

APPENDIX 1 – STAKEHOLDER ENGAGEMENT FEEDBACK (April 2019)

	Comments	Response
1	<p>Floor space / utilisation of space</p> <p>a) Concerns around reduced library floor space in general, but particularly the children’s area.</p> <p>b) Request that we don’t host library activities/events in a meeting room (which tend to be bland and corporate)</p> <p>c) Request that space to ‘park’ prams and buggies is considered</p> <p>d) Request for crèche/nursery facilities</p> <p>e) How much woodworking will take place in the new building?</p>	<p>a) We accept that the library is moving to a slightly smaller space, however we will ensure the layout and new furniture makes efficient use of the space available</p> <p>b) When practicable and possible, library events and activities will be held within the library space.</p> <p>c) The Project Team will consider this during final layout design</p> <p>d) Crèche or nursery provision is not part of the partnership centre model</p> <p>e) Whilst there will be no band saw cutting, small scale cutting of wood will take place.</p>
2	<p>Public Access PC’s/Wi-Fi</p> <p>a) Concerns that there will no longer be ‘junior only’ public access PC’s in the library area</p> <p>b) Will there be public wi-fi?</p>	<p>a) Public Access PC’s will come into line with other partnership centre models: each PC will be available to both adults and juniors</p> <p>b) Public wi-fi will be provided if possible subject to council corporate wi-fi policy.</p>
3	<p>Café</p> <p>a) Will the library space be affected by smells and noise from the training kitchen and café?</p> <p>b) Like the idea of a café but shouldn’t be at expense of sufficient space for books</p>	<p>a) Proper ventilation, filter systems and maintenance will be put in place to keep smells to a minimum</p> <p>b) Having a shared café/library space is a successful model. Book space will be maximised by relocating the café seating area and through the general design/layout.</p>

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4	<p>Library – shelving / book stock</p> <p>a) Junior area – reduction in shelf space</p> <p>b) Request to spend some of the £1Million on new books: ironic if new shelving, furniture and computer terminals are all new but the book stock is past its best.</p> <p>c) Will there be enough shelving to house the current library book stock?</p> <p>d) Request that shelf capacity for Adult Fiction, Adult Non Fiction and Junior library area is provided</p> <p>e) Why can't the £1 million be spent on improving Carmondean Connected and incorporating an early years' service?</p>	<p>a) We accept that the library is moving to a smaller space, however we will ensure the layout and new furniture will make efficient use of the space available</p> <p>b) Capital monies are approved at budget setting meetings and allocated against specific items including Library book fund.</p> <p>c) There will be a reduction of approximately 7% in book stock</p> <p>d) This book layout has not yet been finalised, but sufficient capacity will be provided for Fiction, Non Fiction and Junior book provision.</p> <p>e) Carmondean Connected is not large enough to accommodate both early years provision and a library. Early years provision and expansion is focused on existing facilities and the school estate. This would also be cost prohibitive and would not enable the council to create a partnership centre in the area.</p>
5	<p>Customer Engagement</p> <p>a) Why wasn't a partnership centre considered at the current library site and incorporate eg the NHS?</p> <p>b) Will there be a reduction in staffing?</p> <p>c) Were local school parent councils informed of the changes?</p>	<p>a) The costs involved in building a new partnership building would be too prohibitive. The NHS site would be too small for the Ability Centre and Library to be relocated. NHS funding model is also complex and would delay project for undetermined period of time.</p> <p>b) No</p> <p>c) Customer engagement took place in April 2019 and existing users of the affected services and wider community were invited to feedback. A range of methods were used: an email mailbox was set up, webpage created, customer feedback forms available in Ability Centre and Library and the plans were on public display in these locations.</p>

	Comments	Response
	<p>Customer Engagement continued....</p> <p>d) Could library customers be kept informed of the development by using the email addresses the library service keep on file?</p>	<p>d) Updates will be provided by using the usual council channels/methods: social media, press releases, webpage and onsite posters/leaflets.</p>
6	<p>Customer Parking / Access</p> <p>a) Ensure there are enough disabled and parent/child parking spaces</p> <p>b) The car park at the Ability Centre is too small</p> <p>c) Will need good signage</p> <p>d) Hedge to the side of the entrance from Carmondean Road needs to be cut away.</p> <p>e) Concerns that car parking spaces will be used non centre users</p> <p>f) Concerns re disabled users accessing the centre eg walking through the underpass, longer walk than they are used to, crossing roads, getting parked, bus stops at Lenzie Avenue have no pedestrian access, issues with kerbs</p>	<p>a) The partnership centre will have approximately 35 dedicated parking bays with approximately 7 disabled bays. There is no requirement for dedicated parent/child bays.</p> <p>b) Parking provision at the Ability Centre is greater than existing Connected provision. Due to site restrictions the car park cannot be extended as part of this project</p> <p>c) Internal and external signage will be considered as part of the project</p> <p>d) Landscaping in the vicinity of the building will be considered as part of the project</p> <p>e) Signage will be erected explaining parking arrangements/restrictions</p> <p>f) These issues will be addressed as part of the project.</p>
7	<p>Security of Carmondean Connected when vacated</p> <p>a) Concerns around security of the old building.</p>	<p>a) The site will be monitored to prevent vandalism and anti-social behaviour, with appropriate action taken as required. Property will be subject to approved Surplus property procedures and will be marketed prior to it being vacated to minimise vacant period.</p>

<p>8</p>	<p>General Comments</p> <ul style="list-style-type: none"> a) Partnership Centre’s work very well b) Great idea having a community café and a meeting room. Also like the idea of better integration with AC users. c) The libraries in WL who have moved into multi use areas have been totally spoiled as they are noisy and ambience is ruined d) The Ability Centre was purpose built for the disabled – not library customers e) There are already parking issues around the Ability Centre linked with the train station 	<ul style="list-style-type: none"> a) The council recognises that the co-location of services and working collaboratively with partners from a single building provides our communities with a more joined up and greater level of service. The provision of modern services from modern facilities provides a wide range of benefits for users. b) The provision of a café and multi-function accommodation that open and available to the wider community will enhance utilisation and accessibility to all services and encourage greater use of the facilities. c) Customer visits to libraries within partnership centres have proven to be very successful and feedback from customers is predominantly positive. d) The building will be refurbished and will be suitable for all proposed user. A fully accessible building benefits all users. e) The project will not be able to alleviate wider parking issues around Livingston North Train Station. Officers will however, raise concerns via Highways and Network Rail.
<p>9</p>	<p>Scottish Library Information Council (SLIC)</p> <p>Livingston North Local Area Committee: the Local Area Committee asked that we contact the Scottish Library Information Council to gauge their views on the proposal. Here is their response:</p> <p>Thank you so much for sending on the plans for the relocation of Carmondean Library. It’s always a pleasure to understand more about what is happening locally and as your brief mentions, this is a further development of the WLC Partnership Model.</p> <p>I was heartened to see that the library is going to be on the ground floor of the new facility and all library services will be retained. As you will be aware there is a strong Community Group in the area who have contacted SLIC and from memory their concerns focussed on the fact that the library would be on the first floor but this is clearly not the case.</p> <p>Other concerns raised by the Group related to the new centre being further away from public transport and the entrance etc being “unsafe” in the dark. Obviously the plans which have been sent over make no reference to the availability of public transport, parking and general lighting of the area. I am</p>	

	<p>however crediting WLC with the common sense that if more footfall is being directed to this building then the associated infrastructure is there for members of the community, eg public transport, parking facilities, good street lighting etc</p> <p>I think moving the library provides the service with an opportunity to promote all the fabulous activities which it delivers and remind the public of what a great offer they have. I do believe when we last discussed the Partnership Model that more residents in West Lothian were becoming exposed to the library service as a result of other activities happening in the venues. This provides another opportunity for library staff to engage new members.</p> <p>More and more of the research which we are coming across demonstrates that the public value that trusted safe space which a physical library offers communities and it is reassuring to see that WLC also want to invest and retain this.</p> <p>As we know libraries deliver against a number of societal agendas not least that of digital inclusion so local access to services remains a real priority for communities.</p> <p>Change can be difficult for communities so strong messaging around the positive benefits can always assist</p>
10	<p>Livingston North Local Area Committee</p> <p>Livingston North Local Area Committee met on the 15 March 2019 and specific comments made by the members of the committee including the community council have been included within the foregoing sections . The main action was to contact Scottish Libraries Information Council.</p> <p>The general view and comments from the majority of the LAC members were supportive of the project and in particular the integration of the Library and Ability Services within a partnership centre setting. In addition the securing the future of these services in Livingston North was noted.</p>
11	<p>Social Policy PDSP</p> <p>The proposals for the project were presented to the Social Policy PDSP on 22 March 2019 , a summary of the feedback is as follows:</p> <ul style="list-style-type: none"> • Proposals were seen as positive as it would secure the future of the Ability Service. • The inclusion of the Ability Service within a partnership centre facility would enable greater integration with the wider community. • Users of Ability Service would be able to access a wider range of services within the building.