**Kendal Library**

104 respondents left comments and 60 left no comments.

Of those who left comments, 9 commented on the proposal to close the library on Thursday afternoons. Three of these accepted the overall proposal, 5 rejected the proposal and 1 ticked the no opinion box.

19 commented on the proposal to close on Sundays of which 7 ticked the acceptable box, 2 the no opinion box and 10 the not acceptable box.

There were two comments where alternative opening times were suggested.

Over ninety respondents commented that, whilst the proposals were regrettable they were acceptable.

A number commented that whilst they were retired and would not be adversely affected, they acknowledged that working people and children would be.

 1 respondent expressly commented adversely on volunteers taking the place of staff.

1 opponent of cuts suggested a café in the library

3 comments on sufficient staffing

* Proposals impact more on those who can only visit during lunch hours and evenings. Why not have later start on half day so that it covers lunch hour.
* Prefer not to close Thursday afternoon… Not bothered about Sunday
* Not happy about closure on Sunday as other libraries are not open on Sunday either
* The library is a vital resource. Keeping it fully accessible is essential and you have done well to meet this so far.
* The library needs to be open on a Sunday-for people who wo work Monday to Friday
* I can only comment on the library I use, I am always very happy with the service.
* Libraries are a really important Community resource and a way to get in to learning. Please protect libraries.
* If the reduction in the hours keeps the library open than that is acceptable.
* Sounds very reasonable and anything that keeps our library open would be acceptable as Kendal without a library doesn’t bear thinking about.
* The new times seem very wisely chosen.
* I’m pleased that CCC intends keeping libraries open in these difficult times.
* Very sensible way forward to implement a change due to future constrains on financial resources. I think Kendal Library is brilliant.
* I think Kendal has an excellent library. I have been using the library for 23 years and I have no complaints.
* The importance of libraries cannot be stressed enough.
* Thank you for asking for opinions. Cumbria library is a wonderful advertisement for the County – it is a beacon of culture that promotes a civilised society.

**Ambleside Library**

88 people completed questionnaires. 66 accepted the proposals for Ambleside library, 11 opposed and 11 recorded no opinion. Of the 88 forms 40 left comments including 40 out 66 accepts, 9 not accepts and 1 no opinion.

11 praised the service at Ambleside

3 commented on the proposed closure week

10 commented on Lunchtimes and evenings – in particular trimming Tuesday evenings for working people.

* It will affect people coming in from the outlying villages. Ambleside is a brilliant village library serving a large community. The hours they do now are acceptable.
* I live in Ambleside but work in Dalton. I finish at 5.15pm so would not get hokme in time to visit the library on Tuesday evening if it closed at 6pm.
* Lunchtime closing is a difficulty.
* Doesn’t seem right to close for 1 whole week and the cost impact of closing for lunch seems little although no costs given.
* Please keep the libraries open evenings, weekend and lunchtimes.
* Ambleside library is a huge asset to the community and very much valued by many people.
* I find the Ambleside library very useful and helpful. The reduction in hours should not affect me as I am retired.
* We would be lost without a library in Ambleside.
* I just hope it stays open as Ambleside library is brilliant and we use it often.
* Would prefer more evening opening to suit people who work.
* If the reduction in opening hours is necessary to keep the libraries open I am in favour of this. However a late night opening is important to me when using the library after work.
* Staff are always helpful and friendly.
* Ambleside library is a great asset and hub to the village.
* If these small changes facilitate the libraries to remain open I think this is definitely the way forward.

**Grange library**

92 people completed questionnaires. 62 supported the recommendations 21 opposed and 11 recorded no opinion.

51 recorded comments.

Of those concerned with the proposals 8 commented on lunchtime closures, 5 commented on the proposed closure week and 6 commented on single staffing/need to hire more staff.

Unfortunately a number of respondents responded to the erroneous suggestion that we were offering Saturday afternoons and 5 expressed support for Saturday pm.

We also had one comment on the proposal to open at 10am and a request for evening opening.

 Of the remainder (27) there was a variety of comments on the importance of protecting libraries and praising Grange library.

* Consider evening opening session to improve access for working people.
* Would prefer 09.30am opening on Saturday mornings
* I am pleased that the proposals have the library open every day including Saturday morning, even though lunchtime closures appear to be necessary.
* Hire more staff!
* I am concerned that with continued lone working at grange library we will have more unexpected closures as have happened in the past.
* I object to the closure of branches for a week.
* Not acceptable to close for one week during the year. Find funds.
* Obviously better than nothing, if this is necessary to keep the library open at all.
* Library opening hours should not be cut. The whole purpose of libraries is that they should be open and available for people when they need to use them.
* Closures at lunchtime inconvenient but understandable.
* Grange library is a wonderful facility which is a key component of the livelihood of the town which must do all we can to maintain this facility.
* On the whole the proposals seem reasonable although any cuts to the library service are unwelcome.
* The amended hours seem sensible under the circumstances, allowing staff some time to work while the library is shut.
* Anything rather than closure. Love the library and use it regularly.
* I love the library and spend a good deal of time there. The staff are always friendly and helpful.

**Windermere Library**

74 people completed questionnaires, 48 accepted the proposals whilst 25 objected.

31 made comments.

6 criticised proposal for Monday afternoon as this restricts school use. There was a call for more evening, longer Saturday and earlier morning opening. A large number praised the service and there was some appreciation that the Council was avoiding the sort of closures taking place elsewhere.

* The present hours are excellent, however, if there was a choice between losing the facilities or reduced hours I would prefer reduced hours. It would be very time consuming to go to Ambleside or Kendal libraries.
* The library staff are extremely helpful and deserve to be given as much support as is available.
* Wouldn’t be a huge problem for us as we could come at other times.
* Very helpful staff.
* The library is a very valued resource for me and my children.
* I just think taking the library away from people for a full day or afternoon/morning is wrong. Why not just do a short day.
* It is fantastic that is open for 5 days a week but 1 late night to 7pm would be appreciated.
* Windermere library is a real public service in the village. The staff are extremely helpful and always pleasant. At the moment Windermere is only going to lose Monday afternoons but this is when children come with parents after school and it is very important for the service to continue.
* I use Windermere library for “Home Tutoring” students referred by the Hospital and Home Tuition Service and Children’s Services.

**Ulverston Library**

123 completed questionnaires. 75 supported the proposals. 74 made comments.

There was an overwhelming response to the proposal to close early on Friday afternoons with 34 criticising this proposal.

8 respondents made the suggestion of half day closing on Wednesday and this came from staff as well.

Other comments praised the service at Ulverston , reluctantly accepted reduced opening hours as opposed to outright closure

* No mid-week half days
* I think 10am-6pm would be more useful – closing at 5pm means that working people cannot visit the library.
* When you work it is difficult to attend between 9-5, longer opening hours or extended opening hours enables more people to access the service.
* A valuable asset that does not require tampering with.
* Very happy with the service
* Small reduction in opening hours acceptable if it means keeping the libraries open.
* Very supportive of keeping the libraries open as they are an essential community service.
* May I take this opportunity to say what a wonderful asset Ulverston library is to the town.
* It would make sense to close Ulverston library for half a day on a Wednesday and not on Friday. A lot of businesses still close on a Wednesday.
* I think Ulverston library should close on a Wednesday afternoon only if really needed.
* Like many people in Ulverston I work all week but finish early on Friday. I regularly come straight to the library after my early finish.
* Change PM closing on Friday to PM closing on Wednesday.

**Milnthorpe library**

24 questionnaires were completed of which 10 recorded comments, The only specific concern related to the loss of Monday evenings (comments) we had 1 comment about Saturday afternoons being unnecessary and general comments of appreciation.

* I think the proposals are very generous to opening times. I do appreciate the library service very much.
* The library provides a vital service to the community and the proposed opening hours are ideal.
* Do not see the need for Saturday afternoon at Milnthorpe opening.
* Please do not reduce opening hours any more than absolutely necessary.
* The times suit me and I live locally and am retired. A working person might like evening opening.
* Although I say “Acceptable” I would prefer one change – please keep Monday’s late night opening to 7pm if possible.