

Changes for Cardiff

Appendix 3:

Supplementary information on Libraries and Hubs



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Appendix 3 - Supplementary information received on Libraries and Hubs

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1. Introduction

Library services have a key role to play in communities but the way in which people use libraries is changing. New technology such as e-readers along with a rising demand for WiFi and PC access means that library services need to adapt if they are going to be able to remain as relevant and important to future generations as they have in the past.

The types of services that people expect to access are also changing with increasing demand for access to advice, training opportunities and into work assistance, as well as reading activities for children, book groups and family researching also increasing in popularity.

The 2015/16 Budget Consultation included a range of proposals put forward by Library Services with the aim of providing more joined up services and more accessible services with reduced funding.

This report provides supplementary information to that included in the '*Consultation Results and Feedback Report on the City of Cardiff Council's 2015/16 Budget Proposals*'.

Information provided in this document is broken down by Neighbourhood Partnership Area (NPA) and provides details of the data collected in reference to each of the specific proposals for existing library sites.

The following tables within the following sections reflect the comments received as part of the consultation in relation to the city-wide budget proposals. Please note that the comments are largely explanations in response to questions whereby people have answered 'no' in disagreement to the proposals so by their nature will tend to be more negative

2. Key Themes

Approximately half (**2,056 in total**) of all respondents to the *Changes for Cardiff* Questionnaire made additional remarks in relation to the proposals put forward by library services. Of these, **1,326** referred to library services in general however a large proportion also referenced individual library facilities within their comments (these are referred to later in the document).

Those facilities most frequently specified were those where the Council proposes to withdraw funding and seek an alternative community or commercial partner to take over the running of the site, namely: Radyr (154), Whitchurch (235), Rhiwbina (288), Rhydypennau (130), Rumney (56), Cathays (126) and Roath (68).

Where respondents indicated "no" to any of the proposals outlined by the Council they were provided with an opportunity to express their reasons for this. Many of the comments received

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were non-specific regarding the library location. These comments are summarised as part of the main document with the key themes arising including:

Key themes

- There was significant **high regard** felt by the public towards library services in the city.
- There is a perceived feeling of a **geographical gap** in relation to the proposals with some areas (particularly North Cardiff) of the view that services are being targeted elsewhere in Cardiff.
- There is a high degree of interest in the exploration of options for **cost saving** and **income generation** to aid the retention of services.
- There is both **support and concern** regarding the use of **volunteers** to support library services.

Clear from the comments received was the **high regard** in which the city's library services are held by the public. The facilities were frequently described as '*essential*' to the communities that they serve and a 'lifeline' for a wide range of people including those with disabilities, older people, people with young children, lower income families and those without access to the internet.

The distribution of the sites proposed for the withdrawal of Council funding was a significant source of comments with many feeling that the proposals leave a '**geographical gap**' in service provision in the north of the city. It was felt that the impact the withdrawal of library services from locations in the north would be deepened due to both the higher proportion of elderly residents in these communities and a lack of public transport routes to connect citizens to the proposed Hub sites.

Respondents were keen to see library services explore a wide range of **cost savings and income generation** options. With both a reduction in opening hours and the introduction of charges found as preferable to many over closure. Opinion was mixed regarding the introduction of services such as **café/coffee shops** to buildings as some feared that this would detract from the original purpose of the facility or see library service become over commercialised.

One particular exception to this however was in the case of **Whitchurch library** which received particular support for the introduction of such a facility. Respondents reported similar families in the village to already be commercial successes with an additional facility at this location likely to attract not only library users but also visitors to the local park, dog walkers and residents.

The recent budget consultation has seen a number of individuals and organisations express an interest in becoming involved with library services on a **volunteer basis** (367 people).

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Despite this the consultation did also reveal a significant number of public concerns regarding a move to this means of service delivery. It was feared that a reliance on **volunteers** and the good will of the community could result in “*watered down*” and “*chaotic*” services that “*lack day to day continuity*”. Whilst it was felt that some roles within the service may be suitable for volunteers there involvement should “*be minimal and they should not be exploited or take the jobs of professional librarians*”.

The proposed transfer of the **Local Studies Service** from Central Library to Canton was met with some opposition. Those against the move generally felt that the collection was most suitably located within Central Library where it was more easily accessible. A move to Canton it was felt would deter a number of people from accessing this information whilst the space available at Canton library was also called into question.

Many respondents made reference to recent **refurbishments** that had been undertaken at some of the facilities and the financial waste incurred should the Council now choose to withdraw from these buildings. The refurbishments at Cathays were amongst those most frequently mentioned with a range of options put forward to ensure the continuation of service from this ‘Carnegie building’ including café, community space and wedding venue.

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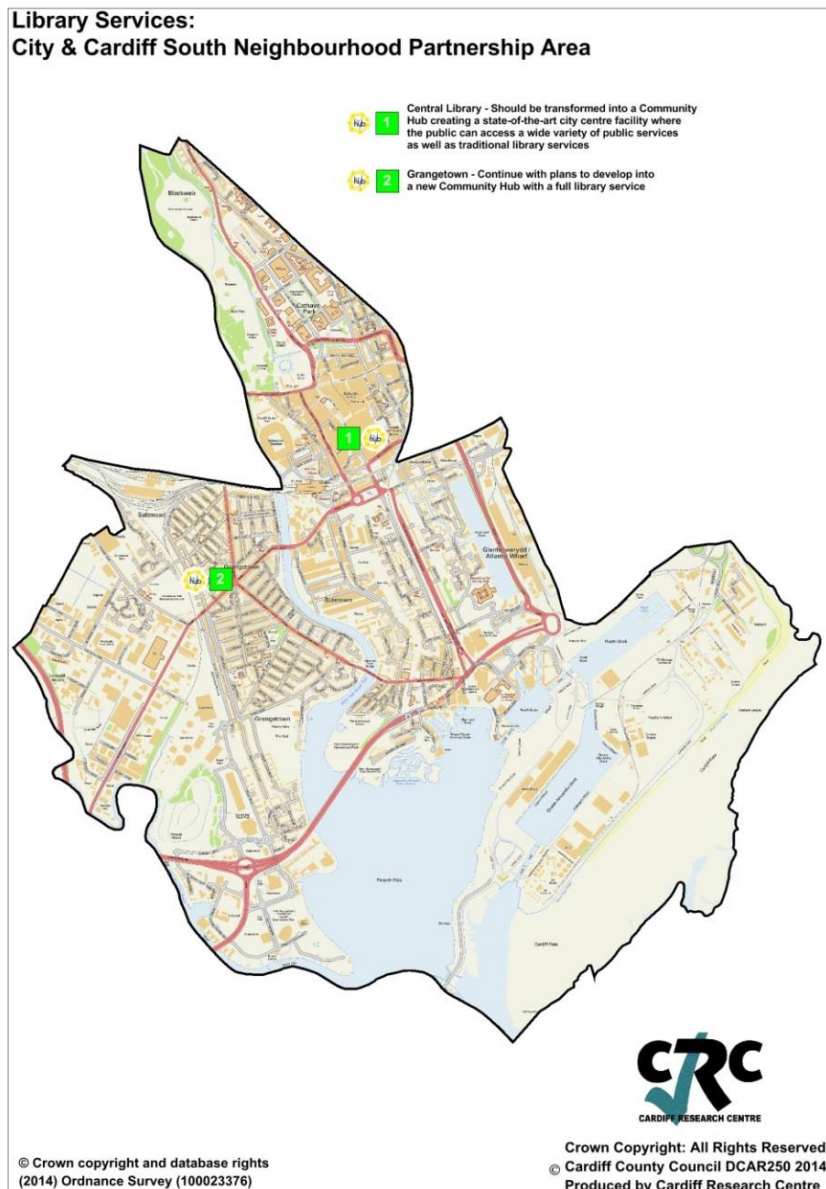
3. Neighbourhood Feedback

3.1 City & Cardiff South

There are two library facilities contained within the Neighbourhood Partnership Area of City & Cardiff South namely **Central Library** and **Grangetown Library/Hub**.

Proposals:

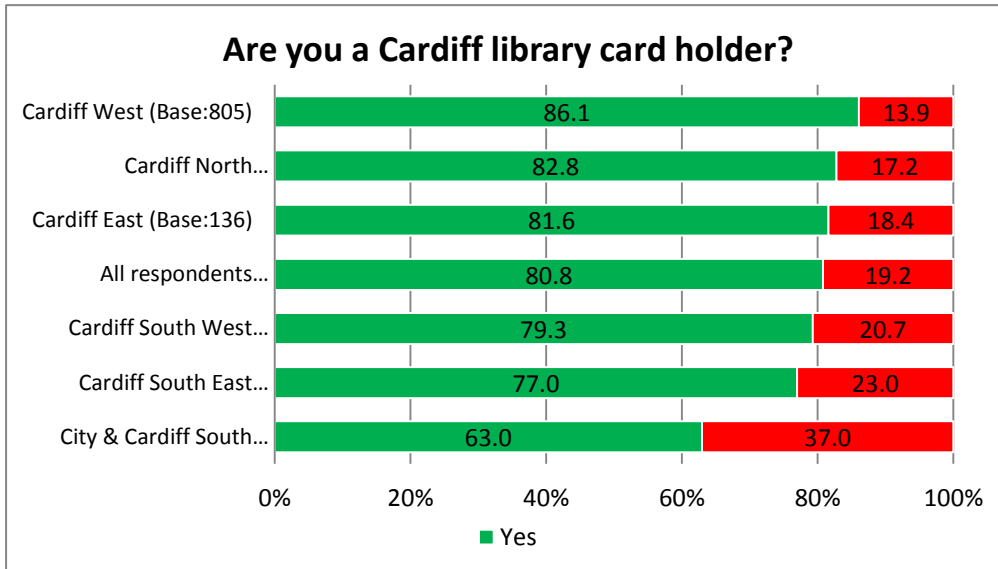
- **Central Library** - should be transformed into a Community Hub creating a state-of-the-art city centre facility where the public can access a wide variety of public services as well as traditional library services.
- **Grangetown** - Continue with plans to develop into a new Community Hub with a full library service.



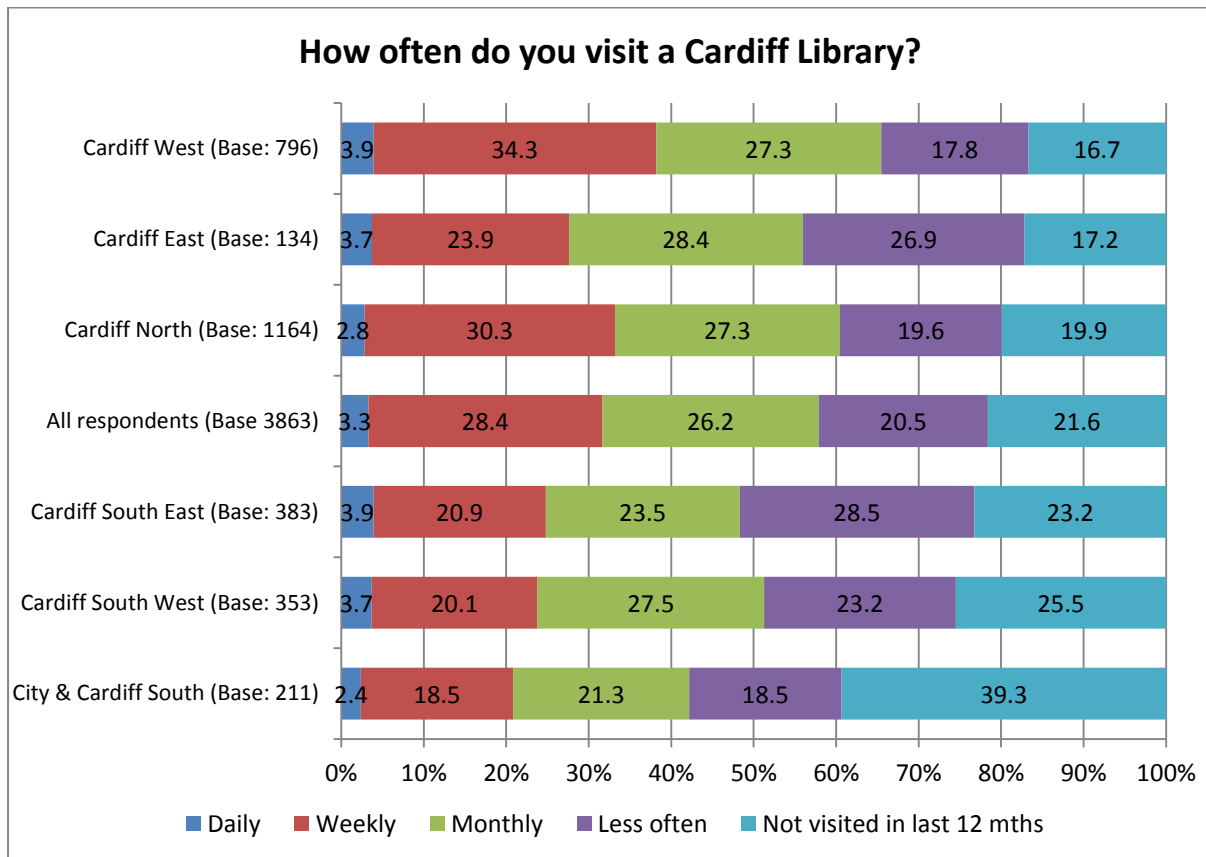
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There were less reported library card holders in **City & Cardiff South (63.0%)** when compared to overall respondents (**80.8%**).



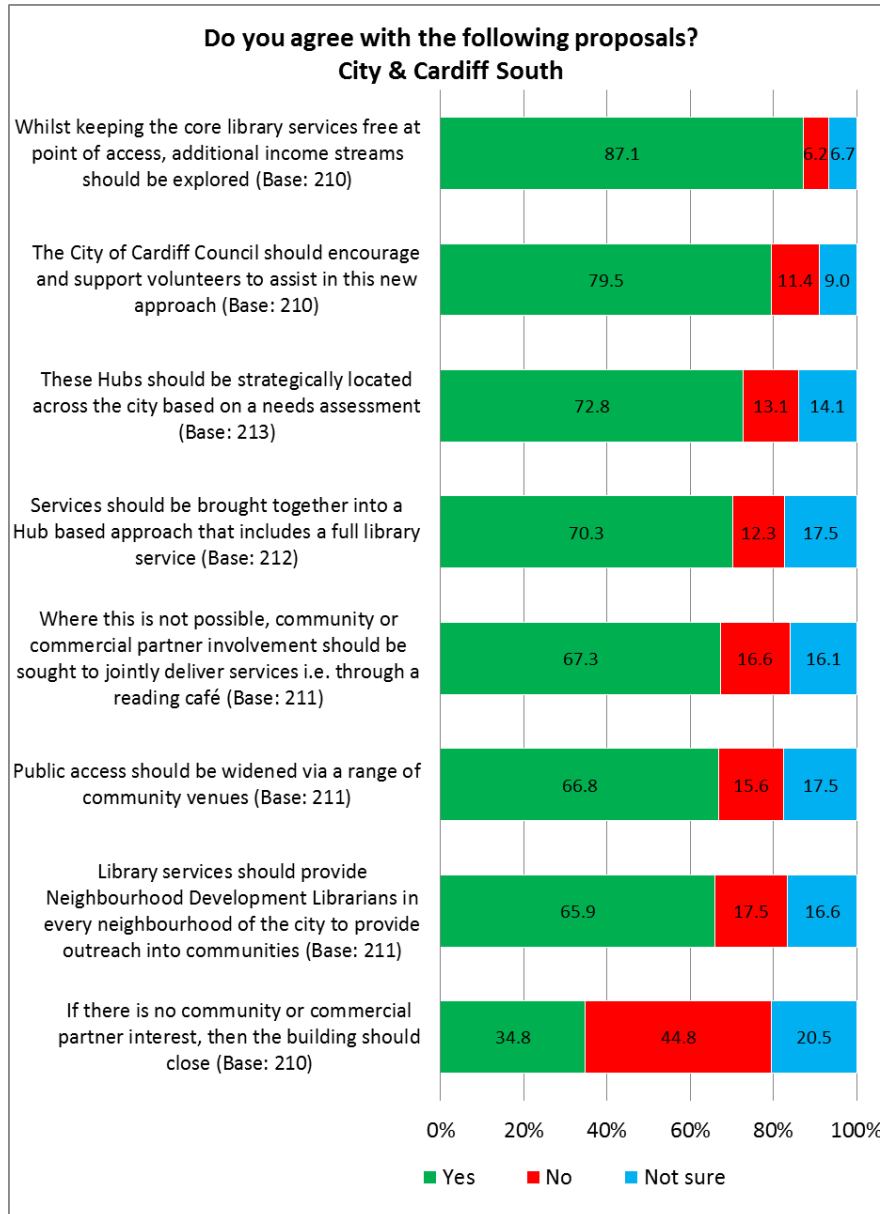
Of those responding, **39.3%** in **City & Cardiff South** had not visited a library in the last 12 months, compared to **21.6%** overall.



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Respondents in **City & Cardiff South** expressed **stronger agreements** with some of the overarching proposals put forward by Library Services than respondents overall.



Three fifths (**61.3%**) of respondents overall agreed that *'services should be brought together into a Hub based approach that includes a full library service'* however amongst respondents from within **City & Cardiff South** this figure rose to **70.3%**.

A total of **62.2%** of all respondents agreed that *'these Hubs should be strategically located across the city based on a needs assessment'* compared to **72.8%** of respondents from within **City & Cardiff South**.

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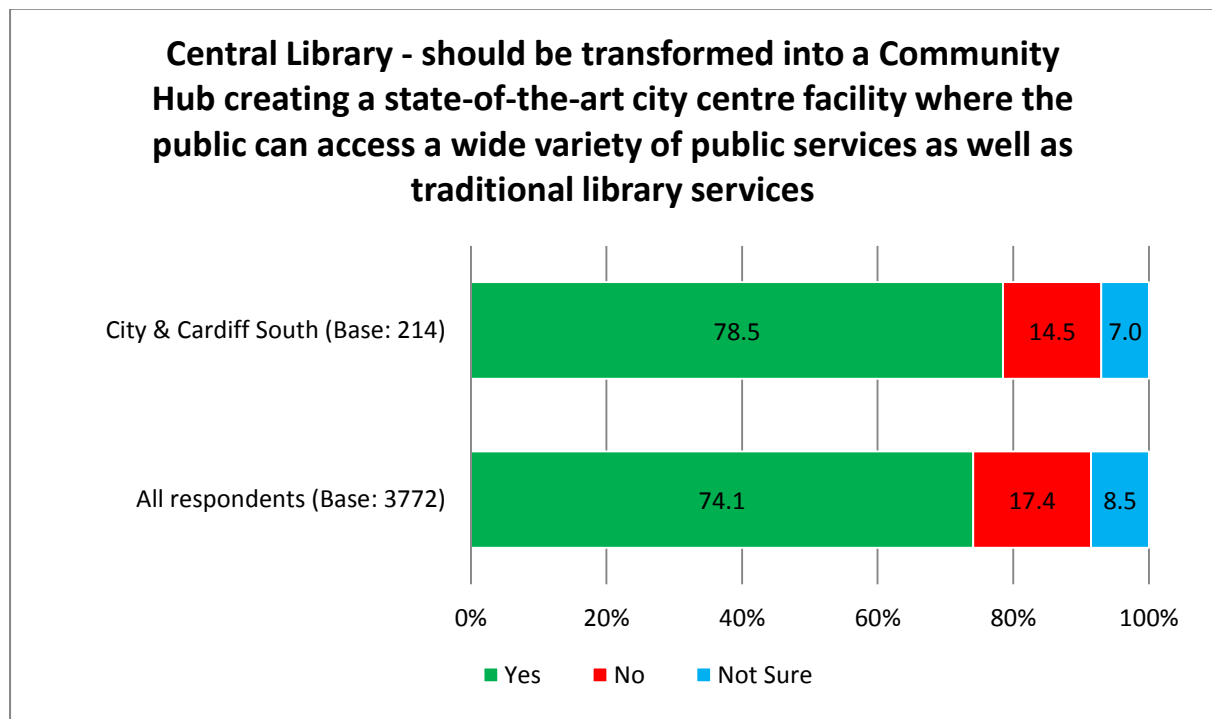
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In circumstances where a Hub is not possible over two thirds (**67.3%**) of respondents in **City & Cardiff South** were keen to see community or commercial partner involvement sought to jointly deliver services i.e. through a reading café compared to just **53.1%** of respondents overall.

Over a third (**34.8%**) of respondents in **City & Cardiff South** agreed that if no community or commercial partner interest can be found then buildings should close compared to less than a quarter (**23.5%**) of respondents overall.

City & Cardiff South - Central Library / Hub

Three quarters (**74.1%**) of respondents overall expressed agreement with proposals to transform Central Library into a Community Hub creating a state-of-the-art city centre facility where the public can access a wide variety of public services as well as traditional library services. Amongst respondents from City & Cardiff South this proportion rose slightly to **78.5%**.



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A total of **139 comments** (6.8% of all library comments) were received that specifically referenced Central library.

Key Themes

- Central Library should be a cultural landmark
- There should be a focus at this location on library services rather than the Hub model
- There is significant importance placed on 'local' provision of services
- The Local Studies Library should be centrally located for easy access

A main theme of the comments received were desire to see Central Library upheld as a '**cultural landmark**' within the city serving as an attraction to be residents and visitors alike. For this to happen some of those commenting considered it essential that the focus of the building remain on library related services rather than becoming '*chopped up and squashed*' with other services under the 'Hub' model (36 comments).

In a similar vein respondents commented on the **essential service** provided by Central Library and stressed the importance of the continuation of library services from this building (32 comments).

The comments provided that specifically reference **Central library** were somewhat split in terms of whether they approved of the proposals with approximately equal numbers either feeling that council resources should be concentrated in one central building whilst others favoured community based service provision going so far as to suggest that Central Library be closed completely in order to fund this.

A number of comments were also made concerning the proposed move of the **Local Studies Library** to Canton with concerns expressed around accessibility and space in Canton:

- *"Moving local studies to Canton is a downgrading of the Cardiff Central Library and makes this vital resource, used by local people and visitors, less accessible."*

Central Library – 139 comments received			
Theme	No.	%	Example of comments*
Generally against the proposals	38	27.3	<ul style="list-style-type: none"> • <i>"Fully disagree with budget cuts"</i> • <i>"The way that the Central library has been carved up, reduced hours, given over to commercial interest is a disgrace. More residents benefit from keeping the library (and its various services may be some new and enhanced services) within the LOCAL areas of Cardiff i.e. Whitchurch, Rhiwbina, Canton etc."</i> • <i>"I would close Central library to keep all the branches open, or keep central open and close all the hubs closest to the city centre and keep the outlying branches open"</i> • <i>"If many of the other libraries, in areas that are more residential, are becoming community hubs, I do not see the need or the advantage of also creating a community hub in the centre of the shopping district".</i>
Focus needs to be on	36	25.9	<ul style="list-style-type: none"> • <i>"Cardiff Central Library should be a centre for excellence in Wales and should focus only on library-related services. I hate the way</i>

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library services rather than 'Hubs'			<p>they've chopped it up and squashed other services in there. It's a disgrace"</p> <ul style="list-style-type: none"> • "In my opinion, turning Central Library, cultural hallmark of the city, into a hub would be the biggest defeat of Cardiff Council. It is the busiest library and joining the services with Marland House, another busy service, will definitely confuse users on services the building will (hopefully not) provide". • "Too often as a library user I had to listen to very private conversations between housing staff and their customers such as disputes with neighbours, debts, details of benefits one receives". • "A central library should stand as a monument to education and literacy in a city. To turn it into an outlet for city services would devalue the 'statement' a central library makes about the importance of literacy and education. It would also detract from the ability of the library to serve these ends". • "Central library should remain as a library"
Libraries are essential/ highly valued/must be retained	32	23.0	<ul style="list-style-type: none"> • "Cardiff Central Library is a unique case and should be restored to a full library service. The building is great and the facilities have always been exceptional". • "The impression given to visitors to Cardiff without its beacon of culture is of an impoverished city void of a cultural vibrancy. This facility should be restored to its former glory" • "I think that it important that there is a central library in Cardiff providing a full range of services totally funded by local government. This should be a flagship site showcasing the services and showing what can be done at library site" • "Libraries are one of our most impressive achievements and we should have a library network that is focused on the free availability of knowledge and literature to all" • "Central Library is a wonderful asset to Cardiff"
Access to Hubs i.e. travel costs/distance	21	15.1	<ul style="list-style-type: none"> • "In this day and age a central Hub in the city centre with easy access from all areas of Cardiff would suffice". • "Central Library is not the place for a Hub, they should be in the community where the demand comes from". • "The Central Library is not a sensible place to serve communities effectively given that it's in a prime commercial location. The value of the building could be realised and distributed to local communities".
Wastage	15	10.8	<ul style="list-style-type: none"> • "Central Library is something of a disaster in terms of wasted space, far too noisy etc. Needs a complete rethink". • "Unnecessary asset of a city centre building which can serve just as well in various locations throughout the city" • "Central has already had millions invested no library service should be withdrawn" • "Close the central library and do not waste money on adding more services there"
Ideas for other funding sources i.e. savings in other areas/opening hours	12	8.6	<ul style="list-style-type: none"> • "Close the "iconic" Central Library saving £1.2million, leaving only £500,000 to be trimmed from the budgets of Branch libraries. • "Cut budgets elsewhere but leave our libraries be". • "It would be preferable to close the city centre library rather than lose the branch libraries". • "Central Library - State of the Art building in the city centre on prime retail / commercial land therefore the Council should close the library and offer this building for commercial let. This will generate revenue for the Council to subsidise more important services".
Local History Studies	12	8.6	<ul style="list-style-type: none"> • "I am totally opposed to the removal of the Local Studies Collection from the Central Library. Cardiff Central Library should house its most important collection which is of interest not only to its citizens but also to researchers from all over the country". • "I do not agree with the proposal to transfer the Local Studies

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			<p>collection to Canton. This collection represents the history and culture of Cardiff. A city of Cardiff's stature should promote and make accessible the resources for its people (and visitors) to research its rich history. Therefore this collection should be in the Central library".</p>
In favour of the proposals	9	6.5	<ul style="list-style-type: none"> • "All library facilities with the exception of a 'central' library should be closed unless a 'social' partner to the local authority can be found. Continued operation should be at no cost to the local authority". • "The central library needs to stay council funded as a main centre point for Cardiff services". • "Concentrate limited resources at the Central library and publicise more widely the availability of e books. You should save money by closing or transferring to community ownership all other libraries".
Current usage levels	6	4.3	<ul style="list-style-type: none"> • "Central library is fully used by student's pre-exams. I would not use central library hub if local libraries are closed".
Discrimination against the elderly/youth/low income families	5	3.6	<ul style="list-style-type: none"> • "Libraries are essential. It has been stated that our schools are allegedly failing???????????? Children need to be encouraged." • "These are shameful proposals! This proposal would remove library service provision in North Cardiff to the point where access would not be viable. Libraries are key community foci- removing provision would be very damaging to many people who use them. Your proposal would effectively bring libraries-free at point of access-to an end in Cardiff."
Other ideas for alternative provision	4	2.9	<ul style="list-style-type: none"> • "Concentrate all library services in town. People have bus passes. Concentrate all other services in as few buildings as possible to achieve economies of scale".
Negative image of Hubs	4	2.9	<ul style="list-style-type: none"> • "I would possibly use the library less if it was used for benefits/get into work type things as well. I go to the library to relax and would be put off by feeling it was also a place for 'chores'. Would be concerned about people queuing for other services/loitering. I'm not explaining myself well here: my own experiences of briefly having to sign on for benefits (in Bristol) was extremely negative and I would be very put off using the library if the services were too connected."
Negative impacts on the community/society/long term impacts	4	2.9	<ul style="list-style-type: none"> • "Central library was designed and purpose built as a major library - it would only be diminished by sharing its space." • "Libraries are key community foci- removing provision would be very damaging to many people who use them".
Income generation incl. cafés, shops, community spaces, charges etc.	3	2.2	<ul style="list-style-type: none"> • "Rent out central library to e.g. John Lewis" • "All potential means of income generation through libraries should be explored, including charging for some services, renting out rooms, introducing cafe franchises, running events etc."
Listed buildings	2	1.4	<ul style="list-style-type: none"> • "As a capital city Cardiff should promote its heritage in the existing central iconic building"
Job losses/loss of expertise	2	1.4	<ul style="list-style-type: none"> • "The Central library should not function as a 'hub' in the same way as suburban libraries. It should have the staff and resources to support the hubs with book rotation and access to information"
Lack of Info	2	1.4	<ul style="list-style-type: none"> • "Community Hub" - What does this mean? Unclear. • "I offer no alternative, because I don't exactly know what is being proposed"
Community Asset Transfer	1	0.7	<ul style="list-style-type: none"> • "Council should seek to work with organisation to continue services without removing support all together"
Geographic discrimination	1	0.7	<ul style="list-style-type: none"> • "Cardiff central library, why should this be the main hub, its a long way for the majority of people to be able to get there and as the people who usually use the libraries are elderly they can't walk that far"
Promotion/advertising	1	0.7	<ul style="list-style-type: none"> • "You should concentrate limited resources at the Central library and publicise more widely the availability of e books. You should save money by closing or transferring to community ownership all other libraries".

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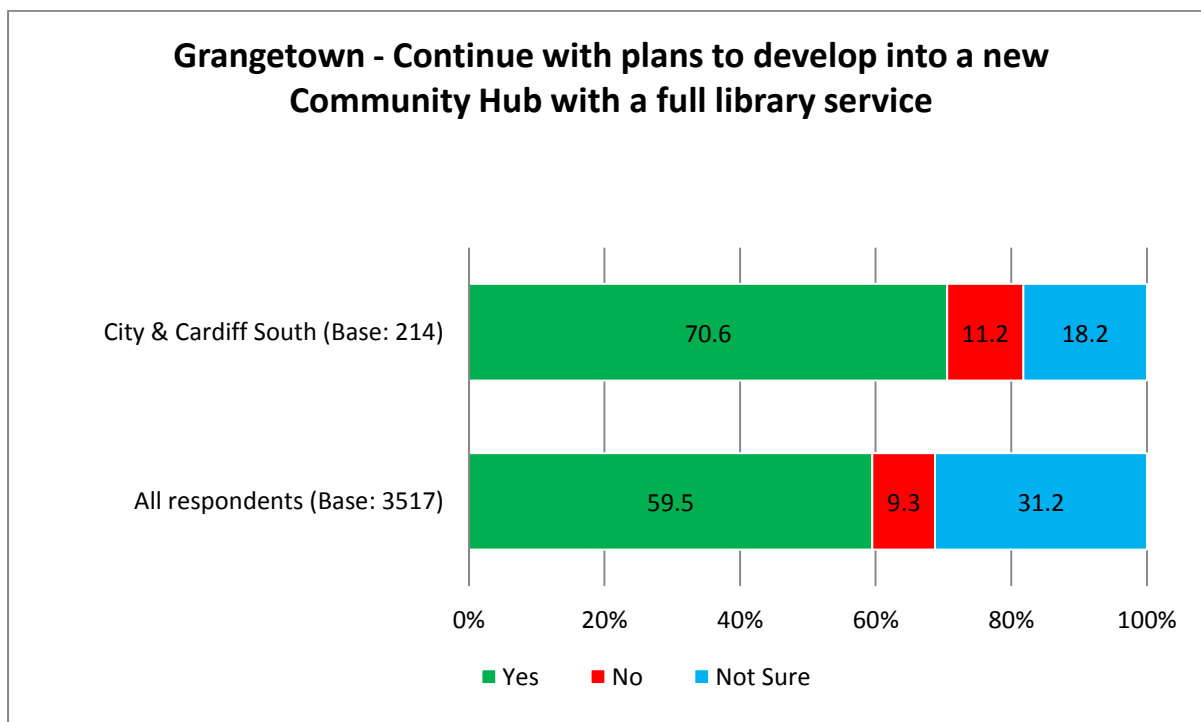
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Concerns regarding volunteers	1	0.7	<ul style="list-style-type: none"> “Volunteers do not provide the level of expertise needed”
Misc.	23	16.5	<ul style="list-style-type: none"> “Using Central Library is already an unpleasant experience, full of students eating, chatting and using their mobile phones while sat at computer terminals” “There should be a central library in the capital city if this means difficult choices then they have to be made” “Please do not close/ reduce the children's library in Central Library - it is a wonderful facility with classes such as Story time that help young people explore books and reading.”

*N.B. Comments may have been coded against more than one theme

City & Cardiff South - Grangetown Library / Hub

Plans to develop Grangetown library into a Community Hub were supported by **70.7%** of residents in **City & Cardiff South** compared to just **59.5%** of respondents overall.



The **9.3%** of respondents expressing opposition to the proposals represented a total of **326** individuals however only a very small number of comments (7) were made that specified Grangetown library and provided explanation to the opposition.

- “Very shocked to see how much the Grangetown Hub is proposed to cost ...how can one extra room cost £500,000? “
- “Only a certain number of hubs are needed but not over saturation... a hub in Grangetown is not essential being so close to town”

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Grangetown Library – 7 comments received			
Theme	No.	%	Example of comments*
Generally against the proposals	6	85.7	<ul style="list-style-type: none"> • “Grangetown is very close to all city centre services and is easily accessible. I don't feel there is a need for a community hub facility”. • “If Central is being developed; Grangetown is within easy reach of the city centre so don't think further investment required there now”. • “No need for community hubs in Splott, Grangetown, Llandaff North, Fairwater, Canton - these places are accessible to Central Library.” • “Very shocked to see how much the Grangetown hub is proposed to cost and that all the things I cared about that were mooted in the consultation about that are not happening now. How can one extra room cost £500,000??? Local builders would do it for less!! We want the library to be a library, not some useless hub that brings nothing at all for children and nothing at all for carers and disabled children in particular”. • “Only a certain number of hubs are needed but not over saturation... a hub in Grangetown is not essential being so close to town”.
Libraries are essential/ highly valued/must be retained	1	14.3	<ul style="list-style-type: none"> • “All Cardiff residents pay council tax and they should have equal access to community services accordingly, especially as many of these areas have large aging populations who may find it difficult to travel outside their local area.”
In favour of the proposals	1	14.3	<ul style="list-style-type: none"> • “In favour of Grangetown proposals only if the full library service is also retained.”

*N.B. Comments may have been coded against more than one theme

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3.2 Cardiff South West


There are two library facilities contained within the Neighbourhood Partnership Area of Cardiff South West namely **Canton Library** and **Ely/Caerau Hub**.

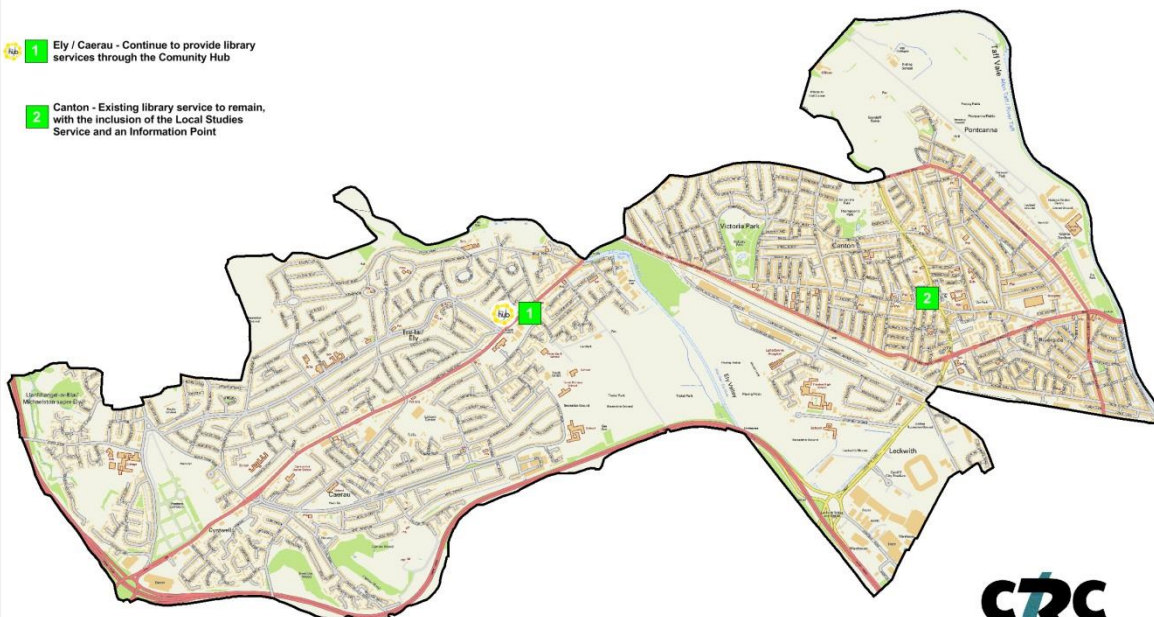
Proposals:

- **Canton Library** - existing library service to remain, with the inclusion of the Local Studies Service and an Information Point.
- **Ely/Caerau Hub** - Continue to provide library services through the Community Hub.

Library Services: Cardiff South West Neighbourhood Partnership Area

 1 Ely / Caerau - Continue to provide library services through the Community Hub

 2 Canton - Existing library service to remain, with the inclusion of the Local Studies Service and an Information Point



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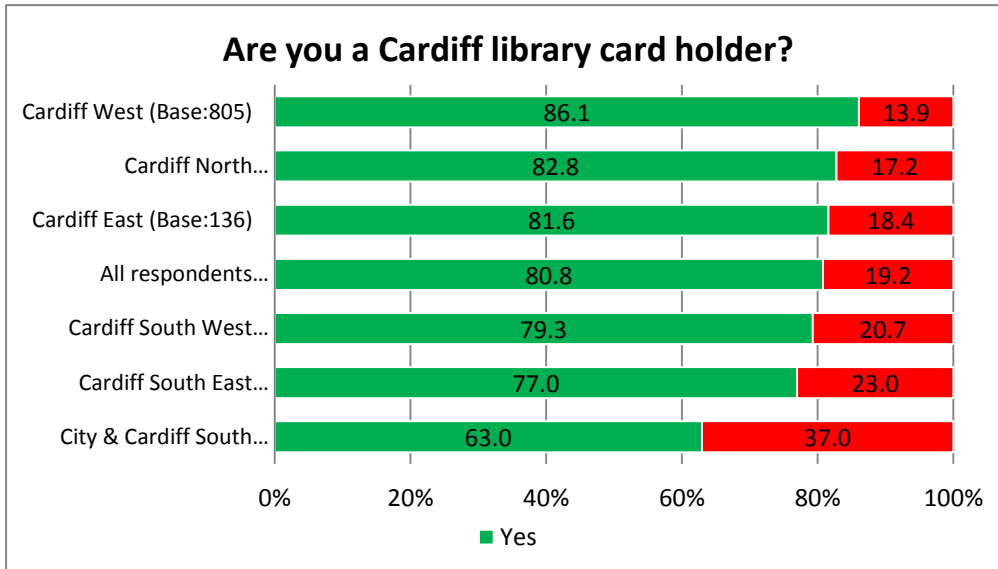


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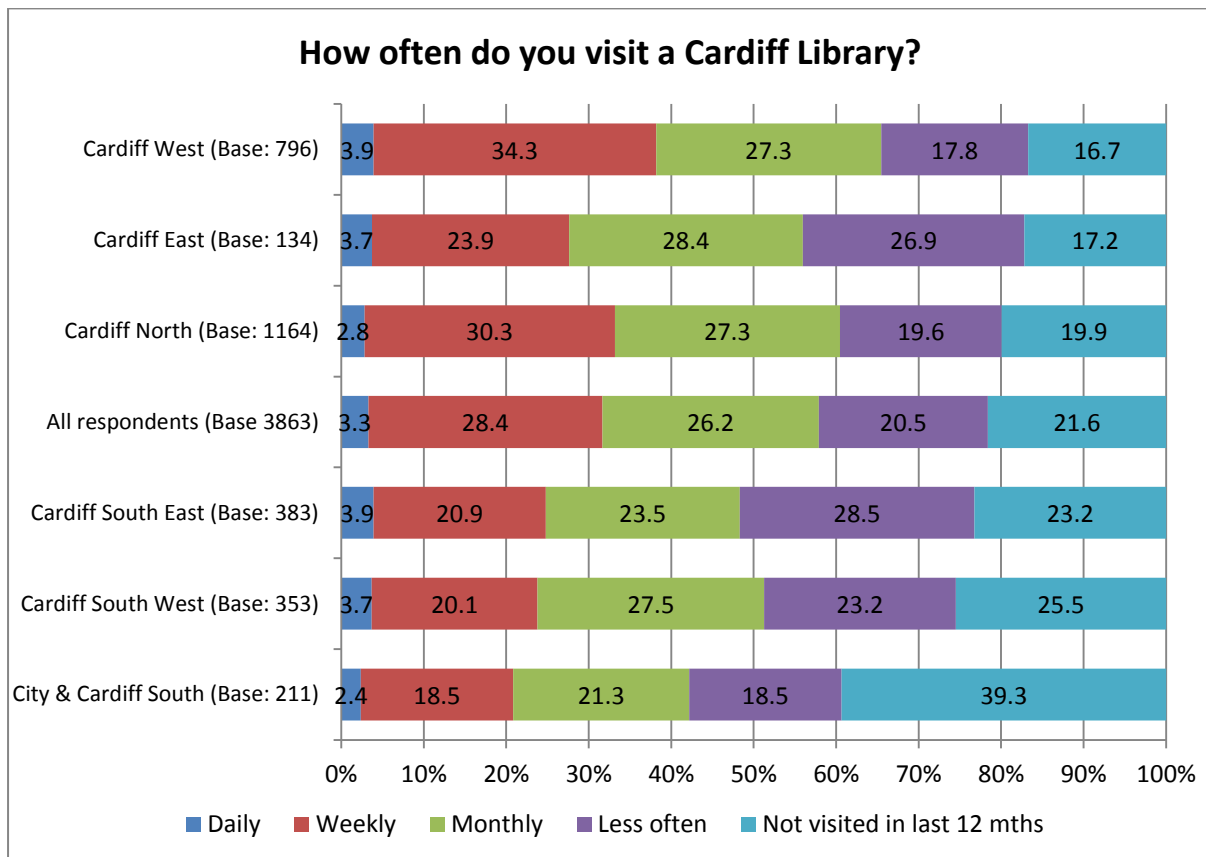
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There were **79.3%** reported library card holders in **Cardiff South West**, compared to **80.8%** overall.



Of those responding, **51.3%** in **Cardiff South West** reported to visit their library at least monthly, compared to **57.9%** overall.



The opinions expressed by residents in **Cardiff South West** to the proposals presented largely mirrored those of the wider population with a couple of exceptions.

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Instances where differences were identified were firstly that *'services should be brought together into a Hub based approach that includes a full library service'*; a view which was agreed with by **72.8%** of residents in **Cardiff South West** compared to just **61.3%** of respondents **overall**.

Similarly three quarters (**75.5%**) of respondents in **Cardiff South West** agreed that *'Hubs should be strategically located across the city based on a needs assessment'* compared to just **62.2%** of respondents overall.

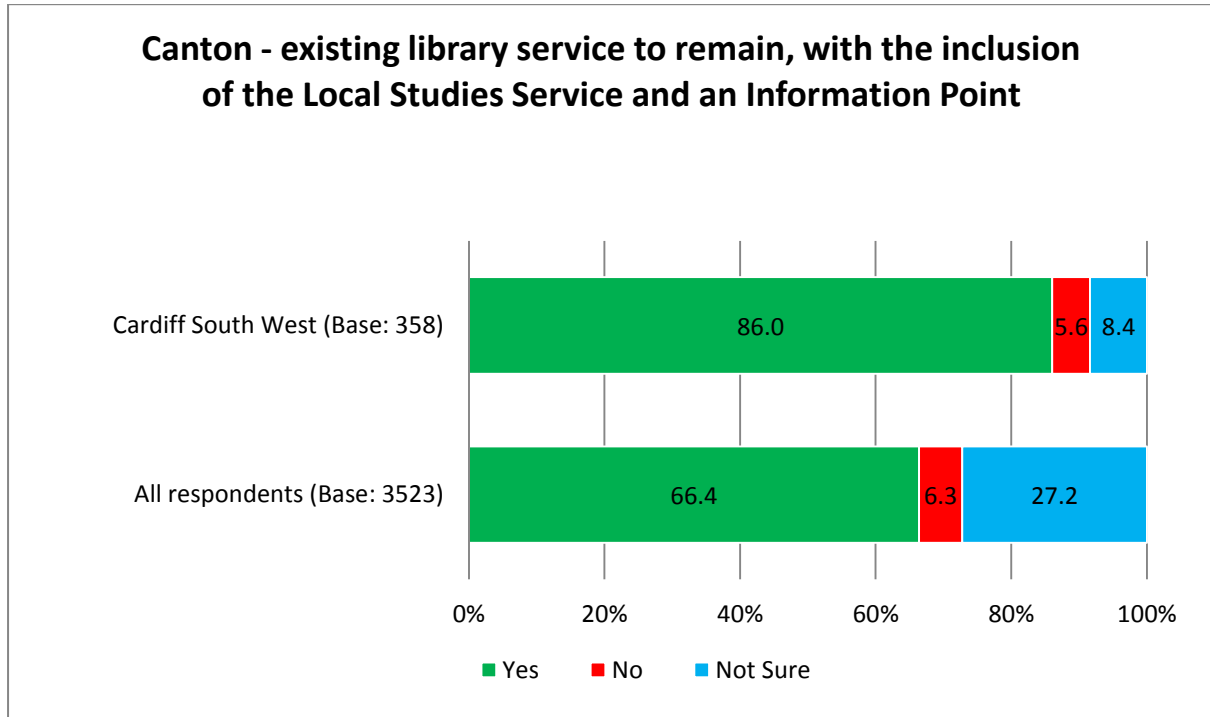


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Cardiff South West - Canton Library

More than five in every six respondents (**86.0%**) from **Cardiff South West** were in favour of the plans outlined for Canton Library compared to just two thirds (**66.4%**) of respondents overall.



Those opposed to the proposal accounted for a total of **223 individuals** however just **21** comments were received that specifically referenced **Canton Library** and provided an explanation of any opposition.

Those comments received focused primarily upon the specific proposal to include the Local Studies Service within the existing facility with several feeling that the building is unsuitable both in terms of location and size to accommodate this resource.¹

- *“Canton Library does not have sufficient space to house this great collection. It seems to be an extremely misguided ill-judged decision”*
- *“Moving local studies to Canton is a downgrading of the Cardiff Central Library and makes this vital resource, used by local people and visitors, less accessible.”*

¹ This issue was identified further within comments made relating specially to Central Library where the materials are currently housed.

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Canton Library – 21 comments received			
Theme	No.	%	Example of comments*
Generally against the proposals	13	61.9	<ul style="list-style-type: none"> “Canton Library not required due to Ely/Caerau Hub being close-by within neighbourhood management area”. “If I understand it right there is some proposal that local studies should move to Canton. If that is correct I am very much opposed as this would make accessibility difficult for many (the majority?) of Cardiff residents”. “Canton Library does not have sufficient space to house this great collection. It seems to be an extremely misguided ill-judged decision”
Local History Studies	12	57.1	<ul style="list-style-type: none"> “Canton library: Yes to retain existing library/no to include local studies”. “I strongly disagree with moving Local Studies from the city centre to Canton as this would make it hard to access for people living in much of the city”. “I do not agree with the proposal to transfer the Local Studies collection to Canton. This collection represents the history and culture of Cardiff. A city of Cardiff's stature should promote and make accessible the resources for its people (and visitors) to research its rich history. Therefore this collection should be in the Central library”. “If I understand it right there is some proposal that local studies should move to Canton. If that is correct I am very much opposed as this would make accessibility difficult for many (the majority?) of Cardiff residents”. “Canton Library does not have sufficient space to house this great collection. It seems to be an extremely misguided ill-judged decision”
Access to Hubs i.e. travel costs/distance	6	28.6	<ul style="list-style-type: none"> “If I understand it right there is some proposal that local studies should move to Canton. If that is correct I am very much opposed as this would make accessibility difficult for many (the majority?) of Cardiff residents.” “Canton should be full hub” “Canton can be downgraded to a community hub”
Current usage levels	1	4.8	<ul style="list-style-type: none"> “As a Canton library user and seeing how busy and well used the library is now, I think that other communities need to have the same style facilities”.
Listed buildings	1	4.8	<ul style="list-style-type: none"> “I am not familiar with many of the libraries across Cardiff but Cathays and Canton are unique historic buildings, purpose built libraries and once they closed and are sold off for redevelopment, public will never have access to them again in the same way”.
In favour of volunteers	1	4.8	<ul style="list-style-type: none"> “(Canton) already has strong community groups who may be able/willing to run libraries as volunteers”.
Misc	3	14.3	<ul style="list-style-type: none"> “Canton should be full hub” “Canton can be downgraded to a community hub”

*N.B. Comments may have been coded against more than one theme

Cardiff South West - Ely/Caerau Hub

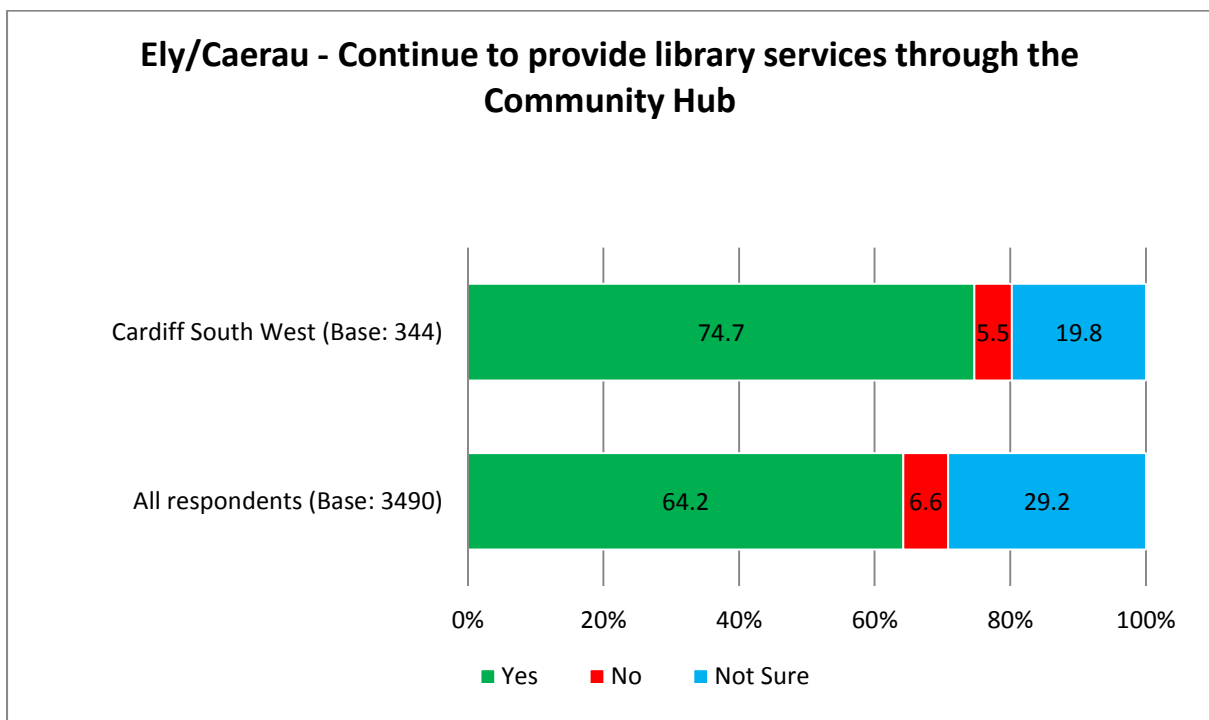
Three quarters (**74.7%**) of respondents from **Cardiff South West** were in agreement with proposals to see the continuation of library services via the Ely/Caerau Hub compared to just **64.2%** of respondents overall.

Those opposing the proposal represented a total of **230** individuals however just a small handful of comments (7) were received that specifically referenced the Hub or outlined the source of any objections relating to the plans.

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- *“I believe from my observations at Ely that libraries do not function well when part of a "community hub. The areas are not clearly defined as to what space belongs to whom and often overlaps as is the case at the Jasmine Centre.”*
- *“As Ely and Fairwater are so close together, reduce the facility to just one”*
- *“Look at the example of the Caerau project in Ely where local people have engaged with a University archaeology project - services should work with and inspire the local community, and then there will be take-up of services.”*



Ely/Caerau Hub – 7 comments received			
Theme	No.	%	Examples of comments*
Negative image of Hubs	3	42.9	<ul style="list-style-type: none"> • <i>“I believe from my observations at Ely that libraries do not function well when part of a "community hub" the areas are not clearly defined as to what space belongs to whom and often overlaps as is the case at the Jasmine Centre”</i>
Current usage levels - Don't cut services that are well used, look at take up of services	1	14.3	<ul style="list-style-type: none"> • <i>“Many existing libraries are well used, e.g. Whitchurch and Ely, the latter offering a social service as well as library services.</i> • <i>“We shouldn't withdraw library and community services in the less affluent areas and increase them in more affluent areas. This is not only regressive, and against traditional role of the council in providing infrastructure for the many; it will also lead to increased crime which will reduce the quality of life and lead to increased spending elsewhere. If usage is lower at some areas, the reasons for this should be explored e.g. are the book collections relevant, do they obtain relevant magazines to the catchment area, can the services be modified to incorporate a social hub rather than closing it? Look at the example of the Caerau project in Ely where local people have engaged with a University archaeology project -</i>

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			<i>services should work with and inspire the local community, and then there will be take-up of services”.</i>
Generally against the proposals	1	14.3	<ul style="list-style-type: none">• <i>“I don't think the creation of a library outreach worker is worth investing in.”</i>
In favour of the proposals	1	14.3	<ul style="list-style-type: none">• <i>“The Ely and Caerau Hub is lovely and demonstrates what can be done for underprivileged areas”</i>
Negative & long term impacts on the community/society	1	14.3	<ul style="list-style-type: none">• <i>“We have to think about the wider impact on our communities”.</i>
Misc	2	28.6	<ul style="list-style-type: none">• <i>“As Ely and Fairwater are so close together reduce the facility to just one.”</i>

**N.B. Comments may have been coded against more than one theme*

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3.3 Cardiff West

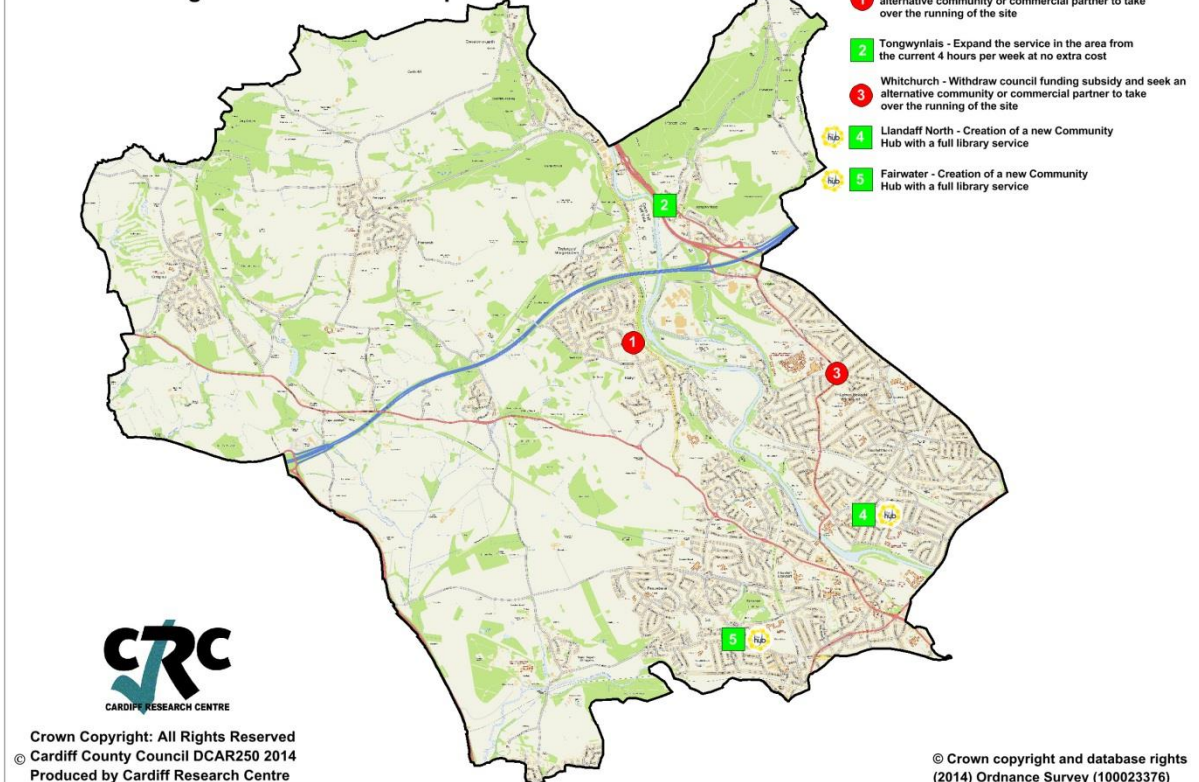
There are five library facilities contained within the Neighbourhood Partnership Area of Cardiff West namely **Fairwater Library**, **Llandaff North Library**, **Radyr Library**, **Tongwynlais Library** and **Whitchurch Library**. Plans for this area include the transformation of two of the existing sites into Community Hubs whilst it is proposed that Council funding will be withdrawn from a further two.

Proposals:

- **Fairwater Library/Hub** - Creation of a new Community Hub with a full library service.
- **Llandaff North Library/Hub**- Creation of a new Community Hub with a full library service.
- **Radyr Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site
- **Tongwynlais Library** - Expand the service in the area from the current four hours per week at no extra cost
- **Whitchurch Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site

Library Services:

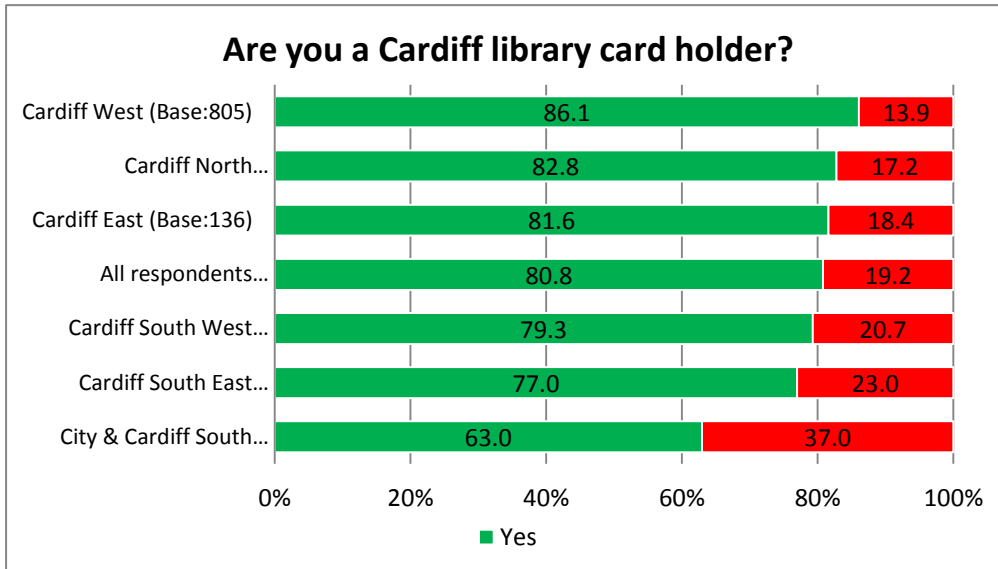
Cardiff West Neighbourhood Partnership Area



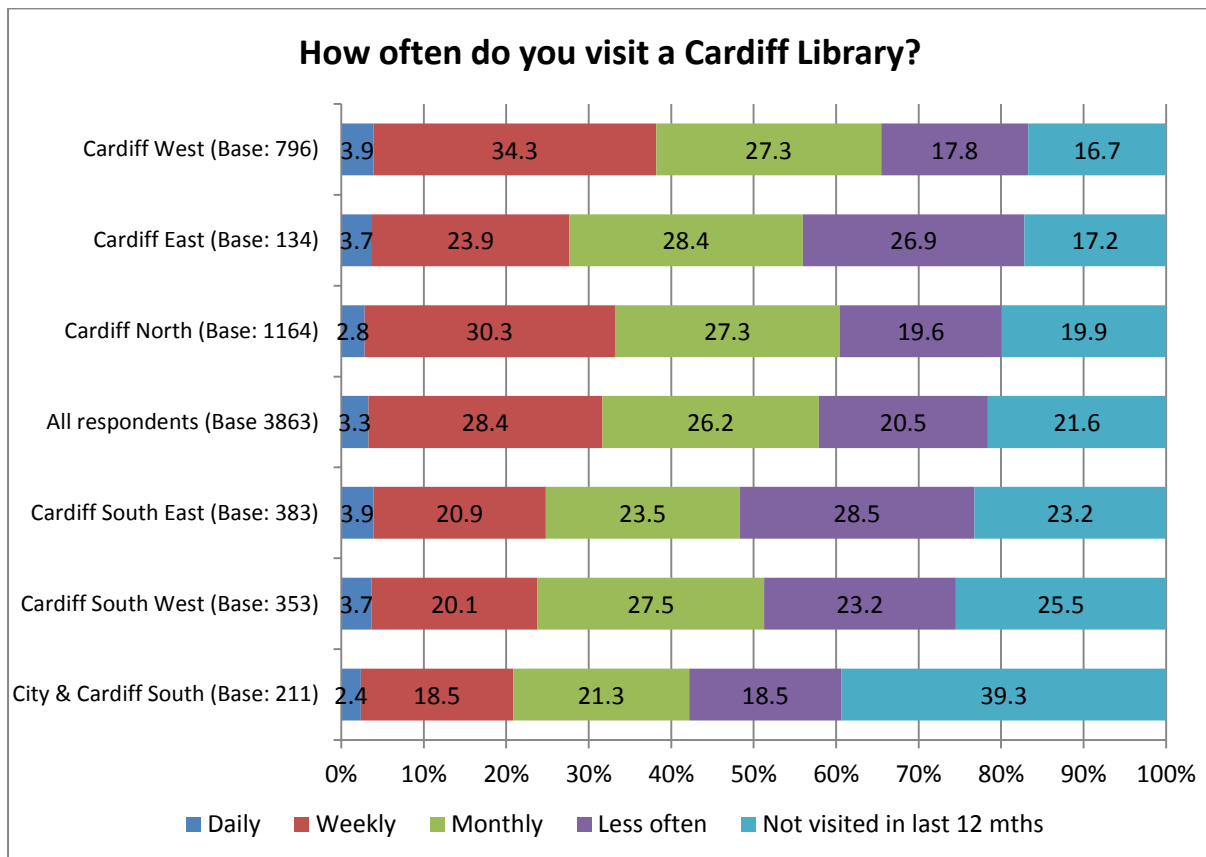
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Cardiff West respondents reported to have the largest proportion of library card holders (**86.1%**), compared to **80.8%** overall.



Of those responding, **34.3%** in Cardiff West visited on a weekly basis, with **65.9%** visiting monthly (compared to **57.9%** overall).



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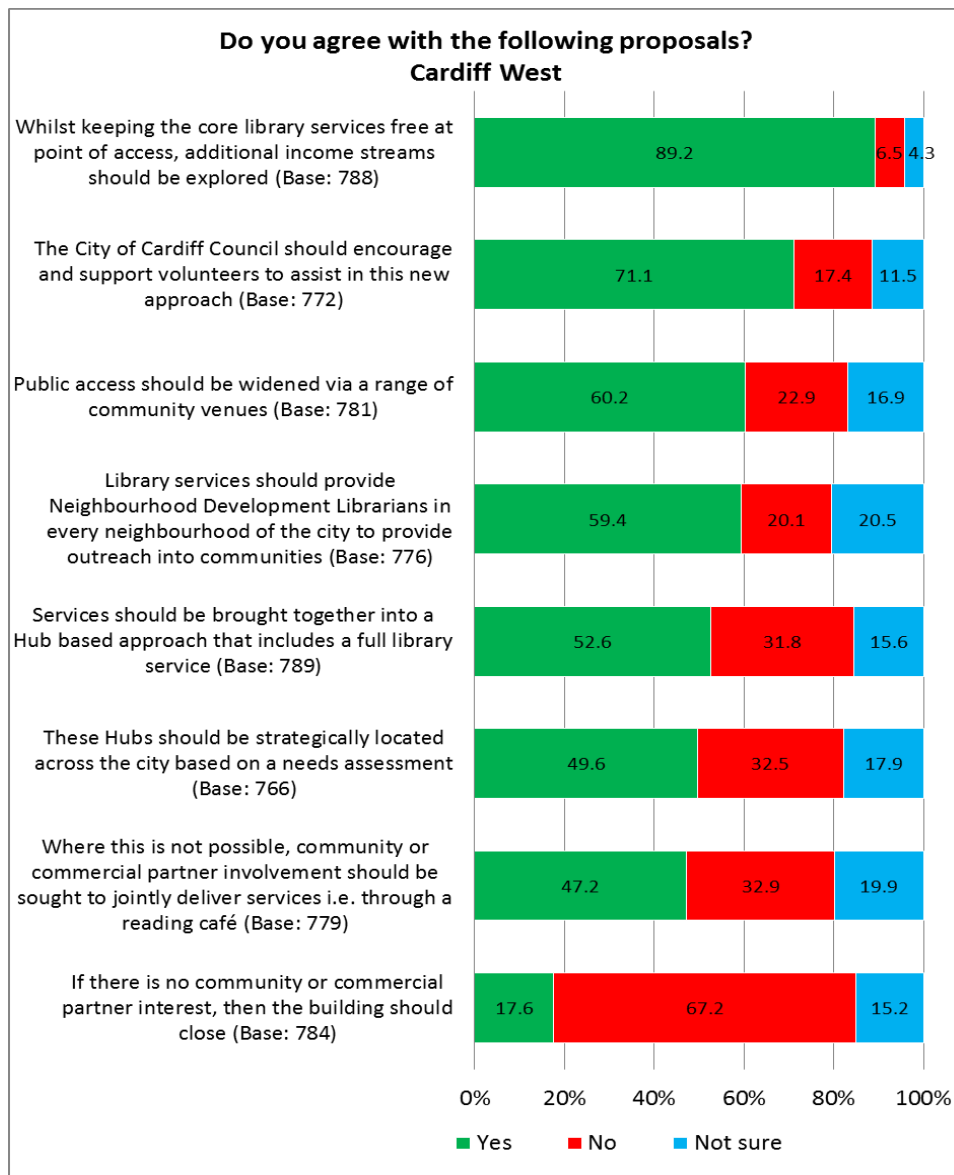
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The opinions expressed by residents in **Cardiff West** to the proposals presented largely mirrored those of the wider population with a few exceptions.

Respondents in **Cardiff West** were **less likely** to agree 'services should be brought together into a Hub based approach that includes a full library service' (**52.6%** compared to **61.3%** overall)

Similarly just half (**49.6%**) of respondents in **Cardiff West** agreed that 'Hubs should be strategically located across the city based on a needs assessment' compared to **62.2%** of respondents overall.

Respondents in **Cardiff West** were also less likely to agree that buildings should close in instances where no commercial or partner interest could be found – **17.6%** compared to **23.5%** overall.

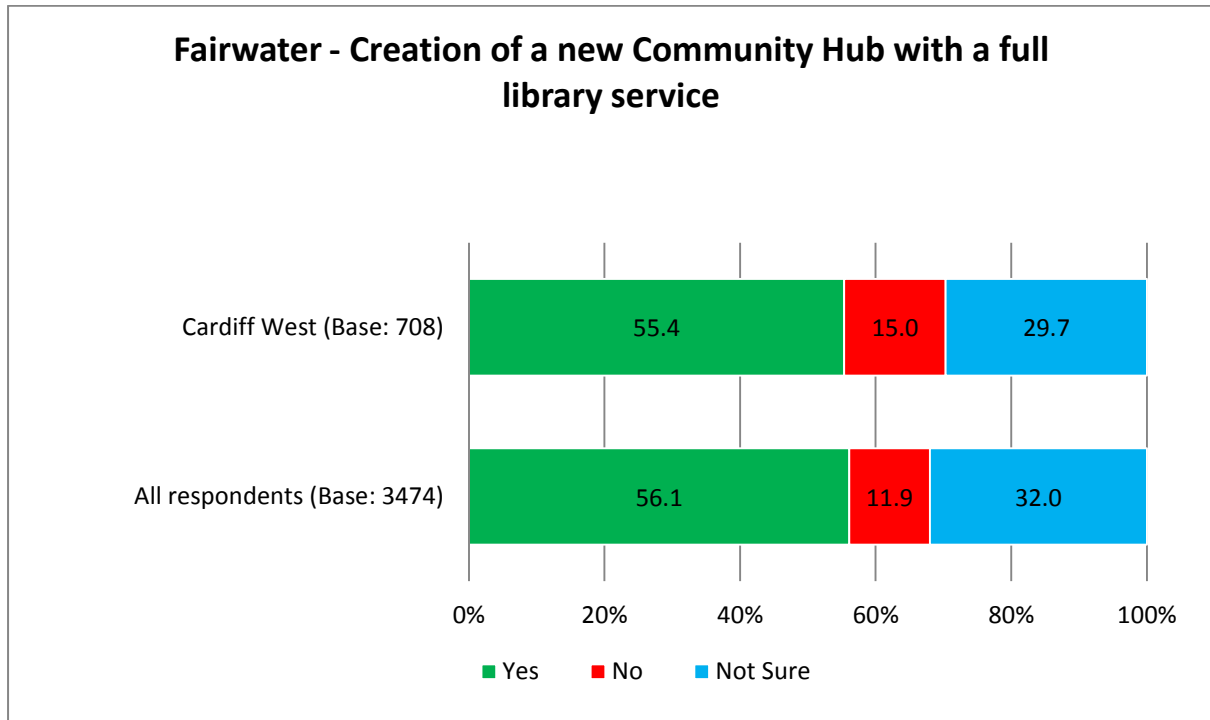


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Cardiff West - Fairwater Library / Hub

Support from residents in Cardiff West (**55.4%**) for the creation of a new Community Hub with full library service at Fairwater closely mirrored that of the wider population (**56.1%**).



Those opposing the proposal represented a total of **413** individuals however just a small number of comments (**5**) were received that outlined any specific objections relating to the plans for **Fairwater**.

- *“No need for community hubs in Splott, Grangetown, Llandaff North, Fairwater, Canton - these places are accessible to Central.”*
- *“Llandaff North could use Fairwater library.”*
- *“Radyr library has recently been refurbished. Fairwater & Tongwynlais can use the Radyr one, so why build more and not just use the facilities we already have?”*
- *“As Ely and Fairwater are so close together reduce the facility to just one.”*

Also of significance were the **1,112** respondents who expressed their uncertainty regarding the proposals indicating more information is required from the public regarding the specifics of the plans.

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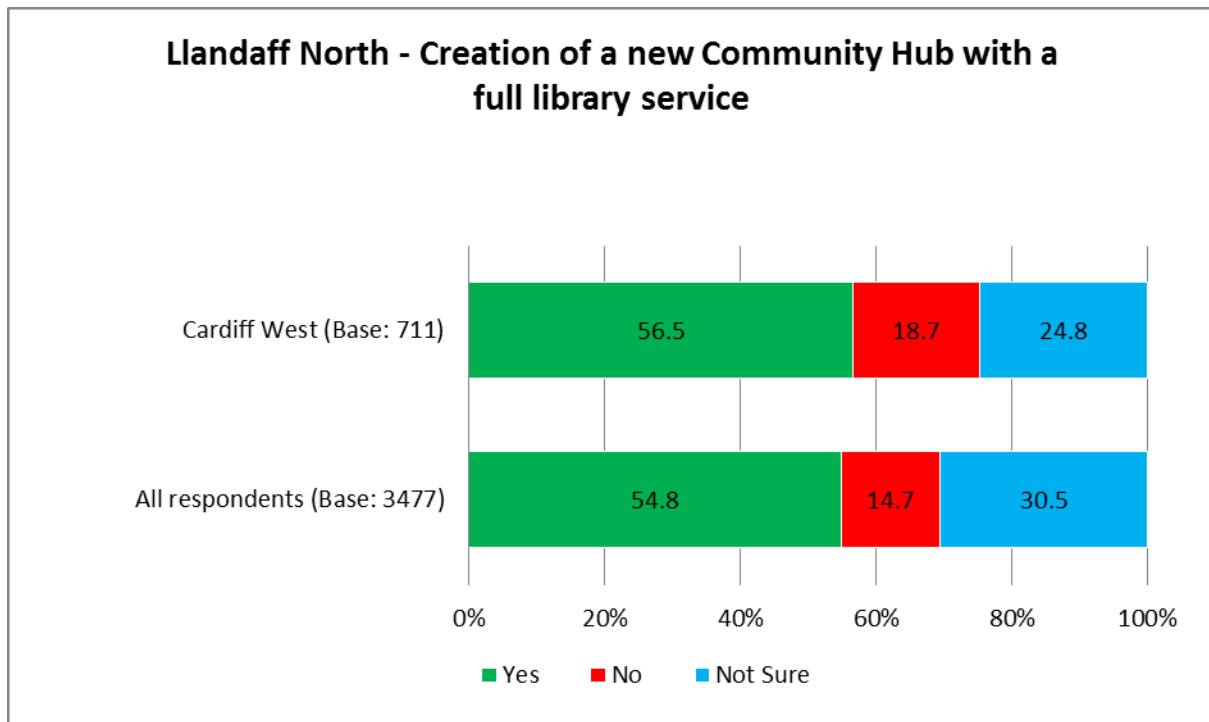
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Fairwater Library – 5 comments received			
Theme	No.	%	Examples of comments*
Generally against the proposals	2	40	<ul style="list-style-type: none"> “No need for community hubs in Splott, Grangetown, Llandaff North, Fairwater, Canton - these places are accessible to Central”. “Radyr library has recently been refurbished. Fairwater & Tongwynlais can use the Radyr one, so why build more and not just use the facilities we already have?”
Misc	3	60	<ul style="list-style-type: none"> “Llandaff North could use Fairwater library”. “As Ely and Fairwater are so close together reduce the facility to just one”.

*N.B. Comments may have been coded against more than one theme

Cardiff West - Llandaff North Library /Hub

There was support from **56.5%** of respondents in Cardiff West for the creation of a new Community Hub with full library service at Llandaff North, which mirrored that of the wider population (**54.8%**).



Those opposing the proposal represented a total of **511** individuals however just a small number of comments (**12**) were received that outlined any specific objections relating to the plans, the majority of which focused on accessibility issues relating to the proposed Hub.

Examples of those received are provided below:

- “I have said no to Llandaff North library as a hub as the public transport access is poor”
- “The library at Llandaff North is just not practical to get to and I feel the local community will lose out.”

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- *“The proposed geographical catchment area for the hub is far too large to allow all citizens to be able to access the facility. Where is the equality in this?”*
- *“The Llandaff North hub would be of no use for many elderly citizens in Whitchurch and Rhiwbina.”*

Again of some significance were the **1,061** respondents who expressed their uncertainty relating to the proposal indicating that more information is required from the public regarding details of the plans.

Llandaff North Library – 12 comments received			
Theme	No.	%	Examples of comments*
Access to Hubs/barriers to use i.e. travel costs/distance	7	58.3	<ul style="list-style-type: none"> • <i>“I have said no to Llandaff North library as a Hub as the public transport access is poor”</i> • <i>“Llandaff North as a Hub -access too difficult - Whitchurch is the heart of the village community in a beautiful Georgian building set in the library gardens with good transport links & access and would possibly be a better location for Hub “</i> • <i>“The library at Llandaff North is just not practical to get to and I feel the local community will lose out”</i> • <i>“A hub in Llandaff North as an alternative to the library in Whitchurch is ludicrous!”</i>
Generally against the proposals	4	33.3	<ul style="list-style-type: none"> • <i>“Closing Whitchurch / Rhiwbina libraries and replacing with Llandaff North hub is not rational. If only 1 is to stay, then Whitchurch is the most efficient library in terms of cost compared to use. It is a bigger building in a community park, and is equidistant from the other two and on a direct bus route between the two”.</i>
Ideas for other funding sources i.e. savings in other areas/opening hours	2	16.7	<ul style="list-style-type: none"> • <i>“Every community needs its own library/hub - call it what you like - why can't Cardiff Council provide a reading cafe at the current Whitchurch Library? This will not only provide a greater footfall but also generate an income to allow it to be partially self-financing? I would certainly take my children there after school as a preferred cafe for tea knowing we could also use the library at the same time”.</i>
Geographic discrimination	2	16.7	<ul style="list-style-type: none"> • <i>“The proposed geographical catchment area for the hub is far too large to allow all citizens to be able to access the facility. Where is the equality in this?”</i>
Libraries are essential/highly valued/must be retained	1	8.3	<ul style="list-style-type: none"> • <i>“The withdrawal of library services should be looked at more in the round.”</i>
Current usage levels	1	8.3	<ul style="list-style-type: none"> • <i>“Whitchurch and Rhiwbina libraries are used much more than Llandaff North.”</i>
Discrimination against the elderly/youth/low income families	1	8.3	<ul style="list-style-type: none"> • <i>“Instead of withdrawing funding, the funding could be reduced and complemented with local initiatives. The Llandaff North hub would be of no use for many elderly citizens in Whitchurch and Rhiwbina”.</i>

*N.B. Comments may have been coded against more than one theme

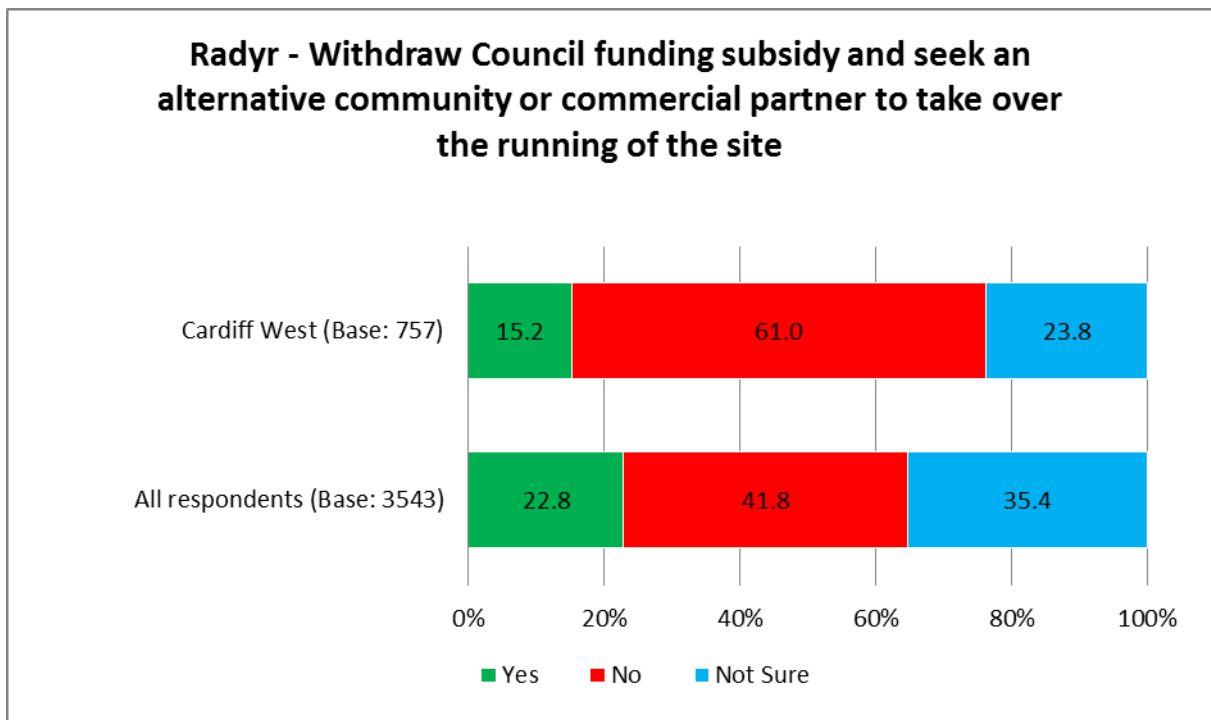
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Cardiff West - Radyr Library

Plans to withdraw council funding from Radyr Library and seek an alternative community or commercial partner to take over the running of the site were met with considerably more opposition from residents in Cardiff West than the rest of the population (**61.0%** opposition from Cardiff West compared to **41.8%** overall).

Local residents also instigated a petition relating to the proposals entitled: **Radyr Library Petition – ‘Strongly urge Cardiff Council to reconsider its proposal to withdraw public funding from Radyr Library’** which received a total of **1,414** signatories.



Those indicating their opposition to the proposals represented a total of **1,480** respondents to the consultation document. Additionally a total of **154** comments (**7.5%** of all comments received regarding libraries) were received that made specific reference to Radyr Library and outlined the reasons for respondent's opposition to the proposal.

Key themes

- There are currently high levels of usage
- The Library plays an essential role within the community
- There are difficulties in accessing an alternative site
- There are some views that that community has the skills to take over the running of the Library

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63 of the **comments** received made reference to the current **high usage levels** of the existing Library services at Radyr reporting the building to be well used by all sectors of the community including the elderly, families with young children and the local primary schools. Respondents also referenced plans contained within the **Local Development Plan (LDP)** which would potentially see the residential population of this area increase significantly thereby increasing the need for library services in this area further still.

Several respondents took the opportunity to share personal stories of the **important role** that the current service at Radyr plays in their lives and the negative impacts that would be felt by its closure:

- *“This service has assisted my 6 year old son to become a confident self-reader, achieving reading to a standard above his age milestone.”*
- *“The loss of the Radyr library would remove this source of enjoyment from my life and leave me feeling more isolated in my local community.”*
- *“It is a key facility within Radyr and Morganstown, drawing together people from all ages and abilities to strengthen community relations and cohesion. It provides one central meeting place for people to gather and a co-ordinated service to the community. It has a new building specifically built for the service and is a living dynamic hub. Please do not take the heart out of the Radyr and Morganstown community.”*

35 comments were made regarding the difficulties that residents in the area would experience in trying to **access** the newly proposed Hub sites of either Llandaff North, Fairwater or Llanishen, should Radyr Library be forced to close. Concern was raised over the ability of the significant elderly population of the area as well as that of young families to travel to an alternative site, a problem compounded by the reportedly **poor public transport** network in the local area.

The recent refurbishment of Radyr library was referenced by **34 respondents**, a move which was cited as wasteful given the most recent proposals outlined:

- *“Radyr library was renovated costing £500,000 two years ago; anyone in their right mind would not consider wasting this excellent resource used by thousands of people.”*
- *“Radyr library has only recently had a revamp. It seems silly to close it and thus waste the money that went into this.”*

Where support was expressed towards the proposals (**25 comments**) this was centred predominantly on the belief that the local community contains within it the **necessary skills and drive** to successfully **take over the running of the site**:

- *“I have ticked yes for Radyr because it has a Community Council which could support a community library.”*

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- *“The option to continue the service through volunteers seems eminently viable, especially given the strong community organisations and many retired local residents”*

Equally however concerns were raised both in relation to Radyr library but also in the wider context of the proposals regarding the **viability of using volunteers** and community groups to deliver library services:

- *“Volunteers alone could not run the service - in my view it needs a paid librarian in charge.”*
- *“Getting local volunteers is extremely difficult. Even if you find them initially after a time the interest wanes.”*

Radyr Library – 154 comments received			
Theme	No.	%	Examples of comments*
Generally against the proposals	66	42.9	<ul style="list-style-type: none"> • <i>“Radyr library should not be closed.”</i> • <i>“Radyr library should be kept open. It is a key facility within Radyr and Morganstown, drawing together people from all ages and abilities to strengthen community relations and cohesion. It provides one central meeting place for people to gather and a co-ordinated service to the community. It has a new building specifically built for the service and is a living dynamic hub. Please do not take the heart out of the Radyr and Morganstown community.”</i> • <i>“Radyr Library is very busy and used heavily by the local community. Its usage is among the highest per local capita, and closing does not make sense.”</i> • <i>“A mobile library would not provide the community services that the site currently do.”</i>
Current usage levels	63	40.9	<ul style="list-style-type: none"> • <i>“Radyr library well used by community”</i> • <i>“Radyr library is used by many in the area. It would be a step back to history if this were to be handed over to a commercial partner”</i> • <i>“Maintain subsidy for Radyr library which is used by many organisations including schools and other groups: many extra events are well supported and could be enlarged”.</i> • <i>“Radyr library is well used. It was recently refurbished to include a room used by a variety of groups. There are book groups, toddler story times in Welsh and English and good links with the local schools”</i> • <i>“I have always been a library user and Radyr library in my opinion has been one of the busiest I have experienced.”</i>
Libraries are essential/highly valued/must be retained	61	39.6	<ul style="list-style-type: none"> • <i>“Radyr Library is important!”</i> • <i>“Radyr library provides a valuable user to me and my family who love to read paper based books. This service has assisted my 6 year old son to become a confident self-reader, achieving reading to a standard above his age milestone”.</i> • <i>“Radyr library is essential to the community - it has many participants - in particular school children in the school opposite”.</i> • <i>“Radyr library is an excellent and modern facility, which would potentially service a number of neighbourhoods in North West Cardiff. As well as Radyr it potentially covers Danescourt, St Fagans, Morganstown, Gwaelod - y - Garth, Pentyrch and Creigiau. In addition people might travel from Taff's Well, Groes-faen and Tongwynlais.”</i>
Negative impacts on the community/society/long	43	27.9	<ul style="list-style-type: none"> • <i>“Closing Radyr library will have a detrimental effect on the community. I use the library weekly as do lots of elderly people in the</i>

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term impacts			<p>village. The two primary schools in the area also use the library to promote pupils interest in reading and books-----a key part of the new LNF framework”.</p> <ul style="list-style-type: none"> • “Taking that service away from our community will be a tremendous loss. Its unique location opposite a primary school encourages all children to grab a book and improve their reading skills. Working closely with our local school by providing a wealth of books has definitely encouraged children to read more and utilise its services. Please do not take that away!” • “I do not think that Radyr Library should be closed - it is used constantly not only by borrowers but by groups and is a vital part of the community. Radyr is being expanded in the next few years and the library will be used more and more - it may even need to be enlarged!!” • “The loss of the Radyr library would remove this source of enjoyment from my life and leave me feeling more isolated in my local community. “
Access to Hubs i.e. travel costs/distance	35	22.7	<ul style="list-style-type: none"> • “Specifically with regards to the Radyr site. Cardiff Council have recently reduced transport links to Radyr anyway so now closing the library will remove another community facility that has only just received significant funds to renovate and modernise the library.” • “Radyr is located out of the city centre and public transport is not good.” • “Areas such as Radyr and Whitchurch would be left with no close libraries for local people to use. Traveling to Cardiff from these areas isn't easy and we pay more council tax than many of the areas having improved services”
Wastage	34	22.1	<ul style="list-style-type: none"> • “Many of the libraries earmarked for closure (such as Cathays and Radyr) have recently been redeveloped at significant cost to the council, which will be wasted if they close”. • “Radyr library was renovated costing £500,000 two years ago; anyone in their right mind would not consider wasting this excellent resource used by thousands of people.” • “Radyr library has only recently had a revamp. It seems silly to close it and thus waste the money that went into this”
Discrimination against the elderly/youth/low income families	31	20.1	<ul style="list-style-type: none"> • “It appears in areas that are considered more 'wealthy' e.g. Rhiwbina, Radyr, Whitchurch, etc. you want to remove the service, these areas have a lot of elderly and young families. These areas also contribute more through property tax. It is not an equitable proposal and overly socialist approach” • “Whitchurch/Rhiwbina/Radyr is isolated and therefore should not lose its provision just because it is what is deemed an affluent area, many residents of these areas rely on the service as they are elderly and need to keep up to date/in touch and involved”. • “Radyr does not have many nearby facilities and for school age children and older people the library is really important. It would be a shame to see it close. I know it is a relatively well-off area but there are still people who need that service.”
Geographic discrimination	20	13.0	<ul style="list-style-type: none"> • “The neighbourhoods indicated i.e. Radyr, Whitchurch, and Rhiwbina are more or less adjacent to each other. By closing all 3 libraries it is creating a huge "gap" in the North of Cardiff. Would it not be better to keep one of these centres open as a "Hub" whilst maintaining full library services? Or are the Council of the opinion that these areas are some of the more "affluent" areas of Cardiff and therefore these communities do not need the services?” • “Why is north Cardiff carrying a heavy burden of likely library closures when other areas are less affected?” • “The library services in Radyr, Whitchurch and Rhiwbina although serve affluent areas also have many older people who do not drive, or would want to drive to alternative sites. A mobile library would

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			<i>not provide the community services that the site currently do. It's unfair to "punish" the affluent areas by withdrawing services to them"</i>
Income generation incl. cafés, shops, community spaces, charges etc.	9	5.8	<ul style="list-style-type: none"> • <i>"Why did we just refurbish Radyr library only to look at closing it a year later. Reduce opening hours if necessary but to close it and force the ever expanding Radyr community to travel to Fairwater/Ely is unacceptable. Paying a monthly fee of £1.00 per member would be a way of raising funds."</i> • <i>"I would hate to see it becoming a shop/cafe rather than a library".</i>
Ideas for other funding sources i.e. savings in other areas/opening hours	7	4.5	<ul style="list-style-type: none"> • <i>"The Council should keep either Radyr or Whitchurch libraries open, one could close but closing both leaving a large area without provision"</i> • <i>"Keep Radyr / Whitchurch and Rhiwbina libraries open but consider reduced hours / days open"</i> •
Concerns regarding volunteers	7	4.5	<ul style="list-style-type: none"> • <i>"Volunteers alone could not run the service - in my view it needs a paid librarian in charge".</i> • <i>"Taking a library in local ownership is not a trivial proposition".</i>
In favour of volunteers	5	3.2	<ul style="list-style-type: none"> • <i>"I am sure volunteers in the Community would step up to further support the service and thereby make some staff cost savings but it would need a trained librarian on site to oversee this"</i>
Costs/savings minimal	5	3.2	<ul style="list-style-type: none"> • <i>"Local libraries - and notably the Radyr library (which was only recently significantly upgraded at considerable expense) - should simply not be closed. The amount being saved in total is small compared to the overall deficit and they provide much needed outreach to all parts of the local communities".</i>
Other ideas for alternative provision	4	2.6	<ul style="list-style-type: none"> • <i>"A mobile library would not provide the community services that the site currently do."</i> • <i>"The building at the rear of Radyr library is soon to be vacated by the District Nursing and Health Visitor teams which currently occupy it. This would be an excellent opportunity to expand the space the library has available and allow a greater variety of uses and services to be provided out of the building."</i>
Job losses/loss of expertise	4	2.6	<ul style="list-style-type: none"> • <i>"The library staff in Radyr are wonderful- so helpful and unfailingly pleasant. I know how hard the cuts have been for Councils but I do believe that library services should be sacrosanct."</i>
Promotion/advertising	3	1.9	<ul style="list-style-type: none"> • <i>"Radyr has a beautiful new building which must have involved a large investment. It would be better to promote the services available rather than close it down. It is also directly opposite a primary school could there be some partner arrangement there?"</i>
Community Asset Transfer	2	1.3	<ul style="list-style-type: none"> • <i>"Libraries need to remain council responsibility. If taken over they may close altogether. Reading is a valuable education."</i>
In favour of the proposals	2	1.3	<ul style="list-style-type: none"> • <i>"I have ticked yes for Radyr because it has a Community Council which could support a community library. The other areas do not and are significantly disadvantaged in trying to set up and fund such a service."</i> • <i>"Radyr library: the option to continue the service through volunteers seems eminently viable, especially given the strong community organisations and many retired local residents"</i>
Focus needs to be on library services rather than 'Hubs'	1	0.6	<ul style="list-style-type: none"> • <i>"I don't see why Rhydypennau and Radyr should be earmarked for closure - It always seems to be the 'nice' areas that suffer - couldn't there be an alternative to closure - Form a 'hub' with other services in their areas".</i>
Negative image of Hubs	1	0.6	<ul style="list-style-type: none"> • <i>"Whitchurch, Rhiwbina and Radyr libraries are popular and well used facilities that are important to the community. The primary school catchments served by the libraries areas is vast and community hubs in Llanishen/Llandaff North are completely unsuitable replacements given the distances involved, the fact that these libraries are usually</i>

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			<p>visited on foot and lack of viable public transport options. The proposals would greatly affect North Cardiff, which has already suffered from cutbacks in transport services. Mobile services and Neighbourhood development officers cannot replace the services offered such as rhyme time/story time for children, important tools for the development of the next generation”.</p>
Listed buildings	1	0.6	<ul style="list-style-type: none"> “I have most experience of using Radyr Library. It is used by many members of the community - old and young alike, and provides a very important focus for the community. There is precious little else in Radyr- poor shops, no pub. It has recently been refurbished at a cost of £250k - if you close it, that money has been wasted. It provides many people with access to the Internet - not everyone has their own computer at home. Please examine the running costs and identify areas where savings can be made - do NOT close it. Promote the services - extend the opening times! Similarly Cathays Library has recently been refurbished. It looks magnificent and is an important historical building. Cardiff needs to protect such buildings - it is always very keen on knocking down and putting up something cheap-looking instead”.
Misc.	10	6.5	<ul style="list-style-type: none"> “Radyr is a district that is out on its own on the edge of the city. Whitchurch library will serve Tongwynlais and part of Rhiwbina if the action for those two libraries goes ahead. Cathays has a large student population that uses the library in term time”. “You are stopping funding for all library services in the outer areas of Cardiff, Radyr, Rhiwbina etc. where library services are well used. These areas provide high council tax revenues and should have some council funded services”. “Closing Radyr library is a very short sighted move, as the nearby area of Cardiff around Pentrebanne farm, could soon be subject to the biggest housing development proposed under the Cardiff Local Development plan.”

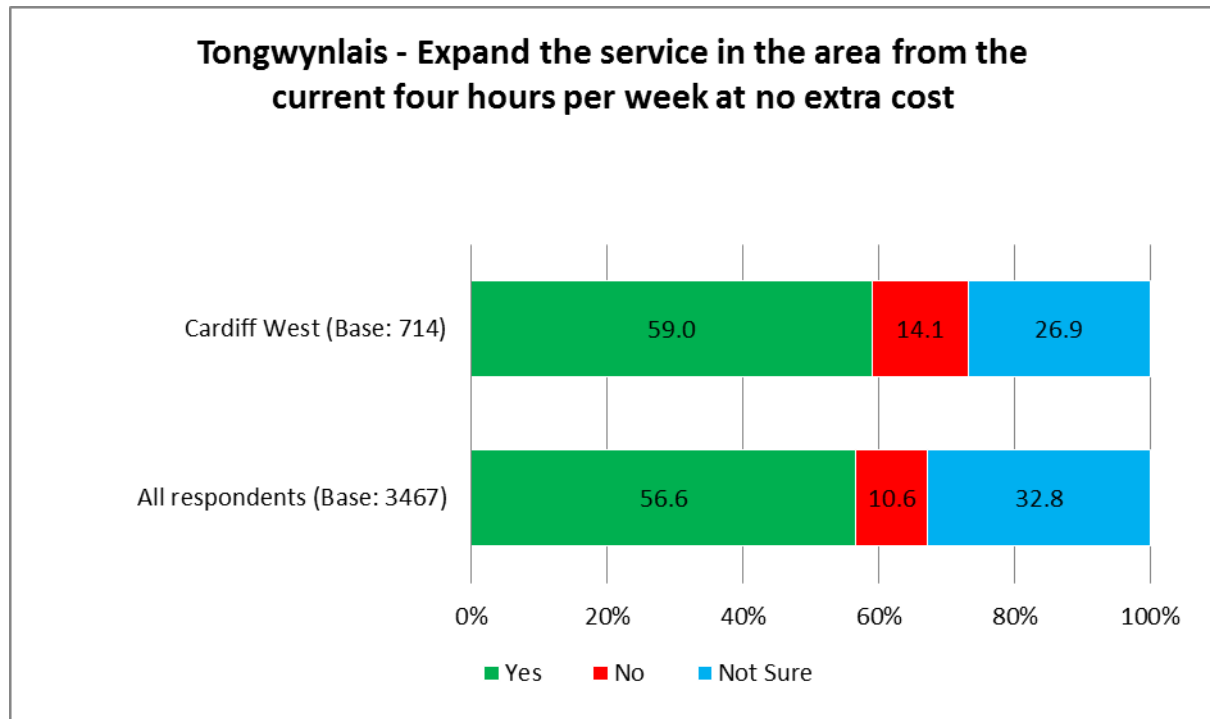
*N.B. Comments may have been coded against more than one theme

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Cardiff West - Tongwynlais Library

Support from residents in **Cardiff West (59.0%)** regarding the proposals for Tongwynlais Library mirrored that of the wider population (**56.6%**).



Those opposing the proposal represented a total of **369 individuals** however just a small number of comments (**19**) were received that outlined any specific objections relating to the plans. Comments provided in relation to the proposals relating to Tongwynlais focused primarily on whether the expansion of services at this location are in the best interests of the wider community when closures were being proposed at neighbouring sites with higher usage levels.

- *“Although I live in Tongwynlais, it seems strange to increase hours there when it is not very well used from what I have seen. Would be better to keep Whitchurch which is easily accessible by bus from Tongwynlais and many other areas and is better used.”*
- *“It looks as if the Council is trying to remove all library facilities from North Cardiff (Radyr, Whitchurch, Rhiwbina) and bizarrely wishes to increase the facilities at Tongwynlais which are not easily accessible from any of these areas.”*

Representing a greater proportion of respondents were the **1,137** individuals who expressed their uncertainty relating to the proposal indicating that the public require more information regarding the details of plans for this area.

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Tongwynlais - 19 comments received			
Theme	No.	%	Examples of comments*
Current usage levels	5	26.3	<ul style="list-style-type: none"> “Why should a non-statutory service be provided - what is the usage of Tongwynlais?” “I don't agree with expanding provision in Tongwynlais. This is a very limited offering in place. It should fall in with the hub proposal”. “Seems very unfair to withdraw funding from Whitchurch, Radyr and Rhiwbina - cuts should be more fairly spread through the city, instead of cutting neighbouring libraries. Especially as these always seem well used where I go to them. At least one of these 3 should remain. Although I live in Tongwynlais, it seems strange to increase hours there when it is not very well used from what I have seen. Would be better to keep Whitchurch which is easily accessible by bus from Tongwynlais and many other areas and is better used”
Generally against the proposals	5	26.3	<ul style="list-style-type: none"> “Why is the only option for Whitchurch library to close what is a popular library near to old people's home and Velindre hospital? It looks as if the Council is trying to remove all library facilities from North Cardiff (Radyr, Whitchurch, Rhiwbina) and bizarrely wishes to increase the facilities at Tongwynlais which are not easily accessible from any of these areas.” “Libraries are not just used for reading books. They are used to assist the children in their studies, accessing the internet as not everyone has internet access at home or a smart phone, meeting place and part of the community. Closing Radyr library leaves a very large area without a library from Radyr to Pentyrch and Creigiau. Tongwynlais is a library that is open only on a Friday afternoon for a very short period of time” “No to Tongwynlais, should be part of Radyr”
Ideas for other funding sources i.e. savings in other areas/opening hours	3	15.8	<ul style="list-style-type: none"> “Tongwynlais- I do not believe that the service can be expanded at no extra cost. Also I believe that the Tanyard should be sold thus saving money and generating funds from sale. Whitchurch and Rhiwbina should remain open as is. They are both valuable community resources.” “In some areas I don't think there is a need to 'further develop' existing hubs, they would have had an exhausting amount of expenditure spend on them already so don't see the need to spend more money on them - however if you mean develop as in include more services at no extra cost to the running of hub then I agree they should be 'developed'. Happy to see any library with less than favourable opening hours/ low footfall and cost e.g. Rhydypennau/Tongwynlais/Llanishen to go as they serve no purpose other than a big saving”.
Access to Hubs i.e. travel costs/distance	3	15.8	<ul style="list-style-type: none"> “Closing Radyr library leaves a very large area without a library from Radyr to Pentyrch and Creigiau. Tongwynlais is a library that is open only on a Friday afternoon for a very short period of time” “Radyr - the nearest local provision seems to be Tongwynlais which does not seem practical. Radyr seems to be isolated - can't some provision be provided through the schools?”
Other ideas for alternative provision	2	10.5	<ul style="list-style-type: none"> “Tongwynlais should look for a community solution too”
Lack of Info	2	10.5	<ul style="list-style-type: none"> “Why are you able to expand the service in Tongwynlais at no extra cost, but are looking to close other libraries?”
Costs/savings minimal	2	10.5	<ul style="list-style-type: none"> “Expanding Tongwynlais at no cost to the public/community would cost Council funding - Closing Whitchurch library would be a bad move”
Geographic discrimination	1	5.3	<ul style="list-style-type: none"> “It looks as if the council is trying to remove all library facilities from North Cardiff”
Concerns regarding volunteers	1	5.3	<ul style="list-style-type: none"> “Tongwynlais - "no extra cost", is that voluntary workers?”
Wastage	1	5.3	<ul style="list-style-type: none"> “Expanding Tongwynlais at no cost to the public/community would cost council funding - more deficit.”

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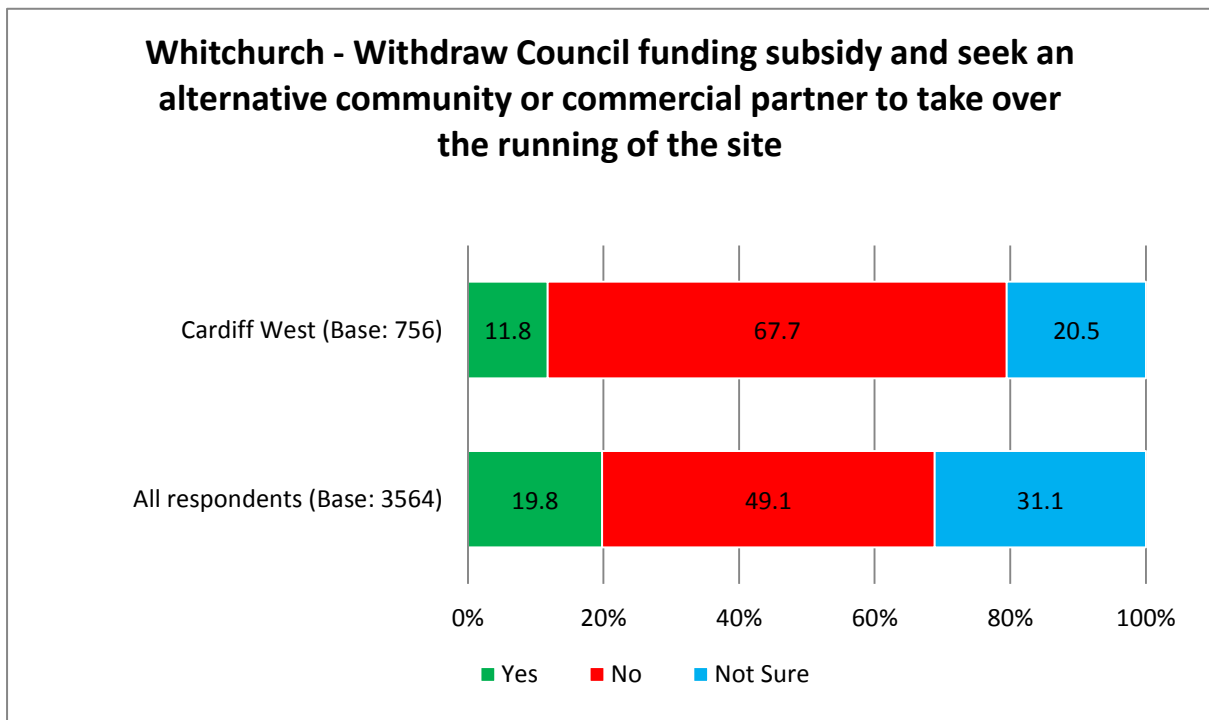
Misc.	2	10.5	<ul style="list-style-type: none"> “Radyr library has recently been refurbished. Fairwater & Tongwynlais can use the Radyr one, so why build more and not just use the facilities we already have?”
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*N.B. Comments may have been coded against more than one theme

Cardiff West – Whitchurch Library

Plans to withdraw council funding from **Whitchurch Library** and seek an alternative community or commercial partner to take over the running of the site were met with considerably more opposition from residents in Cardiff West than the rest of the population (**67.7%** opposition from Cardiff West compared to **49.1%** overall).

Local residents also instigated petitions relating to the proposals entitled: ‘**Keep Our Library Open – Whitchurch**’ which received a total of **517** signatories and ‘**Closure of Rhiwbina and Whitchurch Libraries**’ which had **552** signatories.



Those indicating their opposition to the proposals represented a total of **1,749 respondents** to the consultation document. Additionally a total of **235 comments** (**11.4%** of all comments received regarding libraries) were received that made specific reference to Whitchurch Library and outlined the reasons for respondents’ opposition to the proposal.

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Key Themes

- The existing library provision plays an essential role
- There would be negative impacts on the community as a result of any closure
- There is a perceived geographic discrimination of the proposals

Most prominent from the comments received was the **high regard** felt by respondents to the consultation for Whitchurch Library (**103** comments). Many outlined the important role that the service plays describing it as *'integral'* to the local community with the library's involvement in a wide range of community activities beyond book lending made clear.

- *"The Whitchurch library is an integral part of our community."*
- *"So many elderly people use the library, it's not just the books, it's the community aspect of going, choosing, socialising."*
- *"Whitchurch library is a core facility and focal point for the village. It is a place where senior citizens can go and feel integrated within the local community. Its loss would seriously undermine social inclusion and increase isolation."*

A number of **negative impacts** were envisaged should the closure of the site become necessary with the elderly and young families highlighted as likely to be particularly impacted by the loss.

- *"We would greatly miss the library and would not visit a "Hub" in Llandaff North as frequently. The library is a cornerstone of our community and we would miss it greatly. Please, please do not cut funding here."*
- *"I fundamentally disagree with closing Radyr and Whitchurch libraries. I have a toddler and the children's sessions are invaluable for introducing her to books and meeting children her age."*
- *"Older people do not have the means to travel as easily and will be badly let down."*
- *"Whitchurch library provides a service to an area where there is a high proportion of retired people who under the new proposals will be forced to travel to a benefit office/library to change their books."*
- *"The location of the library is also important. It is set in the park grounds, which means that a range of community activities are available on one site; and people of all ages can enjoy being part of a single community. Closure of the library or withdrawal of funding to support it would be highly detrimental to the community as a whole."*

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37 comments were made that referenced the '**geographical discrimination**' of the proposals with respondents commenting that the more affluent areas of the city appear to be those most adversely affected by the plans.

Respondents were keen to explore possibilities for **additional income generation** which would help to sustain the library service with the suggestion of a **café or coffee shop** added to the site gaining some significant support. The introduction of such a facility at this location was thought to be particularly viable as it would be reportedly used by local residents, park users and dog walkers as well as visitors to the library itself. Whereas the idea of income generation from the introduction of commercial enterprises drew mixed responses from other areas, those responses relating to Whitchurch were unique in that they were all supportive of such a move.

Whitchurch – 235 comments received			
Theme	No.	%	Examples of comments*
Generally against the proposals	104	44.3	<ul style="list-style-type: none"> “It is absolutely not acceptable to withdraw libraries from both Rhiwbina and Whitchurch without offering a local equivalent or replacement.” “Losing Whitchurch library would be a huge loss to the community”. “I do not agree with taking funding away from the Rhiwbina and Whitchurch libraries that provide such a fundamental community resource in these areas. I also do not agree that funding is put into new facilities, instead it should be put into improving existing facilities”. “Don't close any libraries, especially Whitchurch and Rhiwbina, don't make them hubs”. “Whitchurch library should not close. It is an important part of the community and very well supported. It would be a huge loss to the village.” “Don't believe any community should have the service withdrawn or expect community or commercial partner to run them - Cardiff could possibly end up with a two tier library system. There could possibly be room to merge a number of the library facilities particularly in relation to Whitchurch, Rhiwbina and Rhydpennau but this would of course depend on its location”.
Libraries are essential/ highly valued/must be retained	103	43.8	<ul style="list-style-type: none"> “The Whitchurch library is an integral part of our community”. “Whitchurch library should not close. It is an important part of the community and very well supported. It would be a huge loss to the village”. “Absolutely vehemently opposed to Whitchurch library closure (indeed any local library closure). The library is instrumental in in free education and computer access. Many people (myself included) on low incomes, with young children and no car will not be able to access libraries in the same way.” “The library was where I felt part of a community again after returning from 10 years away with a new baby, and the baby groups/story times there were instrumental for me and my children to socialise and for the children to learn. So many elderly people use the library, it's not just the books, it's the community aspect of going, choosing, socialising. Any council that chooses to limit its resident's access to free education and self-improvement and community (which closing local libraries most definitely would) is not looking to the future”.
Negative impacts on the	61	26.0	<ul style="list-style-type: none"> “Whitchurch library provides an essential service to the local

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community/society/long term impacts			<p>community. The library is always busy. If it were to close children and the poor in particular would be disadvantaged. Alternative is to provide funding to maintain the excellent service currently provided".</p> <ul style="list-style-type: none"> • "Whitchurch library is a core facility and focal point for the village. It is a place where senior citizens can go and feel integrated within the local community. Its loss would seriously undermine social inclusion and increase isolation. The location of the library is also important. It is set in the park grounds, which means that a range of community activities are available on one site; and people of all ages can enjoy being part of a single community. Closure of the library or withdrawal of funding to support it would be highly detrimental to the community as a whole". • "I am currently a patient of Whitchurch Hospital - Whitchurch library is my only access to books and computers - there is no Wi-Fi at the hospital. Please keep it open."
Discrimination against the elderly/youth/low income families	54	23.0	<ul style="list-style-type: none"> • "Please do not reduce the services / close the library in Whitchurch - there is a large population of mums with children who use the library frequently. I visit the library very often with my 2.5 year old daughter and I have a new baby son who I hope to also take there when he is old enough - the library should form part of the foundation of our children's education and development. My daughter loves going there to choose books to read - there is a fantastic selection. We would greatly miss the library and would not visit a "Hub" in Llandaff North as frequently. The library is a cornerstone of our community and we would miss it greatly. Please, please do not cut funding here". • "I fundamentally disagree with closing Radyr and Whitchurch libraries. I have a toddler and the children's sessions are invaluable for introducing her to books and meeting children her age. It seems as usual facilities are being taken away just because it is considered an affluent area. Older people do not have the means to travel as easily and will be badly let down". • "Whitchurch library provides a service to an area where there is a high proportion of retired people who under the new proposals will be forced to travel to a benefit office/library to change their books. Are you saying people have stopped reading books or are it solely about saving money with the view of closing the library service altogether." • "Whitchurch library is a core facility and focal point for the village. It is a place where senior citizens can go and feel integrated within the local community. Its loss would seriously undermine social inclusion and increase isolation. The location of the library is also important. It is set in the park grounds, which means that a range of community activities are available on one site; and people of all ages can enjoy being part of a single community. Closure of the library, or withdrawal of funding to support it would be highly detrimental to the community as a whole."
Current usage levels	52	22.1	<ul style="list-style-type: none"> • "Rhiwbina and Whitchurch libraries have high footfall." • "Whitchurch library a crucial part of the area, iconic building well-integrated with local part, convenient for those at Velindre hospital, and always appears well-used when I visit." • "Closing Whitchurch library would be a crime; it is widely used by all". • I have visited the Whitchurch library on several occasions and it seems to be a local meeting place for social groups like the elderly or parents with children. There is also a strong support for the library amongst the local citizens".
Access to Hubs i.e. travel costs/distance	46	19.6	<ul style="list-style-type: none"> • "The council are legally obliged to provide free library service which is accessible geographically to all, not to travel from

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			<p><i>Whitchurch to Gabalfa to get a book”.</i></p> <ul style="list-style-type: none"> • <i>“Closure would impact the local community, Used by families (many of whom walk or cycle) to the location to encourage children to read more, often combined with a visit to the Park (due to its location) Closure would also impact local trade with shops benefiting from people using the facilities. The proposed new location hub would discourage people & families from visiting due to its location, people just wouldn’t travel. The thinking behind the closure & new hub location is so short sighted it beggars belief. Whoever proposed this option should have a job performance review....quickly (Start listening to communities.....you work for the tax payer)”</i> • <i>“Don’t close Whitchurch library. The area has a large number of elderly residents who would find it difficult access services in Llandaf North”.</i>
Geographic discrimination	37	15.7	<ul style="list-style-type: none"> • <i>“The library services in Radyr, Whitchurch and Rhiwbina although serve affluent areas also have many older people who do not drive, or would want to drive to alternative sites. A mobile library would not provide the community services that the site currently do. It’s unfair to “punish” the affluent areas by withdrawing services to them.”</i> • <i>“Whitchurch/Rhiwbina/Radyr is isolated and therefore should not “lose its provision just because it is what is deemed an affluent area, many residents of these areas rely on the service as they are elderly and need to keep up to date/in touch and involved.”</i> • <i>“Whitchurch has a lovely library which is very well used, particularly by young families as it is sited in the park. These proposals seem to be targeting the more ‘affluent’ areas of Cardiff, yet these areas are those where the Council tax is the highest.”</i> • <i>“I don’t think the hub strategy should be the only option as it will leave a large area of the city where there is low demand for key hub services with no other services. This will result in a ‘library desert’ in the area.”</i>
Listed buildings	17	7.2	<ul style="list-style-type: none"> • <i>“Whitchurch library a crucial part of the area, iconic building well-integrated with local part, convenient for those at Velindre hospital, and always appears well-used when I visit”.</i> • <i>“I don’t see the present library position in Whitchurch would be any more central. The building is historic and I can’t see how else it could be used. It could be extended on the present site.”</i>
Ideas for other funding sources i.e. savings in other areas/opening hours	16	6.8	<ul style="list-style-type: none"> • <i>“Llandaf North and Whitchurch could operate on a combined facility.”</i> • <i>“Llandaff North, Rhiwbina and Tonwgynlais costs transfer to keep Whitchurch library. Cathays absorb in central.”</i>
Income generation incl. cafés, shops, community spaces, charges etc.	13	5.5	<ul style="list-style-type: none"> • <i>“The Council could provide a cafe/Library with a focus on children’s play/learning etc. in Whitchurch library. It is ideally situated for local families and children and young people and the service that Penylan deliver could easily be replicated here and would in most all likelihood generate income”.</i> • <i>“A café or community hub added to this building as this is a great location”</i> • <i>“Could you allow a business to provide a cafe in these libraries and part of the profits be used to fund the library- even if open for fewer hours? This would especially be successful in Whitchurch where a cafe would also be well used by park goers”.</i>
In favour of volunteers	10	4.3	<ul style="list-style-type: none"> • <i>“No to withdrawing funding at Whitchurch or any other ward, but involve third parties from businesses in the area to have more of an input, and taking part with ideas and views, then maybe they will not then need funding Forest Farm was an excellent way for children to learn our past trades as, wood turning, carpentry, but</i>

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			<p><i>that's all gone".</i></p> <ul style="list-style-type: none"> <i>Building in need of some significant modification or maintenance and this may be too much of a burden for a community group. Recognise a Hub would not work here, but surely some additional revenues or volunteer staffing would achieve enough of a saving."</i> <i>"Both Rhiwbina and Whitchurch are successful libraries fulfilling important community functions The Council should continue to financially support these perhaps looking for community support to help their viability They are both very long established libraries and provide an essential service for many residents To lose them would have very considerable long term consequences".</i>
Job losses/loss of expertise	7	3.0	<ul style="list-style-type: none"> <i>"I feel that in North Cardiff, the busiest community libraries in Rhiwbina, Whitchurch and Rhydypennau should not have funding removed and be offered to other partners to finance. There is a real danger of a watered down service with volunteers who are not library trained and so provide a mediocre service".</i> <i>"Rhiwbina and Whitchurch libraries are amongst the most popular in Cardiff. The young, old and most vulnerable in society would lose most by closure. As stand-alone libraries they are not becoming hubs and therefore cannot stay open without qualified librarians".</i>
Other ideas for alternative provision	6	2.6	<ul style="list-style-type: none"> <i>"Neighbouring areas where the proposal is to withdraw Council funding should be given a 'merger' option; e.g. a Hub centre for Cathays & Roath, or Whitchurch & Rhiwbina, could be more financially viable, attract greater investment, and provide a wider range of services than two centres competing across relatively small, neighbouring areas for funding, volunteers and public interest."</i>
Concerns regarding volunteers	5	2.1	<ul style="list-style-type: none"> <i>"Whitchurch Library: I do not think any community group would be able to take on running a library service. Possibly having an internet cafe style search could work. Could make small charges for some services eg requesting books from other libraries and maybe reduce opening hours rather than closing."</i>
Costs/savings minimal	5	2.1	<ul style="list-style-type: none"> <i>"I am concerned about the costs that would be incurred, with increasing mobile and satellite units."</i>
Wastage	4	1.7	<ul style="list-style-type: none"> <i>"The Council, consistently, over decades, refuses to put any significant investment into Whitchurch, Rhiwbina or other areas considered more affluent - presumably because it cannot count on votes from these areas. No leisure centre, no pools, no well-equipped parks, only bad transport planning and unwanted speed humps. Now you're trying to reduce access to learning. The council could support libraries if it chose to, e.g. By stopping wasting money on forcing the welsh language on people who do not want it and didn't vote for it, bilingual capital times, dangerously mixed language road signs. Also, the northern avenue bus lanes are unused by buses and a utter waste of money"</i>
Community Asset Transfer	2	0.9	<ul style="list-style-type: none"> <i>"To turn these public building over to commercial interests would be a great shame and my overriding concern with the Community Asset Transfer of these buildings and the libraries is that when volunteer run they might offer a diminished service with a lack of professional expertise"</i>
Council accused of 'not listening'	2	0.9	<ul style="list-style-type: none"> <i>"Whitchurch library is a vital part of the community and should be treated as such. It is well used and serves the community we'll. The proposals appear to be closing services in north Cardiff with no regard to the needs of the community. There are areas of need in this area which you seem to ignore. The council cannot ignore whole parts of the city"</i>
Negative image of Hubs	2	0.9	<ul style="list-style-type: none"> <i>"Keeping services local should be prioritised over creating 'hubs'"</i>

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In favour of proposals	1	0.4	<ul style="list-style-type: none">“Libraries have been on the way out for years and this will continue as more and more people read books on tablets and do their research on the internet
Focus needs to be on library services rather than ‘Hubs’	1	0.4	<ul style="list-style-type: none">“Whitchurch library should not be closed. Keeping services local should be prioritised over creating ‘hubs’”
Promotion/advertising	1	0.4	<ul style="list-style-type: none">“Work needs to be undertaken to work with local schools and businesses on changing the use and increasing the demand of these valued and important library services.”
Lack of Info	1	0.4	<ul style="list-style-type: none">“There is not enough information provided to offer an informed opinion. Whitchurch library should NOT be closed.”
Misc.	1	0.4	<ul style="list-style-type: none">“Whitchurch/Llanishen - the other areas are on route to the city centre so it should encourage people into town and improve cohesion”

*N.B. Comments may have been coded against more than one theme

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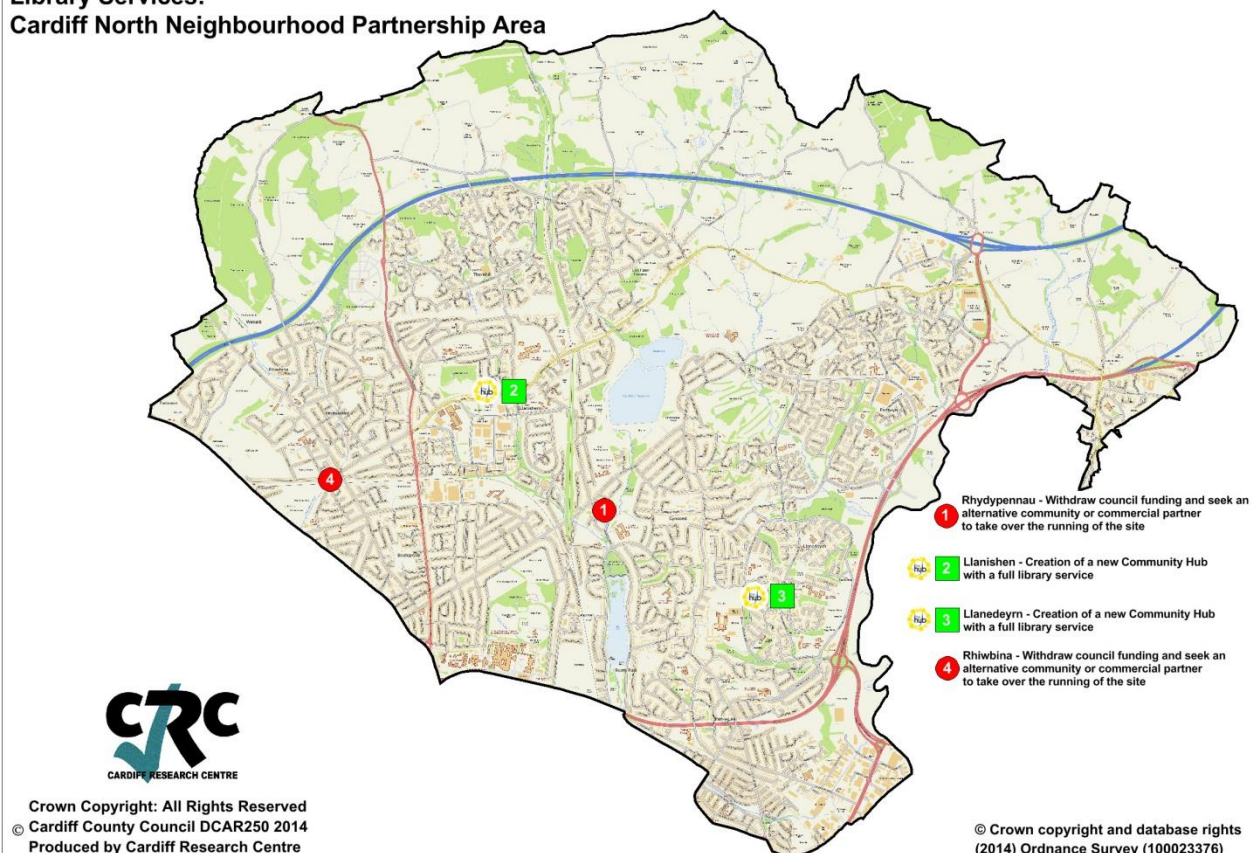
3.4 Cardiff North

There are four library facilities contained within the Neighbourhood Partnership Area of Cardiff North namely **Llanedeyrn Library**, **Llanishen Library**, **Rhiwbina Library** and **Rhydypennau Library**. Plans for this area include the creation of two new Community Hubs with full library service whilst it is proposed that Council funding will be withdrawn from the remaining two sites.

Proposals:

- **Llanedeyrn Library / Hub** - Creation of a new Community Hub with a full library service.
- **Llanishen Library / Hub** - Creation of a new Community Hub with a full library service.
- **Rhiwbina Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site
- **Rhydypennau Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site.

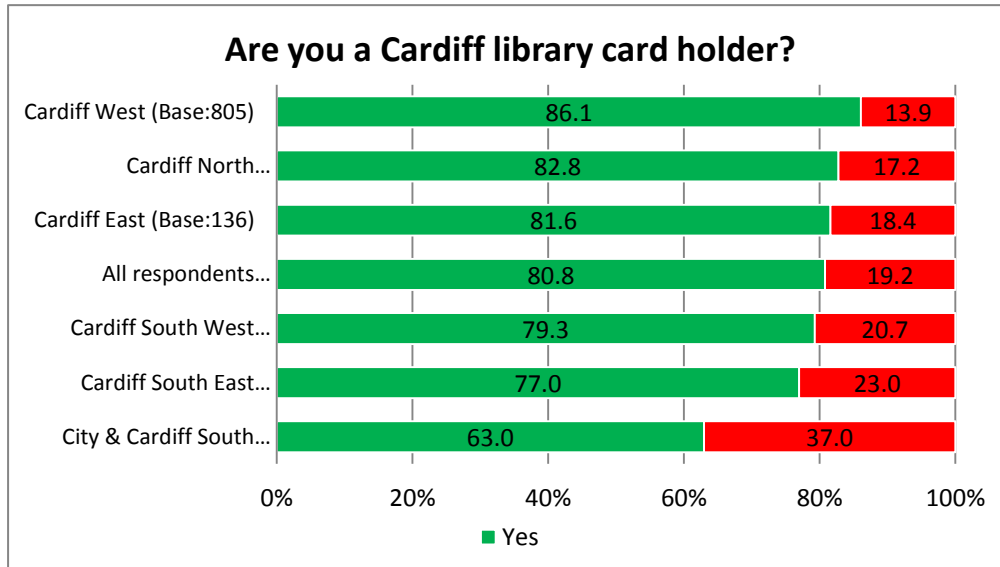
Library Services: Cardiff North Neighbourhood Partnership Area



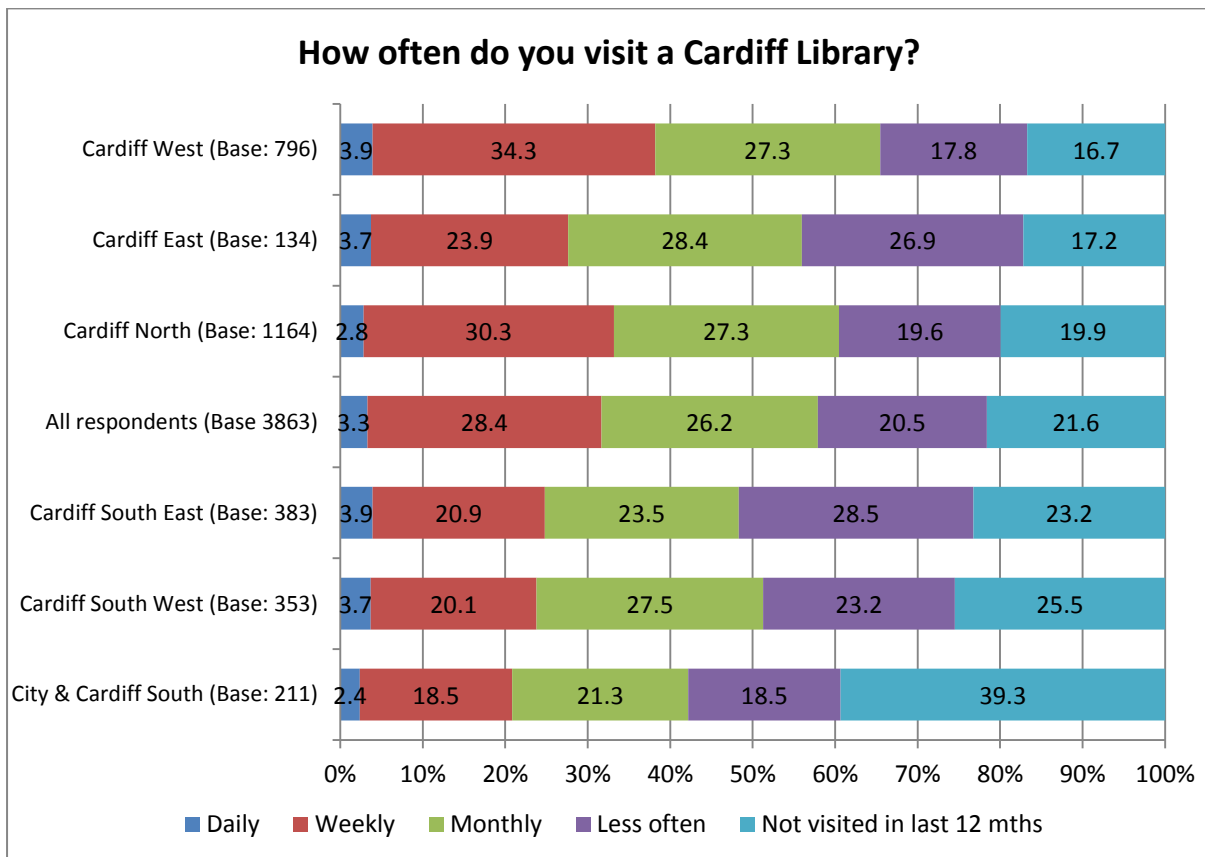
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There were **82.8%** reported library card holders in **Cardiff North**, compared to **80.8%** overall.



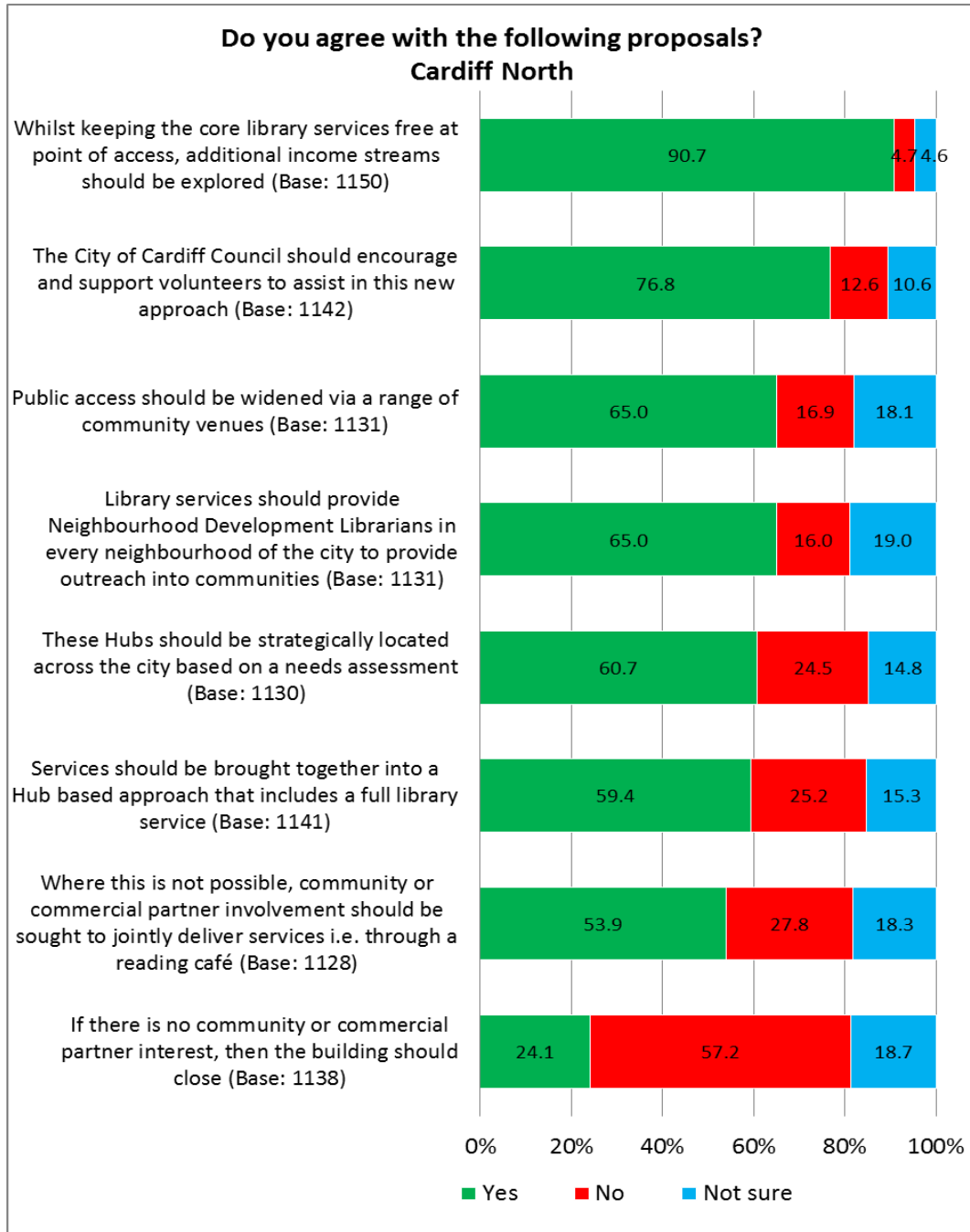
Of those responding, **60.4%** in **Cardiff North** reported to visit their library at least monthly, compared to **57.9%** overall.



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The opinions expressed by residents in **Cardiff North** to the proposals closely mirrored those of the wider population with the responses from this group typically only differing by a couple of percent +/-².



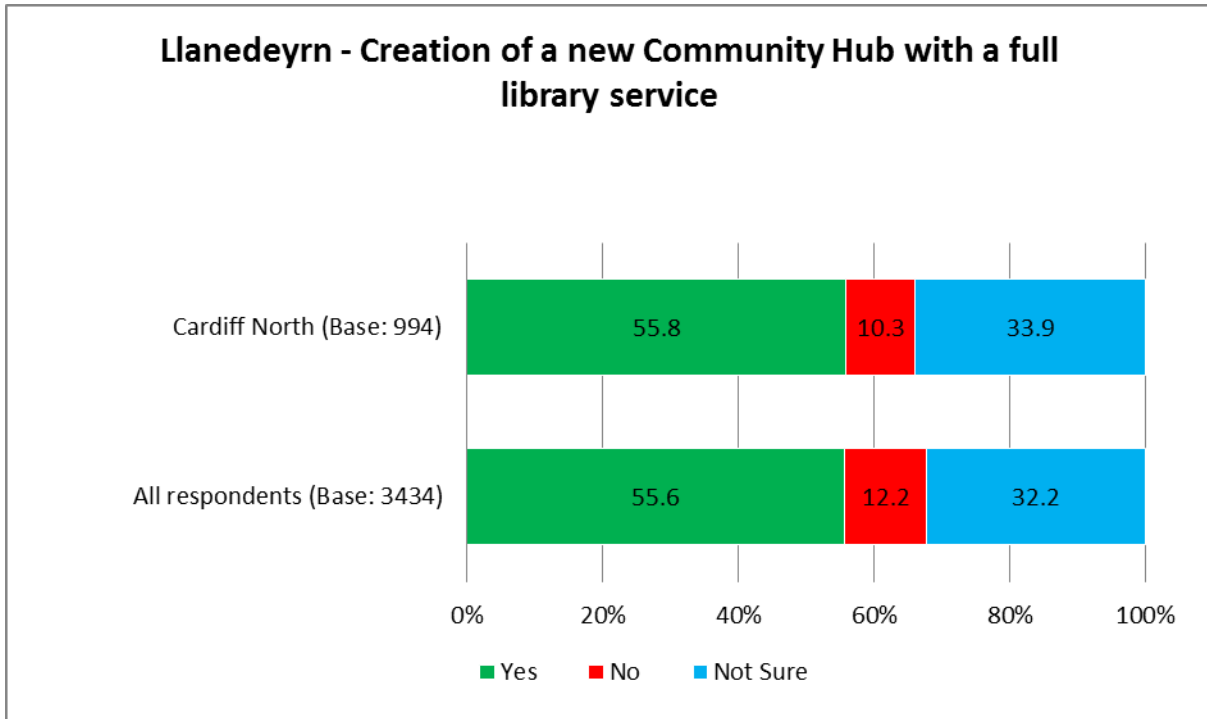
² Respondents from Cardiff North also accounted for the largest number of returns meaning that views from this group hold influence over the overall response.

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Cardiff North – Llanedeyrn Library / Hub

Support from residents in Cardiff North (55.8%) regarding the proposals for Llanedeyrn Library mirrored that of the wider population (55.6%).



Those indicating their opposition to the proposals represented a total of **418** respondents to the consultation document. Despite this there were barely any comments (**3**) made that provided specific reference to Llanedeyrn Library or provided explanation for any opposition expressed.

Those comments that were received included:

- *“You are talking of opening new hubs with full library services in Llanishen and Llanedeyrn while there is a perfectly good library building at Rhydypennau which is virtually equidistant between the two.”*
- *“I have opposed to the closing of the Whitchurch, Llanedeyrn, Rhydypenau and Rumney libraries as these are further out of town and will make accessing a library service for these residents more difficult, especially those who are vulnerable.”*
- *“Surely keeping the Rhydypennau building (expanded as necessary) would be cheaper than building new ones in Llanedeyrn and Llanishen.”*

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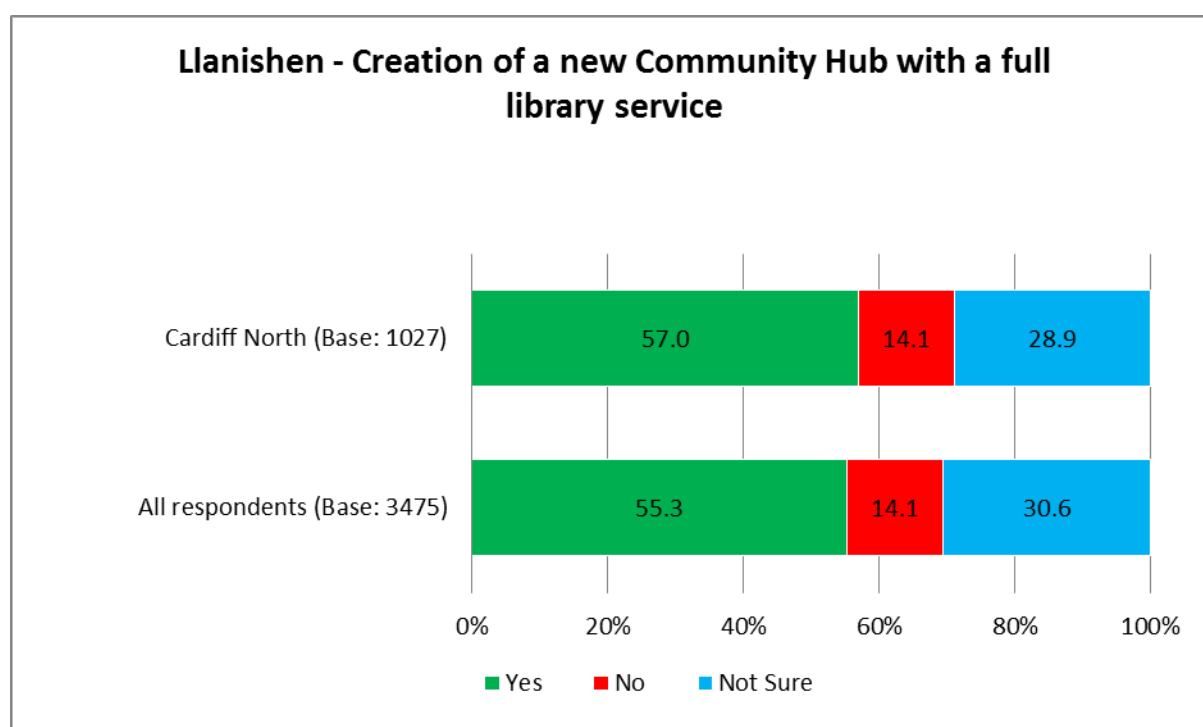
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Llanedeyrn – 3 comments received			
Theme	No.	%	Examples of comments*
Generally against the proposals	3	100.0	<ul style="list-style-type: none"> “You are talking of opening new hubs with full library services in Llanishen and Llanedeyrn while there is a perfectly good library building at Rhydypennau which is virtually equidistant between the two”. “I believe there are enough alternative venues to mean that the creation of new venues isn't required”
Access to Hubs i.e. travel costs/distance/facilities need to be local	2	66.7	<ul style="list-style-type: none"> “I have opposed to the closing of the Whitchurch, Llanedeyrn, Rhydypennau and Rumney libraries as these are further out of town and will make accessing a library service for these residents more difficult, especially those who are vulnerable”
Wastage	1	33.3	<ul style="list-style-type: none"> “Surely keeping the Rhydypennau building (expanded as necessary) would be cheaper than building new ones in Llanedeyrn and Llanishen.”

*N.B. Comments may have been coded against more than one theme

Cardiff North – Llanishen Library / Hub

Support from residents in Cardiff North (**57.0%**) regarding the proposals for Llanishen Library closely mirrored that of the wider population (**55.3%**) with opposition to the plans expressed by approximately one in seven of the population (**14.1%**).



Those indicating their opposition to the proposals represented a total of **490 respondents** to the consultation. Despite this a total of just **42 comments** (2.0% of all comments made regarding library services) were made that provided specific reference to Llanishen Library or provided explanation for any opposition felt.

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Key Themes

- The existing library site is viewed to be unsuitable for the development of a Community Hub
- There are concerns regarding accessibility to the site for residents in the wider catchment
- There is a perceived geographic discrimination of the proposals

Several of the comments made questioned the suitability of site at Llanishen for the development of a Hub which was described as less suitable than either Whitchurch, Rhydepennau or Rhiwbina libraries, with both poorer attendance and inadequate parking.

- *“Llanishen will need to be improved substantially to compensate for the loss of libraries in North Cardiff.”*
- *“(Llanishen) is the least suited library with poor attendance and facilities. The Rhiwbina and Whitchurch sites are the most used in Cardiff outside Central Library and have better potential to supply a potential hub.”*
- *“Why, when you have Rhydepanau library which is bigger and near more schools, are you planning to close that and make the smaller Llanishen library a Hub.”*
- *“The building at Llanishen is tiny - it could not possibly cope”*
- *“Llanishen library is small and rarely open. The site is inadequate with poor parking. Better to establish the hub in Whitchurch which is a better building.”*

Similar to comments made regarding other library facilities across the city issues relating to accessibility and the perceived geographic discrimination of the proposals to the North of the city were also raised within the comments made.

- *“Withdrawing funding from all North / east Cardiff libraries to condense into Llanishen hub seems a big area for it to cover and would reduce access to libraries for a lot of people.”*
- *“I feel that the proposals for the closures seem to be grouped in certain areas.”*
- *“There are a lot of hubs proposed for west and east Cardiff, but very little provision for north Cardiff - essentially Llanishen only.”*

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Llanishen – 42 comments received			
Theme	No.	%	Examples of comments*
Generally against the proposals	24	57.1	<ul style="list-style-type: none"> “The proposal to provide a new community hub and library to cover the whole of North Cardiff – (Whitchurch, Rhiwbina, Llanishen and Rhydpennau) is inadequate given the level of usage currently experienced at these libraries.” “The community hub pattern is not feasible for north Cardiff. The Rhiwbina and Whitchurch sites are the most used in Cardiff outside central library and have better potential to supply a potential hub if this proposal is forced through. The Rhiwbina facility is the public facility within this area and has the strongest local use in Cardiff”. “It doesn't make sense to close Rhiwbina and Whitchurch library and create a new one in Llanishen. Rather than closing these libraries new ways should be explored how to run them more cost effective” “Established libraries are much more than a place to borrow a book. You will be taking away a central meeting point for the population of Rhiwbina and Whitchurch. These are the busiest libraries in town!”
Access to Hubs i.e. travel costs/distance	6	14.3	<ul style="list-style-type: none"> “If it means taking the library service away from the location it is currently I would not support the idea. It has been mentioned that the service would be moved to a site in Llanishen. This is too far for some to travel. If people have to visit a library this distance away from Rhiwbina it would necessitate driving. That would mean a large area for parking would be required, parking by our local library at present is difficult enough with the classes and groups that operate there now”. “A 'hub' at Llanishen will not be within walking distance.”
Libraries are essential/ highly valued/must be retained	4	9.5	<ul style="list-style-type: none"> “Libraries are sources of information which should be available to all. The budget proposal is heavily biased against better of areas of Cardiff, which are generally the higher users of library facilities”
Geographic discrimination	4	9.5	<ul style="list-style-type: none"> “It also seems that there is likely to be a whole swathe of North Cardiff (Llanishen, Llandaff, Whitchurch and Rhiwbina) without a hub or library service”
Current usage levels	3	7.1	<ul style="list-style-type: none"> “Libraries are sources of information which should be available to all. The budget proposal is heavily biased against better of areas of Cardiff, which are generally the higher users of library facilities. Rhiwbina in particular is the second busiest library, is the second cheapest service based on cost per loan and is the only council run facility in the area.”
Wastage	3	7.1	<ul style="list-style-type: none"> “Surely keeping the Rhydpennau building (expanded as necessary) would be cheaper than building new ones in Llanedeyrn and Llanishen.”
In favour of the proposals	1	2.4	<ul style="list-style-type: none"> “In more affluent areas such as Llanishen and Rhiwbina I agree that less services may be an unfortunate but necessary option”
Ideas for other funding sources i.e. savings in other areas/opening hours	1	2.4	<ul style="list-style-type: none"> “My alternative would be to offer more restricted hours to enable the sites to continue.”
Costs/savings minimal	1	2.4	<ul style="list-style-type: none"> “In some areas I don't think there is a need to 'further develop' existing hubs, they would have had an exhausting amount of expenditure spend on them already so don't see the need to spend more money on them.”
Misc.	13	31.0	<ul style="list-style-type: none"> “Although I live in Llanishen, I have no personal need for the library or a community hub.”

*N.B. Comments may have been coded against more than one theme

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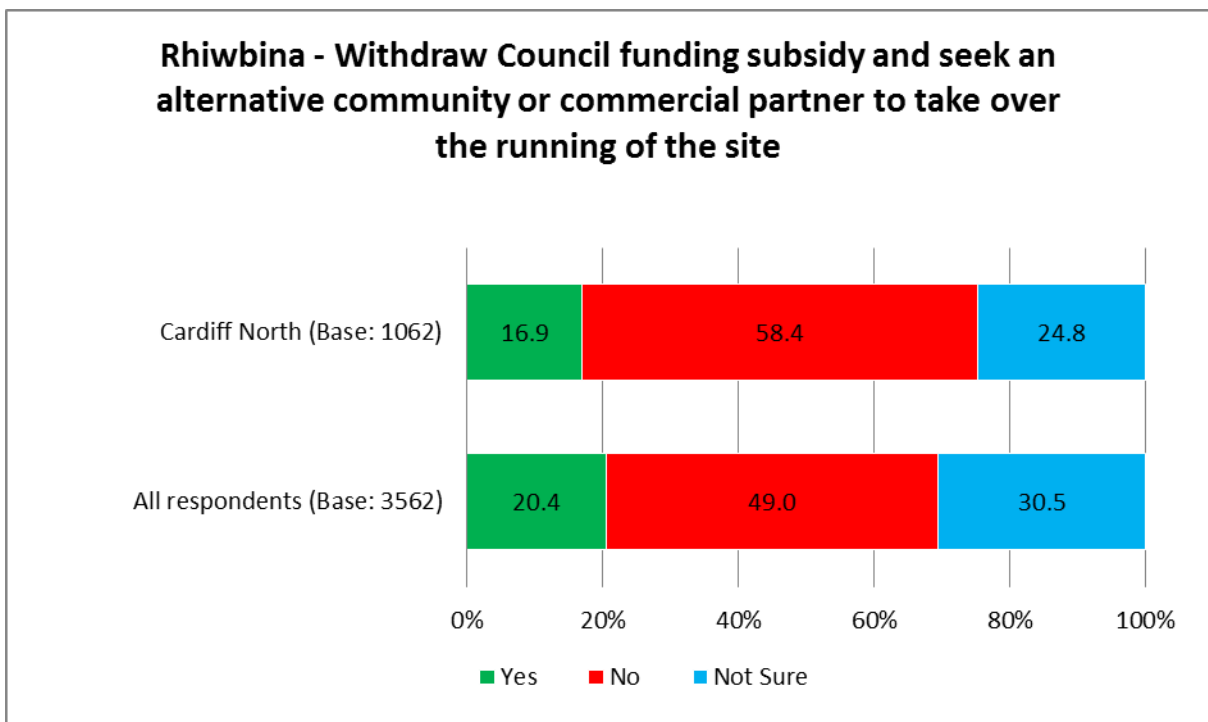
Results and Feedback Report

Cardiff North – Rhiwbina Library

Plans to withdraw Council funding from Rhiwbina Library and seek an alternative community or commercial partner to take over the running of the site were met with greater opposition from residents in Cardiff North than the rest of the population (**58.4%** opposition from Cardiff North compared to **49.0%** overall).

Local residents instigated a number of petitions relating to the proposals which included the **'Petition against the funding being withdrawn from Rhiwbina library'** which received a total of **1,894 signatories**; **'Save Rhiwbina Library'** which received **1,845 signatories**; and **'Closure of Rhiwbina and Whitchurch Libraries'** which received **552 signatories**.

Additionally plans are also in place for a Community Poll to be held in Rhiwbina on 5th February 2015 relating to the proposals- ***Should Cardiff Council continue full funding for Rhiwbina Library?***



A total of **1,474 respondents** indicated their opposition to the proposal relating to Rhiwbina Library. Additionally **288** of the comments made (**14.0%** of all comments made regarding library services) specifically referenced Rhiwbina Library and provided explanation for any opposition felt. This was the largest number of comments received relating to a specific library location.

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Key Themes

- There are currently high usage levels at the Library
- There are concerns regarding the negative impacts on the community if the Library closed
- There are difficulties in accessing alternative sites – particularly for the elderly and young families
- There is a perceived geographic discrimination of the proposals

The current **high usage levels** (122 comments), the **high regard** felt for the existing service (129 comments) and the **negative impact of any closure** to the community were common themes within the comments received.

Respondents were particularly emphatic in their defence of the existing library describing it as *'integral'* to the community providing a *'vibrant'*, *'much loved'* and *'well run'* service. One respondent commented:

- *"To deprive the community of a much-used and much-loved resource which would quite simply destroy a vital part of that community."*

Similarly to the comments received in relation to the proposals for Radyr and Whitchurch libraries, respondents here cited the high proportion of **elderly residents** in Rhiwbina that are *'high volume'* library users and whom along with young families would be hardest hit by the closure of the site (82 comments).

Mobility issues related to this group alongside further reports of **inadequate public transport** links in the north of the city that would provide regular and affordable transport to the proposed Hub at Llanishen were used to suggest that many, services would simply become inaccessible.

- *"Rhiwbina library serves a community that has a higher percentage of older people. Older people are much less able to travel further afield to use an alternative library due to lack of car ownership, health and mobility issues. Car use amongst retired people is lower than the rest of the population and this makes travel difficult."*
- *"As a senior citizen now, I feel the life blood is being drained from my community. These services are so important as they keep us active and able, preventing us from wasting away."*
- *"Proposal to withdraw subsidy from Rhiwbina library takes no account of the demography of the area, needs of users and the difficulty of using public transport to reach other facilities."*

Again respondents referenced the **geographical distribution** of the proposals with a clear theme (44 comments) being the severity of the impact of the plans on the north of the city. In several instances those responding expressed particular anger in reference to the point

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Results and Feedback Report

that areas to the North typically provide higher **Council Tax** revenues and as such should not see their services from the Council depleted.

- *“It appears that libraries in the north of Cardiff are being severely hit by these proposals”*
- *“These areas provide high council tax revenues and should have some council funded services.”*
- *“It is not fair to propose this withdrawal while putting additional funding in less affluent areas. I agree that less affluent areas should have excellent libraries and Council services, but so should we in Cardiff North, after all, we pay significant council taxes (which I am happy to pay so long as I am receiving services).”*

Rhiwbina – 288 comments received			
Theme	No.	%	Examples of comments*
Libraries are essential/ highly valued/must be retained	129	44.8	<ul style="list-style-type: none"> • <i>“We pay our council tax in Rhiwbina, the library is very well used especially by children and old people who cannot travel to other areas. Do NOT take the resources away from children who should be encouraged to use books”</i> • <i>“To close the Rhiwbina library would be to deprive the community of a much-used and much-loved resource which would quite simply destroy a vital part of that community. We are led to believe that current political philosophy is to strengthen community spirit. Speaking personally our family would find it an almost intolerable loss - something which applies to the vast majority of users who are appalled and angered by these proposals. It wouldn't be exaggerating to say that economising on any other service would be preferable”</i> • <i>“Rhiwbina library is a significant part of the library and is an integral part to the local primary school. This is a well-run and very vibrant engaging part of the community. It would be criminal to close this big and important part of the community”</i> • <i>“Rhiwbina library should be retained and funded by the local authority as it is a central point for the village.”</i>
Generally against the proposals	129	44.8	<ul style="list-style-type: none"> • <i>“It is absolutely not acceptable to withdraw libraries from both Rhiwbina and Whitchurch without offering a local equivalent or replacement. It is not fair to propose this withdrawal while putting additional funding in less affluent areas. I agree that less affluent areas should have excellent libraries and council services, but so should we in Cardiff North, after all, we pay significant council taxes (which I am happy to pay so long as I am receiving services). Putting a replacement in Llanishen and Llandaff north is not an acceptable proposal. That leaves a massive geographical gap in Cardiff North”.</i> • <i>“Don't close any libraries, especially Whitchurch and Rhiwbina, don't make them hubs”</i> • <i>“I feel strongly that council funding for libraries should not be withdrawn, especially in libraries which are well used, such as Rhiwbina”</i> • <i>“Rhiwbina library is very well used and does not seem a good choice for one of the centres to be closed.”</i>
Current usage levels	122	42.4	<ul style="list-style-type: none"> • <i>“Libraries need to be kept local to promotion the use. Heavy usage libraries such as Whitchurch and Rhiwbina should not be sacrificed in areas which do not use many of a community hub's facilities.”</i> • <i>“I'm told that Rhiwbina has 2nd highest footfall and is used for community classes - why not build on that? Whitchurch is a mix of</i>

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			<p>extremes - elderly and young families - how do the elderly get to nearest hub?"</p> <ul style="list-style-type: none"> • "Rhiwbina library is one of the busiest libraries in Cardiff and removal of it would have a significant impact on the community and also the shops" • "Rhiwbina library is the busiest library after Central. With no other council buildings in the area and North Cardiff I truly believe it would be a travesty to close this service".
Discrimination against the elderly/youth/low income families	82	28.5	<ul style="list-style-type: none"> • "Rhiwbina - I use this library and it is an essential service to what it is a somewhat elderly community". • "Rhiwbina library serves a community that has a higher percentage of older people. Older people are much less able to travel further afield to use an alternative library due to lack of car ownership, health and mobility issues. Car use amongst retired people is lower than the rest of the population and this makes travel difficult. If a hub is created in Llanishen how are non-car owning people from Rhiwbina supposed to visit? There is no bus service that connects Rhiwbina with Llanishen. Rhiwbina is located on the northern periphery of Cardiff; hence the city centre (and alternative library) is physically and psychologically miles away. Currently my children and I can walk to a library - take away Rhiwbina library and my family (and many others) will simply not be able to go. The bus fare is too much. I feel Rhiwbina residents are being penalised for living outside of the city centre."
Negative impacts on the community/society/long term impacts	75	26.0	<ul style="list-style-type: none"> • "I have only commented on Radyr and Rhiwbina as I have only ever used these but once effectively sold off to a third party there is no control over whether the library closes in the future and we end up with an unused building or being sold off for more housing with a private developer profiting and the council losing out. It's far better to combine local services in one building than dissolve them slowly over time". • "I am a person who has been a member of both Rhiwbina library and Whitchurch library; I find it sad that these two libraries are being targeted. As a Senior Citizen now, I feel the life blood is being drained from my community. These services are so important as they keep us active and able, preventing us from wasting away. The schools also nearby are going to miss out on the services offered. If other people take over, we will gradually find that there will be further cuts. We won't always be able to get to these planned hubs. These are some of the most popular libraries. What a disgrace to change this wonderful service". • "Proposal to withdraw subsidy from Rhiwbina library takes no account of the demography of the area, needs of users and the difficulty of using public transport to reach other facilities".
Access to Hubs i.e. travel costs/distance	68	23.6	<ul style="list-style-type: none"> • "All North Cardiff will be left with are Llanishen & Tongwynlais for which you appear to have no sensible or viable plans. Rhiwbina Library at least should be retained, since it issues more books than any other Branch Library, supports 25% of Cardiff's Reading Groups & whose catchment comprises the highest proportion of elderly in Cardiff". • "Rhiwbina and Whitchurch libraries are often used resources for older people unable to travel to other areas etc. They should remain open as they are" • "I regularly use Rhiwbina library with my young son. I don't drive and it would be difficult to visit another library. I feel the closure of Rhiwbina library would mean that he would not be able to visit or enjoy the library, particular rhyme and story time which he loves. In addition I feel the decision to shut Rhiwbina library is very confusing considering after central library the library in Rhiwbina is the most accessed in the whole of Cardiff when you look at the

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			<p>figures relating to the number of books loaned out"</p> <ul style="list-style-type: none"> "Rhiwbina has a largely elderly population who would be isolated without the library".
Geographic discrimination	44	15.3	<ul style="list-style-type: none"> "It appears that libraries in the north of Cardiff are being severely hit by these proposals with Rhiwbina, Whitchurch and Rhydypenau libraries bearing earmarked for closure if no community or commercial partner is found to take over the running of the sites. It would be particularly sad to see Rhiwbina and Whitchurch close as these provide an excellent community service for those that live in the area." "You are stopping funding for all library services in the outer areas of Cardiff, Radyr, Rhiwbina etc. where library services are well used. These areas provide high council tax revenues and should have some council funded services." "Withdrawal of council funding for Whitchurch, Rhiwbina and Radyr libraries. I'm against this because it will effectively severely limit library services in north Cardiff." "It is interesting that the council have decided to keep open libraries in so called "poorer regions" of the city but the supposedly "richer areas" will lose their libraries. Very interesting..."
Ideas for other funding sources i.e. savings in other areas/opening hours	19	6.6	<ul style="list-style-type: none"> "Rhiwbina Library is a hugely valuable local facility. I would have no objection if it opened on a reduced basis (say 2 days a week) to reduce staffing costs. I fail to see any sensible alternative use for the facility in view of its location in the Garden Village". "Rhiwbina library is the most used library particularly by the older generation. If a community group does not come forward to run it, it cannot close; it is a lifeline to many. I would prefer restricted hours to closure" "Keep Radyr / Whitchurch and Rhiwbina libraries open but consider reduced hours / days open". "I accept that more use should be made of community volunteers, but every avenue of income generation should be explored such as vending machines, room rentals".
Income generation incl. cafés, shops, community spaces, charges etc.	14	4.9	<ul style="list-style-type: none"> "Rhiwbina library must be kept open - using volunteer support - with the freedom to fund-raise. Rhiwbina residents are mostly young families and retired people who would have difficulty accessing other sites. There is no other community centre in the area. It is heavily used." "I think the Council should look to make better commercial use of the building, particularly the upstairs rooms (commercial hire, music groups, art classes, evening classes etc.)."
In favour of volunteers	11	3.8	<ul style="list-style-type: none"> "Both Rhiwbina and Whitchurch are successful libraries fulfilling important community functions The Council should continue to financially support these perhaps looking for community support to help their viability They are both very long established libraries and provide an essential service for many residents To lose them would have very considerable long term consequences". "Rhiwbina and Whitchurch both contain ageing populations and see these facilities as an important point of contact. Community run might work if no other solution."
Job losses/loss of expertise	9	3.1	<ul style="list-style-type: none"> "Rhiwbina Library - High proportion of elderly residents in this area require professional librarian assistants." "As stand-alone libraries they are not becoming hubs and therefore cannot stay open without qualified librarians."
Wastage	7	2.4	<ul style="list-style-type: none"> "Do not create new hubs/libraries, support existing facilities where the footfall is high. Why close Rhiwbina library when it has one of the highest readership/customer base? Where is the business model in this? High costs will be incurred in creating new hubs and libraries in areas where readership/customers are

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			<i>already low."</i>
Costs/savings minimal	7	2.4	<ul style="list-style-type: none"> "I am against closing Rhiwbina Library. This is the busiest local library in Cardiff. The cost of keeping it open is small."
Other ideas for alternative provision	4	1.4	<ul style="list-style-type: none"> "Neighbouring areas where the proposal is to withdraw council funding should be given a 'merger' option; e.g. a Hub centre for Cathays & Roath, or Whitchurch & Rhiwbina, could be more financially viable, attract greater investment, and provide a wider range of services than two centres competing across relatively small, neighbouring areas for funding, volunteers and public interest".
Focus needs to be on library services rather than 'Hubs'	4	1.4	<ul style="list-style-type: none"> "It is obvious from the proposals that you are seeking to amalgamate housing and community services with libraries. That is very unfair for the areas of Cardiff where there are not many Council dwellings particularly North Cardiff where I live. By all means increase revenue by incorporating a cafe and shop within the premises, let out space for clubs and groups but do not deprive citizens of their local libraries"
Negative image of Hubs	3	1.0	<ul style="list-style-type: none"> "Do not create new hubs/libraries, support existing facilities where the footfall is high. Why close Rhiwbina library when it has one of the highest readership/customer base? Where is the business model in this? High costs will be incurred in creating new hubs and libraries in areas where readership/customers are already low."
In favour of the proposals	3	1.0	<ul style="list-style-type: none"> "I think as long as there are free bus passes for people to get easily to other services closures could be considered". "In more affluent areas such as Llanishen and Rhiwbina I agree that less services may be an unfortunate but necessary option. These residents will be more likely to have access to private transport and to be able to reach alternative libraries".
Council accused of 'not listening'	1	0.3	<ul style="list-style-type: none"> "Rhydypenau and Rhiwbina libraries are supported by the local residents. There have been campaigns for both these libraries to remain. It seems to me (in the absence of raw data) that there is a Nanny State attitude to which libraries stay and which go."
Promotion/advertising	1	0.3	<ul style="list-style-type: none"> "Work needs to be undertaken to work with local schools and businesses on changing the use and increasing the demand of these valued and important library services"
Concerns regarding volunteers	1	0.3	<ul style="list-style-type: none"> "I feel that if all funding is withdrawn from Rhiwbina, it would be difficult for a community group to run the library on a full time basis so the service would have to be greatly reduced."
Misc.	13	4.5	<ul style="list-style-type: none"> "Rhiwbina - At the meeting with Councillors on 16th December 2014 well informed speakers advised that Rhiwbina Ward receives relatively small financial support from the Council compared to other Wards, despite contributing proportionately more per capita to Council revenues. Maintaining the subsidy for Rhiwbina Library would redress some of this imbalance. If necessary the Council could draw on its significant reserves to which Rhiwbina residents have contributed significantly over the last many years. After all, reserves are built to alleviate difficult financial times; which is what we are currently experiencing." "Need to retain physical provision as much as possible. What about a community hub for Whitchurch, Rhiwbina and Radyr joining the three together?"

*N.B. Comments may have been coded against more than one theme

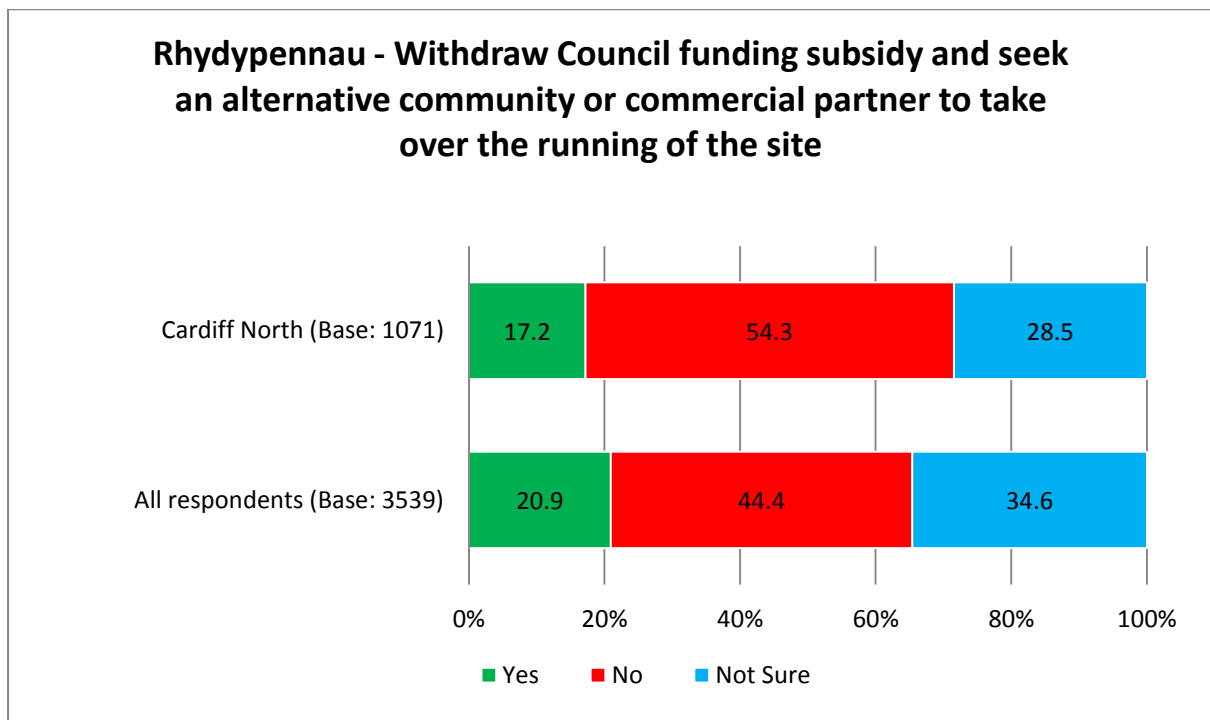
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Cardiff North – Rhydypennau Library

Plans to withdraw council funding from Rhydypennau Library and seek an alternative community or commercial partner to take over the running of the site were met with greater opposition from residents in Cardiff North than the rest of the population (54.3% opposition from Cardiff North compared to 44.4% overall).

Local residents also instigated a petition relating to the proposals entitled: **'Save Rhydypennau Library'** which received a total of **1,617 signatories**. In addition the **'Help Jenny Willot save Rhydypennau Library'** petition received **469 signatories**.



A total of **1,573** respondents indicated their opposition to the proposal relating to Rhydypennau Library. Additionally **130** of the comments made (6.3% of all comments made regarding library services) specifically referenced Rhydypennau Library and provided explanation for any opposition felt.

Key Themes

- The Library was viewed to be an essential service to the local community
- There were concerns regarding the negative impact on the community of any closure

Most strongly expressed by respondents was the **high regard** held for the existing service at Rhydypennau and the desire to see the library continue (58 comments).

- *“Rhydypennau library is an important and well used facility”*

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- *“NO to removal of Council Funding subsidy of Rhydypenau Library - this is an important part of local life, which should not be changed”*
- *“It provides many community activities as well as lending books and its closure would be a HUGE loss to the area.”*

The **negative impact of closures on the community** (41 comments) and the currently **high levels of usage** (35 comments) of the library were provided as reasons for the Council to reconsider its proposal to withdraw funding from the site.

- *“Rhydypenau Library is an important community resource, and we do not want it taken away from us.”*
- *“We have used the Rhydepennau library and would not wish to see it closed. Mothers and their children enjoy the facilities offered on a local basis.”*
- *“Also a huge proportion of the children who use the library regularly will lose the books and the summer reading challenges, story times will be lost.”*

The location of the site between two schools was seen as particularly relevant with any withdrawal of funding likely to have a significant impact on young children in the area. Again, respondents centred in on the combined impact of the proposals to the north of the city (16 comments) with access to proposed Hub sites, public transport and mobility continuing to be cited as areas of concern.

Rhydepennau – 130 comments received			
Theme	No.	%	Examples of comments*
Libraries are essential/ highly valued/must be retained	58	44.6	<ul style="list-style-type: none"> • <i>“I feel that as a resident if an area with a high proportion of council tax payers it is unfair to withdraw services whilst areas with less tax payers get services to continue. Rhydepennau library is an important and well used facility and I think funding should continue”</i> • <i>“Rhydypenau Library is a well-supported library locally and is a place of great social as well as intellectual importance to all the local peoples. It provides many community activities as well as lending books and its closure would be a HUGE loss to the area”.</i> • <i>“Rhydepennau is a good, spacious library close to 2 schools with on-road parking available. There are toilets, baby change facilities and plenty of space to sit with your child while they explore the books. It would be good to see a decent library in Llanishen, but the current building is far too small and opening hours are restrictive. Whenever I have spent time there with my daughter, I have felt like I am in everyone's way all the time”</i>
Generally against the proposals	58	44.6	<ul style="list-style-type: none"> • <i>“I use Rhydypenau library daily. It would be terrible for the whole area to lose the local library.”</i> • <i>“Rhydepennau is a library that my wife and daughter use often for rhyme time and story time. Rhiwbina is our next closest and this is due to close as well.”</i> • <i>“NO to removal of Council Funding subsidy of Rhydypenau Library - this is an important part of local life, which should not be changed”</i>

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Negative impacts on the community/society/long term impacts	41	31.5	<ul style="list-style-type: none"> “I live in Thornhill and use Rhiwbina and Rhydypennau library as we do not have a library in Thornhill and Llanishen has limited opening and limited facilities. These libraries are important parts of the local community”. “Rhydypennau library is one of the busiest libraries in Cardiff. It would be detrimental to the area. The library is part of the life of the community. Also a huge proportion of the children who use the library regularly will lose the books and the summer reading challenges, story times will be lost.” “Rhydypennau Library is an important community resource, and we do not want it taken away from us”. “We have used the Rhydypennau library and would not wish to see it closed. Mothers and their children enjoy the facilities offered on a local basis.”
Current usage levels	35	26.9	<ul style="list-style-type: none"> “I know that the Rhydypennau library is well used and so don't understand why this is singled out for withdrawal of funding. That being the case I distrust the judgement in the cases of the other libraries as well. The idea of seeking alternative community or commercial partners is too vague and no guarantees of minimum service levels indicated. I particularly dislike the idea of commercial organisations profiting from public services. This maybe the government agenda but it makes no financial sense.” “Rhydypennau library is one of the busiest libraries in Cardiff. It would be detrimental to the area. The library is part of the life of the community. Also a huge proportion of the children who use the library regularly will lose the books and the summer reading challenges, story times will be lost.” “Rhydypennau library is between two popular schools, one primary and one secondary. There is little in this community besides coffee shops and no other free venue or community space save the church. It is well attended (the 2nd busiest standalone library in the county) and has a large elderly demographic too, making it convenient for locals to visit. It also holds more events than any other community or branch library in the county and offers many different age and life stage events.”
Discrimination against the elderly/youth/low income families	30	23.1	<ul style="list-style-type: none"> “These are my local libraries - Rhydypennau in particular is a part of Cardiff where there are lots of children and older people.” “In relation to Rhydypennau, closure of the library (which is what would be most likely to happen if funding was withdrawn, regardless of intentions to find a commercial or community partner) would leave a large area without access to library facilities. Those with restricted mobility or many families with young children would be likely to find it difficult to go to a library and may be discouraged from even trying to do. The obvious alternative is to maintain funding of the library”.
Access to Hubs i.e. travel costs/distance	25	19.2	<ul style="list-style-type: none"> “For each of the above, the libraries are an essential community asset. Personally I use Rhydypennau library multiple times per week, and its closure would be awful for myself and the local residents. Our next nearest library would not be within walking distance, and mobile services can't bring Rhyme time and Story time to my house for my children. “A lot of especially elderly live near Rhydypennau library and as for myself I am dependant on this library which gives an excellent service. With the bus service it would prove virtually impossible to go anywhere else”. “Rhydypennau library is a valued asset to the area and well used. There are no other facilities within walking distance”.
Geographic discrimination	16	12.3	<ul style="list-style-type: none"> “I think it's grossly unfair that the 2 libraries my family use in north Cardiff - Rhydypennau and Rhiwbina are both going to have funding withdrawn. Yet Penylan, a relatively wealthy area, stays

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			<p>as it is. Why penalise the users in North Cardiff? It is unfair to provide Library services in some area of the city and not others - we all pay our council tax and all should have the same access to library services."</p> <ul style="list-style-type: none"> • "The planned closure of Rhiwbina, Whitchurch, Rhydypenau and Radyr feels like you're destroying a service in a large part of North Cardiff. Llanishen will need to be improved substantially to compensate for the loss of libraries in North Cardiff. Having lived in Lisvavne, I recognise that community run libraries can be very effective but it feels like North Cardiff is being cut severely". • "I don't see why Rhydypennau and Radyr should be earmarked for closure - It always seems to be the 'nice' areas that suffer - couldn't there be an alternative to closure - Form a 'hub' with other services in their areas". • "CLOSING RHYDYPENNAU WOULD RESULT IN WITHDRAWING FROM CYNCOED & LAKESIDE IN ENTIRETY - NOT ACCEPTABLE."
Ideas for other funding sources i.e. savings in other areas/opening hours	6	4.6	<ul style="list-style-type: none"> • "I have been a user of Rhydypennau library for nearly 50 years. I would like it to continue as now. It's an excellent "community facility" serving an area between Llanishen and Roath Park Library. If financial cuts need to be made, maybe shorter hours and opening fewer days and fewer staff".
Wastage	6	4.6	<ul style="list-style-type: none"> • "Rhydypennau - This library has been around for years and provides excellent service to young and old! You have spent so much refurbishing it in recent years only to now possibly close it."
Income generation incl. cafés, shops, community spaces, charges etc.	4	3.1	<ul style="list-style-type: none"> • "Please consider the creation of a community hub - where are the local community supposed to go without Rhydypennau library??" • "The proposed closing of 3 sub-libraries all within walking distance makes no sense - if Cathays closes then please keep Rhydypennau. The latter could be built up to provide much better services (Library club for the over 60s could be greatly improved; the children's area could be made into a more multi-purpose meeting room, for instance providing a base for Nant Fawr Community Group)."
Other ideas for alternative provision	4	3.1	<ul style="list-style-type: none"> • "Rhydypenau library is an important asset for a diverse age range of local local communities. It is used by pre-school, school age right through to older people and should remain open. Perhaps a partner could be found to share some of the costs, maybe even one of the local schools."
Job losses/loss of expertise	4	3.1	<ul style="list-style-type: none"> • "I feel that in North Cardiff, the busiest community libraries in Rhiwbina, Whitchurch and Rhydypennau should not have funding removed and be offered to other partners to finance. There is a real danger of a watered down service with volunteers who are not library trained and so provide a mediocre service."
Focus needs to be on library services rather than 'Hubs'	3	2.3	<ul style="list-style-type: none"> • "Keep it as library - it could act as the Lead for Llanishen and Lisvane - bear in mind you do not have one in Pontprennau - its use and ease of parking could be promoted. "
In favour of volunteers	3	2.3	<ul style="list-style-type: none"> • "Rhydypennau Library is a superb facility with toilets and caters for all ages. This is just the sort of establishment that should be supported through the hub initiative and voluntary support."
Concerns regarding volunteers	3	2.3	<ul style="list-style-type: none"> • "Rhydypennau library is used by people of all ages. Whenever I visit there are always people there seeking advice, also children's reading groups. It is convenient and central and if closed would be a great loss to the residents. Have doubts about community groups, they usually start well then fade through lack of interest."
Costs/savings minimal	2	1.5	<ul style="list-style-type: none"> • "It seems wrong to spend lots of money creating new library services whilst closing excellent and well used existing facilities, in particular Rhydypennau library where there are no alternative community facilities or buildings".
In favour of the proposals	1	0.8	<ul style="list-style-type: none"> • "We do not need so many branch libraries."

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Community Asset Transfer	1	0.8	<ul style="list-style-type: none"> “To turn these public building over to commercial interests would be a great shame and my overriding concern with the Community Asset Transfer of these buildings and the libraries is that when volunteer run they might offer a diminished service with a lack of professional expertise.”
Council accused of ‘not listening’	1	0.8	<ul style="list-style-type: none"> “Rhydypenau and Rhiwbina libraries are supported by the local residents. There have been campaigns for both these libraries to remain. It seems to me (in the absence of raw data) that there is a Nanny State attitude to which libraries stay and which go”
Lack of Info	1	0.8	<ul style="list-style-type: none"> “No options have been provided as to what would happen if you are unsuccessful in finding an alternative partner to take over the running of the site”
Misc.	8	6.2	<ul style="list-style-type: none"> “Penylan could double up with Roath. Llanishen to double up with Rhydypennau.” “My family use Rhydypennau library”

*N.B. Comments may have been coded against more than one theme

Changes for Cardiff

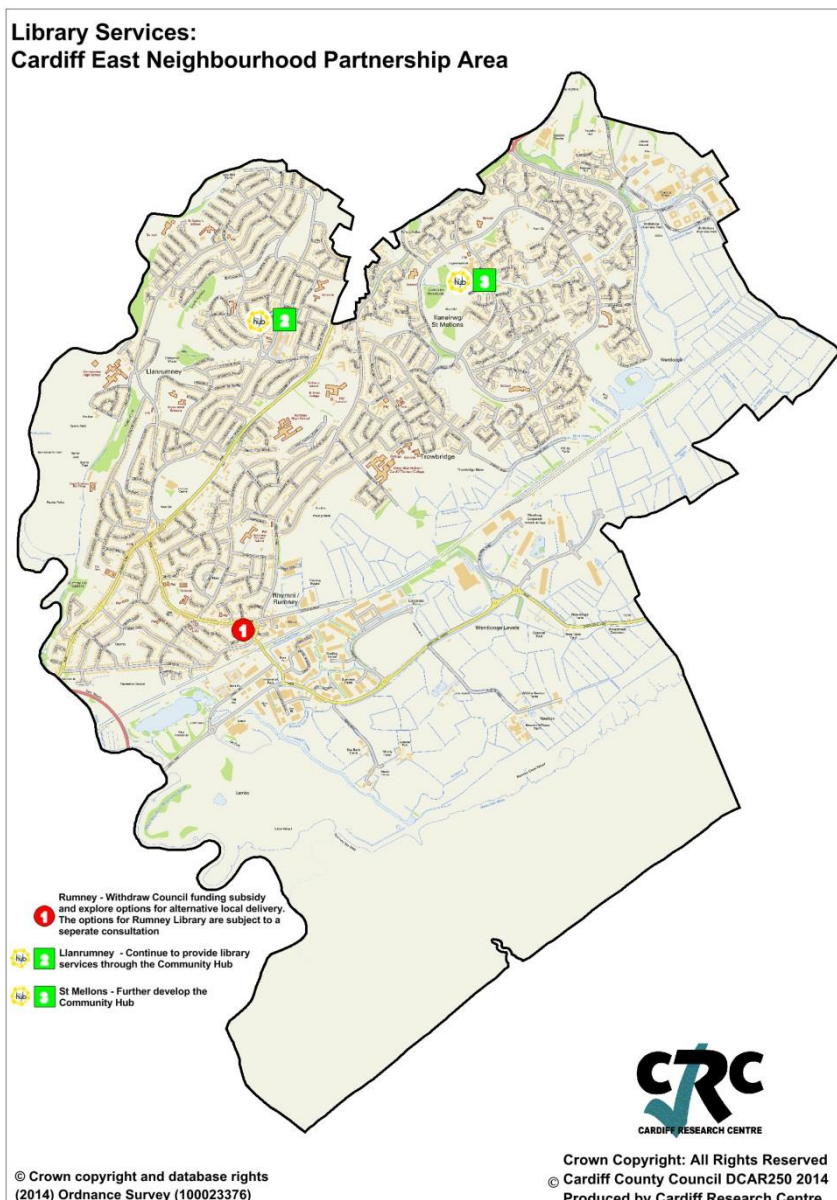
Results and Feedback Report

3.5 Cardiff East

There are three library facilities contained within the Neighbourhood Partnership Area of Cardiff East namely **Rumney Library**, **Llanrumney Hub** and **St. Mellons Hub**.

Proposals:

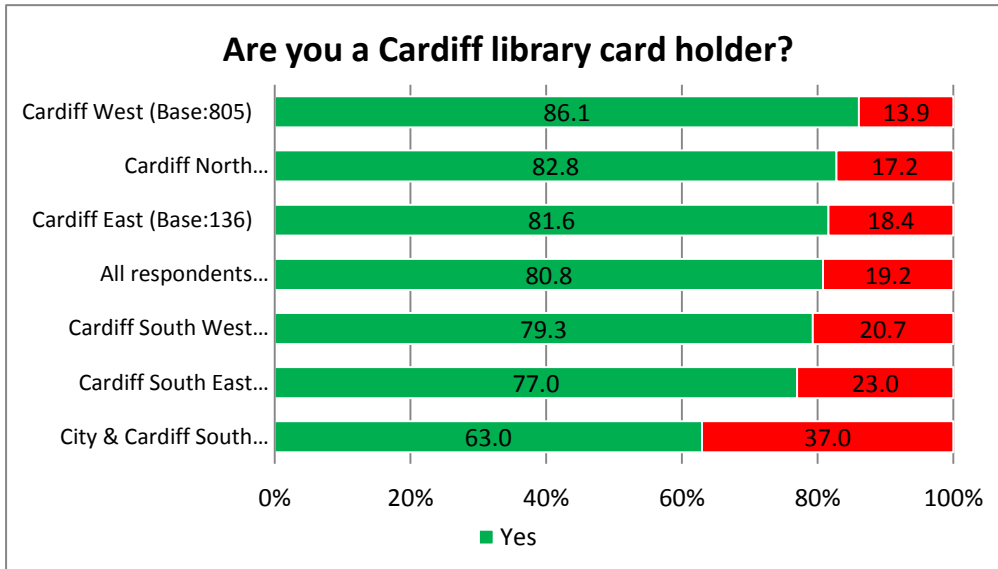
- **Rumney Library** - Withdraw Council funding subsidy and explore options for alternative local delivery. The options for Rumney Library are subject to a separate consultation.
- **Llanrumney Hub** – Continue to provide library services through the Community Hub.
- **St. Mellons Hub** – Further develop the Community Hub.



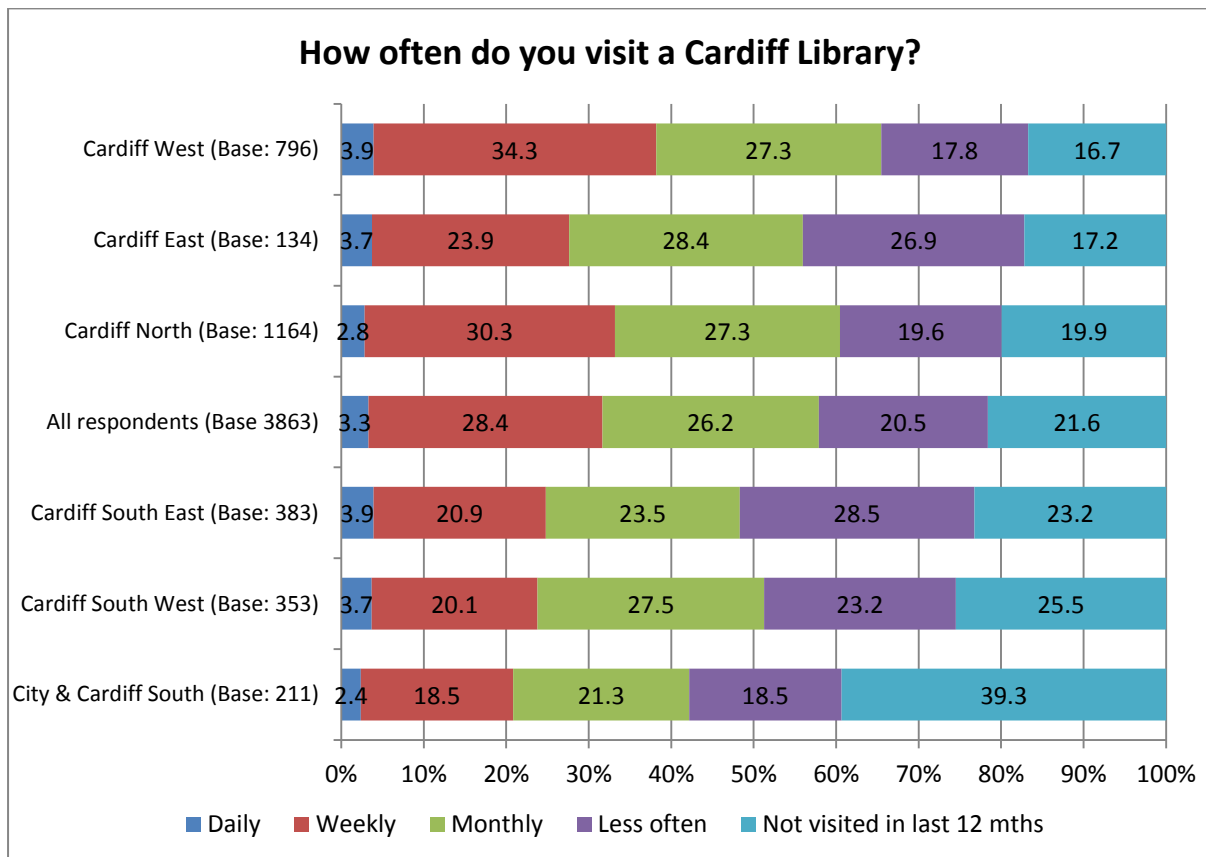
Changes for Cardiff

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There were **81.6%** reported library card holders in **Cardiff East**, compared to **80.8%** overall.



Of those responding, **56.0%** in **Cardiff East** reported to visit their library at least monthly, compared to **57.9%** overall.



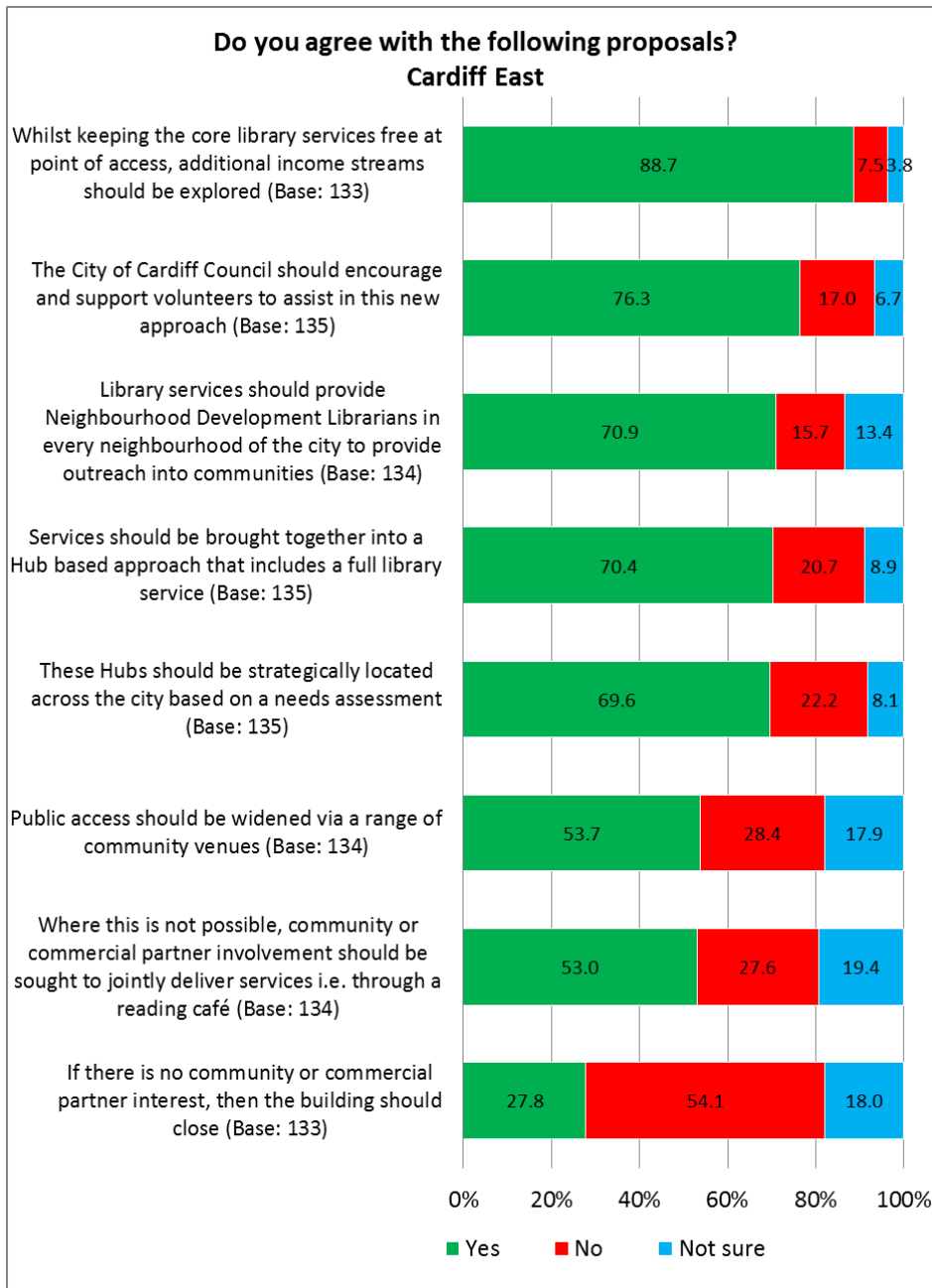
Changes for Cardiff

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The opinions expressed by residents in **Cardiff East** differed slightly from the wider group in several areas (*however, it should also be noted that there was a lower number of people responding which may impact on the results*).

Respondents in **Cardiff East** were more likely to agree 'services should be brought together into a Hub based approach that includes a full library service' (**70.4%** compared to **61.3% overall**)

Similarly **69.6%** of respondents in **Cardiff East** agreed that 'Hubs should be strategically located across the city based on a needs assessment' compared to the slightly lower **62.2%** overall.



Changes for Cardiff

Results and Feedback Report

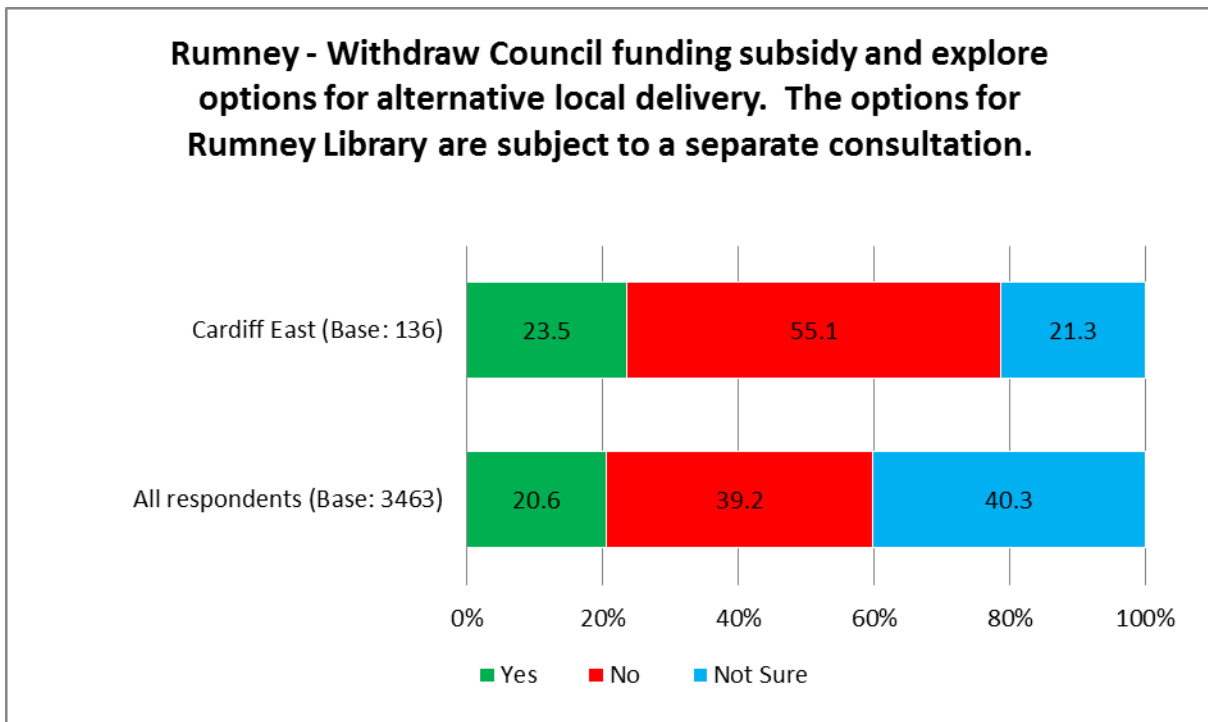
Respondents in Cardiff East showed greater support for the proposal that *'Library services should provide Neighbourhood Development Librarians in every neighbourhood of the city'* (**70.9%** compared to **63.7%** overall).

Almost two thirds (**63.6%**) of all respondents agreed that *'Public access should be widened via both a mobile library service and automatic book checking-in systems in a range of community venues'* however this opinion was shared by just **53.7%** of respondents in Cardiff East.

Cardiff East - Rumney Library

Plans to withdraw Council funding from Rumney Library and explore options for alternative local delivery were met with greater opposition from residents in Cardiff East than the rest of the population (**55.1%** opposition from **Cardiff East** compared to **39.2%** overall).

Local residents also instigated two separate petitions relating to the proposals including *'Save Rumney Library Petition'* which received a total of **1,390 signatories**; and *'Retain Rumney Library'* which received a total of **757 signatories**.



A total of **1,395 respondents** indicated their opposition to the proposal relating to Rumney Library. A total of **56 comments** (2.7% of all comments made regarding library services) specifically referenced Rumney Library and provided explanation for any opposition felt.

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Those objecting to the proposal described the library as the 'lifeblood' of the area with its retention viewed as a priority. The existing facility was described as being located in one of 'the poorer parts of the city' and as such services the needs of a great number of people who may be without other means to access books, IT services etc. i.e. elderly, unemployed, low income families.

N.B. Proposals regarding Rumney Library are subject to a separate consultation exercise.

Rumney -56 comments received			
Theme	No.	%	Examples of comments*
Generally against the proposals	37	66.1	<ul style="list-style-type: none"> "I feel very strongly particularly for Rumney library. If only the Council could see for themselves the impact that library has on the community then they wouldn't consider closing it - it is the lifeblood of Rumney, particularly for older residents" "Rumney area needs a full library provision in a designated building not on an ad hoc basis. It is the heart of the community." "Rumney Library should not close because the community of Rumney need this facility for all age groups and especially those who do not have access to a car and for the pensioners." Rumney library should remain and be expanded to offer further services to keep it open"
Libraries are essential/highly valued/must be retained	22	39.3	<ul style="list-style-type: none"> "Rumney is a deprived area of Cardiff so it is important to retain the library even if a support partner cannot be found." "Rumney should be kept in its present form to meet the needs of the community." "Rumney is a remote, low-income area of the city, where access to alternative library facilities is difficult. Its retention should be a priority".
Negative impacts on the community/society/long term impacts	19	33.9	<ul style="list-style-type: none"> "I am concerned that funding will be withdrawn from Rumney, which is one of the poorer parts of the city and residents may not be able to access services in any other way. I presume service is not well used at the moment and feel that an exploration of this should precede any withdrawal of funding". "The closure of Rumney library would mean a great number of people would have no access to books and IT facilities and leave them worse off." "The existing Rumney library delivers excellent value for money to a wide range of ages, employed, unemployed & retired people. It also serves as a convenient venue for many local groups. The proposed changes would in my view result in a significant reduction in the quality of life of many of its users."
Discrimination against the elderly/youth/low income families	15	26.8	<ul style="list-style-type: none"> "I live in Rumney and know that many of the residents who use the library here are elderly, or are children from the nearby school; they would not be able to access the Hubs at Llanrumney or St Mellons easily. There are very few community facilities in Rumney and I feel that losing the local library would have a detrimental effect on the community. Although I mainly use the library to borrow books, many of my neighbours use the facility to use the computers and meet with the neighbourhood police officers". "Rumney is a neighbourhood with many elderly people so the library should remain open." "There are a lot of elderly people in my area of Rumney and they cannot get to other library locations. - children should also have the Rumney library open for their reading sessions held there. Residents can also get bin bags in Rumney library which I also

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			<i>find really useful as when we put the sticky labels on the bin bags for new ones to be left when we run out the bin men never leave them."</i>
Access to Hubs i.e. travel costs/distance	14	25.0	<ul style="list-style-type: none"> <i>"To lose libraries in these areas, Roath, Cathays and Rumney would be a sad loss as they are position in the centre of their communities making them accessible to the people that need them."</i> <i>"People living in Rumney would find it difficult to travel to the St Mellons hub without a car. Unless a local alternative is found services provided by a library should remain close to Rumney itself."</i>
Current usage levels	4	7.1	<ul style="list-style-type: none"> <i>"I have said no to "Rumney - Withdraw Council funding subsidy and explore options for alternative local delivery. The options for Rumney Library are subject to a separate consultation." as a resident of Rumney who uses the library regularly, I wish to visit my library for local services and books"</i>
Community Asset Transfer	3	5.4	<ul style="list-style-type: none"> <i>"Rumney should also be given the option of Community Asset transfer. If money is being withdrawn completely from some areas, rather than use it to further develop a hub that already has had investment (in the case of St Mellons hub) it should be spent on one of the areas that has/is being proposed to receive no funding".</i>
Income generation incl. cafés, shops, community spaces, charges etc.	2	3.6	<ul style="list-style-type: none"> <i>"Rumney Library - options should be the same as in other areas - with option to explore community / commercial partner - not just selling off and using land".</i>
Other ideas for alternative provision	2	3.6	<ul style="list-style-type: none"> <i>"I am not convinced about the blanket withdrawing of funding - Rumney and Rhydypenau - maybe a joint strategy to enable a commercial partner to have financial support for at least the first few years."</i>
Geographic discrimination	2	3.6	<ul style="list-style-type: none"> <i>"Closure of Radyr, Whitchurch and Rumney libraries would leave these areas with no library provision available in the local area, and no Hub which could incorporate a library service. These libraries should continue to operate, and could be used to incorporate other services where possible".</i>
Ideas for other funding sources i.e. savings in other areas/opening hours	1	1.8	<ul style="list-style-type: none"> <i>"Rumney cross funding by the local churches and the school to use it for study".</i>
In favour of the proposals	1	1.8	<ul style="list-style-type: none"> <i>"Transport links in Cardiff are such that almost all residents could access Central Library. All other peripheral libraries are an expensive service to run that is only accessed by a small minority of very vocal residents. Rumney library, in particular needs to close."</i>
Council accused of 'not listening'	1	1.8	<ul style="list-style-type: none"> <i>"The Rumney Library is used by the local schools in the area, the elderly and the unemployed and also is a community resource. Why is it that the local community in the areas that are closing have to pay the same rate of council tax even though their services are being eroded by every council that takes over? Why aren't the council looking for maybe sponsorship funding to help keep the libraries open and used in the local communities."</i>
Negative image of Hubs	1	1.8	<ul style="list-style-type: none"> <i>"I do not agree to the 'Community hub@ approach as I believe this is not a community option, it is just the closure of certain libraries and then calling the one that remains a hub. "</i>
Job losses/loss of expertise	1	1.8	<ul style="list-style-type: none"> <i>"To turn these public building over to commercial interests would be a great shame and my overriding concern with the Community Asset Transfer of these buildings and the libraries is that when volunteer run they might offer a diminished service with a lack of professional expertise"</i>
Concerns regarding volunteers	1	1.8	
Wastage	1	1.8	<ul style="list-style-type: none"> <i>"Why is it that the local community in the areas that are closing</i>

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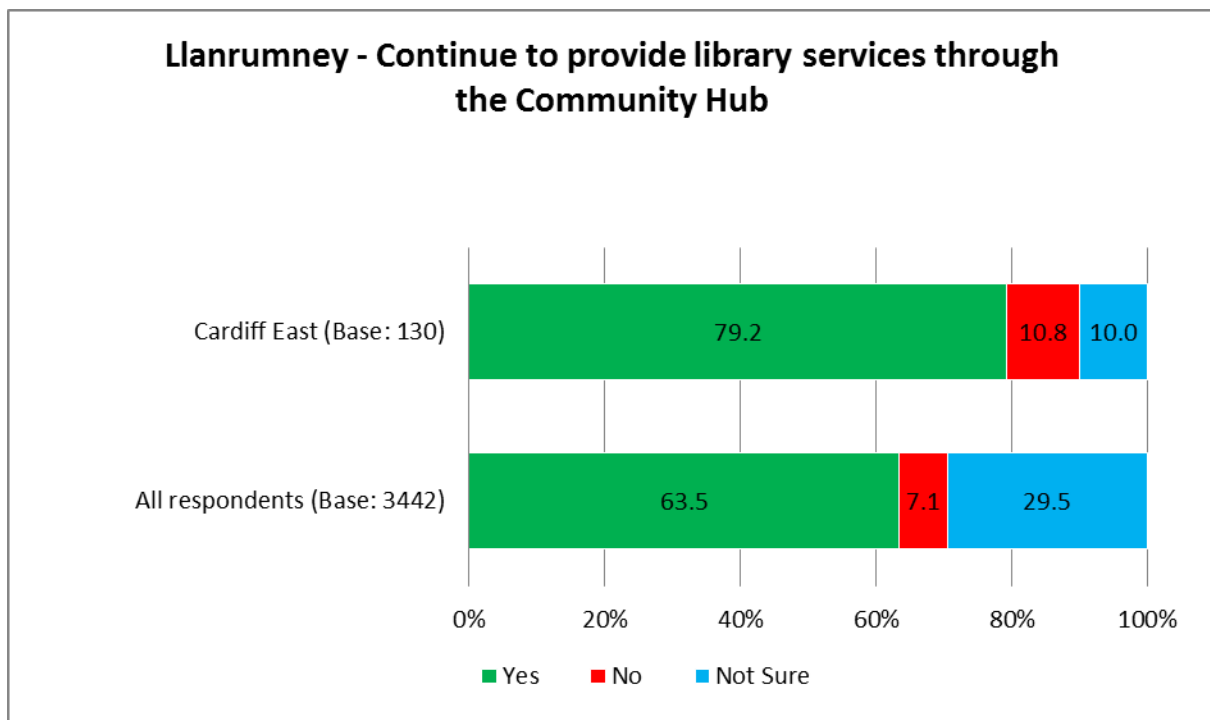
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Costs/savings minimal	1	1.8	<i>have to pay the same rate of council tax even though their services are being eroded by every council that takes over? Why aren't the council looking for maybe sponsorship funding to help keep the libraries open and used in the local communities. Once these buildings have gone and been sold off like most of the other buildings in Cardiff by the council, they will never be replaced."</i>
Misc.	5	8.9	<ul style="list-style-type: none"> • <i>"Rumney is probably one of the areas in Cardiff that would benefit most from a Council-run Hub, yet it's looking like one of the first targets for the cull. Cathays library is based in a wonderful building, which has only just had restoration work completed on it."</i> • <i>"Why is Rumney have a separate consultation and no one else? Is it because you want to sell the land? If so, why don't you sell the land in other places e.g. Rhydypennau"</i>

*N.B. Comments may have been coded against more than one theme

Cardiff East - Llanrumney Library

Proposals for Llanrumney Library received greater levels of support from respondents in **Cardiff East** than from the wider population. (**79.2%** in Cardiff East compared to **63.5%** overall).



The 7.1% of respondents opposing the proposal represented a total of 243 individuals. Despite this, specific reference to Llanrumney Hub or explanation of the opposition felt was referenced in **only one of the comments** received.

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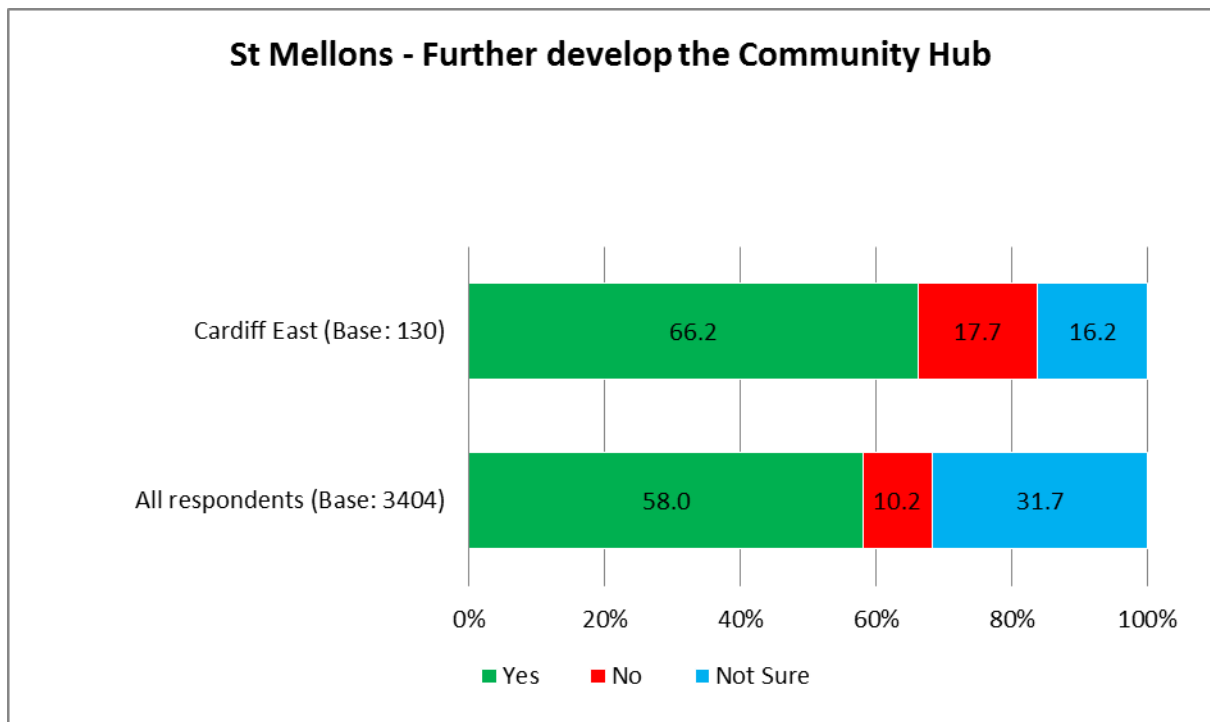
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The only specific reference to service provision from this location was:

- *“Library services are very important. Having used Llanrumney Hub, library services have been placed on a back burner, and are not deemed 'important' anymore”.*

Cardiff East - St Mellons Hub

Proposals for Llanrumney Library received slightly higher levels of support from respondents in **Cardiff East** than from the wider population. (**66.2%** in Cardiff East compared to **58.0%** overall).



The **10.2%** of respondents opposing the proposal represented a total of **348** individuals. Despite this, specific reference to St Mellons Hub that provided any explanation of the opposition expressed was referenced in barely any of the comments received (**3**).

The only specific references to service provision from this location were:

- *“You’re planning to spend even more money on areas where you already spend too much as St Mellons at the expense of Rumney that's far more deprived.”*
- *“If you must continue with the hub strategy then build one in Rumney and close the one in St Mellons an area that you squander far too much money on already.”*

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3.6 Cardiff South East

There are four library facilities contained within the Neighbourhood Partnership Area of Cardiff South East namely: **Cathays Library**, **Roath Library**, **Penylan Library/Community Centre** and **Splott Library at STAR Centre**.

Proposals:

- **Cathays Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site.
- **Roath Library** – Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site.
- **Penylan Library/Community Centre** – Continue to provide library services through the Penylan leisure Hub
- **Splott Library / Hub** - Creation of a STAR Hub, inclusive of a library on the Splott Park site.

Library Services: Cardiff South East Neighbourhood Partnership Area

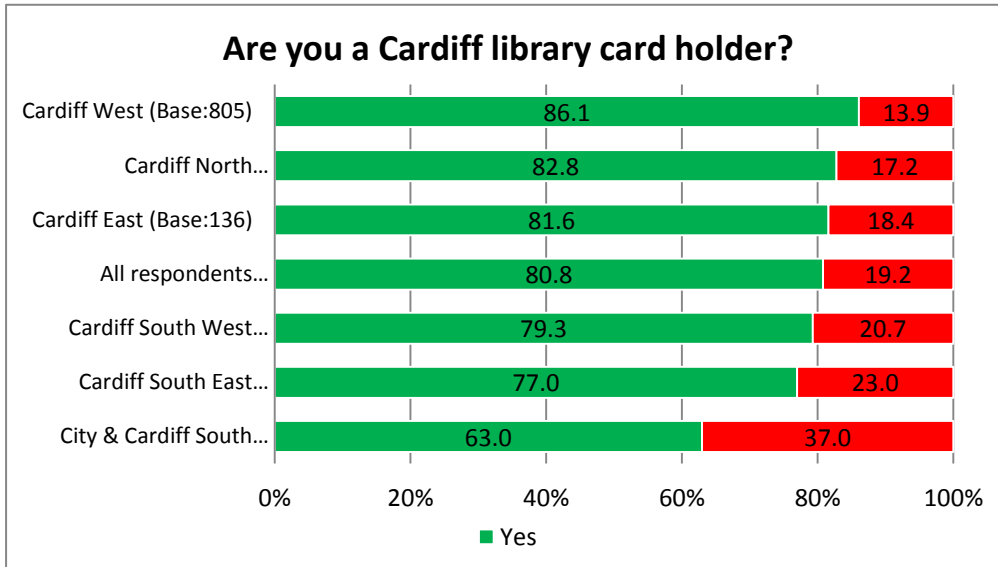
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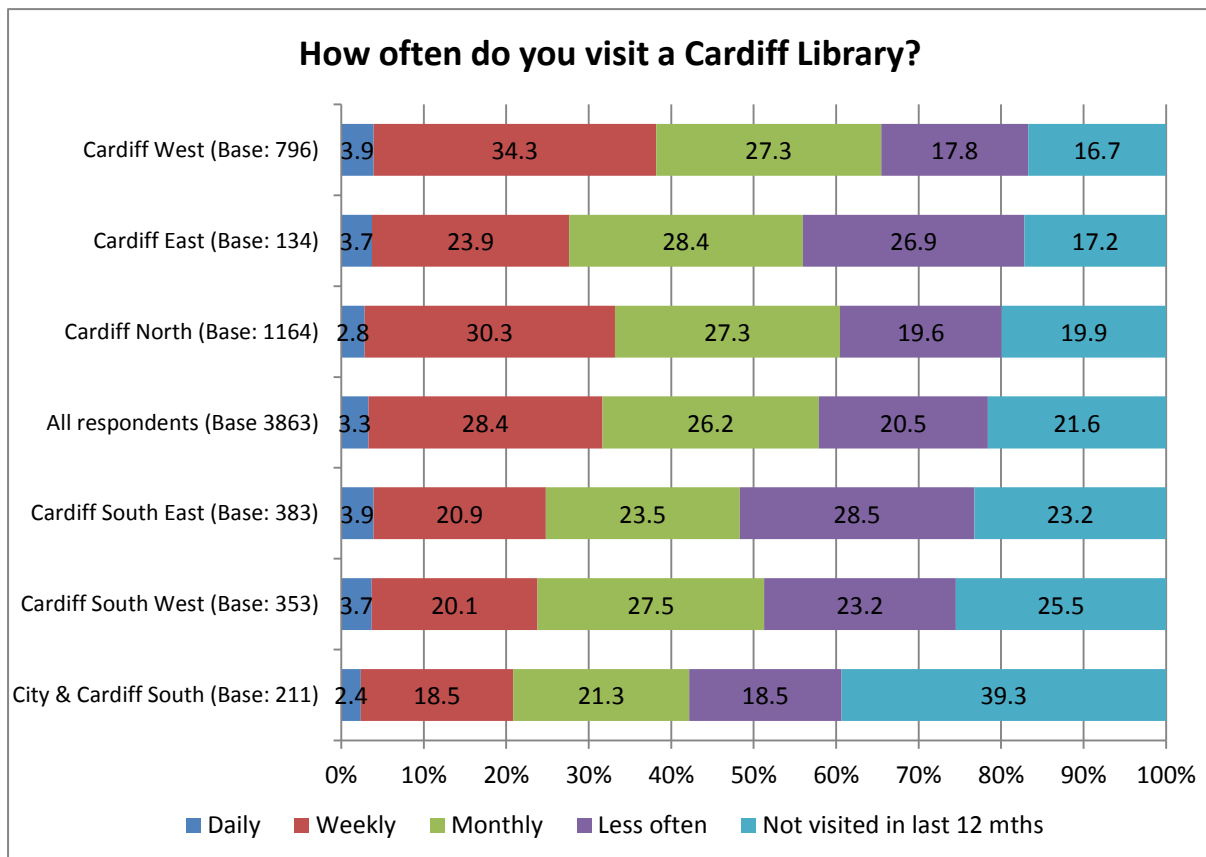
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There were **77.0%** reported library card holders in **Cardiff South East**, compared to **80.8%** overall.



Of those responding, **48.3%** in **Cardiff South East** reported to visit their library at least monthly, compared to **57.9%** overall.



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The opinions expressed by residents in **Cardiff South East** to the proposals presented largely mirrored those of the wider population with a couple of exceptions.

Instances where differences were identified were firstly that *'services should be brought together into a Hub based approach that includes a full library service'*; a view which was agreed with by **68.8%** of residents in **Cardiff South East** compared to **61.3%** of respondents overall

Similarly **70.8%** of respondents in **Cardiff South East** agreed that *'Hubs should be strategically located across the city based on a needs assessment'* compared to **62.2%** of respondents overall.



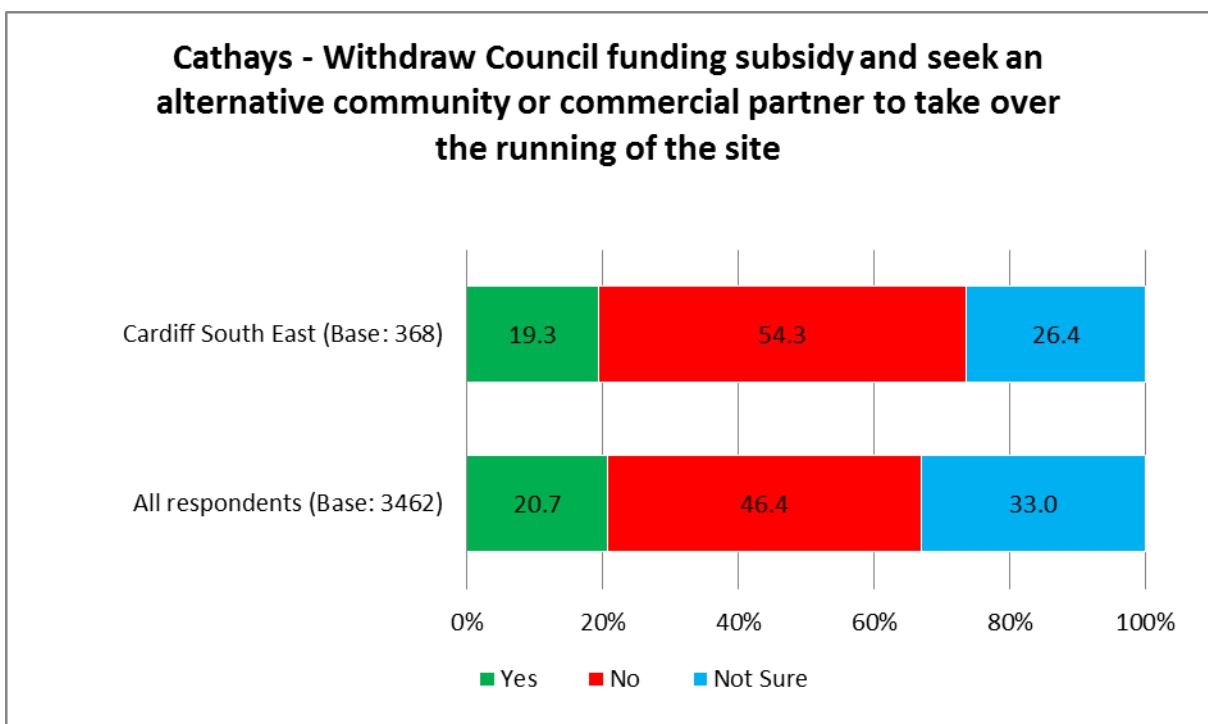
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Cardiff South East - Cathays Library

Proposals for the withdrawal of Council funding from Cathays Library received higher levels of opposition from respondents in Cardiff South East than from the wider population. (54.3% in Cardiff East opposed the plans compared to 46.4% overall).

Local residents also instigated a petition relating to the proposals entitled: '*Closure of Cathays Library*' which received a total of 127 signatories.



The 46.4% of respondents opposing the proposal represented a total of 1,605 individuals. Additionally a total of 126 comments were made that specifically referenced Cathays library and outlined the reasons for the opposition felt. These comments represented 6.1% of the total number of comments made regarding library services.

Key Themes

- There was a strong view that 'essential services' were currently provided from the site
- There were concerns about the negative impacts of closure on the community
- It was felt that the Library is a 'unique' and 'historic' building which should remain under Council control
- Opposition was expressed regarding the waste of resources spent on the recent library refurbishment

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A high proportion of the comments made focused on the **essential service** currently provided to the community from the Cathays site (45 comments). The location was described as popular with a wide range of groups including local students and the elderly.

- *“Cathays library is used mainly by students and the elderly.”*
- *“Many conscientious students use the library as a study space and would pay for tea, coffee or other amenities there.”*
- *“Cathays library is used regularly by students from local schools with no access at home to computers or reading material.”*
- *“Large numbers of older people living there (Cathays) who use the libraries regularly and indeed many rely on them not only for books and IT access but also as a purpose in getting out of the house and to maintain links with the community.”*

Recent refurbishment work undertaken by the Council at the library was the source of **32** comments with the majority of these citing the spend as a waste of public money in light of the most recent plans to withdraw funding.

The building itself in which the library is situated was described as both **‘unique’** and **‘historic’** and was referred to by **23** respondents. Generally the feeling was that such a building should not be permitted to either fall into disrepair or be passed on to a commercial business and should instead remain firmly under Council control.

- *“Cathays and Canton are unique historic buildings, purpose built libraries and once they close and are sold off for redevelopment, public will never have access to them again in the same way.”*
- *“If a commercial partner is not found for these sites will they just close? What becomes of these landmark buildings?”*
- *“Also considerable money was spent on modernising Cathays Library it does not make sense for the council to withdraw the subsidy and potentially lose the building.”*

Cathays – 126 comments received			
Theme	No.	%	Examples of comments*
Libraries are essential/ highly valued/must be retained	46	36.5	<ul style="list-style-type: none"> • <i>“Cathays is in an important area of the city to need community services as well as being a special building”</i> • <i>“Cathays Library has had a high profile redevelopment in recent years and provides an excellent service for the Cardiff residents who still live in the area. If it is handed over to a commercial partnership it will probably end up being redeveloped with more of an emphasis towards students which would not be fair on the local community.”</i> • <i>“Cathays library is used mainly by students and the elderly. I</i>

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			<p>used to go there regularly with my children when they were small to catch up with other people and have a break”.</p> <ul style="list-style-type: none"> “Cathays Library is a very special building historically and aesthetically, and has already received a massive amount of funding for the building's renovation. If there is interest from a community group or suitable commercial enterprise (café) that would work alongside the library services that is fair enough but the building should not be put in jeopardy. Many others living in this area feel the same as I do about it.”
Generally against the proposals	46	36.5	<ul style="list-style-type: none"> “Libraries should be left at Radyr - Pontprennau, Rumney, Whitchurch and Cathays.” “You want to close my local library (Cathays). It is the easiest scanning facility in a ten minute walking distance from my house. I need it for work”. “Cathays is a student area and as such should be funded by the council.”
Wastage	32	25.4	<ul style="list-style-type: none"> “Many residents who rely on their local library for services including recycling bags will be left with nothing. Many of the libraries earmarked for closure (such as Cathays and Radyr) have recently been redeveloped at significant cost to the council, which will be wasted if they close.” “Withdraw council funding in a city with very few commercial or voluntary partners with the capacity to take on the management of a library, and with the likely loss of Council IT services, amounts to closure. Why is this being done in deprived wards such as Rumney, Roath and Cathays? Bearing in mind the extensive cost of refurbishing the latter, why is it being effectively earmarked for closure?” “Council has just invested heavily in improving Cathays site. Should therefore be prepared to continue commitment to Council run Library service. Lots of Primary schools in the area (Gladstone, St Monica's, Allensbank, Ysgol Mynydd Bychan, St Joseph's) use this site to encourage children to access Library Services. Handing over to third party and out of Council control risks erosion of service and potentially eventual closure. Roath/Splott: both districts are small and share a wide area boundary. It would be more logical to create the new "Splott" Community Hub on the Roath library premises.”
Negative impacts on the community/society/long term impacts	27	21.4	<ul style="list-style-type: none"> “Rhiwbina, Rhydyppennau and Cathays are in areas where there is a lack of other community facilities, and I would prefer to enhance services in these buildings, rather than put them at risk.” “Re Cathays library. I am very concerned about this proposal. A community centre already exists at the bottom of Cathays Terrace. What impact will the proposal have on that? What thought has been given to bringing the new development at Cathays cemetery with the library? This library is always full of young people from BME communities. How are you reaching out SPECIFICALLY to these communities? The Council has spent £1m renovating Cathays library, how can you possibly talk about closure?” “Spend one day in Cathays community library and you will understand how essential it is to the community; unemployed people, especially older unemployed people and immigrants using the computers to look for work, teenagers who do not learn well in a school environment work well in the library, teenagers and children meet in the library after school and play games on the computers or talk (yes, quietly!), mothers (or fathers, grandparents) with small children, a homeless person reading the paper. Community libraries are one of the

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			<i>few places where people of different ages and walks of life spend time together, peacefully. They are essential for community cohesion. This is very important at a time when economic pressures are creating tensions within communities."</i>
Listed buildings	23	18.3	<ul style="list-style-type: none"> • <i>"Cathays - It would be a shame as it is a historical library building"</i> • <i>"Funding should not be removed from Cathays and Roath sites, these areas still have a lot of families living in them who should be able to access library services. The Cathays Library is also a listed beautiful building which should be looked after by the Council as an historical asset"</i> • <i>"I am not familiar with many of the libraries across Cardiff but Cathays and Canton are unique historic buildings, purpose built libraries and once they close and are sold off for redevelopment, public will never have access to them again in the same way."</i>
Current usage levels	19	15.1	<ul style="list-style-type: none"> • <i>"Whitchurch and Rhiwbina and Cathays libraries are well used and are in areas with less other council facilities than other areas. These should definitely not be closed or have the council funding withdrawn."</i> • <i>"Cathays Library is a busy Library, which is used by a number of people from the very young to the older generation. Students use it the most, especially the Internet as not everyone has a computer."</i> • <i>"Cathays library is used regularly by students from local schools with no access at home to computers or reading material. Money has been spent restoring the building it should not be wasted going into private hands."</i>
Discrimination against the elderly/youth/low income families	16	12.7	<ul style="list-style-type: none"> • <i>"Cathays Library is a busy Library, which is used by a number of people from the very young to the older generation. Students use it the most, especially the Internet as not everyone has a computer."</i> • <i>I regularly use the Cathays library which is within easy reach on foot, by car or by bus. This branch and all the other branches within easy reach of my home are under threat. In view of my age I can see a time in the future when I will be unable to make use of the library service as all the branches will be out of my reach."</i>
Income generation incl. cafés, shops, community spaces, charges etc.	13	10.3	<ul style="list-style-type: none"> • <i>"Cathays - this facility has only just been renovated. 'If' no community/commercial partner is found and this closes it would be an incredible waste of such a wonderful building. I do believe the space could be used for other things, maybe a cafe with profits going back into the service?"</i> • <i>"Cathays has just received major investment. Could the council not considering renting it out to make money? Good wedding venue if closed books away?"</i>
Ideas for other funding sources i.e. savings in other areas/opening hours	13	10.3	<ul style="list-style-type: none"> • <i>"Llandaff north, Rhiwbina and Tonwgynlais costs transfer to keep Whitchurch library. Cathays absorb in central"</i> • <i>"Roath, Cathays, Rhiwbina and Whitchurch- Create a Community Hub with new full-service library. Don't withdraw subsidy"</i>
Access to Hubs i.e. travel costs/distance	13	10.3	<ul style="list-style-type: none"> • <i>"Roath & Cathays areas are less affluent areas than other areas and residents are more likely to need a library within walking distance"</i> • <i>"Cathays - I use/used a lot (especially when I was a student) and would be a shame to shut because it is quite far to get to another library from there. The range of books was never great and some of the staff not very friendly, but it was quite far to get to another library so I used it".</i> • <i>"Not quite sure what a 'community hub' is. I would possibly</i>

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			<i>use the library less if it was used for benefits/get into work type things as well. I go to the library to relax and would be put off by feeling it was also a place for 'chores'. Would be concerned about people queuing for other services/loitering".</i>
Other ideas for alternative provision	6	4.8	<ul style="list-style-type: none"> • <i>"Cathays has recently been refurbished and is a beautiful old building. Better to possibly reduce staff or cut hours rather than handing over to commercial partner so soon, community partner or Cathays H.S./ Gladstone schools would be better option."</i> • <i>"To eliminate Cathays and Roath leaves a considerable geographical area of Cardiff without a service. One should remain and developed as a hub."</i> • <i>"Reduction in hours would be preferable: e.g. Monday, Wednesday, Saturday for shorter hours (e.g. morning/afternoon) as it didn't tend to be very busy when I went in. Could run on shorter hours potentially. More things could go on here - computer courses for example as inside it's a nice building."</i>
Geographic discrimination	6	4.8	<ul style="list-style-type: none"> • <i>"Based on the council proposals it would seem that North Cardiff would not have library services if Whitchurch, Rhiwbina, Cathays, Roath and Rhydypennau were to have their funding withdrawn. Hubs might be a good idea for some areas but consideration needs to be given to how much it cost to create a new community Hub and is there really demand for one in nearly every ward. Also considerable money was spent on modernising Cathays Library it does not make sense for the council to withdraw the subsidy and potentially lose the building".</i> • <i>"You can't close Cathays AND Roath!! Where do we go locally for books? Moreover, didn't you just spend £700k doing up the Cathays library opposite a school???"</i>
Community Asset Transfer	2	1.6	<ul style="list-style-type: none"> • <i>"I'm not sure if the transient population (students) in Cathays would be able to create the ability to manage a community asset transfer - but I may be wrong."</i>
Promotion/advertising	2	1.6	<ul style="list-style-type: none"> • <i>"Rebrand the library and perhaps alter opening hours to encourage community activity, but don't withdraw the service."</i>
Job losses/loss of expertise	2	1.6	<ul style="list-style-type: none"> • <i>"Libraries support literacy, which is the most important skill for any person to have; closing libraries will cost more in the long run with children and adults with very low literacy skills because they cannot access free books."</i>
In favour of volunteers	2	1.6	<ul style="list-style-type: none"> • <i>"Why not ask volunteers to see to the libraries, there are a lot of students in Roath and Cathays. There are a lot of older people in Rumney, how could they reach Llanrumney, that is most times old people meet up."</i>
Concerns regarding volunteers	2	1.6	<ul style="list-style-type: none"> • <i>"Roath and Cathays Library serve a massive population in a fairly deprived area and it's unlikely to have the kind of community support that more affluent areas like Radyr are attracting which means it's likely to be shut and stay shut. I cannot see any commercial backing being found or enough volunteers to be able to sustain."</i>
Costs/savings minimal	2	1.6	<ul style="list-style-type: none"> • <i>"It appears that the services being withdrawn are almost entirely in the North Cardiff areas which are continually subject to cuts and withdrawal of council services where residents pay higher council tax than most other areas of the city. Greater effort should be made by the council to attract commercial partnerships or tenancies within the library buildings in order to underpin the library provision in those areas but this should not be the sole source of financial support - the council has an obligation to support every area of the city in equal measure."</i>

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			<i>In the case of Cathay's library in particular it would be a travesty to allow Cathay's library to close should it not prove possible to attract community or commercial partners when a huge amount of money has so recently been spent restoring a beautiful listed building - what a waste of money!"</i>
In favour of the proposals	1	0.8	<ul style="list-style-type: none"> <i>"You should concentrate limited resources at the Central library and publicise more widely the availability of e books. You should save money by closing or transferring to community ownership all other libraries."</i>
Focus needs to be on library services rather than 'Hubs'	1	0.8	<ul style="list-style-type: none"> <i>"Cathays is a Carnegie library that can only be council run. Any attempt to change its focus will result in the trust taking back its building. Central library should be a library worthy of a capital city. The withdrawal of the local history floor with all its unique resources as well as its knowledgeable staff is a great loss. Rhydypennau and Rhiwbina are both well used, busy branches well regarded in the areas they serve. I use the three branches mentioned so I am familiar with all their services. There is no room in the present Llanishen branch to expand any service."</i>
Negative image of Hubs	1	0.8	<ul style="list-style-type: none"> <i>"The closure of Cathays Library (a Carnegie Library) would be an absolute disgrace. Most "Hubs" I have seen in Cardiff are derelict, scruffy buildings with inconvenient opening hours and an uninviting, claustrophobic atmosphere. I've never dared to set foot in one, nor do I know anyone who has. Few people know what they are, what they offer"</i>
Misc.	10	7.9	<ul style="list-style-type: none"> <i>"Roath and Cathays are largely student areas who will use Uni library services. Radyr and Llanishen are wealthier areas. I would be wary of commercial enterprises in case of exploitation"</i> <i>"Cathays is a relatively deprived area of Cardiff and I believe that the residents would benefit from a library. I believe that this needs to be overseen by the council as opposed to hold on to another private, money making company. I do accept that the current building is large, expensive to heat and light and is not ideal (although it is absolutely beautiful!)"</i>

*N.B. Comments may have been coded against more than one theme

Cardiff South East - Roath Library

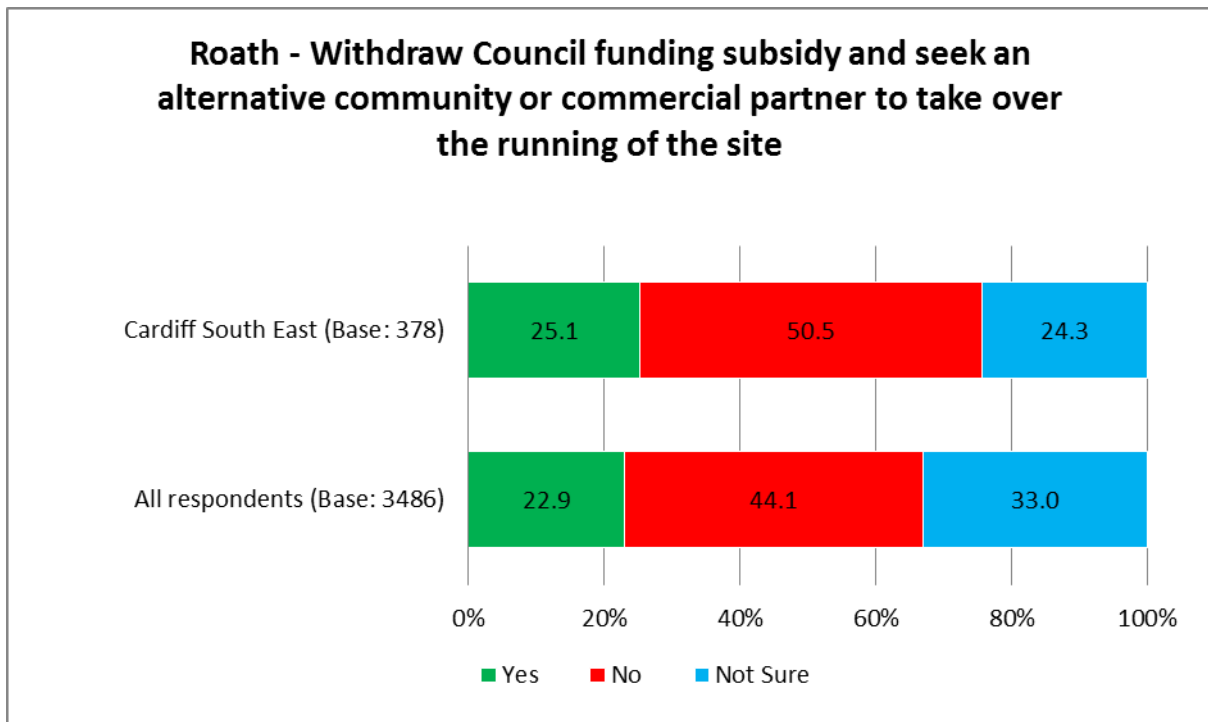
Proposals for the withdrawal of Council funding from Roath Library³ received slightly higher levels of opposition from respondents in Cardiff South East than from the wider population. (50.5% in Cardiff South East opposed the plans compared to 44.1% overall).

Local residents also instigated a petition relating to the proposals entitled: **'Keep Roath Library Open'** which received a total of **29 signatories**.

³ Temporary closure of Roath Library meant that hard copies of the consultation document were not able to be distributed at this location.

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The **44.1%** of respondents opposing the proposal represented a total of **1,536 individuals**. Additionally a total of **68** comments were made that specifically referenced Roath library and outlined the reasons for the opposition felt. These comments represented **3.3%** of the total number of comments made regarding library services.

Key Themes

- There library is seen to provide an essential service which supports the needs of a large ethnic minority population
- There are concerns regarding the negative impacts on the community if the Library closes
- There are difficulties in accessing alternative facilities

The role of the library as an **'important community resource'** was again cited as the main reason that plans to withdraw funding should be reconsidered (23 comments).

The location of the facility close to Adamsdown was reported to mean that it services a large population of the city's **ethnic minorities** for whom the library was described as **'critical'**. For some Roath library was reported to provide their only access to IT facilities, whilst others use the library to learn the English language.

- *"The area consists of a large population of ethnic minorities who may have limited access to computers. The library was often busy with individuals using the computers and learning the English language. This library appears to be a critical service for this community and it would be a shame for these individuals to be without this resource."*

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Those responding to the consultation expressed some acceptance towards service cuts in the area but found the **closure of both Roath and Cathays to be unworkable** with the proposed STAR Hub located at Splott Park viewed as too far away and inaccessible.

- *“I can understand the problems of the cost of Roath library building, but the location of it is excellent, easily accessible on bus routes and on the way into or from town. This is not the case with the Splott building.”*
- *“Closure of Roath library and moving Star hub to Splott park involves no library service within walking distance for me.”*
- *“By getting rid of both Cathays and Roath libraries you would be completely removing the library services in the areas inhabited by the majority of university students in Cardiff.”*
- *“Roath and Cathays are diverse areas with a range of communities - they need local, Council run buildings to access services and create an inclusive and unified community feeling otherwise they will become splintered and inward looking.”*

Roath – 68 comments received			
Theme	No.	%	Examples of comments*
Libraries are essential/ highly valued/must be retained	23	33.8	<ul style="list-style-type: none"> • <i>“Roath is a busy library and should not be closed.”</i> • <i>“Roath library is an important community resource located next to Adamsdown which is a severely neglected area”.</i> • <i>“Roath - while I no longer live in this area, while I did, I often frequented the Roath library. It always appeared to be busy, given the size of the library. The area consists of a large population of ethnic minorities who may have limited access to computers. The library was often busy with individuals using the computers and learning the English language. This library appears to be a critical service for this community and it would be a shame for these individuals to be without this resource”</i>
Generally against the proposals	20	29.4	<ul style="list-style-type: none"> • <i>“Cathays and Roath are both Listed Buildings. Roath in particular needs a large cash injection as the building is not for purpose and money has not been spent on maintaining it whilst I have been using it over the last 15 years. Cathays has recently had a large sum of public money spent on it. Both are buildings with limited commercial development potential due to their Listing but serve economically disadvantaged communities in Cathays and Adamsdown. Why can't the council recognise that in some areas a publicly funded facility needs to be maintained and enhanced? If a commercial partner is not found for these sites will they just close? What becomes of these landmark buildings?”</i> • <i>“You can't close Cathays AND Roath!! Where do we go locally for books? Moreover, didn't you just spend £700k doing up the Cathays library opposite a school???”</i> • <i>“It is very difficult to accept the closure of your local library (Roath), when so many others are remaining open or being increased. Whilst there is the possibility of the creation of a new community hub in Splott inclusive of a library, this is not local and the location is not great. However I can understand the problems of the cost of Roath library building, but the location of</i>

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			<p>it is excellent, easily accessible on bus routes and on the way into or from town. This is not the case with the Splott building. It is clear from the re-development of the CRI that a fabulous old building can be re-developed to create a modern facility. I would suggest that the re-development of the existing Roath library in a similar way to the CRI would be a better way to spend the money rather than a new build on a different site."</p>
Negative impacts on the community/society/long term impacts	18	26.5	<ul style="list-style-type: none"> • "Cathays and Roath are high in Private Rented accommodations. Families will rely on library services for children to do homework for example." • "Roath and Cathays are diverse areas with a range of communities - they need local, council run buildings to access services and create an inclusive and unified community feeling otherwise they will become splintered and inward looking. There are lots of older residents who rely on local services and families who use the park. Crwys road and Wellfield road are rare, thriving shopping and socialising areas but with the cost of living set to rise the fate of these areas hangs in the balance and withdrawing council services will definitely threaten their survival." • "I don't believe that the Roath branch should be closed as I know from my own experience that it is a valuable addition to the community. As I work at the university I don't have much of a need for library services as other members of the community (as shown by my very infrequent use of these facilities) but I do believe that they should be available and I have found them to be a great source of information when needed."
Discrimination against the elderly/youth/low income families	12	17.6	<ul style="list-style-type: none"> • "Roath Library would seem to be in an area with considerable existing challenges and disadvantages and I think having a library should be supported for the benefit of children in the local community." • "Roath is a very busy area with lots of students and families. I think it's essential that council funding continues to support its services." • "I believe that Roath library provides a very valuable resource for some of the more deprived residents in Cardiff and I am saddened by the suggestion that it will close, probably with the result "that some children and adults will have no access to books."
Access to Hubs i.e. travel costs/distance	11	16.2	<ul style="list-style-type: none"> • "Closure of Roath library and moving Star hub to Splott park involves no library service within walking distance for me." • "Roath library needs further support as for some it's necessary in the community in particular those that live in that area and have limited mobility and can't afford it if it was taken over by private companies or make the journey to other library sites."
Current usage levels	9	13.2	<ul style="list-style-type: none"> • "Roath library as well as being a purpose built library serves a wide community. The popular children's' reading hours, internet facility and space for art classes etc. should be reinforced with a stationery shop, cafe and different opening hours." • "Roath - while I no longer live in this area, while I did, I often frequented the Roath library. It always appeared to be busy, given the size of the library. The area consists of a large population of ethnic minorities who may have limited access to computers. The library was often busy with individuals using the computers and learning the English language. This library appears to be a critical service for this community and it would be a shame for these individuals to be without this resource".
Ideas for other funding sources i.e. savings in other areas/opening hours	6	8.8	<ul style="list-style-type: none"> • "Roath, Cathays, Rhwibina and Whitchurch- Create a Community Hub with new full-service library. Don't withdraw subsidy" • "Penylan & Roath should be combined. They are also nearer

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			<i>town so would have access to Central library."</i>
Other ideas for alternative provision	6	8.8	<ul style="list-style-type: none"> "Neighbouring areas where the proposal is to withdraw Council funding should be given a 'merger' option; e.g. a Hub centre for Cathays & Roath, or Whitchurch & Rhiwbina, could be more financially viable, attract greater investment, and provide a wider range of services than two centres competing across relatively small, neighbouring areas for funding, volunteers and public interest". "To eliminate Cathays and Roath leaves a considerable geographical area of Cardiff without a service. One should remain and developed as a hub."
Geographic discrimination	6	8.8	<ul style="list-style-type: none"> "I use Rhydpennau, Cathays, Rhiwbina and Roath libraries and you are proposing to put them all at risk. I will not have a full and proper library to go to!"
Income generation incl. cafés, shops, community spaces, charges etc.	2	2.9	<ul style="list-style-type: none"> "Roath library as well as being a purpose built library serves a wide community. The popular children's reading hours, internet facility and space for art classes etc. should be reinforced with a stationery shop, cafe and different opening hours."
Listed buildings	2	2.9	<ul style="list-style-type: none"> "Cathays and Roath are both Listed Buildings. Roath in particular needs a large cash injection as the building is not for purpose and money has not been spent on maintaining it whilst I have been using it over the last 15 years. Cathays has recently had a large sum of public money spent on it. Both are buildings with limited commercial development potential due to their Listing but serve economically disadvantaged communities in Cathays and Adamsdown. Why can't the council recognise that in some areas a publicly funded facility needs to be maintained and enhanced? If a commercial partner is not found for these sites will they just close? What becomes of these landmark buildings?"
In favour of the proposals	2	2.9	<ul style="list-style-type: none"> "Roath is an old building not worth keeping."
Job losses/loss of expertise	1	1.5	<ul style="list-style-type: none"> "A local library requires to permanent building i.e. Rhiwbina, Roath rather than an occasional visiting development librarian. A local library is essential to encouraging children to read and engage with books at an early age and will improve their academic achievements."
In favour of volunteers	1	1.5	<ul style="list-style-type: none"> "Why not ask volunteers to see to the libraries, there are a lot of students in Roath and Cathays. There are a lot of older people in Rumney, how could they reach Llanrumney, that is most times old people meet up."
Concerns regarding volunteers	1	1.5	<ul style="list-style-type: none"> "Roath and Cathays Library serve a massive population in a fairly deprived area and it's unlikely to have the kind of community support that more affluent areas like Radyr are attracting which means it's likely to be shut and stay shut. I cannot see any commercial backing being found or enough volunteers to be able to sustain."
Misc.	6	8.8	<ul style="list-style-type: none"> "Roath library has been allowed to decline to a state where it was not possible to keep it open. Funding should not have been withdrawn in this way from an existing facility. I feel it is well used and should be kept open, but perhaps with different services to suit needs of local community. it is located within a poor area, and use of computers is high. Children's section is much better than Pen y Lan, which has not dedicated enough space to children's books. I would have to travel much further to a worse facility." "Roath and Cathays are largely student areas who will use Uni library services. Radyr and Llanishen are wealthier areas. I would be wary of commercial enterprises in case of exploitation."

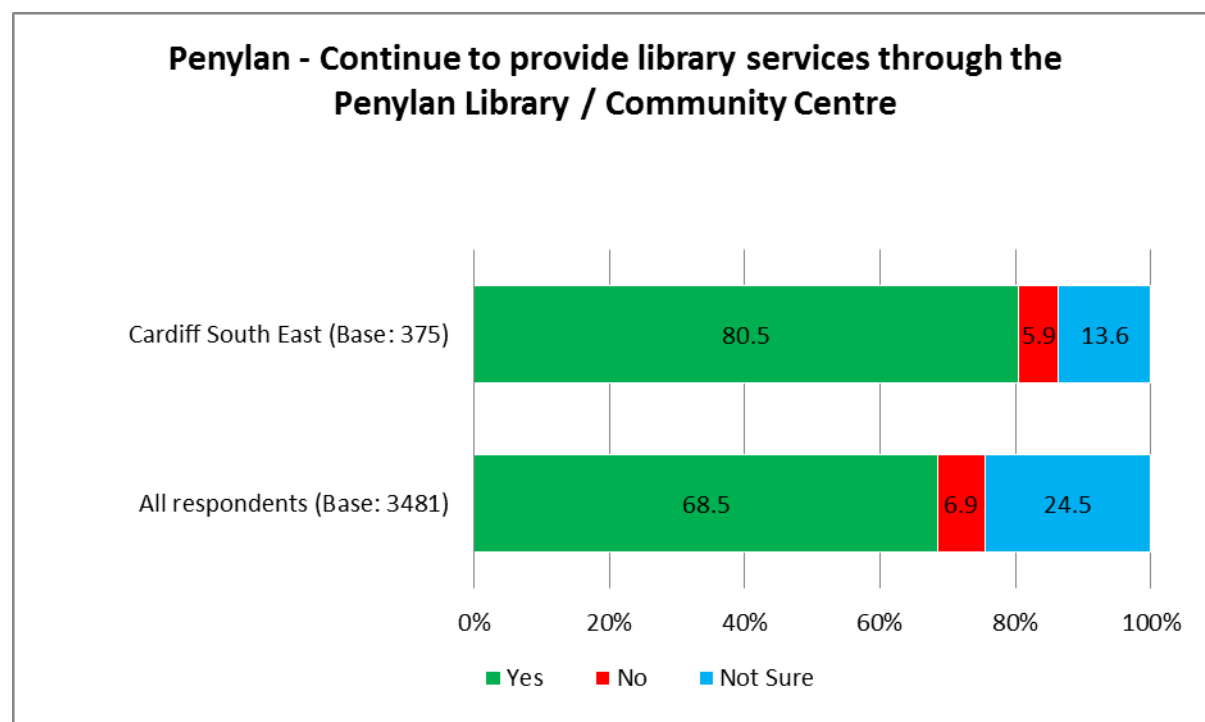
*N.B. Comments may have been coded against more than one theme

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Cardiff South East- Penylan Library / Community Centre

Proposals for the withdrawal of Council funding from Penylan Library received slightly higher levels of agreement from respondents in Cardiff South East than from the wider population. (**80.5%** in **Cardiff South East** approved of the plans compared to **68.1%** overall).



The **6.9%** of respondents opposing the proposal represented a total of **241** individuals. Just a small number (**12**) of the comments that were made relating to the proposals from library services made specific reference to Penylan Library or outlined the reasons for any opposition felt. Several of these comments suggested alternative proposals to merge the existing services at Penylan with other local facilities.

A selection of the comments made included:

- *“Some of the libraries and facilities are close together so should be merged like Roath and Penylan.”*
- *“Penylan looks underused - merge it with Cathays or Roath”*
- *“You have proposed shutting both Cathays and Roath libraries, leaving only Penylan in the area. Penylan is a relatively small library and Cathays has only recently been refurbished. The plan for the area should be reconsidered”*

Penylan – 12 received			
Theme	No.	%	Examples of comments*
Generally against the proposals	2	16.7	<ul style="list-style-type: none"> • <i>“You have proposed shutting both Cathays and Roath libraries, leaving only Penylan in the area. Penylan is a relatively small library and Cathays has only recently been refurbished. The plan for the area</i>

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			<i>should be reconsidered. Ditto for North Cardiff as well."</i>
Current usage levels	2	16.7	<ul style="list-style-type: none"> "Penylan looks underused merge it with Cathays or Roath. Close the community centre, better served as a new site for Primary School proposed for Howardian"
Negative impacts on the community/society/long term impacts	2	16.7	<ul style="list-style-type: none"> "Central Library does not provide a neighbourhood facility and is an expensive luxury, which is not required Cathays, Library provides a much needed and used facility within ready access to a number of schools and students - additional facilities should be available, i.e. coffee, classes etc. The availability of quiet rooms/computers etc. is vital for educational use and for those who do not have access to internet at home, but wish to have access at a LOCAL facility. Penylan is regularly used in addition to the leisure centre, meeting rooms etc. Rhydpennau provides a focal point for a large elderly population who may not get the opportunity to meet other people on a regular basis were it not for this facility"
In favour of the proposals	1	8.3	<ul style="list-style-type: none"> "Some of the libraries and facilities are close together so should be merged like Roath and Penylan. Also why focus on a city centre expansion when the outskirts of the city are suffering."
Libraries are essential/highly valued/must be retained	1	8.3	<ul style="list-style-type: none"> "Keep all libraries open. I expect you think Penylan, Rhiwbina and Cyncoed are prosperous areas but all have high numbers of elderly residents who use the library."
Ideas for other funding sources i.e. savings in other areas/opening hours	1	8.3	<ul style="list-style-type: none"> "Penylan & Roath should be combined. They are also nearer town so would have access to Central library".
Other ideas for alternative provision	1	8.3	<ul style="list-style-type: none"> "Some of the libraries and facilities are close together so should be merged like Roath and Penylan. Also why focus on a city centre expansion when the outskirts of the city are suffering."
Discrimination against the elderly/youth/low income families	1	8.3	<ul style="list-style-type: none"> "Keep all libraries open. I expect you think Penylan, Rhiwbina and Cyncoed are prosperous areas but all have high numbers of elderly residents who use the library."
In favour of volunteers	1	8.3	<ul style="list-style-type: none"> "Canton library and Penylan libraries are very close to town and on a main bus route in to town. If libraries need to close then those in areas where people could easily access another library should go first. I think it is reasonable for those libraries close to town and on major bus routes to close. In addition these are areas where people are often more affluent than other areas so may be more likely to be able to access services easily. In addition, both areas already have strong community groups who may be able / willing to run libraries as volunteers. "
Misc	4	33.3	<ul style="list-style-type: none"> "Central library is a brand new facility which should not need any more spending on it and the central location is not actually very user friendly for young family members. Rhyd y penau actually is ideally located to provide easy access to all age group as it is walking distance from a junior and secondary school and serves the more elderly community very effectively. Penylan is not well stocked, not pleasant to spend time in and the site is constantly flooded." "Penylan provides a very poor service. Staff, lack of books and not user-friendly since development of the site."

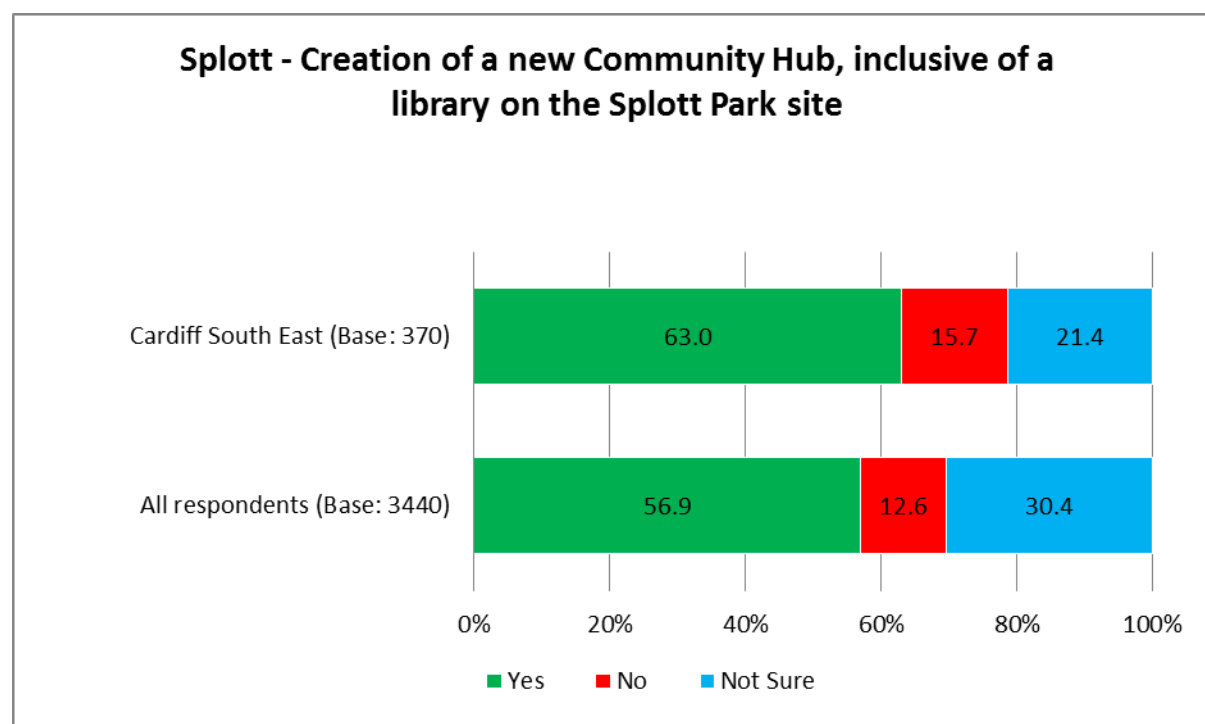
*N.B. Comments may have been coded against more than one theme

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Cardiff South East - Splott Library / Hub

Proposals for the withdrawal of Council funding from Splott Library received slightly higher levels of agreement from respondents in Cardiff South East than from the wider population. (**63.0%** in Cardiff South East agreed with the plans compared to **56.9%** overall).



The **12.6%** of respondents opposing the proposal represented a total of **435** individuals. A total of **36** comments that were made relating to the proposals from library services made specific reference to Splott Library and outlined the reasons for any opposition felt. These comments represented just **1.8%** of the total number of comments submitted.

Splott Library / Hub – 36 comments received			
Theme	No.	%	Example of comments*
Generally against the proposals	29	80.6	<ul style="list-style-type: none"> "The STAR centre in Splott already has a busy library, its central to the community. There is no need to build a multi-million pound Hub when the building that is already in the heart of Splott meets the needs of the community. As always the richer areas of the city get the better deals and services." "New Splott site is too far away from the shops and passing members of the public smaller part time libraries should close to fund larger ones." "The STAR Centre in Splott should remain and further services developed in Tremorfa to serve that community."
Libraries are essential/ highly valued/must be retained	7	19.4	<ul style="list-style-type: none"> "Splott library is great already." "The STAR Centre in Splott should remain and further services developed in Tremorfa to serve that community."
Wastage	7	19.4	<ul style="list-style-type: none"> "I don't think Splott should have a new hub the star centre is fine I

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			<p>can't see any reason to spend millions on a new hub whilst there is that fantastic star centre there."</p> <ul style="list-style-type: none"> • "Central library should be maintained as it is. Waste of money shutting STAR only to rebuild in Splott. Just maintain the STAR!"
Access to Hubs i.e. travel costs/distance	7	19.4	<ul style="list-style-type: none"> • "New Splott site is too far away from the shops and passing members of the public smaller part time libraries should close to fund larger ones." • "The Splott Park site is in Tremorfa not Splott. If you withdraw the star and Roath library you will isolate a lot of people including the elderly who will have difficulty reaching the new library. Also as it is a one stop shop so to speak it will no doubt have the local "riff raff" outside who will make it even more difficult for the elderly / vulnerable to use."
Negative impacts on the community/society/long term impacts	6	16.7	<ul style="list-style-type: none"> • "Keep the library in the STAR centre in Splott the building is already there and can be used more effectively, it's in the heart of the community! Building a new building is a waste of money and also a bad location, the park area is very open and dark at night and I think old people will not visit. The Star centre is already a building providing the STAR community with what they want; a pool can also be added as there is enough land on the site. Use the funds to change the STAR not knock it down and build new!" • "Hubs are not the same as libraries and do not provide the same level of service. The proposal to close the STAR library in Splott is ridiculous as the Tremorfa site is too far away. As a teacher, I know many families who rely on the STAR library. Local primary schools have very good relationships with libraries and their staff."
Discrimination against the elderly/youth/low income families	3	8.3	<ul style="list-style-type: none"> • "The Splott Park site is in Tremorfa not Splott. If you withdraw the star and Roath library you will isolate a lot of people including the elderly who will have difficulty reaching the new library. Also as it is a one stop shop so to speak it will no doubt have the local "riff raff" outside who will make it even more difficult for the elderly / vulnerable to use."
Current usage levels	3	8.3	<ul style="list-style-type: none"> • "The STAR centre in Splott already has a busy library, its central to the community. There is no need to build a multi-million pound Hub when the building that is already in the heart of Splott meets the needs of the community. As always the richer areas of the city get the better deals and services."
Income generation incl. cafés, shops, community spaces, charges etc.	2	5.6	<ul style="list-style-type: none"> • "There is no need to invest in new hubs, but to make sure the existing ones are more efficient and effective. For example, both Star leisure centre and the one in Splott should be open, but the council should use its group spaces to rent to private businesses and generate revenue. The Star Leisure Centre can stay where it is but develop further to generate revenue by partnering with third party. Doing everything from scratch would cost money which can be better spent in developing existing facilities. In long term, there is no guarantee than the social behaviour, lifestyle and needs will stay the same and as a result it is important to develop existing facilities rather than taking an approach to completely developing a new one." • "I feel that no library should have council funding withdrawn, it is unfair to expect the community to volunteer, when many people within communities may not have the time or resources to do so and I feel that commercial partnership may warrant further issues, i.e. if a cafe is opened on site, what happens if that cafe doesn't make the required amount of money? I feel it should be considered as to why other libraries are doing better than others and consider how to improve upon the services, such as room rental and community projects. Splott for example has already had its pool knocked down for a better hub facility to be built, so why can this not be considered in other areas as well?"

Changes for Cardiff

Results and Feedback Report

Ideas for alternative provision of services	2	5.6	<ul style="list-style-type: none"> “Roath/Splott: both districts are small and share a wide area boundary. It would be more logical to create the new “Splott” Community Hub on the Roath library premises.” “There is no need to invest in new hubs, but to make sure the existing ones are more efficient and effective. For example, both Star leisure centre and the one in Splott should be open, but the council should use its group spaces to rent to private businesses and generate revenue. The Star Leisure Centre can stay where it is but develop further to generate revenue by partnering with third party. Doing everything from scratch would cost money which can be better spent in developing existing facilities. In long term, there is no guarantee than the social behaviour, lifestyle and needs will stay the same and as a result it is important to develop existing facilities rather than taking an approach to completely developing a new one.”
Misc.	2	5.6	<ul style="list-style-type: none"> “I am very keen to keep all existing libraries as I feel they are a very important cultural and community centre for people of all backgrounds and ages. I feel very strongly that Splott Library and the Star centre should remain at the existing site and community hub facilities increased within the library to encourage more users. The plans for the new library and sports centre seem very limited and do not seem to be set to replace the previously existing facilities adequately enough..”
Council accused of ‘not listening’	1	2.8	<ul style="list-style-type: none"> “Splott hub is a disgrace - an example of the council not listening to community and a politicised process where elected members have ridden rough shod over community members wishes and community workers thoughts. Whoever is responsible for signing this off should be dismissed.”
Geographic discrimination	1	2.8	<ul style="list-style-type: none"> “I think closing the STAR, Roath Library and Cathays is a big hit for south east Cardiff. If people haven't got a car, particularly in Adamsdown are they really going to walk to Penylan or Splott? I doubt it.”
Negative image of Hubs	1	2.8	<ul style="list-style-type: none"> “The Splott Park site is in Tremorfa not Splott. If you withdraw the star and Roath library you will isolate a lot of people including the elderly who will have difficulty reaching the new library. Also as it is a one stop shop so to speak it will no doubt have the local “riff raff” outside who will make it even more difficult for the elderly / vulnerable to use.
Promotion/advertising	1	2.8	<ul style="list-style-type: none"> “I feel very strongly that Splott Library and the Star centre should remain at the existing site and community hub facilities increased within the library to encourage more users.”
Costs/savings minimal	1	2.8	<ul style="list-style-type: none"> “The Star Centre was only refurbished a few years ago. It seems a waste if money to already be thinking of a new building to replace one that is only 5-6 years old!”

*N.B. Comments may have been coded against more than one theme