



Friends of Putney Library Consultation and Survey

Results

Part A: Outcome of Consultation and Action Plan

There was a good response, consistent with other UK library surveys, to the Friends of Putney Library (FoPL) survey and consultation in autumn 2015, with over 220 responses. FoPL would like to thank all those who gave up their time to fill in the survey, or send in suggestions.

Full results of the survey are available at www.putneysw15.com, or, by email from friendsofputneylibrary@gmail.com. Copies of this document are available from Putney Library.

There follows below a brief summary of the consultation findings.

FoPL have had three meetings with Greenwich Leisure Limited (GLL) and Wandsworth Borough Council (WBC) to discuss what improvements can be made and the agreed list of actions is included in this report.

Outcome of Consultation and Action Plan

Summary of findings

- People wanted a well run, well stocked library that is clean and comfortable with an efficient service for providing books, DVDs, videos and music. This should be the main focus of its service. There is also a high demand for support for research and education and provision of training. The management of noise from different activities is an issue that will require careful consideration in future library design.
- The Children's Library was particularly praised for its services with some useful suggestions for expanding them. The proposal for a teenage section was welcomed and numerous ideas were suggested for developing the range of activities.
- There was considerable support for access to more Council services within the library including re-instating the collection of recycling bags, access to and support in using online council services as well as issuing Freedom Passes, Parking Permits etc.
- There was considerable interest in the library being a cultural hub providing both events and a contact point for cultural activity and communication between local organisations. There were many excellent suggestions on how to deliver this.
- The library is seen as an ideal location for an information interface, providing local information for supporting arts, social and business activities.
- There was support for organising more events and training in the library itself, and many ideas and requests for these.
- There were many suggestions about the organisation, layout, stock content and space allocation that might be provided.

Actions already taken by GLL at the Library

- The style, format, content and circulation of the library Bulletin have been updated and expanded, and people can apply to join the mailing list. Lists of 'top ten' books in general fiction, non fiction and music are now included on email circulation.
- Seating in the Children's Library has been re-covered and a new Children's Librarian appointed.
- Shelving and listening booths have been taken off the walls to assess the amount of space available for future plans and developments.
- New book groups have been established (Crime Writers, Books for Visually Impaired and Young Professionals).

Actions planned by GLL

GLL plans a review of the library layout, commencing in April 2017, to look at:

- improved layout at the front of the building and re-location of the information desk,
- creation of a designated Teen Zone,
- potential additional equipment such as a large media screen to show films, multimedia equipment, screens for video games, more computer points, movable bookcases and a collection point for parcels,
- investigating the issuing of e.g. Oyster Cards and publicising support for applying and obtaining Freedom Passes.

Actions planned by WBC

Services requested by survey respondents were:

- to re-instate the re-cycling bags for collection,
- enquiry facilities for Council services with support for online access,
- access to council information such as planning information, school applications, small business advice, electoral register,
- information about what WBC services are available and how to obtain them, including a dedicated computer facility to contact the council.

Actions planned by FoPL

- FoPL will continue to put on local events and talks.
- Continue to liaise with GLL and WBC regarding the review of library layout.
- Work with GLL to promote the library as a cultural hub.

Anyone wishing to be kept informed about the progress on changes at the library please contact FoPL at friendsofputneylibrary@gmail.com

As a result of this consultation, we hope people in Putney will feel the library will further develop as a central part of Putney life and we welcome any ideas for making better links with local organisations, schools and businesses.

July 2016