

Phase Two Library Consultation

Policy and Performance –
Environment and Communities

Consultation Objectives

- Enfield Council consulted on the development of a new library strategy.
- The Council must provide a comprehensive and efficient library service. The draft library strategy proposes a new approach that intends to deliver a comprehensive library service for all those who live, work and study in the area at a reduced cost to the Council.
- The primary consultation objectives were:

Understand stakeholders current use of Enfield's library service

Understand whether stakeholders agree or disagree with our proposed vision and priorities

Understand stakeholders' opinions on proposed library closures and alternatives suggested

Understand the potential impact of the proposed changes on stakeholders

Technical note

This is a summary report. The purpose of this document is not to report all data. All information submitted by respondents to the questionnaire and emailed responses have been shared with the relevant management team to consider

No sampling on online and paper questionnaires and thus no restrictions on residents and representatives sharing views

Filter questions used to ensure respondents were only asked questions relevant to them

No weighting factor applied

Responses to open-ended questions have been coded

Data is 'rounded' and certain questions enable respondents to select multiple options so some aggregated figures may not equal 100%

Responses to the easy read questionnaire are reported separately for closed questions. Responses to open ended questions in the easy read and standard versions of the questionnaires have been combined.

Introduction

- **Data collection** – Online questionnaire, hard copy questionnaire, letters and emails and petitions.
- **Promotional activities**
 - Online (e.g. Council’s social media platforms and digital e-newsletter)
 - Offline media (e.g. local newspaper articles, posters in libraries, Council buildings and advertising boards throughout the borough, flyers displayed in shops and business on high street),
 - Letters/emails sent to all MPs and VCS groups, trade unions
 - Direct engagement with VCS and partnership boards who represent protected groups in Enfield
 - Drop-in sessions facilitated by Council staff held in all proposed to close libraries
- **Availability of questionnaire** – 22nd August 2024 – 14th November 2024
- **Number of responses** – 1924
 - 1,715 standard questionnaire
 - 133 easy read questionnaire
 - 76 emails and letters
- **Petition signatures**
 - 1,298 - Enfield Over 50’s Forum’s Petition to keep Enfield’s libraries open
 - 2 - Petition to save the library

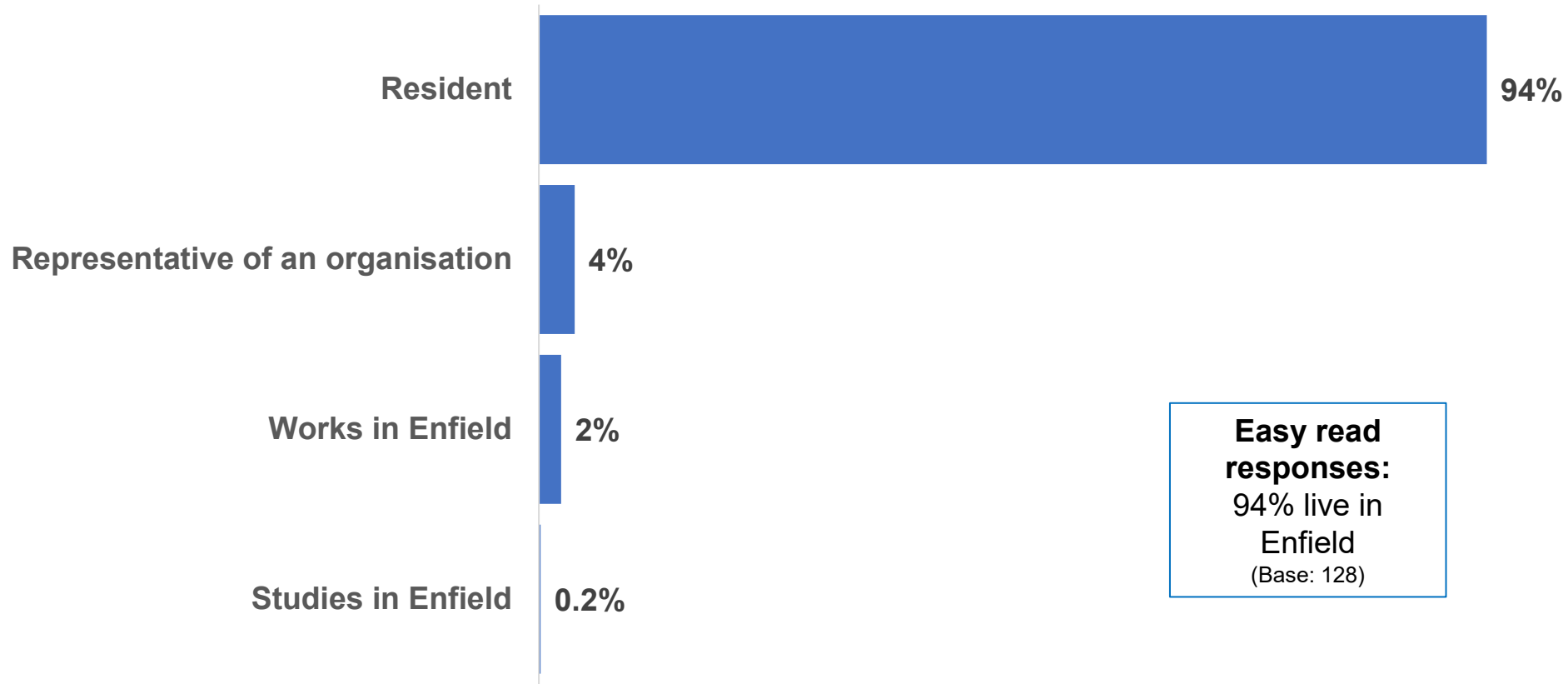
Key Findings (1)

- **95% of individual respondents have used the library service within the borough over the past two years.** Respondents have used/visited Enfield Town the most over the last two years (49%), with Oakwood (34%) and Winchmore Hill (32%) following with most visited/used.
- Only **5% of individual respondents stated they had not used the library service** in the borough in the last two years, with not needing the library service (30%) and not having time (21%) being the key reasons for this.
- Overall, **respondents agree with our vision and our five priorities.**
- It is felt the closure of John Jackson, Bowes Road, Enfield Island Village, Enfield Highway and Bullsmoor will have mostly a neutral impact on respondents' households. While it is perceived the closure of Oakwood, Southgate and Winchmore Hill will mostly have a negative impact on respondents' households. Those who use a library which is proposed to close mostly stated the proposed closures will have a negative impact on their household. Of those that feel negatively about the proposed closures, main concerns were about losing access to the library services and a negative impact on the community by reducing spaces and resources for younger and older residents.
- **The most common mitigation for individual respondents is visiting an alternative library.** Of these respondents, Enfield Town is the most popular alternative library (62%). However, the majority of respondents said there could be no mitigation for the impact of closing the libraries.
- According to representatives of schools, businesses, community groups and organisations, the most significant impact will be their members and service users losing accessing to the library service (74% of 48 responses).

Key Findings (2)

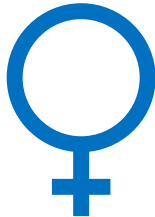
- The **proposed extension in opening hours of the remaining libraries was well received by many**, with a substantial proportion of respondents stating the proposal works for them (46% standard questionnaire and 47% easy read questionnaire). Less so among those who use the libraries proposed to close.
- **40% of respondents said the proposed extension in opening hours would make them more likely to use the remaining libraries**, with Enfield Town being the most popular library selected to visit (57%). However, those who use a library proposed to close were less likely to say the proposed extension in opening hours worked for them, with 53% saying would not make them more likely to visit the libraries.
- When asking about changes to the library service, **over half of the respondents said that they would rather we keep the library service as it is** (54%). This figure increases for those who use the libraries proposed to close (70%). Of the respondents who stated they would like us to implement some of the proposals, 59% said they would like us to reduce the number of libraries proposed to close but still close some libraries.
- When asked for suggestions respondents may have as an alternatives to the proposals, the majority of respondents used this opportunity to reiterate their desire to keep the library services as it is (70%). Residents also suggested cost saving measures, (such as reducing opening hours and staffing levels), that library spaces are used for other community services or rented out to increase revenue.
- This is mirrored in the letters and emails the Council received from stakeholders. We received 76 letters and emails, of which 74 (97%) were in objection to the proposed closures. Of the letters and emails received, six suggested alternative ideas to the proposed closures. This included ideas around cost saving measures, that library spaces are used for other community services to reduce operating costs or rented out to increase revenue.
- The Council received 1,300 signatures to two petitions objecting to the proposed closures of libraries.

Respondents



Q1. In what capacity are you responding to this questionnaire? (Base: 1,715) (Standard Questionnaire / Q1. In what capacity are you responding to this questionnaire? (Base: 128) Easy Read Questionnaire)

Respondent characteristics (selected)



68%
Female



8%
claim Housing Benefit,
Universal Credit and/or
Council Tax Support



41%
parents/carers of
children 14 or under

50+

53%
aged 50 or
over



46%
non-white
British



22%
have a disability

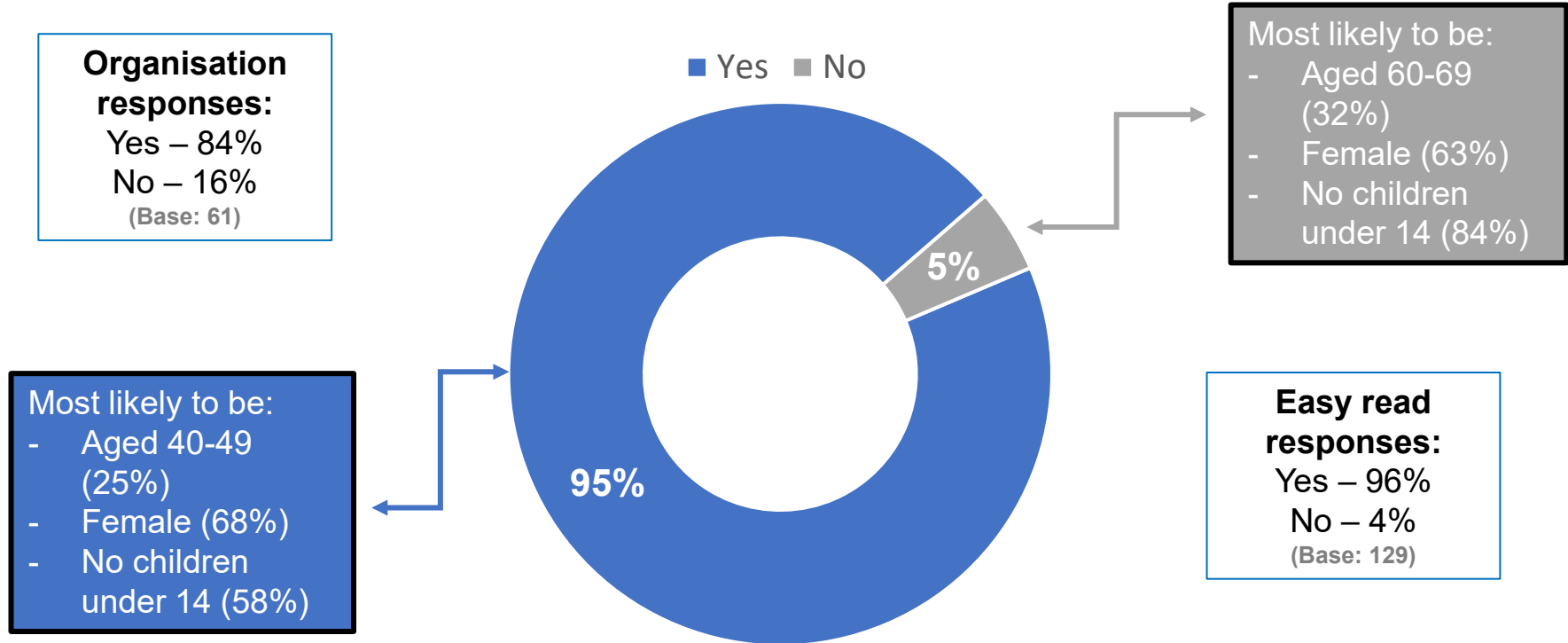


44%
from South West of
the borough

Southwest of the borough is N11, N13, N14 and N21 postcodes

Library Usage (1)

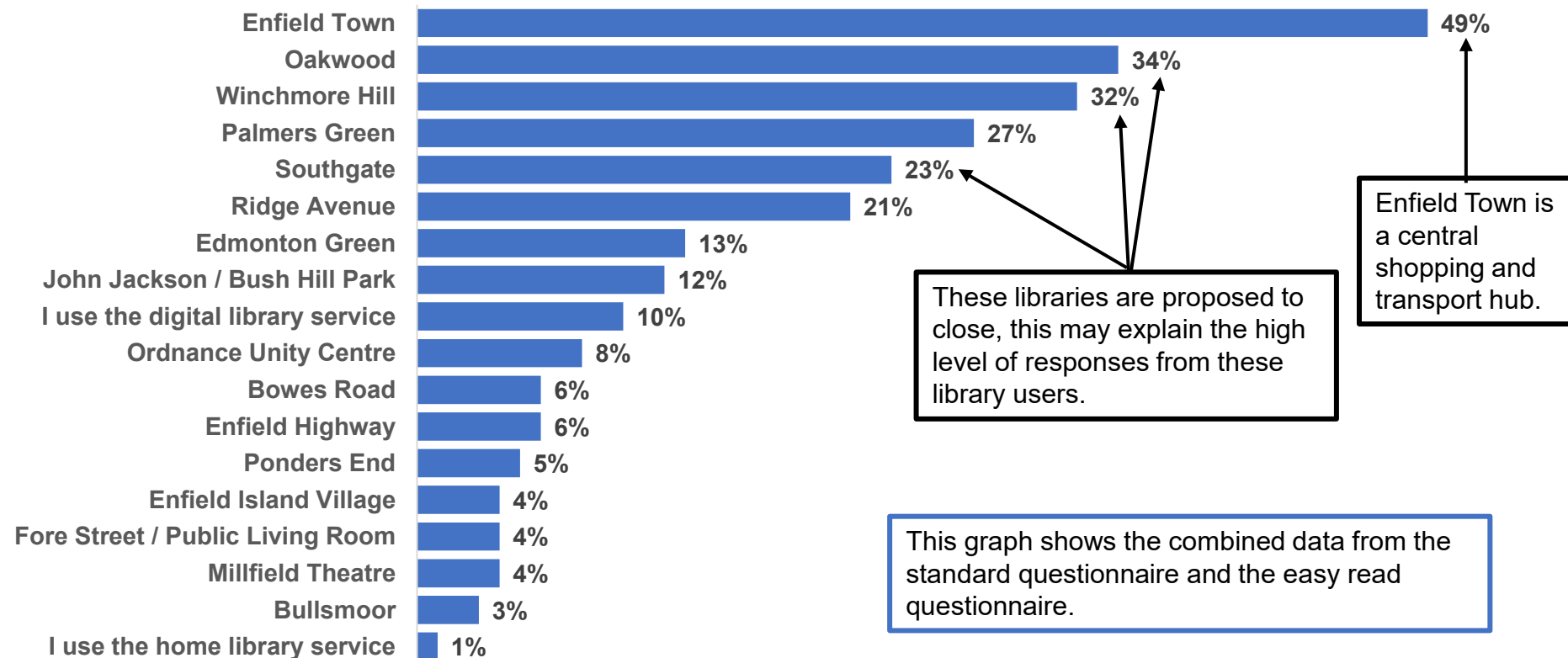
Women, those aged 40 to 49 and those without children under the age of 14 are most likely to say that they have used library services in the area. The majority of respondents have used the library service in Enfield in the last two years.



Q5. Have you used the library service in Enfield in the last two years?(Standard Questionnaire), Q7. Has your organisation used the library service in Enfield in the last two years? (Standard Questionnaire), Q2. Have you used the library service in Enfield in the last 2 years? (Easy Read Questionnaire) (Base: 1647 - standard questionnaire and easy read questionnaire combined)

Library Usage (2)

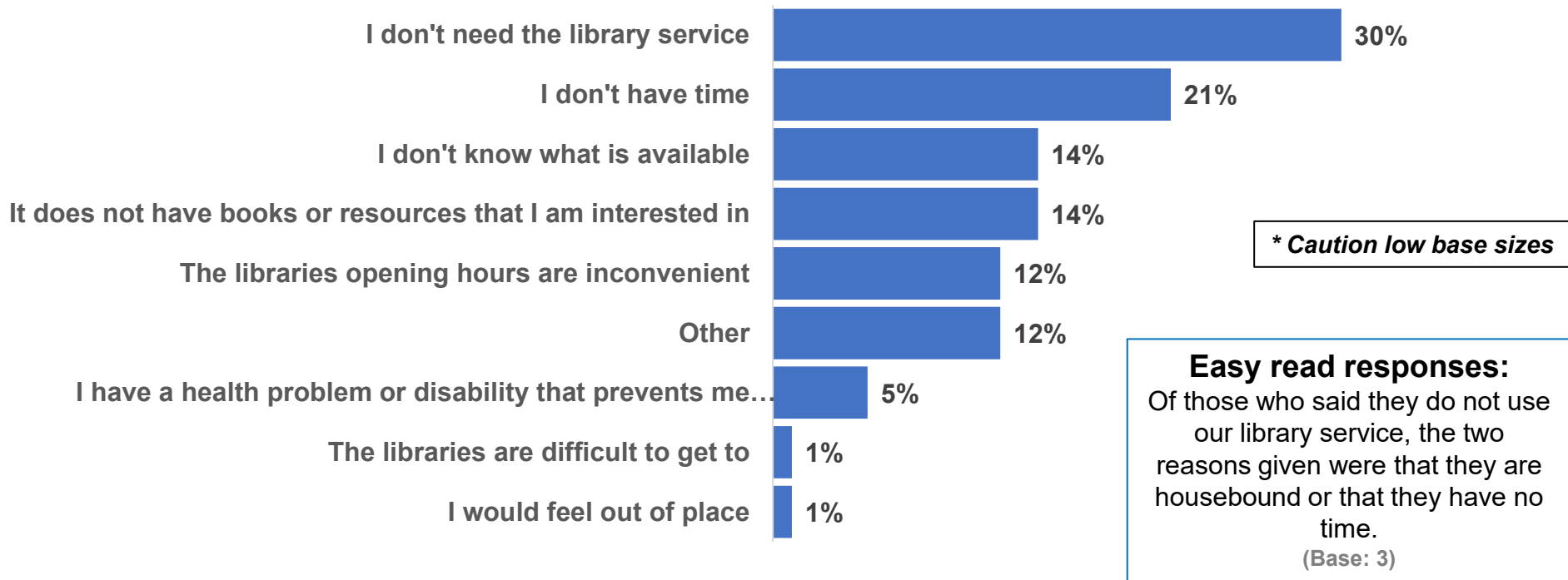
Almost half of respondents had used / visited Enfield Town Library in the last two years (49%).



Q8. Which of the following libraries have you used/visited in the last two years? (Base: 1,575) (Standard Questionnaire), Q9. Which libraries does your organisation use in Enfield? (Base: 51) (Standard Questionnaire), Q3. Tell us which libraries you have visited in the last two years (Base: 116) (Easy Read Questionnaire)

Reasons for not using library service

Some reasons in the 'other' response include, using libraries in other boroughs and just moved to the area. Of those who said their organisation does not use our library service, the reasons given were not living close to a library/not knowing where their local library is, uncertainty if SEND pupils would be welcome/accommodated for and their organisation does not need to use community spaces.



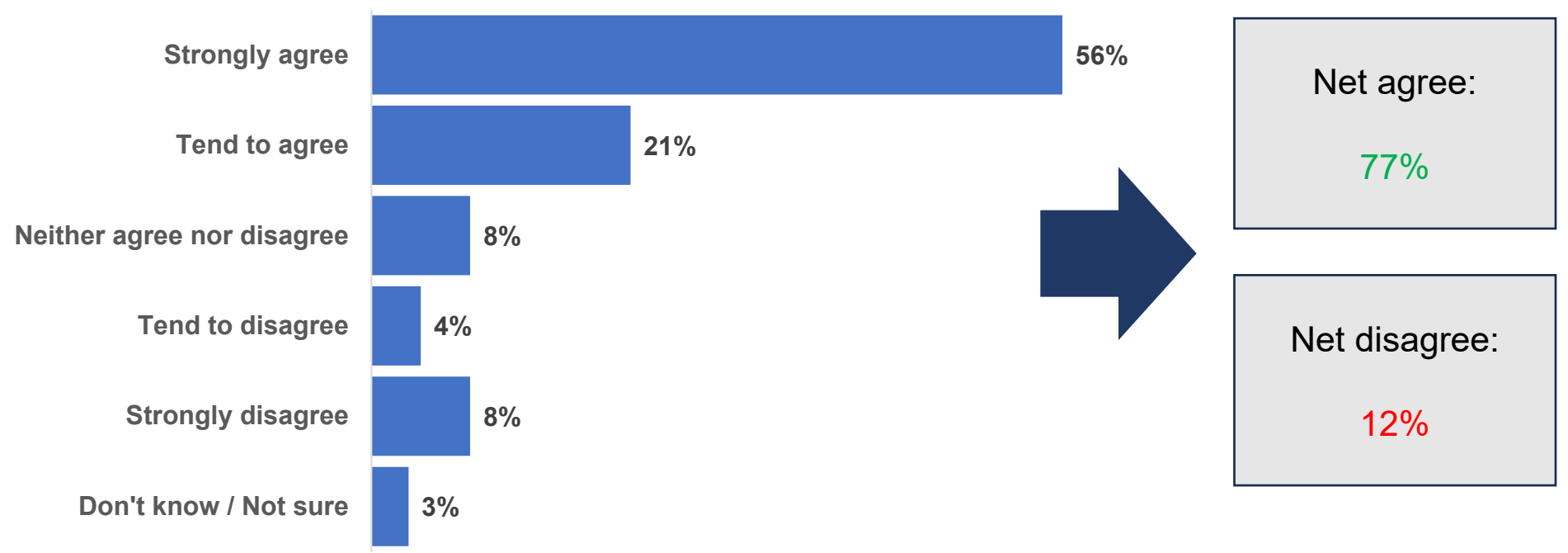
Q6. If you do not use our library service, what are the reasons for this? (Base: 76) (Standard Questionnaire), Q7a. Has your organisation used the library service in Enfield in the last two years? If not, please tell us why (Base: 6) (Standard Questionnaire), Q4. If you do not use the library service please tell us why (Easy Read Questionnaire)

Vision and Priorities

Vision

77% of respondents agree with our vision 'that all Enfield libraries will be hubs for learning, creativity, information, health and wellbeing, welcoming everyone who lives, works or studies in Enfield.'

For those who disagreed, 197 respondents suggested an alternative vision. Of which 84% used this opportunity to state their desires to keep library services as is.

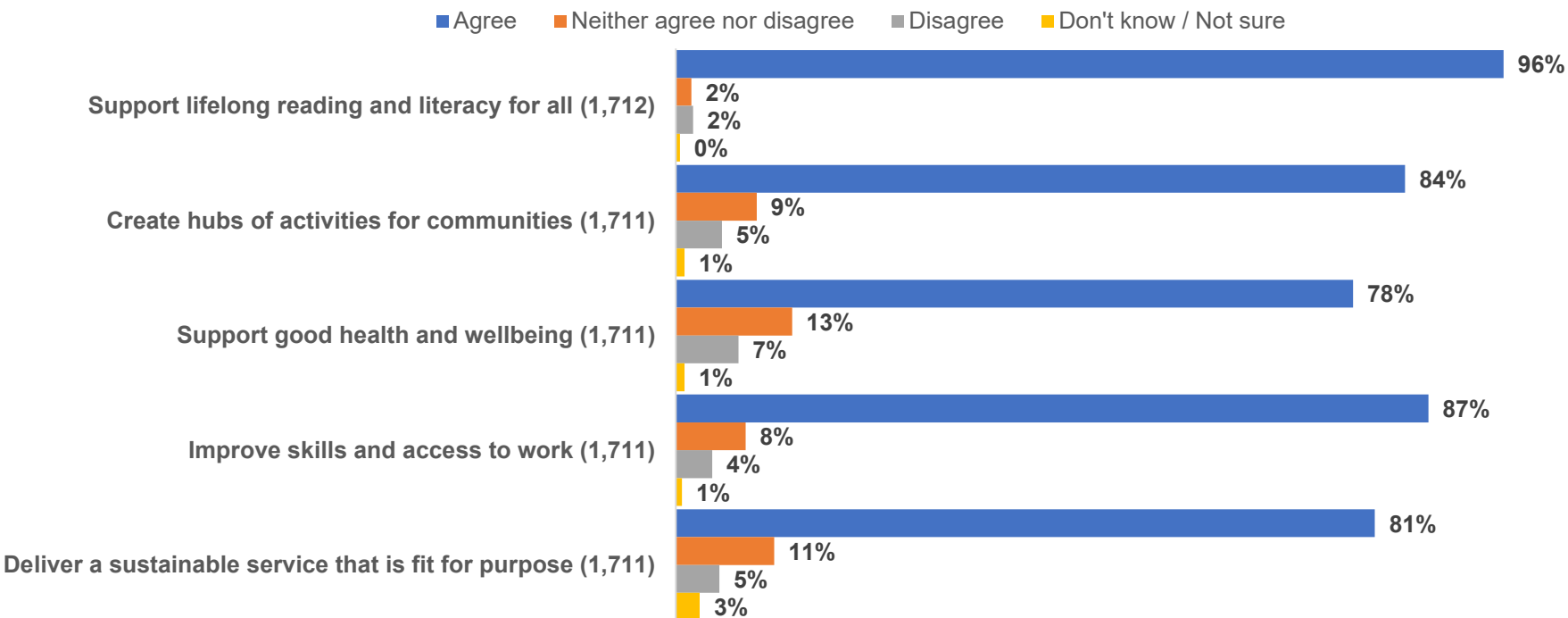


Q10. To what extent would you agree or disagree with our vision? (Base: 1,708)

Priorities

The majority of respondents agree with the proposed priorities in the draft library strategy and less than 1 in 10 state that they disagree.

493 respondents suggested alternative priorities of which 55% used this as an opportunity to state their desires to keep library services as is.



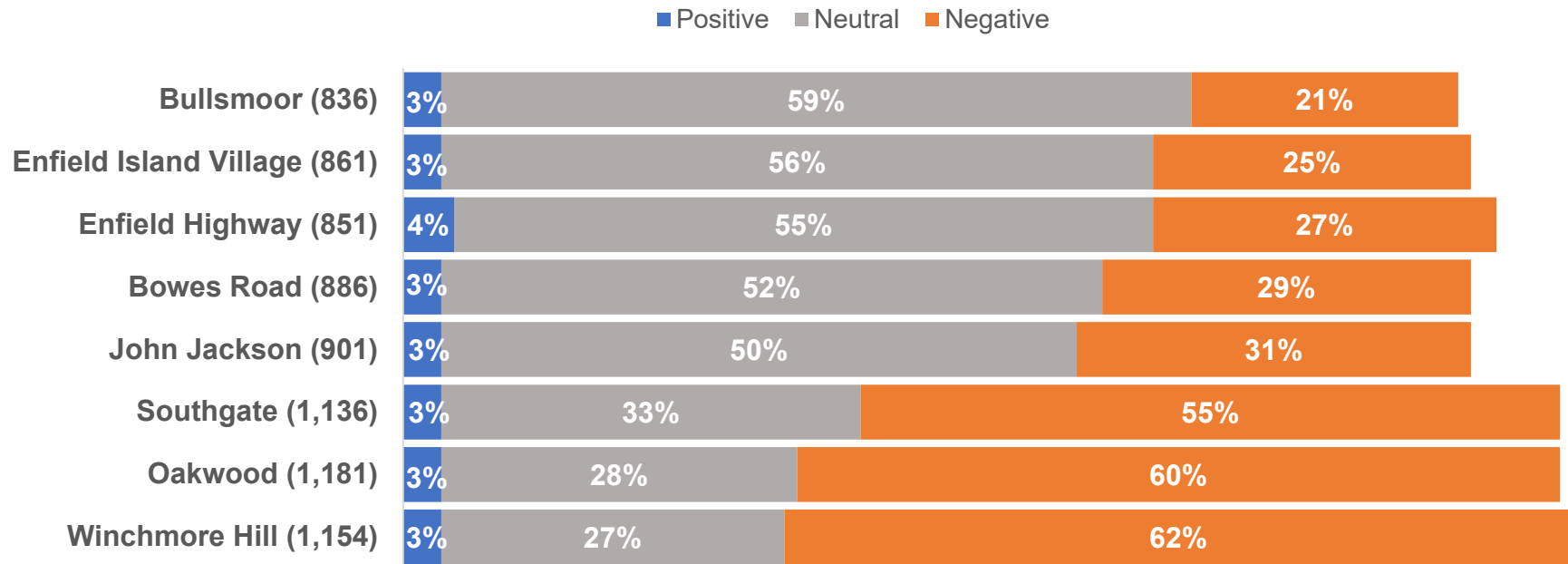
Q11. To what extent would you agree or disagree with our priorities? (Base sizes in brackets)

Potential Impact of Library Closures on Households

Potential impact on households

For Bullsmoor, Enfield Highway, Enfield Island Village, Bowes Road and John Jackson libraries, the majority of respondents said that the proposed closures of these libraries would have a neutral impact on them.

For Winchmore Hill, Southgate and Oakwood libraries, the majority of respondents said that the proposed closure of these libraries would have a negative impact on their household. This was highest for Winchmore Hill library (62%).

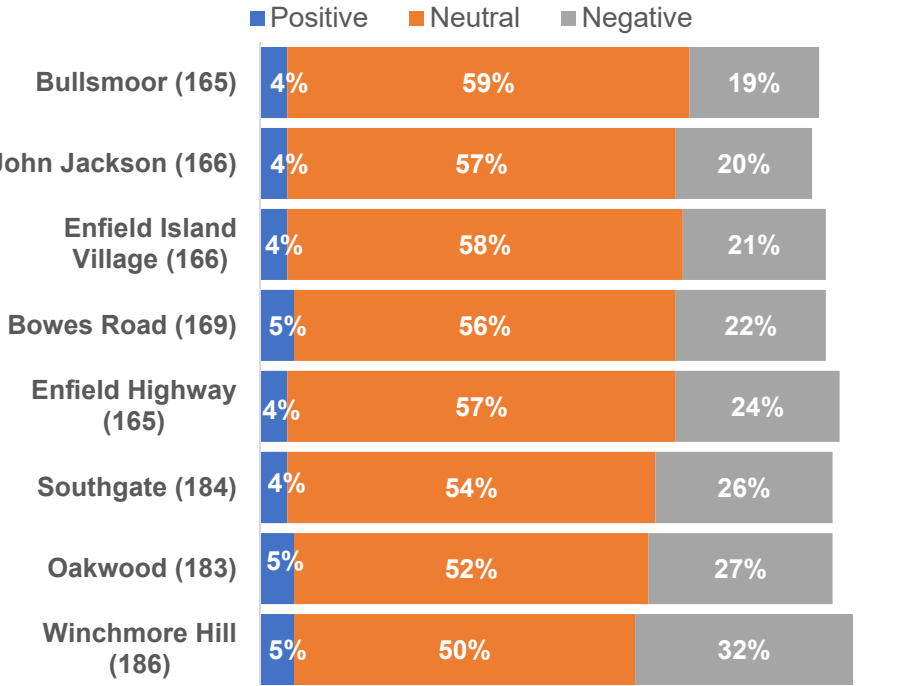


Q14. What would be the potential impact of ... closing on your household? Base sizes in brackets. Not applicable responses have been removed.

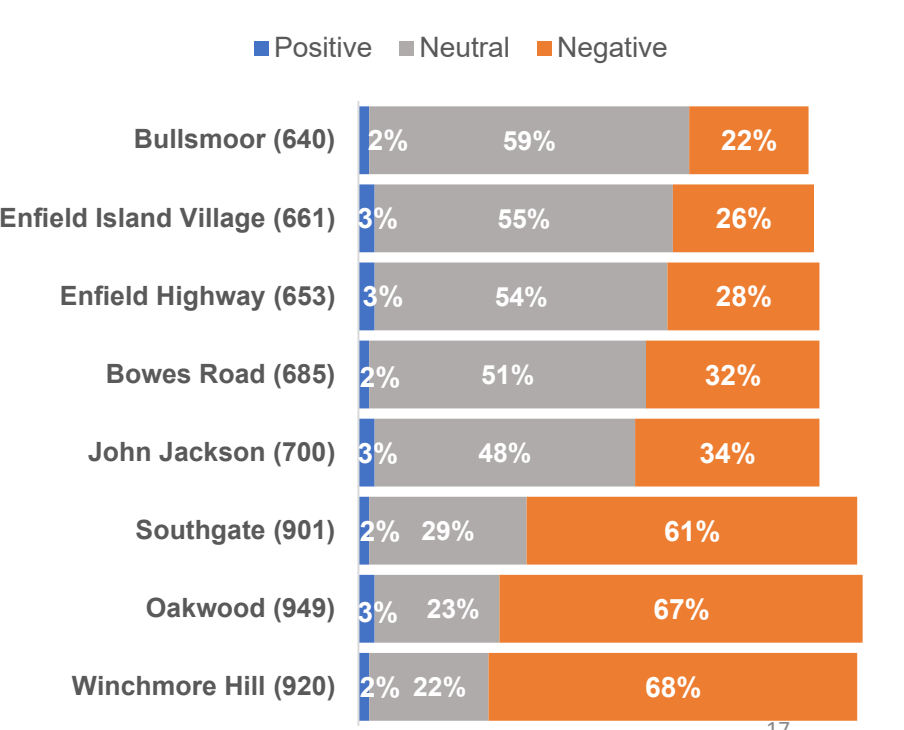
Potential impact on households

Those respondents who use a library which is proposed to close, were more likely to say that the proposed closures had a negative impact on their household. This was significantly higher for Winchmore Hill library (68%), Oakwood library (67%) and Southgate library (61%), compared to library users who do not use a library proposed to close (32%, 27% and 26% respectively).

Uses library proposed to remain open and does not use a library proposed to close



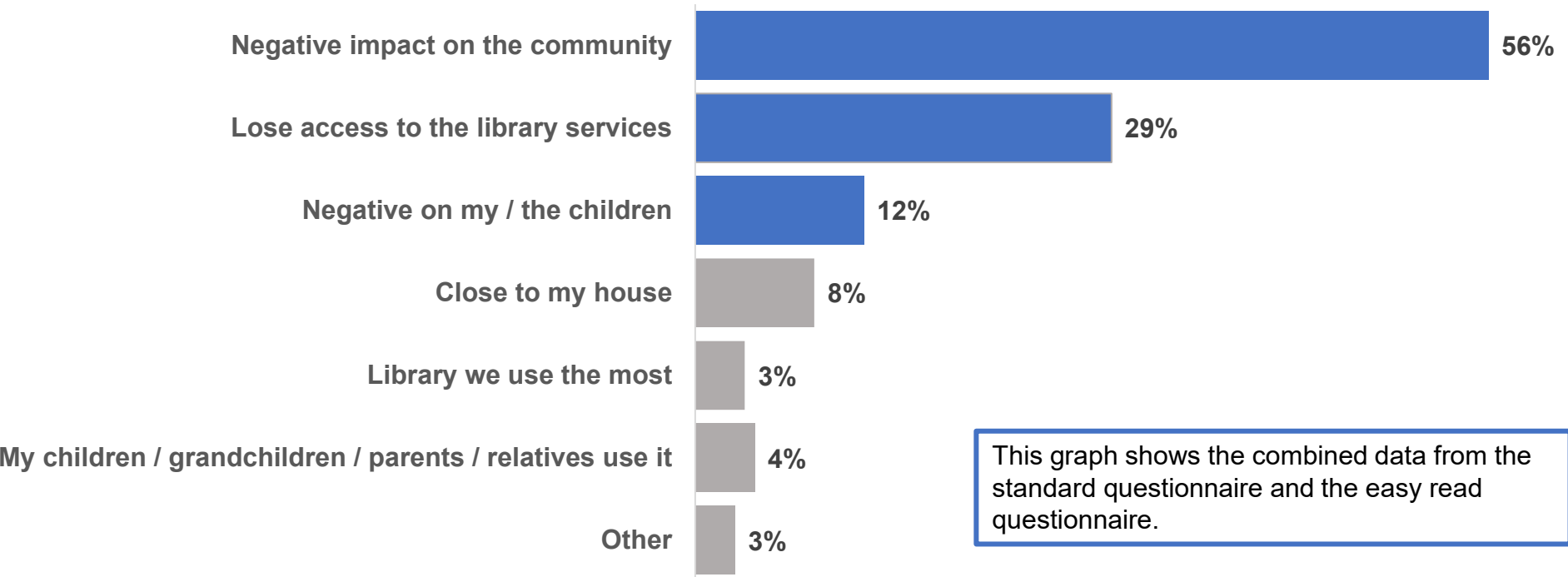
Uses library / libraries proposed to close



Q14. What would be the potential impact of ... closing on your household? Base sizes in brackets. Not applicable responses have been removed.

Negative impacts of closing Bullsmoor Library on households

The most common impacts identified by respondents were the negative impact on the community (56%), the respondent would lose access to the library service (29%) and the closure would have a negative impact on their / the children (12%).

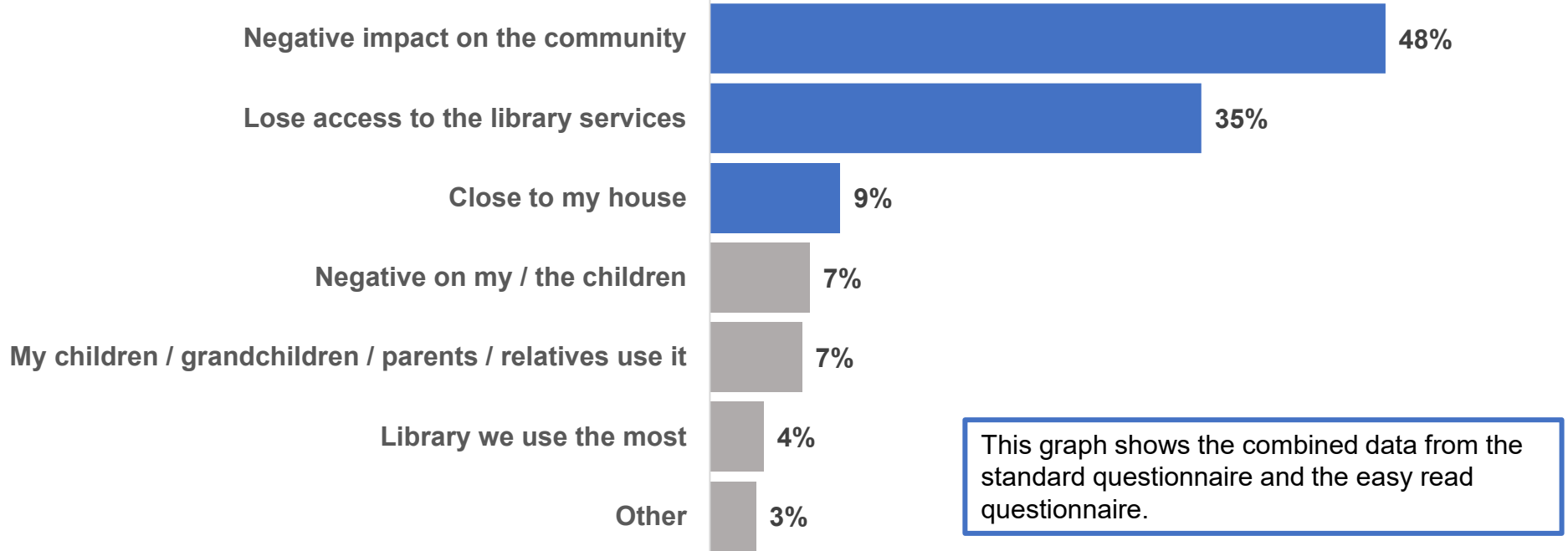


This graph shows the combined data from the standard questionnaire and the easy read questionnaire.

Q16. What would be the potential impact of ... closing on your household? (Bullsmoor – Base: 138) (Standard Questionnaire) and Q6. You stated that the closure of Bullsmoor Library will have a negative impact on your household, what is this impact? (Base: 5) (Easy Read Questionnaire)

Negative impacts of closing Enfield Highway Library on households

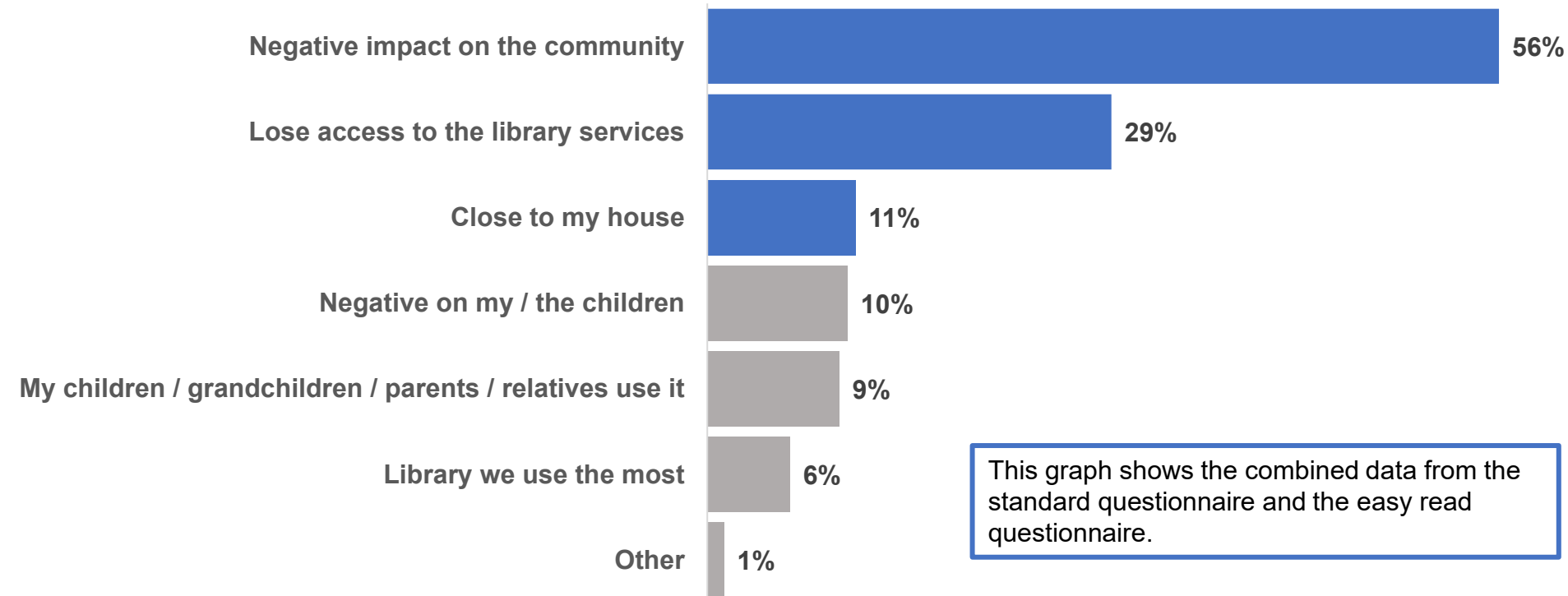
The most common impacts identified by respondents were the negative impact on the community (48%), the respondent would lose access to the library service (35%) and the library was close to their home (9%).



Q16. What would be the potential impact of ... closing on your household? (Enfield Highway – Base: 170) (Standard Questionnaire) and Q6. You stated that the closure of Enfield Highway Library will have a negative impact on your household, what is this impact? (Base: 13)(Easy Read Questionnaire)

Negative impacts of closing Enfield Island Village Library on households

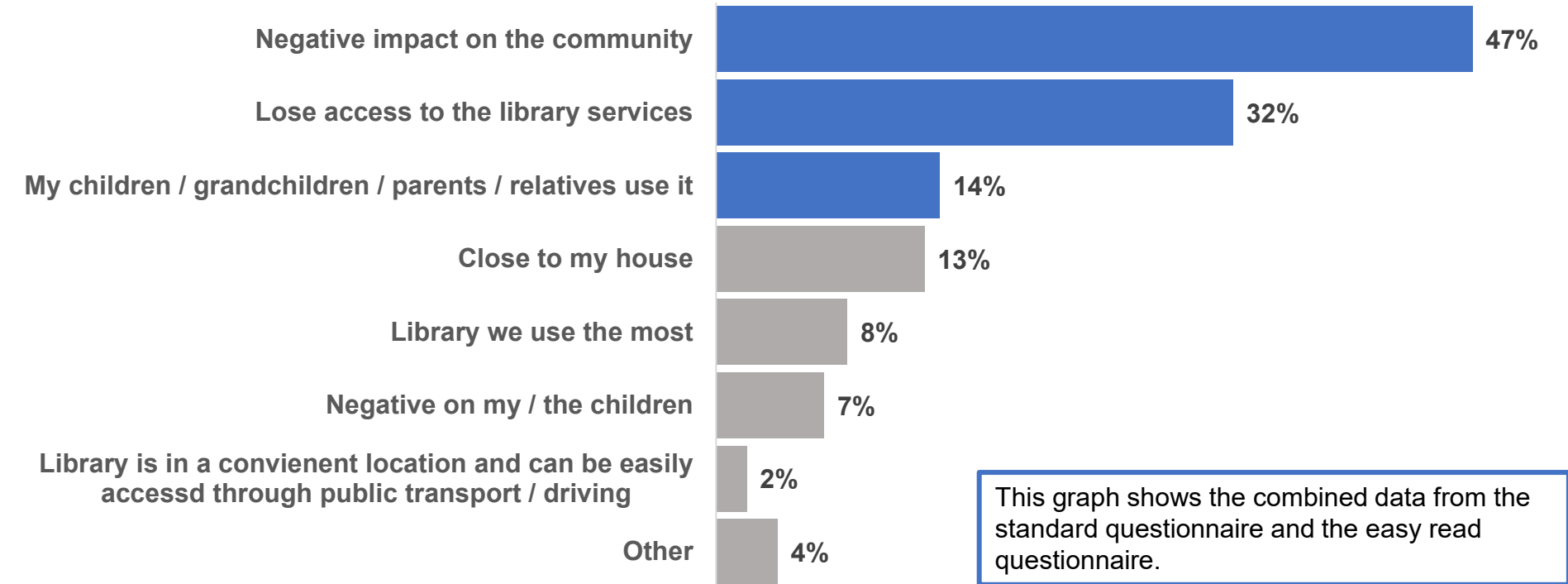
The most common impacts identified by respondents were the negative impact on the community (56%), the respondent would lose access to the library service (29%) and the library was close to their home (11%).



Q16. What would be the potential impact of ... closing on your household? (Enfield Island Village – Base: 166) (Standard Questionnaire) and Q6. You stated that the closure of Enfield Island Village Library will have a negative impact on your household, what is this impact? (Base: 4) (Easy Read Questionnaire) 20

Negative impacts of closing Bowes Road Library on households

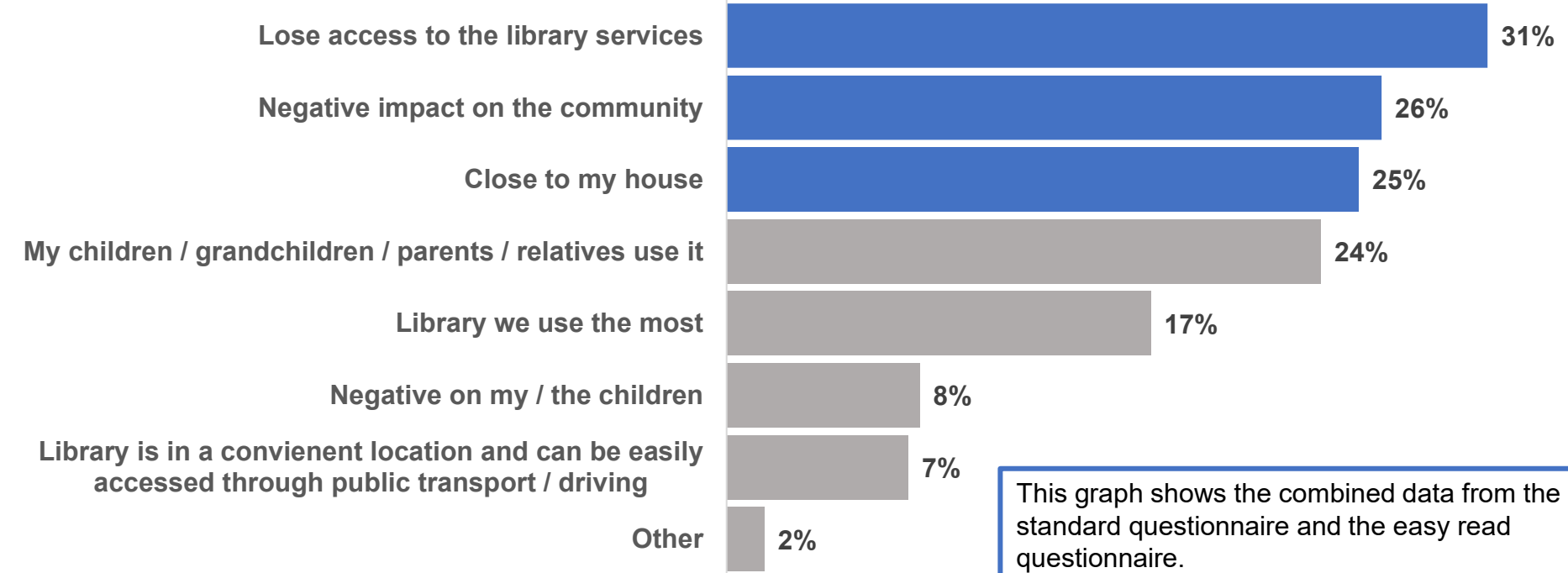
The most common impacts identified by respondents were the negative impact on the community (47%), the respondent would lose access to the library service (32%) and the respondent's children or relatives use it (14%).



Q16. What would be the potential impact of ... closing on your household? (Bowes Road – Base: 206) (Standard Questionnaire) and Q6. You stated that the closure of Bowes Road Library will have a negative impact on your household, what is this impact? (Base: 4) (Easy Read Questionnaire) 21

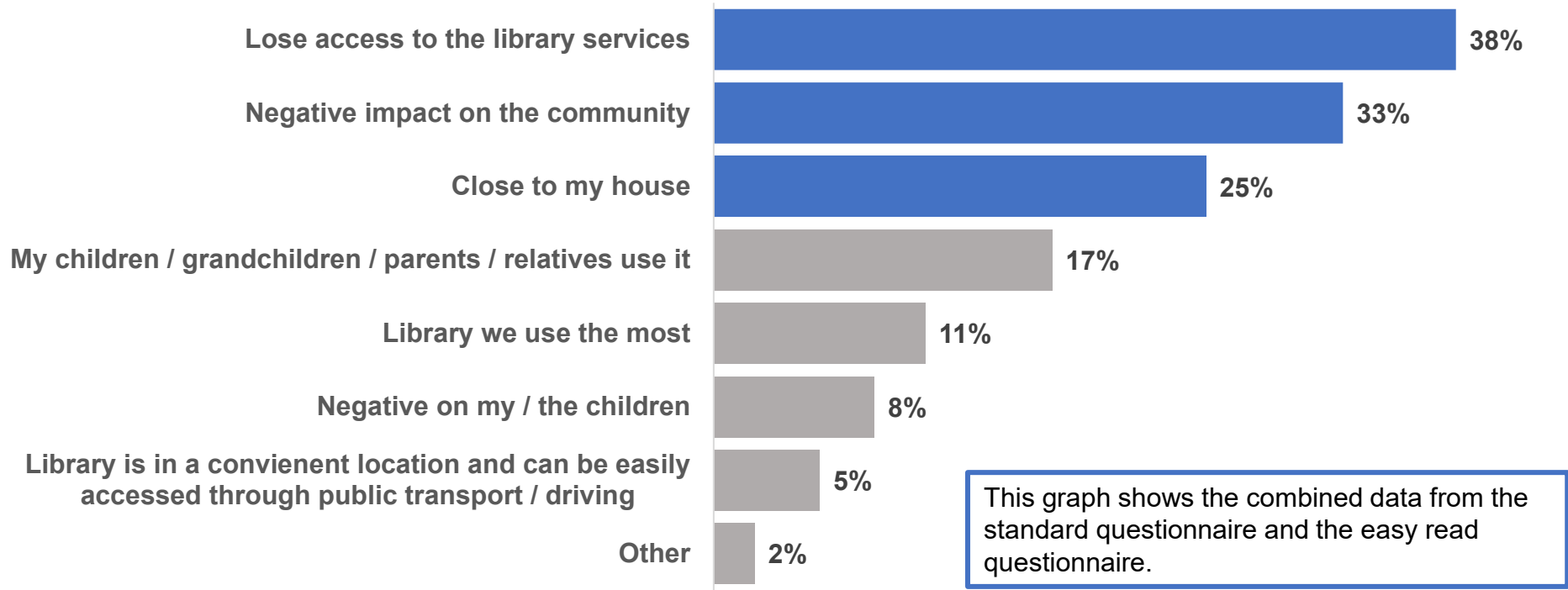
Negative impacts of closing Winchmore Hill Library on households

The most common impacts identified by respondents were that the respondent would lose access to the library service (31%), negative impact on the community (26%) and the library is close to the respondent's home (25%).



Negative impacts of closing Southgate Library on households

The most common impacts identified by respondents were that the respondent would lose access to the library service (38%), the proposed closure would have a negative impact on the community (33%) and the library is close to the respondent's home (25%).

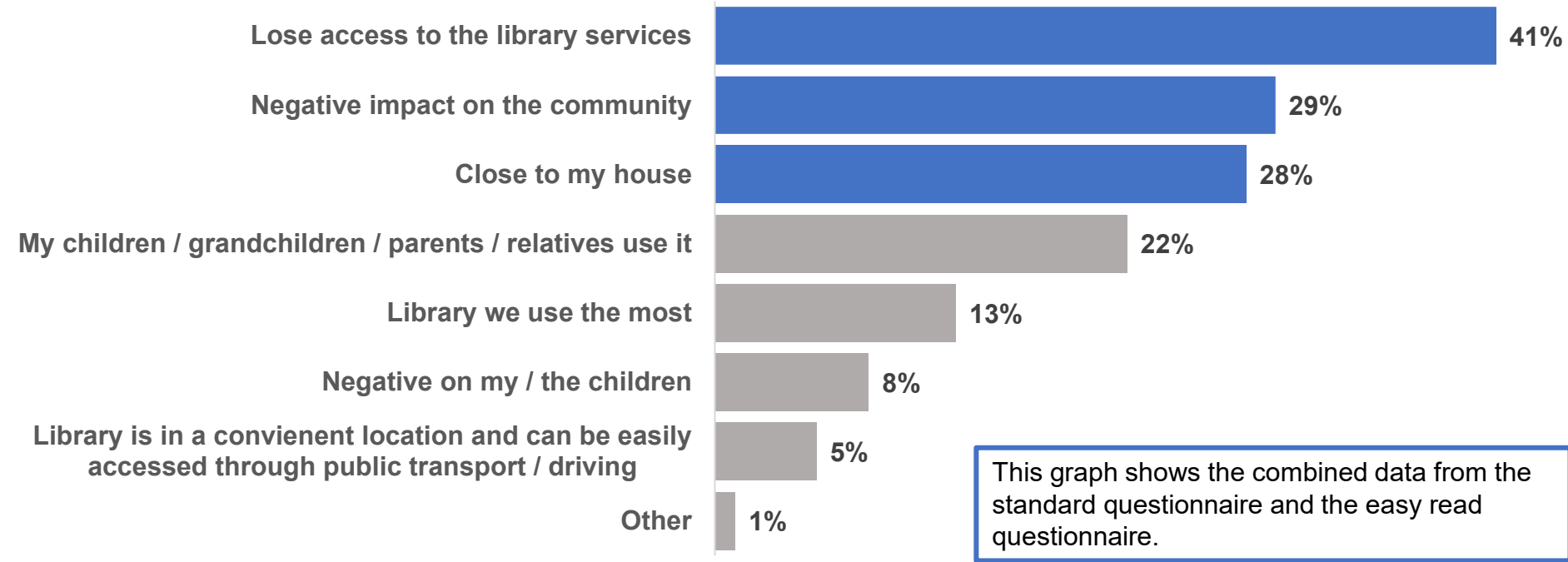


This graph shows the combined data from the standard questionnaire and the easy read questionnaire.

Q16. What would be the potential impact of ... closing on your household? (Southgate – Base: 540) (Standard Questionnaire) and Q6. You stated that the closure of Southgate Library will have a negative impact on your household, what is this impact? (Base: 26) (Easy Read Questionnaire) 23

Negative impacts of closing Oakwood Library on households

The most common impacts identified by respondents were that the respondent would lose access to the library service (41%), the proposed closure would have a negative impact on the community (29%) and the library is close to the respondent's home (28%).

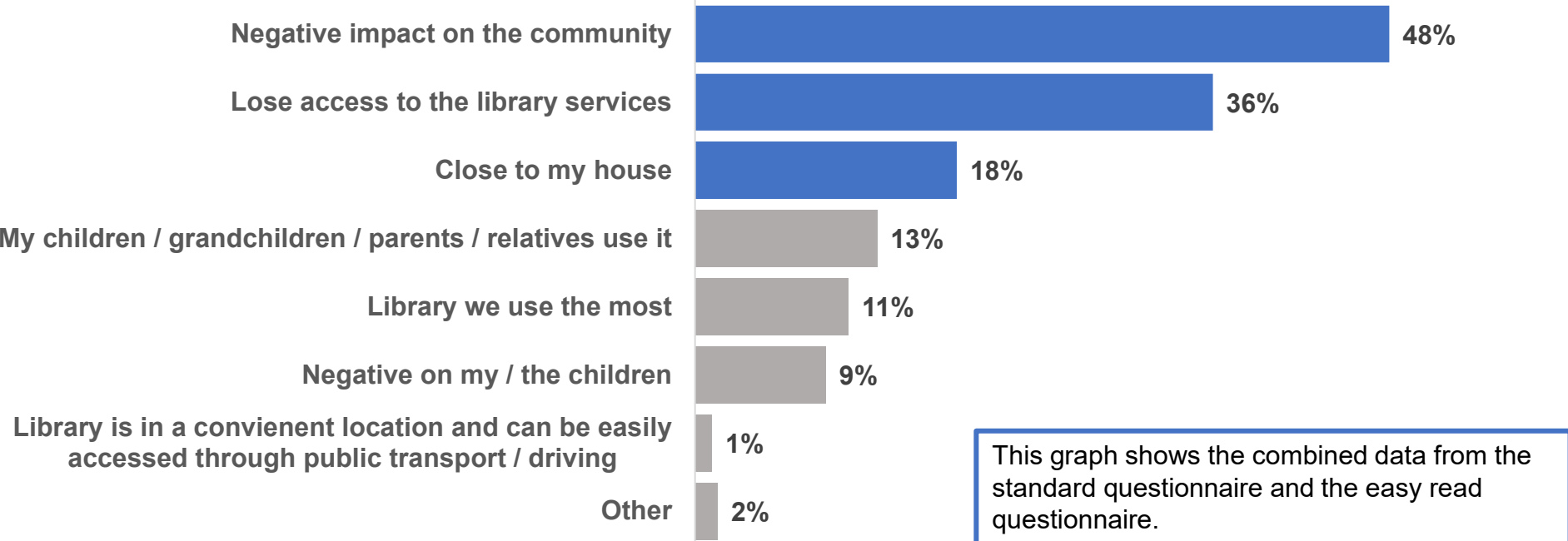


Q16. What would be the potential impact of ... closing on your household? (Oakwood – Base: 630) (Standard Questionnaire) and Q6. You stated that the closure of Oakwood Library will have a negative impact on your household, what is this impact? (Base: 30) (Easy Read Questionnaire)

24

Negative impacts of closing John Jackson Library on households

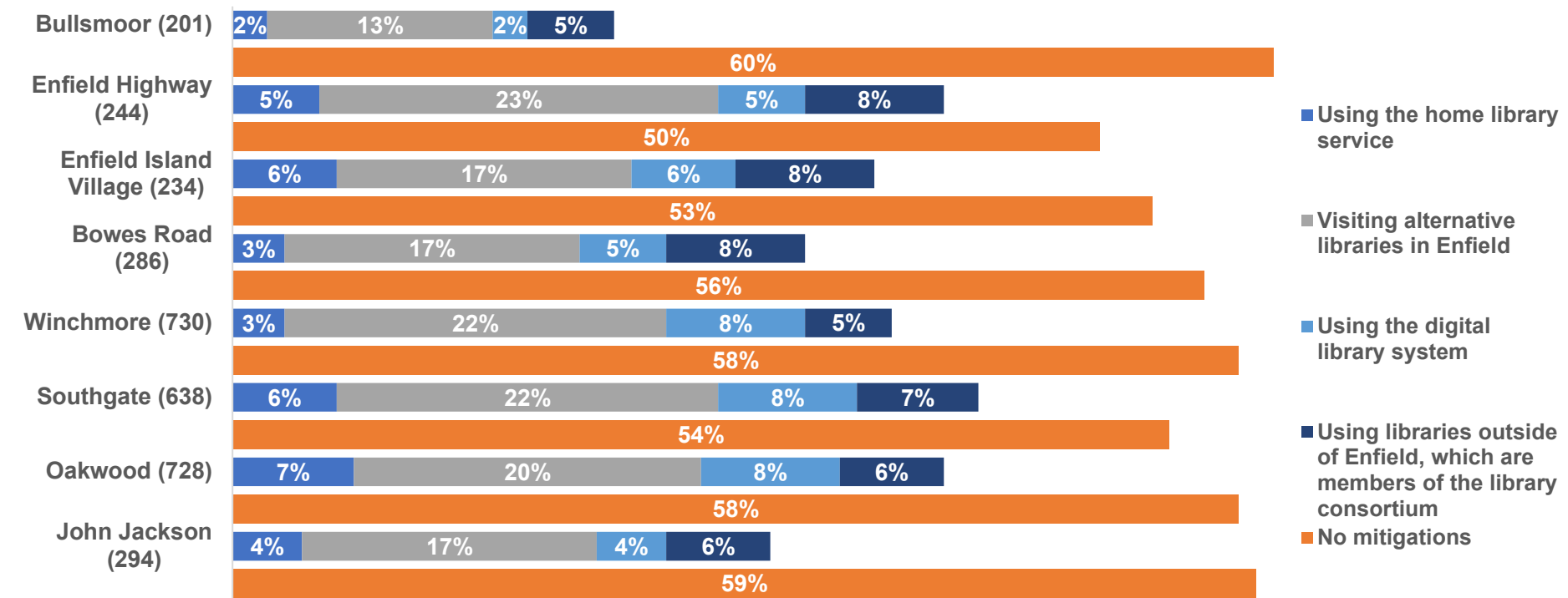
The most common impacts identified by respondents were that the proposed closure would have a negative impact on the community (48%), the respondent would lose access to the library service (36%) and the library is close to the respondent's home (18%).



Q16. What would be the potential impact of ... closing on your household? (John Jackson – Base: 233) (Standard Questionnaire) and Q6. You stated that the closure of John Jackson Library will have a negative impact on your household, what is this impact? (Base: 20) (Easy Read Questionnaire) 25

Mitigations for negative impacts on household

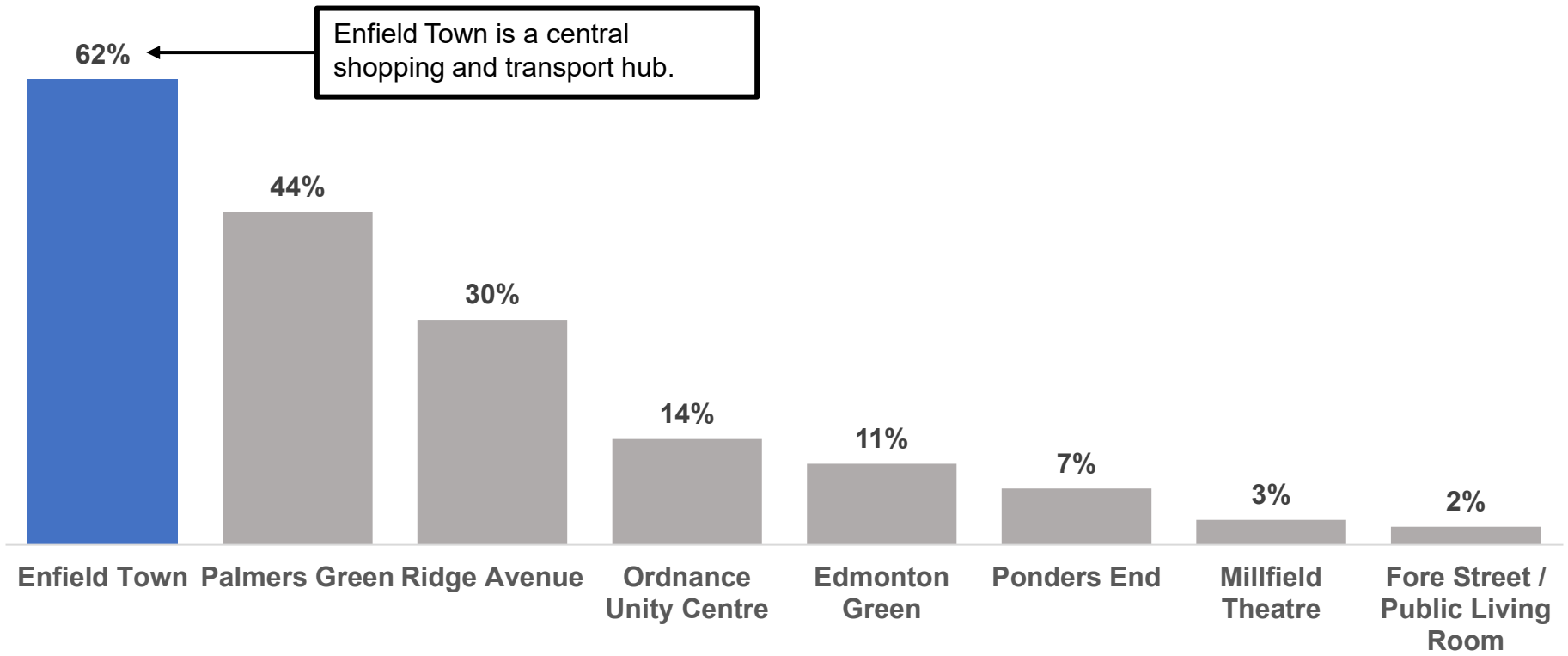
When asked what would mitigate the negative impact on the respondent's household, the most common mitigation for all libraries proposed to close was to visit alternative libraries in Enfield. However, the majority of respondents said that there was no mitigations for the negative impact on their household.



Q16. Which of the following would mitigate the negative impact on your household due to the proposed closure of...? (Base sizes in brackets)

Alternative libraries in the borough

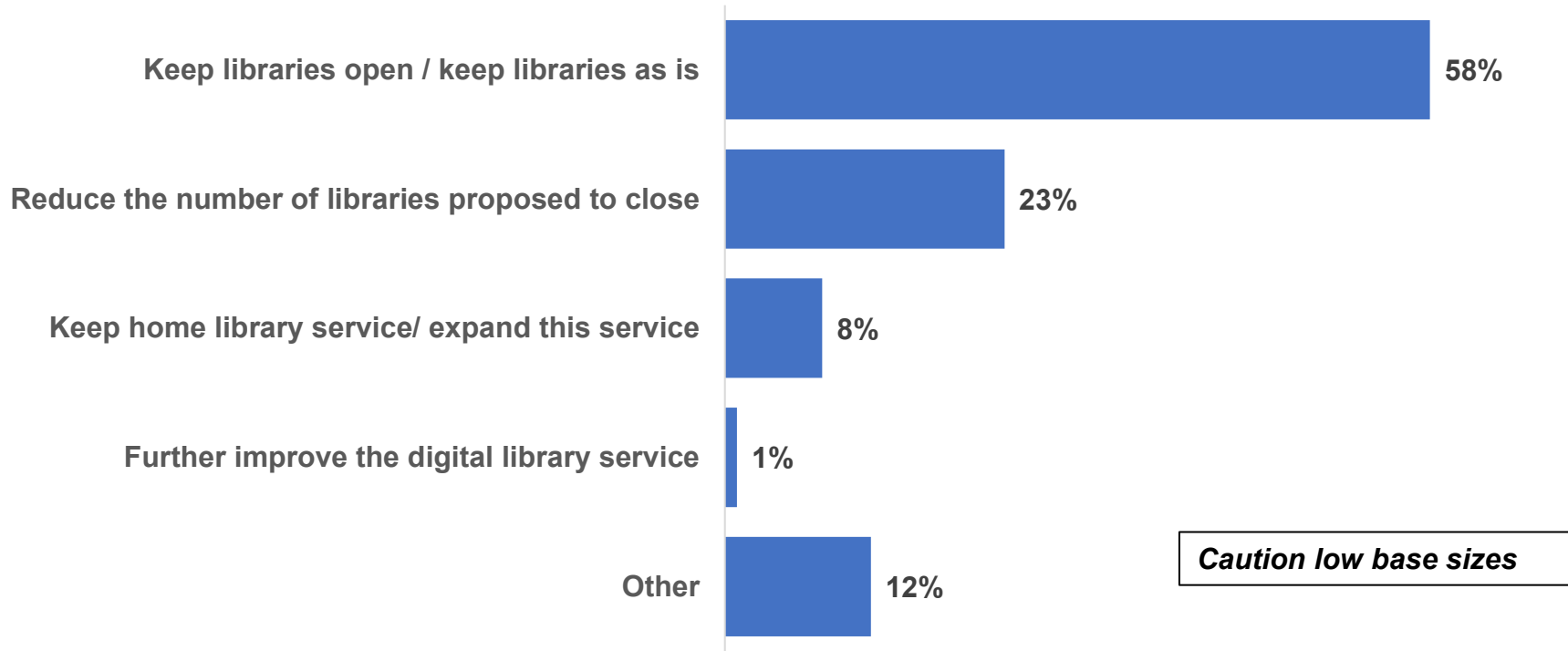
For respondents who said visiting an alternative library in the borough would mitigate the negative impact of their library closing, around two thirds said Enfield Town would be their alternative library of choice.



Q17. You said you might visit an alternative library in Enfield, which of the following libraries would you visit? (Base: 335)

Mitigations for negative impacts (Easy Read)

When asked what would mitigate the negative impact on the respondents' household, over half of respondents used this as an opportunity to reiterate their desire to keep libraries open.

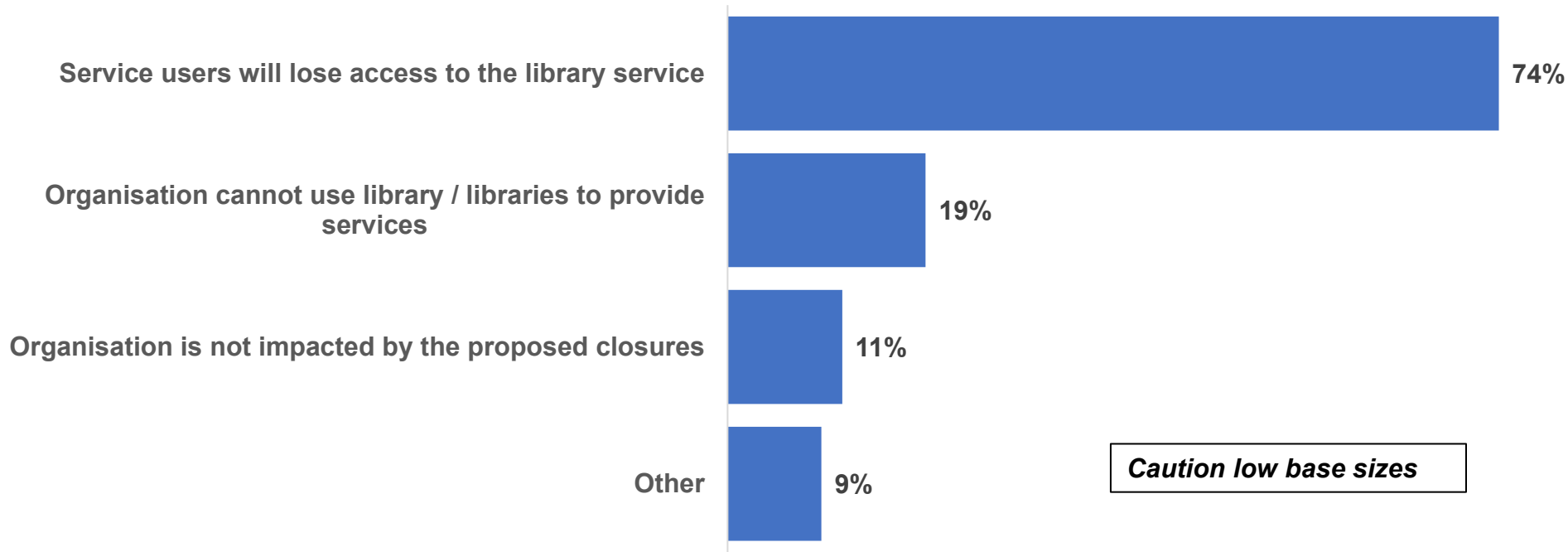


Q6. If the closures of the libraries will impact you please tell us how we can help you to still use the library service in Enfield (Base: 101) 28 (Easy Read Questionnaire)

Potential Impact of Library Closures on Organisations

Negative Impact of Proposed Closures - Representatives

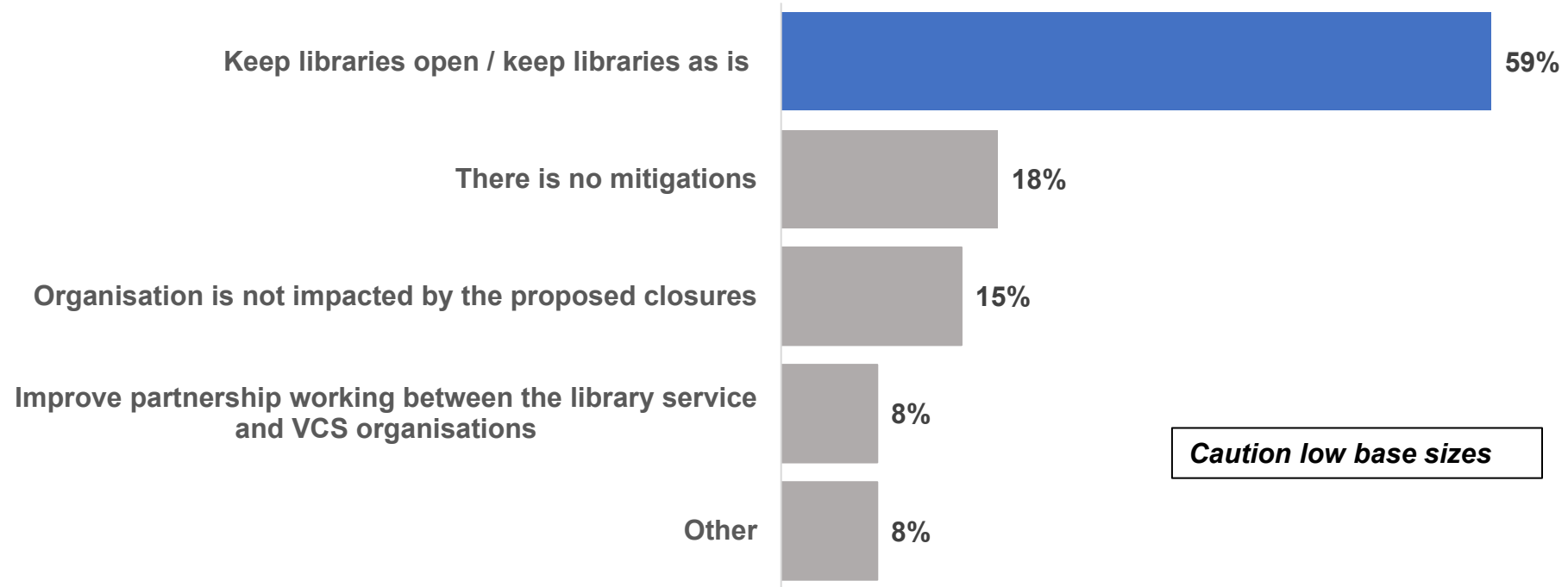
The most common impacts identified by representatives were that their service users will lose access to the library service (74%). Representatives expressed concerns about the accessibility of alternative libraries and stated the importance of libraries as community hubs, especially for older people, children and vulnerable groups.



Q15. Please tell us of any negative impact on your organisation's service users and members because of the closure of the eight libraries. (Base: 48)

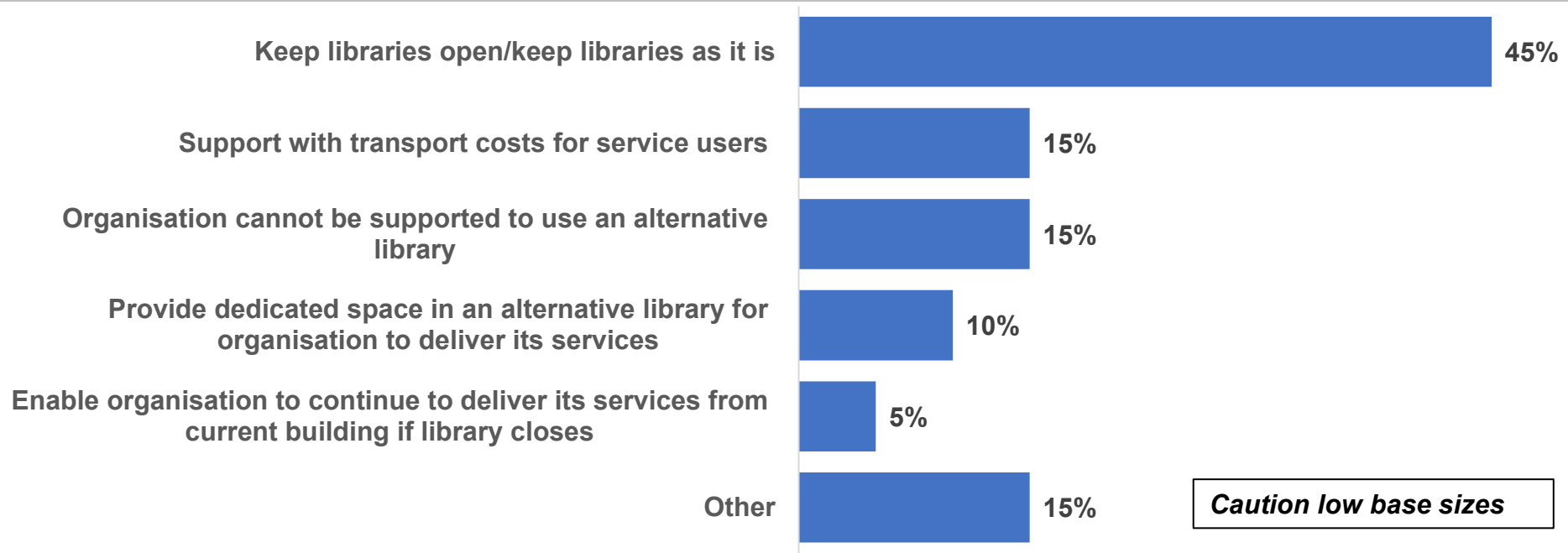
Mitigate negative impacts - Representatives

Most representatives used this question as an opportunity to reiterate their desire to keep libraries open (59%) and some stated that there were no mitigations for the proposed closures (18%). Some representatives raised the importance of strengthening relationships with the community sector to ensure more people use the remaining libraries and that space is provided in these libraries for community activities (8%).



Support for organisations to deliver its services from an alternative library

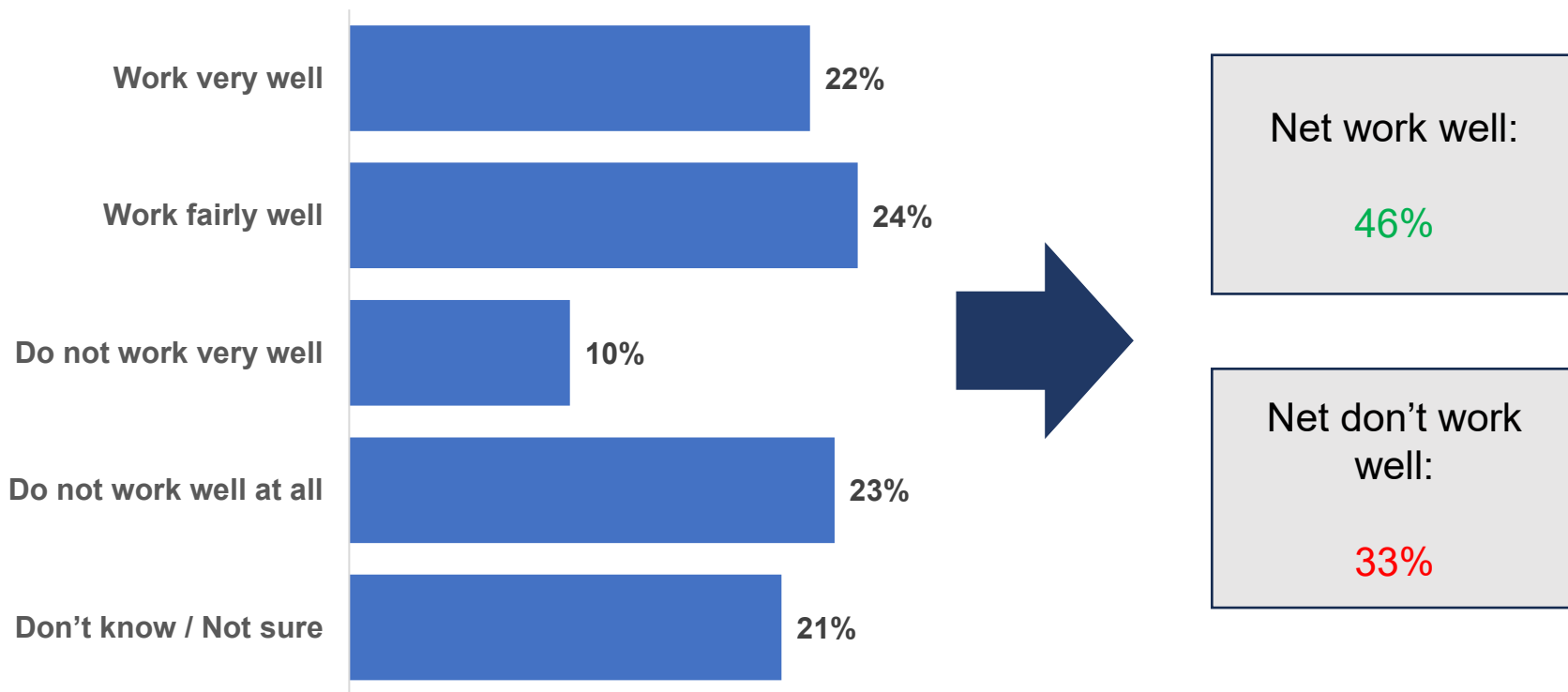
Most representatives used this question as an opportunity to reiterate their desire to keep libraries open (45%). 15% of respondents said that funding for transport costs would support their organisation to deliver its services from an alternative library.



Proposed Changes to Opening Hours

Views on proposed extensions in opening hours

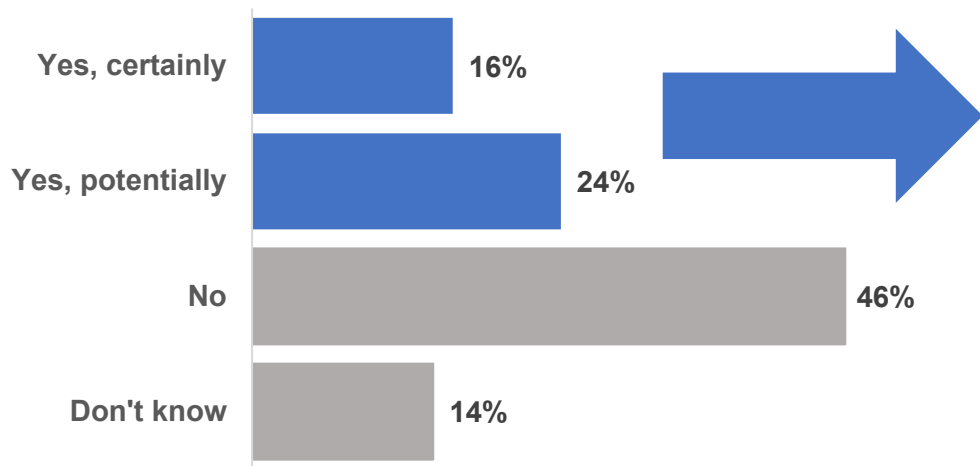
Overall, 46% of respondents say that the proposed extension in opening hours work for them. However, those who use a library proposed to close were less likely to say that the proposed extension worked for them. 42% of respondents who used a library proposed to close said the proposed extensions did not work for them.



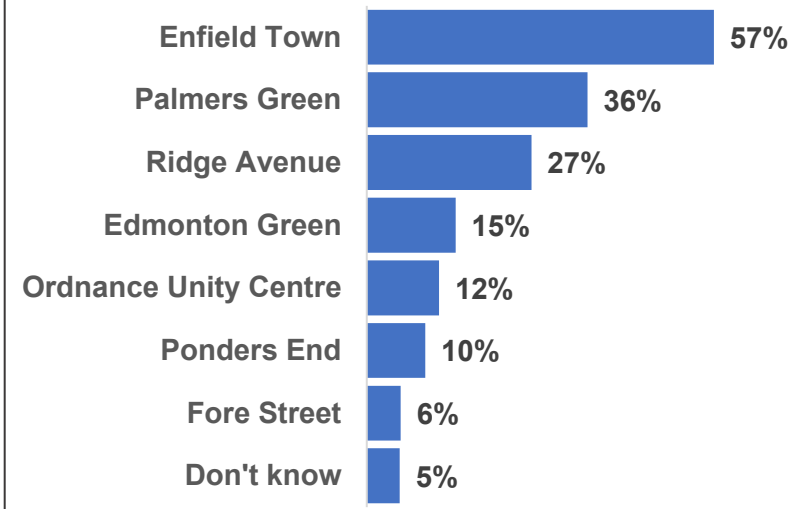
Views on proposed extensions in opening hours

40% of respondents said the proposed extension in opening hours would make them more likely to use the libraries, with Enfield Town being the most popular library selected to visit (57%). However, those who use a library proposed to close were less likely to say the proposed extension in opening hours worked for them, with 53% saying the proposed extensions would not make them more likely to visit the remaining libraries.

Will the proposed extensions in opening hours make you more likely to use any of our libraries?



If yes, which of our libraries are you more likely to use?



Q21. Will the proposed extensions in opening hours make you more likely to use any of our libraries? (Base: 1651)

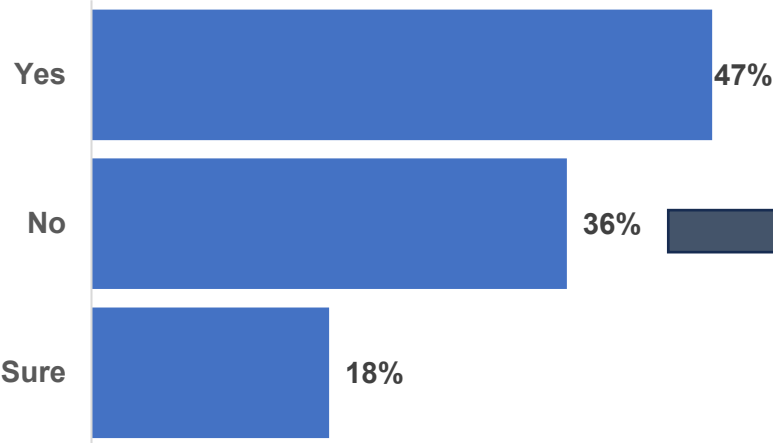
Q22. If yes, which of our libraries are you more likely to use? (Base: 663)

Views on proposed extension in opening hours (*Easy Read Respondents*)

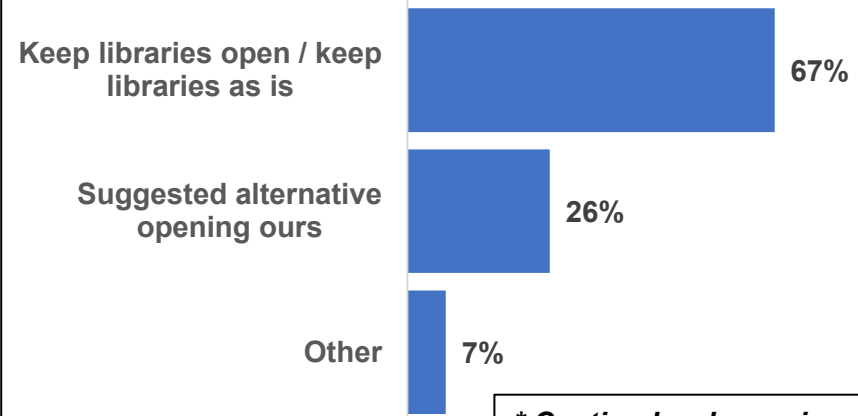
47% of easy read respondents said that the proposed extensions in opening hours work for them. This decreased to 42% for respondents who use a library proposed to close.

Of those who said the proposed extensions in opening hours did not work for them, 67% used this as opportunity to reiterate their desire to keep libraries open.

Do our suggested opening hours work for you?



If they do not work for you, please tell us what opening hours you suggest. *



Q7. Do our suggested opening hours work for you? (Base: 124)

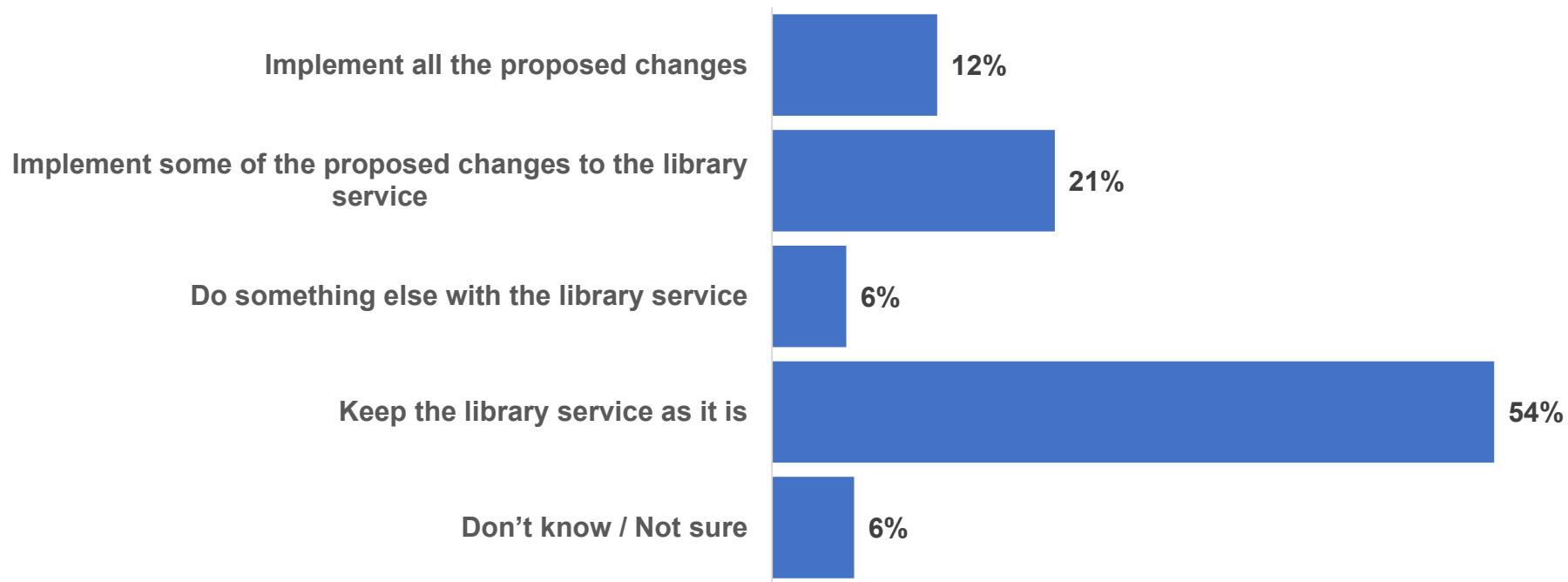
Q8. If they do not work for you, please tell us what opening hours you suggest. (Base: 46)

Feedback on proposed changes and alternative suggestions

Changes to library service

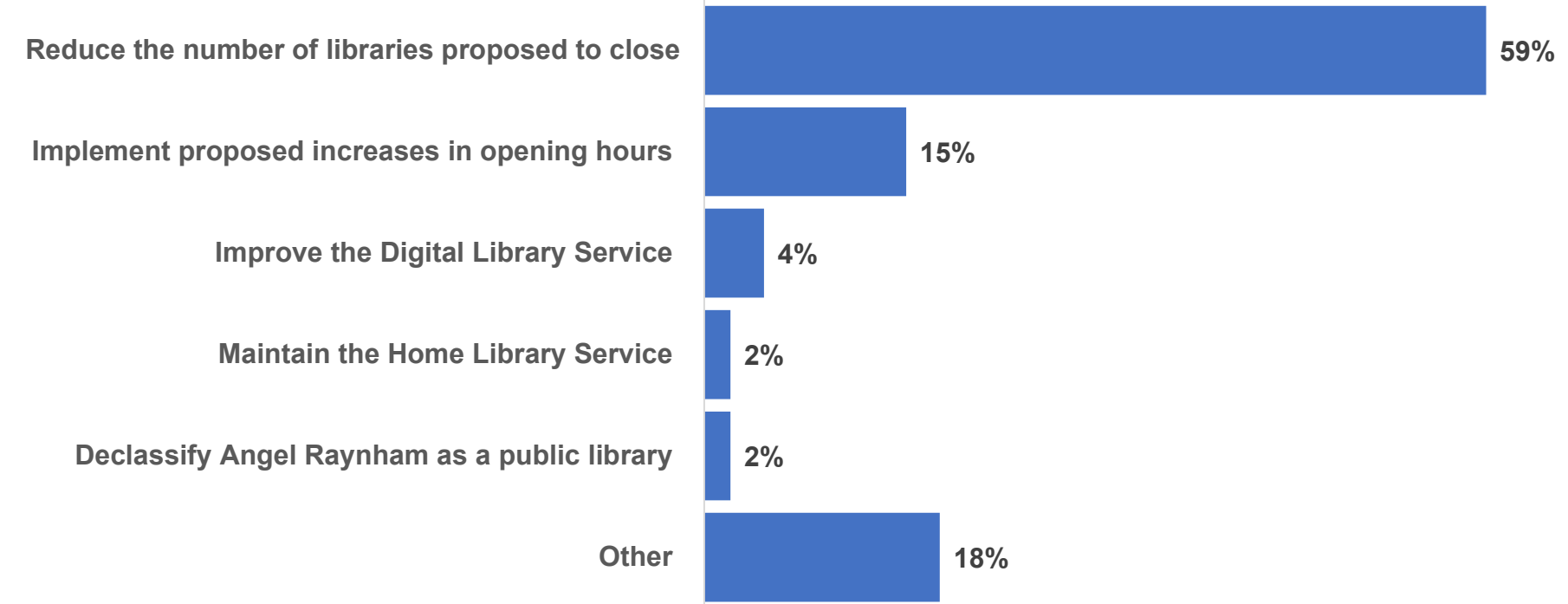
Overall, 54% of respondents would like us to keep the library service as it is, this increases to 63% for those who use the libraries proposed to close.

Would you rather we ...?



Implement some of the changes to the library service

Of those who said they would like us to implement some of the proposed changes, 59% said they would like us to reduce the number of libraries proposed to close. This increase to 70% for those respondents who use a library proposed to close.



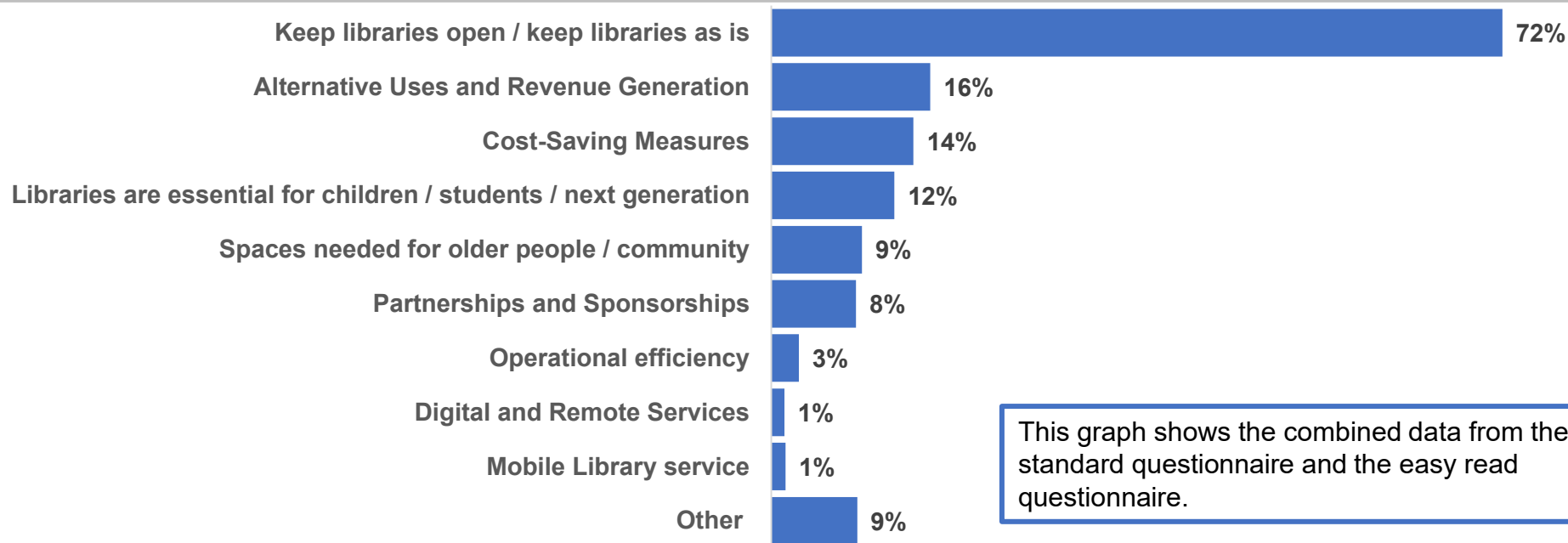
Q23a. If you would like us to implement some of the change to the library service, what changes would you like us to implement?

(Base: 314)

Alternative suggestions to the Council's proposals

When asked for suggestions respondents may have as an alternative to the proposals, the majority of respondents used this opportunity to reiterate their desire to keep the library service as is. Residents also suggested cost saving measures, (such as reducing opening hours and staffing levels), that library spaces are used for other community services or rented out to increase revenue generation.

Themes around the importance of library spaces and places for older and younger people were also prominent.



Letters, Emails and Petitions

Letters, Emails and Petitions

- During the consultation the Council received 76 emails and letters. This included letters and emails from:
 - One ward Councillor
 - Cllr J. Sampson
 - 3 Members of Parliament
 - Feryal Clarke MP
 - Bambos Charalambous MP
 - Kate Osamor MP
 - 7 representatives from organisations
 - ENACT
 - A B Promotions Health Consultancy
 - The Library Campaign
 - Southgate District Civic Voice
 - Winchmore Hill Residents Association
 - The Enfield Society
 - Bush Hill Park Residents Association
 - 65 residents
- The Council also received 1,300 signatures to two petitions objecting to the proposed library closures on the Council website.

Letters and Emails

- The Council received 74 (97%) emails and letters opposing the proposed closures of libraries in Enfield.
- In these letters respondents expressed concerns about the negative impact of the proposed closures on the local community, especially for older and younger people. Many respondents also expressed concerns about the impacts of the proposed closures on their households, as they are regular users, the library is close to their home, or their family use it.
- The Council received six emails suggesting alternative ideas to the proposed closures. This included ideas around cost saving measures (such as reduced opening hours and staffing), that library spaces are used for other community services to reduce operating costs or rented out to increase revenue generation.

Appendix 1 – Summary of consultation responses from face-to-face interviews



Public Feedback on Proposed Library Closures

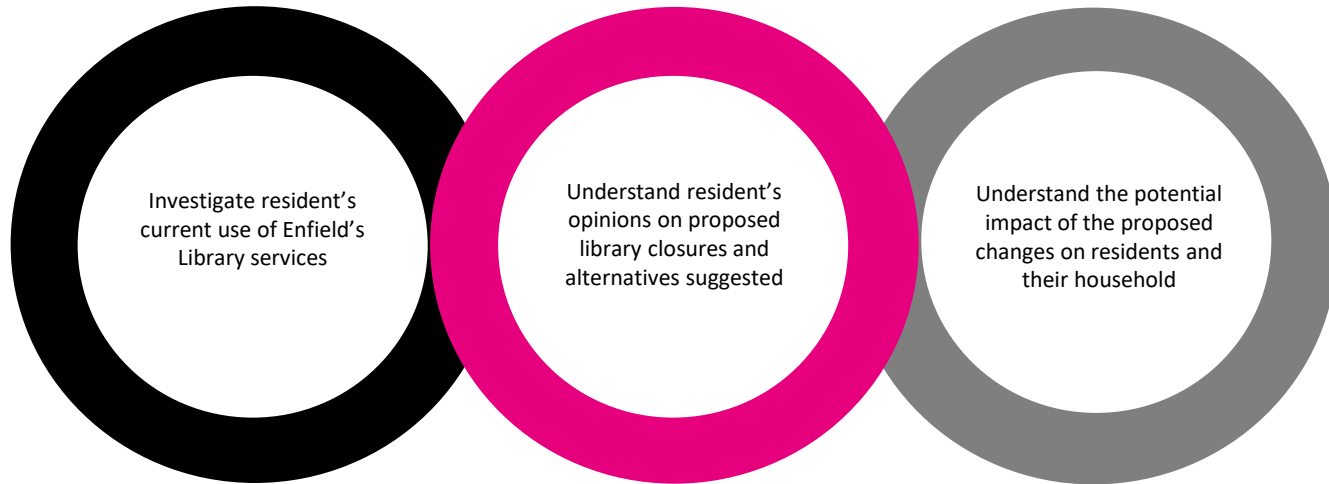
Enfield Council



Research Background and Objectives

Enfield Council is consulting on the development of a new library strategy.

The Council is under a duty to provide a comprehensive and efficient library service. In light of funding pressures, the Council must consider how the library service can be delivered in a more efficient way, while ensuring that it continues to meet people's needs and is comprehensive.



- To investigate the proportion of residents who have used Enfield library services over the last two years
- To investigate what library services residents have used in the last two years
- To provide insight into how residents feel about the proposed library closures
- To understand any negative impact the library closures may have on some residents
- To investigate how residents feel about the proposed mitigations to the library closures

Data collection and sample profile

- 522 Enfield residents (16+) were surveyed between 27th August and 16th September 2024. A stratified (by ward) random sampling approach, using census output areas (OA's), was taken to select households to participate in doorstep Computer Assisted Personal Interview (CAPI) surveys
- To ensure that the data collected was representative, quotas were set by age, gender and ward of the Local Authority area
- While the setting of quotas controlled the sample composition, some minor under/over representation in the sample was corrected via weighting
- Both quotas and weighting were based on population figures sourced from ONS mid-year population estimates
- The figures below, and in the subsequent slides, show the weighted profile of the final dataset. Please note that due to rounding, figures in commentary may differ slightly (i.e. by 1-percentage point) from the charts and tables due to computer rounding.
- For analysis purposes, wards have been grouped by IMD as well as areas where library closure have been proposed and areas without any proposed closures. References to either group are made throughout the report. Further definitions on these groups can be found at the end of the report.



Gender	%
Male	48%
Female	52%



Age	%
16-24	11%
25-34	17%
35-44	19%
45-54	19%
55-64	13%
65+	21%



Ward groupings by indices of Multiple Deprivation*	%
Group 1 (Higher Deprivation Wards)	59%
Group 2 (Lower Deprivation Wards)	41%

*Wards groupings

Group 1: Edmonton Green, Upper Edmonton, Ponders End, Carterhatch Lower Edmonton, Bullsmoor, Brimsdown, Jubilee, Enfield Lock, Haselbury Bowes, Southbury, Whitewebbs

Group 2: New Southgate, Highfield, Palmers Green, Cockfosters, Ridgeway, Town, Southgate, Oakwood, Winchmore Hill, Bush Hill Park, Arnos Grove, Grange Park

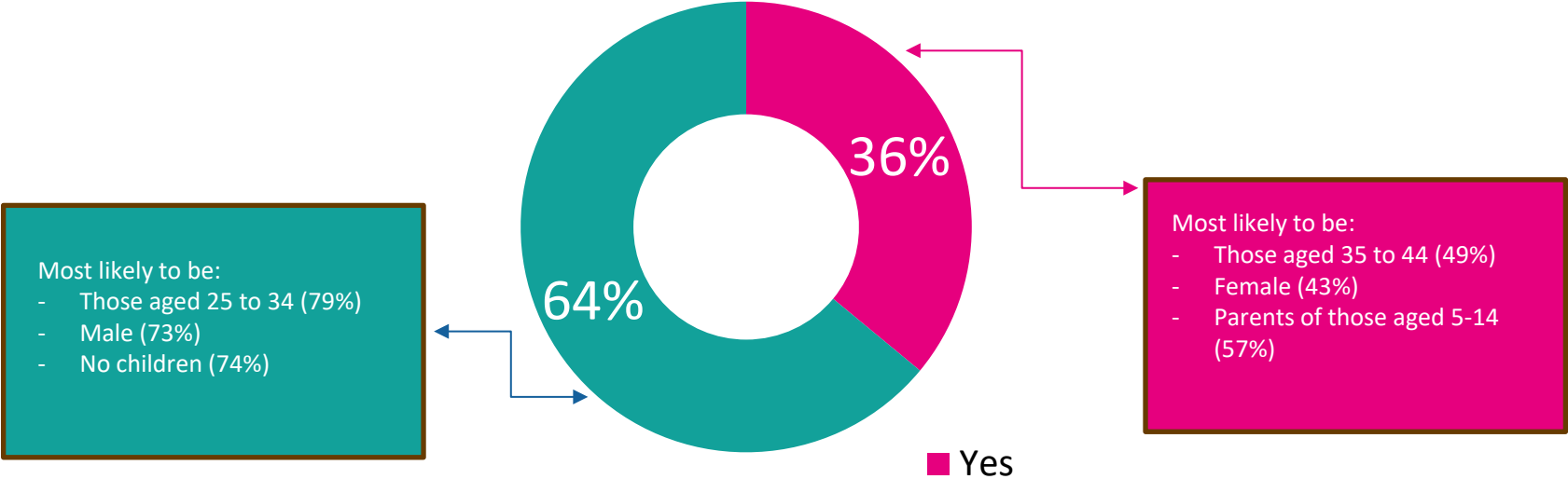
Resident's current use of libraries



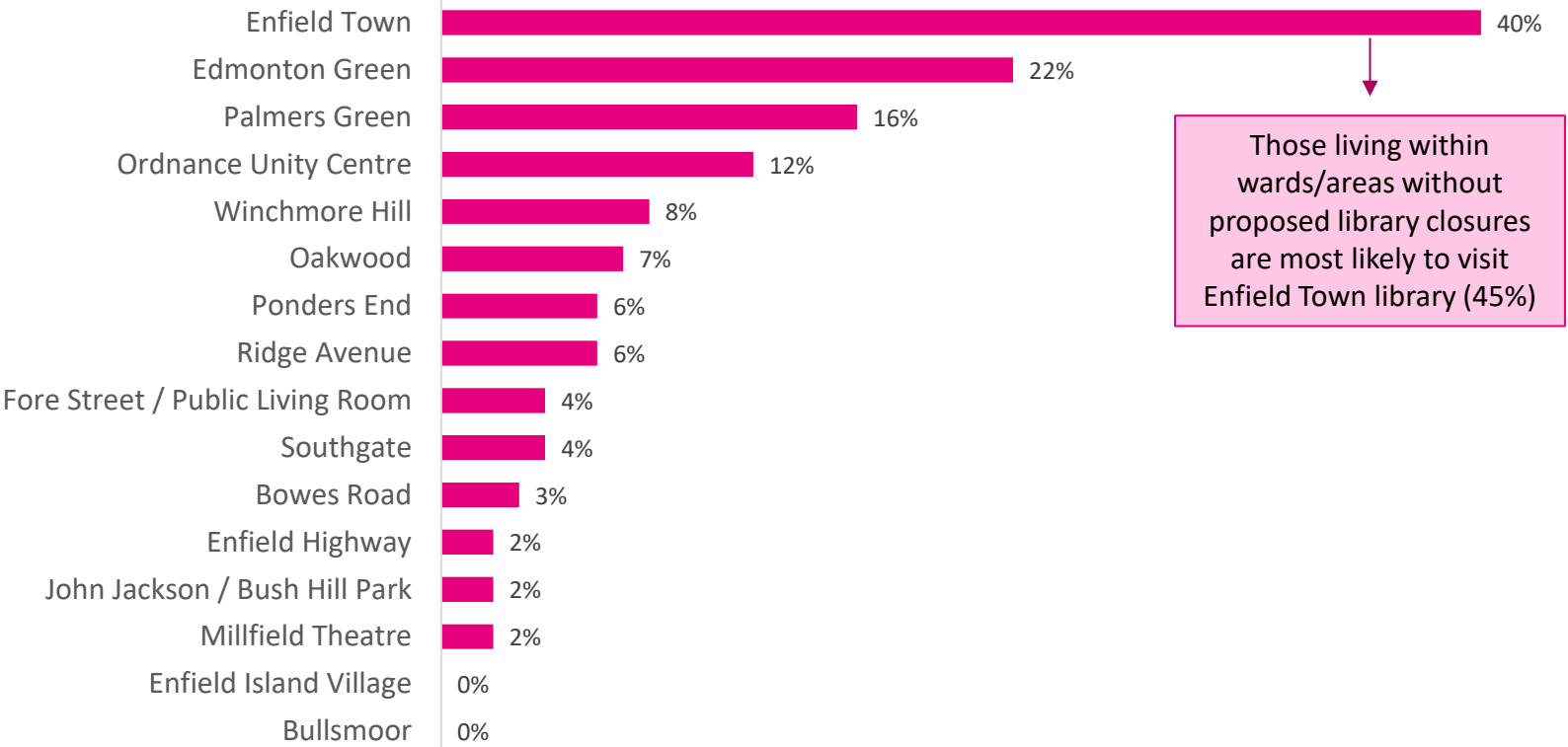
Over a third of Enfield borough residents say that they have used the library services in the borough since 2022.

Parents of younger children, women, and those aged 35 to 44 are most likely to say that they have used library services in the area.

Have you used the library service in Enfield in the last two years?

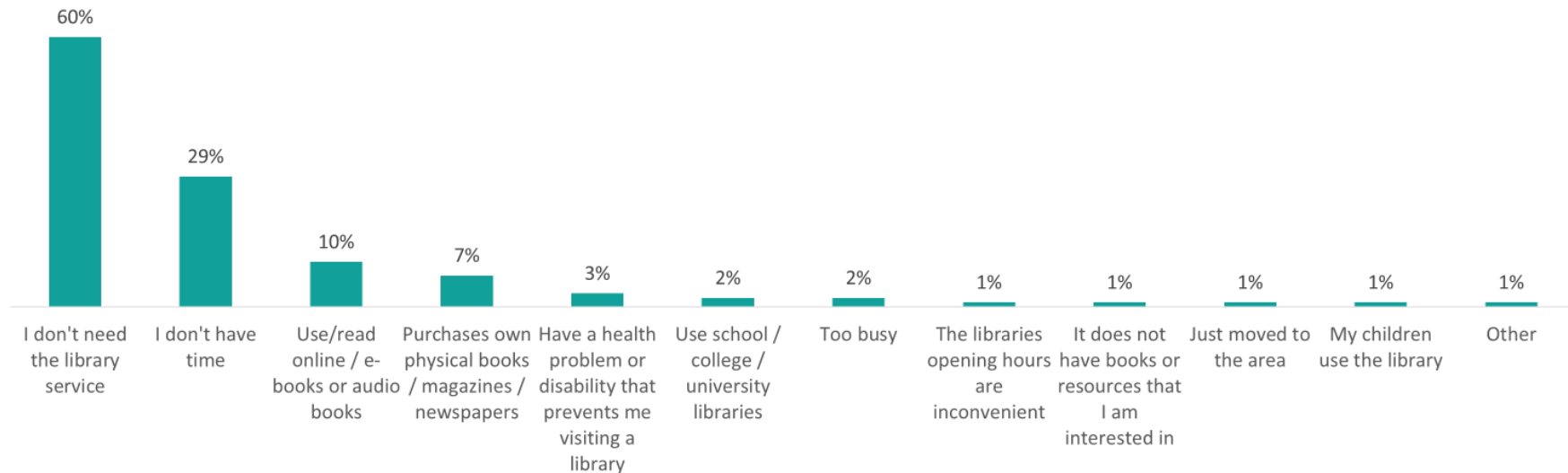


Of those who have used the borough's library services in the last 2 years, 4 in 10 have visited the Enfield Town library.

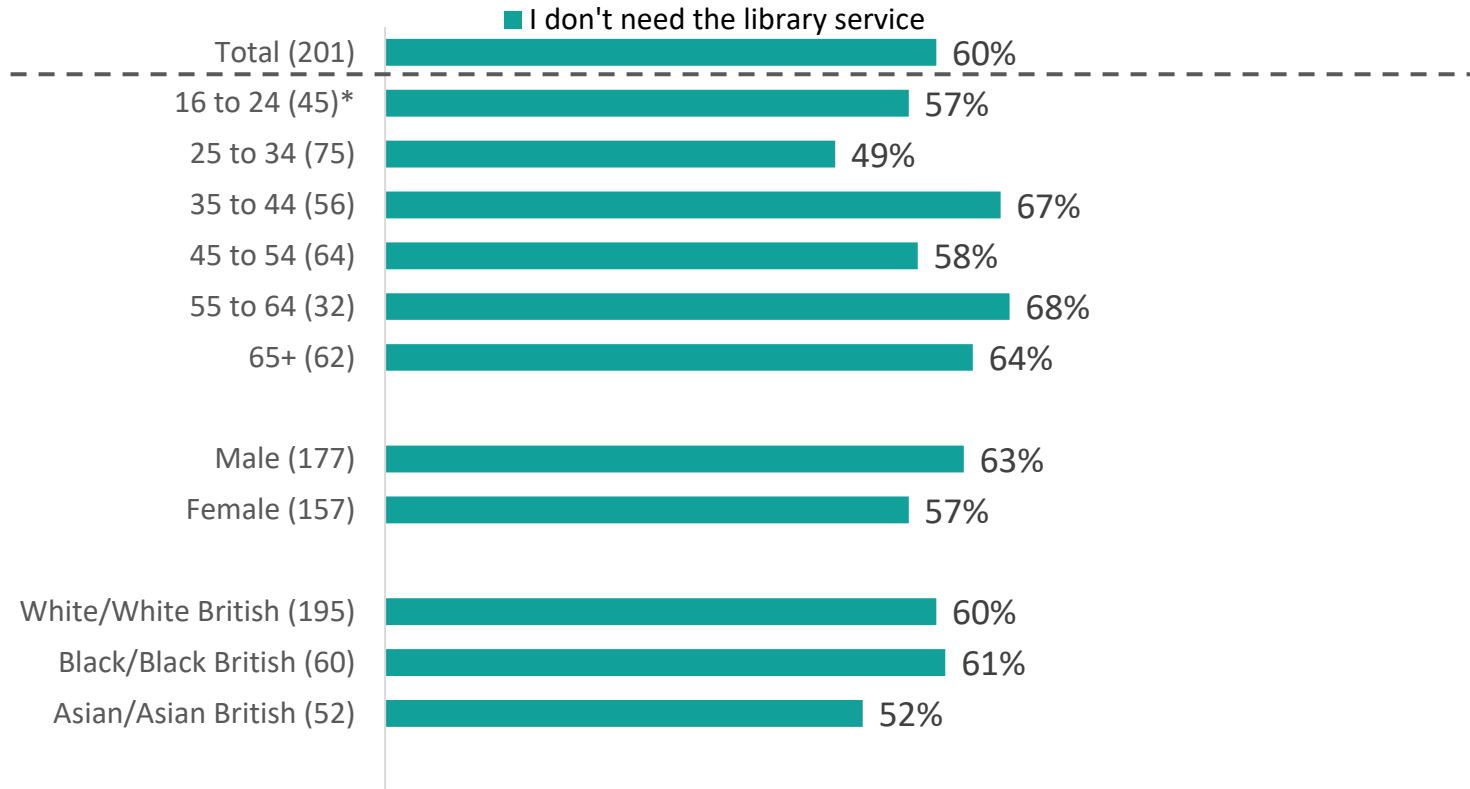


For those who haven't used the library services, 6 in 10 say that this is because they don't need to, and almost a third say that they do not have the time

Some two-thirds (66%) of those living within wards/areas with a library proposed to close are more likely to say that they don't need the library service, as well as those in Group 2 of IMD (63%). Those aged 25 to 34 (54%) and parents of younger children aged 0-4 (51%) and 5-9 (54%) are significantly more likely to say that they don't have time to use library services.



'I don't need the library service' by demographic groups



Potential impact of library closures



Introductory information provided to residents regarding proposed changes to library services in Enfield

To design a sustainable future library service, that enables us to deliver on our priorities, we have three underlying principles which have informed the proposed changes to our library estate:

- Focusing resources in areas of greatest need
- Ensuring an accessible library service for everyone
- Delivering a financially resilient library service

Based on these principles, we propose to consolidate the library service into eight buildings. This will be complemented by our strong digital offer and home delivery service for house-bound residents.

We are proposing to:

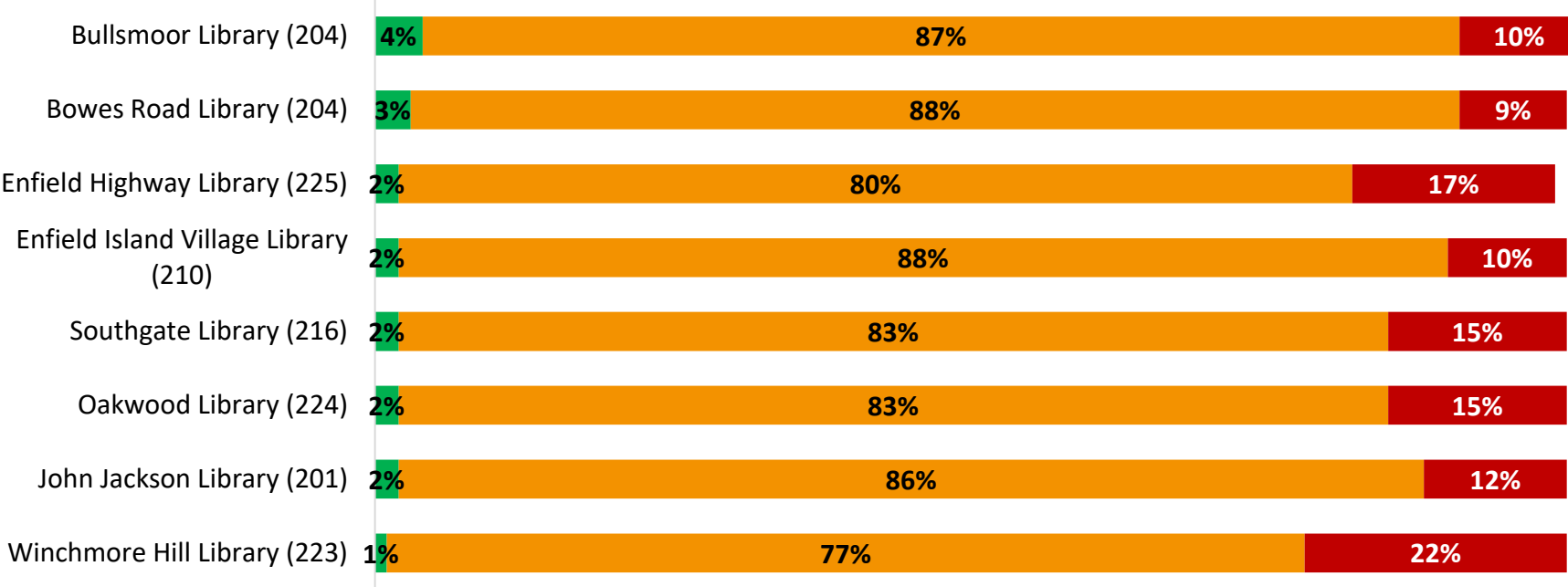
- Improve and enhance the library service at Ordnance Unity Centre, Edmonton Green, Ponders End, Fore Street, Millfield House, Palmers Green, Enfield Town and Ridge Avenue.
- Reduce the number of libraries by closing Bullsmoor, Enfield Highway, Enfield Island Village, Bowes Road, Southgate, Winchmore Hill, Oakwood and John Jackson.
- Formally declassify Angel Raynham as a public library, (Angel Raynham is classified as a public library, but it is staffed and managed by the primary school and is not open to public).

The closure of the eight library buildings will enable us to invest in our remaining libraries to ensure that they are attractive, comfortable and inspire a love of learning and discovery.

Overall, majority of residents felt somewhat indifferent about the potential library closures

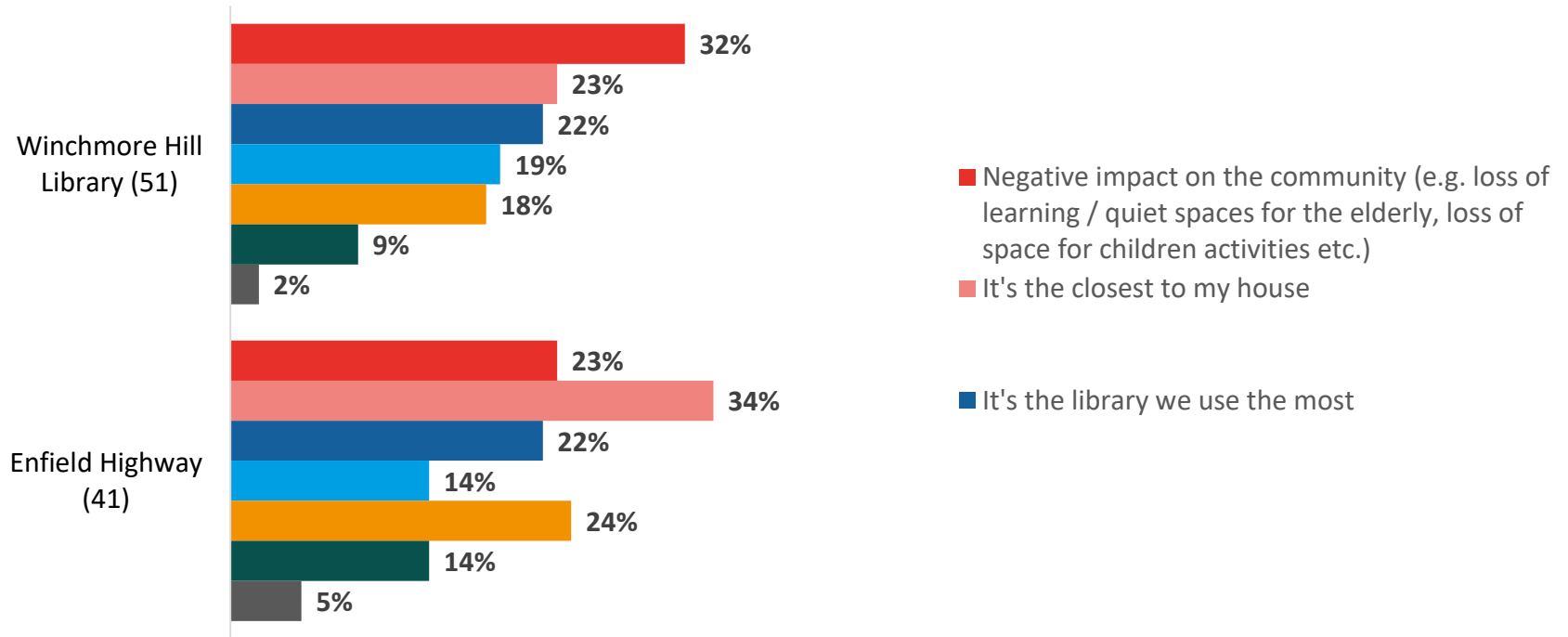
More residents were likely to say that the closure of Winchmore Hill Library and Enfield Highway Library would have a negative impact on them (22% and 17% respectively)

■ Positive ■ Neither ■ Negative



Summary: QL3. What would be the potential impact of the following libraries closing on your household? Valid responses
Base sizes in brackets

When asked further about the potential negative impacts, comments concerning the loss of space and services for the community as well as personal convenience were top mentions



Resident comments on negative impact: Winchmore Hill Library



Closing this library is a very bad idea, keep them open for the students and older people those who use it very regularly



Lack of access to free resources such as books and PCs as well as other vital services for people who need them and don't have access otherwise



It effects the community and younger generation who are actively using those libraries and their services, it's a source of information and learning hub

Resident comments on negative impact: Enfield Highway



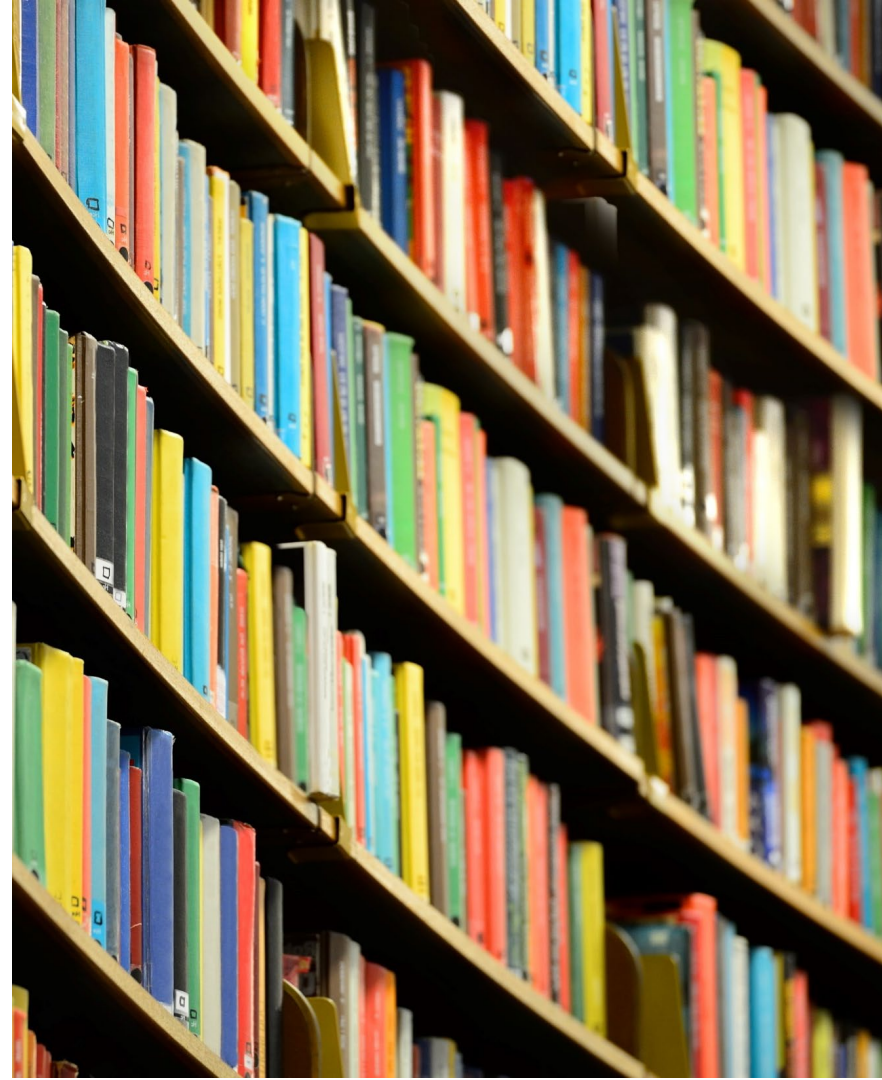
I need this library it's nearest to my house and children of the local area use this library



It's nearest library to my house and I used the printer and computer facilities



I would have to travel extra 3/4 miles to the nearest library



Information provided to residents regarding proposed mitigations to the library closures

1. Alternative Libraries

There will be a network of 8 libraries across the borough that are available for everyone to access. We will increase the operating hours at the remaining libraries by 56 hours per week.

People aged over 60, disabled people, and children under 10 are eligible for a free travel with an Oyster photocard, this enables them to travel for free on TFL services (for people aged 60+ this is from 09:00 weekdays and anytime on weekends or bank holidays).

We will update the library website with bus and train information, as well as local car parking arrangements, for each library.

The library service will offer familiarisation visits in other libraries for those who may feel anxious about visiting new libraries. This could help them to feel welcome visiting other libraries, encourage them to attend groups and activities and to help people to adjust to less familiar library spaces of their familiar library space.

2. Digital Library Service

We have a digital library service, which enables library users to access free e-learning, e-books, e-audiobooks, e-newspapers and e-magazines on their digital devices at home.

We will continue to promote awareness of our digital service, providing training for customers on how they can use it access the digital library offer at their convenience.

3. Library Consortium

Enfield library users can use their library cards at 22 local authorities' libraries, including neighbouring authorities: Waltham Forest, Haringey and Essex.

4. Home Library Service

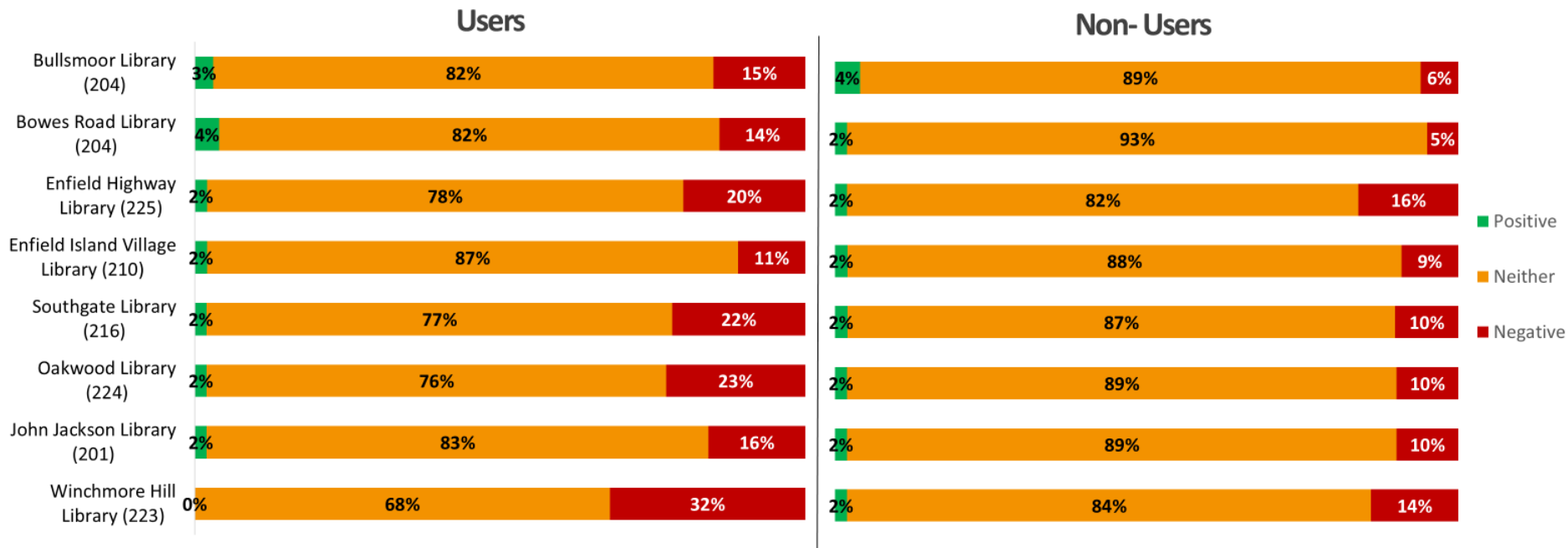
If you live in Enfield and have a mobility, disability or caring responsibility that would make it difficult to visit an alternative library, the Royal Voluntary Service can deliver services on our behalf to their home. There is no charge for this service and the Royal Voluntary Service visit our home library users once every two weeks.

5. Tailored support

We will work with voluntary and community sector organisations, partners and businesses operating in the libraries to support them to use alternative libraries across the borough.

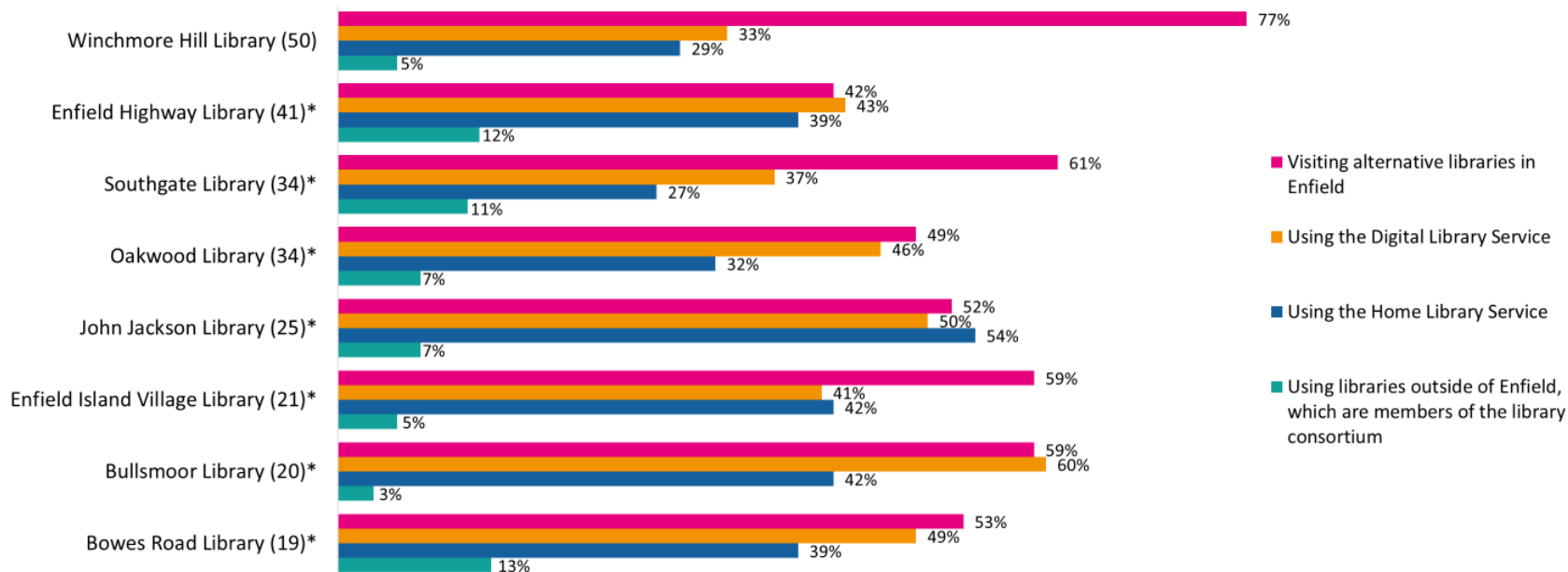
Residents still remain largely indifferent when looking at the potential impact of library closures by those who have used the library services in the last 2 years compared to those who haven't

Around a third of recent users of the borough's library services say that the closure of Winchmore Hill library would have a negative impact on them (32%).



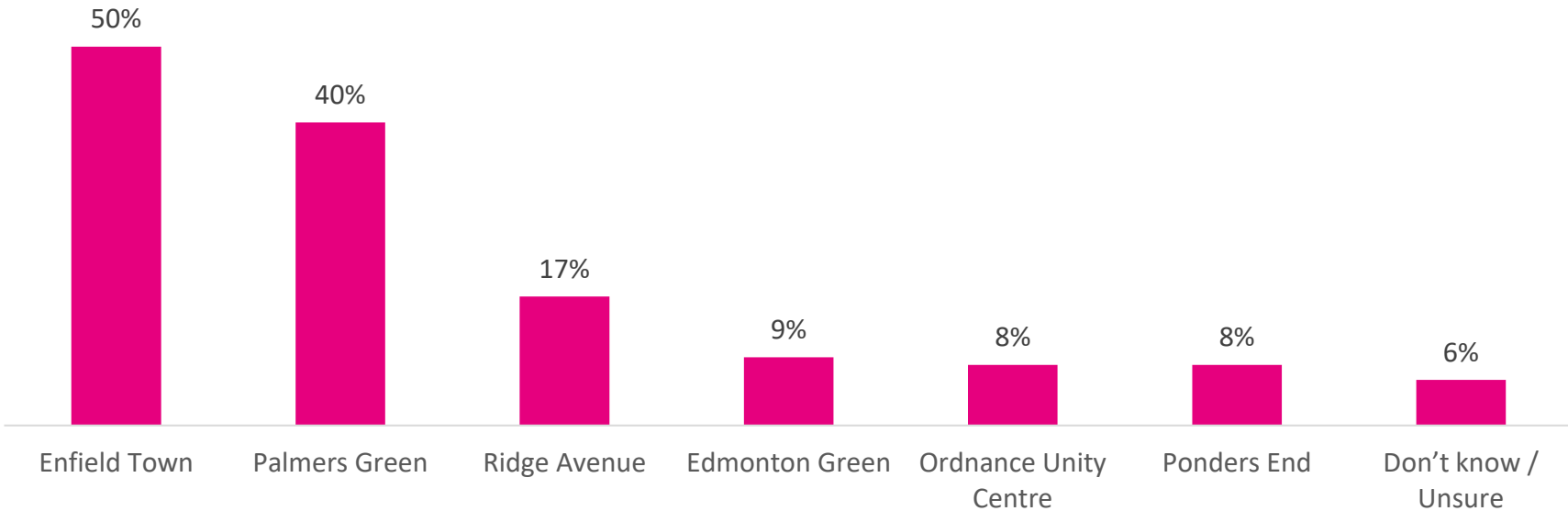
For those claiming a negative impact to them or their household, visiting an alternative library and using the digital library service are the most popular alternatives to help mitigate this

*Caution Low base sizes



For those who said that they would visit an alternative library, half say that they would visit Enfield Town library.

This highlights that Enfield Town is a popular library venue for residents as it was also the most visited library within the borough over the past 2 years.



QL5. You said you might visit an alternative library in Enfield, which of the following libraries would you visit?
Base size: 66

Information provided to residents regarding proposed changes to library hours

To improve and enhance the library service at Ordnance Unity Centre, Edmonton Green, Ponders End, Fore Street, Palmers Green, Enfield Town and Ridge Avenue, we propose to increase opening hours by 56 hours per week. The opening hours in bold have changed.

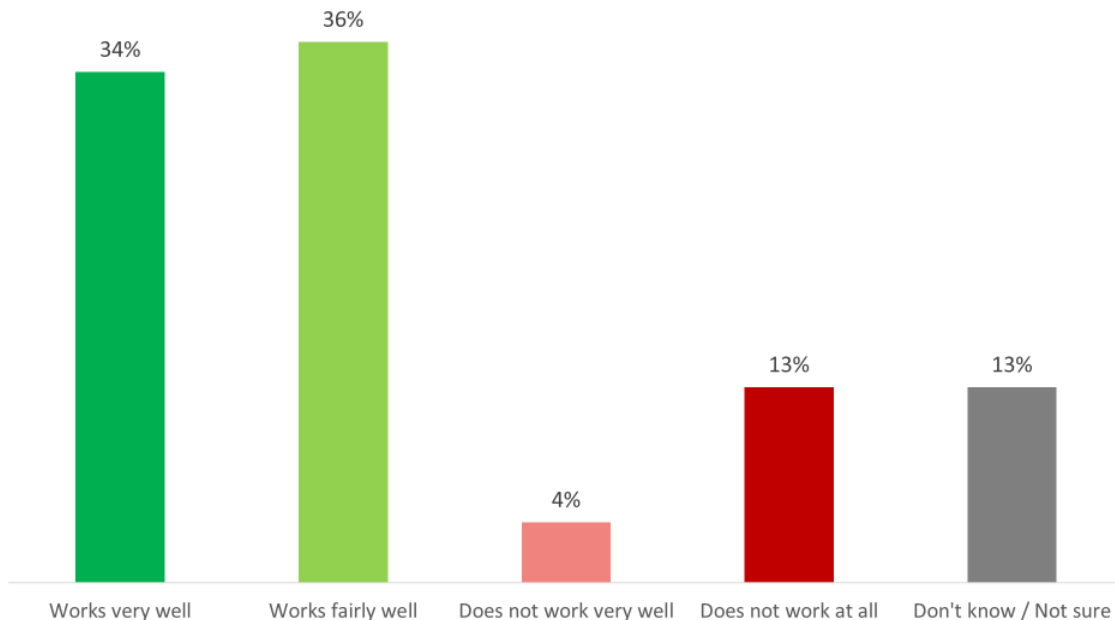
Proposed change in opening hours for the remaining libraries

Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Edmonton Green	9am-8pm	9am-8pm	9am-8pm	9am-8pm	9am-5pm	9am-5pm	12 noon
Enfield Town	9am-8pm	9am-8pm	9am-8pm	9am-8pm	9am-5pm	9am-5pm	12 noon
Ordnance Unity Centre	9am-8pm	9am-8pm	9am-8pm	9am-8pm	9am-5pm	9am-5pm	Closed
Palmers Green	9am-8pm	9am-8pm	9am-8pm	9am-8pm	9am-5pm	9am-5pm	Closed
Fore Street	9am-7pm	9am-6pm	9am-6pm	9am-6pm	9am-5pm	9am-5pm	Closed
Ponders End	9am-6pm	9am-6pm	9am-7pm	9am-6pm	9am-5pm	9am-5pm	Closed
Ridge Avenue	9am-6pm	9am-6pm	9am-6pm	9am-7pm	9am-5pm	9am-5pm	Closed
Millfield	10am-5pm	10am-5pm	10am-5pm	10am-5pm	10am-5pm	Closed	Closed

Indicates increased opening hours

When presented with information regarding the extended hours of alternative library, almost 7 in 10 (69%) said that it would work well for them

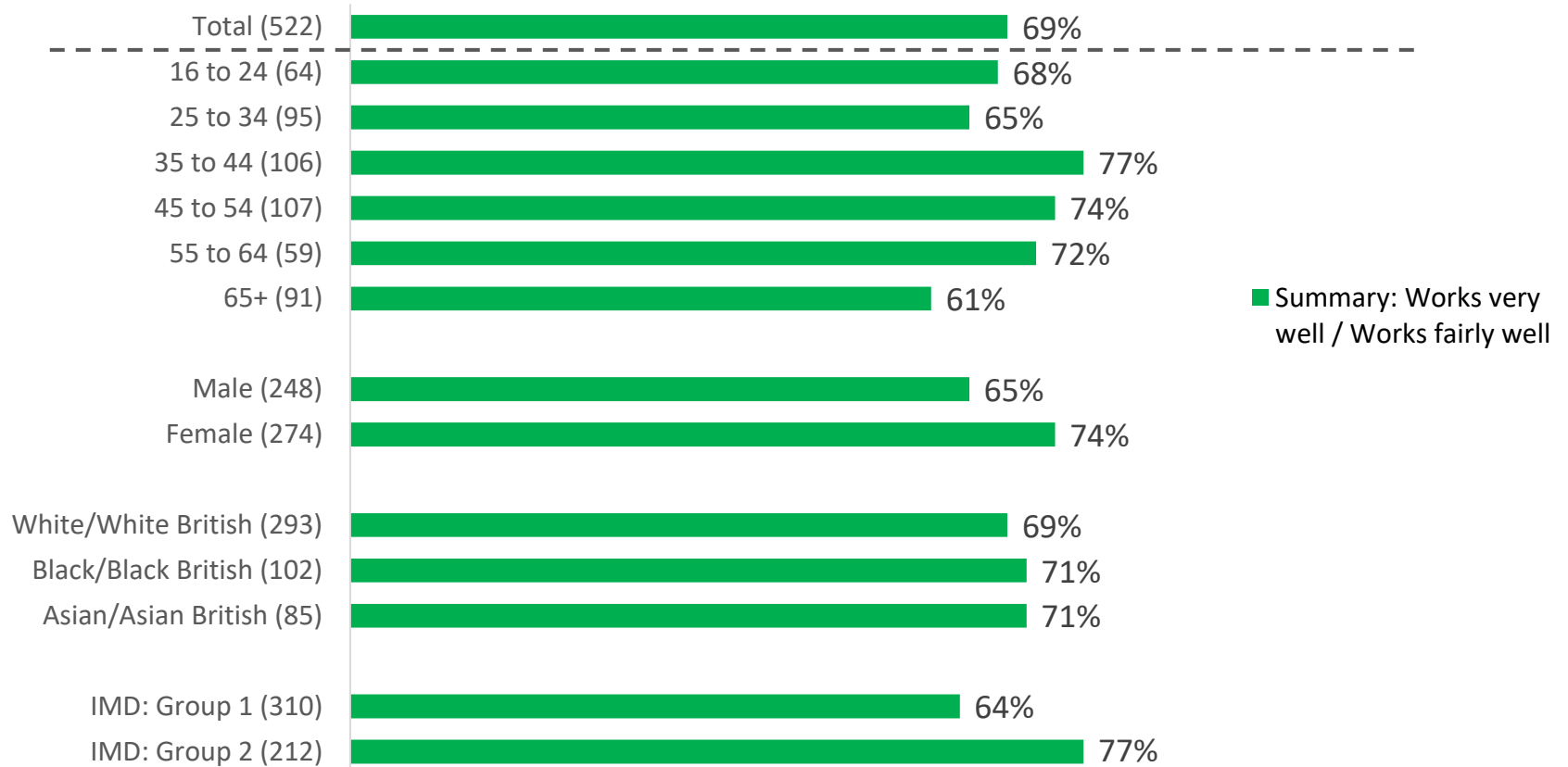
This is particularly true for residents who had recently used the borough's library services (89%). As well as those aged 35-64 and those living within Group 2 (lower deprivation) wards, with over 7 in 10 stating that the extended hours would work for them. Residents over the age of 65 were most likely to state that the extended hours would not work well for them (29%).



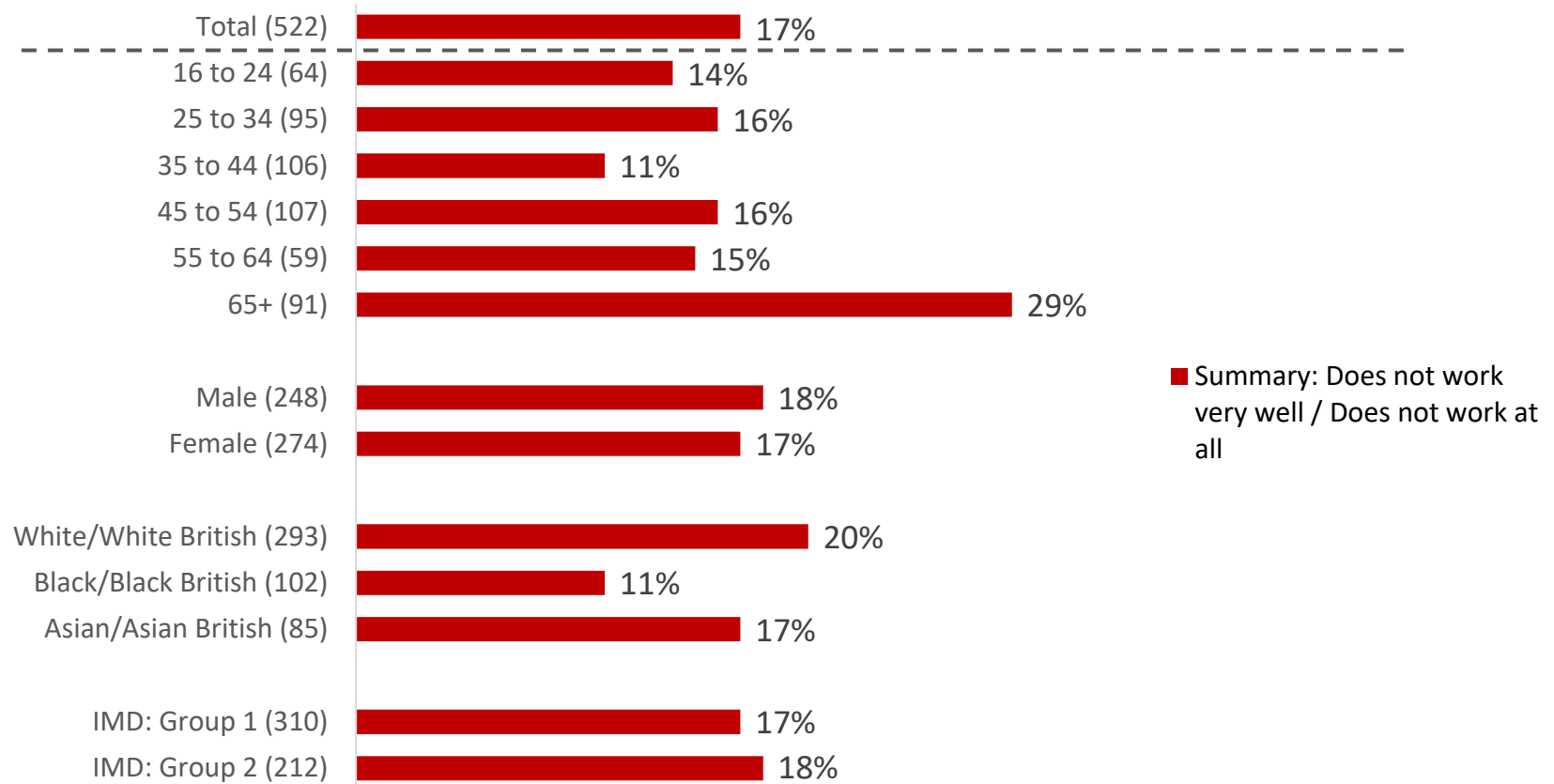
Net: works well
69%

Net: Does not work well
17%

Extended hours by demographic groups: Works well



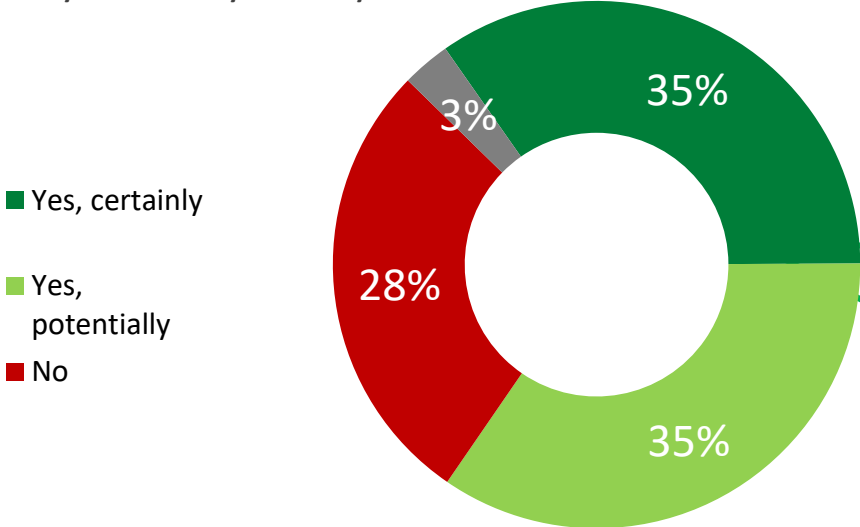
Extended hours by demographic groups: Does not work well



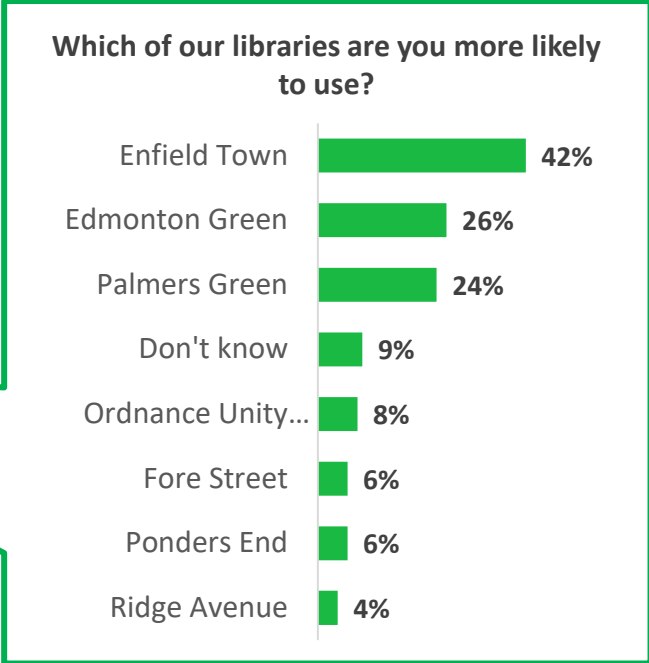
7 in 10 residents say that the extension in opening hours would make them more likely to use their libraries, with Enfield Town again being the most popular library selected to visit

However, those living within Group 1 IMD wards (higher deprivation) were significantly more likely to say that the extension in opening hours of these libraries would not make them more likely to visit (31%) compared to Group 2 (lower deprivation) (23%),

Will the proposed extensions in opening hours make you more likely to use any of our libraries?



- Yes, certainly
- Yes, potentially
- No



QL7. Will the proposed extensions in opening hours make you more likely to use any of our libraries? | QL7A. Which of our libraries are you more likely to use? Base size: 522/359

Information provided regarding benefits of library closures

By consolidating the service into fewer buildings, we can improve and enhance the offer in the remaining library buildings, whilst making more efficient use of our civic buildings and contributing towards organisational savings.

It is estimated that the proposals to close the eight buildings will achieve an annual revenue saving in the range of £0.57 million to £0.63 million once fully implemented. These estimated savings are the operating costs and staffing posts for the buildings that are proposed to close.

Additionally, the buildings also require maintenance work and by delivering the library service from fewer buildings, the Council will also be saving an estimated £5.3 million in future upkeep and maintenance costs. It is estimated that the buildings could generate a sales value of between £2.43 million to £3.25 million.

Close fewer libraries



Close fewer libraries than 8 as it is important for people who live closer to the location



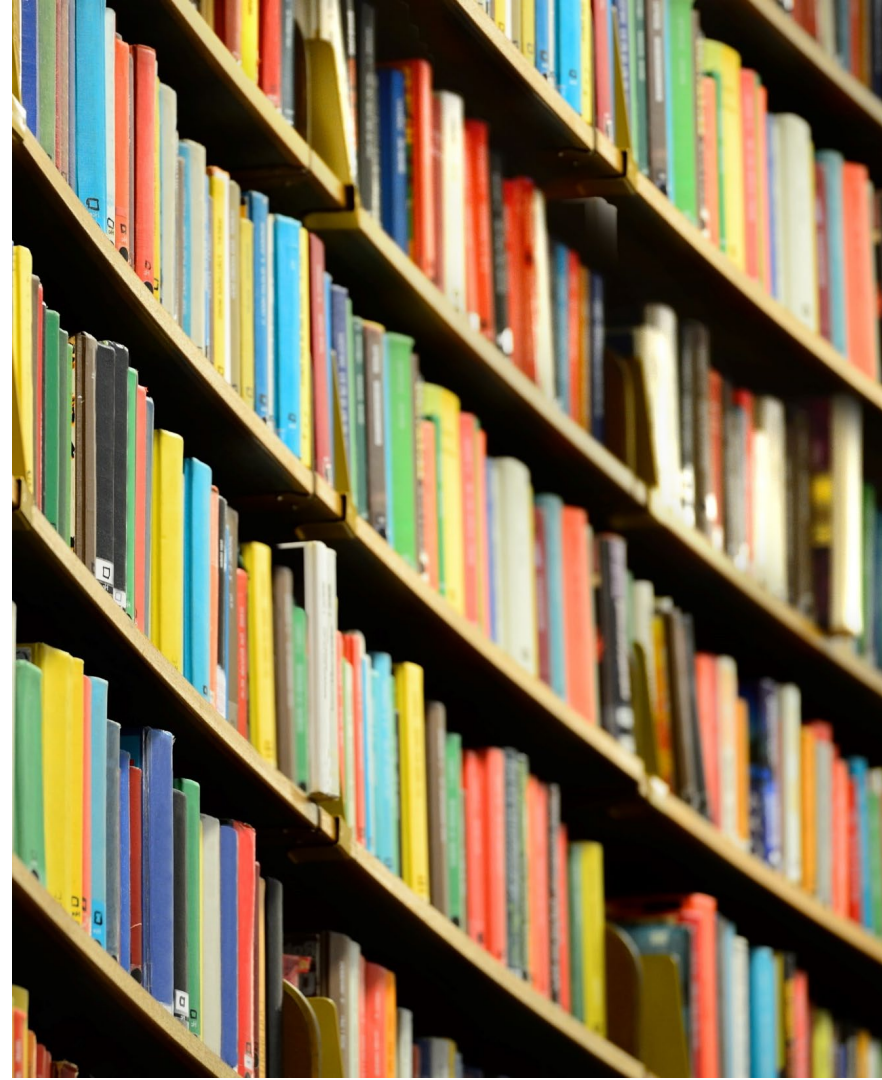
Close 4 libraries instead of 8 libraries as it would be detrimental to people who live close to 8



Please close few libraries instead of 8 as libraries are important for people like myself and kids who use them



Close 2-3 libraries instead of 8 as these libraries are very important for people who live close to them

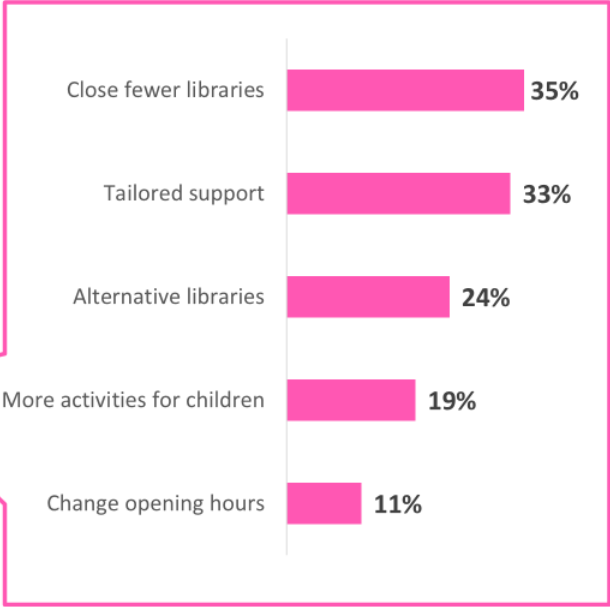
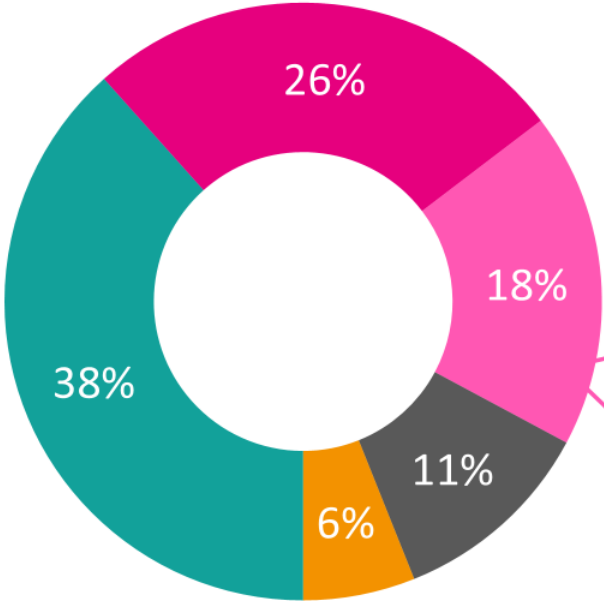


Almost two-fifths (38%) of resident's desire for library services to stay the same; of those that have used the borough's library services in the last two years this rises to 46%

For those who would like to see some of the changes implemented, the suggestion to close fewer libraries dominated comments (35%), followed by having tailored support (33%).

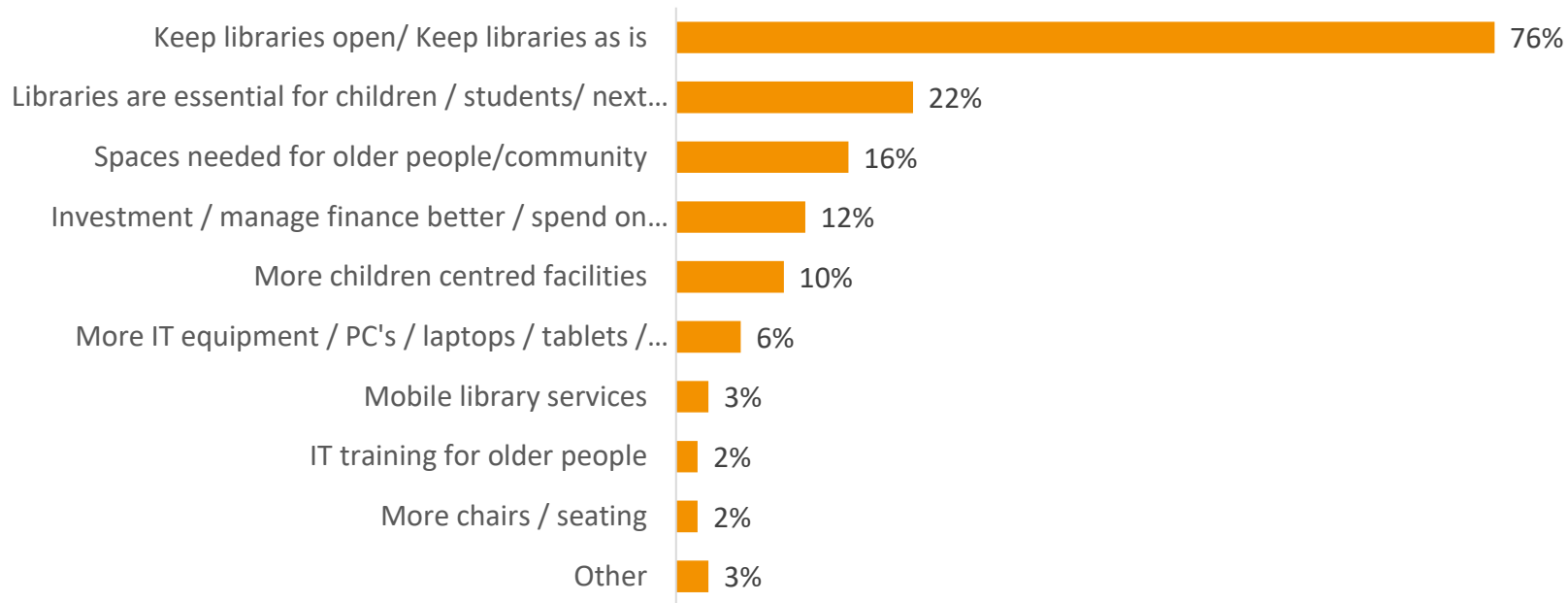
*Caution Low base size

- Keep the library service as it is
- Implement all the proposed changes to the library service
- Implement some of the proposed changes to the library service
- Don't know / Not sure
- Do something else with the library service



When asked for suggestions residents may have as an alternative to the proposals, the majority of the residents used this opportunity to reiterate their desires to keep the library services as is. Outside of this, comments show concerns to ensure that any alternatives would benefit the community.

Themes around spaces and places for younger people as well as older people are prominent.



Keep libraries open/as is



Keep the library service as some people will lose jobs and it may be difficult for people to go to alternative libraries



Keep all the libraries open, people need the libraries for the school and to go with their children



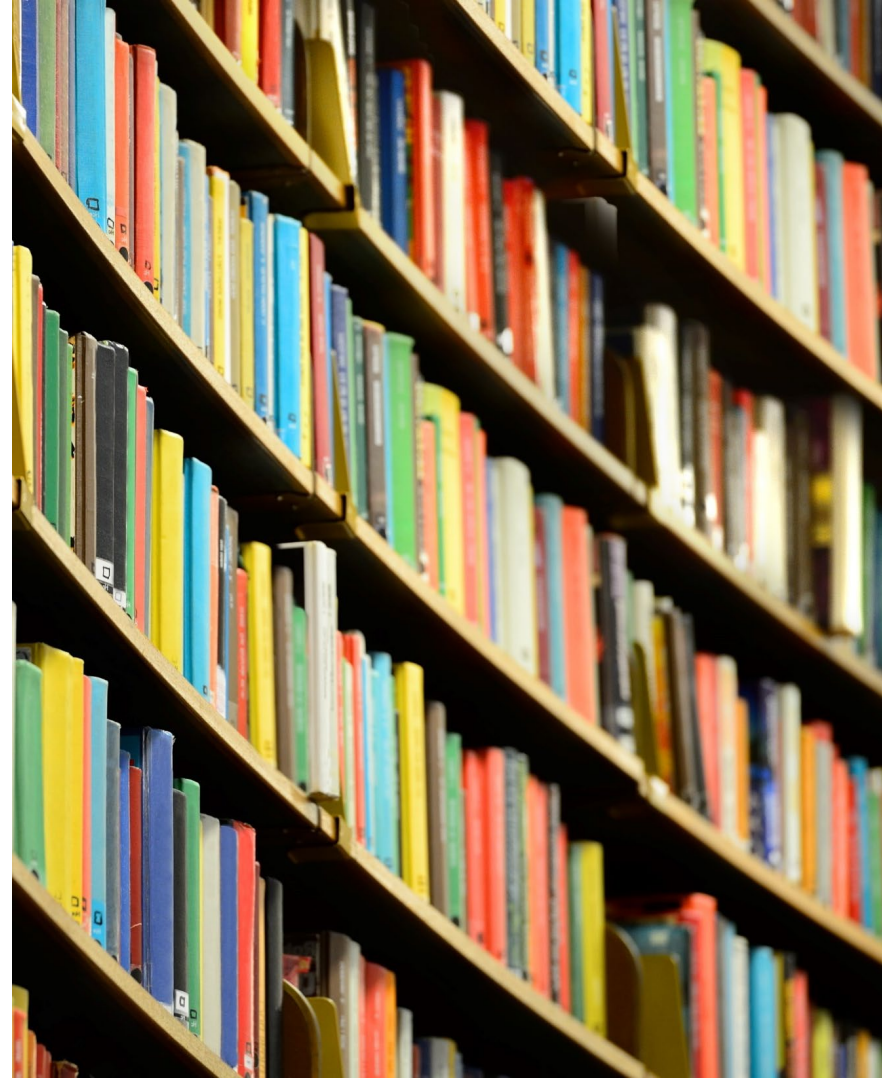
The library services should not be closed down as the local community needs the library specially the young people



Libraries are necessary for education and search for employment. Also, it's the only inside space in an urban environment with no expectation or requirement I spend or make money. A safe space for people that need it, and access to books.



Closing library elderly people can't do social my children when younger used to go to library it shame to closed the library important community's space don't close the library



Key Findings



Key findings

- ❖ Over a third (36%) of residents have used library services within the Enfield borough over the past two years. Women (43%), those aged 35-44 (49%) and those with children aged 5-14 (57%) are most likely to have used Enfield library services recently.
- ❖ 6 in 10 state that they have not used the borough's library services recently, with not needing to use the library service (60%) and not having enough time (29%) being key reasons for this. Further comments show that the use of e-books as well as people purchasing their own personal books to read are key reasons why many are not currently using libraries.
- ❖ Overall, majority of residents feel indifferent about the proposed library closures. Of those that feel negatively about the closures, main concerns are around the potential for it to negatively impact the community by reducing spaces and resources for younger and older residents. Those who live closer to the libraries also feel negatively about the proposed closures.
- ❖ Visiting an alternative library and using the digital library service are the most popular alternatives for residents in light of library closures. Enfield Town library is the most popular alternative venue for those who said that they would visit an alternative library (40%).
- ❖ Proposed extension of hours is well received by most residents (69%), with a similar proportion (70%) stating that the proposed extension would make them more likely to use the remaining libraries. Those most positive about this change are likely to live in within lower deprivation wards. Older residents (65+) are notably more likely to say that the proposed extended hours would not work well for them (29%).
- ❖ There are mixed feelings regarding the proposed changes to Enfield's library services. Over a third of residents (38%) would like library services to say the same, a quarter (26%) would like to see all the changes proposed implemented and 18% would like to see just some of these changes implemented. However, when probed further residents stated that perhaps fewer libraries should be closed instead of all of the 8 venues, with mentions of tailored or further support for residents around library closures.
- ❖ When asked about any further suggestions around the proposed changes, many residents used the opportunity to reiterate their desire to keep all libraries open. Comments regarding the potential negative impact closures may have to the community remain prominent for those concerned, suggesting that communication and actions that prioritises community support and access to resources such as books and the internet would be well received by residents. There may also be a suggestion here to communicate what the spaces may be used for and any plans for further investment into the borough.

Appendix: Ward Groupings



Higher Deprivation Wards (Higher IMD Scores)	Lower Deprivation Wards (Lower IMD Scores)
Edmonton Green: 41.879	New Southgate: 21.333
Upper Edmonton: 37.619	Highfield: 20.510
Ponders End: 37.288	Palmers Green: 17.999
Carterhatch: 36.299	Cockfosters: 17.631
Lower Edmonton: 35.243	Ridgeway: 17.392
Bullsmoor: 33.861	Town: 14.250
Brimmsdown: 32.826	Southgate 13.787
Jubilee: 32.423	Oakwood 12.041
Enfield Lock: 32.232	Winchmore Hill 11.603
Haselbury: 31.767	Bush Hill Park 11.275
Bowes: 25.137	Arnos Grove 10.896
Southbury: 24.161	Grange Park: 9.835
Whitewebbs: 22.097	

Wards with a library proposed to close	Wards without a library proposed to close
Bullsmoor	Edmonton Green
Brimmsdown	Upper Edmonton
Enfield Lock	Ponders End
New Southgate	Carterhatch
Southgate	Lower Edmonton
Oakwood	Jubilee
Winchmore Hill	Haselbury
Southbury	Bowes
	Whitewebbs
	Highfield
	Palmers Green
	Cockfosters
	Ridgeway
	Bush Hill Park
	Arnos Grove
	Grange Park
	Town

M.E.L Research maintains the following certifications and accreditations



Crown Commercial Service Supplier



CHEW
Charity Evaluation Working Group



UK Evaluation Society

AQR
Association for Qualitative Research