

## Consultation on proposed changes to Fife's library service Survey Results

2,846 completed surveys were received between 12 August and 6 November 2015. 1,791 paper copies (62.9%) were completed. A further 1,055 surveys (37.1%) were submitted through the online survey. Generally, females and older people were more likely to respond when compared to the background population.

The response was greatest from those using the 16 libraries proposed for closure, although responses were received relating to all libraries across Fife. Overall 68.8% of respondents understood why the proposals had been made and 47.3% of people agreed with the proposal to introduce a new model. However, this dropped to 29.9% for people using libraries proposed for closure, with 60.7% of people disagreeing with the proposals.

A majority of all respondents, 96.4%, believe that communities themselves should have greater involvement in discussions about the future of library services. Generally, whether respondents thought the set of factors used to identify potential libraries for closure were reasonable depended on whether the library they personally used was proposed. Around 59% disagreed with the factors if they use a library identified for closure, while if they were not, 65.6% agreed with the factors.

The majority of people currently travel to libraries on foot and lack of access or affordability of transport is identified as a major constraint on using a different library. Around 69% of people live within 10 minutes of their library and 66.9% combine a library visit with shopping at least fairly often, but generally most people will make a special trip to the library. Most respondents use libraries for access to computers and the internet, with other reasons such as reading or borrowing being considerably lower.

Over half of respondents thought there would be a major impact on their families of their library closing. This rose above 80% for some libraries (Colinsburgh, Crossgates, Freuchie and Kinghorn). The largest impacts being identified as distance to an alternative library and the time taken to travel there. Just less than half (47.9%) said that they would not use another library. In particular, the impact of the loss of access to books for children attracted the most comments. Alternative proposals for cost savings related to changing library opening hours, cutting costs in other areas and charging for some library services.

## LIBRARY USE IN FIFE

Of all survey respondents, 2,476 (87.0%) were registered for library membership in Fife. 51.3% (1,461) use a single library. 206 use two libraries, 253 use three libraries, and 166 use four or more libraries. 1,241 responses (43.6%) were from users of libraries proposed for closure. 1,605 responses (56.3%) were users of other Fife libraries.

Table 1 - Libraries in Fife used by respondents

Library	n	%	Library	n	%
Abbeyview	70	2.8%	Kincardine	12	0.5%
Aberdour	26	1.1%	Kinghorn	190	7.7%
Anstruther	69	2.8%	Kirkcaldy Central	382	15.4%
Auchtermuchty	26	1.1%	Ladybank	61	2.5%
Benarty	29	1.2%	Leslie	32	1.3%
Bowhill	43	1.7%	Leven	139	5.6%
Buckhaven	23	0.9%	Lochgelly	71	2.9%
Burntisland	154	6.2%	Lundin Links	118	4.8%
Cadham	64	2.6%	Markinch	61	2.5%
Cardenden	21	0.8%	Methil	58	2.3%
Carnegie	267	10.8%	Newburgh	24	1.0%
Colinsburgh	49	2.0%	Newport	23	0.9%
Cowdenbeath	85	3.4%	Oakley	14	0.6%
Crail	108	4.4%	Pittenweem	71	2.9%
Crossgates	52	2.1%	Pitteuchar	34	1.4%
Cupar	193	7.8%	Rosyth	77	3.1%
Dalgety Bay	104	4.2%	Roths Halls	363	14.7%
Duloch Park	217	8.8%	Sinclairtown	58	2.3%
East Wemyss	24	1.0%	St Andrews	240	9.7%
Elie	39	1.6%	St Monans	27	1.1%
Falkland	78	3.2%	Tayport	31	1.3%
Freuchie	97	3.9%	Templehall	86	3.5%
Glenwood	286	11.6%	Thornton	46	1.9%
Inverkeithing	55	2.2%	Townhill	43	1.7%
Kelty	26	1.1%	Valleyfield	11	0.4%
Kennoway	26	1.1%	* Note % sums to > 100 as multiple responses permitted		

Table 2 – Frequency of use (in the last 12 months) of other types of library service (all responses)

	Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly	n
Housebound Service	95.8%	2.9%	0.1%	0.8%	0.2%	0.2%	1238
Mobile Library	86.1%	6.9%	0.9%	0.9%	3.0%	2.3%	1288
Online library services	62.5%	19.7%	3.8%	3.3%	3.5%	7.4%	1332
Public Access PCs	71.9%	16.6%	2.2%	1.6%	1.7%	6.0%	1293

## **VISITING/USING A LIBRARY**

The main reason for visiting or using the library was for personal use.

Table 3 - Main reasons for visiting or using the library

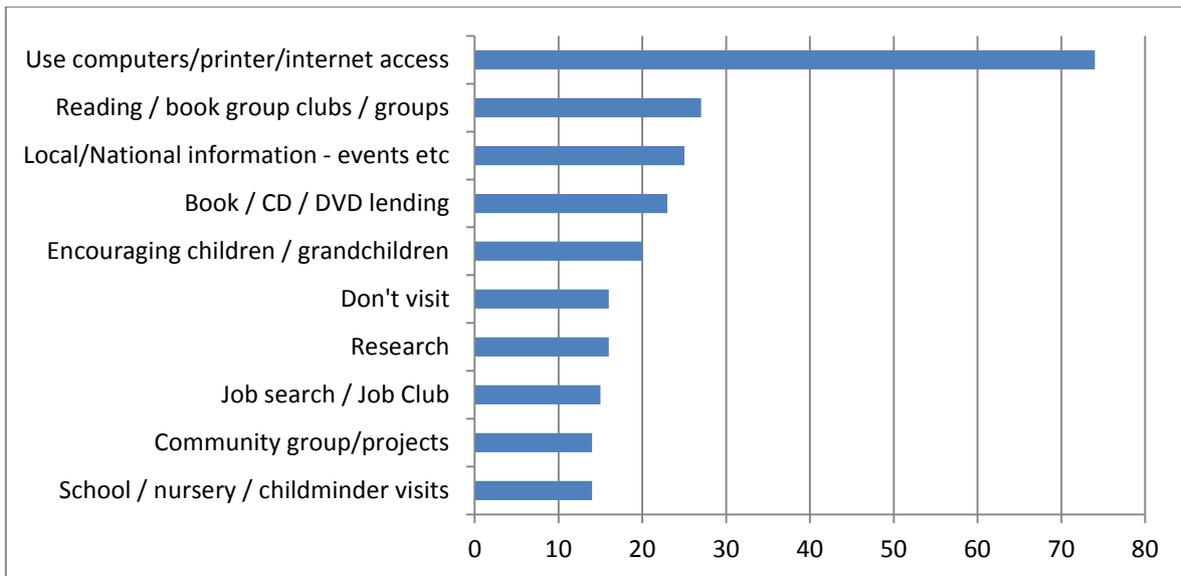
	n	%
For yourself leisure/pleasure	2335	94.3
For yourself study/work	604	24.4
As a parent/guardian	591	23.9
As a carer	71	2.9
For someone else	207	8.4
Accompanying someone with a disability	90	3.6
Do not use or visit the library	99	4.0
Other please tell us below	156	6.3

Respondents reported a wide variety of reasons for visiting libraries, ranging from making use of computers, printers, photocopier and internet services to other, less common, reasons such as keeping warm in winter.

Many of the reasons given were family or community centred such as a wish to engage children in reading and learning activities.

*“To accompany grandchildren to their local library which they really enjoy.”*

Other reasons relate to attending clubs, community groups and other events. Access to and a place to use educational and research facilities was another popular reason.



**Figure 1 – Top 10 areas (number of comments) for reasons for visiting or using the library**

The majority of people travel on foot, either on their own or with someone else, or travel by car.

**Table 4 – Means of travel to library visited most often**

	n	%
On foot alone	1293	52.2
Car as driver	1052	42.5
On foot with someone else	592	23.9
Bus	305	12.3
Car as passenger	229	9.2
Bicycle	94	3.8
Other please tell us below	40	1.6
Train	6	0.2

The most frequent comments in relation to other means of travel were for walking, travelling by car, and by bus.

*“If I could not walk to the library I would not be able to afford to use public transport to access library, or use to apply for jobs online.”*

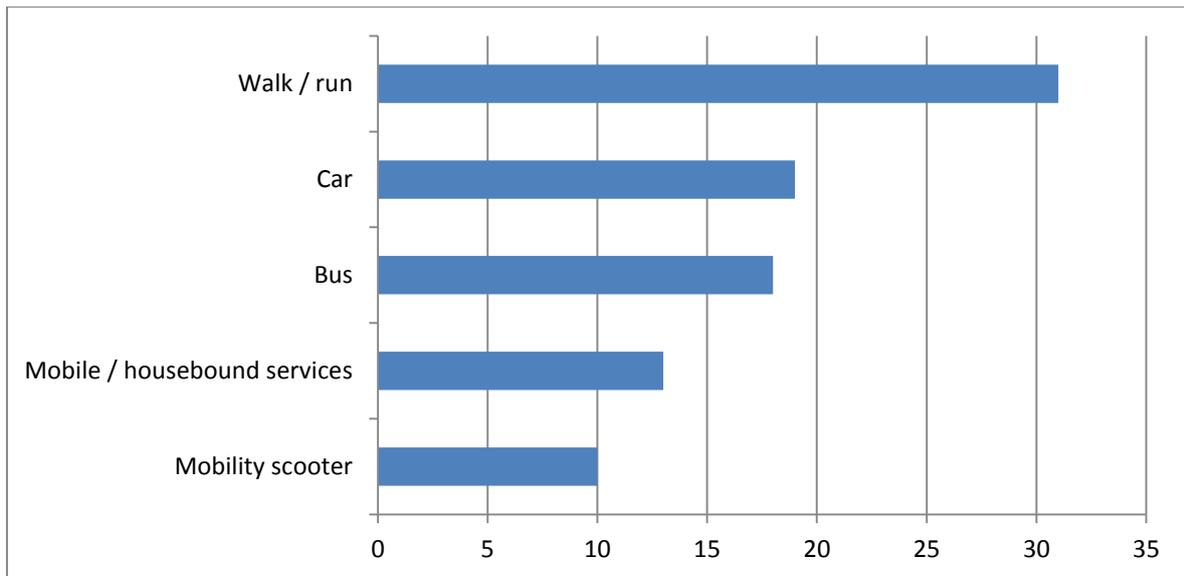


Figure 2 – Top 5 areas (number of comments) for means of travel

Those with a disability relied on or used other means of travel, including mobility scooters

*“I am disabled – car is the only possibility”*

Some did not travel to the library as they were users of the mobile library or housebound service.

*“Mobile library used every week.”*

Methods of travel used depend on the weather and on the time of day.

*“Depending on the weather, I like to walk to my local library.”*

Two out of three people take less than 10 minutes to travel to their library.

Table 5 – Length of time usually taken to travel to the library

	n	%
Less Than 5 minutes	694	26.4%
5 - 10 Minutes	1119	42.6%
11 - 20 Minutes	641	24.4%
21 - 40 minutes	150	5.7%
41 - 60 minutes	20	0.8%
More Than an hour	5	0.2%

**Table 6 – Importance of different factors when visiting a library in Fife**

	Not at All Important	Not Very Important	Fairly Important	Very Important	n
Distance from home	2.2%	6.3%	28.5%	63.0%	2580
Location	2.0%	6.9%	30.7%	60.4%	2456
Parking	16.0%	20.6%	27.9%	35.5%	2238
Transport links	22.6%	22.9%	25.2%	29.3%	2039
Library opening times	1.4%	6.0%	35.8%	56.7%	2469
Helpful and friendly staff	0.6%	1.7%	20.2%	77.5%	2554
Having a range of services	1.9%	10.0%	34.2%	53.9%	2347
Other	35.1%	7.0%	9.7%	48.1%	370

‘Helpful and friendly staff’ is the most important factor when visiting a library, while Transport links are the least important

The majority of comments received related directly to access to a good selection of books and reference/ research material

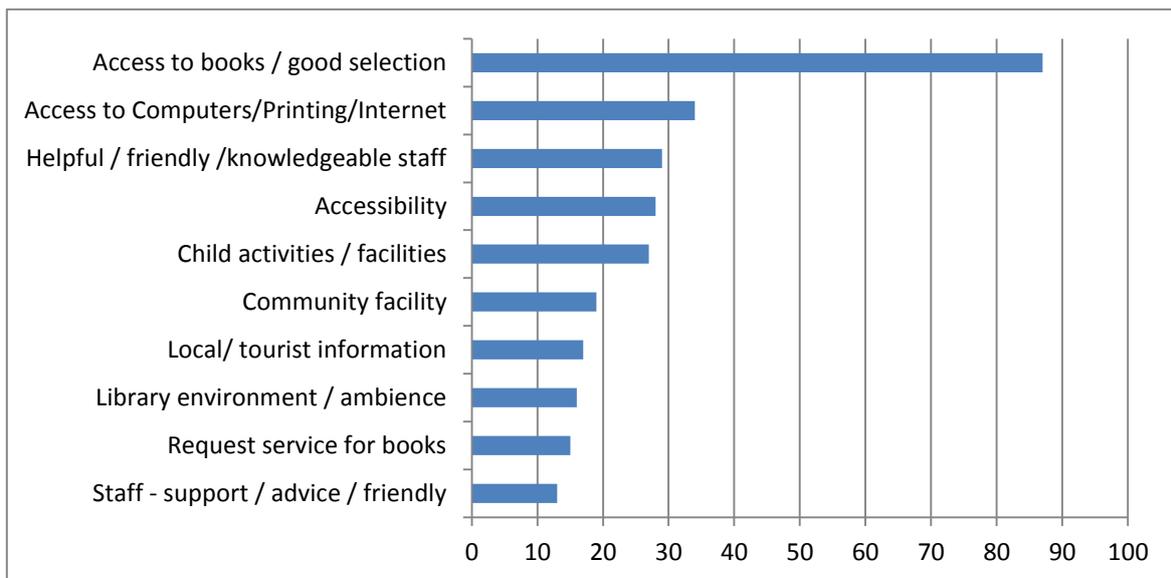
*“A good selection of books for reading is the most important factor for me.”*

Access to computer, printer, photocopier and internet services was also important, while others related to friendly and helpful staff.

*“Access to internet - essential for email and job search”*

*“Warm and friendly.”*

*“Experienced & Helpful Librarian.”*



**Figure 3 – Top 10 areas (number of comments) for most important factors**

The accessibility of libraries is an important factor; with comments reflecting that there may be a greater impact on certain groups that are less able to travel independently. This may include children, elderly or disabled.

*“Due to our age and my husband’s increasing failing health soon travelling will not be an option.”*

Book borrowing and local area information are the most important services for users, while training courses/Job Clubs were only important to some users:

Table 7 – Importance of range of service provision (for library visited most often)

	Not at All Important	Not Very Important	Fairly Important	Very Important	n
Archives research study	14.5%	28.6%	31.0%	25.8%	2090
Audio visual borrowing CDs and DVDs	23.0%	39.5%	22.4%	15.1%	2012
Book borrowing	1.4%	1.7%	7.7%	89.2%	2593
Childrens events ie Bookbug story times	36.7%	19.0%	17.6%	26.7%	1981
Local area information	6.7%	13.4%	40.0%	39.9%	2247
Training Courses /Job Clubs	43.3%	28.8%	15.3%	12.7%	1930
Public Access PCs	24.7%	20.3%	21.0%	34.1%	2105
Local Studies information research	19.1%	22.8%	31.3%	26.8%	2011
Photocopying and printing	23.3%	22.9%	27.4%	26.5%	2111
Newspapers magazines	30.4%	31.2%	23.1%	15.3%	2011
Socialising meeting friends	31.0%	28.7%	20.7%	19.6%	2053
Other	60.0%	7.5%	7.3%	25.3%	427

Comments on services provided included:

- Book borrowing - several people commented on being able to access books at no cost, others mentioned the facility of ordering online and collecting from their local library.
- Children’s events – many references were made to activities and events, not necessarily limited to those aimed at children. There were also many comments made about encouraging children to enjoy reading and learning.

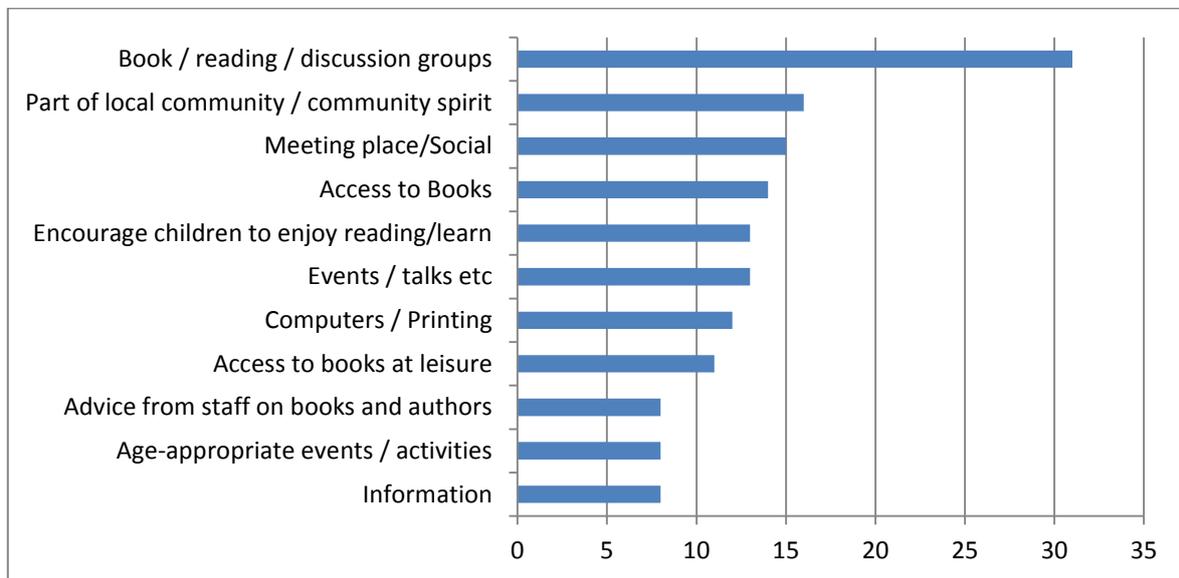
Many of the reasons given for visiting libraries were around book/reading/discussion groups – whether the library was used as a venue for the groups or as a source of materials.

A number of respondents commented on help and advice received from library staff:

*“Very pleasant librarian - knows the books I like and has a selection waiting for me – excellent”*

People also commented on the atmosphere in libraries, with comments implying differing preferences:

- Community spirit and social interaction
- Somewhere to go for peace and quiet



**Figure 4 – Top 10 areas (number of comments) for important services/visit reasons**

The table below shows the time of day which would be most convenient for users to access the library:

Table 8 - Day/time slots most convenient for library users (all respondents, multiple responses permitted)

	Mon	Tues	Wed	Thu	Fri	Sat	Sun	Total for Time
8 - 10am	236	213	205	211	222	360	159	1606
10am - noon	972	925	905	913	928	1200	456	6299
noon - 2 pm	587	580	561	575	567	832	500	4202
2pm - 4pm	1057	1050	1023	1036	1010	903	543	6622
4 pm - 5 pm	593	592	597	611	610	531	316	3850
5pm - 6 pm	497	496	498	517	471	332	202	3013
6pm - 8pm	604	586	598	611	542	313	198	3452
Total for Day	4546	4442	4387	4474	4350	4471	2374	

For week-days (Monday-Friday) the most convenient time is between 2-4pm. On Saturdays, the most convenient time is between 10am-noon. For Sundays, between 2-4pm is the most convenient time.

Respondents were asked about other activities that they undertake in combination with a visit to the library:

Table 9 – Other activities done in combination with a visit to the library

	Never	Rarely	Not very often	Fairly often	Every visit	n
Going to/from school/college	78.2%	3.3%	3.6%	11.4%	3.5%	1599
Going to/from work	54.7%	6.4%	8.4%	24.4%	6.0%	1725
GP/dentist/hospital visit	53.1%	12.8%	16.0%	15.6%	2.5%	1693
Leisure centre session	64.3%	10.3%	10.9%	11.9%	2.6%	1627
Lunch break	65.4%	7.7%	11.4%	12.9%	2.5%	1609
Post office visit	40.1%	11.5%	19.0%	25.0%	4.4%	1796
Shopping	15.0%	5.4%	12.7%	50.8%	16.1%	2195
Taking children to/from school	71.3%	3.3%	3.8%	15.3%	6.3%	1595
Other please tell us below	56.5%	1.5%	3.3%	17.1%	21.6%	550

Combining a visit to the library with “shopping” is the most popular activity. Going to or from school is the least likely activity to combine with a visit to the library.

Around one-quarter of comments related to “a special trip to the library”. This involved going solely to the library to borrow books, or to use the facilities, and not combining the trip with any other activity.

*“Most often a visit to the library is an outing on its own”*

Many comments were from retired people where they adopt a flexible approach to visiting libraries.

*“Because I am retired I do not need to fit visits in with other activities”*

Walking for exercise, or as a leisure activity, often involving dog walking, is another main reason that people combine with visiting a library.

Socialising or visiting with family and friends, and attending local events were other reasons given for combining a visit to a library.

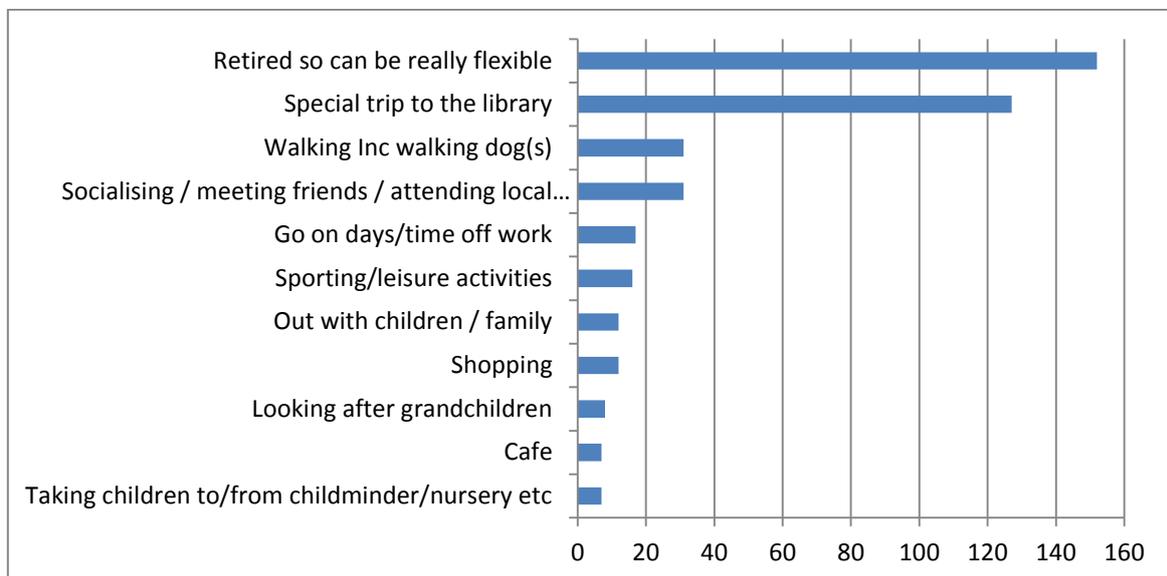


Figure 5 – Top 10 areas (number of comments) for combining library visits with other activities

Table 10 – Agree/disagree with statements about library services

	% Strongly disagree	% Disagree	% Agree	% Strongly Agree	% Don't Know	n
All libraries should include core services such as book lending public access PCs and printing	0.2%	3.5%	31.6%	63.8%	1.0%	1832
People use libraries differently now than they did ten years ago	1.2%	8.7%	64.0%	21.8%	4.4%	2114
I understand why changes are being proposed to the library service in Fife	10.2%	17.7%	58.4%	10.2%	3.5%	2131
Communities should have greater involvement in discussions about the future of services such as libraries	0.2%	1.8%	46.0%	50.4%	1.5%	1962

The strongest agreement is for “all libraries should include core services” and “communities should have greater involvement in discussions about the future of services”

## NEW OPERATING MODEL FOR LIBRARY SERVICES

Table 11 - % agree/disagree with overall proposal to introduce a new model for delivering library services

	% Strongly disagree	% Disagree	% Agree	% Strongly Agree	% Don't Know	n
User of Library Proposed for Closure	33.2%	27.5%	24.9%	5.0%	9.4%	1113
User of Library not Proposed for Closure	11.4%	17.4%	49.0%	12.3%	9.9%	1387
All Respondents	21.1%	21.9%	38.3%	9.0%	9.7%	2500

30% of users of libraries proposed for closure agree to the new model of delivering library services, compared with 61% for those whose library is not proposed for closure

Table 12 - % agree/disagree with following statements

	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	% Don't Know	n
It seems reasonable to have some libraries open on a part time basis	4.2%	7.2%	64.6%	23.2%	0.8%	2655
It seems reasonable to consider changing library opening hours	4.4%	10.6%	64.3%	19.2%	1.5%	2612
It seems reasonable to close libraries that are not as well used	21.6%	29.8%	34.7%	10.9%	3.0%	2591
Changes will deliver a more cost effective library service	17.0%	19.7%	37.4%	11.5%	14.4%	2409

Strongest agreement is for 'some libraries to open on a part-time basis', and to 'consider changing opening hours', with the lowest agreement for 'closing libraries that are not well used'

Table 13 - % agree/disagree with range of services being proposed by Libraries based on opening hours

	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	% Don't Know	n
All libraries including those open up to 20 hours	5.2%	8.8%	52.6%	29.2%	4.1%	2470
Libraries open 20 to 40 hours	3.4%	7.6%	57.3%	27.5%	4.3%	2391
Libraries open 40 hours or more	3.2%	7.7%	48.6%	35.8%	4.7%	2343

80% and above, either agree or strongly agree to the range of services being proposed based on opening hours

The majority of comments were made in relation to services and opening hours:

*“Offering fewer services in libraries that are only open part-time will discourage people from using the service. All services should be available to all users regardless of opening times.”*

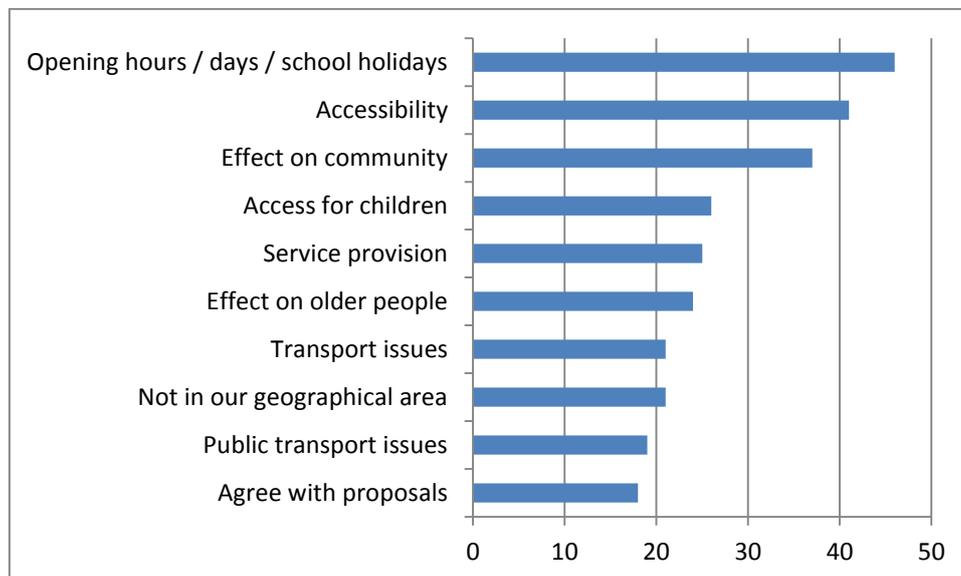


Figure 6 – Top 10 areas (number of comments) for service provision and opening hours

Accessibility was a key factor for many

*“it does not affect me personally at present – but I would rather see everyone have easy access to a good library service by whatever means – than lose out and have no access to what I consider a very important service. The proposals are likely to hit the most disadvantaged in society the hardest”*

A number of comments were made in relation to the effect on the local community, on children, and on older people:

*“I was under the impression that education was important. Please try and make savings elsewhere rather than close valuable local resources such as libraries in small communities”*

A small number of comments were received in relation to changes to the Mobile library and housebound services:

*“Reducing the number of mobile libraries does not give me confidence that a new mobile service would be enough to compensate for the loss brought about by library closures.”*

Table 14 - % agree/disagree that Fife Cultural Trust should change way mobile and housebound services are delivered

	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	% Don't Know	n
Mobile library service	11.0%	16.9%	41.6%	11.7%	18.9%	2116
Housebound service	10.3%	15.8%	38.5%	13.3%	22.1%	2025

Just over half of people agree or strongly agree to the changes proposed for mobile and housebound services

Table 15 - % Use Mobile / Housebound Service if library closes

	% Yes	%No	% Don't Know	n
Mobile Library	46.4%	27.6%	26.0%	2632
Housebound Service	27.7%	44.9%	27.4%	2489

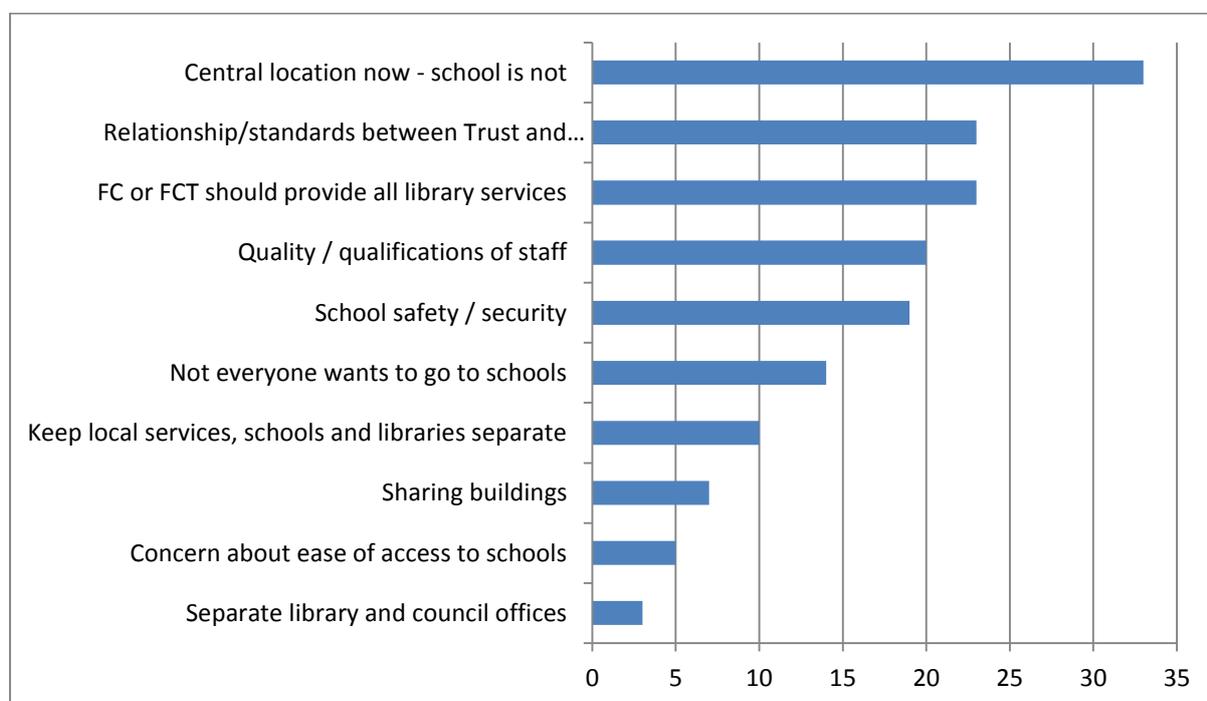
46% of users will use the Mobile Library if their library closes, while 45% will not use the Housebound Service

**Table 16 - % agree/disagree with proposals to deliver library services from schools**

	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	% Don't Know	n
From Sinclairtown to Kirkcaldy East High School	11.9%	13.4%	32.3%	8.5%	34.0%	2207
From Anstruther to Waid Academy	13.1%	13.2%	30.9%	8.1%	34.6%	2198

Just over 40% of users agree or strongly agree to delivering library services from schools, while 34% 'Don't know'

A number of comments were made on the relocation of library services to High Schools:



**Figure 7 – Top 10 areas (number of comments) for relocation of library services to schools**

*“Putting library services into school premises is making libraries less accessible to the general public.”*

*“Some people are afraid transport would not be available – the library in town is more convenient.”*

*“Why move services back into Fife Council ownership when the FCT was only formed 3 years ago to take these services from Fife Council?”*

## PROPOSALS TO CLOSE SOME LIBRARIES

Table 17 – Frequency of use (in the last 12 months) of libraries proposed for closure

	Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly	n
Abbeyview	3.0%	27.3%	16.7%	15.2%	9.1%	28.8%	66
Bowhill	4.8%	11.9%	14.3%	14.3%	21.4%	33.3%	42
Colinsburgh	2.1%	14.9%	17.0%	12.8%	23.4%	29.8%	47
Crail	1.0%	27.6%	6.7%	14.3%	20.0%	30.5%	105
Crossgates	2.0%	8.0%	4.0%	26.0%	18.0%	42.0%	50
East Wemyss	0.0%	28.6%	23.8%	9.5%	14.3%	23.8%	21
Falkland	0.0%	29.4%	8.8%	13.2%	23.5%	25.0%	68
Freuchie	3.4%	21.3%	14.6%	18.0%	23.6%	19.1%	89
Glenwood	1.1%	19.9%	13.8%	18.5%	21.0%	25.7%	276
Kinghorn	1.6%	22.2%	14.1%	12.4%	23.8%	25.9%	185
Lundin Links	0.9%	20.5%	11.1%	22.2%	17.9%	27.4%	117
Markinch	0.0%	25.0%	15.0%	25.0%	18.3%	16.7%	60
Pittenweem	3.1%	38.5%	7.7%	18.5%	7.7%	24.6%	65
Pitteuchar	0.0%	29.0%	22.6%	6.5%	22.6%	19.4%	31
Thornton	2.3%	37.2%	16.3%	14.0%	14.0%	16.3%	43
Townhill	2.4%	33.3%	23.8%	11.9%	11.9%	16.7%	42

\* Restricted to respondents who used these libraries

Bowhill, Crossgates, Colinsburgh and Crail libraries have the highest proportions of people visiting weekly or fortnightly.

There were differing views on the set of factors that had been used to identify potential libraries for closures. Two out of three people who did not use one of the libraries proposed for closure agreed that a reasonable set of factors had been used, compared to only one in three people who were users of a library proposed for closure.

Table 18 - % agree/disagree reasonable set of factors used to identify potential libraries for closure

	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	% Don't Know	n
User of library proposed for closure	30.9%	28.1%	29.3%	3.4%	8.4%	1131
User of library not proposed for closure	8.6%	14.7%	54.0%	11.6%	11.0%	1417
All respondents	18.5%	20.7%	43.0%	8.0%	9.9%	2548

33% of users whose library is proposed for closure agree or strongly agree with the factors used to identify potential library closures, compared with 66% for those whose library is not proposed for closure

Table 19 – Impact closing these libraries might have on families

	No Impact	Minor Impact	Major Impact	Don't Know	n
Abbeyview	9.0%	31.3%	56.7%	3.0%	67
Bowhill	7.5%	15.0%	77.5%	0.0%	40
Colinsburgh	4.3%	13.0%	82.6%	0.0%	46
Crail	1.9%	24.3%	72.8%	1.0%	103
Crossgates	4.0%	12.0%	84.0%	0.0%	50
East Wemyss	4.3%	26.1%	69.6%	0.0%	23
Falkland	1.5%	22.1%	76.5%	0.0%	68
Freuchie	2.2%	14.1%	82.6%	1.1%	92
Glenwood	3.0%	24.9%	72.1%	0.0%	269
Kinghorn	4.0%	15.8%	80.2%	0.0%	177
Lundin Links	3.7%	27.8%	68.5%	0.0%	108
Markinch	3.4%	31.0%	63.8%	1.7%	58
Pittenweem	6.1%	22.7%	69.7%	1.5%	66
Pitteuchar	15.2%	21.2%	63.6%	0.0%	33
Thornton	4.9%	26.8%	63.4%	4.9%	41
Townhill	4.7%	20.9%	72.1%	2.3%	43

Table 20 - Factors likely to have greatest impact (all respondents)

	% No Impact	% Minor Impact	% Major Impact	% Don't Know	n
Access to PCs/Internet	39.9%	20.4%	33.8%	5.9%	1972
Access to educational resources	36.6%	20.5%	36.5%	6.4%	1957
Access to support with employment benefits	53.9%	14.0%	22.7%	9.3%	1825
Cost of travelling to an alternative library	28.6%	21.3%	45.2%	4.9%	2080
Distance to an alternative library	22.0%	20.0%	53.8%	4.1%	2266
Time to travel to an alternative library	23.4%	20.0%	52.5%	4.1%	2191
Meeting other people socialising	42.8%	20.8%	28.7%	7.7%	1978
Other	55.0%	1.7%	19.0%	24.3%	758

Factors that users said will have the most impact on closure of a library are highest for 'distance' and 'time to travel to an alternative library'

Comments made in relation to impact covered a wide range of topics however the greatest number were concerned with the loss of access to the main library services; books and related activities on offer, particularly where associated with children.

*"Impact on my child's ability to love books and the library experience to/from school and the close relationship she has built up with the library team."*

*"Giving them (children) confidence and independence."*

Many of the other comments reflected people's concern over the overall effect on the local community. This included a range of factors from the effect on the unemployed to library staff to health issues.

*"A step closer to fear of mental 'atrophy' and/ or dementia."*

Many people feared that the distance to alternative libraries would be prohibitive in terms of cost, time and convenience.

*"The ease and ability to walk to my local library versus finding transport to travel to the next nearest library."*

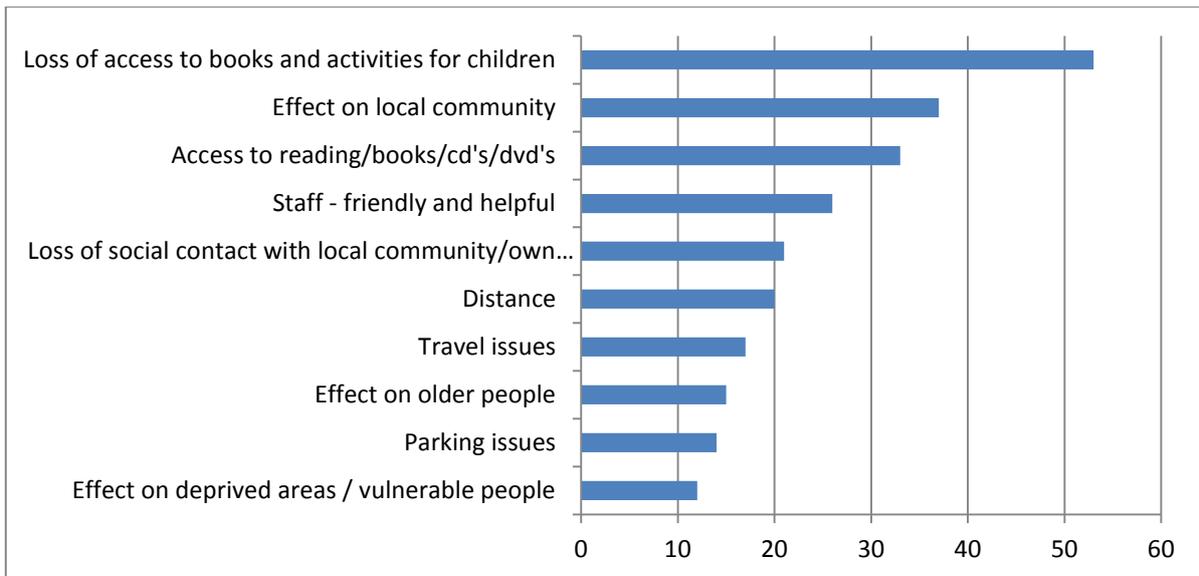


Figure 8 – Top 10 areas (number of comments) for factors likely to have the greatest impact

Table 21 - If library closes, likelihood of using another library

	% Yes	% No	% Don't Know	n
User of library proposed for closure	48.0%	29.6%	22.4%	1178
All respondents	47.4%	28.1%	24.5%	2561

Just under half of users said that they would use another library if their local library closed, with 25% saying 'Don't know'

Table 22 - If "yes", which library likely to use

	n	%
Single library specified	385	74.9%
Multiple libraries mentioned	111	21.6%
"Nearest / closest"	18	3.5%

When stating which library / libraries they would use, several respondents included comments indicating that they would make the change reluctantly or "*under protest*" or that the change would result in fewer library visits.

The majority of comments referred to the additional travel involved as the reason that they are unlikely to use another library. Other comments indicated that people would use alternative sources, primarily accessible on-line.

Many aspects of travel were cited as being problematic. The following list is not inclusive however it is ordered in descending frequency of issues mentioned. Distance, time, inconvenience, cost, public transport.

*“Other libraries are further away and as I have limited walking ability I would hesitate to drive further and not be able to park near the library.”*

*“... the time and cost factors of travelling to another library on my own or with family will be significant and will certainly have a detrimental effect on my usage of the library service.”*

*“Logistically difficult. I don't have a car and public transport is timely and costly.”*

*“It would be less convenient and the children would not be able to go by themselves.”*

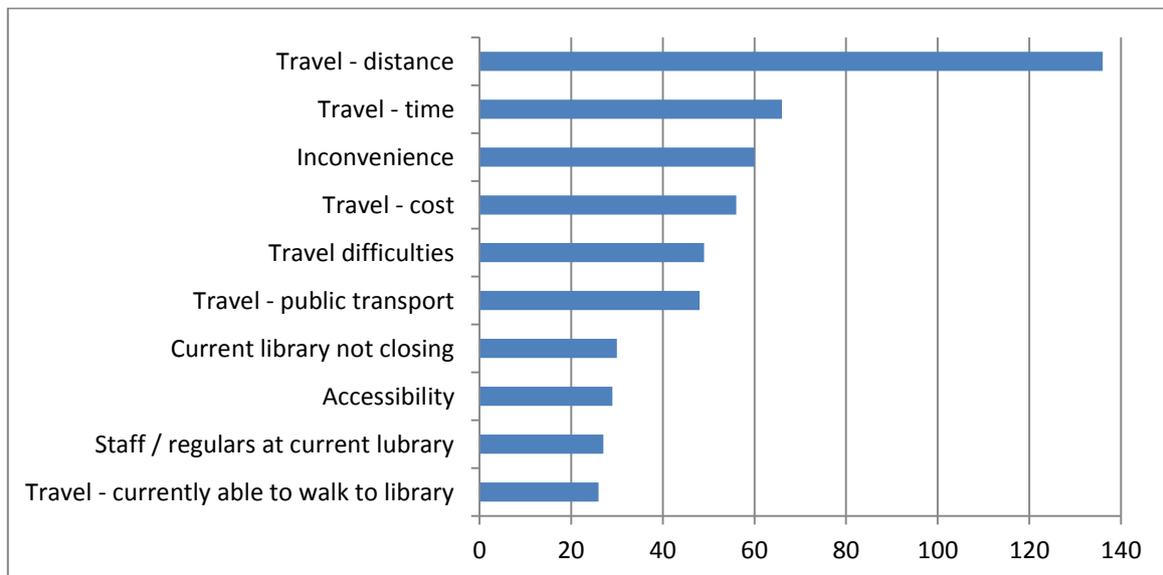


Figure 9 – Top 10 areas (number of comments) for reasons given for not using another library

Comments reflected the feeling that the impact of closing libraries will be felt throughout the community. Libraries are considered to be a valuable asset to local community life which goes far beyond the core services that they provide. In addition to the more obvious benefits provided through easy access to services they provide a focal point for communities and contribute to a feeling of community cohesion through the contact they provide. This can be particularly apparent and therefore the loss felt more strongly by certain groups of people who may have difficulty, for a variety of reasons, finding alternative service provision or replacing the lost sense of community contact and involvement.

*“It would be a great loss to the local community ...”*

*“I feel a sense of bereavement shared by others in the community.....it is a place where people socialise”*

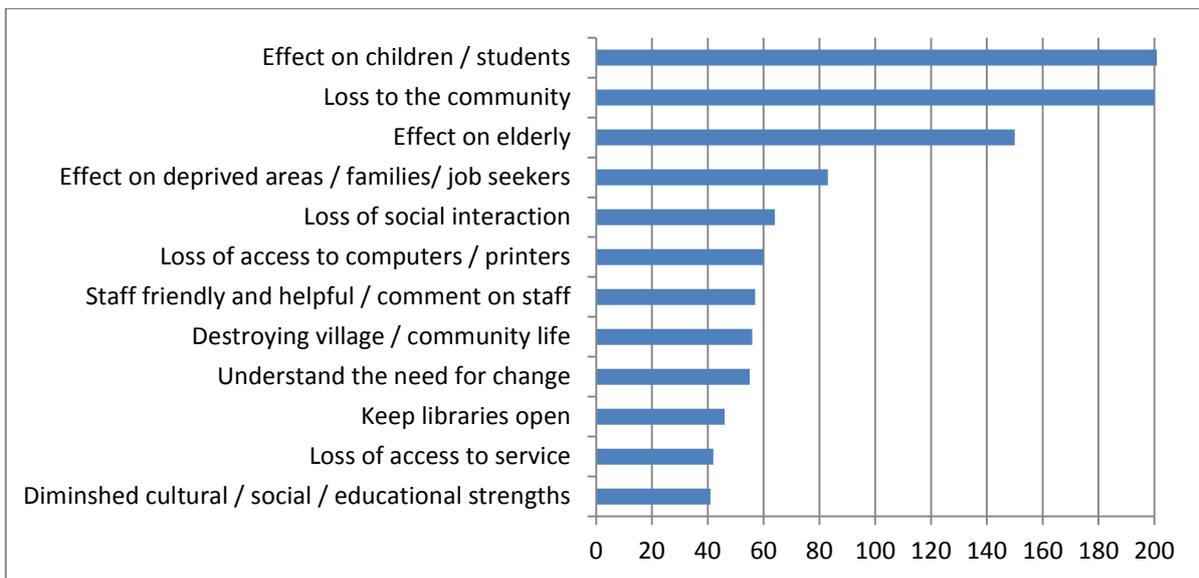


Figure 10 – Top 12 areas (number of comments) for likely impact of closing libraries

Table 23 – % agree/disagree with other steps Fife Cultural Trust should consider

	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	% Don't Know	n
Providing more housebound library services	2.5%	8.5%	41.8%	22.7%	24.4%	2342
Revising mobile library routes and frequency/ length of stops on routes	2.8%	6.8%	45.8%	23.1%	21.4%	2361
Providing more online library services	5.9%	13.6%	40.7%	20.4%	19.4%	2236
Relocating public access computers to a community facility	8.2%	17.2%	36.9%	18.4%	19.3%	2274
Providing self-service library units in other locations	10.0%	18.3%	33.2%	13.8%	24.6%	2275
Other	2.7%	2.4%	8.4%	14.1%	72.4%	333

Revising mobile library routes and providing more housebound library services show the highest agreement

Regarding steps that could be taken to mitigate the impact of any library closures, the most common comment is to keep the libraries as they are and not to close any, particularly in small towns/villages and rural areas, as they serve as a community facility and focal point, and are easy to access.

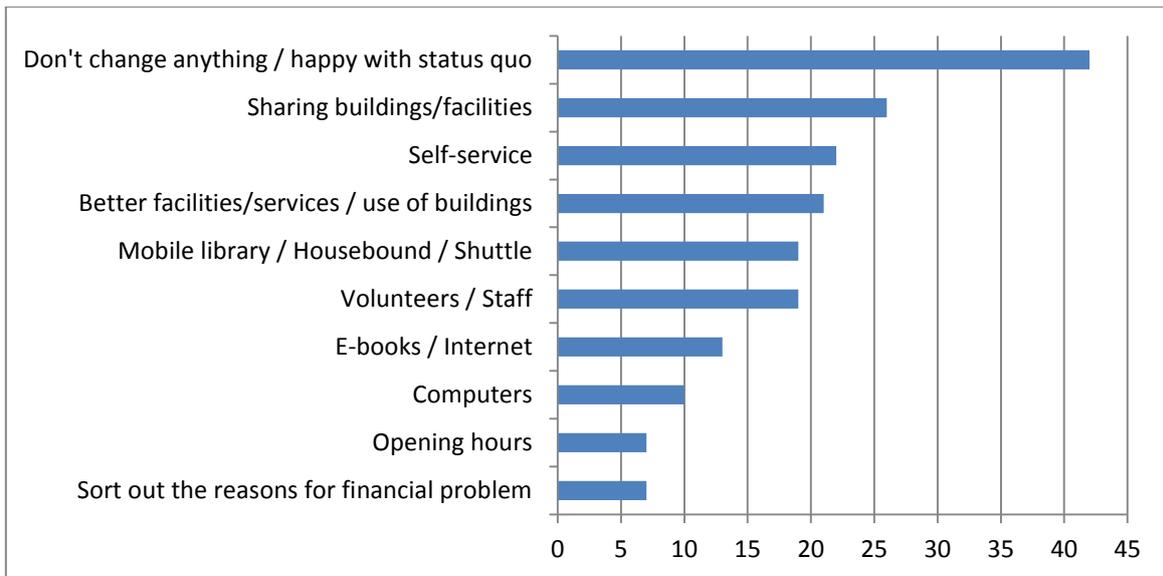
There is general agreement with sharing of library functions in other buildings and facilities, with some support for combining with schools where appropriate.

*“In these days of cutbacks any sharing of facilities and buildings is a good way to go”*

*“Link libraries with Schools where possible”*

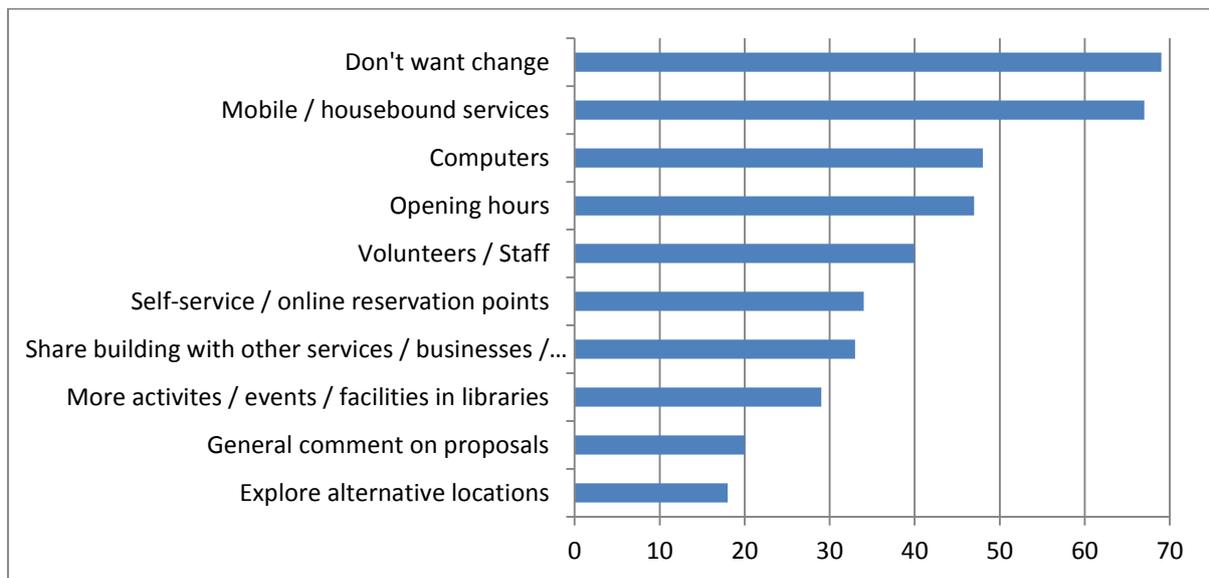
Other steps suggested include, making better use of library accommodation by providing community/meeting, café, and other community facilities, and using volunteers to help run libraries

In terms of ‘self-service’ library provision, there is some confusion amongst people responding as to what this might involve, and the loss of “the personal touch”



**Figure 11 – Top 10 areas (number of comments) for other steps for consideration**

When asked how library services might be delivered differently in local communities, a diversity of opinions and views were reflected throughout the comments and suggestions made.



**Figure 12 – Top 10 areas (number of comments) for ideas for how library services might be delivered differently in local communities**

The largest single category indicated opposition to change.

*“Leave the local libraries open for our communities.”*

Other comments concerned the mobile and housebound service although the range of content was diverse.

*“The problem with housebound and mobile services is that they are isolating the elderly with some if limited mobility who might manage to walk to their local library but struggle with bus journeys and waiting for buses.”*

*“the service needs to be publicised better ”*

*“I would have thought it would be more logical to expand this service.”*

Others commented on Opening hours, staff and the use of volunteers

*“A radical review of opening hours/staff levels ...to save all of our libraries.”*

*“Possibility of using volunteers alongside an experienced library assistant ”*

while other comments related to the use of technology, primarily public access computers.

*“students - job seekers - the elderly - the unemployed - the disabled and perhaps other groups use them greatly and would be very much affected by them.”*

*“Most people have computers - laptops - ipads etc. I don't think it is necessary to have more.”*

*“Not everybody knows how to work a p.c.”*

Opportunities for innovative resource sharing were proposed, for example:

*“Invite post office and local banking services into libraries.”*

*“Integrating libraries in local schools as per intentions in Kirkcaldy (Viewforth) and Anstruther.”*

Suggestions for how savings required by Fife Cultural Trust might be achieved included possible areas of opportunity for alternative savings through increasing income and/or decreasing expenditure.

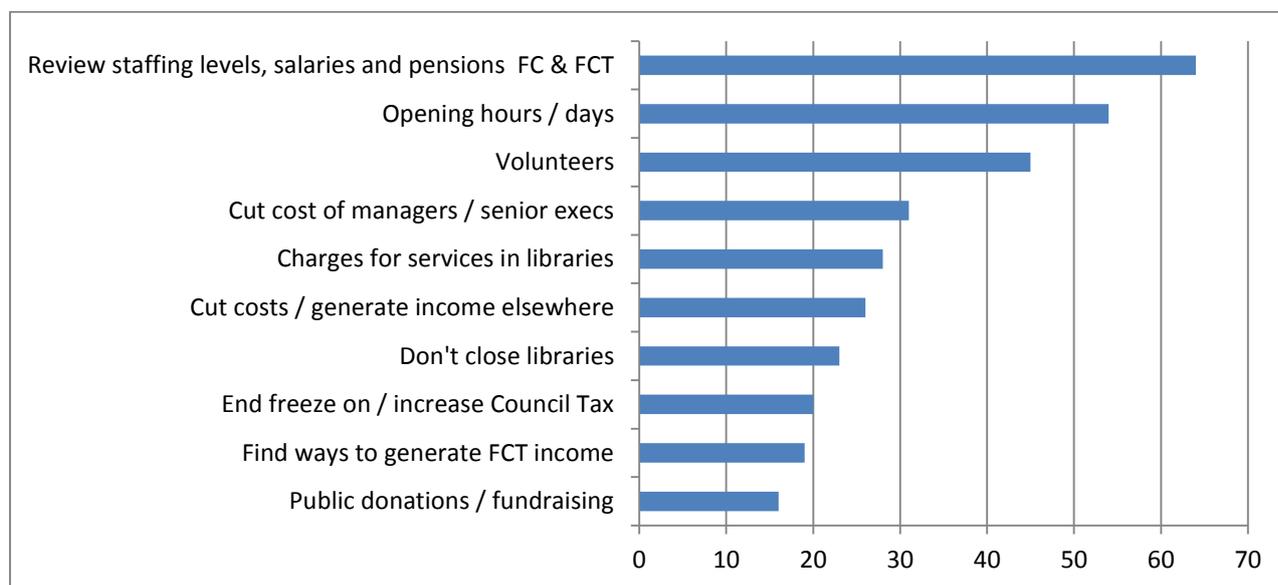


Figure 13 – Top 10 areas (number of comments) for suggestions for savings

Many comments concerned staffing levels, suggesting review of salaries, pensions and numbers of staff; some suggested this should extend throughout all of Fife Council. Some suggested using volunteers to staff libraries. Some comments reflected a perception that management and support staff should be looked at while others considered front line operational staff in library require review.

*“The trust seems to be top heavy with management.”*

*“Too many staff.”*

There was a wide range of suggestions concerning ways of increasing income. Many considered that there are opportunities for diversification of services offered, better promotion of existing services or the introduction of charging for some services.

*“Charge for the use of a PC with some exception e.g. job search. The charge does not need to be much.”*

*“Small charge (5p-10p) for each book borrowed.”*

Other avenues for increased income considered funding through increased Council Tax to public donations through fundraising.

*“Donation boxes on counters of libraries.”*

There were many diverse comments and suggestions concerning inefficiency in current use of resources. This ranged from the number of copies of new books on offer, to the 'shelf-life' of stock, to the cost of the consultation, to heating levels within buildings.

*"Maybe limit the amount on copies being purchased ...."*

*"A book drop off point for people to pass on books that (they) have read or been given."*

*"Turn down heating a few degrees."*

Other comments were less specific.

*"Find savings elsewhere."*

Additional comments about library services and the way they might be delivered in Fife highlighted the effects the proposed changes would have on communities, and on particular demographic groups:

- Age groups – specifically children and elderly
- Deprived / unemployed people
- Disabled / vulnerable people
- Those living in rural areas

A large number of people stated that Fife currently has a good library service.

Many respondents made suggestions for cost savings or income generation which could be considered before making the proposed changes, the most popular being:

- Change library opening hours
- Cut costs in other areas
- Charge for some library services

In addition to cost-saving measures, many comments made suggestions for changing services and how they are delivered – mainly around merging with other services or co-locating in public buildings.

A number of comments were recorded in relation to the consultation process and information provided with questionnaires

Although a number of people stated that they understood the need for change, a similar number commented on the "Andrew Carnegie legacy" and the essential nature of the library service.

## PROFILE OF RESPONDENTS

Table 24 – Gender of respondents

	n	%	Fife Population	%
Female	1,721	64.9	189,348	51.6
Male	929	35.1	177,912	48.4

Table 25 – Age of respondents

Age	n	%	Fife Population	%
5 -11	56	2.1	28,120	8.1
12-17	18	0.7	23,908	6.9
18-29	68	2.5	54,365	15.7
30-39	205	7.6	41,791	12.1
40-49	339	12.6	52,770	15.2
50-59	448	16.7	52,123	15.0
60-69	741	27.6	45,876	13.2
70+	805	30.0	47,786	13.8

Table 26 – Whether respondents consider themselves to have a disability

Disability	n	%	Fife Population	%
No	2,329	88.4	247,857	67.9
Yes	305	11.6	117,341	32.1

Table 27 – Whether respondents with a disability need someone to go with them when they visit the library

Frequency	n	%
Always	47	16.4
Never	145	50.5
Sometimes	95	33.1

Table 28 – Ethnicity of respondents

Ethnicity	n	%	Fife Population	%
African	3	0.1	704	0.2
Asian, Asian Scottish or Asian British	10	0.4	5,748	1.6
Mixed or multiple ethnic background	13	0.5	1,257	0.4
Other ethnic background	8	0.3	218	0.1
Other White background	91	3.5	6,495	1.8
Other White British	434	16.6	31,464	8.8
White Scottish	2,056	78.6	312,957	87.2

Table 29 – Whether English Language is first language

English Language	n	%	Fife Population	%
Yes	2,602	98.4	334,624	94.9
No	42	1.6	17,934	5.1

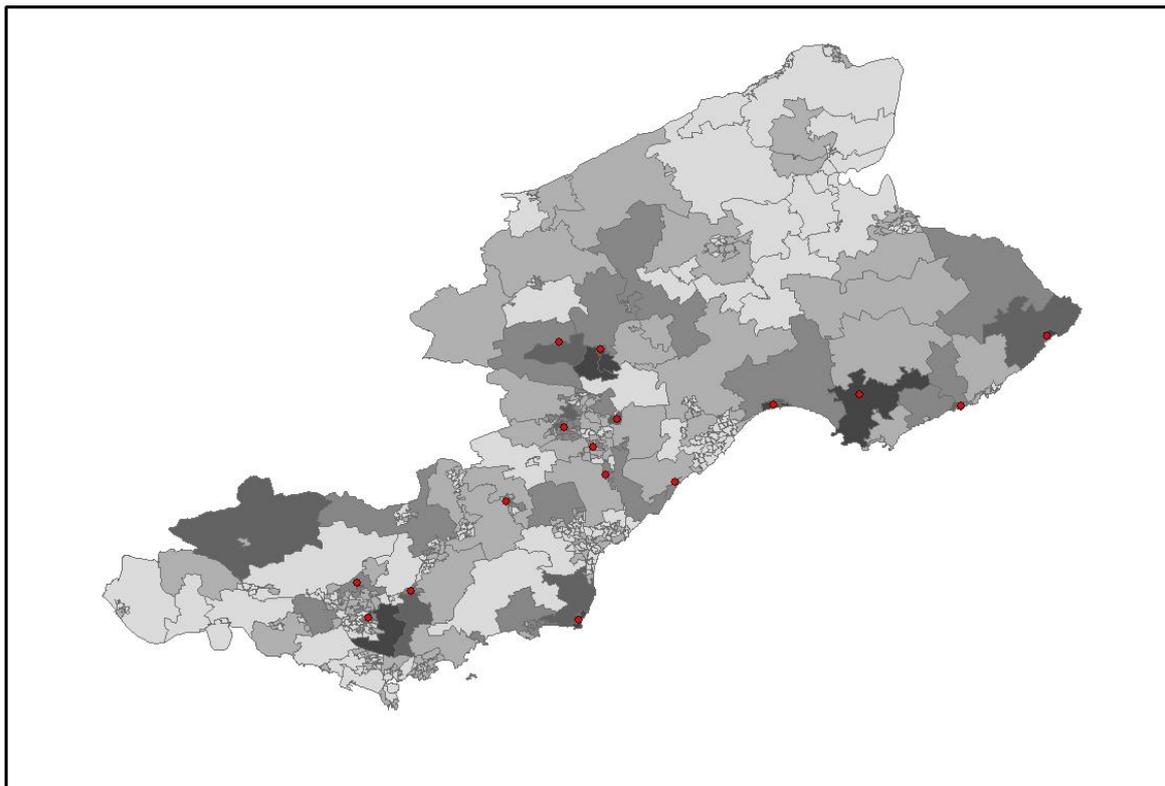


Figure 14. Location of respondents by datazone with libraries proposed for closure (red dots)

The figure shows the respondents by number, mapped by datazones, the darkest shading representing the greatest number of respondents.

## Consultation on Fife's Library Service Survey Results – APPENDIX

### Summary of results by library

#### Abbeyview

There are 339 Active borrowers and 899 Registered borrowers

70 people said this was the library used the most (Q3)

Table 1 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
3.0%	27.3%	16.7%	15.2%	9.1%	28.8%

Table 2 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	Disagree	Agree	Strongly Agree	Don't Know	n
19.4%	30.6%	32.3%	1.6%	16.1%	62

Table 3 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	Disagree	Agree	Strongly Agree	Don't Know	n
19.4%	29.0%	41.9%	3.2%	6.5%	62

### Impact of closing library

*“Abbeyview It is part of the community and would be a great loss if it closed. I have gone there for years and enjoy the helpful staff who go out of their way to get me books”*

*“I feel strongly that in Abbeyview area the environment is just picking itself up, new housing is still going in and it is one of the most vulnerable areas in Dunfermline.”*

*“Closing the Abbeyview library would deprive local residents of not only book lending but also access to computers and printing facilities. Abbeyview is mainly a lower income area where the library offers a free service for those families without an excess of disposable income.”*

“Communities need access to libraries, information is important to communities, lots of local cultural heritage will be lost due to closures. Abbeyview library was where I received my initial library membership and I am still a user of libraries nearly 4 decades later. To deny access to local facilities is to deny the next generation a resource they may use for a lifetime.”

Table 4 –Impact closing this library might have on families

No Impact	Minor Impact	Major Impact	Don't Know	n
9.0%	31.3%	56.7%	3.0%	67

**Use alternative library - No, why not**

*“Too far away for children to go on their own,”*

**Ideas for delivering**

*“Have volunteers in small libraries - even if it is self-service - to reduce staffing costs.”*

There are 156 active borrowers and 331 registered borrowers .

43 people said this was the library they used the most (Q3)

Table 5 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
4.8%	11.9%	14.3%	14.3%	21.4%	33.3%

Table 6 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
28.6%	20.0%	40.0%	5.7%	5.7%	35

Table 7 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
43.6%	12.8%	30.8%	10.3%	2.3%	39

**Impact of closing library**

*“Bowhill Some older people would find it difficult to travel to the nearest library (Cardenden). The walk is long and has a steep walk leading up to the library. Bus service would not always be suitable.”*

*“Cardenden is split into distinct different areas and where the schools and nurseries are situated reflects this. Bowhill library is in an area where the GP surgery is, shops, swimming pool, community facilities, adult learning and a care home are. The proposed closure would mean families with young children or the elderly would need to go to the other side of the village up a steep hill which can be difficult if you are trying to negotiate either walking or getting a bus with a buggy and small children, going between nursery or school times in specific time scales and the added costs.”*

*“What are the kids in Bowhill going to do without a library? Lots of kids in this bit can't read well. I thought Fife Council wanted to encourage kids to read and use the library so now you shut them down. It's not fair. My wee one has just started going there with Denend nursery too. C'Den is too far.”*

*“There is a new lady in Bowhill library who has made a huge impact in a very short time. Before she came no-one offered to order books for us. She has started a book club and we have all been introduced to new authors we probably wouldn't have read in the past. I feel she hasn't been given a chance to improve things.”*

*“Is there a saving in closing Bowhill when the building is already open every day anyway? Will you be saving any money on rental for property or electricity as the room will still be used for something else if the library is not there. I fail to see what saving if any you will make here.”*

**Table 8 –Impact closing this library might have on families**

No Impact	Minor Impact	Major Impact	Don't Know	n
7.5%	15.0%	77.5%	0.0%	40

**Ideas for delivering services differently**

*“Meeting and socialising area. Possibility of serving as an educational centre with courses or training. Not everyone - including me - can drive and the bus services are limited by the number 95”*

## Colinsburgh

There are 75 active borrowers and 151 registered borrowers.

49 people said this was the library they used the most (Q3)

Table 9 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
2.1%	14.9%	17.0%	12.8%	23.4%	29.8%

Table 10 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
39.6%	29.2%	14.6%	6.3%	10.4%	48

Table 11 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	No Response	Don't Know	n
46.9%	24.5%	28.6%	0.0%	0.0%	0.0%	49

### Impact of closing library

*“Colinsburgh library is the heart of the community. Many groups meet here. Please do not close.”*

*“The closure of the Galloway library hits one of the smallest villages in Fife too hard in terms of the public use of the building as well as library services. Proportionately - Colinsburgh people will bear more of the brunt of the cuts compared with neighbouring towns and villages. We pay the same level of council tax as our neighbours.”*

*“Please change the proposal to close Colinsburgh a much loved library in the local area. The intimacy of its size is a bonus and the age and the reading room are admired and enjoyed by all who use it. It is an excellent space for small to medium community gatherings with literacy content and is well used. The doorway is wide and a ramp could be used for access over the few shallow steps when necessary. From your figures the number of visitors is*

good. The distance to the nearest library is the greatest in the list of proposed closures. The money saved would be relatively small.”

“Closing small rural libraries as a disproportionate impact on people who are already socially or economically disadvantaged and on communities which already lack communal and recreational amenities compared to towns and are at risk of losing other such facilities which they already have (eg post offices, shops etc). It's yet another thing which turns rural communities into dormitories and undermines social cohesion. Closing libraries also has an impact on education at all levels.”

Table 12 – Impact closing this library might have on families

No Impact	Minor Impact	Major Impact	Don't Know	n
4.3%	13.0%	82.6%	0.0%	46

**Use another library – why not**

“Distance is the factor for me - being dependent on others due to my reduced mobility.”

**Ideas for delivering services differently**

“Having things in a community facility would be more liable for abuse. Checking addresses of users for the mobile libraries to all areas can be included.”

There are 297 active borrowers and 509 registered borrowers.

108 people said this was the library they used the most (Q3)

Table 13– Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
1.0%	27.6%	6.7%	14.3%	20.0%	30.5%

Table 14 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	Disagree	Agree	Strongly Agree	Don't Know	n
40.0%	31.0%	26.0%	3.0%	0.0%	100

Table 15 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
45.7%	35.1%	17.0%	2.1%	0.0%	94

**Impact of closing library**

*“Closing Crail library would mean it would not reopen.”*

*“I would not like to see Crail library close as apart from being a library - whenever I have been there is always seems to be well used - whether on the PC's or just children and adults in there.”*

*“Crail library. Village has recently lost post office and banking facilities. Loss of library would further degrade community. Travel to Anstruther or St Andrews would most likely reduce/stop my use of local Crail shops. Cost of travel previously offset higher local prices. Environmental impact on more care use. Inconvenient and parking cost/difficulty in Anstruther/St Andrews.”*

*“My nearest library is in Crail which is a substantial community. Distance to alternative libraries are prohibitive - buses unreliable - infrequent and expensive. Rural communities rely on libraries for culture. We have no easy access to other cultural activities. The elderly - children and unemployed will be most affected by closure.”*

*“Crail library facilities are immense in helping my return to work, if it closes I believe it would be detrimental in my prospects of finding future employment.”*

*“Very sad to lose Crail library/ Not willing to travel. Would use a mobile services in the village.”*

Table 16 –Impact closing this library might have on families

No Impact	Minor Impact	Major Impact	Don't Know	n
1.9%	24.3%	72.8%	1.0%	103

**Use another library – why not**

*“I would not be able to carry books/DVD's due to lack of mobility”*

**Ideas for delivering services differently**

*“If libraries have to close - nearby libraries which remain open should have extended opening hours in recognition of extended travelling times and local public transport issues.”*

*“Having self-service points for book borrowing in a community facility or having a mobile library.”*

*“Have more events and activities in our library - a book club - knitting club - kids activities would encourage more people in. Opening hours are too restrictive.”*

*“I don't know where the route of the mobile service is. If my driving licence was not renewed I could not get to my local library. It seems to me that there are quite a number of disabled people in my area who like me have not been informed of the availability of the mobile or housebound services. I shall ask my librarian this afternoon.”*

*“Who would be responsible for the computers and self-service? To put in a community facility without trained staff could be more expensive if not adequate supervision.”*

## **General comments**

*“Please don't close our local communities library. Encourage more people to use it - don't just shut it down.”*

*“Fairer if no library is open over 40 hours. Extra hours then available to go to areas which you propose to deny local access. Seems unreasonable to close library which has no issues with building and access and no operational risks.”*

## Crossgates

There are 160 active borrowers and 286 registered borrowers .

52 people said this was the library they used the most (Q3)

Table 17 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
2.0%	8.0%	4.0%	26.0%	18.0%	42.0%

Table 18 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
40.0%	26.7%	17.8%	8.9%	6.7%	45

Table 19 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
35.7%	26.2%	31.0%	7.1%	0.0%	42

### Impact of closing library

*“Many elderly people use small community library like the one in Crossgates as it is local - not far to walk and a social meeting place. Kids pop in from school on the way home safely without having to get a bus. This library in Crossgates is one that is used quite well according to your statistics and without any doubt should not close.”*

*“Crossgates - The village has expanded rapidly over the years and if plans for up to 400 new houses are approved that would mean an increase of approximately 800 plus persons. All potential users of Crossgates library. A high proportion of families in Crossgates are senior citizens - therefore unable to travel to potential libraries further afield.”*

*“It will be a great inconvenience to us to use another library. We will probably do so because the library is very important to us, but with our poor health and disabilities, it will make life more difficult for us.”*

Table 20 –Impact closing this library might have on families

No Impact	Minor Impact	Major Impact	Don'tKnow	n
4.0%	12.0%	84.0%	0.0%	50

**Use another library – why not**

*“The next library will be too far away.”*

**General comments**

*“Only that they provide a wonderful service as they are. Improve yes. Closure No. Please take into account that a village library is so different from the large town one. You will rip the heart out with your proposals.”*

## East Wemyss

There are 72 active borrowers and 212 registered borrowers .

24 people said this was the library they used the most (Q3)

Table 21 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
0.0%	28.6%	23.8%	9.5%	14.3%	23.8%

Table 22 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
42.9%	33.3%	14.3%	9.5%	0.0%	21

Table 23 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
31.6%	36.8%	26.3%	5.3%	0.0%	19

### Impact of closing library

*“Small villages such as West Wemyss - Coaltown of Wemyss and East Wemyss use the mobile services and the library in East Wemyss school playground as places to meet and socialise. As shops - school (W. Wemyss) - bank (E.Wemyss) - Post Offices (E and W Wemyss) are taken away people meet less often and socialise rarely leading to depression and early Alzheimers. Libraries whether static or mobile are community necessities to encourage reading - mental stimulus and social contacts.”*

*“For years especially when employed access to library services could only be accessed after work or weekends. I strongly feel that libraries should be made available to 9pm and would help those in work til 6pm. Computer access has had a big impact on library accommodation but services should be reassessed to community impact and availability.”*

Table 24 –Impact closing this library might have on families

% No Impact	% Minor Impact	% Major Impact	% Don't Know	n
84.8%	3.3%	3.6%	8.4%	1543

**Ideas for delivering services differently**

*“Serious investment in libraries - stock - improve staff - mainly more books - more and cheaper access to other libraries stock. FC has been running Fife’s libraries down for decades. Libraries are a number one cultural - social - and educational resource. Strongly disagree with FC etc attitude - with the cuts - more investment needed throughout.”*

*“The mobile library goes to Coaltown of Balgonie can't it also locate here in East Wemyss? Where it can also benefit us? It would make such a difference to many who look forward so much for their books.”*

There are 177 Active borrowers and 319 Registered borrowers

78 people said this was the library used the most (Q3)

Table 25 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
0.0%	29.4%	8.8%	13.2%	23.5%	25.0%

Table 26 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
29.0%	30.4%	24.6%	7.2%	8.7%	69

Table 27 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	Disagree	Agree	Strongly Agree	Don't Know	n
37.1%	28.6%	28.6%	1.4%	3.8%	70

**Impact of closing library**

*“Falkland. If closes would be a blow to the area and users.”*

*“Falkland library and staff still make it a pleasure for me to read.”*

*“Over the years I have witnessed a vast change in Falkland. Many small businesses have now vanished forever. Taking into account the possibility of the Smith Anderson site being developed for housing. It may be advisable to hold fire on the Councils decision regarding Falkland’s Library.”*

*“I understand the need to cut costs but I am fundamentally opposed to closing libraries as they are a vital part of the community. Also - with regard to Falkland library - while my children have started high school and do not visit it as regularly - when they were younger Falkland library was part of our weekly routine and I want other young people in the area to have that same advantage. Also - Falkland primary makes regular visits to the library with zero cost (can walk from the school). It would be a serious loss to the primary education service in Falkland if this facility and existence was lost.”*

*“Libraries help a minority of folk who don't like to travel out of their village and this is one of the few links which they have. Libraries should be there regardless of whether or not they are currently used less, this may yet change - 7 years is nothing! Taking Falkland & Freuchie out leaves library cover in the NE of Fife looking very sparse indeed.”*

*“Falkland includes a large population of elderly and or incapacitated residents. It is my view that to limit their areas of books - pc's etc in any way is outrageous. If the axe is to fall on Falkland library I would like to see it kept open by community volunteers.”*

**Table 28 –Impact closing this library might have on families**

No Impact	Minor Impact	Major Impact	Don't Know	n
1.5%	22.1%	76.5%	0.0%	68

**Use another library – why not**

*“Too far to travel with tight time scale and children in tow.”*

**Ideas for delivering services differently.**

*“Falkland primary school regularly uses Falkland library - we had begun taking a group weekly. I do understand the need to make budget savings but wanted to highlight that the closure would impact on what we currently offer our pupils. The staff in the library have a passion for books and have supported the school in developing our childrens desire to read.”*

There are 207 Active borrowers and 312 Registered borrowers

97 people said this was the library used the most (Q3)

Table 29 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
3.4%	21.3%	14.6%	18.0%	23.6%	19.1%

Table 30 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
40.2%	27.6%	21.8%	3.4%	6.9%	87

Table 31 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
36.6%	32.9%	23.2%	2.4%	4.1%	82

**Impact of closing library**

*“The proposed closure of Freuchie Library will be a significant loss to the village.”*

*“Closing Freuchie library (and also Falkland) means there would be no library in safe walking or cycling radius. This means disadvantaged children cannot use library at all as parents have no car or bus money to get to Ladybank and it is too dangerous to walk to or cycle to and from Freuchie for children. Even worse to Auchtermuchty.”*

*“-we use the library every week to both get out reading books and look for educational books for research for school projects/ There is little enough for young kids and the elderly to do in small villages without removing the library.”*

*“...the library has important meaning for us in terms of connecting to village life and other facilities which happen within the village. Closing the library would be a huge loss to the village.”*

*“I think that some people will suffer ...”*

Table 32 –Impact closing this library might have on families

% No Impact	% Minor Impact	% Major Impact	% Don't Know	n
2.2%	14.1%	82.6%	1.1%	92

**Use another library – why not**

*“Too far to travel with tight time scale and children in tow.”*

*“Like most of the population, I now access reading, research, and other information from my own sources ...”*

**Ideas for delivering services differently**

*“I would like to find out more about housebound - I never knew there was anything for the housebound. I can assure you I would be very happy to join. I miss reading every night.”*

*“Combining services makes sense...”*

There are 1487 Active borrowers and 3654 Registered borrowers

286 people said this was the library used the most (Q3)

Table 33 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
1.1%	19.9%	13.8%	18.5%	21.0%	25.7%

Table 34 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
25.0%	23.1%	31.5%	5.8%	14.6%	260

Table 35 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
22.5%	30.0%	41.7%	5.0%	0.7%	240

**Impact of closing library**

*“I use Glenwood library everyday as do many other people for internet access and resources ie Job Club (mon & thurs), papers, maps and books.”*

*“Glenwood - This library is larger than Rothes Halls and has a better selection of books”*

*“I like Glenwood library - the building is light and quite roomy. In contrast Rothes Halls is cramped and has no direct natural light and poor ventilation. If Glenwood has to close could the building in Roxburgh Road be used?”*

*“Glenwood Library is the best library I've been to - much better than Glenrothes. Books mean a lot to us. The staff at Glenwood are very helpful.”*

*“I regularly use Glenwood library to perform job search and I have found the job club particularly helpful. I have also noticed that all computers at*

*Glenwood and Rothes Halls are often in use and I don't think that Rothes Halls library is big enough to handle the extra amount of library users it would have when the other libraries close”*

*“By Closing Glenwood Library You would have an adverse impact on an already deprived area. Your proposal would impact on the unemployed who require access to online job searches without which welfare benefits are affected. It would also have an impact on the elderly and disabled who cannot travel to another library. It needs a total rethink.”*

*“If the libraries in Glenrothes close leaving only Rothes Halls carrying books from there to the bus station can be inconvenient as they can be heavy especially for elderly people. It is not easy to cross the road at the top of the town. I certainly could not carry books and shopping.”*

*“Our family has used this library for a lot of years - it is integral to the community and very well located and used. I don't agree with the criteria for its closure. I don't feel any attempt has been made to address some of the problems. It is a lovely large spacious building in an area of deprivation. I have spoken to the staff and they confirm they have a security guard. Why? Surely the simple answer would be to close the library at 5pm and open the town centre one longer - they don't seem to have any problems and security is available in the centre.”*

**Table 36 –Impact closing this library might have on families**

% No Impact	% Minor Impact	% Major Impact	% Don't Know	n
3.0%	24.9%	72.1%	0.0%	269

**Ideas for delivering services differently**

*“Public access computers should be available in a community facility unfortunately Glenwood library is the only community facility I know of in this area.”*

*“I think that - rather than disperse the necessity that the library represents - other services should be incorporated into the current library facilities. (eg making the book racks movable so that they can be moved to wallsides when the library is not open to make meeting rooms spare - reading rooms etc) The building is quaint and should be made more use of - rather than be mothballed or abandoned in a shortsighted run to save money at the expense of the education - both academic and social of the local children - who should be encouraged by their teachers to participate”*

*“Method of asking library to stop at a certain location eg online or telephone”*

*“Could the community run libraries using volunteers? I think this has happened in England but I'm not sure how successfully”*

### **General comments**

*“I have used Glenwood library for 50 years and would hate to see it close. The staff are all excellent - friendly and helpful although I only borrow books - I know the other services are well used and think the childrens section is marvelous. Please keep this library open.”*

*“Mobile and housebound provisions need to remain intact or increased if smaller local library service close. I walk to my local library - Glenwood - as it's close by - if closed I may not manage to visit other library further from home. Closing local and reducing mobile/housebound services could greatly discriminate against the disabled - older - frail community. The mobile/housebound service would be in my opinion be much greater used and needed. Reducing both is outrageous.”*

*“I think we have been very lucky with the way the library services have been delivered in Fife up until now. We don't want to lose what has always been there. Would residents of Fife be willing to pay an annual fee? What level will be acceptable?”*

There are 323 Active borrowers and 583 Registered borrowers

190 people said this was the library used the most (Q3)

Table 37 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
1.6%	22.2%	14.1%	12.4%	23.8%	25.9%

Table 38 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
43.9%	32.9%	15.0%	4.0%	4.0%	173

Table 39 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	Responses
43.9%	31.7%	19.5%	2.4%	2.1%	164

### Impact of closing library

*“Kinghorn - children come in after school on their own to use the library. The school is just around the corner. Even if the next library were only a mile away they would not be able to get to it.”*

*“Kinghorn library is one of the very few council resources available in the village. It is vital for our community especially children and elderly people. It is unfair that while we all pay council tax it is the people in the towns with all the other council resource who get to keep their libraries too.”*

*“A lot of pensioners use the library as a social meeting place in Kinghorn as well as being able to choose books. As there is also local information as well as minutes of meetings available in the library this would be a great loss. I also notice visitors to Kinghorn in the library asking for information - it is the hub of the village.”*

*“...please don't consider money as more important than the well being of the community.”*

Table 40 –Impact closing this library might have on families

% No Impact	% Minor Impact	% Major Impact	% Don't Know	n
4.0%	15.8%	80.2%	0.0%	177

**Use another library – why not**

*“Couldn't pay the bus fares for the family.”*

*“Too far away.”*

*“I don't think I would travel regularly to another library.”*

**Ideas for delivering services differently**

*“They should not close - but instead limit the services and opening hours.”*

*“Ebooks catalogue. Books can be downloaded to PC - tablets - phone etc. More choice than mobile vans.”*

*“I think having self-service points for book borrowing for people who borrow books and can't return them on time if they work late and can't get to the library/mobile library.”*

*“Petrol stations as a location for a "stall””*

## Lundin Links

There are 215 Active borrowers and 420 Registered borrowers

118 people said Lundin Links was the library they used the most (Q3)

Table 41 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
0.9%	20.5%	11.1%	22.2%	17.9%	27.4%

Table 42 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	Responses
28.2%	20.4%	35.0%	2.9%	13.6%	103

Table 43 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	Responses
27.7%	27.7%	34.7%	2.0%	6.8%	101

### Impact of closing library

*“The closure of Lundin Links library would have a major impact on the many elderly and young people who live in Lundin Links and Largo and do not have the independence to travel to other libraries.”*

*“Lundin Links Library is so very convenient and staff so helpful. Would personally miss it very much especially being able to order books free of charge.”*

*“Lundin Links library provides an excellent service to the community. The librarian is helpful-knowledgeable and knows individuals and their preferences. Many elderly people would be deprived of an important service and point of contact.”*

*“It would be extremely sad ...”*

Table 44 –Impact closing this library might have on families

% No Impact	% Minor Impact	% Major Impact	% Don't Know	n
3.7%	27.8%	68.5%	0.0%	108

**Use another library – why not**

*“My children would have no access to the wide range of books that we have at Lundin Links library. We have often ordered books and used information (and adult books) for school projects. I would not be able to take my children to Leven and they will therefore be disadvantaged. Not everyone has a car or can afford bus fares. And the annual saving of closing Lundin Links is only £9800.”*

*“I am unable to travel very far. I am 88 years old. I read many hours a week. Books are my lifeline.”*

**Ideas for delivering services differently**

*“I think linking library services with local community hubs like schools is sensible.”*

There are 252 Active borrowers and 480 Registered borrowers

61 people said this was the library used the most (Q3)

Table 45 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
0.0%	25.0%	15.0%	25.0%	18.3%	16.7%

Table 46 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	Responses
33.3%	29.6%	27.8%	1.9%	7.4%	54

Table 47 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	Number of Responses
30.9%	34.5%	30.9%	3.6%	0.0%	55

**Impact of closing library**

*“This library is part of the community and school. Every time I am there the library is never empty. Staff is amazing - helpful and would be a great loss to the community. Many older and young use this as resource and it would be a shame for it to be lost. What can we do to save it?”*

*“Markinch library is a social and community hub.”*

*“Disastrous to local community.”*

Table 48 –Impact closing this library might have on families

% No Impact	% Minor Impact	% Major Impact	% Don't Know	Number of Responses
3.4%	31.0%	63.8%	1.7%	58

### **Use another library – why not**

“As I am not young I would find the distance too far for me.”

“Due to work shift patterns.”

### **Ideas for delivering services differently**

*“If hours could be reduced slightly it would still allow the villagers to visit on a regular basis.”*

*“Having self service points for book borrowing in a community facility.”*

## Pittenweem

There are 148 Active borrowers and 293 Registered borrowers

71 people said Pittenweem was the library they used the most (Q3)

Table 49 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
3.1%	38.5%	7.7%	18.5%	7.7%	24.6%

Table 50 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
44.1%	23.7%	22.0%	3.4%	6.8%	59

Table 51 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
32.3%	37.1%	27.4%	3.2%	0.0%	62

### Impact of closing library

*“I believe that libraries are the cornerstones of a proper democratic society and that it would be a damn shame for small communities to lost them.”*

*” The social impact of a great community resource being closed in this already struggling very rural community of Pittenweem.”*

*“The Pittenweem library represents one of the few remaining community locations and activity centres in this village.”*

Table 52 –Impact closing this library might have on families

% No Impact	% Minor Impact	% Major Impact	% Don't Know	n
6.1%	22.7%	69.7%	1.5%	66

**Use another library – why not**

*“...easy enough if you have a car and are fit enough to drive - if however one is infirm - elderly or otherwise unable to drive - travelling afar would be most difficult.”*

“Would not travel to other town for one.”

There are 256 Active borrowers and 542 Registered borrowers

34 people said Pitteuchar was the library they used most (Q3)

Table 53 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
0.0%	29.0%	22.6%	6.5%	22.6%	19.4%

Table 54 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
22.6%	22.6%	38.7%	6.5%	9.7%	31

Table 55 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
16.7%	23.3%	56.7%	0.0%	2.9%	30

**Impact of closing library**

*“I would like Pitteuchar to remain open as I live a few mins away-books can be very heavy I am in my 70s-I also have the nice staff help me print things...”*

*“...loneliness of elderly not walking meeting friends on way to/from library.”*

*“I use Pitteuchar library on a daily basis and would be devastated to be told that this library was to close.”*

Table 56 –Impact closing this library might have on families

% No Impact	% Minor Impact	% Major Impact	% Don'tKnow	n
15.2%	21.2%	63.6%	0.0%	33

### **Use another library – why not**

*“Mobility and transport issues.”*

### **Ideas for delivering services differently**

*“One suggestion for Pitteuchar was to relocate it in the EXIT Centre - this would be okay but expecting people to travel miles to an alternative is ridiculous.”*

*“A mobile library should be routed to the locations if closures go ahead.”*

## Thornton

There are 127 Active borrowers and 251 Registered borrowers

46 people said Thornton was the library they used the most (Q3)

Table 57 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
2.3%	37.2%	16.3%	14.0%	14.0%	16.3%

Table 58 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
19.5%	26.8%	39.0%	9.8%	4.9%	41

Table 59 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
8.6%	42.9%	31.4%	5.7%	8.7%	35

### Impact of closing library

*“By closing Thornton library I feel you would be removing another part of the community infrastructure that goes towards keeping the village community spirit alive.”*

*“Thornton is planning to have 900+ new houses built in the near future. Why close a library with the potential of being used more than less.”*

*“I always valued it for children's visits and was the only entertainment I could enjoy with them in the village.”*

Table 60 –Impact closing this library might have on families

% No Impact	% Minor Impact	% Major Impact	% Don't Know	n
4.9%	26.8%	63.4%	4.9%	41

**Ideas for delivering services differently**

*“I do not want this to change. I probably would not go to another library.”*

## Townhill

There are 15 Active borrowers and 54 Registered borrowers

43 people said Townhill was the library they used the most (Q3)

Table 61 – Frequency of use

Never	Occasionally	Monthly	3 weekly	Fortnightly	Weekly
2.4%	33.3%	23.8%	11.9%	11.9%	16.7%

Table 62 - % who agree / disagree with overall proposal to introduce a new model for library services

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
36.6%	22.0%	19.5%	4.9%	17.1%	41

Table 63 - % who agree / disagree reasonable set of factors used to identify potential libraries for closure

Strongly disagree	disagree	Agree	Strongly Agree	Don't Know	n
31.6%	23.7%	28.9%	7.9%	7.0%	38

### Impact of closing library

*“Townhill library is not only about lending books, it is the hub of our community....Sometimes a visit to Townhill Library is the only outing local elderly people will manage, the staff know them, make them welcome and help them...”*

*“Townhill library is an integral part of the community for both children and adults. My children enjoy visiting the library and would miss out socially and educationally should the library close.”*

*“Townhill, can't cost that much to run as centre is open anyway and run by the centre staff my children will not have access to books and a quiet space.”*

Table 64 –Impact closing this library might have on families

No Impact	Minor Impact	Major Impact	Don'tKnow	n
4.7%	20.9%	72.1%	2.3%	43

**Use another library – why not**

*“Distance and inconvenience of travelling to another town.”*

**Ideas for delivering services differently**

*“Libraries should market themselves better and engage members of community to put on regular events in the library to get more people through the door. All libraries should have link to local schools and playgroups and children should visit weekly for story time/nursery rhymes singing.”*