

Summary of Survey Feedback

Prestonpans Library/Area Office Survey

Proposed Changes to Prestonpans Library – May/June 2016

In response to making better use of all our resources in Prestonpans Library and Area Office in Prestonpans, a Council working group reviewed facilities within the Prestonpans Library with a view to providing a one point of access for Prestonpans residents within Prestonpans Library.

A survey was undertaken of users of the services during May and June 2016 and the results are below.

In summary, you said that you wished services to be kept separately and did not want any changes to be made to the Library. There was a small majority (54%) who wished to have increased Library opening hours.

However, we need to make more use made of the Library and in particular, to allow classes more time to visit. We also need to provide some more private space particularly for those residents who may need assistance with using a computer.

So, from 5 January 2017, we increased opening hours in Prestonpans Library by 6 hours a week. The Library will now open from 9 am each morning except a Wednesday and a Saturday when it will open at 10 am. The Library is now open on a Wednesday morning. We will review these hours in a year to determine whether greater usage has been made of the library. A member of staff has moved from the Area Office to the Library to cover these additional hours and the workload in the library.

Some changes will be made to the layout of the library to allow for some more private space but this will not involve the building of interview rooms or any change to the reference area.

The Capital Credit Union has moved into vacant space in Aldhammer House as of 28 February 2017. No further changes to Aldhammer House are likely to occur until such time as a fuller review of public sector accommodation in Prestonpans takes place. This will be carried out in conjunction with the local community.

Survey results

Around 122 people responded, the largest group being children (**39 or 32%**) and the second largest group being in the 41 – 60 age group (**32 or 26%**).

The vast majority of respondents lived in Prestonpans (**108 or 89%**).

The majority of respondents appeared to be existing library users as (**101 or 83%**) indicated they had used library services. **55 or 45%** of library users indicated they had used the computers in the library.

When asked if increasing opening hours of the library would be of benefit, **65 or 54%** of respondents said that increased opening hours would benefit them. However, **72 or 59%** of respondents said it

would not be convenient to access a wider range of services at the Library and only **16 or 13%** of respondents advised that it would be of benefit.

Of those who answered the question, **115 or 97%** of respondents rated the provision in the Library very good or good and **47 or 81%** of respondents rated the provision in Aldhammer House very good or good.

Accessibility to both buildings had similar responses with **112 or 92%** of respondents saying it was very easy or easy to access the Library and **53 or 88%** of respondents saying it was very easy or easy to access Aldhammer House.

Of those who answered, **90 or 74%** said they had concerns about the proposed new layout of the library and **94 or 77%** said they had concerns about the proposal to provide other services from the library.

The main issues of concern were:

- Reduced Library space
- Reduced book stock
- The Library would become more noisy if more people used it

Respondents didn't wish the Library to be changed and quite a number indicated that the library should only be for reading.

When asked if you had any other concerns about the library and other customer service functions being provided together, **94 or 77%** said they had concerns:

The main concerns were:

- Respondents wanted things to remain the same
- Changes would compromise the purpose of the Library
- The Library would become too noisy
- The Library should only be used for reading and not for any other Council services

When asked if there were any other comments, the most common comment was that people wished the Library to remain the same and services should be kept separate.

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