, the 11-19 Executive Group reported that the proposals:

- offer an exciting opportunity for young and old to mix together more
- modernise the library service and bring it into the 21st century

The discussion with Dementia Action Alliance was extensive and focussed around the opportunities available to ensure the new service was as accessible as possible for everyone, including those with dementia. After questions were asked confirming that it was intended for the Hub to continue and whether there was intended to be piped music at the new service, the group gave the following feedback:

- Suggestions of best practice offered (e.g. the Outpatients reception at Memorial Hospital)
- An offer made by Andrew Ball from the Alzheimer's Society (who has previously supported similar work at Frankland Prison) to help input into the design process
- Key areas and principles highlighted e.g. plain signage, floors/walls/steps easily discernible using colours and contrasts – carpet in plans no good for those with dementia (this had already been raised and fed back to designers)
- Importance of ensuring the whole building is accessible to those with additional needs, not just the library – training for staff offered by Dementia Friends, initially for leisure management team as soon as possible and then cascaded down.

Appendix A – Written Impacts

Positive Impacts Identified

Proposal	Identified Impacts
Adult Changing Facilities	<ul style="list-style-type: none"> 2 people reported that they felt this proposal would make the library service more accessible to individuals with disabilities and therefore more inclusive
Baby Change	<ul style="list-style-type: none"> 1 person commented that the proposal was an improvement on current provision 1 person reported that they had a toddler and therefore the proposal to provide baby change facilities would be useful
Bookstart Rhymetime	<ul style="list-style-type: none"> 1 person reported that they were pleased the sessions were to continue and that the new layout looked like an improvement
Buggy Store	<ul style="list-style-type: none"> 1 person commented that this proposal would make the library service more accessible to parents and young children and therefore more inclusive
Catering Facilities	<ul style="list-style-type: none"> 10 people reported that they would use the catering facilities proposed, with 4 specifically commenting that the proposal would allow them to combine their library visit with refreshments and therefore be more convenient
Children's Library	<ul style="list-style-type: none"> 1 person commented that the plans for the Children's library looked fresh and modern and would subsequently be more attractive to their children 1 person reported that the Children's library proposal would allow their children to combine physical leisure activities with reading and was therefore more exciting 1 person commented that the proposed Teen area in the Children's library would make the library service more inclusive by encouraging younger people to use the service and therefore help tackle the problem of getting them, particularly young boys, to read
Design, Layout and Floor Space	<ul style="list-style-type: none"> 4 people reported that they liked the designs shown in the plans, with most commenting on how bright, welcoming and modern it seemed 3 people reported that the proposed layout would be beneficial as it would: <ul style="list-style-type: none"> allow them to combine their visit to other services in the Dolphin Centre with a trip to the library provide space for younger people to study 3 people reported that they felt the proposed design and layout was an improvement on the current library service, commenting in particular on the open plan layout and modern design
Home Library Service	<ul style="list-style-type: none"> 1 person reported that the proposal to maintain this service was positive
ICT Provision	<ul style="list-style-type: none"> 3 people reported that the proposal to improving the availability of computers by increasing the numbers of them at the library would have a positive impact on them 1 person reported the proposal to maintain free Wi-Fi at the library would have a positive benefit as they like free Wi-Fi
Learning and Skills	<ul style="list-style-type: none"> 1 person commented that the proposal to continue this service, specifically computer literacy and functional skills, would positively impact them
Library Access	<ul style="list-style-type: none"> 2 people reported that the Library Access proposal would be beneficial as it would improve accessibility relative to the current provision, with 1 person reporting this specifically for those with disabilities 1 person reported that having the library located in the Dolphin Centre would be more convenient for them and that the choice of entrances would benefit them by allowing them to avoid the main entrance if they wanted
Quick Picks	<ul style="list-style-type: none"> 4 people reported the longer opening hours for Quick Picks would mean they would be more able to access the library service, with 1 person specifically stating this combined with self-service would be very convenient for them 1 person reported this would make it much more convenient for them to pop

	<p>into the library and would encourage them to try new books</p> <ul style="list-style-type: none"> • 1 person reported that this would make it possible for them to use the library when they were in a rush
Reference Library	<ul style="list-style-type: none"> • 1 person commented that they would be much more likely to use the Reference Library as they regularly use the Dolphin Centre
Staff Numbers	<ul style="list-style-type: none"> • 1 person reported that they preferred self-service and felt it fit better with modern life
Toilet Facilities	<ul style="list-style-type: none"> • 9 people reported that the proposal for toilet facilities would be beneficial as it would provide greater open access to toilets than provided currently • 2 people reported that they preferred the Dolphin Centre toilet facilities to those provided at the current central library, and therefore this proposal would be a positive • 1 person reported that the toilet facilities proposal was positive because it offered more modern facilities
Vision	<ul style="list-style-type: none"> • 6 people reported that the principle of co-location set out in the Vision proposal would have a positive impact on them because it would make the library service more inclusive and encourage new audiences to use the service, particularly children and users of the Dolphin Centre • 2 people reported that the Vision set out a more modern and relevant approach to the library service • 1 person reported that the principle to focus on improving ICT provision in the Vision would have a positive impact by encouraging younger people to use the service
Working with Schools	<ul style="list-style-type: none"> • 2 people reported that the proposal to expand the current programme was positive

Negative Impacts Identified

Proposal	Identified Impacts	Mitigations
Art Gallery	<ul style="list-style-type: none"> • 26 people who currently use and enjoy the art gallery stated, because of the proposal, they will no longer be able to do so. • 5 people were worried that local artists will no longer have the opportunity to showcase their work here • 4 people reported that the art gallery is the main reason they currently use the library and without it they will no longer do so • 3 respondents were concerned that the planned storage arrangements were not sufficient • 2 people felt that Darlington's cultural offer would be significantly reduced as a result • 2 people felt that the art gallery provides wider benefits to the town, via tourism etc. and that these would be lost • 1 person was concerned this proposal would damage the Tees Valley's bid for City of Culture • 1 person was concerned about donors to the art gallery who may no longer be able to have their artwork locally displayed • 1 person reported they would be embarrassed to live in a town without an art gallery • 1 person reported that, due to lack of alternative venues in the borough, their need for art would no longer be met • 1 person highlighted that the art gallery supplements 	<p>Options still being explored to provide alternative offer elsewhere within the borough.</p> <p>The collection will be securely stored within the Town Hall.</p>

	<p>the Centre for Local Studies by displaying related collections, and therefore this proposal would reduce this service for them</p> <ul style="list-style-type: none"> • 1 person reported that the art gallery hosts several events which would no longer be held 	
Bookstart Rhymetime	<ul style="list-style-type: none"> • 1 individual reported that they don't like the current Bookstart Rhymetime sessions held in the library as they are too noisy and therefore the continuance of this service would have a negative impact • 1 person who currently attends Bookstart Rhymetime sessions was concerned that the security would be less than currently 	<p>Rhymetime sessions will continue; there are quiet spaces in new Library however there may still be noise spillover.</p> <p>No obvious lessening of security compared to Crown Street.</p>
Breakout Spaces	<ul style="list-style-type: none"> • 2 individuals stated that the idea of breakout spaces was incompatible with a library 	<p>Layout includes places for dedicated study away from breakout spaces.</p>
Buggy Store	<ul style="list-style-type: none"> • 1 individual stated that the proposed buggy store provision would not allow for their buggy to remain in eyesight 	<p>Parents will be able to take buggies into the library if they wish to keep them in eyesight at all times, otherwise they will be able to secure buggies with locks.</p>
Catering Facilities	<ul style="list-style-type: none"> • 7 individuals stated that the proposal to have food and drinks available was incompatible with a library • 1 individual stated that the smell of food and drinks would reduce their enjoyment of the library 	<p>Catering facilities are not proposed to be housed within the new library, rather they will be situated next to this. However users will be able to take food and drink into the library.</p> <p>There will be walls and doors separating the library and café so no reason why there should be any smell.</p>
Centre for Local Studies	<ul style="list-style-type: none"> • 57 individuals stated that the proposals would effectively reduce the service and therefore have a negative impact upon them as users. The majority of these comments mentioned the proposed booking system as a key element of this, stating it would significantly affect their productivity and/or enjoyment of the service. • 6 people stated the reduced opening hours specifically would negatively affect them as they would be less able to access the service as a result. • 2 people stated that the separation of the CLS from the central library would inconvenience them • 1 individual stated that they relied on the current CLS for their job as a self-employed tutor and guide and that the proposed reduction in service, and in particular likely increase in delays, would force them to seek resources elsewhere. • 1 person stated that the proposal to have one member of staff in the CLS would negatively affect them as they would not be able to handle all enquiries 	<p>Many of the comments received for this service area were extremely complimentary of the current service. The negative impacts identified therefore should be qualified by noting that the proposals are not to remove this service altogether – rather to reduce the opening hours and availability.</p> <p>Many of the concerns about availability of stock will depend on how many items are instantly accessible.</p>
Community Use	<ul style="list-style-type: none"> • One person reported that they don't like the current library being used for community events and activities as they caused noise and so the continuance of this service would have a negative impact • One person objected to having a dementia hub or 	<p>The new library proposals are unapologetically intended to increase inclusivity and promote a wide variety of audiences to use the new service. To remove these</p>

	<p>hearing clinic within the library, stating that these were a waste of space</p>	<p>services would have a more negative impact on users of that service than continuing them would have on a non-ser.</p>
<p>Design, Layout and Floor Space</p>	<ul style="list-style-type: none"> • 26 people reported that the proposed reduction in floor space would have a negative impact on them, most commonly because it would be insufficient to hold everything the current library offers with instant access, and because it would make the space more cramped. Several people highlighted the proposed reduction in floor space for sections they currently use such as CLS, non-fiction and Reference library. • 15 people reported they did not like the proposed floor plans: <ul style="list-style-type: none"> ○ Most of these focused on the ‘dispersed’ nature of the proposal, with different sections such as Quick Picks and CLS separated from the main library area which, they felt, would make their visit more difficult. ○ A number of people commented that they did not like the ‘open plan’ nature of the proposals, which they felt would encourage people to gather and socialise, rather than study. ○ Others felt that the proximity to other areas meant that, without soundproofing, there would be a negative impact on people trying to study ○ One person stated that they did not find the proposed layout welcoming • 7 people reported a negative impact from a combination of the proposed design, layout and/or floor space. Most of these reaffirmed impacts given above, in terms of the ‘disjointed’ floor plan and cramped space. 1 person commented they don’t like the design because it is too modern. Another reported that the open floor plan would destroy the library’s ambience. 	<p>Unavoidable that there is a reduction in proposed floor space, but designs have been drawn up to best utilise the available space based on usage of current library service and will allow for flexible use e.g. moveable bookcases etc. , when required.</p> <p>Have had a number of people reporting that a separate Quick Picks area would have a positive impact on them (i.e. convenience), that they like the modern design and that the open plan layout feels more welcoming.</p>
<p>ICT Provision</p>	<ul style="list-style-type: none"> • One person reported the proposal to include 4 new computers in the Children’s Library would have a negative impact because they felt children have too much screen time already • Two people felt ICT provision was already sufficient and that increased provision was not necessary and would take up valuable space that could be used otherwise. 	<p>Library users and their children won’t have to use the additional computers if they don’t want to.</p> <p>The amount of space allocated to computers is based on current usage statistics.</p>
<p>Lending Services</p>	<ul style="list-style-type: none"> • 11 people reported that the proposal to reduce the amount of lending materials on the shelves would negatively impact them as they would have less choice when selecting items and they would be less able to browse which they enjoy doing. • 5 people said that this proposal would mean they would be more likely to experience delays in getting the items they want • 1 person reported a combination of the above impacts 	<p>Items on display will be selected according to usage statistics, ensuring the most popular are instantly accessible.</p> <p>People will be able to reserve the items they want online to avoid delays.</p>

	<ul style="list-style-type: none"> • 1 person reported that the inevitable changed shelf location points resulting from the proposal would inconvenience them • 1 person commented that they already felt the lending material on display was inadequate so a further reduction in this would be even worse 	
Library Access	<ul style="list-style-type: none"> • 5 people were concerned about lift congestion and noted they find the Dolphin centre lifts to be busy • 1 person stated that the Bull Wynd entrance wasn't always open • 1 person stated that the pavement to the Bull Wynd entrance was too narrow and would force users onto the road, and also that the lift was too small. They were also concerned about emergency escape procedures for those with wheelchairs/buggies. • 1 person was concerned both about lift congestion and emergency escapes. • 1 individual state they were unable to use lifts at all, even with a carer, but did not provide further details. 	<p>More lifts than available at Crown Street.</p> <p>Bull Wynd entrance will be open during Library hours only.</p> <p>Buggy store on ground floor if don't want to take up in lift.</p> <p>Comprehensive emergency evacuation procedures in place, with arrangements for individuals who need assistance.</p> <p>Individuals who find Bull Wynd inaccessible can use the main Dolphin Centre entrance.</p>
Meeting Room Hire	<ul style="list-style-type: none"> • 1 person reported that this proposal would mean they had less options when hiring a meeting room in town • 1 person reported that this proposal would make them less likely to use the library service 	<p>Provision made for alternate meeting room hire.</p>
Quick Picks	<ul style="list-style-type: none"> • 5 people were concerned that books would be more susceptible to theft as a result of this proposal • 5 people reported they don't like using self-service computers • 1 person felt that the idea of a Quick Picks area was incompatible with a library • 1 person was concerned about both the security of lending stock and having to use a self-service computer • 1 person did not like the proposal of having this area away from the rest of the main library 	<p>There is a security guard posted at the door of the Dolphin Centre during busy times who will be able to look out for theft as well as CCTV.</p> <p>People will be able to ask for assistance from Dolphin Centre during staff, if required.</p> <p>Number of positive impacts reported for the proposed introduction of a separate Quick Picks area.</p>
Staff Numbers	<ul style="list-style-type: none"> • 43 people reported that a reduction in staff meant that they would be less able to get valued help when required, a number of which reported having additional needs. • 11 people reported that less staff would negatively affect them as they would be more likely to have to wait when wanting something only a staff member could do e.g. book reservation • 5 people reported they do not like using self-service computers • 2 reported that this proposal would have a negative impact on staff (and many comments praised the current staff and reported them as being valued) • 2 people reported that some people relied on having library staff to interact with and without it they would be at risk of isolation 	<p>Unavoidable that there will be a reduction in staff, similar to CLS comments however many of these were very complimentary of current staff and service - the negative impacts identified therefore should be qualified by noting that the proposals are not to remove all staff and move to a self-service model.</p> <p>Many functions will be able to be self-serve for those who are computer literate and therefore minimise delays. In addition there will still remain staff support for those who need it with the self-service computers</p>

	<ul style="list-style-type: none"> 1 person was concerned about the likelihood of self-service computers breaking down 	<p>Aim is to recruit volunteers to supplement paid librarians who will be able to provide low level support and interaction.</p> <p>Staff are already aware of proposals and being kept up to date.</p> <p>Procurement of self-service computers will take quality and reliability into account and include full service support.</p>
Toilet Facilities	<ul style="list-style-type: none"> 4 people were concerned about the cleanliness of Dolphin Centre toilets, reporting prior negative experiences of these 4 people objected to having to share toilets with users of other services in the Dolphin Centre / town centre users 1 person was concerned about how busy the Dolphin Centre toilets are 	<p>Dolphin Centre recently upgraded their contract with their hygiene product provider, which has included the introduction of a new high quality air freshener system, upgraded air sterilisers and dual sanitizer units to all urinals and WCs.</p> <p>Whilst the toilet facilities will be shared with non-library users, there are significantly more toilets available for use which should alleviate congestion.</p>
Vision	<ul style="list-style-type: none"> 21 people reported that they did not agree with the Council's principle of co-location, stating that it would be more likely to alienate current library users than attract new ones and that a library is fundamentally incompatible with a leisure centre. 4 people reported that the proposals for the CLS would have a negative impact on them – 3 for the same reasons as raised above and 1 who felt that the wording should be changed to include visitors rather than just residents. 4 people reported that the proposed relocation would reduce accessibility for those with vulnerabilities – specifically 2 mentioned those who are not familiar with the building, 2 person reported the building was stuffy and exacerbated their asthma and 1 person found the Dolphin Centre frightening and loud. 1 person reported that the proposed relocation would negatively affect their business (located near Crown Street) by taking trade away from the area. 	<p>Many examples elsewhere of where a main library service has been incorporated into another building with multiple other uses and been successful.</p> <p>Number of positive written impacts received from people who report they will be more likely to use the new library service in the Dolphin Centre as will be more convenient.</p> <p>Working with local groups e.g. Dementia Action Alliance to ensure design and layout is as accessible as possible for those with vulnerabilities, including those for whom familiarity is very important e.g. dementia/autism.</p> <p>Dolphin Centre meets all requirements for adequate ventilation and there is a separate entrance offered for those who don't want to use main public entrance.</p>
Working With Schools	<ul style="list-style-type: none"> 1 person was concerned about children mixing books and wet towels 	<p>Unlikely this would happen.</p>

	<ul style="list-style-type: none">• 1 person was concerned that more children at the Dolphin Centre would cause chaos	30 schools currently visit the Dolphin Centre on a regular basis and this is managed well – adding a library visit to this at dedicated times during the week would not necessarily mean more children and longer opening hours mean people who don't want to use the library at the same time can do so.
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Appendix B – Suggestions

The range of suggestions will be considered and where appropriate included into the final library service.

Proposal	Number	Description
Art Gallery	12	<ul style="list-style-type: none"> • 10 suggestions were made about where the borough art gallery could alternatively be displayed, including: <ul style="list-style-type: none"> ○ The Dolphin Centre ○ The new Civic Theatre ○ The Vue Cinema ○ Bennet House ○ Empty Council buildings in the town centre ○ The Town Hall ○ The Head of Steam • 1 suggestion was made to sell or loan out (for a fee) the collection • 1 suggestion was to auction the collection to residents and use the proceeds to enhance the new library
Baby change	1	<ul style="list-style-type: none"> • 1 comment was made suggesting that the baby change facilities in the proposal be cleaned regularly
Bookstart	7	<ul style="list-style-type: none"> • 2 suggestions were made to add more of these sessions as respondents had previously found them to be oversubscribed • 2 suggestions were made to reduce the volume of these sessions • 2 suggestions were made to hold these in a separate, enclosed room in the new library • 1 suggestion was made to advertise the sessions widely
Breakout spaces	1	<ul style="list-style-type: none"> • 1 suggestion was made to provide sufficient evidence of need for breakout spaces over maintaining or improving space for other sections e.g. CLS and Reference library
Buggy store	3	<ul style="list-style-type: none"> • 2 suggestions were made to allow users to secure their buggies e.g. deposit system to lock them • 1 suggestion was made to ensure these were designed so buggies at the back are easily reachable • 1 suggestion was made to not allow buggies upstairs for safety reasons
Catering facilities	4	<ul style="list-style-type: none"> • 1 suggestion was made to ensure that food and drink are kept away from the library to prevent damage to books • 1 suggestion was made to keep costs down to ensure people don't go elsewhere • 1 suggestion was made to consider the town's "obesity problem" • 1 suggestion was made to allow library users to take books into the café area or vice versa
Centre for Local Studies	8	<ul style="list-style-type: none"> • 3 suggestions were made to keep the CLS open later than 3.30pm, at least a couple of times a week, to allow people not able to visit during the proposed times to use the service • 3 suggestions were made to provide more space, for example by using part of Bennet House or a different empty venue in the town centre • 1 suggestion was made for the Council to guarantee that all archives will be correctly stored and let people know where • 1 suggestion was made to ensure that the final new

		arrangements are communicated widely so residents are made aware
Children's library	6	<ul style="list-style-type: none"> • 4 suggestions were made concerning the design of the Children's library: <ul style="list-style-type: none"> ○ 1 suggestion was to create a bigger, robust space with no "gimmicky" shelves and seating ○ 1 suggestion was to ensure the new Children's library is walled in for safety ○ 1 suggestion was to focus more on content than design and not have wonky tree bookshelves ○ 1 suggestion was made for the new Children's library to not be too vibrant to be a "low arousal" environment • 1 suggestion was made to make birthday parties available incorporating the library and other Dolphin Centre services • 1 suggestion was made to pursue closer working with schools
Community use	4	<ul style="list-style-type: none"> • 1 suggestion was made to relocate community events to Cockerton Library so that users could take advantage of the free car parking • 1 suggestion was made to add groups for toddlers and people with mental health issues • 1 suggestion was made to continue the hearing clinic • 1 suggestion was made to ensure the needs of people with sensory impairments are considered in the proposals
Design, Layout & Floor Space	18	<ul style="list-style-type: none"> • 1 suggestion was made to house the Children's books in trains (like in Cambridgeshire) • 3 suggestions were made to keep the children's area separate from the rest of the library • 4 suggestions were made to ensure the new library is accessible to certain groups <ul style="list-style-type: none"> ○ under 50s ○ children and families, especially teens ○ older people, with high back chairs ○ people with autism • 1 suggestion was made to have the baby and parent groups held elsewhere in the Dolphin Centre • 1 suggestion was made to use the old BHS store as the new library venue • 1 suggestion was made to allow free parking at Feethams for library users • 2 suggestions were made to apportion more floor space to various sections: <ul style="list-style-type: none"> ○ non-fiction and reference ○ children's area • 1 suggestion was made to allow library users to use other rooms at the Dolphin Centre for events etc. • 1 suggestion was made for more shelves and seating and less lounge-type areas • 1 suggestion was made for soundproofing between areas • 1 suggestion was made to provide a "tea-coffee-bar" • 1 suggestion was made to use paint to brighten areas rather than decorative panels
Home Library Service	1	<ul style="list-style-type: none"> • 1 suggestion was made to make a nominal charge for this service
ICT Provision	5	<ul style="list-style-type: none"> • 3 suggestions were made to ensure that sufficient staff would be available to support ICT users

		<ul style="list-style-type: none"> • 1 suggestion was made to have separate terminals for doing library catalogue searches to avoid competition with those wanting to check emails etc. • 1 suggestion was made to add more terminals in the Quick Picks area
Learning and Skills	2	<ul style="list-style-type: none"> • 1 suggestion was made to offer interesting, useful and affordable courses • 1 suggestion was made to use one of the Dolphin Centre meeting rooms for this service
Lending Services	6	<ul style="list-style-type: none"> • 2 suggestions were made to invest more in e-books as require no storage and allow wider range of titles • 1 suggestion was made to amalgamate the new library service with other Tees Valley library services to improve users' access to stock • 1 suggestion was made to have a list of titles not on display but available at every section to people can clearly see what's available • 1 suggestion was made to replace hardbacks with paperbacks, where possible, to "allow closer shelf height" • 1 suggestion was made to continue the service whereby users can order books
Library Access	8	<ul style="list-style-type: none"> • 3 suggestions were made to ensure the needs of people with vulnerabilities and additional needs are considered when planning access. 2 of these suggestions mentioned consulting with relevant organisations. • 1 suggestion was made to give library users free parking near the Dolphin Centre • 1 suggestion was made to expand the blue badge parking near the Dolphin Centre and make the Bull Wynd entrance more accessible • 2 suggestions were made to ensure the library has its own, dedicated entrance, separate from the Dolphin Centre main entrance • 1 suggestion was made to ensure that queues for the main information desk don't block the entrance.
Meeting Room Hire	1	<ul style="list-style-type: none"> • 1 suggestion was made to get library staff to refer individuals wanting to hire a room to the leisure centre staff
Quick Picks	6	<ul style="list-style-type: none"> • 2 suggestions were made to include a secure pick-up point where library users could pick up reservations outside of main opening hours • 1 suggestion was made to tailor books to Dolphin Centre users i.e. a health and fitness section • 1 suggestion was made to clearly explain how popular books are to be selected • 2 suggestions were made to have a member of staff in the Quick Picks section to assist users • 1 suggestion was made to locate the Quick Picks section the main library to stop people from having to ask Dolphin Centre staff for help • 1 suggestion was made to ensure that the opening times are clearly advertised
Reference library	4	<ul style="list-style-type: none"> • 1 suggestion was made to use the old BHS site for the Reference Library • 1 suggestion was made to ensure that the opinions and concerns of current Reference Library users are considered in

		<p>the plans</p> <ul style="list-style-type: none"> • 1 suggestion was made to allow smaller maps to be available to lend • 1 suggestion was made for more desk space
Reservations and Requests	1	<ul style="list-style-type: none"> • 1 suggestion was made to find a way to reduce the costs of these services
Staff numbers	5	<ul style="list-style-type: none"> • 1 suggestion was made to have 2 members of staff in the Centre for Local Studies as 1 is insufficient • 1 suggestion was made to reduce opening hours so that more staff can be available during opening • 1 suggestion was made to ensure that there will be people available to assist library users who require support using self-service computers • 1 suggestion was made to ensure that self-service computers in the children's area are at an appropriate height • 1 suggestion was made to supplement paid staff with volunteers
Toilet facilities	2	<ul style="list-style-type: none"> • 1 suggestion was made to have a toilet located within the library area itself, so users don't have to leave the library (and therefore abandon their books etc.) • 1 suggestion was made to reopen the public toilets
Vision	12	<ul style="list-style-type: none"> • 1 suggestion was made to provide free parking at Feethams for library users • 1 suggestion was to target Blue Badge offenders more aggressively to ensure there are spaces available for library users who need them • 1 suggestion was made to ensure that older library users are taken into count in the plans • 1 suggestion was made that any Dolphin Centre events should be extended to include the library • 1 suggestion was made for "no bright jazzy column and patterns" • 2 suggestions were made to go ahead with the library proposals, with 1 saying the consultation should be used to take people's concerns into account and come up with solutions • 1 suggestion was made to incorporate children's centre activities into the new library and offer deals in the café to groups • 1 suggestion was made to move the Northern Echo offices into the Crown Street building • 1 suggestion was made to have separate entrances to the new library and the Dolphin Centre • 1 suggestion was made to allow users to access Bennet House for items
Working with Schools	2	<ul style="list-style-type: none"> • 1 suggestion was made to ensure that this service is widely encouraged • 1 suggestion was made to reach out to a wider audience, namely under 50s