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ADDITIONAL CIRCULATION



To: Councillor Radley, Convener; Councillor Henrickson, Vice Convener; and Councillors Bonsell, Brooks, Copland, Cross, Davidson, Delaney, Graham, Greig, McLellan, Mrs Stewart and Thomson.

Town House,
ABERDEEN 05 July 2023

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

The undernoted items are circulated in connection with the meeting of the **COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE** to be held in the Council Chamber, Town House on **THURSDAY, 6 JULY 2023 at 10.00 am.**

JENNI LAWSON
INTERIM CHIEF OFFICER – GOVERNANCE (LEGAL)

BUSINESS

REQUESTS FOR DEPUTATION

- 4 Deputation Requests for item 11.2 - Aberdeen's Future Library and Information Service (Pages 3 - 14)

Should you require any further information about this agenda, please contact Lynsey McBain, lymcbain@aberdeencity.gov.uk or 01224 522123

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Request for Deputation

Name Laura Anne MacKay

Committee Communities, Housing and Public Protection Committee

Agenda Item 11. 2 - Aberdeen's Future Library and Information Service

The action I wish the Council/Committee to take

3.3 “Libraries are about people, the way the people in our city access the Library and Information service is changing with a reduction of physical visits and a considerable and steady increase in virtual visits.”

Libraries are about people and the way people have access to local libraries across Aberdeen has changed due to multiple changes in opening hours and a reduction in access to community branches across the city. While more people are using and seeking digital resources, there is still digital poverty in our city meaning these resources cannot be accessed from every home either due to a lack of education, a lack of IT equipment, affordable internet, language barriers or disability. Libraries are also not all about accessing information and books, but also about learning, getting support to access information, and connecting with communities.

The table shows how library visits ‘fell’ and then have been gradually increasing. Total library visits do not reflect this within the context of the number of branches open, the total hours they are open for compared to how they once were before the COVID-19 pandemic closures. They also do not reflect the need in some areas, particularly where schools do not have a library and school librarian. An empty classroom with books on display is not the same as a staffed school library service. It should be noted that a school library has very limited access for communities, and that not all families educate their children through the schools.

There are many families in Aberdeen who use libraries as part of their child's home learning instead of registering them at school.

I would also hope that as housing developments are approved in areas around the city, amenities such as community centres and libraries that are accessible to people of all ages are within a safe walking distance from their homes. I have seen that Stirling Council have been increasing its branches, opening up new staffed community libraries.

Consideration needs to be taken to location – many people in Garthdee were unaware of their local library service due to it being based in Kaimhill School as well as it being closed for 2 years during the pandemic. Often libraries within school buildings prove to be a barrier to people in the community who do not have children who attend that particular school.

Lower library footfall or lack of engagement in the consultation in neighbourhoods where there is the greatest need to improve mental health, educational attainment, and child literacy levels should not be used as a reason to reduce or close a community library service, but as an indicator that more needs to be done to help people to feel safe and welcome to access the services that can benefit them.

3.6 “Engagement will be designed mindful of access barriers. There will be opportunities designed for children and young people, more anonymous consultation in libraries and online, and invites to join themed focus groups as well as bringing in expertise from across our national library networks. We must capture the voice of library customers as well as capturing input from those who don’t currently access the library service or have yet to access services.”

An important factor is to do consultation with communities who have lost their libraries. The closure of the Linksfield Library is still felt by people in Linksfield and Seaton, and we know that many library users in Rosehill & Stockethill, Woodside, Hilton, Garthdee, Ferryhill & Broomhill, Northfield & Heathryfold and Cults had felt the loss of access and now total closure of their libraries. While some have been able to drive to other libraries that are open later and have car parking, others who do not drive have lost that same access they once had. We also would hope that consultation is undertaken by someone independent of the council and that the Council speak with experts at such as those at Scottish Library and Information Council, CILIP Scotland, Scottish Book Trust, Society of Childrens Book Writers and Illustrators British Isles Scotland branch, care and residential homes, the VSA, community frontline NHS staff, disability charities, Community Councils, teachers, librarians, and the Save Aberdeen Libraries campaign group.

I would also recommend that the timeline be changed as many groups and communities will not be meeting over the summer, and to allow community programmes to settle back in so they don't miss the opportunity to take part in the consultation.

You have put that the risk factors are low, and yet the council is already having to waste thousands of taxpayer's money to battle petitions in the court of session currently due to lack of consultation and properly equalities impact evaluations as recently as four months ago.

Action to be taken:

Average hourly footfall (calculated by taking into consideration the weekly opening hours of each library) should be calculated for all library branches that were open before and after pandemic. Changes to hours/access level should be noted so councillors can take the impact of this on users. Please find attached my own analysis comparing pre-pandemic to 2022/23 opening hours and footfall as an example. This data has been sourced through Aberdeen City Council via a Freedom of Information request.

Look at PC usage in libraries in context of their opening hours as an indicator to digital access needed in those communities that cannot be found at home.

Consultation in communities that have had reduced access to their local libraries (both through closure and reduced opening hours), in particular regard to people in protected characteristics living close to these branches.

Cornhill, Cults, Ferryhill, Kaimhill, Northfield & Woodside libraries to be considered in consultation.

Consider changing the timeline of this consultation, to give time for community groups to get involved, in particular student communities (Save Aberdeen Libraries heard that Ferryhill Library in particular was used by students as it was easier to get to this library than to their university one).

Consider hiring independent consultant to run the review of library services.

A map to be shown of schools that currently have school libraries staffed by a school librarian, schools with an unstaffed makeshift library, and schools without any dedicated library space at all. This map should also indicate where there are sheltered housing complexes, residential homes, nurseries, community centres, and the SIMD index to show where there is additional need.

Request funding that was promised for public libraries by the Scottish Government to help reach goals for the national library and digital strategies mentioned.

Research additional trusts and foundation funding that may be found to help improve buildings, services and increase activities on offer in our libraries.

Please note that in submitting a deputation your name will be placed in the public domain and recorded in the minute.

Return by email to committeeservices@aberdeencity.gov.uk

	2019/20			2022/23			% reduction in opening hours	% reduction in total footfall	% reduction in hrly footfall	Notes on reopening after spring 2020 lockdowns
	Footfall	Wkly Hrs	Avg Fttl p/hr*	Footfall	Wkly Hrs	Avg Fttl p/hr*				
Airyhall	80235	50	30.9	56753	50	21.8	0%	29%	29%	reopened for C&C 20 July 2020, opened for access on 31 August 2020. Closed for Winter 2020 lockdown. Reopened 26 April 2021 for 33 hours a week.
Bridge of Don	56320	45	24.1	21922	45	9.4	0%	61%	61%	reopened for C&C 20 July 2020, opened for access on 31 August 2020. Closed for Winter 2020 lockdown. Reopened 26 April 2021 for 33 hours a week.
Bucksburn	72634	45	31.0	21371	29	14.2	36%	71%	54%	reopened for C&C on 31 August 2021, reopened on 9 November 2021 for 15 hours a week, increased to 29hrs in April 2022.
Childrens	44642	54	15.9	20221	54	7.2	0%	55%	55%	
Cornhill	16915	30	10.8	7294	21	6.7	30%	57%	38%	not opened until 5 October 2021, and only for 12 hours. Opening hours extended to 21 hours p/wk in April 2022.
Cove	23083	33	13.5	11138	21	10.2	36%	52%	24%	reopened for C&C 20 July 2020, opened for access on 3 September 2020 for 33 hours a week, reopened 26 April 2021 after winter lockdown at 33 hrs then reduced to 21 hours in October 2021.
Culter	16502	33	9.6	8184	15	10.5	55%	50%	-9%	reopened 15 December 2020 at 17 hrs p/wk, reopened on 26 April 2021 at 24 hrs p/wk, reduced to 12 hrs in October 2021, then increased to 15 hrs in April 2022.
Cults	28426	33	16.6	7880	12	12.6	64%	72%	24%	not opened until 4 October 2021
Dyce	26717	37	13.9	6022	21	5.5	43%	77%	60%	reopened full access on 3 September 2020 for 27 hrs p/wk, then on 4 September only for C&C, 26 April 2021 reopened for 33 hrs a week, October 2021 reduced to 18 hrs p/wk, increased to 21 hours in April 2022.
Ferryhill	44144	37	22.9	20005	28	13.7	24%	55%	40%	not opened until 6 October 2021 & only for click and collect for 12 hours, then increased to 28 hours in April 2022.
Information Services	53840	54	19.2	30528	54	10.9	0%	43%	43%	
Kaimhill	18546	30	11.9	3099	12	5.0	60%	83%	58%	not opened until 24 Feb 2022.
Kincorth	36898	45	15.8	9922	35	5.5	22%	73%	65%	not reopened until 1 June 2021 for 15 hours only. FOI request does not say when hours increased to 35 hrs p/wk
Lending Library	117000	54	41.7	55115	54	19.6	0%	53%	53%	
Mastrick	33755	45	14.4	20907	42	9.6	7%	38%	34%	reopened for C&C on 3 August 2020, reopened on 3 Sep for access at 31 hrs p/wk, reopened on 26 April 2021 for 33 hrs p/wk, extension to 42 hrs p/wk in April 2022.
Media Centre	90378	54	32.2	59987	54	21.4	0%	34%	34%	
Northfield	22672	33	13.2	4305	12	6.9	64%	81%	48%	not opened until 7 April 2022 due to fire damage, and only for 12 hrs p/wk
Tillydrone	35091	45	15.0	24509	42	11.2	7%	30%	25%	reopened for C&C 20 July 2020 for 31 hrs p/wk, opened for access on 31 August 2020, reopened 26 April 2021 for 36 hrs p/wk, then extended to 42 in April 2022
Torry	19995	33	11.7	4829	18	5.2	45%	76%	56%	open for click & collect on 6 October 2021 for 12 hours a week, full access given for 18 hours in April 2022.
Woodside	25144	33	14.7	6309	18	6.7	45%	75%	54%	not opened until 31 May 2021 for 15 hours a week, then increased to 18 in April 2022.

*Average Footfall per hour calculated by (Total Footfall / 52)/ weekly opening hours.

Average hourly footfall 2019/20		Average hourly footfall 2022/23	
1 Central Lending	43.3	1 Airyhall	21.8
2 Bucksburn	32.3	2 Lending	20
3 Airyhall	32.1	3 Bucksburn	14.2
4 Bridge of Don	25	4 Ferryhill	13.7
5 Ferryhill	23.9	5 Cults	12.6
6 Cults	17.2	6 Tillydrone	11.2
7 Childrens	16.5	7 Culter	10.5
8 Kincorth	16.4	8 Cove	10.2
9 Tillydrone	15.6	9 Mastrick	9.6
10 Woodside	15.2	10 Bridge of Don	9.4
11 Mastrick	15	11 Woodside	8.1
12 Dyce	14.4	12 Childrens	7.3
13 Cove	14	13 Northfield	6.9
14 Northfield	13.7	14 Cornhill	6.7
15 Kaimhill	12.4	15 Torry	6.2
16 Torry	12.1	16 Dyce	5.5
17 Cornhill	11.3	17 Kincorth	5.5
18 Culter	10	18 Kaimhill	5

Total Footfall 2019/20		Total Footfall 2022/23	
1 Central Lending	117000	1 Airyhall	56753
2 Airyhall	80325	2 Lending	55115
3 Bucksburn	72634	3 Tillydrone	24509
4 Bridge of Don	56320	4 Bridge of Don	21922
5 Childrens	44642	5 Bucksburn	21371
6 Ferryhill	44144	6 Mastrick	20907
7 Kincorth	36898	7 Childrens	20221
8 Tillydrone	35091	8 Ferryhill	20005
9 Mastrick	33755	9 Cove	11138
10 Cults	28426	10 Kincorth	9922
11 Dyce	26717	11 Culter	8184
12 Woodside	25144	12 Cults	7880
13 Cove	23083	13 Cornhill	7294
14 Northfield	22672	14 Woodside	6309
15 Torry	19995	15 Dyce	6022
16 Kaimhill	18546	16 Torry	4829
17 Cornhill	16915	17 Northfield	4305
18 Culter	16502	18 Kaimhill	3099

indicates a library that has had substantially reduced access since March 2020
indicates a library that has been fully reopened since March 2020

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VISITORS APRIL 2019 - MARCH 2020

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Total	Hrs open p	Footfall per hrs open p/wk
Lending Library	11458	10778	9464	10532	10004	9618	10788	10084	7900	9678	10499	6197	117000	54	43.3
Media Centre	8777	8369	7521	8538	8369	7515	8317	7443	5883	7187	7581	4878	90378	54	33.5
Airyhall	6294	6960	6408	7652	8030	6845	7211	6873	5276	6905	6670	5111	80235	50	32.1
Bucksburn	5472	7235	6897	4282	5073	7236	6129	7066	5763	8044	6949	2488	72634	45	32.3
Bridge of Don	4596	4725	4761	5777	5667	4783	5044	4573	3900	4700	4633	3161	56320	45	25
Information Services	5562	5047	3972	4460	4314	4047	4763	5060	3922	5381	4678	2634	53840	54	19.9
Childrens	4225	3679	3427	4818	4347	3377	4359	3765	2552	3792	3973	2328	44642	54	16.5
Ferryhill	3915	3862	3490	4088	3880	3894	4084	3851	2902	4044	3780	2354	44144	37	23.9
Kincorth	3003	3279	3348	3681	3180	3543	3512	2986	2158	3106	3101	2001	36898	45	16.4
Tillydrone	2239	2165	1995	1434	3761	2925	3975	3602	2899	3514	3948	2634	35091	45	15.6
Mastrick	3197	2956	3147	3566	3134	2583	2973	2476	2037	2752	3088	1846	33755	45	15
Cults	2844	2486	2058	2657	2845	2282	2558	2297	1909	2404	2610	1476	28426	33	17.2
Dyce	2334	2232	2141	2473	2480	2223	2461	2296	2032	2269	2373	1403	26717	37	14.4
Woodside	1711	2383	1865	2800	2475	2147	2301	2402	2050	2017	1996	997	25144	33	15.2
Cove	2028	2418	1859	2187	1953	1910	2031	1935	1448	1904	1886	1524	23083	33	14
Northfield	1309	1755	1733	2048	2247	2229	2267	1974	1677	2111	2221	1101	22672	33	13.7
Torry	1537	1787	2562	2194	2102	1549	1723	1545	1095	1448	1507	946	19995	33	12.1
Kaimhill	1366	1665	1426	1443	1506	1723	1365	1770	1433	1770	1925	1154	18546	30	12.4
Cornhill	1437	1268	1450	1856	1749	1459	1665	1334	1113	1359	1360	865	16915	30	11.3
Culter	1280	1528	1260	1375	1446	1411	1389	1437	1183	1817	1393	983	16502	33	10
Home Service	172	206	164	168	180	177	215	163	97	159	161	120	1982		
CRIS	32	25	10	10	31	16	20	11	11	42	21	15	244		
Old Aberdeen								0	0	0	0	0	0		
Total	74788	76808	70958	78039	78773	73492	79150	74943	59240	76403	76353	46216	865163	661	26.2

Average hourly footfall		By total footfall	
1 Central Lending	43.3	1 Central Lending	117000
2 Bucksburn	32.3	2 Airyhall	80325
3 Airyhall	32.1	3 Bucksburn	72634
4 Bridge of Don	25	4 Bridge of Don	56320
5 Ferryhill	23.9	5 Childrens	44642
6 Cults	17.2	6 Ferryhill	44144
7 Childrens	16.5	7 Kincorth	36898
8 Kincorth	16.4	8 Tillydrone	35091
9 Tillydrone	15.6	9 Mastrick	33755
10 Woodside	15.2	10 Cults	28426
11 Mastrick	15	11 Dyce	26717
12 Dyce	14.4	12 Woodside	25144
13 Cove	14	13 Cove	23083
14 Northfield	13.7	14 Northfield	22672
15 Kaimhill	12.4	15 Torry	19995
16 Torry	12.1	16 Kaimhill	18546
17 Cornhill	11.3	17 Cornhill	16915
18 Culter	10	18 Culter	16502

Average opening hours per week = 41
City wide footfall per weekly opening hours = 26.2

Local Branches only	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Total	Opening hrs	Footfall per wklly opening hrs
Airyhall	6294	6960	6408	7652	8030	6845	7211	6873	5276	6905	6670	5111	80235	50	32.1
Bridge of Don	4596	4725	4761	5777	5667	4783	5044	4573	3900	4700	4633	3161	56320	45	25
Bucksburn	5472	7235	6897	4282	5073	7236	6129	7066	5763	8044	6949	2488	72634	45	32.3
Cornhill	1437	1268	1450	1856	1749	1459	1665	1334	1113	1359	1360	865	16915	30	11.3
Cove	2028	2418	1859	2187	1953	1910	2031	1935	1448	1904	1886	1524	23083	33	14
Culter	1280	1528	1260	1375	1446	1411	1389	1437	1183	1817	1393	983	16502	33	10
Cults	2844	2486	2058	2657	2845	2282	2558	2297	1909	2404	2610	1476	28426	33	17.2
Dyce	2334	2232	2141	2473	2480	2223	2461	2296	2032	2269	2373	1403	26717	37	14.4
Ferryhill	3915	3862	3490	4088	3880	3894	4084	3851	2902	4044	3780	2354	44144	37	23.9
Kaimhill	1366	1665	1426	1443	1506	1723	1365	1770	1433	1770	1925	1154	18546	30	12.4
Kincorth	3003	3279	3348	3681	3180	3543	3512	2986	2158	3106	3101	2001	36898	45	16.4
Mastrick	3197	2956	3147	3566	3134	2583	2973	2476	2037	2752	3088	1846	33755	45	15
Northfield	1309	1755	1733	2048	2247	2229	2267	1974	1677	2111	2221	1101	22672	33	13.7
Tillydrone	2239	2165	1995	1434	3761	2925	3975	3602	2899	3514	3948	2634	35091	45	15.6
Torry	1537	1787	2562	2194	2102	1549	1723	1545	1095	1448	1507	946	19995	33	12.1
Woodside	1711	2383	1865	2800	2475	2147	2301	2402	2050	2017	1996	997	25144	33	15.2
Averages	2785	3044	2900	3095	3221	3046	3168	3026	2430	3135	3090	1878	34817.31	38	17.5

1 By total footfall per hours open		1 By total footfall	
2 Bucksburn	32.3	2 Airyhall	80325
3 Airyhall	32.1	3 Bucksburn	72634
4 Bridge of Don	25	4 Bridge of Don	56320
5 Ferryhill	23.9	5 Ferryhill	44144
6 Cults	17.2	6 Kincorth	36898
7 Kincorth	16.4	7 Tillydrone	35091
8 Tillydrone	15.6	8 Mastrick	33755
9 Woodside	15.2	9 Cults	28426
10 Mastrick	15	10 Dyce	26717
11 Dyce	14.4	11 Woodside	25144
12 Cove	14	12 Cove	23083
13 Northfield	13.7	13 Northfield	22672
14 Kaimhill	12.4	14 Torry	19995
15 Torry	12.1	15 Kaimhill	18546
16 Cornhill	11.3	16 Cornhill	16915
Culter	10	Culter	16502

Opening hours according to what Scottish library and Information Council had reported to me as the pre-COVID hours for each library.

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Mastrick	1160	1315	1315	1682	2076	1787	2102	1804	1238	1903	2019	2506	20907	1901	42	9.6
Media Centre	3800	4042	4444	4921	5586	5257	5640	5154	4140	4968	5374	6661	59987	5453		
Northfield	41	169	510	311	335	586	315	360	260	341	341	736	4305	391	12	6.9
Old Aberdeen	0	0	0	0	0	0	0	0	0	0	0	0	0			
Tillydrone	1132	1817	1985	1903	2047	2755	2296	2107	1752	2214	2272	2229	24509	2228	42	11.2
Torry	264	319	379	385	385	457	378	436	305	356	544	621	4829	439	18	6.2
Woodside	321	359	516	399	517	580	559	559	312	611	592	984	6309	574	18	8.1
Total	22764	26969	26102	28840	35547	35961	37382	37801	28528	36582	39814	45853	402143		474	17.7

This data was only made available in June 2023

Request for Deputation

Name : Karen Barrett

Committee: Communities, Housing and Public Protection Committee

Agenda Item: 11.2 - Aberdeen's Future Library and Information Service

The action I wish the Council/Committee to take

- Request for the six closed libraries to be included in the review as they have been shut before they have been fully reviewed and without public consultation;
- Consultation timeline be extended / reviewed (many community groups are not there over Summer months such as students and school children);
- The publish date for the library review is pushed back to accommodate the engagement and inclusion of all stakeholders and focus groups;
- Involve communities as equals in the whole process. Consultation is very different to co-design;
- Request that an external consultant undertakes the review;
- Request that the 20 minute neighbourhood guidance be taken into consideration as part of the review.

Please note that in submitting a deputation your name will be placed in the public domain and recorded in the minute.

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