

---

**To: Leadership Board**

**On: 17 February 2016**

---

**Report by: Chief Executive**

---

**Heading: Paisley Central Library Consultation Report**

---

## **1. Summary**

- 1.1. It was agreed at a meeting of the Economy and Jobs Policy Board on the 18 November 2015 to conduct a public consultation on the options for the potential relocation of the Paisley Lending Library (Paisley Central Library). This paper summarises the results of that consultation process.
  - 1.2. The paper also outlines plans for a further public consultation to develop the vision for the new library and the services it should offer to the public.
  - 1.3. The paper also highlights the opportunity for such a relocation to enhance the library lending service for Paisley and to support the Council's regeneration plans for the town centre.
- 

## **2. Recommendations**

- 2.1. It is recommended that the Board:
    - note the outcome of the recent library consultation
    - approve the development of options for library relocation
- 

## **3. Background**

- 3.1. Paisley and its town centre is vital to the economic and social performance of all of Renfrewshire. The Paisley Asset Strategy, which was approved in January 2014, sets out an ambitious vision for Paisley including the development of a signature museum project of national status, developing opportunities to improve the visitor offer and, the rebranding of Paisley as a visitor destination providing employment and regeneration opportunities.

- 3.2. Paisley Lending Library is currently located within the museum building. It attracts a large number of visits per year (around 130,000) and provides a space for a broad spectrum of local residents to browse, borrow books and take part in activities. While the service is relatively well used and popular, the existing facilities face a number of challenges including accessibility, restricted space for increasing demand for public digital access network and children's activities.
- 3.3. The Museum Development Project creates an opportunity to significantly enhance the current library provision by facilitating a growth in activities for children and young people, provide an extension in the public access digital services and provide a fully modern and accessible facility in an alternative location. The possibility of incorporating further complimentary activities and services can also be considered, such as a cafe and box office for local events.
- 3.4. The Economy and Jobs Policy Board at its meeting on 18 November 2015 authorised officers to conduct a consultation exercise with library users and wider interests on the options for the potential relocation of the Paisley Lending Library. The consultation was carried out by Progressive, whose fieldwork team are fully trained and work in accordance with ISO 20252 and the Market Research Society Code of Conduct.
- 3.5. The consultation was conducted between Saturday 9th January and Sunday 17th January. Face to face interviews were conducted in a number of sites in the town centre: the High Street, outside the Piazza Shopping Centre, Causeyside Street (near Argos) and within the library itself. The consultation was also available during this time on the Renfrewshire Libraries website to allow online responses from library users and the wider community.
- 3.6. The consultation was promoted through the library, Council and Renfrewshire facebook sites and on the Council and RL websites as well as by the staff at the library.
- 3.7. In total 405 face to face interviews were conducted throughout the week. Each interview lasted approximately 10 minutes in duration. Quotas were applied to the face-to-face interviews to ensure a robust sample of users, non-users and lapsed users of the library was achieved. A total of 70 online surveys were returned.

#### **4. Results of Consultation**

- 4.1. Of the responses, 346 were from users (used library in last 12 months) and 129 were from non-users (never used the library) and lapsed users (used the library in the past but not in the last 12 months).
- 4.2. The full report is available on request and provides more detailed information on demographic profile, usage patterns and motivations, and satisfaction ratings which will be used to support future service planning.

- 4.3. The key findings outlined below indicate an overall positive or neutral response to the planned changes, with double the number of respondents viewing the relocation as a good or very good idea, compared to those that viewed it as a bad or very bad idea:
- Of users, 85% said they were very or quite likely to visit the library in its new location, with 12% unsure. Only 4% said they were quite or very unlikely to visit.
  - Of lapsed and non-users, 47% said they would be very or quite likely to visit the library in its new location, with 37% quite or very unlikely and 16% unsure.
  - Of users, 43% think the relocation is a very good or quite a good idea.
  - 32% of users think it's neither a good nor bad idea, or are unsure
  - Of lapsed and non-users, 54% think the relocation is a very good or quite a good idea.
  - Of users, only 25% think the relocation is quite a bad or a very bad idea.
  - Of lapsed and non-users, only 21% think the relocation is quite a bad or very bad idea.
- 4.4. The main reasons for a positive reaction were:
- More accessible / better access
  - Convenient location / good location
  - Perception more people will use it
- 4.5. The main reasons for a negative reaction were:
- Like it where it currently is
  - Like the current / historical building
- 4.6. It is to be noted that the findings above were in response to a verbal description of proposals to relocate the library in the High Street, without reference to specific location, plans or visuals. It is to be expected that plans and visuals which more clearly communicate the vision for a contemporary library with a range of services may inspire a higher approval rating for the relocation.

## **5. Next Steps**

- 5.1. The above consultation findings provide robust and reliable information about the views of library users and non-users, and we intend to follow this with a further consultation with members of the public and staff to support development of the vision for the relocated library service. This will explore how existing services can be developed, and what additional services would effectively meet user needs within the library.

- 5.2. This vision development process will be carried out March – April 2016 and the outcomes will inform project development and design. We will explore ideas for the types of environment, services and user experiences the library will offer. This will be a creative process to generate ideas with the community, and this approach has been applied successfully elsewhere to library development. From this process we will develop a coherent vision for the range of services to be offered by the library.
- 5.3. A further report will be provided to members in March 2016 to the Planning and Property Policy Board detailing the analysis of the options available for library relocation and providing a recommended location and associated costs.

---

## Implications of this report

### 1. Financial Implications

None.

### 2. HR and Organisational Development Implications

None.

### 3. Community Plan/Council Plan Implications

Children and Young People	- Children and young people in Renfrewshire will have the best start in life; being ready to learn, supported to achieve and ambitious throughout and beyond their school lives
Community Care, Health and Well-being	- Enjoy good mental health; Get involved in activities that improve the health and wellbeing of their community
Empowering our Communities	- Value and promote equality and diversity and the role of charitable and voluntary work
Greener	- Our town centres will be well maintained, clean and attractive to support trade and increase inward investment
Jobs and the Economy	- Have attractive environments and successful town centres created through successful area regeneration. These contribute positively to local community and economic growth.
Safer and Stronger	- Renfrewshire citizens as positive, supporting equality and valuing diversity to achieve fairness for all within our communities

**4. Legal Implications**

None.

**5. Property/Assets Implications**

Options are currently being investigated for acquiring suitable property.

**6. Information Technology Implications**

None.

**7. Equality and Human Rights Implications**

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

**8. Health and Safety Implications**

None.

**9. Procurement Implications**

None.

**10. Risk Implications**

None.

**11. Privacy Impact**

None.

---

**List of Background Papers**

- (a) Evaluation of public response to Relocation of Paisley Central Library, report prepared by progressive, January 2016

The foregoing background papers will be retained within Chief Executive's services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is David Amos, Head of Policy and Commissioning.

---

**Author:** David Amos, Head of Policy and Commissioning, 0141 618 4702,  
david.amos@renfrewshire.gov.uk