

Appendix A: Consultation on Cornhill, Cults, Ferryhill, Kaimhill, Northfield and Woodside Libraries

This consultation invited library users, who had used one of the 6 closed libraries in the last 5 years to share their library usage and their experience and the personal impact of the library closures.

To see library usage statistics from the last 5 years please follow this link: [Aberdeen City Libraries Statistics | Aberdeen City Council](#)

Representation of responses

City population 227,430 ([National Records of Scotland](#))

Number of active in person library members: 14,465 (average number of library members who have borrowed at least one item per year covering 2018/19 to 2022/23) 6.4% of city population

Number of respondents to 6 library survey total: 710*

| <p>**Visits – all people coming into a library building; library members, school visits, picking up green bags, printing, reading the newspaper, not everyone will be a library member</p> <p>***Active Library members - a library member who have used their membership; take out a book, PC use.</p> | | | | |
|---|---------------------------|---|-----------------------|------------------------|
| library | % of all library visits** | Approx. number of active library members*** | Respondents to survey | Attendees focus groups |
| Cornhill | 1.9% | 275 | 74 | 3 |
| Cults | 2.8% | 405 | 178 | 12 |
| Ferryhill | 4.4% | 636 | 190 | 8 |
| Kaimhill | 1.6% | 231 | 63 | 0 |
| Northfield | 1.2% | 174 | 66 | 4 |
| Woodside | 2.5% | 362 | 132 | 11 |

*2 responses deemed derogatory, demeaning and or disparaging, therefore comments were not considered. Responses in the survey relating to each library were split for analysis based on Q12: *Please select your local library, or library you visited most often, from the list. Options: Cornhill/Cults/Ferryhill/Kaimhill/Northfield/Woodside*

Follow link for [Survey questions](#)

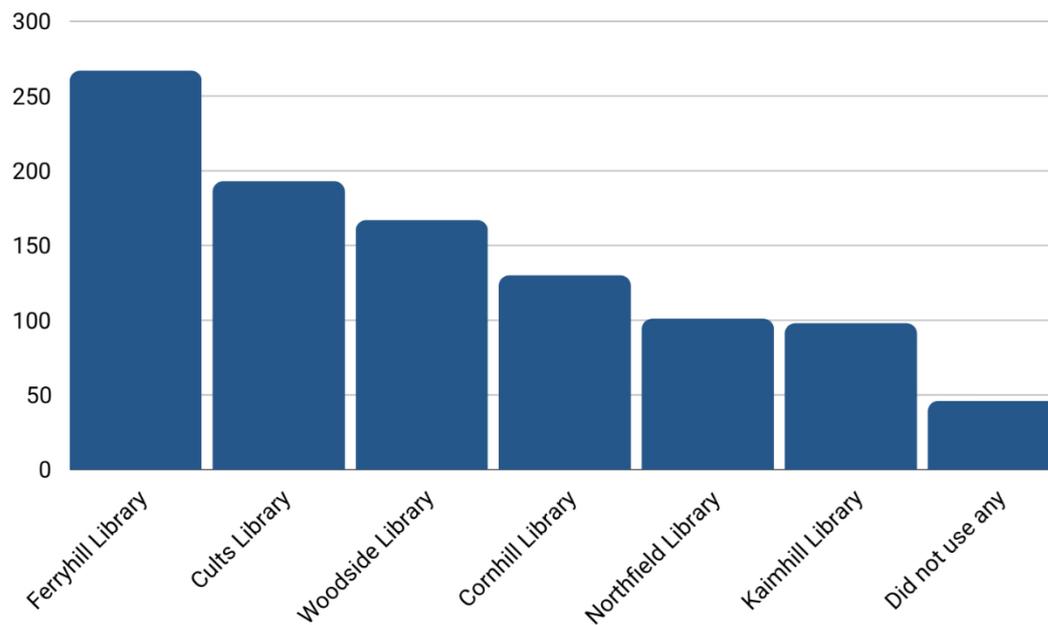
[Responses to all survey questions](#)

The responses to questions 1-7 and 20-22 include information from all 710 respondents

Questions 8, 11-19 have been analysed and presented for each library

The equalities questions 23-33 are presented for each library.

Q1: Did you use any of the following Aberdeen City Libraries within the last five years?



Library use in the last 5 years

Figure 1: Library use in the last 5 years

| | |
|-------------|-----|
| Ferryhill | 267 |
| Cults | 193 |
| Woodside | 167 |
| Cornhill | 130 |
| Northfield | 101 |
| Kaimhill | 98 |
| Did not use | 46 |

Of the 710 respondents to the survey 664 people used at least one of the 6 closed libraries in the last 5 years.

Q2 . What is your full name? (Optional)

Responses removed before analysis

Q3. . Do you live, work, study or care for someone in Aberdeen City?

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Figure 2: Live, work, study or care for someone in Aberdeen

| | |
|---|-----|
| No | 7 |
| Visit from outside the city | 15 |
| Care for someone who live, works or studies in the city | 18 |
| Study | 52 |
| Work | 377 |
| Live | 657 |

Q4 . How often did you use one of the closed libraries?

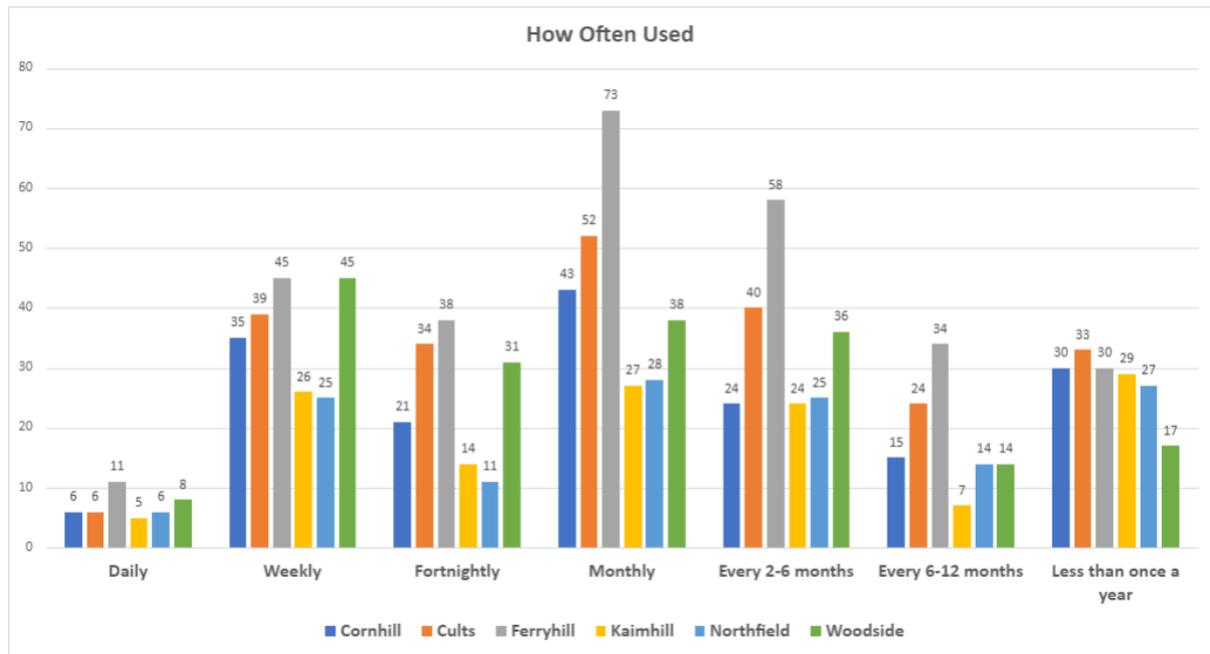


Figure 3: Previous use of closed libraries

| | daily | weekly | fortnightly | monthly | 2-6 mths | 6-12 mths | <once a year |
|------------|-------|--------|-------------|---------|----------|-----------|--------------|
| Cornhill | 6 | 35 | 21 | 43 | 24 | 15 | 30 |
| Cults | 6 | 39 | 34 | 52 | 40 | 24 | 33 |
| Ferryhill | 11 | 45 | 38 | 73 | 58 | 34 | 33 |
| Kaimhill | 5 | 26 | 14 | 27 | 24 | 7 | 29 |
| Northfield | 6 | 25 | 11 | 28 | 25 | 14 | 27 |
| Woodside | 8 | 45 | 31 | 38 | 36 | 14 | 17 |

For the period of 22/23 the total number of visits to these 6 libraries was 48,893. The total number of visits indicated by the responses to the survey accounts for approx. 18,809 visits and suggests that those represented by the survey make up approximately 38% of the library visits to these 6 libraries.

Q5. Have you started using the Home Library Service following the closure of a library?

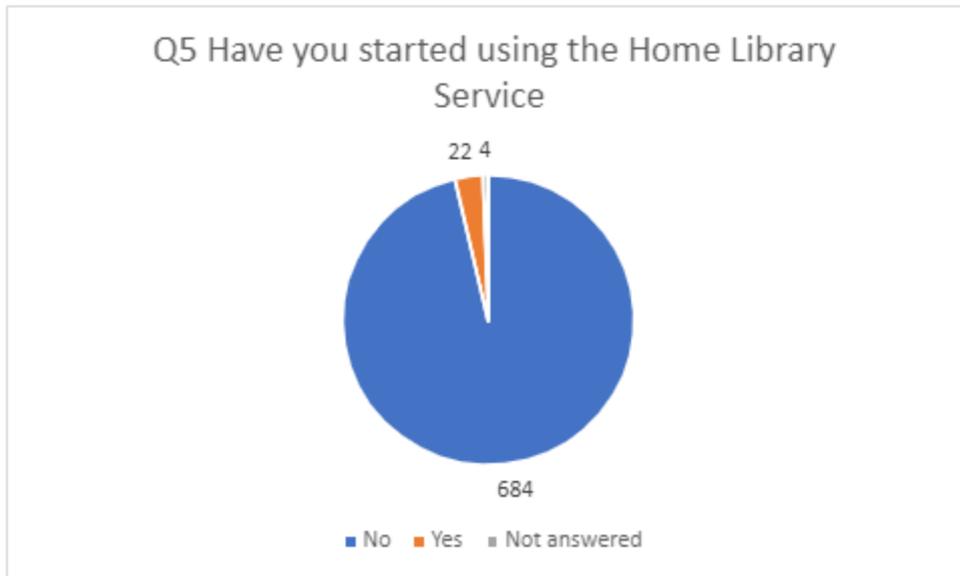


Figure 4: Use of Home Library Service

| | |
|--|-----|
| Yes, started using the Home Library Service | 22 |
| No, not started using the Home Library Service | 684 |
| Not answered | 4 |

The number of people who previously used one of the 6 libraries and have since moved to use the Home Library Service has been recorded by library staff as 15. From the survey comments, some people mistook the Home Service for an online library service, and this may account for the inflated numbers. There is work to do in promoting access to the Home Library service and who it is for.

Q6. Do you access Aberdeen City Libraries digital services?

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Figure 5: Access to Aberdeen City Libraries Digital Service

| | |
|--|-----|
| I do not use digital services | 329 |
| I can access digital services at home | 201 |
| I have previously accessed digital services at a library | 125 |
| I currently access digital services at a library | 43 |

46% of survey respondents do not use digital library services, 28% can access digital library services at home, 17% of respondents have previously accessed detail services at a library, with 6% currently accessing library services at a library. Therefore 34% of respondents are accessing the digital library offer.

Q7. How often do you access Aberdeen City Libraries' digital services?

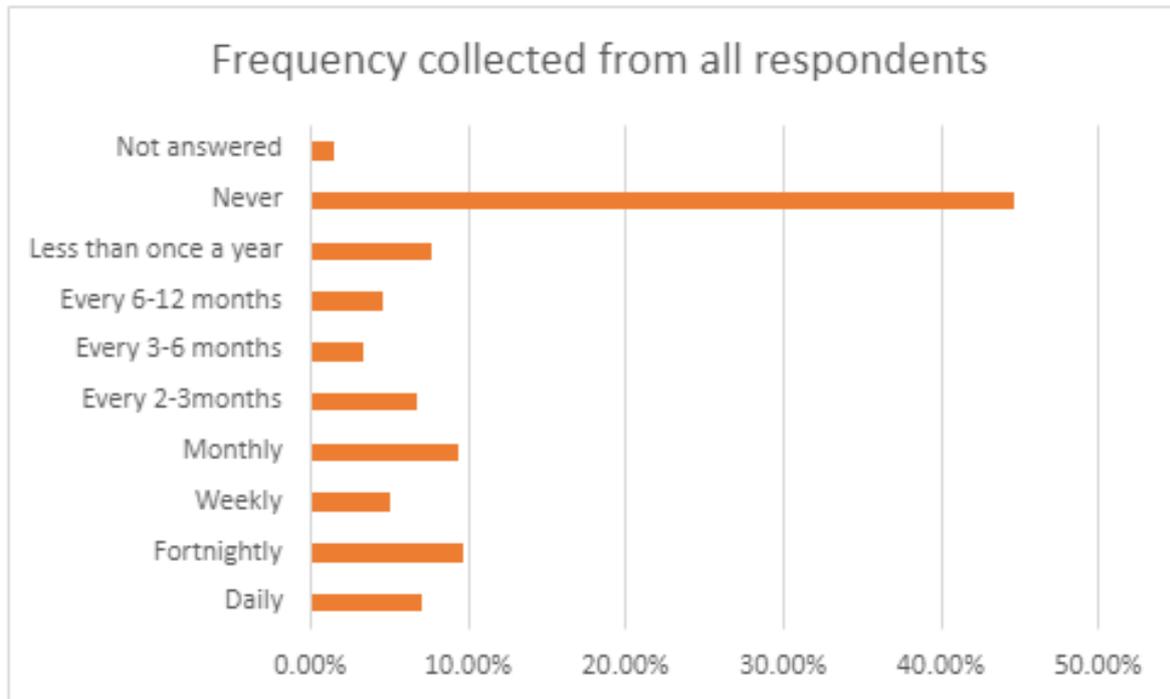


Figure 6: Frequency of access to Aberdeen City Libraries' Digital Services

| | | |
|-----------------------|-----|--------|
| Daily | 50 | 7.04% |
| Fortnightly | 69 | 9.72% |
| Weekly | 36 | 5.07% |
| Monthly | 67 | 9.44% |
| Every 2-3months | 48 | 6.76% |
| Every 3-6 months | 24 | 3.38% |
| Every 6-12 months | 33 | 4.65% |
| Less than once a year | 55 | 7.75% |
| Never | 317 | 44.65% |
| Not answered | 11 | 1.55% |

Of those survey respondents who access the online library offer, the majority use this service with a frequency of daily, fortnightly and monthly.

Questions 8, 11-19 have been analysed and presented for each library. Please see that information below.

Question 9. Which of these services, resources and activities do you use or have used/attended?

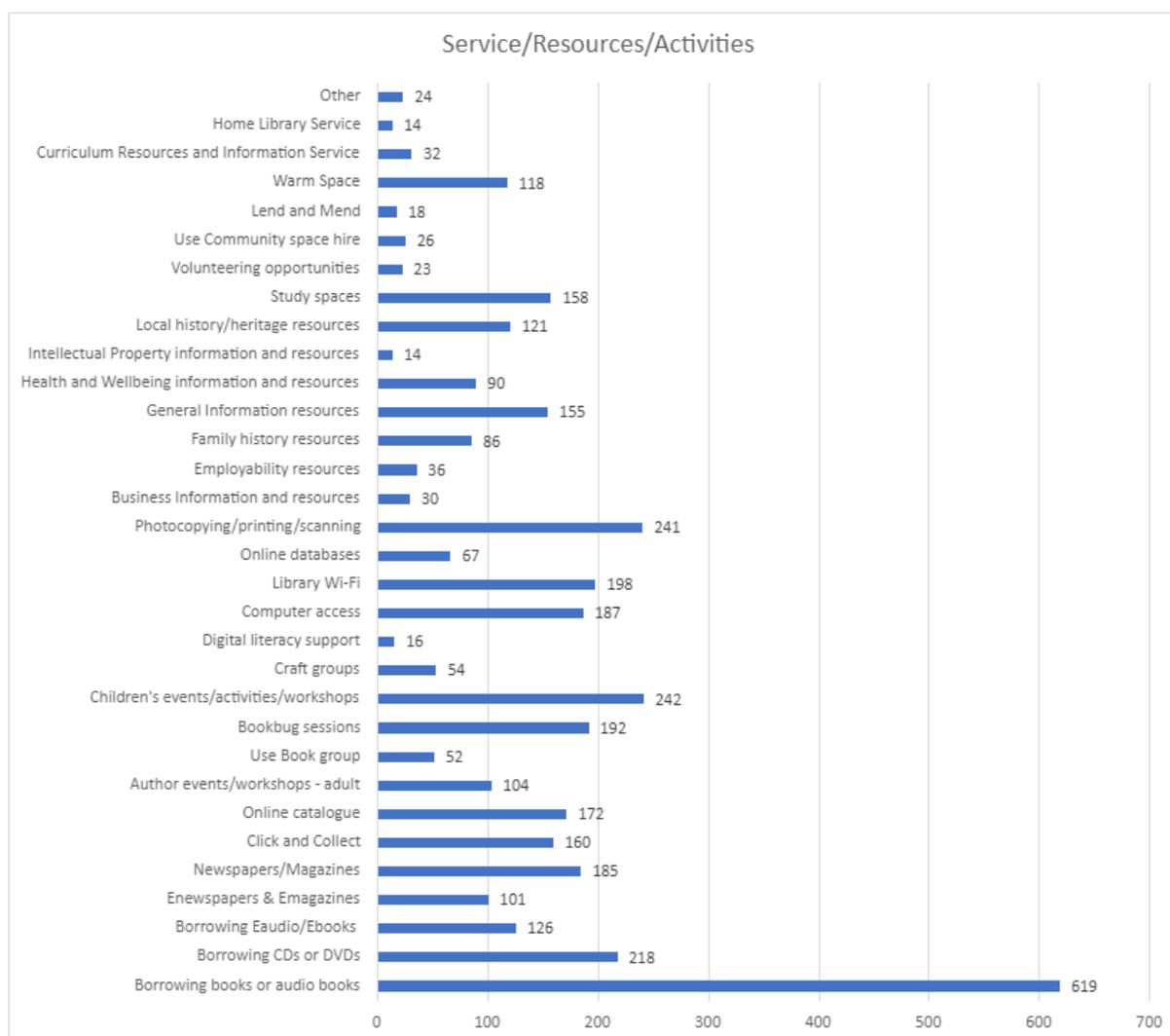


Figure 7: Services, resources and activities used and accessed

| | |
|---------------------------------|-----|
| Borrowing books or audio books | 619 |
| Borrowing CDs or DVDs | 218 |
| Borrowing Eaudio/Ebooks | 126 |
| Enewspapers & Emagazines | 101 |
| Newspapers/Magazines | 185 |
| Click and Collect | 160 |
| Online catalogue | 172 |
| Author events/workshops - adult | 104 |
| Use Book group | 52 |

| | |
|---|-----|
| Bookbug sessions | 192 |
| Children's events/activities/workshops | 242 |
| Craft groups | 54 |
| Digital literacy support | 16 |
| Computer access | 187 |
| Library Wi-Fi | 198 |
| Online databases | 67 |
| Photocopying/printing/scanning | 241 |
| Business Information and resources | 30 |
| Employability resources | 36 |
| Family history resources | 86 |
| General Information resources | 155 |
| Health and Wellbeing information and resources | 90 |
| Intellectual Property information and resources | 14 |
| Local history/heritage resources | 121 |
| Study spaces | 158 |
| Volunteering opportunities | 23 |
| Use Community space hire | 26 |
| Lend and Mend | 18 |
| Warm Space | 118 |
| Curriculum Resources and Information Service | 32 |
| Home Library Service | 14 |
| Other | 24 |

The top 5 Library services and resources accessed by survey respondents are:

1. Borrowing books including audio books
2. Children's events activities and workshops
3. Photocopying, printing, scanning
4. Borrowing CD and DVDs
5. Library WIFI

Q10. Do you or did you collect any of the following from any Aberdeen City Library?

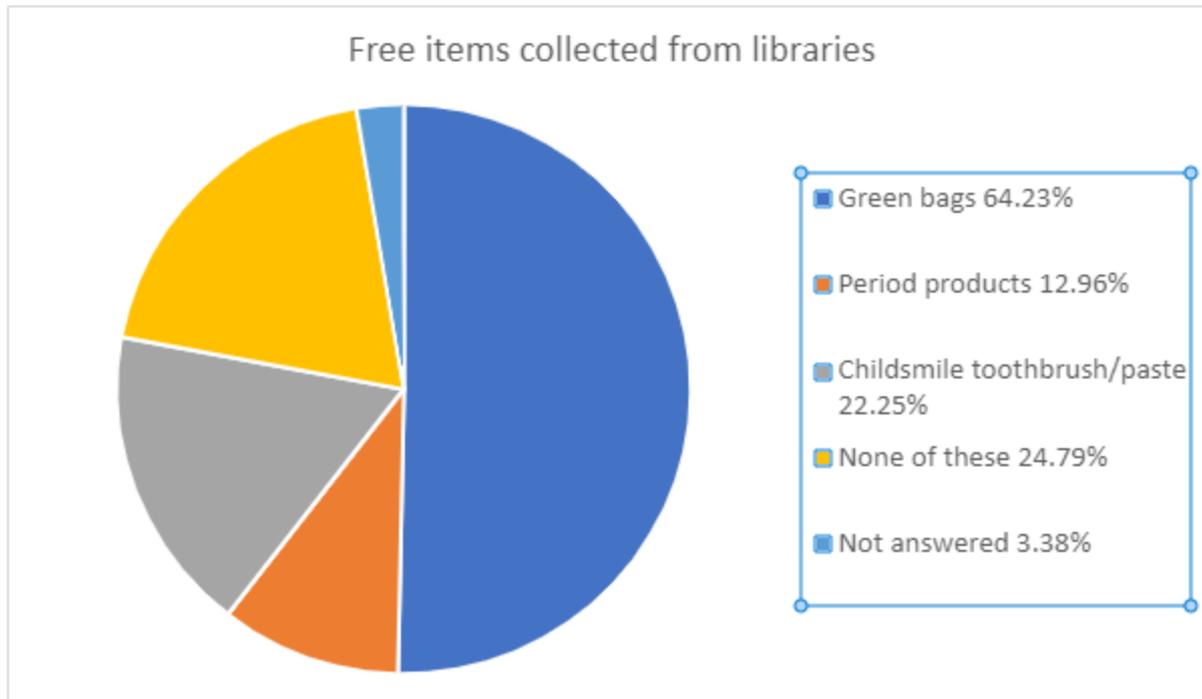


Figure 8: Free items collected from libraries

| | |
|-----------------------------|--------|
| Green bags | 64.23% |
| Period products | 12.96% |
| Childsmile toothbrush/paste | 22.25% |
| None of these | 24.79% |
| Not answered | 3.38% |

Q20. Where do you live?

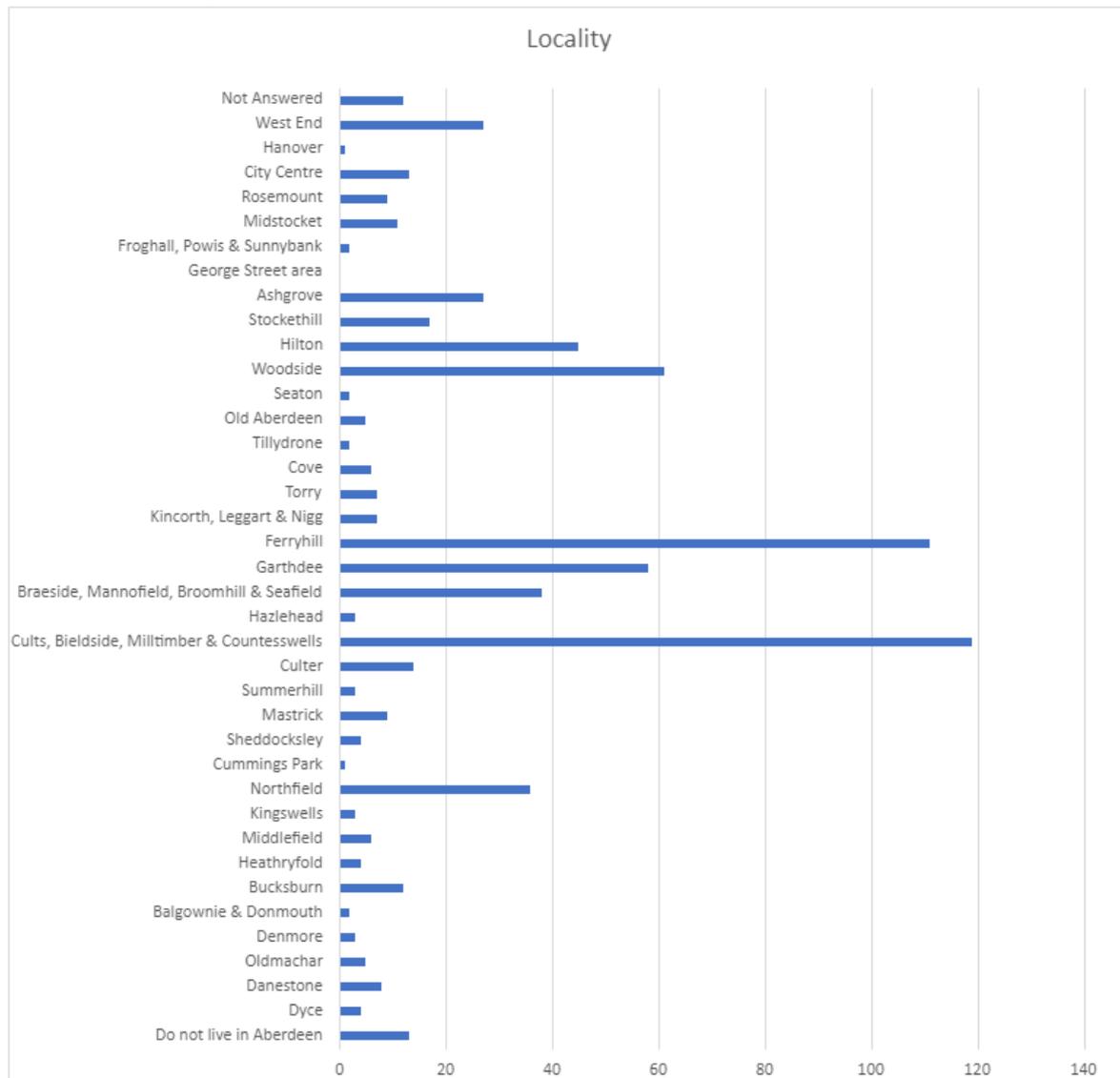


Figure 9: Locality - where do you live?

| Option | Total | Percent |
|-------------------------|-------|---------|
| Do not live in Aberdeen | 13 | 1.83% |
| Dyce | 4 | 0.56% |
| Danestone | 8 | 1.13% |
| Oldmachar | 5 | 0.70% |
| Denmore | 3 | 0.42% |
| Balgownie & Donmouth | 2 | 0.28% |
| Bucksburn | 12 | 1.69% |
| Heathryfold | 4 | 0.56% |
| Middlefield | 6 | 0.85% |
| Kingswells | 3 | 0.42% |
| Northfield | 36 | 5.07% |
| Cummings Park | 1 | 0.14% |

| | | |
|---|-----|--------|
| Sheddocksley | 4 | 0.56% |
| Mastrick | 9 | 1.27% |
| Summerhill | 3 | 0.42% |
| Culter | 14 | 1.97% |
| Cults, Bielside, Milltimber & Countesswells | 119 | 16.76% |
| Hazlehead | 3 | 0.42% |
| Braeside, Mannofield, Broomhill & Seafield | 38 | 5.35% |
| Garthdee | 58 | 8.17% |
| Ferryhill | 111 | 15.63% |
| Kincorth, Leggart & Nigg | 7 | 0.99% |
| Torry | 7 | 0.99% |
| Cove | 6 | 0.85% |
| Tillydrone | 2 | 0.28% |
| Old Aberdeen | 5 | 0.70% |
| Seaton | 2 | 0.28% |
| Woodside | 61 | 8.59% |
| Hilton | 45 | 6.34% |
| Stockethill | 17 | 2.39% |
| Ashgrove | 27 | 3.80% |
| George Street area | 0 | 0.00% |
| Froghall, Powis & Sunnybank | 2 | 0.28% |
| Midsocket | 11 | 1.55% |
| Rosemount | 9 | 1.27% |
| City Centre | 13 | 1.83% |
| Hanover | 1 | 0.14% |
| West End | 27 | 3.80% |
| Not Answered | 12 | 1.69% |

The information from respondents to Q20 correlates with that in Q3. Do you live, work, study or care for someone in Aberdeen City? Respondents may live in one area and may also use libraries nearby where they work, study or where they have caring responsibilities.

Q21 and 22 invited respondents to opt in to receive information on the next steps of the consultation process on the six closed libraries and how to be involved.

474 (67%) of respondents opted into this

Equalities questions Q23-33

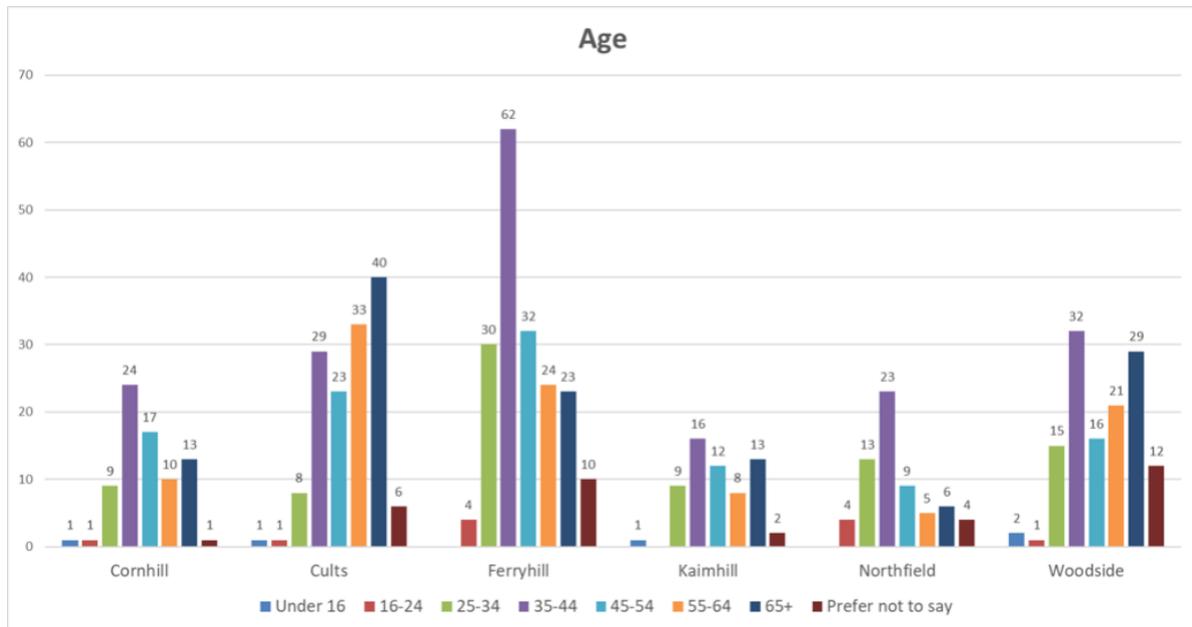


Figure 10: Respondents by Age

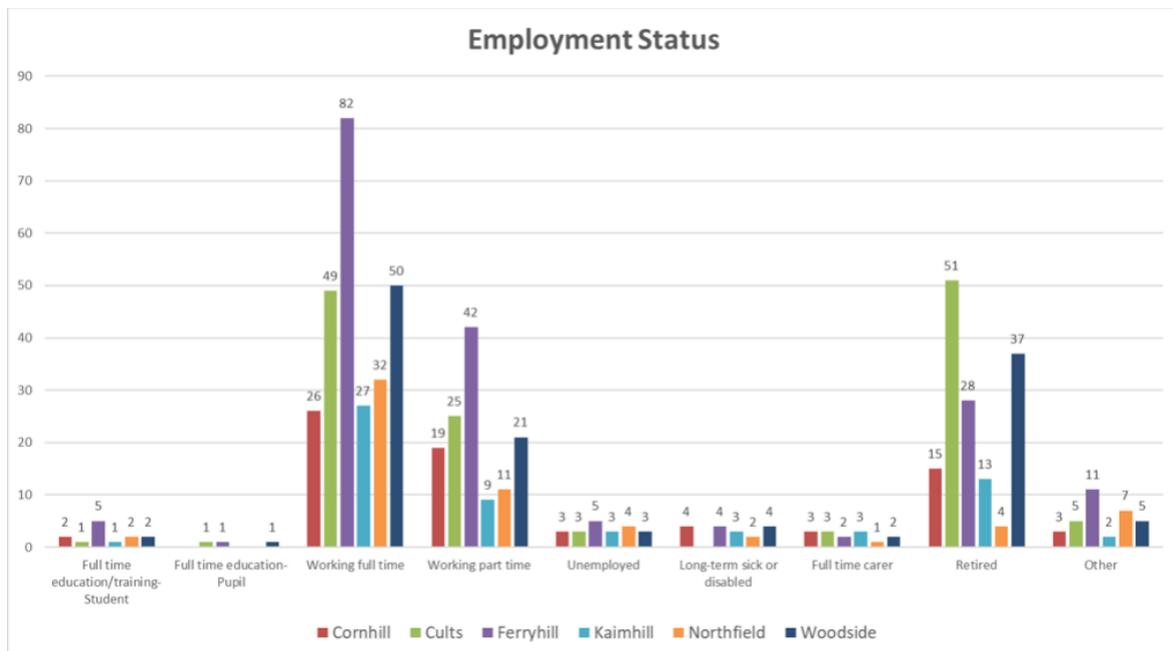
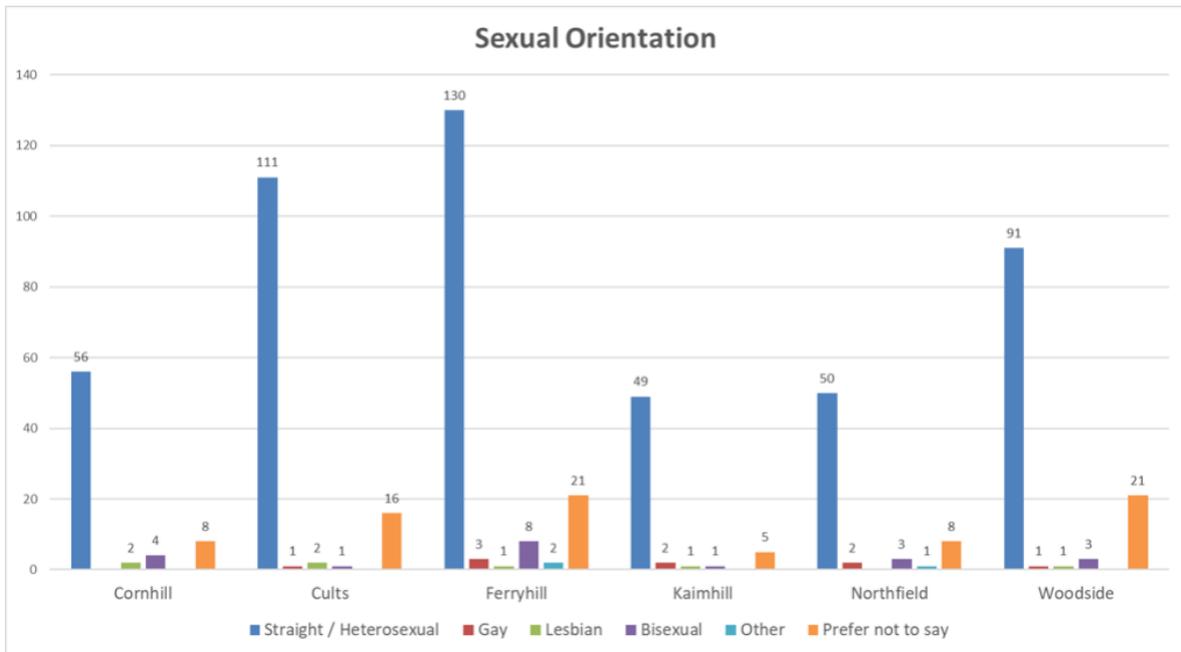
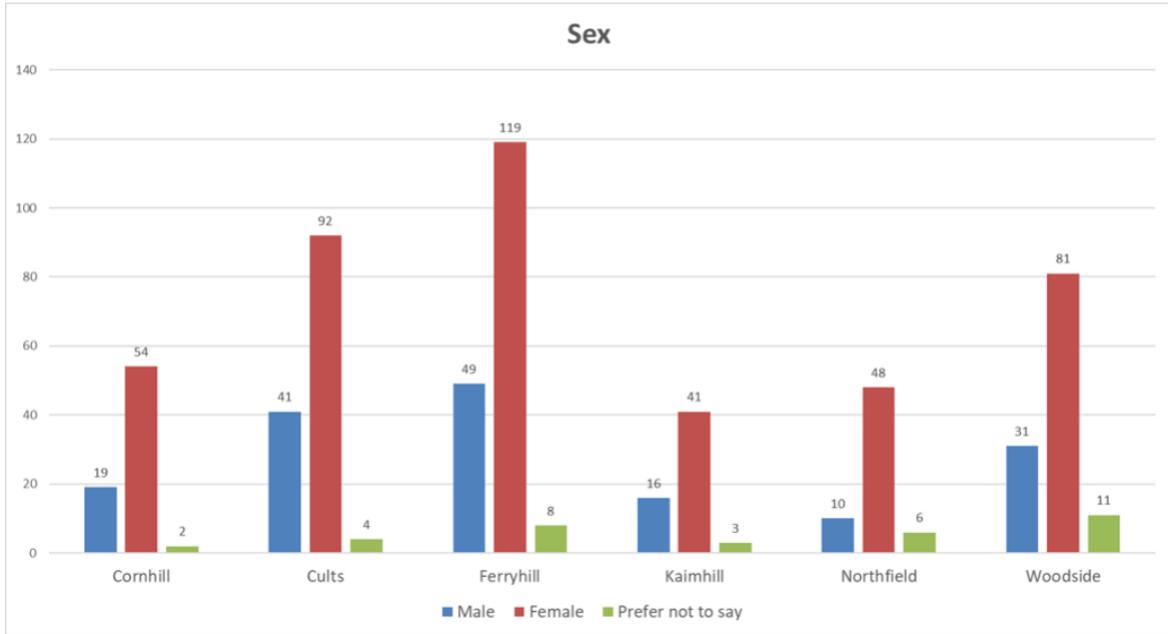
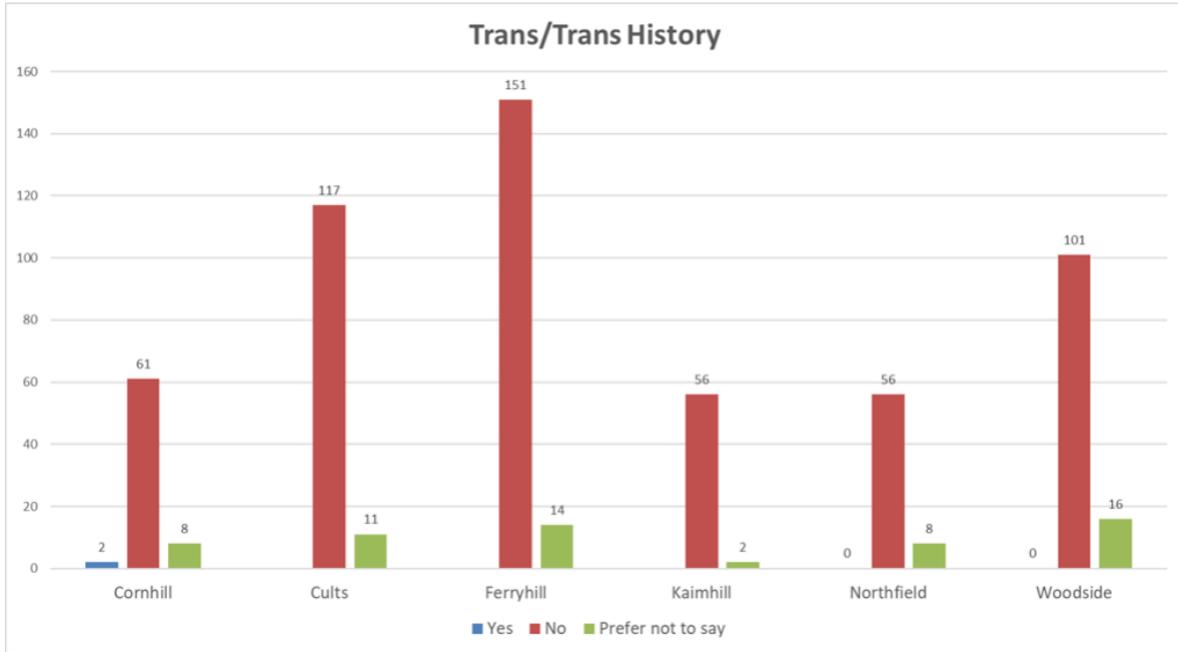
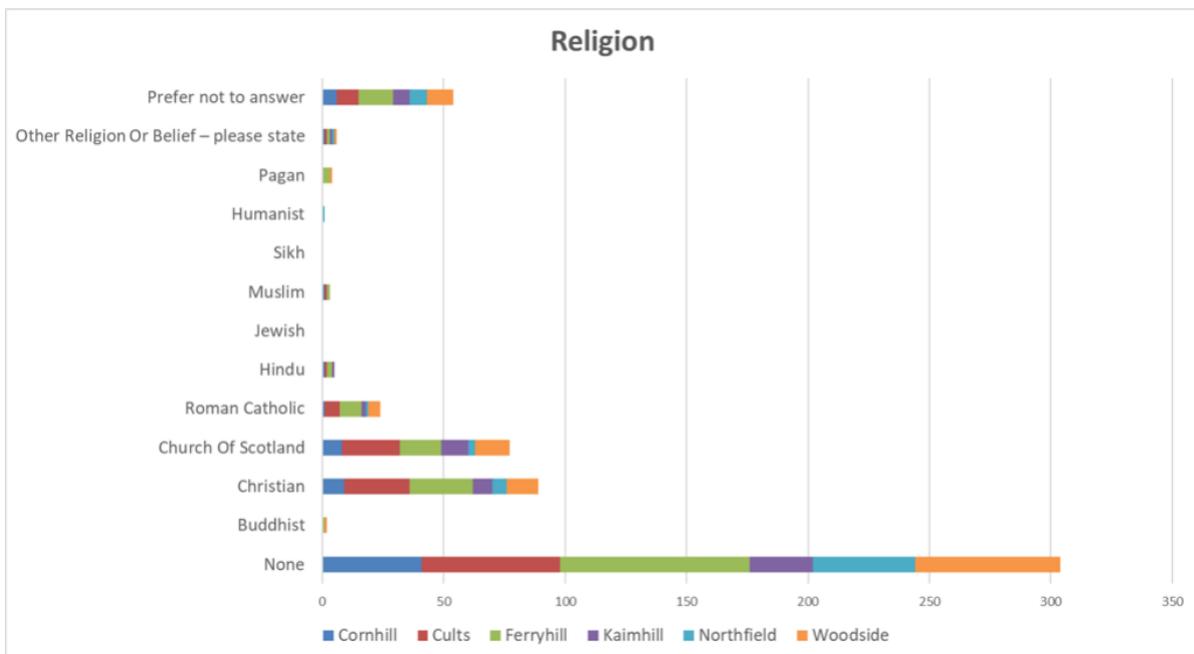
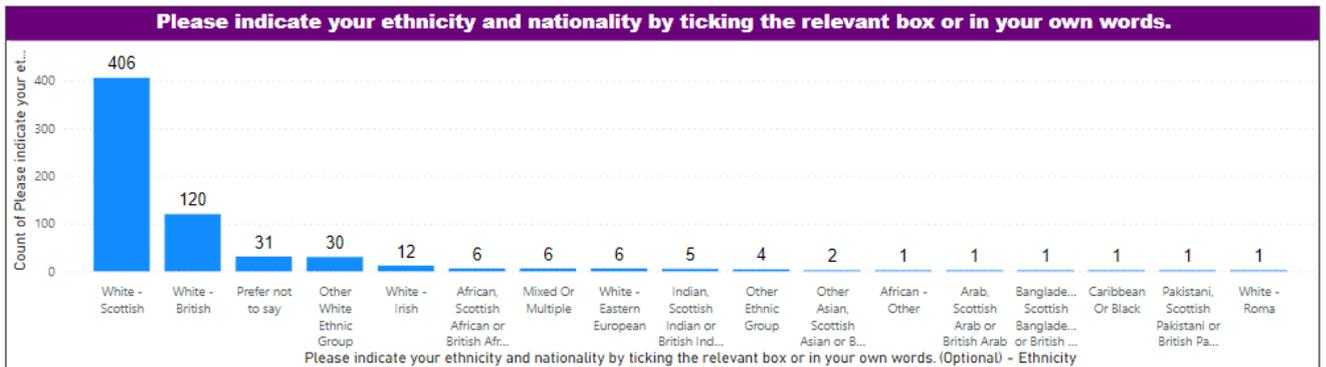


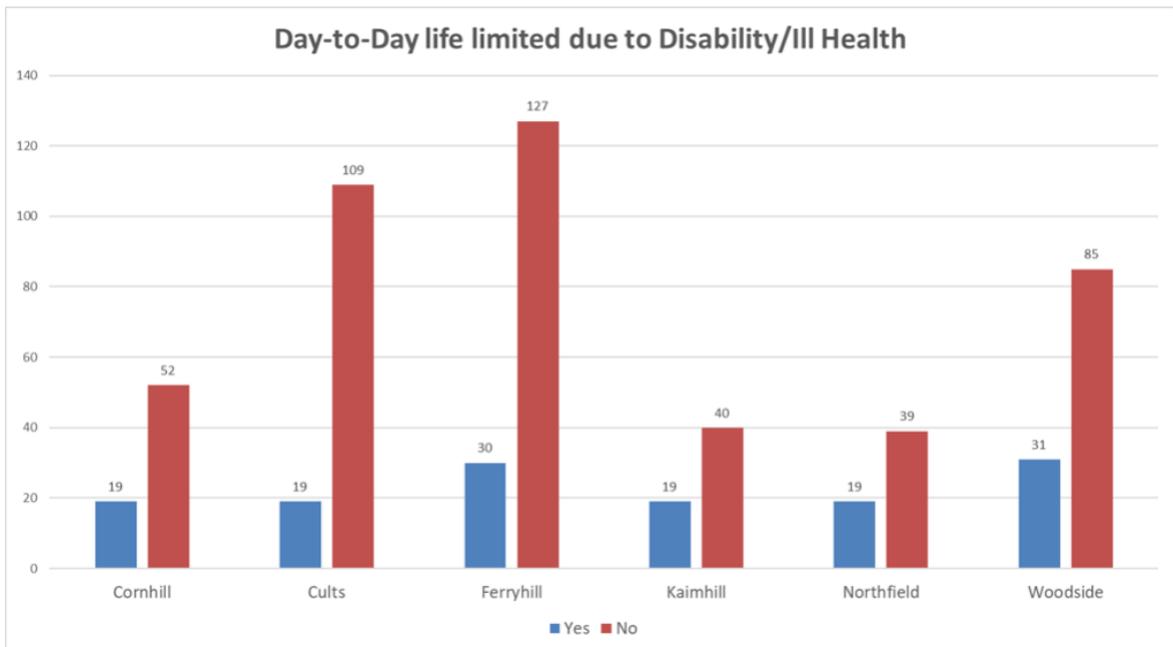
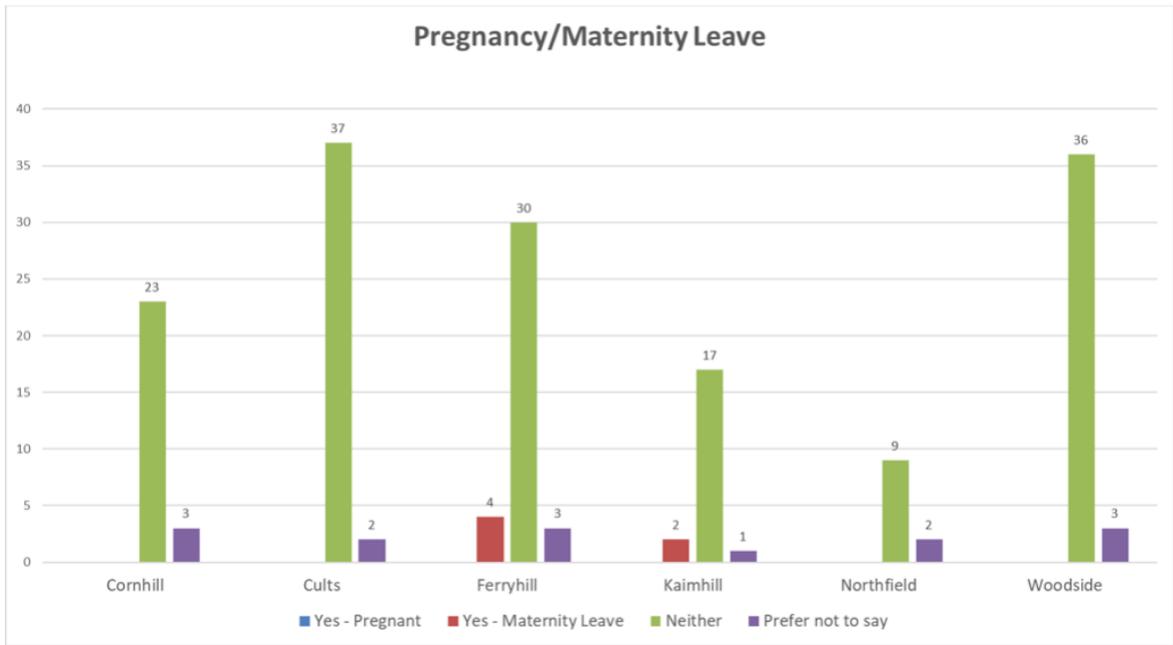
Figure 11: Respondents by Employment Status

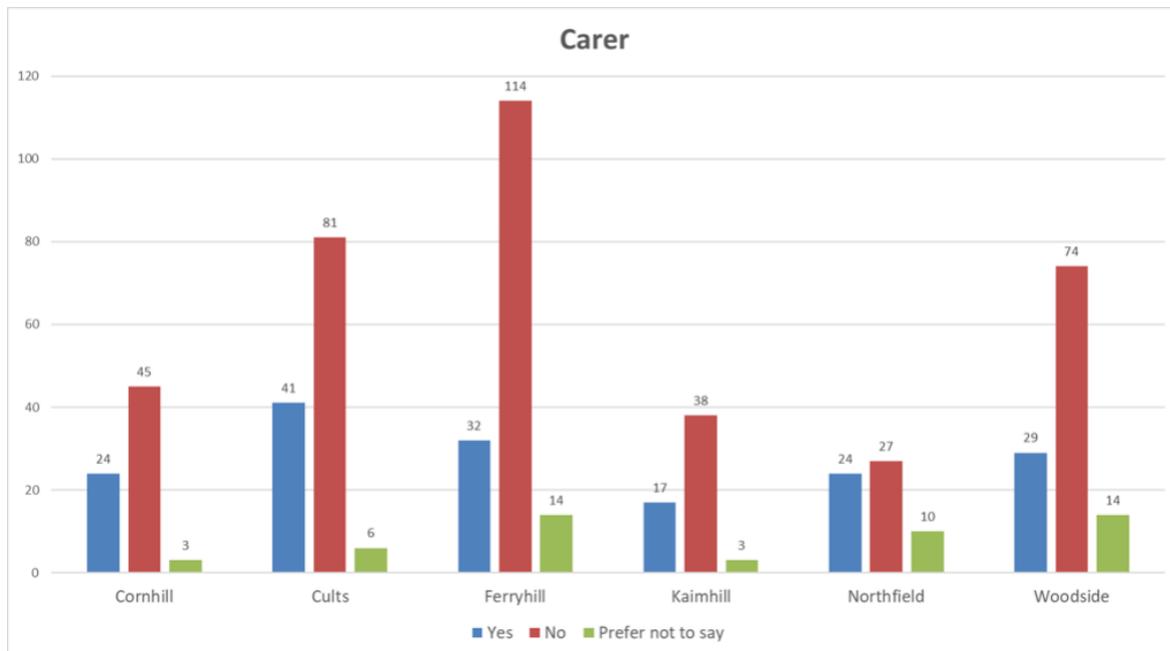
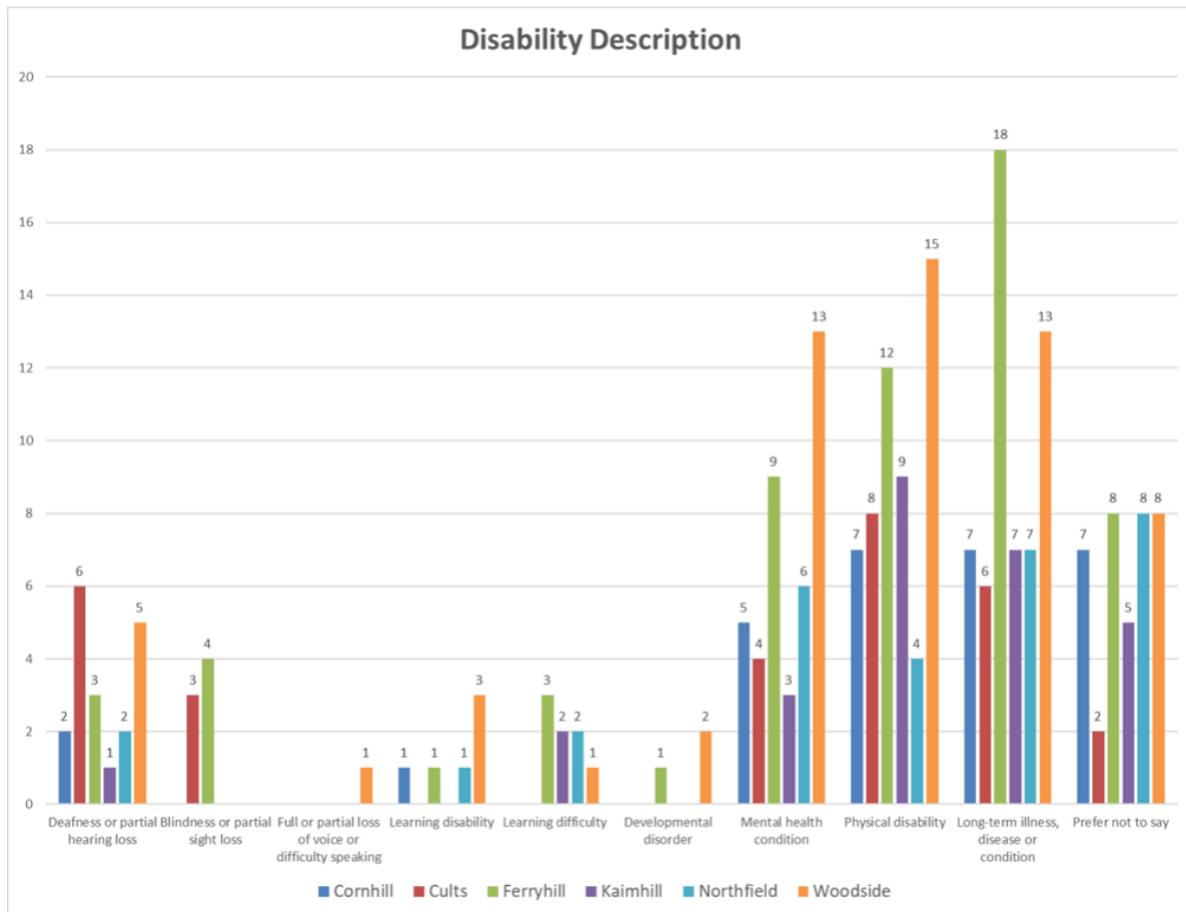




Ethnicity and nationality across all respondents:







The following themes have been identified from the consultation survey and focus groups.

| | |
|--------------------|---|
| Wider themes | Breakdown of theme where impacts have been recorded |
| Value of libraries | Child and young people's independence Children's activities Social Connection |

| | |
|-----------------------|---|
| | <p>Access to physical libraries and universal services</p> <p>Communities not feeling valued</p> <p>Nostalgia</p> <p>Promotion of library services</p> |
| Getting to libraries | <p>Travel; cost, time, distance and access</p> <p>Physical access</p> <p>Opening hours</p> <p>Frequency of visits</p> <p>Group visits from schools, EY and community groups</p> |
| In library experience | <p>Safe spaces for children</p> <p>Safe spaces for adults</p> |
| Digital inclusion | <p>Digital support</p> <p>Digital access</p> |

Cornhill Library

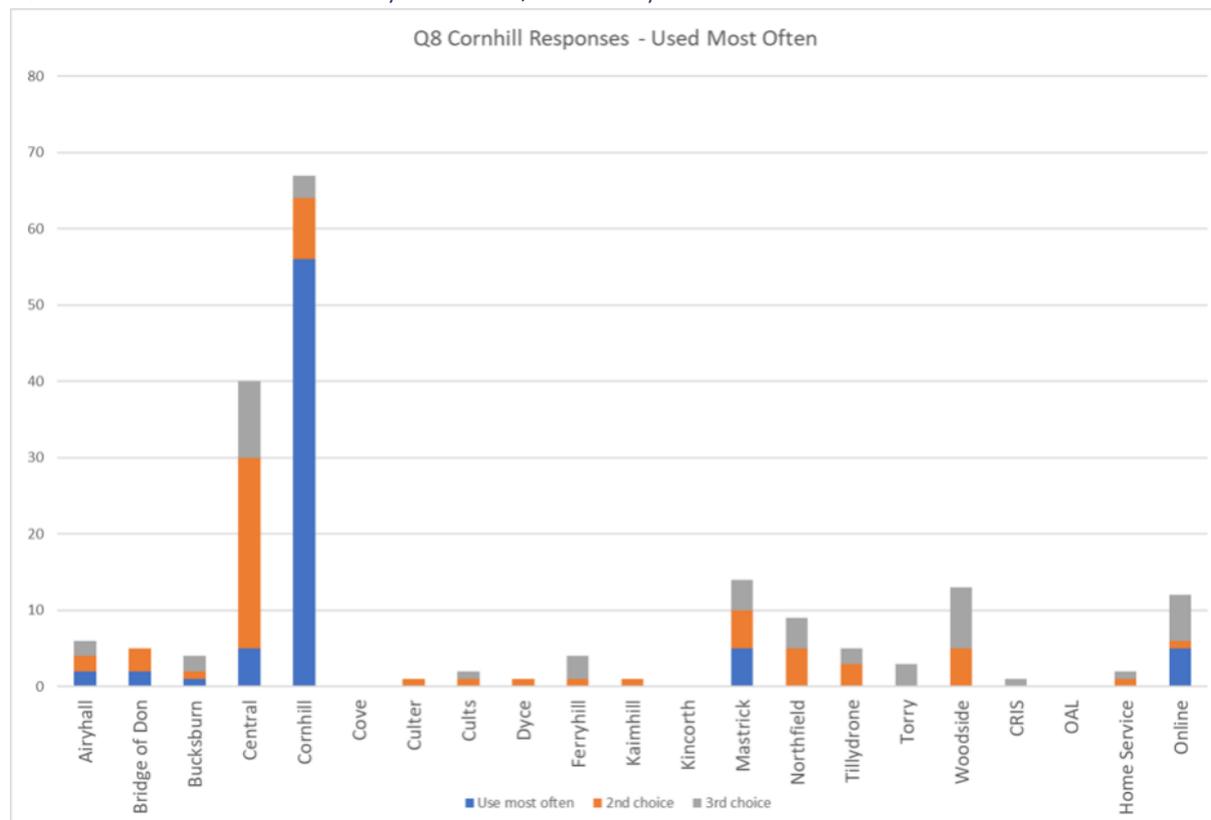
Data from the survey and focus groups relating to Cornhill Library is from individuals who shared in the survey that they accessed Cornhill most often from the list of 6 libraries in Question 12, and/or chose to attend a Cornhill focus group.

No of responses to survey :74

No of attendee at focus groups: 3

No of library visits 22/23: 7294

Q8 Please tell us which library locations/services you access or have accessed most often?



Individuals who accessed Cornhill most often from the list of 6 libraries also accessed other libraries with:

26% (19 people) able to access their first choice of library

67% (50 people) able to access their second choice of library

62% (46 people) able to access their third choice of library

Numbers adjusted so not to include where libraries have closed. While at least 50 out of 74 (68%) respondents were able to access other libraries there were 8 impacts reported where individuals ability to access library services have been negatively impacted due to the frequency that they can visit. 5 people who shared that their day-to-day activities are limited because of a health problem or disability have not accessed another library or home service since Cornhill Library closed.

Q11 What library services are the most important for you to access?

Cornhill - Survey respondents Important Library Services

| Service | Number of responses |
|---|---------------------|
| Books | 32 |
| Attend In Person | 13 |
| Computer Access | 9 |
| Green bags, period products, Childsmile | 8 |
| Staff | 6 |
| Bookbug | 6 |
| Children's Activities | 6 |
| Warm Space | 5 |
| Newspapers | 4 |
| Study Space | 4 |
| Other: Miscellaneous | 4 |
| Community | 3 |

Impact Question 13-19

Q13 Aberdeen City has 10 community libraries: Airyhall, Bridge of Don, Bucksburn, Cove, Culter, Dyce, Kincorth, Mastrick, Tillydrone and Torry and the Central Library, home to the Lending Library, the Media Centre, the Information Centre and the Central Children's Library. **If you are not able to access alternative library provision, we would like to understand more as to the reasons and factors why.**

14. Alternative library sites can be accessed from distances between 0.8 to 2 miles. Nearby libraries are available on bus routes, with all communities being one bus route away from the Central Library. **Does the distance and/or travel options to alternate library locations impact your ability to access library services? If so, please explain.**

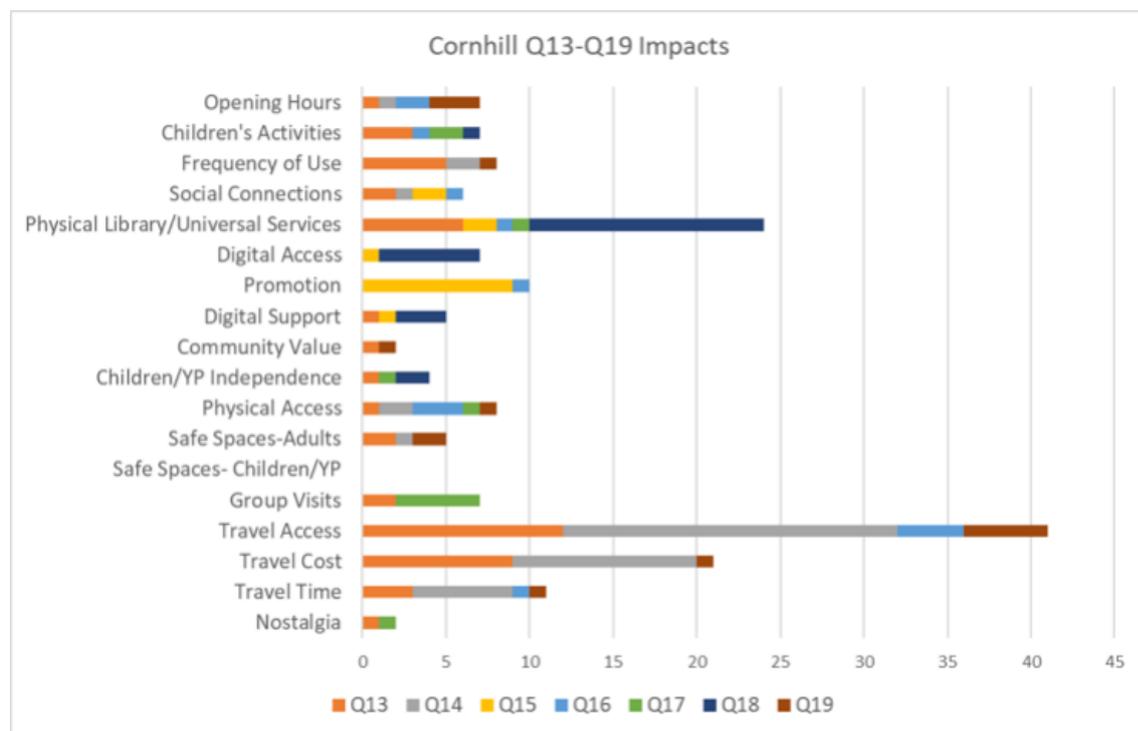
15. The home library service can be accessed by people of all ages who live in Aberdeen and are unable to visit their local library due to disability, illness or because they are caring for someone. **Would the home library service meet your needs as a means of alternative access to library services? If not, please explain why.**

16. Library staff continue to offer and provide support to book groups. **If you are a member of a book group, if your ability to operate or take part has been impacted, please share your experiences.**

17. Library staff continue to offer and provide support to nurseries, schools, care homes and other community settings through nearby library provision. **If you have a connection to one of these settings, what has your experience been in continuing to access library services?**

18. Aberdeen Library and Information services have experienced growing demand for online services and provide a wealth of resources available for free through library membership. **Can you access the library services you need to digitally? If not, please detail your experience.**

19. If there are any other factors or barriers that impacted your ability to access library services, please detail them below:



Responses to the survey

The closure of Cornhill Library has had a negative impact on library users who responded to the survey. The main reasons shared for this impact are the loss of community and social benefits of libraries, the distance and cost of travelling to alternative libraries, and the lack of online services for some people. The most affected groups of people are those who are disabled, elderly, low-income, carers, children, and students, who rely on the library for books, research, internet, printing, activities, and companionship.

- One respondent mentioned that they would have to pay for public transport to get to a library, which they cannot afford.
- Another respondent mentioned that their husband is disabled and cannot walk long distances, making it difficult to travel to another library.
- Another respondent mentioned that they required printing and help with the computer, which they could access at the library.
- Another respondent mentioned that they can no longer attend their book group because they can't get to the central library.
- One respondent mentioned that a library is the centre of the community- with school children visiting a library it builds a lifetime appreciation for books and respect for community services. It is a place of warmth and friendship as well as giving people access to internet and printing services.
- One resident mentioned that they are 74 years old and not very good with computers. They were always happy to look through books for information.

Cornhill Focus Group

Focus group discussion took place with 3 library users in Cornhill, where they were asked to share their experience of the impact of the closure of Cornhill. The attendees mention various factors that affect their ability to access library services. Focus Group attendees were asked the same questions as appear in the survey, these are Q13-Q19. These are the main ideas shared:

- **Library users' experiences of accessing different libraries:** focus group attendees shared that they have faced various challenges or preferences in accessing different libraries in Aberdeen, such as distance, bus routes, parking, accessibility, opening hours, and atmosphere.
- **Impact of library closures on library users:** focus group attendees reflected on the impact of library closures on library users, such as reduced social contact, loss of community space, lack of access to library resources and services, and difficulty in finding alternative libraries.
- **Library users' opinions on online and home library services:** focus group attendees shared opinions on online and home library services, such as Borrowbox, Press Reader, and Find My Past. Some users find these services useful, but others prefer paper books, or find the online services limited or not suitable for their needs.
- **Library users' suggestions for improving library services:** focus group attendees provided some suggestions for improving library services, such as increasing the opening hours, improving the social media presence, developing local volunteers, and setting up writing or critique groups.

Information relating to Cornhill Library from the Children and Young person's survey as part of the Aberdeen Future Library Service Consultation:

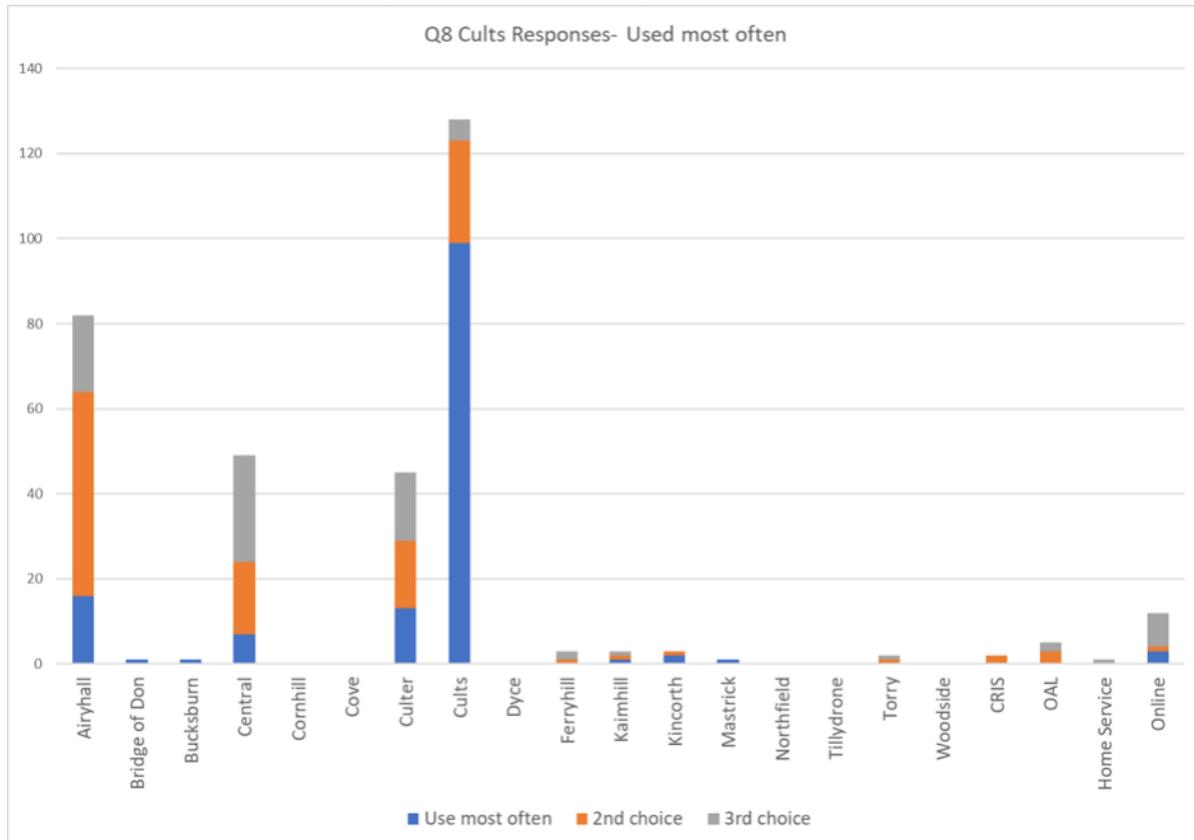
The feedback highlights the closure of the Cornhill library and its impact on the community, an area of deprivation and limited resources for buying books, and suggestions for reopening the library or providing alternative means of access to library resources, such as dropping off and collecting items from school.

Cults Library

No of responses to survey :178

No of attendee at focus groups: 12

Q8 Please tell us which library locations/services you access or have accessed most often?



Individuals who accessed Cults most often from the list of 6 libraries also accessed other libraries with:

31% (46 people) able to access their first choice of library

77% (113 people) able to access their second choice of library

90% (133 people) able to access their third choice of library

Numbers adjust so not to include where libraries have closed. While at least 133 out of 148 (90%) respondents were able to access other libraries there were 12 impacts reported where individuals ability to access library services have been negatively impacted due to the frequency that they can visit.

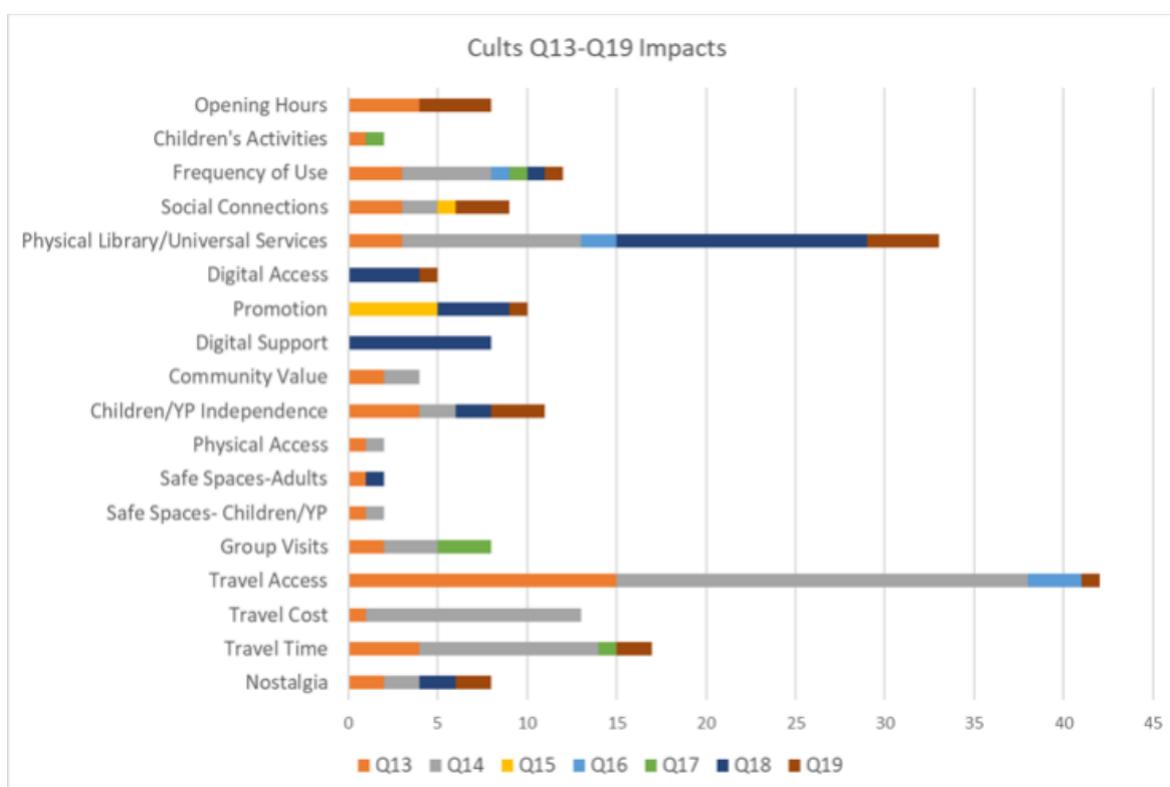
Q11 What library services are the most important for you to access?

Cults- Survey respondents Important Library Services

| Service | Number of responses |
|------------------|---------------------|
| Books | 96 |
| Attend In Person | 33 |
| Community | 15 |
| Digital Services | 11 |

| | |
|---|----|
| Children's Activities | 10 |
| Staff | 8 |
| Green bags, period products, Childsmile | 7 |
| Newspapers | 7 |
| Bookbug | 4 |
| Study Space | 4 |
| Computer Access | 3 |
| Photocopying & Printing | 3 |
| Warm Space | 2 |
| Other: Miscellaneous | 0 |

Impact Question 13-19 (as detail in Cornhill info)



A summary of responses to the survey

Library users shared that they are negatively impacted by library closures in several ways. The closure of community libraries in Aberdeen has resulted in reduced availability, convenience, and quality of library services, as well as the loss of a community hub and social space. Some people have been able to access alternative library provision, but they face challenges such as parking, distance, cost, time, and environmental impact. Many people have not been able to access library services due to barriers such as lack of transport, mobility issues, disability, illness, caring responsibilities, low income, and poor broadband connection.

- Some respondents have to drive to alternative libraries, which is not environmentally friendly and can be difficult due to parking issues.

- Some respondents have to combine library visits with other journeys, which limits the days and times they can use the service.
- Some respondents have travelled to alternative libraries with children, which can be difficult and inconvenient.
- Some respondents shared that Libraries provide a safe and welcoming space for children and young people to study, read, and relax. With the closure of libraries, children and young people may have lost access to these valuable resources and opportunities.

Cults Focus Group:

Focus group discussion took place with 12 library users in Cults, where they were asked to share their experience of the impact of the closure of Cults. The attendees mention various factors that affect their ability to access library services. Focus Group attendees were asked the same questions as appear in the survey, these are Q13-Q19. These are the main ideas shared:

1. **Accessibility and Convenience:** The closure of Cults Library has negatively impacted the accessibility and convenience of library services for its users, especially children, elderly, and people with mobility issues. Attendees mention difficulties in accessing alternative libraries due to distance, transportation, parking, and opening hours.
2. **Community:** The closure of Cults Library has resulted in the loss of a community space and hub, negatively impacting the mental health and wellbeing of its users. Attendees express their sense of isolation and disconnection from the community.
3. **Alternative Services:** Attendees express their views on the alternative services offered by the council, such as the home service, the digital resources, and the book groups, and highlight the limitations and challenges of using them. Some attendees were unaware of the existence of these services, while others found them to be inadequate substitutes for a physical library.

Information relating to Cults Library from the Children and Young person's survey as part of the Aberdeen Future Library Service

Consultation:

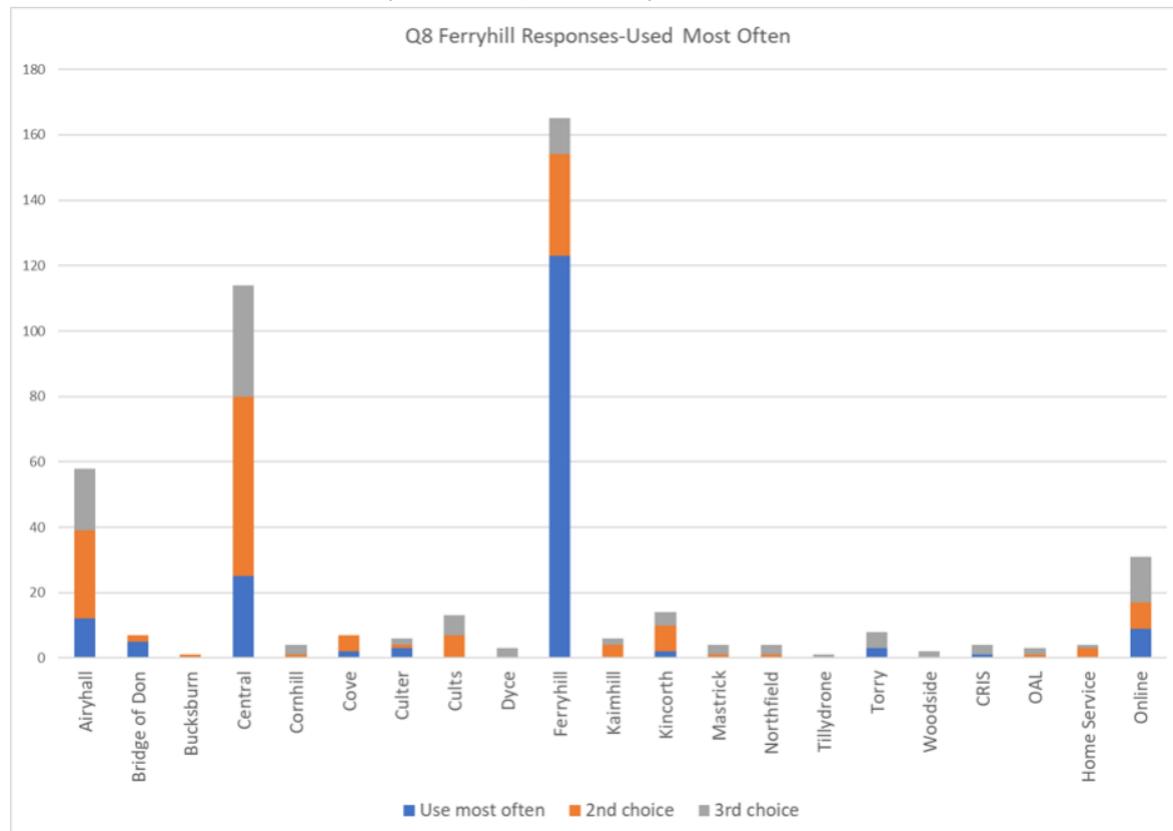
- **Closure or distance of the Cults library:** Most of the respondents said that they did not use libraries because the Cults library was closed or too far away from their homes or schools.
- **Suggestions for improving library services:** Some of the respondents suggested that the library services could be improved by reopening the Cults library, extending the opening hours, providing more computers and devices, creating a club for children, and having a wider range of books.
- **Frequency of library visits:** Only one respondent said that they tried to go to the library monthly, while the rest implied that they rarely or never visited the library due to the distance or closure of the Cults library.

Ferryhill Library

No of responses to survey :190

No of attendee at focus groups: 8

Q8 Please tell us which library locations/services you access or have accessed most often?



Individuals who accessed Ferryhill most often from the list of 6 libraries also accessed other libraries with:

38% (72 people) able to access their first choice of library

72% (137 people) able to access their second choice of library

77% (148 people) able to access their third choice of library

Numbers adjust so not to include where libraries have closed. While at least 148 out of 190 (77%) respondents were able to access other libraries there were 20 impacts reported where individuals ability to access library services have been negatively impacted due to the frequency that they can visit.

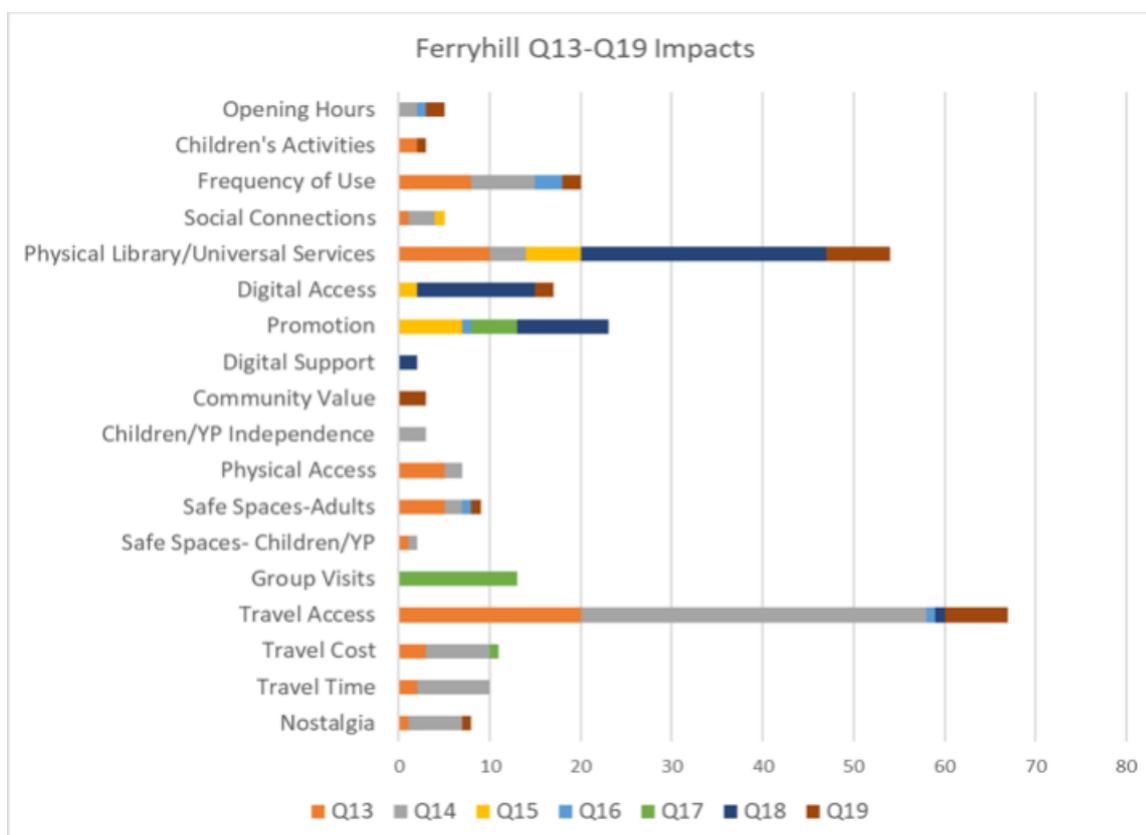
Q11 What library services are the most important for you to access?

Ferryhill- Survey respondents Important Library Services

| Service | Number of responses |
|---|---------------------|
| Books | 27 |
| Attend In Person | 10 |
| Computer Access | 6 |
| Green bags, period products, Childsmile | 6 |

| | |
|---------------------------------------|---|
| Community | 5 |
| Children's Activities | 5 |
| Bookbug | 3 |
| Warm Space | 3 |
| Digital Services | 3 |
| Newspapers | 2 |
| Photocopying & Printing | 1 |
| Staff | 1 |
| Study Spaces | 1 |
| Other: Miscellaneous Digital Services | 1 |

Impact Question 13-19 (as detail in Cornhill info)



Summary of responses to the survey

Closing libraries in Aberdeen has negatively impacted people's access to library services. The main reasons shared were reduced access, distance, transport, cost, time, convenience, safety, and disability. Respondents for Ferryhill also express their concern about the impact of the library closures on children's literacy, education, and enjoyment of reading, as well as on the social and cultural aspects of the communities.

- Some respondents shared that the time it takes to travel to the library has increased, making it less convenient for people to visit.
- Other respondent shared that closure of libraries has made it difficult for people with disabilities to access library services.

- One respondent with a chronic long-term disability, was unable to take the bus to the Central library or Airyhall as it would impact their fatigue. They now rely on getting a lift, which has meant a big reduction in visits.
- Another respondent shared that their children frequently ask why they can no longer go to the library and often tell their parents how much they miss going.
- One respondent's mother could walk to Ferryhill library by herself, but can't take the bus into town without assistance.
- One respondent's 88-year-old mother now doesn't have access to any form of library provision.

Ferryhill Focus Group

Focus group discussion took place with 8 library users in Ferryhill, where they were asked to share their experience of the impact of the closure of Ferryhill Library. The attendees mention various factors that affect their ability to access library services. Focus Group attendees were asked the same questions as appear in the survey, these are Q13-Q19. These are the main ideas shared:

- Difficulties of accessing the Central Library due to cost, distance, time, and mobility issues.
- Loss of the community and social aspects of the local libraries.
- Reduced opportunities for children and families to develop a love of reading and learning.
- Limitations of the online and home services as alternatives to the physical libraries.

Information relating to Ferryhill Library from the Children and Young person's survey as part of the Aberdeen Future Library Service Consultation:

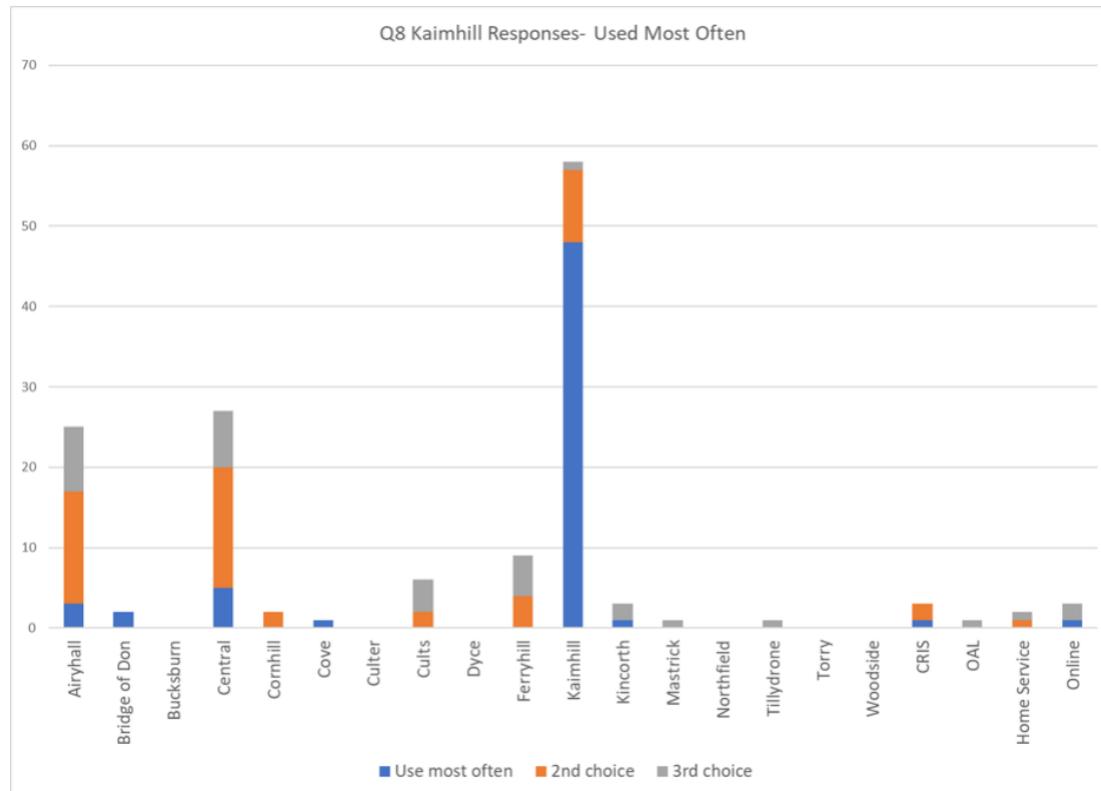
- Distance to the nearest library: Many respondents said that they have not been to a public library or it has been over a year since their last visit because the nearest library is too far away.
- Closure of the Ferryhill library: Many respondents used to go to the Ferryhill library, which was closed down. They suggested that reopening the Ferryhill library would encourage them to use libraries more often.
- Suggestions for encouraging library use: Respondents suggested maintaining the excellent range of services offered, having more bookbug sessions, having more events for class groups, and having a library bus service to visit local settings would encourage them to use libraries more often.

Kaimhill

No of responses to survey: 63

No of attendee at focus groups: 0

Q8 Please tell us which library locations/services you access or have accessed most often?



Individuals who accessed Kaimhill most often from the list of 6 libraries also accessed other libraries with:

26% (16 people) able to access their first choice of library

65% (41 people) able to access their second choice of library

70% (44 people) able to access their third choice of library

Numbers adjust so not to include where libraries have closed. While at least 44 out of 63 (70%) respondents were able to access other libraries there was 1 impact reported where an individual's ability to access library services have been negatively impacted due to the frequency that they can visit.

Q11 What library services are the most important for you to access?

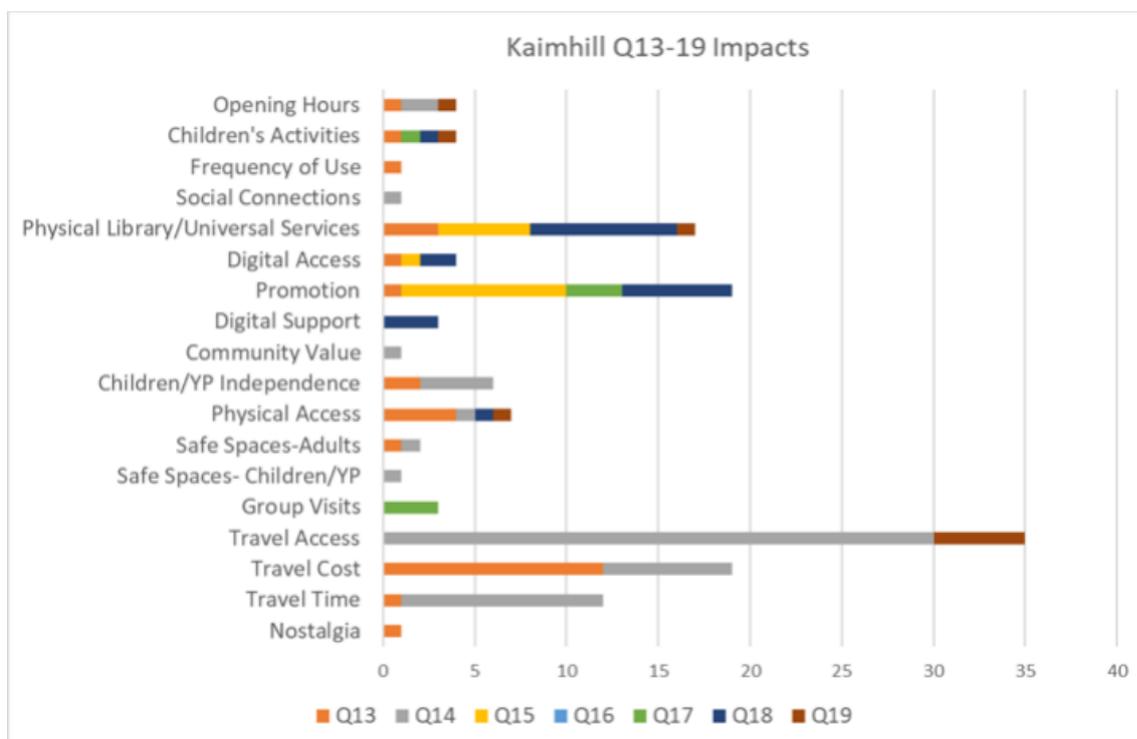
Kaimhill Survey respondents Important Library Services

| Service | Number of responses |
|-----------------------|---------------------|
| Books | 40 |
| Computer Access | 5 |
| Children's Activities | 5 |
| Staff | 4 |
| Digital Services | 4 |
| Bookbug | 3 |
| Attend In Person | 2 |
| Study Space | 2 |

| | |
|---|---|
| Photocopying & Printing | 2 |
| Community | 1 |
| Newspapers | 1 |
| Green bags, period products, Childsmile | 0 |
| Warm Space | 0 |
| Other: Miscellaneous | 0 |

Impact Question 13-19 (as questions details in Cornhill info)

Kaimhill Focus Group: There was no sign up for in person focus groups, there was one sign up for the on-line session however there was no attendance.



Summary of responses to the survey

The closure of libraries has had several negative impacts on the community of Kaimhill. Many people reported that the closure of Kaimhill Library and other libraries in Aberdeen has affected their access to books, computers, digital services, activities, and social interaction.

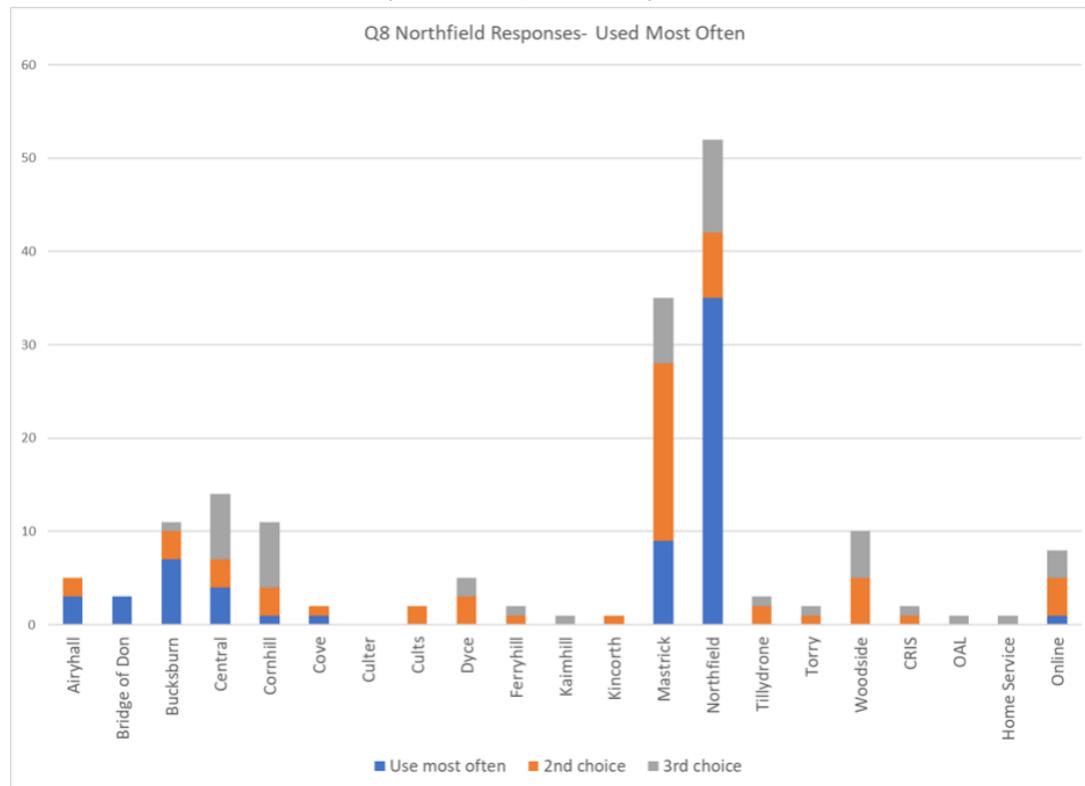
- Some respondents reported that elderly people and children should not have to travel out of their own community to access library services.
- Some respondents reported that the cost and inconvenience of travelling to other library locations was a barrier to accessing library services.
- Some respondents with disabilities reported that it was difficult for them to travel to other library locations due to their disability.
- Some older people reported that they had difficulty carrying books to and from more distant libraries.
- One person reported that they now go to the Central Library, but it takes 45 minutes by bus rather than the 5-minute walk they had to Kaimhill Library.

Northfield

No of responses to survey: 66

No of attendee at focus groups: 4

Q8 Please tell us which library locations/services you access or have accessed most often?



Individuals who accessed Northfield most often from the list of 6 libraries also accessed other libraries with:

44% (29 people) able to access their first choice of library

69% (46 people) able to access their second choice of library

51% (34 people) able to access their third choice of library

Numbers adjust so not to include where libraries have closed. While at least 46 out of 66 respondents were able to access other libraries there were 4 impacts reported where individuals ability to access library services have been negatively impacted due to the frequency that they can visit.

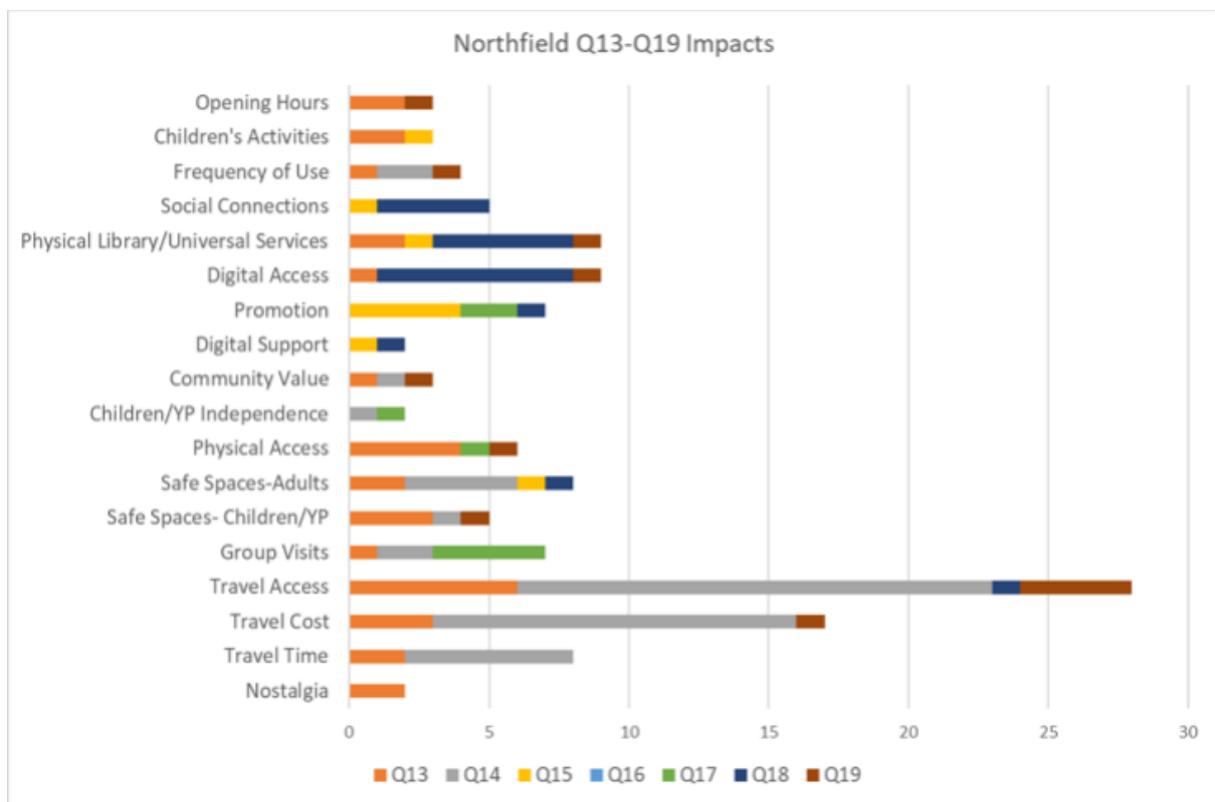
Q11 What library services are the most important for you to access?

Northfield Survey respondents Important Library Services

| Service | Number of responses |
|------------------|---------------------|
| Books | 30 |
| Attend In Person | 14 |
| Computer Access | 11 |
| Digital Services | 6 |

| | |
|---|---|
| Staff | 5 |
| Photocopying & Printing | 5 |
| Community | 4 |
| Newspapers | 3 |
| Children's Activites | 2 |
| Bookbug | 1 |
| Green bags, period products, Childsmile | 1 |
| Study Space | 1 |
| Warm Space | 1 |
| Other: Miscellaneous | 0 |

Impact Question 13-19 (as questions details in Cornhill info)



Summary of responses to the survey

Many respondents for Northfield expressed frustration, disappointment, and anger at the loss of their local library, which they considered a vital service for their mental health, education, and social interaction. A common theme in the comments was the difficulty of traveling to other libraries, especially for those with disabilities, low income, or young children. Some people mentioned the cost, time, and unreliability of public transport, while others said they felt unsafe or uncomfortable in unfamiliar settings. Some people said they could not access the online services offered by the library, either because they did not have the internet, a suitable device, or the skills to use them. Others said they preferred physical books and the experience of browsing the shelves. Many comments highlighted the importance of libraries for children and young people, who used them for reading, learning, and socializing. Some parents and teachers said the closures had reduced the opportunities for children to develop their literacy and imagination, and some young people said they missed the safe and quiet space to study.

- Some respondents mentioned the cost, time, and unreliability of public transport, while others said they felt unsafe or uncomfortable in unfamiliar settings.
- Another response; Yes, the distance makes it less appealing as a study space or resource (as a young person). If you were an older person, someone with a disability it would also make it much less appealing.
- A teenager with Autism constraints who home schools was negatively impacted by the absence of the Northfield Library.
- A respondent with a neurodivergent condition found going to other libraries challenging.

Northfield Focus Group:

Focus group discussion took place with 4 library users in Northfield, where they were asked to share their experience of the impact of the closure of Northfield Library. The attendees mention various factors that affect their ability to access library services. Focus Group attendees were asked the same questions as appear in the survey, these are Q13-Q19. These are the main ideas shared:

- Inconvenience of travelling to alternative locations
- Cost of transport and parking
- Loss of the physical and social aspects of browsing books
- Impact on children and schools
- Lack of awareness and accessibility of online service

Information relating to Northfield Library from the Children and Young person's survey as part of the Aberdeen Future Library Service Consultation:

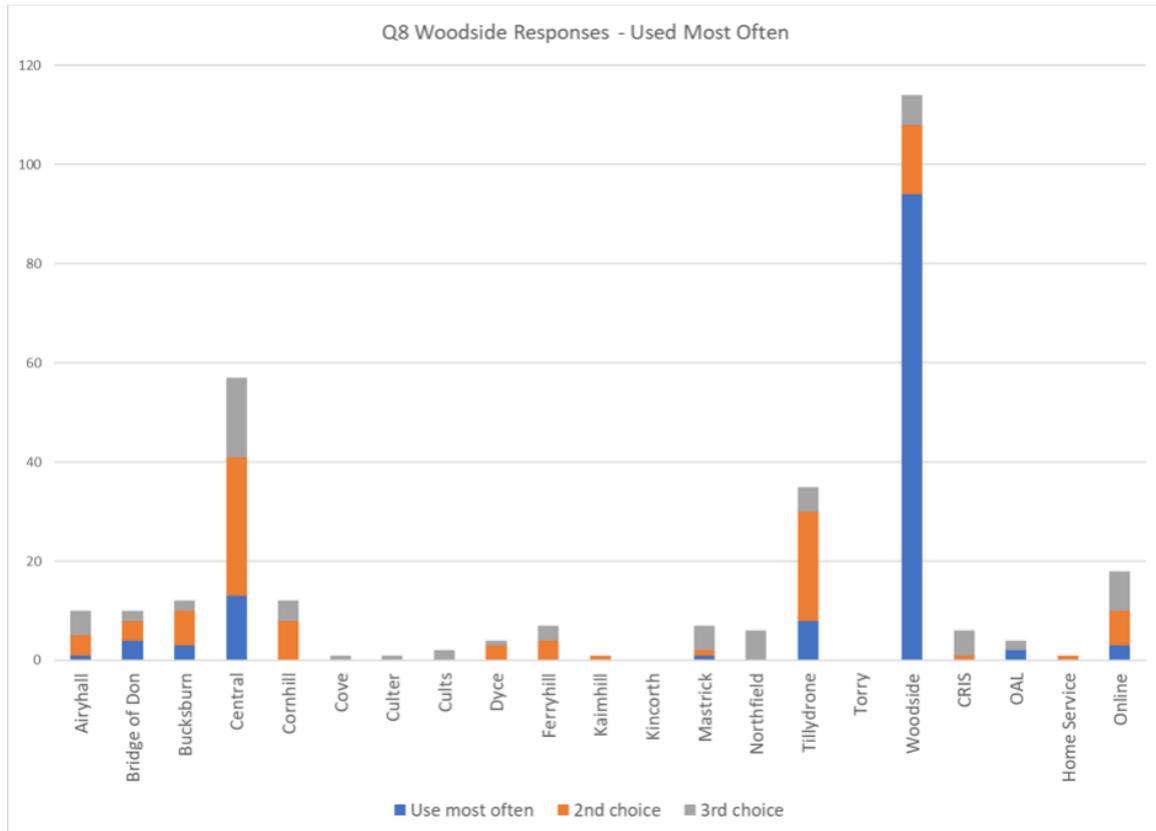
- **Reasons for not using public libraries:** Some children and young people in Northfield do not use public libraries because they are too far away, have inconvenient opening times, or lack the resources they need or want.
- **Suggestions for increasing library usage:** Some possible ways to encourage more library visits are to have more selection of stories, different events, invites to the library, and a closer or reopened library in the area.
- **Challenges for school library visits:** The closure of two nearby libraries (Cornhill and Northfield) has affected the ability of Northfield Academy to arrange class visits to the library, as the only other local library (Mastrick) is not easily accessible within the school timetable.

Woodside

No of responses to survey: 132

No of attendee at focus groups: 11

Q8 Please tell us which library locations/services you access or have accessed most often?



Individuals who accessed Woodside most often from the list of 6 libraries also accessed other libraries with:

27% (35 people) able to access their first choice of library

74% (97 people) able to access their second choice of library

72% (94 people) able to access their third choice of library

Numbers adjust so not to include where libraries have closed. While at least 97 out of 131 respondents were able to access other libraries there were 3 impacts reported where individual's ability to access library services have been negatively impacted due to the frequency that they can visit.

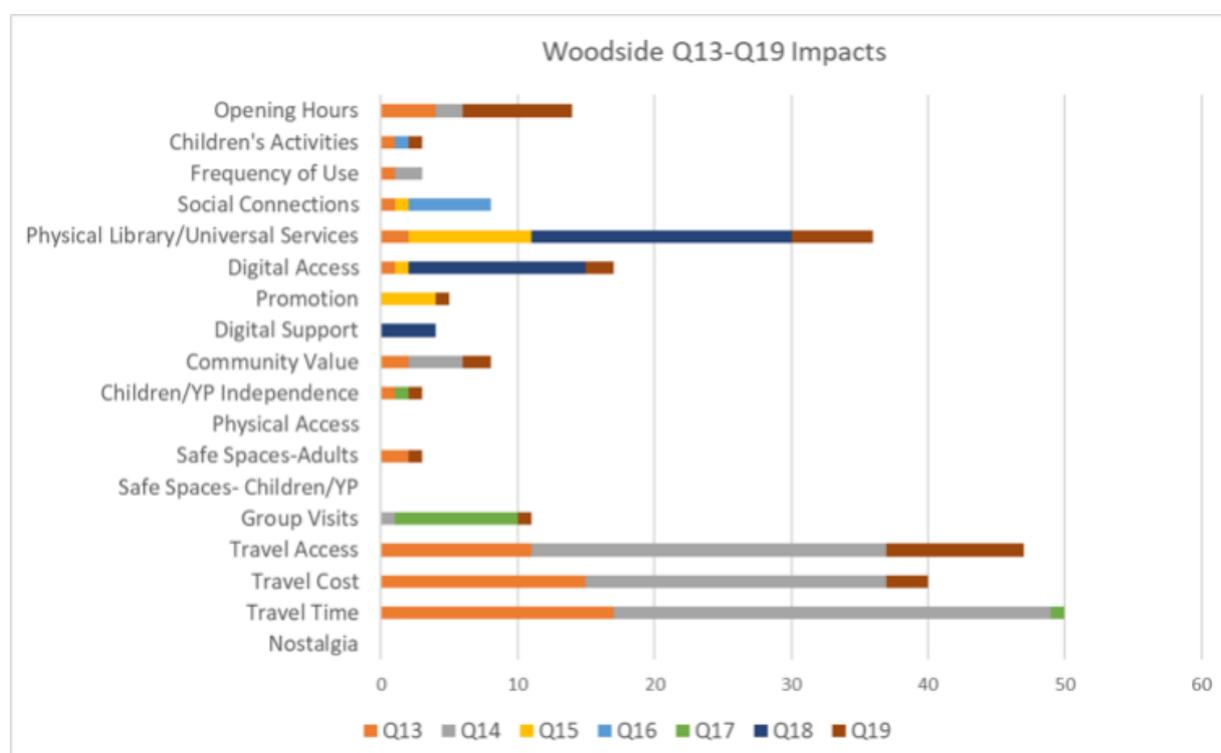
Q11 What library services are the most important for you to access?

Woodside Survey respondents Important Library Services

| Service | Number of responses |
|------------------|---------------------|
| Books | 69 |
| Attend In Person | 38 |

| | |
|---|----|
| Computer Access | 13 |
| Photocopying & Printing | 13 |
| Bookbug | 10 |
| Staff | 9 |
| Warm Space | 9 |
| Children's Activities | 8 |
| Community | 6 |
| Digital Services | 6 |
| Green bags, period products, Childsmile | 6 |
| Study Space | 6 |
| Newspapers | 5 |
| Other: Miscellaneous | 0 |

Impact Question 13-19 (as questions details in Cornhill info)



Summary of responses to the survey

Library closures have had a negative impact on library users in Woodside. The comments from people who responded to a survey about the closure of Woodside library express various negative impacts, such as increased travel costs and time, reduced access to books and digital services, loss of social contact and community space, and diminished opportunities for children and young people.

- Some respondents reported that the bus fare to the nearest alternative library was prohibitive, making it difficult for them to access library services.
- Many respondents found it difficult or impossible to access other libraries due to factors such as distance, bus fares, and opening hours.

- Some respondents shared that libraries serve as a community space where children and young people can socialize and engage in community activities. The closure of libraries has resulted in the loss of social contact and community space for children and young people.
- Some respondents shared that libraries provide support for vulnerable individuals, such as the elderly, disabled, or those with mobility issues, by providing a safe and accessible space. The closure of libraries has resulted in the loss of this support.
- One person uses Tillydrone Library and finds the staff very well trained and helpful if they get stuck.
- Another person tries to get to Central Library, but finds it not convenient and misses the closeness of Woodside Library.

Woodside Focus group

Focus group discussion took place with 11 library users in Woodside, where they were asked to share their experience of the impact of the closure of Woodside Library. The attendees mention various factors that affect their ability to access library services. Focus Group attendees were asked the same questions as appear in the survey, these are Q13-Q19. These are the main ideas shared:

- **Woodside Library closure and its impact on library users:** The closure of Woodside Library due to budget cuts affected users' access to library services and resources.
- **Accessibility and practicality issues of alternative libraries:** Focus group attendees expressed that the alternative libraries were not accessible or practical for them due to factors such as distance, transport, parking, traffic, and opening hours.
- **Loss of convenience and community of Woodside Library:** Focus group attendees lamented the loss of convenience and community that Woodside Library provided, as it was a warm, welcoming, and culturally significant place that offered various programs and activities for children and adults.
- **Challenges for teachers and parents to support children's literacy and education:** Users highlighted the challenges that teachers and parents faced in supporting children's literacy and education without Woodside Library.
- **Limitations and drawbacks of online services and e-books:** Focus group attendees commented on the limitations and drawbacks of online services and e-books.
- **Criticism of the council and the decision to close Woodside Library:** Focus group attendees criticized the council and the decision to close Woodside Library, as they felt it was unfair, unjustified, and insensitive to the needs and voices of the community.

Information relating to Woodside Library from the Children and Young person's survey as part of the Aberdeen Future Library Service Consultation:

- Teachers having to go to CRIS to pick up resources instead of having them delivered to their schools or the nearest library.
- Libraries being closed or too far away for some children and young people.
- The desire for Bookbug and other activities to be developed and for libraries to be kept open.

Wider engagement as part of the consultation:

Disability and Equality Partnership – The library consultations were on the agenda of the 24/10/23 meeting. A presentation on the consultations was given and there was an opportunity for the group to ask questions and give input. A summary of themes shared by the group included:

- Older people experiencing isolation and how libraries provide community connection
- Some older people are not as confident accessing digital library services
- Libraries are more than book!
- Libraries are spaces where is not expectation to spend money and are valuable warm spaces that are welcoming
- Questions about Community Council and Community group arrangements for printing where libraries have closed
- The importance of children's access to books and family's ability to access libraries together

The group were encouraged to take part in the library consultation surveys and focus group with information of how to take part in both the Library and Pool shared.

Locality Outcome Improvement Plan – refresh engagement sessions: As part of these public session and in recognition of the number of live consultation that Aberdeen City Council were engaging on information was provided on this and the Future Library service consultation. People were encouraged to complete the survey online or use the paper copies provided. There were 2 surveys submitted from the Woodside session with the results considered as part of the wider consultation.

Further Library engagement:

In communities where libraries have closed: To ensure communities where libraries had closed had an opportunity to take part in both the Future Libraries consultation and the consultation on the 6 libraries, library staff delivered in community engagement sessions. The intention was to catch and update people who may not be currently connected to the library service through social media or through on-line or physical library services. During these sessions staff visited 72 community contact points; community centres, shops, dental practices, pharmacies, hairdressers, sports centres etc, distributed 500 QR codes and approximately 120 posters.

Weekly vaccination centre engagement: Throughout the period of consultation library staff visited the vaccination centre within the Bon Accord Centre weekly to speak to people about the Future Library Survey Consultation and the Consultation on the 6 libraries. The waiting time before and after proved a useful time to engage with people and at each session staff spoke with approximately 100 people each week, providing links to the surveys and further information about the library service.