#LetsTalkLibraries Employees, Partners and Businesses

Appendix

(1) Comments from

Q7 If you would like to provide any additional information about your selections, please provide it here.
Q9 If you would like to provide any additional information about your selections, please provide it here.
Q10. In the future, how can libraries help to improve reading and literacy skills in children, adults and those who have a learning disability?
Q11. In the future, how can libraries help people gain better skills, better jobs and help people build their business?
Q12. In the future, how can libraries help people live healthier lives and reduce social isolation?
Q13. In the future, how can libraries help support local community arts and wider cultural activities and events?
Q14. In the future, how can libraries help respond to climate change and the climate and ecological emergency?
Q15. How could the Dorset Council library service encourage <u>non-library users</u> to access the service in the future?
Q16. What opportunities are there for libraries to work with other services and local partners to improve access to services and support the health and wellbeing offer?
Q17. Do you have any suggestions about how the Dorset Council library service can generate more income in the future?

Q20. What opportunities do you see for the voluntary and community sector to work more closely with libraries, to help improve access to services and support the health and wellbeing offer?

Q23. If you would like to provide any additional information about your selections, please provide it here.

Q24. In the future, how can libraries help people gain better skills, better jobs and help people build their business?

Q25. What opportunities do you see for your public sector organisation to work more closely with libraries, to help improve access to services and support the health and wellbeing offer?

Q26. How could we develop our Dorset Council library service in the future?

Q30. Is there anything else you would like to share with us about libraries that you haven't been able to so far?

(2) Copy of the survey questions

April 2022

Q7 If you would like to provide any additional information about your selections, please provide it here
all of the above vary depending on the library space, opening hours and staff, so can't make generalisations across the service
Answers of course refer only to current services which are not yet back to pre-covid level. Also some services are not provided so it is not possible to say whether they work well.   Examples (a) Checking stock and reserving online is a home based activity rather than within the library. The ability to order books and collect them from the library is much appreciated (and was particularly appreciated during lockdowns). We do not offer a 'reserve online service' at the desk - this happens only by logging on to a public pc and helping the borrower to find and reserve what they want i.e. a helpful community service provided if the volunteer knows how to do it, rather than a library service. (b) borrowing digital items - borrowers have to learn about that and do it themselves so I have no idea how well that works.   (c) digital support - we hope we will provide that again soon (d) our provision of community space is not part of the service provided by Dorset Council Library Service. Likewise activities or events. (e) while HLS runs, as volunteers we have almost nothing to do with it
Borrowbox doesn't have books either e books or audiobooks that I want to borrow the list seems very limited everytime I look for something it is not there.
Borrowing physical items is sometimes hampered by the Customer Self Service Kiosks having issues and sending customers to the desk which is frustrating for both customer and the team. Information and advice can be difficult when the library is busy, if you get caught up with a complicated request it can cause queues to form. The team always try to answer requests for information as fully as possible. Although we are One Team and do work together, customers sometimes do not want us to give them a phone number for Dorset Direct, they expect us to sort their issue for them. Having the Customer Services team sharing our space is very helpful. It is frustrating for customers that we don't have wireless printing, so many people have information on their phones and use a fingerprint sign in or saved login and don't know their passwords for accessing their account on our PN machines. It can cause frustration and some disagreement when we are unable to facilitate them printing.
Customers are increasingly using the digital offers, particularly BorrowBox and report being very pleased with the service.
Digital support works very well on a Saturday when the digital champions are available.
Emphasis on the Utility rather than the Impact on this section.
Home Library Service is excellent, but needs to extend its remit to include individuals living in care or nursing homes.
I feel it is not safe to be offering coffee mornings and children's events when face masks are not being worn! Keep it virtual over the winter season!!!
I feel that libraries some library branches are not given the status they deserve regarding building maintenance, decor and space. More could be spent on making spaces more inviting to spend time in (such as the type of decor in the better libraries or well attended coffee shops etc), more should be done in the way of zoning for groups alongside individuals who want a quieter space. I can't comment on activities as i've not long joined the service and covid is still affecting activities, however I feel a valient attempt to add activities is being made. I feel the options that I've ticked as working well are all really good.
I may be a little biased as I do strongly believe that the libraries offer a wide range of services and activities for the customer both face to face and virtually, however I also firmly believe that there is definite scope to improve these services, in particular how we offer and deliver information, advice, support sessions and this includes other Council services, as not yet fully joined up provision. Libraries / Customer Services could be aligned in all libraries to offer communities consistent service - training and a different way of working to now but a better service to customers who walk through the door/visit online/telephone

I think that Dorset Council should make it easier to become a full member and borrow physical items. Is there any evidence that trusting people more and not checking evidence of identity results in more theft of books.
I think the basics run well and the service has coped well with the pandemic.
I'm sure that the answers would be different across different libraries. Some of the above work 'well' but not 'very' well.
Information, advice and support - there needs to be a more joined up approach to this part of the service. Existing Library Staff do not always have the knowledge to answer a query confidently and our partner services aren't yet fully operational on some aspects of Dorset Council making it hard for the customer. Ideally the customer wants 'once and done' approach.
Information, advice or support is a bit vague. The effectiveness depends on the questions. Digital support is good, but could be better. The Home Library Service is an absolute headache.
It would be great to have access to more of the different council services. We only provide access to buss pass etc that is available to general (public) websites and commercial waste sacks. I find it essential that more/ all libraries should have a council access point.
Meeting rooms are on 1st floor and therefore inaccessible to those with limited mobility, this severely restricts the type of activities and events that can be offered. Confidential digital support cannot be offered to all.   The library can at times be quite noisy, which can be challenging for some including those wearing hearing aids, space limitations mean that quiet areas cannot be provided. Click and collect has been discontinued, for some it was (busy parents etc) it was a welcome new service. HLS is a well organised and run service but under utilised.
More comfortable space for reading in the library Information or support about different council services Information names, addresses and phone numbers for organisations such as Citizens Advice and Age Concern Printing and scanning facilities
Need more space in the libraries for study/work and more plug sockets. Online activities don't seem to be as popular as the face to face activities which is as much about meeting people as getting a new skill/information. Some libraries do not have a private room which could be used for meetings, clubs, groups, which is a disadvantage. a community space is always available but privacy and noise from other library customers can be an issue.
Our community volunteer run library is very small so hasn't the space for a lot of the activities, etc.
Our Home Library Service would benefit from support from related health professionals e.g. District Nurses. It is difficult to promote when we are not always aware of potential customers. While we applaud the digital initiative with the Digital Champions, we have had no success in getting their use off the ground in our area as people seem to want an expert to visit them at home. Our scanner is a very ancient model and not always easy to use.
Our library is very small so it cannot easily provide space or larger activities easily. The website for borrowing e-books is not user friendly. We have no digital champion and very few Home Library Customers.
Providing a welcoming space that is free. Access to physical books - key for literacy and well being.
Public requests for scanning and printing directly from phones are also frequent
Some provisions have been lacking during the COVID period. I am answering for as things are at present i.e. without a Digital Champion and fewer events than usual. I have tried to use the current e-zines system and found it difficult. I used to take New Scientist every week, but when the system changed, I gave up.

Some services are not as good as they were because of Covid restriction, eg. events. Also we have lost use of our rooms so there is no longer space for private meetings or a quiet room for groups, and some of our customers are not happy about this.
Space to read/study/work and community spaces - too much noise now allowed in libraries for this to be effective. Libraries used to be quiet places and should still be. This is no longer respected.
Space to study read really dependent on size and layout of individual library. Printing - would be really useful to have wireless printing available.
The Community Library at Wool provides an essential centre for so many residents and their family members. Books are updated and the library remains a welcoming hub. Volunteering there is a pleasure and a responsibility.
The council customer service desks within the library allow us to give "Information or support about a different council service (which does not relate to the library)" very well.
The only reason I have not selected study spaces and community spaces is because in my personal branch, these have been reduced significantly in the four years I have worked at the branch. Everything else I feel we have strived to improve upon and build up our available services and skills necessary to support customers.
The services we can provide are limited by the small premises.
The space to read in the downstairs areas of the Library at Weymouth are greatly reduced due to the number of partners sharing the space. Whilst is is great to be able to access other services within the building it does seem to be to the detriment of Library users. Due to the number of other partners there is also no longer any bookable enclosed meeting space available and this has caused disappointment to several groups that would have booked the old community room.
There is a good selection of stock to borrow, however sometimes being part of such a large consortium means books go missing or take a long time to arrive which is frustrating for some customers.
We are likely to have readers using eBooks etc., but this is less obvious to us; it is something we promote
we love having groups use the Library but it would be wonderful to have a large meeting room for privacy and no inconvenience to borrowers
We need wireless printing. Too many people want to print off their phones and can't remember their passwords to log into emails online.
We offer other services on this list and they are good but there seems a lack of public awareness about them and so the services that are there, although in theory work well, could be improved.
Whilst there is space to read/study/work, this isn't well-known throughout the community.
Wi fi printing would be helpful according to customers.
With regard to reserving online, it would be helpful for the box " You have had this item before" to appear at the order stage rather than only at the checkout stage. Approximately a third of customers wanting to use the PN machines find when the try to log into their email provider, they are asked for authentication via a message on their mobile. Unfortunately we do not get mobile signal in the library, so customers need to go outside by the trees, to pick up the required code, then run back to the PN computer before the login expires. Usually this doesn't work for anyone over 40 and they end up frustrated that they cannot check their mail. We do not yet have a digital champion in West Moors Library

With regards services which take place in physical locations - the size and layout of the library spaces are very important and so the larger libraries which have the space and the staff can deliver this range of services well. Smaller libraries are restricted in what they can offer with their space / opening hours/ staffing etc. Likewise information / advice about a different council service will depend on the information training and whether the library has a customer access point.

Wool Community Library is very small and subsequently we do not have much space to operate activities in. However, plans are afoot to extend the library so this problem should be solved.

'Working well' is too broad - some work well in some libraries - when people know about them. Staff often don't know what is available beyond their own library, or even beyond the days they work and don't always signpost customers to services in other branches.

Q9 If you would like to provide any additional information about your selections, please provide it here
If you would like to provide any additional information a...
Ability to offer Wifi printing from customers' own devices would be very useful.
Additional money for books.
All libraries should be 'outposts' for Dorset Council. Residents should be able to use the library in the traditional way (or digital way) but also have in-person access to a Customer Service Representative who can assist with Council queries.
all of the above!!
Although book stock is plentiful it is aften dated and well worn. I would prefer the stock to be newer and more variety
Although digital champion sessions have just been restarted, there is still a gap in helping people on the PNs where staff have to make educated guesses as to how to solve IT issues. DLS needs to bridge this gap by providing more training on common IT issues which will in turn give staff more confidence in helping customers.
Am Very happy with all the services at Swanage library
As it is still Covid times, I wouldn't have tables for study positioned so close to number 3 PC.
As per previous comments - training and smarter ways of working to enable teams to support all customer queries
Book series need to have all available, both in the physical and digital format. It can be frustrating when there isn't a copy available eg. book 3 is missing. It is useful to be able to find the missing book in digital format if not available in the physical but not useful to those who don't do digital.
Borrowing physical items is the main service I use and am content with that despite the smaller number of items held at our library owing to its size. Borrowing e-books for holiday reading is not as easy as it could be (and was better under Cloud Library although with a smaller catalogue)
Currently within the library, people can access a customer services advisor about non-library related council services. This seems a good idea in theory, however, the customer service advisors (although very welcoming and well-meaning) do not and cannot in the majority of cases solve the customer's enquiry themselves. What they do is to refer the customer on to an online form on the council website. Many of the customers have no idea how to use a computer, so they are then referred on to a library digital champion who can only offer them specific appointment slots (and our branch has no digital champion). Alternatively, customers are allowed to use the Dorset Direct telephone, which nearly always places the customer on hold because the department is not available. The customer is then told they will receive a call back. At every stage the customer has to explain their predicament all over again to a new person. For some this is very distressing. As a library member of staff, this is very upsetting to witness as we just want the customers to have a positive experience and not face further obstacles.
Customers quite often mistakenly order ASPW versions of books rather than the intended print versions so perhaps this online reservation process could be improved to make it more obvious which version the customer is selecting.
Dedicated computer for customers to access the library catalogue to allow them to order and check stock in Dorchester would be brilliant, and tablets in the Teen library loaded with a few games, puzzles, challenges to keep them occupied.

Digital is the way forward, we have to be ready, for when the older generation has gone, for the next generation coming along who are digitally savvy but may not have the equipment at home, the library is the perfect place for them to come to satisfy their digital needs or to use the WiFi, with no cost involved. Children's activities is a close second, if a child remembers the library as a friendly fun place to be, they will keep reading and keep coming back.
Digital services are becoming increasingly important for every aspect of modern life and lack of digital resources is increasing the gap between those on a low income and the rest of society. This became increasingly obvious in lock down. However our personal network computers are not reliable , have to many things blocked and not enough people are aware that this service is available at the library.
Every building is different, so some have better ability to provide 'quiet space'. Events sometimes have to be in slightly inappropriate areas, depending on space available.
Greater Choice
HLS client needs hard back books which are ofter only available in large print which she dosen't need. Rotation/choice of books is worse than before
Home Library Service should be able to deliver books to individual residents in care homes.
I am concerned that since the removal of the Home Library Service mobile, many housebound and or elderly people are missing out on what the library service can offer them. The RVS and lounge delivery service to Residential and Care Homes do a great job but they don't have the reach that the mobile had. If checkouts made annually during the lifetime of the mobile (ignoring the last 18 months or so, when it was being wound down) were compared to checkouts made annually by volunteers and the lounge delivery service, my point would be very clear.
I rarely come across any info from libraries which has not been requested by me (in a library user capacity) in some way. I think that the majority of non library users have no idea what is available at libraries and could actually find things there which are useful to them if they knew what was available.
I think I wouldn't change any of this at this time. It would be good if people could print from their own devices, but I don't know what that will involve.
I think the Home Library Service is an amzing service for the housebound. I am a volunteer for that service and find numbers who use it have dropped considerably. I have started to try and advertise it to ourdoctor's surgery for the nurses to know about it and we have sent our local Share and Care drivers to give leaflets to the housebound they come in contact with. I am sure there are other ways it could be advertised and would welcome any suggestions.
I would look to improve links with everything from Family Centres, toddler groups and schools, to youth groups like the Scouting movement, churches, social groups like the WI, to residential homes and caring organisations which support people in their own homes. If people don't know what's available in their local library, they won't come and use it. As well as promoting our wealth of (mostly)free services and activities, we can also be encouraging groups to promote themselves within the library, eg schools or groups putting on displays of work or activities.   A lot of emphasis is placed on promotion through social media and that does have its place, but shouldn't be the only way to do things, just as putting up a poster isn't the only way to reach people. Promotion should be cover a broader spectrum of activities, such a a stall at local events , or staff visits to talk to groups.
I would reinstate the Tourist Information Centre within the Library.
I'd like the changes to stop please.

If you wish to make digital book borrowing the future then there should be a program of education for Library volunteers, better advertisement of benefits in the Library and via targeted emails.

Information or support about a different council service (which does not relate to the library)

Irrespective of Covid procedures, I personally would like to see a greater emphasis on making the library the community centre of the town with greater and much-needed support from town councillors. Many local authors have expressed a great interest in doing book signings, readings, and promoting their original work, but this is discouraged by the council, as are other events which would prove popular. For the library to thrive, we must adapt and become the heart of the community, with members of the community's local groups leading sessions. As library staff we are limited in what we can do according to staff timetables! People come to us with queries ranging from health to citizens advice, which leaves us with the only options of giving them a hotline. Online events have proven popular (with most attendees joining from outside of Dorset and overseas).

It is very hard to choose just one as the library is multi-faceted in what it offers and I believe have multiple services that could be developed.

It would be good to be able for customers to be able to check what is available in individual libraries.

It would be helpful,both as a user and a volunteer with the HLS, to have the books changed more frequently

Libraries could become the digital door for Dorset Council for those who have limited / do not have digital access. Need to continue to invest in state of the art IT for example having Apps for customer self issuing and WI-FI printing. Having interactive Digital walls relaying latest news feeds/ markets / public to see virtual committee meetings and to interact with members etc. Having a centre stage digital catalogue (for those without digital access) to find their books once they enter the library. Opportunity to lend tablets / digital devices to the public and upskill them in IT etc.

Make the apps / service more user friendly and just have one app to do everything

Mobile phone signal in the library

More of the popular books, so people do not have to wait so long. Books are our USP and so we need to get that right.

More partnership and collaborative working needs to happen - with both internal and external link ups

More personal provision for residents of care homes - currently we only provide a lounge service

More soft furnishings for people to read and relax promoting the library as a safe space. Potentially, in conjunction with a little cafe.

Need training given to customer services so we can provide an excellent service and be an integral part of Dorset council

Se my previous remarks.

See previous comment

Separate community space off the main library floor would widen our provision in other areas, e.g. space to read/study, activities etc.

Several groups have enquired about booking a meeting room to hold meetings or events but due to the number of partners now within Weymouth Library we are unable to offer this

service whereas in the past we have been able to offer this. We have been able to charge for this service in the past which also provides additional income for the Library Service.
Space is at a premium and libraries are too often put at the bottom of the priority list.
Space is limited in small community managed libraries but sufficient space for studying would be an ideal.
Staff help users as much as possible but outcomes are hampered by the lack of a mobile phone service in the library meaning that users have to go outside for a signal so that they can access on line.
Staff need support and training with regard to helping customers in the library.
The Library Service could be more open to trying different types of events and working with more outside orgnaisations. We could try more charity coffee morning, adult craft sessions and adult education.
The use of numbers on the user account (e.g. HB20:3) is ridiculous. The volunteer not only knows the user's name but also where the user lives, because they go directly to the user. We do not keep HB books on display anyway, they are always stored in the workroom, so the public would never see any mention of a name. The volunteers don't know their user's number half the time, so we have to write down the user name as well as the HB number anyway so that we can give the books. It's an excessive step that creates a barrier between functionality.   Some volunteers choose books. Most don't. We almost never get feedback about whether or not the customer likes the books we're choosing for them. It would be better if the volunteers reserved books for their user online AND chose books for the user in the library, since they are the ones speaking to the user. The library assistant in charge of HB is constantly bombarded by the HB co-ordinator with emails and phone calls about tiny changes that have to be actioned. Some of the volunteers are unreliable, everyone gets confused about collection dates, and sometimes it just feels like one job too much - especially when you're choosing and reserving for three or four users. In many ways, it would be better if the House Bound Service was a proper, part-time employed unit within the library. People who are dedicated to providing a tailored service to the users - because that's what they expect. People who have the time to order books from other libraries to ensure that users don't get books they've already read, but fit their requirements. HB users typically want Large Print, and given the small stock we have in each library, it almost always means taking an hour or a couple of hours to research A) what is available to order and B) if the user has read the book before. Those who are employed can then directly meet the customer and get the feedback directly from the user about their experience. It also makes it easier to investigate missing books, check records in-depth, review checkout history - all without "middle-men" and cryptic codes.   I don't hate the Home Library Service. I hate the way it operates.
There always seems to be issues with printing and customers requiring more than basic help using the computers. Often the printer facility doesn't work. Especially on a Saturday and there is no IT support available so more often than not we end up turning users away and asking them to come back the following week.
There are no longer any private spaces for customers and other organizations use. We regularly have requests for a private space and those groups that previously used them sometimes feel they are having to 'make do' with screened off public spaces.
There is a risk that bringing more council services into the building could change the tone of the library, it becomes less informal and more "official" which could put off some customers / potential customers. One suggestion would be for customer service desks to be separate and more private, away from the library desk so that confidentiality/dignity could be better respected and other library activities can be carried on with little impact on other customers who may be distressed or frustrated (e.g. someone concerned about cuts to their benefits needs to be able to discuss this in private and other library users should not feel put off by an uncomfortable atmosphere).

There is huge demand for the use of computers and printing and the current system is not very user friendly. Customers find the computers difficult to use, there are constant issues with releasing printing and the technology we have available is clunky and at times outdated. Having card payment or online payment for printing as well as a coinbox, and providing wifi printing would improve the service we can offer people. This is something that demand will probably increase for in the future.
Too noisy.
We are in desperate need of more space for customers to sit and read/chat and space for our younger customers to spread out. We are hopeful that our Parish Council may be able to help us to extend the library in the next year so that we can hold more activities for children especially around the Summer Reading Challenge which is well supported.
We could use our buildings more out of hours for this sort of thing
We have a small library and with social distancing as well, space is very limited.
We have had to let some of our regular (pre-covid) groups know that we no longer have designated community rooms for their sessions, and can only rope off tables in public areas. The community spaces were incredibly popular, and I feel the lack of study spaces does not promote its use for young people and students from using the space.
we need clean, comfortable buildings open for everyone
We need to be better prepared to offer digital support to customers with no IT skills who need to access Council services or other important services online, such as claiming Universal Credit or booking Covid testing.   We are increasingly dealing with people who are not online at home and lack any basic digital skills, who come into the library to get help with essential tasks, such as job searches or applying to the housing register. These customers are generally more vulnerable, often with additional needs or poor physical or mental healthy. Our current way of operating assumes that these customers will be able to complete their required online task with a bit of support and direction from library staff. However, a small but significant number of customers are simply unable to do these tasks themselves; some cannot use a keyboard or mouse and find using the computer highly confusing and stressful. At the moment, our policies and data protection prevent us from providing these customers with the level of IT support they need. We either need to be properly trained and protected so that if necessary we can, for example, complete forms on customers' behalf, or there needs to be an additional service that we can refer them to to get this kind of help. The Digital Champions are fantastic, but the people coming in often need urgent support (e.g. they are worried they will be made homeless soon) and there are not enough Digital Champion appointments available locally to get our customers the immediate help they need. I can understand the reasoning behind the Council's 'Digital by Default' policy, but Dorset Council should not rely on volunteers to provide access to council services for the most vulnerable. Library staff are ready and willing to offer this help, but we need to be supported by policy, guidance and training.
We're able to provide customers with information about sites like BorrowBox where they can access ebooks/audio books but I get the impression these sites are still relatively unknown. It's also only accessible through an app which makes it inaccessible to those without the latest technology, many of whom are elderly people who might have the most need for resources like audiobooks. I think online streaming is the future and I wonder whether more could be done in this area
Whenever i go to check out an e book its always out on loan i would like to see more than a single loan of so.ething that is digital more digital stock
Wi fi printing.
Wireless printing available.

With regards to provision of wifi, computers, printing and scanning - libraries could do with offering wireless printing so people don't have to log into a computer first. This would hugely speed up the process and provide quick/efficient/timely service.   Additionally, the majority of libraries do not offer card payments and this is particularly noticeable when people need to pay for printing. I appreciate there is a cost involved in this but it would modernise the service and make it far more accessible.

Q10. In the future, how can libraries help to improve reading and literacy skills in children, adults and those who have a learning disability?
- Teaching volunteers in schools often spend ten minutes helping children read 1-2-1. Perhaps, with staff training, the library could offer a period of time to do the same to support schools. This would probably help us create a stronger, regular bond with schools as well.   - More adult dyslexia friendly books, there are so few.   - Perhaps a place to sit and listen to audiobooks/podcasts. You know how, like, in tech stores you can try on headphones and the headphones are connected to security wires? Maybe three comfortable seats could be allocated to permanently installed headphones, allowing users to browse the listening catalogue without needing their own equipment. This could also be linked to providing "information, advice, and support" on whatever comes under that bracket.
1 to 1 library assistant help, a nominated L Dis ambassador at each library, specialist resources .
A more obvious way to staff of identifying books suitable for dyslexia customers
Access to books and reading groups,
Access to specialist books helping you learn to read and support books to help your parents/adult teach children/themselves. Courses and events encouraging new readers. Summer reading challenge etc for all
After school reading with staff
Awareness of needs
Be easily accessible and friendly places that are enjoyable to visit.   Provide training for staff to provide a service Identify reading material to help
Be welcoming to all who wish to use the library and have sections of suitable literature available.
Better links with schools, more class visits to the library and activities linked to the local curriculum.
Book clubs for parents and children together, more reading incentives - read the book fill in a quiz on library website - earn points, points can be traded in for rewards at the library.
Book clubs, development of story writing skills, Learning to read/improvers - read easy groups. Opportunities to learn together as a family where family units are affected. Work with Housing and Homeless teams, social housing, probation, criminal justice. Recruit volunteers to support via Volunteer Bureau, or through local communities. For funding / operational support - link with town and parish councils, organisations such as Round Table, Lions etc
By being available, open at the time the children/young people will be able to use them
By being friendly welcoming hubs which they can enjoy visiting and browsing in. There could be inspiring displays on varieties of subjects to draw people in.   Support to use online learning which they may not be able to do at home alone.
By continuing the Read-Easy scheme, and encouraging visitors to borrow books or CDs. Having authors visit to give talks could also encourage some people to read outside their comfort zone, and so improve their reading skills.
By having structured learning sessions using the Bag Book resources (multi sensory stories for people with learning disabilities) which are currently at Gillingham library. More training for staff with regard to using these resources and also with regard to helping people with additional needs.
By having trained volunteers who can offer one-to-one literacy guidance in a secure environment.
By having tutors or teachers who will help people to improve their reading skills, not just by having books on the shelves to borrow or listening to someone else read the books.
By linking with schools, offering some sort of creche facility so that the Eastern European parents can learn and not worry about child care. Link with Stour Connect locally for those with learning disabilities. Link with community organisations - such as The Vale Pantry.

By retaining quiet and accessible spaces and a wide variety of content in books to meet the interests and abilities of a wide audience. Running workshops or groups for children and adults with learning disabilities to attend and promote these.
By signing up to Read Easy and other schemes, working with partner organisations and working more closely with Skills and learning to offer Reading Ahead (we used to do outreach) but now don't have the staff time or budget to accomplish this.
By sustaining good and easily available ICT and the same regarding staff levels and training.
By Working alongside people Working with people to help assist with job applicatiosn and other form filling
children and schools can use library facilities
Children's services to use us as a resource. Introduce their groups to the Library we would be happy to run intro sessions. We have a Read Easy organisation who use the Library for adult literacy lessons- this would be wonderful in all libraries
Classes and support groups
Continue and expand our core activities of events and promotion of reading in the libraries. Refresh the library environment so that it remains a welcoming, clean and friendly place for families to visit. Keep a good range of children's books of all ages and interests. Continue to visit and invite in partners and carers in the community e.g. schools, nurseries and other agencies. Expand the Summer Reading Challenge activity programme.
Continue providing a wide selection of books. Maybe invest in a fun app for children to play games and read at the same time.
Continue to develop our early years programmes in a hybrid fashion virtual and physical activities for children and families collaborating with children's services and the formation of Family Hubs. Adults literacy skills can be developed by working in partnership with agencies and adult services as appropriate and continuing to offer a range of programmes e.g. Shared Reading and Beyond Words Book Groups.
Continue to work in partnership with local schools, possibly providing more books to loan to schools for individual children?
Continue with the work we currently do, be able to offer more sessions by training more staff to confidently deliver quality sessions.
could spend time as one-2one with the child or person with learning difficulties and take time going through books learning etc
Courses at the library
Courses at the library. But please make some evenings and weekends. Don't assume people do not work.
Dedicated staff who are trained to offer support in literary and reading skills at some of the bigger libraries.
Do more work going out into the communities and with these specified groups, doing one off workshops promoting the library but also, and probably more impactfully, doing regular events/activities to build up relationships over time alongside helping others to improve their reading and literacy skills.
Easily accessible support with partner agencies
Encourage more school visits to Public Libraries - meeting and hearing stories read by authors of best selling childrens' books could encourage reading and writing skills.
encourage Read Easy to use our space   have more involvement with schools and ask them what they would like us to provide
Encourage schools and other groups to visit the library and know how to use it.

Encouraging the use of libraries as learning spaces with supporting resources - training and equipment
Engaging with schools
Every school child should have a library card and visit the library
Family and child friendly atmosphere. Events and activities. Outreach and support. Make libraries welcoming.
Find a way to make it fun, but I'm sure they are aware of that already :-)
Free online books or games for children to learn from.
Go further in separating out what books are good for what - not just "learning to read", but maybe sub-categorise into "reluctant readers", "SEN" etc
Groups to help adult literacy. Promotion of public libraries in schools, so that reading is fun, enjoyable and not just about school work/homework
Have a more ambitious schools' outreach programme, perhaps extending the menu of activities to include poetry and drama. I don't feel very qualified to support people with learning difficulties, so perhaps some initial training to improve staff awareness and understanding would be good.
Have a positive welcoming approach. Have appropriate resources available
have a reading together group, less intense than the normal high brow reading groups
Have a volunteer system of adults (DBS checked) that would come in and hear children/people read? Link with schools. Continue the fabulous summer reading challenge.
Have books available at all levels. Run reading sessions.
Have more trained staff on site for one to one support.
Having staff specifically trained in delivering the right tools to those with learning disabilities. Holding specific workshops/small groups for those with learning disabilities.
Having sufficient staffing numbers with the correct skills and opening longer
Holding dedicated events
I have undertaken training for implementing 'Bag Books' sessions but am awaiting confirmation of an events timetable for this. We should be able to welcome tutors who privately teach children as well. I personally would like to see members of staff receive training to learn BSL.
I think a library that just has books and videos is not the way to attract younger children to a library. Other things like getting creative people to do sessions, could market the library to be more profitable. Examples are: art sessions, calligraphy, cookery, jewellery making, exciting healthy lunchboxes. There will be skilled people in Dorchester willing to promote themselves.
I think the library is already helping to improve the literacy of children , this years Summer reading challenge brought a lot of families into the library who said they wanted their children to do the Summer reading challenge because they wished them to continue reading over the Summer because their schooling had been so disrupted over the previous 18 months. A similar scheme the reading passport for adults was popular when first launched but lost momentum. A closer working relationship with Read Easy would help improve literacy in Adults. I think a Shared reading session aimed at Adults with learning disabilities I think could prove popular, or a reading incentive scheme.
I think this work is best done face to face in local libraries, with dedicated groups that are well-publicised.
I would like to see a greater drive from Dorset Council Library Service to get children involved in local libraries, even if there is a school library. We do our best, but a multi-pronged approach is always best. This year (2021) the Summer Reading Challenge was not well used (I am not sure why).

Ideally, all libraries would have separate library rooms - or spaces which can be easily made private and serve as adaptable spaces using temporary screens or curtains for example - and these could be utilised as 'classrooms' to encourage tutoring. Libraries should also stock current school texts (early years reading books etc) so can provide resources throughout the school holidays and during weekends. A bit out there, but libraries could also take advantage of using/having therapy dogs to help improve reading skills and confidence in reading aloud.
Identify and proactively target individuals with help from schools and other orgs?
Improve access, mobile libraries...
Increase existing partnership working with schools and other organisations and agencies , and engagement with national and local initiatives and campaigns. More targeted events and workshops based on different ages and abilities. We already work with Skills and Learning; Readeasy; host reading and writing groups, offer Rhymetimes and storytimes, but there is still more to be done.
Increased stock and staff knowledge - more training around dyslexia and learning difficulties
Interactive groups
It would be great to have the children's book collection searchable online for reservation, with pictures of the front covers of the books/blurbs so that kids could engage with choosing if not actually at the library - for that matter could the library not use a rewarding system of recording which books kids have read (see the website GOREAD used by schools). this would definitely motivate kids! Also keep doing the summer reading challenge - they love it
It would help if they were open all day rather than sometimes in the morning and sometimes in the afternoon and sometimes not at all. I realise this would increase the staffing costs but if people don't know whether it will be open or not when they get there, they won't bother to go at all.   if a parent can go in and get some books for their children during school time, those children may become interested enough to go themselves at the weekend and during holiday. Many libraries run reading groups and book clubs and these should be encouraged for adults and children of all reading abilities, although, again, this may require extra staff or at least volunteers who can be relied on to turn up every week.
It's free and accessible to all but marketing and promotion of this needs to be more comprehensive and in conjunction with community minded partners and Dorset Council themselves - there isn't a joined up marketing approach. I don't think the organisation we work for really understands what libraries can do and provide given the right budget and capacity. Much more joined up work with Dorset Council departments needed to reach out to those who aren't already using services. We didn't get a mention in a children's service strategy that was done since DC came in to being. Work with schools directly to provide a reading for pleasure programme that can be a bit more bespoke to local area requirements. We have a general school offer but build on that to provide an online programme of events for schools across the schools, including special school provision. Work with partners such as Read Easy, Adult Skills and Learning, Reading Partners (school based but still the same aim) , appropriate educational representatives both from schools and colleges, to drive a joined up approach in communities - we could try and pull that sort of thing together ourselves - we could also see what traction there is for national organisation such as The Reading Agency to join that - pull things together rather than work with individual organisations in a more ad hoc, reactive way - be proactive and we have regional partner authorities too.
Keep the Summer Reading Challenge going. Digital assistance, if there was one designated person to the digital work eg one to one, groups and training classes. Keeping our bookstock up to date and fresh will benefit the tutor as well as the pupil, adding a new dimension and choice to their reading and learning. Keeping a stock Manager is crucial. Having the publishers buying and cataloguing the stock isn't giving us the best choices.

Leave the library and visit the local schools - our local school has closed its library for lack of space.
Liaise at stategic level with other parts of the council so that our services are known to all departments. Work with groups/organisations that provide such help to those with learning difficulties.
Liaise with schools and other organisations which further literacy
Liaison with schools and other educational establishments. Appoint a link advisor to work within the library service - perhaps joint funded with Education.
Link more often with schools and pre-schools with staff visiting schools and pre-schools and schools visiting libraries more often. Survey schools to see what they would like libraries to offer.
Literacy challenges such as the summer reading challenge for children. Free computer access for an hour so children and adults can access online content such as cbeebies, online courses to improve reading and literacy. For those with learning disabilities you could also offer an hour free but go further and allow charities/carers to book sessions of up to 2 hours for free for organised learning disability literacy classes.
Make books fun and accessible for everyone - lower reading ability reading/book chat groups for children. Work with partners to offer library resources to those who engage with adults with low literacy levels or a disability.
make help available as locally as possible so not just in the larger libraries. The help might have to move alternative locations rather than the other way around.
Make the experience engaging and include technology as an aid.
Market what you offer more widely. Tap into the places where these people are and publicise it, not just in writing but physically.
Maybe provide teaching to staff in regards to running special needs classes as in what to teach so they understand sign language braile ect
Maybe to have an ambassador within the team who can assist and promote reading and literacy to this group. To have specific target group workshops
More books and resources dedicated to this, more sessions/ events on this in the library or run virtually, more awareness/ advertising of what the library offers to encourage more library users. Linking up displays/ activities with the local school curriculum.
More displays of 'easy to read' , quick reads etc
more outreach, staff available and trained in libraries, space and time for them to provide support. Outreach being personal contact rather than blanket emails. ie. time spent on outreach to get to know what's out there already and what's needed
More reading sessions (Read Easy) and book sharing directly to children. Perhaps workshops to show parents how to engage with story telling?
More spaces for private tuition free of charge, as well as free classes or support for adults learning to read. More accessible spaces for any learner and possible access to free online courses with one to one support on PN computers, when it is safe again to do so.
More work could be done to improve adult literacy. The library is probably seen as many as somewhere for people who like reading. It could be a brilliant resource for adult learners. There must be books/programmes for adults who are learning to read which could be made available in libraries and staff could have training to assist people in using these (not teaching but support and guidance). This could be done in conjunction with GPs/Job Centres/Adult Social Services/Charities.
Much greater range of age-appropriate stock for adults learning to read (not books with content aimed at young children)

Much more work needed with schools and external partners to offer a good range of services to access. Currently the SRC really is the beacon - whose light dies fairly swiftly after it ends

My only experience is Burton Bradstock library where I have recently begun volunteering. I am currently trying to strengthen links with the village school through enabling the school to have dedicated library time. I also plan to start an after school session. I'm hoping that my experience as a retired primary head will support the library to engage with primary age pupils. If we are successful, I will happily share ideas.

Need to attract the non library users, we are an intimidating environment that is not seen as relevant. First step is to be seen as a community hub.

Number one should be letting people know that the service is free to use and their children don't have to come and be quiet! Make sure every child who starts school has a leaflet that promotes their local library. Ask the local schools what reading scheme they use and have it in the library too. Have prominent phonics/writing displays. Have more special reading events than just the summer reading challenge. Its such a great way to talk to youngsters about books, why save it for just the summer?   Adults who need help with literacy could be encouraged by clearer signage to ask for help, wider community promotion may reach these users too. Have a good variety of adult reading books. These sorts of things would help those with a learning disability. Promoting the library at places like doctors surgeries/social workers may also reach these users.

Offer a weekly social/reading sessions with a cup of tea and cake

Offer discreet one to one sessions with trained library staff.

Offer sessions with aim to help those in need of these. Advertise education books.

Offering classes, support and advice. Trying to reduce the intimidation that the library may induce in people who struggle with literacy. Much stronger working partnerships with schools.

Offering mobile classes /meets . Staff go out to the community. A mobile van that could be used in the community for school visits / community visits for events and promotion. Similar to the ActionVan . Not just providing books but a space to get information or run small events from .

Offering more support through activities and courses. Working with charities and organisations that help teach literacy skills. More outreach to adults and children who do not visit the library.

Offering virtual or in person groups.   Offer ideas to individuals for ways into reading to engage those that are less confident or need support with literacy. Volunteers? to help adults improve literacy- link with other established organisations /groups

Ongoing free courses for adults who need to 'catch up' their learning skills, digital access in libraries for children and those with learning disabilities to be able to use apps/websites to help learn to read. Pre-school age/reception phonics sessions - like rhyme time with songs and books to help make it fun for kids. Put selection of books that are mainly simple phonics words in an area so children who are just learning to read can choose a book they can read. Have a giant teddy for the children to read to that gives them a sticker if they read a book to them.

Opening times of libraries limit accessibility to improve skills. Availability of trained staff is limited.

perhaps connect with schools, as you can only help if there is a link. Children will only go to the library if their parents go

Presumably by having classes, or more likely for adults, one to one sessions. Much less easy for us as a CML. We used to have a Rhymetime session for small children but this has not been able to restart following covid.

Probably a continued robust outreach to schools and children's agencies. Adults with learning difficulties probably do 'fall through the net' a little, and this might need thinking about. Once in the library, this opens up possibilities.

Provide (or continue to provide) further education classes, children's book groups, activity days that promote reading and authors. School visits also have increased library membership recently.

Provide a facility whereby applicants are able to experience a teaching program in a quiet and private area.
provide a fully accessible resource to those working with children and adults. Digital platforms as well as face to face access should be readily available
Provide a qualified staff teaching member who can advise and guide parents and children to the appropriate sections of the library
Provide a safe, quiet space for people to enjoy reading and study. Not everyone has access to study areas and ICT at home. The term 'learning disability' is used for a very wide range of people; you'd need to be more specific.
Provide links to safe web sites- give directions- continue to provide events where you have readers reading to children- have volunteers to help those with learning disabilities
Provide reading and technical learning opportunities
Provide reading times for children led by skilled teachers
Providing access to a wide variety of reading materials and promoting activities that promote reading and literacy.
providing space for one to one tuition provide simple text books for adult readers
Providing stock that is aimed at these groups such as learning to read books for adults which aren't children's books, provide training to staff to identify issues these customers might need help with
Provision of support information, programmes of activities, space for professionals to deliver services e.g. drop in sessions. Promoting collaboration opportunities when new services are being commissioned.
Read Easy to hold sessions in Dorset Libraries as they do in Dorchester
Reading companions/ help for people with dyslexia? Run workshops for adults with dyslexia. Something like The Write Offs?   Maybe run reading groups involving local schools and retirement homes?
reading groups for various ages
Regular workshops and possibly after school and holiday clubs
Small area of library sectioned off for after school club with a tutor to help people on a more one to one basis
Specific workshops - parent and child learning together Outreach for groups already set up. Adult Literacy with Library specific classes. Tagging on to adult literacy classes, with offers of visit, individually tailored meets. Refugee charities - introduce libraries and the concept. Do joining up of people. Initiate 'Reding Together' sessions within care home settings - sharing reading aloud. (Covid permitting!!!)
Stock materials and books that support disabilities (e.g. dyslexia friendly fonts), have community spaces available for meetings and one-to-one sessions (Read Easy usually require a more private space for adult reading assistance and that is something we have lost with recent changes to my branch).
Stop shying away from having Reading to Dogs sessions in our libraries (many others already do this within the UK). There is also Pets as Therapy too. The schemes could help children and adults with or without a learning disability. This would be a new and fresh idea for Dorset libraries and could create a real buzz in the media whilst providing a great opportunity to link with new people and organisations within our communities.
Stronger link between schools and their local library; some evenings available for adults perhaps; take services out to where they are needed; be more peripatetic?
Support services on site with reading and writing for adults, book groups for children with associated events

Support, trained staff, free resources, non judgemental space
Talk with schools and home schooling to try to develop working/supportive links.
The encouragement for parents and children to use the library needs to come from the local school(s)
The library services need to evolve in terms of the services and accessibility to all residents and demographics. Pre Covid there had been regular pre-school activities, clubs, role play, story time we believe that these activities should be continued and advertised more widely.   A coffee machine would attract more groups and longer stay. An entertainment licence can help to provide learning through sound, music and performance. A meeting space for not-for-profit organisations.   Libraries need to evolve into information centres for local communities providing information in written audio and visual context. The Care Home mobile service is centralised. This service could be localised and extended to include care homes, sheltered housing and house bound residents currently provided on a small scale with RVS volunteers. Publicity and scale are key.
The library should be an open and inclusive community hub. Accessible to all therefore making everyone feel welcome and involved in their community library. Having books and technology to help those that need it. Staff at the library who are trained particularly in learning disabilities, understanding autism and dementia so they are better equipped to support those that need it.
The physical environment of a library can make a huge difference. Colourful and clear layout and a joyful ambience. Use of 'Easy read' materials.
The Summer Reading Challenge is excellent, but needs more promotion in all schools. There should be an adult reading challenge too. Most libraries promote IT support; they need to do the same for adult literacy. Individualised or small group parent and child reading and literacy to help parents and children struggling with the school curriculum.
Themed sessions enabling people to find out about books in a fun way and maybe use volunteers to help people read/read to them.
This is so important and by improving literacy skills we can impact health and wellbeing and overall life chances. We can do this by making libraries destination places people want to go to. Why do people spend £2.70 - £3.50 for a coffee when they can drink at home? They want an experience and meet others. So our libraries need be be inviting, with room to sit, and have great reading stock. This will encourage reading. Need to start with families, and especially those families on low incomes. Readers do better in school and go on to have better life chances. So we need books, books and more books, in attractive spaces, with paid staff that know how to engage and enthuse others to read. Recommending books for reluctant readers, suggesting different book formats, stock knowledge.
Through events like the Summer Reading Challenge (why not in the Winter too?) and school visits.
Train staff to teach - more time for single or small groups of children of similar ages/skills
Utilise Friends of Libraries as reading assistants, firstly provide some training and guidance, secondly working with other organisations secondary schools, job centres etc to discover people who are in need of local support in literacy and numeracy skills.
Volunteer readers to read with children if parents/ carers can't. Homework club at the library.
We can assist by continuing to provide an interesting and stimulating selection of books in order to encourage people of all ages and abilities to read for pleasure.

we each must learn to love reading in order for our learning to blossom and flourish. For me it was the enforced reading at grammar school at age 12 of my first Charles Dickens monster novel David Copperfield. Initially I was terrified by its shear size but after chapter one I was hooked and the pages flew. Decades on I am still passionate about CD but also everything else I can read and with it has come a joy of writing.   So I guess 'stick and carrot' works but what shape stick in a library environment? A Reading Cafe held fortnightly - coffee and bun to entice folk inside with a first chapter reading and the book available to take home ?   Id happily start this at our village church on a weekday afternoon - St Andrew's Okeford Fitzpaine is in throes of reordering and needs to be used 7dpw to get funding.

We would like to be able to offer quieter spaces for autistic children or a separate session for them

Well already big steps. Library Services are working closely with The Chesil Reading Project and whilst still in the early days positive engagement already. A county wide educational reading strategy would be next that directly involves libraries. Opportunities for outreach work in schools with parents on supporting children with reading.

With more space we should be able to hold more activities for children.

With regards children, council libraries should further develop links with schools to see how they can add value, particularly the age 11-16 group both reading for pleasure and exam preparation, and links with any school children librarians and school library clubs. For adults I believe it is continual advertising of resources and those with disabilities it is about forming links with associations that look after people with disabilities in the community, such as sheltered/managed housing to offer resources and library activities.

Work alongside schools, colleges and other providers to address reading and literacy skills gaps

work closely with schools, nurseries, toddler groups. Continue to work with ReadEasy local colleges., charities.

Work more closely with organisations' and wider range of education providers supporting those with learning disabilities. Offer more library workshops targeting appropriate audiences of value and existing programmes available through the libraries. More collaborated activities with organisations'

work with the teams in DC who already have clients in these groups to provide focussed learning including practical help and lessons they may need to help with the matters we are already engaged with them about. Demonstrate the difference these skills can make. Create more social learning spaces.

workshops and story time

Q11 In the future, how can libraries help people gain better skills, better jobs and building a business
Access to books, resources and IT to help people gain skills and progress in their careers. Help to educate.
Access to ICT help support and training
Access to the Internet is key for groups and for individuals, especially in a pleasing physical environment. Furthermore, people find it difficult to keep up with IT developments that businesses and job seekers need to use, eg developing social media and use of apps. Also many people lack research skills and think everything is available by a google search, it is not and the general public need to be helped access quality information that may be within institutions (on their databases) or in published pay to view journals. Library staff need to be continually updated and trained to impart research skills and know how and where to find the more 'hidden' information.
Advertising the fact that we are a study facility as well. Better links with Skills and Learning. Better support to promote what is on offer.
Again make the help available as locally as possible.
Again proactively draw partners together, or get involved with Actually make space in day jobs to think about what that provision through buildings and online could look like - what's the ideal experience for a customer who wants to improve their skills/get better job/improve their business - what's the journey they'd want to take and how can we support that - are there organisations already doing some of it or all of it, can we plug any gaps, then identify which partners we'd need on board to do that. Create spaces with appropriate IT equipment and appropriate support to use that equipment in place - difficult in rural county but there might be particular areas where it would be most useful to locate. We'd need to do the research. What e resources could be provided as part of that - that isn't a location issue as accessible for all members - do we have a small business department in the Council - if so could we talk to them about how libraries (online and through buildings) could support the work already being done with small businesses? Need modern environments and equipment and to be keeping abreast of IT developments/software
Again, train and inform staff at libraries
All of the above ideas, could help people with skills. We used to have a work club in the library run by skills and learning which brought people into the library and then we were able to tell them about the different things the library could offer and help them with. Getting people over the doorstep is a major hurdle and sharing the building with other agencies really helps this We have prior to Lockdown held Small business Saturday Fair, Baby Showers, Volunteer fairs all of which has helped with these aims.
Allow rooms and computers to be booked out by individuals/groups at a competitive rate so they can work from the library instead of from home/workplace.
As mentioned, help with literacy and reading skills, as answered above, is fundamental to job prospects. Enthuse people to engage in reading and the possibilities of further learning and training. Library staff to have knowledge of the training/learning opportunities locally and sign post. Provide space to learn if needed, printing facilities and support with applying for jobs, through access to PCs (as many people only have smartphones). Links to CV builders and National Careers Service online. Libraries could print off job opportunities, sent through from Job Centre staff. Work closer with Job Centres / training organisations. Offer a positive place for job seekers to go, offering opportunities to join groups/sessions that can may not be directly linked with a job but improves wellbeing and outlook. Links with local volunteering opportunities - working with Dorset Volunteer Service. Volunteering great way to gain better skills and experience. Reading leads to improved literacy, which improves job prospects and opportunities to engage in further learning. A better skilled workforce improves business. Open every day - hours matching local businesses.

Ask those parishes who have taken on the role of offering CV and job seeking guidance and support because of the lack of public service otherwise. They will know how their or nearest library can help.
Attend some of the job fairs that are around the county. Also go to schools open days which employers attend
Be flexible with opening hours
Become a source of training material, links to trainingg facilities, etc
Becoming a venue for business networking/startup events. Allowing space for local businesses to advertise. Offer IT training e.g. basic spreadsheets, social media, building a website etc.
Better access to education, whether that is online or via in-person support sessions.
Better IT facilities will assist with accessing/sourcing course details, job vacancies, funding availability etc.
Bring back GCSE courses. But they need to be affordable. Also need to have opportunities for learning at weekends and in the evening.
Bring back job Clubs.   Liaise with Job Centres re how we can help to work together
Build strong links with BID organisations, and employment agencies. Provide sessions on writing CVs, filling in job application forms etc.
build their business, enough out there already. Skills are numeracy, literacy and others. If have volunteers in library, ensure there's enough staff time dedicated to them, as volunteers take time!
By continuing with the Digital Champions, who provide excellent help for those who struggle with IT. This in turn helps several of our customers with accessing and understanding job-seeking websites and therefore improves their employability, as IT is such a fundamental part of many jobs these days. Promoting books that provide information relating to work skills could also be helpful.
By having business hubs?
By having central hubs with specialist staff in these fields.
By having courses and sessions linked with adult education.
By holding jobs fairs (outsourced), skills and learning classes (provided by Dorset Council or local charities) and providing support for signing up to the Job Centre.
By providing up to date literature on jobs for young people
Computer courses
Continue / expand job clubs with outside agencies. Train staff or work with Skills & Learning to provide ICT workshops such as Excel and Word skills. Provide more desk space for people to work from.
Continue to hold and promote sessions to extend peoples' skills. Offer pre bootable 1-1 appts as well as small group and drop ins
Continue to work with specialist providers Skills and Learning, CAB, LEP and British Library Business Unit to seek out opportunities for upskilling and investment to provide access to information resources - digital / in person. Libraries could also provide necessary equipment / makerspaces/ 3 D printers/ VR etc.
Continued highly trained staff; excellent signposting etc.
Co-operation with Skills & Learning. It would be great to have courses back on site.
Could employment experts visit libraries on a designated day to give advice? Or could there be free access to a well respected online employment resource at libraries?
Creating sufficient space for (or links to) educational events.
CV assistance maybe.
Dedicated staff to be available, however, this is unlikely with budget constraints.

Development of IT/digital skills. Link with businesses that offer IT learning opportunities to support their offers to the wider community eg Barclays Bank. Identify and work with sectors where workforce might have low literacy skills. Likewise, where English is not the employees first language. [Dorset Race Equality Council, Dorset Local Enterprise Partnership, BIDs, Economic Development Advisors, Job Centres]. Peer support / mentoring through Business network, possible support via business charitable organisations such as Round Table, Lions, Soroptimists etc
Digital champions
digital classes on how to set up a website
Don't know.
Dorset Council has good staff, some have IT skills and so do their families that may be willing to offer a few volunteer hours supporting people with technology on a weekend
Dutch the 'twin-set & pearls' / Shhh! style of librarian behaviour, be more cool and approachable
Encourage reading, provide learning resources, loan of tablets/ipads/laptops. Continue with static computers.& digital support. Work in partnership with educational groups/community groups & charities.
Encouragement to use library facilities at a young age, should feed through to people who will continue services as they get older. Going into a library should become a habit but I would think this is large driven by parents' habits.
Ensuring staff are trained to operate the public computers and can direct people to the relevant information from reliable sources.
Expand the digital training skills of the staff so they are better able to assist customers. Develop and promote the job club sessions in the libraries.
Facilities and support to improve digital skills and support with job search/career guidance
Free literacy sessions and career advice
have information points manned at each library specifically for this role
Have more dedicated workshops providing this help and information. Bring in required specialised skills to ensure accurate advise and information and free library staff to continue with the day to day running of the library.
Have more staff on site that can show people that are trying to market their business and teach them about S.E.O's
Have multiple services onsite! Customer services, DWP, CAB and links to apprenticeships and partners willing to come in and support
Have named leader in this field with training
Have people from different industries/sectors/businesses come in to the library to do career talks
Having sufficient staffing numbers with the correct skills and opening longer
Help us improve digital skills. I work with libraries, and provide the Digital Champion service (volunteers) and a colleague is running the embedded Digital Champion programme. Support from libraries has been great and we want to continue working in this way. One extra idea would be an tablet lending scheme, so that people could borrow a tablet, either for a reason eg virtual job interview, or to try before they buy. We are aware of other systems in libraries across the country which have done this. Also, we have previously discussed with libraries, the wi-fi from libraries being more available ie outside library hours.
Help with digital technology

hold life skills classes regarding how to manage finances (personal or business), how to apply for a job,
Hold workshops/sessions at libraries. Continue to provide access to IT facilities for those without.
Host more adult learning classes. Offer networking opportunities for businesses.
Host more workshops, work with local community groups
I know some customers were miffed when the Skills and Learning "Job Club" disappeared. I think small businesses or start-up businesses would benefit from access to diverse resources, e.g. 3D printing, business card printing, flyer production, basic workbook binding - basically a much more sophisticated printing service that makes advertising and experimentation much more accessible.
I think it hinges on having a supportive network of digital champions, from all walks of life who are welcoming rather than too busy or condescending and who can really understand what people need. it may not be enough to have the odd drop in session. It may mean that libraries need to be open at times when people are not working - evenings and weekends - and library assistants being paid accordingly
I think that libraries are often forgotten about. The resources are often already there but the public forget they are there. Advertise what is available. Provide workshops for CV writing, sign post where/how to access computers etc.
I think the role of a library is to offer a window to the world, to help self confidence through discovering one's gifts and then provide the information back up at stages when needed.
If libraries could hold training courses, or talks by people from HMRC in regards tax, and self-assessment; and the new EU legislation in regards selling to individuals in the EU. Mini bookkeeping talks, bite-size training on computers and in using programs such as excel and word etc for beginners and slightly experienced individuals. Also other bite-size training courses - free and low costs.
Increased partnership working with Jobcentres and careers advice services; host careers fairs and Small Business Saturday events. Libraries are already being used by some individuals as alternative to home working. It needs to be clear how libraries can support local businesses, and benefit from new opportunities, eg local sponsorship for events , whilst remaining impartial, neutral as a Council.
Information sessions or videos
Is that what libraries are for? If libraries are to be used for this purpose, perhaps as a front door to signpost towards properly funded services aimed towards these outcomes
Isn't that the role of schools, colleges and job centres?
IT skills Links with other organisations/groups as above in support with improving literacy. Make learning more accessible and engaging for adults
job cafe, once a week or so have people come in and apply online and have companies with vacancies that come in
Liaise with Job Centres and other service providers
Libraries should be able to support businesses and vice versa.
Link in with Adult Education more - be the base for programmes that you develop in partnership together.
Many libraries have computers available but these are often in a semi-public place. if people could watch YouTube lessons and podcasts with the sound on (with earphones, perhaps?).that could be a start to a new skill-set. Sometimes people don't know what is required in a different type of job so don't bother to apply; again, perhaps they could learn from the computers and of course the Reference section of the library.

Maybe hold a skills for life class to teach people how to write cv improve on job and intereview skills
maybe more IT skills help and training available
More books and resources on this. more sessions/ events on this in the library or run virtually, working with job centres to provide CV writing tips sessions with digital champions.
more Digital Champion work, job club mentoring, get people out of the homes and mixing with other people.
More training for frontline library staff to enable us to help customers.
Multitude of Workshops, job fairs, education festivals, core skills workshops from leaving school age and above ahead of university - link in with schools/colleges -
Not sure
Not sure this should be a central role for libraries. But through access to information, the web, and generally promoting the joy of life long learning both for its own sake and to encourage the gaining of new skills and perspectives that benefit your life chances through fulfilling and rewarding work.
Offer a CV writing course or help, perhaps with an advisor once weekly. Have a website which lists all training courses and understand for those with limited income and no transport may need help in accessing training facilities.
offer access to digital equipment and free lessons - link up with local employers or voluntary groups where people can then earn money or feel useful using these new skills -
Offer advice and build communication with job providers.
offer learning hubs have a trainer go into library and go through skills for relevant jobs roles etc just like we have learning events in rooms with trainer do this in small groups in libraries and perhaps train some staff to be able to carrying out or assist with any groups
Offer more Digital Skills help, space for small business which includes office equipment (rental fee, charge for space). Forge better links with other business in the area and share skills.
Offer sessions with aim to help and encourage people. Whether in social events to help those wishing to build and network, or offer education sessions to help with interviews, etc.
Offer training sessions/ experiences to help enable people to achieve this.
Offering courses free of charge via our library computers.
Offering job clubs and working with outside organisations.
Organising events. Advertising the free use of computers for job searches.
Partnership working
Partnership working with Job Clubs and other organisations who have expertise in this area.
Perhaps have tutorials in the library.
Perhaps offer coding language workshops for adults on evenings and weekends? The options for learning coding are normally solitary learning through an unmonitored online platform. Having interactive group sessions to get started with the fundamentals, or to ask questions when you get stuck on tricky bits would be really useful. These could be online or in a classroom but the social aspect is missing from the current learning options available.
Pointing the customer is the right direction to find the information/training that they require. Keeping our digital equipment up to date and useable. Dedicated digital member of staff.
Practical courses and information

Practical hands on sessions about setting up small businesses with experts
Promoting digital skills and awareness of online support.
Promotion of online skills programmes and having people available to help customers use them.
Provide
Provide good links- help assist
Provide hot desk and meeting space for micro enterprises.
Provide regular, free, in-person workshops for these subjects
Provide training courses (or signpost) Provide networking connections Provide resources at a sensible price
Providing digital learning facilities for all especially those with limited digital experience or opportunities. This might include providing digital devices to those in need along with some tuition, support and advice notably on data provision.
Providing training for example: Computer training/skills – building on current interest-clubs problem-solving classes. Could local school and colleges be involved? Access to Job Centre Plus, Interview training for all including both young and older returning workforce, online meetings with service providers for example. This could involve local businesses Chamber of Commerce, BID etc. Careers advice, information on vacancies, access to online job seekers. Monthly outreach visits by job centre plus to central libraries and satellite hubs. Information on college higher and adult education courses for all abilities. Dorset Council sign posting to front facing services, planning, revenue and benefits, council tax, and social services etc. Working in partnership with the Bournemouth Industrial District and Chamber of Trade offering an introduction to local businesses. More liaison with schools' re-access to SEN teachers/assistants, suggested reading lists/audio/large print books.
Provision of support information, programmes of activities, space for professionals to deliver services e.g. drop in sessions.
reintroduce job clubs- very successful
Run online courses in the use of Office supervised by a digital champion.
Seminars, groups chats Return to work courses
short courses, training and support
Stay open, do not close the libraries or reduce opening hours, make them accessible and provide relevant information, have events that engage with job centre and local businesses, provide a better computer service
Supporting access and learning to digital programmes, keeping a directory of local businesses who employ, working closely with the DWP and Jobcentre to support numeracy and literacy gaps in job seekers.
Talks by local business owners
Team up with the new Digital Skills Partnership. We had our first meeting last week and are narrowing down our focus but the remit could include basic digital skills for everyday life, workplace skills and future digital skills. Currently we are doing a mapping and gapping of what is currently on offer across Dorset and will look for ways to increase impact of exisiting initiatives or create new ones where they are needed.
The branch where I work is supported by Skills and Learning, and they run a job club on Wednesdays. but perhaps other branches could benefit from an understanding of how Universal Credit job searches work so that we could offer support on computers if asked. Many people have asked if we could stock course materials on exams and business studies but we have been told previously that this is not an option.

The Job Club was very popular with customers. Also, support those looking for jobs under the Kickstart scheme which is a very good initiative.
The libraries can continue to stock books that offer guidance and assistance to people who are striving to improve themselves and, on a local level, staff can continue to assist people with their digital skills.
The library should be a Hub for information and advice where people from all walks of life would access it. Support services like CAB and the job centre could be there some days of the week. Inviting the learning centre and open university for example to be there and showcase what options there are for people. If this is happening do the people that would benefit from it know about it?
this area is mostly retired people// but some job clubs
Through group meetings and perhaps one to one coaching in libraries, supported by extensive online resources that people can work through in their own time.
Through the library service, we could partner with other organisations to offer chances for upskilling and help with job applications etc. We could hold online and in-person CV writing support for example - maybe a partner organisation could spend a morning at each library monthly etc. It would also be worth holding skills audits amongst library staff as we have a breadth of knowledge which isn't currently being tapped in to. Then, if staff members were willing, they could be supported to hold workshops or talks online and in libraries to help the community. Could libraries register as charities or have some sort of fund whereby businesses could donate to
train staff to gain the skills to help
Use of buildings by outside companies for them to present what they need from employees. Have tertiary colleges, sixth form schools able to access library links to learning for specific ares of work.
Use the library spaces to host business workshops. For example, Natwest bank run workshops for customers about fraud etc, could the library work in partnership with them to deliver these?
Use the premises out of library hours for educational and other talks
Venue for community skills development sessions, workshops and sources of information
We used to run a job club before the pandemic - perhaps a reinstatement of that when it is safe to do so.
Work with partners - eg-job clubs, digital champion volunteers, supporting local small businesses on Small Business Saturday - make the library a hub for engaging with other small businesses.
Workshops, talks, more up to date reference materials, access to online journals like Athens

Q12 In the future, how can libraries help people live healthier lives?
- Basic yoga and meditation classes on a regular basis, supported by library DVDs and books. This could also be done online. - More community art projects. - If we had a cafe, we could occasionally book the space out for 'healthy eating' classes, e.g. make better lunches, how to make healthy breakfasts etc. backed up by library materials - More themed event nights for adults. I know we've had enquiries for adult Harry Potter Night, this could branch into all kinds of book genres and titles. - Free film night
Activities other than reading within the library. Use libraries for meeting places for other activities.
Activities targeted at all age groups some of which take place outside of working hours
Activities to bring people together - all sorts of activities not just reading based. Support Resources Signposting to other agencies Part of social prescribing with GP and other health workers seeing the benefit to the free or low cost activities on offer in a welcoming safe space
again hold events and groups like counselling in small groups with perhaps aids to help for example show which fruit, vegetables, food exercise etc is best for them and their needs - again train staff in the libraries to assist or help as some libraries are quieter and therefore some library staff may want a bigger role in their job
Allow people to gather and spend time in libraries - reading newspapers, studying, etc
As a CML we know we help with social isolation as some of our borrowers are very happy to have an 'outing' to the library.
At registration of birth the library service should give information to new parents/carers. Similarly the registration service could help promote service at other registrations eg an appropriate leaflet.
be a central point to access help, services, meet others in relation to these topics
Become a community centre for cativities
Book vans, support with running book groups/networks
Books on Prescription need to be promoted so that local GPs are aware of what libraries can provide.
Both offer and host partners (poss income generation too?) in delivering a wider range of activities. Where facilities permit, could become more like community hubs ('community centres', where even exercise classes could take place! Would also generate more interest in libraries' core offer
Both virtual and face to face activities/workshops/events for all age ranges including information sessions joining up with those appropriate organisations . Need accessible buildings and space and facilities as is the common theme for all above
Bring back the Library to rural villages
Bring in more events eg. card or chess clubs encouraging those who don't read to at least feel comfortable in the setting and perhaps this will lead to opening other doors for them.
bring in specialist speakers and coffee mornings, but they may already be doing this
By advertising what is available. Again, the existing libraries provide a brilliant safe and quiet environment but we all forget they exist! Promote libraries and open them up for more events.
By becoming a hub for local activities providing space and facilities to meet, chat, enjoy each other's company and interests.
By being a welcoming, safe space for all. Ensuring we have up to date accurate information and people feel the staff are approachable and helpful
By being available , open at different times
By being there!
By increasing the number of events that are held in the library, not necessarily all planned by the library.
By offering somewhere to read a book and enjoy a cup of tea, cake and a chat. Host book clubs, film clubs, photography clubs. Host talks about mindfulness, healthy eating, being active, hobbies - all linked to the books on the shelves.

By providing continuing local access to library services in village settings, through support for community libraries
By providing warm safe spaces where people can gather.
By running a wide variety of events that encourages people from various diverse backgrounds to attend and so meet like-minded people and learn new skills.
clubs and workshops
Coffee clubs, read together sessions, audio book groups, poetry study groups, groups of enthusiasts such as classic car book readers, chefs and cooks, dog lovers, ramblers.
Community events (space permitting)
Community hubs offering advice and support, a range of events for all ages, coffee shops.
Community support groups, clubs where people can meet, respite for carers. Home Library Service is critical to give people the opportunity to delve into different worlds
Continue offering Wellbeing focused material and health-industry supported reading materials. Offering spaces for communities to meet for groups and health workshops is a must, I feel.
Continue our diverse range of programmes to support all user groups and bring communities together. Virtually we can do this by targeting key groups who are online but for those offline - physically meeting is important and the barrier is the physical space in libraries for refreshment areas and quiet rooms for groups to meet . The use of separate space is important for adults living with dementia or specific learning difficulties.
Continue to do displays and support materials to be loaned to others on healthy displays. Consider supporting/housing the old sloppy slipper campaign and other services that used to open to older individuals - fire brigade, chiropodists support grps etc.
Continue to provide a safe, welcoming and inclusive space, and to promote the range of resources; groups and organisations available through signposting, joint events and promotions. Working with the volunteer section, as we do now with the RVS, and other Council services. Covid has highlighted the importance of reading for mental wellbeing. We already engage with national promotions to encourage people of ages to live healthier lives, physically and mentally. Libraries are a vital community space for people to come together for a variety of reasons, or to just to come in to talk to someone.
Continue to provide activities and spaces for events and meetings
Continue to provide free, community spaces where anyone is welcome and is made to feel welcome too. Continue providing books and other resources within these spaces as well as events which target groups who are socially isolated. Pets as Therapy dog sessions as mentioned previously provide support for those experiencing anxiety and other mental health issues.
Continue with the home library service as this is a valuable service for so many.
Develop groups that encourage lifestyle changes. Displays of books for self helpers.
Don't discriminate against people who have little or no technology or digital skills. Host more live, repeated events for people.
Education
Encourage clubs like win on waste to hold events and have eco tips available for people to find out about. Do kids holiday quizes around the library on eco tips?
Encourage libraries as a space to gather - not one of silence. Perhaps have coffee/tea on sale (this works well at places like Waterstones and could bring in revenue)

Encourage meetings in libraries (I know this is encouraged anyway and facilities vary) to get people used to see what is available. Plenty of materials are available if people ask for them but display areas are limited in some library buildings. Encouraging curiosity is always a good idea - maybe a local quiz, encouraging people to physically go to a library to find the answer would be useful. So many answers are easy to find using a digital device but people need to be encouraged to visit libraries where they will be welcome. It may be that people do not know what is available until they see such facilities.
Encourage people to become a volunteer to an organisation perhaps that they are interesrted in.
Encourage people to visit their local library and be friendly to all.
Encourage use of library space out of hours for knit and natter groups, book groups, health information. Home Library Service extended.
Encourage volunteerism - not just in a library but be a hub for volunteer opportunities. I would also like to see libraries become more of a social hub where you can have a coffee and read a book or magazine or attend an exhibition or watch a performance
expand home library service
Facilitate social groups e.g. knitting groups that can use the pattern books held by libraries.
Focal point in the community
have a coffee morning people can chat about these things together even being there will help the feeling of isolation, we could leave the self help books in the room with them
Have groups aimed at people that are struggling and teach them about general life skills.
Have more books on wellness, mindfulness, yoga, holistic health
Have more Utility facing use of the library to facilitate groups to be able to use the building more - Library run Reading Group, Discussion Group, Skill Sharing group......list is endless, practically cost free to the service, but raising the profile and building use within the scope of what we're good at. Utility.
Have regular meetings such as knit and natter or coffee mornings. Better promotion of the library to community groups would also help people, as the more groups were involved in the library, the more individuals could be involved in those groups.
Having sufficient staffing numbers with the correct skills and opening longer
Hold coffee morning, maybe have a cafe rather than just a vending machine
Hold drop in sessions / tea and chat - build up a rapport with the customers in terms of libraries as a community hub, introduce 'book' element further down the line. Competitive hire prices to organisations who may wish to use the library as a venue.
hold more community groups - in villages as well as town
Home Library Service keeps people reading even if they can't physically get to the library building
How about offering a free coffee to those who make the effort to walk or cycle to the library on certain days when they are likely to meet like minded folk - say weekly - with a brief talk from someone involved in the active lifestyle world. Id happily promote cycling as an instructor and walking as a Health Walks leader.
I feel that libraries are one of the great bastions of equal opportunity; there is no membership fee for anyone at all and everyone is included, this idea must be promoted to the community as a way of reducing social isolation.. If people of all walks of life and health are encouraged to use the library and excercise their mind for both study and pleasure they should become more healthy and less isolated. A library must have a definition, it is not a gym or a hospital, it is a place to open the mind to anything anyone could possibly want, which of course includes access to resources on healthy living etc.
I think the events are great - I am in a library based book group, and pre pandemic, was taking my young nephew to Rhyme Time - re-introduce things like this as much as possible, but I realise depends on restrictions and demand.

Improve social facilities at libraries - offer cafe facilities
Improve the Home Delivery Service
Increase link between libraries and the NHS.
Information and display. Engaging with customers and offering a space to meet in a safe place. Knit & natter, jigsaw puzzles, mindfulness colouring.
Information and support in a fully inclusive way
Information and workshops on nutrition
information points and exhibitions in libraries; tie ins with local health providers in the area of the library; events at libraries for a range of users to reduce social isolation; taking services out to work with other providers that reduce social isolation (eg dementia groups); hosting those groups at the library occasionally to access information about their interests (eg a horticultural therapy group could access info on line, books on horticulture, magazines etc)
Introduce rental of rooms for small groups to hire for group talks from health professionals, yoga teachers, etc and invite people along for taster sessions. Also knitting/sewing clubs
Keeping libraries open in a range of locations will help support sustainable travel and community development. Post Covid we may see a move away from regional centres but this may not be a bad thing if local libraries start to be hubs where other services and shops co-locate.
Libraries already help reduce social isolation by giving everyone a place they can access for free. Could allow libraries to be open later once a month or at key dates for various activity clubs. Portland library before covid used to open later on the weekend the isle had its christmas event. You could pop in and do crafts like make a xmas card, do a xmas mini treasure hunt, borrow a book. The kids loved it and it got people visiting the library and chatting, even if they were on their own.
Libraries already provide a safe place for people to visit often at central places in the community that can be walked to, where people can have a conversation meet people or join in library events.
Libraries cannot make people choose a healthier lifestyle the customers must want to change, We can offer books on the subject, direct them to groups they could join, show them online services and help them do some online training. To prevent social isolation face to face groups must continue. Groups like Knit and knatter, reminiscence, languages, craft, woodworking etc and keeping the face to face interaction between staff and customers. Digital can also play apart in keeping families connected via social media see previous notes.
Libraries need a community function space and look at activities to attract footfall. In central libraries a coffee shop element. Use case studies such as Birmingham Library to see what can be done in larger libraries.
Libraries need to evolve into a hub where residents go to find answers, information relating to legal matter, fun activities, social events and training for academics or just for fun. Meeting room available to local not for profit groups.
Libraries should be hubs for activities, fitness classes. Mobile libraries are vital to those unable to leave their town/village easily by offering a face to face service on a regular basis.
link up with doctors surgeries and care providers
Linking with local doctors surgeries and health care providers. Increased communications, leaflets and holding sessions with at risk groups
Meeting areas/facilities where leisure groups can meet.
Meeting spaces should be utilised all day every day - it also helps to generate income. A space for people to meet and have a coffee would be nice. Links to S2W, local health services and community groups also .
Mobile community library van that
More activities

More activities outside of normal work hours. Most of the clubs are within working hours so difficult for people to attend who are working full time
more book clubs
More coffee club/ tea break sessions - a chance to discover what the library can offer and to make new friends
More coffee shops in Libraries - a good book and a coffee can help people while away many happy hours and hopefully make new friends.
More events aimed at people who are lonely, isolated etc. Promotion of the library as a free facility for all.
More events!
More events/ social opportunities within libraries including clubs and courses, and virtual opportunities in case of lockdowns. More information available within the library on local events, clubs, and healthy living opportunities in the local area.
More groups
More in person activities and events and clubs. In my small library this would mean increasing staff levels to enable this to take place
more knit and knatter type events - make the libraries more prominant in the community - let people know we are open for all and not just book readers
more meet up groups especially for those who are on their own in the day (unemployed, retired, stay at home parents etc). Have cafes as part of the libraries. Classes on cooking cheap but healthy meals - fresh fruit and veg and lean meat is expensive compared to some cheap fast food
More movement based classes e.g. yoga and pilates
More of the same - book chat, coffee and chat, shared reading etc. targeted at sections of the community at risk of isolation.
need connections with the community to be able to contact isolated people. We are happy to run groups like scrabble etc
Need to focus on life skills in a fun, desirable context. Presenting the library as a multi-generational community hub.
Not sure about the healthier lives bit - other than lots of literature about various fitness and health issues, special displays of health related subject books. Social isolation is fairly obvious - Libraries can be brilliant places to hang out - with like minded people and to always have something to talk about with books all around. Covid has encouraged people to get out of libraries as soon as they can but you need to make the atmosphere more welcoming, have the odd coffee machine maybe to give them an excuse to linger and chat. Encourage Book groups etc.
Offer community events to help people socialise such as clubs bot around books as well as around hobbies and interests people may have.
offer mediation/ mindfullness sessions
Organise more social events to be held in the library and link with other sources such as Live Well Dorset. Ask local communities what they would like in this area.
Organising more social activities within the library
Organize minibus to take people to literary locations Thomas Hardy's Cottage, and the cafe by Thorncombe woods - specifically for those who don't have transport and don't get out to places.
post COVID coffee mornings with interests for men ,women and general reading groups
Promote activities and social groups both within and outside of the library.
promote partnerships
Promote social gatherings and possibly advertise or organise events such as running meets to promote social interaction and exercise at the same time.

Promote the health benefits of reading and have groups sessions on a topic or like a book club and also a place where people can have a cup of tea or chat.
Promoting activities that target health and wellbeing.   Developing groups within the library specifically aimed at individuals at risk of social isolation.
Provide a calm, quiet space for people to enjoy reading.
Provide a free, welcoming space for people to go to. Make libraries destinations where people know they can get quality books, meet like-minded people and want to go to through choice. Reading helps people's wellbeing, as was particularly noted through Lockdowns. By providing free, interesting, varied and stimulating activities/sessions in libraries encourages new people to go to the library and then reap the social benefits of having a library card, if they join the library as a result. People really missed popping into the library during Lockdown, and e books did not replace the need they had to pick up a physical book from a physical building, where they would meet others and staff. Again, it comes back to great book stock, in well kept buildings, with knowledgeable staff, who know how to engage and enthuse people. Staff putting on events to meet the needs of their community and link up with other organisations.
Provide a welcoming space in the library to meet socially, warm in the winter
Provide areas for groups to meet with support available.
Provide events and a safe space to socialise, put a cafe in the library, lead by example
Provide free transport and parking for the library. Ensure that individuals within communities are aware of the resources that the library can offer. Provide groups that are inclusive to all members of our community, including people for whom English is not a first language, and older people.
Provide good links - resources Organize events so that people come to the library where there can have easy access to computers or just browse books
Provide information on social groups, social clubs, walking groups and reading and theatre outing groups
Provide regular groups such as Dementia cafes for careers or drop in groups for people of all ages with a range of activities such as arts and crafts as well as yoga or Tai Chi... not just for reading groups or people studying or working. Some people are intimidated by their perception of what a library is or represents- it should become a central hub of any town and could start to serve hot drinks from a machine using sachets to customers at tables. This increases footfall from non-users and those on their own cop at meet new people in time. Staff can have a greater presence in greeting customers and discussing books or upcoming events. The atmosphere would become more friendly and inviting to all.
Provide warm, welcoming spaces in which to meet, including cafes where possible in larger libraries. Facilitate coffee mornings and other activities such as knit and natter. Some of the libraries exhibit dirty chairs and tired decor which are not conducive to extending dwell time.
Provision of support information, programmes of activities, space for professionals to deliver services e.g. drop in sessions.
Reading circle friend meets maybe some sort of home reading for those less mobile
Reading groups, access to refreshments for social gatherings (e.g. Rhyme Time - gives parents a chance to meet new friends)
Reduce social isolation by encouraging groups - book clubs, "knit & natter" groups, toddler groups where parents could safely bring their children while they meet other parents etc. Refreshments could be available but not fizzy drinks and cakes, smoothies and tasty not-chocolate biscuits perhaps. Again there will be a cost but this should be subsidised for all, or borne by the community.
Regular visits by Live Well Dorset. These sessions were very popular. More interaction with Dr surgery.

Run twice weekly Coffee and Conversation drop ins with tea and cake! I cant see how a healthy lifestyle can be easily offered with any measurable outcomes - but link with community organisations that may have better facilities to run cookery lessons, - so many people have few skills and some don't know what a number of vegetables even are.
Set up open events to share, learn, talk...could be themed, as in death cafes
simply being open and interacting with those who come into a library helps many people with social isolation. Don't necessarily need more groups, or opportunities for such, although informal gatherings are good. So for all the putting on more events, many people appreciate what the library service is already doing in terms of providing books and a short conversation with users, and recognition of them when they come in
Social isolation can be reduced with access to 'community hubs' where support is available, however, as before this would need investment.
Speaking from my own experience in the libraries I've worked in, libraries can continue to provide space and a warm welcome to a variety of groups that aim to reduce social isolation and encourage healthier lives. Groups such as Knit and Natter, Monthly Reading groups, Reminiscence Hour and Rhyme Time are all examples of this.
Special sessions where popular topics could be talked about. For example an hour about romantic novels or thrillers, suggesting authors and titles. Or an hour to inform about access to health information, how the referral service works etc. A lot of the older, single people who come in to our library really enjoy just having a chat.
Staff to talk to in the libraries and to help. Groups coming along for sessions when they can interact with people. Could people who support using less packaging come along to talk to people.
stock leaflets and brochures recommended by local surgeries
Sunday opening. More events based on healthy living and activities - ie walking and reading.
Take the library service out of the building, not just online though we can curate a safe space for online get togethers too (not sure Teams is right for this which is what we are having to use at the moment - Teams is a barrier to quite a few people as it's a work tool more than anything) - we used to do a lot of outreach so more of that to care homes for instance - can we do anything with RVS and the housebound service to provide a monthly event online (we're getting tablets to housebound and Age UK were as well at one point) so is there anything to be done to follow up on that and bring people together using their IT equipment. Provide a consistent programme of activities in buildings and online but again promote more widely than we do now. Marketing to those who are isolated even harder so important to reach out to partners and fellow DC colleagues to do provide information about the programme.
Talks, events and displays
Targeting individual customers with leaflets and information adverising local activities such as walking and sporting groups and community chat groups?
The librarians in my local library are so chatty and helpful. I often find myself having a chat whilst borrowing books. Running events for children and adults brings people together. Face to face interaction.

The library service already does this well through craft groups, Book Chat, wellbeing sessions, coffee mornings, jigsaws and board games. There should be a renewed focus on these groups with more relaxed sofa / desk areas and better promotion within the community and through other agencies e.g. adult social services. Groups should be run with increased regularity (before the pandemic my customers wanted more groups run by library staff rather than self-guided). Availability of refreshments and time to chat is important for these groups. Working with organisations e.g. Dorset Mind/NHS to offer more wellbeing sessions such as mindfulness/relaxing activities. Drop-in sessions for advice on general mental health and wellbeing. Offering mindful activities for adults such as colouring and simple crafts. Working with organisations to promote healthy lifestyles e.g. drop ins LiveWell etc.
There are few cookery courses in Dorset, the library could get into this area. It is not always necessary to cook, but i would be interested in a session on Vegan food, a low fat diet etc. as a lot of us have put weight on during lockdown. I would pay for some sessions on making my daughters lunchbox more exciting, and sure other parents would do this too.
There could be mental health and wellbeing support available at the library. Safe spaces for people to go and talk - again if staff were mental health first aiders they could signpost and support accordingly. Sometimes its just being around people, feeling welcome and safe is enough to reduce isolation and improve wellbeing.
There's not a lot we can do about healthy living; that's up to the sovereign individual; but we have, and can continue, to have excellent books and material for those looking to live healthier lives.
they can be a centre of social activities
They might link up with adult education to offer face to face/hybrid and online groups where people can discuss and learn about health matters.
Try to generate more Club and social events
Use their communal spaces to run groups. Actively promote the option of this space to volunteer groups. Ensure partnered with Voluntary sector and statutory sector link with public health partners. Hold health promoting events. Link with local primary care networks......
Very often social isolation requires secondary services such as transport and expert advice on depression and anxiety. This could link with bereavement issues too.
We are already working with the libraries on digital inclusion schemes such as device and data giving schemes however these depend on short term funds and so perhaps there is a way to look at longer term schemes. Becoming digital might help reduce social isolation to an extent and help people access health and care services online but more needs to be done working with the health providers across Dorset Council services as it appears we are all doing little bits but not linking up as much as we would like to.
We do this by having activities/clubs in the Library which are open to all.
We would like to be able to offer a place to sit and have a hot drink, read, do a jigsaw. More libraries should have cafes attached.
Whilst online events have their place, the focus ought to be on in-person meet-ups and activities. Again, partnering with local organisations/charities whereby the library plays host. Additionally, utilising libraries out-of-hours could be key in allowing plenty of space and less disruption to 'normal' library services. These would all help in reducing social isolation and we could ensure that a certain percentage of events/activities meet the need of helping people live healthier lives.
Widen libraries appeal. Not just books etc
With more space we would hope to provide an area for people to sit and chat to each other. Many of our patrons are quite elderly and live alone and we think this would be much appreciated by them.
Work with GP's -social prescribing . Memory book /reading club for people with early stages of memory loss Links with other organisations to set up reading clubs?

Work with social prescribers in general practice (either appointed directly or through Help and Care); LiveWell Dorset to help people improve their health. Groups set up and run through libraries by vols or other voluntary organisations such as Age UK, PramaLife/ PramaCare - face to face or digitally or via telephone. Help and Kindness and LiveWell Dorset have directories that might identify other groups. Linking with organisations that support vulnerable groups/populations - MIND, Rethink, Age UK, People First Dorset, Diverse Abilities, Dorset Mental Health Forum, Carer's groups (via general practice), Dorset Mental Health Carer's Forum, Dementia groups.
Working with Dorset Livewell to run more events and pop-up information stands.

Q13 In the future, how can libraries help support local community arts and wider cultural activities and events?

- Having a submission process for artwork to be displayed and sold by local artists - like you see in pubs and cafes. We could even do pop-up art exhibitions that feature content from a collection of creators - no theme needed, just come and see the latest. - If we have the fixed headphones, as mentioned above, we could feature music by local artists with accompanying displays/meet the artist events - We could even set community competitions; make a film, comic, story, piece of art based on a theme and then library users vote for their favourite. Make a small fuss about revealing the winner. - What if libraries helped indie authors with vanity publishing? You're helping an individual business and a cultural/community art, AND the library makes income.

Advertise all art based events happening. Organise more craft themed events at the libraries.

Advertising them. Offering space where possible for rehearsals, exhibitions, etc.

allow members of public hold events for their own product to be able to spread the word about their company/product which will give that person/company and wider customer base and help the area allow local people to purchase local produce

Arrange children and parents mask-making events and coincide them with local events and parades, create murals on the inside and outside of libraries in collaboration with illustrators, art students, and schools. Make them colourful inviting and exciting buildings to visit.

Art and literature events. Talks. Some in the evening and weekends.

As above

As above

As above

As above, essentially

Ask local communities what related events they would like in their library and for suggestions of any contacts, groups. Bring in outside experts to run events in libraries.

Ask those directly involved and the artist communities wherever they are.

At Xmas we attended a WONDERFUL evening at Gillingham Library with Tim Laycock's Tranter Dewey's Christmas and all for free. Yet some people had booked tickets and not cancelled nor appeared meaning the start was delayed waiting for them.   Perhaps a nominal £5. refundable charge is the answer if easily administered.

Authors should be encouraged or motivated to attend smaller venues. We would love to see some of the more famous authors in our area and this would encourage reading/literacy, particularly amongst reluctant younger readers.

be a hub for local groups to partner Dorset libraries

Be aware of what is happening in the local community. provide material to support them. I understand that local artists have difficulty in finding space to display their work and would be happy to pay for space

Be part of the conversation

Become more widely used a a community hub with appropriate support

Become part of local events, e.g. Purbeck Arts Week, Purbeck Film Festival - could host exhibits etc

Better advertising - using the Blackmore Vale and other local papers.

by being a centre for displaying art etc and advertising culture. By hosting taster sessions - book readings etc.

By continuing on with hosting art and craft groups, who meet in the library and therefore see it as a welcoming area that supports local artists. The more events that are held at the library, the more the word will spread and so increase both the number of people attending and therefore the wider the variety of activities will be.

By continuing to promote these events in the library through displays, activities and social media.
By displaying work or having displays about events, using the library for some of those events.
By having community space that can be used not just in office hours. Advertising local events with a display area for local theatre groups , orchestras and childrens theatre, sport and musical groups, reading groups.
By holding events targeted at these areas. Advertise/celebrate these subjects in the reception area, perhaps a specific subject each month.
By hosting events and exhibitions in the library
By hosting short promotional events for local artists, musicians etc. say one lunchtime per week.
By joining events and displaying art work when there is an event locally such as Purbeck Arts Week where people have a choice of diffent homes, places to visit to enjoy art displays and to sell art work on behalf of artists. Swanage library is opposite Mulberry Tree gallery. Join forces with them for an event.
By offering a wide mix of events, involving the spoken word, singing, acting and dancing. Perhaps have events linked with school productions?
By providing a space and promotion. And enthusiasm.
By staging more events in the library in collaboration with schools, Artsreach etc
By stronger links with local arts and cultural organisations and especially through Artsreach to promote local provision of its activities.
Cascading information
Certainly displaying works for local artists would be a huge boost for local artists and a point of interest for the community. Exhibitions could also take place and in particular in Dorset there is a thriving group called Artwey.
Change the focus of libraries. Market them as hubs for entertainment, education, health, digital and work.
Closer collaboration with the archives to support research into local history
Community engagement, providing space
Continue offering programmes such as the Libraries as Cultural Hubs projects, encouraging the natural creative talents of employees to run fun and engaging events, offering space for groups and events to operate. The branch where I work has seen a huge decrease in available space for running and hosting events, but also does not have the space or staff spare to support regular virtual events (we need access to quiet spaces in which to record, especially for live events).
Continue to bid for grants to run cultural events, and work with other services and organisations. We already participate in Literary Festivals; work in partnership with Museums and Art centres. It would be good to host more events during and outside of opening hours but this would require some investment in creating more flexible layouts eg mobile shelving units; and resources.
Continue to develop our digital and physical arts programmes - by investing in performance space in libraries that can facilitate community led events as well as library led events. The key barrier at present is a lack of physical space in the town and community libraries. Even with rolling furniture there is a required setting up time etc- so this is not the best solution.
Continue to offer Arts Award to children. Secure funding to enable Dorset to offer new types of cultural activities and events.
Continue to promote events and reach out to the community
Continue to provide activities and spaces for events and meetings
Continue to work with local artists to put on creative activities for children / adults. Simplify the process so that libraries can more easily work directly with local artists/poets etc. Simplify process for paid events / donations /book and craft sales. Work more closely with schools arts departments to use library space for community engagement e.g. ad-hoc performances, use of display space for artwork.

Continue with involvement with local literary festivals. Be more proactive in reaching out to organisations to offer our physical spaces or resources.
displaying local work and advertising local events
Displays of local art within the library, performances and events within libraries or done virtually, craft cabinet within the library where people can display or sell work.
Engage with creatives- have pop up exhibitions, connect with the Arts University, encourage schools to help with displays, promote the importance of art in society through these events and displays,
Ensure that local groups are aware of the spaces available in the library and the equipment we have to support events.
Ensuring there is space for events and advertising of events is key. With the loss of tourist information centres I think it is pretty important that libraries promote events and local attractions now.
Even more partnership working - already some fantastic work - for libraries to be venues for music performances, workshops and creative sessions within communities. Perhaps an 'after hours hub' venue for musical activities for young people and adults who want to have lessons and play in groups.
Exhibitions and opportunities for 'taster' sessions in the library. Series of talks by local artists, writers etc.
Exhibitions at the library. Disseminate information about cultural activities. Reading clubs. Author events
Exhibitions by local arts and crafts groups, and camera clubs. Writing groups. Larger libraries, live broadcasting of theatrical events,
have a bright clean well appointed building 0pen more hours
Have an exhibition space in the library - perhaps link to arts resources that the library holds to direct public to research more about the arts for wider learning
Have exhibitions- coffee mornings- talks- work with local communities
Have exhibitions of local art and craft.
Have more arts based events and invite local artists in for workshops
Have more interrelated activities or events within the library eg. linking a book / author to an activity, exhibition etc. Perhaps getting the likes of exhibitions that are at the British Library eg. Harry Potter or Alice in Wonderland exhibitions to travel to the county libraries :)
Have them take place in the library
Having sufficient staffing numbers with the correct skills and opening longer
Hold art exhibitions and events to help educate others on different and their own cultures.
Hold art or cultural events for children and adults. Meet the artist or cultural leaders sessions.
Hold crafting and art classes for the young or wannabe artist
hold events - allow groups to meet at their location - invite small groups or minority groups to be present
Hold exhibitions and get amateur artists to submit work. Submissions could be permanently displayed across libraries/ council offices? Engage and learn with different communities across Dorset.
Hold micro sessions from clubs within the libraries where possible.
Hold more art exhibitions
Hold more groups!
hold regular exhibitions from Dorset Council serices
holding events, promoting events, advertising local groups. Supporting the community not just council activities
Holding exhibitions, using libraries as launch venues Having Themed events/demonstrations

Holding showcase events within the library
Host more events and be more of a hub for community events. (Covid has made this particularly difficulty though.)
I know this does happen currently but there should before of it. These activities and events tie in with people improving skills, live healthier lives and reducing social isolation.
Information about what is on locally. With the demise of so many TICs, libraries perform a potentially useful function even though they may have lost funding for "Tourist Information Point" status which was useful for locals as well.
Information regarding local community arts and cultural events could be displayed and group meetings held in libraries. Promote and hold 'speaker evenings with authors, musicians and actors. Also space for users/groups to display book reviews/suggested reading lists/podcasts and tv, radio programmes.
Involve local authors and artists for craft sessions (both adult and childrens), book signings and readings!
Let people promote their talents, have facebook group per library, and promoting different events, to attract more people to the library. Whenever i go into the library it makes me think i need to read, so it could encourage more demand for the service.
Libraries are community hubs already. We are usually in the middle of a community and have space that is not used at all times that could be let out to community groups when the library is closed.
Libraries can be used to showcase and promote arts.
Libraries can continue to work with local groups to help promote and, where possible, host local arts and cultural events.
Libraries could host cultural events such as art exhibitions, have literary events e.g. talks by authors
Libraries need to get out into the community and be 'seen' at events. We rely to heavily on those customers who already support us to come to our events held within the library buildings. Being more visible in the community could bring in new members as for some sections of the community, we are largely forgotten about as a resource.
Libraries really do need to be at the centre of their community, hosting cultural events with the building itself used to host evening classes, etc.
Library could be hub for event information/ticket sales
Link in with Literary Festivals or even put them on, run book signing events - but the library cannot be all things to al people - so dont try and take on too much.
Literacy Festival Events. Budleigh Salteron in Devon do a literacy arts week with readers and speakers. Why not in Dorset.
Local authors, historians and quiz evenings could be organised after hours as a ticketed event which would generate income for the library but also promote and introduce local culture. Community groups could become more involved to help market, source and generate interest from a range of leisure interests, perhaps, alongside library staff to secure a presence in the building.
Longer term projects and funding such as Libraries as Cultural hubs - working with other organisations' whose expertise can advise, support
Many towns and parishes have painting, flower arranging and photography groups. Their displays would show the wider community what can be done and also perhaps encourage other, non-members, to get involved. Each town and parish library could have its own FaceBook page - or similar - so those who work away could learn what is happening in their community. It could be in conjunction with the local council website, but more than is available on Dorset for You.
Maybe muti use library spaces are part of the answer to this one - re-purpose old church premises - lots of space and possibilities for cultural and arts events, hires, all day and all evening use could make libraries less of a drain on resources?

More advertising, maybe fliers offered when people go to the library.
not just advertising them, or having events in libraries -- but also having library resources and staff at cultiural events held elsewhere. But while staff spend time putting on cultural events, they can easily be left with no time to do the basic library work of books!! So don't turn them into arts providers, ticket managers, etc, without forgetting the other work they have to do that people value.
not the role of libraries
Offer a venue for performances in the evenings. Partner with local events e.g. music festivals to offer themed childrens' activities.
Offer a wide range of events. Forge good local links to community arts organisations. Continue with and extend our access to funding for cultural activities.
Offer as a venue for exhibitions, have a theme of the week on display.
Offer welcoming spaces for activities and events with mobile furniture so that space can be maximised; develop partnerships with local arts centres, clubs etc. showcase local groups and clubs through 'Hobbies Months' and one events throughout the year.
offer your empty walls for display
Offering libraries as space for communities to use
Promote local events on social media and word of mouth
Promoting events.
Promoting local arts events and selling tickets for events.
Promoting them by word and advertising
provide a space for art shows and cultural activities
Provide more opportunities for artists - theatre shows in small community locations Space that can be hired as a venue by artists to run their shows Gallery space to showcase artist work Joint funding bids with other art organisations or museums Pottery, craft, dance, music - everything should be available within the library (either physical space or online space) to give everyone equal opportunities to experience a wide range of cultural activities and to try them out for themselves.
Provide space to access cultural events both online and in buildings - again a consistent delivery of events/activities required to build the audiences. Build on the Libraries as Cultural Hubs work and have readers/artists in residence across the service based on a yearly programme - even if just 1 reader in residence, 1 photographer/digital artist in residence, 1 writer in residence, 1 artist in residence per year - they can work in a building and online in fact we could have someone in residence for the Library Service not just one library and they could be peripatetic around the county and online. Continue to provide different cultural experiences in a library building such as theatre and dance - a flashmob season perhaps - could be dance flashmobs/performance poetry flashmobs
Provide spaces to meet
Provide venues and rehearsal space. Longer opening hours and easier access.
Providing a base e.g. out of hours hire of facilities if there are non-library rooms available. Showcase local art/theatre in library settings. Encourage young people into the arts/cultural events.
See all of the above. But Art Groups could present artists and art themed talks. Again, use of building for another group to promote themselves.
See what talents are local
Social space used for meetings and day to day contact for isolated people
The libraries could have more music books. There are many books for the piano but not many for instruments like the guitar or drums. With the closure of Tourist Information Centres the libraries could offer to sell tickets for shows/events for a small booking fee, maybe £1 a ticket which can go back into investing in the library service.
the library does well in its hosting of arts and cultural events but it could do more to promote them

they can allow them to use library premises
This in part answers the question above.
through promotion in the library; by hosting groups that are working on a local community arts project? as a venue?
Unsure but providing spaces for small indoor events that support the arts and community activities? I know that's not always possible though and that there are courses run through library spaces already.
Use of space? Promotion of books associated with particular activities and events
Use the libraries as galleries for local artists and art groups - as DCH does. Host art exhibitions, put on demonstrations of easy to do creative art adults and children can do at home, hold art workshops and master classes.
Use the libraries as venues for different events, probably after normal opening hours.
Use the library building itself to host events
We already try to do this for local - not just future. We have very limited space available for publicising anything far away.
We could be more flexible when working with community groups and show that libraries are part of the community.
We do support arts events and some of our readers are local artists and writers. Traditional events address this; I suspect we could include social media; In Swanage we did do a series of talks on important paintings, but having to to include transcripts of the talk has been an obstacle (for me).
We do this already with Art and craft groups meeting in the Library, cultural events take place frequently.
Where possible invite speakers and set up evening classes in a variety of subjects.
widen the Cultural hub events- very welcome here
Work in collaboration with groups and allow them to hold events in the Libraries outside of opening hours but also jointly during opening hours on occasion.
Work with local communities to raise awareness of local events
Work with museum service to have mini-museum displays.

Q14 In the future, how can libraries help respond to climate change?
- Stop wrapping hold books in paper. Stop printing the user ID on the paper wrapped around books. - Give library employees a bus pass/train pass so those who have to travel can benefit from public transport, because it is WAY cheaper to drive, and most of us live in totally different directions and have different shift patterns, meaning we can't carpool. - Have a nearby bin for people to drop-off soft-plastic recycling and batteries. - Encourage clothe-swaps. We could have weekly events where people bring clothes they don't want anymore and swap them with others. - We could sell a small range of soaps/cleaners that customers use to refill their own containers - Or we could just have a small shop attached to the cafe that encourages people to buy pasta, rice, oils, cleaning products only if they have their own containers to fill. We need to encourage people to stop buying disposable plastic and to buy only what they need. If supermarkets don't want to do this, why can't we be part of the change? ? The LG floor of Dorchester library is not optimally used and could be reinvented to do so much more.
Adapt ecological methods of heating and lighting. A libriay of books already uses sustainable materials which are shared, reused and continue to educate.
Again, accurate information is crucial. Some people may ask "What can ONE individual do?" Perhaps a drawing/painting/design competition for children to do a poster giving just 1, 2 or 3 ways of helping with the problems of climate change.   An example would be a picture of a person cutting the end off a handcream tube to see just how much there is left inside when the tube appears to be finished. Using less product (of any kind) helps to reduce waste of resources and energy. Perhaps small leaflets with "One Thing to Help ...could be given out in libraries with each book on hold, and changed every so often.
Again, by ensuring that you have more options for sustainable travel and that building we do run are well insulated.
As above- have regular events in an exhibition space. Invite community groups to exhibit and provide learning links to resources held by the library that can be loaned for greater learning around climate change and how communities can respond.
As above, essentially, plus visual/interactive displays by local groups
As above. Not use so much brand new paper in book processing.
Be a drop off point for specialised recycling eg crisp packets etc
Be a source of independent advice on all things energy efficiency / sustainability etc.
Be energy efficient and use recycled materials.
Be more environmentally friendly in construction, energy & water usage etc.
Better access to information, aligned with the current offer.
Better building heating efficiency (insulation etc).
Book vans reducing need for people to travel to libraries
Building awareness, information, education, digital information and training. Having litter pick activities based from libraries.
By being there and allowing fewer miles for residents to travel. Give libraries the means to produce their own energy.
By having a regular 'stall' with info about local groups, measures families can take to reduce their carbon footprint etc
by LAs investing in energy audits for library buildings and other infrastructure; installing energy efficiency and renewable energy production at library sites; having interpretation on site explaining the measures; exhibitions and information about both domestic and business opportunities to reduce your carbon footprint; tie in with other LA services that are tackling their carbon footprint displaying case studies etc; hold community information events and invite speakers; promote the green credentials of lending (shared assets rather than individual assets) inherent in a library service; host repair shops etc.

By promoting the issue through displays, and possibly inviting guest speakers to run events that address this issue.
By providing full information in understandable forms that anyone can understand. By providing clear information about changes that people should be considering to help with the problem of climate change.
By the building going carbon neutral and getting rid of any plastic waste.
By using their displays to highlight climate change and display books around the climate.
Continue to invest in more online books.
Currently only sensitive waste goes into the recycling whereas other recyclable waste goes into the general waste. the council could increase funding in this area so all recyclable waste gets recycled.
Cut down paper usage, Invest in up to date technology to list events rather than multiple posters.
D
Displays of books: Reduce heating of the building by asking people to dress warmly, offer hot drinks and blankets.
Do an audit of wastefulness in libraries. Introduce recycling bins for staff to use. These are such piecemeal measures compared to what is really needed to make the most effective change, that they are hardly worth recording.
Don't know.
Dorset libraries are not very good at recycling/// more use of scrap paper //recycle in the staff room etc
Dorset Council encourages all staff to reduce carbon footprint. As a Council we work together.
Each library is different and will, therefore, respond in a different way
Educating the general public
Electric delivery vehicles and encourage those who have to travel for work to do the same. This requires infrastructure through out the council area and support for work force to hire or purchase electric cars. Remove all no ecological cleaning products, get rid of plastic pens than can't be recycled and other office stationery and solar panel or heat source pump heating where possible. Don't get rid of local libraries so people can walk there rather than drive.
Electric vehicles, new heating systems.
Encourage green travel, reduce plastic use - go to bamboo library cards, advertise recycling and re-using, hold how to recycle and reduce single use plastics workshops, run don't litter initiatives - competitions and ideas for young people and children like art made from recyclables.
Enforce recycling in all libraries, reduce unnecessary printing and colossal waste of paper, connect with war on waste groups and have recycling collection points in the library, provide food waste bags for residents, hold events and educate the public about how waste is disposed of, do not promote electric cars but instead promote other ways of travelling, get rid of automatic doors and replace with button to press for disabled so the door is not opening ten times more than is necessary. Promote the library service as an eco friendly way of sharing resources and books- not buying new books all the time and chucking them out, the library itself and what it already provides is of benefit to the environment so encourage people to use it by making them aware of it.
Ensure consistent approach from all libraries in terms of recycling etc. Evaluating and making changes to make buildings energy efficient. Electric vans?!
Ensure that capital funding is available to improve the energy efficiency of all library buildings, especially those of an historic nature where this may be made difficult through planning restrictions etc
Exhibitions on appropriate topics. Improve the structure of buildings, LED lighting,
Extend opening hours and maximise use of buildings.

Find out what the Council is doing and follow through - at the moment we seem to be disjointed from Council - PPE duplication of effort for instance. Also with Covid we have removed some more ecological things such as hand dryers and now back to paper towels. We have thought of more ecological alternatives in the past but budget has usually been the issue. More recycling activities

For a start, libraries need to have recycling bins (paper and food) for our own library waste. We could also become drop off points (libraries near car parks) for various recycling agencies such as Teracycle. We could also evolve and become libraries for more than just books, but have things like toys/games or tools etc to borrow. Looking bigger, if libraries could take advantage of government spending on improving buildings, we could have solar panels and other sustainable power sources.

Get groups who support being proactive with climate change to come along and talk to people. Put on talks.

Get more people out on the streets doing surveys and advertising new upcoming groups that specialise in this subject.

Go paperless in terms of internal communications but whilst bearing in mind that just 'going digital' isn't necessarily the answer - each unnecessary email has a cost in terms and energy and there are vast data centres sitting in deserts and taking a toll of air conditioning etc. Insulate the buildings properly. Provide recycling bins for all libraries for food waste, cardboard etc. Stop offering amazon vouchers as the prize for all council surveys and encourage local, sustainable shopping and solutions instead. Raise awareness but don't preach.

Greener buildings, and more information for users about what they can do

Have clubs in libraries associated to teaching people about this topics.

Have large sections clear to see when entering a library in both adult and children's sections with books and posters on the environment, ecology, climate change and impacts locally and globally.

Have more carbon friendly buildings, amalgamate libraries into other buildings so the space is used efficiently. Make browsing online for books easier therefore reducing the number of books on display so that they can be selected online and picked up from counter (argos style) - this would reduce the space needed and mean that the buildings could be dual purpose.

Have photovoltaic panels on roofs, air source heat pumps, charging points for electric vehicles, use any green outdoor space for pollinator friendly plants.

Have solar panels on our buildings , invest in more efficient buildings.

Have targets to reduce their carbon footprint. Promote books made from sustainable sources. Encourage teams to separate recycling at the end of the day. This does not consistently happen: a lot of recyclables end up in the general waste.

Have zero omissions (solar panels)

Having buildings fit for purpose and a showcase for the council - with solar panels on the roofs / helping to heat and light the libraries - libraries in accessible places with community transport. Having business meeting spaces with state of the Art Digital connectivity for all users to be able to have reliable digital access.

High lighting how green using your library is both by using digital resources but also by borrowing and returning a book which someone else will then borrow rather than purchasing a book and then leaving it on a book shelf. Ensuring we have books on this topic. Looking at the amount of transporting (fuel use) of books being brought from other counties to fulfil our holds. Is this the best management of resources .

holding sessions on this topic.

Host an awareness week/month. Recycle more.

I suppose by educating people about the real problem that may affect them in life but it will be a long road!!

I think we all want to do our bit for climate change, lets promote this to people and what they can do help. Have some library sessions, and record for those that cannot attend. I think we also need to look at waste in the County, and have a video clip on where the costs are for waste, as most households can do more.
I would like to see my local library be a focus and meeting place for local action groups, providing information about how contribute and how to get involved
Information available, staff trained to deliver workshops particularly for children to help them make informed choices - using fun activities
Is there capacity to expand the library from just lending books? Check out Library of Things https://www.libraryofthings.co.uk/ where people can borrow items that are used infrequently to save people buying new. I would love to see something like this in Dorset.
Its a library learing and knoledge are in the books and teaching of ots staff make people more aware
It's part of their Education remit, so notices, various peer-reviewed studies (ie NOT emotion, just facts) easily available and facilitate meetings - the librarians do not have to run these, but could make spaces available or help with publicity.
Keep encouraging borrowing books rather than buying - identify the impact only buying books has on the environmental situation, identify cost savings to individuals by choosing to borrow rather than buy.
Less is more. Encourage this in all areas. Start by having all libraries follow the same pattern ie. not printing holds wasting ink and paper, use only recycled paper and limit the amount used. Then build to the bigger levels of how you power the libraries eg. solar energy etc.
Libraries must be promoted not just as a place for reading for pleasure, rhyme time, and a place to borrow books, although I believe that these things must be further developed and promoted. Educating the public in proper research skills, how to find and evaluate the quality of information beyond the first hit of a google search should surely help the public make informed decisions on all matters of importance including climate and ecological emergency. I do not think this is an easy task for library staff and how to do this is a matter for careful consideration.
Libraries should show case best practice - a place where cutting edge building technologies are applied. Partnerships with appropriate community groups should be developed, empowering the community to champion change.
Link with people in the council and outside organisations who are specialise in this area and can give tailored advice for libraries (including CMLs). Ask the public for suggestions. Things like, no more plastic covers on books or use of recycled materials for membership cards and books. Green energy and building improvements.
Look at how old stock is disposed of ,especially old talking book cassettes and cases - we currently don't have a facility we can recycle due to type of hard plastic made of . Can eco friendly plastic book jackets be purchased? We currently send old jackets to the company we buy from to be recycled but only for paperback jacket. This is at our cost -the cost of postage - no charge to us for recycling . Recyclable packing tape - eco packing tape etc -paper based ? Recyclable stationery stock be purchased. Being able to recycle used pens etc - use companies such as Teracycle ? Being more mindful of what stationery is bought and sent to libraries-do they really need everything ? Looking at Routing slips for reserved books -do we need to print an A4 page each time? Libraries West use much smaller slips of paper. Solar panels on roof of Marabout Unit and libraries ? Electric library delivery vehicles . Do we have to have all lights on in the offices ? Able to change lightbulbs at Marabout to be more eco and in libraries - a lot are strip lights .
Looking at carbon footprint, making buildings more energy efficient.
Make libraries more sustainable buildings. Solar panels, insulation and heat pumps instead of fossil fuel heating. information about greener ways of living.

Make our buildings and processes more green. Promote this to our communities. Work with government initiatives to respond to climate change.
Market e:books and 24/7 facilities as better for the environment? Libraries like to have posters for events, but often they are only looked at by those who visit the library, and the display of posters has reduced quite significantly. Can we do digital posters instead, that would also allow the message to be more widely accessible to those who don't visit a library currently.
More awareness raising campaigns, loved the Wild World Heroes Summer Challenge, maybe it needs to be interwoven to adult challenges too? Hosting childrens activities that do climate friendly activities that parents can do at home with their kids for free- making it a part of everyday life.
More recycling points around the library Displays of books and materials helping people to make changes to their lives
My mind has gone blank here I am afraid.
No comment
not applicable
Not sure
Offer education on the subject.
Our library doesn't have recycling facilities at the moment! Recycling would be a good start. Check settings/increase our control over our heating system (I think this is partially managed centrally) - sometimes the heating is on when it's not needed. Any chance of a heat pump?
Perhaps libraries could become recycling hubs where people can hand in used batteries (my branch already houses recycling bins for the council so not much of a stretch), we could promote any local litter picking events, support recycling drives. Also continue purchasing up to date non-fiction books on the topic in a variety of mediums.
Promote options for ways people can help. Make sure we recycle too!!!
Promote the sustainable benefits of libraries more and make this a priority
provide a readily accessible service and promote the resources available to view through digital paltforms
Provide facilities / signposting for how to dispose of or recycle various items e.g. working more closely with DWP/ recycling team. Provide information about reducing and re-using to limit waste. More visits from recycling team in person to engage with customers. Set up more "swap" libraries e.g. jigsaws/toys/cloth nappies. Promoting the lending of books as a more eco-friendly way of reading. Encouraging donations of books to the library service for the same reason.
Provide good links - promotions and displays- more talks
provide information and practical help to source better alternatives, be a collection point, showcase alternative product ranges, hold a indoor market of these products occasionally, work with local producers to incentivise, use recyclable products themselves
Provide information through books and other literature on the issues. Information on what people need to do and support available to them. People may be confused and concerned, so need knowledgeable staff. Open every day, so people only need to make one trip, if visiting other services, such as dentist or surgery. Provide up to date information on public transport. Space for Dorset Council / Town Council to talk to people about their response to the climate emergency - eco surgeries. Library Service to have an eco strategy.
Provide workshops to educate people
Providing a recycle point for unwanted/damaged books, this would encourage people to visit the library and perhaps use other available services.
Providing information on e.g. issues, events, local recycling points etc. We already try to do this - not just future. I find trying to answer these questions difficult as I am so focussed on our own

CML, have hardly ever been in another Dorset Library so do not know what they might be able to do. .
Provision of information.
Recycle!! So much paper is wasted and just thrown in the bin. I don't think it is necessary to print paging holds - use scrap paper!!
Reducing the amount of printing and paper they use. Making buildings more 'green'.
See healthier lives question
Set local targets to motivate people to save energy. Use the building and books to promote the target and understand why.
Simply have information on energy efficiency and offer to help run a switching service for those not online.
Solar or green energy
Solar panels on roofs. Ventilation system if covid is here to stay rather than opening windows to let out all the heating
Solar panels on the roofs of libraries contribute towards electricity. New economical lighting fitted. Better insulation and double glazed windows to keep the heat in in the winter and the heat out in the summer. Look into the cost of ground source heat pumps for the heating, Do not accept any leaflets - all the information is online anyway. Cancel newspapers and magazines. Invest in a tree planting plan - after all paper is made from trees or at least make the space around the library a green space with small trees. Only buy books that have been made from recycled paper. Stop offering CD's films and music - it's all online and the disc and boxes are not easily recycled. Recycle as much as we can.
Stop wasting resources, hoarding stationery, using excess paper, provide recycling opportunities and win on waste sessions in all libraries
Take action themselves re the building and staff - share actions/mitigations and progress on displays/ via webpage/social media. Host speakers, webinars, groups, resources to help raise awareness and encourage communities to participate. Writing/poetry/art competitions to engage and promote climate change and solutions.
Teaching the public through campaigns, a better searchable catalogue so that you can have more of an idea what you can get before you visit the library
The act of borrowing a book and then returning it rather than everyone buying the latest book for it to then sit in a pile a never read again is a good step in encouraging 'reuse'. Have themes throughout the year with information posters, books, etc. to encourage the general public to ready and understand the climate issues we face. The more informed people are the more they take action.
The internet and email consume a huge amount of energy!! So putting everything online and encouraging people to use only digital is not necessarily helping the environment -- in fact, the opposite. Enabling people to do more things at libraries without travelling further?? At root, need to change the economic system, so encouraging more for-profit involvement in libraries is counterproductive for the environment
The library could promote local groups by displaying information and act as a meeting venue or promote other venues for the purposes of providing information on what changes the community can make and how to promote and encourage ecological lifestyle changes. Support for curriculum subjects at schools and publicise local groups e.g., walking groups. Publicise what is done at local council and Unitary Council – how to become involved.
The logic is that there will be more emphasis on e-books and learning
Think of how library buildings are heated and lit.

Transport is one of the biggest contributors to emission causing climate change so giving folk a venue and encouraging physical active travel there is one way.   Run 'The Dorset Green Living Project's course at libraries - funded by Lottery grant it ran in small house groups pre covid but our group fell at first fence in Mar2020 so an ideal opportunity to resurrect it this spring - happy to be involved. https://greenliving.sustainabledorset.org/
turn down the heating and wear thicker clothes
Turn the heating down 1 degree in every building.
use less paper, relook at having heating and air con on at the same time , and windows that are meant to open only when warm
Used as a place of education for children Liaise with relevant groups to help educate and innovate
Using the library platform to highlight these issues and promote ideas and materials that offer solutions. There is a danger that this important topic is ignored if no practical solutions are offered and as a local public space the library service should be able to guide people to the Council's response to the climate emergency and how they can make small lifestyle changes to help.
we have food waste and i take home recycling - we should be able to have kerb side collections as in private homes
We recycle already, loaning books and e-resources. We all have a responsibility to only print off what we need; promote digital first; use resources efficiently. Ensure buildings are maintained and efficient in terms of heating and lighting; and explore opportunities for solar panels etc. Co-location of services to maximise the use of buildings and resources - if service are in one place, this only involves one journey for the customer.
We should be practising what we preach - many of our older libraries are not as energy efficient as they should be.
well you would have to ask Low Carbon Dorset about that
Working with local organisation, such as Win on Waste to promote recycling and run collection sessions. Improve waste in libraries and create recycling schemes in libraries.

Q15 How could the Dorset Council library service encourage non-users?
- Activities that support de-stressing and a balanced life-style. Most of these things are blocked behind pay walls. By either making it cheap or free, we could draw in people who have wanted to do something like yoga or fitness classes but can't afford the regular cost. So long as we stated that the activities are "for beginners", we don't set the expectation too high on staff who aren't trained to be fitness instructors and instead create a welcoming space that offers an alternative to gyms and expensive groups. - A cafe. - A small shop that lets you refill pasta/cleaning/soap containers. - More diverse printing facilities, e.g. 3D printing, flyer printing, workbook binding – Exhibitions
A cafe would definitely encourage more people into the library who wouldn't normally cross the threshold. Allow local groups to use the library premises for a minimal fee, once they see what is available through the Library Service they might be more likely to come back in their own time?
A lot of people aren't aware of what is accessible to them within the library, that books are not the only thing available. There may need to be a bigger push publicizing all that is offered not only via social media. The social media needs to up its game - not enough followers therefore the audience is low.
Abolish overdue fines and/or give a longer borrowing period.
Advertise and provide more information on how to access the library. I personally have not been to a library since I was a child. Now that I have a child, I have suddenly remembered that libraries are even a thing! They're a great resource for people less fortunate who might not be able to afford an abundance of books for themselves or their children.
Advertise in all places one would usually visit, e.g. supermarkets. Advertise all the uses of the library, e.g. computers, printing/photocopying, events such as rhyme time and digital champion sessions.
Advertise in supermarkets
Advertise more, such as; Local magazines that are delivered free Leaflet drops through letterboxes
Advertise online services more. Highlight role in keeping record of local history.
Advertise our services more. Run more activities and clubs.
Advertise the full range of facilities available in each local area.
Advertise their spaces and encourage people to come into the library for a selection of other activites where people can meet up
Advertising A more positive and proactive advertising campaign may make people realise what an excellent service is on offer. So often in conversation with people they are not aware of what is on offer, or what is on offer relevant to their situation despite all the posters.
Advertising the services that the Library Service offers more widely. Targeted advertising to the age groups that do not use the service as much i.e teens and young adults. Open days for secondary schools/colleges
Advertising! Social Media Campaigns, better signage in local areas (not just within the library building), radio, television and newspaper (local magazines etc.) too.   Really push links with other community hubs such as schools, nurseries, sports centres etc. One email a year etc. is not enough to do this, it needs to be continuous and promote ongoing engagement with these places.
Advertising, word of mouth. engagement with schools, workplaces and colleges etc.
Again by being open , Dorchester Library is closed on Wednesdays (Market day) . Maybe if there is room to have a coffee are/shop

Already libraries have changed- in the past it would be very quiet now readers can chat- perhaps later hours that would require staff- lots of promotion and advertising

As I have previously mentioned, we should be doing our best to ensure the library is promoted to our wider community and this will engage with non-library users. Most people probably wouldn't know that its free!

As mentioned above, providing more resources for less able / adult learner readers. Splitting the space in libraries into zones e.g. children's area, coffee shop/relax zone, customer services/official zone, library reading / study area, ICT/learning zone. Working more closely with other agencies to identify people who may benefit from using the library services e.g. ex-offenders, vulnerable adults, new parents, refugees, people/ families with SEND, people with English as an additional language, adults learners. Allowing staff to work with these individuals to make them feel welcome e.g. bookable intro appointment to show them around, discuss their needs, set up services. Possible intro groups / regular "new member" sessions where people can meet up with others. Work with children's centre/ Family Partnership Zone / Health Visitors to identify new parents who might benefit from a "new parents session" to help meet other people. Reframing the library as somewhere to come and relax/meet people/feel safe whether you read/like books or not. A coffee shop/improved seating would help with this. Marketing to help re-sell the new library image. Library staff are a key asset to making people feel welcome and need time and space to do this.

Ask them. Raise awareness of what is on offer from libraries today. I'm a library user so I'm not sure.

be a centre for other services that are not library related - a community hub

Be open and available for as many other events, bringing people in for other reasons.

Be welcoming. Promote in schools more. Librarians could visit local schools talk in assemblies. Link up with the family partnership zones and homestart to encourage families in areas of deprivation to access the services and advertise what is on offer. I don't know what is on offer!   These ideas are meant to said in an encouraging way and not a negative way. it's an amazing service and would be great if more people used it :)

Better advertising and outreach. Attending community events to advertise what the library has to offer. We seem to be very poor at promoting ourselves. Outreach at school events, county & agricultural events. I attended a families event in the Summer to promote the library service, it was really beneficial, talking to families , telling them about the library service and the Summer reading challenge. We used to promote ourselves a lot more and be viewed as an important part of the community that is no longer the case. During lockdown people found other ways to access books, films etc. People who had previously used the libraries found alternative ways of doing things we have to reach out to them as well as people who have never thought of the library being for them.

Better advertising in the local communities - billboard/other posters of events, perhaps a guide to libraries in the Dorset Council newspaper/letter that's sent out to homes, marketing of the library in a way that is easily understandable and accessible to non users of library. Social media advertising (not just a fb/twitter/etc group that only library users know about or use). Engagement with as many community groups as possible to explain what the library can offer to them and then by extension to the members of that group. Keeping in mind that people may not have any real understanding of how modern library services work and may only have distant memories that are very outdated. There is so much on offer at libraries that there is something that would interest the vast majority of people - it is the awareness of that which is missing.

Better advertising of services provided at libraries through town councils, schools and community hubs. perhaps advertising in local businesses too.

Better advertising outside of the library service - coffee shops, retirement complexes, children's groups
Better marketing - non library users don't know what libraries can offer Library redesign - interior to make them look more modern Better technology - more up to date Relocated buildings better suited to the needs of how libraries are used now
Better marketing- change pre conceived idea about libraries , that not just books , it's an inclusive place and children can be heard !
Better Publicity explaining all the services offered, not just book lending. Extended opening hours so libraries are more accessible to those who work full time/shifts etc
Build links with local charities such as the lantern (promoting the fact that temporary memberships are available) and older person charities promoting home library service.
by advertising better and clearer either in local shops, supermarkets, websites our website could be highlighted on front page explain that the service is FREE and push the services that can be used in the library for example, computers, internet, rhyme time sessions and digital companion sessions to encourage non-computer literate people that are not so use to the electric's to become more confident
By directly providing, commissioning and hosting a wider range of activities
By getting out into the community and spreading the word of the services that are available and asking them what would encourage them to visit (as, commendably, this survey is trying to do). Trail the library service in the residents' emails and council magazine and other contact points that already exist. The library buildings and people are great assets for the council and could be used more as the Council's interface to residents generally. By expanding the services available to people at the heart of where they live, libraries will get more footfall and the impact will bleed out into traditional library services as awareness of the service and its benefits increases amongst local residents. A significant number of people in Dorset are older and do not want to use the council's digital services, even when they know how to. Don't simply disenfranchise them by trying to drive them online, let them come to libraries or call them and speak to a person, if that's what the want to do. You can't make people do what they don't want to - offer them something that they do want, perhaps a comfortable space to meet initially, that doesn't have an obvious link to the library service. Then expand. If they don't want to read or engage in other traditional library services, you're unlikely to change their minds and would have better results concentrating on delivering to the regular users and 'moving up' those that sometimes use the library but not often.
By having more new books and authors. Some of the stock is so old and whilst the books are 'gone through' to remove the worst, sometimes a book is so popular that it is a shame to remove it even if it is tatty. Working with the wider community to see what is going on outside and join forces. Finding out what subjects/topics are currently on the school curriculum and proving interactive workshops for the children in house and inviting the parents. Having performing art events in house. Shows, films nights.
By having something that the residents need to come into the library for and can then be encouraged to use the facilities on offer. - collecting bin bags ' putting items in recycling points
By having state of the art community hubs with the latest digital infrastructure and through collaborative working, offer services to; create safer and strong communities; improve the quality of life for children, young people, families at risk and older people; promote healthier communities and narrow health inequalities and promote the economic vitality of localities.
By hosting arts and other types of events one lunchtime per week, say.

By offering high quality services and events in partnership with outside agencies, i.e. CAB support, job clubs, affordable skills & learning opportunities for all. Finding out what people who don't use libraries would like to see!

By providing a welcoming space where people can get a coffee, read newspapers, do jigsaws etc. This will encourage them to look upon the library as a community hub and not just somewhere people go to borrow books. Also very important for people to know that a library isn't a 'hushed and quiet space'.

By running things they want to do and bringing in experts/trained staff to lead the sessions. With the best will in the world we aren't experts in everything although we can usually give anything a go. Any mileage in being an Amazon pick up locker location in the bigger branches? Cafes - coffee and cake makes most things better.

Certainly, stop it happening in the first place by further developing links with schools 11-16 year as well as finding out what students need for A'level support or university. I think part-time opening hours might be detrimental to those who don't use the library, they could be busy people who can't be bothered to only visit the library on certain days and times. I suppose having other council services within the larger library buildings, brings people in who wouldn't otherwise visit a library and this is to be exploited, however, sharing space also limits the space for the library service itself.

Change the name to community hub - a library is just a collection of books but they are now so much more than this. Maybe more promotion of what you can get from the library service, including a load of top magazines and newspapers online for free. Appoint a comms and marketing person to work solely on libraries - even if just for a year or two - to rise the profile of the services they offer.

closer links with job club. We have users who can barely read going to job club and then try to use our computers but it is difficult for us to support them as we do not know what they are doing at job club. For example a gentleman wanted to uploading a cv he had prepared through job club but did not know how to and we can't help as don't know where the cv is stored.

Community engagement is essential. Council departments MUST appreciate that libraries are the go-to place for for information in a lot of communities. The existing social media is too stilted, personality must be at the core.

Continue to offer a wide range of activities and social events and publicise on social media and in schools

Different opening times for those who are working- maybe have one late night opening? Have more joined up events with community groups to tackle loneliness and isolation

Difficult. Both my adult sons are keen readers but do not use public libraries (despite visiting the library weekly as children), except for one who I told about online magazine provision - he was amazed and delighted to be able to access the Economist without an expensive subscription. But how do those without librarian mothers hear about our online (and other) services? I often get online adverts for Audible and always think, 'But you can get free audio books from the library! How do we tell people who don't visit the library or its website?' A general advertising campaign would be expensive, so I guess just keep plugging it in Council newsletters etc.

Digital reach - via e-newsletters, social media, surveys etc to educate people on what modern libraries offer free of charge, especially the 24/7 library; increase awareness amongst Council colleagues and members so that they can promote widely; co-location of services bringing people into buildings ina more joined up approach.

Doing away with short loan periods for the first few books. The library service seems to be me to be geared towards those with a strong educational link to the arts and literature subjects. I believe that many non-library users will read less books and take longer to complete them so anything that can be done to make users not feel pressured to return the book would be useful. Perhaps just create an auto-renew system for the first book (or two) to facilitate this. Of course that would still allow you to prevent auto-renew if a hold on the book is created.

Don't have everything online! Lots of elderly people don't have computers and so miss out on a lot.

Ensure that there is access to other information services within the library. A library is not only about books so it should be promoted as a community space that is open to everyone and be able to direct people to the resources and services they require.

ensure you have good data on the demographics of library use first ask the people that don't use them why not and what would encourage them take the library to them advertise library services in a variety of media make sure that the conversation is about more than just books recruit library staff / apprentices / volunteers from the harder to reach groups libraries aren't for everyone - value the users you have and develop from there

Events for groups that are often non-users eg men's sheds, drug recovery, so that people go into the library and find out it isn't as they remember/thought it was going to be????? Put on things people have to go there for eg in a big library with room - a vaccination centre/flu clinic/voting- would get people in the door - might realise libraries have changed? (Not sure if feasible, just an idea) Work stations for people working from home, who want a change of scene.

Find those who don't use them with help from social services, groups or organisations or whoever and in local and comfortable surroundings, ask them what can be done.

Finding out why those people do not use the service and what would encourage them to access it. Asking non-library users what they want to see in their local library.

For community libraries we already have a large 'membership' base which through annual subscriptions provides the basis for the revenue required to maintain the building and service. Many of these members do not use the library and it is difficult to see what can be done to increase use by such a group...who through membership clearly wish to see the library in the village maintained. More small events and welcome sessions would be possible, and perhaps sessions run by well known authors to attract an audience into the library. Improved links to local schools also required.

Full and friendly advertising in local magazines, newspapers, doctors surgeries , dentists, opticians and hairdressers Possibly an advertisement on local TV

Get out of the libraries into the community, otherwise it's a building full of books that will put off non-library users, especially non-readers

Have a good marketing plan and train library staff on social media and how to promote campaigns.

Have a range of free bite-size courses on lots of subjects, including video editing (this may encourage young "wannabe" youtubers), bite-size craft courses, bite-size drawing lessons, still life drawing classes held after library hours, mindfulness classes so people can learn to take ten minutes to breathe wind down and relax, gardening instructional and advice sessions, how to care for houseplants, aromatherapy bite-size class, how to start your own business, selling online classes, beginners guide to SEO.

Have enough physical space to feel comfortable. Be open at better different times ie weekends and evenings. Have more chairs and tables for people to sit and read, and look at other resources. Have well trained, educated and knowledgeable staff.

have to go out to them, in person, not just emails. get well known people to mention libraries, and all that they can do.
Hold more community talks, exhibitions and create in library cafes
I feel that there are a lot of people who do not know what services. are available. Better information is needed
I lot of working age people who don't use a library can't as they are not open when they can visit. So a click and collect service would be good. Also something like the amazon locker model. I think there is also an opportunity to exploit the 'green' credentials of libraries. Books being used many times is far better than once and then landfill. With ever more financial pressures on us all the 'free' message is also a good one to remind people of. Going forward having libraries co-located with coffee shops/community shops and pubs, supermarkets, etc. will be something to consider.
I rarely see any marketing about the library and what it offers. I am always telling people how brilliant they are, particularly their on-line services, and people never have any idea of what is available.   many people have an outdated view of the library because they probably haven't been in one for years - we need to get people visiting.   My husband doesn't use it because he is a slow reader and doesn't think he can read a book quick enough before it has to be returned - I think there could be longer reading times - many people can't read a quick in 3 weeks.
I think our library is meeting the needs of community very well
I think you need to reach out in a different way. Facebook, My Next Door Neighbour, allow Slimming World or Weight Watchers to hold groups in the library. Diabetes checks, blood pressure checks in the library.
Important to try and attract more young adults into libraries. Engage with them in other setting to try and find out what would encourage them in the building and do more targeted advertising appraising them of our great online facilities! For instance university students - online encyclopaedias and other academic resources. Let them know about the free magazines and comics (some of these could be used for study as well). Regularly go out in to the communities and engage with non-users as their needs will keep changing!
Improve Computer/Printing facilities and advertise through council wide departments. Radio and social media adverts to outline not just books!
Improved promotion of library services and using library spaces to hold events that will attract audiences into the library
In an increasingly digital world, we should ensure that as many of our services are available online as possible. Therefore, those who may not normally go inside a library can still potentially see and make use of us, without necessarily going to the building, except to collect a book. The collections must be as accessible as possible, meaning that users can find and order books themselves, Borrowbox is excellent and many of our customers are making use of it. By also running many different events in the library and using the space, some people may attend an event and see how the library really is.
Incorporate a cafe in libraries that have the capacity.

Increase marketing - marketing is very ad hoc and not joined up currently - neither within the service itself or within Dorset Council. Would need to be appropriate marketing and more work with Dorset Council colleagues to reach out through contacts in an inclusive, non-threatening way. What is it that puts non-users off if they are aware of the library service? Can we address any of that. If they aren't aware then it's marketing and capacity and flexibility to work with non-users in the community. I don't think our buildings reflect modern life and if I didn't work for the library service wouldn't entice me in if I'm brutally honest. You have to think you're a reader and that's OK and you have the confidence to admit that to want to walk into a building as it stands - we don't have cafes etc to encourage people in as a community space generally speaking - unless you need the computer I guess...I still think we need to modernise buildings to make them more of community space - when you think about it supermarkets/garden centres which have become all things to everyone and are competition - they have incorporated lots more things, wider than their initial raison d'etre into their offer....so I'm not a gardener but I'd go to a garden centre for a cup of tea and a piece of cake...

increase the publicity about what libraries offer (not just lending books, etc), especially to those without access to the internet.

It doesn't work, whatever is tried. Some people use libraries, some don't.

It's not books that are needed in so many cases, it needs perhaps even to be re-though of as a community hub rather than a library. A library means people thinks books and nothing else - re-brand.

I've not used the library for years but enjoy reading. I would use the library more if I could visit at the weekend or in the evenings after work.

Lengthen opening hours, have,a volunteer maybe who welcomes new users at the door and offers whatever help and support is needed.

Libraries have to be about so much more than books. It has been said before they need to be community hubs all things to all men and yes that is easier said than done.

Like I said, more coffee shops in Libraries, many people like to find a coffee shop in a book shop but can't afford to buy the books they sell... and the smell of coffee (and fresh bread or cake) is welcoming.

Link with Children's Centres and schools to encourage parents to bring their children to the groups that you run and run tours to familiarise people. Dispel previous beliefs/experiences of libraries. Link with some of the groups I identified on first page re vulnerable groups/populations. Visit those groups to share library offer and understand what would help engage them in use of libraries and what the barriers/issues are.

Longer opening hours and more information put up in the windows and on noticeboards. Not everyone is on social media.

Make a library less about bookshelves (although I would be sorry to see bookshelves entirely gone) and more about being a community hub where people can spend time

make accessible for all, have groups running for different themes / ideas to highlight different reading sections . ie craft making

Make better use of social media, using County wide messages and encouraging each library to also use Local Noticeboard to show people what they are missing. I have never used awesome books, but I still get weekly messages on Facebook.

Make it a go-to destination - attractive to go to. Appealing from the outside - kerb appeal. Well maintained buildings with friendly and knowledgeable staff. Space to sit and meet. Advertise the service, not just on social media but in local papers and posters/adverts. If people don't know what goes on in a library they are unlikely to pop in. Offer something they want and make sure they know it's there. Once they use the service they will then be introduced to all the library has to offer. Open Days. Link with other organisations. Outreach Attend school events and other community events. Improve school links. Increase profile in communities.

Make it more widely known that libraries are free to use - people still come in and ask how much it costs to join! Promote classes and workshops more and broaden the types of activities on offer. Be more inclusive of different cultures and celebrations e.g. we mainly celebrate and decorate for the 'Christian' type holidays
make more use of social platforms to encourage users from an early age. provide a multiplicity of reading and user friendly assets to every user
Make the service easier to access - extend hours and expand offer.
Make them more inviting to the public by inviting other businesses to use the space e.g coffee shop, mobile bank/building societies (so many have closed in Dorset's town centres), think about the opening hours - are they convenient for people who work away from town centres? Put together a marketing campaign to make people aware of all the services they can access at the library. Maybe something radical like changing what they're called - Community One Stop Shop rather than Library?!
Making them about information in all its variations such that they become a one stop shop for information about the local community
Many people are not aware of all the services which are available in Council or Community libraries. We have produced leaflets describing our services but these have not been distributed through all the community - just to people who already visit the library. Some marketing exercise could be attempted on a County wide basis.
Many people do not realise that our library is a friendly, welcoming environment which offers more services that just loaning library books.
Market ourselves within the Council - we are never mentioned in the staff email sent to Dorset Council staff. Road shows to engage with the public at non library venues to show them what we do and ask why they do not use the service. Organise "open Days". We need a strategic level marketing campaign
Marketing, Marketing, Marketing! using modern images that represent what we really are.
More advertising/ awareness of what library's have to offer. Breakdown of the stereotype of libraries being a cold/ silent place. More events, clubs, and courses within the library.
More diverse in their offerings particularly with locally themed displays which are publicised
More publicity, provision of ancillary services (coffee shop, activities space, regular visits from experts such as Citizens Advice, Police, Adult Literacy etc)
Much information can be found on line but there are many people, particularly in the older age bracket, who do not have access to this so getting the message out in local papers and putting posters in prominent places would help.
Much more online or virtual events
Need that hook to attract and draw in non users - so that they feel the need to use the library and comfortable in using the library. Need investment in libraries to make visibly attractive to modern day potential users. lots of library buildings are externally and particularly internally outdated and not fit for purpose to be fully accessible to attend events/activities - to see the library as that social and safe space where they (non user) can feel a sense of purpose for their visit. Practical note - movable library furniture to open out the library space for events during opening times or out of hours. Opening hours are outdated with modern lives. Create social space for communities to access/use at any time of day, any day of the week and not when only suits the library timetable Create full weekly virtual programme (not necessarily from every local library) with mixture of library related events/activities and also information and learning sessions for communities to access
Notice board outside the library to advertise events. Time allocated for staff to visit schools and local clubs.

Offer a wider range of reasons to visit such as social events and clubs beyond reading.

Offer comfortable spaces for working/studying. To be really appealing you would need power sockets and a customer toilet. Encourage the use of the library as a meeting space, especially for parents with young children. E.g. provide safe, secure areas with seating for adults and childrens' toys and books, and make sure parents know they don't have to be quiet. Permit own food and drinks and have a coffee machine!

offer talented people to promote themselves through a library, use social networks. If there is a facebook page for Dorchester library its not been ever promoted to me. Bookable sessions may be needed. the Dorset council booklet that gets posted through the door is looked at promote the new social network page. Adult Learning when I was must younger use to concentrate a lot of good courses in the Dorchester area, now it is based in Poole few courses or fun Activities are rarely in Dorchester, the booklet concentrates on Poole areas more. I would love to pay for a session doing jewellery making with my daughter, the only factor to consider is vetting that anyone promoting themselves is appropriate. Weekend courses would be good for parents that work full-time like me. there is a big scope to make money for a library, things like making healthy fruit cocktails for the summer. I do regret that I did not use the library much when my children were younger, but feel the modern busy family need more than just books now to keep people using libraries.

One way is to engage with children earlier on. I was surprised in a Brownie visit pre-covid how many children had never been to the library. Council promote regular school visits to local library in hand with schools.

Online activities and services Remove late fees for all. Children under 16 / 18 can pay off their late fees by reading in the library - every hour of half hour takes a pound of their fees. By making it a hub for information it will encourage more people to enter the doors. Activities like live music events or spoken word poetry The big job is getting people in the door - there needs to be a hook! Who do you wan tin the door - reaching minority groups - they need to feel safe, accepted and welcome.

Open libraries up to group use when they are not being used as libraries. Charges made for this service used solely for the upkeep of the libraries. Invite groups in to talk to the library customers and show what they have to offer. Hold events. Accept good quality donations, all unwanted donations - have a booksale to raise money for children's activities in own library. Digital offerings. Join with other local groups for events. Use social media.

Our library has 'difficult' opening hours - it's open 2-5 one day, 2-6.30 the next, closed the next, etc. i realise that Librarians are expensive, deservedly so given their training, but they are essential. The modern world is complicated, for every age group. I remember going to the library to do my homework as I had noisy siblings at home - when the library closes at 5.00pm that is not an option for schoolchildren. Librarians could be partially funded by the Adult Social Care budget, not just Leisure Services. I am not a librarian, don't use the library very much but it has been a vital source of information when I have needed it.. Our community has twice the national average over-65s, who should be encouraged to leave the house at least twice a week, and not just for shopping. The library should become a hub for them. Bring back the daily newspapers and local magazines - we've all seen the elderly sitting reading the papers and then speaking to a stranger who sat down beside them - with no newspapers available they don't go into the library at all, missing out twice, once on reading and once on companionship. The :library Service has an excellent website - but I've only found it because of this survey!

Outreach in schools, specifically for teenagers to ask what they would like. I've personally had great success partnering with local independent businesses that are popular with teens that have encouraged young people to come in and use our tables for card games and table top gaming groups. In return, the businesses supported our children's event advertising (Pokemon Go Weekend back in 2019). Offer spaces for community groups to meet (get in touch and ask what they would like to see from their local library).

Outreach work, working with schools and children's centres to prioritise minority groups and children who would most benefit from the library

Outreach Younger staff Closer links to schools and teachers - ask them what we can help with. Reading out of the school environment? Shared reading. Reading out loud. Acting stories? Home schoolers - can they be targeted? Under use of us by them. Tie in with other events - exhibitions could be visited by us. For example - Out at Kimmeridge is the Etches Collection - take a dinosaur/fossil 'roadshow' out for a week. Do library cards, reading time .... again. list is endless.

Paid advertising (part funded by publishers?) on social media. Target young mothers: make the library a part of normal family life. Hot Drink Machines. Place relevant stories in parish magazines.

Partner services based in libraries that people would need to interact with could encourage people to browse while in the library for something else. Find out from people why they don't use libraries - many hold a stereotypical dated view of what libraries have to offer. Do current opening hours reflect current circumstances? Remove fines on books - people are busy, or they have memories of having to pay fines on books when they were younger. This could potentially put them off using libraries.

Perhaps hold events and mini-festivals with themes and topics not traditionally associated with the library, to attract people with a variety of interests, and approach attendees for feedback or ask them to leave comments etc as they leave. It could involve inviting diverse local groups of all ages etc to host whilst the library organises and provides the space.

Perhaps some one-off talks of local interest could encourage people to actually go in to the library and then see what it is like. Maybe people think the library is old fashioned (shhh!) or not for everyone.

Possibly a more regular presence on social media promoting events and successes might assist but also using traditional media outlets to keep the public aware of what the library offers might also be beneficial.

Present the library as THE community hub and not the temple of reading.

programmes of interesting events and online courses

promote activities that aren't necessarily library related, but that take place in the library so people can see what is available.

Promote non-book based events to get customers in Promote digital availability

Promote the benefits that a library brings to a community. The types of books or resources that can be found at a library and how it is a place to meet friends or people.

PROMOTE THE SERVICE! So many people have no idea what the library is or what it offers, there is no advertising campaign to speak of, nothing to engage the wider public with what we do. We still get customers coming in asking how much it costs to join and if they can buy the books on the shelf- there is no concept or understanding of what a library is with many people. It's no use having a badly managed facebook page frequented mainly by staff and regular customers, you need to spread the word and actively take steps to advertise the service.

promoting new books, alot of people still think we only have oldish books,

Promotion in Schools/pre-schools Activities that bring people into the library who are not users Dorset to have a library week and promotes the library as a free service in the media, in schools and other organizations.
Promotion of digital services. Promotion of books and e books as window into different worlds. Link with current events. More resources into helping with careers services/job search. Home Library Service - promote availability to families/carers to broaden appeal.
Provide online books - advertise these more and improve the portal. Advertise your events more - unless you already visit the library you won't know about them! The library needs a more welcoming website that engages users to visit the physical site.
Provide space to local groups to hold meetings and exhibitions. Extend and improve parent-toddler groups (but in a safe and secure environment where the noise won't be disruptive to other library users).   Promote DVD - and book of the film - borrowing. Ditto television series and associated books. Music CDs and auto/ biographies of the musicians/ bands. So don't shelve these books and DVDs and CDs separately.   Extend the 'easy read' provision for young people and adults. Keep the 'pick and collect' service going - lots of people have said they really enjoyed getting a bagful of books chosen by the library staff because they always found a new author they wouldn't have otherwise chosen. And less intimidating than looking at rows and rows of books on a shelf and not knowing what to choose.   Better lighting and an inviting display at the entrance - sometimes it's difficult to know if the library is open or not because it looks so subdued.
Push the e-book and audiobook service that you have created- most adults I know use them but probably aren't aware of this service. Some people might feel like the library is not for them because they can typically afford to buy ebook/ book/ audiobook subscriptions etc but making this have a climate change spin on it might help? People pooling resources etc. Just an idea so not sure if there is any mileage in it.
Put in place a loyalty card system for both young & older generations,every time they come to use the library they gain points that work towards getting a free book or prize of some sort?
Reintroduce sessions for local primary school children. More advertment of range of services available/
Research what people are looking for in a library service and find out why they do not use it.
Run an iniative with schools that every pupil in 1st year of primary school can register for a library card. Once a child has a card they can use the online service and are more likely to nag their family to visit the library so they can use their new card.   Use media like dorset council magazine & social media to highlight some of the things the library can offer.
see above thinking out of box suggestions
Send books to local who cant get out of there houses in the local community via a car or something
Short social media clips showing libraries as welcoming places. Promoted perhaps via school websites, community groups, charities, local churches, colleges, skills & learning.
Some of the universities adopt a model where they allow users to access the library 24/7 even when no staff are on site via a card entry system (or similar) - this is definitely worth considering.
Special invents, promotions delivery?
Stand outside and ask individuals why they don't use libraries.
start with the parents of young children and instill a love of reading
Start young!

Steps need to be taken to convince non-library users that the library is a place that is relevant to them and where they will be welcomed. Many of the people we would like to target don't believe that the library is a place for them as it's about reading and learning (which is probably reminiscent of school where maybe they also didn't feel successful). Maybe we could start to visit Children's Centres and do a craft and storytime session and make connections with social services to come up with ways of reaching those people who think libraries are not for them. Then we can spread the word about all the other resources we offer and the events we hold or that we are simply a great community space which they can enjoy.

Sunday opening, paying for social media marketing, outreach, updating facilities and building so they are attractive and making them a welcoming space for young people with activities (and times) dedicated to under 25's . Unfortunately the older population tend to dominate libraries and they are frankly ageist and sometimes rude about young people using the space. We need a culture shift!

Supporting new parents to understand the importance of early reading (reading to your child and with your child). setting good habits early. Getting library cards to all families via schools (signing up disadvantaged families as a priority). Drop off facilities in schools from library service so that families can order books and pick them up from more accessible locations if not near a library (expense of public transport a barrier). A teenage library card... a coming of age thing that encourages teens to join up as their own member (and can access online materials too). More online resources... bedtime stories read to children where families find literacy difficult but still want to share a story together (via a phone or tablet).

Talk to people in your neighborhood and encourage them to use their local library.

Thats a good question. I know a lot of people who say - oh I like to buy books so I can keep them and refer back to them instead of returning them to the library. Its got to be to give people a reason to visit a library for something else - maybe to get tickets for a local event, or to buy a second hand book or a crafts or arts and then let them know what services the libraries can provide. Book groups are quite a well kept secret. You could have an information evening - maybe with a glass of wine included presented by library staff just outlining some of the services provided by the library. Would need some clever advertising though. Maybe to make the use of the internet a bit easier and friendlier and a bit more casual - like Waterstones bookshop cafe in Exeter. Sit drink coffee, go online, peruse a few books and maybe borrow one or 2.

The Doset Council magazine could be a useful vehicle for short, snappy bits of information about libraries - these will get into every home. We do not know how many people read them but it would be interesting to know. For adults whose reading levels are poor, there could be more emphasis on help available (problematic perhaps in the small libraries). Use of social media could perhaps enourage people to find out what is in their local area by having a competition of some kind to get people to physially go there and find out some information.

There needs to be a greater emphasis on marketing and promoting the library service - this could be done via flyposting, digital newsletters, radio adverts etc. The library should be the venue for events, such as job fairs, Citizen's Advice, NHS talks etc!! We have the space and yet this is not being utilised.

There should be a move to promote the idea that children can make as much noise as they like in a library - perhaps a nationwide campaign. Many parents still believe that libraries are only for quiet children and they don't attend as they feel they are under pressure to keep their children quiet. Libraries should be warm and friendly places - this may become vital as the cost of heating rises. Please keep libraries free of charge to join.

This is probably a case of advertising in a way which will reach non- library users i.e. the Blackmore Vale magazine etc. An article could outline everything members of the public could use the library for as non users may be unaware of everything a modern day library provides.

Try to make them more current and remove the stigma of dusty stuffy places where you have to be silent. Keep a part of it for those people that want to use it for that but open up parts for computers and on-line learning.
Try to run as many other a to i ties as possible....try to get the library to become the hub of the local community
Trying to promote the library as more 'modern' because I don't think people realise there are lots of new books and coming into the library there are different events on and resources - changing people's perceptions of what the library is like to encourage them in.
Update/refurbish the library premises. More like a bookshop - provide a coffee shop franchise
Use library windows to highlight services available. Engage with schools and big employers/community networks
Use non-traditional methods of conversation. Social media, work with partners, have meetings in the spaces available, make a library a community space (which is really what we are)
use premises for local groups, hold displays and consultation events.
Use social media
Very difficult
Visit from schools for information on research resources/using the library. Public information sessions with solicitors/tax/insurance/wills/POA. The services available will need to evolve for example working with the local Town Councils to share information including service provision. Libraries should be a place that are modern and visually attractive. Rename and rebrand? Extend opening hours (two evening per week) for working population and stay at home parents/carers.   Working in partnership with other agencies such as FTC to inform residents – share advertising opportunities media platforms.
VR headsets could be deployed in community settings (village shop, hall, church, pub etc) and linked to live library catalogue. Voice control could select library (e.g. Dorchester, Ferndown) and a tour of the aisles (children's, non-fiction etc). Our delivery drivers could drop off the books ordered and collect returns from the community settings. These VR headset stations could be developed to double as Customer Access points at set times, thus enabling hard to reach people to access Customer Services Officers or have booked appointments with specific service officers. The scheme could be part of the Customer Account offer, promoted in the Futurefest videos. A person's relevant details could be held on one card which could be scanned for library use, housing, planning, council tax, blue badge, environmental matters etc.
We could have a county-wide campaign to showcase what libraries have to offer - this could absolutely include promoting our books (as I know the current tagline is 'not just books') but in a way would appeal to those conscious about the environment and as money-saving opportunities. Ireland run a national yearly 'Ireland Reads' day and we could take inspiration from this by doing something similar in Dorset, or even better, with Libraries West libraries. We also need to find out why people don't use us and action any feedback which is feasible to act upon. With regards to people not having a library near them to visit (public transport can be shocking in our county :P), it would be good to look at something similar to our Home Library Service but one which can help out more people (not just those who are housebound for example). We could have library volunteers who take books out to neighbours in nearby postcodes for example. I also wonder if it would also be possible to utilise a type of mobile library but in the realm of being environmentally conscious, maybe it could go via trains or buses?
We could offer more free events for families and adult education in libraries. Do away with overdue fees to encourage library use.

we need to get the word out that libraries have changed invite local council and groups to see our spaces more toilets needed as we struggle with this when we have groups invest in the buildings and outdoor space - they will get used

We really need to think about changing lifestyles and people. Libraries need to be seen as positive community spaces for people to visit and go too and not the traditional perception that many have. Buildings need to be welcoming and modern and not stuck in a time warp.   More opportunities to tie in wider educational work needs to start with using library spaces.

We used to get lots of non-library users coming in for the tourist information services and many of these used to become members or use our facilities once they got in the door. We should provide all the paper bus/train timetables and local event info in the library. There are also lots of requests from members and non-members about how welcome it would be for us to incorporate a coffee shop, so that people could meet to chat or study.

We would need to identify clearly any needs not being met that the library service can meet. We do partner with a range services; I suspect as ever, it is a matter of networking. I wonder, as popular newspapers are important here, we could have news items and press releases of interest; we have also been working with local radio. Thanks

What is in the library apart from books? Wifi use - in combination with social spaces people could come in to use access. Computers and printing services Information stalls by outside agencies / parties eg. National Trust Free events for children and adults (free so they can be accessed by anyone) Co-operation with schools to inform children and their families about the libraries, much more outreach work

Wide publicity on the offer that is not well understood

Wider range of activities linked to cinema, gaming, contemporary music, community interests - using library space a avenue for sessions linked to health and other support agencies. Perhaps as a venue for social prescribing/early intervention support.

Word of mouth Events advertised more widely

Work alongside organisations which already engage well with this demographic. Could be hosting pop-up libraries in collaboration with housing associations, offering after school homework clubs in local venues, promoting the digital aspect of libraries more as many still don't realise this is part of the library offer, investing in digital resources which can be taken out to local communities for people to try out and borrow.   Could invest in ipads to lend to those looking for jobs? Somerset County Council have done a similar scheme.

Work better and be integrated with all services- take every opportunity to be part of the offer of other services. Is the Library service the poor relation??

You need to find a service that they want to use. I don't use the library at all. I don't need to use a computer or free wifi as I have them at home. I don't read that many books, but when I do, I buy secondhand books because I don't want the pressure of having to read the book in a certain time without the risk of getting a fine. The only books that I have borrowed in the last 15 years have been travel books to help plan a foreign holiday. Aside from that, the only other time I would go into a library would be to buy charity Christmas cards from Wareham TIC, but now you've closed that service, I have no need to go into the library.

Q16 What opportunities are there for libraries to work with our partners?
- Several customers have been expressing an interest on when the Digital Champions will return to libraries - A couple of times we've had external people come in to help with children's activities and these have also gone down well
A notice board with useful numbers ranging from life skills groups to telephone consultations for things like steps to well-being (c.b.t)
Again work with Dorset Council colleagues - Tech Lounge - can we provide access to e library services through the tech avaialble to customers Work more with the CCG - social prescribing - if we had an structured activities and events delivery we could promote that - staff have skills to deliver activities which they could take online and out to partners in other buildings.
All as previous answer
All community organisations should be invited in each town to some sort of networking event and link with shared services and understand a really good sign posting service. Use the best organisations to do the work and don't think the library can do everything. Perhaps each area could produce some sort of brochure listing the best contacts for every service.
Allow councillors/mp's to use their local library to meet people instead of using their GP surgeries.
Almost endless - depending on resources and support. Council and local groups generally welcome contact from the library: we visit them to talk about our services; they bring stalls into us and do pop-up sessions promoting their message; we run events aimed at reducing loneliness and promoting wellbeing eg Reminiscence, Knit and Natter, Hobbies month; we visit Tricuro and Dementia groups for example. We also run digital sessions to help people get online and relieve the stress of benefit applications, accessing vital services etc.
as above suggestions   eg   walks and cycle rides from the library door with a coffee on return. I offer socially prescribed cycling activities which are promoted through Livewell Dorset and doctors surgeries CyclewiseDorset.co.uk
As an information and community hub, a library should be able to promote and host any events or speakers who wish to reach the community as a whole. More promoting for both the libraries themselves and the events and services they offer can only improve service delivery across different sectors.
As many as you can think of, the library provides a place to create events and engage the public and this should be utilised
As said before, ensuring the focus is on community building more than the number of loans etc. Local hubs that can be travelled to sustainably and promote local activities to help with health and wellbeing. This should include religious activities which are important to wellbeing; just make a specific board for events that are not "endorsed" by the council but are provided by local community and religious organisations.
As we are already thought of as impartial, welcoming spaces, should be possible to work with other services/partners
Better interaction with local groups and charities already working in these areas - organised visits to libraries, promotional material, groups invited to have a one off display or a representative in the library
Better use of Books on Prescription initiative. Mental Health Services are overwhelmed and GPs do not seem to know about or recommend this service. We could have appointments set up for customers to discuss in private or paper/digital questionnaires for customers to tick boxes so we know what books to provide (rather than having to say it out loud at the library desk). Perhaps a system like the Order and Collect online system where customers are signposted by their GP / charity / school and we can select and pack up and number of books for them to pick up discreetly.
Book share at day centre, and the Hub with books that promote healthy lifestyles and diet

Build relationships with the local GP surgery. Having children's events with the emergency services. Children love to look around a Police car, Ambulance and Fire engine. To do finger prints, practice first aid. Have CPR courses in house and work with the local St Johns Ambulance.
Clinical Commissioning Group. Local Healthcare NHS Trusts GP Surgeries Pharmacies Community Mental Health Teams Outreach projects for alcohol and drug dependency Make space available for any of the above (and more) groups to deliver advice, support and activity sessions to the community in a neutral space.
Closer links with archives - especially around delivering reminiscence sessions for older people, perhaps hosting exhibitions etc
community health care drop ins?
Community libraries rely on volunteers, it is difficult to foresee how many volunteers would be prepared to spare time to improve service provision, especially with the issues of Covid precautions at the moment.
Connect with social services, gp surgeries, mental health agencies, schools,
Contact local Health Walks group to see if a walk can be started from the library. Books on Prescription is a great initiative but I'm not sure the local health practises know about it; we could do some awareness-raising with them and we would benefit with having an ongoing relationship with local GP surgeries.
Continued working with the local services. There has been a haitus in recent months , but we are getting back to normal.
Could be one stop shop. I know often libraries highlight when regular older customers haven't been in. Could there be some mental health or drop in surgeries held in libraries to promote mental health?
Could have a health visit one morning/afternoon a week in attendance
Develop more formal partnerships with, for example, the NHS and third sector organisations. At the moment partnerships appear and then vanish. Customers do not know what we offer. We cannot just promote ourselves on social media. What about TV and radio?
Difficult for us in a small space and having volunteers - who are there for library volunteering. We provide leaflets and books on health but cannot imagine how we could provide more.
Do libraries link with social prescribing or local mental health support services? If not, perhaps dedicated reading groups could be established in conjunction with these services.
Does Dorset Libraries provide a library service to hospitals?
Enabling people to run wellness courses at the library
encourage schools to have groups of children to visit
Find out if there are established organisations that would link in with organising events at the library
Flexible space.
From a commissioning point of view it would be for us to utilise your spaces to encourage collaboration from the public to engage in projects to commission new services. Information sharing and view finding.
GP surgeries; Public health; Carers' groups; volunteers ; community groups; LiveWell Dorset; schools and colleges; Better Lives.
GPs and social prescribing - libraries have events that can help reduce isolation and improve wellbeing Day care centres - library staff have skills in delivering suitable sessions and would provide alternative venues to day care centres Libraries have a vast and wide ranging online offer of activities suitable for any age group that can individually tailored for a community
Have an individual in the library one a month from a professional organisation to give tips and advise on various services ,offer leaflets and direct to any classes etc.

have officers from other services areas and organisations who attend during the week and hold surgeries at their locations
Have the CAB have sessions here. Have local councillors and local MP have surgeries again. Run coffee mornings with guest speakers from NHS, local doctors surgeries, local shops with vacancies etc
Health is an NHS function. Don't waste DC resources duplicating their work and what they offer at GP surgeries. Wellbeing - libraries should offer a quiet refuge for people needing that kind of break from other things going on in their lives.
Health professionals should be encouraged to suggest libraries as a place to go for a chat or for home delivery of books and audio books.
Huge opportunities with being able to offer our spaces to local partners! If we could find ways to make our buildings more adaptable i.e. having temporary partitions as mentioned in a previous question, then it could encourage other services to join us at times to promote what they have to offer to the community.
I do believe libraries are key to improving people's health and well being. Having a presence in all the major towns is an immediate advantage - most people could easily locate their nearest library. If other services had an information desk in each library, everyone could benefit.
i feel that bringing in more local services will enhance the use of the facilities. My other comments apply to this question.
I think there are plenty of opportunities but finding out what people would actually utilise is extremely important-preaching to the converted doesn't neccessarily bring people in.
I think there is a huge opportunity to do more with Dorset Mind for well-being reading, we could offer workshops or even regular events if staff received training (if external partners were unable to run regular events in the libraries.) This would also help staff feel more supported to have wellbeing officers integrated into the team. In my branch, we have enjoyed having Dorset council customer services, CAB, and Skills and Learning join us because we feel better able to answer or direct customers to a desired outcome. It makes sense for us to be an umbrella of services and information.
If space allows, classes such as seated yoga or health information days could be held with qualified health advisors. Local charities such as Age UK , Mind, etc could have tables during Libraries week in particular to display and discuss the services they provide. An International day could also provide an opportunity for local community leaders from various faith groups or ethnic community groups to showcase their services for new residents to integrate more easily and feel less isolated but also receive information regarding health services and leisure activities in the local area.
Information for schools and colleges. Job search and careers advice.
Initially work with Dorset Council colleagues - cascade effect of other partners they already work with etc. Encourage local groups to use libraries as venues for health/fitness sessions.
Invite in local health and fitness instructors, dieticians, yoga teachers etc. to come in and teach workshops
Is there an opportunity to create better integration with the Citizen's advice bureau? They are professionals who can offer very targeted advice on benefits etc? Regarding mental health, would it be possible for the 'Community Front Rooms' to engage with the library through holding meetings and support sessions in library branches?
Joint working, use of the building, library buildings should be accessible to those with disabilities and are therefore ideal for meetings, and promotions of health campaigns , they are usually fairly central in a community and often have public transport links. In my experience of organising events for World Mental Health Day and Mental Health Awareness week both charities and statutory bodies are keen to be seen in the community and to have an event hosted which they can say they have attended. The last 20 months have been very frustrating that we have not been able to do these kind of things.

Knoledge is power books are power
Lets link up with Digital and Change, Adult and Childrens Services, Healthcare providers, Place to discuss. Each service are doing work on this but we're probably not aware of all the work each of us is doing and where we have cross overs or resources to help each other.
Liasion with local surgeries and other groups locally
Libraries are uniquely placed to work with other organisations to promote best practice and signpost people to support
Libraries offer a central space for other services and local partners to attend. Libraries are trusted spaces.
link up with local care and health agencies to visit libraries - could use for flu jabs etc
Link with community groups/meals on wheels etc to provide library service to those who can't get to the library. Could care homes other DC premises have weekly library in areas where permanent libraries have closed.
Link with Local Health and Wellbeing Groups (where they exist eg, Dorset East, Weymouth and Portland), GP surgeries - social prescribers, LiveWell Dorset, some to the groups I identified earlier and also with the Locality Links via Public Health Dorset.
Link with local support groups Support groups for people suffering abuse, mental health issues. Ideal focal point to meet to discuss confidential issues (dependent on layout of library). Hold Citizens Advise services/sessions Get Financial Advisers to hold seminars/sessions for children and adults on how to manage money.
Link with public health Dorset Link with Livewell Dorset Hold Health MOT's run by Livewell Dorset Promote 5 steps to wellbeing actively.
Live Well Dorset
Lots and lots and said previously - offer the space to those people for a small charge or free and this will get people in the door. Minority groups - hold minority group meeting at the library
Lots of opportunities to work with Dorset Council partners and create better links. Local NHS and Dorset Livewell.
Lots! People just need to know about it!
make contact with other services, share local information so that the community is kept up to date of any changes- provide a local news link so that locals can be kept aware- continuous keeping in touch and up to date.
Maybe host library events in village halls...offer a click, order and collect service from there.
Maybe partner with citizens advice?   Try and make libraries more of a community hub for local events to be run from?
more communication between various partners, practical working together
more explicit links to such services, with scheduled vitis by relevant people using the local library as as venue.
More groups
More opening hours Wider choice
More targeted advertising of sports activities locally. Perhaps more displays focusing on particular issues.
Multifunctional offices/spaces within Libraries which services/partners can book and use.
No comment
None come to mind in our village.
Not known
Not sure
Not sure. I think its a shame the TIC has gone from Dorchester Library though.

Numerous, including identifying the key health personnel supporting the housebound and/or carers; working with local hospitals so that in-patients have access to the library service prior to discharge and once home; mental health professionals working in the community; local food banks; local GP practises social prescriber etc. Addressing the issue of access to the library for those without transport and/or in rural areas by taking the library to the community and linking with volunteer community transport.

Offer free space in library buildings when open and closed to run events, workshops and allow other organisations to form good links with local communities' for the mutual benefit of both parties. Again talk to local communities to see what they would like to host.

Our MP and County Councillors used the library for surgery before Covid and hopefully will continue to do so. The Neighbourhood Police Team could do the same. With so many over-65 and particularly very many over-80s, a weekly or monthly personal update on Dorset Council plans would be useful. Many in these age groups do not read website notices or Facebook announcements so the first they know of eg a road closure for repairs, is when they can't easily get to the doctor or the shops. Local solicitors could be encouraged to hold advice sessions so rural residents don't have to travel to a larger town. Have small group lectures, perhaps 'after hours'on eg local history.

Partner with services such as food bank, nursing homes, homeless shelters, etc to show the libraries availability to these services. Partnering with services such as these can just mean advertising for them, for any events which might be happening, promote information.

Possibly a drop off point for prescriptions?.

Possibly by having a higher profile in places such as doctor's surgeries.

Possibly have some of the library employees come to different places and groups for example, children's groups that are run - gives an opportunity to promote the library service and remind people of its online presence as well.

post COVID use by the CA, police surgeries etc

Potential for 'Meet the Buyer' events to be held in libraries to encourage businesses (especially SMEs) to tender for goods and services when the Council publishes a contract opportunity.

Presence in doctors, supermarkets and other community space .

Prior to Covid, we regularly held coffee mornings for those with visual disabilities, however, there is little communication between other services and local partners. This includes schools, GP practices, local mental health charities etc. The council has a responsibility to bridge these connections together, library staff alone have tried to establish connections but we can only go so far without support.

Proactively engaging with eg local schools, social care providers, vol sector orgs and businesses

Provide the facility for local services to further their own potentials.

Provision of books to the local school and have the children visit the library to see how many lovely books there are in stock.

Reinstate contact services at satellites hubs and centres. By arranging community activities such as coffee mornings where residents can go alone or with a partner and engage with other residents. Providing for events such as informative 'talks' by a solicitor to inform residents of the methodology and requirements for providing family or friends with the power of attorney. Dorset Council Social Services available at libraries and satellite hubs. Providing bereavement counselling by organisations such as Macmillan. Provide online/teams zoom contact with Dorset Council officers by appointment.   The library will increase the service and information it currently provides whilst working in partnership with other agencies, service providers and community groups. A rebranding exercise should be widely communicated by the Council and its partners to inform the residents and local independent groups U3A, doctors' surgeries other service providers NHS. MP/Councillor's surgeries.

schools, early years settings and children's centres.

See previous answer

See the previous boxex - replace Dinosaurs with health books!
So many chances to link up with local, and national initiatives. It needs time and patience, but finding out what happens in the community will mean we serve it well.
Some libraries have had a series of "Health Talks". Libraries with appropriate facilities could offer their space to local Patient Participation Groups for meetings or outreach sessions. Other groups concerning Diabetes, Strokes, Arthritis, Osteoporosis ... and a variety of chronic conditions or sensory or physical impairments could be encouraged to use library facilities to meet informally. Poster space is very limited for all the available health groups; portable displays could be made available for libraries to be used on a rota basis. A free-standing triangle of display boards which lock together could go in many libraries without taking up too much space.
Steps to wellbeing support clinics, parents classes on support children with anxiety, parent classes on children's development and hormone changes and what to expect, Headspace bitesize courses for parents and children together on mindfulness and the need to take ten minutes to breathe. Sections on mental health, looking after your body and mind - easy to locate for parents and children.
Summer Reading challenge
Talks about bringing up children, diet. But in short sessions.
The common theme in my feedback is that there is a need for flexibility and that relationships evolve with other partners and services and the need to also work with others, so that the programme is changing and keeping current. Collective leadership and collaboration in the true sense is needed and not token gestures - giving those partners/other services a sense of ownership and responsibility - we do not have to have all the answers as there is a wealth of support out there but we do need to be more flexible with our approach
The Council needs to recognise that the libraries are at the centre and make sure that they convey messages via them. There should be no reason for schools or any health or wellbeing groups to have to look elsewhere for a venue or site from which to distribute their material.
the link with health visitors in the past worked well, to have a drop in session each week for mothers and babies as helped to see someone when are a new mother. this also got people in the door and would then stay or return - cannot see this has restarted since covid, it should. Also use this with different age groups/needs. a drop in for carers or older people who may have been isolated from covid
The local community police team used to hold regular surgeries in library premises. Consideration could be given to reintroducing this as this would be a good example of the library working with partner agencies in order to improve access to services for the community.
There already are links with local services such as children's centres and health visitors. We used to have POPP but they no longer exist. GPs are on board with books on prescription in some cases but that could do with being pushed to surgeries again.
There are loads of connections out there. Hold a meet and greet with Dorset Health Walks and start and finish a walk from a library? Its all about having the staff and volunteers to make things happen which is tricky when all services are understaffed.
There are lots of opportunities but his has to be at strategic level with other local health care professionals and Dorset Primary care Group
There are lots of opportunities, but if you start running education courses or hosting clubs or becoming an event venue, you run the risk of getting too far away from what libraries are all about, and then you may as well call it a community centre.
There are many and it is just a matter of networking / creating the conversation and building it into what we offer.
There are many, but important for libraries to deliver core business of providing access to written culture and learning.

There are times when a simple health and wellbeing display are not enough although they should certainly be a part of the library service.   Library liaison staff could visit local services and partners to see what their priorities are and then ensure that the library have library books and ready to access links for promotions carried out by such services and partners and arrange activities if necessary.
There aren't any/not many at present. Need to engage with GP practices.
There needs to be a greater link with Children's Centres. We have links with local schools. We find it quite difficult to pursue links with the NHS and feel that information about what the library can provide should come from a higher level.
They are useful hub venues to connect communities with other agendas - such as the development of music and wellbeing activities through Dorset Music Hub and spaces where other support groups/services could be offered and signposted.
this is a massive topic - there aren't really that many services and local partners that libraries couldn't usefully promote and work with. some ideas that link in with the previous topic on harder to reach communities might be: working with care leaver providers as a space for mentoring and independence skills support, work experience and CV advice, how to sessions on accessing other support; working with older residents / social isolation providers to provide space for get togethers, advice and support, book and film club ideas
This may need to be planned at the local level; what the community in Verwood wants from its library may be different from the community in Weymouth. Branding should demonstrate that libraries are part of a seamless range of services offered by the Council and its partners. You could promote the idea of 'Library Journeys' - people who started with a tentative visit to their library and were helped to achieve the unexpected.
Trying to get involved with national campaigns that have celebrity endorsements may encourage younger people to access the library for this information. Also, working with local GPs, gyms and health professionals to ensure people know where they can access the information and what help and support is available in the area.
Visiting local communities to talk about what services the library has to offer. Attending local health/social groups to explain how the library can help them.
We are already working well with libraries and keen to do more, esp the community libraries. Please use Digital Champion to help people assess health and wellbeing info, to enable libraries to support health and wellbeing offer. Also, if more people want to attend events remotely (winter, covid numbers raising), then let our hotline digital champions help people log in. To do this, ensure that events can be hybrid.
We can host events for other services. Use their connections to invite people. Children Services seem to use other venues and never think that the Library can be used
We have the CAB contact us to meet with clients and it would be good if the CAB could operate from our library. It would also be good if we could provide digital support to people who need to contact medical agencies but can't as they don't know how to use a computer.
We should work more closely with the new social prescriber network, local mental health services and other partners
Wellness training and clinics
Weymouth Library already hosts several partners such as Council Customer Services, Citizens Advice and The mental Health Team. Perhaps we could have displays for local surgeries or other support groups.
Why not join up with the nhs for once a month bookable counsellor sessions at a library, or offer a talking service (whereby a trainee counsellor sits and listens to people for a hour). Library staff could visit local residential homes or schools with a range of books on a subject or topic to discuss.

Will vary area to area, but going into schools, plug in GP surgeries. Stop assuming people know where you are and know what you offer.
Work in collaboration with health visitors to offer spaces for health check ups, baby check ups etc
work with housing services to provide a venue for computer use
work with local health centres - engage with childrens centres and mental health teams   drop in sessions for all of these groups would be good
Work with local schools to promote topics particularly relevant to them. Work with other local organisations to understand and facilitate their needs where possible: e.g. drama groups, U3A, youth groups (Scouts, guides, etc.) computer groups, digital photographic groups, art groups and so on.
Work with; Live Well Dorset - to hold sessions in libraries - smoking cessation etc. NHS - to offer wellbeing checks / baby weigh ins etc./ ante natal classes Children's Services to offer a range of Family Hub programmes Adult Services to deliver arts programmes for adults with specific learning difficulties as alternative day care provision
working more closely with the council and departments, as well as social services, if the library see a venerable person who may be struggling the library could contact the relevant department to ask to possible help and assist that persons needs. If I have a vulnerable person who I believe needs help I feel it is my duty to contact adult social care, age concern, CAB etc to ask if they can contact the customer (obviously I ask the customer first if this is ok) there is no reason the library staff can not deal with this as well?
Working with local partners and voluntary organisations
Working with local services/ partners to raise awareness of what's available by having this information available at the library. More courses/ events run in the building.
Yoga classes etc in Libraries? They can be done quietly and discreetly if a section is screened off.
youth workers would be a great help maybe have a youth club evening

Q17 Do you have any suggestions about how the Dorset Council library service can generate more income in the future?
A simple way would be to charge for book borrowings but that would defeat the objective of getting more people to use library services. Library provision is a statutory duty so should not have to rely on income generation.
A small nominal charge for groups/sessions where equipment is provided i.e: Art and Craft sessions etc.
Added value services - eg digital support; specific events (eg Business Fairs - charge for a stand). Promote hire of library space again.
Advertise donations more for book reservations. Organise more events which could be paid for, such as running meets which may need a donation to participate or craft sessions, etc.
Advertise space for rent when the libraries are closed to wider organisations to hold events, talks, meetings.
Advertisements. Charge for displays in libraries (displays subject to appropriate guidelines) Market use of our buildings and space. Partnership work with local business where we receive a share of income taken whilst the business is using our space.
Art and craft sessions to reduce social isolation, items produced could be put in a gallery and sold at competitive price (like Women's Institute markets, 50% to the maker, 50% to the Library service).
As above, and 'renting out space', where facilities permit. 'Paid for' classes to address digital exclusion and greater promotion of (paid for) digital access.
As before, sell art work and earn commission. Have Christmas fayres in the library with local stall holders and produce. It will encourage people who are not library users to come in as well. Film and movie nights. Art workshops like Stain Glass day, or needle felting. Charge people for the workshop.
As mentioned before: Quiz evenings, Author talks, cafe or coffee makers behind counter, Murder Mystery evenings
Ask for a donation to get a loyalty card and enter into a prize draw once a month? Get more people out marketing and asking for donations to keep our library's open Get locals to put on monthly fates and/or car boots where 50% goes into a pot towards funding for our library's
ask readers to pay for reservations and advice from digital champions etc
Become more business minded - treat it like a business.   There are so many times people wonder why a book isn't as quick to arrive as an Amazon book; that they can go to a charity shop to buy the book they need; Feed people what they need, rather than loose them to these areas of society that appear to be more efficient.   Let each library sell old books before sending them to Betterworld.   Keep the consumer in the building by offering access to tea/coffee machines.   Sell book bags - fabric bags - with Dorset Council on it or the Library's name.
By charging, or asking for donations when running children's activities.
By renting out the space in the evenings for groups to use. By generating electricity using solar panels on the roof. By renting out the car parking spaces in the evenings and other times when the library is closed. By having EV charging points in the car park for non-library staff to use. Become a retailer for paper and e-books. Host book signings where merchandise can be sold. Host author events and sell tickets. Team up with the local literary festivals for mutual benefit. Open a coffee shop in part of the building so that people can borrow a book and enjoy a cup of coffee at the same time.
By the hiring out of areas/meeting rooms to small groups and organisations.
Cafe!

Cafes in each library, film shows, lectures, talks and out of normal working hours activities - office workers working 9-5 have only Saturday to access them - use an evening each week to open later
Cafes in libraries? (Like book shops where you can have coffee and read a book - same idea?)
Cafe's, selling local books, being a parcel drop off/collect location, provide checking service for applications passports/driving licences etc (may not be feasible from a liability point of view), Have donation boxes for users to add change into for that local library, allow people to donate books and sell off to raise funds for library, Hosting reading groups (have small charge), let out library space after hours to groups, sell locally themed Christmas cards, jigsaw /board game hire, facilitating plant sales or book swap events, multi-purpose spaces for hire, foyer and window space for exhibitions,
Can have clubs where members pay a contribution to the library for using it to meet.
charge a nominal £5. per event fee plus a £5. refundable deposit if you turn up to a booked event. I dont believe shortage of money is a problem for most but shortage of time to change habits and shortage of motivation to bother.
charge for pc use for visitors
Charge more for overdue library books. Most people are surprised at how little the cost is when their books are overdue.
charged sessions, books and drinks social events or story time themed events or kids
Charging a small mandatory fee for reserving books online.
Charging for IT based courses
Charging organisations for library staff to deliver information sessions or craft or reminiscence sessions etc Hiring out library buildings as a venue for artists
coffee mornings could be self funding, and good book donations, offered to all libraries if the current library already has copies. don't waste it on DVD, who uses a DVD?
Coffee shops - see above answers. Book sales - they are best placed to order new books for readers to buy as they get notification of all new publications.
Coffee shops in areas where not overloaded with them already. Would encourage people to meet up at the library, stay longer when visiting. Offer a phased approach to charging for events. Adult events could be competitively priced, and children's events could ask for donations (donations would ensure all families can attend).
Coffee shops, corporate sponsorship, on-line advertising
Coffee! Pretty much every customer I've spoken to about improving library services since this survey launched has begged for a coffee machine in the library - I think it could be lucrative! More imaginative hiring of the space, especially for arts and cultural events. Offer children's parties?
Coffee/tea shops adjacent or within the library. Hire of library facilities out of hours. Create 'packs' for schools/colleges to rent which include books/items on subject specific areas.
Do a better job at promoting our spaces and the renting of our buildings. We could sell small stationery items and gifts. We could also ask families for donations when attending events.
Ebook hire and subscriptions
enable local businesses to sponsor events, services, displays, etc in their local library venues
Encouraging donations (i.e. for ordering books) is quite successful at generating some extra cash; users are more likely to continue spending if it is a voluntary donation for a service they appreciate, rather than insisting they pay for more services, which is likely to significantly reduce the amount of people who are willing to make use of the library.
Events would likely be the best avenue to raise income I think.

Free library books are essential. However, to join the library it is necessary to provide two forms of proof of identity so people may be prepared to pay a small fee for membership. Since the checking is already taking someone's time, the additional half-minute to take eg £5.00 would not add to the Library Service costs. But NOT a large joining fee and certainly not charge for taking out books.

Guest speakers that you need to pay for? Book signings with authors (like Waterstones do). Hold brainstorming sessions with other Dorset Council teams to get ideas - it's hard to think of ideas on your own!

Have a large book donations section, people can bring books and also buy books from it for low prices, and good condition books, often charity shops don't take non-fiction anymore. Even worn books can have use, they can be made into paper beads, pages can be drawn over and stitched over and made into art.

Have Slimming World or Weight Watchers in the library. Let local groups pay reasonable prices to hold sessions there. I think local book clubs might be ok paying if they feel it is supporting the library and would be a nice warm comfortable place to hold sessions.

Have the first hour on PNs free and then charge for each subsequent hour. Sell off old stock of books instead of pulping or sending to Betterworld (both must cost money to do). Books which have had their day on our shelves are still perfectly good to sell to the public and at 50p/£1 a time, the income generated across all libraries could be a decent amount. I don't believe this would stop those same people borrowing books so it will not affect issues.

Having coffee area, coffee shop , renting space for craft workshops . I can't use my local library as I use a wheelchair

having events could help , maybe film evenings, talks ,authors, we could charge a small entry fee

Having paid courses or events within library buildings where the library takes a cut for building hire. Craft cabinet where local artists can sell their craft and library takes a percentage for displaying the work within the building (cabinet is bookable).

Hold book sales stationary sales premium classes like skills classes

Hold coffee mornings and make a small charge for coffee

Hold computer courses for older people as everyone will need to be computer literate in the future.

Hold events where there is an entrance fee- local writers giving talks, workshops with small fees even craft events or more information about new books most people are willing to pay a small amount.

Holding events in the library which encourage those to donate OR request payment unless customers are in receipt of benefits, for example. We must continue to make events accessible for everyone but recognise the fact that holding events is not free. The Skills and Learning (cancelled) Christmas workshops had a brilliant workaround for this.

Holding events, providing venues and charging entry at these times.

Host more events and exhibits at reasonable rates, people will approach you to use.

I am assuming that books withdrawn from DCLS are already sold to make money. Possibly magazines are sold too. Encourage re-selling of seocond-hand books and other media at regular sales around the County. Encourage sales of other items such as crafts and artworks to make a % for the library. Libraries can be good 'shop windows' for displays of these items.

I do not believe libraries should have to generate more income - many people cannot afford computers etc and are no on social media so everything should be free.

I think a great idea is to have a state of the art up to date vending machine in each library and a percentage of the income form the vending company can be given to the council. People can spend hours in the library reading, working, studying and may want to a snack or drink but do not want to go out as they are comfortable in the library. I believe this will allow the customer to stay longer which is a good thing as the library is being used.
I think the charging scheme is appropriate. Increasing charges penalises users who do not have much money and libraries like schools should be free at the point of use.
I think this is a matter of charging for use of the space and thinking of opportunities to sell the space - film locations, I wonder if there are people who would like to get married in a library and so on.
I think we have to be careful that in trying to generate more income we do not penalise those who need our service most.
I thought there was a parliamentary act that stopped libraries from charging for certain things like book borrowing. So it is likely by establishing partnerships with other services etc and charging for say space for meetings, events, and so forth, that additional income can be made. Certainly, it should not come from reducing staff and using volunteers as a substitute. Some libraries will have more capacity to offer additional uses than others, so there should be financial support to maintain smaller libraries that nevertheless have an equally important role in the community. In fact it is the communities that should lead the way on this.
I would not have an issue with earning income for advertising but you would need the put the adverts on the outside of the buildings I should think to get people to pay. I also would not have an issue with partnerships with tea/coffee shops to have a cafe in the libraries. I also would not have an issue with a home delivery option where a charge is made for regular delivery/collection say once a month.
I would say renting out rooms, however this totally flies in the face of the equality of opportunity which is what libraries are all about. Maybe having really good conference rooms with overhead projectors so that businesses can meet up and talk to people all around the world with excellent IT. Maybe a second-to none IT support service that people can pay for in the libraries. Not just basic stuff but really advanced skills for businesses and individuals, an maybe even IT repairs. The library must maintain it's physical books and continue with activities etc. but if technology is coming at us in leaps and bounds then this might be where the money is.
If a library has the facility for holding musical CD's for loan to the public, charge a small fee for each CD borrowed
If some of the large libraries can be used for events then I see no reason why having a cut of the ticket sales isn't unreasonable. I acknowledge this may already be happening. I work with the community libraries and we have actively put our shelving on the walls or on moveable shelves to enable spaces to be created for other groups to use the space for other events. All new library refurbishments should take this into account. In our experiences you have to show other group that you can provide space for events, displays, meetings in libraries it is obvious to anybody but the poor person that gets to shove the furniture about.
If we have buildings fit for purpose we can host more paid for events to generate income, charge for bespoke meeting rooms, have coffee areas, have advertising digital walls, co fund building space through partners paying for the space / overheads. We can also continue to request donations for virtual events and by setting up a charity have benefactor donations etc.
Increase fees for late returns. Maybe charge a membership fee but offer added benefits for becoming a member e.g discounts at local retailers.
Increase fines for late returns! Virtual ticketed meet the author type events

Increase late fees inline with inflation. Allow business and individuals to book out meeting rooms to work from the library. Allow social clubs wherever it be bridge, lego building, chess etc to use the library as a venue for their club for a fee.
Introduction of fees for reservations (may be unpopular, but other parts of Libraries South West have them).
Invest now in creating some beautiful, well-designed, or high tech spaces in the library buildings that would be attractive to groups looking for room hire. Corner the market in Dorset for gorgeous small spaces that people want to be in for their get-togethers and meetings, and do a proper promotion campaign.
It's hard. I actually feel that fines are punitive, and there has been a move away from this draconian measure. Should we just be lobbying for a really generous budget? This might be the only long-term solution. It's difficult for us to start to get money from the public directly.
Just considering ways to draw in teens and young people, having games or computer consoles that could be hired out while being used in the building. These could support educational games and code club etc. Games are being frequently used in education for things like Maths and science education, and the blended learning happening in schools as a result of COVID is very likely to be a growing trend in future. I think if the library service is going to be serious about continuing to support young people, the growth of digital services will have to support this growth. Digital is expensive, but is becoming more and more essential to everyday life. Working with certain streaming services perhaps for films and tv series might be a welcome change over DVD lending.
Larger libraries could develop their space offering for third party hire - but again, these need to be welcoming, attractive and offer the necessary facilities for professional meetings in term of tech, refreshments, toilets etc. I don't think charging the customers at point of use is fruitful but I would look to expand the range of third party services and levy charges on them. That way, customers get an expanded service and more reasons to visit the libraries, and the third parties get extended reach. Public computers and printing remain popular services, for which people expect and are happy to pay. Ticketed author events (with book sales) and refreshments. Libraries could keep the ticket sales, whilst the author gets the revenue from any book sales. If we start charging for services, these would need to be well run and able to compete with similar events at other venues.
Letting the building on closed days or after hours, cafe space, charge small fee for reservations to cover fee of transferring items. Overall, I think the library use should stay free of charge so allow all people access to it. It is often commented on that the library is the only place in the Highstreet where you can come and spend time and socialize without having to spend money.
Libraries are one of the few free community resources left. Like the NHS, they are in large part defined by being free at point of access. I don't personally see any future for 'commercial libraries'. There may be some opportunities for sponsorship, but this should be long-term and high quality - libraries would not be improved by advertising billboards. Is it possible to start a charitable Libraries Endowment Fund?

Library services should be free at the point of use. Income and cost savings should primarily come from working with other areas of the council/agencies. Overdue charges discourage many members of the public, especially more vulnerable people on low incomes and with limited/no internet access from using the library at all. Those with more chaotic lives more likely to accrue overdue charges are often the ones least able to pay and have limited other sources for accessing printed material. Reducing or eliminating overdue charges will help to encourage people into the library. Some library authorities do not use overdue charges so it could be worth looking into how they are funded. One option is to allow everyone a free basic membership e.g. 2-4 books at a time and then offer a paid-for enhanced membership for people wanting more books (or a fixed charge per book over the set limit) or chargeable items. Coffee shops could be established in larger libraries to generate income. This would likely prove popular with customers (based on anecdotal feedback I have received from customers) and could be run by a third party. It could be run by a charity helping people develop skills which would also benefit the wider community. Smaller libraries would likely struggle with providing this service. Many libraries have spaces/rooms available for meetings which could be better used by those in other council services for meeting clients. If used successfully, this could lead to a reduction in other properties / spaces currently used by the council, especially with many more people working from home. Use of library spaces in the evenings for wellbeing/craft events, arranged by the library but often carried out by independent providers could generate income.

Look at what work within other services could be outsourced to libraries and also look beyond Dorset Council. If perhaps you are linking up with health and social care then maybe there is a role for libraries to facilitate access to those services. Loom at what the needs are of the local communities and see if there are funding streams out there that will help you to provide those services and combine them with similar services you already run. E.G delivering books to people who are isolated- are other services needed to contact those types of people? How could you work together on that?

Make a one of membership charge for a card or when a card expires eg £1 . Once paid , membership then for life.

Make Library space available for more non library for commercial or community use. Trust the users not to steal books and damage facilities. Locate organisations providing business breakfast meetings etc and encourage their involvement

Make people pay their charges instead of wiping them off all the time. Hire out the rooms for a reasonable cost Sell work by local artists for a small percentage / fee Sell merchandise e.g. badges, bags, bookmarks, reusable cups etc. with library logo on book and DVD sales charge a small fee or ask for donations for workshops and activities 'sponsor a book' - pay a certain (small) fee to sponsor your favourite title and see how many times it gets taken out, renewed etc. on a monthly basis 'sponsor a librarian' pay a small fee and get updates from a librarian (or branch) that you like e.g. a monthly newsletter detailing what they have been up to

make space for coffee shop/bookshop.

making savings on energy by investing in greener options now nominal charging for space and services provided to other services in the community collaborating with other community based groups to access funding that includes covering the library service staff/space/resources used for a project?

Making the library meeting rooms accessible to all, offering use of the rooms and the library area out of hours. Promoting the Reading Group membership to pubs, cafes, farm shops etc.

Maybe a,print to order any out of print books, or self published books...

Membership prices... sometimes when there is a 'small' membership cost that is affordable for all, it can make customers value it more. Gives you access to services more bespoke to you via an App (eg easy ordering of talking books, dvds etc)
minimal recharge to services holding surgeries for clients - minimal recharge to groups using space for meetings or events - create incentivisation schemes with local employers for small income return - rent space for out of hours events
More events in the library, such as visiting authors. Charging directly to the customers account when they use the borrowing service., rather than relying on donations. Make sure all fines are paid on eveyones's record!!
More flexibility around hiring library space and rooms - particularly out of hours and better marketing and an online booking system Work with businesses for using the space and applying a percentage fee Work with government and organisation initiatives such as Visa project at Dorchester and Census project   Increased funding projects such as tablets for communities and apply fees for businesses wanting to support
No
No - these are anchor institutions and should be publicly funded through taxation.
No comment on this.
No. Sorry
Not really are we not a Service not an income generating Department. Is this not our legal responsibility? Maybe we look at savings?
Not sure in this difficult time/inflation
Offer 3D printing as a service and charge for the customer's use of it. Host more events with guest visitors and get local organisations to sponsor them. Introduce charges for adult book reservations.
Offer facilities for the library space at a reasonable cost to local groups at times outside normal library times. Advertise local events and sell tickets to shows, etc. taking a small commission on the sales. Local artists' and photographic displays and take commission on sales.
Offer tea and coffee or have vending machines. . Rent space like a franchise to local bodies.
Offering teas and coffees at a price cheaper than shops but enough to make a profit. Book sales and charging for digital training for the over 50's.
Online services that can be used for a fee.
Open up as a venue for more baby/toddler groups, pre-school/nursery visits and tours, art exhibitions, comedy nights, book clubs, charge a small fee for memberships for people who are not on low incomes/benefits,
Overdue penalities increasing- really encourages me to take them back!   Cheap events
Please read my previous entries.
Please stop overstaffing! Time and time again posts are filled when they are not materially required. At a broad stroke, Community libraries need 1-2 staff, Town B's need 2-3, Town A's 3-4, then the mains need rather more. I find it so frustrating that repeated requests by managers of great experience have been ignored by above and people shoe-horned into timetables when they are not required. This is where the initial saving has to be. Income can come from user groups and less conservative approach to building usage. There is no shortage of interest in hiring the space, it has only been perceived hurdles from above that has prevented it. Please, please, please talk to the managers in a free and open way and listen to their ideas re. saving money on staffing.
Provide good quality and relevant gift shops, cafe facilities
Put cafes (or coffee kiosks) into libraries!

Rationalise what's charged for and what's not. Our space can be hired out especially outside of opening hours when they are lifeless buildings. If we had modern buildings/interiors and up-to-date equipment I think it would be easier. Staff expertise at running rhyme times/getting a reading group going in a different venue etc could charge for that - work with schools - we don't have a Schools Library Service any more so is there anything we could charge for around that though training might be needed to ensure expertise up-to-date.
Reduce external contractors Incorporate a Post Office service where there are none locally and if there is just sell stamps Consider being a drop off/pick up location for parcels. Sell paper, printing ink and possibly associated gadgets Sell books (babies board books and best sellers especially) Consider being a box office hub for the technically disadvantaged.
Reduce managerial roles
Reintroduce charging for books which are ordered in.
Rent out exhibition space
Rent out parts of the library or rooms for meetings/functions
Rent out space for meetings and interviews
Rent out spaces to meet, provide courses
Renting space out for local groups.
Renting space, equipment, technology.
Requests should have a charge rather than a donation charge for events - if they are free people don't turn up
Room hire, paid for events, coffee/gift shop, better use of foyer areas or central exhibition areas. (But be carefully not to suddenly start charging for existing services.)
Room hire. Building hire. But if you want local businesses/schools/learning events to use us, you have to think about how much you charge. You want to encourage use
Room lettings Sponsorship Paid advertising
Run different talks and lecture series? Use libraries as events spaces?
Sales of old stock Fund raising events Have a "friends of the library" group dedicated to this?
Sales of some library branded items - pens, book bags, bookmarks etc. Our readers are all very proud of the library service and would like to show that they support it
Sell discarded fiction books. Rent out more rooms.
Sell off old stock that is being withdrawn, charge customers for special events such as collaborations with authors or outside organisations (obviously keep regular events free but I think many people wouldn't mind paying something for one offs), hold events to raise money for the libraries, but most of all demand more from the government to take the service seriously and not try to deliberately run it in to the ground as a 'cost saving' measure
Similar to prescriptions, a small charge for each item taken.
Small fees can be chargeable for activities, community arts and other cultural events, Internet and computer access. Providing coffee/tea/drinks and confectionary machines and space for local craft industries shop.
some libraries charge for reservations, I would be happy to pay a small fee - charge for events - use some of south walks house to open a community cafe - board games seem very popular at the moment with young and not so young, perhaps evening events with snacks and drinks where an entrance fee is charged
speakers, book signing (tickets have to be bought) - link in more with the literary festivals. Sell books? cafe outlet? If I have gone to work in the library, you have to leave if you want to get a drink. a hub for people who work at home - sometimes it's nice to work in a quiet place but be surrounded by others

Take mobile libraries around industrial estates so that busy workers can make use of them. These estates are often situated away from the town centres. Employers on the estates can be charged a reasonable fee for this service and then claim that they invest in their employees.
The government should distribute tax money better
The library service must remain free at point of service and continue to offer good quality books - its USP. The e book take up is still low compared to physical books and children learn reading better from physical books. Also people want to leave their house to pick up a book. Staying at home with an e book is not beneficial to many. The financial implications to the community and Council if library services decline would be significant - in terms of costs linked with poor life chances and poor health.   I am not sure how it can generate income, in the same way a school or hospital would struggle. It is a needed service. Hire of room space? Sell local books, maps etc. to people visiting the area, but not sure how much that would generate?
The library service should be publicly funded from council sources, it is not a commercial operation.
The most important thing is that borrowing books should always be free.
There are any number of cafes in town just raking in the cash - can part of a library include a F&B offer? Appreciate it may take some effort to separate the resources from sticky fingers
This is a difficult question: on the one hand, it is important that libraries are open to all so charging for certain services may put people off using them altogether however, there could be a cost to attend certain activities and events if this reduces the risk of losing the service altogether.
This may well be a bit 'out there' but with so many towns now without a bank - could libraries offer a community banking facility? Make charges for things such as CV writing service, Reading classes could run with a small charge. Sell tea / coffee/cake/biscuits.
To hire their buildings as venues. To charge for book requests from other libraries.
Unfortunately, as soon as you ask customers to pay for things they automatically shy away. I think we need to think about how many libraries we can support, sad though it is, people are accessing our services digitally more than ever and this will only increase. DVD's are fast becoming redundant, could the service invest in a streaming service with a small access charge? This would enable us to get publicity out and if the charge could be kept reasonably low, even those with low income might be able to afford access. Over time this would become a regular income and support the rest of the service.
USE THE SPACES MORE EFFECTIVELY!!! this means investing in the fabric of buildings to make them DDA compliant, making sure we hire out our rooms and lib floors when the library is closed, and offering preferred rates to local businesses for hot desking etc
We already have to generate our own income to pay for utilities, building etc.
We could host more chargeable events. The Service could also consider making a hireable room space available as this has proved popular in the past.
We should not be income generating !
While keeping events free and accessible is important, many people are willing to pay something so having donation boxes visible at the end of events could help

Whilst this would likely be hugely unpopular, even something as simple as charging all library users £1 for access to library services yearly would generate lots of money! But I appreciate DC would never go down this route as people already pay council tax... I don't wish to see us charge people for attending events or for book reservations. I think it would also be beneficial in the long run for us to stop charging people overdue fines - particularly if this was well-advertised as part of a campaign - and instead, politely ask for donations. Could we have library merch and stock items similar to tourist info's for people to buy? We could also sell our withdrawn stock and any book donations we might receive which we cannot use (obviously with donator's permission). I would also argue we only keep the new DVDs and after they've been out for a year, then we sell them off. Could our library newsletter include adverts which businesses pay for? Tricky area I know but there we go....

Wireless printing Be able to scan from our printers - the public scanner is ok but people find it hard to use so avoid it if possible. Chargeable rental of things like tablets, laptops, baking tins, cricut machines, 3D printing - worth the outlay to be able to offer this service? Cafe

Working with schools to examine library provision and school library usage. Coffee shops etc. Arts and crafts sold in libraries. Book fairs - but books sold at discount.

Would it be possible to use funds from attached cafes to subsidise the library offering? People would pay for coffee and get the library free. Or allow paid for services to use library buildings e.g. weekly head massage sessions in a library building with a surcharge for the use of the space. (I use head massage as an example as these sessions were highly popular when they were held in a building where I worked and they didn't take up much space.)

Yes charging for events to cover the cost of materials etc. Charging for requests

Yes, please provide courses as mentioned before like making healthy lunchboxes, healthy salads, and i would love a demonstration on how to cook an Indian Meal. I am sure a wine seller may want to promote themselves with a cheese and wine evening. Have payable bookable sessions. I would pay for a session making jewellery, and having parent and child sessions. A makeup session would be good for a mother and daughter or anyone that wants to attend.

You can charge for business's to use the space - which gets people in the door Have a social enterprise mentality - lots of small enterprise's run by either staff or members of the community where all profits feed back into the community (library service). Will be more beneficial to the community if run by them - peer led (look at the Durlston Country park - volunteer - Sheddy's way of working)

Q20 What opportunities do you see for the voluntary and community sector to work more closely with libraries, to help improve access to services and support the health and wellbeing offer?
A bigger promotion and engaging with library users informing them of our service which can be stream lined when people are unable to travel to a library.
A great chance to continue the valuable service offered to those unable to access the libraries
Act as a hub to disseminate information about organisations which can help. Face to face recruitment into service industries.
Advice and support for accessing academic journals etc on line
As the rural touring arts organisation in Dorset we see the potential for programming shows and workshops in some libraries. However, as we are an organisation funded by the Arts Council to take performances and workshops to areas in Dorset that those communities do not currently have access to it would be inappropriate to programme work in towns such as Dorchester, Weymouth and Bridport.   There is certainly potential for 'wrap-around' events to take place in a library with a show taking place in the local venue.
At Dial a Ride we can assist with transporting people to and from the library if they hacve mobility issues
Bring in 4 or 5-year olds and some older children Most at these ages are suitable to understand what they might be just looking at the pictures with help from volunteers who can ask some easy questions and make the children laugh! Hopefully, they will love to come again and bring some pictures they have done, to show the others.
Cater for all age groups - find ways to attract people from across the community eg from pre school rhyme time (to help parents and caregivers) to teens and older people Run IT related activities and advice for all sectors especially those not IT literate through economic, social, intellectual or choice reasons. Maintain link with Digital Champions. Lower the cost of photocopying and printing for library members or commercial companies Develop Home Library Service Reinstate mobile libraries and introduce 'pop up' libraries to cater for needs of rural or deprived areas Encourage voluntary sector to take part in running peripheral activites in the library such as colouring, Lego, jigsaws, to complement those who use the libraries more for IT or study or borrowing Prioritise the provision of community room and space for use by the community - this is a major concern at present in Weymouth where L&S and CAB (both worthy and useful) are taking over and restricting the use by groups such as Shared Reading, FOWL committee meetings etc Work with and loudly promote links with care homes, clubs, BID, schools (see also q.5) Host special events (see also q.5) Ensure space available for community use (see also q.5) Introduce quiet days/space (see also q.5)
Clearer, memorable opening hours Venue for talks, presentations Provision of space for meetings
Delivering books and ebooks is the primary need but also a befriending service for the housebound. Working with schools is also valuable.
Enough people to keep libraries open, whether paid or voluntary staff
Help and support with IT, especially for very small businesses, and people without any technology education

Help the community and provide a hub for community for information, resource and IT. The most important service is the lending of books and provide up to date books that the community so desperately need access to. The computers is also critical to help the financial challenged families so they and their children do not get left behind and deprived of this modern communication medium.

I believe a library should include information to the community on services available other than library services. Especially in a rural library it can be a source of information on many other services or a point where public can be directed to a service they may require but not know is available

I do not see libraries or indeed the council as being a useful part of what we do for disabled people.

I run free dance (and this year I have included live poetry) performances for local members of the public in outdoor spaces, and run workshops in schools and libraries for people of all ages which encourage them to engage with the arts and with the themes of each project as well as coming to see a performance. Partnership and collaboration with Dorset Library Service has been crucial to my project development process, enhancing my projects and successful raising of funding. I envisage that a stronger partnership could be supported by Libraries running outdoor activities and workshops for members of the community, which engage them in the arts as well as literature and draw them into the Library fold without the pressure of feeling they need to take out and read a book. This can be effected by collaborations between various art forms such as dance, linking to poetry, and to music, painting, sculpture, etc. In the same way that people often feel that theatres and art centres aren't for them, some feel that Libraries aren't and bringing activities out into the community by running them outdoors or in easily accessible spaces will enable Libraries and their partners to reach a wider cross section of the community.

In the past we have held a display of our society's output. This may be of general interest to the visiting public but also presents a great recruitment opportunity for our club. We could arrange displays across a number of sites in the County and could also arrange 'complementary' displays to add to subjects that the library service is pursuing (i.e. Hobby book promotion - we could display Dolls Houses, Boats, planes etc. WW2 themed events with visual support, Falklands 40 year in 2022....ships/ aircraft etc. Railways etc etc). We need to work collaboratively with Libraries to get our name infront of the public in order to increase our mutual reach.

In the past we have referred our beneficiaries onto reading and writing courses at the library. It would be great if organisations like ourselves could also come in and give short talks about the services we offer for the community. We love to network and work collaboratively with those around us more effectively.

Increase networks with other community stakeholders - eg GP practices - to identify people who temporarily or permanently would gain from a home delivery service. Keeping books and reading as a lifeline for people and also reducing social isolation.

It might be helpful to have volunteer-run libraries in the villages, in village halls, community rooms, even in pubs.

More advertising of the Home Library Service. More interaction between Library and Volunteers

More publicity for Home Library Service so all those who are housebound and enjoy reading can benefit from the service. Use libraries to promote community cohesion, through encouraging those who feel isolated to join eg a library-sponsored book group; use libraries to put people in touch with one another through discussion groups. Reinstate a Mobile Library Service for relatively isolated communities.

N/A
None. Stay professional, pay library staff to curate books etc, and stop trying to get your responsibilities done on the cheap.
Our community radio station is able to promote events at Swanage library,I often mention the volunteer beareau that used to run there and promote books on health and well being
Our remit as a Friends Group is to: 1. Promote the Library events to our members; 2. Run our own events at the Library for our members and non-members. These events provide our members an opportunity to meet with others in a supportive environment; We also think that if the Library had the facility for people to have a cup of tea or coffee while they are there this would enhance their visit. It would also provide, for some of the library users, another safe and supportive space for them outside of their own home.
Perhaps to share access to museum library
Promote what libraries are doing more widely and frequently. Library activities are rarely, if ever, mentioned in the local free press or on social media- such as the Wareham Community Group on Facebook.
Provision of space for workshops etc,
Reading and the ability to have access to reading material is so very important for everyone. Public libraries since 1850 have been set up to meet this requirement. The Public Libraries and Museums Act 1964 created a statutory duty for local authorities "to provide a comprehensive and efficient library service for all persons". Libraries are so much more than just a place to access books, they provide a warm and welcoming space for people to spend time in the company of other human beings. We must ensure that we keep libraries open for people, whether as a statutory service or a community volunteering effort.
Subsidised transport opportunities to get residents to libraries by financially supporting the voluntary community transport schemes. This could be done by setting aside a proportion of the amount taken in charges annually (a bit like the bag for life scheme) to support local small voluntary/community groups.
The HLS has been provided in a partnership between Dorset Council and the RVS for the last 17 years, and has developed and undergone many changes. Throughout it has worked extremely well, with volunteers working closely with library staff to provide books and talking books to those unable to visit the library. All surveys carried out by RVS on behalf of DLS have shown how much the service is appreciated by our customers: both the provision of books and talking books and the regular visit by a trusted volunteer, providing a befriending aspect and tackling issues of isolation and loneliness. The reach of this service could be extended by working with Dorset Digital Champions and Embedded Digital Champions to add this dimension to the HLS we offer.
The Home Library Service is already valued by volunteers and clients alike.The volunteers could possibly make clients more fully aware of opportunities within the realms of the library service and of other D.C.C.services by delivering information leaflets or by word of mouth. Depending on mobility/age/interest some clients may appreciate visits to the library to take part in book clubs, social gatherings, themed gatherings: internet tuition, special interest clubs. Car insurance would need to be investigated first.

There are lots of opportunities here. the more that people use the libraries the better they serve their community. The amount that libraries offer from book borrowing ,computer use and activities for all ages ensures that the opportunities are there to support the health and well being offer. Libraries do and should further go out into the community to promote these services. This should be done to attract a wide range of users. A very important part of this is the support of the Military Covenant. Equally vital is the support to health care and key workers.

There are many existing opportunities- it's about making them aware to those who would benefit.

There are many people within North Dorset who need our service but word does not always reach them despite articles, poster publicity etc. Maybe a mail drop. Talks can also be given to other organisations within the community sector if this is useful.

Use of library premises for a wider range of activities such as games, reading groups and other community activities. Access to IT training/ Digital Champions.Shared management of library facilities with, for example, local church and Parish Councils and individuals in other community groups.

Use of volunteers in libraries. Bringing other services into libraries like citizens advice, a meeting place for community groups like Carers groups

Volunteers could help shelve books? We could also be more proactive in promoting the library service.

We offer Social Prescribing Services across Dorset with staff mainly based in GP surgeries and referrals coming to them form health services. A library presence would give us more of a community presence reaching those that do not currently engage with GP services. We work with people who are isolated, lonely, experiencing long term health conditions, anxiety, debt, housing issues etc. Almost anything that impact on a person being able to enjoy a good quality of life. So many of the activities and organisations that work within the libraries are the networks that our clients can benefit from. Our services are CCG and NHS funded at present.

We would love to work with our local families to support families facing poverty. Maybe to do some initiatives like treasure hunts or events in our town? I have been aiming to go down there & have a discussion with them

Q23 If you would like to provide any additional information about your selections, please provide it here.
Ability to advertise our services to the local community.
For Smaller businesses with limited office space the idea of being able to book meeting rooms with Clients is a big plus, a more private setting with less distraction would be a useful asset to any business
I have been a member of my local Library all of my life, the space you/we have in Dorchester would be invaluable for Local people like me, bookable meeting rooms......when privacy is essential rather than Costa/Coffee 1 etc.....hot desking so good for mental health when working from home to work in an environment where you can simply see others and exchange hello/Goodbye etc......also means that we are also seeing the services on offer as we walk through. Regards [name redacted]
I think all the options above are valuable to the business community; I've selected the three choices on the basis these are based around physical spaces which we know are often requested and sought after, particularly in easy to reach locations which libraries can potentially offer.
I use the library service all the time to a) obtain a range of reference books for short use, rather than buying them all the time and b) for on-line resources such as access to the various Oxford Dictionaries on-line. I also used to use the British Standards on-line until, alas, that was terminated.
If not already done, I think libraries could play a key role in helping with mental health with a clear section on books that can support people to feel better and encouraging a book club for people to meet etc
None
Opportunities to meet in person better than reliance on digital. Despite being a website designer, online tools can only go so far and a lot of service businesses still rely on and benefit from meeting up with real people to make useful connections. A libraries 'skill & knowledge share' service could be set up where people offer their own experience / advice on different areas of business. Like speed networking but speed skillshare type thing.
Quite happy to pay for bootable meeting rooms and hot desk use.
The cost and availability of usable spaces within Weymouth, Melcombe Regis, and Portland

Q24 In the future, how can libraries help people gain better skills, better jobs and building a business
Access to Business workshops/ Events on starting, running and Maintaining a business Recruitment Drives HR and Health and Safety advice. Networking events with other SMEs online courses.
Access to the internet for those without access.
Advise on career and skill development opportunities.
Be a hub for all sorts of Workshops. Use our theatre practitioner expertise. Building confidence, communication skills, public speaking, team building, and developing entrepreneurial ideas with expanding the imagination.
Business to business event hosting, and networking events
By providing common resources,particularly those that are either emerging or expensive for an individual to acquire. I.e. books were once scarce now most information can be acquired online - so what is the 21st century equivalent of the 19th century book?
Courses in advanced IT skills such as Web Development, film making, social media
I feel the Library doe not promote the services it has to offer
If not already done, I think libraries could play a key role in helping with mental health with a clear section on books that can support people to feel better and encouraging a book club for people to meet etc. Having business people to talks at the library, have a room where podcasts can be recorded so businesses can use this - podcasts are the best e-book! Thanks
Libraries are in a unique position to be able to provide physical spaces where people can come together to progress ideas, skills share and feel welcome. The beauty of a library is the fact it can be a space where people feel equal and able to use it regardless of why they are there. For this reason, they are ideal spaces for people to access workshops, training, have meet-ups etc in the context of a 'neutral' space from which they can potentially then link into further development such as employment/training. Simply opening spaces for people to use and spend time together can be the catalyst for more formal development. For example, if libraries were to contain making spaces with 3D printer access and some training opportunities to use them, then people can become empowered to take forward their own idea and connect with others who they may collaborate with, learn further from, or work with.
Libraries bring people into the town centre which is good for all local businesses. Libraries have on-line services which assists those who have no internet service at their place of residence. Facility for researching any given project with information close at hand.
Marketing advice - Use of social media.
More marketing, perhaps through the TIC?
Offering meeting and networking opportunities, training courses and support
On line resource for marketing/product development
Possibly through some in-library training events?   At the moment, most events seem to be aimed at children or leisure interest, which is excellent.   But I have been struck by how little (curatorial) colleagues are aware of what the library service has to offer.

Provide space for networking and work with bodies like Dorset Growth Hub / Outset etc to be a regular 'drop-in' space with financial / legal advice for people starting businesses. Also to have a place where people can leave business cards / leaflets for local B2B products or services. Southbourne Library (not been since before covid though) used to do this very well in its hallway which is full of community information as well as business info. Possibly tap into retirees or older part-timers, for their business experience and acumen in terms of mentoring / skill share with younger businesses.
Seminars, conferences with guest speakers
Since COVID we have managed a return to office working by spreading everyone out across our space, which has meant we no longer have a meeting room. The local area (Wareham) seems to lack safe meeting spaces of various sizes that can be easily booked by the hour for a reasonable fee. If you had really fast broadband serving a co working space that could help too, eg if a far flung employee has poor rural internet, if they could use a co-working space at their local libray with access to 30 or 50 meg they could reduce their commute.
There are two skills that only the well educated have good access to: 1. Report Writing - which includes resumes, submissions, simple contracts, applications, designing advertments etc 2. Public Speaking - which can include job interviews, being part of any committee, or even court appearances. Our public libraries can play a big role in developing skills and confidence. It would be fantastic if our libraries could give opportunities to those who need it.

Q25 What opportunities do you see for your public sector organisation?
fortunately i don't have to "work" with my library but I do enjoy the relationship and efficiency the staff at Sturminster library always offers. I am extremely happy with the services I receive at such a vital part of the community which is probably the friendliest public library I have used in over 80 years.
I am pleased that the library already works closely with us, allowing us to have a permanent notice board on site not only to advertise our latest activities to the public and also keep those members without internet a means of seeing up to date information. We also hold some of our smaller groups in the library study area. In the past, the library has let us host some short information mornings in the reception area during the academic year. It would be great to continue these post pandemic. Wimborne u3a has also been warmly welcomed at Corfe Mullen Library for similar open events. Wimborne u3a are grateful to our libraries for supporting us so well.
Information about libraries in FYI Staff Daily/Weekly Bulletin Information for the patients - there is a vaccination clinic happening here at the moment
Libraries provide an excellent community asset for information sharing with the public on health and wellbeing issues, as well as providing digital resources for anyone who may not have them at home. Being able to point people to a physical location where they can go to find out more information is a opportunity that we could use much more than we currently do.
Libraries with enough space could start to house mini clinics for health and wellbeing. Ranging from flu jab clinics, blood donations or counselling sessions, perhaps even light physical activity sessions for those struggling with their health and wellbeing.
Our Safe and Well Visits which promote fire safety along with health and wellbeing. During these visits we could promote the use of libraries within the communities and referrals for our Safe and Well Visits could be made. We have previously operated a stand within the libraries and these have been well received and supported.
Replying as an individual, I would like to see the use of Pets as Therapy in libraries, for example, the Paws to read scheme.
We would gladly run vaccination clinics, lonely and frequent caller days and other projects from the local libraries, this could include sharing information such as hand-washing and about our Patient Participation Panel

Q26 How could we develop our Dorset Council library service in the future

- encourage more local community groups to use the library buildings to promote their services and raise funds - establish 'Friends of the Library' groups in all local libraries, to connect them with the local community and give people a sense of ownership and involvement - have sales of withdrawn books and/or CDs regularly, or opportunities to 'book swap' to encourage recycling, reusing and sharing - have a cafe/meeting space in the library - have changing exhibitions/displays, open to other community groups to use - organise larger scale activities like 'knit alongs' and other opportunities for people to make/do something individually or in groups which can then contribute to a larger event/display, so people can feel part of something - organise more author talks throughout the year

- Expand on electronic systems to make access easier for people who prefer to read electronic resources. - Mobile library opportunities for those who cannot travel and prefer physical resources - add a public access computer/laptop to the mobile library for those with limited or no computer access at home. - Incorporate the embedded digital champions into the library process to assist users. - Where appropriate, promote the libraries as more of a community hub where people can host knit and natter style groups at certain times, setup timetables and schedules including "Golden" time for those who need absolute silence, that can fit around other scheduled events such as children's groups, etc (if no separate room is available). - Continue with virtual and hybrid events post-pandemic to continue improving access for less mobile people.

1) Promote financial security by preventing overstaffing, 2) Allow managers to work with private companies for sponsorship of events, 3) Allow paid advertising in the libraries, with obvious disclaimers, 4) Allow managers to work with charities and promote their interests, 5) Align the libraries to local school agendas, and 6) Allow far greater freedoms on social media.

A hub centre for various Agencies.

A travelling service in a vehicle which can encompass many art forms and serves the community, for instance a storyteller who randomly turns up at places and tells stories, in old people's homes, shopping centres, school playgrounds, beaches, car parks... Equally a dance or painting workshop, music performance... The vehicle would be a bright recognisable colour & very simple logo on it so people would get used to seeing it and be attracted to it like to an ice cream van, it could have a written changeable information box on the front, like on a bus, where and when next event takes place.

Abolish fines totally as these put off the very people we would like to attract in to the library and often if someone joins and gets a large fine they will just stop coming to the library. Also some parents are put off as they think children will damage books and this will cost them lots of money. It is great we don't charge for holds. Somehow rebrand libraries on a local and national scale. It is amazing how many people still come in to the library and 'shush' their children even though we have been allowing noise in libraries for years. Some still think they are 'stuffy', 'strict' places and can be intimidated by what they perceive as 'high brow' and 'academic' staff.

allow staff to be trained in other subjects to help assist or lead a group for training customer's in all aspects of learning vending machines to allow customer's to stay longer and this will give a percentage of income to the council form the vending company advertise on front page of dorset website that the library is free and what the library offer in services not just books!!

Are you on Twitter and similar for young people info who might otherwise think of 'books' as stuffy. Promote the home delivery service more for housebound residents (NB your spelling error above ...) Pop up library at local events ie go out to meet people rather than wait for them to come to library Link with medical centre social prescribers ref reading as a key contributor to well being Encourage events in library eg get the most out of your tablet/mobile phone and promote e.books on library on line Cafe in library if space ie permanent, franchise not volunteer Easier to remember opening hours (as previous screen) Be a location to receive parcels while people are at work

Art classes using worn old books - reusing and repurposing, preloved book shop area, preloved magazines section (5 for £1?) Bite-size classes held outside of main library hours, or during school hours giving parents time to drop off children and leave in time for school pick up.

art groups to decorate the walls, like a living exhibition space. using local and school children's art work

As a community centre is a valuable asset perhaps for elderly and children.

As previous comment - use of PAT dogs to support reading for children who need it.

As previous suggestions: Advertise what is on offer in many more places e.g. social media, radio, newspapers etc. Noticeboards outside the library. Really develop the sense of it being a community hub, for all. Seating areas where people can freely talk, coffee shops and gift shop sort of environment where it doesn't feel like a library but a shared community space. Host area for Tech Demonstrations/workshops (such as Google Education) Host more community themed events to draw people in. Advertised specific study areas. More authors and illustrators doing book launches etc. More workshops and events that people pay to attend.

As previously identified libraries need to evolve into modern up to date places residents of all ages go to for training, social get togethers, information gathering hubs that have a modern informative vibe that attracts/draws in its residents.

As we (the Home Library Service) get most of our referrals from libraries I'd like to see libraries promote the HLS more visibly with posters and information leaflets as well as guiding readers towards the service if they think they, or people they know, might benefit. This does happen of course but I'd like to see this kind of promotion more actively pursued. Availability of refreshments and public toilets would be very welcome and would probably increase visitors.

As we are faced with an increasingly ageing population, the library service needs to develop those areas of its service where it takes the library to the customer i.e home library service; mobile service reintroduced for the villages that don't have a bus service.

Associated 'wrap around' events in the library if an event is happening either that evening or a few days in the future in a village / town venue. Workshops such as creative writing, film making, craft workshops. Children's activities during the summer holidays.

Be more joined up with the rest of the council offer, both in messaging within the libraries and in communications with our residents.   Make the libraries genuine hubs of the community - a one stop shop for council services Improve the environment - if we want to be taken seriously and people to spend time with us, we have to look professional and welcoming. Tie up the digital and physical offer better. Single view of customer across platforms.

Become a collection point for deliveries eg Amazon Locker? Cafe with a breakfast club for school children and after school clubs Share library space with other services, Police, Fire, NHS is already in SWH, local organisations eg Monkey World, get as many things under our roof as possible.

Been said

Being able to "loan" software? I don't know how that could work in practice, but some creative pieces of software cost bonkers money. Being able to borrow Photoshop, or Sony Vegas Pro, iCut (whatever it's called), Microsoft Office could give people more mobility to access the software they need from home. Like, paying a small subscription to the library to have an "upgraded account" and that gives you access to various types of licenses? I think it's easier to have licenses that expire as opposed to loaning hardware. VR headsets - this could especially appeal to teenagers and/or teachers, depending on the content we source. Since VR headsets are still expensive for most people to buy, a small charge to use these could be appealing. Perhaps we should develop our own online movie streaming service. You don't pay a monthly subscription, but you pay £2.50 to watch what you want online, rather than borrow physical DVDs. Or maybe that ties in with the "upgraded account" mentioned above. Having a Council desk will always strike me as necessary. Even people who can sit down and use our PCs will not have the mental capacity to take in heaps of written jargon. Being able to speak face to face will always be a benefit to the homeless, the vulnerable, those with learning disabilities.

Better advertisement - not just online!

book buying needs to improve - some of the books bought are just coffee table books or stocking fillers.   more fast books for quick turn over

Borrow a reader - volunteer service for older people for somebody to read to them or talk to. Consult with local schools and clubs (Scouts etc) about books they would like us to put on purchase list.

Business section for local links etc relevant to independent Dorset startups especially sole traders

Buy decent books, choose less political magazines and Guardian recommendations.

Buy more books

Buy more books

By becoming the heart of the community by holding regular events, classes and being the pillar of support for those who require advice (not just signposting to a number!!). A very out of the box suggestion...what about a cafe in the main libraries? Many people still opt to study, work and read in cafe's as opposed to the library.

By making them less about borrowing books and more about providing services for the community.

By not loosing the fundamental parliamentary/community reason for being and building on that. In my experience communities want libraries, so by building on communities you develop libraries and vice versa.

Cafe, volunteers to support children with homework, 'library of things', community fridges, internet library (eg borrow a dibngle to access the internet remotely for a period of time)

Change the mentality of the community who still thinks the library is only for borrowing books. Work with the local council to advertise all of services and potential services to remind everyone the changing nature of the local library. The Covid-19 lockdowns has shown to people that when they cannot access the library services they then complain.

Closer links with local NHS community prescribing. Offering the library venue for support groups such as Living Well etc. Harnessing the power of local knowledge and connections to support the work of county wide activities such as tree officer, pathways officer, local archives, Stepping into Nature initiatives. Use of the library for exhibitions/events to disseminate Dorset Council directives , for example on sustainability, environment, planning, heritage etc.

Coffee mornings & fates   Car boots   Competition's and lucky draws

Colouring pictures for the children. I think that young children would be excellent visitors at the library - they could just watch what is happening if they are a bit shy - I think that they would soon join in.

Combine Tourist information centres into the libraries

Combining with other local services so residents can meet their needs in one place. Encourages footfall from different businesses.

Continue to invest in libraries, the importance of education and the most up to date technologies. Develop into a more social place for young and old. A space where people are able to learn new skills and socialise in a safe environment. Perhaps even look at hosting some tabletop game experiences for those who wish to learn or who have been unable to due to financial restrictions.

Covid has shown us that people need to have social contact, so the idea of the library as a safe place is ideal for nurturing that and we should be emphasising the safety and inclusion. Reading EVENTS are key. Our Sturminster Newton Literary Festival was a stunning event There is obviously a cost associated with these things, but if you want people to be inspired, you have to be inspiring.

Creative marketing to change our image. Strong, equal partnerships with shared responsibility Representation - more visible profile New job descriptions/ roles

Difficult one to be a library nowadays from a book point of view as referencing is done so much online so not having visited a library in years this may already be done Easy and maybe free Access to computers/internet They need to be a community hub be it for business/children/local residents Also though they do need to offer help with literacy skills for children (adults) as they do seem to have slipped.

digital access is taking a priority and it is natural progress, especially everything seems to be digital with the pandemic -@ Online book clubs (talking about books, reading books together, meeting with authors) -@when possible arranging meeting with kids -@ approaching and visiting schools -@ Connection with Mobile libraries which are available in small villages (in a telephone boxes) -@ developing access in small communities -@ possible home delivery for certain members

Discussions/talks by experts in the library on particular themes, eg environment, highlighting relevant books. Library stands at fairs/markets to encourage people to join/use the services. Fewer hardback books, more paperbacks. Contact particular groups, eg running/cycling/DIY/gardening/football/art to encourage relevant reading around their interests. Link up with the Bridport Youth and Community Centre and other youth groups to explore how to encourage young people to read more.

Do more to address inequality in our culture: promote more female authors of colour, for example

Don't really know, some suggestions on previous pages but, in the final analysis, a library is a library.

Drawing in sustained investment and having accessible buildings fit for purpose as well as ongoing digital investment. Establishing Dorset Council Library Service as the the Dorset Council Digital Doorway. Focussing on key developments and working with collaborators around a framework of ; Improving the quality of life for children, young people, families at risk and older people, Creating safer and stronger communities, Promoting healthier communities and narrowing health inequalities, Promoting the economic vitality of localities.

Drop box of library books after hours - similar to an ATM machine, so full time works can get. Their books back on time without needing to take time off work to ensure they go during the day.
Ebook reader loan support for residents and discount for those with poor sight, hearing impaired
Embed a creative, empowered and resilient workforce culture who are excited and not at times resistant to change for the communities and ultimately at a cost to those communities. More improved technologies and how they can align with libraries such as tech /science centres. assistive tech workshops - Business tech workshops (income), business space at the library dance events, music events
Enable local people to access journals and books on line
encourage the use of libraries as venues for local services/activities etc. They should become a vibrant community hub, open more often (especially at weekends). They can act as very effective local tourist information hubs covering their local area - this is very common, for example, in France, where almost every town has a small TI offering local information on the area such as walks, points of interest, local accommodation, etc.
Ensure there is an up to date catalogue of books that covers a wide range of interests. Events for children and meet the author sessions.
Ensuring hours are as flexible as they can be to accommodate schools, working people etc, the whole community, also rooms are available to all to make our libraries multi purpose and hubs of the community.
Essential, especially in today's climate that people know their library is open and available to access. Partnership working is an eesential requirement of today's service provision where funding is becoming more limited. Station buildings often accomodate other services within their spaces and this is a worthwhile venture which could be pursued to provide either extra space for libraries or to accomodate a library where a service is under threat.
Expand the lending offer to include non-book items like Library of Things https://www.libraryofthings.co.uk/
fill the gap - whats missing for the local community and find a way to provide it working with others - different depending on need and area
For carers and other professionals who have contact with elderly/vulnerable people to be able to liaise with the HLS - many individuals do not realise that the HLS is available to them.
Games console hire/games compatible computers, Every-day Item library hire - i've seen community libraries in the states that have utility items available for lending and borrowing e.g. sewing kits, things that support areas of social and financial deprivation. Just an example, you did ask for outside the box! Mindfulness/Wellbeing workshops - become established as 'safe, supportive spaces'.   First Aid classes for the public, and other potentially life-saving workshops would certainly be very welcome.
Get involved on platforms like 'NextDoor' which is a local information service (like local Facebook)?
Get out there in the community, get involved, be recognisable and not just to regular customers.
Gillingham is quite a conservative area and we have many different groups meeting here so it is probably about improving what we have already established and making it known to the population through advertising what space our library has to offer should they wish to set up a group.

Given that bookshops with cafes attached have been popular, could it work if libraries had book shops or another retailer attached? Thinking about the success of the recently reopened Dorset County Museum, is there something to be learned about the immersive interactive experience? Could there be a novel way to order or choose your next book online? What about children's tablets available in libraries to find out about topics? And schools to be encouraged to think of libraries as a partner.

Go back to mobile library services in those areas where public transport is very limited or not available. Ask for donations for food banks instead of fines. Have a scheme where when you visit the library you get a card stamped and when stamped so many times you qualify for a free dvd/music cd/audio book or ticket to one of the paid for events. Move away from fiction/non-fiction specific and mix and match where appropriate by subject (eg true crime and fiction crime mixed together) to encourage more take up of non-fiction. Community skill sharing - local people teaching local people how to bee keep, upcycling, cookery ideas, keeping animals, holding slimming meetings (attendees can then access the range of non-fiction books to support their learning).

Go online. Have books ready for click & collect (for a small fee), or posted? People love accessing things online because of the convenience but many would rather still read a 'real' book.

Have a professional marketing person with a planned schedule to raise the profile of libraries and the services available. Invest in tech can be costly as things change so rapidly and items can quickly become obsolete. Possibly hire devices for the short term eg-3d printers, then move on to a new thing rather than purchasing outright then usage become less and less over time. Develop a plan to reach potentially isolated people living in rural areas with poor transport facilities - how can we ensure they are okay accessing all our e:services?

Have bookable pods - where people can use them for zoom/teams/skype meetings more and more official meetings are being held online be great to provide private space for people to have these important meetings - even consultations with doctors and some people don't have reliable internet etc.

Have more community meetings in the library, social meetings s well as local organisation meetings.

Have tours of the library for school children, groups within the town like local art groups, join forces with the emergency services, guest speakers

Health education sessions, referencing books, audio

Help with IT which now seems to be the main way of entry into many services but not always available to people in their homes. Cn be no access to wifi or not knowing how to operate it

Hiring the venue as a wedding venue/party area etc. Turning the car park into a garden and social space

Hold events that engage people to come in the door Write a CV week Craft week - hold different crafts using local artists and crafts people - link books available Tie in with World book day and dress up, invite families to come in dressed up that week with give away books! Mindfulness week - learn how it's done... Christmas - ask kids to come in a nativity costume and tell the Christmas story using the children dressed up. You might have 20 Mary's and 40 angels with a little chaos but - they 'll learn :) Could ask a local church to run it for you?   ....

Hosting (with extensive advertising) special events - such as readings by local writers, poets etc.

How about a public sector area dedicated to the services that the public sector provides, this could be in the form of leaflets, publications as well as sign posting to helpful websites. Could such areas even be branded in a way that they become a known facility that we all support?

I believe libraries should be the village/Town centre for peripatetic medical and teaching staff. Incorporate a Post Office service as appropriate. Use the free time/space for council funded wellbeing programmes to operate. Late night library opening with hot drinks

I do not see how they could help us, we have our own in house fund raisers, techies, and local support.

I enjoy the library as it is, as an avid reader I enjoy belonging to a book group and the access to a wide selection of books.

I think I've said enough - 'community hubs', essentially! Eg. exposure to book whilst doing that art project or exercise class

I think the core purpose of libraries, providing physical and on line reading resources must remain core. Otherwise the valuable extra functions will have nothing to attach to.

I think there needs to be more emphasis on creating a hub for our elder generations, loneliness is such a huge factor in health and wellbeing, there is a tea and memories service (tea, cake and archived videos from the past) that goes direct to the care homes- could we move this to libraries e.g. bigger screens, access to books, mingle with other care homes etc.

I think we are already very relevant to the needs of our residents at present and I don't think that will change in the future. Despite the apparent urge to make all aspects of life digital, there will still be a huge appetite for the printed word and there will still be a great demand for libraries to provide a large selection of traditional books. I think, going forward, it is vitally important that the library service don't forget the value a large number of people attach to the warm, friendly and helpful environment libraries currently provide and there will still be a need and desire for libraries to provide this in the future.

I think we should be seen as the Front Face of the council. Trained to be able to answer questions about services within the council, take payments for and email with enquiries. We are seen as trustworthy, non judgemental staff spaced all across the county, ideally situated to help people at a local level. Although the aim of the council is to Go Digital, not all people are ready or able to do this, so having friendly staff that can help especially in rural areas is ideal.

I thought that the Sturminster Literary Festival was a good collaboration between the library service and volunteers. I also liked the "Friends of Sturminster Library" initiative.

If not already done, I think libraries could play a key role in helping with mental health with a clear section on books that can support people to feel better and encouraging a community book club maybe for people to meet etc, or online book club with e-books even. Having business people to talks at the library, have a room where podcasts can be recorded so businesses can use this - podcasts are the best e-book!

Improve outreach...there are a lot of villages with no bus service and isolated residents without transport.

Include in the building other organisations such as the Information Centre which draws people in and information on the voluntary sector as that is very useful for retired and lonely people to feel useful again.

Increase our opening hours , have a cafe at our four main libraries. Host a yearly sleepover for children,

Introduce regular use of trained volunteers who would in turn benefit from helping to shelve books, make crafts, help out with Events or regular groups such as running a Scrabble, Chess or Card making group. Could more outreach work be done at local Events with stalls to promote library services to all ages and perhaps seek new volunteers? Can the Summer Reading Challenge go out to children in Hospital not able to visit the library? Could Dorset libraries keep in touch with other council libraries to share ideas on Zoom regularly?

Invite guest speakers and have small demonstrations on various subjects. maybe do a survey on what people are interested in and would like to now more about. Maybe promote life skills to younger age groups.

Invite partners/organisations in so that people who might not normally connect with the library, have a chance to see what we're about whilst visiting the partner organisation. This would be an opportunity for staff to let those visitors know all that we offer and encourage membership. Continue to provide physical books. Introduce dog friendly sessions once a month for well-behaved pets. Maybe a 'Bring your pet to the library' day. Start Pets as therapy and Reading to Dogs sessions. Other libraries in the UK are managing to welcome dogs in so they have obviously overcome any issues which Dorset Libraries believe prevent this being a workable concept. Continue to have Art and Creativity events at our libraries.

Joining with other local agencies to offer a community based hub so residents can use the library as a first point of contact to access the services they need. Also, encourage a variety of groups to use the library space and making sure staff know where to look for relevant, accurate information.

Just be more open to new ideas and look at what other library services do. Work with charities to run events and just try new ideas. Some library services offer charity coffee mornings and host community fridges but Dorset Library Service is very cautious about most new ideas. It sad because we are missing out on new customers and helping communities.

Keep chickens in the library, or an aviary/beehive/moth enclosure, get rid of the self service machines and encourage face to face conversations, have yoga classes and drumming lessons, get the local communities involved, put a cafe in the library, provide coffee and gluten free cakes, get local nursery groups to run rhymetimes, have proper paid positions for digital helpers as a full time role- there is more and more need for this kind of help and support, have a computer set up in the library with the catalogue on so that customers can search for books themselves

Libraries are already offering a commendable variety of activities and the staff are to be applauded for making our local ones attractive, welcoming .Toddlers experience story time and singing sessions, computer spaces are popular; visiting authors, book clubs seem to thrive. Is there much in the way of teenage inducements? I wonder if students rely on libraries for study as internet help is so universal? Is there an opportunity for teenagers and retired people to meet together with some built in purpose - shared study, reminiscence-sessions, sharing of talents?

Libraries need to be the heart of the community, they could be places to: 1. Meet others; 2. Attend events e.g. talks, discussion groups, quizzes, book groups, workshops; 3.To work and study; 4. A safe, child friendly space, especially for those children with out suitable space to study at home; A Library should be a place for free access to knowledge for those who seek it.

Libraries should be: Welcoming Free Encouraging Surprising Wrap around: from place to cyberspace and back again! Joined up with other local services

Library app for adults to download books and audible books and a children's app with the added bonus of reading games (not just a website that is a little clunky).

Link with charities and mental health services to provide dedicated reading/discussion groups in a safe, well resourced space.

Longer opening hours - people want a service open every day. It's what they expect - the opening hours are dated. It would mean could offer more sessions/events to do cool things! Books, books and more books - wow residents with the service they get. Repair café. Sling library Books on a bike - delivery service locally - like Deliveroo?! Write your own book - courses Night in the library - sleepovers for children Childminding in the library - needs some thought that one! Printing available out of hours - like a cashpoint (is that do-able?) Charge points for electric cars / bikes Gardening opportunities around the library - including veg Solar panels or other ways to lower bills Organisations having a week to "takeover" - displays linked with cause and stands etc.
Make libraries a place people want to hang out - comfy seating, relaxed environment, cafe, play areas fir children, space to study or read and somewhere the latest tech is available to test out
Make the experience and buildings more interesting with a wider range of activities to do, i.e. clubs to attend, competitions.
Many services are offered in and by libraries but their availability is not always clear so perhaps the look of them should change. More obvious publicity around as we live in an age where people seem to need and respond to the 'in your face'approach. TICs are disappearing from many places (take Sherborne) could libraries take on this role? Sell tickets to local events? Even a coffee provision? School visits so that children know what libraries are and what they can offer.
Maybe a delivery/postal service to post out to Library users
maybe scrap the 3 week time limit for a book as with people leading busy lives the fine puts them off , especialy when trying to finish a new book , only to have to give it back., 6 weeks would be better.
Maybe the libraries won't be the traditional libraries anymore? Maybe they should be expanded to include other community services? Pool resources- make them a place that communities need to visit and then happen upon other great services too while they are there. Work up partnerships with childrens and adult services- have multi use centres.
Mini libraries everywhere... vending book machines!   Trying to get books as accessible as possible in our poorest communities. Online memberships that give access to electronic books
More community and study space coffee shop style space. Up to date digital equipment. Sell books as well as loan books. Collection point for home delivery.
More events - I have signed up to take my granddaughter to one of the children's reading events. But I had to wait four weeks before even one slot was available. Games evenings - Cludo, Monopoly, chess. Jigsaw events. Knitting events - gets people into the library and looking around.
More events/ clubs. Possible food/ drink available (maybe cafe or vending machines?). Water fountain/ water bottle refill.
More flexible opening hours. Generally it is run very well.
More help with digital skills. Could the library service hire out equipment? For example tablets, laptops and filming equipment.
More joined up community links More IT based services.
more on-line books - they have lots of books but not alot of the best sellers - many of the books on-line are what I might call the 'b-list'. I didn't used to read e-books but was forced into it during Covid, now I can see how convenient it is. book clubs - virtual or in person ability to review books
More seating areas to encourage people to stay longer.   More copies of popular books

More tech that is purpose built and easy to use.
more use of premises as more activity goes online libraries could be seen as old fashioned, need a change of image, to change the concept of the quiet area that used to be. make them into community spaces
move from just books, to offer other things. Libraries need to look more colourful, and inviting to visit. Show signs in Dorchester to clearly promote where the library is, as signage could be better. A coffee and tea vending corner may already apply. I feel motivated staff are needed to promote and work on new ideas. You could even have a board that people can promote local services in an area so that people can avoid searching the internet, for a small token fee.
Move from the conventional model which the physical arrangements of the library imply to a more appealing visual layout. Despite the attractiveness of the newish buildings which are light & airy, the overall feel is of a traditional repository for books. It feels more like a 'bookshop' than an interactive information centre. Look at the displays in a less traditional way. Make accessing the catalogue more interactive & live. Your assistants aren't as approachable as they might be. Do .think 'selling reading' not 'conserving the written word.'It was livelier when the TIC operated within the building. Spreading a few notices about & leaflets doesn't make even devoted readers read. Everything has to be interpersonal. Bring people into the library for other reasons than to seek a book out. Literacy levels are poor in Society. Make no assumptions. Only a tiny proportion of the population read. I have volunteered in other sectors besides Wyvern. Rethink, Dorset Mental Health Carers' Forum used to hold regular meetings in your building. Your offer was free but the charity's budget didn't run to paying when you had to charge. These are lost opportunities to engage with your clientele. The baby & toddler group was successful in uniting a range of ages. Excellent to introduce literacy. I'm a former Head of English, Literacy leader & current Literature Examiner. Educators have to do the hard sell for reading, literature, ENTHUSE. I find the library dull & buy books on line. Where are your kids' teens' 'experience days?' No wonder literacy in schools is suffering as On line is the most familiar mode of communication. Less on line & more ALIVE. Dramatise, demonstrate, liven up!
My last comment really covers this. But market your amazing stock of books, computers, printers and open your doors to business. A wonderful space to hot desk, have freelance meetings. A coffee shop with cake in one corner. Some free from other work helping hands to solve tech problems and advice on use of tech equipment. Primary school classes in once a week to explore and create something from all the valuable resources and facility from microfiche to the most up to date 3 D Printer.
Need to be valued by councillors- invitations to Library events. How often are Libraries on the Council agenda- if we are not mentioned or Senior Management are able to promote how we can help access to all council services then the old fashioned view of Libraries maybe prevalent
No outside the box ideas.
Not sure
Not sure
Offer digital devices for those in need either free or at a small charge. Offer enhanced digital support through things like updating software, etc. Offer repair shop type services (through a network of local experts) for refurbishing, repairing and recycling items that would otherwise go to the tip.
Offer to take old books no linger needed and sell at a small charge

Organise more sessions to help the everyday person, possibly some which are more council related so the public can visit the library for common queries. Organise more events to promote socialisation and interaction on both an adult and child scale.
Outreach to schools and organisations who are supporting learning and literacy
people are more likely to use the library the closer it is to Where they live so I think keeping all the smaller libraries open is important - Particularly in smaller libraries, keen readers sometimes exhaust all our stock of books that interest them -@ one solution to this would be to swap stock between libraries every five years or so
Perhaps by having 'pop up' libraries particularly in the school holidays with books, magazines, games. By opening up the libraries to other groups who need somewhere to meet. Groups such as U3A similar are always looking for a hub to meet in for their activities. They often find these in community centres etc.
Perhaps create a library search query service where people put in more complex or even educational queries and these requests are passed to librarians. This could be a chargeable service where the response is in the form of recommended books along with details of how to get them even if this requires a loan from an educational or business library service. I don't think you can expect staff on site to be able to handle such queries whilst helping the public hence this needing to be a service.
Please see the VR headset idea. I think this would appeal to a range of people.
Pop up events - theatre, digital, art, afternoon tea, poetry
Promote library by approaching households/families/the elderly. This could be done by telephone or door to door. Provide a one stop shop to give a person as point of contact not an automated response.
Provide a digital service targeted at school age children tailoring for differing age groups and auto enrolling when they start school. They may start off with free magazines and can graduate to books. If you could provide a numeracy offering it could give parents a better insight into teaching methods which could help children, and help their parents if the children struggle. I know of educated people who do not help their children with Maths because they do not understand teaching systems and are frightened of confusing their children with an old fashioned way of working.
Provide free parking for library users! I'd spend much more time in Dorchester Library if I could park for free nearby. The Council could generate a little income to compensate by providing affordable snacks and beverages within so people could spend their lunch hours there.
Providing space for children to do homework (who don't have facilities/space, etc. at home). Helping people choose books they would like to read - maybe following a theme. Information about up and coming books for people who don't use computers regularly. Information (in conjunction with museums, etc.) on local history so people can follow through from early times to the present day. Writing classes Book illustration Book production

Recognise that reading and libraries create opportunities for all and are essential Don't lose the traditional role of libraries, thousands still not on line and this may not significantly change in the future, avoid discrimination and marginalisation Provide permanent point for IT help staffed by people Make the libraries informal, pleasant meeting places with open doors where people feel safe and welcome A modest coffee shop, keep prices really low Ensure space is available for community etc groups to meet ideally at no charge, but charge a higher rate to commercial enterprises - prioritise bookings for community use Quiet place for study, quiet days or part days and publicise as such Promote library activities in the local press (weekly column/advert) and radio and media Open access library catalogue in the building so don't have to set up or log on to personal account - a very much missed and basic facility Re instate newspapers and magazines in print format, this brings people in to library and is again a fundamental service much missed No robots, keep people and provide decent jobs/career, employ professional librarians and library assistants Work with community such as care homes, clubs, schools, BIDs Promote LOUDLY the facilities such as free computers, books to borrow, papers to read, events, colouring, jigsaws, crafts, knit & natter Host special days such as Dementia, Police, Carers, Digital/Media, Job Hunting Bring back mobile libraries especially in rural and deprived areas Run mini festivals eg book/film theme (income stream) Make space available for art etc exhibitions (income stream) Rationalise the opening times so there are local alternatives eg Weymouth and Dorchester are both closed at same time on Wednesday afternoons. Dorchester could capitalise on extra footfall in town on Market Day Provide magnifying glasses for visually impaired Have booths for talking books Lend pictures and technology eg Kindles Arrange trips to places of local literary interest eg Thomas Hardy / T E Lawrence houses Wedding venue A proper Tourist Info Centre Prize incentives to encourage people to join library, especially the young

Recommendation from the Ethnic Minority Employee Network (Dorset Council) and Black Members in Unison (Dorset) - Spaces: 1. Dedicate a library space to ethnic minority communities. Include art, photographs, or exhibits related to Black, Asian and Ethnic Minority culture and history – highlight library resources from diverse authors and scholars. 2. Increase portraits, artwork, photographs, or other visual representations of people of colour in library spaces. 3. Work with employee networks, community groups, non-profit organisations, and employers to develop more exhibits and events that highlight ethnic minority experiences. 4. Add more colour via furniture and the walls to modernize the spaces and create a new-feeling, energizing space where communities want to access library services. 5. Increase/enhance access to natural lighting where possible to create a brighter, more natural feeling, and move furniture closer to windows where possible. 6. Add plants to help reduce stress. Consider artificial plants if live plants are not an option. 7. Charge a group to further explore use of library spaces by diverse communities. 8. Research existing library spaces intended for diverse communities. Services: 9. Determine how school curricular support related to diversity can be provided for in terms of educational courses and/or reading materials. 10. Prioritize making textbooks and course materials on diversity available through the Libraries. 11. Partner with employee networks, community groups, non-profit organisations to promote library membership and services. 12. Develop one or more reading groups: a group for people who identify as an ethnic minority about their experiences; an open group that highlights minority authors and/or that highlights the importance of anti-racism, inclusivity, etc. Marketing opportunities: 13. Create attractive infographics and flyers to highlight library services. Stock these in brochure holders at the service desk and other locations. 14. Target outreach about library services to community groups. Explore partnerships. 15. Monthly library orientation sessions. 16. Promote the availability of the public library for leisure materials. Library staff: 17. Increase diversity of library staff. 18. Develop library staff training: provide information about the important role staff behaviour plays in the public feeling welcome or unwelcome, emphasizing small things they can do to help people feel welcome. 19. Create a variety of buttons/badges that are welcoming to underrepresented minority groups (e.g., pride flag, trans flag, Black Lives Matter). Make it available to staff and have a defined location where staff who would be interested can pick them up [name and details redacted]

Regular coffee mornings Transport available to bring readers from outlying areas into the library

Run business writing workshops. Books are all about communicating ideas, expand on this to help business become better communicators

Running a teenage drama group.

Rural libraries should welcome people in and be a social meeting place as well as where they can gain access to reading material

School trip to library- ensure young people are engaged Greater IT facilities and access- range of scanners, printers, access to skype and e-learning Author talks and visits Book themed weeks/days and visit to school to read the book.

see all above

See my previous responses

See previous

See previous comments - what is missing in community? what do people need / want? Let the community lead. people will come if it interests them and people will pay if they think it is good value. People will pay twice as much for a well made bird house that was made by volunteers - for example by an individual with a learning disability - it has more value than just the bird box - its what it represents. You get a good product - with a story - and people like to support and share this with friends and family = more customers :)

See what other libraries are doing- share ideas especially city libraries they must be kept as part of the community
Send out surveys ask us what we need fill in the missing gaps
Separate teenage areas or even buildings where they can sit look at books or our online services without worrying about how much noise they are making. Providing buses to the library for our less mobile customers.
set up cafes in the more comfortable and modern libraries so they are somewhere people choose to come and spend time together.
Should be open for longer hours, be welcoming and make all members of the public aware of all the facilities the library has to offer without anyone thinking they cannot afford to use these facilities.
Some one from Dorset Library to join Local chamber and other networking Groups to promote services
sorry but I'm not an 'outside the box' thinker!
Sorry, I'll talk to colleagues and hope to come up with ideas
Spaces that people want to go to- Covid willing. Coffee areas- where people can meet attend town festivals to share information about what is on offer
Spaces where young entrepreneurs' can meet up and network. Spaces where people can self-access out of traditional hours, for example in evenings. Better drinks facilities, for example, hot drink area - could be run by a separate organisation and open during busier/limited times. Structured sessions such as workshops, skills-based sessions, creative sessions, taking place out of hours led by partner organisations. Ability to hot-desk in a quiet space. Take-over's - a day or short time-limited period where part of the space is taken over by an artist/creative who turns the space into something new for people to interact with. People could submit ideas in advance and either work independently or in partnership with the library to develop the plan. It becomes an installation, or simply different use of the space to welcome people to interact. Further links with food producers/food businesses - on a very local level for Dorset-based small enterprises. Climate emergency sessions where people can network and share good ideas - different businesses could take part as well as interested individuals. What are the issues locally and how can we work positively to change things? Local decision makers could also take part/be present for people to meet.
Speakers Corner Events? Workshops showing to apply for something? Volunteers for the business, education, police, council sectors? I would happily volunteer!
Staff visting schools more often, maybe asking schools to have special assemblies, with parents present to fill in forms. Visting nursing homes and sheltered accomodation? Promoting service with the local playgroups and church groups.
Standardise opening hours, they are too complicated at the momen
Stop just providing common services (books, internet access, etc) that is important to those who genuinely cannot afford these but also provide cutting edge things to the masses. Access to knowledge was once scarce and libraries gave access to knowledge to the masses - now most knowledge is readily available. And libraries were once transformative. But not now - libraries for most people are irrelevant. So make libraries relevant by transforming what they give the masses access to.
Sunday opening, more outreach, dedicated marketing roles within the service.
Tablet lending scheme Look at opening hours, in case the reason non-users don't use library is can't get there within opening hours. (ie more evenings - but don't know if there is demand) Cafes in libraries (see page before) ?? Work stations for people working from home, who want a change of scene, or bookable rooms?

Take some training out to schools and colleges, and community groups. Demonstrations of what can be found through the library search functions would make people more aware of what the service has to offer.

Take the 'audio books' offering to the customers who probably would use it most - in care homes and residential homes for the over 60s or isolated lonely people. A mobile library - 'Book Bus' to deliver services to isolated communities i villages and towns - covers the sustainability agenda too as reduces travel needs of individuals. Use old phone boxes in same way that some villages have done to provide their own book lending facilities - an online booking system could instigate delivery of the right book to the site within a couple of days for the user to collect and return there on a pre agreed date.

Take the library to the people - a community hub bus that goes to the people, including pub car parks, festivals etc. Good neighbour recruitment drive (environmental benefits also!) Expand Click & Collect, where possible offer drive through collection, where not possible and car parking close by, a walk out to your car service

Teach how to use online and audible books to users. Partner tech savy young to older les savvy users.

The Library is probably the most accessible community hub in most locations, the difficulty you must face is space and the very nature of the traditional library atmosphere. I can't think of any major innovation that probably doesn't cut against the traditional role of a library. My sense is that libraries could run book promotions every month - a little like the bookshops do, except instead of promoting New Books....you promote certain themes which features a range of library stock relating to that specific theme.....the theme could then go on tour around the various libraries meaning that each library doesn't have to keep dreaming up ideas. Might be a good way of getting older books on the shelves out more. Hold education days....i.e. practical map reading (get the army cadets in to do it!) children these days are so used to google and sat nav they have no idea how to read a map!!!! There must be plenty of other subjects and specialist clubs that could support you.

The library service will see significant improvement if the service itself is promoted more by the council; we run a wide range of activates and events in non-Covid times that attract different groups of people, i.e. lego club, coffee companions, art and crafts, digital help sessions, writing groups etc. These are all relevant and are of use to the local community. The library is seen as something of a community hub, and by encouraging children's groups as well as events for older users, we are covering our customers needs. By inviting more guests and running more events, we can only improve the service even further.

The main focus of the library service should be lending printed books to people who live, work and study in the area. Improving literacy levels of the local community is important and improves life outcomes for people. Libraries need to expand on what we already do well - particularly with providing children's areas and activities to encourage parents/carers into the library. This should be further extended to encourage more families to access the service - working with schools, children's centres and children's services. Children's areas could be extended to incorporate more seating, drawing tables, small play areas as well as books. The library should be a friendly and safe place to come. Barriers to coming into the library should be identified and addressed on an individual library basis by the local manager and team. E.g. unattractive frontage, lack of relaxed seating space.

The PCN's have been tasked with developing community hubs so you could link with them to see what the opportunities might be. Making libraries even more accessible to community groups and services (longer opening times?) for meetings, client appointments. You have a vast array of self help books - maybe some more 'in library' sessions to introduce people to these through readings, discussions, topic of the week Maybe deliver some online - welcome to your library chats - one a month for new members and one for existing perhaps - coffee and a chat about a genre of choice delivered from the area in the library where that genre is?

The RVS should be able to deliver to all people in care homes residential homes and their own homes. Excluding Residential homes is not inclusive it's a disgrace. RVS volunteers have done a marvellous job during COVID. Where was the mobile van? The visits are vital to lonely people, one person we visit has not left her small room for 18 months Libraries should have standard hours of opening. If staff are in at 9.00 then libraries should open.

The way to develop the library service in the future would be to attract as many people from the community as possible. This involves working with as many organisations as possible promoting everything that the library does. Setting up shop outside of the library would help with this as not every one has the time or the will to visit. Borrowing could take place in different locations as could joining and issuing of library cards. This could be in places of work, once it is safe to do so. Staffing permitted events such as Rhyme Time can take place in locations outside of the library where parents might find it easier than visiting the library. Examples here include villages and military bases.

Theme days/nights - links to popular culture - library selfies!

There are situations where libraries need to be taken to people! Not a novel idea ofcourse, but as local bus services dwindle and older people are less able to get out and about, the mobile library could be a 'life-saver' for some people.   Having books, magazines to borrow as well as a cuppa and some biscuits (that's the difference!) could brighten up the day of someone old, lonely, disabled, isolated .. This would need to be a egular service so people expect the vehicle to come along on a particular day of the month s they can have a chat over a cuppa (for which they would pay) and talk about books, information ...etc.

Think about oral and visual culture as well.

To provide a "business hub" type outlet in unused areas of the buildings, but also add Tourist Information for public

Treasure Hunts Information on up coming events Initiatives / Leaflets to give our clients (people facing poverty) Help for families in crisis

Trim the staffing levels in some areas and train all staff to a high standard with clear induction aims and targets. Overhaul the recruitment completely so we hire a good representation of the communities we serve. Look at hosting other services in buildings regularly so those who are not digitally literate and who have difficulty accessing transport are able to visit a one stop shop. Do NOT rely on a few larger buildings - ensure representation is good across the county. Look at hiring someone with a proven track record who can manage social media campaigns and PR effectively for the service. Think about providing work spaces and homework clubs using a variety of support from local talent. Look at a 'library of things' and hiring a person sessions, inviting the elderly to rhyme times, men's sheds, running sexual health and condom clinics in the library when closed (or open in the larger libs). Ask mental health charities and organisations to set up outreach. Work with PCSO's for local drop in sessions on crime prevention, and DWFRS for safety advice. Can we have sessions for local care homes to visit? Run blended sessions for talks and events (ie SK presentation for LM meeting) for greater access and coverage. Use eventbrite less as it isnt really user friendly - maybe we have our own in house platform?

Utilise the library spaces out of hours for things like mini cinemas - this could also provide income generation as per previous page. Utilise a need for providing work experience and things for young people to do by getting them involved with running our social media and planning/delivering events in exchange for the experience and for references on CVs/applications etc. Help combat loneliness and isolation by running tandem events for older people and children/toddlers in libraries (like the social experiments). Have 'pop up' libraries in small communities whereby we provide a sort of outreach of library services i.e a range of books, run a rhyme time, teach people to access our apps etc. We could work with local parish councils in seeing if we could have the local community hall for free for a morning once a month to run this. Bonus if we got some sort of bus rather than a van as it would become Create a simple year-round reading challenge for children which focusses on school holidays during school year Sep to June - i.e. read 2 books during Christmas hols, 2 books at Easter, 1 each half term - and provide a sticker chart to keep track and a certificate at the end. It could possibly be kept track of using O365 (to use less resources) but would obvs need exploring :P This could be sponsored by local business so no cost for materials? Have vending machines in libraries for quick tea/coffee, and partner with local cafes or lunch clubs every so often to provide free refreshments on a visit to the library. Allow local artists to come in and decorate our library walls and shelves to enhance our environments. This would help them to promote their work plus give each library a different feel and another reason for people to visit us. Bonus if we made it a yearly thing and did something new each year. Standardise all library opening times across band of libraries i.e all Town A libraries have the same opening times. This could trickle down to the smaller libraries so there are times when every library in Dorset is open. This will help staff and customers to remember our opening times and allow staff training to occur more effectively. Liaise with local schools/sixthforms/colleges to see if it can be a small project for drama/performance students to provide some video content for libraries. This could be part of volunteering for DofE? Similarly, engage National Citizen Service to do this as part of their work plus allow them to run some library events for children and young people.

virtual library service

Volunteers to man a stall in health centres or leisure centres occasionally, where they could ask people if they use the library service and provide information about what you can actually get from the library. Probably not too popular with the volunteer!

Wareham Library REALLY needs its Rhyme Time back. Invest in the libraries - some are looking really tired, especially the carpets.

We could do much more if we felt we were part of the Council, we feel "out of it" and not included all the time. How can we be a real part of an organisation that seems to have no respect for or knowledge of what we do.

We need capacity and flexibility to work beyond the buildings again. We need a marketing focused person (this would be full-time and some I think!) and a business/income generating focus person. We need investment in the service to provide modern, 20th century equipped staff and brighter more inviting interiors to create a modern up-to-date vibe. Concerns me that we're getting tablets to customers and all the bigging up from the Council about what that means for the customer and yet our frontline staff don't get to operate in the modern IT world.

We need to be proud and define the library, it tends to be all things to all people, and indeed it must be, but there must also be a clear definition so that people are not disappointed, particularly when other services are at risk, for example if a service disappears from a library building, such as tourist infomation, how much of this should the library pick up (or not!). Our services are already relevant, it is all our entertainment, ie the place our stories start whether books develop or link with films, mini-series etc, all our knowledge: study, current affairs, research; and it's all free! Libraries are more relevant now than they ever have been in a very, very uncertain future, this is what should be promoted and celebrated.

We work with vulnerable women some of whom are illiterate or have learning difficulties, so courses for them in small groups where they feel safe would be great. For others we have found creative writing to be very therapeutic, does the library offer this?

Well I just had one with a community bank - these have been set up successfully in other areas, - or perhaps even a credit union. Check out Bank of Dave) Rebrand to become a community hub that just happens to have books. Offer a one stop area for all council services to include help with housing (link with social landlords too), benefits, council tax queries etc. Offer a specific person who can help those suffering with DV - so that any person seeking help can easily pop into a community hub without people realising they are seeking help from this abuse. Install a Youth Worker and offer a couple of evening drop in's for youngsters.

Work alongside youth workers, schools and organisations to engage teenagers more in purposeful activities in the library.   Continue with online activities eg shared reading groups, as well as doing things in person. Invest more in updating the physical stock.

Work proactively with local literacy organisations - such as Readeasy - to identify adults who struggle with reading. As is well known, it's very difficult for adults to step forward and ask for help with reading. Working with third parties - eg home care employers or small business associations- might be a helpful way of supporting those people to reach out for help.

Work with business Work more with local services/community groups Coffee shops selling items

Would an Amazon style ordering & delivery service be feasible? i.e., I need a book my local library doesn't have, or I can't physically get to the library, so I order the book I need and, for a fee, it comes in the post next day. It can also be returned in the post (eg with a reply paid lable to go on the original packaging).

Would love to know more about local history resources. Maybe pop-up libraries for more rural communities?   Maybe have a library of vinyl records that can be listened to in the library (using headphones). Once people are more comfortable/ restrictions have have some more social event in libraries e.g. book clubs aimed at different groups of people?

Q30 Is there anything else you would like to share with us?

A few apt quotes: "A Library outranks any other one thing a community can do to benefit its people. It is a never failing spring in the desert" – Andrew Carnegie. "The best book in the world is quite simply the one you think is the best. You can discover that for yourself, but we are here to help you find it." "A library not only provides, books and access to IT equipment but is a key building in the community, allowing local people to meet each other and join together to help provide clubs, courses and fill any other identified gap it can in the locality."

A mix is needed from the large central libraries to the small local towns facilities. Could communities be even more involved with them the same way they are for the local hospital or village hall.

A wide range of classic books should be available rather than the half a dozen that are in Weymouth Library. If you truly wish to make the library service more accessible for all then the library van service should be reinstated as people in rural areas are often very isolated.

Activities to make people feel welcome in the library

Am very happy with the present facilities at Swanage library. The staff are extremely innovative and are constantly providing new activities for different abilities and ages at the library

Ample car parking space Wheel chair accessibility

Anyone should feel they are welcome to use any facility freely

Appoint a designated officer for regular contact with local council to allow review and discussion with joint activities, needs and promotion.

As a Community Library we would much appreciate there being IT support on a Saturday morning.

As a council employee, who lives a far way from my work base, which is County hall, I would like to be able to go to a local library to work (as part of the work place framework). Not sure if that is envisaged, but I haven't, as would worry about leaving laptop in a public place if needed loo, coffee. Would address climate emergency aims.

As a very small cog in such a large machine there isn't much I can suggest but during a discussion some people said they found it difficult to access their library and thought 'Libraries West' was very offputting. They didn't realise it included Dorset!

As a volunteer in a community run library I have found there is a lot more to it than I realised and I have learned a lot more about how the library works. It would be good to publicise what goes on more widely if possible. There are a lot of changes happening all the time. It is difficult to keep up with them, especially if you only do a library duty twice a month or sometimes less. We have a system which works very well for 4 people, deputy coordinators, to share, keep up to date, and implement these. However it does mean that it involves a lot of work for them and they are elderly and retired. I do worry that when they have to give up these duties others will not come forward to take over and that the library will close. Among the community we do not seem to attract younger people in this capacity. I am also a Trustee and we need more of them.

As with book clubs, they can be a means for people to get together...maybe the library could instigate more book clubs?

Asa source of public information have access to Visit Dorset businesses and liaise in town library located in.

At the moment I see libraries as irrelevant yet as a child they were important and part of my weekly routine. Please make them relevant again.

Card payments should be possible at ALL libraries. People should be able to log into a Dorset council site and be able to do everything online, like paying for their garden bins and paying for items on the account. Overdue charges should go. Most people aren't late with their books and a great many people get very upset if told they have charges. I feel we should only charge for lost or damaged books. In libraries that have stopped overdue charges, their borrowing has increased . DVD rentals - is that still making money? Its old fashioned nowdays as most people use netflix or firesticks.

Could become involved in gaming in some way, to increase awareness of libraries among the younger population

Does the building/staff say COME IN, see whats on offer.......I know the Library is regarded as a quiet place and that's how people I feel view it.......and perhaps therefore avoid it, we actually need to stand that on its head, its a happy, busy, bustling place that will include some noise :) and some quiet space I'm always happy to help and share my thoughts further [email address redacted]

Don't cut opening hours Reinstate paid staff Subsidise car parking Don't let Dorset Council swamp space and facilities as seems to be happening in Weymouth. the shared use of desks etc does not work for many and is an issue that has been raised as an are of concern

Dorset has an excellent spread of local libraries across the county, and it is important that they remain. There is a thriving Home Library Service which needs to be resourced to develop and support those otherwise excluded from the library offer - it should include those living in care homes so they are able to receive the same services as those who live in their own homes.

I believe libraries are there to provide a service to everyone and the facilities are there to do so.

I don't know about other libraries, but a challenge at ours is finding time for the staff team to meet and plan activities. We only have 1 hour a week when we are all in the library but not open to the public, and we have to squeeze all our updates, training and planning into that time. As a result. our event and display planning is snatched throughout the day in between customers. I often feel like we're 'pulling off' events by the skin of our teeth rather than having a coherent plan. It would be great if we were allowed to close the library for a morning or afternoon to allow us to develop our ideas as a team and plan more strategically. I would also really value the opportunity to meet and learn from staff at other libraries. I'm a millenial and happy using all online platforms, but I think that to really share ideas, get inspired and ask 'how-to' questions etc. I need to meet someone in person. Something like a whole service or area away day would be amazing. I'm sure there are libraries doing things that we're not and I'd like to hear all about it.

I enjoy being a volunteer in our local library and it would be a great shame if this facility was to cease.

I feel that libraries have been very overlooked in the last 18 months by the Council. Our customers have been great and appreciated the work carried out by staff in very difficult times but the Council have put out many safety messages for example all computers must not be shared, but we were told this did not apply to us,, building must have windows open (our windows on one floor are sealed) this makes staff feel unvalued. A great deal of pressure was put on us for the period we were working from home, constant e-mails saying do this, complete this making us feel we could not be trusted and making staff feel mentally pressured. My hope for the future would be that staff are made to feel valued , that the areas they excel in are recognised rather being made to feel we should all be clones of each other. We are all individuals and will perform much better and provide a far better service if that is recognised.

I find the staff in my local library really friendly,they take time and care about people.there is always something interesting going on for families.

I greatly appreciate the role that Dorset Library Service already plays in my projects and welcome any innovation and enhancement of the Library Service.

I have always found staff very helpful and cheerful. Use of a quiet space in library where possible for reading is essential for us to provide help to adults with dyslexia and other reading problems. Thank you.

I have enjoyed being a library user for over 50 years and have taken out books for my granddaughters regularly before school age. I anticipate that there will continue to be a desire for physical books a d services to be made available at major library outlets abut teh delivery method may need to change.

I have found access to Ancestry on line at home a real bonus as it is not always convenient to visit the library. Being able to order books etc. on line is very useful.

I have only been an HLS volunteer for a short time but have already seen how important this is to people who are housebound and need books as an important way of keeping themselves occupied, alert and entertained as they can be transported to a range of different worlds

I have very little experience of our Dorset libraries so far, so speak mainly from my previous experience as a primary head teacher. I think that national initiatives such as the Summer Reading Challenge are a great idea, but, although they are always very child orientated, they often only appeal to children who are already prolific readers. I would love to find a way to excite reluctant readers and also to bridge the gap between primary and secondary school, where children often lose interest in reading.

I hope libraries can move forward to an exciting future, one which will excite staff and customers and potential customers alike - a colleague said we'd like to be a destination rather than an errand and I think that's it to a tee - but I think a destination whether it be whichever building, online space or a member of our staff visiting - those experiences should all provide a safe but heart warming in some way destination for people engaging with us. And I think there's a lot more joined up-ness any which way you look to be done, to make us stronger than our parts in terms of the services customers/potential customers should be able to access and should be aware of the fact they can access - intenally across the library service and most definitely across the Council and then wider.

I love working for the library service - an essential lifeline for so many. Whether it is young mums sharing their trouble & joy at Rhyme Time an old person that has just received the books that have been ordered for them or somebody who needed advice or signposting going off and knowing what to tackle next. People come here for ANYTHING and hope for help and advice. Libraries are a community hub that should stay in the heart of the community.

I really like how it is now - I can request books from across the county and collect at my local library - it's a welcoming and friendly space
I think i have contributed a lot, i do want the libraries to improve their profile in the community.
I think libraries are a really valuable resource and if people were more aware of what was available and how to access it then it would see more use. Especially the digital resources as they may be paying for things they could access through the library.
I think staff member s would appreciate more visits from staff at County Hall as being situated in North Dorset as we are , we sometimes feel a little isolated.
I think the libraries are great though would like to see them increase opening hours
I think the library service is brilliant and we are so lucky to have it. I don't know what I would do without it. Please don't let any close. I think it's fantastic that they also have audio books and magazines. But the sad thing is that I don't know anyone else who ever uses the library. What a shame - they are really missing out.
I trained as a librarian at CLW Wales. I have experience of all types of School & Southampton University Libraries. The traditional pattern of training inhibits innovation per se. The transition to online services has inhibited innovation. I left librarianship & retrained in Education, which has been far more fulfilling. I went from handling 'dead objects' to developing live minds. The ability to influence the future through nurturing a love of the written medium in the individual is what matters.   See yourselves as guardians of not just our cultural heritage or disseminators of a repository of information, but as a vital link in the nurturing of the young & the future. At the moment mostly students & oldies haunt your empty spaces. It should be buzzing with mums, dads & kids popping in after schools or at weekends when often working parents are free. They're time poor so choose to go to the cinema or shops but not a library.
I want to stress that the service is of good quality (certainly in Swanage), and mostly we need to be doing more of the same, whilst keeping a ear to the ground as to how we can operate differently; I do feel that the stress on 'digital' can be a little premature; none of us yet knows what a completely digital service would would like. It might mean an increase of working from home, or services coming from call centres from elsewhere. It does need to be thought about.
I would love for us to continue offering additional services, but without sacrificing library utility and staff wellbeing. We have at times felt under-supported as our roles have shifted and changed to accommodate great changes procedurally and culturally, and I feel pay and job titles should reflect the many hats and roles some of us now play, far more than the 'Library Assistant' title lets on.
In Bridport specifically, perhaps the library could form a strong partnership with the TIC, The Museum and The History Centre and promote the group as a whole.
In Denmark some libraries are available 24 hrs due to some very high tech systems. The same is so for university libraries here in the UK. Unmanned but open for everyone. Life is 24/7 now so should libraries be available 24/7 too? I realise that this is probably only for large libraries but one would be better than none.
Is it just me who thinks you need to be quiet in a library? If not, maybe it's time to change that, make them lively places and include music from time to time. Make them a centre for activity for the community.
It might be useful to both public and voluntary sector if there were a library open on a Wednesday at present there is not.

It will be a sad loss to the community of libraries are closed. I leave it to the younger generation to put forward new ideas, but we of the older generation matter too. We appreciate our libraries and use them frequently. Please do consider the older generation in your decisions about local libraries.
It's a great service provided by the council, which I know I should make more use of. I don't think people realise the range of services already offered.
Just to reiterate the overstaffing aspect. The approach from the previous management structure was far too timid and shrank away from having honest conversations. Many, many libraries are significantly overstaffed, putting unnecessary financial stress on the service and stifling the working environment. Please let us work efficiently, flexibly and imagination. Let the managers on the ground IN the libraries make these decisions, within Council parameters.
Keep up the good work! Wareham library is friendly, has good opening hours and a reasonable range of books.
Libraries across Dorset vary in how often they have new stock of books which can be quite frustrating especially in smaller libraries. Also appear to be less Romance (Mills and Boons) books now in libraries - why?
Libraries are a fabulous resource to have.
Libraries are a great resource that if treated and supported in the correct way will be able to adapt. The children are the future, schools are struggling maybe we could help with that. After school clubs, open earlier so kids have a safe, friendly please to go before school starts.
Libraries are important to our communities and my thanks to all involved with keeping them going. I hope they will get the support they need to grow rather than shrink as they are probably our best chance at helping society to adapt again after the pandemic; especially if the way people work does change.
Libraries are the place that best caters for the most vulnerable members of the community and a place where they often feel most safe and welcome. Libraries must always support and include all members of society of all backgrounds and abilities: This includes accepting the reality that many of our customers are not online and for many varied psychological or physical reasons, they may never be able to cope with online services. With this in mind, if the council wants to be 'digital by default', then more needs to be invested in providing staff or digital champion style volunteers who can fully assist these customers. At present the provision is patchy at best. This is the reality that I see as a member of library staff almost every day. I have had customers who are not online say that they feel 'left out', 'insignificant' and 'made to feel like a second class citizen' by council digital by default and digital first policies. Why should people who are not online be considered last?
Libraries have been part of my life since I was in kindergarten. The internet has changed my library use a lot, but has also made the gap between the over educated and the under educated a lot wider. The gap needs closing. Libraries can do this, but it will be with the spoken word as well as the written word.
Libraries obviously need to move with the rapidly changing times in which we live but we should not forget our traditional values
Libraries offer a vital service to the community and it is important they are promoted as a positive space accessible to everyone.

Libraries should be an important physical community hub for local democracy to work versus central government and corporate steamrolling carried out by those with vested interests. They should lead the way in encouraging and educating people to develop greener lifestyles and understand that lifestyles which do not respect the future health of the planet are not healthy or moral. They should be welcoming for those who will be left behind or actively choose to opt out of the digital services which may not fit their needs or capabilities - systems are being designed now for young people not those currently over 30. Libraries should provide this opportunity just as in the early 20th century they allowed democracy by giving access to learning to those previously kept from it. Libraries should be somewhere where people can escape from having to interact with screens, as well as a place where they can get together to learn more about the digital services they may be tied to.
Library are places that offer a free space for people of all ages, regardless of background, to go to, through choice. This has huge benefits in many ways and is special. Once gone, they can not be replaced. It is easy to get side-tracked to do whizzy things, but fundamentally, libraries are about books, reading and wellbeing, with the opportunity to learn and access ICT, benefiting individuals and the wider community. Do this really well, and make sure people know. Access to ICT and books are the hook for the majority.
Local library service in Shaftesbury is superb. Staff are personable, helpful, competent. They go out of their way to encourage visitors. During lockdown, the reservation and back door delivery was fun. I love the accessible catalog and reservation/renewal system. This survey makes it mandatory to be official in some capacity. Are you missing out ordinary library users
Major on the joys and experiences of visiting a library.
more does need to be done to promote the library I have used libraries since I can remember as a small child with my parents - The library is like an extended family and should be used more!
My concern is that people are still reading-look at the National Trust book barns and charity shop sales and of course ebooks, but that libraries are used less. They must reach out to the people as visiting the library is no longer encourages by parents in the majority of homes.
Myself and my children have used the library for 20 years in our local village and it is part of our lives. It is a great resource with wonderful staff who help residents.
N/A
Need to find a way to get the library services to people who have limited ability to do it for themselves and to advertise what is available in a way that reaches people who need the services.
No
No
No
No
No
No
No
No
No
No - have covered everything, but please be ambitious in thoughts.

No thank you. I understand how they might in the past have been warm dry useful places, but right now my son's watch and mobile phone does more for us that libraries can. I do not understand how or indeed why, libraries survive.
Nope
Not really - I'm not very good at this.
Not really people like reading that's fine but not all do.
Now we are in 2022 the world has been overtaken by technology so main focus should be on teaching individuals how to use and keep up with the times by getting more computers and maybe hire out laptops
Online acces to Libraries West has been an amazing step forward Your staff in Wyke Regis have been ama2 throughout the pandemic
Opening hours during the working week.
Our local libraries are already wonderful places, welcoming, interesting, helpful and diverse and I would hate to be without them. On a more practical note, possibly having a loo available within each building?
Perhaps creating a noisy section and a quiet section or days in every library. Trial odd opening hours to suit working people in the locality.
Personal safety of staff is very important.
Please consider the older generation and those that do not have access, interest or ability with technology and the ever increasing digital age. The library should be a space that is truly inclusive for all.
Please don't be browbeaten by the obvious challenges. If you build it, they will come.
Please don't close them down. My daughter and I love our weekly trips to the library
please keep them open as they are an important lifeline for some people especiallythe otherwise isolated .
please make sure that the core activities of libraries are accessible to all and free at the point of access libraries should be places that help societies to make well informed and rational choices Libraries are an important sign of a thoughtful, caring and collaborative society that believes in the importance of access to good quality information for all Libraries should also be viewed as places of escape, there to fuel your curiosity and widen your horizons
Please never get rid of physical books in a library. I would volunteer to help customers use any of the things I've suggested.
please treat your staff better! if staff aren't well treated by their collegeaues, managers and further up the hierarchy, why should they put so much effort into providing a good service for barely above minimum wages. Address issues of bullying. Don't encourage such hierarchy, as this encourages bad management practices. Library assistants are at the front line of providing the service, and do not work well when treated like incompetent children. When issues are raised about bullying and incompetence in management, find a channel to address them seriously. Disparities in libraries in terms of staffing and time available for staff to catch up on admin, be informed of what's going on. Personal email accounts have massively hindered this process.
Reach out to potential community partners to explore how working together can keep libraries open for all. Do take seriously the idea of using and working with railways and community rail partnerships to explore the use of the space for public libraries. Working in partnership is a great way to save and reinforce a public service to keep it flourishing whilst maintaining the same excellent,high level service that is currently offered by all of Dorset's fantastic libraries.

Some libraries used to provide services for visitors and local residents by having tourist information centres within Wareham and Dorchester libraries. But those TICs were scrapped to save the main library service and were effectively sacrificed so that the library service budget could be reduced without having to affect the traditional library service. It was very obvious that when Dorset Council was created and the TIC service was bolted onto Libraries, that it would be the first service to be sacrificed when budget cuts were needed. The consultation which closed the TICs was rigged so that TICs were compared to other services such as Children's Services so that the people responding had no choice but to rate that Children's Services were more important than TICs. Consultations should be unbiased and allow the people responding to make up their own mind. If you were to repeat that consultation but replace TICs with libraries, the outcome would be that all the libraries would probably close as lending books cannot be compared with the likes of services where children are protected or roads are repaired. That consultation resulted in the closure of a council service, and that closure was effectively swept under the carpet as there was no press release to announce the TICs closure because the council didn't want the bad press. That type of consultation cannot happen again. And if libraries do close in the future or as a result of this consultation, the council needs to stand up and be honest about it.

Staff are best advocates of the service. Caring, friendly, welcoming, non judgemental and inventive. Invest in staff, keep listening to ideas.

Staffing levels as a whole need to be looked at and standardised - too much cover in some libraries, too little in others. In libraries which have more staff, more outreach and events/activities can be planned. Our younger library assistants may be game for joining together to create online content for libraries social media as part of their roles. Library managers would have to allow them an hour or two a week (preferably all at the same time) to converse with each other and get creating - DLS could facilitate.

Still a lack of communication. I use the library a lot, and took my Granddaughter in and found out about the young children reading sessions. But these were not on line for Dorchester. I then emailed and got a link to the event. But the slots were not for a few weeks and even then only one was available. I think a lot of people will have missed out on this hidden and difficult to access event. More events please. Let people know, put up signs in the library and let people sign up in the library not just online.

Sturminster Library staff really engage with the community and are so helpful.

Thank you for a good work and service you provide

Thank you for the opportunity. The promotion of Libraries West is important as is computer use. School library visits is important too to extend membership as the children could take home a joining form after the visit. School visits too are central to this especially to promote the Summer Reading Challenge. Once a child has a library card it ids likely that they will remain users for life.

That they must remain as an integral part of a town - they aren't just about the services they offer, but a place for people to meet, congregate and learn. A hub for the lonely ..... a place to step in when its raining!

The Bridport Library is highly successful in supporting the local community and is greatly valued - both by the people who can get to the building and by those who receive books at home. The home delivery service is highly valued by some very isolated people.

The COVID situation has restricted access to Libraries greatly and it will take time to gain lost ground in terms of public use

The customers are generally very loyal and happy with the service, and the staff regularly go above and beyond. We quietly help thousands of people a day across Dorset via a huge range of services, of which borrowing books is just the tip of an iceberg that includes: running 1:1 digital sessions to help people get online safely; applying for bus passes; pick up points for purple waste sacks and lateral flow tests; printing and scanning vital documents, often in times of stress; benefits applications; supplying work and study areas; school and nursery visits; job clubs; code clubs; lego clubs; Rhymetime; Reminiscence sessions and Knit and Natter; Summer Reading Challenge; children's activities; author events; helping people access digital books, audio and magazines, or use ancestry.com; community outreach to local dementia and carer groups; and, often, just listening. And the service is ripe for expansion: the staff and buildings have great potential to deliver further value to the council. Education and literacy matters for its own sake but also for the sake of society generally. Not everything can be measured in terms of direct financial gain but a literate, engaged, community is a healthier and more prosperous one. If you are making decisions based on these surveys, please spend a day working in a library in Dorset.

The libraries have been brilliant during the pandemic and thinking outside the box with the 'order and collect' service. Rhyme Time saved my sanity with my first baby and about to have my second so would really appreciate Wareham Library starting their Rhyme Time service up again!

The Library should be both business and local community based, and accessible for everyone to use.

The newer libraries are fantastic spaces. The older ones are quaint and in some lovely buildings but are not really fit for the purpose they now need to fill. Still keep it local but need to invest in some of those smaller ones. Tray and get local neighbourhoods involved in developing and supporting services.

The resource we currently have is underestimated, probably by us as well! But the worry is that in planning for a modern future, we forget that we have a live and vibrant present. The Utility aspect is so underemphasised. But we are not an income stream to be milked. We are a service, and have a strong base already. Add toit by all and any means. But dont ignore what we already have.

The staff at Bridport Library do a fantastic job. They have been tested during the pandemic, and have responded very well. They are friendly, knowledgeable and accessible (the fact that a member of staff has generally had to stand outside on the street, in order to control customer access, has probably helped promote accessibility).

The staff should be more appreciated good staff make a good library

There is a need to make sure they stay open

There's no substitute for real-time interactions and community spaces where everyone is welcome. Digital developments have a obvious place but the need for physical spaces and books/other resources is so valuable. The pandemic has evidenced how a space to connect cannot be under-estimated and is so important to preserve. Not everyone has digital access, or benefits from it, so the libraries offer a reliable real-time space for so much to happen and where people can feel welcomed.

They are a place of information and in many cases for the elderly a place of community comfort .

They are a vital resource for vast numbers of people who do not want to live "on line".

they could be so much more than what they are but are sadly neglected in this country

They offer a lot more than just books now, but 'not many people know that'!! Perhaps you could advertise, or ask script writers to use public libraries in story lines in eg Coronation St, Doctors, The One Show etc. The programme Crossroads was famous for taking on 'public information' storylines, perhaps press for something like that?

They should be hubs of learning, creativity, enjoyment and entertainment. Don't forget the basics though! Wide range of reading material and encouragement of all ages and abilities to read, enjoy and come together.

This survey is a start - involvement with target audiences is essential. Surveys of non-library users are even more important in many ways - people need to be out in the commuity asking people their views rather than relying on those people who would be likey to answer surveys anyway. Perhaps give short surveys to people in the workplace so they 'have' to be involved in completing them - this will also get them talking. For older/non-working people, meetings, focus groups etc.could be during the day - may older people do not like going out in the evening/at night.

To me , promotion is important. However I think we need to make sure our thinking is joined up too. Yes we want parents to bring their children to promote their reading skills and love of reading, but I also think we should be pointing the way to caring books and self-help books for parents for example. Telling our older readers about the latest book they like, could lead to telling them about a coffee morning we have, to help combat loneliness etc

Up until 4 years ago I purchased my own books, mainly from charity shops. I now use the library and I wish I had years ago. There is so much choice which I never knew existed. My reading matter now includes fiction, non-fiction and biographical - at one time I would never have considered it. This has come about due to displays within the library which have drawn my attention to different styles of books. A massive thank you for the service and the enjoyment it has provided me with.

Visit libraries where membership is growing and the library increases in importance to its community, even if those libraries are outside Dorset. My village library for instance is a social and cultural joy and necessity, including for those living outside the parish. Without it when closed due to the pandemic, life became considerable more depleted.

We definitely need to be forward thinking whilst not losing site of what we already do really well which is support the local communities who see us as a safe, welcoming place and where they can ask all sorts of questions and believe they can get a reliable answer. It is also vital to remember that lending books is what makes us a library - without the books we are not a library, just a community space. There are still many, many people who read physical books and we should not forget them in our quest to become more relevant.

We have been customer facing despite covid and should be celebrated for our connections with the community. The staff are talented and well educated. We are very capable of representing the Council as a positive face- use us we are a great resource but please train first. Communication is key- we need to know what is happening

We have used Corfe Mullen library as a family for many years. It and the team are great!

We must keep our libraries they are such an important asset for the community Lots of excellent staff with experience knowledge and ideas with must not give this away

We need to be more open to new ways of working and looking at good practices from other library services. Dorset Libraries offers a great service to our customers and communities but we are also very 'stuck in our ways' and not open to change.

We think they are very important & would love the opportunity to work more closely

We'd like to see more informal Arts performance, exhibition, and concerts happening in and out of hours. The ability to push shelving easily to one side to utilize a huge space.more events for children and elderly mixing and being entertained and informed.
Whenever I need some time to spend the library is a great place to go to for 20/30 minutes.
With successive budget cuts over the years Dorset Library Service is still a pioneer for many national library service developments and we would welcome councillors and partners commitment and investment to develop this trajectory.
Working with external partners would be a good way of promoting libraries and other organisations. Some partners presence may attract more people to come into and use a library.
Wouldn't hurt to do some marketing - Advertising along the lines of a free subscription service like Netflix or Prime Video, Maybe even look at developing an app that works in conjunction with Kindle / Audible. Somewhere people can borrow a Digital book/ audiobook and read on there kindle, after a week or so (unless renewed) the items is unavailable on the device. Sort of like licencing.
Yes, please stop people from using their mobiles loudly in the library. Or having noisy adult groups braying and shouting when others are trying to work.
You already have some great younger librarians, let them have their ideas tested.

#LetsTalkLibraries

Employees, Partners and Business Survey

Introduction

Dorset Council has launched a public consultation to develop a new library strategy, which will inform how we develop and delivery our library service in the future.

As well as hearing from the public, we want to hear from our employees, volunteers, councillors, our voluntary and community sector partners, businesses and our public sector partners.

The council are looking for ways we can join up and complement delivery across services and sectors, utilising libraries to maximise our reach and impact in communities. We want to hear from you about opportunities to collaborate in the future, or ways in which libraries can support your sector.

The survey closes on the 7th January 2022. Analysis of individual responses will be presented in an anonymised form. However, official responses, provided on behalf of your organisation may be attributed publicly.

Following the close of the consultation, the survey responses will be brought together with evidence around local need and responses from the public. We will produce a draft library strategy which will be the focus of a second consultation, to be held in summer 2022.

Keep up to date with the latest information by visiting dorsetcouncil.gov.uk/lets-talk-libraries or, by following #letstalklibraries on our Dorset Council social media channels.

In what capacity are you responding?

○ Dorset Council library service (employee or volunteer)

○ Volunteer at a Community Managed Library

○ Dorset Council employee (non-library service)

○ Councillor (Dorset Council and Town/ Parish)

○ Town and Parish Council

○ Voluntary and community sector organisation

○ Business

○ Public sector organisation

Dorset Council service:

[   ]

Name of your organisation/business

[   ]

Is this your organisation's official response

○ Yes

○ No

Your name

[   ]

Library employee/ volunteer

In your opinion, what current library services work very well?
You can select multiple options

☐ Ability to check stock and reserve online

☐ Borrowing - physical items

☐ Borrowing - digital items (e-books, audio books, e-zines etc.)

☐ Space to read/ study/ work

☐ Activities or events (in-person and online)

☐ Information, advice or support

☐ Information or support about a different council service (which does not relate to the library)

☐ Provision of wifi, computers, printing and scanning facilities

☐ Digital support

☐ Provision of community spaces (for meeting / reading)

☐ Home library service

☐ Other (please specify below)

Other - please explain

[   ]

If you would like to provide any additional information about your selections, please provide it here.

[   ]

If there was <u>one current library service</u> that you could change or improve, what would it be?
Select one only

- ○ Ability to check stock and reserve online
- ○ Borrowing - physical items
- ○ Borrowing - digital items (e-books, audio books, e-zines etc.)
- ○ Space to read/ study/ work
- ○ Activities or events (in-person and online)
- ○ Information, advice or support
- ○ Information or support about a different council service (which does not relate to the library)
- ○ Provision of wifi, computers, printing and scanning facilities
- ○ Digital support
- ○ Provision of community spaces (for meeting / reading)
- ○ Home library service
- ○ Other (please specify below)

Other - please explain

[ ]

If you would like to provide any additional information about your selection, please provide it here

[ ]

Employee, volunteer, councillor, partner

In the future we would like to understand how you think the Dorset Council library service can help deliver the council's priorities in Dorset.

You do not have to reply to each priority, please reply to those you can and leave the remaining boxes blank. All ideas are welcome!

In the future, how can libraries help to improve reading and literacy skills in children, adults and those who have a learning disability?

[ ]

In the future, how can libraries help people gain better skills, better jobs and help people build their business?

In the future, how can libraries help people live healthier lives and reduce social isolation?

In the future, how can libraries help support local community arts and wider cultural activities and events?

In the future, how can libraries help respond to climate change and the climate and ecological emergency?

We want our libraries to remain at the hearts of their communities now and in the future. To achieve this, we need to make sure we are meeting the needs of our communities. We particularly want to engage and support residents who traditionally don't use the library. We need to understand how we can make our library service relevant to their needs in the future.

How could the Dorset Council library service encourage non-library users to access the service in the future?

The council are looking for ways we can join up and complement delivery across services and sectors, utilising libraries to maximise our reach and impact in communities.

What opportunities are there for libraries to work with other services and local partners to improve access to services and support the health and wellbeing offer?

By 2030, we expect to see further changes in technology and how the public prefer to access services and we expect to face ongoing pressure on local Government funding. We will need to continue to explore ways to be more financially resilient and generate income.

Do you have any suggestions about how the Dorset Council library service can generate more income in the future?

Voluntary and community sector

Do you currently deliver any services in Dorset libraries?

○ Yes

○ No

What services do you provide?

There is a network of 23 council managed libraries and a further eight community managed libraries spread across Dorset. We want our libraries to remain at the hearts of their communities now and in the future.

What opportunities do you see for the voluntary and community sector to work more closely with libraries, to help improve access to services and support the health and wellbeing offer?

Business

We would like to explore how libraries could support and work more closely with Dorset's business community.

Which of the following opportunities do you think think would be most benefical to the business community?
Select up to three

- ☐ Hot desk spaces/ co-working spaces
- ☐ Hosting networking events
- ☐ Bookable meeting rooms
- ☐ Access to "makerspaces" (3D printers etc.)
- ☐ Access to Intellectual Property advice and market research databases
- ☐ Other

Other (please explain)

If you would like to provide any additional information about your selections, please provide it here.

In the future, how can libraries help people gain better skills, better jobs and help people build their business?

Public sector partner

There is a network of 23 council managed libraries and a further eight community managed libraries spread across Dorset. We want our libraries to remain at the hearts of their communities now and in the future.
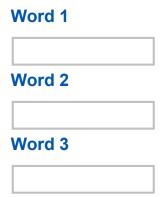
What opportunities do you see for your public sector organisation to work more closely with libraries, to help improve access to services and support the health and wellbeing offer?

All respondents

We want to hear from our employees, volunteers, councillors, partners and businesses about how we can make our library service relevant to our resident's needs in the future.

How could we develop our Dorset Council library service in the future?
We welcome creative, innovative thought and your "outside the box" ideas!

To help inform the vision for the Dorset Council library service, use 3 words that you think should describe the service **in 10 years' time**. You have up to 25 characters per word - so most words will fit

Word 1

Word 2

Word 3

Is there anything else you would like to share with us about libraries that you haven't been able to so far?

[text box]

Would you like to be kept informed of progress on the library strategy? We will notify you when we consult on the draft strategy.

○ Yes

○ No

If yes, please provide your email address. By ticking yes, you are consenting to Dorset Council using your email address to contact you about phase two of public consultation on the draft Library Strategy which begins in 2022. Your email address will be deleted by the team carrying out the consultation after the process closes.

[text box]

About You

Although filling in this section is optional, we would appreciate it if you could please complete the following details.

We collect diversity information, not only to ensure any changes do not unfairly impact on specific sectors of the community, but also to try to make sure our consultation response comes from a representative sample of local residents.

Which age group do you belong to?

○ Under 18

○ 18 - 24

○ 25 - 34

○ 35 - 44

○ 45 - 54

○ 55 - 64

○ 65 or over

○ Prefer not to say

What best describes your gender?

○ Female

○ Male

○ Prefer to self-describe

○ Prefer not to say

Please tell us in the box below

[text box]

Is your gender identity the same as the sex you were assigned with at birth?

○ Yes
○ No
○ Prefer not to say

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS for example) are considered to be disabled from the point that they are diagnosed.

Do you consider yourself to be disabled as set out in the Equality Act 2010?

○ Yes
○ No
○ Prefer not to say

If yes, please tell us which type of impairment applies to you. You may have more than one type of impairment, so please select all the impairments that apply to you

☐ Physical disability
☐ Learning disability / difficulty
☐ Long-standing illness or health condition
☐ Mental health condition
☐ Sensory impairment (hearing, Sight or both)
☐ Prefer not to say
☐ Other (please specify)

Other

[   ]

What best describes your sexual orientation?

○ Bi
○ Gay/lesbian
○ Heterosexual/Straight
○ I use another term (please describe)
○ Prefer not to say

I use another term - please describe

[   ]

What best describes your religion/belief?

- ◯ Buddhist
- ◯ Christian
- ◯ Hindu
- ◯ Jewish
- ◯ Muslim
- ◯ Sikh
- ◯ No Religion
- ◯ Other (please describe)
- ◯ Prefer not to say

Other - please describe

[   ]

Please specify your ethnic group?

- ◯ White British
- ◯ White Irish
- ◯ Gypsy/Irish traveller
- ◯ Any other White background
- ◯ Asian/Asian British - Bangladeshi
- ◯ Asian/Asian British - Chinese
- ◯ Asian/Asian British - Indian
- ◯ Asian/Asian British - Pakistani
- ◯ Any other Asian background
- ◯ Black/Black British - African
- ◯ Black/Black British - Caribbean
- ◯ Any other Black background
- ◯ Mixed ethnic background - White and Asian
- ◯ Mixed ethnic background - White and Black African
- ◯ Mixed ethnic background - White and Black Caribbean
- ◯ Any other mixed background
- ◯ Prefer not to say
- ◯ Any other ethnic group (please specify)

Any other ethnic group

[   ]

Thank you for your views. Now click Submit (or tick on a smartphone)