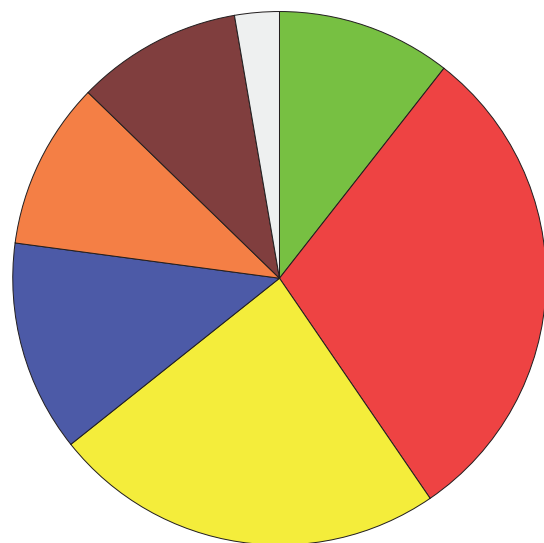


Question 1

Question responses: 1106 (94.05%)

Thinking about library services in 2-5 years time, which of the following scenarios most appeals to you? (Please tick all that apply)



	% Total	% Answer	Frequency	Count
■ Fewer, better Libraries (e.g. refurbished libraries, longer opening hours)	10.58%	10.87%	23.30%	274
■ Library buildings also used more as community hubs (e.g. meeting spaces for community groups, enterprise zones for local businesses, exhibitions and other activities)	29.87%	30.70%	65.82%	774
■ Library buildings sharing space with other services to increase access to these services	23.85%	24.51%	52.55%	618
■ Increased provision of downloadable e-books or e-audio books for loan	12.81%	13.17%	28.23%	332
■ More information for study and leisure use available online	10.15%	10.43%	22.36%	263
■ More convenient ways to access stock e.g. a click and collect service for specific items with a choice of locations for pick up e.g. from Children's Centres and Community Centres	10.03%	10.31%	22.11%	260

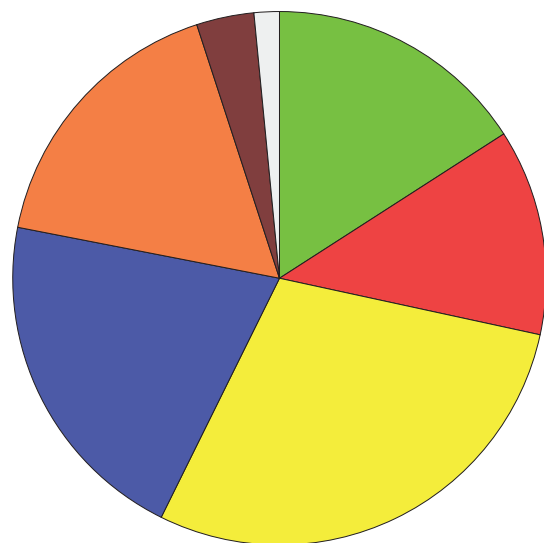
Question 1

	% Total	% Answer	Frequency	Count
<input type="checkbox"/> [No Response]	2.70%	--	5.95%	70
Total	100.00%	100.00%	0%	2,591

Question 2

Question responses: 1158 (98.47%)

To what extent do you support the introduction of "Open + technology" to enable extended opening hours at no additional cost? (Please tick one)



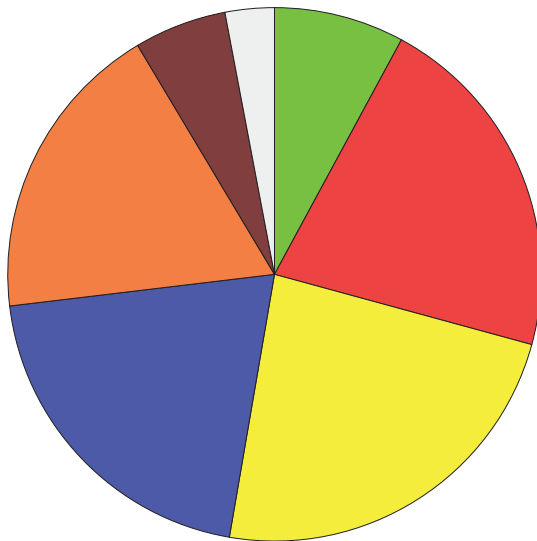
	% Total	% Answer	Count
Strongly support	15.90%	16.15%	187
Tend to support	12.50%	12.69%	147
Willing to consider	28.91%	29.36%	340
Do not support	20.75%	21.07%	244
Strongly opposed	16.92%	17.18%	199
Don't Know	3.49%	3.54%	41
[No Response]	1.53%	--	18
Total	100.00%	100.00%	1,176

Question 3

Question 3

Question responses: 1110 (94.39%)

If opening hours were extended please indicate which of the following options would encourage you to use the library more frequently? Currently only Gayton library is open on Wednesdays, Friday afternoons, and Sunday afternoons. (Please tick all that apply).



	% Total	% Answer	Frequency	Count
Opening libraries on weekdays from 8am	7.90%	8.14%	14.88%	175
Opening libraries on weekdays until 9pm	21.34%	22.00%	40.22%	473
Opening libraries on Wednesdays	23.47%	24.19%	44.22%	520
Opening libraries on Friday afternoons	20.40%	21.02%	38.44%	452
Opening libraries on Sunday afternoons	18.32%	18.88%	34.52%	406
Other	5.60%	5.77%	10.54%	124
[No Response]	2.98%	--	5.61%	66
Total	100.00%	100.00%	0%	2,216

other - opening hours

Question responses: 122 (10.37%)

Please specify



	% Total	% Answer	Count
■ [Responses]	10.37%	100.00%	122
■ [No Response]	89.63%	--	1,054
Total	100.00%	100.00%	1,176

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
13				Any option that keeps Rayners Lane branch OPEN	24/11/14 15:48	0.1	Submitted	web
59				I would like libraries open every day, all day	25/11/14 20:17	0.1	Submitted	web

other - opening hours

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
83				Happy with opening hours as they are	27/11/14 13:59	0.1	Submitted	web
105				Libraries could open later at 10 am and close at 19.00 Tuesday through to Friday. Then open 14.00 - 18.00 Saturday and Sunday.	28/11/14 15:14	0.1	Submitted	web
107				My own personal circumstances, I work Mondays to Thursdays and so the times I personally visit the library are late at night to drop off books, or Fridays when I pick up books that I have pre-ordered. I know that might not be helpful to others but that is how/when I use the library.	28/11/14 15:52	0.1	Submitted	web
118				close all libraries. morden internet is good enough and libraries have no place in morden world.	29/11/14 15:08	0.1	Submitted	web
131				Perhaps why not, with staff or not 'rotad' to cover	01/12/14 10:34	0.1	Submitted	web
135				Only in Hatch End	01/12/14 11:07	0.1	Submitted	web
136				Nice family hire at weekends	01/12/14 11:14	0.1	Submitted	web
141				We need this place for literacy	01/12/14 11:35	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
152				Do not need increased opening hours	01/12/14 12:39	0.1	Submitted	web
154				Sunday opening	01/12/14 12:45	0.1	Submitted	web
163				Open libraries all day 24/7	01/12/14 14:08	0.1	Submitted	web
166				Having irregular late evenings at different libraries	01/12/14 14:23	0.1	Submitted	web
224				To leave libraries open every day	05/12/14 13:11	0.1	Submitted	web
225				What cost saving would be effected by closing Gayton Library on a Sunday? Friday opening times to be in line with other opening days, i.e. to 8pm	05/12/14 13:19	0.1	Submitted	web
233				Extended hours would be nice, but accessibility is crucial. It is no good having a library open all hours if half the Borough's population can't get there.	05/12/14 14:24	0.1	Submitted	web
272				You could rotate late opening between all the libraries so that there is one open later every night. especially at exam times when kids may require quiet areas to be more accessible.	08/12/14 13:39	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
279				At Hatch End current opening hours are satisfactory	08/12/14 18:10	0.1	Submitted	web
310				Keep Rayners Lane open even if reduced hours	10/12/14 11:55	0.1	Submitted	web
312				The hours are fine as they are, would rather shut Gayton on Sunday to save money than extend hours	10/12/14 12:06	0.1	Submitted	web
318				Hatch End opening times suit me fine	10/12/14 12:47	0.1	Submitted	web
319				Current times are fine	10/12/14 12:52	0.1	Submitted	web
320				as present	10/12/14 12:56	0.1	Submitted	web
321				The libraries should be open everyday 8am to 8pm for everyone's convenience	10/12/14 13:05	0.1	Submitted	web
322				Open weekdays during school holidays with children's programmes	10/12/14 13:22	0.1	Submitted	web
326				Existing opening hours are satisfactory and extended opening could be costly with limited extra use (if any).	10/12/14 13:59	0.1	Submitted	web
338				Local libraries should have a rotational timetable so libraries in the community are accessible.	11/12/14 10:17	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
343				Standard opening hours 9am to 7pm with Wednesday closure/no Sundays	11/12/14 11:15	0.1	Submitted	web
345				Opening libraries until 8pm on all week days	11/12/14 11:58	0.1	Submitted	web
354				Happy with present library hours which is Wednesday closed but Tuesday and Thursday 8pm and Saturday 5pm	11/12/14 12:57	0.1	Submitted	web
364				Libraries should be open 7 days a week	11/12/14 13:57	0.1	Submitted	web
406				Especially Pinner library (Weds)	15/12/14 11:59	0.1	Submitted	web
408				Opening libraries Mon-Sat 8am - 5.30pm	15/12/14 12:07	0.1	Submitted	web
409				Better Sunday morning opening rather than afternoon. Sunday afternoon opening (at Gayton) cut across people's Sunday afternoon family and personal activities such as visiting relatives, going to exhibitions, etc.	15/12/14 12:24	0.1	Submitted	web
422				None of the above would encourage me/you to use the library more frequently because I am a pensioner and can adapt to the opening times on offer	17/12/14 10:01	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
426				Important to have staff during most parts of the day even if it were to open for longer with it being unstaffed with higher technology	17/12/14 10:22	0.1	Submitted	web
427				When I was working I would have loved the library to be open on Sundays but I realise this would be expensive. If it means either opening longer hours and closing libraries or keeping the current opening times and not closing libraries I would vote for the latter option.	17/12/14 10:30	0.1	Submitted	web
455				I am happy with the opening hours of my local library in Pinner	18/12/14 11:00	0.1	Submitted	web
458				I am a very regular user of our local library and don't think extended opening hours would make any difference to me.	18/12/14 11:09	0.1	Submitted	web
465				Libraries should remain open at least for 10 hours daily and all recently introduced charges should be scrapped. Money can be found by abolishing imperialism, militarism, capitalism and introducing strict human control.	18/12/14 12:14	0.1	Submitted	web
473				Opening hours from 9am on Sundays in addition to the normal hours	18/12/14 12:47	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
474				Do not close at all on Thursday - as intended. Why do all the libraries have to close on the same day? Surely different day openings give something open in the borough every day.	18/12/14 12:57	0.1	Submitted	web
478				To access library services for example - 10.00 to 19.00 Monday to Wednesdays increase hours of opening for rest of week.	18/12/14 13:26	0.1	Submitted	web
479				Sometimes while using a library for study (reading, writing, on a computer or doing artwork) I am interrupted when it's announced that the library is soon to close since it's almost 5pm when I'm absorbed in my work. I'd get so much more done were there late opening till 9pm, than when I have to return home. The library is a much more suitable environment, I find, than trying to work at home.	18/12/14 13:46	0.1	Submitted	web
487				My local library is Gayton which is always open when I want to use it. Therefore increased opening hours would not result in more frequent use by me. I never use it on a Sunday, so closure on Sunday afternoons would not affect my useage.	18/12/14 16:04	0.1	Submitted	web
510				current opening hours suit me	22/12/14 18:19	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
515				I'm a student so I'd still like to use the resources	22/12/14 22:27	0.1	Submitted	web
527				As I am retired I am able to use the services as they are at present Sure what you are proposing will increase costs. unless you intend to drastically reduce the number of staff	24/12/14 15:16	0.1	Submitted	web
551				I am quite able to tailor my needs for the library to suit the opening times	29/12/14 21:37	0.1	Submitted	web
553				On Sunday afternoons family can spend quality time together doing interesting, safe, educational and creative activities	29/12/14 21:55	0.1	Submitted	web
557				Working people must be given time to visit. Publicity important.	29/12/14 22:20	0.1	Submitted	web
571				Different libraries within borough open covering seven days a week so there is access on a daily basis.having all closed n a Friday afternoon is a nonsense.	30/12/14 08:04	0.1	Submitted	web
589				Conversely cutting hours would discourage me from using. I currently use Roxeth library and do so when shopping as I need to travel by bus, if it was only open for the hours indicated on page % under savings	30/12/14 22:44	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				proposals it would be very inconvenient and I might stop using it.				
590				Open the library from 11am till 7pm	30/12/14 22:45	0.1	Submitted	web
605				Only if all libraries are included. There should be no reduction in hours, stock and services and more staff to re-instate the library service.	01/01/15 08:52	0.1	Submitted	web
617				i believe that the library service would be more accessible and hence more used, if normal opening hours were afternons and evenings. I would like to see some time related attendance figures (these should be available form borrowing records) to understand if this was supported by the stats.	01/01/15 22:58	0.1	Submitted	web
627				See item 13 later where I suggest you consider new opening hours in the event of shorter opening hours due to potential cutbacks. Gayton should be open every day as at present but branches could all be open as follows: Open Thursday, Friday, Saturday 9am-8pm; closed Mon, Tue, Wed. This would clarify when all branch Libraries were open and would enable you to keep all branches open and not close any. At present it is confusing having	02/01/15 15:47	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Libraries open different days instead of blocks of days				
629				I expect the library to be open from 8 to 8 every day. Staffing is a separate issue.	03/01/15 15:38	0.1	Submitted	web
648				The timings in North Harrow library are quite acceptable	04/01/15 22:52	0.1	Submitted	web
653				I am a more regular user now but, when working, I found it hard to work out when the library was open. Daily would be better (excluding Sunday)	05/01/15 07:29	0.1	Submitted	web
657				Short stay parking restrictions would be the biggest encouragement. Mollison Way is a commuter car park!	05/01/15 08:26	0.1	Submitted	web
661				Current hours are satisfactory	05/01/15 08:39	0.1	Submitted	web
674				I go to the library whenever I need a book, sometimes more than once a week, sometimes less.	05/01/15 21:51	0.1	Submitted	web
678				I am happy with the present opening hours	05/01/15 22:06	0.1	Submitted	web
687				All day opening on Saturday to say 5.00pm.	07/01/15 07:59	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
716				My father is old and not understand English, it is difficult to find the register so any Gujarati library staff help them	07/01/15 13:34	0.1	Submitted	web
724				Opening libraries some days at 8 am eg Wednesday and Fridays	08/01/15 15:42	0.1	Submitted	web
731				Children need these places to study when unable to do so at home.	09/01/15 10:51	0.1	Submitted	web
734				Sunday mornings	09/01/15 11:11	0.1	Submitted	web
736				No extension	09/01/15 11:27	0.1	Submitted	web
737				you do not put anything about opening on Saturdays	09/01/15 11:30	0.1	Submitted	web
738				Libraries must be staffed at all times	09/01/15 11:30	0.1	Submitted	web
739				I use Gayton library therefore I would like extended opening times - 9am to 9pm or even 10pm.	09/01/15 11:49	0.1	Submitted	web
747				None of the above, I think hours are ok at present	09/01/15 14:20	0.1	Submitted	web
788				As most employed people work 9-5 having closing hours that extend beyond 5.30 would probably mean I'm more likely to use the library	12/01/15 11:27	0.1	Submitted	web

other - opening hours

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
799				Current opening hours work very well with two evenings a week and a Saturday. They could even be reduced, e.g. one evening and Saturday all, Just don't close my local library!	12/01/15 12:15	0.1	Submitted	web
804				Start time being from 8;30	12/01/15 17:09	0.1	Submitted	web
806				Open all day every day. Getting some books would help. Open the Civic Centre Library and the Gayton Library in original locations with adequate free parking.	12/01/15 17:28	0.1	Submitted	web
832				weekend 8-8	13/01/15 09:24	0.1	Submitted	web
844				None of the others. I feel libraries should be online. Council should make money by turning them into commercial buildings.	13/01/15 18:27	0.1	Submitted	web
854				Current hours meet my needs	14/01/15 10:14	0.1	Submitted	web
856				Libraries should stay open all days of the week.	14/01/15 10:20	0.1	Submitted	web
864				As I am retired I can use the library within the existing hours comfortably	14/01/15 11:06	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
866				They should never have been closed on Wednesdays and Thursday afternoons in the first place.	14/01/15 11:24	0.1	Submitted	web
878				I think library should be open Mon-Fri normal hours 9-6 and maybe two days early/late hours	14/01/15 13:01	0.1	Submitted	web
887				Sat and Sun open til late (10pm)	14/01/15 14:06	0.1	Submitted	web
889				Due to work hours, it would be nice to have libraries open a bit later	14/01/15 14:16	0.1	Submitted	web
895				Close all libraries	14/01/15 18:19	0.1	Submitted	web
900				Regular opening hours daily. The current system of closing Wednesdays and other days at different times cause confusion. Opening from 8 am I feel is unnecessary as is staying opening every night until 9 pm but one or two nights could be helpful.	15/01/15 07:31	0.1	Submitted	web
920				Favour opening libraries from 9am - 6pm, Monday to Saturday and half day morning time on Sundays, say 10am-3pm	16/01/15 12:44	0.1	Submitted	web
929				Also reinstate the Civic Centre library, which was a good resource. We were conned.	16/01/15 13:50	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
938				9-5 opening is sufficient	17/01/15 07:19	0.1	Submitted	web
984				Monday to Saturday 9am to 6pm	19/01/15 11:40	0.1	Submitted	web
986				Libraries should be open on weekdays and weekends as well.	19/01/15 11:50	0.1	Submitted	web
988				None of the above. Current hours at North Harrow are adequate	19/01/15 11:58	0.1	Submitted	web
989				Hours ok as they are	19/01/15 12:01	0.1	Submitted	web
1004				I depend on the mobile library bringing books to me.	19/01/15 13:27	0.1	Submitted	web
1033				Computer stop freezing.	21/01/15 11:35	0.1	Submitted	web
1046				If the computer speed was faster, it would be much better.	21/01/15 14:55	0.1	Submitted	web
1054				Not really relevant	21/01/15 16:21	0.1	Submitted	web
1069				Or, keep the number hours as at present but libraries 1,2,3 closed Monday - Libraries 4,6,8,7 closed Tuesday - Libraries 8,9,10 closed Thursday All open Weds 9-8 and Fri 9-8.	22/01/15 11:02	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1071				I only use Gayton library, so it's current opening times suits me.	22/01/15 11:15	0.1	Submitted	web
1073				- whatever number of hours per week are chosen for a given library - spread the hours evenly over the week - the same opening & closing times each day. - Libraries open every morning, afternoon & early evening (not necessarily as late as 9pm or as early as 8am) INCLUDING PUBLIC HOLIDAYS.	22/01/15 11:48	0.1	Submitted	web
1099				Opening the libraries from 9am on Mon-Fri and have half days Saturdays	22/01/15 21:50	0.1	Submitted	web
1102				I really think the library will give better service if it is open every day.	22/01/15 22:03	0.1	Submitted	web
1105				Libraries should be open all day every day	22/01/15 22:16	0.1	Submitted	web
1111				But NOT unstaffed. Need a full service all the time. Borrowing is only a small part of a library service.	23/01/15 10:28	0.1	Submitted	web
1131				none	23/01/15 12:04	0.1	Submitted	web
1138				Libraries should be open between 9-5/8pm at least 4 days a week and Sat 9-5pm	23/01/15 12:35	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1139				Can open libraries from 10.30/11am til 8pm is fine as Pinner library is always crowded.	23/01/15 12:40	0.1	Submitted	web
1141				Recognise this is a balance of accessibility vs resources. Open + technology could help but only if staff available at core times - Saturdays til 6pm.	23/01/15 13:16	0.1	Submitted	web
1145				If libraries are open on weekdays only from 8am to 9pm it would cover most people's enough time to visit and give staff their weekends much deserved time off.	23/01/15 13:47	0.1	Submitted	web
1147				Open all libraries until 8pm	23/01/15 13:55	0.1	Submitted	web
1150				Opening libraries on weekdays from 9am til 6pm and also on Saturdays as well.	23/01/15 14:12	0.1	Submitted	web
1152				I strongly support libraries being open every day of the week and until late as I sometimes find that it is too late after work. So if open until 9 it would be easier.	24/01/15 21:51	0.1	Submitted	web
1154				I would like libraries to be open 7 days a week.	24/01/15 22:05	0.1	Submitted	web

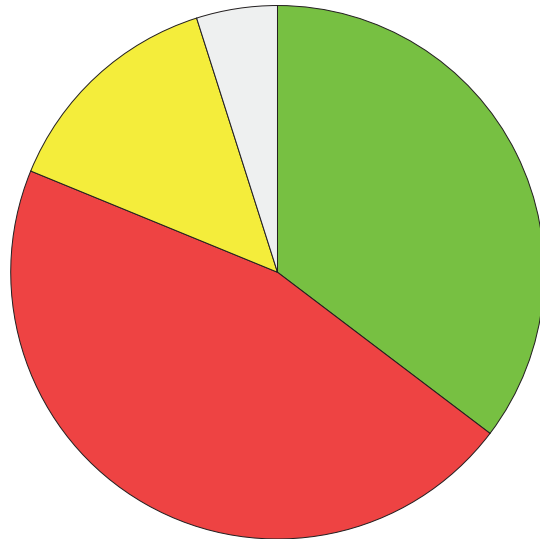
ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1155				Support the opening til late, as it would be ideal to visit the library after work.	24/01/15 22:18	0.1	Submitted	web
1159				No change	24/01/15 22:39	0.1	Submitted	web
1160				Keep as is!	24/01/15 22:45	0.1	Submitted	web
1170				Opening libraries on weekdays between 8pm-9pm for adults only, as I think young people should not be encouraged to be out too late and that 8pm is a good time to close.	25/01/15 22:28	0.1	Submitted	web
1171				On the whole I am happy with current opening hours. I do use Sunday opening at Gayton but overall happy with current system.	25/01/15 22:34	0.1	Submitted	web

Question 4

Question 4

Question responses: 1103 (93.79%)

If a member of staff was not available when you visited the library what would be your main concerns? (Please tick one and specify below)

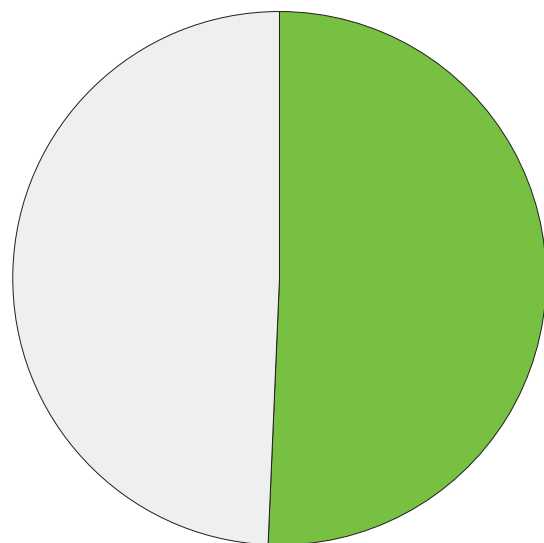


	% Total	% Answer	Frequency	Count
Health and Safety	35.33%	37.15%	44.73%	526
Getting the information you require	45.87%	48.23%	58.08%	683
Other	13.90%	14.62%	17.60%	207
[No Response]	4.90%	--	6.21%	73
Total	100.00%	100.00%	0%	1,489

Question 4a

Question responses: 596 (50.68%)

Please specify



	% Total	% Answer	Count
■ [Responses]	50.68%	100.00%	596
□ [No Response]	49.32%	--	580
Total	100.00%	100.00%	1,176

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
2				Library staff is needed when there are any problems with issuing books, book search, advice. Non-library staff (a guard) will not be able to help.	24/11/14 11:23	0.1	Submitted	web
3				You would be using the self service kiosks ,library users regularly need	24/11/14 13:16	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				help with these, if there are no staff on duty there will obviously be no one to help with this. What is to stop the library stock being stolen or vandalised or the library being used for smoking/drinking etc. CTV cameras will need to be installed plus presumably an on site security guard all at extra cost				
5				All kinds of people attend Harrow Libraries. Staff are trained in how to deal with problematic people through previous experience. I know that I have been in a library where a member of the public had come in to the library intoxicated, the member of staff was able to deal with the situation effectively, and a major concern is if there is no one there then i would feel unsafe.	24/11/14 13:25	0.1	Submitted	web
9				Library staff are usually essential to locating a book or providing information on subjects or loan periods.	24/11/14 14:16	0.1	Submitted	web
11				Having seen how some people act in the Library when they cannot be seen, it is imperative that there is always members of staff available.	24/11/14 14:27	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
12				If i can't find the information I need or there is a book that is torn, or a nuisance issue I'd like to speak to someone. A hotline number where we can call to report this would be useful.	24/11/14 14:29	0.1	Submitted	web
13				NONE - Any option that keeps Rayners Lane branch OPEN	24/11/14 15:48	0.1	Submitted	web
14				Inappropriate and potentially dangerous behaviour could occur. Theft of materials and vandalism is a possibility	24/11/14 16:30	0.1	Submitted	web
15				None	24/11/14 17:35	0.1	Submitted	web
18				If there were an incident of any kind accident, crime or an assault library users would be vulnerable.	24/11/14 18:38	0.1	Submitted	web
19				Stock would go missing	24/11/14 18:44	0.1	Submitted	web
21				Personal safety. Would feel vulnerable if only me and a man was on premissis.	24/11/14 20:03	0.1	Submitted	web
28				Acessing computers - including accessing Council services online now that you are attempting to channel shift away from Access harrow. buying Visitors permits for CPZ. General	25/11/14 10:32	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				advice on services - the feeling that someone cares.				
29				I would be concerned about personal safety and appropriate use of library facilities. Without a visible staff presence and the knowledge that inappropriate behaviour would be quickly challenged, it is likely that large, noisy groups would gather in parts of the library, which can be very intimidating to other library users. Having worked in libraries in the past, I know from experience that the areas that were out of staff view had regular problems with customer behaviour and vandalism.	25/11/14 10:41	0.1	Submitted	web
31				Support with printing or logging in problems. Just getting general information and assistance around books.	25/11/14 11:02	0.1	Submitted	web
32				I would be afraid to attend it not knowing who is in the building.	25/11/14 11:19	0.1	Submitted	web
34				Theft of and damage to resource.	25/11/14 12:07	0.1	Submitted	web
35				Being in an unstaffed building alone with strangers, especially when dark.	25/11/14 12:44	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
36				intruders, people who are in and chose to misbehave	25/11/14 12:56	0.1	Submitted	web
37				Part of the experience of using the library is the personal interaction and access to the librarian's knowledge and expertise. Our society is already becoming impersonal with the increasing use of technology and there have been many concerns expressed about the need for social interaction and its importance.	25/11/14 13:18	0.1	Submitted	web
40				Locating information that you need.	25/11/14 14:44	0.1	Submitted	web
45				No particular concern (which should have been one of the options above)	25/11/14 16:17	0.1	Submitted	web
48				Assistance for those that need verbal help	25/11/14 16:45	0.1	Submitted	web
49				If someone falls sick or unruly behavior. No being able to find what you want	25/11/14 16:48	0.1	Submitted	web
50				someone available to ask for information plus on-line access	25/11/14 16:59	0.1	Submitted	web
52				No concerns	25/11/14 17:58	0.1	Submitted	web
53				Theft of stock.	25/11/14 18:18	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
54				The library staff are an essential part of a library service. They should provide knowledge of both general reading and also reference services. E-books are not an essential part of a library service. General atmosphere would deteriorate if too many meetings were continuing.	25/11/14 18:39	0.1	Submitted	web
56				Sometimes i need help with the computer and the staff are very helpful. I also sometimes just need to talk as i have been unwell and the library has been an immense social resource for me and the staff have been very accommodating to me. also the library has been great for young children and encouraging their reading by providing incentives and encouragement.	25/11/14 19:25	0.1	Submitted	web
58				The staff at Hatch End library are always very helpful. Without them we would not be able to ask for help.	25/11/14 19:54	0.1	Submitted	web
60				Have a volunteer anywhere in the world access by Skype 24 hours to give advice on books and resources. Add a forum of library users an online book club and online reviews. Buy and sell books like in Oxfam to raise money. Run English language lessons in the library. EFL. ESL. Allow start-up	25/11/14 20:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				businesses to use corners of the library for a one-on one meeting for about £10 an hour including two cups of coffee. Allow Starbucks or Costa to build a cafe alongside or at the back. Run cheap computer classes for the elderly. £5 for one hour or two. Run a drop in computer workshop every morning or for one hour three times a day, or on demand.				
61				Perhaps senior citizens who have worked in libraries , wouldn't mind volunteering to do occasional stints in the library. Maybe member of public would like to order a book and the volunteer could take all the details.	25/11/14 21:01	0.1	Submitted	web
62				Why does this council have to make cuts on places that are still needed in the community	25/11/14 21:39	0.1	Submitted	web
63				Security	25/11/14 22:16	0.1	Submitted	web
65				Security of patrons and the books	25/11/14 23:49	0.1	Submitted	web
67				If you visit the library for a specific purpose and you need help it is very frustrating if there is no one to assist and you have made the effort of a wasted journey. Even if they cannot	26/11/14 08:47	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				help, at least you have an answer from a person and not a frustrated 'what do I do now!'.				
68				people coming in not really intending to use the library, but from somewhere to sit and perhaps meet others. anyone with a library card would be allowed to entre. possible increased risk to vulnerable people, who could be more easily targeted. a delay in detecting and responding to incidents i.e. police arriving.	26/11/14 10:09	0.1	Submitted	web
70				how would you order/reserve books, especially new ones? if using a computer, what would happen if errors occurred or machine crashed?	26/11/14 11:21	0.1	Submitted	web
72				Security, safety, especially for children & vulnerable adults. Also, not having anyone around to manage the area, should other users become disruptive or uncomfortably noisy.	26/11/14 13:42	0.1	Submitted	web
73				I'd feel extremely uneasy having to visit an unmanned library. At least one member of staff should be in attendance at all times.	26/11/14 15:26	0.1	Submitted	web
74				Security within the building. Maintenance of the facility. Getting information. Like going to Tesco local	26/11/14 15:56	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				with no staff at all!! Not a sensible option.				
76				The electronic systems not working correctly.	26/11/14 17:35	0.1	Submitted	web
78				If a member of staff was not available the library would seem unsafe. In addition to this the librarians have a wealth of knowledge to help with information searches etc	26/11/14 22:54	0.1	Submitted	web
80				Being disabled I need assistance if I wish to do photocopying or finding a particular item	27/11/14 01:18	0.1	Submitted	web
81				I would not feel that it was a generally safe environment with only one security member on staff, in terms of people having accidents or being under threat by other member of the public. In terms of getting the information I need, I find the staff to be very helpful, and they will often give me the information that I cannot find out from the self-service machines or from the online library services.	27/11/14 10:28	0.1	Submitted	web
83				Usage needs to be policed and the elderly and disabled need help	27/11/14 13:59	0.1	Submitted	web
84				both safety and helping find things would be equally important	27/11/14 14:06	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
89				Very visible notices setting out Frequently Asked Questions. eg. what if a book you want to borrow does not scan (in or out) - this has happened to me in the past. How would the reservation of computers work? If a customer has reserved a computer and there was someone using it when you arrive - how would you deal with this if there are no staff?	27/11/14 16:44	0.1	Submitted	web
91				Given the layout of libraries with racks of books making visibility poor, lots of spots not visible from cctv, I do not think unmanned libraries will be a safe place or a welcoming place.	27/11/14 20:02	0.1	Submitted	web
92				How would you deal with books taken from libraries outside the borough?	27/11/14 20:10	0.1	Submitted	web
93				Sometimes there could be an error in recording the status of a book, such as a new book that has not been entered on the computer system correctly, which needs the intervention of a member of staff to allow it to be released.	27/11/14 20:20	0.1	Submitted	web
97				Security in the library	28/11/14 06:35	0.1	Submitted	web
98				Children and elderly people's safety. would become meeting place for	28/11/14 09:40	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				unpleasant people..teenage gangs, drug abuser, tramps etc etc				
99				theft of property such as books and DVDs and breaking into the RFID machines, offices etc would almost be guaranteed. The decision to choose a gang riddled area like Wealdstone for this is beyond belief. Assistance for elderly library users should also be an important issue - unless of course the elderly are no longer deemed to be of any great value in this youth obsessed culture we live in now.	28/11/14 10:31	0.1	Submitted	web
100				I am not sure that the general public would all respect the use of the unstaffed areas. Vulnerable for lone women.	28/11/14 14:04	0.1	Submitted	web
102				Ideal place to attract anti social behaviour and likely to get robbed attached. Human touch important too as historic knowledge of area etc, part of the attraction of going to the library to speak to someone too, theft of items from library.	28/11/14 14:42	0.1	Submitted	web
104				It could become a meeting place for the wrong sort of of people. Drinking and taking drugs. A place for homeless to shelter. Would the computers books, and CD's disappear.	28/11/14 15:00	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				I as a female would not want to enter a building with no staff on my own whether it be a library, a gym etc..				
106				Nothing will replace a human being. i also might feel unsafe if a library did not have a single member of staff in it. (And I feel the same about unmanned stations) there are always people ready to take advantage of vulnerable members of our society	28/11/14 15:51	0.1	Submitted	web
107				(1) I just don't know if I would feel safe using a building in the evening especially when it is dark, which is not manned (2) I often ask staff to help me reserve books for me for my children from their school reading book lists which are not just on the shelf but are generally available to reserve. I cannot do this without a member of staff as the computer system is difficult to use (3) I find the online system from home, not easy to use even when I want to do a relatively simple task such as to renew a book.	28/11/14 15:52	0.1	Submitted	web
111				People may well come in not to use the library in an appropriate way. Older users may be intimidated by groups of younger people behaving loudly and therefore not be happy to come in to the building at all.	28/11/14 19:29	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
114				The assistant may be able to sign post to correct person/place.	29/11/14 10:36	0.1	Submitted	web
115				Theft	29/11/14 11:00	0.1	Submitted	web
116				Often the book readers cannot cope with books ordered from another library. A member of staff is required to issue them and then accept them.	29/11/14 12:40	0.1	Submitted	web
118				close all libraries. morden internet is good enough and libraries have no place in morden world. sell of the buildings for new homes.	29/11/14 15:08	0.1	Submitted	web
119				Anti-social behaviour in the library with no means of control.	29/11/14 17:54	0.1	Submitted	web
120				Lack of communication	29/11/14 22:31	0.1	Submitted	web
121				Fire.	30/11/14 00:15	0.1	Submitted	web
126				Maybe the check-in for books not working (e.g. barcode not recognisable)	01/12/14 09:58	0.1	Submitted	web
131				Safety (unruly elements)	01/12/14 10:34	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
132				Children attending libraries without staff around can be dangerous. I met with an accident in Ealing Road and was able to get first aid treatment from Ealing Road Library staff.	01/12/14 10:46	0.1	Submitted	web
135				Too stressful for the librarian	01/12/14 11:07	0.1	Submitted	web
139				Fire and spillages, etc	01/12/14 11:28	0.1	Submitted	web
141				At all time member of staff are to present	01/12/14 11:35	0.1	Submitted	web
142				Yes the staff was available all times	01/12/14 11:39	0.1	Submitted	web
143				Safety concerns and that there would be no one to help if anything went wrong, i.e. with the I.T. system	01/12/14 11:48	0.1	Submitted	web
146				If ticket machine does not work. Finding books and information.	01/12/14 12:05	0.1	Submitted	web
147				The card reader technology is not infallible. Particularly if you reserve books from other boroughs the books have to be processed by a member of staff.	01/12/14 12:06	0.1	Submitted	web
152				Vandalism, theft, misbehaviour. Surely you are not serious?	01/12/14 12:39	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
154				Security issues	01/12/14 12:45	0.1	Submitted	web
155				Internet access	01/12/14 13:12	0.1	Submitted	web
156				Personal safety Advice from a person	01/12/14 13:22	0.1	Submitted	web
159				Sometimes accessing the computer to search for a book is impossible without expert help.	01/12/14 13:48	0.1	Submitted	web
160				Would not feel comfortable with older children visiting the library by themselves if there were not a member of staff available.	01/12/14 13:49	0.1	Submitted	web
161				There are a diversity of people using this library, some are not using the proper function of the library.	01/12/14 13:54	0.1	Submitted	web
162				Booking a computer	01/12/14 14:03	0.1	Submitted	web
166				Absence of effective learning and information utilisation	01/12/14 14:23	0.1	Submitted	web
167				Antisocial behaviour	01/12/14 14:28	0.1	Submitted	web
168				Unstaffed libraries during normal working hours is not acceptable. Many	01/12/14 14:35	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				people need help on the computers or other information such as details on this consultation. Who would be there to stop people just taking books or computers.				
169				I find the staff at my Hatch End Library very helpful. Often they are required if the check out is not working correctly etc. They have knowledge of all library facilities. They are able to help with the provision of new books etc.	01/12/14 15:00	0.1	Submitted	web
171				ability to to display local information. Support for finding information. Aiding students.	01/12/14 18:01	0.1	Submitted	web
172				Books that have been specifically reserved from other borough cannot be taken out using the self-service machines and must be taken to the desk	01/12/14 18:46	0.1	Submitted	web
173				Finding a specific book especially if on the shelf at another library,	01/12/14 18:56	0.1	Submitted	web
177				Anti-social behaviour. I would not want my teenage son to use the library without me for fear of 'trouble' with other youngsters, etc. Also some people tend to go to the library to just hang out or even sleep!	01/12/14 22:16	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
182				Staff always helpfull.	02/12/14 15:44	0.1	Submitted	web
186				When I was told by a library staff member that they had been told not to help anyone get a book who did not have their card with them, I was totally surprised. I wanted a book and had forgotten my card and they could have accessed my details through name etc. I have no doubt this ridiculous instruction is true but it is out of line with what i experience at other libraries. I am member of westminster and chelsea where staff very helpful. With technology no need to keep rigidly to a person having to have card on them if they forget.	03/12/14 09:06	0.1	Submitted	web
187				Possibility of being taken ill and there being no member of staff to assist	03/12/14 10:14	0.1	Submitted	web
188				Info about book availability	03/12/14 10:19	0.1	Submitted	web
189				Potential theft/damage to property & stock	03/12/14 10:22	0.1	Submitted	web
190				No stadd to assist when automatic system malfunctions - it does	03/12/14 10:25	0.1	Submitted	web
195				Help on finding books and general information on book options.	03/12/14 11:05	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
196				Not being able to log onto the computer.	03/12/14 11:13	0.1	Submitted	web
202				N/A - do not often need a staff member	03/12/14 11:53	0.1	Submitted	web
203				Help with I.T. and catalogue	03/12/14 11:58	0.1	Submitted	web
208				Library staff do help me in finding the information and books required.	03/12/14 13:35	0.1	Submitted	web
211				finding books, purchasing bin bags, getting photo copies, what to do when the machines don't work, local information, access to leaflets on local groups.	03/12/14 16:10	0.1	Submitted	web
214				Drug dealing & gangs this has failed in other countries	03/12/14 20:34	0.1	Submitted	web
215				No one to control the unruly behaviour of other users Experienced some bad behaviours from other users - especially groups of students etc and staff presence controlled the situation.	04/12/14 00:27	0.1	Submitted	web
216				Library staff need to be available to help with any queries on finding information required. Also, staff (who should be trained library staff) should be in the library so all members feel safe whilst using the facilities. No	04/12/14 10:28	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				staff/non-library staff/CCTV is most definitely not the same.				
217				public misusing the space, noise especially students when studying, at least if a member of staff is visible it deters unwanted behaviour	04/12/14 11:56	0.1	Submitted	web
223				no concerns	05/12/14 13:07	0.1	Submitted	web
225				Users needing assistance, sudden illness, ability to book IT usage	05/12/14 13:19	0.1	Submitted	web
227				I feel that people could feel unsafe if there were no staff around as "undesirables" may come in and steal or cause trouble to others and also equipment in the library.	05/12/14 13:27	0.1	Submitted	web
228				I feel that people could feel unsafe if there were no staff around as "undesirables" may come in and steal or cause trouble to others and also equipment in the library.	05/12/14 13:27	0.1	Submitted	web
230				Some people may try to steal books if no staff were in place	05/12/14 14:02	0.1	Submitted	web
233				Premises could be used for drug-taking, dealing and other anti-social/illegal activities	05/12/14 14:24	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
236				It does not feel comfortable to have an open library with no staff available. It feels wrong.	05/12/14 15:10	0.1	Submitted	web
237				A lack of a trained person in the building would probably mean delays in calling the emergency services if needed. Also a human presence is a greater disincentive to anti-social behaviour than CCTV tc	05/12/14 15:25	0.1	Submitted	web
238				The unmanned libraries could become a den of vice and/or unscrupulous elements mis-using the facilities which could endanger public safety & security.	05/12/14 15:39	0.1	Submitted	web
240				Unfortunately I beleive that due to certain elements in society it would be unsafe and unwise to have the libraries unmanned - I suspect that stock, computers and buildings could be stolen or damaged, costing more in the long run than is saved on staffing costs.	05/12/14 16:14	0.1	Submitted	web
247				I have already experienced bad behaviour by students in Harrow libraries which has been dealt by library staff, who would deal with this with no staff in attendance?	05/12/14 20:53	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
248				Unfortunately not all customers would be as honest as we would like. Without staff or security personnel ,even with cameras there would be vandalism and loss of computers and books.	05/12/14 20:54	0.1	Submitted	web
252				The loss of friendly customer service and advice	06/12/14 12:14	0.1	Submitted	web
253				Theft	06/12/14 13:09	0.1	Submitted	web
258				Health and safety of children and elderly in unstaffed buildings. Danger of children/elderly being preyed upon. Availabilty and reservation of items.	06/12/14 18:50	0.1	Submitted	web
261				Librarians are knowledgeable custodians of what is in the library or can be accessed through the library system. ICT cannot take the place of actually talking to someone about what you require.	06/12/14 21:52	0.1	Submitted	web
262				Security issues. I have seen members of the public being agressive to staff - if no staff available, members of the pubolic could be vulnerable. Also, noone to check on anyone taken ill. What about theft of books?	06/12/14 22:27	0.1	Submitted	web
263				All these are iportant. I do not think I would want to visit if there were no	06/12/14 22:29	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				staff present. I would never feel safe and there would be no one to answer queries. I can imagine the books and other resources being decimated- pages torn out if not whole books, food and drink all over the place, and worse.				
265				Vandalism, inappropriate or misuse use of library facilities, potentially unsafe environment, noisy environment that is not conducive to studying. The library is not just a place to take out books it is a place that allows people to study in a scholarly environment particularly for those children from a disadvantaged backgrounds whose home environment does not facilitate a study environment.	07/12/14 10:07	0.1	Submitted	web
266				I might be concerned about unruly or threatening behaviour in the absence of staff.	07/12/14 18:23	0.1	Submitted	web
267				I think I would be frightened to use unmanned library. Plus I like to be able to ask the librarians questions.	07/12/14 21:42	0.1	Submitted	web
268				recommendation on books, things are not where you expect them to be cannot easily find out which shelf the book is on	07/12/14 21:43	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
271				Users would not feel safe, particularly in the evenings. There is nothing to stop people bringing in alcohol, smoking, etc. Even if there is CCTV, what will happen if someone is behaving in an anti-social manner? CCTV is not always a deterrent.	08/12/14 12:34	0.1	Submitted	web
272				How would you monitor theft of books if no one is there to tackle it. Security guard roles are often not up to the mark, do you start employing police during these times?	08/12/14 13:39	0.1	Submitted	web
275				Access to supplies that are only available in libraries	08/12/14 14:26	0.1	Submitted	web
276				If I needed to ask someone something I would not be able to!	08/12/14 16:07	0.1	Submitted	web
277				Libraries are a good place to spend time and be out of house.	08/12/14 16:39	0.1	Submitted	web
278				Rowdiness, cleanliness and lac of respect of others	08/12/14 17:34	0.1	Submitted	web
279				A member of staff being present is useful on occasions	08/12/14 18:10	0.1	Submitted	web
280				Security of stock.	08/12/14 19:18	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
283				Relevant information.	09/12/14 09:21	0.1	Submitted	web
284				If books are returned to the wrong place, or I can't find something or don't know how to use something I ask a librarian. Without at least one, I'd be lost!	09/12/14 09:56	0.1	Submitted	web
286				Partnering with 3rd sector	09/12/14 11:10	0.1	Submitted	web
288				Thief and criminal damage, assault etc I wouldn't feel confident using an unmanned service or allowing my children to.	09/12/14 14:30	0.1	Submitted	web
289				No concerns	09/12/14 15:11	0.1	Submitted	web
290				Security issues. Knowledge of staff and a sense of "community" - to lose staff is a fundamental resource, irreplaceable by technology.	09/12/14 15:26	0.1	Submitted	web
291				If the card was not working properly, not being to scan in the catalogue number of the book, information of where a specific kind of book could be etc.	09/12/14 16:49	0.1	Submitted	web
295				How to log onto the internet/Wifi	10/12/14 10:32	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
297				Unforeseen problems relating to health, difficult clientele, fire risks	10/12/14 10:48	0.1	Submitted	web
299				I would not be satisfied if I hadn't got the information that I require	10/12/14 10:55	0.1	Submitted	web
301				Finding the things i need	10/12/14 11:03	0.1	Submitted	web
302				No staff means that groups could form and noise and trouble could occur	10/12/14 11:08	0.1	Submitted	web
305				My children use the library and sometimes they are left unsupervised for a short period only because I know there are library staff to deal with any problems and they get a lot of help and information from the staff.	10/12/14 11:20	0.1	Submitted	web
307				It is nice to meet a friendly face who is willing to help	10/12/14 11:34	0.1	Submitted	web
310				Public internet	10/12/14 11:55	0.1	Submitted	web
312				If someone collapsed, what would happen? Also vandalism and violence could occur	10/12/14 12:06	0.1	Submitted	web
313				Misbehaving by a minority	10/12/14 12:15	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
315				No one to oversee the premises if an emergency arose - water leak, power cut	10/12/14 12:22	0.1	Submitted	web
316				Story time/craft events	10/12/14 12:29	0.1	Submitted	web
317				Story time/craft events	10/12/14 12:37	0.1	Submitted	web
320				Availability of books	10/12/14 12:56	0.1	Submitted	web
321				Technology should be in place but at least two staff must be available to help	10/12/14 13:05	0.1	Submitted	web
322				Discipline	10/12/14 13:22	0.1	Submitted	web
324				Staff are important to prevent anti-social behaviour	10/12/14 13:46	0.1	Submitted	web
325				Interaction with a member of staff is crucial in a library	10/12/14 13:51	0.1	Submitted	web
326				Library could be taken over by vandals and other unsavoury characters who could threaten users and cause damage	10/12/14 13:59	0.1	Submitted	web
329				Visitor falls ill or unconscious, falls over etc. First aid required/call ambulance.	10/12/14 14:33	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Advice on books, authors and whereabouts, computers. Security, who calls police if violent/unruly visitors/users. People walk out/steal Council property: books, computers, furniture, etc				
331				No staff around anyone could be in there, sleeping just using the place as undesireables. Would not use the Library if not manned to risky.	10/12/14 16:28	0.1	Submitted	web
332				Unsafe and feel not safe without the staff	10/12/14 22:52	0.1	Submitted	web
333				Personal security (e.g. fire and abuse). Automatic machines do not work very well (you try and use one!). Need Staff to handle all problems that may arise (e.g. incorrectly or not catalogued items, queries re stock location etc etc)	11/12/14 01:29	0.1	Submitted	web
334				If someone is taken ill, who takes charge? Getting books in order. What happens if computers fail as they now do?	11/12/14 09:52	0.1	Submitted	web
338				Libraries are visited for information, especially research and children's library, safety would be important	11/12/14 10:17	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
340				I would feel unsafe and vulnerable and deprived of the help i am entitled to expect	11/12/14 10:32	0.1	Submitted	web
344				Vandalism and particular unusual queries	11/12/14 11:20	0.1	Submitted	web
345				Machines are not reliable. They often break down. Human contact is essential.	11/12/14 11:58	0.1	Submitted	web
346				The librarian is a point of human contact for many people	11/12/14 12:05	0.1	Submitted	web
347				Control of noise levels and disturbance	11/12/14 12:12	0.1	Submitted	web
349				On all local news. Questions.	11/12/14 12:27	0.1	Submitted	web
350				As a disabled user I would be concerned about something happening and there being no staff members available	11/12/14 12:34	0.1	Submitted	web
351				I would not go to an un-staffed library, I would wait until it was	11/12/14 12:39	0.1	Submitted	web
354				I like personal service with a smile not machine	11/12/14 12:57	0.1	Submitted	web
356				Assistance with the computer, English construction, grammer	11/12/14 13:08	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
358				Sorting problems with automated system. Online renewals, etc currently often don't work	11/12/14 13:20	0.1	Submitted	web
359				e.g. with regard to resources, failed online services, etc. All issues at the moment with Harrow libraries/Carillion systems	11/12/14 13:26	0.1	Submitted	web
360				I use an electronic scooter to get about so reaching as well as understanding how to access machines for registering returns and take out of books. Staff are helpful.	11/12/14 13:35	0.1	Submitted	web
361				Potential for theft, vandalism	11/12/14 13:42	0.1	Submitted	web
362				Appropriate behaviour by other members of the public	11/12/14 13:47	0.1	Submitted	web
365				There would be no one responsible to evacuate if there was an emergency	11/12/14 14:02	0.1	Submitted	web
366				If stuck they can help how to use the computer, printer, etc	11/12/14 14:07	0.1	Submitted	web
367				Availability of certain books. Would not like to be in an empty library on my own especially on early winter evenings.	11/12/14 14:12	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
368				Auto check-in sometimes asks you to seek a member of staff or are out of order	11/12/14 14:15	0.1	Submitted	web
370				I normally go to libraries for a particular reason so if I can not find something I will always ask. Having no staff will just encourage the library where peoplw go to congregate and they will no longer be a place of learning	11/12/14 15:17	0.1	Submitted	web
374				Who would be aware of risk procedures in case of a fire, or someone being taken ill, or an altercation.	11/12/14 20:28	0.1	Submitted	web
375				It would be both safety and getting information about available stock, e-options and using computers.	11/12/14 21:38	0.1	Submitted	web
376				Personal safety might be a concern if unstaffed libraries attract people not there for the purpose of using the library. Also, not having the benefit of a librarian to seek help from. Or people who do not respect the right of others to read in a quiet environment.	12/12/14 01:49	0.1	Submitted	web
377				Especially with Teenagers and young people who may start going there to use it as a meet area- my concern is would it still be a safe environment for	12/12/14 07:14	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				children/and even other teenagers. I do not think unmanned librares are particularly a good idea.				
381				None	12/12/14 13:42	0.1	Submitted	web
382				I would be very concerned about my safety,	12/12/14 16:26	0.1	Submitted	web
385				Support with technology e.g. if card doesn't work.	12/12/14 22:18	0.1	Submitted	web
386				Overall security	13/12/14 12:43	0.1	Submitted	web
387				Looking for a particular book	13/12/14 14:37	0.1	Submitted	web
388				Reaching certain books and books requiring staff assistance, assisting the disabled	13/12/14 15:46	0.1	Submitted	web
391				Security of property and visitors	14/12/14 00:47	0.1	Submitted	web
392				n/a	14/12/14 19:13	0.1	Submitted	web
396				Sometimes you may need hep to find some materials and they always help. Help to give information, etc	15/12/14 11:18	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
400				Nobody present to answer specific queries	15/12/14 11:36	0.1	Submitted	web
405				<p>Both 1 and 2 are of concern, and there is a 3rd which is that the idea ignores the community aspect of visiting the library. Many people use a library visit for a number of activities, e.g. reading a magazine, choosing a book and enjoying social interaction with staff. Regular users build up a relationship with staff. Libraries increase social inclusion, guard against isolation and empower many vulnerable people to take control of their lives. All of this would be lost in an unstaffed library. There is a huge antisocial behaviour problem in libraries and it requires staff on the premises to deal with it. Libraries are one of the few services open to all without ID: Open+ requires ID. Wealdstone is not a proper test for Open+ technology as it is within a managed building. It needs to be tested in a standalone building. It has not been implemented in Leeds: Leeds are piloting it in one small library. The higher education environment is entirely different as it is in a managed non-community environment with highly motivated users from one client group. No conclusions can be drawn</p>	15/12/14 11:57	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				from any higher education libraries using open+ technology.				
406				Who is watching? Could be open to assault, mugging or worse by masked criminals. Crime or health emergencies. Catalogue and reservation enquiries.	15/12/14 11:59	0.1	Submitted	web
408				Finding/renewing/returning books. Issuing of membership cards.	15/12/14 12:07	0.1	Submitted	web
409				Library staff have been trained to vet visitors and have the skill and power to ask people to leave if necessary	15/12/14 12:24	0.1	Submitted	web
413				Resolving problems with self-service book withdrawal system	15/12/14 12:51	0.1	Submitted	web
414				I do not want a library without staff. I use the library 4 times a week and need their help each time. Where will the staff be? Sacked!	15/12/14 12:58	0.1	Submitted	web
415				just some one to keep on eye on things	15/12/14 15:11	0.1	Submitted	web
416				All 3 are important. Under "other" I would include the loss of the libraries' inclusion agenda - being open to all people regardless of any criteria (age, education, levels and variety of interests etc) without the need to	15/12/14 17:29	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				<p>provide ID. This is particularly valuable to the vulnerable and disadvantaged in the community. Libraries are seen as a safe, welcoming, neutral environment where people can read, study, use the internet etc. Many people enjoy the social interaction with the staff; regular users place a high value on this. Much of this would be lost if the service was to rely either on Open+ technology and/or volunteers. Open+ is only being piloted in a small branch in Leeds. The proposal to pilot it at Wealdstone is flawed as that is a managed building; if you are to pilot it at all, a standalone branch would be more valid as an experiment. Comparisons with higher education libraries are invalid: they only cater for a single user group (students) who are highly motivated - public libraries are for everyone. The community libraries "solution" using volunteers is also flawed. Volunteers cannot be expected to deal with disruptive users, nor can they be expected to fund the management and maintenance of the library building. By their very nature, volunteers are liable to come and go, so there is the danger of breaks in continuity of the service. The council should look very carefully at</p>				

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				"community library" experiments in some neighbouring authorities - there is a tendency towards shabbiness and a decline into a merely book borrowing role.				
417				Who would keep a check on behaviour? Stop stealing etc?	15/12/14 22:04	0.1	Submitted	web
424				None for me but help needed for older people	17/12/14 10:09	0.1	Submitted	web
426				Health and safety really cannot be tackled when the library is unstaffed. If something goes wrong, who can library users turn to immediately. Same goes to getting info, many people cannot use computers, etc. The library is a place open to all demographics	17/12/14 10:22	0.1	Submitted	web
427				Occasionally the self-service machines go offline and need to be reset so that books can be returned or borrowed	17/12/14 10:30	0.1	Submitted	web
428				Issue of non Harrow stock e.g. Brent stock reservation pick-up or renewing	17/12/14 10:37	0.1	Submitted	web
429				To have staff at hand especially for the elderly and less abled bodied.	17/12/14 10:46	0.1	Submitted	web
435				Trouble taking out books on the self-service machine	17/12/14 11:20	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
438				Renewing books	17/12/14 11:57	0.1	Submitted	web
439				If one is not sure how to find something someone is available to help	17/12/14 12:02	0.1	Submitted	web
444				It may be dangerous if parents leave their children unsupervised in the library	17/12/14 12:56	0.1	Submitted	web
445				At the moment I tend to use the library service to request a book I have read about or heard about. You need to do this with a member of staff as they often have to request the book from another library.	17/12/14 13:32	0.1	Submitted	web
446				Books held in the archive	17/12/14 16:46	0.1	Submitted	web
451				The presence of staff defers anti-social behaviour	18/12/14 10:21	0.1	Submitted	web
452				Reserving or looking for a book	18/12/14 10:25	0.1	Submitted	web
453				System malfunction. Have quite a few experiences of computers malfunctioning.	18/12/14 10:37	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
454				Speaking to a knowledgeable human being - human contact. Machines often breakdown.	18/12/14 10:51	0.1	Submitted	web
455				I think a member of staff should always be there to ensure the facilities are not abused in any way.	18/12/14 11:00	0.1	Submitted	web
457				very many times the system is down and there should be someone to assist. so many older people have lack of understanding and education so atleast they can talk for assistance. The system issue has always been there.	18/12/14 11:06	0.1	Submitted	web
458				Security	18/12/14 11:09	0.1	Submitted	web
461				Personal safety	18/12/14 11:25	0.1	Submitted	web
462				Specialised areas of search only available from qualified librarians. Knowledge not online, but experience.	18/12/14 11:34	0.1	Submitted	web
464				Human touch helps	18/12/14 11:54	0.1	Submitted	web
465				I shall not get any help needed from a machine. Machines don't always work as in the case of recent air traffic control failure. I will be trapped inside	18/12/14 12:14	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				the library if the non-functioning machines, cards, etc don't work.				
472				Ordering books from other libraries	18/12/14 12:32	0.1	Submitted	web
473				There will be no authority for individuals to behave appropriately, therefore making it unsafe.	18/12/14 12:47	0.1	Submitted	web
474				No one to deal with rowdy people/loud mobile users etc. No one to sort computer/printer problems out.	18/12/14 12:57	0.1	Submitted	web
475				People arguing with each other over access to computers	18/12/14 13:01	0.1	Submitted	web
477				Help with ordering books	18/12/14 13:18	0.1	Submitted	web
478				Stock availability and location within	18/12/14 13:26	0.1	Submitted	web
479				It is an advantage being able to ask a member of staff a question or to ask for help in using the photocopier (for something more complicated than a single same size copy). It is also an advantage to have staff who are able to tell anyone who is talking loudly on a mobile phone or disrupting other library users in other ways, to be quiet	18/12/14 13:46	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				and to take action if they continue to disrupt.				
480				It is a very low percentage that you visit a library without wanting some form of communication from staff	18/12/14 14:06	0.1	Submitted	web
484				Human interaction	18/12/14 14:28	0.1	Submitted	web
485				Either a problem arising on site and no one there or someone becoming ill/distressed and not having any professional staff available	18/12/14 14:34	0.1	Submitted	web
493				Very high level of diversification among Harrow residents results in a number of sensitive issues (e.g. different cultural codes, high levels of illiteracy, anti-social behaviour) which are too complexed for "Open+ technology" to deal with. This sort of technology is suitable for more homogeneous groups e.g. university students.	19/12/14 23:29	0.1	Submitted	web
501				Security, theft, undesirable behaviour.	21/12/14 11:43	0.1	Submitted	web
503				Security	21/12/14 13:56	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
504				Security for children and anti social behaviour due to lack of library staff.	22/12/14 08:47	0.1	Submitted	web
506				To me libraries are quiet places to read, research and study, without staff how can this atmosphere be preserved? You are excluding people who are not able to find information themselves.	22/12/14 13:14	0.1	Submitted	web
508				Also, security of property (eg books computers) and personal.	22/12/14 17:18	0.1	Submitted	web
509				help when the computerised loan system fails	22/12/14 17:53	0.1	Submitted	web
510				staff provide answers yo questions and safety in the library	22/12/14 18:19	0.1	Submitted	web
511				Mostly finding a book. Or for when I forget my password to use the computers.	22/12/14 21:18	0.1	Submitted	web
513				Concerned about security	22/12/14 22:20	0.1	Submitted	web
516				To deal with any medical emergency	22/12/14 22:31	0.1	Submitted	web
519				I have seen several incidents of hostility and threats at Gayton library and the culprit is still allowed to come, just because no official complaint was	22/12/14 22:44	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				made. The staff were too scared to deal with it. One man threatened to get a gun and stab someone. He then stayed away for a week and then they let him in. This is unacceptable. They are not trained to deal with drug addicts and mental health issues and homelessness.				
522				A human presence makes a difference to the atmosphere	22/12/14 23:02	0.1	Submitted	web
525				If the machine didn't let me take a book out I would need a librarian to scan it but if there are none I would be stuck.	24/12/14 12:18	0.1	Submitted	web
526				If someone got hurt, no one who worked there would be there to see what happen.	24/12/14 12:45	0.1	Submitted	web
527				The possibility of theft and disorder	24/12/14 15:16	0.1	Submitted	web
529				Not sure how secure the library would feel	26/12/14 23:51	0.1	Submitted	web
530				Anti-Social behaviour	27/12/14 02:35	0.1	Submitted	web
531				Not being able to find books on the shelf; getting details of future availability.	27/12/14 13:21	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
532				Need advice and expertise of staff	27/12/14 15:02	0.1	Submitted	web
533				I might be looking for a specific information and don't know which books to look for	27/12/14 16:06	0.1	Submitted	web
534				Safety of the stock due to antisocial behaviour. Unruly behaviour within the buildings	27/12/14 18:06	0.1	Submitted	web
536				Security - the presence of staff greatly increases security. CCTV is an after-crime measure but cannot aid, for example, a lone woman in the building being assaulted. Crime -- book vandalism and theft are very easy when there's only CCTV an no other person onsite.	28/12/14 16:58	0.1	Submitted	web
537				First there is no way of finding out if the library has the book your looking for unless you talk to a librarian and it would be easy for books to be stolen. The also there may be young children who could be noisy or get injured without their parents or carers.	28/12/14 20:55	0.1	Submitted	web
538				As well as borrowing books for my children, I use the library to buy my food composting bags - if this facility were taken away it's important to me	29/12/14 11:50	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				that I could buy them elsewhere in Pinner.				
540				I feel unmanned libraries would be open to abuse and used by persons not requiring library services	29/12/14 13:13	0.1	Submitted	web
541				If machines are not working or required items are not available. The face to face contact and assurance that someone is there to help.	29/12/14 13:34	0.1	Submitted	web
542				A librarian is an integral part to a fully, functioning successful library - without one a library is just a room with some books in it. Librarians provide guidance to the elderly when accessing online information, they help students locate suitable material to support their studies, run children's storytimes and adult book clubs, shelve books and fix IT when not working. Libraries must be staffed by paid employees!	29/12/14 14:05	0.1	Submitted	web
545				Theft	29/12/14 21:14	0.1	Submitted	web
546				Overcome unexpected computer malfunctions, sometimes staff suggestions are useful	29/12/14 21:18	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
549				If no stadd then it would be difficult to get info on any matter	29/12/14 21:30	0.1	Submitted	web
550				If the machines was not working, i.e. return or borrow	29/12/14 21:33	0.1	Submitted	web
551				The need for a responsible person to be available should an unexpected situation arise	29/12/14 21:37	0.1	Submitted	web
552				Books transferred from consortium libraries often fail to renew/check in-out on the machines so need a member of staff to help	29/12/14 21:41	0.1	Submitted	web
553				I have no concerns because in the library where I go (Roxeth) I always have professional help and support	29/12/14 21:55	0.1	Submitted	web
555				Anti-social behaviour, dangerous behaviour and unwanted visitors	29/12/14 22:05	0.1	Submitted	web
556				If there is no one available how can you get information?	29/12/14 22:14	0.1	Submitted	web
557				Availability of any book not in library at the time	29/12/14 22:20	0.1	Submitted	web
558				Library staff are able to assist with seeking information that is not obviously available. Guidance for visitors with new technology.	29/12/14 22:25	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
561				Lot of children using, unless accompanied by adults	29/12/14 22:38	0.1	Submitted	web
562				Using printer and copier	29/12/14 22:44	0.1	Submitted	web
564				Guidance on specific subject authors	29/12/14 22:53	0.1	Submitted	web
566				Abuse of technology, less human relationship in community, need supervision.	29/12/14 23:01	0.1	Submitted	web
568				Theft, vandalism	29/12/14 23:08	0.1	Submitted	web
570				I have in the past felt uncomfortable by gangs of youths crowding around the main entrance (exterior) of Wealdstone Library. I would not visit Wealdstone Library after dark if there was no one in situ at the Library or Centre - their needs to be a security guard minimum. CCTV is all well and good, Wealdstone is already awash with CCTV yet I still feel unsafe late at night. CCTV is a good tool yet unless it is constantly monitored, can you guarantee that the Wealdstone library feed would be>, is a poor substitute to a human.	30/12/14 06:06	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
571				Theft would be counterproductive to savngs. Rather like paying a fortune to a chief executive and then cutting others employment to cover the cost. Apart from making savings.....	30/12/14 08:04	0.1	Submitted	web
576				Would feel unsafe if no staff available especially for the elderly and children	30/12/14 21:41	0.1	Submitted	web
579				Being able to ask about books/reservations, etc. Being trapped in the library - could feel vulnerable	30/12/14 21:57	0.1	Submitted	web
580				Searching catalogue for me	30/12/14 21:59	0.1	Submitted	web
581				Process of taking in and taking out books correctly	30/12/14 22:03	0.1	Submitted	web
585				Help with computers/printing	30/12/14 22:22	0.1	Submitted	web
587				Would not be confident to use an unstaffed library	30/12/14 22:30	0.1	Submitted	web
589				What happens if the self-service machines malfunction? At present a staff member can return/renew books if that happens. Would need book return bin too, in case.	30/12/14 22:44	0.1	Submitted	web
590				When there are problems with technology who do you ask for help?	30/12/14 22:45	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
596				Fairly obvious - no one to assist in the event of accident/injury/crime (CCTV good but hardly a replacement for staff)	30/12/14 23:04	0.1	Submitted	web
598				The knowledge of the staff is very important to any library user.	31/12/14 11:27	0.1	Submitted	web
600				I use my local library frequently, and have a good relationship with the librarians. I would hate to see more of them going, as I feel it's so useful to be able to discuss the books - also to make sense of the wretched machines you have installed!	31/12/14 11:56	0.1	Submitted	web
604				Requesting a book or publication that isn't currently available would be difficult	31/12/14 19:59	0.1	Submitted	web
605				ALL - more staff means more use	01/01/15 08:52	0.1	Submitted	web
613				I like friendly staff to help, not machines.	01/01/15 09:27	0.1	Submitted	web
614				Staff are trained to be able to help you find the information you need and know their stock well. There is no substitute for this.	01/01/15 18:03	0.1	Submitted	web
615				I trust on people's help not technology	01/01/15 21:19	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
617				Much of the music stock at Gayton is not properly entered on the computer system and so staff intervention is often required to borrow items.	01/01/15 22:58	0.1	Submitted	web
618				Anti-social behaviour	02/01/15 08:01	0.1	Submitted	web
619				I am not safe without staff	02/01/15 08:10	0.1	Submitted	web
623				It helps to talk to staff and get the information instead talking to a computer which does not make sense	02/01/15 08:22	0.1	Submitted	web
624				Lack of immediate advice	02/01/15 08:25	0.1	Submitted	web
625				Are books available at other libraries?	02/01/15 08:27	0.1	Submitted	web
626				You need a minimum of 2 staff at any time for purposes of security if there is no 'security guard' in the building. In HE libraries that open for 24 hours or outside staffed times there is always a security presence, patrolling and ensuring access to those who have a valid ID Library card. This would need to be put into place and may not be appropriate for all libraries in the Harrow area.	02/01/15 10:53	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
627				The staff are helpful with information and how to find information but are also needed to ensure safety of stock and other users	02/01/15 15:47	0.1	Submitted	web
628				They'd become litter depositories and noisy.	03/01/15 12:21	0.1	Submitted	web
629				So long as I could access staff by some means (e.g. phone, online, intercom) I would have no concerns.	03/01/15 15:38	0.1	Submitted	web
630				If the library was completely empty I would be cautious to use it for my own safety,	04/01/15 20:52	0.1	Submitted	web
637				Assistance with selection	04/01/15 21:44	0.1	Submitted	web
641				If any issues occur with service machines, no support will be available	04/01/15 21:58	0.1	Submitted	web
643				Other people - finding out information quickly and efficiently	04/01/15 22:36	0.1	Submitted	web
644				None except for the safety of the stock and premises	04/01/15 22:40	0.1	Submitted	web
647				If someone needs help finding a book	04/01/15 22:49	0.1	Submitted	web
649				No issues	04/01/15 22:56	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
652				Libraries would be cold and sterile rather than welcoming	05/01/15 07:13	0.1	Submitted	web
653				Both of the above. Qualified, experienced staff are needed and I would be worried about lack of security	05/01/15 07:29	0.1	Submitted	web
657				Machine malfunction	05/01/15 08:26	0.1	Submitted	web
659				No concern	05/01/15 08:33	0.1	Submitted	web
660				Not really a concern	05/01/15 08:37	0.1	Submitted	web
663				Availability of books not held at 'home' library	05/01/15 08:48	0.1	Submitted	web
667				Getting the right info for the situation timely and the human reassurance and community relations.	05/01/15 09:06	0.1	Submitted	web
672				Having worked in a front-line role in the past, I know the value of a staffed service (whether that is a paid employee or trained volunteer) that can explain to each individual, how to use the different parts of the service. You cannot possibly offer good customer service without it.	05/01/15 15:55	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
676				Not being able to buy recycling bags for brown bins	05/01/15 22:01	0.1	Submitted	web
677				Elderly people who have health problems may need help	05/01/15 22:04	0.1	Submitted	web
678				Lack of personal touch	05/01/15 22:06	0.1	Submitted	web
679				Surely the whole point of a library service is to have trained staff available to help people access the library's resources - not everyone would cope with using machines and computers	05/01/15 22:11	0.1	Submitted	web
682				I usually visit with my young daughter so I would definitely feel much more comfortable with staff around. If the wrong people knew about the building being unstaffed it would surely be open to theft and worse. CCTV cameras are expensive and only act as a deterrent, they don't stop crime. A library should be a safe environment and the presence of staff reassures people of this. You also need face to face contact. The staff help you with questions and run activities, such as storytime. You have already saved money by cutting back on staff with the introduction of the swipe system.	06/01/15 01:04	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
683				Vandalism and Security	06/01/15 11:52	0.1	Submitted	web
684				unruly behaviour from people who might go to the library to just 'hang out' with friends. No supervision from staff to ensure everyone is able to use the library in peaceful and acceptable manner.	06/01/15 21:57	0.1	Submitted	web
685				Potential vandalism	06/01/15 22:22	0.1	Submitted	web
686				I like the idea of traditional libraries, a place where you can talk to a real life person rather than a robot. The whole point of libraries is for reading, reading means communication. We need that interaction with the librarians, to help us to find the books we need and to point us in the right direction. Why do we need cameras in a library for safety, we have managed so long with out them. Libraries are there for people to read and share books. They do not sell knives or stack heaps of cash like a bank. I do not understand the need for these new options	07/01/15 00:14	0.1	Submitted	web
687				Location of books etc.; information advice	07/01/15 07:59	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
689				If stocks is not well labelled or there is a problem with computers, there is no one for advice.	07/01/15 11:07	0.1	Submitted	web
690				Unstaffed libraries = chaos. A mad idea.	07/01/15 11:16	0.1	Submitted	web
695				Knowing staff were there to help with any issues if necessary	07/01/15 11:49	0.1	Submitted	web
697				Staff can provide help to elderly people and kids with any difficulty in finding items (computer's can't)	07/01/15 11:57	0.1	Submitted	web
698				My mother is old and does not understand English, then it's difficult to find the required so any Gujarati stuff help them.	07/01/15 12:02	0.1	Submitted	web
699				Safety for customers	07/01/15 12:05	0.1	Submitted	web
700				The library would be misused by people	07/01/15 12:11	0.1	Submitted	web
701				If computer damage or pay machine aren't working then how solve problem	07/01/15 12:16	0.1	Submitted	web
703				Asking for a specific book	07/01/15 12:23	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
705				Staff has always been an extremely useful back-up for helping out when you are stuck	07/01/15 12:36	0.1	Submitted	web
706				Damage to books and facility. Not being able to get books as the machines often don't work.	07/01/15 12:45	0.1	Submitted	web
710				Most people prefer to speak to a person and not a machine!	07/01/15 12:59	0.1	Submitted	web
711				Malfunction of computer/photocopier	07/01/15 13:05	0.1	Submitted	web
712				Needing assistance with self-service machines	07/01/15 13:11	0.1	Submitted	web
714				Concerns re emergencies es fire or incidents requiring first aid	07/01/15 13:24	0.1	Submitted	web
721				Safety of readers, risk of overcrowding, risk of anti-social behaviour	07/01/15 14:13	0.1	Submitted	web
723				1. Street parking permits 2. Manual help when IT not working 3. Stamping out books from other borough libraries not covered under new Harrow system	07/01/15 16:14	0.1	Submitted	web
725				I think human contact is fundamental, and I don't relish the prospect of communing solely with machines and	08/01/15 20:52	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				technology. What sort of society is that?				
726				Vandalism of library property Library transactions rarely a yes or no issue Completely ignoring the role of staff in helping people learn	09/01/15 07:53	0.1	Submitted	web
728				I have studied to be a teacher and this library has gone out of it's way to help me, as a mature student	09/01/15 10:12	0.1	Submitted	web
730				Looking for available books, maybe stocked at other libraries	09/01/15 10:45	0.1	Submitted	web
731				A number of staff is necessary	09/01/15 10:51	0.1	Submitted	web
732				Theft, damage to books, furniture and equipment, bad behaviour, being assaulted	09/01/15 10:56	0.1	Submitted	web
734				Friendly, knowledgeable service at point of need	09/01/15 11:11	0.1	Submitted	web
736				People mis-using the library	09/01/15 11:27	0.1	Submitted	web
737				I find having a member of staff to be a safe environment and also for help when needed	09/01/15 11:30	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
738				Help with computers Safety	09/01/15 11:30	0.1	Submitted	web
739				I would feel very vulnerable! Sometimes one cannot renew a book then what do I do? No staff insitu no library user. The noise level would increase with students eating, frequently and hogging tables even when there not there. Also people sleeping in chairs for hours!	09/01/15 11:49	0.1	Submitted	web
740				security of resources	09/01/15 12:10	0.1	Submitted	web
741				The interpseronal comuication opportunities for elderly.	09/01/15 13:09	0.1	Submitted	web
742				Older people may not feel confident, young people may not behave properly.	09/01/15 13:56	0.1	Submitted	web
743				Theft and damage	09/01/15 14:01	0.1	Submitted	web
746				Not all users are expert at using the technology	09/01/15 14:08	0.1	Submitted	web
748				Vulnerable people, security, book availability, human contact	09/01/15 14:23	0.1	Submitted	web
750				The librarian is important - not machines	09/01/15 14:35	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
756				I'm concerned about people sleeping in the libraries, graffiti and other vandalism. Theft of books. Recking/theft of of equipment.	09/01/15 16:48	0.1	Submitted	web
758				Query regarding the shelving of an item and where to find it.	09/01/15 22:54	0.1	Submitted	web
760				Personal security	11/01/15 12:46	0.1	Submitted	web
762				I like to know that professional members of staff are available to provide advice and a welcoming service to all, for many people the library is often the only place that they avoid social exclusion and being lonely the Library in South Harrow is a really good example of a community facility that meets the needs of local residents, not all service models apply the joy of a local facility is that the community feels welcome and owns it and the staff at South Harrow provide a safe haven for all age groups, bigger is not always better nor is it progress.	11/01/15 14:58	0.1	Submitted	web
767				To have someone working in library at all times	12/01/15 09:56	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
768				If I want a book and don't find it is very important to get information to choose another book similar.	12/01/15 10:02	0.1	Submitted	web
769				Speaking to a person rather than a computer is so essential - it's great to receive advice as well as facts.	12/01/15 10:06	0.1	Submitted	web
770				Availability of books	12/01/15 10:09	0.1	Submitted	web
771				Anti-social behaviour	12/01/15 10:12	0.1	Submitted	web
772				Qualified first aiders are required	12/01/15 10:15	0.1	Submitted	web
773				Theft of books, magazines and newspapers	12/01/15 10:23	0.1	Submitted	web
774				Safety in unmanned site	12/01/15 10:26	0.1	Submitted	web
776				There should be a member of staff on site at all times in case of any queries or if there is an issue with a member of the public needing assistance.	12/01/15 10:37	0.1	Submitted	web
777				In particular security concerns	12/01/15 10:40	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
778				Location of stock, use of photocopier. Ascertaining whether items are in stock.	12/01/15 10:48	0.1	Submitted	web
782				If a member of staff was not present I would not be sure that I would be getting the correct information. Contact with staff is part of the service libraries offer.	12/01/15 11:07	0.1	Submitted	web
784				In case I cannot find any resources	12/01/15 11:12	0.1	Submitted	web
786				General help with books and some I.T.	12/01/15 11:18	0.1	Submitted	web
788				Even with the presence of CCTV cameras I would feel safer in a manned premises.	12/01/15 11:27	0.1	Submitted	web
793				I have always found it useful to have a member of staff to chat to - find information, etc	12/01/15 11:47	0.1	Submitted	web
795				Without staff, library could be used as a meeting point for undesirable groups of people e.g. drinking alcohol.	12/01/15 11:55	0.1	Submitted	web
799				I quite often ask for advice on books for the children I teach. Inter-London library loans usually need to be taken out and returned at the desk.	12/01/15 12:15	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
800				Security	12/01/15 12:18	0.1	Submitted	web
801				Security	12/01/15 12:33	0.1	Submitted	web
807				I am concerned that unstaffed libraries will become locations where anti-social behaviour may be present. This will make me feel unsafe and also I'd be worried for my young children.	12/01/15 17:33	0.1	Submitted	web
808				To find or order books	12/01/15 17:54	0.1	Submitted	web
809				info on books etc. Time delay	12/01/15 17:58	0.1	Submitted	web
810				Very occasionally the automatic borrowing system (which is actually normally excellent) fails to recognize a book for borrowing/return. A member of staff has had to then manually override this.	12/01/15 18:06	0.1	Submitted	web
811				problems with overdue books or because I lost my password or enquiries with some issues with books . Misbehaviour from younger users e.g. insisting on playing loud music	12/01/15 18:06	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
812				What's to realistically stop someone from vandalising it? I wouldn't feel safe. Just a drugs hangout.	12/01/15 18:07	0.1	Submitted	web
813				However, if I needed information I would be willing to visit at times the Library was staffed.	12/01/15 18:49	0.1	Submitted	web
818				Control of the library stock.	12/01/15 19:57	0.1	Submitted	web
821				Security - of the premises, the stock and people using the library,	12/01/15 21:31	0.1	Submitted	web
822				Theft Unruly behaviour	12/01/15 21:46	0.1	Submitted	web
825				none	12/01/15 21:52	0.1	Submitted	web
827				Safety of library users	12/01/15 22:22	0.1	Submitted	web
832				There would be no one to help me if I need to locate a book. I would probably not send my girls alone if a staff member is not around	13/01/15 09:24	0.1	Submitted	web
835				STAFF prevent problems arising	13/01/15 09:47	0.1	Submitted	web
837				i would be worried that if someone became ill whilst at the library there	13/01/15 10:00	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				would be no one to take control of the situation				
839				I often go to the library to purchase parking vouchers, how would I do that when there are no staff there?	13/01/15 12:21	0.1	Submitted	web
841				Some users may struggle more with electronic systems and be put off attending the library if they get into difficulties and there is no one there to help	13/01/15 14:49	0.1	Submitted	web
844				None.	13/01/15 18:27	0.1	Submitted	web
847				Vandalism of library property	13/01/15 21:36	0.1	Submitted	web
848				I visit the library with a young child, and I let him browse. I would certainly not do this if the library was not supervised in any way.	13/01/15 22:59	0.1	Submitted	web
849				Maintaining security and courteous library behaviour	14/01/15 09:45	0.1	Submitted	web
852				Misuse of books and premises	14/01/15 10:06	0.1	Submitted	web
853				That another chance of employment in a specialised field of knowledge had gone.	14/01/15 10:11	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
854				Hardly a concern	14/01/15 10:14	0.1	Submitted	web
855				machines break down quite often	14/01/15 10:16	0.1	Submitted	web
856				On how to use the facilities	14/01/15 10:20	0.1	Submitted	web
857				Actually seeing someone as I walk in.	14/01/15 10:25	0.1	Submitted	web
859				What form of security would be available? Many elderly people are not comfortable using new systems to withdraw and return books as it is at the moment by having libraries with no staff. These people would be alienated. Also, many struggle to log in or even use the library PCs without assistance from librarians.	14/01/15 10:43	0.1	Submitted	web
862				Bad behaviour - have been there when children were running and a drunk was causing hassle.	14/01/15 10:54	0.1	Submitted	web
863				Lone access - no staff present if person collapses and needs first aid assistance	14/01/15 11:02	0.1	Submitted	web
864				If only one member of staff available it would be something	14/01/15 11:06	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
865				Vulnerable groups offered no protection - noise, anti-social groups. Loss of stock.	14/01/15 11:11	0.1	Submitted	web
866				Where to look for what? What to do if the machine doesn't work? Reserving books.	14/01/15 11:24	0.1	Submitted	web
867				Security and lack of information	14/01/15 11:29	0.1	Submitted	web
868				I would feel vulnerable in an unstaffed building	14/01/15 11:49	0.1	Submitted	web
870				Need to know where to find books	14/01/15 11:55	0.1	Submitted	web
871				Location of books I require	14/01/15 11:58	0.1	Submitted	web
872				Safe and secure to access the building for women and children in particular	14/01/15 12:05	0.1	Submitted	web
873				The current computer system isn't that easy to follow - have needed recourse to staff	14/01/15 12:18	0.1	Submitted	web
874				Sometimes have to have assistance when machine does not allow the book to be logged off, i.e technical support	14/01/15 12:29	0.1	Submitted	web
882				Looking for where the books and information is in the library	14/01/15 13:24	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
884				CCTV would not be enough to prevent vandalism, theft, etc	14/01/15 13:33	0.1	Submitted	web
891				In terms of crime	14/01/15 14:24	0.1	Submitted	web
892				Internet services available	14/01/15 14:30	0.1	Submitted	web
894				On the whole, I am comfortable with my own familiarity with most library resources. But there is a need for a reasonable amount of quiet; a need for professional advice for others or for users of computer equipment by less computer-savvy people; and to resolve occasional problems of "competition" among library members for limited resources.	14/01/15 16:24	0.1	Submitted	web
896				Librarians are a skilled training resource - do not remove them	14/01/15 19:05	0.1	Submitted	web
897				Often use the Library to purchase CPZ Visitor's Parking Permits so would require a member of staff to access this service.	14/01/15 20:10	0.1	Submitted	web
898				I would be concerned that an unmanned library might lead to anti-social behaviour. Also library staff are excellent at helping the public find information and are always needed.	14/01/15 20:54	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
899				Order in the library	15/01/15 00:31	0.1	Submitted	web
901				Library could be a congregating point for unruly young people.	15/01/15 10:03	0.1	Submitted	web
903				Resolution of problems with the technology. Also health and safety.	15/01/15 12:18	0.1	Submitted	web
906				Danger of personal attack and/or vandalism.	15/01/15 14:01	0.1	Submitted	web
907				As libraries are a public space there should be a staff presence at all times for security and safety of the public	15/01/15 15:19	0.1	Submitted	web
911				Libraries are important use for children who live in an environment which is not conducive to study (e.g. homework). I am concerned about safeguarding of young people who attend on their own. Also if there is an emergency e.g. a fire how would evacuations be managed?	15/01/15 19:38	0.1	Submitted	web
912				The elderly and those with limited language skills or disabilities will be disadvantaged in getting personal help to find information and books/newspapers	16/01/15 01:28	0.1	Submitted	web
913				Theft of library stock	16/01/15 10:08	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
915				Theft/intimidation by groups of schoolchildren	16/01/15 11:20	0.1	Submitted	web
916				Books falling off shelves, some are quite heavy which can often happen when removing books from shelves. I have mobility problems getting heavy books off of high shelves is difficult. I walk with sticks using the self-service is impossible. I can't hold books, use the machine and hold my sticks at the same time. I always get assistance. Getting information from the computer doesn't help, if you put a wrong letter in search, you get a long list of useless information. Where as the librarians are efficient and know where all the books are.	16/01/15 12:30	0.1	Submitted	web
920				Keeping order, order, order	16/01/15 12:44	0.1	Submitted	web
922				May attract youngsters to just 'hang out'. Drug deals and criminal activities	16/01/15 13:16	0.1	Submitted	web
925				Sometimes need help finding things	16/01/15 13:29	0.1	Submitted	web
927				Book reservations	16/01/15 13:35	0.1	Submitted	web
929				Security of stock Behaviour of young people	16/01/15 13:50	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
930				I wouldn't feel safe.	16/01/15 14:38	0.1	Submitted	web
931				Who would make sure that people were behaving sensibly and responsibility?	16/01/15 16:23	0.1	Submitted	web
934				As children are users of the library it would be necessary to had some adults present in the library.	16/01/15 17:53	0.1	Submitted	web
936				People stealing the books, damage to the building etc.	16/01/15 22:39	0.1	Submitted	web
937				Controlling noise and behaviour	17/01/15 07:16	0.1	Submitted	web
938				If the computer/photocopier wasn't working who do you turn to? With no staff to keep an eye on things both accidents and theft etc can occur.	17/01/15 07:19	0.1	Submitted	web
939				No concerns	17/01/15 10:24	0.1	Submitted	web
940				I would feel very vulnerable using a library if a member of staff was not available	17/01/15 13:12	0.1	Submitted	web
941				If there are miscreants who are misvegaving	17/01/15 14:33	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
942				How could one access the services that only the library staff have access to?	17/01/15 15:55	0.1	Submitted	web
943				Library would be a target for vandals and undesirable people	17/01/15 16:43	0.1	Submitted	web
945				Not being able to talk to knowledgeable staff, obtain advice and assistance and have a friendly conversation. The staff at North Harrow Library meet all these requirements.	17/01/15 19:11	0.1	Submitted	web
947				I think there needs to be someone in the building in case of medical and fire emergencies and to deal with possible unruly or unwanted behaviour	17/01/15 20:59	0.1	Submitted	web
948				One of the main attractions that brought me back to using libraries was the community activity that was involved. I stopped using public libraries in my 20s however, the weekly Thursday morning Rhyme Time activity that is offered at North Harrow library was an amazing activity. I took my son from the age of 4 weeks and only stopped when I returned to work. It was the staff that made these sessions possible and made us feel part of a community that	17/01/15 22:34	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				I had never had the chance to engage with prior to the birth of my son.				
952				Some books won't get scanned properly and you have to wait for the staff	18/01/15 13:44	0.1	Submitted	web
953				I would not be at all comfortable in a library that was unstaffed. I would expect that most people would be the same. What about theft prevention?	18/01/15 15:18	0.1	Submitted	web
954				I have always considered the staff to be as valuable as the stock or more so. An access with just CCTV might cover safety concerns but would not add service.	18/01/15 15:46	0.1	Submitted	web
957				With. Control over the number of people getting in at any one time I'd be concerned this could get out of control.	18/01/15 18:47	0.1	Submitted	web
959				I think the safety element is very important. The local library is a community hub but needs to be safe at all times, especially at night, if dark outside and when fewer people are in the library.	18/01/15 21:29	0.1	Submitted	web
960				Illegal activity being carried out on premises. Stock being stolen/ruined. Not getting help finding things/using	18/01/15 21:33	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				things. The library being a used as a noisy hangout rather than for its intended purpose.				
964				I would be very concerned about the safety of customers using the library. If vulnerable elderly people were there without staff who would call for help if they were taken ill. Children would be at risk if they were in the library without a parent.	18/01/15 22:23	0.1	Submitted	web
965				Accidents, health problems, fire. Would there be a security person on duty who could deal with these possible incidents. Also security of books etc from possible theft.	18/01/15 22:37	0.1	Submitted	web
967				Concern that there would be no supervision and risk of possible anti-social behaviour	19/01/15 01:51	0.1	Submitted	web
968				I would not attend an unstaffed library, I would feel unsafe. I often need help when using the computers and getting items printed, also use the help of staff to find hardcopy information I need.	19/01/15 02:27	0.1	Submitted	web
969				Health & Safety - young people use library, helpful to have a responsible adult around Information - qualified librarians are worth their weight in gold. They are able to help with advice	19/01/15 09:38	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				and guidance Other - older people using libraries need someone responsible around to support them and help them navigate technology				
970				How to access some information which is available but I don't know how to use it.	19/01/15 10:09	0.1	Submitted	web
971				Electronic systems cannot replace the personal service that trained librarians provide.	19/01/15 10:10	0.1	Submitted	web
975				Answering queries only a human can answer	19/01/15 10:41	0.1	Submitted	web
978				Not every wnquiry can be answered by a computer, especially difficult for those who aren't computer literate.	19/01/15 11:01	0.1	Submitted	web
980				Would it be a safe place for teenage children to study in? Would anti-social behaviour be a problem?	19/01/15 11:26	0.1	Submitted	web
982				A person being unwell with no help available - in what could be an empty buildin	19/01/15 11:32	0.1	Submitted	web
984				Assist with library duties	19/01/15 11:40	0.1	Submitted	web
988				I would not feel safe in an unstaffed library nor, I think, would the books	19/01/15 11:58	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
990				Someone has to be available to deal with questions/queries	19/01/15 12:07	0.1	Submitted	web
994				I'd worry that I was not able to extend borrowing or pay fines if there was an issue with the machine.	19/01/15 12:40	0.1	Submitted	web
995				No real concerns	19/01/15 12:41	0.1	Submitted	web
997				At risk in empty library No staff, no help Theft of books, resources. Libraries are community centres and are about social contact as well as information and resources	19/01/15 12:55	0.1	Submitted	web
998				none	19/01/15 12:59	0.1	Submitted	web
999				I ask at helpdesk so if noone there, then can't ask	19/01/15 13:01	0.1	Submitted	web
1000				The loss of their professional expertise and public service ethos	19/01/15 13:02	0.1	Submitted	web
1001				Libraries are a place that are important to vulnerable people but sometimes they need more support, machines and technology often malfunction. Also I would be concerned about library staff losing their jobs.	19/01/15 13:14	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1002				Books, dvds etc being stolen - CCTV would not stop this happening	19/01/15 13:20	0.1	Submitted	web
1004				I would be concerned that books would be stolen.	19/01/15 13:27	0.1	Submitted	web
1005				I normally go to the library to reserve books because they are popular and taken out so there would be no point going without staff	19/01/15 13:33	0.1	Submitted	web
1006				I will not be able to locate a book or remember my computer password	19/01/15 13:36	0.1	Submitted	web
1010				Without having a single member of staff there will be more confusion	19/01/15 13:43	0.1	Submitted	web
1012				Sometimes need help and George is so helpful and pleasant	19/01/15 13:50	0.1	Submitted	web
1014				Wait until he/she returns	19/01/15 13:55	0.1	Submitted	web
1015				There have been incidence of anti-social behaviour and threats that I have witnessed at Harrow (Gayton). Also harassment, against an Asian, and going on about UKIP.	19/01/15 14:01	0.1	Submitted	web
1017				Staff quality is a huge unaddressed issue. Many (most?) are poorly trained, poorly advised, and therefore unsurprisingly disinterested and	19/01/15 14:33	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				ultimately unhelpful. This a management issue and it shows. Nobody seems to care about the service, the stock or the job. It is what it is, take it or leave it is the prevailing attitude. Unstaffed opening won't make this better or worse. But unstaffed opening is not suitable for an urban environment, such as Harrow's, and especially not Wealdstone. It might work in Pinner.				
1018				A library should be staffed at all times - it is important that people have someone to consult and ask questions. How much are staffing costs relative to the cost of operating libraries? Not very much I would think.	19/01/15 14:39	0.1	Submitted	web
1020				Getting information but someone supporting computer equipment, signing up for library services, supervising service users.	19/01/15 14:48	0.1	Submitted	web
1022				Empty libraries don't feel approachable or personal. Its the people factor that would encourage you to go to the library...	19/01/15 15:15	0.1	Submitted	web
1025				none	19/01/15 16:15	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1032				I would find another member of staff who is available and get the information I need.	21/01/15 11:28	0.1	Submitted	web
1034				Such as printing, searching, reserving	21/01/15 11:48	0.1	Submitted	web
1035				Problems regarding my account that need to be addressed.	21/01/15 11:56	0.1	Submitted	web
1036				None	21/01/15 12:08	0.1	Submitted	web
1044				available.	21/01/15 14:28	0.1	Submitted	web
1046				The source is available for help, when any anomaly arises in computer as other information is required.	21/01/15 14:55	0.1	Submitted	web
1047				Speed & response to any malfunction of technology.	21/01/15 15:10	0.1	Submitted	web
1050				Nobody on site is qualified first aider	21/01/15 15:35	0.1	Submitted	web
1052				not all information is available in form of leaflets.	21/01/15 15:55	0.1	Submitted	web
1055				Sometimes I cannot find out where exactly the leaflets/books/posters are at the library.	21/01/15 16:32	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1056				Getting out + emergency help	21/01/15 16:39	0.1	Submitted	web
1057				Help with the technology	21/01/15 16:47	0.1	Submitted	web
1058				Behaviour of "students" at Gayton is poor with staff. Without staff I would feel in danger there.	21/01/15 16:56	0.1	Submitted	web
1059				Vandalism/Theft	22/01/15 09:26	0.1	Submitted	web
1062				reserving books, etc.	22/01/15 09:47	0.1	Submitted	web
1063				Advice on specific subject/book titles. Fire risks?	22/01/15 09:57	0.1	Submitted	web
1064				To prevent antisocial behaviour When automated facilities go wrong.	22/01/15 10:10	0.1	Submitted	web
1066				No access to books etc that have to be registered from the Librarian on duty.	22/01/15 10:21	0.1	Submitted	web
1068				Leaflets do not answer all questions	22/01/15 10:51	0.1	Submitted	web
1069				H&S - Too many risks of personal safety problems. Inf - Not everyone knows how to access online info etc.	22/01/15 11:02	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1071				-Misbehaviour more difficult to control -Unable to identify right display section for a book.	22/01/15 11:15	0.1	Submitted	web
1072				Security	22/01/15 11:18	0.1	Submitted	web
1073				Health & Safety - Pyhsical or verbal attack, trip or slip hazards from litter or spilt liquids, fumes from smokers or substance abusers. Getting the information you require - Harrow librarians have been very helpful in finding information for me when i couldn't find it myself. Other - Noise from people in the librar or the equipment they bring (eg radios, music players) - so that you can't read or study.	22/01/15 11:48	0.1	Submitted	web
1076				Accidental injuries	22/01/15 12:02	0.1	Submitted	web
1081				Absence of staff would make searching for info a longer time.	22/01/15 12:24	0.1	Submitted	web
1083				I have been recently in a library and the children area is mixed with adults - computers - it was impossible to study! No one told them off and I ended up going home.	22/01/15 21:02	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1085				Abuse of system	22/01/15 21:10	0.1	Submitted	web
1086				Abuse of system	22/01/15 21:12	0.1	Submitted	web
1095				Being on own in an area is not safe, customers feel 'safer' when there is someone on site.	22/01/15 21:36	0.1	Submitted	web
1096				If accidents ocured there is nobody there. Theft.	22/01/15 21:39	0.1	Submitted	web
1097				Health and safety, getting info	22/01/15 21:43	0.1	Submitted	web
1099				Depends on how many staff there are on working days	22/01/15 21:50	0.1	Submitted	web
1102				There is always someone wanting to help you.	22/01/15 22:03	0.1	Submitted	web
1105				Staff are essential	22/01/15 22:16	0.1	Submitted	web
1107				Availability of a book or books	23/01/15 10:09	0.1	Submitted	web
1109				Danger of fire emergency/ Theft from Library	23/01/15 10:19	0.1	Submitted	web
1111				Experience in other authorities show massive losses in stock and faclitate theft. H&S - not safe with no staff.	23/01/15 10:28	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Ocassional security guard is inadequate. Info - need qualified people, lack of community centre.				
1113				Where specific items may be located.	23/01/15 10:36	0.1	Submitted	web
1115				I would be concerned if I found myself alone in the library with only one or two individuals I did not recognise between me and the exit. I think this would put me off going at unsupervised times.	23/01/15 10:43	0.1	Submitted	web
1116				Back issues, newspapers, etc	23/01/15 10:48	0.1	Submitted	web
1117				If I was new to that library how would I know what to do?	23/01/15 10:50	0.1	Submitted	web
1118				I would like human interaction	23/01/15 10:53	0.1	Submitted	web
1121				A reference for a book, books for sale	23/01/15 10:58	0.1	Submitted	web
1125				Would not like to come to unmarked library especially when late.	23/01/15 11:19	0.1	Submitted	web
1129				Vandalism Theft Anti social behaviour	23/01/15 11:57	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1130				in case of accident or illness affecting library users.	23/01/15 12:01	0.1	Submitted	web
1131				none	23/01/15 12:04	0.1	Submitted	web
1133				ordering a book is normally done by asking a member of staff to reserve it. The machines can go wrong so a member of staff has to help	23/01/15 12:14	0.1	Submitted	web
1134				personal safety	23/01/15 12:20	0.1	Submitted	web
1135				Somone, might fall, be taken ill, books stolen	23/01/15 12:23	0.1	Submitted	web
1136				Currently machines frequently not working, staff need to be more interactive. Also staff provide professional service and should be better trained. If unmanned would also feel uncomfortable from a safety issue. I really don't think this would be an improvement.	23/01/15 12:25	0.1	Submitted	web
1139				I come in to library to do my own research.	23/01/15 12:40	0.1	Submitted	web
1140				Libraries are a place for communities to come together and the people who run them are at the heart of that.	23/01/15 13:03	0.1	Submitted	web

Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1142				Personal security	23/01/15 13:28	0.1	Submitted	web
1145				If staff was not available there would be more chance of vandalism and theft.	23/01/15 13:47	0.1	Submitted	web
1146				People would walk off hold books & equipment? (couldn't read after 'off')	23/01/15 13:50	0.1	Submitted	web
1147				Not a library just a book borrowing service	23/01/15 13:55	0.1	Submitted	web
1148				hard to find book electrical register	23/01/15 13:58	0.1	Submitted	web
1149				Unstaffed libraries are open to theft of the stock. A security guard would be needed. A staff member would obviate that need. How to summon help for a health emergency?	23/01/15 14:07	0.1	Submitted	web
1151				I wouldn't know how to start looking for the information I'd require.	24/01/15 21:42	0.1	Submitted	web
1152				I would worry about safety and you can't tell what type of people could come in.	24/01/15 21:51	0.1	Submitted	web
1153				People are more aware and cautious if staff is present. CCTV are ignored.	24/01/15 21:57	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1154				I would worry about fire, resources being stolen and vandalism.	24/01/15 22:05	0.1	Submitted	web
1155				If there was any disturbance by the public then I would feel safer if a member of staff there. Also if anything like a fire happened would feel reassured.	24/01/15 22:18	0.1	Submitted	web
1156				An accident may occur if nobody else in library to call for help (or heart attack/stroke). Also could be used by drug users if no supervision.	24/01/15 22:24	0.1	Submitted	web
1157				Obtaining a book only available from another library. Advice on how to use the booking and computer systems.	24/01/15 22:30	0.1	Submitted	web
1158				If an accident or person taken ill occurred on the premises.	24/01/15 22:36	0.1	Submitted	web
1160				Always 1 person should be present at all times.	24/01/15 22:45	0.1	Submitted	web
1161				Some books are not available	24/01/15 22:51	0.1	Submitted	web
1163				No one to answer questions/in charge.	24/01/15 23:02	0.1	Submitted	web
1166				People behaving badly	25/01/15 21:57	0.1	Submitted	web

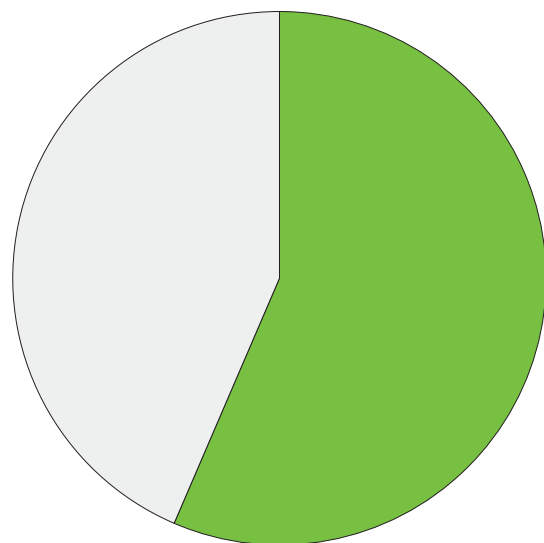
Question 4a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1167				For recommended reading, information about local events	25/01/15 22:02	0.1	Submitted	web
1168				I cannot imagine an unstaffed library. It is always good to see a member of staff and a friendly face.	25/01/15 22:10	0.1	Submitted	web
1169				Losing personal touch with the library.	25/01/15 22:18	0.1	Submitted	web
1170				Safety and crime.	25/01/15 22:28	0.1	Submitted	web
1174				A person of authority is required. The place should not be empty. A person of knowledge of the system and background (good education).	25/01/15 22:59	0.1	Submitted	web
1175				Law and order.	25/01/15 23:03	0.1	Submitted	web

Question 4b

Question responses: 664 (56.46%)

How do you feel that these concerns could be addressed?



	% Total	% Answer	Count
■ [Responses]	56.46%	100.00%	664
■ [No Response]	43.54%	--	512
Total	100.00%	100.00%	1,176

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
2				At least 1 member of library staff on duty, in addition to the guards.	24/11/14 11:23	0.1	Submitted	web
3				By not opening the libraries without any staff	24/11/14 13:16	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
7				Have a member of staff	24/11/14 13:50	0.1	Submitted	web
9				Some (info) could be provided by web base. Better design and signage would improve ability to locate books but discussion provides a wealth of information.	24/11/14 14:16	0.1	Submitted	web
10				Intranet site with FAQ for library users to access information at the touch of a button	24/11/14 14:20	0.1	Submitted	web
11				Do not reduce staff numbers	24/11/14 14:27	0.1	Submitted	web
12				Have a hotline number to report these issues and someone can be sent to the library if necessary.	24/11/14 14:29	0.1	Submitted	web
14				CCTV in all libraries. As users would have to enter the library using their library card there should be a way of tracing all visitors and any misuse should lead to a cancellation of membership and prosecution by the police	24/11/14 16:30	0.1	Submitted	web
18				Retain the library staff.	24/11/14 18:38	0.1	Submitted	web
19				Employing a security guard	24/11/14 18:44	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
21				provide staff.	24/11/14 20:03	0.1	Submitted	web
23				Keep the libraries fully staffed.	24/11/14 20:51	0.1	Submitted	web
25				Keep the libraries staffed by properly qualified employees at all times.	25/11/14 07:39	0.1	Submitted	web
28				Staff on hand.	25/11/14 10:32	0.1	Submitted	web
29				Libraries should have a reasonable staff presence when open, even if that means fewer libraries or shorter hours. Personally, I would be put off from visiting unstaffed libraries, to the point where I would go out of the borough to use better-staffed libraries elsewhere.	25/11/14 10:41	0.1	Submitted	web
31				By keeping at least one staff member	25/11/14 11:02	0.1	Submitted	web
32				Have a staff member or a security person responsible for behavior problems from any member of public	25/11/14 11:19	0.1	Submitted	web
34				CCTV, use of log ins, pin numbers etc.	25/11/14 12:07	0.1	Submitted	web
35				Happy for opening hours to remain the same, my concern is the libraries stay	25/11/14 12:44	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				open, am not as concerned about opening hours. Once libraries are closed forever this valuable resource will be lost.				
36				security personnel	25/11/14 12:56	0.1	Submitted	web
37				By retaining staff in the libraries.	25/11/14 13:18	0.1	Submitted	web
40				A member of staff or volunteer needs to be available.	25/11/14 14:44	0.1	Submitted	web
42				better it access to reserve and find books	25/11/14 15:49	0.1	Submitted	web
44				By video link or computer.	25/11/14 16:10	0.1	Submitted	web
47				A member of staff to be available	25/11/14 16:31	0.1	Submitted	web
48				Without a member of staff I'm not sure it could. I am fairly IT literate but many of your consumers are not and they might need help.	25/11/14 16:45	0.1	Submitted	web
49				Having it staffed	25/11/14 16:48	0.1	Submitted	web
50				more integrated use of existing library buildings	25/11/14 16:59	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
53				Alarm systems when introducing Open+ technology. Main entrance to the library not opening out onto the main road, i.e. within another building.	25/11/14 18:18	0.1	Submitted	web
54				Perhaps a consortium of readers and users, with less intrusion from the civil servant mentality of most councillors.	25/11/14 18:39	0.1	Submitted	web
55				Offering librarians the options to work shifts to keep the libraries open	25/11/14 19:00	0.1	Submitted	web
56				Keep the library staffed. Maybe get some interns plus less staff	25/11/14 19:25	0.1	Submitted	web
58				Less staff but always someone there to help.	25/11/14 19:54	0.1	Submitted	web
59				With more staff and using libraries for more community functions, not less .	25/11/14 20:17	0.1	Submitted	web
63				Staff!	25/11/14 22:16	0.1	Submitted	web
65				By having staff there	25/11/14 23:49	0.1	Submitted	web
67				Have at least one competent person present at all times available to assist the public.	26/11/14 08:47	0.1	Submitted	web
68				security guard on duty.	26/11/14 10:09	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
70				having trained staff available	26/11/14 11:21	0.1	Submitted	web
72				Comes back to having staff on-site. Security staff might do, but this may have the counter effect of making the place intimidating to users.	26/11/14 13:42	0.1	Submitted	web
73				Raise money by: -Discontinuing the glossy Harrow magazine, nobody I know reads it. -Making a small annual charge, say £10 per year for each library user with discounts for families. -Cutting highly-paid council staff - can they be doing a good job if they cannot better control the finances?	26/11/14 15:26	0.1	Submitted	web
74				Staff presence.	26/11/14 15:56	0.1	Submitted	web
77				Access to info on books in stock or how to order	26/11/14 22:40	0.1	Submitted	web
78				By actively talking to all its stakeholders and assessing the closure/ limitations to library resources made available to the community. Libraries in my opinion are sacred to a child's education.	26/11/14 22:54	0.1	Submitted	web
80				unsure	27/11/14 01:18	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
81				Have staff members there to serve the customers as it has always been.	27/11/14 10:28	0.1	Submitted	web
83				By sacking the chief executive and using that money to fund staffing	27/11/14 13:59	0.1	Submitted	web
84				i would not come when there would be no staff	27/11/14 14:06	0.1	Submitted	web
86				Improved computer access on site	27/11/14 16:00	0.1	Submitted	web
88				By having a member of staff available.	27/11/14 16:28	0.1	Submitted	web
91				There needs to be at least one staff member at all times. Not necessarily a trained librarian, but with access via skype to a central library and on-duty librarian.	27/11/14 20:02	0.1	Submitted	web
93				Always have a staff member available to resolve problems.	27/11/14 20:20	0.1	Submitted	web
97				N/A	28/11/14 06:35	0.1	Submitted	web
98				don't have unmanned libs	28/11/14 09:40	0.1	Submitted	web
99				having properly trained staff on site during opening hours	28/11/14 10:31	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
100				Less libraries, but longer opening hours or libraries based with other services e.g. children's centres/council offices	28/11/14 14:04	0.1	Submitted	web
102				putting a security guard and CCTV not ideal option,	28/11/14 14:42	0.1	Submitted	web
104				I think that the solution is to open with out staff. Maybe volunteers could work in pairs. Advertise that people visiting the Library after hours wouldn't have anyone to ask or be shown how to use the equipment. The volunteers really like security guards.	28/11/14 15:00	0.1	Submitted	web
105				Adequate knowledgable staff.	28/11/14 15:14	0.1	Submitted	web
106				Cutting members of staff would be a saving of course but a very small and unjustifiable one in the long term. Once libraries close, they are lost for good. England used to pride itself on its extensive and reliable library services	28/11/14 15:51	0.1	Submitted	web
107				(1) How does the DLR manage safety because their stations are not manned? Do people use the DLR when its dark? What is their track record of safety? (2) Can the online library website page be updated and easier to use to place a reservation on	28/11/14 15:52	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				a book? (3) Can the online library website page be updated to make renewing books easier?				
109				Installation of monitored CCTV cameras, staff available during extended hours	28/11/14 17:10	0.1	Submitted	web
111				Staff the libraries!	28/11/14 19:29	0.1	Submitted	web
115				Extend library opening hours WITH staff.	29/11/14 11:00	0.1	Submitted	web
116				If library technology can be upgraded so other boroughs' book reference numbers could be read and accessed in the same way as Harrow's, this would be a step forward. Until then, staff are needed to fulfill basic library functions.	29/11/14 12:40	0.1	Submitted	web
118				may be close all libraries. sell the buildings for new homes.	29/11/14 15:08	0.1	Submitted	web
119				Maybe community volunteers to be available to be a human face in a library.	29/11/14 17:54	0.1	Submitted	web
120				Staff made available	29/11/14 22:31	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
121				Fire extinguisher.	30/11/14 00:15	0.1	Submitted	web
126				Make sure that the books are up-to-date with new barcode stickers	01/12/14 09:58	0.1	Submitted	web
131				Could be 'OK' with card and responsibility established	01/12/14 10:34	0.1	Submitted	web
132				There should be more staff	01/12/14 10:46	0.1	Submitted	web
135				More staff from young to retirement age	01/12/14 11:07	0.1	Submitted	web
139				Continue to maintain present staffing levels	01/12/14 11:28	0.1	Submitted	web
141				Require the provision of staff for support and security	01/12/14 11:35	0.1	Submitted	web
142				I do not want the Bob Lawrence library to close, i need this library	01/12/14 11:39	0.1	Submitted	web
143				At least one member of staff on duty	01/12/14 11:48	0.1	Submitted	web
145				If you update the computer system to Windows 8, and maybe charge £1.00 per hour to use, this would bring some finance to keep part of maintenance into system.	01/12/14 11:59	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
147				Improve the technology.	01/12/14 12:06	0.1	Submitted	web
150				Give timetable when someone will be available	01/12/14 12:20	0.1	Submitted	web
152				They cannot be addressed. How can you protect people and property with no staff? Who suggested this crazy idea?	01/12/14 12:39	0.1	Submitted	web
158				Hire more people	01/12/14 13:37	0.1	Submitted	web
159				By stationing a member of staff on every floor. Sometimes you have to go to the front desk for information. If someone, member of staff, was on the floor then information would be accessed quickly instead of going down.	01/12/14 13:48	0.1	Submitted	web
160				Libraries should be staffed for many reasons. Health, safety, security, information and support.	01/12/14 13:49	0.1	Submitted	web
161				I'm not sure how they would be addressed if there were no assistants.	01/12/14 13:54	0.1	Submitted	web
162				Fix booking computer on lower ground floor	01/12/14 14:03	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
167				Keep a member of staff in the libraries	01/12/14 14:28	0.1	Submitted	web
168				The libraries should be manned . People feel safer when members of staff are around.	01/12/14 14:35	0.1	Submitted	web
169				I believe that staffing libraries is very important in the light of my particular requirements.	01/12/14 15:00	0.1	Submitted	web
171				Regular volunteer service	01/12/14 18:01	0.1	Submitted	web
172				Something could be done so that the machines recognise books from outside Harrow	01/12/14 18:46	0.1	Submitted	web
173				Have staff present at all times	01/12/14 18:56	0.1	Submitted	web
175				Reducing the number of staff on duty.	01/12/14 20:01	0.1	Submitted	web
177				There would have to be some sort of deterrant to stop people using it as a place to hang out, e.g. specialised security or regular patrols. If at least one member of staff was on site this may help.	01/12/14 22:16	0.1	Submitted	web
178				BY maintaining a member of staff at the library!	02/12/14 09:46	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
182				Money wasted on other things. Libraries more important than some other things Council tax is wasted on. Speak as former employee of both Harrow Council and Brent Council.	02/12/14 15:44	0.1	Submitted	web
187				Have staff present	03/12/14 10:14	0.1	Submitted	web
188				Staff availability	03/12/14 10:19	0.1	Submitted	web
189				Have staff onsite	03/12/14 10:22	0.1	Submitted	web
190				Employ at least one staff during open hours	03/12/14 10:25	0.1	Submitted	web
191				Online facility	03/12/14 10:31	0.1	Submitted	web
195				Better library catalogue, more information and deeper catalogue	03/12/14 11:05	0.1	Submitted	web
196				Yes okay about it.	03/12/14 11:13	0.1	Submitted	web
198				Yes I feel okay about it I don't mind	03/12/14 11:24	0.1	Submitted	web
200				Information points, where someone can be on a phone to help or provide	03/12/14 11:33	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				information required on hours when staff are not available				
203				Ensure the catalogue is always in use and up to date. Retain the staff.	03/12/14 11:58	0.1	Submitted	web
205				There should always be staff in a library to assist , Especially to encourage children to read books and not rely on the internet. In Hillingdon they have various schemes to make reading for children fun gaining stickers etc .	03/12/14 12:16	0.1	Submitted	web
206				By providing information we require in other ways	03/12/14 12:19	0.1	Submitted	web
207				Cameras Security guard	03/12/14 13:20	0.1	Submitted	web
209				Offering an 'Ask a Librarian' email service.	03/12/14 14:29	0.1	Submitted	web
211				keeping staff and libraries open. Make cuts elsewhere.	03/12/14 16:10	0.1	Submitted	web
213				Staff libraries properly	03/12/14 17:21	0.1	Submitted	web
214				By leaving things as they are.	03/12/14 20:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
215				Staff presence - if staff not present , some library users might cause disturbance .	04/12/14 00:27	0.1	Submitted	web
216				Keep library staff in the libraries.	04/12/14 10:28	0.1	Submitted	web
217				keep staff in libraries!	04/12/14 11:56	0.1	Submitted	web
224				Yes I feel OK about it	05/12/14 13:11	0.1	Submitted	web
225				Minimum number of staff on duty at all times to be 2 (1 would be impractical for a variety of reasons).	05/12/14 13:19	0.1	Submitted	web
227				You need to have at least two members of staff or maybe volunteers around to make people feel safe.	05/12/14 13:27	0.1	Submitted	web
228				You need to have at least two members of staff or maybe volunteers around to make people feel safe.	05/12/14 13:27	0.1	Submitted	web
230				By having someone keeping watch	05/12/14 14:02	0.1	Submitted	web
233				I cannot see that libraries without supervision could ever be safe places, especially for children visiting alone.	05/12/14 14:24	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
234				Sharing the use of the space with others means that a member of staff can be available for longer periods.	05/12/14 14:27	0.1	Submitted	web
235				Having volunteers	05/12/14 14:28	0.1	Submitted	web
236				You cannot cut finances by abolishing library staff. As well as the above, they have expertise that is needed.	05/12/14 15:10	0.1	Submitted	web
237				Keep staff supported by volunteers ideally. This might allow staff to be spread across the opening hours or maybe even reduced.	05/12/14 15:25	0.1	Submitted	web
238				By having a skeletal staff presence to make sure no disorderly or corrupt behaviour/activity is entertained; by acting as a deterrent.	05/12/14 15:39	0.1	Submitted	web
241				Minimum one member of staff or security present. Good self serve and search options needed.	05/12/14 16:38	0.1	Submitted	web
242				Minimum one member of staff or security present. Good self serve and search options needed.	05/12/14 16:38	0.1	Submitted	web
243				with maybe one person on duty	05/12/14 17:04	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
244				It should be like the ticket office in North Harrow Station. Staff are there but are not operative regarding ticket sales. Librarian could be present and available but not operative regarding loaning of books.	05/12/14 17:17	0.1	Submitted	web
247				By having security guards or experience libray staff.	05/12/14 20:53	0.1	Submitted	web
248				Don't open libraries without staff.	05/12/14 20:54	0.1	Submitted	web
254				keep staff	06/12/14 14:19	0.1	Submitted	web
258				CCTV and direct communications link (phone/speaker) to 'central'. Encouraging community groups (U3A/ exercise/ keep fit/ creche/ study groups) to use buildings at such times, for free. Anything to keep it 'busy'.	06/12/14 18:50	0.1	Submitted	web
261				By investing and valuing staff rather than machines and ICT.	06/12/14 21:52	0.1	Submitted	web
262				Keep the staff!!!!	06/12/14 22:27	0.1	Submitted	web
263				ONLY by staff being present. I do NOT want my taxes to be spent on a staff-free service.	06/12/14 22:29	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
265				Have supervision in place.	07/12/14 10:07	0.1	Submitted	web
266				Certainly the use of CCTV would be reassuring, with perhaps staffing at after school times and evenings	07/12/14 18:23	0.1	Submitted	web
267				Keep manned libraries open.	07/12/14 21:42	0.1	Submitted	web
268				Electronic terminals with search and location facilities RFID in books to track their locations Recommendation site based on others same age feedback	07/12/14 21:43	0.1	Submitted	web
270				have a security person	08/12/14 11:19	0.1	Submitted	web
271				Have a security guard on duty	08/12/14 12:34	0.1	Submitted	web
272				So long as these issues are discussed before set up & thought through properly with the right solutions. I dont want to have to apy higher fines due to loss of revenue because books have been stolen.	08/12/14 13:39	0.1	Submitted	web
273				Phone support provided centrally?	08/12/14 14:05	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
274				You could have a tv link to a librarian who is serving several libraries.	08/12/14 14:20	0.1	Submitted	web
277				Well because I am a disabled library user.	08/12/14 16:39	0.1	Submitted	web
278				CCTVs would not help address any of the health and safety issues since acts of violence or keeping libraries clean. Staff will have to work extra next day to re-arrange books and get library back to a normal state of use. So more time will be unnecessarily wasted.	08/12/14 17:34	0.1	Submitted	web
279				By keeping our library open at Hatch End as a vital cultural public service	08/12/14 18:10	0.1	Submitted	web
280				Entry and exit by reader card.	08/12/14 19:18	0.1	Submitted	web
282				Increasing number of staff at library, especially during peak hours.	08/12/14 22:36	0.1	Submitted	web
283				More time to be provided for staff to listen and respond to customers.	09/12/14 09:21	0.1	Submitted	web
284				Volunteers could be trained up as librarians as support staff. Employ one and have 2 support staff who have shift hours as they can do. Less staff cost and volunteers would happily help out.	09/12/14 09:56	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
286				A private sector or 3rd sector community coffee shop	09/12/14 11:10	0.1	Submitted	web
288				Manning the libraries	09/12/14 14:30	0.1	Submitted	web
289				N/A	09/12/14 15:11	0.1	Submitted	web
290				To retain your staff! They are a valuable commodity.	09/12/14 15:26	0.1	Submitted	web
291				By staggering the opening times so that at least one member of staff is present. Have late opening hours on certain days. Open on sundays etc.	09/12/14 16:49	0.1	Submitted	web
292				More computers to access info	09/12/14 18:32	0.1	Submitted	web
293				Staff Libraries during these times	09/12/14 19:39	0.1	Submitted	web
295				Use a helpdesk or internal helpline	10/12/14 10:32	0.1	Submitted	web
297				CCTV. Emergency phone. Having skeleton staff on when possible.	10/12/14 10:48	0.1	Submitted	web
302				Keep staff in libraries	10/12/14 11:08	0.1	Submitted	web
305				More library staff	10/12/14 11:20	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
307				It is nice to talk to and communicate with a human being whereas computers are always down and annoying	10/12/14 11:34	0.1	Submitted	web
308				Keep the libraries open as they are now	10/12/14 11:42	0.1	Submitted	web
309				F*** the Queen and the Government, GET OUT!!!	10/12/14 11:50	0.1	Submitted	web
310				Keep all branches open and reduce hours	10/12/14 11:55	0.1	Submitted	web
311				Probably access to a call to a helpline could help. Sometimes, I am not able to borrow a book from the machine when the book is from a non-Harrow library	10/12/14 12:00	0.1	Submitted	web
312				Have staff present	10/12/14 12:06	0.1	Submitted	web
313				Telephone numbers in case of emergency	10/12/14 12:15	0.1	Submitted	web
315				Emergency call number for public to ring. Question is, would public use it?	10/12/14 12:22	0.1	Submitted	web
318				By keeping Hatch End library staffed as it is. The staff are very helpful, police and it is a nice place to visit being that I have to bank, shop and	10/12/14 12:47	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				other transactions in Hatch End. I would like to say as an elderly member of the community, reading is sometimes the only pleasure I have, not only a pleasure but a means of getting to sleep. Why do you want to take these pleasures away from the elderly, not just me but thousands of others. Please leave Hatch End library as it is. Another consideration is that many of us oldies have no where to park in other areas and walking long distances is very painful. Have a heart - think about your own future too!				
319				Adequate staff always there	10/12/14 12:52	0.1	Submitted	web
320				Knowledgeable staff should be available	10/12/14 12:56	0.1	Submitted	web
322				They must always be supervised by staff	10/12/14 13:22	0.1	Submitted	web
323				North Harrow is too far away for many disabled and elderly people so Rayners Lane should stay open. Pinner is too far away also.	10/12/14 13:41	0.1	Submitted	web
324				There should be at least one staf member available	10/12/14 13:46	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
326				Security guards on duty (very costly?)	10/12/14 13:59	0.1	Submitted	web
327				An enquiry form telling staff what was wanted	10/12/14 14:19	0.1	Submitted	web
329				By having trained staff available at all times	10/12/14 14:33	0.1	Submitted	web
330				Crime is on the rise in the UK all the time and libraries being accessed by all age groups including children security should be a paramount consideration; a full time security system should be in place	10/12/14 15:45	0.1	Submitted	web
331				Put staff in them.	10/12/14 16:28	0.1	Submitted	web
332				Attract unwelcome people to use the library for wrong reasons	10/12/14 22:52	0.1	Submitted	web
333				By having a member of staff in the library for the whole of the opening period!	11/12/14 01:29	0.1	Submitted	web
334				You need someone in charge in case of fire or other emergencies. There should be a member of the library staff present.	11/12/14 09:52	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
337				Children use North Harrow library to take out books to read, students us the library to study	11/12/14 10:09	0.1	Submitted	web
338				Cameras, CCTV Kiosk points to ask for help if staff not available	11/12/14 10:17	0.1	Submitted	web
339				Yes it could be all it takes is a little thought from the Council	11/12/14 10:23	0.1	Submitted	web
340				By making sure that the library is staffed and not to become a place of CCTV cameras with everything online with nothing for those who don't want their library run this way. Technology has its place but it is getting out of hand now and, in my opinion, adds to the problem of unemployment.	11/12/14 10:32	0.1	Submitted	web
341				Must be manned by staff at all times	11/12/14 10:39	0.1	Submitted	web
343				Subsequent visit	11/12/14 11:15	0.1	Submitted	web
344				Volunteers	11/12/14 11:20	0.1	Submitted	web
345				Opening hours are sufficient for my needs as they stand at the moment although Wednesday and Friday openings would be useful.	11/12/14 11:58	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
346				Well trained friendly librarians	11/12/14 12:05	0.1	Submitted	web
347				Along with CCTV at least one memembr of staff on duty or a process of introducing fines to people causing too loud noise or disturbance.	11/12/14 12:12	0.1	Submitted	web
349				Keep members of staff in place to answer questions	11/12/14 12:27	0.1	Submitted	web
350				Not opening unstaffed!	11/12/14 12:34	0.1	Submitted	web
353				More staff	11/12/14 12:48	0.1	Submitted	web
354				I bring my children for rhyme and story time, talk to staff, have personal nad community feeling. Volunteers can help staff but can't run libraries	11/12/14 12:57	0.1	Submitted	web
355				more staff	11/12/14 13:01	0.1	Submitted	web
356				With the presence of staff	11/12/14 13:08	0.1	Submitted	web
358				Staffing libraries whenever open, e.g. one library staff and one security staff in less busy periods	11/12/14 13:20	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
359				Ensuring that all libraries are staffed with paid employees, when open.	11/12/14 13:26	0.1	Submitted	web
360				Having at least 1 helpful person around can make a difference.	11/12/14 13:35	0.1	Submitted	web
361				Security staff could be employed	11/12/14 13:42	0.1	Submitted	web
362				Not sure	11/12/14 13:47	0.1	Submitted	web
364				Library pc to help get information required. For example, books on cooking. PC should be able to tell us where the books are located within the library.	11/12/14 13:57	0.1	Submitted	web
365				Simply by staffing the libraries - safety of public and children should not be compromised as a cost cutting exercise. Cut some of the unproductive posts from the Civic Centre.	11/12/14 14:02	0.1	Submitted	web
366				Someone should be present	11/12/14 14:07	0.1	Submitted	web
368				No unmanned libraries. Librarians are very helpful.	11/12/14 14:15	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
370				Keep the staff available fund them by other means such as sponsorship or partnerships with large companies	11/12/14 15:17	0.1	Submitted	web
371				camera and volunteers to be in library during extended hours.	11/12/14 15:23	0.1	Submitted	web
374				Could a volunteer be available in the library? I'd prefer locals libraries to stay open if only for limited hours per week.	11/12/14 20:28	0.1	Submitted	web
375				Keep libraries staffed with people who know what they are doing.	11/12/14 21:38	0.1	Submitted	web
376				Perhaps volunteers could be present during unstaffed hours.	12/12/14 01:49	0.1	Submitted	web
377				I think maybe to save on libraries/ if you charged a minimal fee of £3 per member per month - for those ages less than 65 - you would have (a) more active members as people use services they pay for (b) you have the money to keep staff and this is a minimal charge.	12/12/14 07:14	0.1	Submitted	web
382				By keeping my local Bob Lawrence library staffed during opening hours.	12/12/14 16:26	0.1	Submitted	web
383				Better security systems, video surveillance, frequent audits	12/12/14 16:49	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
384				Some library hours could be staffed by a security person and a couple of volunteers (or a similar configuration).	12/12/14 20:00	0.1	Submitted	web
385				Direct line to staff at another Harrow library	12/12/14 22:18	0.1	Submitted	web
386				All libraries have staffing	13/12/14 12:43	0.1	Submitted	web
387				The online library book search is so poor that at times it is almost useless. If it was better then as long as there were terminals in the library there would be no requirement for staff	13/12/14 14:37	0.1	Submitted	web
388				To have a physical person on hand for these issues	13/12/14 15:46	0.1	Submitted	web
389				An improved online service, for example, the ability to order books from other libraries online.	13/12/14 18:02	0.1	Submitted	web
391				Staffing as required - CCTV not enough	14/12/14 00:47	0.1	Submitted	web
392				n/a	14/12/14 19:13	0.1	Submitted	web
396				I think there should always be staff members to attend to our needs, technology does not always help.	15/12/14 11:18	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
398				More staff to be employed	15/12/14 11:27	0.1	Submitted	web
400				Leaving things are they are	15/12/14 11:36	0.1	Submitted	web
401				Firstly I would like to express the essentiality of the library service as a provider of education to the public as a strong foundation of pshychological support and balance	15/12/14 11:45	0.1	Submitted	web
405				Do not introduce Open+ technology and keep libraries staffed. Do not use volunteers: they cannot be expected to deal with antisocial behaviour e.g. throwing out drunks, breaking up fights. Volunteers can't provide any professional services such as the provision of information. Volunteers can move on whenever they like. They cannot be relied upon to maintain the service indefinitely and libraries are a statutory responsibility which the Council must provide. The consultation document suggests the Council would only fund stock and IT; volunteers should not be expected to fund building maintenance, meaning that libraries would become shabby and unwelcoming. This is already the case in other local authorities, e.g. Chalk Farm Library in Camden.	15/12/14 11:57	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
406				Ensure there is at least one library-trained person on duty with a security or health and safety person on duty, that is two people per shift at least.	15/12/14 11:59	0.1	Submitted	web
408				A member of staff should be there during all opening hours and to answer the phone.	15/12/14 12:07	0.1	Submitted	web
409				No member of staff should be left having to look after and library on their own - minimum 2 staff at any one time. CCTV monitoring necessary at all times to protect staff and users.	15/12/14 12:24	0.1	Submitted	web
411				CCTV cameras operating	15/12/14 12:33	0.1	Submitted	web
413				Keep libraries fully staffed	15/12/14 12:51	0.1	Submitted	web
414				The Council wastes millions of pounds each year. You are owed millions in Council Taxes. You do not need a new Chief Executive - he received a large bonus last year! and now he has been re-employed!	15/12/14 12:58	0.1	Submitted	web
416				Maintain existing staffing levels (and improve them if/when circumstances permit). The Council should lobby for the creation of a London-wide library	15/12/14 17:29	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				authority, perhaps under the aegis of the GLA. This body would have a strategic overview of the library needs for the whole of London without the need to consider borough boundaries (just as the public disregard borough boundaries when using libraries - they just go to the ones most convenient for them)				
417				Not convinced that they can if the building is unstaffed.	15/12/14 22:04	0.1	Submitted	web
419				Being very clear about when staff were available and them being there at specified times	16/12/14 15:46	0.1	Submitted	web
422				Having worked in a very security minded library most of my life I can confirm that buildings, stock and staff are never secure enough.	17/12/14 10:01	0.1	Submitted	web
424				Always at least 1 member of staff working	17/12/14 10:09	0.1	Submitted	web
427				Always keep someone at the library	17/12/14 10:30	0.1	Submitted	web
428				One staff available to issue/renew or update system to cater for issue/renewal of all London library consortium member stock	17/12/14 10:37	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
429				To have library staff at hand to deal with any eventuality.	17/12/14 10:46	0.1	Submitted	web
431				Making sure libraries aren't understaffed.	17/12/14 11:03	0.1	Submitted	web
432				Making sure someone is always here	17/12/14 11:08	0.1	Submitted	web
433				More staff	17/12/14 11:15	0.1	Submitted	web
434				More staff	17/12/14 11:15	0.1	Submitted	web
435				By not reducing any more staff! Libraries are meant to be an area of social contact as well as a community hub.	17/12/14 11:20	0.1	Submitted	web
436				Info leaflets	17/12/14 11:29	0.1	Submitted	web
437				By having a member of staff present during peak hours or days, or an online text/chat to address concerns in the moment	17/12/14 11:52	0.1	Submitted	web
439				As I have said above staff is available to assist one to obtain the information they need	17/12/14 12:02	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
442				By having staff at libraries	17/12/14 12:41	0.1	Submitted	web
444				Have at least one or two members of staff available in case of an emergency, especially fire and safety as it may not be clear in some buildings.	17/12/14 12:56	0.1	Submitted	web
445				Perhaps you could request the book online or via email. But there would have to be an acknowledgement so that you know that your request has been processed and that the library can obtain the book for you.	17/12/14 13:32	0.1	Submitted	web
446				Put more books out	17/12/14 16:46	0.1	Submitted	web
447				Members who use the service in "unstaffed hours to have access by an identifiable pass and a panic button for other library users if it were to be used unscrupulously.	17/12/14 18:30	0.1	Submitted	web
451				Presence of staff at all times	18/12/14 10:21	0.1	Submitted	web
452				Need at least 1 person in the library to help. No other way.	18/12/14 10:25	0.1	Submitted	web
453				Decent equipment, properly maintained, user-friendly to staff. Staff	18/12/14 10:37	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				training, penalty clauses for system supplier.				
454				Ensure that a librarian is always available	18/12/14 10:51	0.1	Submitted	web
455				Liaise with Hillingdon - they seem able to keep their libraries vibrant and are, I think installing coffee facilities in some to encourage people to browse and linger longer.	18/12/14 11:00	0.1	Submitted	web
457				having proper IT help available on the spot and as mentioned having few trained staff who can assist in each and every matter.	18/12/14 11:06	0.1	Submitted	web
458				By having staff permanently there when open	18/12/14 11:09	0.1	Submitted	web
460				Keeping at least the minimal number of staff	18/12/14 11:21	0.1	Submitted	web
461				I will not visit a library when a staff member is absent.	18/12/14 11:25	0.1	Submitted	web
462				Only with provision of, at least graduate probationary librarians. This need not be a choice, since provision of safety is a statutory requirement.	18/12/14 11:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
463				Clear information in written form, with more detail and options available online.	18/12/14 11:48	0.1	Submitted	web
464				I am too stressed to think	18/12/14 11:54	0.1	Submitted	web
465				Run the library services by human beings, for the human beings. Don't try to turn human beings into machines or robots to give profits to profiteers.	18/12/14 12:14	0.1	Submitted	web
469				The staff are trained therefore would be quicker and easier to get the information needed.	18/12/14 12:24	0.1	Submitted	web
473				Not to reduce the staff but instead consider other areas where the governments resources are being wasted; e.g. Harrow Council whereby there are incompetent advisors that are simply getting paid to provide wrong information if any.	18/12/14 12:47	0.1	Submitted	web
474				Simple really - keep the staff! It's hardly rocket science, people are required to deal with people/fix things.	18/12/14 12:57	0.1	Submitted	web
475				Provide security staff	18/12/14 13:01	0.1	Submitted	web
477				Courses on how to use computers for this and other library services	18/12/14 13:18	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
478				To have one staff available on desk and to have security guards patrolling premises	18/12/14 13:26	0.1	Submitted	web
479				Clearer instructions on how to use photocopier and computers. If a problem occurs which doesn't justify calling 999 there needs to be a number, which one can use to summon assistance, such as a caretaker - if, for instance, there's a leaking roof or electrical fault.	18/12/14 13:46	0.1	Submitted	web
480				Volunteers, open less hours	18/12/14 14:06	0.1	Submitted	web
481				Sometimes unruly clients come in and should be supervised	18/12/14 14:10	0.1	Submitted	web
482				Have specific hours when member of staff would be available for information, say one hour a day or 2 sessions weekly	18/12/14 14:21	0.1	Submitted	web
484				Keep staff	18/12/14 14:28	0.1	Submitted	web
485				Leave the libraries staffed. Cut management fees higher up in the Council and leave the frontline services alone.	18/12/14 14:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
490				Make sure there is at least one member of staff present at all times.	19/12/14 15:18	0.1	Submitted	web
493				We should not waste our resources on implementation of technology which will only lead to further decrease in number of people using libraries.	19/12/14 23:29	0.1	Submitted	web
495				Better sign posting?	20/12/14 08:19	0.1	Submitted	web
496				More information online.	20/12/14 09:49	0.1	Submitted	web
497				Libraries should be staffed at all times	20/12/14 10:40	0.1	Submitted	web
501				Rapid response staff should be available.	21/12/14 11:43	0.1	Submitted	web
503				Having staff available at all times	21/12/14 13:56	0.1	Submitted	web
504				Staffed libraries!	22/12/14 08:47	0.1	Submitted	web
505				by having somebody present	22/12/14 10:46	0.1	Submitted	web
506				Libraries still need to have staff.	22/12/14 13:14	0.1	Submitted	web
511				Go to local High Schools, Sixth Forms or Colleges and get feedback from	22/12/14 21:18	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				students. Or advertise in local paper or put up posters to let people know that libraries are changing in Harrow.				
513				CCTV and emergency buttons	22/12/14 22:20	0.1	Submitted	web
516				A minimum number of staff should always be available in case of emergencies	22/12/14 22:31	0.1	Submitted	web
520				Clear information guides for usage of equipment	22/12/14 22:50	0.1	Submitted	web
521				Having the library staffed	22/12/14 22:56	0.1	Submitted	web
522				I think libraries should be the hub of communities	22/12/14 23:02	0.1	Submitted	web
524				There needs to be at least 1 qualified person to offer assistance.	23/12/14 20:20	0.1	Submitted	web
525				Don't get rid of librarians.	24/12/14 12:18	0.1	Submitted	web
526				Keep the staff.	24/12/14 12:45	0.1	Submitted	web
527				By maintaining adequate staffing levels	24/12/14 15:16	0.1	Submitted	web
528				too much 'robotification' of services. everything is becoming mechanical	26/12/14 23:01	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				without the human face showing. Libraries=librarians to run it as doctors/nurses are needed in a hospital. I would not go into an empty library even if were open with CCTV cameras etc. Would scare me out of my wits. Librarians have a well of information and much quicker and easier to access a librarian to find something out than an automatic service. Getting too technical and distancing people who are not computer savvy. The older population and people who have English as a second language particularly will be alienated. I have seen for myself how librarians have helped such people.				
529				security staff out of hours instead of librarians.	26/12/14 23:51	0.1	Submitted	web
530				Having volunteers cover these extra hours and police directly monitoring CCTV.	27/12/14 02:35	0.1	Submitted	web
531				Access to the stock catalogue online.	27/12/14 13:21	0.1	Submitted	web
532				Keep our libraries open and well staffed	27/12/14 15:02	0.1	Submitted	web
533				Have at least one librarian present	27/12/14 16:06	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
534				Ensure member of staff are always available	27/12/14 18:06	0.1	Submitted	web
536				minimal staffing is a must.	28/12/14 16:58	0.1	Submitted	web
537				by making sure there is at least one librarian in the library at all times	28/12/14 20:55	0.1	Submitted	web
538				Allow local, independent shops (and not national chains) to supply them.	29/12/14 11:50	0.1	Submitted	web
540				I believe a person(s) needs to be on hand to deal with any issues arising	29/12/14 13:13	0.1	Submitted	web
541				Keep a certain number of staff in each library especially at peak times.	29/12/14 13:34	0.1	Submitted	web
542				It is a false economy closing libraries - they support a wide range of ages and abilities from children learning to read to unemployed people applying for jobs and accessing free IT, to the elderly borrowing books and feeling less isolated. They are a bedrock of communities. As mentioned in question 1 make sure the library integrates other services into the library and possible work on ideas of generating some income such as through coffee shop sales etc.	29/12/14 14:05	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
544				Make sure a member of staff was available (even if only over the telephone)	29/12/14 15:09	0.1	Submitted	web
545				Very secure CCTV	29/12/14 21:14	0.1	Submitted	web
548				Need safety of wellbeing when I am alone.	29/12/14 21:28	0.1	Submitted	web
552				Make consortium books fully operational/compatable with the check-in-out/renew services offered by the self service machines	29/12/14 21:41	0.1	Submitted	web
554				By post, newsletter	29/12/14 21:57	0.1	Submitted	web
555				Have staff members trained in security present at all times to deal with anti-social behaviour, vandalism and terrorism dangers	29/12/14 22:05	0.1	Submitted	web
556				Some staff at all times the libraries are open	29/12/14 22:14	0.1	Submitted	web
557				It is always assumed that all have computers. Telephone or even post might be the answer.	29/12/14 22:20	0.1	Submitted	web
558				Try to have 1 member of staff on duty during opening hours perhaps supplemented by volunteers.	29/12/14 22:25	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
561				Age limit on unaccompanied children	29/12/14 22:38	0.1	Submitted	web
562				Only by having better instructions if a qualified person not available	29/12/14 22:44	0.1	Submitted	web
566				Keeping staff, they are a vital organ of the libraries. They provide qualities and aid that no money saving machine could.	29/12/14 23:01	0.1	Submitted	web
567				By talking to their mums	29/12/14 23:04	0.1	Submitted	web
568				By staffing the libraries at all open hours by paid staff and volunteers	29/12/14 23:08	0.1	Submitted	web
570				By ensuring that there was a security guard on duty during opening hours.	30/12/14 06:06	0.1	Submitted	web
571				Staff in charge of buildings would prevent this happening. Removing the ability to offer temptation could make larger savings...	30/12/14 08:04	0.1	Submitted	web
574				Supervision is needed to keep readers safe, especially children	30/12/14 21:34	0.1	Submitted	web
576				Security guards on site at all times	30/12/14 21:41	0.1	Submitted	web
581				Use of volunteers?	30/12/14 22:03	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
583				Some security presence, even if not a qualified librarian	30/12/14 22:13	0.1	Submitted	web
585				Clarify always when staff available	30/12/14 22:22	0.1	Submitted	web
586				Have strict rules in place, for example no food and drink allowed. Manned security should at least be on premises during 'Open + technology' hours to fine anybody breaking rules.	30/12/14 22:27	0.1	Submitted	web
587				Possibly use volunteers to assist regular staff	30/12/14 22:30	0.1	Submitted	web
588				Press a button to call the staff	30/12/14 22:33	0.1	Submitted	web
589				See above re book return bin. More self-service machines in case one or more are out of order. Free phone in library to a larger branch which might be open?	30/12/14 22:44	0.1	Submitted	web
596				Employ staff in our libraries. People are looking for jobs and libraries are an essential part of any community that need to remain open and operational. I understand cuts need to be made, but I think that the long-term benefits resulting from an active library (fostering community spirit and the love of books, aiding learning and	30/12/14 23:04	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				education, outweigh the relatively short-term benefits financially of closing libraries.				
597				Clear displays of CCTV screens.	31/12/14 10:27	0.1	Submitted	web
598				Staff available at core times during the day.	31/12/14 11:27	0.1	Submitted	web
599				If a member of staff was not available then students could fight or bring beers in library that would prevent parents or students come due to health and safety.	31/12/14 11:28	0.1	Submitted	web
600				Without actual people, not at all!	31/12/14 11:56	0.1	Submitted	web
604				Hotline through to a member of staff who may be on call/duty (even if in another library).	31/12/14 19:59	0.1	Submitted	web
605				The whole concept is deeply shocking. A library is much more than issues and a venue, increase staff and you will increase the community relevance. Stats show people value library staff the most (Which report).	01/01/15 08:52	0.1	Submitted	web
613				Keep fewer libraries but and friendly staff support	01/01/15 09:27	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
614				Do not lose any more staff from the libraries, they are vital as is their knowledge.	01/01/15 18:03	0.1	Submitted	web
616				Have few libraries but more staff to help elderly and people who cannot speak more English. In my library I have only 2 staff most of the time but one speaks Gujarati so helps me.	01/01/15 21:24	0.1	Submitted	web
617				Remote staffing may be an option with staff covering more than one library with a "skype" type of service via a video booth. They could even issue remote borrowing chits for abnormal loans.	01/01/15 22:58	0.1	Submitted	web
618				CCTV cameras	02/01/15 08:01	0.1	Submitted	web
621				To find books you can not find, you ask the librarians where is it and they would come with you to find the book you are looking for.	02/01/15 08:16	0.1	Submitted	web
623				If there is fire, no one responsible take action	02/01/15 08:22	0.1	Submitted	web
624				Continued staff attendance	02/01/15 08:25	0.1	Submitted	web
626				For most libraries in Harrow you would need to employ security presence or	02/01/15 10:53	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				be selective in which libraries can remain open outside staffed times. Eg shared security.				
627				When all else fails consider moving a branch Library into one of the empty shops in a high street. This would revitalise high streets and focus them at the centre of communities. It should also be cheaper.	02/01/15 15:47	0.1	Submitted	web
628				Having a security presence.	03/01/15 12:21	0.1	Submitted	web
629				Dont think of the libraries as single purpose but as a council hub in the local community providing a variety of council services. Thus there should always be staff on hand even if they are not a librarian.	03/01/15 15:38	0.1	Submitted	web
630				It would either have to be single person use - like access to a store cupboard of books, busy, so I am never alone, or so open that there is no privacy for your safety to be an issue.	04/01/15 20:52	0.1	Submitted	web
631				Perhaps a librarian could be employed for say 2 hours a day, and if this was clearly advertised, then should you wish to seek help then the time during the day would be known.	04/01/15 21:26	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
634				Volunteers	04/01/15 21:35	0.1	Submitted	web
637				Perhaps keep but minimize staff	04/01/15 21:44	0.1	Submitted	web
638				Minimise staff, perhaps part time on rota	04/01/15 21:48	0.1	Submitted	web
641				Having one member of staff, or trained volunteer, on standby at all times	04/01/15 21:58	0.1	Submitted	web
642				Have few libraries but well staffed	04/01/15 22:16	0.1	Submitted	web
643				By keeping staffed libraries	04/01/15 22:36	0.1	Submitted	web
644				Volunteers and CCTV cameras	04/01/15 22:40	0.1	Submitted	web
647				More staff on alert to help people find what they need	04/01/15 22:49	0.1	Submitted	web
651				We do require memembr of staff for reasons such as title of books whereabouts and etc help.	05/01/15 07:09	0.1	Submitted	web
652				By continuing to have libraries staffed	05/01/15 07:13	0.1	Submitted	web
656				A very detailed information board in library or booklet avaisble and given to all library members	05/01/15 08:15	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
657				Have helpline available	05/01/15 08:26	0.1	Submitted	web
663				Retain member of staff	05/01/15 08:48	0.1	Submitted	web
664				More staff maybe	05/01/15 08:51	0.1	Submitted	web
667				If there is no human staff in library, and specifically a regular staff, I do not think it could ever be addressed.	05/01/15 09:06	0.1	Submitted	web
669				Having a computer that could easily help you find answers to queries that would usually be answered by the librarian, easy to follow written instructions on how to use the online catalogue	05/01/15 12:07	0.1	Submitted	web
672				If money is a problem, then use trained volunteers who can be on hand to help members of the public use the libraries.	05/01/15 15:55	0.1	Submitted	web
673				Maintain the status-quo and make savings from other council services.	05/01/15 18:40	0.1	Submitted	web
675				More accessible services More tech-related facilities	05/01/15 21:58	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
679				At least have advertised times when members of staff would be available to help users	05/01/15 22:11	0.1	Submitted	web
681				Live chat support Frequently Asked Questions Help available online Leaflets/Phamplets	05/01/15 23:42	0.1	Submitted	web
682				By staffing the libraries. You could also have some voluntary help.	06/01/15 01:04	0.1	Submitted	web
683				Ensuring a roaming random spot checks	06/01/15 11:52	0.1	Submitted	web
684				Staff need to be on the premises during all times when the library is open. Wealdstone has a lot of anti-social behaviour and by having no person of authority on the premises will only encourage untoward behaviour.	06/01/15 21:57	0.1	Submitted	web
685				Security Stop WASTING money on expensive chief executives/young people's parliaments etc and put it back in to libraries	06/01/15 22:22	0.1	Submitted	web
686				Librarians should be valued. If there was a choice between fewer libraries or technology and CCTV I would choose fewer libraries. The only way that concerns would be addressed is by having staff on hand. If the borough	07/01/15 00:14	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				needs to employ less staff in libraries; then they should have better organisation and better signs so that people can work there way around the library through ease of access and clear labels and captions. The books need clearer labelling so hat children know where to put the books when they finish using them etc.				
687				Visual communication ("free phone") link to help desk	07/01/15 07:59	0.1	Submitted	web
688				Always having a member of staff at reception, and possibly putting up posters with main frequently asked questions.	07/01/15 10:55	0.1	Submitted	web
689				I assume the safety requirements would be very well addressed so that women will not feel threatened out of hours.	07/01/15 11:07	0.1	Submitted	web
690				See Answer (1)	07/01/15 11:16	0.1	Submitted	web
692				Retain staff surely, must be inappropriate to rely on volunteers to manage H&S.	07/01/15 11:32	0.1	Submitted	web
695				Keep staff and increase staff numbers, keep all libraries open and increase closing times so they are open longer	07/01/15 11:49	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
698				My daughter some time specific book related to her subject so staff find helpful to find it at other branch and reserved it for her	07/01/15 12:02	0.1	Submitted	web
699				With a security guard	07/01/15 12:05	0.1	Submitted	web
700				Keep staff	07/01/15 12:11	0.1	Submitted	web
702				Keeping current staff levels	07/01/15 12:20	0.1	Submitted	web
704				Two issues 1) if there are no staff and a client is alone in the building there would be no assistance in an emergency (fallen ill or falling down). 2) There is no guarantee that clients will behave themselves.	07/01/15 12:27	0.1	Submitted	web
705				No staff would put me off, from entering the library which I have used for a number of years. Pinner library is run by only volunteers. Rayners Lane library is the only centre-point for the people in Rayners Lane children-alike.	07/01/15 12:36	0.1	Submitted	web
706				Keep the library open and staffed	07/01/15 12:45	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
708				Keep the library staffed during opening hours	07/01/15 12:52	0.1	Submitted	web
710				Having a schedule where a member of staff is available	07/01/15 12:59	0.1	Submitted	web
712				Helpline?	07/01/15 13:11	0.1	Submitted	web
714				If the library was unstaffed, house with other services perhaps and/or emergency call buttons	07/01/15 13:24	0.1	Submitted	web
715				Use helpline as at train station, going direct to central office	07/01/15 13:29	0.1	Submitted	web
716				My daughter sometimes need specific book relating to her subject so staff helpful to find out from other branches and reserve for her	07/01/15 13:34	0.1	Submitted	web
721				CCTV links to Council and Police Emergency call centres for help	07/01/15 14:13	0.1	Submitted	web
723				1. Transfer service to another local Council office at Rayners Lane, you to confirm address 2. Written note could be left for staff to action later on periodic presumed visit 3. Expand IT system to cover all eventualities	07/01/15 16:14	0.1	Submitted	web
724				Have the staff there	08/01/15 15:42	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
726				Keep libraries open	09/01/15 07:53	0.1	Submitted	web
728				By giving more information to the public in shopping areas, etc	09/01/15 10:12	0.1	Submitted	web
730				Keeping sufficient staff on to meet demand	09/01/15 10:45	0.1	Submitted	web
731				Ensure government/council invests in these vital services to shape our children's futures and bring communities together.	09/01/15 10:51	0.1	Submitted	web
732				Staffing	09/01/15 10:56	0.1	Submitted	web
734				Increase staff Introduce/expand university interns to support longer hours and existing staff as well as the talent pipeline	09/01/15 11:11	0.1	Submitted	web
736				Library covered by the overall building supervision (e.g. Hatch End library within the Harrow Arts Centre)	09/01/15 11:27	0.1	Submitted	web
737				by not getting rid of staff	09/01/15 11:30	0.1	Submitted	web
738				Staff all libraries at all times Keep all libraries open	09/01/15 11:30	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
739				To have library staff on every level. I would have to return another day, and still no staff then I think I would consider joining another library. Staff especially librarians are important in a library why would one want to dispel them?	09/01/15 11:49	0.1	Submitted	web
740				alarm systems	09/01/15 12:10	0.1	Submitted	web
742				Having at least a volunteer present or asking Harrow businesses to sponsor a staff member.	09/01/15 13:56	0.1	Submitted	web
743				Only opening when staff are available or volunteers	09/01/15 14:01	0.1	Submitted	web
750				Keep your staff!	09/01/15 14:35	0.1	Submitted	web
752				Leave email or phone numbers to contact for further assistance	09/01/15 15:20	0.1	Submitted	web
754				only by having staff visibly onsite	09/01/15 16:37	0.1	Submitted	web
756				CCTV. Sharing libraries with commercial concerns eg cafe, day centre or whatever.	09/01/15 16:48	0.1	Submitted	web
758				Someone available to help me (not a machine-an actual person).	09/01/15 22:54	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
760				Controlled access / central e-surveillance	11/01/15 12:46	0.1	Submitted	web
761				Have more information available through one central location, i.e. it is possible for many operators to remotely manage a site. Also would suggest adding more CCTV and computer terminals to each of the libraries.	11/01/15 13:28	0.1	Submitted	web
762				See above people are a critical part of the library experience self service machines supporting them is fine as per the current arrangement in South Harrow	11/01/15 14:58	0.1	Submitted	web
765				Have security staff in the library	12/01/15 09:49	0.1	Submitted	web
769				By keeping staff on and increasing staff members in libraries	12/01/15 10:06	0.1	Submitted	web
771				A member of staff needs to be present	12/01/15 10:12	0.1	Submitted	web
772				Ask for volunteers	12/01/15 10:15	0.1	Submitted	web
775				By having a member of staff, or a central point to phone into from the library only.	12/01/15 10:36	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
776				By ensuring that there are staff on site at all libraries.	12/01/15 10:37	0.1	Submitted	web
777				Attendance of staff on site	12/01/15 10:40	0.1	Submitted	web
778				Refinance library services by charging for loan of books. This should be done in the same way as loans of CDs and DVDs are issued. When you see how much books are costing to buy, this suggestion would seem perfectly reasonable.	12/01/15 10:48	0.1	Submitted	web
784				Better electronic resources More stock	12/01/15 11:12	0.1	Submitted	web
786				There should be at least one capable assistant	12/01/15 11:18	0.1	Submitted	web
787				At least one or more staff should be kept present to supervise	12/01/15 11:22	0.1	Submitted	web
788				Having staff available during all opening hours	12/01/15 11:27	0.1	Submitted	web
793				Understandibly when libraries are 'manned' and not just 'auto-libraries'.	12/01/15 11:47	0.1	Submitted	web
794				By using able volunteers	12/01/15 11:49	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
797				By having staff available	12/01/15 12:03	0.1	Submitted	web
799				If people are clearly informed when libraries will and will not be staffed, they can work around it. Sort out computer system!	12/01/15 12:15	0.1	Submitted	web
801				By staff presence	12/01/15 12:33	0.1	Submitted	web
804				online	12/01/15 17:09	0.1	Submitted	web
806				Employ adequate staff.	12/01/15 17:28	0.1	Submitted	web
807				Having staff present.	12/01/15 17:33	0.1	Submitted	web
808				Have a member of staff present	12/01/15 17:54	0.1	Submitted	web
809				you could always leave them a message and they could get back to you	12/01/15 17:58	0.1	Submitted	web
810				I can live the above issue- by and large it works well.	12/01/15 18:06	0.1	Submitted	web
811				IT competent operator who can make decisions to cancel or resolve a	12/01/15 18:06	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				problem. Not a person who just churns out rules down your throat.				
812				Don't do it!	12/01/15 18:07	0.1	Submitted	web
818				Additional security to ensure books have been borrowed against a library card before exiting.	12/01/15 19:57	0.1	Submitted	web
821				Entry technology so that you know who is going in and out, and security cameras	12/01/15 21:31	0.1	Submitted	web
822				CCTV	12/01/15 21:46	0.1	Submitted	web
827				By continuing to staff libraries!	12/01/15 22:22	0.1	Submitted	web
829				Have staff available	13/01/15 07:21	0.1	Submitted	web
831				I feel someone responsible should be there incase anything untoward happened.	13/01/15 08:59	0.1	Submitted	web
832				Not sure	13/01/15 09:24	0.1	Submitted	web
836				You could have a remote support desk which supports all libraries which deals with ad-hoc queries. You could have	13/01/15 09:57	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				1-2 people to manage this across a number of libraries thus saving money but maintaining support for visitors when they require.				
837				keep libarys staffed	13/01/15 10:00	0.1	Submitted	web
839				Not sure.	13/01/15 12:21	0.1	Submitted	web
840				ON CALL STAFF MEMBER.	13/01/15 13:30	0.1	Submitted	web
841				An instant access helpline with a voice on the end! I cannot think of any way to address health and safety concerns apart from having a member of staff there who is geared up to deal with these if necessary.	13/01/15 14:49	0.1	Submitted	web
843				Many elderly people who visit the library feel it is the only place they can talk to other people and feel safe. If libraries closet here will be very few meeting places where you can walk in at anytime and feel safe but do not need to be a member of a club. Also it is normally people who love books so there is always a common interest. I buy a lot of books and do not know why I cannot donate them to the library to add to the stock. Done of the	13/01/15 17:00	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				suggestion are focused on the peoples needs.				
847				Staff Cut other services - Harrow already has very high council tax and provides less services than Hillingdon or Bromley etc Lay off your new 170k chief executive	13/01/15 21:36	0.1	Submitted	web
848				They could not.	13/01/15 22:59	0.1	Submitted	web
849				Stringent entry by library card only and an emergency number available if necessary; clearly laying out expected behaviour when signing up to library cards	14/01/15 09:45	0.1	Submitted	web
855				some access to a person who can sort out problems	14/01/15 10:16	0.1	Submitted	web
856				By email and television and by radio announcement	14/01/15 10:20	0.1	Submitted	web
857				Not by having the cuts	14/01/15 10:25	0.1	Submitted	web
858				These concerns cannot be addressed. There is nothing that can replace a person in the library. Staff are always able to help with problems e.g. helping me with the internet or finding a particular book.	14/01/15 10:30	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
862				I suppose access to library members only.	14/01/15 10:54	0.1	Submitted	web
863				For safety you need at least 1 member of staff present at all times. For health and safety issues - medical as above or in an emergency such as fire, etc	14/01/15 11:02	0.1	Submitted	web
866				The libraries must be staffed for reader that need their help.	14/01/15 11:24	0.1	Submitted	web
867				Libraries need to be staffed	14/01/15 11:29	0.1	Submitted	web
868				By having a member of staff!	14/01/15 11:49	0.1	Submitted	web
872				Give more volunteer work to people who can work for libraries for no cost can reduce cost. To organise seminars, educational events during holidays for a nominal entrance fee can raise money. To bring some holiday activities for a small fee.	14/01/15 12:05	0.1	Submitted	web
873				Clear instructions and intuitive system. Well referenced book shelving system.	14/01/15 12:18	0.1	Submitted	web
874				Should have one member of staff present - or trained volunteer	14/01/15 12:29	0.1	Submitted	web
876				Parking meters - where is the money going?	14/01/15 12:41	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
878				There should be a member of staff at library to help, and to look after the place.	14/01/15 13:01	0.1	Submitted	web
880				Main office help call	14/01/15 13:15	0.1	Submitted	web
882				Increasing the number of staff	14/01/15 13:24	0.1	Submitted	web
883				With better catalogue search facilities and better booking facilities	14/01/15 13:29	0.1	Submitted	web
884				Have a member of staff present	14/01/15 13:33	0.1	Submitted	web
888				Informative notes around the library Informative self-service machines Online forum or information Or just keep libraries open for use and use books inside (no borrowing/returning)	14/01/15 14:13	0.1	Submitted	web
889				Having staff on duty at all times	14/01/15 14:16	0.1	Submitted	web
890				There has to be some staff assistance to make it easier to get your requirement easily.	14/01/15 14:20	0.1	Submitted	web
891				CCTV with security available	14/01/15 14:24	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
892				Some people can not afford to pay the broadband packages so it easy for them to come and access in the library and can also look for job on the internet.	14/01/15 14:30	0.1	Submitted	web
894				Employment of professional staff and trainees; and training for volunteers who should be used to supplement/complemnt professionals, not replacxe them.	14/01/15 16:24	0.1	Submitted	web
896				Provide fully staffed libraries with trained librarians	14/01/15 19:05	0.1	Submitted	web
897				Ensuring that local libraries are open at least part of the week and are staffed at these times. Unstaffed opening could be considered, subject to a successful pilot of the system.	14/01/15 20:10	0.1	Submitted	web
898				Libraries should never be left with sufficient staff.	14/01/15 20:54	0.1	Submitted	web
899				Staff the library	15/01/15 00:31	0.1	Submitted	web
900				Have at least one member of staff present whenever the library is open. Whatever replaces a staff member, e.g. computer for information, a member of staff is still needed to help those who may have difficulty	15/01/15 07:31	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				accessing just what they need. Contrary to popular belief not everyone is computer literate or tech-savvy.				
901				Having a responsible adult presence	15/01/15 10:03	0.1	Submitted	web
902				Ensuring that either staff are available and/or access to the information required is available via online resources.	15/01/15 10:41	0.1	Submitted	web
903				I don't think they should be. I think that non staffed libraries are not the way forward. And it will be at an initial cost of £20k per library (not as a previous question stated at "zero cost". If the Council is as short of funds as stated then it should not be enhancing services with costly additions that are unlikely to deliver a significant benefit.	15/01/15 12:18	0.1	Submitted	web
906				Entry by card AND tannoy link to centre to confirm identity of person entering. Use of passwords with entry card.	15/01/15 14:01	0.1	Submitted	web
910				You need someone in the building to be aware of safety	15/01/15 18:01	0.1	Submitted	web
911				Have a member of staff present	15/01/15 19:38	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
912				Staff libraries	16/01/15 01:28	0.1	Submitted	web
913				Not without introducing staff to the library	16/01/15 10:08	0.1	Submitted	web
914				Have staff in libraries	16/01/15 10:23	0.1	Submitted	web
915				Perhaps children under 16 would not be able to enter the library without a parent (who would also have to swipe their linked library card) when the building is unstaffed. It wouldn't help with the older children but it'd be a start.	16/01/15 11:20	0.1	Submitted	web
920				Presence of staff	16/01/15 12:44	0.1	Submitted	web
924				By ensuring at least 2 members of staff are in the library	16/01/15 13:26	0.1	Submitted	web
925				Always have someone available	16/01/15 13:29	0.1	Submitted	web
926				More staff or more volunteers	16/01/15 13:32	0.1	Submitted	web
927				Have a library forum so that people can ask about their concerns online	16/01/15 13:35	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
929				Spend more money Libraries are of long-term strategis importance	16/01/15 13:50	0.1	Submitted	web
930				By having a member of staff available.	16/01/15 14:38	0.1	Submitted	web
931				Staff needed on site.	16/01/15 16:23	0.1	Submitted	web
934				By having at least two staff at each time.	16/01/15 17:53	0.1	Submitted	web
935				Have staff on hand	16/01/15 18:37	0.1	Submitted	web
936				Staff.	16/01/15 22:39	0.1	Submitted	web
937				Do not make cuts to Libraries- in fact spend more! You need to make libraries more appealing, and you need to get Carillion to do better marketing of Harrow libraries. Find other things to cut back, like Council waste on limos, and other extravagence.	17/01/15 07:16	0.1	Submitted	web
938				KEEP THE STAFF!	17/01/15 07:19	0.1	Submitted	web
939				No concerns	17/01/15 10:24	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
940				Keep staff in the libraries	17/01/15 13:12	0.1	Submitted	web
942				You need trained individuals available during library opening hours.	17/01/15 15:55	0.1	Submitted	web
943				A member of staff or security in attendance at all times	17/01/15 16:43	0.1	Submitted	web
944				Building staffed by library assistants or security.	17/01/15 17:01	0.1	Submitted	web
945				By not adopting the ridiculous idea of having libraries unstaffed. Libraries depend on a human beings to interact with their customers.	17/01/15 19:11	0.1	Submitted	web
947				Have the building staffed	17/01/15 20:59	0.1	Submitted	web
948				There needs to be regular organised community activities for the current and future users of the library. This needs to be fundamental to any plan that you introduce.	17/01/15 22:34	0.1	Submitted	web
949				By having staff present.	17/01/15 22:44	0.1	Submitted	web
950				A fully working kiosk will help.	18/01/15 07:26	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
952				Make sure the books are barcoded properly and have a system to spot automatically if there is a problem so the barcode can be replaced immediately. Link the books with the system and have a more effective system where you can track when a book goes missing or out of place. This will allow a better systematic arrangements of books in the shelf.	18/01/15 13:44	0.1	Submitted	web
953				Have adequate staffing levels!	18/01/15 15:18	0.1	Submitted	web
954				A minimum number of staff during opening hours.	18/01/15 15:46	0.1	Submitted	web
955				With the presence of a staff member or a computer device with all the possible information and facility.	18/01/15 16:13	0.1	Submitted	web
956				Having staffed libraries	18/01/15 16:59	0.1	Submitted	web
957				Allow return of books via a nightsafe idea (like blockbuster used to) Limit entrance with the card system to a safe number Review the busiest periods of usage and ensure sufficient staffing in those times	18/01/15 18:47	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
959				Increased security measures, security guards, special access passes, more volunteer work in evenings.	18/01/15 21:29	0.1	Submitted	web
960				CCTV would cover it to some extent, but if something illegal was happening or if people were just using it to hang around out of the cold, what would happen? Not sure what can be done there that wouldn't cost in terms of manpower.	18/01/15 21:33	0.1	Submitted	web
964				Keep a staff member on duty at all times.	18/01/15 22:23	0.1	Submitted	web
965				As above I would expect a properly trained security person to be on duty in a prominent place.	18/01/15 22:37	0.1	Submitted	web
967				CCTV, Panic/help buttons, video link to a member of staff	19/01/15 01:51	0.1	Submitted	web
969				By prioritising employment of staff so we have people available to support communities. Moving to unstaffed libraries is a retrograde step	19/01/15 09:38	0.1	Submitted	web
970				To have a point of contact either physically or technology.	19/01/15 10:09	0.1	Submitted	web
971				I feel that you are under-valuing the role that librarians have in providing a good library service.	19/01/15 10:10	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
973				Be available by telephone	19/01/15 10:34	0.1	Submitted	web
974				A member of staff should always be available	19/01/15 10:38	0.1	Submitted	web
975				Keep the good, intelligent staff	19/01/15 10:41	0.1	Submitted	web
976				User friendly ways to reserve books - bringing in books from other libraries	19/01/15 10:47	0.1	Submitted	web
977				I'd wait till one be available. If not try and gather the information from internet.	19/01/15 10:48	0.1	Submitted	web
978				Only leave the library unstaffed for very few hours, with clear notices informing public of when staff will be available.	19/01/15 11:01	0.1	Submitted	web
979				CCTV. Identity checks on new customers i.e UK passport or EU only	19/01/15 11:05	0.1	Submitted	web
980				Would be necessary to maintain a skeleton staff	19/01/15 11:26	0.1	Submitted	web
982				Skeleton staff	19/01/15 11:32	0.1	Submitted	web
984				Employ more staff with librarian skills and expertise	19/01/15 11:40	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
986				Good, it could be really useful	19/01/15 11:50	0.1	Submitted	web
988				Keep the library staffed	19/01/15 11:58	0.1	Submitted	web
990				By ensuring libraries are staffed	19/01/15 12:07	0.1	Submitted	web
991				Have staff that can help disabled people, most important	19/01/15 12:11	0.1	Submitted	web
994				Maintan the staffing. Have a mobile library based at the Council 2 days a week.?	19/01/15 12:40	0.1	Submitted	web
997				Keep properly trained staff on site	19/01/15 12:55	0.1	Submitted	web
998				n/a	19/01/15 12:59	0.1	Submitted	web
999				if it keeps libraries open, I'm happy for there to be no one there	19/01/15 13:01	0.1	Submitted	web
1000				Riase the Council Tax	19/01/15 13:02	0.1	Submitted	web
1001				If more community groups were held in libraries/more volunteers/members of the public could be available. Clear consultation and processes/instructions on how	19/01/15 13:14	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				technology works and who to do in a problem.				
1002				Ensuring all libraries are adequately staffed	19/01/15 13:20	0.1	Submitted	web
1004				Libraries being staffed	19/01/15 13:27	0.1	Submitted	web
1005				On the electronic things that let us take out and give in books, let that reserve books too	19/01/15 13:33	0.1	Submitted	web
1006				Get excess staff at the ready to fill in for them	19/01/15 13:36	0.1	Submitted	web
1010				At least one member to provide minimal information and reduce chaos	19/01/15 13:43	0.1	Submitted	web
1011				Not known/annoyed	19/01/15 13:47	0.1	Submitted	web
1015				More contact with security and police. When someone threatens to stab or get a gun, it is not ok to let the known perpetrator to come back in. I have seen this twice with the same person. It is the public that has to deal with this nast behaviour.	19/01/15 14:01	0.1	Submitted	web
1016				by simple instructions (written in conjunction with somone not so computer literate) so everyone could	19/01/15 14:05	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				access information on a particular computer/s in the library for that purpose.				
1020				Could use volunteers but then someone is out of a paid job / working less hours so not helping the local economy.	19/01/15 14:48	0.1	Submitted	web
1021				A well maintained website, or contact number, email address where further information can be received will also suffice.	19/01/15 14:50	0.1	Submitted	web
1022				Ensuring sufficient staff. Possibly consider having multiple uses for the library so they do not feel empty	19/01/15 15:15	0.1	Submitted	web
1027				KEEP STAFF	19/01/15 16:59	0.1	Submitted	web
1034				More staff, more computers, another printer.	21/01/15 11:48	0.1	Submitted	web
1035				With personal contact/advice from library staff.	21/01/15 11:56	0.1	Submitted	web
1037				CCTV & access security help if required	21/01/15 12:13	0.1	Submitted	web
1041				Employ more staff	21/01/15 13:44	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1044				Line availability - a sort of Google I need to know if specific book is available or when a future book will be available.	21/01/15 14:28	0.1	Submitted	web
1045				More staff	21/01/15 14:35	0.1	Submitted	web
1046				The number of staff can be reduced for opening hours.	21/01/15 14:55	0.1	Submitted	web
1047				Duty security guard on premises	21/01/15 15:10	0.1	Submitted	web
1048				providing a dedicated hotline to help.	21/01/15 15:19	0.1	Submitted	web
1049				At least one staff should be there. If people are too loudly to disturb others who is desponsible.	21/01/15 15:29	0.1	Submitted	web
1052				a member of staff is necessary	21/01/15 15:55	0.1	Submitted	web
1054				Its easier to get more use information from a person than a computer.	21/01/15 16:21	0.1	Submitted	web
1055				Hope Harrow Council can understand the needs of the community in local areas in terms ref resources.	21/01/15 16:32	0.1	Submitted	web
1056				don't know	21/01/15 16:39	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1057				More staff	21/01/15 16:47	0.1	Submitted	web
1058				At Libraries I use in other parts of the country Libraries have uniformed security staff.	21/01/15 16:56	0.1	Submitted	web
1059				CCTV or annual library membership fee.	22/01/15 09:26	0.1	Submitted	web
1061				An IT system to answer FAQs & specific issues on a particular book.	22/01/15 09:39	0.1	Submitted	web
1062				Instead of sacking libraries, the council should make more funds available to pay them as books are the foundation of a civil and educated population.	22/01/15 09:47	0.1	Submitted	web
1063				There should always be at least one librarian on duty	22/01/15 09:57	0.1	Submitted	web
1068				Put in staff	22/01/15 10:51	0.1	Submitted	web
1069				Only by having staff present - even if the minimum of 2 people was available all day.	22/01/15 11:02	0.1	Submitted	web
1070				Personal security is important - Staff should always be on hand	22/01/15 11:05	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1071				If not staff available at certain times, a direct phone line to a helpline should be available.	22/01/15 11:15	0.1	Submitted	web
1073				Have at least one employee present; -preferably a fully trained librarian -otherwise a library assistant or student/trainee librarian -or even a security officer	22/01/15 11:48	0.1	Submitted	web
1078				All books need to carry proper electronic tags	22/01/15 12:09	0.1	Submitted	web
1082				Visit libraries where the information is available.	22/01/15 12:28	0.1	Submitted	web
1083				Separated area for children study. Maybe bigger tables for 2/3 maximum to do homework together.	22/01/15 21:02	0.1	Submitted	web
1097				Don't cut funding	22/01/15 21:43	0.1	Submitted	web
1098				Good information online - better website information	22/01/15 21:46	0.1	Submitted	web
1099				Maybe busy days	22/01/15 21:50	0.1	Submitted	web
1100				Employ less people to work in the library but still have staff present	22/01/15 21:53	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1102				If there is no one available then I will think there must be a problem	22/01/15 22:03	0.1	Submitted	web
1105				Ensure you have enough staff to manage the effective running of a library	22/01/15 22:16	0.1	Submitted	web
1107				As much information as possible using a proper ___ of IT	23/01/15 10:09	0.1	Submitted	web
1109				Staff or security on duty.	23/01/15 10:19	0.1	Submitted	web
1111				Ensure qualified library staff always available and a permanent security guard. Better communication with community groups to ensure building well used. Obvious uses , language classes, children/adult reading activities - community meetings etc take place in library. This is their function.	23/01/15 10:28	0.1	Submitted	web
1112				by having adequate staff members during opening hours.	23/01/15 10:30	0.1	Submitted	web
1115				Perhaps just one member of staff on duty. This need not be a librarian at Open + times. (Although I can understand that the member of staff may feel vulnerable).	23/01/15 10:43	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1116				There should a staff available at the desk.	23/01/15 10:48	0.1	Submitted	web
1117				Keep staff employed!	23/01/15 10:50	0.1	Submitted	web
1118				A member of staff should be present.	23/01/15 10:53	0.1	Submitted	web
1123				Increase online reference material to be accessed freely at home by library members. Subscriptions can be purchased more economically by buying with other library authorities.	23/01/15 11:03	0.1	Submitted	web
1125				Leave the libraries as they are!	23/01/15 11:19	0.1	Submitted	web
1127				More staffing is essential, I don't trust this facility, we need to see staff who willing to help our needs.	23/01/15 11:35	0.1	Submitted	web
1128				Volunteers could be recruited + unemployed used to find workd experience.	23/01/15 11:44	0.1	Submitted	web
1129				Adiquate paper staffing	23/01/15 11:57	0.1	Submitted	web
1130				Staff required, even if minimal level	23/01/15 12:01	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1132				need staff	23/01/15 12:07	0.1	Submitted	web
1133				There should ideally always be a member of staff at the library.	23/01/15 12:14	0.1	Submitted	web
1136				By having library staffed!	23/01/15 12:25	0.1	Submitted	web
1138				Don't mess around with the current opening hours! It's a disgrace of the proposed cutting of hours of libraries. Civic Centre library was closed which was busy and now as a result Gayton library is always too busy.	23/01/15 12:35	0.1	Submitted	web
1139				Get local people to do voluntary work. Many are willing to do so.	23/01/15 12:40	0.1	Submitted	web
1140				They can't.	23/01/15 13:03	0.1	Submitted	web
1142				Using volunteers to support library staff	23/01/15 13:28	0.1	Submitted	web
1145				By keeping staff in attendance all time.	23/01/15 13:47	0.1	Submitted	web
1146				Given if there were no library staff present, you would need a security officer there.	23/01/15 13:50	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1147				Maintain highly qualified staff and help community cohesion. Current policies of staffing through employment agencies entirely inappropriate.	23/01/15 13:55	0.1	Submitted	web
1148				Set times for staff to be available - pre-announced	23/01/15 13:58	0.1	Submitted	web
1149				Ensure a telephone was readily available. Not everyone has a mobile telephone (I do).	23/01/15 14:07	0.1	Submitted	web
1150				It's so important for public to resolve any issues they've got rather than waiting.	23/01/15 14:12	0.1	Submitted	web
1151				Always have a member of staff available.	24/01/15 21:42	0.1	Submitted	web
1152				You need to have a security guard or a presence of a human, rather than CCTV or technology.	24/01/15 21:51	0.1	Submitted	web
1153				Emergency help available if required. Fast response.	24/01/15 21:57	0.1	Submitted	web
1154				Either have staff members there or have security there or have technology to deter potential troublemakers.	24/01/15 22:05	0.1	Submitted	web
1155				I feel that it is very important that staff are present at all times or make the technology more user friendly. For	24/01/15 22:18	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				example I find it difficult to even use the library catalogue. It is not very user friendly. Or use volunteers who know what they are doing.				
1156				If the CCTV is constantly monitored nut just checked if there is an incident. Possibly volunteers manning.	24/01/15 22:24	0.1	Submitted	web
1157				Only by having a knowledgeable person available, preferably directly, otherwise by phone.	24/01/15 22:30	0.1	Submitted	web
1160				Leave current arrangements in place.	24/01/15 22:45	0.1	Submitted	web
1161				Somebody must be there to help us.	24/01/15 22:51	0.1	Submitted	web
1162				Need to be able to ask online	24/01/15 22:58	0.1	Submitted	web
1163				There should be a member of staff on duty when the libraries are open.	24/01/15 23:02	0.1	Submitted	web
1165				Safety for children	25/01/15 21:53	0.1	Submitted	web
1166				Constant monitoring on CCTV but it would be just as easy to have a person in the library	25/01/15 21:57	0.1	Submitted	web

Question 4b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1167				By having at least one member of staff manning the library.	25/01/15 22:02	0.1	Submitted	web
1168				I don't have any suggestions, as I would prefer libraries to be manned.	25/01/15 22:10	0.1	Submitted	web
1169				Libraries should not be closed down! Instead more people should be encouraged to read. There should be an ideal mix of technology and staff to cover costs and help the members.	25/01/15 22:18	0.1	Submitted	web
1170				Duty security guard - but this would be costly and defeat the whole idea of these changes. Police service if this can be free to the Council.	25/01/15 22:28	0.1	Submitted	web
1171				Chat via PC to someone that could help. Phone someone that can help address the query.	25/01/15 22:34	0.1	Submitted	web
1173				Online access so users can ask questions before going to the library to an experienced librarian (not an administrative clerk). Telephone access to ask queries before visiting. Freephones in libraries with access to librarians to answer questions. Better library catalogue - Harrow only.	25/01/15 22:55	0.1	Submitted	web
1174				Supply the two items above.	25/01/15 22:59	0.1	Submitted	web

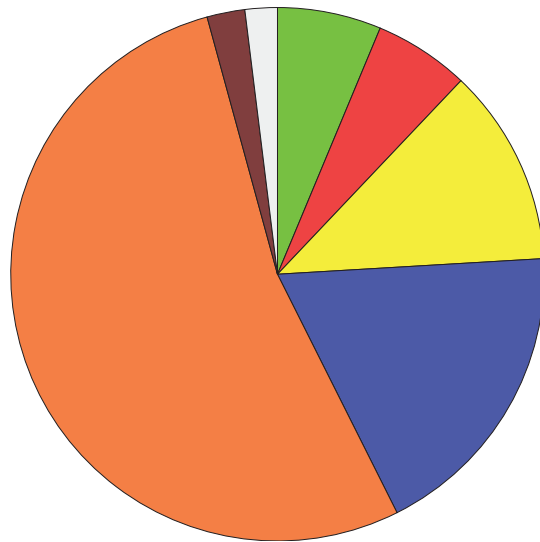
ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1175				Always staff on duty.	25/01/15 23:03	0.1	Submitted	web








Question 5

Question 5

Question responses: **1153 (98.04%)**

To what extent do you support the closure of these four libraries to achieve the required savings? (Please tick one)

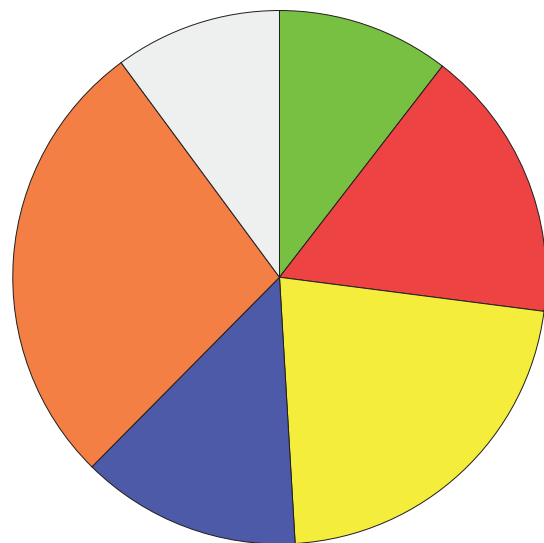


	% Total	% Answer	Count
 Strongly support	6.29%	6.42%	74
 Tend to support	5.78%	5.90%	68
 Willing to consider	11.99%	12.23%	141
 Do not support	18.54%	18.91%	218
 Strongly opposed	53.15%	54.21%	625
 Don't Know	2.30%	2.34%	27
 [No Response]	1.96%	--	23
Total	100.00%	100.00%	1,176

Question 6

Question responses: 1057 (89.88%)

Please indicate which proposed closures of the following libraries would have a negative impact on you? (Please tick one)



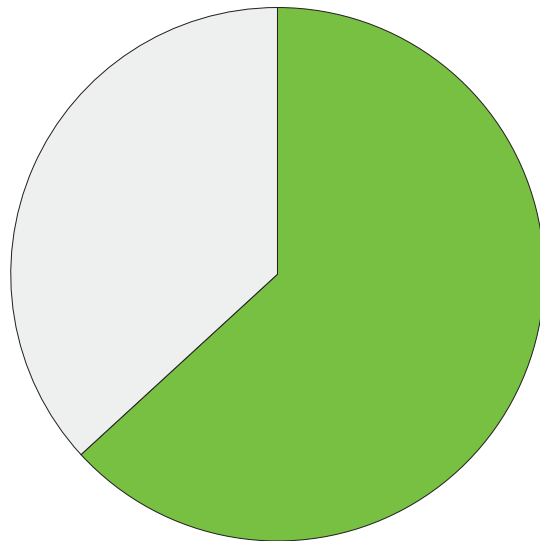
	% Total	% Answer	Count
■ Bob Lawrence	10.46%	11.64%	123
■ Hatch End	16.58%	18.45%	195
■ North Harrow	22.02%	24.50%	259
■ Rayners Lane	13.35%	14.85%	157
■ I will not be negatively impacted	27.47%	30.56%	323
■ [No Response]	10.12%	--	119
Total	100.00%	100.00%	1,176

Question 6a

Question 6a

Question responses: **743 (63.18%)**

Please explain how the proposed closure of this library would affect you?



	% Total	% Answer	Count
■ [Responses]	63.18%	100.00%	743
■ [No Response]	36.82%	--	433
Total	100.00%	100.00%	1,176

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
2				No access to books in a highly vulnerable area (lots of immigrants, far from the highs street bookshops and other libraries).	24/11/14 11:23	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
3				I can walk there would have to drive/take public transport to another branch	24/11/14 13:16	0.1	Submitted	web
4				Unable to use library	24/11/14 13:24	0.1	Submitted	web
6				With no sign of an end to the economic misery for low and middle income families, fewer and fewer people will be able to afford to run cars and will need local libraries. Save North Harrow library!! North Harrow is an area of significant decline and failing shops, which was so bad it was given govt funding a few years ago and measures such as local events and free car parking in the Cambridge Road car park - which has been stopped despite the promise of 20 mins free parking! With no banks in North Harrow, only the Post Office and the library still 'pull' people there.	24/11/14 13:47	0.1	Submitted	web
10				I have attended many Rhymetimes at Hatch End Library over hte last 18 months. They are well run, well attended and the children quite visibly love it. It would be such a shame to see this resource disappear, especially if it coincided with eth closure of the Arts Centre...where would Hatch End children be able to access stories and	24/11/14 14:20	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				rhymes? Both Cedars and Pinner Childrens Centre are not walkable.				
11				This is near to my home and is used by many members of the community. Children would not be able to study there anymore. Pinner is also closed at present I hope it will be reopened soon.	24/11/14 14:27	0.1	Submitted	web
12				I have used Rayners Lane library for decades and as a child it introduced me to books. I used it throughout my studying at higher education and now my children use it. You have closed Civic Centre Library and this has impacted students and closing Rayners Lane (or even North Harrow library) will not only affect the local community but close educational opportunities to families. Costs of living have increased, I no longer have a phone line or internet and rely on libraries for educational research, I can't afford to buy books on every subject and closing these libraries will massively impact me and the next generation at the least.	24/11/14 14:29	0.1	Submitted	web
13				Any option that keeps Rayners Lane branch OPEN Only Branch I can get too - for anything	24/11/14 15:48	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
14				As a regular user of Roxeth Library the closure of Rayners Lane would greatly increase the usage of Roxeth as it is in close proximity. There is already a shortage of staff at Roxeth especially as redundancies were made at the beginning of the year and I believe the service library users receive here would greatly suffer	24/11/14 16:30	0.1	Submitted	web
15				The video kiosk linking to the Council Tax & Benefit team would be gone	24/11/14 17:35	0.1	Submitted	web
16				I live 2 minutes walking distance from North Harrow library. I feel that the area is in decline as so many businesses have gone. Might get worse once the library goes, but maybe not, if replaced with something useful to the community	24/11/14 17:57	0.1	Submitted	web
18				I use this library and would have to travel further as Rayners Lane is being closed too.	24/11/14 18:38	0.1	Submitted	web
19				Hatch End is a busy library for its size.	24/11/14 18:44	0.1	Submitted	web
20				IT IS ONE OF THE LIBRARIES THAT. I USE FROM TIME TOTIME	24/11/14 20:01	0.1	Submitted	web
21				a convenient library, helps keep Rayners Lane going, the quality of the	24/11/14 20:03	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				shops has gone downhill over the years, a lack of library would only contribute to its downfall. Usefull being near station.				
24				Live in the area	24/11/14 21:24	0.1	Submitted	web
27				I have two young children and we can walk to North Harrow library, it is an educational experience for my children to go to the library, i suppose it is only a few places left where children can go and see a variety of diverse people (young and old) reading in a quiet place. By closing the library we would lose the community aspect which North Harrow already lacks as unlike Pinner we do not have a childrens centre or a thriving high street where community members can go.	25/11/14 10:06	0.1	Submitted	web
29				This is the closest Harrow library to where I live; however, I understand the need to make savings and would prefer fewer but better quality libraries.	25/11/14 10:41	0.1	Submitted	web
30				Like having a library close by to me - it feels like part of the community. I am sure people living in North Harrow, would not like their library to go, as did Lloyds bank, which left the area years' ago.	25/11/14 10:56	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
31				More people would flood to other libraries causing overcrowding and less availability of books and facilities,	25/11/14 11:02	0.1	Submitted	web
32				I go to the library very often. To read papers, borrow books, get printing done for subjects that interest me and occasional letters I need to print out. Also etickets when I travel.	25/11/14 11:19	0.1	Submitted	web
35				I adore the baby singing session and go weekly with my daughter. I took my 6 year old for several years when she was a baby. Pinner library singing is on a Monday when she is at nursery, Tuesday sessions are always in demand at Hatch End, it is always busy and buzzing, The staff are lovey and the session is irreplaceable. Parking is good unlike in Pinner whose session ends just when the CPZ come into force and Pinner session is so overcrowded the babies can't gain access to the mat. Hatch End library must stay for a local important library resource. Money was used to move it to another building a refer years ago and I really want it to stay.	25/11/14 12:44	0.1	Submitted	web
36				it is my local library, and easy to visit at the same time as using other local amenities and transport.	25/11/14 12:56	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
37				This branch is an essential part of the Arts Centre complex and contributes largely to the overall atmosphere and relevance of it as a community centre. It caters for all the users of the Arts Centre both old and young. I am a very high user of the Arts Centre and have built up a strong relationship with both the staff and the service.	25/11/14 13:18	0.1	Submitted	web
39				this is a local library which we used along with stanmore which is far less busier and also stanmore library has lots of issues so why isn't stanmore closing.	25/11/14 13:52	0.1	Submitted	web
40				I use this library regularly to take out books also I attend a book group there. My children, now grown up, used it regularly and attended groups for young children there. The library is the only building that gives North Harrow some sort of centre. Money has been used to reinvigorate North Harrow the council is now proposing to close the remaining centre. Many people and student suse the IT facilities there - it is very valuable.	25/11/14 14:44	0.1	Submitted	web
41				The closure of the Hatch End Library will affect me greatly as I visit this library several days per week.	25/11/14 15:46	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
42				My children & I walk to the library to get books weekly. we have being doing that for the last 10 years. Its part of our routine and they really enjoy having a library so accessible	25/11/14 15:49	0.1	Submitted	web
44				Would be unable to get to any other library.	25/11/14 16:10	0.1	Submitted	web
45				I live in Hatch End. The frequency with which I personally visit it (which is on an as-needed basis as I tend to buy books) is not the issue. Libraries are part of the culture in which children should be raised - I was taken by my father every Wed afternoon to Ruislip library when we lived there and continued to go by myself when older, including discovering the wonderful music room. There needs to be a library in every community so there is no disincentive for kids and so they don't need to waste time travelling instead of using the library. The proportion using each library is not the only measure as it may be a vital service to those who need it (like the NHS). And the decline may be due to the ageing population - and will be accelerated by closures.	25/11/14 16:17	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
46				I would have to travel further to Stanmore where parking is more difficult.	25/11/14 16:29	0.1	Submitted	web
48				I use the arts centre so it is convenient for me	25/11/14 16:45	0.1	Submitted	web
49				Easy access, good parking	25/11/14 16:48	0.1	Submitted	web
52				It is my nearest library as all the others require a bus ride	25/11/14 17:58	0.1	Submitted	web
53				Other libraries would be significantly further away for us. They also have poorer parking facilities.	25/11/14 18:18	0.1	Submitted	web
54				Possibly the least missed of the libraries mentioned. I believe Hatch End very important, as it is part of the Arts Centre complex, and should be the last of the 5 to be closed.	25/11/14 18:39	0.1	Submitted	web
55				I use this library regularly. It is connected with the arts centre and offers a service greater than the books and magazines. The staff here are excellent and provide a service that goes beyond just the provision of library service.	25/11/14 19:00	0.1	Submitted	web
58				I regularly attend hatch End library with my daughters who love reading.	25/11/14 19:54	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				It would be sad to see it go. No other libraries are close to us. Pinner is quite far and it is difficult to park around there				
59				It is closest and I have arthritis so am unable to walk too far to get to other libraries.	25/11/14 20:17	0.1	Submitted	web
60				Won't be able to combine a visit to the library with another activity such as a writers group or visit to the supermarket. Probably won't use a library if it involves a long trip. Won't be able to teach a pupil or help a child with homework by rushing to get a book for a lesson.	25/11/14 20:34	0.1	Submitted	web
61				I am a member of The University of The Third Age and when I come to classes at the Harrow Art Centre it is very convenient to borrow books from the library. I live in Wembley and several libraries in the Brent area have closed and it means getting two buses to libraries in Brent. (There is limited parking in Wembley area and double yellow lines every where. The parking at Hatch End is very convenient.)	25/11/14 21:01	0.1	Submitted	web
63				Most local to me, good stock and knowledgeable staff	25/11/14 22:16	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
66				The library was relocated from the centre of Hatch End to the Arts Centre and the land sold so it no longer is in the hub of the Hatch End Community. I use the library weekly and encourage my grandchildren to use the library by taking them there. They are starting to develop a real love of books. U	26/11/14 08:00	0.1	Submitted	web
67				As a regular user of Hatch End Arts Centre it is a convenient and pleasant place to access as and when I require.	26/11/14 08:47	0.1	Submitted	web
69				It's part of Art Centre and I also attend U3a classes at the same building	26/11/14 10:12	0.1	Submitted	web
70				It would affect a wide range of people. HAC is used by hundreds of people a week and having a library is part of that centre. It is used by young and old alike. Closing Hatch End library would be counter- productive when there are so many people in and out of it all day.	26/11/14 11:21	0.1	Submitted	web
71				This library is very convenient when I am at the Arts Centre which is several times a week.	26/11/14 11:51	0.1	Submitted	web
73				The large carpark makes Hatch End most convenient for me but I do prefer the layout of Gayton. Hatch End would be more popular if it was better	26/11/14 15:26	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				signposted - more in the open - it's difficult to find, tucked away at the back.				
74				It is a great local resource. I do not support the closure of any library in Harrow.	26/11/14 15:56	0.1	Submitted	web
76				I consider Rayners Lane and North Harrow to be my local libraries - I wouldn't know where else I could go locally.	26/11/14 17:35	0.1	Submitted	web
77				We use the library for story time, homework and go at least once a fortnight to borrow children's books. I also use it for adult books	26/11/14 22:40	0.1	Submitted	web
78				Kids & parents have to travel further to use library services. Again unsafe.	26/11/14 22:54	0.1	Submitted	web
80				I regularly use Hatch End Library as it is convenient for me as I go to Morrison with Dial a ride and combine that with a trip to the Library and my GP's surgery. I use the library not just for getting books but for all my photocopying, and I purchase the compost bags from them as I can't get to another library as I don't drive, can't use public transport and don't have enough taxi card journeys spare. My	27/11/14 01:18	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				grandchildren would miss out on the story time sessions.				
81				Hatch End Library is a very accessible and useful community library as it is situated in the Arts Centre where other activities go on. When the library was moved into the Arts Centre, there was a fuss made, but it happened anyway, and as a result the council put together some figures that said that the library had increased its footfall by 90% and issues by a similar amount. How can you now consider closing it when not two years ago the council were congratulating itself on making such a great move and how successful it had been. In the consultation document itself it does not say that Hatch End's statistical figures have decreased, and it is also the cheapest of those libraries to run, so why not keep it? Also in this survey, it is written about combining libraries with other community hubs, and with Hatch End that has already happened, and if it has not been successful as indicated by suggesting a closure (even though the council itself said that it was successful) then why would this proposal be put forward? I like Hatch End Library, and enjoy that it is part of	27/11/14 10:28	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				the Arts Centre, and including libraries in community hubs like the Arts Centre is something that you are trying to do, so why close it?!				
82				Use it for community information	27/11/14 11:50	0.1	Submitted	web
83				This library has adequate parking, is accessible to hatch end residents as a community centre. As part of the arts centre, it forms a community atmosphere where there are toilets, cafe and other facilities. It is a valuable resource which has been run down deliberately. Such a shame when it could be a vibrant aid to youngsters in learning to read and to the elderly and less well off as a welcoming place in which to spend time.	27/11/14 13:59	0.1	Submitted	web
84				I go to north harrow or hatch end library pretty much every week. both of these closures would be awful for my family. there is no other convenient library for us.	27/11/14 14:06	0.1	Submitted	web
85				The only library I will be able to get to is at least 30 minutes walk and I need to use the library daily to search for jobs. This would be very inconvenient	27/11/14 15:23	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
86				Closely associated with the Arts Centre which I use, and not (in my view) close to any other library which could substitute.	27/11/14 16:00	0.1	Submitted	web
88				I use this library frequently to borrow books, both fiction and non-fiction. It is close to my home and by far the most convenient for me. There is also provision of information about local events and activities which I might be interested in attending. After school hours and at weekends the library is quite busy and provides a valuable place for people to use computers who may not have access to them otherwise. Besides which, North Harrow is losing its community feel and now consists mainly of take-away restaurants and hairdressers. Closing the library would finish it as a focal point for the area.	27/11/14 16:28	0.1	Submitted	web
89				Closure of Rayners' Lane library (which I can walk to from my home and pass to/from work) means I would have to drive or take public transport to my nearest library (Pinner). I am also concerned about the impact on elderly or disabled people whose nearest library may not be easy to get to.	27/11/14 16:44	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
90				It is our closest library for my children to borrow from. We use it for homework research and leisure reading.	27/11/14 17:01	0.1	Submitted	web
92				This is a library very close to both the Harrow Arts Centre and our doctor's surgery which is very convenient and there is always plenty of parking facilities.	27/11/14 20:10	0.1	Submitted	web
95				This is not my local library but it is the most conveniently located library for us. I also appreciate the open until late. My children have grown up here and are most comfortable making their way around.	28/11/14 00:04	0.1	Submitted	web
96				It is my nearest library and it is the most well-run and organised of the 4 Harrow libraries that I have visited.	28/11/14 05:44	0.1	Submitted	web
97				Very convenient location Crazy to shut BOTH Rayners Lane and North Harrow	28/11/14 06:35	0.1	Submitted	web
99				What a ridiculous question. It would be closed so that would mean I would have to travel further to visit another library. In this case it would have to be Pinner, as interestingly you intend to close three other libraries in this part of the borough.	28/11/14 10:31	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
100				Nearest library to where I work	28/11/14 14:04	0.1	Submitted	web
103				I visit this library a lot with my kids. It's closure will have a great impact on my kids growing up as they look forward to these visits and borrowing books. We are there every 2 weeks and the thought of not going there scares me.	28/11/14 14:51	0.1	Submitted	web
104				I live in Hatch End and it is lovely to just drop in, look at a newspaper, choose a book. It is within walking distance. I am fortunate I work in Central Harrow in the week and can use the Library in Gayton Road. Not all are as fortunate as me.	28/11/14 15:00	0.1	Submitted	web
106				Perhaps not me personally, but my friends who live within walking distance of this library and for whom it is a lifeline	28/11/14 15:51	0.1	Submitted	web
109				The location is very convenient for North Harrow residents	28/11/14 17:10	0.1	Submitted	web
112				local library, not willing to travel to nearest library routinely	28/11/14 21:12	0.1	Submitted	web
113				This is a local resource that is conveniently located for Rayners Lane residents and local schools. Going to	29/11/14 00:09	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Pinner Library is no reasonable alternative - it's far too far away.				
114				Bob Lawrence is the only community place where storytelling happens etc.	29/11/14 10:36	0.1	Submitted	web
115				No books or study space, nowhere for underprivileged children to come and read/be encouraged to read. Some parents do not encourage this or are illiterate themselves.	29/11/14 11:00	0.1	Submitted	web
116				It is not unusual for me to drive to Hatch End (or, indeed, North Harrow and sometimes Rayners Lane) to pick up a book that is not held at Pinner.	29/11/14 12:40	0.1	Submitted	web
117				Council should encourage people to visit libraries instead of planning to close them. Try to find other means to save money. Don't close these libraries.	29/11/14 13:24	0.1	Submitted	web
119				I go to the library relatively often. However, the library is important to the most disadvantaged in our society and our children. Having a library says that you are a civilised society - once it goes, it will never come back. It is the backbone of an educated society.	29/11/14 17:54	0.1	Submitted	web
120				Unable to get bio bags, printing, books.	29/11/14 22:31	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
121				This library is near to my house.	30/11/14 00:15	0.1	Submitted	web
124				I have 3 children who enjoy visiting and borrowing books from Hatch End library, My eldest in particular (she's 10) is always keen to visit the library, she will borrow 2 or 3 books. The traditional way of borrowing books will always appeal as it involves a visit. Borrowing books on line doesn't have the same feel as being involved and engaging with the library.	30/11/14 19:50	0.1	Submitted	web
126				The library is well-organised compared to some other ones. My child likes it there.	01/12/14 09:58	0.1	Submitted	web
132				Rayners Lane library is used by lots of people and it is one of the best, organised libraries. If it closed it would be a disaster.	01/12/14 10:46	0.1	Submitted	web
133				It is nearer my home	01/12/14 10:52	0.1	Submitted	web
134				Affect on my two children. Hatch End is a family friendly place and library is a must for the community.	01/12/14 10:59	0.1	Submitted	web
135				I cannot have a computer at home as i have a severely autistic child	01/12/14 11:07	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
136				I regularly use North Harrow and Hatch End libraries so my children can choose books to read. Even if we don't always borrow a book, we enjoy reading together there.	01/12/14 11:14	0.1	Submitted	web
137				I and my daughter will get bored, isolated. I don't drive and on rainy days we will stay in.	01/12/14 11:21	0.1	Submitted	web
138				School Holiday programmes, choosing and taking out books with kids for homework assignments	01/12/14 11:28	0.1	Submitted	web
139				Not being able to use computers and use of books and also printing/photocopying	01/12/14 11:28	0.1	Submitted	web
140				My family are regular users of the library. My teenage children borrow books every week and have been doing for the last 10 years. My toddlers come the library for song time which they love. The library was the first place I allowed my children to walk to by themselves. It is a central part of our community and just a short walk away. We would prefer the library to have reduced opening times than close altogether. Other libraries would be a car journey away and parking would be a problem.	01/12/14 11:28	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
141				Lack of access literacy and homely environment	01/12/14 11:35	0.1	Submitted	web
143				Work close by so visit library during lunchtime and after work so would miss it very much	01/12/14 11:48	0.1	Submitted	web
144				North Harrow is in the middle of all the libraries in terms of location. Travelling to Harrow is too far.	01/12/14 11:53	0.1	Submitted	web
145				North Harrow & Hatch End - going to the library enables me to do a variety of online searches especially job search with Direct.gov and other sites and is local to me and i do not have a computer at home.	01/12/14 11:59	0.1	Submitted	web
146				I need to be able to walk to a nearby library	01/12/14 12:05	0.1	Submitted	web
147				I visit North Harrow with my 2 children at least once every 2 weeks. I visit Hatch end library almost as regularly. North Harrow library was a lifeline to me when my children were toddlers. I was able to take them to regular free, fun, educational activities. The fact that the library was in walking distance and open most of the time was very important. When ever I felt stressed and needed to get out of the house I knew that there was a calming place	01/12/14 12:06	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				to go. Now my children are older (8 and 10 years) we visit together and share a love for books. They are reading (according to their school) at a level at least 5 years in advance of their age, and this is in no small part due to having North Harrow library on their doorstep. Having staff in the library does significantly improve the library. The librarians are not just processors of books, they add enthusiasm, knowledge and community spirit.				
149				The proposed closure will affect me because the library is closer to my home and is easy to come with my baby at playgroup	01/12/14 12:13	0.1	Submitted	web
150				Used with my children after school and it is very convenient place for us. The staff are great help.	01/12/14 12:20	0.1	Submitted	web
152				Well I couldn't visit it! Lack of resources for study, etc	01/12/14 12:39	0.1	Submitted	web
153				I go to Hatch End library almost every week as I am a regular attendant of Harrow Arts Centre. My children and I spend time at the library, borrow books and DVDs. The staff has also been very helpful and friendly. I'm afraid that if the library closes my	01/12/14 12:41	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				family would not have the opportunity to go to another library much at all.				
154				Wider impact of closure on overall area. Reduced no. of visitors to North Harrow and impact on retailers	01/12/14 12:45	0.1	Submitted	web
158				Won't be able to study or borrow books, dictionary, newspapers	01/12/14 13:37	0.1	Submitted	web
160				I use this library frequently with my children. It is an important resource to support their learning and enthusiasm for reading. I had hoped that as my children grew older this would be a resource they could explore by themselves. If Hatch End closed this would not be possible. This library in particular, being part of the Arts Centre, is at the heart of our community.	01/12/14 13:49	0.1	Submitted	web
163				None should be closed!	01/12/14 14:08	0.1	Submitted	web
164				Got different books from different libraries	01/12/14 14:14	0.1	Submitted	web
165				I hope is not closure our library	01/12/14 14:17	0.1	Submitted	web
166				Since Wifi installed i use North Harrow library 3 to 4 times a week to keep up	01/12/14 14:23	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				with world in all forms, employment and information search				
167				It is a library that I sometimes specifically walk to. With no library it would be pointless	01/12/14 14:28	0.1	Submitted	web
168				I have used this library for over 40 years, by myself and with my family as soon as they were able to access the childrens' library. It would be a great shame to lose this amenity for all members and ages of the community.	01/12/14 14:35	0.1	Submitted	web
169				I would perhaps read less. Hatch End Library is ideally situated - next to supermarket - I tend to use the library whenever I shop. It is also adjacent to large GP practice. It is of course situated at the bottom end of Hatch End High Street.	01/12/14 15:00	0.1	Submitted	web
171				Involved in tuition of pupils out of school, who are unable to be taught in the home, for the Borough of Harrow. The library provides a safe venue with the added advantage of materials in situ.	01/12/14 18:01	0.1	Submitted	web
172				I tend to reserve specific books instead of picking them off the shelves, so I get them delivered to Hatch End	01/12/14 18:46	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				as it is the most accessible for me. I read a lot and usually have my reservation quota filled constantly. If Hatch End were no longer an option I would have to make a journey to North Harrow or Pinner specifically to visit the library, possibly leading to a reduction in my use of the library generally.				
173				It is the only local library with easily accessible parking.	01/12/14 18:56	0.1	Submitted	web
175				North Harrow and Rayners Lane libraries are in my neighbourhood, so that if those two were to be closed together, then, it would be inconvenient for me to visit the library due to the distance increased to go to other library.	01/12/14 20:01	0.1	Submitted	web
176				closing the library reduces access to knowledge,it reduces the range of interests that i would be able to research. Discovery is a key learning. It reduces social interaction and gives one less p'ace to go for quiet study. In North Harrow specifically the only other social interactions are at the gym or social centre. I am concerned about negative impact on the local cpmmunity. There are no social hubs within walking distance.	01/12/14 20:37	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
177				I use Bob Lawrence library every week as it is quieter and you can usually get on a computer without booking. It also has more of a friendly, welcoming atmosphere than some other libraries	01/12/14 22:16	0.1	Submitted	web
178				My family uses this library regularly because it is the closest to where we live and provides good toddler sessions which we use every week.	02/12/14 09:46	0.1	Submitted	web
180				Not having access to the library nearest to me.	02/12/14 12:52	0.1	Submitted	web
182				Use the computer in the Library. Do not own a computer. Would not travel to other libraries to use computer. As a Harrow Council pensioner (and Brent too) with less pension (combined) than I pay in Council tax, a computer is too expensive. I thought the Government wanted people to use computers more, yet you are proposing to restrict access.	02/12/14 15:44	0.1	Submitted	web
183				No local library	02/12/14 19:28	0.1	Submitted	web
185				I Take my 2 young children regularly to rhyme time in North Harrow Library, and to borrow books for them. It is my local library, the only library we can	02/12/14 22:42	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				walk to, it's closure would be a big loss to us.				
186				Affect borrowing books. Can't get to other libraries so easily. This one is well located at hub of shops etc. I can call in on my way. Also use other services - newspapers and computers	03/12/14 09:06	0.1	Submitted	web
188				It's my local library, a ten minute walk away	03/12/14 10:19	0.1	Submitted	web
190				Hatch End is the nearest and only one with adequate car parking space for my disabled wife to access the library services	03/12/14 10:25	0.1	Submitted	web
196				I don't go there anyways	03/12/14 11:13	0.1	Submitted	web
198				It would not effect me in any way or shape or form because I do not even go there anyways	03/12/14 11:24	0.1	Submitted	web
203				I use other facilities in North Harrow - dentist, exercise class	03/12/14 11:58	0.1	Submitted	web
205				My Mother is Elderly and disabled. Access is easy as parking is just outside the door. Entrance to the library is flat. Staff are so helpful, always ensuring there is a chair for	03/12/14 12:16	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Mum near the books she likes to look through.				
208				It is the nearest library to me. I would have to travel to Harrow to access library services. I have accessed the library to view a lot of research material and news papers. In addition Hatch End Library is the only nearest library for children attending Grimsdyke school (which I work in). It would have an impact on the children's education, I teach at school as well.	03/12/14 13:35	0.1	Submitted	web
209				I attend the Harrow Arts Centre for a painting class every Saturday morning and usually use the Library to collect information about local events.	03/12/14 14:29	0.1	Submitted	web
210				Its closest to where I live	03/12/14 15:57	0.1	Submitted	web
211				However can you close 2 libraries near to each other ? Where are we supposed to go ? It would involve a bus ride. In an aging population, this is ridiculous.	03/12/14 16:10	0.1	Submitted	web
212				Unable to borrow books	03/12/14 16:58	0.1	Submitted	web
214				I will not be able to use Gayton Library as it is to far North Harrow will be	03/12/14 20:34	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				closed to leaving civic centre Library which is busy already with students.meaning overcrowding.				
215				I live in that area and the closure of this library will make it almost impossible to use the library services because of my shifts and childminding responsibilities.	04/12/14 00:27	0.1	Submitted	web
216				This is our nearest library and easiest to get to. Having to travel further would probably mean using the library facilities less - which would eventually give you reason to close other libraries as you would say they weren't being used. Having more libraries also gives more choice of books, which are also within easier reach. Where libraries have closed in Brent, I know people who used to regularly use one that has now closed very rarely visit an alternative one as the distance is too far and too difficult to reach.	04/12/14 10:28	0.1	Submitted	web
220				Libraries should provide easy access to books for all. Not having a library in walking distance would make access hard.	04/12/14 22:32	0.1	Submitted	web
221				less convenient to go to Gayton	05/12/14 13:03	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
223				my kids would no longer able to borrow books, we do not want to travel far for a library - we think we should have a library in every town	05/12/14 13:07	0.1	Submitted	web
229				It would mean travelling to Harrow, alright in the summer, not so good in winter.	05/12/14 13:49	0.1	Submitted	web
231				I use it but usually find it empty!	05/12/14 14:05	0.1	Submitted	web
232				I am a pensioner accessing a library further away.	05/12/14 14:10	0.1	Submitted	web
233				I have used this library since it opened and been a member of the Reading Group since it's foundation. If Rayners Lane were closed, there would be no library within walking distance. This would be an even greater problem for elderly and disabled people and for children. Local schools also use Rayners Lane library regularly and will clearly not be able to walk to a library if it is closed.	05/12/14 14:24	0.1	Submitted	web
234				The Library is one of the very few community buildings left in North Harrow. It's closure would strike another nail into the coffin of North Harrow as a community. I feel very strongly that we need to support the	05/12/14 14:27	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				development of this very marginalised shopping centre by making it more accessible space for community uses. The Library could play a key part in that, although I'm not sure it is in the right place currently?				
235				This is the library I drop off books. Children use it.	05/12/14 14:28	0.1	Submitted	web
236				People who use small, local libraries need that proximity to their homes. They are either poor (an unfashionable word, but true), young (parents have pushchairs), old (can't walk far) and students. THEY, not you, are the customers. These are the very people who use the libraries. Their needs will not be met if you close small local branches. I am not just referring to Rayners Lane, but to all libraries.	05/12/14 15:10	0.1	Submitted	web
237				The library is a public face for the council in an area which otherwise increasingly questions what it gets from LBH in return for its Council Tax. It provides information on what is going on across the Borough in addition to be a place to study. It serves the entire community providing community cohesion in an extremely diverse area.	05/12/14 15:25	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
240				We use this as our second go to library - easier than the main Gayton library due to ease of onsite parking - specially as my mother is disabled and uses a blue badge, but even with this in central Harrow parking can be extremely difficult.	05/12/14 16:14	0.1	Submitted	web
241				Its the closest one and i can walk to it. I would need to rely on having a car or public transprt to visit the other libraries and with two children, this is difficult.	05/12/14 16:38	0.1	Submitted	web
242				Its the closest one and i can walk to it. I would need to rely on having a car or public transprt to visit the other libraries and with two children, this is difficult.	05/12/14 16:38	0.1	Submitted	web
243				this is my nearest library	05/12/14 17:04	0.1	Submitted	web
245				I attend the reading group at Rayners Lane library. You have already closed my west harrow library so I do not have a library very close any more. If you remove both Rayners Lane and North Harrow I will not have any library within walking distance	05/12/14 17:21	0.1	Submitted	web
246				This is my closest branch and I always find the staff there welcoming and	05/12/14 18:57	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				helpful. Anyone like myself with mobility issues would find going further afield problematic. Libraries are an essential and valuable LOCAL community resource - considering closing Any branches is deplorable and as a lifelong Labour voter I am disgusted at the labour group for considering this option. I would seriously question how I vote in future. I am particularly affronted by the decision to reinstate a chief exec who received a handsome termination package only recently. It is a nonsense that the council will consider cutting valuable and essential services whilst throwing money at unnecessary individuals.				
247				North Harrow library is widely used by the community for story time , language courses, computer training and knitting groups and is a good way for all attendees at these events to get familiar with the library as a place to borrow books and for reference and study.	05/12/14 20:53	0.1	Submitted	web
248				As a person with slight disabilities I would find travelling to another library very difficult. I don't want to go down the housebound library route yet.	05/12/14 20:54	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Where am I going to buy my food bags?				
249				My children and I make good, regular use of this library which is close to their school.	05/12/14 21:11	0.1	Submitted	web
252				I live in Rayners Lane, and to lose both North Harrow and Rayners Lane library will affect residents of this area as it means we will not have local library and the nearest library facilities will be either Pinner or Roxeth, which is a bus journey away and not convenient for elderly or school children.	06/12/14 12:14	0.1	Submitted	web
254				i wouldnt be able to use the library and would have to travel by tube to the next closest one	06/12/14 14:19	0.1	Submitted	web
255				NH is my local library which I use 2-4 times per month. Any other lubrary is at least 10 minutes by car and involves a car parking fee.	06/12/14 15:42	0.1	Submitted	web
257				Bob lawrence is very important for us.in week three or four times we use library services as Monday, Tuesday, Friday take my 2 year old son for nursery rhymes and also collect books, DVD, for my 5 year old son which are very useful for his study and	06/12/14 17:25	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				also take part in half term activities where kids learn lots. This library is near to our home so very convenience for me with kids. Doesn't matter how is weather any time we can go and collect reading material and my baby also enjoy lot in rhymes and learn.				
260				Closing the library will rip the heart out of North Harrow which is already being systematically dismantled by Harrow Council. I cannot put into words how horrified I am about these proposals.	06/12/14 21:23	0.1	Submitted	web
261				Rayners Lane is the only library, since the closure of the Civic Centre library, to offer an extensive study area with proper study tables. It is in constant use by students especially at exam times. I like to be able to open several books for reference on the large tables and go there to write stuff on my area of study. You just can't write or concentrate properly or study in the home environment.	06/12/14 21:52	0.1	Submitted	web
262				There are no other libraries within walking distance to me. . For a small library, it has a good variety of books. I am beginning to feel that there is no point in walking to my local shopping preccint. Many elderley and lonely people have no focus around here.	06/12/14 22:27	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
263				It is a major trip for us to get to our local library because of disability. The only way my partner and I can visit our local library is by car with disabled bay parking on site then wheelchair access and toilets on site. There is no other accessible library close by. PLEASE DO NOT CLOSE THIS LIBRARY, this will be discriminatory.	06/12/14 22:29	0.1	Submitted	web
264				My elderly mother would no longer be able to visit as it would be shut also detremtsl to the local community especially Asian community who use it s lot also this library helpede to gain access to books to study at university level as an adultvstudent	07/12/14 00:33	0.1	Submitted	web
266				I would lose access to book lending and computer facilities to aid my U3A courses	07/12/14 18:23	0.1	Submitted	web
269				We go to story time with the children we care for and the other libraries are too far to go with four children	08/12/14 08:13	0.1	Submitted	web
271				I use the computers at Bob Lawrence to search for work as i do not have the internet at home. It is my nearest library and nearly always has computers free	08/12/14 12:34	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
272				Because you have also closed 2 others that would be near me. Retaining just Pinner is a mistake as that is a relatively small library & then could be too busy to use. Keep at least 2 of the 4. Not 1.	08/12/14 13:39	0.1	Submitted	web
273				I take my children to the library during their holidays.	08/12/14 14:05	0.1	Submitted	web
274				We would have to go over 2 miles for the nearest library. This would mean that we would be very unlikely to take our children to the library.	08/12/14 14:20	0.1	Submitted	web
275				My local library. I also use Hatch End when visiting the Art Centre.	08/12/14 14:26	0.1	Submitted	web
276				Rather than be able to walk to a local library it would be necessary to drive or take public transport. This would severely impact the young and elderly	08/12/14 16:07	0.1	Submitted	web
277				Elderly and disabled persons would not be able to use these.	08/12/14 16:39	0.1	Submitted	web
278				Pinner and Wealdstone libraries are not as near as you have proposed in your guidelines. It is difficult for a parent to travel to these libraries with a small baby, especially when attending the excellent baby/child	08/12/14 17:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				reading sessions. The staff at north harrow library are excellent when it comes to children. On a side note, North Harrow has seen closures of many services from supermarket, banks and building societies, bowling alley. This will just be another blow for the town.				
279				Hatch End library is within a very convenient walking distance. It would be absolutely and totally inconvenient for us to go to Pinner library. Even though the document points out about the 20 minute BUS journey - the waiting time for the bus has to be included. Popping to our local library is a very quick experience - taking a bus to Pinner library and the return journey home could take well over an hour - which is unreasonable and extremely inconvenient. Going to the library would then become a CHORE!	08/12/14 18:10	0.1	Submitted	web
282				Closing the library would mean that I have no access to library services within a 10 minute walk from home. I will also lose access to children activities and sessions held at the library over the course of the week. I also use the library as a social point to meet other young mothers, closing	08/12/14 22:36	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				thelibrary would mean losing a venue for meeting like-minded individuals.				
283				Books to borrow from this library.	09/12/14 09:21	0.1	Submitted	web
284				I would not be able to access a library locally if you closed both Rayners Lane and North Harrow. If one went, it would at least allow me access to resources, but both would be a shame. Rayners Lane is not near another library so should be the one open. North Harrow isn't too far from the one on Gayton Road so residents on that side could go there. I would not be able to go and use the internet and cannot afford it at home, I wouldnt be able to read papers and see my local elderly community who rely on this session, my daughter would lose a community resource and the grandchildren their local library which they use. Libraries are a safe environment and an educational resource where you don't have to worry about things like the dangers of online surfing and child abuse. They are safer with books in libraries than online. losing Rayners Lane library would affect my resources used, happiness and quality of life.	09/12/14 09:56	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
285				Rayners Lane Library is a short walk away from Alexandra School, the primary school for children with moderate learning difficulties in Harrow. We have a strong relationship with the library and use it regularly, walking classes or groups of parents and children up to the library. Our pupils and families often find it hard to access libraries without support from school. If Rayners Lane library closes, we will find it very difficult to take our pupils and families to other libraries, as this will have to involve transport.	09/12/14 10:00	0.1	Submitted	web
287				would unable to take pupils from school to the local library. It is very important for their development to visit the local area and library	09/12/14 12:31	0.1	Submitted	web
289				This is my local library and within walking distance. I would have to take public transport to get to Pinner or Harrow Weald which would make a separate journey necessary, rather than being able to visit the library on my way somewhere locally.	09/12/14 15:11	0.1	Submitted	web
290				I take my 18mth old twins to Rhyme Time at Hatch End. It's a great experience for them and an introduction to books and education. It is a valuable time for their early	09/12/14 15:26	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				years learning, there is no other alternative in the local area for this agegroup.				
291				I visit more than one library in a month, looking for books by my favourite authors or specific kind of books I read.	09/12/14 16:49	0.1	Submitted	web
293				I work at Alexandra Special School in Rayners Lane. We regularly visit the library with the children. This is such a valuable resource for our children and would be sorely missed. We recently visited for a story time session which was amazing! Maria really made the books come alive for the children and enthused the children which in turn allowed them to produce some fantastic work back at school.	09/12/14 19:39	0.1	Submitted	web
294				My baby is small and Rayners Lane library is very close to me. So it is easy to take her frequently there.	10/12/14 10:25	0.1	Submitted	web
296				lose to home. Use for computers - job searching and accessing information online.	10/12/14 10:37	0.1	Submitted	web
297				Libraries - education/relaxation. There wouldn't be reading, research, IT facilities available for the community. Free access at present for every age.	10/12/14 10:48	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				North Harrow book group situated in North Harrow library would stop - I am a member!				
301				I would have to travel further to access a library	10/12/14 11:03	0.1	Submitted	web
302				I live above the library and my son uses it for school work and books	10/12/14 11:08	0.1	Submitted	web
303				It is the most local library. Other options less convenient	10/12/14 11:12	0.1	Submitted	web
304				As the library is within walking distance its closure would mean travelling - probably to North Harrow or Harrow town.	10/12/14 11:13	0.1	Submitted	web
306				North Harrow library is my most accessible as I am 82 and do not drive and it is the nearest	10/12/14 11:24	0.1	Submitted	web
307				I feel we need all the libraries it will be expensive having people unemployed	10/12/14 11:34	0.1	Submitted	web
308				We would have to go all the way to central Harrow for a local library, where you have to pay for parking, which would deter us from using the library at all.	10/12/14 11:42	0.1	Submitted	web
309				Close to my home, convenience will be taken away	10/12/14 11:50	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
310				No access to any library, need Rayners Lane for everything - books, plastic bags, newspapers, information and internet	10/12/14 11:55	0.1	Submitted	web
311				I think I borrow about 5 books on average a week for my children and visit the library once or twice a week	10/12/14 12:00	0.1	Submitted	web
312				It's my local library that takes 10 mins to walk to. With grandchildren in tow it would take too long to walk to Rayners Lane (25 mins) or Pinner (30 mins)	10/12/14 12:06	0.1	Submitted	web
313				As a family we have been using the library (Rayners Lane) since 1980. I am in the library most days.	10/12/14 12:15	0.1	Submitted	web
315				Good car parking at Hatch End means my nearest library would be Pinner of Hatch End or North Harrow closed	10/12/14 12:22	0.1	Submitted	web
316				We use Hatch End library every week. My children, 8 years and 5 years, enjoy coming to the library doing craft events and talking about books to the librarians. A small, friendly, local library is essential to develop literacy and a love of reading	10/12/14 12:29	0.1	Submitted	web
317				We use Hatch End library every week. My children, 8 years and 5 years,	10/12/14 12:37	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				enjoy coming to the library doing craft events and talking about books to the librarians. A small, friendly, local library is essential to develop literacy and a love of reading				
318				I do not use this library. I always use Hatch End as there is a car park	10/12/14 12:47	0.1	Submitted	web
319				Libraries should be closely available for everyone	10/12/14 12:52	0.1	Submitted	web
320				As I shop in Hatch End the closure of this library would prevent me from using any library	10/12/14 12:56	0.1	Submitted	web
321				Rayners Lane is our closest library	10/12/14 13:05	0.1	Submitted	web
322				The event of closure of libraries should have been advertised to all Harrow residents. Very few people knew about it! You should advertise events to promote interest in the local libraries.	10/12/14 13:22	0.1	Submitted	web
323				No high street public info or consultation centre at all! Where would public services like police, ambulance, etc be able to consult locals?	10/12/14 13:41	0.1	Submitted	web
324				I visit Rayners Lane library on the weekends and after work. Visits include myself and my children.	10/12/14 13:46	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
325				It is the only library within walking distance	10/12/14 13:51	0.1	Submitted	web
326				Only library within walking/book carrying distance of home. Would have to use car to visit any other library.	10/12/14 13:59	0.1	Submitted	web
327				Access to alternatives to Pinner library when necessary	10/12/14 14:19	0.1	Submitted	web
328				Convenience of borrowing books Belong to knitting group which meets there Source of local information - events, services, etc	10/12/14 14:24	0.1	Submitted	web
329				Nearest to where I live, know the staff, etc	10/12/14 14:33	0.1	Submitted	web
331				It near where I live.	10/12/14 16:28	0.1	Submitted	web
333				I am a pensioner. I do not drive. To get to another library will mean a 15 walk to teh bus stop, a 15 wait for the bus and a 30 min bus journey. THIS IS TOTALLY UNACCEPTABLE.	11/12/14 01:29	0.1	Submitted	web
334				Have problems getting to a library to borrow items	11/12/14 09:52	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
335				I live in North Harrow and I use the libraries both in North Harrow and Rayners Lane	11/12/14 09:57	0.1	Submitted	web
337				Becauseuse libraries computer every day and take out books. Also my friends who live at Elm Drive, North Harrow who has kids use the libraries computer and take out reading books and studies. If the North Harrow closure the libraries it be big effect to them because they cannot take out books to read and it will effect they education because they need to use the library.	11/12/14 10:09	0.1	Submitted	web
338				I go to North Harrow library for rhyme time and story time. I've also used this library to write up projects/assignments and to borrow books	11/12/14 10:17	0.1	Submitted	web
340				There would be no library in the immediate community to go to for books or any kind of service. The other libraries you plan to keep open are not close enough to make it feasible to use them.	11/12/14 10:32	0.1	Submitted	web
341				As an area once thriving with a large supermarket, three banks, butcher and other shops, now it is becoming a	11/12/14 10:39	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				ghost town, expect with more than 6 hairdressers!				
342				North Harrow is very well run and a helpful facility. Closure would impact badly on the whole shopping area of North Harrow	11/12/14 10:45	0.1	Submitted	web
344				Would have to make a car or bus journey to Pinner library	11/12/14 11:20	0.1	Submitted	web
345				I live very near North Harrow library and use it a great deal. Closure would also have a detrimental affect on the area itself.	11/12/14 11:58	0.1	Submitted	web
346				This library is a point of contact for myself and my 2 daughters with other mothers and children. It is very important to us to access this support and friendship.	11/12/14 12:05	0.1	Submitted	web
347				I'm a finalist in my ACCA exams, after trying the Civic Centre and Gayton libraries I found the noise level, footfall and general working environment not supportive for me who wishes and requires to concentrate.	11/12/14 12:12	0.1	Submitted	web
350				The libraries should be seen as important parts of the community. North Harrow runs kids events, has meeting rooms. With proper	11/12/14 12:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				advertisement these would be utilised and bring in much needed income.				
353				This library has helped me with my volunteering and staff are very helpful	11/12/14 12:48	0.1	Submitted	web
354				People use as community centre to read newspapers, magazines, comics, computers, borrow books and dvds. For children activities like reading group, rhyme time. Staff help with children's homework.	11/12/14 12:57	0.1	Submitted	web
356				As an elderly person it's very accessible to me. Having to travel a long distance will increase my isolation. It's a source not only of knowledge but of support and friendships	11/12/14 13:08	0.1	Submitted	web
357				I would have to travel further to another library, the library is also very close to a local school.	11/12/14 13:12	0.1	Submitted	web
358				Both North Harrow and Hatch End are local and conveniently located	11/12/14 13:20	0.1	Submitted	web
359				Lack of access to resources Accessible from my home by bus/train/walk Access to social support e.g. reading groups	11/12/14 13:26	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
360				North Harrow is easy to reach by mobility scooter and staff are helpful	11/12/14 13:35	0.1	Submitted	web
361				I find Rayners Lane is a good place to find travel books	11/12/14 13:42	0.1	Submitted	web
363				Yes. Many ways. I get more information on books when I have spare time. It will affect also my children, their section.	11/12/14 13:52	0.1	Submitted	web
364				This is my local library and my children go there for many reasons, books, rhyme time, holiday groups, etc	11/12/14 13:57	0.1	Submitted	web
369				There would be increased number of users in Pinner library	11/12/14 14:48	0.1	Submitted	web
370				I often use this library as it is easy to access (parking) and has knowledgeable staff. It is not so popular now as the hours are shorter and you moved it to a less accessible place	11/12/14 15:17	0.1	Submitted	web
371				no libraries near me . kids love to go there and pick books. it gives a environment for my kids to grow and become more independent.	11/12/14 15:23	0.1	Submitted	web
374				The library is not only valuable as a book resource, but I also attend the monthly book group which is a social point of contact for older members of	11/12/14 20:28	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				the community. I have also found it helpful on occasion to use the computers.				
377				I do tend to visit the library for book reading etc.	12/12/14 07:14	0.1	Submitted	web
380				My kids and I wont be able to use library space for reading or borrow book. They wont get information what they use to get it from the library. My children and their friends use to spent lot of time in the library, catching up with homework...	12/12/14 13:05	0.1	Submitted	web
382				Exactly 3 years ago, I lost my husband, and because I had been his sole carer 24 hours a day, for several years, I felt totally lost. I was encouraged to join Bob Lawrence library and start reading, to help fill my very lonely days. This simple suggestion turned out to be my life saver, and the staff were very supportive when I struggled to find the right books to read. Three years on, I now have favourite authors and so choosing books is much easier. Bob Lawrence is not just a place to borrow books etc, it has a very friendly atmosphere, and it holds Mollison Way together. I would stop reading if it closed, Kenton Library is to far for me	12/12/14 16:26	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				to go when I want to choose more books, and the staff at Bob Lawrence, would be greatly missed.				
383				Important library that supports St John Fisher Primary School	12/12/14 16:49	0.1	Submitted	web
384				It is my local community library where I attend a reading group and expect to pick up other local information. While Pinner library is not so far away it is not a community hub for me. Closing the North Harrow library would also have an adverse effect on the locality, affecting businesses and the community atmosphere on a key facility was withdrawn.	12/12/14 20:00	0.1	Submitted	web
385				I am a teacher at Alexandra School and our children enjoy regular visits to the library to enhance their learning.	12/12/14 22:18	0.1	Submitted	web
386				X	13/12/14 12:43	0.1	Submitted	web
387				It would make accessing libraries much more difficult with the current opening hours	13/12/14 14:37	0.1	Submitted	web
388				It would deprive me of meeting other people socialising I have been housebound for a number of years due to a stroke as part of my rehabilitation	13/12/14 15:46	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				one of my goals was to visit the library everyday to talk to other people read the newspapers and get back to my passion of reading. I would be devastated if my local library was closed down I would be robbed of the little recovery I have made since visiting the library.				
389				I visit North Harrow Library once a week after work, borrowing two to four items each time. North Harrow Library is within walking distance from my home and work. As I do not drive, going to another library instead would mean travelling by bus to another library which would become costly when you factor in bus fares. It would also mean it would take much longer for me to get to the library (especially as I would normally be going during the rush hour). As a result, if North Harrow Library were to close, I would probably not use my library membership. I also think that apart from the Post Office, the library is really the only other amenity in North Harrow and I would be concerned about the impact this would have on the community. As a primary school teacher, I often bump into former and current pupils borrowing books with	13/12/14 18:02	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				their parents. I believe it is vital for young children to have access to a wide range of books at an early age in order to develop their literacy skills as well as a love of reading. I would be very concerned about the effect closing North Harrow Library would have on the children and young people of North Harrow.				
392				Have been a member of the library for over 20 years use it regularly.	14/12/14 19:13	0.1	Submitted	web
394				Walking distance from my place. The library environment is nice which is good for community. Just love to come here, getting knowledge, story time for children.	15/12/14 11:09	0.1	Submitted	web
395				As it is very near to my home	15/12/14 11:12	0.1	Submitted	web
396				This library is very close to my children's school and most nearest to my house. My children love to go to the library twice a week. They borrow books and love to spend time there. It also helps them to participate in summer challenges during summer holidays.	15/12/14 11:18	0.1	Submitted	web
398				Would not be able to attend social groups for/with my newborn baby with	15/12/14 11:27	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				ease. There is a real community spirit in Bob Lawrence. It will be a great loss to the surrounding residents.				
399				Loss of reading matter, books and newspapers (borrowing)	15/12/14 11:31	0.1	Submitted	web
400				I have a 2 year old daughter and am currently a homemaker. I take my daughter to the library at least 3 times a week to the nursery rhymes, whilst there we read some books to develop her reading skills	15/12/14 11:36	0.1	Submitted	web
401				The Bob Lawrence library has been a crucial factor and has generated and stimulated a great foundation in my whole household for over 45 years. I would strongly recommend that this closure does not happen.	15/12/14 11:45	0.1	Submitted	web
402				No other library in this area. Can't borrow books which I can do now. I borrow books on a regular basis for me and my children.	15/12/14 11:49	0.1	Submitted	web
404				Because it is walking distance (no car)	15/12/14 11:53	0.1	Submitted	web
406				When I am working in Hatch End, I would not have a library to go to. (I work once a week in Hatch End).	15/12/14 11:59	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
407				The closure of 1 library has a negative impact on the library service	15/12/14 12:01	0.1	Submitted	web
408				I use it a lot when attending U3A activities at Harrow Arts Centre	15/12/14 12:07	0.1	Submitted	web
409				I am considering moving to a retirement home in Hatch End and would prefer access to a library close by. However, I find Hatch End library is not easily seen from my main road. The profile of any library is enhanced if it is easily seen and accessible from the high street like a shop.	15/12/14 12:24	0.1	Submitted	web
410				I have reduced mobility and this is the only library I could get to.	15/12/14 12:30	0.1	Submitted	web
411				I can easily walk to Rayners Lane and North Harrow libraries	15/12/14 12:33	0.1	Submitted	web
412				Not close enough to walk to a library with my children. Unable to use library for studying/educational development	15/12/14 12:37	0.1	Submitted	web
413				Inability to use library when accessing other Council services on the saem site, e.g. swimming pool at Hatch End	15/12/14 12:51	0.1	Submitted	web
414				I use the Harrow Arts Centre to go to the U3A and use Hatch End library after twice a week.	15/12/14 12:58	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
416				I don't live near any of these libraries so will not be affected personally. However, there would be a negative impact on other Harrow residents, notably ones living in some of the more deprived parts of the borough, many of whom would have difficulty reaching the suggested alternatives. In the absence of a London-wide library authority, it is inappropriate for Harrow to try to offload its residents on to neighbouring boroughs (which may also be considering similar cuts).	15/12/14 17:29	0.1	Submitted	web
418				This library is within walking distance	16/12/14 08:30	0.1	Submitted	web
420				Hatch End is my nearest library.	16/12/14 19:22	0.1	Submitted	web
423				This library is our nearest so we go every day.	17/12/14 10:04	0.1	Submitted	web
426				I use this to access all sorts of reading books (academic, fictional). My younger sisters and cousins use this. We come here to study, we go to Nower Hill so we come here after school.	17/12/14 10:22	0.1	Submitted	web
427				I visit North Harrow library every week as it is the nearest to where I live. I could manage to get to Rayners Lane	17/12/14 10:30	0.1	Submitted	web

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				but I understand that is also proposed for closure in which case I would have to travel by car or public transport to Pinner or Harrow. Ridiculous!				
428				One of the above should be open as it is not easy for older people or even generally to reach/access the outlined libraries near their location from travel and timing perspective. Increased travel costs.	17/12/14 10:37	0.1	Submitted	web
429				I live in close proximity to North Harrow library, within a short walking distance and is a big advantage	17/12/14 10:46	0.1	Submitted	web
430				Harder to use library facilities due to locations of open/available libraries and associate problems, inconvenience due to travel and parking, etc	17/12/14 10:56	0.1	Submitted	web
431				The other available library is considerably further away from where I live. It will be hugely inconvenient as we normally use the library after school when commuting is very busy.	17/12/14 11:03	0.1	Submitted	web
432				I'm a student at NHHS so I use this a lot during study leave	17/12/14 11:08	0.1	Submitted	web
433				It's the closest library to me and I appreciate the services to the children	17/12/14 11:15	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				and vulnerable in the area of north harrow				
434				It's the closest library to me and I appreciate the services to the children and vulnerable in the area of north harrow	17/12/14 11:15	0.1	Submitted	web
435				I take out books from this library and also use it to connect with the locals and use the internet. North Harrow would be left with nothing if the library was to close!	17/12/14 11:20	0.1	Submitted	web
436				Twice a month there is a group 'Harrow Purls' meeting as a drop-in session for knitters. It is very successful and brings the community together - we knit for purpose and support various charities. It benefits both the attendants and the charities positively.	17/12/14 11:29	0.1	Submitted	web
437				Internet is not always available and books can be expensive and storage quite troublesome in large quantities. It is the right place to access plus it acts as a community centre for Harrow.	17/12/14 11:52	0.1	Submitted	web
438				The library is easy for me to visit and has a better selection of novels than other Harrow libraries	17/12/14 11:57	0.1	Submitted	web

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439				I have difficulty travelling and North Harrow is the closest one	17/12/14 12:02	0.1	Submitted	web
441				Travel far	17/12/14 12:35	0.1	Submitted	web
442				Closing North Harrow library would have a very significant impact on me and my daughter. We thoroughly enjoy the children's music classes and our childminder uses the facilities too. It would not be practical to have to travel to the other libraries with such small children and unfortunately could affect their interest in reading books.	17/12/14 12:41	0.1	Submitted	web
444				Students who are trying to volunteer in order to complete their volunteering section will find it inconvenient to travel to larger libraries which they may not live close to. Furthermore, there will be less volunteering opportunities available.	17/12/14 12:56	0.1	Submitted	web
445				I borrow books from Hatch End library. As said before I request books. I am reading biographies of Victorian prime ministers at the moment and need to request these books as they are not on the shelves. I was would be severely affected as I wouldn't be able to easily pop in and order one. Apart from that, the library offers more than	17/12/14 13:32	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				just books and these vital activities would be lost to Hatch End. When I retire I aim to use the library more.				
447				This service supports a lot of young people who may not have access to places to study quietly at home as well as well as being a most useful resource to help small children with their literacy and socialization. This applies to all the Libraries proposed for closure as well as the other libraries.	17/12/14 18:30	0.1	Submitted	web
449				I take my child there everyday and if the library closed, I would not be able to take her as the next library is too far away to walk to. My daughter has learnt so much from the library sessions for children and it would be a shame if other children could not benefit from this.	17/12/14 22:12	0.1	Submitted	web
450				North Harrow is my nearest library. I feel that it supports, not only me, but other less mobile people - the elderly and mothers with young children. It is also used by the local school and by children doing their homework. It is an important local resource.	18/12/14 08:53	0.1	Submitted	web
451				I do not drive, I use my local Hatch End library 3-4 times a week. I use the	18/12/14 10:21	0.1	Submitted	web

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				reference library and the computer and printing services.				
452				This library is nearest to me. Staff really friendly and helpful. I cannot imagine visiting any other library. The personal touch makes it such a nice place to visit, my daughter and I visit the library every 2-3 weeks. Please don't close!!	18/12/14 10:25	0.1	Submitted	web
453				Easier to park at Hatch End/Morrisons than at the libraries I use more often.	18/12/14 10:37	0.1	Submitted	web
454				North Harrow is my nearest library - that closure would have the greatest negative impact. If any library is closed, it will inevitably lead to deterioration in the area in which it is located - a downward spiral. I am strongly opposed to the closure of any library. They are essential centres of education, and their closure should not even be considered. Saving by the Council can be made in other areas - e.g. grossly overpaying the proposed Chief Executive, paying huge amounts of redundancy pay to council employees and funding very generous pensions as well as overpaying many of them. For the past two years the Council has been mismanaged by the fractured Labour party, they have been	18/12/14 10:51	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				occupied with in-fighting and have not looked after the borough. It is a badly managed Council which has wasted enormous amounts of our money. Priorities are wrong. Cancel 'Under One Sky' and similar parties and celebrations, which are an unnecessary luxury.				
456				This is my nearest library and I can pop in when shopping.	18/12/14 11:03	0.1	Submitted	web
457				in the surrounding of Bob Lawrence there are almost three schools falling and five nursery schools which definitely is the portal hub of this area. more than 1000 children use these libraries and the surrounding schools have been taking the children to the library for various activities. the rhyme time is also fully packed with children the place is not enough for the children so you can imagine the number of people using this library. There is no other library in the surrounding which makes this the main. the Edgware population is more than other harrow areas as most of the EU people have landed in this area. there are so many older and vulnearable people using this library. if an example is given about Kenton library there are only two schools surrounding and yet why has	18/12/14 11:06	0.1	Submitted	web

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				that no chances of closing down? I think survey should be made as to how many people use the particular library on different basis and the one which has less people going or schools not using that as a port should be under consideration.				
460				Other libraries are too far from where I live	18/12/14 11:21	0.1	Submitted	web
461				Too far to travel to alternative library	18/12/14 11:25	0.1	Submitted	web
462				As i attend U3A classes in the Arts Centre, it is most convenient to get the necessary books in the same building. As I am disabled (mobility poor) I cannot walk or use bus to other libraries	18/12/14 11:34	0.1	Submitted	web
463				My son, daughter-in-law and their young grandson (4) live close to Hatch End library. During weekdays and half of weekends, they do not have transport of their own and the walk/bus journey are longer than your estimates. Also, if Harrow Arts Centre remains open, it is logical to keep it open too. NB. Also Hatch End does not have low usage in your figures for visits. I would strongly urge and expect that the detailed consideration of, and	18/12/14 11:48	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				proposals on, this issue (and other proposed changes in services) be considered by a cross-party sub committee, to ensure thoughtful and wider ranging assessment on behalf of all constituents, not least because the issues extend far beyond the life of any majority party.				
464				Regular popping in for information and advice, I will definitely miss it.	18/12/14 11:54	0.1	Submitted	web
469				Bob Lawrence is the community library where my children come for the activities.	18/12/14 12:24	0.1	Submitted	web
474				Why do you not consider that the extra day and a halves closure will negatively impact on me?	18/12/14 12:57	0.1	Submitted	web
478				As I am a local resident and it is my local library, closure or restricted access would limit available data accessibility, as well as being able to order books to read - influenced by book reviews in newspapers.	18/12/14 13:26	0.1	Submitted	web
479				I can imagine that closing 4 of the least used libraries will increase the numbers using the existing libraries, making it more difficult to find a table at which to study or a free computer. I occasionally use Hatch End library	18/12/14 13:46	0.1	Submitted	web

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				as it is easy to park there, and it is convenient to use the library whilst waiting for the start of a theatrical performance, show or evening class - or before or after using Morrisons supermarket.				
482				North Harrow and Hatch End - I use them both occasionally for certain things	18/12/14 14:21	0.1	Submitted	web
484				More stock than Roxeth choice-wise.	18/12/14 14:28	0.1	Submitted	web
485				Three of our nearest libraries are on this list. We regularly use Hatch End in conjunction with using other HAC services. North Harrow and Rayners Lane are our closest libraries.	18/12/14 14:34	0.1	Submitted	web
488				I would not be able to get local information and North Harrow would descend further into the slough of despond. But then who cares about North Harrow.	18/12/14 16:31	0.1	Submitted	web
490				Closing North Harrow library would be devastating for me and our daughter. Having a small child means the proximity of the library (being walking distance) is a huge factor in using it. Even if there are libraries a mile away, realistically this would not be practical	19/12/14 15:18	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				for us to get to. My daughter and I religiously attend the nursery rhyme time classes and as a result we feel part of a community and she has made friends. She has a very strong interest in books already which has been facilitated by our visits to the library and I am fearful this will diminish if North Harrow library is closed. It is the only real amenity we have in this area and somewhere to take children.				
491				The libraries provide a valuable service to the poor and elderly in the community (i.e. the most vulnerable). To assume that everyone now has access to books online is not realistic and discriminates against these groups. To buy a computer is expensive and on top of this the cost of arranging a network connection is a set amount per month which people who are unemployed or working for a low wages simply cannot afford.. Not only do the libraries provide a supply of books but also access to computers.	19/12/14 15:50	0.1	Submitted	web
495				My nephews are regular visitors. North harrow is an area that seems to be abandoned by the council.	20/12/14 08:19	0.1	Submitted	web

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497				I live near this library and it is important for studying purposes to keep this open	20/12/14 10:40	0.1	Submitted	web
502				This library should be moved into the vacant space at the bottom of the new flats that have been built on the Rayners Lane public house site. This is a large open space, and this library could provide a community hub and have significant use from the schools nearby. together with small community groups that require space for meetings. etc. This site is well placed for transport links. There is no village hall or meeting place in Rayners Lane and this could be it. to benefit the community.	21/12/14 12:02	0.1	Submitted	web
503				Instead of having a quiet place to study on Saturdays, I would have to spend time travelling to find a suitable location. This would impact my education, and cause my grades to fall.	21/12/14 13:56	0.1	Submitted	web
504				We have attended the library for children's activities every Monday and Thursday for the last two years & regularly borrow library books and go to the library on other days. We feel that Pinner Library would not be able to cope with the increased demand put	22/12/14 08:47	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				upon it with the closure of both North Harrow library and Hatch End. They already restrict the number of children that can attend activities run at the library.				
505				Being retired and not a car user, this is the library nearest to me and whose location best fits in with other tasks such as shopping and collecting my newspaper.	22/12/14 10:46	0.1	Submitted	web
509				At present i can visit the library when visiting the Arts Centre. Also I have a blue badge and can usually park near the library.	22/12/14 17:53	0.1	Submitted	web
510				North Harrow is my local library. I do not have an alternativd.	22/12/14 18:19	0.1	Submitted	web
511				Of the list of libraries proposed for closure Hatch End is the only one I have used on occasion.	22/12/14 21:18	0.1	Submitted	web
512				Advice services I rely on	22/12/14 22:15	0.1	Submitted	web
515				Less resources	22/12/14 22:27	0.1	Submitted	web
516				Different libraries have different stock so I regularly use more than one library. Ordering and reserving items	22/12/14 22:31	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				to be sent to my local library would mean additional costs to me.				
520				I could not get information/books required. I would not have a quiet space to study. No access to printers/scanners. No access to reading group for my child.	22/12/14 22:50	0.1	Submitted	web
521				I bring my child aged 1 to library regularly. My husband uses the library for reference. I can't go further with the child.	22/12/14 22:56	0.1	Submitted	web
522				I live near North Harrow library and bring my children to it when I can. I was hoping to use it more when I retired. I work near Bob Lawrence library and children in my school would lose out from the closure.	22/12/14 23:02	0.1	Submitted	web
523				Its the nearest library for my son, walking distance, i can go to the library on his own or friends. Going to other libraries will make difficult for him tot ravel by himself. Considering Staglane school is few minutes away from the library where do you expect the children to go if this closes.	23/12/14 10:39	0.1	Submitted	web
524				If North Harrow library were to be closed down I would be rather unwilling to undertake travel to the	23/12/14 20:20	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				nearest library thereby giving me an excuse not to pursue my interests at a library.				
525				It is an important facility to all of Hatch End.	24/12/14 12:18	0.1	Submitted	web
526				I live very close to it and go there often.	24/12/14 12:45	0.1	Submitted	web
529				I use this with my children, normally just to sit and read but not borrow.	26/12/14 23:51	0.1	Submitted	web
532				my local branch, would have to travel further and lose a great local amenity. I would stop using the library service.	27/12/14 15:02	0.1	Submitted	web
533				Closest library to my home	27/12/14 16:06	0.1	Submitted	web
537				i know people who use HAC who would visit this library whilst they're there and i will soon be using the HAC regularly and would find it easier to go to this library as its in the same building.	28/12/14 20:55	0.1	Submitted	web
540				Hatch End is the most convenient library for me, I will have to travel into Harrow if this library is closed	29/12/14 13:13	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
541				I use this and North Harrow Library frequently for my children to access resources for school and leisure.	29/12/14 13:34	0.1	Submitted	web
542				I regularly use North harrow library. It is one of the few local amenities left in North harrow and would have a devastating impact on the local area.	29/12/14 14:05	0.1	Submitted	web
545				I sometimes use that library	29/12/14 21:14	0.1	Submitted	web
546				I use it often to do job search via universal jobmatch and other avenues of information	29/12/14 21:18	0.1	Submitted	web
548				This will not effect me, since I have not used them. More community hub programs should happen here.	29/12/14 21:28	0.1	Submitted	web
549				Roxeth is easiest for me to get to	29/12/14 21:30	0.1	Submitted	web
552				It wouldn't really as I tend to get books transferred to Roxeth	29/12/14 21:41	0.1	Submitted	web
555				The society would be even more dumbed-down if those in the community who might want it would not have access to information	29/12/14 22:05	0.1	Submitted	web
557				Personally I would not be affected but I feel those living nearby would be.	29/12/14 22:20	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Possibly I would ask for help from Hatch End if I was in the area.				
558				Requires me to travel an alternative which could be costly in time and money.	29/12/14 22:25	0.1	Submitted	web
559				Would have to travel further for a library. Local children/students would not have access and this would be a negative impact on these children.	29/12/14 22:29	0.1	Submitted	web
560				My whole family visited this library almost every day. It's like a second family for us even my kids are so sad about this news.	29/12/14 22:34	0.1	Submitted	web
561				I use the library regularly - Monday to Friday. I bring my grandchildren two days a week in the evening. Borrow books as per recommendation from school for my granddaughter.	29/12/14 22:38	0.1	Submitted	web
562				I often visit the other libraries as they tend to have different titles or authors I enjoy reading	29/12/14 22:44	0.1	Submitted	web
563				I live in the Avenue, Hatch End and this library is very convenient for me.	29/12/14 22:48	0.1	Submitted	web
564				If Hatch End was closed, as a user of the Arts Centre I would not have easy access to a library, because the	29/12/14 22:53	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				situation of thr building has a car park. Most libraries don't have parking facilities.				
565				It is close to my regular supermarket	29/12/14 22:56	0.1	Submitted	web
566				It is the library where I do most of my work and as do my old school friends at Nower Hill High School.	29/12/14 23:01	0.1	Submitted	web
567				Sad because people need to do their homework	29/12/14 23:04	0.1	Submitted	web
568				I would not have access to a library	29/12/14 23:08	0.1	Submitted	web
569				Not possible to get there	29/12/14 23:10	0.1	Submitted	web
574				Using any other library would necessitate the use of 2 buses each way	30/12/14 21:34	0.1	Submitted	web
575				This is nearest library I use with my grandchildren and family. Nearly 20 years I use this library.	30/12/14 21:37	0.1	Submitted	web
576				This library is near the shops and station, I can visit this library while out shopping. Being elderly and with a slight walking problem, this is a great help.	30/12/14 21:41	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
577				We have lot of families and schoolchildren using the library. I read your comment that (Page 6, 1st para) you plan to close Rayners Lane because of access issues. It is a non issue. Most of the books are in ground floor. If you close this library, you will have old people travelling further to go to another one.	30/12/14 21:47	0.1	Submitted	web
579				Reduction of service to everyone and impoverishment of the Borough in some relatively stressed areas such as Rayners Lane and North Harrow.	30/12/14 21:57	0.1	Submitted	web
581				I use Hatch End library when I attend U3A classes	30/12/14 22:03	0.1	Submitted	web
582				Less options and more crowded in remaining libraries, long queues for computer use, less books available, less multimedia available	30/12/14 22:09	0.1	Submitted	web
584				I am a senior citizen and I do not drive. This library is within walking distance for me.	30/12/14 22:18	0.1	Submitted	web
590				This is my nearest library. I use it regularly for borrowing books, working there, my children and their friends use the library and participate in the activities. The Bob Lawrence library is vital to this community.	30/12/14 22:45	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
591				It is my local most accessible library. Easy to park. Within walking distance.	30/12/14 22:48	0.1	Submitted	web
592				I use the library regularly for my children	30/12/14 22:51	0.1	Submitted	web
593				This is the only library it is feasible for me to visit on foot with my children. I would have to go by car to the other libraries and would be less inclined to visit with the children.	30/12/14 22:54	0.1	Submitted	web
594				This is the only library it is feasible for me to visit on foot with my children. I would have to go by car to the other libraries and would be less inclined to visit with the children.	30/12/14 22:54	0.1	Submitted	web
596				I use this library (my nearest) to study, so shutting it would obviously negatively impact me.	30/12/14 23:04	0.1	Submitted	web
597				We currently use the library with our toddler to encourage reading. It is walking distance away and we would see this as a major loss.	31/12/14 10:27	0.1	Submitted	web
598				My nearest library would then be North Harrow. Fine now when I have a car but difficult in the future.	31/12/14 11:27	0.1	Submitted	web
602				I would need to travel further. Hatch End Library is adjacent to my Doctors'	31/12/14 15:37	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				surgery (Elliott Hall Medical Centre), my regular supermarket (Morrison's) and the Harrow Arts Centre, and therefore convenient for me to combine all visits in one trip. Since I have a mobility issue, I have to rely on somebody to take me to these venues. I would be lost without Hatch End Library if it closes.				
604				The libraries are a good source of local information; everything from clubs to voluntary services can usually be found in my local library.	31/12/14 19:59	0.1	Submitted	web
605				ALL - LOADED QUESTION INTENDED TO INCLUDE USERS IN DESTRUCTION OF THEIR SERVICES. Changes have already massively caused damage to an award winning service. No enquiry service, machines replacing people - no local history service - an embarrassment to Harrow - a stock service in complete chaos unqualified staff.	01/01/15 08:52	0.1	Submitted	web
606				I use the library to relax and see it's a communal meeting place for some. I can research here using the internet and love reading the daily news here in peace.	01/01/15 08:56	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
607				If the library will close then they all people who use the library more often they stay at home and will be ill more than the normally because of fresh air.	01/01/15 08:59	0.1	Submitted	web
608				As I use it a lot my mum uses every day minimum for 1-2 hours. There are so many elder peoples who use it everyday. If the library will be closed then they will all be bored at home and should be more ill.	01/01/15 09:03	0.1	Submitted	web
609				As I use this library a lot because I do my homework in the library is very peaceful.	01/01/15 09:05	0.1	Submitted	web
610				If the library will be close then they all will use public transport more and that's how the buses and train will be more busier that usual.	01/01/15 09:09	0.1	Submitted	web
611				If the library will close then it will more affect on public transport and then health	01/01/15 09:11	0.1	Submitted	web
612				Bob Lawrence is the best library. I'm a nanny and all the kids I've worked with loved this library. My daughter and I go there for books and singalong. It will be awful if you close it.	01/01/15 09:15	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
613				I an my family use the library for activities, read magazines, use computer and housing benefit terminal	01/01/15 09:27	0.1	Submitted	web
614				It is the nearest library to where I live.	01/01/15 18:03	0.1	Submitted	web
615				Can't go other libraries because it's not walking distance and car parking problems	01/01/15 21:19	0.1	Submitted	web
616				I am lonely so go to library in morning, go home for lunch and stay in library until they close. It is warm and can read magazines, socialise and use computers.	01/01/15 21:24	0.1	Submitted	web
618				As a pensioner who does not drive, it is a very convenient location for me	02/01/15 08:01	0.1	Submitted	web
619				Bob Lawrence is my closest library so if you close it then other library are too far for me, my mum does not drive.	02/01/15 08:10	0.1	Submitted	web
620				My daughters go there every week to study - if there would be no library all day they would stay inside and would be on the computer or watching TV.	02/01/15 08:12	0.1	Submitted	web
621				Library is a place which is peaceful and calm, I come here every week to sit down in the corner and do my work	02/01/15 08:16	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				and if I need help I use the books as resources.				
623				It does not affect me as I don't use above libraries	02/01/15 08:22	0.1	Submitted	web
626				This library is in busy building. It has free parking, is near the swimming pool, and next to Morrisons. The library is exceptionally well used, especially on Saturday when many dance classes take place.	02/01/15 10:53	0.1	Submitted	web
627				At present I already walk about 15 minutes to North Harrow Library from where I live and to support the local shops there. I believe in supporting a community and old fashioned view but one a Labour administration should understand. Closure of North Harrow Library will mean I would then need to walk on a further 25 minutes to Pinner Library which would be the nearest. Hardly convenient. You also propose closing Rayners Lane which would be the next nearest. Meanwhile comfy old wealthy Pinner keeps its Library automatically.	02/01/15 15:47	0.1	Submitted	web
630				I volunteer for Harrow Purls - which is a community knitting group which runs sessions twice a month in North Harrow library. The sessions are early	04/01/15 20:52	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				in the morning, and I can get to the sessions easily from where I live. The space in the library is ideal for the sessions, and the attendees are all local, so are happy with this location. The space is also in the heart of the library, so we get both young and old users coming along and joining us. I use rayners library with my nieces and nephews, so I could no longer enjoy the space with them.				
632				No other library near where we live, excellent parking here, other libraries have limited parking.	04/01/15 21:28	0.1	Submitted	web
636				Closest to me	04/01/15 21:40	0.1	Submitted	web
637				This library is walking distance for our family, we would visit very less (or maybe not at all) if we had to go to Pinner library	04/01/15 21:44	0.1	Submitted	web
638				It would put me off going to any other library as Hatch End is walking distance and very convenient especially if you have a small baby	04/01/15 21:48	0.1	Submitted	web
639				I use it now as it is very convenient with good parking	04/01/15 21:50	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
641				Hatch End is my closest library, and is within walking distance. However, I use Stanmore more often, it is close as well and larger.	04/01/15 21:58	0.1	Submitted	web
642				There is no other library I can walk to every day	04/01/15 22:16	0.1	Submitted	web
644				It would not be easy for me to borrow books from a LB Harrow library	04/01/15 22:40	0.1	Submitted	web
645				Being the nearest library, I can walk to the library in any weather, also I won't access to a computer	04/01/15 22:43	0.1	Submitted	web
646				I won't have a place to study	04/01/15 22:45	0.1	Submitted	web
647				I would no longer be able to take out a book for school or for fun without travelling further than i need	04/01/15 22:49	0.1	Submitted	web
648				I often visit this library and make most of it. It is also the nearest one.	04/01/15 22:52	0.1	Submitted	web
649				NB the 2 closest libraries will close	04/01/15 22:56	0.1	Submitted	web
650				Bus journey required plus time involved significant factors as I am not terribly mobile	04/01/15 22:58	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
651				Lot of libraries I use often might not have books I want it would worth trying other rather than closures?	05/01/15 07:09	0.1	Submitted	web
652				I use it frequently	05/01/15 07:13	0.1	Submitted	web
653				I drop in to read papers, borrow books and browse for information. Although I have access to a car a library in waking distance is very important to me and was even more useful when I had young children at home.	05/01/15 07:29	0.1	Submitted	web
654				Extremely helpful at all times. Ease of access.	05/01/15 07:32	0.1	Submitted	web
655				Pinner library is too far away to walk to from my house, and bus is too dear. Also, I attend knitting club at the library.	05/01/15 07:36	0.1	Submitted	web
656				It is easy to access, only a few minutes walk. The knowledge and information which the staff possess about the wider world of books would be lost. The staff are particularly friendly to older people. The remaining community facility would be lost.	05/01/15 08:15	0.1	Submitted	web
657				Would no longer walk to local shops. Parking spaces rarely available so library users heavily restricted. Loss	05/01/15 08:26	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				of community focus and only contact with Council.				
658				I wouldn't have a local library. When I have kids I would like a place to take them to get books!	05/01/15 08:29	0.1	Submitted	web
659				I would not be able to use the library	05/01/15 08:33	0.1	Submitted	web
660				I wouldn't be able to access my local library, next closest is too far away	05/01/15 08:37	0.1	Submitted	web
661				I walk to the library, so carrying heavy books a lot further or paying for a bus would be a problem	05/01/15 08:39	0.1	Submitted	web
662				Rayners Lane, Hatch End and North Harrow are three of the four closest (in terms of being easy to reach) libraries to me and others in the Pinner area and thus if they were to close it would significantly reduce the choice of libraries available to just Pinner.	05/01/15 08:41	0.1	Submitted	web
663				North Harrow library is a 7 minute walk from home. North Harrow has no banks or major supermarkets but the presence of the library does at least mean that people do visit the diminishing number of shops. Pinner library is not in central Pinner and	05/01/15 08:48	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				does not compare to North Harrow which is better stocked and organised.				
664				I am currently volunteering here and this is one local library for me.	05/01/15 08:51	0.1	Submitted	web
665				It is local and I can go whenever I want	05/01/15 08:53	0.1	Submitted	web
667				As a single mum of 2 young children I would be put at a disadvantage and strain. I would have no access to a desktop, printer, scanner. No alternative community equivalent for my children. No alternative walking distance community hub.	05/01/15 09:06	0.1	Submitted	web
668				North Harrow library is the closest to my home but also serves nower hill school	05/01/15 10:56	0.1	Submitted	web
669				This library is a 5 minute walk from my home and I have used it extensively over the years. The library has a book club, a children's afternoon, good stock, a reading area and IT suite, and if it's not used sufficiently maybe some of the services on offer could be advertised better?	05/01/15 12:07	0.1	Submitted	web
670				There is no good commute to other library	05/01/15 12:13	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
671				<p>It would affect me less than it would young people. Much as I love the adult service and use it constantly, I could just about manage without, but when I had infant children we borrowed and read picture books constantly and in great quantities. Such enjoyment of books would not be financially possible otherwise. (Charity shops cannot plug this gap.) We also greatly appreciated the story times and crafts on offer. Also, I get the impression that youngsters use the libraries a lot for homework/research. So it would be very sad to see any of the branch libraries close; especially, in my opinion, Rayners Lane. It should not be that our roads are crammed with expensive vehicles and our libraries close. It's a political question, and the answer is: grasp the nettle of council tax re-evaluation. I've used Harrow libraries a great deal over the last fifteen years, appreciate the service very much and would hate to see it eviscerated.</p>	05/01/15 12:38	0.1	Submitted	web
672				<p>As this is my closest library and currently the only one I use on a regular basis, which I can walk to and is convenient for using the tube station and other services in the area, it would</p>	05/01/15 15:55	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				have a seriously detrimental affect on me. I don't believe I would be alone in feeling closing this library would have a negative impact for many residents in the area.				
673				Because its closer to me and its facilities are always working, unlike some within the borough and the staff is helpful as well.	05/01/15 18:40	0.1	Submitted	web
674				I would have to go to Pinner or Rayners Lane, both a good walk or bus journey.	05/01/15 21:51	0.1	Submitted	web
675				Devolves community in the area Lowers kids inclination to read Destroys a valuable and integral part of human experience	05/01/15 21:58	0.1	Submitted	web
680				I wont be able to take my children to library as the other branches are far from where we live.	05/01/15 22:19	0.1	Submitted	web
681				This is the only library close to my house It is very close to two high schools and two middle schools - pupils of these schools often visit the libraries and they are a great asset to them.	05/01/15 23:42	0.1	Submitted	web
682				I would have nowhere to take my daughter for storytime and obviously	06/01/15 01:04	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				for borrowing books. I do not drive and want my daughter to be able to walk to a library facility, this is Rayner's lane or north harrow. She should be able to visit the local library after school. I also often use the computer facilities, which is a great facility. Rayner's lane does lack disabled access but there are also computers downstairs now and a stairlift for example or other adjustments could be made at a reasonable cost. Why close a facility that DOES meet the needs of the majority and could with cost effective adjustments meet the needs of all. Rayner's lane and North Harrow need these facilities for there communities as there are no longer community centres etc. Libraries cater for all age ranges and cultures.				
685				- Would stop using Harrow libraries full stop - Hillingdon have an excellent service but aren't shutting down and also have WORSE cuts	06/01/15 22:22	0.1	Submitted	web
687				Inconvenience leading to further reduction in use (self fulfilling downward spiral in use of facility). Increase in travelling time. HE is within acceptable walking distance but Pinner is not - 2 miles (x2). Will require more time planning to visit alternative	07/01/15 07:59	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				(Pinner). Vist to He linked to other activities at location - Arts centre, supermarket, medical centre. Insufficient car parking facilities at Pinner Library. Would use bus but round trip would take an hour. Increased likelihood that items will not be available at Pinner as this library will be used for more people. Does Pinner have the space?				
688				This is the closest library to me, Gayton library is always packed and there is nowhere to sit. Kids love these libraries as the book selection is great. I babysit so it would be a big loss to lose these libraries.	07/01/15 10:55	0.1	Submitted	web
689				It is my closest library and I don't walk well but am not disabled so cannot use disabled parking, it has better close parking options than Pinner or Rayners Lane. It has the best children's reading times/services in all that my girls went to and it is on the way home from Wealdstone school for girls High School.	07/01/15 11:07	0.1	Submitted	web
690				This is my local library, the only place in North Harrow with anything like a 'community' feel	07/01/15 11:16	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
692				Regular use of both North Harrow and Hatch End libraries, although H.E. library has limited stock it does have car parking which is convenient. Nrth Harrow has good stock.	07/01/15 11:32	0.1	Submitted	web
693				This is my closest library so I use it a great deal. Also my children can walk there and back safely, which they do most Saturdays. This will stop them being able to use a library.	07/01/15 11:37	0.1	Submitted	web
694				Walking distance from where I live	07/01/15 11:43	0.1	Submitted	web
695				ALL! Less resources available. You are sending the disturbing message to younger generations that reading and education is not important (disgraceful). Also you will pay a lot more than £500,000 for redundancies so it will take a few years before you start saving any money. Ridiculous idea!!	07/01/15 11:49	0.1	Submitted	web
696				It will be very difficult for young library users as normally parents take them	07/01/15 11:53	0.1	Submitted	web
697				As we use it a lot my dad and kids use it four or five times a week. There are so many elderly who use it every day. If the library will be closed then they	07/01/15 11:57	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				have to travel and buses will get busy and it will affect others.				
700				I am a resident of Hatch End and 15 years old. As a teenager instead of spending my time lingering on the streets, my friends and I use our time productively to revise for our GCSEs.	07/01/15 12:11	0.1	Submitted	web
701				Better place and space table and clear understanding at place more than Pinner	07/01/15 12:16	0.1	Submitted	web
702				No access to local book borrowing	07/01/15 12:20	0.1	Submitted	web
703				Have to take extra bus ride	07/01/15 12:23	0.1	Submitted	web
704				As a pensioner I rely on my local Rayners Lane branch for convenience. I enjoy walking to the library and being able to carry books home without using public transport. I find the stock very good.	07/01/15 12:27	0.1	Submitted	web
705				My four children have grown up using Rayners Lane library. They have fond memories of activities run in holidays by the old librarians, competitions during reading challenges. Access to books fiction and non-fiction.	07/01/15 12:36	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Homework related and reading for enjoyment.				
706				No local library unless I get on the train or bus. Couldn't take my son to a library every week as I do now.	07/01/15 12:45	0.1	Submitted	web
708				Travel cost, inconvenience, rather not go as it is further away to a library	07/01/15 12:52	0.1	Submitted	web
709				I visit it nearly everyday for studying purposes - i don't know where I will go if it closes down.	07/01/15 12:55	0.1	Submitted	web
710				I live in the area and have used the library as well as members of my family. It is a short distance to walk and I do not wish to walk further with a bag of books or drive.	07/01/15 12:59	0.1	Submitted	web
711				Would necessitate bus journey/long walk to Pinner	07/01/15 13:05	0.1	Submitted	web
714				It is my nearest library and it's closure would prohibit my use of its services re my children. Events at Pinner library are already vastly oversubscribed.	07/01/15 13:24	0.1	Submitted	web
715				I see that you also propose curtailing Pinner library's opening hours, this means that all the libraries near Hatch End will be closed possibly. Disgusting	07/01/15 13:29	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				- reduce the costs of other things or people!				
717				As we use it a lot. My dad uses it everyday minimum for 2-3 hours. There are so many elders who use it everyday. If the library will be close then they all will use public transport more and that's how the buses will be more busy than usual.	07/01/15 13:39	0.1	Submitted	web
718				My kids will not have good books to read and for other library they have to travel far also it will put impact on transport	07/01/15 13:43	0.1	Submitted	web
722				I can not go to library	07/01/15 15:03	0.1	Submitted	web
723				I have been a member at Rayners Lane library for 50 years since I moved here, it is about 5 minutes walk from my home. I have always borrowed books from this library, increasing my use after retirement 8 years ago. Rayners Lane centre has declined in quality in those 50 years, and the loss of the library will further that decline.	07/01/15 16:14	0.1	Submitted	web
725				North Harrow library is the one I use most often, and the only one I can walk to. If it were to close it would be the final nail in North Harrow's coffin.	08/01/15 20:52	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				I would also regret the closure of Hatch End library as it is so well located in the arts centre and café complex.				
726				Would not EVER use Harrow libraries	09/01/15 07:53	0.1	Submitted	web
727				It's the closest to my place my children won't be able to do their school homework online	09/01/15 10:07	0.1	Submitted	web
728				If the above closed, people would drop off going to libraries. Disabled and aged people would have to travel further. These libraries help people with English. Books are not so popular but not all people have, want to have or know about IT!	09/01/15 10:12	0.1	Submitted	web
732				North Harrow has very friendly staff and atmosphere, loss of knitting group, all would be lost. Hatch End can be combined with visit to GP, supermarket, swimming pool, extremely helpful staff, library is part of the community	09/01/15 10:56	0.1	Submitted	web
733				I use it all the time for job except Wednesdays when it is closed	09/01/15 11:02	0.1	Submitted	web
734				Members of my community will be affected; families, young children,	09/01/15 11:11	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				elderly, students, disabled people - these are all important sections and an entitlement to use their local library is essential.				
736				Because of traffic congestion and indirect bus routes, it takes a long time to reach any alternative library	09/01/15 11:27	0.1	Submitted	web
737				i would have a long walk to next library	09/01/15 11:30	0.1	Submitted	web
738				This would affect the elderly, the disabled and anyone who lives near these libraries	09/01/15 11:30	0.1	Submitted	web
739				It wouldn't affect me but it would have a great affect on people living in those areas. So I would whole-heartily support their source of social, communication and a place to go that's warm and friendly. Libraries are important to everyone - so why not use them to their full capacity.	09/01/15 11:49	0.1	Submitted	web
740				parking opportunity	09/01/15 12:10	0.1	Submitted	web
742				I will not be affected but others will be. I think it is vital that a convenient centre is available in every area of Harrow for local people to be able to access books, computers for their	09/01/15 13:56	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				leisure and development. Young children, families and older people cannot be expected to travel to these centres.				
744				Sometimes more convenient than Pinner library especially if returning books.	09/01/15 14:04	0.1	Submitted	web
745				It is my local library and therefore I would have to travel further to access an alternative one. It has free parking facilities which not all of the other libraries do.	09/01/15 14:06	0.1	Submitted	web
747				It is surely madness to have an arts centre (now supposedly 'saved' without a library/info centre within it?	09/01/15 14:20	0.1	Submitted	web
749				My daughter and I both use the library regularly. The library has been an important factor in my seven year old daughter's reading progress.	09/01/15 14:27	0.1	Submitted	web
750				Bob Lawrence provides educational support for my children and myself. We regularly visit and my children love going to choose books, listen to stories and rhymes.	09/01/15 14:35	0.1	Submitted	web
754				It's the impact on others I am most concerned for.	09/01/15 16:37	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
757				In spite of owning a kindle, I still use the library regularly , especially with my grandsons. I believe that for young children, it is essential to have access to hard copies of real books as the whole experience of reading is enhanced through the ability to touch, look , turn pages, turn back and absorb illustrations and print in the concrete format, which for those familiar with educational development, is the stage at which most pre-school and infant school children are at. For junior and high school children the easy accessibility of a library within safe walking distance provides a haven for study and work in a quiet and facilitating environment. Not all children are able to study at home in a suitable environment and libraries provide an essential service and haven for many young people.	09/01/15 20:51	0.1	Submitted	web
758				This is my local library and the heart of our local community - my dad has been going here all the time to read and integrate with his local community ever since he was made redundant from his job. The library has played a big role in helping him to ease himself out of a deep depression and integrate back in with society. A library shouldn't	09/01/15 22:54	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				be a place where the council looks for monetary profit, it should be a place for culture and community to thrive-it should be a place for gathering and delivering knowledge and it should be a place to spark creativity. I love my library. Harrow council, please don't shut it down.				
760				I would have to travel to Pinner Library by public transport carrying heavy books as I cannot walk from the car park	11/01/15 12:46	0.1	Submitted	web
764				We use it and my children love reading books regularly from there.	12/01/15 09:46	0.1	Submitted	web
765				Using library as a routine activity for me and for inforamtion	12/01/15 09:49	0.1	Submitted	web
766				You can have information and is an educative place where children can learn something	12/01/15 09:52	0.1	Submitted	web
767				Very easy access to books and is within walking distance	12/01/15 09:56	0.1	Submitted	web
768				I have 2 kids they go to this library. The boy, big one, he is doing his homework by searching informations through books in the library. My daughter she is 3 we come to this library since she was 1.5 years	12/01/15 10:02	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				listening to songs and play. We had a great time here.				
769				Rayners Lane & North Harrow - I live near these libraries	12/01/15 10:06	0.1	Submitted	web
772				I regularly use North Harrow library if it is closed I wouldn't be able to.	12/01/15 10:15	0.1	Submitted	web
775				The Hatch End library is near to facilities like the swimming pool, shopping and activities within the library building. If the library was not there, then it would not be possible to read books, which normally would not be available so easily. Also there is adequate parking facilities, which is not available at other sites.	12/01/15 10:36	0.1	Submitted	web
776				We live in the area and my family regularly uses the library. My son is able to walk down and study there when required.	12/01/15 10:37	0.1	Submitted	web
778				Where books are unavailable at one local library, they may be available at another. Closing libraries restricts choice.	12/01/15 10:48	0.1	Submitted	web
780				This is my nearest library and I use it a lot	12/01/15 10:59	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
783				I would probably read a lot less books (or even stop) as carrying books a further distance would be a problem to me.	12/01/15 11:09	0.1	Submitted	web
784				It's the second closest library to my home	12/01/15 11:12	0.1	Submitted	web
788				I work in North Harrow and sometimes use it during my lunch break.	12/01/15 11:27	0.1	Submitted	web
789				More people might go there instead of coming here.	12/01/15 11:29	0.1	Submitted	web
790				I use North Harrow, Rayners Lane and Hatch End if I can't find what I want at Pinner.	12/01/15 11:39	0.1	Submitted	web
791				Less study space	12/01/15 11:41	0.1	Submitted	web
796				I am 81 years old and read all the time. I am not allowed to drive anymore but as I can walk to Hatch End library or go on the bus. If it was closed it would be a great inconvenience for me.	12/01/15 11:59	0.1	Submitted	web
797				A difficulty in accessing any other library for an 80+ year old man	12/01/15 12:03	0.1	Submitted	web
798				We normally can walk to the library and spend time there. We would have	12/01/15 12:13	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				to drive to the other library which would limit the number of times we visit.				
799				I regularly use this library for my own leisure and for work - as a teacher teaching a special needs child I often have to hunt down special books. I simply don't have time to travel to another library on such a regular basis - especially when parking will be a problem. The car park at Hatch End is fantastic.	12/01/15 12:15	0.1	Submitted	web
800				I visit Hatch End library on a weekly basis with my 5 children. We would be bereft without it! Hatch End library is an excellent location because it is used by people who come each week to lessons or events at the Arts Centre; we go each week after our swimming lessons at Hatch End pool. People from Elliott Hall medical practice also visit the library, as well as people before/after going to the large supermarket next door.	12/01/15 12:18	0.1	Submitted	web
803				It is the library I use most as I frequently visit places in the area	12/01/15 13:39	0.1	Submitted	web
804				Sometimes use it and like the parking but have Pinner as an alternative	12/01/15 17:09	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
806				You have deliberately run down the libraries so that they are of no use. You should stop wasting money on phoney 'surveys', resign and let the money go to the libraries.	12/01/15 17:28	0.1	Submitted	web
807				This is the most convenient location for me and my children use a library and we visit frequently. Having read the proposal document I am dismayed that simply because the statistics show what they do the council feels this is justification for closure. Its all well and good to suggest that other libraries 'are near by' but with two young children, and without a car, walking / going by bus (which also costs money). If anything, the statistics should be used to justify having the libraries - the council should focus on encouraging library use, not justifying their closure. My children have developed a good habit of reading and closure will ruin this.	12/01/15 17:33	0.1	Submitted	web
808				Young children would not get interested in books. Too far to go to the nearest library	12/01/15 17:54	0.1	Submitted	web
810				I regularly the library- in particular for children's books. Also the progressively degenerating nature of North Harrow high street has been an	12/01/15 18:06	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				issue for a no. of years and one well known to Harrow Council. Loss of the library would deal a serious blow to what to has already become a very neglected part of Harrow. It would be dreadful for the community in North Harrow if the library were to go.				
811				Its a lovely place to able to sit down and use it as a library. right next to schools, residential area. it is madness to close the only libray around a huge residential estate.	12/01/15 18:06	0.1	Submitted	web
817				Furthest from my home.	12/01/15 19:45	0.1	Submitted	web
820				Either North Harrow or Rayners Lane should be retained. Shutting them both is to effectively close the library service in the borough for people in a large chunk of the borough.	12/01/15 21:29	0.1	Submitted	web
821				I use this library.	12/01/15 21:31	0.1	Submitted	web
824				I use this library on occasion	12/01/15 21:49	0.1	Submitted	web
825				We do visit Rayners Lane library as a family. However I agree that the building has poor access, has stock	12/01/15 21:52	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				that is dated and has opening hours that are not sufficient.				
827				We live within walking distance of Rayners Lane library and would need to drive or get a bus to our next closest library, Pinner.	12/01/15 22:22	0.1	Submitted	web
829				Hatch End library is the closest and most convenient. It is part of the Harrow Art Centre - so easy to access when going to classes, swimming, GP surgery, Morrisons, etc.	13/01/15 07:21	0.1	Submitted	web
830				I do not know any library which is close to this library which can be used if this library is closed. To cut down on the budget it is not good that Harrow council has to close the libraries mentioned above. There might be some other routes in which £50,000 could be saved and that would be advisable rather than closing down on the libraries which are the source of education for children other than school.	13/01/15 07:33	0.1	Submitted	web
834				We are regular users of Hatch End library and the proposed closure would have a negative impact on the overall services offered at Hatch End Arts Centre.	13/01/15 09:45	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
835				Significant journey to all other libraries. N Harrow per se is under used and, uniquely, has ample parking. Library is needed not least as part of regenerating the area.	13/01/15 09:47	0.1	Submitted	web
836				Only library in the area and serves a wide community. I grew up in Rayners Lane and my love of reading came from access to books in this library.	13/01/15 09:57	0.1	Submitted	web
838				I can use both public transport and parking is not an issue for Hatch End	13/01/15 10:59	0.1	Submitted	web
841				Convenience of having a library to use which is within walking distance	13/01/15 14:49	0.1	Submitted	web
842				It's my closest library.	13/01/15 16:29	0.1	Submitted	web
843				This library is near a major supermarket, post office, 2 Banks and many activities for all ages, either in the same building or a short walk away. All other libraries are difficult to get to. Many people pick up other information on events which may not have known about the events another way.	13/01/15 17:00	0.1	Submitted	web
846				I use most of the services provided by the library frequently.especially reading	13/01/15 20:30	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				room & study area with desks located on first floor (Rayners Lane library)				
847				Would NEVER use a Harrow library again Probably switch to hillingdon's rxcellent facilities	13/01/15 21:36	0.1	Submitted	web
848				I would not be able to take my son to the library. We do not have a car.	13/01/15 22:59	0.1	Submitted	web
849				I live just behind North Harrow library and therefore it is exceptionally convenient. I intend to return to studying next year and to have a quiet place to go to study would be very useful. We also park our car on the free parking alongside the library and I worry that if the floor was changed to a business then we would be competing with the workers for a space.	14/01/15 09:45	0.1	Submitted	web
850				I visit regularly with my children as it is so close to home with good free parking. We would not be able to visit Pinner or other local libraries nearly as often.	14/01/15 10:02	0.1	Submitted	web
857				Bob Lawrence & Hatch End - I think not many people read books as they used to, but I enjoy ordering new books to read.	14/01/15 10:25	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
858				I use the library regularly to use the internet and borrow books. I also have a nine-year old son who uses the library to borrow books, especially for research for his homework. I do not drive and Rayners Lane is a 15 min walk for us.	14/01/15 10:30	0.1	Submitted	web
859				Whilst Hatch End library is closest to me, I rarely visit as I feel it is extremely small and offers insufficient area of study, is limited to only two computers and is inadequately stocked. (here I am referring to their books - e.g. history books in particular). During exam sessions I rely heavily on libraries to study in. The closure of at least 2 of the libraries proposed would mean study spaces which are already limited would simply no longer be able to accommodate those who use it (especially in the lead up to January and Summer exams)	14/01/15 10:43	0.1	Submitted	web
860				Me and my children use library every week. We will miss all the children's activities - most important for education at young age and throughout life.	14/01/15 10:45	0.1	Submitted	web
861				As a frequent visitor with my daughter, I will be missing going as frequent.	14/01/15 10:50	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				The Pinner library is a bus drive away. So i would only feel to go less.				
862				This is a library we can walk to as a family and my children can call in on there way back from school. One of my children volunteers there.	14/01/15 10:54	0.1	Submitted	web
863				*Your literature states Pinner library is approx 24 mins walk from North Harrow library! For an olympian maybe! No other library within walking distance especially for my elderly mother who quite often only goes to North Harrow for the library. Walking is good independence for an 87 year old and reading excellent for her mind.	14/01/15 11:02	0.1	Submitted	web
864				North Harrow has no social activities especially for the older residents. The closure of North Harrow library would be devastating for them (us). Especially the elderly with limited mobility.	14/01/15 11:06	0.1	Submitted	web
865				Loss of reading group. Loss of only community service available to all in North Harrow. Penalises old, young and disadvantaged with no access to transport and no access to I.T.	14/01/15 11:11	0.1	Submitted	web
866				I am very sorry for people living locally. I felt robbed when you closed the Civic	14/01/15 11:24	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Centre library. Many readers are elderly and need a library near home, particularly in bad weather.				
868				It is one of the few accessible libraries to people with mobility problems. Even you Harrow Town Centre library is no good for wheelchair users. Parking spaces rarely unused and on a very steep hill, opposite to library ramp. And ramp too steep to push up unaided and once in, all different levels to cope with meaning lift all the time.	14/01/15 11:49	0.1	Submitted	web
869				I visit the library for myself and a disabled friend. Neither of us have cars. The added cost of travel is something we will not be about to take on. We do not look at tv a lot so this will be a great loss to us.	14/01/15 11:53	0.1	Submitted	web
870				Convenient while shopping in North Harrow and near the station while going to town.	14/01/15 11:55	0.1	Submitted	web
871				The library is in a convenient place while shopping in North Harrow	14/01/15 11:58	0.1	Submitted	web
872				It helps the development of my son by various educational events held in library. He also studies in library during holidays, meet new friends as well as	14/01/15 12:05	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				mums meet and discuss lot of information. We read lot of books from library, attend events too. For us it is a necessity for growth and development.				
873				I an my daughters would no longer be able to borrow books and would have to travel to Pinner.	14/01/15 12:18	0.1	Submitted	web
874				It is my local library - I find it more pleasurable and satisfactory to visit than Gayton - often has more choice of some authors than Gayton.	14/01/15 12:29	0.1	Submitted	web
876				Quiet space to work. Daughter studying for GCSEs, son goes to tuition centre opposite so I can read here and wait.	14/01/15 12:41	0.1	Submitted	web
877				I take all my kids on a regular basis	14/01/15 12:54	0.1	Submitted	web
878				As a registered childminder the above library is where I take all children for all of their sessions, other libraries are far and quite difficult when you have a number of children.	14/01/15 13:01	0.1	Submitted	web
879				This is where I take my children for reading, writing, activities	14/01/15 13:11	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
880				Mr Lakhman has bad leg and he can't walk far. Bob library is ok.	14/01/15 13:15	0.1	Submitted	web
882				My local library would be 30 mins away from my house.	14/01/15 13:24	0.1	Submitted	web
883				Both my children and others from their school use the above mentioned library on a regular basis and developed a strong healthy interest in reading as a result. Closure of such facilities would be detrimental to their development.	14/01/15 13:29	0.1	Submitted	web
884				As a busy teacher, this library is most convenient for my needs as I pass it on my way home from work. Kenton library would be shut on weekdays by the time I was able to get there.	14/01/15 13:33	0.1	Submitted	web
887				Studied since I was a child. Great help support	14/01/15 14:06	0.1	Submitted	web
892				I would like the Kenton library to be opened as it is now and close Wednesday as it is.	14/01/15 14:30	0.1	Submitted	web
894				Simply that it's the one which I use, as a heavy user of book loans! I am disabled and most of my loans are by using the on-line facilities to reserve books which my wife normally collects for me. I still drive locally and	14/01/15 16:24	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				occasionally do my own collecting and searching the shelves. If I had to do more of that myself at other locations than Hatch End, this would be more tiring and wearing for me, in particular because most branches have limited or very limited parking facilities at the branch or nearby.				
901				Use myself to look up information as well as borrow books. Other members of family also borrow books, including grandchildren who live in South Harrow. Grandchildren taken to story time sessions.	15/01/15 10:03	0.1	Submitted	web
902				I have 2 children aged 6 and 13 years, they both use the library and enjoy their visit to the library which we go to on foot. Closure would mean fewer visits and the need to travel by car.	15/01/15 10:41	0.1	Submitted	web
903				It is my nearest library and I go past it most days. It is also has the best range of children's books of any local libraries (including those outside the borough), especially phonic readers. Most other libraries (including Gayton) have hardly anything in during the school holidays. The toddlers' rhyme time is also good - again Gayton is no use as it is so busy that a drop in is not possible.	15/01/15 12:18	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
904				I have been a benefactor of Bob Lawrence library personally over the years and I can say without hesitation my children have benefitted too which has been invaluable to my family.	15/01/15 12:35	0.1	Submitted	web
907				At present my children are able to safely walk to the library on their own, as the closure of Rayners Lane library is also being proposed they would be unable to independently visit the library as I do not feel comfortable allowing them to travel to our nearest (which would be Gayton) on their own. I strongly feel that there needs to a library within walking distance of North harrow and Rayners Lane.	15/01/15 15:19	0.1	Submitted	web
908				No local library! I would have to drive or use public transport instead of being able to walk.	15/01/15 15:28	0.1	Submitted	web
911				It is one of the easiest libraries for me to visit and I would not be able to.	15/01/15 19:38	0.1	Submitted	web
913				Pinner library would not be able to deal with the increased traffic diverted from the closed libraries or hold enough stock to deal with the increased demand. I imagine children would be unable to find study space which would be difficult for those who cannot study at home.	16/01/15 10:08	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
914				I shall have no access to the stock of any library. Re-distribute the stockies that are closed.	16/01/15 10:23	0.1	Submitted	web
916				I find Hatch End the easiest. It's ground floor with opening doors and you can park near enough to carry books to the car. Since you moved Grant Road and Gayton libraries I haven't been able to use them. Wealdstone I can't park near enough to and the same with Gayton library and also the lifts don't work most of the time, I haven't been there for 4 years. Libraries should be easy access, ground floor, sufficient parking nearby.	16/01/15 12:30	0.1	Submitted	web
918				Both Rayners Lane and North Harrow libraries are quite close to each other so I don't understand how you could close both and then expect users to go to a nearby library.	16/01/15 12:37	0.1	Submitted	web
919				I use Rayners Lane and North Harrow libraries to study and it would mean I'd have to find other libraries to study which may not be as convenient.	16/01/15 12:41	0.1	Submitted	web
922				No local library would have to take a bus into Harrow Weald	16/01/15 13:16	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
923				It means no second options to go to, it would impact me because one library may not have the books I need and then I have to refer to another library to get the information I need for my children.	16/01/15 13:21	0.1	Submitted	web
924				Sometimes use Hatch End library for revision and study purposes	16/01/15 13:26	0.1	Submitted	web
926				It's one of the libraries I go to and I go there quite a lot.	16/01/15 13:32	0.1	Submitted	web
927				I regularly use the library on Thursdays	16/01/15 13:35	0.1	Submitted	web
929				I use all the libraries from time to time	16/01/15 13:50	0.1	Submitted	web
930				Not only do I use the library myself, but it's a great place for children to study after school. The closure of the library would impact on the whole community, especially the children from deprived areas with no other access to computers, places to study and reading material. I could see that having an impact on crime levels in the surrounding area.	16/01/15 14:38	0.1	Submitted	web
934				We are regular users of this library since 2006. It would be devastating to lose this service for my kids.	16/01/15 17:53	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
935				Closest therefore have to travel further.	16/01/15 18:37	0.1	Submitted	web
937				It is close to me.	17/01/15 07:16	0.1	Submitted	web
938				This library contains a lot of local history books and is conveniently placed. Three of the closures (Hatch end, North Harrow, Rayners lane) are shutting because they are near to Pinner library but perhaps Pinner should be the one that is closing?	17/01/15 07:19	0.1	Submitted	web
939				I am now retired and have become a regular user of the north harrow library, which is a 5 minute walk away. The next closest is Gayton which means either a 20 minute walk or a bus journey. This is more difficult in the winter when the weather is cold and icy.	17/01/15 10:24	0.1	Submitted	web
940				I have problems with carrying books as I have spondylitis of the neck. I tend to use Hatch End Library as there is adequate parking which there is not at most of the other Harrow libraries.	17/01/15 13:12	0.1	Submitted	web
941				I have young children whom I regularly borrow books for	17/01/15 14:33	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
942				How will my children & I walk to a library when we have the added disadvantage of not being able to walk to a library? We are talking are reducing the carbon footprint so I do not understand how can one achieve this if there is no library in walking distance. Education is very important for all and by closing a local library you are taking away the right for all of us to have access to the resources needed. Where will the children go to do the activities that the Rayners Lane runs? Travelling by car or bus to a far away library also makes it expensive for people.	17/01/15 15:55	0.1	Submitted	web
945				North Harrow Library is very much part of the local community and is used by people of all ages and all races. I find it an invaluable source of information and it enables me to borrow the latest fiction. It is close and convenient to where I live and I don't always have time to travel further afield. North Harrow needs a cultural focus and this would be lost if the library was closed. This area would be bereft of any individuality and become just another area of boring shops.	17/01/15 19:11	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
947				I would need to go there by bus or train especially if carrying a number of books	17/01/15 20:59	0.1	Submitted	web
948				I live in West Harrow where there are NO amenities. As a working resident in Harrow, I use very few civic amenities and have often felt very isolated from the community. Since the birth of my son in September 2013, I regularly attended the library on a Thursday morning. It allowed me to connect with others in the community and supported me at a very difficult time in my life (following the bereavement of a close relative). West Harrow has nothing for its local community - the few activities that were available in the Vaughan Centre Children's Centre were closed down just after I gave birth. The sessions at Harrow were very well attended and at one stage there was threat of introducing a ticket system - are you really suggesting that this is an underused facility. It's not just book lending that needs to be considered. Furthermore, it is unreasonable to expect residents to travel to Gayton - the community sessions are over subscribed and it is another way in which the council concentrates	17/01/15 22:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				activities at the cost of local communities.				
949				As I live on the edge of the borough the choices of services are limited. Rayners Lane is one of a few services that Harrow Council offers to residents this side of the borough. Libraries could be used to host evening classes to encourage attendance.	17/01/15 22:44	0.1	Submitted	web
950				My children will miss out on many things. Most importantly the reading challenges during term holidays and summer holidays.	18/01/15 07:26	0.1	Submitted	web
951				I regularly use this library and would be much less likely to make use of the library services were it to be closed. It also helps to maintain other businesses and services in the north Harrow area which is already struggling to keep going.	18/01/15 12:53	0.1	Submitted	web
952				I live very close to the library and my 6 year daughter loves it there. I'm also planning to bring my 3 year old son. I know the parking is not so great but if it is summer we can walk to the library. The staff are supportive and helpful. My daughter is already very disappointed that you are considering closure.	18/01/15 13:44	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
955				Won't be able to borrow books so frequently and attend the summer activities	18/01/15 16:13	0.1	Submitted	web
956				Having a library in North Harrow is a valuable local amenity and is in a convenient location.	18/01/15 16:59	0.1	Submitted	web
957				My children currently attend the rhyme time and this is by far the most convenient location in terms of walking distance and the fact it's all one level. They always have books on loan so they get used to a variety of reading material so this closure would make that more difficult as the nearest library (Pinner) is a fair walk for little legs	18/01/15 18:47	0.1	Submitted	web
958				My children regularly use this library as it is in walking distance for us. They have participated in the summer reading challenges for the past 3 years at this library. If this library was closed we would have to drive to a library. We would be less likely to use it as it would be less convenient. We also like to combine exercise with visiting the library. It is better for our health to walk than to use a car.	18/01/15 20:44	0.1	Submitted	web
960				This library is on my commute and is very useful to drop off books at. Other	18/01/15 21:33	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				libraries are not as convenient/don't have book drops.				
962				I regularly use the library for studying and my children also use it on weekends for doing their homework and sharing information with their friends. The library is at a walking distance so we do not have to worry about parking. I am afraid that if the library is closed it may make it more difficult for us to visit and use the library on a regular basis.	18/01/15 21:54	0.1	Submitted	web
964				North Harrow Library is one of the libraries I use. If you close all 4 libraries then the other 6 will get much busier and resources will be in more demand. There will be problems with not having enough computer access.	18/01/15 22:23	0.1	Submitted	web
965				I often use this library as it stocks books that are not held at Pinner.	18/01/15 22:37	0.1	Submitted	web
966				I would no longer have a library I could walk to	18/01/15 23:09	0.1	Submitted	web
967				It would remove one of the main reasons I visit North Harrow	19/01/15 01:51	0.1	Submitted	web
968				It is such a welcoming library and the staff are so helpful that although not my nearest library I detour to use it.. I	19/01/15 02:27	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				can't understand how a library which has access to parking and also the chance to do one's food shopping on the same visit appears from your statement to be underused, surely this is due to it not being marketed effectively, opened to community use and local schools encouraged to bring along children who will continue to appreciate its benefits into adulthood.				
969				N safe space for children and young people to do their homework within walking distance of their homes	19/01/15 09:38	0.1	Submitted	web
970				I use it regularly for kids reading and for myself too. We even go to library during school holidays for kids to enjoy, read and choose books of their interest.	19/01/15 10:09	0.1	Submitted	web
973				We walk to the library every Saturday and would struggle to get to another library. I have been library since age of 6 months old. I am now 10 years old.	19/01/15 10:34	0.1	Submitted	web
974				It would mean travelling by car or bus to Pinner library	19/01/15 10:38	0.1	Submitted	web
975				Good variety of material, good baby rhyme time group	19/01/15 10:41	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
976				Pinner library will become busier	19/01/15 10:47	0.1	Submitted	web
977				Kids regularly go there to pick books for school or personal read. Sometime we walk there with them and it is quality time spent.	19/01/15 10:48	0.1	Submitted	web
978				I use both RL & NH for computer access, since they tend to be quieter than my nearest branch, which is Gayton. Also reduce my choice of books to borrow.	19/01/15 11:01	0.1	Submitted	web
979				More people will want to use my library. Less space available for my books. Less literacy in Harrow. The population has increased! Why close libraries?	19/01/15 11:05	0.1	Submitted	web
980				Library within realistic walking distance for myself and children. We use it as a resource for homework - books and computers; a quiet place for homework to be done. Benefitted from the clubs (story-time, half term activities, chess club) which are free and the reading challenge in the summer holidays.	19/01/15 11:26	0.1	Submitted	web
981				It is my nearest library, less than 10 mins walk	19/01/15 11:30	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
982				Hatch End library is part of the Harrow Arts Centre complex and is used extensively by people who use the Arts centre. It is unique insofar as classes, exhibitions, shows etc and the library are all under one roof. As such it is easily accessible and used far more than if it were a stand alone site. It has already been moved three times can the Library just be left alone to be enjoyed by all members of the community. It is a perfect site, With the school overcrowding situation libraries are more important than ever. Children in cramped accommodation need somewhere to read and study,	19/01/15 11:32	0.1	Submitted	web
984				Unable to use library facilities, have to travel further to get there. Loss of information centre. Unable to borrow books/cds and check information on computers	19/01/15 11:40	0.1	Submitted	web
985				My children go to Nower Hill and Pinner Park and use the local library (North Harrow)	19/01/15 11:42	0.1	Submitted	web
986				It really really badly effecting. It really really going to leave a bad effect on me and my family because we can't afford to go to the far libraries by bus	19/01/15 11:50	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
987				I cannot get to the library	19/01/15 11:52	0.1	Submitted	web
988				It is my local library. I use it constantly, I cannot walk to Pinner and the bus ride is too expensive.	19/01/15 11:58	0.1	Submitted	web
989				Cannot easily get to another library	19/01/15 12:01	0.1	Submitted	web
990				Hatch End is an arts focal point, as all libraries	19/01/15 12:07	0.1	Submitted	web
991				What do you expect disabled people who cannot use public transport to do? If it is closed how can I use it if I cannot get on public transport. Stupid isn't it?	19/01/15 12:11	0.1	Submitted	web
994				Less choice where to drop off or pickup.	19/01/15 12:40	0.1	Submitted	web
995				Would have to travel to nearest library for books and would not go so often. Would therefore borrow more books at one time.	19/01/15 12:41	0.1	Submitted	web
996				This would effect my choice of library	19/01/15 12:44	0.1	Submitted	web
997				There are few community amenities in these areas so a library/information service is essential. Closing so many	19/01/15 12:55	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				libraries close to Pinner library will have a huge impact there - and parking is already a problem in the Pinner area.				
999				I regularly use this library and closing this will leave me with no local library in the area. Also as you are expanding schools in this area and asking residents to accomodate these but reducing library facilities, this is unacceptable and counterproductive. Keep the libraries open and don't close any of these as they all are in one area.	19/01/15 13:01	0.1	Submitted	web
1000				I am thoroughly depressed by the prospect. The service is a network. If the main priority of the Council is to not spend money on public services then the logic must be to provide no service at all. I would prefer to keep all branches no matter how shoddy then at least the reality of these cuts would be obvious.	19/01/15 13:02	0.1	Submitted	web
1001				My grandma (90 years) regularly uses Hatch End library and it would be difficult for her to regularly access Pinner. I would have to support her with this which would be difficult. She would become more isolated. I work often in Rayners Lane and this library	19/01/15 13:14	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				is very useful to me when returning books. I work as a support worker in North Harrow and the young people would lose out from not having access. The staff are extremely helpful there.				
1002				Although I do not take books out, I use the library for research purposes and reading newspapers, magazines, etc. I do not have a car, and evening journeys to other libraries via public transport would be inconvenient and time consuming.	19/01/15 13:20	0.1	Submitted	web
1012				Some times I move around to the different libraries to see which one is open for my child's homework.	19/01/15 13:50	0.1	Submitted	web
1014				This concerns people of that area	19/01/15 13:55	0.1	Submitted	web
1015				Less choice if there are incidences e.g. flooding, computers not working.	19/01/15 14:01	0.1	Submitted	web
1018				The closure of all will affect me as a concerned citizen. Libraries are of tremendous benefit to our community and the loss of any library will negatively effect all the people who use it and rely on it. My daughter goes to rhyme time at North Harrow and this has been amazing for her. Even a small increase in travelling time will	19/01/15 14:39	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				<p>make it less likely she can go to other libraries. I enjoy using the library and am concerned this will lead to a further decline to North Harrow shops and community. Most importantly, and this is hard to measure, will be the loss of somewhere where people can be safe, read, learn, develop and feel part of our society. Malala said recently "a city without a library is like a graveyard." It is hard to understand why we have to close libraries, when people around the world envy our society for the central position it has placed on books, learning and education.</p>				
1019				<p>It would make it more difficult for me to access library services and have a negative effect on the community of North Harrow as a whole.</p>	19/01/15 14:42	0.1	Submitted	web
1023				<p>1. Rayners Lane library is the only place to study in a quiet environment. The library has been very useful over the course of my academic and professional career. 2. Elderly people find solace in a library as it offers them the opportunity to leave the house and sit in a warm, safe place to read - this is absolutely essential for their mental well being</p>	19/01/15 15:39	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1024				I pop into Hatch End library fairly regularly as it is local and on the bus routes I use regularly. Other things being equal, if it closed I would be unlikely to use the library service as all the other libraries would require a special journey. I also currently help with the knitting Group - it is very unlikely that I would be able to fit this in at another library. I would be much less aware of what is going on at the Harrow Arts Centre.	19/01/15 15:57	0.1	Submitted	web
1025				It is the library I and my family visit the most, it is the most nearest library to us. If the library is closed, it would result in myself, and my older relatives and friends not using the library. These libraries are perfect, safe places for the elderly to visit and socialize, so they are not always house bound with no where to go.	19/01/15 16:15	0.1	Submitted	web
1028				If you are in the vicinity of the area and need access to a library there should be one readily available	21/01/15 10:38	0.1	Submitted	web
1034				It will effect all the public because the librariesonly the service that we can get support or advice.	21/01/15 11:48	0.1	Submitted	web
1036				It's near me and helps me with my studies most of the time i need it.	21/01/15 12:08	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1037				Live in Hatch End with 2 young children in walking distance to this library.	21/01/15 12:13	0.1	Submitted	web
1038				Reduced access to books.	21/01/15 12:16	0.1	Submitted	web
1040				I rarely go into North Harrow because of parking problems.	21/01/15 12:29	0.1	Submitted	web
1041				The hatch end library is at Harrow Arts Centre and is need in case people need art books or childrens books for their children doing art courses. For the photo copier and to find out information	21/01/15 13:44	0.1	Submitted	web
1042				Hatch End is near where i live it would mean a longer journey to another library.	21/01/15 13:49	0.1	Submitted	web
1043				This library is acessible and convenient to use for me. Closure would limit my aces to library facilities.	21/01/15 14:20	0.1	Submitted	web
1045				Lack of resources Time consuming to visit other sites / inaccessible sites No incentive to make long trips.	21/01/15 14:35	0.1	Submitted	web
1046				To go to other libraries, busses would be used and takes a really long time.	21/01/15 14:55	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				This fact would discourage them to go to the library.				
1047				At present I have a difficulty walking 20 mins to Pinner instead of 7 mins to Rayners Lane that thic could change. I am a member of the reading group at R.L and doubt this would survive. The group is important to older people.	21/01/15 15:10	0.1	Submitted	web
1048				Rayners Lane Library is walking distance from home where my children visit regularly. This would inscrea time and cost of travel and would reduce number of visits fro my children if i have to continue taking them elsewhere.	21/01/15 15:19	0.1	Submitted	web
1049				The book is not available at one library, we can go and choose other libraries.	21/01/15 15:29	0.1	Submitted	web
1050				This is a very well stocked well sitralted	21/01/15 15:35	0.1	Submitted	web
1052				I would leave to get to pinner, i comos get there in your estimated time (see pages 5), the tue in experince	21/01/15 15:55	0.1	Submitted	web
1054				I tend to go there as I visit art centre for U&A classes.	21/01/15 16:21	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1055				Rayners Lane is the closest library for me in Harrow Council.	21/01/15 16:32	0.1	Submitted	web
1057				It would not affect me as i do not live in the area	21/01/15 16:47	0.1	Submitted	web
1059				Bob Lawrence is only Harrow library that i have been using over a cople of decades. I would stop borrowing books in harrow. It would also reduce a community area in Eastern Harrow.	22/01/15 09:26	0.1	Submitted	web
1062				We'd have to get a bus to Kenton instead of walking, as it's over 2 and a half miles from us.	22/01/15 09:47	0.1	Submitted	web
1064				I would not be able to take my young daughter there on a regular basis as the suggested alternates (Burnt oak & Kingston) are far outside her walking distance. I would also be far less likely to visit either of these libraries myself.	22/01/15 10:10	0.1	Submitted	web
1065				The convenience of the library in a local area is suitable. Would mean to walk longer or rely on public transport.	22/01/15 10:14	0.1	Submitted	web
1067				My husband & I are in our 80's, closing Bob Lawrence would alter our reading habits as traveling to the nearest library means using public transport -	22/01/15 10:30	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				whereas Bob Lawrence is just down the road to us.				
1068				Remaining libraries not easily accessible Loneliness Missing out on important info No access to computer and books	22/01/15 10:51	0.1	Submitted	web
1069				At present, I use Hatch End 4 or 5 times per week and North Harrow quite frequently - have to go to Gayton is very time consuming and expensive and the demand in future would mean that the service there would be under too much pressure.	22/01/15 11:02	0.1	Submitted	web
1072				I would like to use on a weekly basis when meeting a friend.	22/01/15 11:18	0.1	Submitted	web
1073				Indirectly affected, in that the other libraries would be bussier, and it could be more difficult to get specif books as more people would be borrowing them.	22/01/15 11:48	0.1	Submitted	web
1074				Closest library for us, my children and we won't be able to borrow books and study in there.	22/01/15 11:54	0.1	Submitted	web
1075				No access to books. North Harrow is the closest and it would be further for me to travel to.	22/01/15 11:58	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1076				I would be unable to borrow books or study. It is the closest library to me.	22/01/15 12:02	0.1	Submitted	web
1078				It's walkable distance from home and me and my sone (4 yrs) walk it out everytime.	22/01/15 12:09	0.1	Submitted	web
1080				Any library cluser will eventually have a negative impact on local communities - effect for us all	22/01/15 12:18	0.1	Submitted	web
1082				longer journey to access a library	22/01/15 12:28	0.1	Submitted	web
1084				I go to help with information	22/01/15 21:06	0.1	Submitted	web
1087				We use all of the above libraries every week for different reasons. Closing them down would be like closing a part of our lives.	22/01/15 21:15	0.1	Submitted	web
1088				Use Hatch End after swimming Use Rayners Lane for homework resource Use North Harrow on weekends	22/01/15 21:17	0.1	Submitted	web
1089				Rayners Lane after school Hatch End after activities at Harrow Arts Centre North harrow for homework	22/01/15 21:19	0.1	Submitted	web
1090				I use them all for I.T. facilities, newspapers and magazines, without them I would feel isolated.	22/01/15 21:21	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1091				It is my only contact with the outside world and a source of information	22/01/15 21:24	0.1	Submitted	web
1092				I have been using those libraries since they opened and they are an invaluable source to me and even more so now that I am retired.	22/01/15 21:27	0.1	Submitted	web
1093				As an unemployed person, the library computers are my only source to look for work online. The newspapers to look for work in them. The books to read to keep me sane.	22/01/15 21:29	0.1	Submitted	web
1094				It would limit the choice and variety of books and magazines I have access to. Variety is very important to me and my family and friends as we all have different needs and interests	22/01/15 21:33	0.1	Submitted	web
1097				It's not about me - all people a growing population are effect by closure	22/01/15 21:43	0.1	Submitted	web
1099				To find resources, using the technology, taking the children to visit as there are nurseries around.	22/01/15 21:50	0.1	Submitted	web
1102				Of course it will impact, not only me but the whole community, as for me and as parent I always use any of those libraries to introduce books and reading habits to my kids.	22/01/15 22:03	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1104				I quite often visit the library with my children	22/01/15 22:09	0.1	Submitted	web
1105				I care for old people and a trip to any library is essential to me and them. It gets them mobile and out of the house engaging with people. Maintaining their life skills, else they will become a greater burden on the council.	22/01/15 22:16	0.1	Submitted	web
1106				We visit this library every saturday term time.	23/01/15 09:52	0.1	Submitted	web
1107				It is my nearest Library and is already used by the nearest communities and Stag Lowe School for community purposes, including the ward police.	23/01/15 10:09	0.1	Submitted	web
1108				Would miss my weekly visits to the library.	23/01/15 10:13	0.1	Submitted	web
1109				Most accessible library in this locality.	23/01/15 10:19	0.1	Submitted	web
1110				North Harrow has few enough facilities, closure of the library will have a futher detrimental effect of area.	23/01/15 10:26	0.1	Submitted	web
1111				Reduction in use is purely due to reduction in funding. Also, monitoring technology is dangerously faulty. Close no libraries. Less choice for all Harrow library members. Fewer	23/01/15 10:28	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				libraries - fewer facilities, fewer qualified staff for helping people and community interaction, fewer books fewer activities, more overcrowding.				
1113				This library is the closest to me (walking distance). I am use to the layout.	23/01/15 10:36	0.1	Submitted	web
1116				North Harrow + Hatch End	23/01/15 10:48	0.1	Submitted	web
1121				It is near to my house	23/01/15 10:58	0.1	Submitted	web
1123				I attend activities at the Hatch End Arts Centre and so visiting the library is very convenient.	23/01/15 11:03	0.1	Submitted	web
1125				I live in North Harrow & use North Harrow Library most often, although i do visit Kenton as well, occasionally that means i will will have to travel furter & may discourage me to use library.	23/01/15 11:19	0.1	Submitted	web
1127				Because me and my kids we went to read stories and when we but times we went as refreshment & my kids we enjoy reading, we couldn't find any other books.	23/01/15 11:35	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1128				bus to places instead of healthy walk from home/access to HAC events	23/01/15 11:44	0.1	Submitted	web
1130				These are my local libraries - if both (North Harrow & Hatch End) closed would require travelling to Pinner or Wealstone.	23/01/15 12:01	0.1	Submitted	web
1133				It is my nearest library, within walking distance, and the one I use most.	23/01/15 12:14	0.1	Submitted	web
1134				It is a good library all one level with no stairs. Runs excellent childrens activites within walking distance.	23/01/15 12:20	0.1	Submitted	web
1136				Use Hatch End when visiting Arts Centre and Morrisons.	23/01/15 12:25	0.1	Submitted	web
1139				I like the quietness there as I can concentrate.	23/01/15 12:40	0.1	Submitted	web
1140				My 1 year old daughter has been visiting the library and rhyme times held there since she was very small. Safe, friendly, free space for new mums who can feel isolated.	23/01/15 13:03	0.1	Submitted	web
1141				North Harrow is our nearest library - 5 mins walk, whereas Pinner or Gayton Road require transport (bus/car). The same would apply to populas of West, North Harrow and Headstone. There are 2 primary and	23/01/15 13:16	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				a large secondary school within half a mile of North Harrow library.				
1142				I attend the library every Monday for rhyme time with my twin daughters. They arrive and depart in buggy so probably not counted by your machines. We also visit the library separately once every 2-3 weeks to take books out. I have been to Pinner library but it is not as friendly or welcoming. Pinner library turns people away of children don't arrive on time - that's local goverment for you!	23/01/15 13:28	0.1	Submitted	web
1143				It takes away a community space, shared by individuals. Limits the social spaces available, reduces study space, a place to concentrate. Restricts the places to introduce children to reading, the area may become less safe due to less activity. Offers a chance to experiment, try new writers without the additional expertise.	23/01/15 13:38	0.1	Submitted	web
1147				All libraries closed, negatively impact ob all citizens of harrow.	23/01/15 13:55	0.1	Submitted	web
1148				i often use it because of case of access by car.	23/01/15 13:58	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1149				As I am a member of Hillingdon Borough libraries I could go to Northwood Hills.	23/01/15 14:07	0.1	Submitted	web
1151				When I go to the library I see lots of elderly people. The closure of these libraries would mean that these people would not have a library that was within walking distance for them.	24/01/15 21:42	0.1	Submitted	web
1152				I visit my friend in North Harrow and we both visit North Harrow library on a regular basis.	24/01/15 21:51	0.1	Submitted	web
1153				Convenience and extra travel to other libraries.	24/01/15 21:57	0.1	Submitted	web
1154				I don't support closure of any libraries. I know people in Brent who after all these years have not forgiven their local council. I feel libraries are for the local community and should never be closed. Every community needs one. The younger population also need to appreciate books and what libraries can offer.	24/01/15 22:05	0.1	Submitted	web
1155				I use the Arts Centre for my children on Saturdays and so if I want to return or reserve books I use Hatch End library. I also use gym in North Harrow so I occasionally use that library and I go to Rayners Lane for Indian	24/01/15 22:18	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				shopping so I tend to go in there to borrow books.				
1156				Only library within walking distance. Some of reading matter no longer available without using some mode of transport. (2 buses to nearest library). Take longer to change/access library facilities.	24/01/15 22:24	0.1	Submitted	web
1157				It is easily reachable on foot, by bicycle or bus. The next nearest (Roxeth) is a much longer bus or bike ride and beyond reasonable walking distance.	24/01/15 22:30	0.1	Submitted	web
1158				I live in Rayners Lane and I also go to North Harrow a lot.	24/01/15 22:36	0.1	Submitted	web
1160				Nearest library - always well attended when I visit.	24/01/15 22:45	0.1	Submitted	web
1161				Other libraries are far from my residence.	24/01/15 22:51	0.1	Submitted	web
1162				Lack of community space. Closure would mean longer journeys to other libraries - both these are near stations.	24/01/15 22:58	0.1	Submitted	web
1168				My father lives in Rayners Lane and he regularly visit the library to read papers and borrow books. It is the	25/01/15 22:10	0.1	Submitted	web

Question 6a

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				highlight of his day. He would be very upset if he couldn't, or wasn't able to.				
1170				If I needed study space in an emergency when I could not travel to university there would be one less local library to use. This would be even more problematic during exam periods because all the Harrow libraries get full and there is a demand for study areas.	25/01/15 22:28	0.1	Submitted	web
1171				Would have to travel further to get to my local library. I currently use NE/HE and Pinner depending on where I am but my local is NH.	25/01/15 22:34	0.1	Submitted	web
1172				Hatch End library is near to Morrisons store and Arts Centre and is a pleasant area to spend some time at any time of the year. Also anyone visiting the medical centre. It is on a good bus route.	25/01/15 22:41	0.1	Submitted	web
1173				I frequently visit Hatch End when at HAC. Easy parking makes it a convenient location as well.	25/01/15 22:55	0.1	Submitted	web
1175				It is my closest library. I help the elderly take books out here.	25/01/15 23:03	0.1	Submitted	web
1176				Pinner library too far to walk. H12 bus service not reliable. Gayton library too	25/01/15 23:07	0.1	Submitted	web

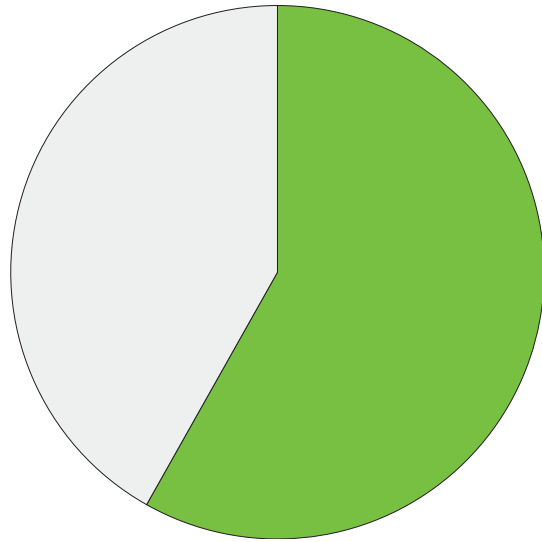
ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				many steps to climb at tube stations. Pinner library inadequate facilities for users from North Harrow, Hatch End and Rayners Lane.				

Question 6b

Question 6b

Question responses: 684 (58.16%)

If the proposals are taken forward, what could we put in place to reduce the impact on you and on the community?



	% Total	% Answer	Count
■ [Responses]	58.16%	100.00%	684
■ [No Response]	41.84%	--	492
Total	100.00%	100.00%	1,176

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
2				Start making savings within the senior management team of the council. The council leader SHOULD NOT earn more than the Prime Minister of this country. The rest of the divisional and other managers is also highly overpaid. Shame.	24/11/14 11:23	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
3				Open the remaining branches for longer hours but staffed with proper library staff not volunteers and not open technology	24/11/14 13:16	0.1	Submitted	web
4				Close Pinner Library	24/11/14 13:24	0.1	Submitted	web
6				Other measures to support North Harrow which are being undermined by this and the loss of 1 hour of free parking in Cambridge Road car park. Really worried the oPst Office will fold next, and that will be the absolute end for the area's shops.	24/11/14 13:47	0.1	Submitted	web
9				Replace library in the areas specified by using the 'click & collect service' which would assist those with mobility difficulties. Also having support available in to order books for those not online.	24/11/14 14:16	0.1	Submitted	web
10				Run Rhymetimes and Storytimes at other community venues for free e.g. does Morrisons on the Hatch End site have a free room?	24/11/14 14:20	0.1	Submitted	web
12				Nothing. You fail to realise the irreplaceable service libraries provide to communities especially during an economic crisis.	24/11/14 14:29	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
13				Keep Rayners Lane OPEN	24/11/14 15:48	0.1	Submitted	web
14				More experienced staff for Roxeth Library and a refurbishment to reflect the popularity of this library	24/11/14 16:30	0.1	Submitted	web
16				As above - consultation on what to do with the library building, something for the good of the residents in North Harrow	24/11/14 17:57	0.1	Submitted	web
18				Councillors could volunteer some time to fill the vacant spaces left by the sacking of the library staff.	24/11/14 18:38	0.1	Submitted	web
21				there isnt an alternative.	24/11/14 20:03	0.1	Submitted	web
24				nothing really	24/11/14 21:24	0.1	Submitted	web
25				Not closing any of them.	25/11/14 07:39	0.1	Submitted	web
27				I would propose that the library is incorporated on the Harrow Museum site	25/11/14 10:06	0.1	Submitted	web
28				Going back to question 4. Access for all, be inclusive. If you wont allow people into OSS without appointment and they cant get through on the	25/11/14 10:32	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				phone you have to make libraries a proper hub. the elderly and infirm or disabled need the same opportunity to access services as those who can jump in their car or access their smartphone				
29				Need to make sure the impact on elderly and vulnerable people, especially those who are not IT users - there might be a case for mobile library provision, visiting community groups / venues to help people access library books.	25/11/14 10:41	0.1	Submitted	web
30				There is a new community centre in North Harrow (formerly scout hut) which is under construction - move the library facility to this area.	25/11/14 10:56	0.1	Submitted	web
31				Not close as many libraries, people love to go to libraries and for some it is the only outing they have. The only other suggestion would be to combine childrens centre and libraries. As facilities and activities could be combined. If halls and premises are more readily let out this could allow for income generation.	25/11/14 11:02	0.1	Submitted	web
32				Personally I think libraries are open longer hours. Cut down on the hours. At one time Hatch End and North	25/11/14 11:19	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Harrow Libraries were either open Monday mornings and Tuesday afternoons or the other way round. So if I wanted to go on any of those days I had the option. Close ONE more day i.e. Friday and open Saturday. Also parking is difficult in Rayners lane or in North Harrow although both have good services and spaces for reading. I use all 3 but borrow books ONLY from Hatch End, because of parking.				
34				To build up the other libraries - e.g. move Roxeth to a bigger, better local building.	25/11/14 12:07	0.1	Submitted	web
35				Singing sessions elsewhere in the Arts Centre or one of the smaller surrounding buildings? Smaller library in the Arts Centre? Mobile library?	25/11/14 12:44	0.1	Submitted	web
36				Keep open but with reduced hours, but hours which are easy to remember, not a complicated rota	25/11/14 12:56	0.1	Submitted	web
37				None	25/11/14 13:18	0.1	Submitted	web
39				none	25/11/14 13:52	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
40				Keep North Harrow library open. Cost in relation to loneliness, mental health etc will increase 9f it is closed.	25/11/14 14:44	0.1	Submitted	web
42				not sure. all the other libraries would mean taking the car.	25/11/14 15:49	0.1	Submitted	web
44				Download of books via computer	25/11/14 16:10	0.1	Submitted	web
45				There is no proper alternative for the reasons I have given. Save money in other ways, such as by concentrating road expenditure on potholes and cutting out the many pointless projects such as the right turn lane into Grimsdyke road.	25/11/14 16:17	0.1	Submitted	web
46				Nothing	25/11/14 16:29	0.1	Submitted	web
49				Get rid of the recently reappointed CEO!!!	25/11/14 16:48	0.1	Submitted	web
52				I see no need to close Hatch End library	25/11/14 17:58	0.1	Submitted	web
53				Nothing, as things stand at present.	25/11/14 18:18	0.1	Submitted	web
54				Not much. As so much depends on the senseless closure of the Arts	25/11/14 18:39	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				Centre, the library service at least might provide some counter balance.				
55				A replacement library in the immediate area. Smaller and numerous libraries are better than centrally located ones. Accessibility is the important factor.	25/11/14 19:00	0.1	Submitted	web
56				an online resource library . with kindles and for the children still keep the children's time	25/11/14 19:25	0.1	Submitted	web
58				Keep this library open, perhaps with the reduced opening times or non-staffed option	25/11/14 19:54	0.1	Submitted	web
59				Make other facility available in the vicinity.	25/11/14 20:17	0.1	Submitted	web
60				Run the library with volunteers. Have the staff of the main centre office in Harrow Arts Centre, or the Civic Centre or any other council office, using the Library as their office, either doubling up on the work, or volunteering in half of their lunch hour. Have a cafe or computer shop in the library with staff serving coffee and also advising on books. Run a bookshop in the library. Have a craft corner for one or more business doing printing, photocopying, book binding, book printing, business card printing.	25/11/14 20:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
61				Nothing	25/11/14 21:01	0.1	Submitted	web
62				Nothing stop cutting on places that impact the community at large these libraries are important to children substantially	25/11/14 21:39	0.1	Submitted	web
63				Dispensing with unnecessary role of council Chief Executive	25/11/14 22:16	0.1	Submitted	web
65				Increase the range of books and facilities available at other libraries	25/11/14 23:49	0.1	Submitted	web
66				Nothing you could do would replace the library .	26/11/14 08:00	0.1	Submitted	web
67				Suggestions? I would have to visit another library.	26/11/14 08:47	0.1	Submitted	web
68				I think that if the remaining libraries are improved and perhaps made bigger so they can accommodate more people, that would go some way to mitigating the adverse impact, plus they should be open longer hours.	26/11/14 10:09	0.1	Submitted	web
69				Gayton Library is very far and inconvenient place as I have to take two buses	26/11/14 10:12	0.1	Submitted	web
70				Shorter opening hours may be acceptable.	26/11/14 11:21	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
73				Nothing can take the place of a library.	26/11/14 15:26	0.1	Submitted	web
74				Keep the libraries open - a fantastic local resource. It would be as bad as selling off the parks for development.	26/11/14 15:56	0.1	Submitted	web
76				ebooks.	26/11/14 17:35	0.1	Submitted	web
77				The library needs to stay. It is part of the North Harrow community which is continually being eroded. We need community spaces and our children need access to books. Get rid of additional senior council staff. Not libraries	26/11/14 22:40	0.1	Submitted	web
78				I have no faith that whatever comes in its place will be kept. Gov only believe in cuts to council budgets that are core services serving its community.	26/11/14 22:54	0.1	Submitted	web
80				Keep Hatch End Library open, they have wonderful staff It just needs more signage as its not obvious from the Uxbridge Road Have more community activities in the library	27/11/14 01:18	0.1	Submitted	web
82				You cannot afford to put anything in its place. The closure of these facilities would be a complete and permanent	27/11/14 11:50	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				loss to the community. Gayton Road library closed and the facilities were never replaced. The Civic Centre Library closed and the reference facility was significantly impacted.				
83				Nothing would ever replace that resource.	27/11/14 13:59	0.1	Submitted	web
84				close different libraries	27/11/14 14:06	0.1	Submitted	web
85				There is no way other than to keep hatch End library open	27/11/14 15:23	0.1	Submitted	web
86				Nothing	27/11/14 16:00	0.1	Submitted	web
88				The services and amenities of the library could not be replaced by anything else. It's a library. We need it.	27/11/14 16:28	0.1	Submitted	web
90				You can't. It will seriously affect the area. I feel very sorry for the elderly people that use community libraries too - the very young, and very old are the least mobile, and need a community library. Plus it is the only thing in North Harrow that attempts to be a community resource, There is no cinema, no sports facilities - nothing.	27/11/14 17:01	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
91				My mother lives nr Hatch End library and would be affected. As you are cutting mobility access (Dial-a-taxi) etc, you have to consider the full range of government and Council cuts, not each in isolation. If you have to close libraries, provide collect and deliver service for the elderly without charges based on age/disability, have option to collect and return books at supermarkets, and provide better local information services in local post-offices and supermarkets (Morrisons at Hatch End for example).	27/11/14 20:02	0.1	Submitted	web
92				Nothing	27/11/14 20:10	0.1	Submitted	web
93				What about a mobile library van?	27/11/14 20:20	0.1	Submitted	web
95				Simply don't close it.	28/11/14 00:04	0.1	Submitted	web
96				Increase the range and new title stocking levels.	28/11/14 05:44	0.1	Submitted	web
97				Do what Bromley or Bexley are planning and offer community libraries	28/11/14 06:35	0.1	Submitted	web
99				You say you are doing this as you don't have any money because the wicked Tory Government leave you	28/11/14 10:31	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				no choice. If you have money for alternatives - leave the libraries alone.				
100				Longer opening hours at South Harrow library	28/11/14 14:04	0.1	Submitted	web
102				?	28/11/14 14:42	0.1	Submitted	web
103				I have no clue. We will have to look after ourselves and give the book shops more business I guess.	28/11/14 14:51	0.1	Submitted	web
104				I can only say that the remaining Libraries should not have money spent on them to modernise them. A waste of money. You might as well not close the list of Libraries you are planning. Gayton Library seems to have a lot of empty space. Not their fault as they took over the building and it was not purpose built. Make more story times and events for little children as they are our future to use the Libraires in the future.	28/11/14 15:00	0.1	Submitted	web
107				I read somewhere about having a click and collect service. Whilst this suggestion is currently unknown to me, I know we have to adapt to change to meet the budget cuts even though it feels uncomfortable right now, and I think this method could	28/11/14 15:52	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				work, but to work successfully there needs to be strong technology supporting this service in order for customers to know where to "click" the right places to find the right books and for these books to get to the right place at the right time. I just don't know if that technology could be available.				
109				Council should provide online booking and home delivery facilities at no cost to the residents affected by the closure of the libraries	28/11/14 17:10	0.1	Submitted	web
111				Will have no impact as I use Kenton.	28/11/14 19:29	0.1	Submitted	web
113				As well as a library, the Rayners Lane Library is a key means to connect the local residents with social and council events and plans. I don't see there is anything that can adequately replace this, as well as the library service itself. Closure would effectively deprive a section of Harrow of any good library service.	29/11/14 00:09	0.1	Submitted	web
114				Affordable longer hours good quality childcare facility.	29/11/14 10:36	0.1	Submitted	web
115				Keep other libraries open longer with staff.	29/11/14 11:00	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
116				<p>Instead of losing valuable community facilities for good I would suggest mothballing these four libraries and using the opportunity to seek additional funding. While this may demand some imagination, it could also open up new possibilities. (See e.g. Public libraries can apply for grants of between £1,000 and £100,000 covering activities lasting up to three years. Find out how to apply. - See more at: http://www.acsoundinguk.org/what-we-do/supprting-bars)</p> <p>One side-effect of permanently closing these libraries is that communities won't just 'travel by bus' to the remaining ones, they will cease to be part of the life-blood of the community. Considering the relatively small cost-saving of closure, and the importance of literacy, public information and sense of community that libraries provide, I would suggest that the council does more to preserve such an important resource. (One thing not noted, as far as I can see, is that Harrow's population includes many elderly people who will not switch on to online facilities. Libraries are a lot more than books!)</p>	29/11/14 12:40	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
119				Why don't we ask the parasites in our society that live in Harrow (but are not of Harrow) to contribute something to help our community. I'm thinking of Harrow public school.	29/11/14 17:54	0.1	Submitted	web
120				None would stop going into libraries.	29/11/14 22:31	0.1	Submitted	web
124				It would need to be something educational visiting a library for me is all about enhancing my children's education.	30/11/14 19:50	0.1	Submitted	web
131				An access of, to, books basically to read somewhere, along with a basic computer - internet access point. Historical local history storage.	01/12/14 10:34	0.1	Submitted	web
132				For goodness sake, libraries are a must for everyone, especially younger generation. What is wrong with this Council? Harrow Council?	01/12/14 10:46	0.1	Submitted	web
136				Re-instate the library!	01/12/14 11:14	0.1	Submitted	web
137				Please don't close North Harrow and Rayners Lane as they are in walking distance from my home.	01/12/14 11:21	0.1	Submitted	web
140				Keeping a click and collect service for books in the Harrow Arts Centre	01/12/14 11:28	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
141				This facility as to per se have available for ageing and tending to pre-school children	01/12/14 11:35	0.1	Submitted	web
142				Not affect me this library	01/12/14 11:39	0.1	Submitted	web
143				If it's gone then nothing!	01/12/14 11:48	0.1	Submitted	web
144				How far we travel	01/12/14 11:53	0.1	Submitted	web
146				Nothing	01/12/14 12:05	0.1	Submitted	web
147				I would like a local library please and that means North Harrow. If you have to reduce the opening hours then I suppose I could live with that - on the understanding that they would be extended again when better financial conditions return. But to shut the library completely would seem to me to be a monumentally shortsighted decision.	01/12/14 12:06	0.1	Submitted	web
150				None! Happy if it wasn't closed.	01/12/14 12:20	0.1	Submitted	web
152				Re-open the Reference Library. Contents sold-off without reference to Council Tax payers.	01/12/14 12:39	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
155				More online	01/12/14 13:12	0.1	Submitted	web
159				Larger building, more computers. At the moment Gayton is the only library closest to me since you closed Harrow, which was ideal. You had more freedom at Harrow. Yuo could guarantee a free computer. At Gayton you get people hovering behind you which is not nice when you are trying to complete your work. Why not merge the four, like you did with Harrow and Gayton? Gayton is full enough, should others attend there will be less space, less time on computer, more waiting around for computers. Not a good idea.	01/12/14 13:48	0.1	Submitted	web
160				I would prefer Hatch End remain open with more limited hours. I would prefer to be able to access at all times bit would rather sacrifice a couple of days access then remove such an important elements of the childrens education.	01/12/14 13:49	0.1	Submitted	web
162				Use one of them as a student study area only	01/12/14 14:03	0.1	Submitted	web
163				I study and I need library facilities and my son who is 7 years old is a member of the library	01/12/14 14:08	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
164				Roxeth, Wood End and Northolt Leisure	01/12/14 14:14	0.1	Submitted	web
165				I hope that closure is not happen	01/12/14 14:17	0.1	Submitted	web
166				Alternative information sources within City Hall/Civic Centre that have some	01/12/14 14:23	0.1	Submitted	web
167				Add support groups for people with mental health problems. Visiting the library helps.	01/12/14 14:28	0.1	Submitted	web
168				There is no need to close these libraries. Nothing you put in its place will reduce the impact of closing Rayners Lane library.	01/12/14 14:35	0.1	Submitted	web
169				If I choose to use a library and you go forward with closure of Hatch End I cannot see anything else which you could put in place.	01/12/14 15:00	0.1	Submitted	web
171				Nothing	01/12/14 18:01	0.1	Submitted	web
172				Of all libraries subject to proposed closure I can judge only Hatch End - the stock there is very limited but the reservations for collections shelf is always full. Perhaps reserved books could be available to collect from non-library locations.	01/12/14 18:46	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
173				Nothing! There is nowhere to park close to other local libraries.	01/12/14 18:56	0.1	Submitted	web
175				If the two libraries were to be combined into one, then it would have the effect of closing only one library, and the stock and the users would also be increased into one. So that, instead of closing the two at once, combining them into one could be an alternative to the original proposal.	01/12/14 20:01	0.1	Submitted	web
176				I suggest linking a mobile library to community halls, nurserys, care homes and day centres so if people are not able to visit the library, at least they are given access to books and a valuable social interaction . There are plenty of books out there. We couldn't possibly read them all so they should be rotated more freequently.	01/12/14 20:37	0.1	Submitted	web
177				Don't know	01/12/14 22:16	0.1	Submitted	web
178				more regular toddler sessions at adjacent surviving libraries to ensure increased demand can be accommodated.	02/12/14 09:46	0.1	Submitted	web
182				Don't know if there are still mobile libraries. If so, I suppose computers could be installed in mobile libraries.	02/12/14 15:44	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
190				Do not go ahead with the proposals. Find savings elsewhere. collect higher percentage of council rent and council tax.	03/12/14 10:25	0.1	Submitted	web
192				It could mean high volume of people in other libraries. I use the library to study and already find it quite noisy at some times, more people mean more noise. Have separate areas - study areas, computer areas, children's areas. At the moment it is all open spaced and quite distracting.	03/12/14 10:39	0.1	Submitted	web
196				Kenton library is one of the best libraries in Harrow. So do not close this library as it is the best library in harrow.	03/12/14 11:13	0.1	Submitted	web
198				More activities in Kenton library. Do not close this library because it is one of the best libraries	03/12/14 11:24	0.1	Submitted	web
200				Closure of these libraries will increase the amount of people visiting other alternative libraries which will create scarcity of resources available. Increase the spaces available in other libraries and resources along with the opening time extension	03/12/14 11:33	0.1	Submitted	web
203				Nothing. Retain the libraries.	03/12/14 11:58	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
206				It will lead to overcrowding in other libraries. Make current libraries larger.	03/12/14 12:19	0.1	Submitted	web
207				I don't use my local library, Rayners Lane. It is small and does not have any resources relevant to me. The computers are slow. Open big libraries in Harrow. A centre for studying, activities, clubs, all in one.	03/12/14 13:20	0.1	Submitted	web
208				I don't think any could replace the access of books and services which the library supplies.	03/12/14 13:35	0.1	Submitted	web
209				Bigger, better equipt Libraries with longer opening hours. We live in a '24/7' society and the community should have access to resources at all times. When a library closes, it never re-opens - a sad state of affairs for all small children who are deprived of print material at home.	03/12/14 14:29	0.1	Submitted	web
211				I'd really suffer to be without a library. I have used libraries all my life. I don't know what I'd do.	03/12/14 16:10	0.1	Submitted	web
214				By allowing the Residents to take over the running of their local Library,this would mean no wages longer opening times,and reduced management fee payable to Carrillion as they would not be needed.	03/12/14 20:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
215				Provide services like mobile library etc in the area.	04/12/14 00:27	0.1	Submitted	web
216				DO NOT CLOSE THEM - THIS IS THE ONLY WAY NOT TO IMPACT THE COMMUNITY.	04/12/14 10:28	0.1	Submitted	web
220				Nothing - for a relatively small cost, it should stay open	04/12/14 22:32	0.1	Submitted	web
223				do not close any libraries. maybe unmanned library would be a solutions.	05/12/14 13:07	0.1	Submitted	web
224				More activities and more computers	05/12/14 13:11	0.1	Submitted	web
227				Although I am not affected by the changes at the moment I feel that older people and those with young children will have further to travel especially if Rayners Lane and North Harrow are both closed .I feel that one of those libraries should stay open.	05/12/14 13:27	0.1	Submitted	web
228				Although I am not affected by the changes at the moment I feel that older people and those with young children will have further to travel especially if Rayners Lane and North Harrow are both closed .I feel that one of those libraries should stay open.	05/12/14 13:27	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
229				Nothing that I can think of.	05/12/14 13:49	0.1	Submitted	web
231				Better hours at Stanmore	05/12/14 14:05	0.1	Submitted	web
232				I do not know anything that would adequately replace the service especially to young families - it is clearly an unbiased local public facility - Open to All.	05/12/14 14:10	0.1	Submitted	web
233				Nothing could reduce the impact on Rayners Lane, which is already starved of facilities. The library is the only place where people of all races and religions can meet casually, where information can be disseminated, and where young mothers can bring their children for educational and socialising, 'storytime', etc. It is not natural to expect young mothers to take toddlers on the bus to distance libraries, at considerable expense.	05/12/14 14:24	0.1	Submitted	web
234				Urgently review how other community services could be put into the building so that there are members of staff shared to enable the service to be kept open for longer. As part of the study could a medium term strategy be to relocate the library in North Harrow to	05/12/14 14:27	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				a place that is more visible and accessible both on foot and by car.				
235				Volunteers	05/12/14 14:28	0.1	Submitted	web
236				You can't. The people to whom I refer above may not have the time, the strength or the money to go further afield for their books. Make a small community centre in each little library with Story Time for the children, Book Groups, Older people's get-togethers for talk, coffee, even Tai Chi-type exercises, then perhaps it would work. But, for this you need some staff. (By the way, Rayners Lane Library has made a big effort in this direction.)	05/12/14 15:10	0.1	Submitted	web
237				Nothing. You will have shown you care little for this area and all your efforts to try and regenerate North Harrow after foolish planning decisions helped undermine the area will have been money poured down the drain.	05/12/14 15:25	0.1	Submitted	web
240				I strongly oppose the idea of closing any libraries or reducing opening hours. Savings should be made from other areas. Access to books, computers etc are in my opinion a priority for all sectors of the	05/12/14 16:14	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				community, and closures will have a negative impact.				
241				Doesn't need to be open 5 days a week. Minimal staff needed too. I would only visit once a fortnight/month so constant opening hours isnt necessary to me.	05/12/14 16:38	0.1	Submitted	web
242				Doesn't need to be open 5 days a week. Minimal staff needed too. I would only visit once a fortnight/month so constant opening hours isnt necessary to me.	05/12/14 16:38	0.1	Submitted	web
243				nothing	05/12/14 17:04	0.1	Submitted	web
245				you need to keep a library to serve the community of west harrow	05/12/14 17:21	0.1	Submitted	web
246				There isn't anything that would reduce the impact.	05/12/14 18:57	0.1	Submitted	web
247				Library opening hours should be geared to permit with existing community events as well as borrowing books.	05/12/14 20:53	0.1	Submitted	web
248				Just don't do it.	05/12/14 20:54	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
251				No nearby library. Current library is walkable and don't want spend hours to go to another library.	06/12/14 12:03	0.1	Submitted	web
252				Ensure that at least one of these 2 libraries stays open, or find a suitable location in the area to merge the 2 libraries.	06/12/14 12:14	0.1	Submitted	web
254				you coulnt help in any way	06/12/14 14:19	0.1	Submitted	web
255				None - the community will have lost a valuable resource forever.	06/12/14 15:42	0.1	Submitted	web
258				Empty buildings to be made available for community activities.	06/12/14 18:50	0.1	Submitted	web
260				You can't. Take the library away and you kill off the last community hub that North Harrow has. We might as well turn off the lights and leave.	06/12/14 21:23	0.1	Submitted	web
261				There needs to be the provision of a library with study areas in the South Harrow area. Roxeth library has barely any and it is over used.	06/12/14 21:52	0.1	Submitted	web
263				I cannot see how the impact could be reduced. Please DO NOT CLOSE NORTH HARROW LIBRARY and please find a site in Rayners Lane that provides wheelchair access to all	06/12/14 22:29	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				books including Childrens books. We use these a lot.				
264				Keep all local libraries including open as they act as focal points for community of all different ethnic backgrounds gain access to knowledge and education	07/12/14 00:33	0.1	Submitted	web
265				Increase the opening hours of all other libraries to a full day service mon- fri and reopen civic centre library	07/12/14 10:07	0.1	Submitted	web
266				At least keep the library open on certain days	07/12/14 18:23	0.1	Submitted	web
267				On a recent visit to York, we went to a cafe / library. It was a brilliant way to deliver a library service but one presumes the costs were offset by the cafe and the revenues from food and drink. I imagine that Daisy's at West House or even at Harrow Arts Centre could work like that.	07/12/14 21:42	0.1	Submitted	web
268				my library is not affected, Hatch end i used to use and is very useful but it is in a very poor state so stopped using it. I think less better libraries with better parking etc would be better over all Ebooks could be an option Some of the key libraries its is difficult to find parking so makes it difficult to use.	07/12/14 21:43	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
269				this is not a possibility	08/12/14 08:13	0.1	Submitted	web
270				Often people who have little money or have the least money benefit from these smaller local libraries.	08/12/14 11:19	0.1	Submitted	web
271				Unless you can provide free internet access somewhere else nearby I do not know what you can do	08/12/14 12:34	0.1	Submitted	web
272				none.	08/12/14 13:39	0.1	Submitted	web
273				Keep it open!	08/12/14 14:05	0.1	Submitted	web
274				None. The library needs to stay and it is outrageous that this library is being proposed for closure. In fact, this library should be expanding on the site as it does not have enough adult books.	08/12/14 14:20	0.1	Submitted	web
275				Not sure.	08/12/14 14:26	0.1	Submitted	web
276				Nothing.....DO NOT CLOSE OUR LIBRARIES	08/12/14 16:07	0.1	Submitted	web
277				An alternate means to provide books, ie. home lending library.	08/12/14 16:39	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
278				Use north harrow library as a centre for services provided to children and babies.	08/12/14 17:34	0.1	Submitted	web
279				Nothing can reduce the impact on us	08/12/14 18:10	0.1	Submitted	web
282				There is no other library facility close by that I can access in a convenient manner. My preference would be to keep the library open at its present location.	08/12/14 22:36	0.1	Submitted	web
284				Reduce opening hours to only have them open say 3pm - 8pm so school children can use them and adults after work. I'll happily change my routine from attending in the morning to late afternoon and reduce staff to one paid head librarian and have volunteers support. This model would mean they're cheaper and more efficient to run.	09/12/14 09:56	0.1	Submitted	web
285				Provide good public transport links to whichever will be our nearest library once Rayners Lane has closed. But the impact will still be huge, seriously impacting on the ability of these vulnerable children and their families to access libraries and learn to use them.	09/12/14 10:00	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
286				None	09/12/14 11:10	0.1	Submitted	web
289				No to close Hatch End library as the Arts Centre is remaining open anyway.	09/12/14 15:11	0.1	Submitted	web
290				I fail to see how a library can be replaced by an alternative! We need libraries for pre-school and school age children in Harrow.	09/12/14 15:26	0.1	Submitted	web
291				Increase opening hours of other libraries or more late opens or Sunday openings like gayton.	09/12/14 16:49	0.1	Submitted	web
293				DON'T CLOSE THE LIBRARY!	09/12/14 19:39	0.1	Submitted	web
295				More days and longer opening hours in Wealdstone and Gayton libraries, etc. then people can come here rather than the closed ones.	10/12/14 10:32	0.1	Submitted	web
297				Reconsider not proposing to close all 4 libraries targeted. i.e. North Harrow library is situated within a community.	10/12/14 10:48	0.1	Submitted	web
302				None if you close the library the impact cannot be offset!	10/12/14 11:08	0.1	Submitted	web
303				Nothing would replace the library	10/12/14 11:12	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
307				Would that be costing as well, surely it is better to keep the library open	10/12/14 11:34	0.1	Submitted	web
308				You would be able to do nothing to reduce the impact of the loss of our local library - very unhappy about this.	10/12/14 11:42	0.1	Submitted	web
309				Free internet still don't make it up. People working are better than people not working to taek jobs from our people is stupid!!!	10/12/14 11:50	0.1	Submitted	web
310				Keep Rayners Lane open but reduce hours and staff	10/12/14 11:55	0.1	Submitted	web
311				A click and collect service, where I can order the books I require online and can collect them from a community centre close to my home/Rayners Lane library would be helpful	10/12/14 12:00	0.1	Submitted	web
312				Another library in North Harrow - there is no substitute!	10/12/14 12:06	0.1	Submitted	web
313				Improve the reading facility (more privacy, more newspapers and magazines) in the remaining libraries.	10/12/14 12:15	0.1	Submitted	web
316				Other libraries would be too far and too busy	10/12/14 12:29	0.1	Submitted	web
317				Other libraries would be too far and too busy	10/12/14 12:37	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
319				Free car parking at other branches for library users	10/12/14 12:52	0.1	Submitted	web
320				Pinner would be my next available library. Parking would have to increase and some sort of free parking for users	10/12/14 12:56	0.1	Submitted	web
321				Library is very important for our future generations	10/12/14 13:05	0.1	Submitted	web
322				Council should save on other matters, e.g. entertaining, celebrations with food, etc	10/12/14 13:22	0.1	Submitted	web
323				You would have to build or rent other local premises in the high street but don't know of any suitable. Unlike Pinner we don't have a central community centre.	10/12/14 13:41	0.1	Submitted	web
324				I think Rayners Lane is a great library with good adequate study tables. The library should be kept open.	10/12/14 13:46	0.1	Submitted	web
326				Sell the site (s) of any library closed and use the proceeds to support the remaining libraries over a period of years (although probably not feasible for Hatch End?)	10/12/14 13:59	0.1	Submitted	web
327				Easier transfer of library stock across the borough	10/12/14 14:19	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
329				The promise North Harrow library will re-open as soon as financial crisis ends	10/12/14 14:33	0.1	Submitted	web
331				They will become un-used by adults and children is this what you want?	10/12/14 16:28	0.1	Submitted	web
332				If we will use Wealdstone library to be revamp like the Brent council done it to Wembley libraby we loved this library as it have so spacious and lots of recourse	10/12/14 22:52	0.1	Submitted	web
334				They should not take place	11/12/14 09:52	0.1	Submitted	web
335				Open more libraries again	11/12/14 09:57	0.1	Submitted	web
337				Lots of people come to North Harrow because of the library and good for businesses and also good for people who has kids use the library. If they close down the North Harrow library it will effect community and school kids who come to library to do there homework from school and also student use library for studying also it will affect children reading books.	11/12/14 10:09	0.1	Submitted	web
338				A children's centre, or something free for children a couple of days a week	11/12/14 10:17	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
339				I do my job search in Pinner or Harrow. I would like to stay doing my jobsearch in Harrow or Pinner.	11/12/14 10:23	0.1	Submitted	web
340				Nothing - the damage would be done and you would have helped even more in the deterioration of an already suffering area both in Rayners Lane and North Harrow.	11/12/14 10:32	0.1	Submitted	web
341				More community offering? We need facilities for young families and the elderly. Also we must encourage new shops (no more hairdressers).	11/12/14 10:39	0.1	Submitted	web
342				Easier online access	11/12/14 10:45	0.1	Submitted	web
344				Keep North Harrow library open with volunteers	11/12/14 11:20	0.1	Submitted	web
345				Closing libraries as essential centres of education is a negative move and should not be even considered. Reduction of education is detrimental to any community.	11/12/14 11:58	0.1	Submitted	web
346				Story and rhyme time with access to a lot of the books in the North Harrow library, i.e. keep library open for those days at least	11/12/14 12:05	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
347				An alternative library, which offers the same benefits as North Harrow which are rare as I've tried the Civic Centre, Gayton and even Ruislip Manor, but all are too loud and difficult to find a study desk as they are very busy.	11/12/14 12:12	0.1	Submitted	web
348				My children love to go to library if this happened is really effect to the children and me	11/12/14 12:20	0.1	Submitted	web
353				More volunteer opportunities from other libraries	11/12/14 12:48	0.1	Submitted	web
354				Should cut top Council jobs e.g. Michael Lockwood and some other posts should be removed.	11/12/14 12:57	0.1	Submitted	web
358				Only close 2 (Rayners Lane and Bob Lawrence). Keep North Harrow open. Site Hatch End inside the Arts Centre	11/12/14 13:20	0.1	Submitted	web
359				Keep North Harrow open - it already fits criteria of shared access with other services. Replace other 3 closures with mobile service or relocation e.g. in Arts Centre.	11/12/14 13:26	0.1	Submitted	web
360				If possible to extend Pinner library services. This is the easiest one for me to access and the staff have always been very helpful.	11/12/14 13:35	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
361				Stock could be added to Pinner or Gayton libraries	11/12/14 13:42	0.1	Submitted	web
363				We will give more support	11/12/14 13:52	0.1	Submitted	web
364				Not close the library	11/12/14 13:57	0.1	Submitted	web
370				Ensure the other libraris are open longer and contain all the books from the other libraries	11/12/14 15:17	0.1	Submitted	web
371				a library service can be opened in the school may be Longfield school , which can be accessed by childrens as well as memembr of public.	11/12/14 15:23	0.1	Submitted	web
374				Continue to open the library, but for limited periods, say 2 days a week. To make this economic, perhaps other groups could pay for use of the building on the remaining days.	11/12/14 20:28	0.1	Submitted	web
376				My local library is Pinner. However, I would be concerned about elderly people or parents of young children living closest to the proposed closures that are less able to travel to other libraries. Hillingdon council have managed to save and extend their library services - why can't Harrow do this?	12/12/14 01:49	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
377				I think a minimal charge is a good idea - I know libraries should be free -but better to pay minimal and HAVE libraries than not to have one at all (because we insist they should be free)	12/12/14 07:14	0.1	Submitted	web
380				Reduce council tax...	12/12/14 13:05	0.1	Submitted	web
382				There is nothing you can do to reduce the impact of closing Bob Lawrence library.	12/12/14 16:26	0.1	Submitted	web
385				Mobile library to visit school	12/12/14 22:18	0.1	Submitted	web
386				Nothing, i would be impacted	13/12/14 12:43	0.1	Submitted	web
387				Do not close North Harrow and improve opening hours	13/12/14 14:37	0.1	Submitted	web
388				Nothing can replace the valuable service the library offer to the local community	13/12/14 15:46	0.1	Submitted	web
389				Very little. I would support reducing staffed library opening hours but closing North Harrow Library would mean I would rarely be able to visit a library.	13/12/14 18:02	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
391				Make sure that the remaining libraries are bigger and better	14/12/14 00:47	0.1	Submitted	web
392				n/a	14/12/14 19:13	0.1	Submitted	web
394				As above	15/12/14 11:09	0.1	Submitted	web
395				Home delivery and pick up for books issued	15/12/14 11:12	0.1	Submitted	web
399				Retain some hours of opening in everyone	15/12/14 11:31	0.1	Submitted	web
400				As this is a ten minute walk from my house it is very convenient as I don't drive. Another library.	15/12/14 11:36	0.1	Submitted	web
401				Recycled book shop or store second hand books for sale. I would suggest selling a few of the dvds and books to the public and promotional material e.g. pamphlets, posters handed to local colleges, schools and universities.	15/12/14 11:45	0.1	Submitted	web
405				BUT to close both Rayners Lane and North Harrow deprives users in the South West of the borough which is an already deprived area. Bob Lawrence is in one of the poorest parts of the borough and it is disingenuous	15/12/14 11:57	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				to suggest users could go to Burnt Oak or Kingsbury. Harrow cannot assume that Barnet and Brent will keep those libraries open and users in that area may well have mobility or mental health issues which prevent them from travelling. The consultation document implies that going to the library is merely a transaction: as explained in Question 4A - a library visit is far more than that.				
406				Have some kind of book/dvd/jigsaw collection service at Hatch End where one can order from other Harrow libraries.	15/12/14 11:59	0.1	Submitted	web
409				A mobile library van regularly to the areas affected by library closures - maybe more people would use library if it came to them rather than having to go to it. The list of books available on the van should be advertised and people should be given the facility to advance book the titles on the list.	15/12/14 12:24	0.1	Submitted	web
410				Don't know	15/12/14 12:30	0.1	Submitted	web
411				If Rayners Lane has to be closed because of wheelchair/pram access do not close North Harrow	15/12/14 12:33	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
412				Merging a library to a coffee shop	15/12/14 12:37	0.1	Submitted	web
413				Keeping Hatch End library open, albeit with reduced opening times	15/12/14 12:51	0.1	Submitted	web
414				I do not want the proposals to go ahead - there is no need to do this.	15/12/14 12:58	0.1	Submitted	web
416				Some of the libraries could be relocated in shared premises (there was a proposal a few years ago to relocate Rayners Lane Library in a community centre nearby: perhaps this idea could be revisited). Some empty shops might be cheaper to run than existing library premises.	15/12/14 17:29	0.1	Submitted	web
417				roll those libraries into other centres in those locations	15/12/14 22:04	0.1	Submitted	web
424				Offer transport to those near the closed library if needed	17/12/14 10:09	0.1	Submitted	web
426				Convert the building (north Harrow) to an alternative community based building. If this goes, North Harrow will not have a single place where people can come together.	17/12/14 10:22	0.1	Submitted	web
427				Nothing. How can you replace a library except with another library.	17/12/14 10:30	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
428				Increase access to home delivery and stock and also continue free reservation facilities and closer click/collect facilities to the current proposed closures location. Free parking facilities at other library locations.	17/12/14 10:37	0.1	Submitted	web
431				You shouldn't consider taking the proposal forward as you are also closing other libraries.	17/12/14 11:03	0.1	Submitted	web
432				Not sure	17/12/14 11:08	0.1	Submitted	web
433				Don't close the libraries	17/12/14 11:15	0.1	Submitted	web
434				Don't close the libraries	17/12/14 11:15	0.1	Submitted	web
436				I am not sure as most of the attendants are local people, some elderly, and having to travel further would create a lot of difficulties and upset for them. They look forward to these meetings.	17/12/14 11:29	0.1	Submitted	web
438				A mobile library?	17/12/14 11:57	0.1	Submitted	web
439				A bus service	17/12/14 12:02	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
442				None I can think of as the main issue for us is concerning the proximity of North Harrow library.	17/12/14 12:41	0.1	Submitted	web
444				Keep at least 1 of the listed libraries open to reduce the issue of decreasing volunteering opportunities. Otherwise, ensure volunteering opportunities are available for those who need it by increasing those opportunities.	17/12/14 12:56	0.1	Submitted	web
445				I have no idea since driving to Gayton Library and finding a parking space would be incredibly difficult not to say expensive due to parking charges. I think the Council will need to create an improved website so that books can be requested and picked up at the Harrow Arts Centre for example. However, people like to browse so with no library that would be taken away. I have no idea how that can be rectified.	17/12/14 13:32	0.1	Submitted	web
447				The damage will have been done by closing them. What will be there for the elderly who are grateful to go to a library to read and make use of the facilities. The day care centres are being closed down. Where can they go as well. Once lost it will be difficult and truly expensive to re-instate an outstanding service.	17/12/14 18:30	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
448				peripatetic library staff and reduced hours in all libraries so that libraries in all areas could continue to be made available?	17/12/14 22:04	0.1	Submitted	web
449				Not close bob Lawrence library	17/12/14 22:12	0.1	Submitted	web
450				I think closing libraries will have a negative impact on local people especially children and elderly people. I can't think of ways in which this negative impact could be reduced. Libraries are one of our most valued local services and not one of the most expensive to provide.	18/12/14 08:53	0.1	Submitted	web
451				The provision of alternative computer/printing facilities	18/12/14 10:21	0.1	Submitted	web
452				Nothing!	18/12/14 10:25	0.1	Submitted	web
453				Hatch End library is in a location which ought to encourage its use - next to Morrisons and Arts Centre. Surprised it should have poor custom in these circumstances. Promote it better?	18/12/14 10:37	0.1	Submitted	web
454				Libraries as centres of education and community are essential and cannot be replaced in any way.	18/12/14 10:51	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
455				Save money by not over paying Council members, by not paying unnecessary expenses, parks, etc. Save money by not putting up unnecessary signs on roads, useless cycle lanes, etc. So much money is mismanaged.	18/12/14 11:00	0.1	Submitted	web
456				Extend car parking and opening hours in Pinner library	18/12/14 11:03	0.1	Submitted	web
457				I think survey should be made as to how many people use the particular library on different basis and the one which has less people going or schools not using that as a port should be under consideration.	18/12/14 11:06	0.1	Submitted	web
462				Provide a shuttle service between libraries. Employ clerks to deal with non-literacy matters. Ensure rapid retrieval of books in store.	18/12/14 11:34	0.1	Submitted	web
463				Maybe rotating closures (i.e. staff not present) on some half days, while keeping libraries without staff on site open with Open+ technology. Bring forward Open + technology with capital grant as defer changes. Make savings in Harrow Council administration costs, not reducing frontline services.	18/12/14 11:48	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
464				Bob Lawrence is home to people of Queensbury. All come here for comfort. Loving staff like own family members.	18/12/14 11:54	0.1	Submitted	web
465				I am 78, nearly dead. I don't use libraries since mechanicalisation and charges were introduced and no proper reading areas left. The spaces are filled with various machines. So closures don't affect me personally but I am worried about others who use library services. Just don't close or sell off any publicly owned land and structures to save man-made money crisis. Future generations, if still in existence, will suffer as a result. Introduce progressive rates of income and council tax.	18/12/14 12:14	0.1	Submitted	web
469				Social for the elderly and children would be greatly affected.	18/12/14 12:24	0.1	Submitted	web
473				If it is Gayton Library then it would be ridiculous as the Civic Centre library has already been closed leaving many individuals having to compete for space at a very small library like Gayton. A centre that allows students to study quietly.	18/12/14 12:47	0.1	Submitted	web
478				Nothing put in place can reduce impact of closure	18/12/14 13:26	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
479				Possibly reinstate mobile libraries, though this would be impractical in the modern age when study places, using computers and other leisure and work activities are the main reason most people visit a library - other than borrowing books. It would probably be too expensive as well. I recall visiting every week the mobile library at Church Road, Stanmore with great pleasure, before the creation of the present library on Stanmore Hill.	18/12/14 13:46	0.1	Submitted	web
481				Ensure 100% quality of remainder	18/12/14 14:10	0.1	Submitted	web
482				A mobile library at least on each site or nearby	18/12/14 14:21	0.1	Submitted	web
484				None. Stop going.	18/12/14 14:28	0.1	Submitted	web
485				Leave the libraries open.	18/12/14 14:34	0.1	Submitted	web
488				An information centre.	18/12/14 16:31	0.1	Submitted	web
491				I believe very strongly that all the libraries should be kept open - at least some of the days per week. Not unmanned as this poses a security risk for people using them and I would	19/12/14 15:50	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				have thought for the building. There would need at least to be a security guard on site. In relation to opening hours I suggest you shut on Wednesday's and Fridays rather than Wednesday's and Thursday's so there are not two days consecutively that the libraries are shut.				
495				Pass on funding to other community projects in the area e.g. Salaam Centre.	20/12/14 08:19	0.1	Submitted	web
496				Identify the communities using the libraries likely to be closed. Analyse their usage and accommodate the impact by introducing, for example, readily available transport to hub libraries. More information online and chat-links could also help. In the transition phase, provision of up-to-date focussed training to help those who have not used IT before. Combine IT training with library facilities.	20/12/14 09:49	0.1	Submitted	web
497				nothing. don't take the proposals forward	20/12/14 10:40	0.1	Submitted	web
501				better book stock in remaining libraries.	21/12/14 11:43	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
503				There is nothing you can do, apart from keep the library open.	21/12/14 13:56	0.1	Submitted	web
504				At such a young age my daughter who has just turned two is unable to benefit from alternatives that Harrow Council might offer such as online services.	22/12/14 08:47	0.1	Submitted	web
505				re-open the library concerned	22/12/14 10:46	0.1	Submitted	web
506				More provision needs to be made for quiet areas for students to study	22/12/14 13:14	0.1	Submitted	web
510				Nothing: the results would be devastating.	22/12/14 18:19	0.1	Submitted	web
511				My main concern is the lack of study space in the libraries, the Wealdstone Library is within short walking distance but lacks any place for students to study. Otherwise try to maintain and improve quality of what libraries remain.	22/12/14 21:18	0.1	Submitted	web
516				Remove reservation charges	22/12/14 22:31	0.1	Submitted	web
520				Keep at least two open. No closure of centres or hubs, i.e. Harrow Arts Centre	22/12/14 22:50	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
521				I think libraries are fundamentally important to the community especially for children and cannot be replaced by profit making or online services.	22/12/14 22:56	0.1	Submitted	web
522				Don't close it because once closed you would never open up one again. It would be too pricy.	22/12/14 23:02	0.1	Submitted	web
523				Since a harrow resident over 25years Bob lawerence library has all been on the cards for clouser. Why don't you make savings else where and stop making kids suffer as part of their education.	23/12/14 10:39	0.1	Submitted	web
524				I cannot visualise what the Council can do to reduce the impact of the closure of the North Library on me and on the community.	23/12/14 20:20	0.1	Submitted	web
525				Put the books in a cycle in which the books are shared out between houses and left there and a website in which you reserve and then go to the house and keep it until it is reserved again.	24/12/14 12:18	0.1	Submitted	web
526				If you reserve a book then you should be able to pick it up in other places that are not libraries.	24/12/14 12:45	0.1	Submitted	web
528				I don't think local libraries, based within community hubs, can be	26/12/14 23:01	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				replaced, I wouldn't go to a library where I would have to take a bus/car.				
529				More access to local school libraries?	26/12/14 23:51	0.1	Submitted	web
530				Ask volunteers to take over the running of the services and the suggestions above to open up library space to other groups that could contribute towards its running costs.	27/12/14 02:35	0.1	Submitted	web
531				My worry is that these closures would set a precedent for future closures. My local library (Stanmore) is not under threat at the moment but I would oppose anything that would make it easier to close it in the future. I would want a pledge from the council that there would not be any further library closures and that library funding would be ring-fenced going forward.	27/12/14 13:21	0.1	Submitted	web
532				Do not close Bob Lawrence Library	27/12/14 15:02	0.1	Submitted	web
533				Increase the size of other libraries within harrow	27/12/14 16:06	0.1	Submitted	web
536				Labour have guaranteed in their manifesto to protect libraries. library closure would not impact me but would impact the children and adults that are	28/12/14 16:58	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				using them, consequentially causing issues in literacy, anti social behaviour and adults who are unable to use alternative libraries.				
537				I feel that it is terrible the measures you are taking to cut on spending and also i'm appalled you are closing Harrow museum as it is the only place to get to know more about Harrows heritage also the historic buildings will im sure eventually be neglected as seen with other council buildings	28/12/14 20:55	0.1	Submitted	web
538				Click and collect will only work if people have access to the internet and there's a risk the people who would most need it would use the library for their internet access so you need to ensure there's somewhere else in the affected areas that they can get free internet access.	29/12/14 11:50	0.1	Submitted	web
540				I am able to travel at present and therefore would still be able to access a library. However, it might be worth considering having a library facility in local supermarkets	29/12/14 13:13	0.1	Submitted	web
541				There doesn't seem to be much alternatives.	29/12/14 13:34	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
542				Please don't take the proposals forward. The actual savings the council will make are minimal and as previously mentioned, it is a false economy, once the libraries have gone they won't be back. They provide a lifeline to many people.	29/12/14 14:05	0.1	Submitted	web
544				Increase library opening elsewhere; absorb books into stock elsewhere.	29/12/14 15:09	0.1	Submitted	web
545				Longer opening hours at other libraries	29/12/14 21:14	0.1	Submitted	web
548				The Harrow on the Hill is the next nearest one to use so it's acceptable to use the library there.	29/12/14 21:28	0.1	Submitted	web
553				It will not make any negative impact on me or my family but it may affect other members of our community. Also it is very disappointing because all libraries enhance literacy and language skills by promoting a passion for reading.	29/12/14 21:55	0.1	Submitted	web
555				Larger libraries more accessible with longer hours to encourage use	29/12/14 22:05	0.1	Submitted	web
562				More facilities at remaining libraries	29/12/14 22:44	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
564				I wouldn't have easy access to any library as I am 83 years old and I cannot walk to any other library.	29/12/14 22:53	0.1	Submitted	web
566				Longer opening hours to accommodate the time spent walking to a new library	29/12/14 23:01	0.1	Submitted	web
567				Do not close the library	29/12/14 23:04	0.1	Submitted	web
570				By introducing an e option, click and chose may help. Harrow Council should if it has not done so, examine the frequency and local bus routes to see if they can be increased or how they can work with LT to see if public transport can be improved.	30/12/14 06:06	0.1	Submitted	web
571				Community hub with compulsory English lessons in these areas.	30/12/14 08:04	0.1	Submitted	web
574				There is no way to reduce the impact of the loss of it's library on the Rayners Lane community	30/12/14 21:34	0.1	Submitted	web
575				Very big impact	30/12/14 21:37	0.1	Submitted	web
577				Mobile library and keep library on few days	30/12/14 21:47	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
579				Don't put them forward. Advertise the libraries and their services more to increase footfall. Respect access to books and education - closing them gives the wrong message.	30/12/14 21:57	0.1	Submitted	web
581				I cannot see anything replacing the removal of libraries - they are so valuable to the well-being and education of all ages, especially to children	30/12/14 22:03	0.1	Submitted	web
582				Open more libraries in Harrow	30/12/14 22:09	0.1	Submitted	web
584				Keep the Bob Lawrence open	30/12/14 22:18	0.1	Submitted	web
586				Ensure no further library closures are considered.	30/12/14 22:27	0.1	Submitted	web
588				There should be more free parking spaces available for all the customers	30/12/14 22:33	0.1	Submitted	web
589				Not at present, though could if move home Hatch End library might be a particular loss - 43 mins walk, 23 mins by bus isn't all that close, especially for less mobile people.	30/12/14 22:44	0.1	Submitted	web
591				Mobile library?	30/12/14 22:48	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
592				E-book borrowing online	30/12/14 22:51	0.1	Submitted	web
596				I don't see any alternative that would perform the same functions as a library. Other than making transport and access to the libraries that remain open the best and most affordable they can be, it will have a detrimental effect if these proposals take effect. People will not travel further to use a library.	30/12/14 23:04	0.1	Submitted	web
598				I cannot see how the impact could be reduced of the closure of a library.	31/12/14 11:27	0.1	Submitted	web
599				It would affected students and parents with kids in their local area that they are unable to come to library for their homework. That would affect me because I am not able travel to other libraries which do not have free car park.	31/12/14 11:28	0.1	Submitted	web
602				No suitable alternative.	31/12/14 15:37	0.1	Submitted	web
604				As I'm quite IT savvy you could put the information up on the internet but for those without such access this would be a real issue.	31/12/14 19:59	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
605				More professional staff - not just temps who were given permanent jobs. But no justification for cuts to a service needed by Harrow residents from cradle to grave.	01/01/15 08:52	0.1	Submitted	web
612				A library	01/01/15 09:15	0.1	Submitted	web
613				Have near another big library	01/01/15 09:27	0.1	Submitted	web
614				Do not close all 4 libraries and keep the staff.	01/01/15 18:03	0.1	Submitted	web
615				Keep Bob Lawrence library open	01/01/15 21:19	0.1	Submitted	web
616				Don't know	01/01/15 21:24	0.1	Submitted	web
617				Ensure opening times are more closely matched to customer needs. Workers, school children can't generally use libraries for much of the day.	01/01/15 22:58	0.1	Submitted	web
618				Set up a social group	02/01/15 08:01	0.1	Submitted	web
619				Keep Bob Lawrence open.	02/01/15 08:10	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
620				Keep Bob Lawrence OPEN!	02/01/15 08:12	0.1	Submitted	web
621				A library with more facilities, keep the library open.	02/01/15 08:16	0.1	Submitted	web
623				I do not know	02/01/15 08:22	0.1	Submitted	web
626				The Council would need to consider the closure of these libraries and the closure of the buildings they are in. Once the library is closed the building is lost and it would be very difficult to open a library again. How about providing a paid member of staff plus using volunteers in the libraries threatened with closure? Then the transition to a community library would be easier to manage? The council is already saving 10% of the money to be saved by reducing the hours the libraries are open. You have done this before in the past and then increased opening hours again. I don't see why you cannot try this approach once more.	02/01/15 10:53	0.1	Submitted	web
627				Keep North Harrow Library open as it is an epicentre for the community there. The Mayor of London and Harrow Council have spent money on supporting North Harrow since the	02/01/15 15:47	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				closure of the supermarket and the bank and the Library is important to bring people to the area and then visit shops. This is what I do.				
628				Maintain good transport links and free parking nearby.	03/01/15 12:21	0.1	Submitted	web
629				Dont think of the libraries as single purpose but as a council hub in the local community providing a variety of council services.	03/01/15 15:38	0.1	Submitted	web
630				Creating a community hub. I'm not really using the library for the books, but because it brings the community together. We need good accessible, free, comfortable, relaxing areas for young and old to enjoy together. There is a lack of free meeting spaces in Harrow.	04/01/15 20:52	0.1	Submitted	web
632				None!	04/01/15 21:28	0.1	Submitted	web
637				Keep the library open but reduce its hours	04/01/15 21:44	0.1	Submitted	web
638				Keep the library open and if it helps reduce the opening hours	04/01/15 21:48	0.1	Submitted	web
641				Better stocked and staffed remaining libraries	04/01/15 21:58	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
643				A new community centre with books, computers and helpful staff	04/01/15 22:36	0.1	Submitted	web
644				Co-operation with Barnet Council to allow me to use the libraries in Burnt Oak and Edgware	04/01/15 22:40	0.1	Submitted	web
646				Open a new library	04/01/15 22:45	0.1	Submitted	web
648				At least Rayners Lane should not be closed	04/01/15 22:52	0.1	Submitted	web
649				Consider closing one (or more) of the 3 southern libraries (Roxeth, Wood End, Northolt)	04/01/15 22:56	0.1	Submitted	web
650				None	04/01/15 22:58	0.1	Submitted	web
652				Nothing	05/01/15 07:13	0.1	Submitted	web
653				If it has to happen - run outreach baby book sessions, readers book clubs, etc in North Harrow so activities continue in another space. Offer a click and collect service from a North Harrow location.	05/01/15 07:29	0.1	Submitted	web
656				Could the library decamp to a vacant shop, perhaps with a coffee shop above? To share with another facility	05/01/15 08:15	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				would remove the rental cost to the Council. Could you make an annual charge to belong to the library?				
657				The proposals are short-term measures and reducing front-line services is a huge loss to Harrow. Priority should be given to reducing operating costs of the Council instead.	05/01/15 08:26	0.1	Submitted	web
658				Open another library!	05/01/15 08:29	0.1	Submitted	web
659				There is no way to compensate	05/01/15 08:33	0.1	Submitted	web
660				Re-open the library	05/01/15 08:37	0.1	Submitted	web
661				Not sure	05/01/15 08:39	0.1	Submitted	web
663				Can't imagine any positive action	05/01/15 08:48	0.1	Submitted	web
664				Somewhere quiet where school children, or ordinary people can work without disturbance and not having to go home. Like a community centre.	05/01/15 08:51	0.1	Submitted	web
667				I cannot think of any equivalent, I know some Councils had put in place a 'library van' to book and	05/01/15 09:06	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				distribute/collect loans, but that keeps children and isolated adults even more inside their homes.				
668				Extend openign hours for pinner and gayton road libraries please	05/01/15 10:56	0.1	Submitted	web
669				I guess one thing that sounds good is to have a service that allwos you to reserve books, CDs, DVDs etc online and then pick it up from a selected library. It does not help where people access the library for study, book-club or children's sessions.	05/01/15 12:07	0.1	Submitted	web
670				Enabling more online acesss of the books which can be downloaded into a Tab	05/01/15 12:13	0.1	Submitted	web
672				I don't think there would be anything you could do to reduce the impact because it would be too late by then. The impact would have been felt.	05/01/15 15:55	0.1	Submitted	web
673				I will not be able to access library services and my knowledge and skills will suffer.	05/01/15 18:40	0.1	Submitted	web
675				Nothing that would replace the experience that young people, mothers, families get from having access to library facilities	05/01/15 21:58	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
681				N/A	05/01/15 23:42	0.1	Submitted	web
682				Create the same facilities in a location very nearby. Books,DVDs,computers need to be available to all.	06/01/15 01:04	0.1	Submitted	web
685				- None - you can't do this without having an enormous impact	06/01/15 22:22	0.1	Submitted	web
686				better range of library books in schools so that school children can utilised the school library facilities more. Drop off service where parents can order books on line and go somewhere local to collect and drop them off. Work experience incentive so that volunteers or student of all ages can offer services in libraries. Libraries attached to schools so that people from the local areas could use those facilities. maybe after school hours etc.	07/01/15 00:14	0.1	Submitted	web
687				Do not know.	07/01/15 07:59	0.1	Submitted	web
688				Make libraries bigger.	07/01/15 10:55	0.1	Submitted	web
689				Better library parking that is not disabled, Pinner is inadequate now. A way of guaranteeing those who have done a click and collect a space at no	07/01/15 11:07	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				charge for those whose local library was closed. Downloadable e-books.				
690				Nothing. If you close North Harrow library, you close North Harrow. Nothing else left here.	07/01/15 11:16	0.1	Submitted	web
692				Open North Harrow library as a local community facility.	07/01/15 11:32	0.1	Submitted	web
693				Nothing really as all other libraries would require a car journey so are out of the question. Also they could not pop in on their way back from school.	07/01/15 11:37	0.1	Submitted	web
694				I don't know	07/01/15 11:43	0.1	Submitted	web
695				Don't close them!!	07/01/15 11:49	0.1	Submitted	web
697				You can provide opening days and you do not have to close.	07/01/15 11:57	0.1	Submitted	web
700				Younger children will read less Elderly citizens will find it difficult to travel far to attend their local library Personally teenagers will have no educational resoruces nearby	07/01/15 12:11	0.1	Submitted	web
701				Very sad snd go to Harrow Wealdstone library if they close down	07/01/15 12:16	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
702				Would simply not use the service	07/01/15 12:20	0.1	Submitted	web
704				Probably provide longer opening hours at Pinner as that is where I would have to go (by bus)	07/01/15 12:27	0.1	Submitted	web
705				Nothing would substitute our current facilities. Rayners Lane library is the heart of Rayners Lane as it is not big enough to have anything else. Access to information will be finished, as many residents would not want to catch a bus/train/car further away.	07/01/15 12:36	0.1	Submitted	web
706				Keep Rayners Lane library open and staffed.	07/01/15 12:45	0.1	Submitted	web
708				Libraries are too important to even be considered for closing down!	07/01/15 12:52	0.1	Submitted	web
710				Nothing as you will have taken away a vital service for the whole community.	07/01/15 12:59	0.1	Submitted	web
711				Ensure all magazines/reference books at Hatch End are transferred to Pinner.	07/01/15 13:05	0.1	Submitted	web
714				Possible a mobile library and mobile library events staged in venue other than Pinner library.	07/01/15 13:24	0.1	Submitted	web

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718				Open four days only	07/01/15 13:43	0.1	Submitted	web
720				General larger study areas	07/01/15 13:59	0.1	Submitted	web
722				Leav open the Nort Harrow Libray.	07/01/15 15:03	0.1	Submitted	web
723				Nothing practically, it will take me longer to go to a library. I shall probably use Hillingdon libraries in Eastcote or Ruislip Manor which will be easier for me to access than the Harrow libraries.	07/01/15 16:14	0.1	Submitted	web
725				I appreciate Harrow's dire financial situation, but closing libraries and arts facilities is like cutting the heart out of the community, and will make Harrow an ever less desirable place in which to live and bring up a family.	08/01/15 20:52	0.1	Submitted	web
726				Can't Would be devastating to North Harrow and Rayners Lane town centres, complete loss of viability Savings from these proposals would be outweighed by loss of rates income for the council as local shops WILL close	09/01/15 07:53	0.1	Submitted	web
728				Possible mobile libraries again	09/01/15 10:12	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
729				Mobile library	09/01/15 10:15	0.1	Submitted	web
731				We live ni Kenton, however, the closure of the libraries affects those living in these affected areas.	09/01/15 10:51	0.1	Submitted	web
732				Re-open libraries	09/01/15 10:56	0.1	Submitted	web
733				Yes	09/01/15 11:02	0.1	Submitted	web
734				The proposals should not go forward - we need to further integrate library services into other public services - develop/support local schools, more adult and family learning, greater engagement with community groups and outreach.	09/01/15 11:11	0.1	Submitted	web
736				Put libraries within other buildings e.g. Civic Centre, Harrow Arts Centre, Supoermarkets, etc	09/01/15 11:27	0.1	Submitted	web
737				nothing	09/01/15 11:30	0.1	Submitted	web
739				I would be angry - because it does not need to happen. Readdress the library qualities, usefulness and expand the capacity of the buildings for other purposes. In Harrow there is no	09/01/15 11:49	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				community place for venues, art exhibitions, children's parties, theatre and other people's innovative ideas. To bring all the communities together under one roof! Instead of having the various ethnic groups having solo space for themselves - spaces should be shared by all for a better society.				
742				Possibly reduce the actual size of the libraries. Rent out parts - maybe convert into flats or rent out as meeting places. Maybe even re-site in small shop areas.	09/01/15 13:56	0.1	Submitted	web
743				Mobile library service	09/01/15 14:01	0.1	Submitted	web
745				Make sure there is free parking (and plenty of it) in the remaining libraries.	09/01/15 14:06	0.1	Submitted	web
749				Provide alternative location for borrowing hard copy books - not online.	09/01/15 14:27	0.1	Submitted	web
750				This library is irreplaceable - it's our community hub - the only nice place to visit in Mollison Way, and brings all ages and types together. It would be sadly missed!	09/01/15 14:35	0.1	Submitted	web
752				Closing Hatchend, North Harrow and Rayners lane libraries may be unfair	09/01/15 15:20	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				on residents in these areas due to proximity to each other. I would suggested closure of Hatchend and Raynerslane, leaving the more central North Harrow				
754				However it would be Rayners Lane I have most concern re closure. This is already an area of deprivation, and has step free access, from memory. Decisions need to take account of local community need and levels of deprivation and other council facility for info/advice. Please also take account of bus routes for people to get to their next nearest library.	09/01/15 16:37	0.1	Submitted	web
756				Mobile library instead?	09/01/15 16:48	0.1	Submitted	web
757				Retain the library in its current format and fund it from another budget source.	09/01/15 20:51	0.1	Submitted	web
758				Nothing. There is nothing that would or could replace my library. I grew up in this library and I still use it today. There is nothing that can take the heart of this local library. We need Bob Lawrence.	09/01/15 22:54	0.1	Submitted	web
760				Home deliver books selected on line	11/01/15 12:46	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
761				The problem is that the above four libraries don't hold a vast catalogue of books. Quite often the books are also out of date, or there are people who use the library as a place of meeting up with friends, and so hog space that "genuine" library users cannot use, thus they end up not going to the libraries anymore. Being Chinese, there also seems to be a dramatic reduction in new Chinese literature (books, magazines, and newspapers), yet I see a large rise in books in other languages, e.g Polish, Hindi. It would be nice for everyone to have a fair share.	11/01/15 13:28	0.1	Submitted	web
766				I don't want another pub here.	12/01/15 09:52	0.1	Submitted	web
768				If the library will be closed my son will not go to another library and that means that he will not read as much as I want. The other libraries are too far for us. And my girl not meet her friends to sing songs.	12/01/15 10:02	0.1	Submitted	web
769				Don't close any libraries - they are important to our community	12/01/15 10:06	0.1	Submitted	web
772				Amalgamating North Harrow and Rayners Lane libraries	12/01/15 10:15	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
773				I think the Council is placing a big share of cuts on libraries	12/01/15 10:23	0.1	Submitted	web
775				None as this is extremely conveniently located to additional facilities.	12/01/15 10:36	0.1	Submitted	web
776				The library is a communal focal point for North Harrow and it would be a great loss to the area. What could possibly replace a library which is a place of learning and encourages both young and old to broaden their knowledge. You can't beat a good book!	12/01/15 10:37	0.1	Submitted	web
778				Refinance library services by charging for loan of books. This should be done in the same way as loans of CDs/DVDs are issued. When you see how much books are now costing to buy, this suggestion would seem perfectly reasonable.	12/01/15 10:48	0.1	Submitted	web
782				I do not personally use these libraries but closing them would badly affect other people and would not be providing an effective library service for the people of Harrow. Improve facilities and services at other libraries.	12/01/15 11:07	0.1	Submitted	web
784				Longer hours in other libraries	12/01/15 11:12	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
787				Extend opening hours for other libraries	12/01/15 11:22	0.1	Submitted	web
788				Increase the opening hours of other Harrow libraries	12/01/15 11:27	0.1	Submitted	web
790				Implement Open + technology as described on Page 6 at all these to save staffing costs.	12/01/15 11:39	0.1	Submitted	web
793				I use the libraries in Potter Street and by Pinner Station	12/01/15 11:47	0.1	Submitted	web
795				Mobile library once or twice a week	12/01/15 11:55	0.1	Submitted	web
797				Make my life more difficult in old age	12/01/15 12:03	0.1	Submitted	web
799				Deliver the books I reserve online to my home or the Arts Centre or Morrisons.	12/01/15 12:15	0.1	Submitted	web
803				Improve the selection at Roxeth for a start	12/01/15 13:39	0.1	Submitted	web
806				Nothing, other than all those involved resigning.	12/01/15 17:28	0.1	Submitted	web
807				I cannot think of anything.	12/01/15 17:33	0.1	Submitted	web
808				Nothing can replace libraris	12/01/15 17:54	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
810				The library should stay as-is. Worst case scenario, it should be kept going with the Open+ technology described in Question 2.	12/01/15 18:06	0.1	Submitted	web
811				hatch end, Rayners Lane	12/01/15 18:06	0.1	Submitted	web
817				Nothing would help	12/01/15 19:45	0.1	Submitted	web
820				Retain North Harrow or Rayners Lane	12/01/15 21:29	0.1	Submitted	web
821				Nothing. You can't replace a library.	12/01/15 21:31	0.1	Submitted	web
822				"Click and Collect" from other premises - e.g. schools or mobile library	12/01/15 21:46	0.1	Submitted	web
824				Longer opening hours in other local library.	12/01/15 21:49	0.1	Submitted	web
825				The proximity of Pinner, North Harrow and Rayners Lane libraries appears to make the closure of one or two of these branches a sensible cost saving option. If the single library that remained is substantially better than the existing branches then this would be acceptable. The council proposes to retain Pinner Library. This library,	12/01/15 21:52	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				although well used is boosted by being visible, adjacent to a bus stop and with parking spaces. If a new library could be centred in an accessible purpose built building in Rayners Lane, this would boost a more needy community.				
827				Mobile library for older/less mobile members of the community who rely on libraries being local to them.	12/01/15 22:22	0.1	Submitted	web
829				Do not close libraries - they are an essential community asset. Find other ways of saving money (e.g. don't switch Christmas lights until December, do re-appoint Chief Executives who have been made redundant, charge more council tax), but DO NOT close libraries.	13/01/15 07:21	0.1	Submitted	web
832				introduce a free ebook service	13/01/15 09:24	0.1	Submitted	web
835				Nothing. Pinner is over crowded and traffic clogged. N Harrow needs more activity.	13/01/15 09:47	0.1	Submitted	web
836				Clear information about the nearest other library	13/01/15 09:57	0.1	Submitted	web
839				Returns boxes available in the local communities where the libraries have been closed so that people do not	13/01/15 12:21	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				have to travel too far to return their books. Also a click & collect service perhaps where you can collect your books from a local shop/supermarket.				
840				I am happy about library closures.	13/01/15 13:30	0.1	Submitted	web
841				The library provides a local amenity for people of all ages - you would need to provide an alternative place eg for students to do homework and research and others just to come to browse and relax and read.	13/01/15 14:49	0.1	Submitted	web
842				Not sure.	13/01/15 16:29	0.1	Submitted	web
843				Lots of people particularly the elderly will miss out on lots of things	13/01/15 17:00	0.1	Submitted	web
844				Online access or telephone support or if any elderly person is using library then they can phone call center and request a book at their home address.	13/01/15 18:27	0.1	Submitted	web
847				None Library is irreplaceable	13/01/15 21:36	0.1	Submitted	web
848				Open a new library in north harrow of west harrow.	13/01/15 22:59	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
849				I would want to be able to reserve a book online and either collect it from somewhere no further than half a mile from my house, or even delivered to my house.	14/01/15 09:45	0.1	Submitted	web
850				Make more free parking in Pinner.	14/01/15 10:02	0.1	Submitted	web
855				Shorter opening hours. stock shared between libraries, but can be accessed via nearest library for people who cannot get to libraries further away. Might have to wait for a week before they can get them, but will be able to get them.	14/01/15 10:16	0.1	Submitted	web
856				By improving the local library services	14/01/15 10:20	0.1	Submitted	web
857				Not for those two places	14/01/15 10:25	0.1	Submitted	web
858				There is nothing that can reduce the impact. It would take a lot longer for me to visit another library in Harrow - and the nearest after Rayners Lane is Roxeth which is very small so likely to be busier if Rayners Lane is closed!	14/01/15 10:30	0.1	Submitted	web
859				I would support the closure of said libraries if the Council did refurbish the existing libraries making them more	14/01/15 10:43	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				able to meet the needs of the community for example, a section reserved for private study (similar to that available in Pinner library which has a floor reserved for this).				
861				More easy access to library services	14/01/15 10:50	0.1	Submitted	web
862				Not sure if you could arrange for my child to volunteer at another library but if he did, how would he get there?	14/01/15 10:54	0.1	Submitted	web
863				North Harrow is a declining area due to closures of the only bank and supermarket. If the library closes, there is no or very little hope for our community. Our recent protest shows how much our library means to us.	14/01/15 11:02	0.1	Submitted	web
864				The library should not go, fundraising events may help.	14/01/15 11:06	0.1	Submitted	web
866				Only another library would compensate.	14/01/15 11:24	0.1	Submitted	web
868				Nothing could help. Hatch End was a lovely library in it's stand-alone building, always busy, then it was moved to 1 room in Arts Centre and tucked out of the way, less space, few books, now it's to be closed. Shame on the people who made these	14/01/15 11:49	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				decisions. I suppose re-opening original building is only thing that could help.				
869				There is nothing you can put in place.	14/01/15 11:53	0.1	Submitted	web
870				Nothing	14/01/15 11:55	0.1	Submitted	web
871				Nothing	14/01/15 11:58	0.1	Submitted	web
873				Ensure good opening times, parking and enhanced resources at Pinner.	14/01/15 12:18	0.1	Submitted	web
874				Relocate Gayton - do not like the layout - I preferred the old Gayton library layout - open plan with one floor for books.	14/01/15 12:29	0.1	Submitted	web
877				None, refusing to support this only another library could be replaced	14/01/15 12:54	0.1	Submitted	web
878				The library is part of the area, is where people get information, help for kids, adults, nothing else could replace that.	14/01/15 13:01	0.1	Submitted	web
879				We will not get any help from anywhere local to us.	14/01/15 13:11	0.1	Submitted	web
883				An alternate reading club like facility for children.	14/01/15 13:29	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
884				Longer hours and more days open at other libraries.	14/01/15 13:33	0.1	Submitted	web
887				No education studies Poor education area	14/01/15 14:06	0.1	Submitted	web
888				If you intend to close the libraries stated above, better to make a more larger library commutable from above libraries that will be closed, the library can be larger able to accommodate more people, more material and longer hours.	14/01/15 14:13	0.1	Submitted	web
889				My nearest library is Wealdstone so would not be affected for now.	14/01/15 14:16	0.1	Submitted	web
892				It's good that all the community will have the effect as the library closures and they would not have a place to go and visit instead more robbery will increase within the community partys.	14/01/15 14:30	0.1	Submitted	web
894				I'm afraid I can't think of any solution, unless the Council could provide a minibus service for elderly or disabled users ,and for a parent with young children who need to be taken by their parent wherever the latter may go. (I've only just thought of this, and realise there wold have to be some limit and means of avoiding abuse of such a service.)	14/01/15 16:24	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
897				Close only Rayners Lane Library - as this is in an unsuitable building that does not have the necessary disabled access and would be costly to adapt. Keep Hatch End Library open as a part of using the Harrow Arts Centre more intensively and for necessary community uses. North harrow Library is one of the few facilities left in this area open to the general public and should be kept as a vital community resource.	14/01/15 20:10	0.1	Submitted	web
898				I mostly use Roxeth Library, and would hope that this is never threatened with closure. If the proposals are taken forward, I hope you will ensure that the Housebound Library Service is given the resources to take on any residents who find it difficult to get to any of the remaining libraries because of age, illness or disability, once their nearest library has closed.	14/01/15 20:54	0.1	Submitted	web
899				dont know.	15/01/15 00:31	0.1	Submitted	web
900				A mobile library service accompanied by being able to ask for a specific book and collect it on the day the mobile service visits your area..	15/01/15 07:31	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
901				Reduced opening hours. Transfer library to community-based operation, with or without other community uses (preferably with community hub-type uses).	15/01/15 10:03	0.1	Submitted	web
903				A click and collect service near the current library - <5 minutes walk from it and in an easy to find location. Also the toddlers rhyme time...possibly maintain/enhance provision at the local childrens centres. It would be a disaster if funding were withdrawn from them too.	15/01/15 12:18	0.1	Submitted	web
904				As a minimum perhaps reducing the opening hours and days but the closure of the library is a step back for Harrow.	15/01/15 12:35	0.1	Submitted	web
907				We need a library within walking distance of Rayners lane and North harrow.	15/01/15 15:19	0.1	Submitted	web
908				Longer opening times at other libraries. Car parking.	15/01/15 15:28	0.1	Submitted	web
910				Possibly provide mobile service weekly	15/01/15 18:01	0.1	Submitted	web
911				Not sure	15/01/15 19:38	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
913				You would have to enlarge the remaining libraries	16/01/15 10:08	0.1	Submitted	web
914				Redistribute the stock.	16/01/15 10:23	0.1	Submitted	web
918				Open all other libraries for longer and on more days including the weekend. Have more parking spaces available so that people can come more frequently and stay for longer in the libraries.	16/01/15 12:37	0.1	Submitted	web
919				Study areas for students who cannot work at home.	16/01/15 12:41	0.1	Submitted	web
923				Keep libraries opened	16/01/15 13:21	0.1	Submitted	web
924				Increase desk and study rooms at other libraries	16/01/15 13:26	0.1	Submitted	web
925				More ebooks More open hours	16/01/15 13:29	0.1	Submitted	web
926				More libraries.	16/01/15 13:32	0.1	Submitted	web
929				Improve e-services	16/01/15 13:50	0.1	Submitted	web
930				I can't think of any adequate substitute that would benefit both the young and	16/01/15 14:38	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				old quire like a library and the resources it provides.				
934				We need a local library one that we can walk to.	16/01/15 17:53	0.1	Submitted	web
935				Please keep open and find alternatives to reduce costs elsewhere.	16/01/15 18:37	0.1	Submitted	web
937				I firmly believe in Libraries, for community well being, they are useful for young and old. It is morally bankrupt to close places of education. You need to find other things to cut, like Council limos, and 'jollies'.	17/01/15 07:16	0.1	Submitted	web
938				Nothing, the plans as they are will negatively affect a lot of people. Try listening to what people say.	17/01/15 07:19	0.1	Submitted	web
939				I cannot see what you could to reduce the impact if the library closes.	17/01/15 10:24	0.1	Submitted	web
940				Introduce free parking near the libraries that are left.	17/01/15 13:12	0.1	Submitted	web
942				Nothing can replace a library at walking distance.	17/01/15 15:55	0.1	Submitted	web
943				Not applicable - I don't use any of the libraries involved	17/01/15 16:43	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
945				Other cost savings must be found, the library in North Harrow should be retained for the benefit of the local people.	17/01/15 19:11	0.1	Submitted	web
947				Increase opening times especially at the weekend	17/01/15 20:59	0.1	Submitted	web
948				Provide other facilities in West and North Harrow that are there for families and then publicise them effectively. We do not get any of the local papers or magazines.	17/01/15 22:34	0.1	Submitted	web
949				See above.	17/01/15 22:44	0.1	Submitted	web
952				I think Gayton library in front of Debenhams Harrow is the next closest and I may try to take them there but not sure whether I will be happy as I'm with the North Harrow library. As my kids are grown I'm not sure but I feel the sessions - rhyme time and story time for kids should be increased in other libraries.	18/01/15 13:44	0.1	Submitted	web
954				A committment to an ongoing review with a view to reopening libraries when the budget allows - so no disposal of buildings owned by the council.	18/01/15 15:46	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
956				A weekly pop-up library that still enables community to access books and other resources in their local area.	18/01/15 16:59	0.1	Submitted	web
959				Not to continue closing any more libraries. Personally, I feel libraries should not be closed at all but they should be revamped so they remain relevant to the changing society and its demands. I think a stronger focus needs to be on how this revamping is done with cost reduction in mind too without the need to make fewer libraries. If the libraries are not used at all, I am willing to consider it, but I do think a closer look needs to be taken as to why they are not used and how to make them more relevant to the community of today rather than lose that space in each local area.	18/01/15 21:29	0.1	Submitted	web
962				If another library was available within 10-15 minutes of walking from the current library, it would still be helpful or if the services were paired with say our local GP service at Elliot hall. I would not mind a smaller space as long as I can collect books/papers from the library that is close to me.	18/01/15 21:54	0.1	Submitted	web
964				There is no alternative to a library. It is really important to keep the libraries	18/01/15 22:23	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				in the community. Once they close then they will never be replaced.				
965				I presume the books would be held at another library if there is room!	18/01/15 22:37	0.1	Submitted	web
966				None	18/01/15 23:09	0.1	Submitted	web
967				Consider a community library, but only as a last resort and a temporary measure until the Council can secure enough money from a future government to provide a full library service again. It is vital that the building is retained for community use, preferably including a library	19/01/15 01:51	0.1	Submitted	web
968				Ensure other libraries are open on Wednesdays and the weekend. It's not good enough only having Gayton Road library open on occasions when its computers and printers are out of action, or so fully booked that a journey across the borough to it is a waste of time.	19/01/15 02:27	0.1	Submitted	web
969				Transfer library and assets to Community so it can be managed as Community space	19/01/15 09:38	0.1	Submitted	web
970				Save rayners lane library.	19/01/15 10:09	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
971				I believe that the older population will be disinclined to use library services if there are only automated systems in place. You should think very carefully before taking the human interaction, that librarians provide, out of the equation.	19/01/15 10:10	0.1	Submitted	web
973				I am not sure but I would be very sad.	19/01/15 10:34	0.1	Submitted	web
976				Enhance the library services within those libraries that will stay open, e.g. Pinner	19/01/15 10:47	0.1	Submitted	web
977				A mobile library in the area.	19/01/15 10:48	0.1	Submitted	web
978				Possibly provide a mobile service to certain areas of the borough. Provide more computers at remaining branches.	19/01/15 11:01	0.1	Submitted	web
979				Open new libraries	19/01/15 11:05	0.1	Submitted	web
980				The loss of the library in North Harrow would lead to the demise of the North Harrow community as a business or social area. Pinner particularly is already a well-resourced thriving area - why close down the libraries in the more deprived areas? Use the	19/01/15 11:26	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				proposals in 8 to generate income and keep North Harrow library open.				
981				Longer opening hours at Pinner library	19/01/15 11:30	0.1	Submitted	web
982				I don't really believe Harrow Council are seriously looking at alternative ways and making life better for the community. Libraries are an easy target. What next one wonders.	19/01/15 11:32	0.1	Submitted	web
984				Increase your spending on library rather than pick easy target. Help community and turn it a ghost town.	19/01/15 11:40	0.1	Submitted	web
986				Please don't close this (North Harrow) library it really helpful for us. It going to be a big loss for us. It really going to leave a really bad effect on us.	19/01/15 11:50	0.1	Submitted	web
987				Nothing!	19/01/15 11:52	0.1	Submitted	web
988				Silly question	19/01/15 11:58	0.1	Submitted	web
989				You tell me!!	19/01/15 12:01	0.1	Submitted	web
990				Do not close the libraries	19/01/15 12:07	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
991				Nothing, it would be a disaster for all disabled people	19/01/15 12:11	0.1	Submitted	web
994				Have a mobile library service at the Council or the Shopping Centre/ Church etc where people could drop in and is also local.	19/01/15 12:40	0.1	Submitted	web
995				Longer opening hours at remaining libraries.	19/01/15 12:41	0.1	Submitted	web
996				Strengthen the Kenton library	19/01/15 12:44	0.1	Submitted	web
997				You should be investing in building up the services (witness Hillingdon) instead of wasting money on consultations to close them down - flawed consultation data, too! And what about high salaries of some? Your CEO (rehired) for instance.	19/01/15 12:55	0.1	Submitted	web
999				Don't go ahead with them. I've received Harrow People which says you're putting £400,000 towards Harrow Museum, you've already allocated £500,000 for the Arts Centre and both of these are only visited by a certain section of Harrow and few people, the libraries serve everyone and all communities. Stop being prejudiced and don't close these hubs which welcome new people to the	19/01/15 13:01	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				borough and support local communities. If you closed the Museum or Arts Centre you could save the libraries, it's baffling you cannot support local people.				
1000				There is no adequate substitute for a good library service.	19/01/15 13:02	0.1	Submitted	web
1001				None	19/01/15 13:14	0.1	Submitted	web
1002				Extended opening hours at other libraries, but I would much prefer my local library (Rayners Lane) to remain open and I urge the Council not to close it.	19/01/15 13:20	0.1	Submitted	web
1004				Libraries should be a local resource to all Harrow residents, particularly children.	19/01/15 13:27	0.1	Submitted	web
1005				I live close to 3 different libraries that I have access to so these aren't near me and I won't be affected. Put a community centre with a tiny library, a gym, a big hall that people can book things for.	19/01/15 13:33	0.1	Submitted	web
1006				None of the libraries are close to nor attended by me, they will not affect me.	19/01/15 13:36	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1011				We use Kenton library the most so won't concern us that much. Long weekday opening and closing hours	19/01/15 13:47	0.1	Submitted	web
1012				Make the libraries stay open longer	19/01/15 13:50	0.1	Submitted	web
1014				This does not affect me	19/01/15 13:55	0.1	Submitted	web
1016				Books for loan or reference in all public places Civic centres University campuses separate from their own libraries College ditto Schools Stores willing to run this service	19/01/15 14:05	0.1	Submitted	web
1017				Increase the hours and quality of provision at other libraries.	19/01/15 14:33	0.1	Submitted	web
1018				Keep the libraries open.	19/01/15 14:39	0.1	Submitted	web
1019				Nothing would reduce the negative impact.	19/01/15 14:42	0.1	Submitted	web
1020				Make sure there are other community spaces that people can use. I am training as a Harrow Community Health Champion and it is important that we have access to meeting rooms and spaces close to the people/communities that we are working with.	19/01/15 14:48	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1023				Share the space of the library with other services which generate income. Taking example from Hillingdon - Ruislip Manor Library includes a Starbucks cafe	19/01/15 15:39	0.1	Submitted	web
1024				In my view, Hatch End library should remain open in 2015-16 and its future considered as part of the discussions on the future of Harrow Arts Centre. Account should be taken of benefits to the Arts Centre of the library footfall of about 85,000. In the Budget Take Part consultation supporting paper it stated: "A feasibility study has identified the potential to pilot Hatch End Library as self-service with some staffed events and activities." It is unclear what exactly was proposed, but more importantly why is closure of HE library now proposed without this trial taking place? In preference to closing HE library, the trial should go ahead and the outcome should again be taken into account in planning the way forward. For some families it is helpful to be able to take one child to the library while another is attending a class at the Arts Centre, or to go to an Arts Centre class and the library on the same occasion. An easily accessible collect and drop off point	19/01/15 15:57	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				in each ward which didn't have a library, coupled with a free ordering service (click for those who like me use computers, free/local call telephone service for those who don't) would be of some help but a poor substitute for a browsable library.				
1025				I can't see another solution that could help, as these libraries are nearest for the elderly to visit, without having to travel far.	19/01/15 16:15	0.1	Submitted	web
1026				Better services in remaining libraries	19/01/15 16:46	0.1	Submitted	web
1027				I do not understand how the library at Rayners Lane is not used. Whenever I went there and needed assistance, I had to wait. You must have got your stats wrong. There are less books at Rayners Lane or may be they are used more. The library at North Harrow has more and better books. For me, they are the same walking distance. I use both. If the know it all, close both libraries, what will people who do not have cars do? I walk everywhere without paying for buses. I would have to pay to travel to a library use a library less frequently. I do not these I pods or E books. I cannot afford them and I am not on	19/01/15 16:59	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				benefits. I am extremely disappointed with Harrow Councils decision.				
1034				writing letter of complain	21/01/15 11:48	0.1	Submitted	web
1035				6a - Despite my tendency to go to Kento library, clowsing down Bob Laurence would consideratly limit my options. Kenton library, however, will experience shortened hours which is an annoyance. 6b - Attempts to lengthen opening hours on the days that the library is open.	21/01/15 11:56	0.1	Submitted	web
1037				Free parking access near libraries.	21/01/15 12:13	0.1	Submitted	web
1043				Ensure South Harrow/Roxeth Library has an overhaul, including an investiment into current and new stock of all formats.	21/01/15 14:20	0.1	Submitted	web
1045				Close less sites	21/01/15 14:35	0.1	Submitted	web
1047				Reading group would need a local meeting place and delivery of books to the monthly meeting. At present a member of staff issues books for a month instead of 3 weeks so we would need computer access and training to do this.	21/01/15 15:10	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1048				Increase online services (such as e-download of books). Provide access to computer and within the area.	21/01/15 15:19	0.1	Submitted	web
1051				My main concern is that roxeth library stays open!	21/01/15 15:48	0.1	Submitted	web
1052				keep the library, could reduce the staff	21/01/15 15:55	0.1	Submitted	web
1054				None that is practical	21/01/15 16:21	0.1	Submitted	web
1055				Hosting meetings and seminars for unemployed people with disabilities.	21/01/15 16:32	0.1	Submitted	web
1058				Improvements at Gayton	21/01/15 16:56	0.1	Submitted	web
1059				I would prefer the implementation of open + technology or funding the library with community or business events.	22/01/15 09:26	0.1	Submitted	web
1061				I strongly support Click & Collect service.	22/01/15 09:39	0.1	Submitted	web
1063				6a) but many of my age group will be (further to walk etc)	22/01/15 09:57	0.1	Submitted	web
1064				The suggestion that Burnt kay library, which is in Barnet is a suitable replacement is an abdication of the	22/01/15 10:10	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				council's responsibilities for its residents and is utterly unacceptable.				
1065				Nothing can replace a library.	22/01/15 10:14	0.1	Submitted	web
1066				6a) The only effect on me would be improvements at these Libraries that remain - in my case Stanmore Library.	22/01/15 10:21	0.1	Submitted	web
1067				Why not have 2 days open 8am - 9pm - that would surely save on staff & ...?	22/01/15 10:30	0.1	Submitted	web
1068				Keep open	22/01/15 10:51	0.1	Submitted	web
1071				Improve facilities + opening times on remaining libraries.	22/01/15 11:15	0.1	Submitted	web
1073				1. Perhaps Hatch End Library could be run by the Arts Centre, literature and music are part of the arts. It could specialise in books on the arts, such as arrangement might increase its popularity. 2. A mobile library (large vehicle with shelves of books etc, staffed by a librarian driver, visiting each location at regular (advertised) intervals.	22/01/15 11:48	0.1	Submitted	web
1074				It would be great loss for me and my family, my children might lose interest in reading.	22/01/15 11:54	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1075				Delivery of books 0 free of cost. A place to study/read.	22/01/15 11:58	0.1	Submitted	web
1076				I would be unable to study and raed.	22/01/15 12:02	0.1	Submitted	web
1078				Bus service to the new library (free)	22/01/15 12:09	0.1	Submitted	web
1083				My local library are wealdstone and Gayton. My concerns are more towards other families, especially with small children. Libraries are a wonderful place to learn and build up a nice relationship with books and knowledge. Closing them makes me feel very upset.	22/01/15 21:02	0.1	Submitted	web
1084				Leave Hatch End library open	22/01/15 21:06	0.1	Submitted	web
1095				Free shuttle bus to nearest library.	22/01/15 21:36	0.1	Submitted	web
1097				Proposals should not be put forward. Young and elderly are effected - no libraries to be closed.	22/01/15 21:43	0.1	Submitted	web
1102				Leaving few libraries with better service, flexible hours and considering some of the childrens centres to remain open for the young community.	22/01/15 22:03	0.1	Submitted	web

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ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1107				You would at least need a drop-in shop equipped with Library ___ for click and collect ordering.	23/01/15 10:09	0.1	Submitted	web
1109				Shop premises with computer order facilities and advice.	23/01/15 10:19	0.1	Submitted	web
1110				Mobile libraries?	23/01/15 10:26	0.1	Submitted	web
1111				Do not take them forward. You should increase and improve library services as done in other boroughs. Harrow will suffer if it reduces services. Already bad facilities are reducing house prices compared with other boroughs.	23/01/15 10:28	0.1	Submitted	web
1113				Have longer opening hours for other libraries. Have a mobile library that could take requests for specific books.	23/01/15 10:36	0.1	Submitted	web
1116				Do not close too many libraries.	23/01/15 10:48	0.1	Submitted	web
1117				Put the buildings to good use, hire them out or put on free events, maybe even partly close the library instead of shutting them down.	23/01/15 10:50	0.1	Submitted	web
1118				Improving the other libraries.	23/01/15 10:53	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1121				It is better not to be taken.	23/01/15 10:58	0.1	Submitted	web
1123				I would be happy to use Gayton or Wealdstone libraries if the book stocks and information services there are improved, with more trained staff.	23/01/15 11:03	0.1	Submitted	web
1125				I don't see how you could reduce impact, __ additional cost. ie. laying on transport certain days/times to use libraries could not be more cost effective.	23/01/15 11:19	0.1	Submitted	web
1126				Longer opening in the remaining libraries including wednesday, Friday & sundays.	23/01/15 11:24	0.1	Submitted	web
1127				I don't think theirs another thing that better them leaving those libraries.	23/01/15 11:35	0.1	Submitted	web
1128				LBH to use 'community' / 'Hire hall' (or car park) - for 3x weekday mobile library	23/01/15 11:44	0.1	Submitted	web
1129				Don't close!	23/01/15 11:57	0.1	Submitted	web
1130				See seccion A1	23/01/15 12:01	0.1	Submitted	web
1132				nothing	23/01/15 12:07	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1133				Increase the no. of computers for public use at Gayton library. Perhaps Gayton and/or Pinner libraries could be enlarged.	23/01/15 12:14	0.1	Submitted	web
1134				Lack of childrens activites. access to library.	23/01/15 12:20	0.1	Submitted	web
1136				Cutting libraries would have impact on local services for the most vulnerable, e.g. elderly.	23/01/15 12:25	0.1	Submitted	web
1137				6a) do not use any of them 6b) Sack the chief exc	23/01/15 12:29	0.1	Submitted	web
1138				Cut Council Tax Reduce MPs expenses Reduce Income Tax Cut fuel duty Cut IHT Reduce VAT to 15%	23/01/15 12:35	0.1	Submitted	web
1139				Reduce my Council Tax by 50% Reduce Mps wages, e.g. no bonuses	23/01/15 12:40	0.1	Submitted	web
1140				Open new libraries or community centres.	23/01/15 13:03	0.1	Submitted	web
1141				Removing North Harrow would severely reduce our use of libraries. An unstaffed facility is a compromise or ability to free-of-charge reserve books for collection at Gayton library.	23/01/15 13:16	0.1	Submitted	web
1142				It would be a disaster if you took these forward. The libraries that are planned	23/01/15 13:28	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				for closure could be kept open by sharing staff between libraries for example North Harrow open every morning and Bob Lawrence in afternoons. Rayners Lane is not DDA compliant.				
1143				Provide comfortable, dry warm quiet space open to public use. Provide a friendly social hub. Do not replace a public space with luxury flats but provide a useful public, open, community centre. I always used mobile libraries coming to my street.	23/01/15 13:38	0.1	Submitted	web
1144				At the very least open over the weekends and 2 adys a week for the children, elderly and job seekers.	23/01/15 13:43	0.1	Submitted	web
1145				I don't live near these libraries they do not really effect me. But the people who do live in these areas are entitled to these facilities like everybody else. A mobile library?	23/01/15 13:47	0.1	Submitted	web
1147				Do not do it in the first place!	23/01/15 13:55	0.1	Submitted	web
1148				Don't know	23/01/15 13:58	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1149				Try to get a smaller reduction of financial support from Central Government.	23/01/15 14:07	0.1	Submitted	web
1150				Local residents should have access for their families to use the facility of libraries when they want.	23/01/15 14:12	0.1	Submitted	web
1151				Food waste bags that are bought at the libraries would need to be available elsewhere.	24/01/15 21:42	0.1	Submitted	web
1152				I would think that keeping all libraries open would be better for the local community. It is good for local children during holiday times to visit libraries. It is also good for the elderly to visit libraries and have some contact with people. Maybe open on reduced hours.	24/01/15 21:51	0.1	Submitted	web
1153				An alternative arrangement to collect and drop off books reserved online. Mobile library visiting churches etc on days when other activities are taking place.	24/01/15 21:57	0.1	Submitted	web
1154				There has to be something resembling a library. I myself love reading books, i don't like e-books as I find it difficult to sleep. You can cut the hours of libraries if needed or open later than they do now.	24/01/15 22:05	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1155				I would think that merging North Harrow and Rayners Lane library would be great, rather than close them all together. As it is difficult for some local residents to travel on bus to Pinner. Or reduce the opening hours but at least keep them open.	24/01/15 22:18	0.1	Submitted	web
1157				Nothing that I can think of.	24/01/15 22:30	0.1	Submitted	web
1160				Pay higher execs at Council much less! They are overpaid as it is.	24/01/15 22:45	0.1	Submitted	web
1161				Combine some nearest libraries	24/01/15 22:51	0.1	Submitted	web
1162				In the case of Rayners Lane and North harrow they are the only community spaces in the area since N Harrow community hall was sold off. I feel really sorry for those with toddler and school children.	24/01/15 22:58	0.1	Submitted	web
1163				There can be no substitute for a library.	24/01/15 23:02	0.1	Submitted	web
1166				Stanmore would lose an important centre for the whole community. The message to young people is that books don't matter - and they still do. If there is no library what alternative can there be? A mobile library again?	25/01/15 21:57	0.1	Submitted	web

Question 6b

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1168				Maybe reduce opening hours but not close them completely, and partly have it electronically manned.	25/01/15 22:10	0.1	Submitted	web
1169				Improve the libraries closer to these areas.	25/01/15 22:18	0.1	Submitted	web
1170				Expansion of libraries, perhaps even the smaller ones to create more space for general users and more study areas to meet student demand. Extended opening hours. I think the library is really important for the elderly. I also think closing North Harrow library would be detrimental as I have seen many families attend Rhyme Time and going to another library may not be convenient with young children.	25/01/15 22:28	0.1	Submitted	web
1171				The impact of the library on the community is enormous and closing will have a massive impact especially on students and the elderly.	25/01/15 22:34	0.1	Submitted	web
1173				There is nothing that can reduce the impact of closing a library.	25/01/15 22:55	0.1	Submitted	web
1174				No impact on me as I do not use them. Greatly on those in the areas they serve. (not everyone is mobile or wishes to travel elsewhere to borrow books, etc)	25/01/15 22:59	0.1	Submitted	web

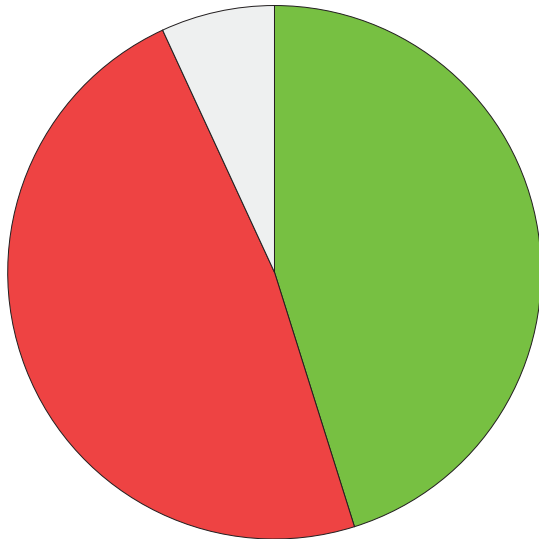
ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
1175				A personal service, delivering to the elderly who are not mobile and cannot get to the library in person.	25/01/15 23:03	0.1	Submitted	web
1176				Increase facilities at Pinner library, seating, computers.	25/01/15 23:07	0.1	Submitted	web

Question 7

Question 7

Question responses: **1095 (93.11%)**

Would you support reducing staffed library opening hours as a way of achieving some of the savings required?



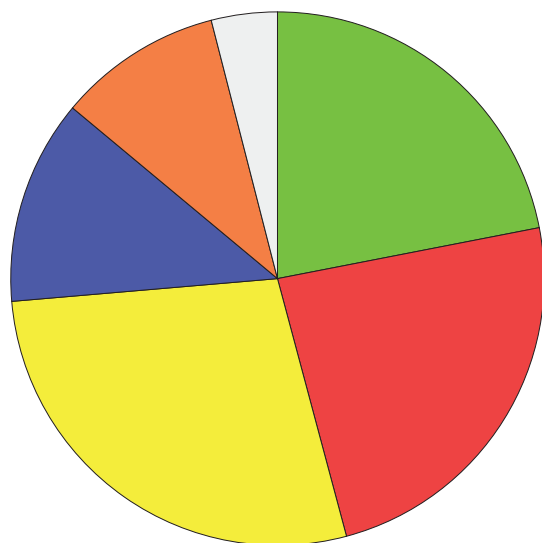
	% Total	% Answer	Count
Yes	45.15%	48.49%	531
No	47.96%	51.51%	564
[No Response]	6.89%	--	81
Total	100.00%	100.00%	1,176

Question 8

Question responses: 1152 (97.96%)

Charging for events and activities

Question responses: 1129 (96.00%)

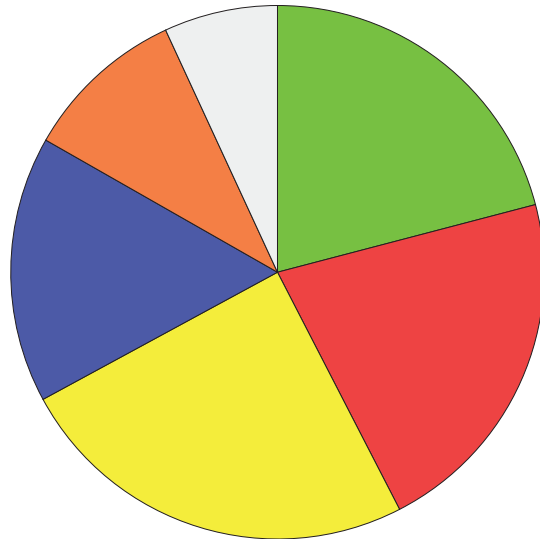


	% Total	% Answer	Count
■ Strongly support	21.94%	22.85%	258
■ Tend to support	23.89%	24.89%	281
■ Willing to consider	27.81%	28.96%	327
■ Do not support	12.41%	12.93%	146
■ Strongly opposed	9.95%	10.36%	117
■ [No Response]	4.00%	--	47
Total	100.00%	100.00%	1,176

Question 8

Charging for 'premium' additional services such as 'Click and collect'

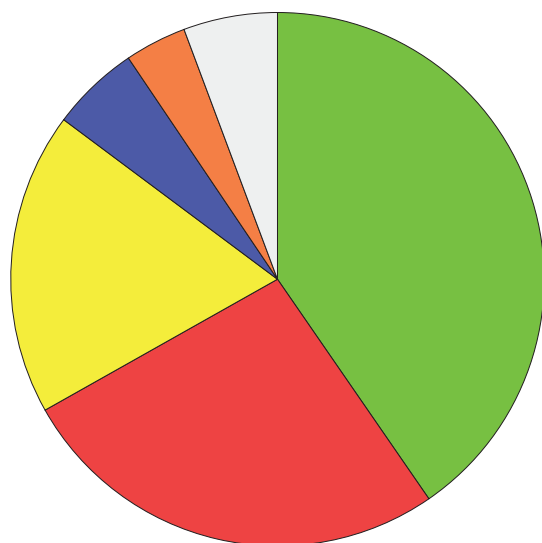
Question responses: 1095 (93.11%)



	% Total	% Answer	Count
Strongly support	20.92%	22.47%	246
Tend to support	21.51%	23.11%	253
Willing to consider	24.66%	26.48%	290
Do not support	16.16%	17.35%	190
Strongly opposed	9.86%	10.59%	116
[No Response]	6.89%	--	81
Total	100.00%	100.00%	1,176

Advertising and sponsorship of library services

Question responses: 1109 (94.30%)

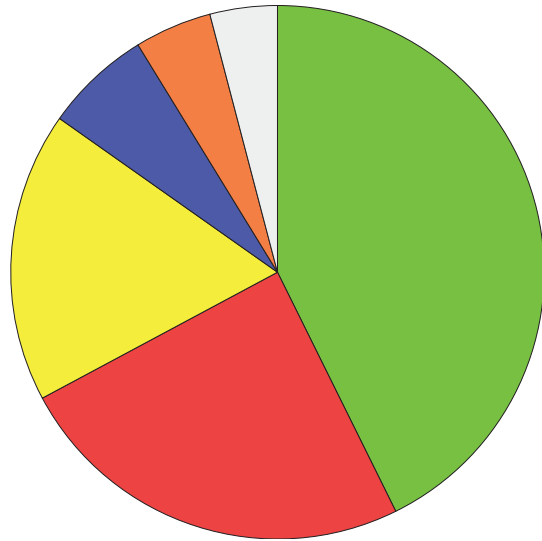


	% Total	% Answer	Count
Strongly support	40.39%	42.83%	475
Tend to support	26.45%	28.04%	311
Willing to consider	18.37%	19.48%	216
Do not support	5.36%	5.68%	63
Strongly opposed	3.74%	3.97%	44
[No Response]	5.70%	--	67
Total	100.00%	100.00%	1,176

Question 8

Hiring out of library space to other organisations

Question responses: 1128 (95.92%)

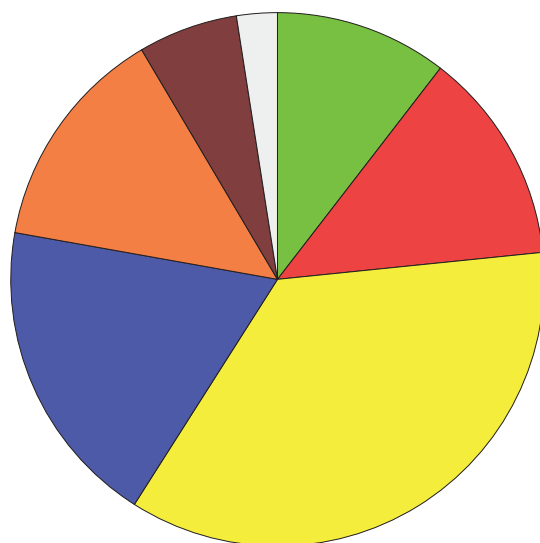


	% Total	% Answer	Count
Strongly support	42.69%	44.50%	502
Tend to support	24.49%	25.53%	288
Willing to consider	17.60%	18.35%	207
Do not support	6.46%	6.74%	76
Strongly opposed	4.68%	4.88%	55
[No Response]	4.08%	--	48
Total	100.00%	100.00%	1,176

Question 9

Question responses: **1147 (97.53%)**

To what extent do you support this option to achieve additional budget savings if required? This is not a proposal for 2015-16 but it is a consideration for future years.
(Please tick one)



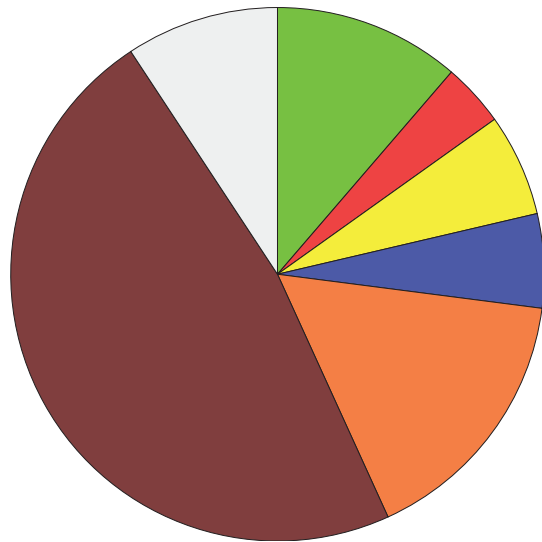
	% Total	% Answer	Count
Strongly support	10.46%	10.72%	123
Tend to support	12.93%	13.25%	152
Willing to consider	35.63%	36.53%	419
Do not support	18.79%	19.27%	221
Strongly opposed	13.69%	14.04%	161
Don't know	6.04%	6.19%	71
[No Response]	2.47%	--	29
Total	100.00%	100.00%	1,176

Question 10

Question 10

Question responses: 1067 (90.73%)

To support your local library would you volunteer to help in any of the following types of activity? (Please tick one)



	% Total	% Answer	Count
Assisting with children's activities such as Story times	11.31%	12.46%	133
Assisting with the Housebound Library Service	3.83%	4.22%	45
Helping people to learn e.g. basic IT skills	6.21%	6.84%	73
Support the running of a reading group	5.70%	6.28%	67
Other library duties to support staff	16.16%	17.81%	190
I would not volunteer	47.53%	52.39%	559
[No Response]	9.27%	--	109
Total	100.00%	100.00%	1,176