

## Appendix 3 – individual comments received on Hillingdon Library Consultation

**Note:** individual free text comments received that are not specifically related to questions about the 5 library service strategy ambitions or the library tiered hours proposals are not included in this Appendix, but are available on request. Personal information has been redacted but all other text is presented as provided by respondents to the consultation.

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### Ambition 1 (Reading, Literacy and Culture) comments

*12. If you have answered no or partly to question 10, yes to question 11, or would like to make any additional comments regarding ambition 1, please tell us below.*

#### Responses

Oracy - developing spoken communication to be tolerant and able to respond appropriately and develop community spirit

Focus on online

Something about helping adult literacy - you showcase the Quick Read books. Adults with problems are difficult to reach.

The magic table and similar things are vital for users with learning disabilities

Community hub

Libraries should be more reflective of diverse local culture to welcome more people and be more inclusive

Ickenham library - new layout doesn't work for parents with multiple children and breastfeeding mums. The small sofa to sit down and read was removed and instead small boxes were put in place for seating (you cannot sit on a box while feeding a baby and read to other children!). This is impractical and feedback was provided. Also sofas have been put in front of the doors by the entrance- these cannot be used in winter as the wind blows in right at them as the doors of the library open and close. Please rethink how practical the layout is also along with practicality of seating and also if especially in the children's area the set up works (it doesn't).

Well, it always comes down to what specific actions actually happen. I mean, what does an inclusive library service MEAN?

the above seems clear but I don't use libraries

Provide access to the internet

Remove barriers to borrowing books- you close at lunch, open late and shut early- never accessible as always closed when I get there

More language books ; Urdu especially

Specific examples - how? It is similar to what you already do so what change are being proposed exactly?

Make it a area for people to meet up for activities in the area

You have not stated how you will achieve any of this. You have just stated the ambition - what is your approach as this has not been stated.

What will you actually be doing to do all these things

Ickenham library has been a great resource to support my content early language and literacy development. We have attended the story time sessions, and now regularly browse books for the children to read independently.

What are cultural experiences?

Inspire imagination

## Responses

Also a place to relax in relative peace and quiet. Ickenham is suffering from heavy traffic problems with rising traffic noise so it is critical for mental wellbeing for residents have a quiet oasis nearby for residents to escape to..

Library services should be accessible at a local level EVERY day

This is a critical aim

If you reduce library hours, you reduce access and use.

promote human interaction and not digital

Ickenham Library is fully inclusive

reducing opening hours , relocating libraries does not seem to fit in with the aims expressed as ease of access to the above services, surely is the major factor

NSag is Libraries are supposed to be quiet places and so noisy times need to be boxed

Literacy/education for adults, especially those with English as a second language

Provide a space where residents can work or study especially with more working from home

You don't know what you've got until its gone!

Access by residents with Learning difficulties and the elderly who are immobile and cannot physically access libraries

Provide human interaction and warm friendly spaces

Keep library hours long

would like the return of newspapers

If planning to remove barriers then restricting opening times in some of the smaller libraries doesn't fit with this vision.

All these aims are not currently actually happening.

I heard of this through Ickenham Residents Association. I think it should be more widely advertised. The book stock is out-dated and populist.

More should be done to encourage people unable to easily read libraries to borrow books (eg housebound, elderly, disabled, those in care). Mobile libraries can help achieve this along with outreach programmes. Also more effort needed to market and promote libraries, particularly to young people looking for a quiet place to study.

The items are very high level. What about examples of library access to explain things more simply? (For example, your local library has access to all of the book resources in the whole borough).

The Ickenham library is very important to the local community and as it is it's close for lunch hours, further cuts should not be considered

I would expect culture to include reference to heritage, including local studies area, which doesn't seem to be mentioned anywhere

Retired, unemployed and disabled people greatly benefit from the availability of newspapers and magazines which are still not available in libraries. This has deprived a significant proportion of the community/ voters of an educational and social opportunity which you should reinstate asap.

Contact with local ethnic minority groups (e.g. Afghan Women's Group). Perhaps through librarians visiting groups to explain and encourage use of library facilities. Leaflets etc. are of no use to people with English as an additional language especially those who were denied education in their country of origin and are illiterate in their first language.

bring back newspapers in library's it was a good addition to your service to the community

I enjoy coming to the library with my family and borrowing books and it's good to go out .

## Responses

More private cubicles for visitors

Why is Ickenham tier 3?

To recognise that the elderly need a library local to them as they may not drive anymore and may physically not be able to travel far from home to access a library. It's also a great way to communicate with others and see a friendly face. The library can be a lifeline to children who don't have access to books at home or need a quiet place to study.

I oppose the reduced library hours service, it would have a bad impact on children's literacy and learning and most people need the library open all week to have the flexibility to fit in with work and school.

Keep all libraries open 6 days per week

You are looking to reduce Ickenham library hours and resources, therefore invalidating Ambition 1

it is annoying that libraries now close for lunch

You do not mention keeping libraries open every day. Nor mention evenings when some people would find it better to visit

Library should be like a community hub including warm spaces, community centre and advice services.

It is impossible to find out cultural events at all the libraries. A calendar of events at all libraries is needed

What about linking to local schools - with visits and activities designed to bring classes into the library. The ambitions are clear but the practical ways of doing this don't seem to be addressed here.

A more eclectic range of reading material.

In the short time that I have had the opportunity to use Harefield library, I have observed very young to very old and everybody in between using the existing space and facilities with great enthusiasm & appreciation

Ambition 1 is comprehensive but if opening hours are reduced, this ambition will not be met

Might you consider stocking translations of books from other cultures as a periodic celebrated event?

Seek to engage with local schools to share activities and initiatives

Importance for older residents

Keep the libraries open. My local one (Harlington) is convenient. Botwell is not.

Provide up to date reading / current /accurate materials.

What do you mean by 'barriers'? Physical? Intellectual?

local village libraries like the one in Harefield is a community hub and it would be devastating to the village if it were to close

The stock in my branch (Northwood Hills) is very static, and contains multiple copies of some titles. I would like to see it changed every so often, maybe by swaps with other branches.

Some library users with minority interests are inadequately served.

For inclusion, you need to include neurodiversity. Autistic people or people with ADHD etc often find physical or ebooks hard to access as the amount of text is overwhelming. Need access to audiobooks (not ebooks) and to be able to browse these by interest.

Uxbridge library has 5 floors and barely any books. empty shelves and they keep selling off books and not replacing them. i adore libraries but find it am using them less and less because I cannot find any books I want to read there

To achieve this, the library has to be open when the users are able to attend. Do not cut the hours.

## Responses

I would like specific information about the aims will be carried out

To encourage people for whom English is an additional language, by providing chat groups, bi lingual books etc

Harefield has people in poverty who are lonely , elderly ,isolated .. we need our local library to maintain current hours as a n available warm friendly space close to GP surgery

Harefield has people in poverty who are lonely , elderly ,isolated .. we need our local library to maintain current hours as a n available warm friendly space close to GP surgery

Having staff available in branches for help and support

I don't understand from the report how you plan to achieve these ambitions. Ambitions are fine, but what is the action to achieve it?

make it real

Important 'central' part of Harefield village for real-time leisure interests, meeting, accessing info. Connection.

Advertising libraries as community hubs, where kids can play board games and parents can get a cheap coffee

Access is critical for learning and to fulfill your ambitions. If the libraries have reduced opening hours this will severely restrict access for those who work / are in part time study

musical scores

Yes my two children are autistic and can't access the library as they are loud and run around (can't be helped) so we can never go to the library due to the rules of mainly being quiet. There needs to be sessions in place for children with special needs and suitably trained staff for them to experience the library without fear of being chucked out. I've never also found any books informing children about Ramadan eid Islam to be more diverse there should be more books surrounding these subjects. The library also needs a place to grab a coffee and a place where the elderly can relax and have a social hour or so to meet with friends or like minded people there needs to be more spaces for our elderly community.

Support computer literacy for adults. Provide support/learning opportunities for writing and reading of all ages

Be part of the local community and provide a study location

Very odd to say you want to meet people's needs and then make it really hard to use libraries to do this.

This is a well used and important pillar of the community. Reducing hours should be avoided at all costs

Closing at certain times/ days would create barriers

Minimal cost

In my opinion libraries should have toilets coffee shops where people can meet art classes even a doctor clinic and other activities

supporting older people, seems to be all about the children

I also see a library as a place of learning and development for children and adults, I think that's a key part that's missing

More activity to help with loneliness in the elderly

Thought access point for other Council services would feature

1. In a borough where there is a diverse population, many of whom are new to the UK, and some of whom have interrupted education experiences, I would have expected to see an explicit commitment to helping people become more confident in learning English. I also don't understand what you mean by "facilitating access" to cultural experiences, as opposed to "providing access"

The ambitions are real. Library staff are always very approachable. Harefield library is like a central point for the village.

Support STEM. Scientific and engineering support has decreased. Focus us on arts subjects

## Responses

None

I'm happy with what is available.

more work can be done to diversify the books/resources on offer in libraries

culture seems an odd thing to have as part of this - would think if serious that should be a separate ambition, and not seeing evidence it is on the agenda?

No explanation of how this aim will be delivered and how delivery will be measured

Engagement with early years settings (childminders, nurseries, pre-schools) and schools, college and universities.

A library is a community hub. It's critical to the identity of a village/town. It's a place you can go to for warmth, community support, space, advice, a friendly face. It's so much more than a book borrowing service as critical as this is of itself.

Providing good quality local history, reference books and fiction. Providing newspapers which many elderly, those unable to access online newspapers or those who prefer a daily visit to the library to catch up with current news delivered via a variety of daily newspapers

Maybe consider adults who find Reading difficult but want to be able to improve.

More events can be arranged like walks or integrate children centre.

With regard to the aim to 'provide an inclusive library service'. An email address only is increasingly being given to book some library talks/activities but not every resident wishes to book in this way for whatever reason. When library/council services are only available to access online, this means they are exclusive rather than inclusive. In addition, I do not know what 'Barriers' exist to 'borrowing items and using libraries', but without physical premises, 'barriers' will be created if online access is your preferred choice.

The ambition is clear but the approach requires clarity. What I understand of inclusive may not be the same as you have defined

Sadly the library is hardly ever open now

Tiny tales is good. I'm not aware of anything related to the goal beyond this. I think there might be free books for kids at some point? But not too sure.

to insert the age range, e.g. i dont know how old a "young person" is supposed to be

You should ask adults to volunteer to help other adults to read who cannot or are illiterate.

Adult Education has gone from Ruislip Manor.

Using the space for additional childrens activities on Saturday and during school holidays.

Some of these aims will be expensive. I would prefer that you concentrated on the simpler core aims and used the money you will save in keeping more libraries open every day so libraries do not suffer a loss in income.

The staff are always very accommodating and welcoming, especially to my children.

Printed newspapers and magazines as before

Think 'cultural experiences' needs to be more specific - LGBT, race, disability, etc? By keeping it vague you don't have to commit to helping each group.

Unclear whether outcome may be a reduction of hours. I would be opposed to a reduction of hours.

Encourage literary development for adults

What barriers are you removing? Why? How have you identified them? Was there a survey? How will you be selecting a diverse range of reading material? Will there be a diverse team of librarians? What is the strategy? These mainly seem like values and mission statements. What cultural offerings will be included?

## Responses

How do you expect to achieve and fulfil everything in Ambition 1, when you are not only cutting down on opening hours and closing libraries.

I support all ambitions but I don't think libraries should be deprived of silent spaces for reading. That is why adults go to the library and shouldn't be taken away.

I am 72 and before the Covid I used to belong to a knit and Nat club at Uxbridge I have been told they no longer have one. It was a means to meet others as I am on my own, I have to travel to West Drayton library where they have a knit and nat. They are very nice girls who us and oblige you with tea and biscuits. I feel that Uxbridge library being a bigger library should be able to accommodate over 60's sessions they seem to welcome quite a few children. If West Drayton library could accommodate all ages including over 60's. Uxbridge should be able to.

There is no mention of the physical space of the library. It as a space to read, study and find peace. A library should be a quiet space where one can read away from work or home.

Please can you ensure that residents working full time and single parents working full time are supported as I tend to feel the focus is too much on people who are not working

each area of the borough should continue to have accessibility to library services

Reinstate opening hours to those in place before COVID

Make them a safe environment for LGBTQ persons to access information related to them, groups support & literature

Please stop curtailing these services, I fully understand budget constraints, but these really are community critical services, you may not see the immediate impact or consider alternative arrangements as an issue but it is and can show a lack of understanding of people with different needs for whom these services are really important

Not required

How is this all to be achieved in less hours?

How will you do all this is you reduce days and hours? It does not make sense.

Reducing access to libraries is incompatible with removing barriers to using libraries as far as I can see.

Just that the word 'ambition' suggests you might not attain what you aim to, which seems to be the essence of what a library is/should be.

It's a poor work environment, getting increasingly noisy and disruptive with people talking on phones and to others without concern.

The last four bullets are a bit vague

Maybe the term "fun activities" could be included. It sounds more inviting to parents to bring their children along. It sounds less studious.

I'd like to see Hillingdon linking up with other London libraries (as other boroughs do) as I sometimes can't get books I want to borrow.

Add the following: encourage language and literacy development amongst every person for whom English is not their first language the best start, through a rolling programme of activities in each library

Toy library and puzzle library

Cutting opening hours and closing a library is in conflict with these aims and not an inclusive service. The aims of the strategy should be to extend hours and integrate more services.

A bit unclear.

I strongly agree that young people should be encouraged to read and have access to diverse reading materials.

## Ambition 2 (Health and Wellbeing) comments

15. If you have answered no or partly to question 13, yes to question 14, or would like to make any additional comments regarding ambition 2, please tell us below.

### Responses

Could you not reintroduce a token offering of newspapers or periodicals, as per pre COVID? I appreciate the cost cutting drive towards online, but i think that that excludes some people who lack the necessary skills. It is also more isolating to do everything online. I used to see quite a few older people reading newspapers/magazines. This also offers the opportunity to reduce social isolation offers

Specific commitment to assisting the elderly

People with disabilities and special needs should be included, especially as there are not enough activities for them to do due to cutbacks.

More mental health and wellbeing inclusion

Provide warm spaces for residents struggling to heat their homes

How will you tackle mental health (crisis) for younger children and families to promote wellbeing?

Most library events for health are during the day which isn't great for those who work

so this is more about the building the activities are in (assets), not the library services themselves? So you want to be a community hub? Why don't you condense the borough assests and use multifunctioning spaces that can accomodate youth programmes, family hubs and liberary services. Surely that will help save money?

Need to have more events like Diwali events, Chinese new year, Eid for inclusion of local community, library seems very boring

Again it is not clear how you intend to achieve some of these ambitions -

How will all this be done?

'Reducing loneliness' should also include providing this each day of the week (not selected days).

Are libraries meant to be health centres?

Not clear how this will encourage connections

Because of the rising levels of traffic through Ickenham and the increasing traffic noise levels, it is critical that the library which affords some protection from the noise is maintained as a peaceful location for residents to visit.

This is starting to look like jargon

Residenimpossible for council to promote Ickenham Library as a warm hub if it's closed during lunchtime

Seems a bit vague

All are important for individual and community development

A dementia meeting was proposed for Ickenham but it seems to have been dropped

No further comment necessary

reducing opening hours , relocating libraries does not seem to fit in with the aims expressed. Ease of access to the resources and services provided would appear to be a better way of achieving the ambition!

There should be far more Adult Education opportunities. Not strictly a library responsibility, but they do work hand in hand to some extent.

None

Keep daily opening hours & a few late night & Saturday

## Responses

These feature very minimally in daily activities within the library

As an OAP, I welcome and have attended occasional health fairs.

This is a foreign idea to me. I use my library as a resource to books, information, magazines and local news and events.

all rather vague and flowery

The provision of newspapers and magazines which also provide opportunities to reduce isolation and support mental health

bring back newspapers to read

Point 1 - by providing a warm and welcoming space.....

If the library has reduced hours you will reduce the residents accessibility to these services

Reducing library services in Ickenham would be a disaster for thism

Keep libraries open 6 days per week

Reduction of services contributes to loneliness, so Ambition 2 is a lie

no commitment to providing internet sevices

Warm space

You are not doing enough to establish community facilities within libraries, it is too basic.

By restricting opening hours, especially lunchtimes, you diminish your ability to fulfil this ambition

It is a lifeline to a lot of people and a good meeting place

How can closing the Library one day a week help reduce loneliness and isolation?

Not enough places on chair aerobics courses and long waiting lists. The standard expected of students varies at different libraries and so it's difficult to know which class to join. A grading system is needed.

Again, how are these ambitions going to be met? Could there be set times when specialists in these areas were available to meet people who need help.

Just the fact that the result of the existing service is at least as good

If opening hours are reduced, there will be a reduction of opportunities for those who are socially lonely

Might you partner up with supermarkets/pharmacies to augment their Health and Wellbeing information offerings?

More activity for children during holidays

There should be more things aimed for the elderly and more community activities and cater to people from different backgrounds

Once again, keep the library open. If Harlington goes, the elderly don't want to travel to Botwell. I know of ladies who attend the weekly chair exercises and love it. If it's moved, they won't be able to attend elsewhere, which would lead to lonliness

Provide a safe free warm stimulating environment, in these times of high fuel prices.

Trained social workers are better equipped to provide many of these services than library staff. Are focused walk-in centres no longer provided?

libraries should be a community space but Ux Library has way too many noisy community groups that could be housed in other council space such as the huge civic centre which has meeting spaces unused



## Responses

Again, this can only work if the library is open when needed.

By reducing the opening hours there will be not enough time to facilitate community events

Harefield is a village community .. families remain local and rarely venture into Uxbridge so we need that special village community resource to remain. We are threatened by HS2 and that devastates our environment making travel into Uxbridge so much more difficult, .. this is a continuing devastating local change increasing the need for increased library resources , not a reduction to Tier 4

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Libraries acting as winter warm spaces

I don't really hear much about any activities taking place in our local library

laudable ambition but don't see this as a priority should Hillingdon decide on cutting funding to the Library service in the future

Help elderly and others be aware of and be able to use the resources

This is brilliant.

It's all a bit flowery and could be interpreted to provide just leaflets and online material rather than investing in people, which I think is what is really needed

Grandchildren and grandchildren should be a direction to enable library use

Difficult to see how you're supporting socially inclusive activities when you're putting the prices up for social and cultural activities by 30%

Closing at certain times/ days would create barriers

Staff always available

Working on links with nhs , GPS, pharmacies

Inclusion should be secondary to the primary aim of the library - to support a quiet and calm environment for reading and study. Future building improvement should at least provide some protected space. Staff should be actively supported in enforcing an atmosphere of calm.

Personally, post retirement, the library became a place where I derived information regarding activities & classes available. I joined whatever interested me, made some good local friends. They are now individuals & groups I interact with regularly. Invaluable experience in my retirement.

Mental stimulation with exhibitions, and inclusively. These are done but not stated in strategy

You use words such as support, encourage, inclusive, facilities etc. But you are actually reducing the service. How do you square this

Not aware of any

I think this is rightly named an 'ambition' as the proposed reduction in opening times (access) will make this almost impossible to achieve. Ickenham has elderly population and really needs easy nearby access to real people to access the resources!

This ambition is particularly important in a community where the number of older people living in a place like Ickenham is well above the Borough average, This makes Ickenham library a very important community resource.

Climate Change Information Centre advice on insulation etc alleviate fuel poverty for homeowners

make sure there is up to date nhs information on mental health services available, particularly in sections where there are mental health books, i.e. 618,, some books can give outdated advice, seek to keep things up to date in this area, since there can be damaging consequences

activities??

## Responses

No explanation of how this aim will be delivered and how delivery will be measured

Community ownership by having a cafe inside the flagship libraries that could be run by volunteers, provide work experience and promote healthy eating to people and a whole host of other education in zero waste

Ickenham library is a big part of our local community, providing a form of contact for isolated people, a comfortable place to have coffee, with pleasant librarians always helpful. A place where anyone who needs a connection with others at any one time can get it.

I am not sure it is the role of the library to help with such complex illnesses such as dementia this should be managed by experts

Please use comments on page 4 (referring to the answers in Q12.) I do not think it is necessarily the place most people would think of attending in relation to physical health help apart from the information and sign posting.

A good quiet environment and wonderful library staff can provide a lot of well-being feeling amongst readers. A good reading environment is the most important feature of libraries. Northwood staff do an admirable job

As a regular library user, I visit to sit in a welcoming and safe space. I variously: have coffees, read/borrow a book, use a public library computer, attend an event/activity, attend talks, sometimes what a quieter atmosphere to read/study, so I will attend at the one of the libraries with less footfall. During lockdown, the restricted access to library was very welcomed and important to me, as restrictions eased, I realized how important libraries are in terms of what they offer local residents. Many people are socially isolated through no fault of their own, social isolation does not end with the lifting of lockdowns!

I still feel that libraries should be primarily a place of study, exploration, learning, access information and that the main focus shouldn't be compromised

The libraries should return to their previous availability hours so that they can meet local needs

Is there a ambition to help people with disabilities esp send to access the libraries

How exactly that is going to be achieved.

Maybe you could have wellbeing events at the library, so that people can attend (without booking beforehand) and they can learn about mental health issues

If you want to help people with mental health problems are libraries the right place?

Having speakers to speak on health and wellbeing (ambition 2)

As an elderly person, you must ensure that I can access my local Ickenham library every day in order to "reduce loneliness and social isolation".

Improve promotion of the above

Needs more communication on what's available.

I moved to Ickenham in October, and one thing became clear very quickly - library events across the borough are for families, or the retired. Events are so very rarely on in the sweet spot of 7-10pm after people have finished work. Many events I want to be a part of, I can't attend, and so I don't get an opportunity to interact with the community. Ickenham Library ran a 'Share your Heart' event after hours at 7pm during Heart Health Month - not only is it a treat to see a library after hours, but I also got to meet new people in the area I wouldn't have otherwise.

What strategy have you developed for where different communities may want to use the space in different ways? Who will these targeted programmes be targeted at? You haven't provided enough information about how that's going to be achieved or measured.

How do you expect to achieve and fulfil everything in Ambition 2, when you are not only cutting down on opening hours and closing libraries.

Silent spaces promote mental health - I don't think libraries should be deprived of silent spaces for reading. That is why adults go to the library and shouldn't be taken away.

See Q12.

n/a

## Responses

What is a 'Robust programme', 'Targeted Programmes'. 'Mental Health awareness is fine buy leave it to the NHS professionals

Work with refugees using it as a space where they can learn about the community and command also workplace wellbeing advice for residents

Reinstate opening hours to those in place before COVID

How can you say you aim to reduce loneliness and social isolation and then propose to close Ickenham library one day a week.

Providing a space but reducing opening hour is self defeating. These aims are a contradiction to the proposed tiers.

Doing this and yet reducing the library hours makes no sense.

Curious as to why dementia is singled out. Surely there are other conditions that could be supported given enough resourcing. Is dementia a particular council commitment? I'm not anti it, just curious as to why other conditions don't warrant specific mention?

Its getting increasingly noisy and disruptive with people talking on phones and to others without concern.

how could the library system reach out to housebound residents? I have no immediate suggestions but feel the issue warrants consideration/development.

isolation /loneliness and access to warm spaces will not be improved by cutting library times and opening hours - this aim will not be achieved. It should also outline clearly which services and partners will add value be joint working.

Reading in itself contributes to wellbeing; not necessarily as a social occupation but as a simple pleasure. This does not appear to be recognised in your stated ambitions. Libraries as a quiet, comfortable safe space contribute to the wellbeing of individuals who prefer a quiet, reflective companionable environment.

Simple english?

## Ambition 3 (Improving Digital Services and Inclusion) comments

***18. If you have answered no or partly to question 16, yes to question 17, or would like to make any addition comments regarding ambition 3, please tell us below:***

## Responses

What does "open to all through the development of the offer" mean?

Children should have possibilities to learn how to code. Also there should be many more activities where kids can do crafts.

I think the online resources need to be better and easier to navigate.

what is STEM

I would like to see short online courses available through the library service these could include those that might help a cv or they could tasters for hobbies or act as an intro to adult education courses

More audio books for dyslexia

Need to extend evening opening hours to support children and adults who are digitally excluded

Need more access to books on digital platforms.

so this is more about the building the activities are in (assets), not the library services themselves? So you want to be a community hub? Why don't you condense the borough assets and use multifunctioning spaces that can accommodate youth programmes, family hubs and library services. Surely that will help save money?

Providing a Wi-Fi service that is available to all to support digital inclusion

## Responses

Not inclusive as described previously, could have mini competitions or events with local kids in holidays, not mass size just few first come type

How? Such as?

Make sure that the e-books are readable on a tablet or kindle

Again it is not clear how you intend to achieve some of these ambitions - it's just an unsubstantiated wish list

Not sure how you will be doing all this - if further reducing library hours?

What is STEM

Looks good on paper

Not all want digital content

Absolutely appropriate for the digital age

if you reduce library hours, then the resource becomes more limited, not more available

No further comment necessary

reducing opening hours does not seem to, fit in with the aims expressed as people (especially the most likely to benefit if the ambitions are achieved) usually require face-to-face support to learn how to access IT systems so as to be able to use them efficiently.

Links to virtual tours for homebound seniors

More opportunities to learn, connect and express issues via Artvia Art and express

Staff need to be o hand to support customers

Don't understand any of this.

Hope you don't go fully self service as I enjoy the interaction with library staff at the counter, discussing books read & getting recommendations

What is stem

al very vague

I had to google STEM. Did not know what the acronym stood for.

Not every one wants to use computers

I do not know about Stem and Stream

Keep libraries open 6 days per week

You need to expand the hours at Ickenham services in order to give children access to those services. We work full time and will be unable to take our children to the library to use the services from Ambition 3 since you're proposing reduction to days and hours. The library is the only place outside school where my child can have computer access and where the whole family can have printer access for homework, etc. So you're proposing lie again.

Qualified instructors and career advisors

A lot of people, young and old do not have or are tech savvy. Not all have a laptop or computer or even want one.

Again more general advertng of help facilities across the borough, eg Harefield gives help from Age UK, but this is not generally advertised.

## Responses

What I have witnessed is amazing and should not be diminished. Any reduction in access to such services would be a real problem for children and adults who don't have access at home, to say nothing of the social aspects of the experience of visiting Harefield library

There is not enough of taster sessions run at smaller libraries where social isolation is more prevalent. My concern is with the older generation who are increasingly struggling to access services and information on the computer

Some people still have no access to computers etc at home by reducing hours, you will be further disadvantaging them

More needs to be invested in the latest tech. So better hardware should be used and maybe offering classes to people on how to use this tech.

Digital skills are so important especially for older people and people from overseas communities so are there plans to provide support these parts of the community by helping them develop digital skills. There are organisations that help with digital skills so is the council going to work in partnership with other companies to offer this?

I do not understand the terms STEM and STREAM

I am 77 years old. I have some IT skills but new ideas and jargon are not insurmountable but a struggle. ie I have no idea what "STEM" is

I would expect digital ebook / audiobooks to be a big part of this ambition. At the moment the Libby app is poorly stocked when compared to other library services. Having moved from the USA where online library services are invested in and regularly kept up to date with new titles, Hillingdon's choices are very poor

Silver surfers helped. IT and social media sessions arranged.

Failed to update public computers, Borrowbox poor substitute for Libby

As long as a digital solution doesn't decrease the other services on offer or reduce staff

Need to have a specific provision for neurodiversity. People with neurodiversity find too much text overwhelming so need audiobooks (not ebooks). Would be good to advertise neurodiverse services like audiobook, make them fun and accessible. For example autistic children may stop reading if engaging, interesting and fun audiobooks are not available. Strategy needs to specify provision for neurodiverse kids and adults, and make the catalogue accessible. My autistic son stopped reading but will listen to audiobooks but it is getting hard to find fun audiobooks for a 12 year old. Libraries by their quiet nature are a great place for people with sensory difficulties but need to make audiobook provision available in-library to listen to, browse and online.

This ambition is a joke. Council states they wish all to have PC access and then Uxbridge library takes most of the PCs out so it is almost impossible to find a pc when you need one. They do not realise how many ppl do not own computers. Stop taking them out to make space for teenagers to "study" they make noise don't work and have room at home. Study spaces are a throwback to when kids shared bedrooms

The abbreviation 'STEM' is not explained. Maybe obvious to many but not all, and not me.

By increasing digital services there is a reduction in social interaction and loneliness will increase

Recognition of many older people's difficulties with the one-line world.. just getting anything done .. there is no mention in this strategy of those who cannot manage a phone or computer and are unable to participate adequately despite ill health .. they need the friendly available reassurance given by trusted staff in Harefield library

Recognition of many older people's difficulties with the one-line world.. just getting anything done .. there is no mention in this strategy of those who cannot manage a phone or computer and are unable to participate adequately despite ill health .. they need the friendly available reassurance given by trusted staff in Harefield library

No

Not everyone wants to be digital.

Not to the detriment of reality

would like to see more courses on ICT skills advertised

Digital access is a community asset and needs to be accessible to residents

## Responses

What is StEM

Only to advertise this better

I would like to see is qualified as free access to IT services. As so much is now dependant on internet access, this is needed for those that don't have this capability at home

How can you claim to be wanting to support access to digital services and close libraries at lunchtimes?

Is the technology available on all machines?

It's a good idea to develop STEM and STREAM, but I'm not sure what is planned

Some of the online resources such as book search on the app do not work as well as the search in the library. Could these be improved?

Closing on certain days/ times creates barriers to this as not everyone can get online and rely on coming

Don't understand stem or stream

Links to adult learning hubs

Provision of IT should not be at the expense of the book budget - you will never be able to satisfy public expectations of IT hardware and apps.

I have not used IT services. Am self sufficient at present. If the need arose, I would use new facilities.

Would expect New Scientist and similar magazines in Press Reader or a similar service if you're serious about science and engineering

No

See response to Q14/15- elderly people need to talk to people to access facilities, digital resources lave many behind.

The use of IT in the library has been extremely helpful to our family and staff have been able to help when necessary. The reason for ticking partly is because I do not know what STEM and STREAM are.

Explain what STEM is

again, not sure how much of this is happening?

No explanation of how this aim will be delivered and how delivery will be measured

What about those people who do not wish to do everything digitally, surely this makes the isolation of people more likely once they know how to access things digitally. If everything moves online where is the social interaction that is part of your strategy

Just not at the cost of self help, hobby books and generally good literature both new and classic

Please give examples on what you are doing to achieve those ambitions.

I do not know what 'STEM' stands for. You still need to maintain and provide physcial books and not priorities e-books etc. Attempting 'inclusion' can cause 'exclusion'. I would like to see the OED (Oxford English Dictionary) added to your 'Encyclodaedias and research'. Have you considered re-instating 'The Genealogist' or 'Find my past' to your 'Local and family history' in addition to Ancestry library edition and the British Newspaper archive?

Why not improve communication between people instead of machines?

You are resorting to jargon. What does 'STEM' stand for. You explained STREAM in part.

self service options shouldnt take the place of staff as Ive noticed that this is a wasy in which people communicate and find recommendetions or talk/ social aspect by being served and communicating with a physical member of staff. This is positive not only for community by inclusion and wellbeing.

## Responses

For study there is no longer access to books from other libraries so that they have to be purchased

it would be great if users are able to print using usb via printer instead of having to log onto a computer to print from usb.

Had to look up what STEM meant

Do not know what STEM is

I'd like to see a substantial expansion of the availability of e-books

Not sure what the library is doing around this.

I dont think the library promotes their electronic resources enough, which is a shame

Not everyone is interested in IT or STEM. What about them? Are you promoting non-IT access? We all pay rates.

Have specified times when IT specialists available for help and instruction

At my age, I am not very IT literate, but I rely on my library if I need something printing.

Development of "what offer"?

Make Times/Sunday Times, Financial Times and Telegraph available online

Maybe to teach people how to identify fake news and misinformation

The Libraries App is excellent and you can checkout books on it. I don't see the need to be spending additional money on physical self-checkout machines which remove staff and take up space.

Train library staff so better able to assist with computers particularly accessing council services

Marketing to elderly to let them know help is there if needing to go online.

The second point ends abruptly, provided by "digital" what? How do you define quality online resources? What are the measurements for success? How will the implementation of self service machines impact your goal of tackling social isolation? Will you be providing this data? How much of the budget will be invested in public IT and online resources? This breakdown is an important part of a strategy and we can't really be consulted without this information.

How do you expect to achieve and fulfil everything in Ambition 3, when you are not only cutting down on opening hours and closing libraries.

N/A

'STEM' 'STEAM' what are they you need to explain

Run classes for older memeber of the community for it and tech skills

Personally I would like to also see support to residents in learning practical DIY skills ... skills for life to save them money, I know this crosses over to adult education but it should sit with libraries to support.

No idea what you mean by STEM, not clear.

Sounds good, but again the hours are being reduced.

It is already really annoying that the library closes at lunch time as it means I have to leave and come back later. Reducing open hours and closing on some days will make it so much harder for me to search for a job.

You've not defined STEM. Also, there is no suggestion of involving 'customers' in the develeopment of 'digital soultions' - will this happen? At what stage of development? This ambition reads like a jobholder's objective on an annual report. If you are looking to engage with customers, it needs to be more explicit.

The first bullet needs clarifying. IT is too broad.

## Responses

What does STEM AND STREAM mean?

Should be made clear that Digital strategies and solutions are not at the expense of in person accessible libraries or shutting libraries down

Provide opportunities to younger residents in the borough to have access to digital services

shift to online access and services will require resourcing to tackle digital exclusion and skills.

Providing support to enable access to online services to those who have no interest in using the internet for services but find themselves having to do so. For example, some elderly people I know have no idea how to pay bills etc online and have no interest in learning how to do so.

Acronyms for what - need glossary!

## Ambition 4 (Information and Learning) comments

*21. If you have answered no or partly to question 19, yes to question 20, or would like to make any addition comments regarding ambition 4, please tell us below:*

Responses
What is SEND?
Specific commitment to assisting including the elderly
Provide access to books that are not currently available within LBH resources for study please
SEND group
so this is more about the building the activities are in (assets), not the library services themselves? So you want to be a community hub? Why don't you condense the borough assets and use multifunctioning spaces that can accomodate youth programmes, family hubs and library services. Surely that will help save money?
Never heard of any of this for send etc
SENCO suggestions available
Again it is not clear how you intend to achieve some of these ambitions - it's just an unsubstantiated/unsupported wish list
How will you do all this ?
For all your high flown claims of benefits, you are closing or reducing opening hours to our library
There's a lot being promised here
Closing or partially closing libraries like Ickenham library which is a vital community resource for many will not improve access to resources or learning opportunities especially for children and those with additional needs.
Don't need 3 librarians on duty
explain all the mnemonics eg SEND
The volunteering ambition is praiseworthy
yes you do provide opportunities for volunteering but think beyond simply volunteering and think how meaningful feedback can be put into place
No further comment necessary
Again, reducing opening hours , relocating libraries does not seem to fit in with the aims expressed, as ease of accessibility would appear to be a major factor in delivering the ambitions.
Learning can be lifelong, and is associated with the aim of wellbeing.



Be accessible to all at all times
How will do actually do this?
Young people feel uncomfortable in a library - need to encourage & make them accessible
Would of thought this is more important than Ambition 3!
These are not my reasons for using the library.
What about additional training for children who want to excel or widen their knowledge?
Bring back newspapers
The library is a lifeline for us parents, our children and childminders
Why close the library for more time if these are all the ambitions?

Not quite sure what reliable curated information you are talking about
Please don't reduce the hours and days in Ickenham library as it would destroy information and learning for many people.
Keep libraries open 6 days per week
Ickenham library serves Pentland Field SEN school and is regularly attended by them, reducing the hours means those children and young people who are not independent and their parents will have less opportunity to use the library due to reduced hours and resources. So they won't and they'll just be excluded.
Qualified career advisers to support applications
Not clear how you are going to achieve this offer
Provide spaces for independent study and learning
This is what should be very much considered.
To be certain that the existing provision is good and could be enhanced, but definitely should not be diminished in this context
By reducing hours, you will be denying these opportunities
I think there are limits as to what you can achieve in this area.
This may appear later on in the survey, but with the speed of change now days a similar action list would be useful to old people
Great that library is providing workplace opportunities for SEND. However needs to provide actual specific SEND services for neurodiverse readers. This means a wide, engaging audiobook catalogue that is easy to browse and access. Also perhaps groups for SEND people to discuss audiobooks, places in library to listen to audiobooks. Neurodiverse people may avoid the library as they can find reading books with lots of text overwhelming. What can be done to make library services more accessible and welcoming to this group so they can continue their reading journey (via audiobooks or graphic novels)? Recommend working with local charities like Centre for Autism and ADHD in Eascote. Finally in terms of employment and work experience for SEND groups, this group are often highly talented in IT, coding and data (my autistic 12 year old advises teachers at school, advises his already tech savvy family and wants a career in cybersecurity). Could there be work experience in helping improve the digital services for the library ? For example the Hillingdon library app
What is SEND?
unclear what is meant by Adult volunteer profile etc
Perhaps family history days to help people research their family tree
Again with the unexpanded abbreviation, SEND. I think I know, but not sure.
By closing at lunchtime the accessibility is reduced
This is more suitable for specialist resources
This is more suitable for specialist resources
Actively countering the rise of misinformation

Maybe link with other organisations such as Hillingdon carers
Again brilliant ideas.
Stay open during lunch hours for all libraries in order to facilitate these ambitions. Stagger lunch breaks.
Local community
Far harder to get opportunities for learning when you can only access the library for short periods before being thrown out for lunchtime
The community rely on somewhere to go
Support for those who are not overly computer literate
in my opinion libraries should be open to more like are classes coffee shop for people to meet a doctor clinic for school children to do activities away from school maybe even a game room
Encourage self development and desire to learn
create adult volunteer profiles and opportunities for peer-led groups that enhance the services delivered by staff - I would like to participate, see if there is opportunity to use my skills.
Exhibitions on what students need to learn for certain job roles. I.e. carer guidance
A local library is very important for older residents. We are both in our 80s and read a great deal. We would find it incredibly difficult to access other libraries in the Borough.
No
It is a good ambition but how is it delivered?
Volunteers to enhance the service provided by staff is to-date an untapped resource.
What is SEND?
as previous
No explanation of how this aim will be delivered and how delivery will be measured
Whilst I admire the intuition or ambition 4, I consider that the library service is not the primary suppliers of information and learning opportunities for people with additional needs. The Borough should be financially providing these services through specialist teams and the local education system. Lack of support in these areas is not offset of identifying an ambition of the library services.
Not sure
I do not know what 'Send' stands for in general, it used to be careers offices/ the job center/ schools who would help people 'Develop workplace skills and support and provide work experience and volunteering opportunities. Are cut backs in their resources and staff creating more pressures for the library services?
More jargon. What is SEND, if strategy doesn't clearly define the goals, it is not up to much.
Lack of access via inadequate opening hours
I had no idea you offered any form of volunteering
Again, I'm not aware of what's being done but it sounds good.
please define the word "SEND". i have no idea what it is
If you wish young people who need a quiet place to study - make sure library is quiet and open in the evenings most days. Monday and Tuesday mornings are of no use to most people.gs
A dedication to work with schools in partnership to support learners and to help support a life long love of books
supporting and providing work experience and volunteering opportunities to enrich the lives of young people and support them to move successfully into adulthood and be ready for work is excellent
Your first point will mean more money spent on the types of people you quote. If money is no object, this is good but I do not want this aim to mean I cannot have access to my nearest library every day.

What is SEND?
Do you not believe that the library service already provides access to reliable and curated resources? Also, who is curating them? Will you be providing more access? The same applies to delivering opportunities for learning. How will this work in conjunction with Hillingdon's other learning ventures? Are you aiming for lifelong learning? How will this be measured?
How do you expect to achieve and fulfil everything in Ambition 4, when you are not only cutting down on opening hours and closing libraries.
N/A
I think there should be some focus on the library as a place for study. Maybe with some study skills sessions or similar. I know it's old fashioned but the library is a brilliant quiet space to think and study. Many do not have a silent space at home. There should be a silent area.
Reinstate opening hours to what they were before COVID
Ambition 4 already in place.
More information about opportunities for SEND and reaching out to SEND schools, general information on website.
All in reduced opening hours
I have accessibility issues and can not get to other libraries. Closing on some days will make my life so much more difficult. Please keep my library open all days, everyday.
You have not defined SEND ? This ambition has quite a bit of detail on work experience and volunteering (presumably both unpaid) which seems to hint at the replacement of certainly failing to increase, accredited library staff. Your last two bullet points are woefully lacking in details, especially the how.
Will these services all be online? People with additional needs need a variety of access to information and services.
Why are you only inviting young people to volunteer, not people of all ages? Also I hope this isn't a backdoor way of saying you plan to get rid of more paid staff and replace with volunteers as other areas have done.
I don't currently use the library as I have ADHD and the fines are high when I forget to return items because I'm still reading them. I have no idea what is on offer for me at the library.
Work in partnership with local businesses to help support what you are doing for the SEND
Services will be less welcoming and accessible with diminished hours and the closure of libraries.
I'm not sure what "reliable/curated information" means.
SEND Stands for what curated information is why not use simple language for everyone to understand.

#### Ambition 5 (Sustainable Service Delivery) comments

*24. If you have answered no or partly to question 22, yes to question 23, or would like to make any additional comments regarding ambition 5, please tell us below:*

#### Responses

Responses
I am against further digital access.
Reducing hours in selected libraries will discriminate and disadvantage residents who live close to these libraries and are not able to travel far
Are you planning to close any libraries? Please keep evening opening hours. My local one is not easy to visit due to the reduced opening hours.
Listen to staff and managers who have first hand experience.
Partly opening smaller libraries is devastating for communities and lacks ambition
Worried regarding the moving of current libraries and commercialisation
Under utilising the opportunity to reach residents, events poorly promoted, more roadshows, information sessions and reaching out to residents

Just appears to be about rationalising your desire to reduce costs over making a facility available at flexible times
I am aware of young people and adults who are unable to access the library in the evening how is this unmet need identified in your busyness/demand study?
It's all too clear you wish to reduce the library service across the borough despite having previously said otherwise. Reducing hours in some libraries is the start of closures and a very bad move
Understand the strategy will not go into much detail but where library times are mentioned - then it's difficult to know what the actual plans are going to be and provide feedback if we cannot see the actual proposal for each of the library. Which library will get relocated for example? Will our local library have reduced hours - if so then will this be consulted with? Whilst in the earlier strategy section there appears to be proposal to do more - this section seems to contradict those. I.e. how do you deliver more if you reduce the opening times (if the local library footprint is less)?!
Carbon emissions are not the only things to focus on. Greywater use, rainwater harvesting, varied greenery instead of just grass,,,
it would be good to see this actually happen; I'm sure we don't need all the libraries in the borough and could make some savings by selling off some assets
I expect Ickenham library to retain its opening hours as it is a valuable resource for local residents, for all ages. It has been harder to visit the library as before Covid I took my children in the early evening before Brownies, which I can no longer do. Lunch time closure is also difficult as it is a popular time to go. It is essential that the library does not reduce its opening hours any more. There are always people in the library when I go in and it is a vital resource for the community. The local schools also rely on the library too.
Need to be more information on opening hours
Again...very vague. For residents and users this means nothing as no tangible examples given
You have not stated what your approach will be to this list of ambitions- just a wish list - Again it is not clear how you intend to achieve some of these ambitions. Concerns here are your inferred intention to reduce hours/days in some libraries which I find unacceptable.
Again how will you do all this?
I appreciate the need to cut cost, but why at the sharp end?
Is this an ambition to reduce the current libraries
There is a need to ensure that all libraries remain open even if the hours are not full time so that residents of all ages can have the opportunity to borrow books. Libraries must serve the whole of the community whatever age, ethnicity and ability.
Like that Hillingdon has a local library approach. Concerned about opening hours
This is very heavily worded
Lunchtime and one-day closure not adequately supportive of
Communities need access locally every day. Not everyone can travel to alternative locations
explain the 4 tiers
While sustainability is very important, it is equally important that ALL communities have access to physical locations so that the earlier ambitions can also be satisfied.
It seems you are looking to save money by moving to reduced opening hours and exploring 'digital solutions'. This is very disappointing where the local population is older and digitally resistant
A dementia group in every library. Ickenham should have one. Many of the other libraries which do have a weekly session are not very accessible from Ickenham. Dementia sufferers often have mobility issues and parking or bus routes are not always appropriate for access from Ickenham.
its too complicated to go through that list on a short survey
if the library is closed in daytime hours, then the access you provide is ZERO
Contradicts vision to be accessible for all if its then closed half the time
Why do the libraries shut at lunch time? Are there not enough staff to cover lunch breaks? By closing at lunch time libraries are preventing people from accessing the libraries in their lunch breaks so are not fully accessible.

I very much hope that the importance of physical libraries isn't being under estimated
No further comment necessary
Please keep Yeading Library open
Again, reducing opening hours , relocating libraries does not seem to fit in with the aims expressed, as ease of accessibility would appear to be a major factor in delivering the ambitions. You mention delivering a 'core' service in all your strategies, which implies a reduction in all the services overall..
It is what I expected to see, but is very worrying. The Council consciously used up its reserves and ran its budget so low that it wants to cut even further. This section gives it a licence to deprive people of more services.
Shutting or part closure of some libraries would have an impact on social / literacy access
Except I don't think increasing digital services can take the place of a physical library
All Libraries should be open for some evening hours to allow greater access for working people.
Setting opening hours based on usage and demand is at odds with Ambition 2&4 as it is like reduce accessibility and mental well being. A Library should be at a minimum open during core hours Monday - Friday, with more limited Saturday openings times.
Having refurbished all Borough libraries in recent years, and extending opening hours, the proposed tier system seems to be a retrograde step?
This is a stealth strategy to downgrade some libraries
Data used to understand the tier system of libraries and justify the minimising of some very popular libraries
Please do not think of putting Ickenham library in tier 3. It should not go in part time hours but remain open on a full scale. I'm a resident and if it remains open full time I would be very happy.
Reducing opening hours means it will be difficult to deliver core services to
Closing or staggering open times of all the library will cause a problem
A commitment to keeping libraries open and investing in their future refurbishment
We value being able to drop in to Ickenham library on the way home from school. If it was closed on the one day a week I am off work then we just wouldn't go, we wouldn't drive further away to a different library. If the library isn't open when we need it then our custom will be lost and my children would miss out on the amazing range of books they enjoy borrowing at the moment.
We need to ensure the library in charville lane is open during the school rush from 9am
Threat to close Pinkwell Library should be removed unless a nearby alternative venue is located
Doesn't make sense. Certainly not being promoted.
The availability of libraries to provide a warm place for reading, and hot drinks, during winter has been vital to my wife and I.
Again, these ideas are much broader in scope than my concepts of a library service.
Specifics of opening hours
Move Harlington library from within Harlington school
Point 2. ...consulting local residents before implementing changes.
You want to improve access however, you are also looking to restrict access with restrictive opening hours. I feel this is a short cut way of slowly getting rid of libraries. The library should be open daily for all members of the community.
no explanation of the implications of the four "tiers"
I have not been able to find information about the 'tiers' or the proposed opening / closing times for my local library.
Some areas of Hillingdon might have a smaller library, which does not mean there is less of a demand. In fact these areas have overall less options for parents, residents and the elderly to go to for socialising, support and reading. Smaller libraries should remain open as much as possible, because some people in these areas have no where else to go.
Bring back newspapers

I love going to the library . If you close it in tiers . It's a real shame as we go to the library to get books. My kids enjoy going to the library.

Use budget and resources to encourage usage, provide public services and act as a community hub

I'm still not sure why Ickenham is tier 3

I would be concerned about reduced hours and potential building usage to fully utilise assets meaning changes to services available to me locally.

I think you are trying to save money

The tier system is unclear to me. Ickenham is a small village so the library isn't always heaving but is used and loved by many. I rely on it when stuck at home with young children.

To make sure that the elderly and house bound people are fully aware of the home library service available to them.

Public libraries shall stay open as much as possible instead of having a set time depending on the demand. People know that the libraries would shut for lunch or days they won't open, then they would look for other places to work or study. If people know that the libraries will stay open, this option will come to people's mind more and the libraries will be used more often.

Setting opening hours based on usage and demand is against the ethos of a social provision such as library. Lots of people will struggle to attend on your reduced days in Ickenham. Please don't destroy Ickenham library that it is at the heart of the community and the staff go out of their way for the residents. It is a busy and popular library.

Keep libraries open 6 days per week

Ickenham library is a community and learning hub, it's not a chicken shop to operate on 'busyness' and 'demand' simply because your data are skewed. Many people are already unable to use it because it's closed on Sundays, opens late in the morning and closes at 5.30 - when most people are at work. Your ambition 5 is a lie.

There are too many libraries in the borough and some of the buildings are not fit for the purpose of a modern library offer eg Eastcote

Usage of libraries cannot be set easily. Some weeks will be busier than others... you can't work out opening hours for example from 1 weeks usage which I suspect will be done.

Some wards have several libraries and other areas nine more in the south such as Harlington, Harmondsworth and Sipson missing physical libraries

Library hours should be increased across all the libraries so that they become community hubs for different groups including minority communities eg Black, disabled, LGBTQ

I would not like to see the hours further reduced in my local library. The library is my one space I can go for private/quiet study as this is not possible in my house and I already find it very disruptive having to pack up mid-flow and leave for an hour and then have to come back. There are many people that can't study at home for various reasons, or can't make it to the library in the already short hours so further reducing the hours would have a significant detrimental impact and mean less people have access to the library

Restricting hours means that people can't use the facilities at a time convenient to them.

Provide more adult education classes in person. Many of us do not have PC access at home and so cannot use online learning.

What about merging with adult education ? Certainly Uxbridge library has plenty of space that could be used for Ad Ed classes in the evening or even the afternoons. What about developing meeting spaces for special interest groups (crafts ). I imagine some of this already happens but I don't think there is enough information easily available. Does the library have a Facebook page or a website?

It sounds a bit like you're planning to potentially close, or reduce opening hours of libraries under the guise of "sustainability". I would suggest you consider how "sustainable" it will be if library users are forced to travel further. And how it will affect the other ambitions outlined in this consultation.

The reference to 'tiers of libraries' particularly in the context of 'based on usage and demand' is certainly going to make matters worse - if a library is not open, it cannot be used

Libraries are key to cohesion and sense of identity and belonging in any community. It goes beyond busyness and offering of a digital alternative. If the libraries are open as much as possible it will encourage the younger generation to visit. Cutting back or making them less

convenient to visit will prove a self fulfilling prophecy and they will be used ever less frequently. Community togetherness and pride will be the biggest loser of all. Will

Worried that the increase towards digital means we'll lose staff and their knowledge.

How do you expect older people, or those with limited finances accessing Tier 1 libraries

With regard to possible relocation of libraries to a new building, it is essential for Uxbridge Library to retain its High Street shop front presence. It's current location is an easy walk from Uxbridge station, bus stops and shops. The High Street library shop window displays draw people in and advertise services and events. It would be hugely detrimental to move this service from a well located, purpose built facility, to the Civic Centre. The library needs to be open at lunchtimes if possible.

Beware being too strict regarding matching opening hours with "busyness". This would be a commercial imperative, but this is a service paid for by all of us and people are able to access the library at differing times depending upon circumstances. Don't shut them out.

I think you should be continuously monitoring this. I am not clear on what data you are using to assess usage and I fundamentally think your tier system undermines all your other ambitions by making resources less accesible.

Flexible opening hours should not be a mechanism for reduced opening hours at some branches. Use today's opening hours as the minimum each branch should open per week and then revise these hours to reflect perceived demand.

To help sustain service delivery in budget you could make a commitment to use local volunteers. I am sure there are many multi-skilled residents who would be willing to give their time.

The value of a library to the local community

I would like my library to remain where it is and not moved as it's local and easy to access. However I think it can be improved in terms of making it more modern.

This ambition undermines the others by reducing access to libraries in isolated areas

This seems to be phrased in a way which sounds like there are plans to move and change libraries in order for you to make money, rather than have the libraries as places that are accessible and convenient like they are now.

[redacted]

Accessible opening times

Ambiguous use of 'community need.' How is this assessed? What is a 'need' in relation to a library?

Clearly define the minimum opening hours of each library

I realise every person is different and "trained and adaptive workforce across all libraries" will have a varying level of success. I have found that quite often books in Uxbridge library are filled in the wrong position. This may be the fault of customers but looking for a book by "Jussi Adler-Olsen" recently I was told by a senior lady librarian that "I should look under J". She was adamant in this instruction

You say move colocating or relocating, but that probably means the new places will be more complicated to get to.

Point 4. How is usage and demand to be measured? Point 6. What does 'adaptive workforce' mean? Is this code for reducing opening hours/closing libraries and making staff redundant/reducing hours? How are you consulting with them and their staff unions? I want to hear that there is a full consultation process going on with them, not just library users.

How tiers have been decided

Never a good idea to limit opening hours, maybe use volunteers for the quiet periods of the day

I'd like to see more detail on the tiering process / algorithms and a lot more on environmental sustainability.

The ambition seems to be to downgrade smaller libraries. A "core offer of books" in the smaller branches would need to be more varied and changing than at present for this to be satisfactory. In addition, there does not currently seem to be provision for the centralised retention of books, and this would be welcome.

Access to books not held by Hillingdon Libraries is not covered. I was informed that out of print titles that are not in stock cannot be obtained. This is not true as they could be borrowed from the British Library.

It sounds like you plan to cut back on library services. The first bullet is very vague, if cuts are being planned then you should be more upfront about it.

Looks like a policy to scale services back and reduce the workforce. A library in Ruislip should be different from one in West Drayton. This reads like making the service homogeneous and not responsive to local needs.

Digital provision needs to be user-friendly. I am very tech savvy and find the Hillingdon library app to be un-engaging and difficult to use to browse. Recommend that user journey are mapped out to make it better. Also it needs to be more engaging for younger readers.

I'm worried about the commercial element. The library is wonderful because I don't have to buy anything or feel pressurised to make purchases which is great when money is tight and there are few other free indoor spaces to take young children which are open all day. I am also worried about the four tiers. There is no detail on what this means for different libraries. I use a smaller library. The fact its open 6 days a week and until 4.30 or 5pm means I can just pop in and don't have to schedule a visit. Means I go more often. Cutting opening hours will impact how often I use the library which is counterproductive.

Even for quieter libraries there is a community that needs the resources especially those unable to travel elsewhere.

not enough resources libraries should provide access to books. our library barely has any

Unclear about tier system for libraries - what are the tiers based on? How will they be developed? How flexible?

Ensuring that you will do everything possible to promote the library, keep it open at its standard hours and not reduce it to a Tier 3

A promise not to close any libraries

Do not cut library opening hours, the more restrictive, the less inclusive it will be.

Cutting the hours and making them tiers will put people off using them. Keep it simple. I agree it should be open a bit later for people that work but it's a great place. The people there are wonderful

Ickenham library is at the heart of the community and is well used. I can't understand why it's been placed in tier 3

Particular local characteristics.. recognition of how local residents economic and social needs define access to resources.. Hatfield often is last on the list.. our MP rarely runs a local surgery, our councillors boundaries have changed so that residents are unsure who to turn to, and if now the library is cut , it confirms the old pattern of Harefield is bottom of the list for local services

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Please don't close West Drayton library on Monday as we have book bunch event that day. My daughter is dyslexic and that event helps her a lot.

Please explain tier system and how it would work

This is the one bit that is clear - you need to make cuts and this is at the core of the strategy - the rest is window dressing. This is understood, your government grant is being cut, and local services cut in response. Sadly due to the general mismanagement of the country over the last decade. It is a shame Hillingdon is a Tory council otherwise you might stand up to this more effectively. Winter opening hours need to be significantly longer to allow those people who cannot afford to heat their home somewhere to go. Please think about opening hours where you are going to reduce them. Just have midday opening during the week will not enable working people to access the service and reduce footfall more, giving them an excuse for closures. You need a mix of daytime, evening and weekend opening times.

do you understand real environmental cost of the cloud.?

Make it cheaper for people to use the meeting rooms for groups etc

Access won't be provided if you close the libraries / dramatically reduce the opening hours

Proposal to provide children's Centre and young people's offer is incompatible with current use of libraries.



The devil is in the detail of how much the opening hours of local libraries are going to be cut.

Have insufficient knowledge of what comprises the 4 tiers but it needs to ensure that a comprehensive range of services is on offer to all libraries in the south of the borough and not just in Uxbridge and the north of Hilligdon . Would query opening hours being based on current usage when libraries have been offering restricted hours for some time . Priority of having a trained adaptable workforce is especially important - some of the current employees whilst lovely are lacking in professionalism and adaptability s in

Would love to see going beyond reviewing in the last bullet to take actions to reduce footprint and perhaps also help citizens in community to reduce negative environmental impact

To tier libraries based on business is an error. Some areas are more densely populated than others. Some areas have a high level of commuters that don't have time to go to the library very often. This does not mean that the people in these areas are not in need of the same level of service as others. Often they are more in need because they are more isolated

Harefield is a local community the library is important and reducing the hours

You can't keep a good workforce if you threaten their jobs. Closing the library over lunchtimes, opening later, losing evening openings - that doesn't match up to the fine words because it's in no way fully utilising the library as an asset.

Mobile library service is very important

No cuts to local libraries in either opening times or buildings. Local libraries are a valuable asset offering a safe warm and welcoming space to local residents

The criteria for four tiers is critical, especially if lower tiers don't have the full range of facilities

Opening hours should not be adjusted. It's a critical serviced will die if hours are reduced. People expect convenience and part time hours will force people away

By restricting opening times you are restricting use & making it difficult for people to use the service. This will make less people able to use it & not actually achieve your goals

Reducing hours creates a barrier and would put me off using the service - having it open daily works for modern life

Being equally thoughtful about the impact of this strategy on residents especially the elderly and disabled

I don't want days and hours of opening to be altered

"deliver the right level of offer based on demographics, busyness, size and location " this is a self fulfilling prophecy. I use the library to study, should you close it at lunchtime I wouldn't be able to use it as I can't afford to waste an hour at lunchtime.

Focus on fewer libraries able to have widest range of services

Bit confused about the tiers

## Any other comments

***26. Please provide any more comments about the draft strategy and the library service in general you think we should consider***

### Responses

The reduction in hours contradicts the statements in the draft strategy for some vulnerable residents. Those living close to libraries without the suggested change in hours will have an advantage of those who don't. It's unfair

Better organisation and distribution of books across libraries.  
Replace books that are not returned and stop those who are not returning them from taking more  
Review holds process - look why books are not progressing to available

There was a post in the Nextdoor app by someone who was upset by the noise of an event, I think it was the Tiny Tales. The post generated a lot of responses which I found interesting although I didn't respond. I fully support children's activities in the library and literacy in particular, and I would hate to have to be silent or whisper. Please could you support Tiny Tales by teaching the children not to yell mindlessly, and to behave considerately in the library environment.

Previously wrote about opening hours, not visiting libraries. Better online access than BorrowBox. Press reader is ok.

We, in Hillingdon, are blessed with our libraries - most of which have been updated in recent years. Hopefully, we won't see any of them closing.

Hillingdon Libraries provide a wonderful service

I am a member of a book group and a poetry group, and really value this provision. You've had some great author visits. I used to take my son to the toddler session when he was little, and the librarians who ran it were supportive. Jackie at Ruislip Manor in particular. I really value our library service, makes me feel part of the community. Great staff.

Since retiring 4 years ago my local library has been very useful for me. I have made new friends, attended various events, coffee mornings, craft groups and monthly reading group. Being within walking distance from home is also very important as it helps me to get regular exercise and also doesn't cost me anything to get there.

Opening hours. A late night would be good

The wording of these questions masks the limiting of library hours

The provision of physical libraries is very important, whilst online access is important now it complements rather than replaces the physical space.

The last point above is not fair as mobile library offering is hugely important but moving a library for profit is not. Shouldn't be together. Using it to receive skewed results

Weekend closing at lunch seems odd given that several staff onsite and staggered lunch possible. Defibrillators should be made available outside all library settings as standard. Logical and therefore easily accessible to communities x

I'm concerned about the cutting of opening hours

Sustainable service delivery is a euphemism for cuts.

Books! Actual physical books! Please don't forget them! Reorganising the floorplan to maximise shelving space so you can have more BOOKS available for casual browsing.

ICT workshop for elderly

Make it a sensible service so that it is available to all those that require it yet not to overcompensate for a service that has been there for the sake of it. We are changing the way we access the service so I am pleased that you are looking at how the service will work in the future.

so much is on line nowadays not sure why we need so many libraries

More social activities for older people like Chair yoga please to help reduce loneliness and isolation

More events for older people

the above are important, but some are not traditional library services. Are you consulting about council services or specifically library services? Some of these fall within Adult Learning or Public Health, not libraries

The library is an essential part of any community. Children need access to this at every stage of their development. Access should not be restricted to certain days.

Our library provides much needed, invaluable and vital resources in a greatly unique, essential environment that encourages betterment. Growth & development as only of library could ever do

It would be a great shame if any of the library services are reduced for any reason.

Rather long - could it be rendered down?

The libraries run some great events but I don't always hear about them, they should be advertised more widely eg a regular what's on newsletter by e mail.

The library service opening hours in Ickenham should not be reduced any more.

Continue like until now

Engaging children in half term and holidays. Reading is key- how can the library support literacy in children?

You have stated your busiest three libraries but I can tell you that there are other libraries that are extremely busy every day so to reduce hours or days at some of these other busy sites would be a great mistake and totally unacceptable to myself and I'm sure many other libraries user as well. I would suggest you look elsewhere to reduce your costs. Fully resourcing and sustaining your front line face to face staff and library open hours should remain your absolute priority. I would also suggest you extend the opening hours to what they were prior to the pandemic reduced hours as these reductions are no longer justifiable.

You need to go back to the hours that the libraries were open before they were reduced during Covid outbreak.

the libraries are an essential service to the residents. They are not just information centres, but a vital part of the community

Difficult for small libraries to deliver so this may well be a way of preparing us for extensive closures

I am delighted that Hillingdon are continuing to support the Library Service as reading is so important to the development of children from an early age to help them have well rounded lives as they grow into adulthood.

1. As traffic noise levels are so high in Ickenham, it is critical to maintain a location that residents can go to nearby to escape the noise. Ickenham library is well constructed and insulated from traffic noise and provides a welcome oasis of peace for residents.
2. The maintenance and expansion of services for vulnerable people with special needs is critical.
3. A peice of work needs to be done around attracting residents/groups & clubs in the Borough to use the libraries at times other than peak-times. EG: hiring out rooms at lower rates at off peak times.

A lot being promised for all types of library users.

The Library is a very important part of the local services.

It would be helpful if the libraries were open at lunchtime

Not enough people realise they have access to thousands of newspapers and magazines on line using the Press Reader website - needs to be publicized more.

The MOST important thing is access to all, irrespective of postcode, each and every day. Residents pay a lot of money for their council tax, and it's only right that those services are made available to all residents in all locations every day

The ambitions are appropriate for the Borough and are commendable. However, there must be the appropriate allocation of resources to allow this to happen. It must not be merely a way of making financial savings and should represent significant investment.

I think the children's section should be on the top level, you're not allowed to take your pushchair downstairs and if you've walked 10mins to get there you want to know your stuff is safe. Especially if you have more than one child. I feel like it could be a bit more spacious and spread out.

\*West Drayton Library

Libraries should not restrict opening hours as people need to come at different times

Please don't close libraries. They are important for social interaction and holding the community together in troubled times.

Hillingdon provides/arranges many activities for dementia sufferers but they the distribution is uneven across the borough. All libraries should offer a weekly session. I understand such a session at Ickenham Library was in advanced and there was a local person willing to run it. However the proposal appears to have been dropped. Please revive it. Thank you.

Please keep libraries open for full working hours.

the last question I dont fully grasp as to what you mean

i use ickenham library a lot and it is important to the community. Do not reduce services here, they are needed to support families

The social content of the library is very important. Some people rely on the the library, the checkout person and the bus driver for their only daily contact.

Somehow the libraries always seem to be under threat of closure ....they should be open for more hours ,not less,and should be a priority . Having lived in ickenham all my life ,I remember when I had to go to ruislip as we had no facility here. We are going backwards, not forward ,by having reduced hours. Ickenham has an ever growing population and to travel by car to another location when our local library is closed ,would only increase pollution. Education is the way forward especially for youngsters, so we need them open on Sundays too like in some London boroughs

It is very important that libraries are retained and that their opening hours are regular (at least 5 days each week) and at convenient times.

No comment necessary

Our library service is an invaluable asset for our borough and is the envy of people in nearby boroughs. I understand resources are stretched but ease of access (location and times) to all our libraries and the services they offer is of the utmost importance in delivering your ambitions.

Libraries have key role in reducing social isolation, reducing social inequality (provide quiet and safe study spaces, reliable access to the internet, warm and welcoming environments, etc.) and of course providing access to reliable information resources and knowledgeable trained staff. Reducing social inequality should be driving factor in decision making, as libraries are uniquely placed for this.

It does not say anything that would give reasons for downgrading Ickenham library. Ickenham is a lively community that needs the full provision of the library service, for as long a period as possible, to accommodate as many people as possible.

Don't reduce the library opening times! It's a blissful place for parents to take their children and for adults to find solitude and peace with books!

Hard to answer #25 because I agree with strengthening home delivery but not with the tiers.

A wider range of Digital audiobooks should be provided. The choices now are pitiful and seem to focus on a very small number of authors. I think it would be good to take suggestions from library users and buy some of those.

Extend library hours to make available for working residents

Focus should be on maintaining and enhancing physical library locations and core opening hours.

Do not downgrade Ickenham to tier 3

Libraries cannot close. It is such a shortsighted option.

I'm worried that my local accessible libraries will be closed more often. I try to access the library weekly for myself and then also with my children and would hate not to be able to.

I feel the strategy could include more school based community links and plan to work with local Schools more.

Teenage outreach and more money for teen/young adult books and groups would be amazing.

I was wondering what the libraries will be used for on the closure days or will they just be shut?

Could I propose a volunteers scheme? Where maybe students or anyone in fact can volunteer to help at the library for experience?

Keep all libraries open every day

I strongly believe having the library open every day has massive benefits for the community

The 4 tier system concerns me. I do not want to see libraries operating on reduced hours or having closed days. It is important to provide full services in all areas of the Borough, not just the busiest or most populated areas. Do more to encourage usage, not close branches because usage is down.

While using the library for other aspects is important I think adapting to new ideas we should not lose focus of the important aspects of the pivotal role a library plays in our lives. My kids have greatly benefited by the various activity and programs the libraries conduct from time to time.

Not enough of latest young readers book especially continuation of the series.  
Please stock manga readers book.

Stocks of books in certain libraries (eg Pinkwell) have been severely reduced; this strategy should be reversed

The Mobile Library needs proper promotion. Much much more promotion within schools.

Better promotion and marketing of libraries and long hours to encourage community groups to use them as a resource eg for education, workshops, reading clubs etc.

I welcome the fostering of groups and activities to encourage isolated individuals to meet up and spend time together.

I used the mobile library resource during lockdown. It was very good.

When reviewing opening hours please remember people who work & need later or weekend access  
Also a lot of your groups & talks take place in the week so people who work can't take part

Sometimes the library service / experience offered feels different depending on which library you visit. Harefield library is great and really relaxing whereas Ickenham feels like you have to be really quiet and it doesn't feel very welcoming.

Please don't reduce our library hours. It's integral to the community and will have detrimental effects on people and the wider community. Don't let this feedback from this survey be a tick box exercise. We need public services

less need to book storytime activities online all the time.

Local studies room should be fully integrated into the library service. At the moment it seems to be run as a completely separate operation and library staff are unable to help if the local studies room is closed.

It is very important that libraries are situated as locally as possible. Older residents, mothers with babies, people with mobility and vision problems who cannot travel easily are unable to access this important service

If deploying resources etc means cutting services I strongly object to any reduction in opening in my local library in Ickenham. Libraries should be open for the longest hours possible to enable all residents to access them.

I understand you're proposing to make Ickenham Library tier 3. It's a thriving library, busy, lively and offers a crucial service for local people. As a frequent visitor/user I strongly object to it becoming a tier 3 library.

The Library Service should not depend entirely on digital means for advertising its facilities and events. Old-fashioned leaflet deliveries, posters etc. will reach many more people.

Finding books by category should be brought back...for instance all history books should be under history and clearly marked ....the system in place now is very confusing

I am upset that you are thinking of having a tier system . It's not a good idea especially a library is important for kids to go and read books which so important for their learning and skills.

Please continue to invest in Hillingdon

Libraries as they are community spaces and warm

Spaces. They are vital

In improving literacy by offering the summer reading challenge for children. Libraries offer books and encourage people of all ages to love reading.

The library is a lifeline for us. We often visit just to read books and story time etc. Due to covid we found ourselves isolated but over the last few months we are starting to get out again to enjoy the outdoors. Please keep our libraries. I often find it close too early after school etc so we can't enjoy it there

The library should open as often as possible to maximize its potential.

Library is essential point in the life

We must have library open 9-23 every day of the week

The library is a key resource for local families

I use the Ickenham library quite a lot and the staff are very helpful, the books I borrow are important to me to keep me occupied, plus as I am 65 years of age the books helps to keep my brain active. The walking group is another good measure the library encourages the people to do.

Would like to know why Ickenham is tier 3

Love the library! I'd visit more but it's always closed on my lunch break. Would love to see an after hours return chute.

Again by talking about sustainable service, you are looking to cut hours

Please do not reduce the opening hours or close any of the libraries. The 1 in Harefield is integral

Many residents, particularly the elderly, rely on our library to boost their wellbeing. A warm and welcoming place not to feel alone. It kept me going during lockdown, I was able to see another person and collect books and didn't feel completely alone.

As a frequent Ickenham library user, myself and my children enjoy using the local library and use it rather frequently. We appreciate the opening hours extended to 5.30pm Mon to Fri and appreciate so much we have a lovely library to base on while we have to stay out and need somewhere to go. Libraries are always the first option pop into our head when we need some calm time to work or read or simply have a place to sit down. It is definitely our must go place.

We are saddened to hear that Ickenham library will possibly close one of the days during the week. I thought we should promote a space where youngsters, or anyone, can base on for studying or using so that they are spending resourceful time in a library and encouraging more reading?

I'm teaching my children to use more of the resources in a library and even telling them how much time I spent in a library while I was a teenager, and now, we have to cut down even more because of the budget? I feel we have to make the best use of the budget where it's

worth investing and the libraries are places where we nurture our next generation and even for ourselves whenever or whatever reasons we use it.

Please do reconsider the strategy and we, myself and children would greatly appreciate the libraries will remain open as they are now and that they benefit so much people in the community whoever need them. Teaching our children this is the way it stays, no hard copies can be replaced by the digital ones. It is so important everyone of us are literate and not illiterate.

Deaf friendly options.

I strongly oppose reduction of hours and days at Ickenham library. People need the library open more days and hours, not less. Many people work and many children are in wraparound care needing the library open for more days and hours, not less. Please don't kill this much loved library.

Please do not limit the hours of ickenham library. We are a small community with large schools in our village my daughter absolutely loves the library and we visit very often. It very important we keep this resource so the next generation is not so reliant on just the digital world and keep the old joy of browsing for books at the library alive. Thank you!

Very poorly written survey. Keep libraries open 6 days per week

The library is an important local resource, helping to retain a sense of local services for local residents

My daughter lives the library, we go weekly. The early years are so important for developing and reading, tiny tales provides a great way of socialising also. My teenage son finds it useful for books or research he may have to do also.

The strategy is a set of lies and distractions from the fact that reducing hours and resources will prevent people from accessing the services, particularly the vulnerable and those who need it most, will destroy literacy and education and prevent people from accessing work and return to work.

The population of Ickenham value and support the library and many would welcome longer opening hours and opening full day on Sunday. As it is the only community hub and a free recourse to learning and culture in Ickenham, this Draft Strategy and moving to Tier 3 isn't justifiable in any way and will preclude people from access therefore the council will be breaching the Public Libraries and Museums Act 1964. Please leave this library alone, this is the most ridiculous thing that has come out of the council in a long time. There is nothing else in Ickenham to support learning, community and democracy.

The Starbucks cafes were a great initiative but the current refreshment offer is pointless as the coffee isn't good. Food and drink always attracts people and makes for a more welcoming and appealing social space - perhaps volunteers could run the cafes. More emphasis needs to be placed on the physical library experience rather than the online offer. The majority of people have phones to access information and I think keeping a good physical book stock - particularly fiction - should be a priority.

Don't take away this wonderful service

Ickenham library is the only free community council resource in Ickenham. It should be expanded as a Community Hub. Council are not doing enough to promote and develop the service offer.

I would ask you to consider opening the library through lunch at least on some days, and potentially on the days the library closes for lunch to have an extended opening in the evenings.

You should honour your 'residents first' commitment. Working people, especially, need access at a time to suit them.

It is a great hub for adults and children alike to visit. If you start to reduce hours or days open, it would be a travesty.

More evening hours access and Sundays longer hours access.. Also open at lunch time.

I think to use the building completely there is even room in some of the libraries for gentle exercise classes, (yoga etc) not just for the elderly or those with special needs but the middle aged. It feels very much like an empty underused space. It seems that the librarians are just that - librarians and we need to be thinking more of the library as a community hub. Different charities could come in on a weekly basis with a small exhibition to advertise their work. A proactive manager reaching out to different communities with the aim of getting people into the town centre is what's needed. It's not just about the more underprivileged in society but the library needs to attract people such as myself - I have very little reason to go into Uxbridge (in this case) these days. It provides very little that I can't get on line. For someone such as myself the library doesn't really offer me anything even though I think it's a useful facility for those who don't have internet access or have needs as outlined in the various ambitions above, but nowhere is mentioned the needs/wishes of the more affluent middle classes. For the library to function fully in the community this class of people needs to be encouraged to use the library as well. So why not have paying events as well? Music classes? Author events with good quality outside catering. Some offices for people who work from home but feel isolated or don't have good enough wifi?

I think you need to keep libraries open daily and if anything extend existing opening hours. I refer to all libraries but specifically ickenham as I know there are plans to reduce their opening times. Particularly in the current financial climate these resources, a warm building and wifi are a lifeline and things that people otherwise cannot afford.

I am happy to contribute further [Redacted]

I think our local Ickenham library provides an invaluable service. I moved to this area knowing no one and have many many friends through my frequent visits to the library and attending their events

We have a fantastic team at West Drayton, the staff are amazing. I have been taking daughter there since she was 3 months. Please don't reduce the funding or staff... especially the reading club.

I believe the libraries in Hillingdon serve as a vital community space, especially for our elderly residents. But only do residents borrow books but they attend events and generally meet friends and neighbours in the library. I imagine for some residents the library staff could be the only people they see during the week. But the libraries also serve as a major resource for the many families in the borough. Children can borrow books that they otherwise may not be able to afford to buy. And parents can avail of the activities that the libraries run for children during the holidays, especially valuable in this cost of living crisis. It would be a crime to reduce the opening hours of our libraries and I hope this doesn't occur.

I think you should consider how the smaller libraries break down social isolation by somewhere for all generations to go, a friendly face and professional service. It would be a mistake to only look at 'busyness' when a lot of those transactions could be superficial. Smaller branches, such as Harefield, have a depth of relationship with their readers. This is incredibly important in an area which is isolated by public transport services and the demographic is older.

Please keep library open

Working proactively with playgroups and Early Years to promote the library and story time with parents with young children to try to stem the reduction in use and attendance there seems to be with young children.

I am answering this with three hats on - one as a grandparent who uses the library with her grandchildren, 2 - as someone who started up a Knit and Natter group in the library to meet the needs of older lonely ladies, and 3 - as a retired primary school teacher who is fully aware that some children have no access to books at home

Keep libraries (very) local.....

I fear that your 5th ambition undermines your other aims. Your tier system will underserve certain areas of the service and drive traffic to specific areas, meaning you are not meaning people where they are and infact may result in more isolation and poor usage of the library service.

Our library service is of a high standard and my family values it as an important community access. I understand how pressured the council budget is- as a ratepayer I'd rather pay a bit more than see our library service diminished in any way.

Working people often need to have a late night opening to access the library.

It would be good to offer more book start options even though I know this is not controlled by the library but a programme by the government.

Please keep libraries open as much as possible..

Expanding the range of audio books in BorrowBox to include more popular authors

Any closures, or movement of libraries should be consulted upon with the users of those libraries before things are carried out. As a family, we use the library constantly and we would be very upset to not have a library in walking distance from our home.

Sounds good but must be delivered and updated as needed  
Avoid red tape which puts folk off

Don't reduce opening hours as a way to claim the library isn't wanted/used

Contact with my local library and its staff is part of my strategy in keeping in touch with the cultural life of my country. I have used libraries all my life, they contributed to all areas of my education, they introduced me to new concepts. I have had librarians suggest books I might never have read.

I have used the Hillingdon Library service for many years and have found it to be a very user friendly service and a credit to the council

Digital services - ebooks and audiobooks could be improved substantially

Please don't shut and relocate libraries. Someone will miss out

This strategy is difficult to criticise, except it appears to be masking an intention to close or reduce library hours, with all the resulting impacts on communities and library workers. All the above are important – the questions aren't being honest in terms of the intention. It's not at all clear what measure of usage is being considered. Libraries are core community services. Far too many have been closed over the last 13 years. This must not happen in Hillingdon – we're in Harefield which is a rural community with poor broadband. We rely on our local library and its fantastic staff to be open 6 days a week. We are not alone – kids after school, parents, carers, people without English as a first language, the elderly trying to claim pension credit... and so many more.

More meet the Author Events for all age groups. The programme of events before the pandemic was very good.

Publicity for the LBH library service needs to be more 'in your face'. I heard an excellent talk by [redacted], at our Residents' Association AGM in 2022. He really opened residents' eyes as to what was on offer.

as mentioned earlier libraries provide more than just reading material, its a social hub for children as well as the older generation who use the Harefield library as a warm space, social events and community meetings. the big libraries are fantastic and well resourced but dont go closing down the smaller village libraries

"Sustainable service delivery based on demand" is likely to exclude people with minority interests who may not be able to travel to Uxbridge. Those people should also be considered. While the online catalogue is useful, browsing the books themselves is much more satisfactory.

Please provide a specific provision for neurodiverse readers of all ages: 1. to make the library space more welcoming signposting to Neurodiverse resources 2. Improving AUDIO-book (not e-book) provision by ensuring a great range of audiobooks for all ages and ability to browse by categories - otherwise these readers just stop reading and 3. providing workplace opportunities in digital design, coding, etc for neurodiverse people. (Recommend looking at Auticon who are a consultancy only employing Autistic individuals for IT)

The activities provided for early years - Tiny tunes and tales at Ickenham have been a life line for us after covid to meet other parents and get out of the house. Especially being free of charge such a fantastic activity for young children and babies and introduces them early to books and reading.

I am very impressed by the scope of the ambitions. Excellent

Public libraries are so important, so it is so great to see this strategy that focuses on the most important groups - youth and vulnerable. I think encouraging adults who do not fall into any vulnerable group is important, too. Just because you can afford to buy books should not mean you don't use a library - which offers so much more than an order on Amazon or a click&collect stop at Waterstones.

Stop closing some libraries at lunch time and please consider not closing any libraries.

All sounds great, except the cutting of opening hours, which will just about undermine your other ambitions. Typically people want to go to the nearest library. If that is closed and the only one open when they can get there is in Uxbridge, then it fails.

I am happy with the strategy as long as there is a commitment to keep bringing in new stock of fiction books in the adult and young adult sections.

Please do NOT reduce the hours. I know do many people that love the library. My dear late grandfather loved the library and the ladies always kept an eye on him to make sure he was well. I know a lady that takes her daughter there in the mornings to escape an unhappy home. The library is important to different people things but it IS important. Making the hours confusing won't help older people. I find the 1 hour lunch closing very annoying at times. The staff are so lovely in Ickenham. Areas constantly change with new people and new demographics. Are you going to keep changing the tiers and opening times everytime an area has a change in interests? Extended hours for working people on the odd evening and Saturday morning....Great. changing the daytime hours all the time? Nope.

If the library is supposed to be a warm hub why does it close for lunch and reduced opening hours are being proposed?

Improve quantity of books available via borrowBox. Also why is there a queueing system for a digital resource.  
At least 1 late evening opening should be available in all libraries

A library is only good as its book stock - a lot of books are past their sell by date in terms of being old and yellow and not appealing to borrow.

These strategies are words.. the reality is what matters

These strategies are words.. the reality is what matters

Please conduct events that encourages children to read.

Harefield library is brilliantly run with helpful friendly staff and a real boost to our community

Please rotate stock more frequently. It is easy in smaller libraries to have read everything of interest which means that it is less inviting to attend regularly. If opening hours are to be reduced make it easier to return books and get them signed back in out of hours rather than having to travel to another open library - which goes against the environmental ambition.

as a wheelchair user, I would like better access to Harefield Library. The sloped area is in a parking bay so often I cant use it.

The Library Services, particularly in Harefield is the HEART of the community. It provides an invaluable service to meet the needs of the young and older people. The harefield library is a safe and reliable place to learn and socialise and is needed resource in the community.

Link to Hillingdon carers and other such organisations.

Make it cheaper to hire for residents.

Use it to host more relevant events such as medical awareness, careers, local council issues, local wildlife, emergency services etc



As a parent of 4 children aged 1, 2, 7 and 8, plus a stepson aged 12, we enjoy using the library to borrow books. It is also very convenient if we run out of parking permits, or has been up until it went online! It's great that the library is open on Saturdays. All the staff there are very friendly and helpful. We are so lucky to have a library so local to us here in Ickenham

1. Whilst I appreciate that libraries should cater for all parts of the community and encourage a wide range of activities in order to be viable, this has sometimes been done at the expense of the original purpose of libraries i.e. to provide a place to study and learn quietly. If I am trying to concentrate on a piece of work, I do not wish this to be accompanied by a background chorus of "The wheels on the bus" or be distracted by a badly behaved toddler running amok whilst its mother is otherwise occupied gossiping over a cup of coffee. Quiet areas for study should be provided. This could be achieved by better interior design.
2. The provision of coffee areas in libraries should be discouraged as this only encourages noise and disturbance to people trying to study. If people want to drink coffee there are numerous outlets to do so on all local High Streets.
3. All librarians should have training in IT. Uxbridge seems to be the only library where librarians have been able to sort out IT problems.
4. Librarians should be trained to be more assertive so they can deal with behavioural problems of customers.

B

Since the pandemic a library is probably more important to its local community than ever before. It offers a safe place for lonely people to visit where they can meet other people to talk to. Early years groups provide an opportunity for children to be introduced to the joy of reading as well as interacting with their peer group. My local library was a regular after school haunt for my children and their friends when they were old enough to make their own home. A modern library is a fun place to be compared to the silent, unfriendly places they once were.

Ickenham library is a safe space for young people who call in after school everyday and do homework. If it were to not be open - where would these youngsters, some vulnerable, go? Covid has caused enough suffering keep Ickenham library open as it is currently. Don't force more change upon these long suffering young people who have already missed so much time in education and their local communities.

I don't want the opening times at Ickenham library to be reduced

The strategy looks good. But I suspect it's a cover for cuts. This council cannot be trusted

If the review is prompted by the need to reduce the libraries budget then all communities will lose out.

This matter would require more information i.e.; funding, time scale, staffing, opening times

Ickenham library is a focal point for the local community and provides an excellent service..

Keeping libraries open is vital to the local communities.

Libraries are a vital hub to every community

Consider pening during lunch breaks

Reducing times cuts out people who work and availability to study

I'm appalled by the cultural vandalism which this plan represents. The same council which once trumpeted its library provision has used COVID as an excuse to cut services badly, shortening opening hours and shutting libraries at lunchtimes. Not only is lunchtime the time of day when most working people want to use the library, but 1-2pm closures force anyone who has come into the library to study or relax to stop their activity and go out into the street. A month or two ago the council was proclaiming libraries as warm hubs. Not so warm if you have to leave and shiver outside for an hour. Now, instead of restoring the service we had before, they want to cut hours even further. Our valued librarians will leave their insecure jobs and we'll lose their expertise and support for those in the community who rely on them as a friendly and supportive source of advice. Saying this plan is 'cost neutral' is sheer rubbish: you want to take money away from learning and community support. (Who on earth thought the council should give people money for street parties?) Libraries offer learning opportunities, social activities, physical warmth, and mental health support. Their hours should be expanded for all local libraries, not just the central few, to support everyone in Hillingdon, not only those who are lucky enough to live near the favoured tier ones.

Resources for visually impaired people in all libraries and on all machines. Dedicated staff to help visually impaired people who have had training.

Please don't cut back on these vital services either buildings or opening times. They are a valuable asset to the community offering a safe warm and social space to local community. DON'T change anything 😞

The app does not allow the same functionality as the computer search in the library.  
Library is a great resource and a lovely space to under take work, unless the kids are there!  
A lovely social space as well as a place to research and loose yourself in books.

The library is vital for the village & shouldn't be taken away or restricted

This is a really important service. We should do all we can to protect it, reducing hours it the opposite of what's needed

LGBTQ+ section would be good

Please do not change the library opening hours. The council is always saying what a great service it is and how the council has refurbished all the libraries. It would be sad to now go back and close any libraries

Keep the libraries opened they are a very important service for all ages. We pay tax to support these services and they help the area being a better one.

It would be great to consider the needs of home educated children, space to gather and learn together, increased borrowing allowance etc

Rather than maintaining 17, reduce number by half and have better community spaces. Work with TfL to ensure transport access to a better library for all parts of the Borough

The library should be a community hub ,with much more help for people advice on cost of living for all .But sometimes when you go in your not always made to feel you can ask any questions .Maybe if you showed sometime that someone will be there who can give advice .I was very pleased to see you ran some programs in Uxbridge libraries etc. with IT help but these were to far away nothing in my local library .So maybe spread it about abit and so early in the morning .

Having learning spaces for students, both quiet and communal, is very popular in Uxbridge. It helps several aspects of personal development. It is also useful for older members to research, meet and discuss. Uxbridge library is effectively a community hub, which is a precious thing when community halls and this type of space is no longer supported in general society, due to cost constraints. So it's important because of the activities it supports and its location. Really important, well done and long may you continue.

It would be a great shame if South Ruislip shut for one day a week. As residents go in there for a coffee and read the paper, there is a lot of activities going on. There was even the South Ruislip Residents meeting the other night with 60 People in attendance. Staff are extremely friendly and helpful nothing is too much trouble.

I think the 'ambitions' are good, they provide a vision for how it might be. However, the reality is very different and the apparent learning towards further digitization will lessen the 'hub' nature of the library rather than enhance it. I'm not sure if customers age groups and their varying needs have been considered.

The target outlined are very positive and ambitions but the library service in our community is important to us all. This means that decisions should not be taken to restrict the services to limited days/hours in the week. The service, if it is to be available to all, must be open all day, at least until 6pm and available to Monday to Saturday. If these ambitions are seriously to be implemented the correct budget must be allocated.

No comments. We love the services provided by the West Drayton library.

Library service in general is quite good.

There is a need to continue presentations, talks and exhibitions. (Not sure which ambition cover these). Futuristic innovations such as the VR demonstration I attended especially important for the elderly.

Please don't consider cutting anything from our library in Ickenham it is a lifeline to me.

Great aims but i do not feel able to comment on this document because it is missing fundamentally important information about delivery and measurement of success.

Better promotion of library services (and cross Council services) i.e. activities for schools and early years settings. For example, schools have a weekly newsletter for parents/carers it is 'hit & miss' if you read something included in it, that is exciting to attend from our Council. I happen to be a regular visitor to the library with my 2 young children so know what's going on but there are a lot of families that don't. It could be considered that once a child starts primary school that they are automatically given a library card? The 'Shaping Us' Campaign, from The Royal Foundation Centre for Early Childhood, could be the catalyst for change.

Points already made.

I think the borough is trying to fit a square peg into a round hole. Hillingdon is one of the few councils that invest in libraries and I feel the core reason for libraries is being lost as the council tries to include other areas of responsibility into the library service as a way of saving money elsewhere which will result in poor service and a lack of the core functions of libraries.

Do not cut or reduce library services as they currently exist.

Recognise your demographic. Ickenham Library should not become Tier 3 because  
Young mums with limited resources use the amazing Children's section as do I for private tracing  
Large print and audio books for your elderly demographic too

I don't have awareness of the activities at the libraries. I would like to see more marketing/awareness so that I can participate. I would also like to find an in person book club.

Would having separate community centers to access certain events/strategies help to ease what appear to be pressures on the library service, so that they can work together in conjunction with each other in their own specialist areas? When balancing its budget, I hope Hillingdon library service realizes how important libraries are to residents. I wish to add that Hillingdon has already ensured its adult education courses are only available to residents who agree to enroll and pay online. This is exclusive and inclusive, and I hope that library services are not going to become exclusive in this way.

Leave no service, keep it as it is.

Please do not destroy this community based service.

I wanted to go back to learning like adult courses but they are only offered in Uxbridge or South Ruislip. It would be good if these are available at a walking distance to where I live. Also an adult course that is not in the evening but before picking up kids from school. It is just my opinion as mostly parents with younger kids can't do much when kids are back from school.

A commitment to hold every book in a series. I have often found that both the library and borrowbox seem to have maybe book one and six in a series, but none of the in-between. Highly frustrating to readers. An example being Sebastian de Castell's series on borrowbox.

Very nice relaxing place to find books to read or study

I think there are some libraries that meet these aims already and some that fall short. Ruislip Manor for example is an excellent library with facilities and events for all age groups. The only thing I would like is to be able to comfortably use the library to meet friends eg during school holidays to colour in, build Lego, read stories - I think there is still a perception that libraries are quiet study places where you can't make any noise rather than a place to connect and learn with other people.

Smaller libraries, specifically those near schools such as NW Hills, typically used by students, should be kept open on a wider variety of days

Please can local libraries be open so they can be accessed thanks

We have been coming to various Hillingdon libraries for many many years (particularly West Drayton and Uxbridge Library) and they are an important part of our life. My daughter, now 4, has grown in confidence with the events held at the library and her vocabulary is well above average for her age- the librarians personalising the service to her language ability is always so welcomed and so appreciated.

She has a real excitement for books and we attribute a lot of this to attending the library- the staff make such an effort to know her name, her abilities and in general encourage her personality to become even more confident.

I have observed on many occasions the amazing way staff help people of all ages and backgrounds (including my mum - Indian/Asian) with using library services such as printing/photocopying. I find it is always a motto of we will/can assist but first of all let's see if you can try and do tasks independently by teaching you the skills to do so... I have seen this first hand with them showing my mum (a complete techno phobe) how to use the photocopier.

There is lots of information on events and services in the local area which we make full use of! Overall it is a huge part of our week!

More encouragement in the community to access the library and its resources and adequate funding for all libraries in Hillingdon - all play such an incredibly large part in the communities well being...

Please don't reduce the opening hours and offering of Ickenham library. It is a well used and essential part of our community with dedicated kind and knowledgeable staff

The library is essential in our community. It is imperative for my children's literacy and numeracy skills and I would hate to see its opening hours reduced.

More advertising within the borough about disposable vape recycling, as lithium is a very precious material that is currently going into land fill. "Estimated global lithium output to increase slightly above demand to 650,000 tonnes LCE in 2022 and 1.47 million tonnes in 2027"

More ebooks please

Kindly refrain from using libraries or council facilities paid for by the majority in pushing green or minority woke agendas. They are divisive and excluding large groups of people instead of making them welcome for all - especially older and the majority.

The school support service

Opening times, closing a lot earlier, need to be opened in the evenings

Consider its location, e.g. location relative to bus routes, other amenities, e.g. other shops, coffee bars, tube station, local schools.

Consider parking (very important)

Consider if it has toilet facilities

Consider how busy the particular library is already

Consider the activities it already delivers, e.g. I belong to a thriving book club

Consider the present use of IT facilities by students and local residents

The above are core aims to put in place first

Other aims e.g. services for people with various disabilities will cost more money

We have been using since 2019 and the library service is amazing.

The similarity of libraries across the borough say that much is to be learnt of local residents especially where LBH has greatly changed locations such as Hayes & West Drayton

As South Ruislip library is the only community centre in South Ruislip I think it would be very unfair for the council to close the library for one day a week which means we would be down to 5 days. For people like myself and others who can't drive, it would mean that we would have to wait for the 114/7 bus to get into Ruislip. I use the library for a lot for meeting friends for coffee, borrowing books and an exercise class. I also know that the library is used for other activity such as young childrens singing group which gets the young used to being in a library, also other activity for other people. Instead of closing South Ruislip library for the one day the council should find a way to open the library on on a Sunday for a few hours, Sunday can be a very long day and lonely day if you are on your own.

Shortened opening hours substantially affects my use if the library. Many people cannot visit 9-5. Reopening on Sunday would be good.

Assemble a compendium of all services offered in Harefield, for example:

A = Archery  
B = Bowls  
C = Cricket  
D = Dance  
E = etc

with the when, where and who

Maybe provide training to library staff and volunteers to identify books (specifically non-fiction books) that promote sexism, racism and any other kind of bigotry, and that also spread harmful misinformation, and afterwards consultations between staff members should be made on what to do with them( whether to remove them from library shelves or to alert book borrowers on its contents if staff decides to keep it on shelves and if one decides to check it out ).

I think it's interesting that the library service involves recycling bags and hearing aids. Any reason to get people into a physical location means they'll see all the information/support a library provides, that they wouldn't otherwise. Another quick win could be recycling small electricals, such as phone charging cables. Apart from the tip (unhelpful to those without a car), there isn't anywhere to take these in the borough.

As someone who has come from Hampshire, whose library service a few years ago went through a consultation and had many things cut, I really do just need to celebrate what a joy Ickenham library was, my local, when I arrived. The building is beautiful, and so WARM, with spaces to study and a non-stop flurry of local community posters which change all the time so I always feel up to date. Not a self-scan machine in SIGHT, only an incredibly well-staffed building, who are all so kind, thoughtful, and engaged in anything I have to say. When I first arrived I was given the full low-down on all the digital resources available, and every time I'm in they tell me of events upcoming. I've taken out books to make me a better cook and win the local pub quiz, and I've been to events they've held for Heart Month and at the Compass Theatre. It's the dedicated and passionate staff which makes a library come alive, nothing else. Yes, cuts need to be made, but the staff is the one thing which above all else, cannot.

Finally, as someone who is gay in a borough with no active LGBT groups (I believe), I want to report how important Ickenham Library has been to me to feel included and safe. Two displays have been put up during LGBT History Month, and Dean Atta's poetry reading at Compass Theatre was truly powerful. The staff really respect me. I wish we did more as a borough to stand up against LGBT hatred and celebrate our lives. The library is a great place to start. It does very much concern me, that diversity (race, sexuality etc) was never explicitly mentioned in the consultation.

A valuable service which needs to remain in present state

Maintaining home and mobile services is very important but you have combined this with other things which suggest you are going to reduce services elsewhere which which should not be the case

please keep the service local for residents to their areas as each library has a specific identity and addresses needs particular to its location

prior to pandemic there was a thriving gardening group at our local library supporting the health and well being of local residents. This was abruptly terminated by library staff and has never been revived. It would be interesting to learn whether similar projects in suitably endowed local libraries are likely to be regenerated.

Provision needs to be spread throughout the borough. It is often those with the greatest need for the service/inability to make alternative provision that are least able to travel easily to other areas.

Provide activities for adults and elderly people. Not just dementia related.

It's good that this is a draft as it's missing many of the essential elements of an effective survey. There's no real mention of what success you hope to achieve with this survey, nor any data to back up proposals. Some of the points appear contradictory, especially tackling social isolation while suggesting a higher investment in digital services (including self service) over hours. I would suggest re-looking at this strategy with the goal of providing reliable information and seeing if you can propose something more strategic and informative to residents.

Your only priority at the moment and into the future is to cut down on opening hours and close down libraries.

Many adults need a space like a library for silent time and space. Silent spaces promote mental health - I don't think libraries should be deprived of silent spaces for reading. That is why adults go to the library and shouldn't be taken away. Please make a room in each library for silent reading. I genuinely worry about all the people who need this and who would suffer if they lose their silent space. Harefield library is already lacking severely in this - allowing the library to be used as a free and loud play area for children every day for many hours. I think this needs to be addressed seriously for all the adults who need the library to silently think and survive. Children can play outside on the Green which is 1min away if they want to run around and be loud. Why should all the Harefield adults mental health suffer when the library is their last hope of a moment of peace?

I used to use the library quite a lot. I go to West drayton library for Knit and Nat on Fridays.

I come to get information. I also get photo copies and get copies from my phone printed and I also used to get clear recycling bags.

I am grateful for the opportunity to give my comments on the above document. I have done my best to fill in the paper form by my comment best fit under question 26.

I am nearly 77 years old and have lived in my present home for 75 years. I am afraid that I am not the internet although my wife made use of the computers in the Ickenham library before she died last May (visiting at least twice a week). We had no children, and hence have no opportunity for the regular help that was going on line would require in my case. In my case I would feel very unsafe on-line and fearful of scams. I normally have an average of some two potential scams a week on my landline.

Extend opening hours - Not decrease the,

Late nights - for student learning

Closing one day a week means CUTS!

Ickenham library is vitally important to the community. The ladies employed here are informative, helpful, friendly and know people by name. Nothing is too much trouble. They are a huge asset to have.

I worry this is the first step towards removing libraries from the area. There are many strategies to improve literacy in the borough and that is to instill the importance of literacy in the parents of local children. Maybe having some free courses for literacy that the adult ed provision runs take place in the library would help get people in the building.

I fear the small libraries will be swallowed up by the larger ones & therefore may be too far for the elderly or parents with young children to travel to in order to enjoy all the activities you say you are committed to providing.

Concern about presence and accessibility of books regarding gender ideologies, sex and LGBT books and resources in children's library. These books are not relevant to children and are over-sexualising children as they are not age appropriate.

Move Harlington Library out of the of in to a separate building.

Reinstate opening hours to what they were before COVID. Keep service running as existing. Encourage and publicise study rooms available to local groups at reasonable prices

Display information in shops and supermarkets about what is on in the library. This is because many people do not use social media and may not know that support/information is available at their local library. Maybe put notices in pharmacies or liaise with pharmacies, so they can signpost people to groups that meet at the library. Sports centres would also be a good place to post information.

The library is a core part of our society, we need more library not less. More funding not less. Keep improving & moving with the times helps everyone in Hillingdon.

The strategy is good but the proposed implementation is out of line with the strategy.

I think this is a well thought out strategy. We should be proud that we still have such a wide ranging library service. However it is important to recognise that times change and that services need to adapt. If this strategy means that we keep a service that continues to serve its users and residents then it should be wholeheartedly supported. I believe this strategy does just that.

I cant read like I used to but you have been most useful when our children were young and grew to learn to need, etc. Thank you.

More information about SEND opportunities/activities for general public, SEND schools, SEND support groups.

Focus on digital delivery needs to be aligned with in person delivery, there is still a gaping digital divide in society. Enhanced digital at the expense of in person can further widen gaps and limit service provision for those most vulnerable parts of society.

I would like Ickenham Library to return to lunch time opening. I like to sit in the library to read but have to leave at 1pm. The draft strategy looks good on paper but a lot to deliver in less hours. I am assuring the already fantastic staff will be expected to do more in less time. The staff are very helpful when I need computer help at Ickenham. Like many residents I don't have a car and Ickenham Library is within walking distance. I urge the Councillors to visit this incredible library and witness first hand the good service that residents receive.

As Ickenham library is so busy every day it does not make any sense to reduce its hours or days. The library should be open all day and not close at lunchtime.

I have nothing to add that hasn't already been said!! It all sounds brilliant.

What does this mean? Obviously if no one wants a service then it should be dropped but who determines what is sufficient demand to provide the service?

I appreciate problems with budgets. Harefield library gets funds then another service goes with out, so it is all a matter of priorities. As the service is reduced, a roll sets in. I am disappointed with the proposed closure day of Ickenham Library. I can survive but worry that the council is getting too commercial about it's services. I pay rates to get a service that I am no longer getting and should have as part of its strategy to increase its services to the communities where possible not to reduce them according to demand.

1. I am concerned that the library service strategy makes no mention of the local students service providers at Uxbridge Library. The local history of an area is culturally important and can be used to support many of the activities mentioned as being important in your strategy.
2. Under ambition 5 i am concerned at 'Make the most of commercial opportunities'. One library visited was being used by a bank, browsing the book stock more difficult and I find it hard to reconcile such activities with the aims of a library service.
3. Under Ambition 5 - The four tier - there needs to be an even distribution of new books to all branches so that the reader using smaller ones are not disadvantaged with smaller book stocks a good case could be made for circulating stock between the branches to refresh whats on offer to readers. I think this could be a part of your strategy.

Some of your ambition are hampered by your 5th one. You open with how you will offer more in terms of services, support and community engagement, and close with a tiering system that will reduce access in some areas. As all 5 are presented together, I assume that the tiering (and access reduction) will happen at the same time as the 'expansion'! Am i wrong? Tiering will lead to a self fulfilling prophecy as lower tiered libraries will further reduce access and engagement. This approach seems to be far from neutral process and is clearly lead by a cost reduction agenda.

Do you, or have you in the past, sought to engage various communities on library services in other areas eg at schools, via citizen advice or bough based charities? Are you engaging more, or less, in 'lower tiered' areas? Do you provide an assurance that no library will close? Is there a pathway for tiers to change, especially for those at the bottom? The irony of this consultation is that it only came to my attention by going to the library. How do you expect the find out how to engage the non library using community if you're going to reduce access in areas of low usage? And how will Ambtion 1 and 2 be met on reduced access?

Do not use this exercise to sell off buildings, cuts services or staff

Do not shut or relocate libraries. Use technology to improve customer experience. People want to help libraries, so engage them sincerely and get them on board. Opening hours are too limited, need longer hours especially in evening and 7 days a week service. Keep existing libraries and maybe add smaller venues for specific/additional/innovative services.

Our library provides a warm place for all facets of our community. The young people have access to books and reference resources. Also a space to study as it's not so easy at home sometimes.

It seems to be moving away from books and reading towards some kind of disability/health support centre? It's good that those services are offered, but I think you should also remember that libraries are primarily about reading and information. Even your 'reading and literacy' category includes early years and arts/culture, which are both different from reading/literacy. It's hard to answer such non-specific questions, but it worries me that you seem to be reducing the emphasis on reading and information skills.

Advertise services more widely. Have more groups for children and adults to join

More uptodate books

More new books

Being back newspapers?

maintaining full opening hours to meet the needs of a hybrid/flexible working library users

Review services but don't close libraries just that it's seen as a cost saving this could mean it is a detriment to residents. Libraries are seen as a safe space and need to the community it serves. Think about how libraries could work with local businesses and communities to offer other services.

I do not know what you mean by "Tiers". It is disappointing that libraries are not open for as many hours as they were. I have always enjoyed reading since I was a small child and at certain times in my life have found the library invaluable, particularly when I was on a low income.

Would like more quiet study space and continued availability of PressReader

## Library Tiers comments

*27.If you have any comments about the tiered approach, please tell us below.*

### Responses

Ickenham is well-used by local residents and the opening hours should not be reduced

Ickenham library is very busy and a reduction of days will have a severe impact on local less mobile residents.

tier1 and 2 - i do not see value in opening later than 5:30, tier3 you should not reduce the hours they are open

Makes sense. I'm lucky I live in Ruislip Manor.

My local library Ickenham is extremely well used, I would definitely be against it closing one day per week!

Seems okay. Are you basing footfall and borrowing on preCovid or postCovid stats? I can't get to my local library to use it due to the opening hours.

I fear that once you start closing any library for a day that will soon extend to 2 eventually leading to full closure.

I have used most of the libraries at one time or another and I would say that Ickenham Library is more busy than the others in their group - I would be very upset if they were to shut one day

Do you get many people to 7pm in the tier 2 libraries? Fair enough increasing hours in the flagship libraries, but I think that you only need a late on Thursdays - can't be much demand Mondays! And opening 10am to 5pm in the other libraries, with lunch break, 5 days, is better. You can put casual visitors off if a library is always closed when they visit.

I think the library should be open mon-weds and Saturdays

Please consider giving each of the tier 4 libraries a 7pm finish maybe one day a week especially during April -October when the evenings are lighter.. As someone living in the Charville area the nearest library with a late opening is Yeading which for someone less able than myself is not accessible by direct public transport, it's a good walk from the Uxbridge Road and bus stops on Yeading Lane. Parking is also limited. The mobile library as far as I'm aware also doesn't stop nearby

Not impressed with different tier openings. Not fair for those closing earlier

Harefield library is used everyday by children and their carers. There us a range of activities and the staff are well known within the local community. Limiting it's opening hours so dramatically is devastating to a small village which has few resources as it is. An appalling decision, particularly in light if the fact that the council have already split the village electorally. All of these decisions impact negatively on the community.

It seems very sensible

Tiered approach is good but I think Saturday openings should be from 9am

## Responses

I think the Tier 3 libraries should be open every day other than Sunday. In Ickenham it houses the public toilet, an essential every day.

Lunchtime shutting at same time each day in one location will reduce the flexibility of some people being able to use library

Tiered approach is totally unhelpful and no longer allows children to complete their homework in the library after school for example. Libraries should be open as warm and inviting places for residents to use. Covid has continued to deter people from using the libraries therefore LBH has a distorted picture of demand.

My local library is considered for closure 1 day a week. However it always seems well used whenever I visit

Very discriminating for those living in tier 3 or 4 areas. How soon before those libraries close completely? Irregular opening hours will reduce visits. hours

It's somewhat cheeky to not put the proposed times of the library in the strategy document for people to review before doing the survey and to also then include these times at the end of the survey!! It's almost as if you want to hide the new timings or avoid feedback in this area. It's a shame Ickenham library wasn't open during the lunch hours as that's when I am aware a lot of parents would have liked to access it (after or before half day nursery or preschool). In fact it should be open during lunch hours. It says Ickenham library will be open 1 weekday? Also propose that the library is not closed for one day a week. People work dynamically now and require access to it and services. Will the council tax be reduced for areas where the library services are reduced? I don't think so so why are the services being reduced even though there maybe a slightly lower usage than other branches

It's alright for me as I live close to Ruislip Manor library! It sounds like a sensible idea but I'd be a bit cheesed off if I lived near West Drayton for example.

I mainly use Ickenham Library and changing their hours would make it much more difficult to do that. By closing at 5pm people who work 9-5 would not be able to access the library apart from 1 day a week which might not be a suitable day. Also closing completely on one day makes it more difficult for people to access the resources.

I think this is a good idea but must still cater for local residents

West Drayton should be in the same tier as Yiewsley and not closed 2 days Why not close Yiewsley one day instead

The proposal to close the Ickenham library is not acceptable. This library is a community hub and lots of people use it.

I support this, we will be opening at the right times for the spaces.

offering so much choice - hopefully not open for just one person

as long as the above saves money, that's OK

Library access should not be tiered. Many parents including myself don't have access to a car or easy public transport with a baby or child and therefore going to other libraries is not always an option. Having Ickenham library on our doorstep is essential and we will really miss this if its opening hours are cut.

The more access options we have access to really help

We visit Ickenham library every week and Ruislip and Uxbridge when we are there shopping. Ickenham we can walk to the others not so easy.

We mostly use Ickenham weekly and Uxbridge when shopping there.

Not everyone can easily access tier 1 or 2 libraries. I think it would be a real shame to close tier 3 and 4 libraries one day a week, but if that is what is needed to allow them to open on Saturdays and all other week days, I guess we will have to accept it.

Ickenham should open every day

I do not agree that Ickenham library should reduce the opening hours, it is a valuable resource for local residents.

This seems like a VERY drastic cut to some libraries opening hours. And would affect people's ability to access library services

Ickenham library - I would like to take my toddler there straight after the school run, but this isn't possible as it opens an hour too late. Also in the summer months it would be nice to have the option of it being open later to walk there with my children. Also being closed Monday or



## Responses

Wednesday is such a shame! Libraries should open 6 days a week to make more accessible. Parents need choice and flexibility. Jack and Jill toddler group is popular in Ickenham on Mon and Weds so for parents to go after then is handy!

Ickenham library is widely used ... shouldn't close on a weekday

Please try to keep South Ruislip open as many days as possible, there's always people using it every time I am there.

Move tier 3 locations into tier 4

10am is very late for a library to open

Would be good to invest in the Yiewsley library in order to fuse it with the West Drayton. The goal would be to have one major library for the whole town

If Ruislip Manor is in tier 1 why is it not open on a Sunday like the other 2?

I frequent Ickenham library every day and have found that they are always extremely busy with visitors and activities etc . It makes no sense to me that such a site should be relegated to tier three to have its hours reduced as proposed. I also ask with all your so many ambitions how are they going to be achieved if the first thing you do is reduce liberal hours of service. I think for Ickenham branch you have not correctly identified how busy they actually. They need to be in at least tier two or even tier one. I would suggest you review this mistake immediately.

My library at Ickenham has been placed in tier three but it is an extremely busy place, every day. The hours there should not be reduced at all

I agree that you should target library opening hours to libraries that have higher usage but the north of the borough doesn't seem to have a library open on a Sunday. Could this be possible?

I would like to voice my opinion against the closure of Ickenham library one day a week (in addition to the fact it is already closed on Sunday). I had moved back into the area due to the fact that services are walking distance for me and my young family. The library is a small one, and will obviously not have the same footfall as Tier 1 libraries, however this does not take away from its importance in being accessible for those who use it throughout the week! The hours per day it is open should also not be reduced. This will only decrease those being able to use this service, and therefore become a reason to make further changes to the days it is open and the times it should be open for. The more services like this are affected with closures, it will also effect other businesses around it. The library is part of my time within the Ickenham village and we will use it as a stop off and then move onto other food and beverage places, parks etc. By closing one, you make it less desirable to go to other places as it does not become worth your while. You will either stop using the services (unfortunately) or are forced to drive to other areas. We should protect the village and ensure that every unit whether it is a library, beauty salon, charity shop, food & beverage place should be open for the convenience of the residences so that we continue to spend time and money there to help keep these places open, and keep the village alive. It is a very slipper slope (and a very quick one) for places to start closing, people stop relying on the, and empty units appearing. I would insist that we put more resources / money into our village and not the other way around. Our village is unique compared to all the surrounding areas, and its longevity of the community feel we have should be taken into consideration rather than everything falling down to cost cutting.

A backward step and a great loss to the elderly

I would be very sad to see Ickenham library closed 1 day a week.

Ickenham library - its part of the community and there are always people in the library when I go. keep it open daily

Strongly disagree that Ickenham should close one day a week! It is an important local asset and service and should be accessible 6 days a week! Particularly useful for those with young children.

Libraries are there to inspire residents to become imaginative, better educated people. You can take everything from a person but the contents of their mind. Budgetary constraints caused by years of mismanagement is not the fault of the tax payer who needs local libraries. Closing these public spaces (or only opening them partially) is short sighted, penny pinching politics during a cost of living crisis where above all residents need safe, warm, welcoming and inspirational spaces. LBH you can and should do better than depriving residents of their libraries by closing them partially in a tiered approach. Open more hours please.

Library should be open 6 days a week

The tiered approach is fine as long as all residents are aware of the opening times to save any wasted journeys.

I would like Ickenham Library open daily or at least open throughout the whole day when it is open.

## Responses

The libraries opening hours should NOT change. If anything they should increase. They are so valuable to the community. Closing the library will cause such a negative impact to society, the local residents and people of all ages. Different people access the library at different times and it so therefore not right to restrict their access. I have been a member of the library since I was a child. I have wonderful memories and it has definitely started my love of reading. During school I used the library to access a wealth of books I would not otherwise have access to. It helped on my studies with invaluable measure. As a sixform pupil I worked part time at the library. This would not have been possible if I have not grown up with an interest in visiting the library. I met wonderful people through this time both colleagues and the public. I saw how important the library was for children, students, adults and the elderly as well as the Vulnerable. I am qualified to post graduate level and again this would not be possible without access to books to further my knowledge. As a parent I now bring my children to the library. They love it and constantly as to return. We have attended so many events, story time, la leche support groups, school visits. The purposes is never ending. I have told my story as I am just one person in the borough. Imagine the depth of resource and other activities and needs collectively. There is already not enough public resources and this is free. I pay a high band council tax so also feel my money should be put to good use, for which the library is one. I will be more than disappointed if the opening hours reduce. Even though lockdown the library provided continuous support and introduced me to borrow box. No one should not have access to books, tech, space to go and by closing the library even one day, this could happen. Please consider this.

I see people waiting outside Eastcote library waiting for it to open. I not sure closing for lunch works. Some residents might want to drop books off on the way home or to work

Confused. Should the proposal be floated after you've had the consultation process not as part of the process since the perception is that the decision has already been made so why bother asking all the previous questions. Be that as it may, can you publish the data on footfall so that residents can analyse as I am surprised to find Ickenham in tier 3, I would have thought as a minimum, tier 2. Thanks. Subject to this, if you are hoping to support people who are lonely, surely, it doesn't make sense to close Ickenham library on a Monday as that would be two consecutive days (sunday) when the facility would not be available.

Disgraceful to promise so much while opening less in some areas. I live in Ickenham and and I think it's atrocious to even suggest closing for a day. It will be a huge upset for the local community

I do not agree with closing Libraries any day (Tier 3) It would be very inconvenient for me as I use Ickenham Library very often and always have done

I agree to the 4 tiers ,as long as none of them close all together. and to increase opening hours if necessary

So long as staff are not being laid off and the Council needs to constantly review costs then I'm fine with Tiering

Tiered approach understandable but ask you revisit opening hours of Tier 3 Ickenham. No lete night opening. Close at 4.30. Both to help enable all day opening every day.

Education of our mindees is critical and we use Ickenham library weekly. It's not always convenient to travel elsewhere (we often have nursery collections to do) so if we cant get to the nursery on time, we'd have to forego our library visit. All our mindees, (aged between 1 and 4) love our library visits, and we often use the library at weekends, when planning our teaching, to obtain suitable reading resources for our mindees. You would not only be inconveniencing our business (graded as "Outstanding" by Ofsted in our last 4 inspections), but also impacting on the learning of our post-covid mindees. I hope the London Borough of Hillingdon will reconsider their plans and keep ALL the boroughs libraries open every day so as not to exacerbate situation regarding post-covid learning as the ongoing impact could ultimately end up costing the borough substantially more money in future years.

How will this impact on staff? Wasn't money recently spent on refurbishing South Ruislip library. Seems a shame to reduce its hours.

Disappointing that some libraries are closing one day per week and lunchtime closures remain.

Ickenham library is valuable for our younger & older generation & therefore this should be factored into accessibility for our residents. Many of our older generation live locally & thus are within walking distance to Ickenham library.

you are severely reducing access to Libraries in all but tier 1

There seems a reasonable balance between current usage as well as between libraries situated either in the north or the south of the Borough. This is acceptable provided there is access to all the services noted in the draft strategy.

Why is Ickenham a tier 3? It's a necessary local facility

Would it be possible to build a team of volunteers to work along side staff to sustain full opening hourd

I can only go to libraries in my lunch hour and would lose access to a library if they shut them at lunchtime

## Responses

I use Ickenham Library, it is always busy and has a lot to offer the residents of Ickenham. I cannot understand what it is listed in Tier 3.

Why is Ickenham Library in Tier 3??

Ickenham is tier 3. Please ensure a dementia session is fitted in. The day and time to be appropriate to othe dementia events in Ickenham.

This is not serving local residents. Please keep libraries open every day.

Should be tier 1

the lunchtime closures are frustrating as you have to time when you use the computers even before those times to study and cant use for more than a set time. if libraries are safe warm places then people who need touse them for that purpose need them open more often not closed.

why is ickenham tier3, it is well used and important to the community, should be tier2

Ickenham is a relatively wealthy area but has an elderly population with many widows and widowers but efforts are needed to attract them. Tier 4 libraries are in relatively poor areas and efforts should be made to tell people that libraries are centres of information as well as somewhere to borrow books. Ask schools to emphasise the importance and usefulness of libraries. Libraries are a mark of a civilised society and should be looked upon as indicating the type go borough that Hillingdon is.

I do NOT wish to see library hours cut and predict many of your stated aims will be affected negatively if they are.

The tiered approach is a good idea and gives certainty for my local library (Ickenham). I am concerned however that this could be the thin end of the wedge, leading to the eventual closure of some libraries.d of the wedge and lead to eventual

The ickenham library is walkinh distance and we use it almost regulary to go in and browse books, read and reference information. Its a boon to school going children. Please keep the opening times! Consultations like thesewill have adverse impact on the local community and development.

Why is Ickenham library tier 3?

Why is Ickenham library only ranked Tier 3?

A tiered approach would be better than closure of some libraries altogether

Too confusing on different opening times, old village members will never get it. Closing for lunch is to old fashioned, May be a reduction to 2 staff member not 3 which I see when I visit my local. Also why not embrace the Amazon experience and have the pick up lockers located in there locations to encourage more footfall which may also pop in an£ use libraries

I feel that Ickenham library shouldn't be a Tier 3 library, I feel it is far better suited (due to the volume of use) to be either Flagship or Tier 2.

Tiers £3and 4 would have too complicated opening hours for users to remember when access is available and turning up to find a library closed outs people off using it at all!!!

Later evenings great opportunity to attract students etc. Opening an hour later and closing an hour later may be a feasible way of allowing more 9-5 workers to access the libraries. Closure on Mondays or Fridays would make more sense as tied to the weekend and people are already familiar with organisations that close on Mondays (hairdressers), but mid-week closures are rarer and may confuse people.

Tiered approach means I would use local library less because I wouldn't remember when it was open

The local library is a lifeline to us - it was invaluable to us before our children started school as a place or refuge and to use the resources available. Our children regularly ask to go to the library after school and at the weekends...we would be devastated to lose it. Others who use it to keep warm during the cost of living crisis would be even worse off.

I would expect the reasons for downgrading Ickenham library to be publicised throughout the village, so that they can understand your reasoning.

Please, do not partially close Ickenham Library. It is always busy and children love it. I've always seen it as the heart of our community.

## Responses

Regarding Ickenham Library - this library is in the centre of Ickenham and as a consequence the services it provides are highly important to the local resident

What is the impact on existing staff and volunteers? Will they be expected to move around? Closures on weekdays would affect booked activities onsite. Lunchtime closure is disruptive to users and will preclude some people who visit in their lunch hour. It's also hard for staff to have to carry out locking up procedure twice a day.

I think it's rubbish. You're bringing in ulez, we walk everywhere as it is, going to the library is free, I don't want to have to drive or get public transport because my local one is shut.

Ickenham library is highly popular, it is a bustling local hub and it should be Tier 1, with additional opening hours at the weekend (e.g. Full day Sunday). We have 5 users of the library in the family and feel it should be open longer hours and days for schoolchildren and working parents. The library is very busy and we generally have to queue up, this is how in demand it is.

I don't believe it's a good idea to close libraries or reduce. It will have a big impact on residents and groups that access the most lose out

Have you considered those working parents who collect their children to school, once they've been collected from after school club, that may visit the library but now can't due to the early closing times.

I had actually hoped that Ickenham library would one day consider opening on a Saturday and Sunday for those of us with children, who work during the week. It is not always convenient to go into Uxbridge town centre on a Sunday.

Ickenham should be tier 2

Would hate to see our branch close one day a week because I think it's an important touch point for local seniors and families with young children. One weekend a month closing is confusing. If you're going to do this, at least provide a book return bin with outside access to return books when you're closed.

As someone who works outside of the borough with a child who is a prolific reader and user of the library, I value Saturday opening as that the day we use the library. Rotating lunch time hours May help people that can only visit in their lunch hour. Reducing or introducing exceptions to opening hours will only discourage users as they now need to align their plans to the library opening hours. I think a big miss is no strategy to augment use with local schools who may have limited literature in their library.

I think this is really sad to not have the libraries open. I can't see the development or growth for those libraries that aren't open as much. People will disregard those libraries assuming it's too tricky to know when they're open. This will see the decline and then closure of these services.

I am baffled as to why Ickenham it rated as low as Tier 3

I feel that closing at lunchtime prevents working residents from visiting the library. For the sake of one hour from 1-2pm you should stay open at this time.

I think it could lead to reduced availability of services for lonely people and those with children. The library is the one place you can go without having to think too much about whether it's going to be open or not. The way it should be when you want to explore or learn.

This appears to be designed around saving money. The proposed Tier 3 libraries should have the same opening hours as Tier 2. If the proposals go ahead this will represent a clear downgrade to community services offered by LBH.

Whenever we use our local library (proposed Tier 3) there are always people in there using it. We feel it is a backwards step to be proposing weekday closures.

Do not downgrade Ickenham

Where is the data to back up this tiered structure? There are busy popular liveries closing or reducing hours here and wealthier more vocal libraries less used still staying open. Surely priority should be given to poorer areas where education is needed more than the northern parts of the borough who can afford their own books!

Fully disappointed if you apply tier 3 to Ickenham Library as my family and I love going their. My 7 year old son loves checking out books and reading them in the library too.

## Responses

Ickenham library is a hub in the local community and I visit it and use it as an educational professional, a parent, a long-standing member of the community. I fear that the tiered hours for such a vital link within Ickenham, for residents of all ages, would be detrimental.

I'm struggling to access the library sometimes as I would use my lunch break to return or collect books however the eastcote branch is closed at lunch time. The late opening makes it hard to pop in before work also. So if I'm one person who can't access at preferred times there may be others and that would show low percentage of users for that branch.

I disagree with the tiered approach. Having moved from the London Borough of Brent over 9 years ago where the libraries were closed it saddens me to see that this is the start of things to come for Hillingdon. Libraries are an important hub for the local community and drastically reducing the service offering by reducing the hours with which some libraries operate will have a determinedly impact on the community.

This approach doesn't take into account the need of Ickenham local resident who can not travel or doesn't have the means or money to spend on using public transport or their car and paying extra money for parking. Why not trying res

If you don't open early in the morning, you need to be open at lunch time otherwise people can't access library during week as their lunch time may not coincide with library lunch time. Library

People need to access when they want daily - if you work you need at least 2 evening open times to be at least 6:30 /7pm

For me, Ickenham library is an integral part of my and my both kids' life. Daily we try to spend 2hrs and this library has taught us the focus and concentration while studying, the connection with other parents, last but not least the awesome staff who is so friendly. Now, this library is another home for us. I am against getting this library degraded. Please don't take this home from us.

Think it's disappointing and a shame

Already answered in previous section. Closures concern me greatly. Do more to increase usage in the smaller libraries.

This isn't making services more accessible it's limiting access

The residents of Ickenham are already disappointed that you close for 1 hr during lunch time when you have 3 members of staff. People locally like to make use of the library to study and read without disruption.

Ickenham library should be in tier 2

I take my children to Ickenham library every 3 weeks on the way home from school on my one day off a week. If the library isn't open when we need it we wouldn't divert elsewhere, we just wouldn't be able to go. My children would miss out on this great resource as they love choosing and reading a variety of different books from the library (age 7 years and 4 years).

Against tier system

Against closing on one weekday in tier 3/4

Why is Ickenham going to be tier 3? The library is an important part of the community - all staff friendly and helpful, important for elderly people who live on their own (me) as a form of communication to the outside world.

Opening libraries that are close to primary schools during peak times for example Charville located next to a primary school so would be if it from being open at 09:00 to catch the school parents

I love walking to the nearest library, there may be many people who visit libraries for the human touch it provides and the peaceful atmosphere and welcoming staff. So while it may be subject to review as to keeping them open on designated days. But a careful consideration should be made after having discussion with the residents and the staff involved as they have good insight. Thank you.

Tier 1 - we need longer opening hours, especially on weekends.

Harlington Library (Pinkwell) must be retained as this ward is severely lacking in cultural resources and meeting places

Cutting any services and access is wrong. Promote the service better. Open more & longer.

Re Ickenham Library. Do more to encourage people into the library not reduce opening hours and put barriers in the way to a lifetime of enjoyment in reading.

## Responses

Drop Tiers 3 and 4 so libraries are only in Tiers 1 or 2. Evening opening would encourage more community groups to use them in the evening but this requires marketing and promotion and outreach to local groups.

I think all libraries should be open every day

I use Ickenham library regularly. It is an important part of the village life to me and I would be sad to see it partially closed. Please keep it open five days a week, plus Saturday partial opening.

Harlington seems like a lost opportunity if that were closed. It would be a great place for Careers Events and Advice, Reading Support.

Will you be considering Sunday opening for Ruislip Manor as it is a Tier 1/ Flagship Library?

People probably don't use Harlington library as it is within the school.

It could be confusing when they are open

There are a lot of elderly residents in Ickenham that need the library service, not reduced opening hours

Why the necessity to close at lunchtimes? Why not consider using volunteers to support librarians? Many residents may find that 13.00 - 14.00 hrs. Is the most convenient time to use Ickenham library.

Work Tier 3 and 4 into Tier 1 and 2 and rotate some staff between the libraries

The library service is such an important and valuable one. Ickenham library is very important to our community and especially to mums with young children who need a place to visit regularly

Don't agree with tier 4 lots of elderly in Hayes and Charville and the nearest library will be too far away

Please don't reduce the opening hours of my local library (West Drayton). It may be small but, with two young children, it is an invaluable resource for keeping them interested in reading and entertained on rainy days. I work part time so usually visit on my days off (Mondays and Wednesdays) so the proposed changes will impact me greatly.

I'm a member of Ickenham library and I find this tier system shocking. This feels like you are trying to close our library. There's a huge building that will only be open 3 days a week. The next step we'll find it closed. Then my nearest library will be Uxbridge. I currently love being able to walk up to my local library everyday if I chose. I'm shocked.

No. People need access to local libraries. This is clearly an attempt to make the library less available in order to say it's not used and further reduce it. Stop cutting public services and build a proper tax system for the good of wider society. The plans will further widen the inequality gap

stay open 6 days a week for all libraries.

Sunday 10-1 is a strange time to choose for Uxbridge. Afternoon would be better, and it seems odd to get staff in for such a short shift.

I would like to see Ickenham in Tier 2

The areas which need the libraries the most are going to suffer the deepest cuts. This will not help to raise the levels of literacy and will make it even harder for regular users. Children who rely on the computers for school work will be particularly badly affected

Ickenham should be tier 1 and if that's not possible I would compromise at level 2. Level 3 is both inadequate and confusing for my needs and my understanding/ organisation of my weekly life. This approach smacks of the same initiatives taken by our banks who basically reduce hours/ accessibility on the road to closing branches. Indeed you have begun this process already by closing Harlington which is clearly the thin end of the wedge.

This is the thin end of the wedge. I object to this tiered approach. Our library services should be expanded not eroded.

I can understand the logic behind the decisions but I am disappointed that the hours will be reduced, particularly in Ickenham. It always seems well used whenever I attend and is very well used by the community for a range of events. I think Ickenham is a similar size and has a similar footfall to Manor Farm, which I also visit and I would suggest that Ickenham be reconsidered as a tier 2 library. Whilst I am sure you have detailed figures of library usage, it does not reflect the numbers of visitors who visit but do not actually use a computer or withdraw a book.

## Responses

Rather than look at reducing the service at the libraries, look at how they be more fully utilized - could the meeting rooms become 'warm spaces' for example? What other local services can be co-located there to help fund a full day service. Reducing the opening hours is a slippery slope because those that can will gravitate to somewhere with longer hours and the closure will become a self fulfilling prophecy.

I do not agree with this strategy. Smaller libraries provide a vital service in areas of the borough where there are less facilities and amenities. Closing libraries on some days will increase loneliness, negatively affect community spirit and not promote a culture of reading.

Looks good.

I dont see the point of this.

I am not happy with the tier system like I said Ickenham library is local to us and I go daily with my kids who love reading and taking books. It's so important for their learning.

Northwood Hills Library should not be closing 1 day of the week!

I use yeading library. And it being closed on Sundays is a nuance to us all in the area. We also use hayesend. Which closes even earlier .

Ickenham library should be a tier 2 library at least. Super valuable to all the locals school childrens everyday after school

The Ickenham Library should not have its opening hours reduced. It provides resources for local residents and is at the centre of several schools

Complicated to understand and not good for locals with access issues and time limited due to work or care commitments

Don't agree with closing Ickenham library one day a week. It is a vital resource.

It hasn't been made clear how these libraries have been ranked in this way. Please don't close Ickenham on one day a week. The service there is fantastic and it would be a sad downgrade following all the work to improve the building.

Ickenham hours seem same as current to me

Closing lunchtime means anyone working is unable to visit the library during the week

All should remain open

Please add Ickenham to Tier 2 and have open everyday.

I would like to see all libraries being open every day except Sunday as the staff needs to have a day off even attending church.

I don't know why Ickenham is tier 3

I think this will be detrimental to the local area if the libraries are not open every day. People from all walks of life rely on them for the services they provide, the expertise of the staff, the group activities they provide for young and old. How are we supposed to encourage and develop children's knowledge and a passion of reading.

Keep Ickenham open daily as its a valuable place to meet people and read books to children

Completely disagree of this tiered approach when the small communities have to be sacrificed again after child centres/local health centers being reduced or ramped down.

The variety of opening hours may cause confusion and people coming to the library when it's closed

The Harefield library needs to be open until at least 6pm. It offers a safe place for children who do not have access to computers at home to complete their high school homework. The proposed opening hours excludes those who work a set 9-5 which means they are forced to not use this service

The library is a great resource in Ickenham and for kids/adults. I visit Ickenham library regularly as I live very close to it.

5pm is not a late enough opening time on a dark winters day when we can't access the playgrounds and are otherwise stuck at home feeling very isolated

## Responses

I would miss it terribly. The staff are amazing and always welcoming. I collect my recycling bags so that I can talk to them

Regarding West Drayton Library - The opening hours do not serve school children . I always used the library with my children on the way home from school and so these new hours are not reflecting the needs of local children.

Oak Farm is a very busy library, reducing hours wll increase congestion and when parents come straight after school run, library closed.

I'd be very disappointed if Ickenham library has the proposed reduced opening hours!

Currently we are regular Ickenham Library users throughout the week. By closing down Mon or Wed, where can those regular users go? Some people might not have computers at home and they might rely on the services provided in the library. During the week, it is so crucial to stay open at the current time, which is opening Mon to Sat. At the moment, it closes at 5.30pm and it has been greatly appreciated by all. I see more and more people using the library after 5pm sometimes as some people might have just finished work and quickly pop in. We would be so grateful if the library can stay open till 5:30pm Mon to Fri if possible as 5pm is too early to leave for most users in the library. I feel the late opening one day a week is a great idea but we do need to consider the welfare of the Liberians and the demand for a late night opening. People would appreciate more with the opening hours till 5.30pm instead of 5pm or 7pm. Thank you.

Disagree.

I don't agree with West drayton being in Tier 4. We go every Monday for the Tiny tales and have done for over 6months, it has helped out children flourish and made friendships for us as parents. Changing the times would mean it would no longer go ahead.

Hard to judge just on books out libraries have more uses

Ickenham library is integral to the community for numerous reasons and it's opening hours must not be reduced. It will impact on the mental health and well being of many residents who enjoy using the services there every day without being disrupted by an unreasonable new timetable of opening hours

It is barbaric considering reducing the hours at Ickenham library. As it stands now the library needs LONGER opening hours, not shorter as many people dont finish work till 5.30.or 6pm and/or need access on Sundays. Some people can only attend during lunch break. This a social hub and shouldn't be driven by "demand"etc as you are not able to gauge demand since the hours are already too short for many working people. The library supports children from 3 secondary schools, 2 primary schools and a nursery and is much needed to facilitate learning..

Please do not limit ickenham library hours. My daughter absolutely loves the library and visits very often. We are a small community with large schools. It's very important we keep this resource for the next generation so that their reliance on just digital resources doesn't kill the old school joy of browsing the library for a good book. Thank you.

Keep all libraries open 6 days per week

Sounds fine in principal, but could lead to further reduction in local services down the track.

Amending the library opening hours would have an impact to the local community and the capacity on which alot of residents would have access to the library during the day.

Closing a lunchtime may work but reducing the time to much will stop people using the library. People who are in hardship also use it as a form of socialising, internet, warmth, books, a friendly face.

I do not wish for reduced hours

I object to the reduction of library opening hours, which provide a safe and warm space for residents

Shocked that the council is considering moving such a popular library as Ickenham into Tier 3 and strongly oppose reduction of hours and services at Ickenham library. This proposal takes away an important right and part of a civilised society, culture, learning and education. The Public Libraries and Museums Act of 1964 for England and Wales states that "It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof". Reducing Ickenham library hours and services will make the library inaccessible for many people. Especially so for working people and school-aged children since the majority of parents work. This will therefore be breaching the Act. It is the only cultural and learning hub in Ickenham, is free, and it serves and supports learning at three large secondary schools (including an SEN school), two large primary schools and two large nurseries in the area as well as smaller settings. The saving you'll be making will be minuscule compared to the rest of the council expenditure but the losses will be huge, and will make spending elsewhere go up to make up for destroying the library services. This is a popular and much loved library and the reasons why it should stay open to benefit the community are numerous, and obvious, but I will mention some of them. 1.The library is the centre of the community, valued, popular and needed to access books and resources for free, there's no other community hub like this in Ickenham 2.



## Responses

Ickenham doesn't have much else to offer in terms of culture, learning, or community engagement, nor places for children and young people to go to. You will literally be closing down the heart of the area and this will have a negative effect on the community in a multitude of ways. Children of Vyners, Douay Martyrs secondary schools and Pentland Field all-through school as well as Glebe Primary school, Breakspear school, the large Growing Tree nursery and Stepping Stones and those attending smaller settings will have nowhere to go. 3. Staff go above and beyond to provide advice, information and help, and not just in relation of books and learning. 4. Reduction of hours and services will have a big negative effect on literacy and educational attainment. 5. It is a safe space for the vulnerable, and for the isolated, for those who wish to unwind, or who need support 6. Homework hub 7. Engagement with local democracy 8. Access to computers, printers and scanners 9. Rhymetime, Treasure Hunts and other popular children's and community sessions 10. Helps people find work and access courses 11. A wide offering of hours, including early morning and late evenings across the 7 days of the week are needed to give access to the working community. 11. Ickenham is quite isolated and access to other libraries for the elderly and for people with small children is incredibly difficult. Some people do not drive, others cannot afford the fare. We have used the library to borrow books, access the online programmes and resources, Theory Test Pro, Internet and printers, for advice and support, recycling bags, parking permits, for Tiny Tales Storytime, Treasure Hunts, various celebrations and other children's sessions amongst many other activities. Any saving you make will be offset by the problems caused by this reduction and is likely to cause increased spending elsewhere to compensate for it. It is therefore a false economy. Please reintroduce library fines, slightly increase council tax or find your savings elsewhere. Do not brutalise this service. It needs investing in, and expanding - not reducing. Ickenham library is a much, much valued, loved and needed local service. There is little else in Ickenham in terms of community hubs or activities, particularly for younger people. It is an important, much loved and greatly valued community hub. You should be expanding the hours to make them longer in the day and also

I would prefer libraries to be open the same as currently as well as literature in this time of high cost of living they provide a warm space for those really struggling with heating bills

Do not close libraries on weekdays.

It is annoying to have to remember what day a library is closed less reliable opening leads to confusion

I would not like to see the hours reduced at my local library (Ickenham) it is a very important part of the community

Close some of the libraries and have standardised opening hours for the remaining libraries. Closed days and lunchtime closures are annoying!

Ickenham deserves to be tier 2

Restricting access for vulnerable people is just wrong

Libraries are important to our community friendly helpful multi service providers

All libraries should be opened on Sundays. Uxbridge library should open on Sundays from 10-4 pm. Ickenham library should be in tier 2.

Ickenham would lose a fantastic resource that all generations use all week. The tiered approach is wrong.

Ickenham should be open every day

As previous, I would urge the Ickenham library to stay open all week and if it needs to close for lunch on some days, those days should have early or late opening

Closing Ickenham library one day a week and reducing hours on other days would be detrimental to the community given the library's importance for me. The opening hours have already been reduced after COVID and this new opening hour suggestion seems to be at odds with achieving any of your goals

"Within easy reach" is a slippery term. It's okay for people who have cars or even bicycles but you're actually denying access to large numbers of people who need a truly local library. It's no good being local if it's closed when you need it. Imagine a pensioner or a disabled person turning up only to find it's closed. There's an expectation that it will be open when they need it, providing they arrive at a reasonable time.

I do not like a lot of the tiers at all.

Ickenham library should be in tier 2 at the lowest

My library is a tier 3 library and so the opening hours in future will be worse than they are now. I would have made Ruislip Manor Farm as tier 1 in preference to Ruislip Manor.

## Responses

That sounds interesting although if Adult Education classes were to take place in some of the libraries they would have to open later.

I think it would be better for tier 1 to stay open until 7pm on Wednesdays. We regularly attend botwell then and because they have gymnastics and swimming classes I in the evening many parents and children would make use if it. I think tier 3 and 4 need to remain open all weekdays and at lunchtimes. In the current financial climate these resources are needed, a warm space and wifi I'd something many cannot afford and community spaces like libraries are essential every day.

Ickenham library is my local library, within walking distance. Closing one day a week would mean I don't use the library as much

Library opening hours should be made the same as much as possible as it makes it harder to remember what Libraries are open on what days and at what times. Opening up at 10:00 also makes it harder to get to a Library when you are trying to get to work in the mornings, I have also been studying and find it increasingly difficult to study when my Library closes at 1:00 to 2:00. These hours do not reach the needs of the public.

As I use the library for study I would find a 10am opening for the libraries very inconvenient

We need Ickenham library open more, as soon as you start closing it and reducing it to the hours stated above people will stop using it that have a choice. Those that don't have a choice will be left without a near by comfortable and warm environment to use that is essential for them. Please do NOT do this.

I don't believe reducing services will help you achieve your other "ambitions". Particularly at a time when a large number of people are moving into the area, with new blocks of flats going up all over the place

Ickenham library should be in tier 2

An inevitable and one way path to closure for the majority of these invaluable resources which are the centre of community life and identify. Do not embark on this slippery slope ad there will be no turning back. You don't know what you've got till it's gone in wonderful community resources such as libraries. Even more important now as we have cost of living crisis reducing spend in many homes on books and learning, and a climate crisis where available information to educate and inform is paramount, with libraries at the forefront in providing knowledge to people who otherwise become disenfranchised.

I would like to know how you have I would like to know how you have allocated libraries to the tiers.

Libraries should not be closed weekdays as for those on their own or elderly it can be a lifesaver. Place to go. I feel safe. Also those who suffer from mental health. It is a place that is quiet, warm and friendly with lots of information on hand if needed. During the energy crisis people were told to go there if they couldn't afford heating. Those who cannot afford IT, or a printer, they have those facilities there. Also for children growing up it is very important to have those facilities for children to explore the beauty of books and learning, something that is going down in this country, I feel. There are very few indoor community areas available these days that are free, which is so important in an age, where people work from home, can do the shopping from home, increasing population age. Loneliness and mental health are both on the rise. I strongly believe the library should be kept open as it is now.

Please don't have West Drayton in Tier 4!! My child has activities on school day afternoons and this reduces the availability to access the library. I also work part-time with changing shifts so timing and days open are very important. Maybe West Drayton could be Tier 2 with 1 hour lunch closures?

I can appreciate that the current economic climate is having a major effect on the councils budget. I live in Ickenham and would be disappointed if the library close for a whole day under the Tier 3 proposal. I would prefer to see the library open for at least part of the day rather than fully closed for a whole day. I would probably agree that the library is used less in the evenings, so I understand only having one late night in the week. I would very much like the closure day to be reconsidered.

I think this is short sighted in terms of reaching the maximum number of readers in Harefield library. To open at 10am in the weekdays, means the parents of the school children who drop off at the school next door to the library, won't be able to access the library. Often parents drop off children in the morning but a child minder collects them after school, so the morning is the only time the library is accessible to parents. Harefield has very little to offer residents and due to COVID, and a shortage of staff, the services the library has been steadily reduced. There was a very popular film and reading group run on Saturdays - this attracted a loyal inter generational group of people and provided a free, accessible social event which promoted health, and well being and importantly decreased social isolation. The Saturday LEGO club attracted large numbers of children and significantly Dad's as well as mothers/grandparents. Friendships between Dad's were forged over LEGO and this is a group often missed in society and libraries. It seems as though Harefield library service has been systemically run down in preparation for this proposed reduction of opening hours. It needs to be open for the well-being of the local population and some effort put into providing services. It would be disappointing to see this service reduced further.

Tier 3 opening hours is not good enough. Lunch break 1-2 would be very disruptive.

## Responses

Also try and promote all the libraries through Resident Associations, playgroups at all venues, private and school nurseries, Faith groups and other local VCS groups. ,

How will people remember what hours the library is open each day? How often will people turn up and then go away disappointed?

Slightly surprised that Tier 4 libraries are not proposed to open on Saturday afternoons, as I would have thought families would use this day to access libraries.

If this happens, you will need to offer a slicker service delivering books between libraries.

I think the tiered approach undermines all your other objectives, particularly the opening hours. Take for example Tier 4- you will miss the school run. Limit opportunities for elderly to access the library and reduce the provision for people to visit during the work week. Harefield has a really high proportion of elderly and of emergency workers at the hospital, limiting the opening hours will make the library less accessible. Harefield has really poor transport and can be isolated already. The library is the only community hub in that area. Uxbridge is 20-30 minutes away and requires a bus which is every 20 minutes- this does not support the isolation. Your approach will funnel usage to other libraries and deprive the tier 3 and 4 areas.

Consider Sunday opening hours for Ruislip Manor library. As a proposed flagship library, there is need for 7 day access and good reason for it. Also, any consideration for opening a coffee service or vending machines.

Libraries should be open all days

The library provides a warm safe space in these challenging times people with young children and the elderly need to have somewhere free and warm to visit

Not acceptable to reduce the hours at Ickenham and shows a poor understanding of the use of expensive and important community assets. As a minimum retain the current hours and perhaps review how many staff are required to be present for the library to be open.

I'm surprised that Ickenham Library is only listed as a Tier 3 library ; it serves a wide community and is very popular with older people and young children from the two nearby primary schools. I am disappointed that the proposal is to close it one day a week, to shut during lunchtimes and to close as early as 4pm on a Saturday. I believe that it's important to have longer opening hours so that more people find it convenient to use the library. The council have dedicated the library as a warm space, but is also a safe, informative and interesting place for both young and old to spend time.

Yes, Ickenham library is always busy when I go and is a real asset to our area. We should protect this and keep it to a Tier2 as minimum

My library is in tier 4 and I think it's unfair the opening hours would change. They should remain open all the time like the other libraries are.

Footfall in Ickenham library can increase if more books for younger children are made available. In Addition to footfall, age group of people attending should also be considered. Footfall can increase if more activities for children are planned during school holidays

I use ickenham library on weekdays and this plan to move it to Tier 3 would affect me. Libraries should be open to the public as much as possible, especially during mornings and evenings and weekends. The central role of a library is to offer a sanctuary of learning to those that are not fortunate enough to otherwise have such access. By closing and limiting the hours of operation of the my local ickenham library you are effectively reducing its value and use to the local community.

Why would West Drayton not have a full Saturday opening time? Not everyone is free in the mornings or before 2.

It's very limiting and I may have to drive rather than walk if my local library is not available at a convenient time to me

I attend a craft group on Monday and Wednesday at Charville. I am a pensioner with mobility restrictions and this enables me to get out and meet it's like minded people for a couple of hours. Under your plans one of these days will go.

It is useful to have Ickenham library open everyday for people who work variable part time hours/days

Do not reduce hours if at all possible as different hours suit different people

Don't agree with reducing opening hours and making staff redundant

All libraries should be flagship libraries. They are the lifeblood of the cultural life of the community, a mark of civilisation. A diminished library service impoverishes the community it is meant to serve.

## Responses

Would rather close earlier during the week and open longer on Sundays at Uxbridge

I am a pensioner and am able to visit the library during "normal" hours. If I were at work I would find the extended opening hours most useful

If there was an option for a tier 1 library to be open early one day ie. 8-6, that would be very helpful for people who work or need to drop off/pick up before school or work

The tiered approach is fine. But please don't decommission Harlington Library

I oppose these proposals. Reducing opening hours for Harefield will impact on the vulnerable, the elderly, the community that relies on the library both during the day and after school. Home broadband for us is rubbish, we need somewhere to get it every day. It's particularly important for Harefield given its remoteness. It's not possible for people to travel easily to other libraries on days it's closed.

Difficult to understand how Uxbridge library, on the high street (non-residential area) will be better used till 7 pm than Ickenham Library which is in a residential area with rising school age children do not have the opportunity to access the library after 5.00pm. I would like to compare the footfall. Also the restricted opening hours after COVID cannot be a true reflection of the usage. There are many instances when I have tried to access the library at 6pm and found the library is closed.

Having an evening opening for every library would be better. It is a great shame that opening hours have to be shortened.

Lack of diversity in opening hours - some of us do work out of Ickenham and are at the mercy of TFL. Ickenham tier 3 and barely open - why not just say that the library is closing?1

Where is the statistical information relating to library footfall? How does closing a library fit in with Warm Spaces?

Hayes End should be open throughout the week. It is not fair to people who cannot travel and are within walking distance to reduce the days and times. People with disabilities may only be able to get out of the house with a carer on a Wednesday and find the library is closed. This means access is not for all.

I object strongly to Charville being in Tier 4, with the resultant loss of hours. This is going to significantly impact my and others' access to this popular and well-managed library.

I understand the smaller libraries need less & more flexible hours, I understand why Harefield would be open 4 days a week and then on Saturdays

Obviously this is a cost-cutting exercise that may be necessary. It could be satisfactory if the book stock in the tier 3 and tier 4 libraries was changed and updated frequently.

It is not good when libraries are shut for lunch, if they must close I feel it is better to be closed or open for a full day, with clear notices of the open days

Why not say what it actually is - a massive reduction in local library support. Hard luck if you live in the poorer parts of the Borough. Maybe if you vote the right way next time we might give you your library back. Disgusting pork barrel politics.

Very sad that libraries are having to have this tiered approach. However demand would be higher if they were fully accessible to communities eg neurodiverse, mental health in elderly etc

Yes this is awful for our Village, as a mature student who lives in Harefield and regularly uses both Harefield and Ickenham libraries I am very disappointed at the proposed reduced hours. It's already very disruptive that I have to break up my study times due to lunchtime closures. Now you propose an even more limited service to my local community library. As you know Uxbridge library requires you to pay for parking and being a lone parent on universal credit it's unaffordable for me to spend the day there studying. You have no consideration for those that are on low incomes nor those less able or who don't drive!!!

I am very happy that Ruislip Manor library no longer closes at lunchtime.

How on earth does the above tie into your ambitions? This is absolutely ridiculous and demonstrates that hypocritical nature that this council proceeds upon. If you believe in your ambitions you would not have suggested these changes - what a joke!

Closed Wednesdays would be better

## Responses

I don't like that my library is in tier 4. Closing at lunch time would be OK but closing one day a week is a slippery slope to closure. Please keep west drayton library open 5 days a week. Its so important to be able to visit on any day.

Do not agree with closing Harefield in the week,its an isolated village with limited places of available interaction space

Ickenham must carry on having early years activities - they are fully booked every week. It would be a shame for these services to be affected by closing for one day.

In some ways the more deprived areas are the ones that need access and growth and encouragement for young people. If access to an open library is too far or limited then it just will continue a culture in those areas where groups miss opportunities/access.

I think the council should do its best to keep the opening hours as the are for all libraries, especially Ickenham library, which is very important for the community and very widely used.

My children use Ickenham library most weekdays after school as a place to study. When they were little, I used to take them there several times a week to read and play, I also met many other mothers of young children in the process.If it was closed on one weekday they would miss out on this, which is a disappointment.

While as an Ickenham resident, this is a little dissapointing, the logic behind the decison is clear and makse sense.

This now makes sense and I think the approach is solid

We have seen this many times before in different boroughs. You are starting the death of libraries in Hillingdon and you should be ashamed.

Please don't decommission Harlington Library

I do not agree with the tiered approach especially with regard to Ickenham Library which is well used and should retain its current opening times. Reducing the opening times will be frustrating to residents and will inevitably mean people will visit less often. Ickenham is a well-used and vital resource and should be at least Tier 2.

And here it is, it looks more like cut backs than improvement!

This is good because before covid botwell used to open until 7 so you could go after work.

Awful. Areas change regularly

I reiterate that Ickenham library should not be in tier 3 as it is well used by local residents, many of who are elderly and will not be able to travel to other libraries in the borough

I currently utilise a tier 3 library and find the proposed hours acceptable

Seems to me that the tier system does not correspond with your strategy - ie Charville, Harefield, Hayes End, West Drayton are more deprived areas and therefore need to have more accessible libraries.

Hillingdon has such a spread of need.. the poorest areas have difficulty accessing the flagship libraries.To put Charville Hayes end Harefield and west drayton with least resource will only heighten the social need in those areas ,, confirming the resources going to those already with easy access

Hillingdon has such a spread of need.. the poorest areas have difficulty accessing the flagship libraries.To put Charville Hayes end Harefield and west drayton with least resource will only heighten the social need in those areas ,, confirming the resources going to those already with easy access

As a parent off on a Wednesday my child would no longer be able to participate in the children's session on a Wednesday. There are already limited options on a Wednesday in the borough for her age group and we already travel ten minutes by car to attend the session in Ickenham. We want our child to engage in reading at an early age and think these sessions could be a very instrumental part of that as they are delivered so well. We would be impacted should Ickenham library close on a Wednesday as there is not a suitable replacement session elsewhere.

Children use the library to do their homework if they have no access to computers at home. So closure one day a week could affect them.

## Responses

I think the closure days could be very sad for elderly people for whom a library visit care a lifeline giving company and warmth. It does not seem fair for those residents who cannot get to the busier libraries.

Please don't close West Drayton library on Monday as we have book bunch event. My daughter's vocabulary and confidence improved a lot. Please don't close our library on Monday.

I do not want Ickenham library closed on a Monday - my normal day for visiting the library and it is very inconvenient that it closes 1-2 because some people would like to visit during their lunch hour.

Communities in Tier 4 areas, particularly Harefield, are already lacking facilities locally and would be further disadvantaged by this proposal.

Keep Harefield library open it is a vital community hub. They do great work with the local schools and support the local childminders and other local groups

Tier 4 libraries would be better as weekdays 10 -1pm 2 days and 2 -7pm 2 days, plus Saturday opening. Same hours, better spread, more inclusive of different sections of community. Need out of hours drop off facilities..

Tiered approach seems okay as long as it doesn't lead to closure in the lower tier.

Opening times are not really for working people.

Harefield needs to be open during 1-2 as that is when the nursery children are either leaving or starting school and it would encourage parents to take the little ones in straight from school

All libraries should be open every day excluding Sunday

How is Harefield categorised as Tier 4 - when it is a valuable service for all the community. Where is this data analysis derived from - it must be people-led, not statistics.

Tiered approach makes sense if it saves money to put back into libraries to ensure we have a library in Harefield for the foreseeable future.

Absolutely terrible idea to restrict opening times of our valuable Harefield library. It should be open much longer hours to provide jobs and attract locals to use the facilities. The library needs to interact better with locals via the local Facebook pages etc.

Not happy as it moves a lot of activities we do. Mondays are a must have for us and kids love the classes

Good to have one day during the week with late night opening. Why do they close for lunch? couldn't the staff cover each other's lunch breaks

Tier 1 Sunday opening hours should be longer Tier 2 Saturday opening hours should be longer. I welcome the proposal to get rid of lunchtime closing.

Regarding Ickenham Library, as a resident it has been a wonderful place for me to spend time with my friends and family. I use it at least twice a week. The suggested hours would severely impact the mental health of new mums like me. Often me and my friends go to the library, spend some time and not take out books is this why Ickenham has been classed as tier 3? It would be a great loss to our community if the hours were reduced. It is already a nuisance that the library is closed for lunch, I was hoping to see that reversed so I'm very disappointed to hear that it might get worse.

It's a good idea but a shame Harefield is not tier 3 as you're not catering for people who work and may not be able to get home before 5pm. Those that can't get home before 5pm have reduced hours to call in on a Saturday.

Why is it tier 3? Ickenham library is a big part of the community in Ickenham and has been a huge part of my children's early years and an important activity for us to do together. When the hours are reduced it will be more difficult to spend time in the library when we want to

Ickenham library is a hub for the local people it would be devastating to see its hours reduced. It's so important to the families in the area with small children. They spend hours there each day with small children.

Seems reasonable in view of resources

If Tier 3 and Tier 4 are to be implemented that there is a good spread of libraries open in north and south of borough on Mondays and Wednesdays so that people can access a local library on each day of the week

## Responses

I strongly disagree with the reduced opening times at Tier 4 libraries, particularly only 10am till 2pm on Saturdays

This is a clever way of reducing access and cutting costs. Doesn't matter how you dress it up. I see what you're doing

there are nearly 10,000 residents in Ickenham - your proposal will severely limit access

Seems to be salami slicing

It's regrettable that these cuts in services are to be introduced. However I am glad to see disadvantaged areas such as Yeading and Yiewsley in a higher tier.

I would like to see Ickenham tier 2 and do not want it only open 3 days a week

Many working people would like access to a library during their lunch break. Changes in opening times for the different tiers causes confusion to the general public. There should be wide notification before adopting this. It is easier to remember a days closure than a daily changed opening/closing time.

Reducing the opening times of Ickenham library would disappoint and have a negative effect on the local community. It could also have an adverse effect on the staff in trying to maintain a very friendly and efficient service.

All libraries should have at least one day when open to 7 to accommodate people working 9-5 type pattern of hours and for more consideration for students and school children who need to study after school and at weekends ed somewhere to study

Do not agree with tiered opening.

Insufficient opening hours for yiewsley, longer hours requested

i am very much concerned about the timings regarding the Tier 1 & Tier 4 libraries because i am a user of both tiered libraries especially the Hayes End and Uxbridge library. The timings for both library should be extended like these were before the pandemic (9:00 - 10:00 Mon-Friday) however you may reduce the hours for weekends. I am strongly opposing the 2 days closing of Hayed End library and reducing the more hours. this library should be opened also 9:00 - 7:00 if not till 10:00 pm without a one hour lunch break because it gives a great distraction to students who are working and studying in this library like me. please extend the hours for both library to facilitate research students who spent most of their time in the libraries. Thanking you in advance!

I and others don't agree with the Yeading Library timings. I think we should have more frequent later closing times (7pm) for more days of the week. This is because it's the closest place of study for many students including the neighbouring schools Yeading Junior School, Belmore Primary and most importantly Barnhill Community High. The lunchtime closures and early closings often means that students have to travel to Northolt Library, which isn't only far away, but also doesn't provide the same services as Yeading Library.

West Drayton Library runs book club on Mondays and closing on Mondays would impact that - please reconsider

If all the opening hours vary too much then it will be too confusing who is open when and people will give in .

All libraries should be open every weekday.

As a regular, daily user of many libraries in the borough. I can say with confidence, that this tiered approach only serves to further marginalise the lower socio economic areas and people in the borough and cut costs. The impact will mean that people with limited financial means or transport will be further limited to use their local libraries 3/4 days a week between certain hours. I would urge [redacted] and [redacted] to review this and keep as many libraries open for as long as possible. They are the beating heart of communities.

I would have liked to have seen an evening opening hours extension in tier 4 at least one night a week

Tier 4 needs their libraries to engage the low areas of literacy

This is appalling - we live in a country with a postcode health lottery and now you're adding a postcode learning and information lottery.

Please don't limit the opening hours for tier 3 libraries, they are a lifeline for people who can't get to the main ones.

Good idea to base hours on demand

Libraries should not be tiered and lunch time closing or all day closing will impact on community

## Responses

This is too confusing. I will never remember which days/hours the libraries are open!

This approach will destroy an essential pillar in the community. This will drive a barrier to the library's use and be the beginning of the end. Ickenham is a bustling community and the library is incredibly important. My children and I use it at least 3 times a week

Ickenham uses the library for lots of social activities and would be impacted greatly with restricted hours/ days

Ickenham should not reduce its hours

I think Sunday should be open longer. I think tier 4 should be opened for longer

Ickenham should be in tier 2

I don't want you to change the hours of opening

Can tier 2 be opened at 9.30am?

My local library is Charville library. You are proposing to close either Monday or Wednesday which is ridiculous as these are 2 of the busiest days as i attend [Redacted]'s craft groups and love going to them. I have noticed that Fridays is not busy at all, so it does not make sense to close on a day that you have more people attending the libraries, what were you thinking when you came up with this?, do you not monitor the footfall on days?? Also my what is the point of only opening for 4 hours on a Saturday, some people can only visit on Saturday's due to working and it harly seems worth opening at all if you are going to open from 10 until 2, the hours are inconvinient as they are slap bang in the middle - how ridiculous.

Ruislip Manor library used to be a tier 1 library, why has it become tier 2? It is one of the larger libraries with good access to the centre of Ruislip, the tube and bus routes. It would be useful to be able to return books out of hours, but putting them in the letter box.

It's wrong. They need to be open.

Too complicated and inconsistent. Better to have fewer libraries with consistent opening times including a couple of late night openings.. This looks like put in place to benefit staff preferences. Hours 10 to 1 and 2 til 5 exclude all those who work normal hours. This proposal just supports the current service. Be more modern and radical.

The teaching room at South Ruislip is used on Wednesdays

Don.t close library=ies

Responses
Completely disagree with Hayes End and West Drayton being in tier 4 - this means cutting services in areas of real need. By all means completely close Eastcote, Northwood Hills etc
Simply for the small Harefield village, the library is a central place. I am a regular at the Knit & Natter group. Pre-pandemic I was a regular for exercise classes (DanceWell).
In support, as have multiple libraries in reach so very flexible. My working hours mean i am constantly renewing books as i cant get to a library before close, or getting family to drop off/pick up for me, rather than being able to browse.
This approach, whilst making sense on paper limits accessibility for studying and communal activities. So it decreases functionality to book borrowing.
Harefield library is used everyday after school so should email remain open for the school children to utilize the library and computers.
It is regretful that tier 3 and 4 libraries ae to close for an additional day as well. I would oppose their closures as believe the service should be available 6 days a week at all libraries.
This is a curtailment of library access so I am against that.Our Ickenham library is at the center of the local community. It has a high footfall. It also has good transport links, is a near a tube station and several bus services. Some of those in higher tiers has worse public transport services, or none at all. The library is part of our civil right. - Hotspots during energy crisis. - An information point. - Was a distraction point for covid tests. Please keep it opening hours as they are.



It looks reasonable to me. I have already adjusted to lunchtime closure of my local library. I am pleased to see that it will be open all day on Saturday.
Tier 3 is it necessary to be closed for an hour during the day?
All libraries should be open for a reasonable number of days per week and at times allowing reasonable access.
I understand why the Borough is promising this tiered approach but putting Ickenham in Tier 3 because of 'footfall' ignores the other proposed ambitions for caring for the elderly, disabled etc. Ickenham should be at least tier 2 but the tiering needs to be decided on more than 'footfall'!!!
We would like the library services to be run as usual. West Drayton library has been very helpful for us. The staff are very helpful and very informative. We love the sessions that are held here.
West Drayton Open/close good, as it for my needs
West Drayton library is used for its purpose as a library more so than Yiewsley, so it should not be tier 4, tier 2 or 3 would be better suited
Is a Sunday opening justifiable? Three late evening openings in Tier 1 seems excessive - surely 2 adequate. Very restrictive hours for Tier 4, this does not really serve the community. It will not be sensible to have libraries in 'adjacent areas' closed on the same day during the week.
Please don't close Ickenham library it needs to be open every day except Sunday.
I am deeply opposed to any cuts to library opening hours - especially the proposal to close Harlington Library. That would leave a large area to the south of the borough - Heathrow villages, Harlington and South Hayes without a physical library space. This is a very unfair distribution of service across the borough.
It makes sense, but again there is no background data to help me comment on whether the choices made are reasonable.
Tiers sound good but why is Ruislip Manor in tier 1 but not open on Sunday? The others are a long way from the north of the borough
I don't see why certain areas should have restricted openings forcing the local residents into other libraries that are further away. You also lose the community of the local library if it is not open
The library is often the only link with the local community. These cuts will have a detrimental effect on the senior citizens and children alike. I'm devastated to read this! When government policies fail, why is it that the arts and literature departments are attacked first? I urge you to rethink this proposal.
I object to any reduction in library hours. They should be available to these communities. I do not agree with lunchtime closing or 'one weekday closure'. It is unacceptable to library users and I imagine difficult to manage for your staff. Your main ambition should be to meet the needs of council tax payers and be a good employer to your staff.
Ickenham Library offers resources to the youngest and oldest demographic around - it should not be Tier 3
We wish for Northwood Library to open as usual at 9am. Many parents and grandparents drop one child off at school and then visit the library at that time. As do many students. Please present proof that libraries are underused prior to this consultation, and may because today a library is underused does not mean they would not be used during school holidays or other seasons or at another time. Library staff are dedicated, resourceful and helpful, we do not want to see their times reduced or moved to other libraries
We use Harlington library, only on in a housing estate. It is much needed by the community!
West Drayton library is thriving on a Monday every week when I visit. Tiny Tunes is amazing for my son, and great for me to socialise with other mums it's the highlight of my week and the only library accessible for me. Also school children need longer to access library on a Saturday. My oldest child would only be able to go in holidays if the above hours stood.
Tiered libraries make access to them more difficult. It's against all the slogans, that you showed before, especially helping with loneliness. But keeping one or 2 libraries open in Sunday is a good idea. Maybe an easy self-return "post boxes", when library is closed would be a good idea too.
I visit various libraries: Manor Farm, Ruislip Manor, Ickenham, South Ruislip, Eastcote, Uxbridge, Northwood Hills. While I understand that based on footfall, some libraries now need to close between 1pm and 2pm, I hope that closing on one weekday is not going to lead to further reduction in opening. I found it of some concern when I recently heard a Librarian in South Ruislip talking about South Ruislip and Eastcote libraries becoming merged together.
It is Tier 4 as a community library that needs the resources and focus. Harefield in particular has a growing majority of the elderly and children who benefit greatly from this library which does its best to include them and offer many activities of an educational nature.
The library must open Monday to Saturday, 9am - 5pm, six days.

If we are having different times people will never remember when its going to be open or shut. Why is it going to close at lunch time when that is a time people go if they are walking and have a lunch hour. It can not be to save money as the number of staff are the same.
I visit South Ruislip library on a weekday.
The closest is Tier 4 (West Drayton) - It should be open to follow same as the other tiers. Not happy with proposed tiers.
I understand the need for a tiered approach, however Ickenham is a busy library and feel it should be in Tier 2, opening 6 days a week. Please look again at the tier structure.
I personally feel that it would be more beneficial to the community if the library did not close for an entire hour for a lunch break as its proven to be disruptive to the people trying to study- especially those that live further. While i understand the importance of the employees having a lunch break maybe its possible for these to be staggered or alternated so that the library does not have to close for an entire hour.
I believe that it's very important to get rid of the lunchtime break from 1-2pm for Yeading Library as it's proven to be a huge inconvenience when I'm studying as we're essentially kicked out and have nowhere to go for that hour. I also think the opening times should be extended, or perhaps open later and close later on weekdays as majority of library users are schoolchildren and hence would be in school during the morning, so staff still work the same hours. In terms of Saturdays, I do still think that it should closer later, perhaps increase staffing so they can alternate.
As a full time worker under the new proposal, I would be unable to use my local library at all anymore.
Tier 1 - could open from 10 - 3 on Sundays, there is a need for longer hours. Tier 2 could start to open on Sundays. West Drayton could open later, as Ive seen many people/ adults/ teens/ children/ working professionals try to return books or use the library there and been surprised that it closes at 5pm - its should open until 6:30 at least
Limits access to school libraries such as NW Hills for students who may require access to resources
The lack of evening opening impacts young carers and other children without IT access for doing their homework and returning it online to school
This sucks - making these libraries less accessible will only make people less likely to use them. Then there will be all the data needed to close them one by one. The value of a local library cannot be assessed quantitatively.
Uxbridge Library - tier would suit. West Drayton Library may effect our use of the service based on days.
Although it's not ideal to have some libraries closed for whole days, should it improve their running & funding I'm sure it will be acceptable... it would be nice to see more libraries open on a Sunday and closed one day in the middle of the week to afford those who work 9-5 in Central London the ability to visit the library on days they have off and have the time to use the libraries resource on more than just a Saturday
I oppose ickenham and eastcote libraries losing a day of the week
I am against the tier system. My family and i love our ickenham library and i think shutting it is wrong forna day a week. Its is such a essential asset to our community
I really object to the library service reducing the opening times. I use eastcote library and also ickenham library with my grandson and shutting one daya week will impact on my.ability to do that.
Need to keep libraries open. Not enough children are reading books and this is therefore not promoting this
if the hours are reduced then maybe provide the ability to return books after the library is closed? Like a letter box slot. I think the main concern is librarian's jobs with the reduced hours
I would love to see West Drayton open more. Lunchtime closing has prevented me using it on several occasions.
This will only hurt the lower tier libraries.
Libraries in tiers 2, 3 & 4 quite clearly need to publicise their existance and utilise themselves more available to local schools. Encourage a partnership programme to involve local residents. NOT to just give up and close partly.
It's good but there's not really any point keeping smaller libraries open if they are only open at certain times, the best ones are Botwell and Uxbridge which it makes sense to be open more
By having different opening times the user has to remember what they are or has to remember to check the website. Currently I can go in any day without checking whether the library is shut that day.
Very pleased to see Ruislip Manor open most of the week

Tier 4 would mean families with school age children will no longer be able to use the service as many of them go to library right after school on their way home. Opening times like those proposed means my local library will probably end up being closed altogether as the only people who can visit these branches will be OAPs and parents with babies or toddlers.
i would have expected uxbridge library to be open for longer hours on a sunday. i think a closing time of 1pm is too early
No - all libraries should remain open. Even smaller libraries could remain open with one f/t or p/t professional and the use of many volunteers - if you advertised for them?
It would be good for some libraries to be open later into the evenings.
Keep South Ruislip open 6 days a week.
I live in a rural community - once the tier system, especially 3 & 4 come into play it is only a matter of time before the services are cut further. DO NOT support this system.
You already seem to have made up your mind about which libraries are to have a one day closure! What has been the point of the taking half an hour to fill in this survey to the best of my 83 year old ability! Ickenham should be a Tier 2. It is better than Oak Farm for example. See my responses to question 26.
This highlights where the requirements, understanding of resources exists.
I do not think it is fair for the council to want to close South Ruislip library for 1 day leaving us with only 5 days when Ruislip Manor and Manor Farm have 6 days a week. Does that seem fair on the people that live South Ruislip. NO!
Not sure if 1-2pm closure a good idea
Some areas have no other options for IT, printing, and scanning. These are the only spaces that provide free access to read, socialise, and work without buying a drink.
Harefield is cut off from the other areas due to poor local transport, HS2 cutting up and closing off our roads. Harefield should be Tier 1 & 2.
The opening times in both Tiers 3 & 4 only give people working normal full time hours Saturday to visit the library. You are effectively forcing reduced use of the libraries.
The tiered approach does seem a bit confusing. I don't think it would be effective to make Mondays a closed day for libraries as that seems to be a busy day as residents want to use the services after most libraries are closed on a Sunday.
I don't approve of the one day a week closure & feel strongly that all libraries should remain open, especially those in Tier 4. These are community hubs with regular visitors of all ages, some would find it difficult to travel to other locations. Also the cut in opening hours will cause problems, particularly on Saturday afternoons.
I am very surprised that South Ruislip library hours are proposed to be much reduced. This library serves such a large population and many primary and secondary schools. It should be opened more, not less. It provides a vital resource to the local community and was heavily invested in before Covid. It would be a waste to not use the building more
Please do NOT close Ickenham library for a day. If necessary move it to another tier
I don't like lunchtime closing.
My local libraries south Ruislip and Eastcote, both in tier 3 giving me less flexibility in visiting times.
I would like more of the tier 3 and 4 libraries open as they also support vulnerable local residents and those residents are not able to access tier 1 and 2 libraries.
I am against the decommissioning of Harlington Library as it is our closest and we love the staff and atmosphere
I would rather tiers 2&3 were combined with the tier 2 opening times
Would prefer if South Ruislip library belonged to tier 2, as it is near Queensmead school and many students would like to study in a library
Do you have research on whether people do transport themselves to another library if their local isn't open? That would be the only thing to consider, because if my local was inaccessible, I just wouldn't go to one at all.
As a resident close to a tier 3 library I am appalled at the attempt to reduce open hours and fundamentally disagree with the tiered system. The library should be open all week for all visitors
Reducing days at Ickenham library should not happen as it will reduce access for local children and the local community happen

Ickenham Library is very important to the local community
I am most disappointed to see Ickenham Library may become a Tier 3 Library and would oppose this.
How will these opening times be advertised to local residents? This looks like a recipe for confusion
Often people with the most need have fewest options when it comes to working hours/free time. Please include one later opening in Tier 4 and an alternative lunchtime one day a week in Tiers 3 & 4 to allow greater flexibility.
My local library is Harefield. I work weekdays with a lunch break 1 to 2pm. It is difficult enough now to visit the library as weekdays it is closed when I can visit and closes before I finish work. Reducing the hours on a Saturday will have an impact on workers as it reduces even more the opportunity to visit Harefield library. Before lockdown a reading group met on Thursday evenings as it was open until 7pm. On Saturday afternoon a group of older adults met for FLASH. They have tried to restart it but as the library is only open 2 to 4pm on Saturday it has not been possible. If you go ahead with the suggested opening hours it will mean this can never restart. The elderly people who came along found it a very enjoyable and social afternoon. I feel that reducing Harefield library hours will be to the detriment of adults and elderly people. As usual, the unique position of Harefield within the borough is being totally overlooked and ignored. At least consider Harefield for Tier 3 so that working people have an opportunity of greater use of facilities
First, local authorities were provided with resources to respond to a pandemic (admittedly a flu one, but the track and trace system would have worked fairly similar), how was this budget spent? Second, there was never a proposal to remove lunch time opening so claiming that this strategy is to allow libraries to open without one is disingenuous at best. What happened to Hillingdon's surplus budget that the former leader repeatedly mentioned? If this was a big asset, why is Hillingdon struggling financially while other local councils aren't? What happened to the proposed refurbishment? Has that been scrapper? As you promised that all libraries would be refurbished and you want to present reliable information, will the failure to do so be publicly acknowledged? When? For the tier 1 libraries this is actually a reduction in hours from prior to Covid. Will you be providing data on how much you've already cut opening hours? You previously mentioned that you'd be taking demographics into account with the opening hours but have not mentioned it here? Is that no longer considered? Why not? How have you differentiated between performance data for residents/non-residents to make sure these services are aligned to the needs of residents?
All we have these days are Cuts, Cuts and yet more Cuts and everything going "Up, Up, Up". So, we have "More 4 Less" ..... Hillingdon council prides itself on having 17 libraries – not anymore. Despite an extensive refurbishment programme library opening hours have been slashed. The lunch time closure of several branches has been made permanent, even though it has never been clearly advertised to residents... and many branches face queues before and after closing for lunch. And librarians must ask people to leave for one hour, (even students and the technologically disposed). Thus, the Conservative Council and Cabinet have caused confusion not community. What's more expensive coffee machines at a total cost of over £250,000, (a Quarter of a million Pounds), {Repeat} placed in all the libraries to make them more like community hubs are never used in many branches. What another waste of Taxpayers Money, just like it has done previously on various protest groups and now the Judicial Review on ULEZ. The only people who are benefiting on all these litigations and appeals are the Barristers, Lawyers and the people in suits. They have even used OUR own Borough Solicitor to give advice & file a Judicial Review on behalf of several other Councils.....? With the closure of one branch proposed in Pinkwell Ward and other branches closing for a whole day each week. Are the Conservatives moving towards thinking they have far too many libraries? I have not even scratched the surface of cuts they wanted to make like the Early Years Centres, Bowls Clubs etc; the list is endless. Is this the start of cuts before closure? Not content with their savage cuts, there is the very harsh budget with everything going UP: Including but not limited to: Council Tax; Residents Parking; Crematoria; Local Fees etc etc. From the cradle to the grave. SO, I say no to: "Cuts, Cuts, Cuts" and getting "More 4 Less". All that it is doing is making sure that - "Residents Come Last"
4th Tier library should be open 1 day until 7pm
I think the library at West Drayton should be in Tier 2, the staff are very welcoming nothing is too much bother and like the fact they welcome over 60's Knit and Nat.
Although the pre-covid library upgrade were welcome, I feel it is possible the funds were spent to hastily and should have been directed towards practical requirements.
West Drayton should keep the presenting hours. Closing for 1 day a week will not help older people or parents and children
No cuts in hours. 10am why? 3 hours on a sunday is a waste of time. Have you consulted with the union?
Tier 3 - Ickenham Library I am sure the current days and times would work more efficiently. I cannot believe there would be any reason to remain open until 7pm, even on one weekday.
Please ensure adult education facilities continue to be available at South Ruislip ( plus any others affected by partial closure)
Very sad to see Ickenham relegated to a library which will face closures. I used the library a lot when I was on maternity leave but there were no events to draw people in with children unlike Uxbridge library. But that session was overly full so I didn't like going there. There needs to be investment in event running or a job created for library events manager.
Very sad that this has to happen as it reduces access

No service in the borough after 7pm?? What about working parents who need to support school homework and encourage use of a library. What about the person who urgently needs to print something? I think there should be one late night on the flag ship libraries they could coincide with use of meeting room use or clubs
Its rubbish
More people may use Harlington library if it moves out of the school. Where are the councillors for the Pinkwell ward going to have their fortnightly surgery.
This is not a positive proposal. Residents should be encouraged to use the local services.
Well done Keep It Going ❤️ We Love Our West Drayton Little Library, Best Place to go ! I never Regret to go there, always Happy, Positive Staff, Very Helpfull, Cheerful We Need it all In these days.Can not Thank You Enough, For All that work You done and Doing as for Us Grownups Us, as for Children.Great Thank You.
Don't do it , it's a slipper slope & Hillingdon council will use the data to close them. Before people get use to the new timetables . Experience staff will leave which will leave the service short & it gives the council an excuse to sell of the service or privatise it. We see you Hillingdon council STOP cutting services it's our money that funds library's not yours.
It's hard to believe any changes will increase access, there's real concern these new approaches do the opposite
I would prefer all the libraries open on all weekdays (possibly with reduced hours for Tier 3,4) and Saturday.
Harefield is a village, separated from any other Library in Hillingdon. In order to support the strategy it is ESSENTIAL that Harefield library is open every day. The impact of closing the library for one day a week and reduced hours will impact the well being and services offered to the local community.
The tiered approach is inconsistent with the strategy. We live in Harefield which is a village. Closing the library one day a week and reducing the hours will have a negative impact on the wellbeing of the Harefield Community. There is no easy access from Harefield to other Hillingdon libraries.
It considers the usage and areas. It means that all areas of the Borough are served by a library, with good coverage. If you rashly need to visit a library on the day your most local one is closed there is another close by accessible via a range of transportation
I can't comment specifically on the proposal as we only use the Uxbridge library, Iwoukdbe concerned if people in tier 4 were not able to access vital services.
4th Tier library should be open 1 day until 7pm
Ickenham Library should be in Tier 2 at least. If this consultation has any credibility then this should be considered. The library os a;waus busy and is regularly used by various people whenever I visit.
Ickenham Library is well used, central to the village hub with easy parking so why downgrade to Tier 3? The staff are knowledgeable and helpful
Ickenham library is so busy all the time that it is in the wrong tier. It does not make sense! I think you have your data all wrong! Needs to be open more not less!
Our nearest library is Harefield and my 3 year old asks to go every week. He loves choosing his own books and absolutely loves the staff. I am fully on board with reducing the hours if it means we can keep our lovely little library.
Not sure at the moment
Please see comments at no 26. I would like to see a commitment for periodic reassessment of tiers and opening hours and perhaps a minimum number of hours that all libraries will be open.
It see,s alright
Without any late opening, tier 4 libraries are doomed. 6 hours a day (split) per 4 days, plus 4 hours on a Saturday makes them inaccessible to anyone in full time employment. Tier 4 libraries all operate within the opening hours of any nearby libraries in higher tiers, so they have no advantage to their use other than location (near to home) so you will inevitably drive usage to other tiered libraries. This does not indicate a desire to deliver services widely or to seek to engage in greater library usage.
Tier 3 and 4 are not open enough hours
Why can't tier 2 close one day in week and open on sun
West drayton library if its closed on one weekday. Than opening hours on saturday should be till 4pm so that working people who cannot access library over weekdays can utilise it fully on weekend.

<p>West Drayton Library has recently been renovated. It has a beautiful space outside that people with no outdoor space can utilise. The staff are professional, polite and helpful. The library should be open from 9 am till at least 5 pm Monday to Friday and Saturday till 4pm. Also, the Uxbridge Library should be open longer on Sunday as it's perfect location ( close to the tube, buses and university) is used by students.</p>
<p>It's interesting that the most compromised libraries are in the south of the Borough; traditionally the less affluent area of LBH. Please consider the impact that this will have on people in some of these areas.</p>
<p>It's a bit sad that Eastcote library will be shut one day. It's a great little library for my kids</p>
<p>5pm close time restricts those who work full time or commute. Some trained/vetted DBS checked volunteers could help resources across the areas.</p>
<p>I'm not sure why the libraries have to close at lunchtimes. Surely this is a time some people can access them, during their lunch break. Perhaps vary times more in the middle of the day.</p>
<p>I can see the logic behind this, although where hours are cut I'd prefer that they cover times which would enable them to reach a wider range of users. So 10-1 and 2-5 both only serve people who are at home during the day, whereas if you opened the same number of hours but 1-7pm, you would still provide a service for those people, but could also reach working people and schoolchildren needing a homework space.</p>
<p>The PDF draft strategy document is flawed by not including this information. Also the 'ambitions' question that refers to the tiers would should have followed this explanation. Sadly a wasted opportunity due to to incomplete draft document and poorly configured online questionnaire</p>
<p>Northwood Hills library is right beside a school. Surely it should be open for longer hours?</p>
<p>It is imperative that Northwood Hills library should remain open in the lunchtime, especially taking into account close proximity of 2 secondary schools and numerous Nurseries and play groups which children and parents look forward for. If it's practical opening on Sunday for some hours.</p>
<p>No</p>
<p>I visit West Drayton library very regularly and am appalled that it is planned to close on one day a week and Saturday afternoons. It is a very pleasant space since being refurbished, the computers and study tables are very well used with designated plugs for devices; and many families with young children visit the library on Sat afternoons. When I have visited the next nearest library at Yiewsley it is not a pleasant space - the study tables are in front of the entrance and toilet, or in the areas where people are browsing books, and there is nowhere to plug in devices. Some computers are unusable when the sun is shining because the blinds are broken, and it feels cramped, hot, noisy and dirty being right next to the pavement and very busy bus stop and main road. Unlike West Drayton, I prefer to spend as little time as possible in there. I therefore cannot understand why Yiewsley is in Tier 2 and West Drayton in Tier 4. The latter should be at least in Tier 3, particularly if Harlington school library closes, as West Drayton is stated as being the 2nd nearest after Botwell Green. I appreciate that money has to be saved but really hope that library customers' views will be taken into account and acted upon. Hillingdon has always had a library service to be proud of, in comparison to neighbouring boroughs, so I hope it will remain that way.</p>
<p>ensure that libraries within same tier in close proximity that users would access as an alternative are not closed on the same day. EG, South Ruislip and Eastcote not closed on same days, Ickenham and Northwood not on closed on same day etc</p>
<p>What will you do with the staff who are not working in the libraries that are closed on certain days of the week. Look at the age range of residents in each of the tiers to see that it will still meet a residents needs</p>
<p>These change will have negative equalities impacts - how has population needs and accessibility been accessed? Weekday closures of libraries will impact younger people's ability for after school study - early closure times mean many services will be of limited use and are being run down - this is not an accessible library service and conflicts with the council's statutory duty to maintain an accessible library service.</p>
<p>I am very disappointed to see that Ickenham library in particular will not be open on a Saturday. Saturday is the day that I visit the library. I am disappointed that library opening hours are going to be reduced. However, I am pleased to see that Uxbridge library may be open on a Sunday morning. Unfortunately this does not adequately compensate for the fact that Ickenham library will not be open on the day that I am able to use it. This will make it difficult for me to access the library service.</p>
<p>Appreciate effort to spread resources appropriately, unfortunately personally live near a tier 4 library and so would experience reduced services - concerned that this could lead to further degradation of services in future.</p>
<p>This looks like the continued beginning of the end for the previously excellent Hillingdon Library network.</p>
<p>Paraphrased as best as poss from resident's response: Please keep Ickenham Library hours as long as possible; it's already really difficult to cope with the reduced hours it's open now.</p>
<p>I think some of these tiered approaches are rather complicated, especially tier 3. The average resident isn't going to remember which day is what and could lead to frustration, and possibly stop visiting the library as it now becomes somewhat unreliable. I personally attend the Ickenham library which really goes to great lengths to be a part of the community, and it is such easy access to the village residents. I'd really hate to lose that.</p>

I don't feel tied three libraries should be closed on any weekday. Many parents take their young children to Ickenham library.
Please move Ickenham to a higher Tier
I use Ickenham Library on a daily basis
Further data required to see if libraries being closed on a Monday or Wednesday is feasible.
I know cut backs have to be made. I think this is a fair system.
As it is not always easy for elderly or disabled library users to get flagship libraries, Tier 4 libraries should not close one day. Reduce hours must be clearly displayed/ How will this affect existing staff working hours?