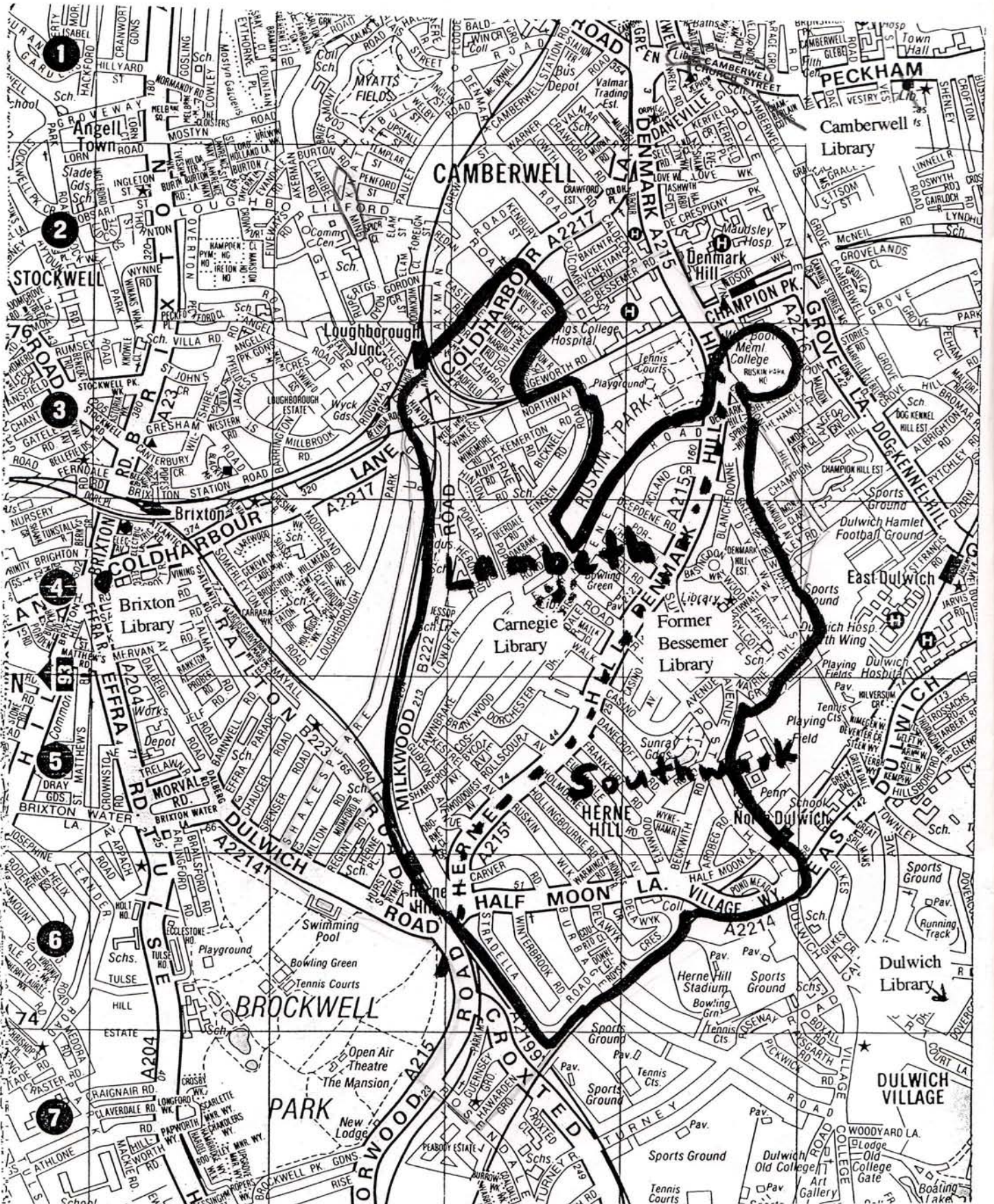


**FRIENDS
OF
CARNEGIE
LIBRARY**

RESULTS OF COMMUNITY SURVEY

FEBRUARY / MARCH 2000

Map showing area of survey



“The Government wants libraries to be at the very heart of the communities they serve, allowing everyone, irrespective of their age or social background, to have access to the widest possible range of information, knowledge and services. ... We want the facilities and services they provide to be accessible at the times when people most want to use them; and we want the local community to be involved in developing the range of services that they provide.”

**Chris Smith, Secretary of State for Culture, Media and Sport.
Forward to “Libraries for All: Social Inclusion in Public Libraries”
published by the DCMS, October 1999.**

Herne Hill people want to be involved in the future of the Carnegie Library. Through this survey we have tapped a huge heartfelt need for a community focus in Herne Hill. Over and over again, people have said "Yes" to the idea of a community library and arts centre. Their response to Lambeth's proposal to close the library and sell the building is "Think again!"

Of the responses we received, 91% want a refurbished community library and arts centre. A massive 86% of people say they would use the library more if opening hours were increased.

And not only that. People want the widest possible interpretation of what could be offered in the library building. In addition to a traditional lending library for adults and children, reference and study facilities, music and video loans, the most popular suggestions include a shop, live performances, an automatic cash point, a cinema club, a computer suite with tuition and a Citizen's Advice Bureau. Then there are social events, talks, a cafe or vending machine, art and pottery classes, support for parents and pensioners and a range of healthy living activities. Not only did people select the services and facilities they think a modern library should provide, but 170 people also actually volunteered to come along and help make them happen.

Knowing that a recent Mori poll shows that 40% of Lambeth residents regard libraries as important, we decided to find out what local people want to happen to the Carnegie. We commissioned a survey of half the 5730 households we calculated to be within 20 minutes' walk of the library, covering Lambeth and Southwark in roughly equal proportions. In February 2000, a survey form and a prepaid envelope was delivered to every second household in the area, with a closing date of March 17th. In addition, 29 specially marked forms were completed by Friends.

Of the 2865 households canvassed, 675 (24%) returned the form. This compares favourably with Lambeth Council's own consultation on "Centres of Excellence" in February 99 which attracted a response of less than 1%. Our data was professionally collated and cross-referenced. In addition, 151 people felt strongly enough to comment or make suggestions and these are reproduced verbatim in the report.

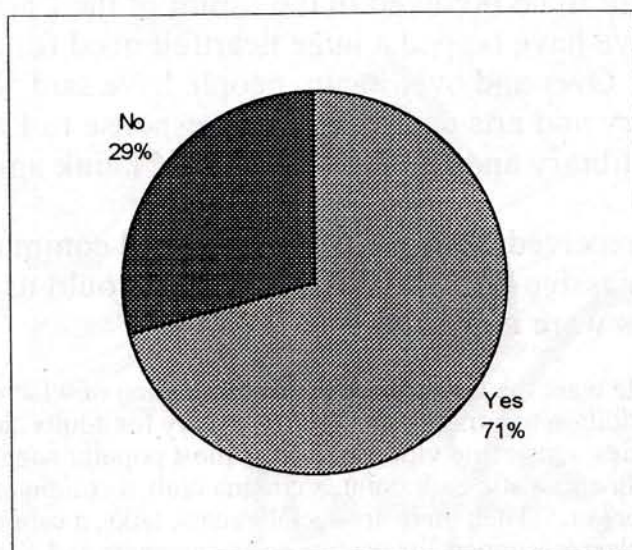
The evidence contained in these pages shows that what people are asking for is an imaginative response to the needs of our community.

Q1. DO YOU USE THE CARNEGIE LIBRARY?

Result:

Some seventy-one per cent of respondents currently make use of the library. Of those using the library, 72 per cent are Lambeth residents and 26 per cent reside in Southwark; the remaining 2 per cent do not state their borough.

Pie Chart showing Proportion of respondents who Use Carnegie Library

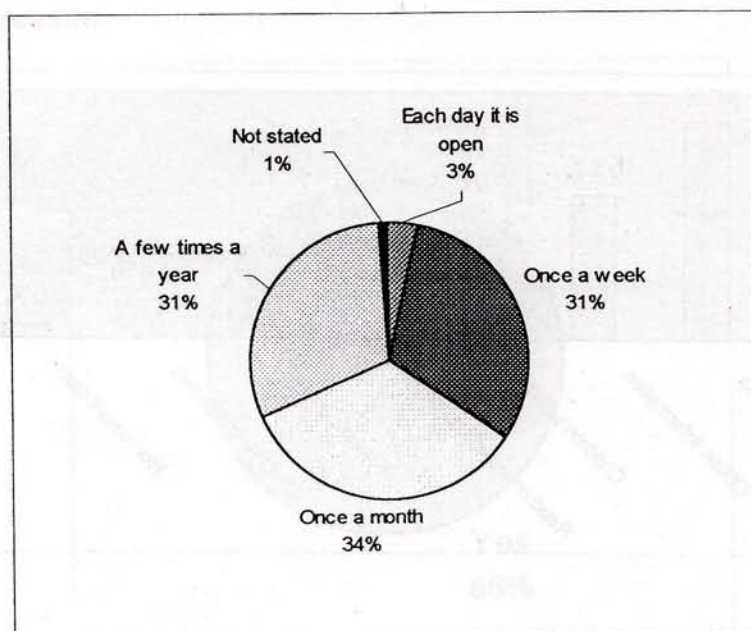


Q2. HOW OFTEN DO YOU VISIT? *

Result:

Of those who currently use the library, the majority, 68 per cent, went at least once a month. Some 34 per cent visit at least once a week and another 34 per cent go at least once a month.

Pie Chart showing Frequency of Use of Carnegie Library



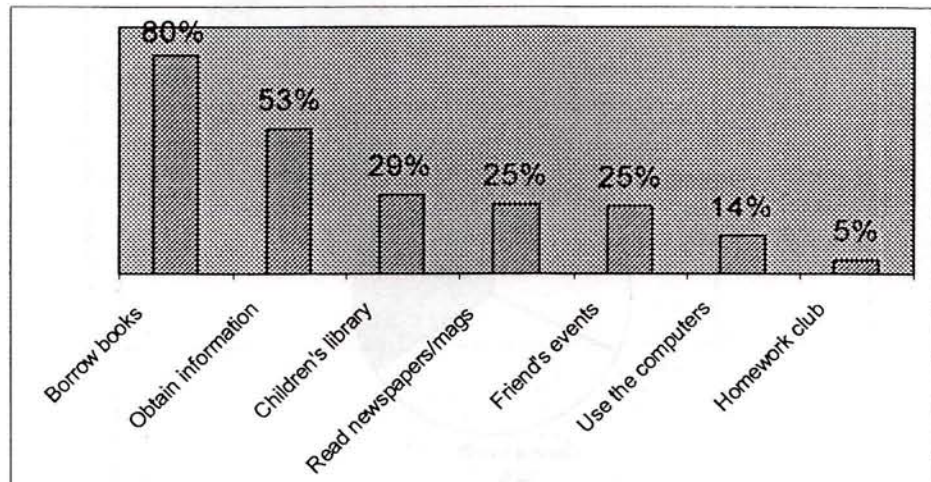
* This question was only asked of those who currently use Carnegie Library.

Q3. WHAT ARE YOUR MAIN REASONS FOR VISITING THE CARNEGIE LIBRARY? *

Result:

On average, each person uses the library for nearly two and a half different activities so that the totals do not add to 100 per cent. Although the main reason to visit Carnegie Library is, as one might imagine, to borrow books (80%), other reasons are also significant. In particular, the library is a vital source of information (53%), people go there to read newspapers and to attend talks (25% for each category). The children's library is of particular importance: 65 per cent of people with children say that the children's library is one their main reasons for visiting Carnegie Library.

Bar chart showing the main reasons people visit the library



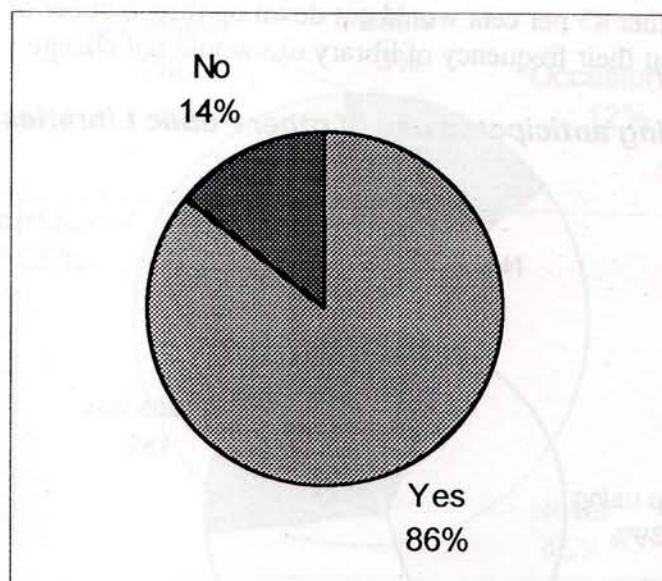
* This question was only asked of those who currently use Carnegie Library.

Q4. IF THE OPENING HOURS WERE INCREASED WOULD YOU VISIT IT MORE FREQUENTLY? *

Result:

People want the library to be open for longer and on more occasions. The use of the library is severely limited by the shortness of the hours that it is open. An overwhelming majority of respondents (86%) said they would use the library more if it were open for longer. Although they were not asked to complete this question, fourteen non-users of the library felt strongly enough about this question to indicate that they would start to use the Carnegie Library if the opening hours were improved.

Pie Chart showing those who would use library more if opening hours were increased



* This question was only asked of those who currently use Carnegie Library.

Q5. IF THE CARNEGIE LIBRARY WAS CLOSED PERMANENTLY WHICH LIBRARY WOULD YOU VISIT? *

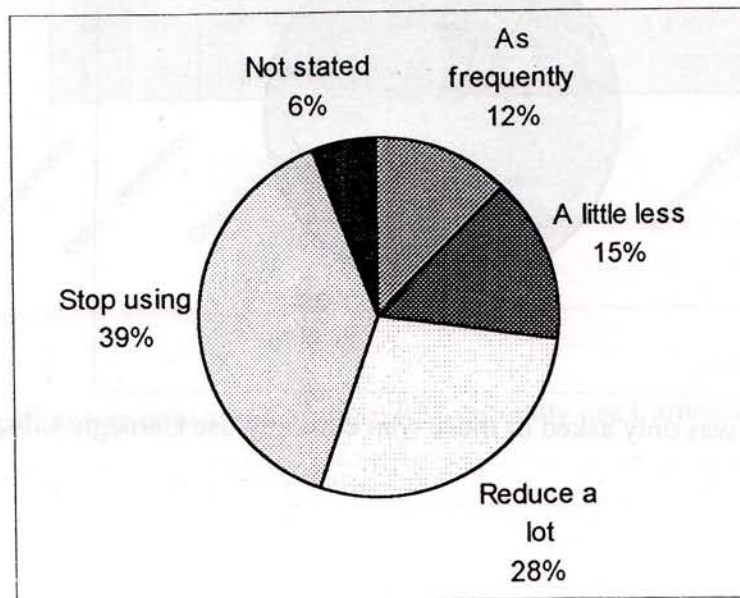
Result:

Just over half the respondents (55%) indicated that they would use another library if Carnegie Library were permanently closed. The most frequently mentioned alternatives were:-

DULWICH	105
BRIXTON	64
WEST NORWOOD	14
CAMBERWELL	12

If Carnegie Library were to close, overall use of public libraries by respondents would decrease significantly. Almost 40 per cent would stop using public libraries completely. A further 43 per cent would cut down on their number of visits. Only 12 per cent believe that their frequency of library use would not change.

Pie Chart showing anticipated use of other Public Libraries



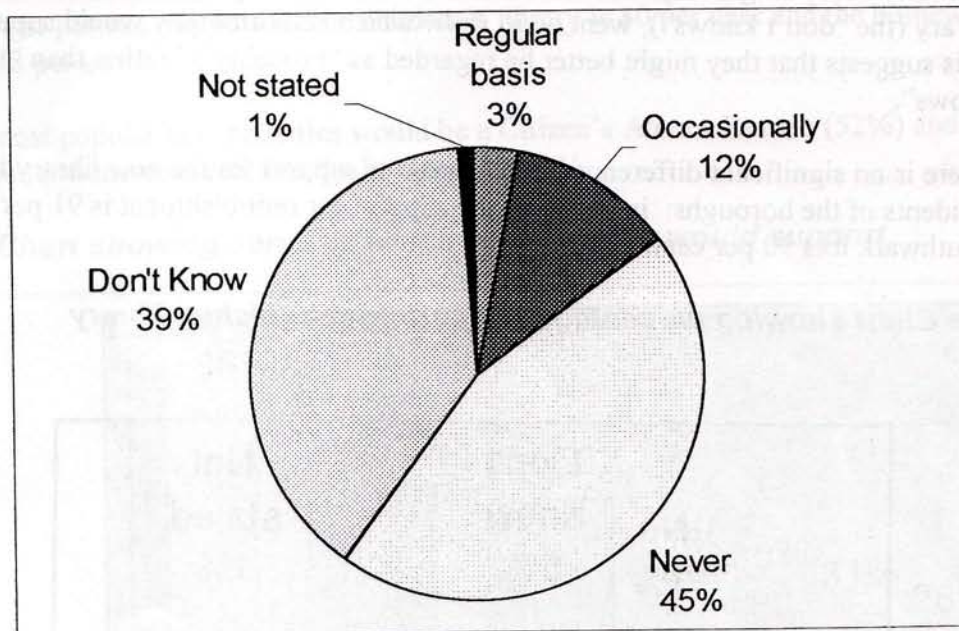
* This question was only asked of those who currently use Carnegie Library.

Q6. IF THE CARNEGIE WAS PERMANENTLY CLOSED, WOULD YOU USE A MOBILE LIBRARY?*

Result:

The overwhelming reaction to the idea of a mobile library is either apathy or antipathy. Forty-five per cent would never use a mobile library, and a further 12 per cent would only do so occasionally. Without knowing details of venues and opening times only 15 per cent of respondents were prepared to commit themselves to visiting it either regularly or even occasionally. A mere 3 per cent felt that they would use a mobile library on a regular basis.

Pie Chart showing anticipated use of a mobile library



* This question was only asked of those who currently use Carnegie Library.

Q7. WOULD YOU SUPPORT A REFURBISHED CARNEGIE COMMUNITY LIBRARY & ARTS CENTRE SERVING THE WHOLE OF HERNE HILL AND DISTRICT?

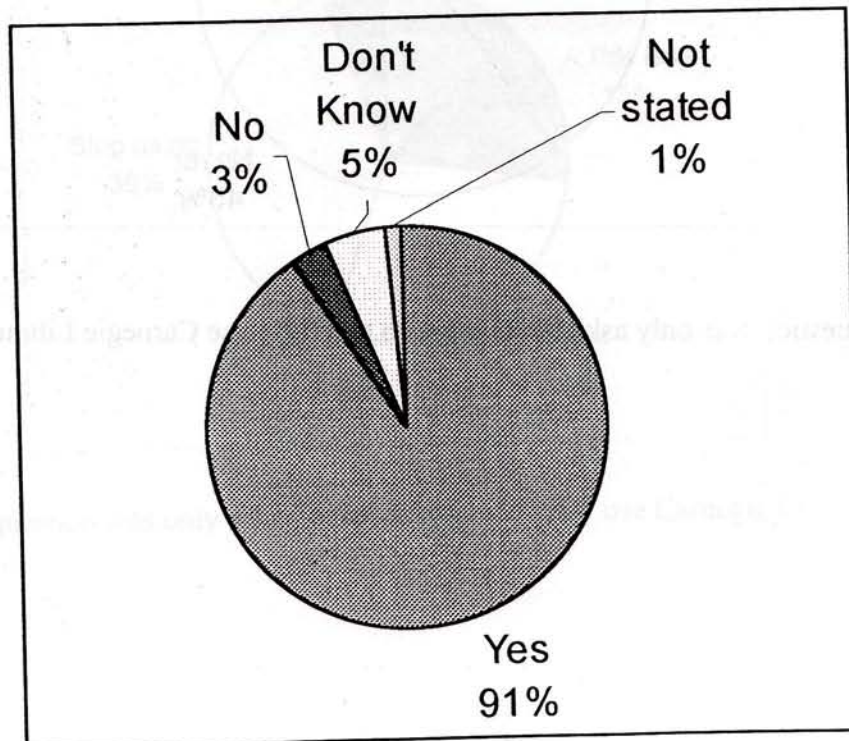
Result:

The overwhelming majority (91%) of respondents support the idea of a refurbished community library and arts centre. Surprisingly, of the nineteen people who ticked the 'No' box, fifteen went on to indicate which activities they would like to see; two of the fifteen actually volunteered to help with some of the proposed ideas. This suggests that all fifteen might have ticked the wrong box and really only four people actually oppose the refurbishment, rather than the nineteen indicated by the raw data.

Similarly every single respondent who indicated uncertainty about the refurbished library (the "don't knows"), went on to show which activities they would support. This suggests that they might better be regarded as "Probably's" rather than "Don't knows".

There is no significant difference in the degree of support for the new library between residents of the boroughs: in Lambeth the support for refurbishment is 91 per cent, in Southwark it is 90 per cent.

Pie Chart showing percentage supporting refurbished library



Q8. WHICH SERVICES WOULD YOU SUPPORT IN THE CARNEGIE COMMUNITY LIBRARY AND ARTS CENTRE?

Result:

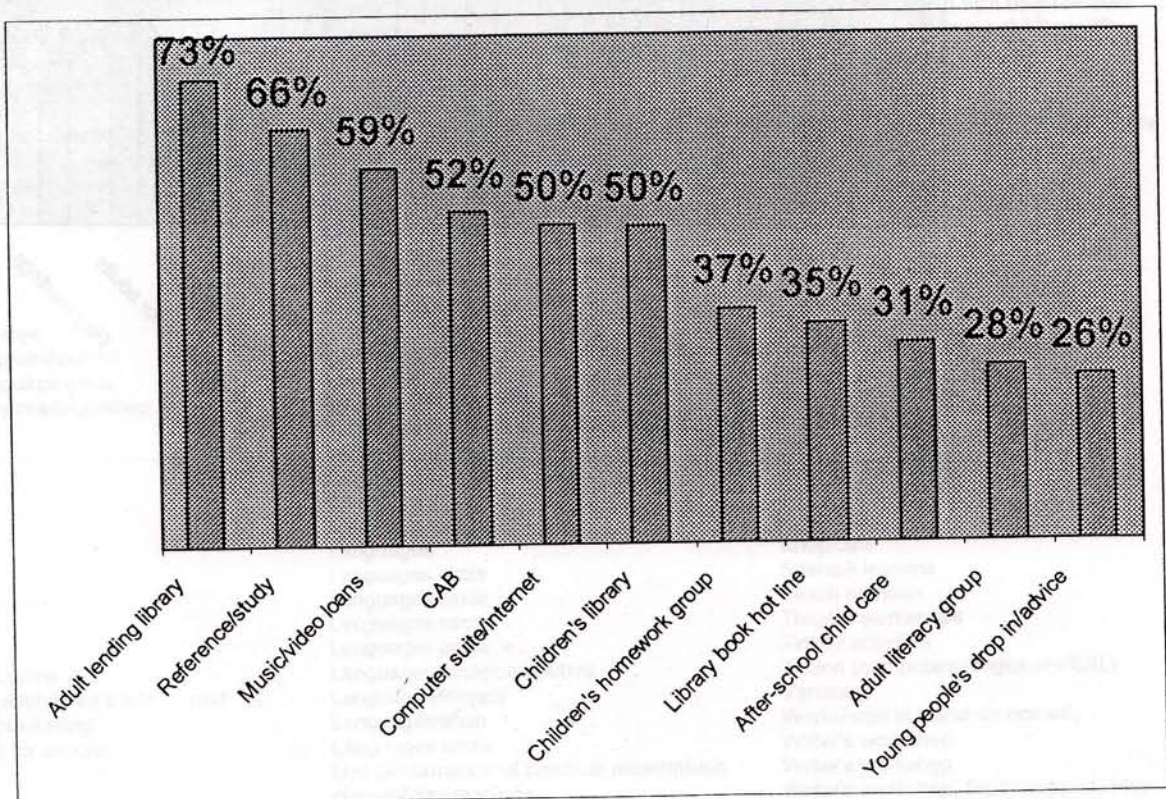
The response to this question reflects the desire of the respondents for a multi-purpose centre. On average they each supported just over five of the eleven different activities. No activity received less than 25 per cent support from the sample.

The most popular services are those traditionally provided by a library. Some 73 per cent support an adult lending library, and 66 per cent an enlarged reference section with quiet study area. A majority of respondents would also like to be able to borrow music and videos (59%).

Amongst parents, support for the children's library is 80 per cent and the homework club 58 per cent.

The most popular new activities would be a Citizen's Advice Bureau (52%) and a Computer Suite connected to the Internet (50%).

Bar Chart showing services which respondents would support



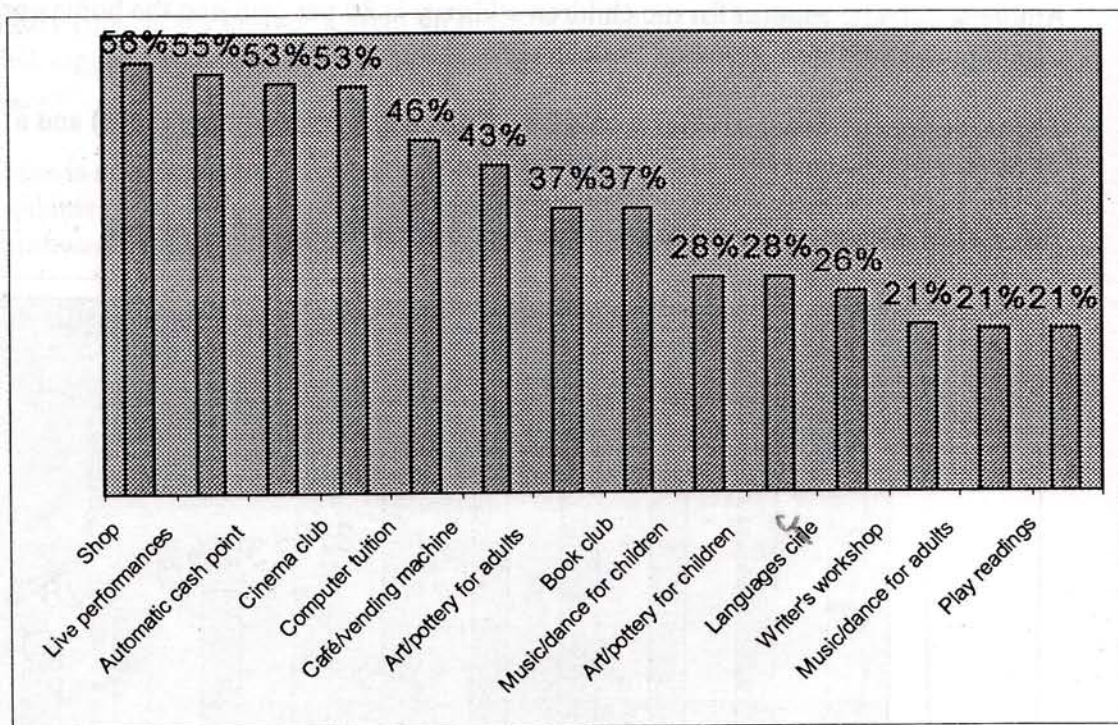
Q9. WHICH OF THESE ACTIVITIES/SERVICES WOULD YOU MAKE USE OF?

Result:

The most popular addition to the existing range of services would be a shop selling books, local history, videos, and CD's etc (56%); closely followed by live performances (55%); a cinema club (53%) equal with an automatic cash point (53%). Almost half the respondents (46%) would like to have tuition in the use of computers.

On average, each person would use the library for five and a quarter different activities.

Bar chart showing which activities/services people would use



Q10. WHICH OF THESE SERVICES COULD YOU HELP WITH?

Result:

One hundred and seventy people (25%) offered help in a variety of fields. The availability of local talent and willingness to participate is obvious. Computer tuition, the shop, literary skills, languages circle were just some of the offers.

Adult literacy	Cinema club	Local history
Adult literacy	Cinema club	Local history shop
Adult literacy	Cinema club	Make/help with CD ROM of local area
Adult literacy, young people's drop in	Cinema club/computers	Music & dance
Adult literacy/cinema club	Cinema club/live performances	Music & dance classes (salsa)
Adult literacy/play reading/IT tuition/after schools	Cinema club/music performances	Music and dance for children
Adult literacy/play readings/homework	Cinema club/play readings	Music for children, language circle (Spanish)
Adult literacy/shop	Cinema club/shop	Music/art for children
After school child care	Cinema club/Tai Chi	Music/music education
After school child care	Cinema club/writer's workshop	Play reading + Writers workshops
Any	Computer setup - website	Play reading/writers workshops
Any	Computer suite	Play reading/writers workshops
Any	Computer tuition	Play readings
Anything	Computer tuition	Play readings
Anything musical	Computer tuition	Play readings
Art & Pottery classes	Computer tuition	Play readings/drama workshops
Art & Pottery classes for children	Computer tuition	Play readings/live performances
Art & pottery classes for children	Computer tuition	Play readings/performances of jazz etc
Art & pottery classes for children	Computer tuition	Play readings/writer's workshops
Art classes	Computer tuition	Poetry performances by local people
Art classes	Computer tuition	Poetry/café/helping with bereavement
Art classes	Computer tuition	Pottery classes/helping children with learning difficulties
Art classes/after school club	Computer tuition	Pottery/adult literacy
Art/Pottery	Computer tuition/adult literacy	Selling
Art/pottery classes for children	Computer tuition/e-mail	Seminars on mental health & social care topics
Art/pottery, book club, play read, poetry	Computer use	Several
Arts/computers/writing	Computers	Shop
Book club	Dance/performance jazz	Shop
Book club	Drama/arts	Shop
Book club	Drama/literature/crafts	Shop
Book club	Drop-in Centre	Shop
Book club	Drop-in Centre	Shop
Book club/cinema	Exhibitions, teaching art	Shop
club/bookshop/cashpoint?	Finding performance artists	Shop
Book club/language circle	Language circle	Shop
Book club/play readings/shop	Language circle	Shop
CAB	Language Circle	Shop
CAB	Language circle - French conversation	Shop
CAB	Language circle/book club	Shop
CAB	Language circle/book club	Shop or café
CAB	Language circle/play reading	Shop, computer tuition
CAB	Language circles	Shop/Café
Café	Languages	Shop/café
Café	Languages circle	Spanish lessons
Café or shop (rota)	Languages circle	Teach nutrition
Café or shop	Languages circle	Theatre workshops
Café or shop	Languages circle	Ticked activities
Café/art exhibitions	Languages circle/computers	Tuition (computers/languages/ESL)
Café/book club/children's art/live perf	Languages/literacy	Various
Café/languages/selling	Languages/shop	Workshops in stand-up comedy
Café/shop/art for children	Languages circle	Writer's workshop
Chess club	Live performance of classical music/music classes/play readings	Writer's workshop
Chess Club	Live performances of classical & jazz	Writer's workshop, Study support, Play readings
Child/adult literacy	Live performances of classical music	Writer's workshops
Children's activities	Live performances of classical music	Writer's workshops
Children's activities	Live performances/teach dance	Yes
Children's music/adult literacy/shop	Live performances - poetry	Young people's drop in/cinema club
Children's classes		

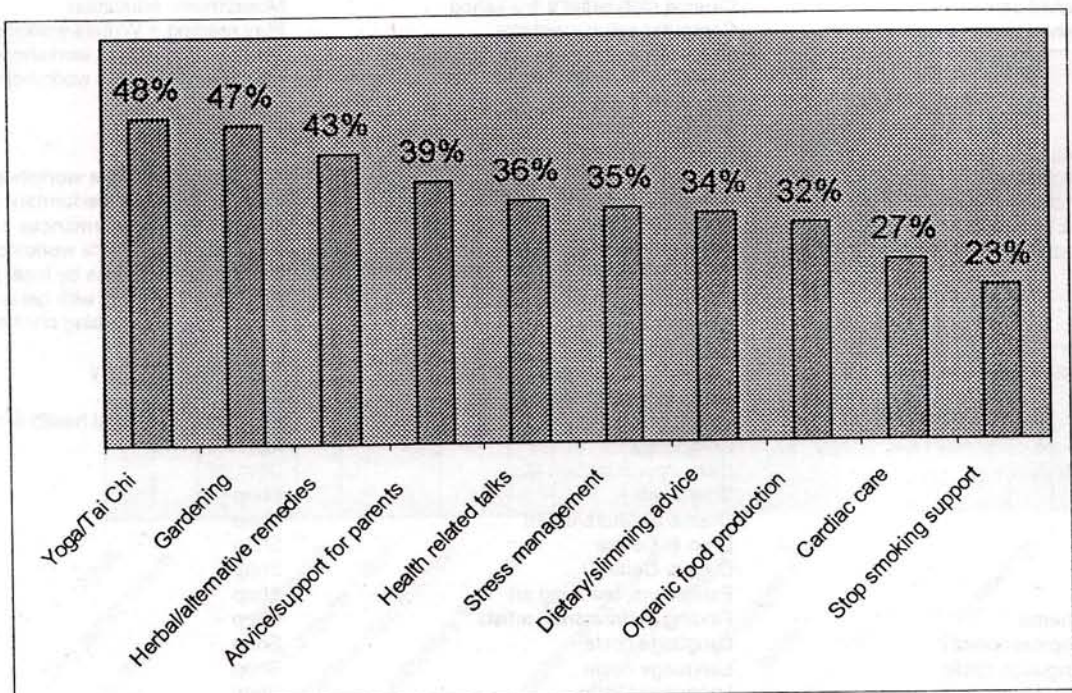
Q11. WHAT ACTIVITIES ASSOCIATED WITH HEALTHY LIVING WOULD YOU LIKE TO SEE?

Result:

Almost all activities received support from over a quarter of the respondents. The most popular of the suggestions were Yoga/Tai Chi (48%), Gardening (47%), and Advice and Support for Parents (39%). The least popular were Stop Smoking support (23%), and Cardiac Care (27%).

Each respondent replied favourably to just over three and half different activities.

Bar Chart showing Healthy Living activities people would like to see

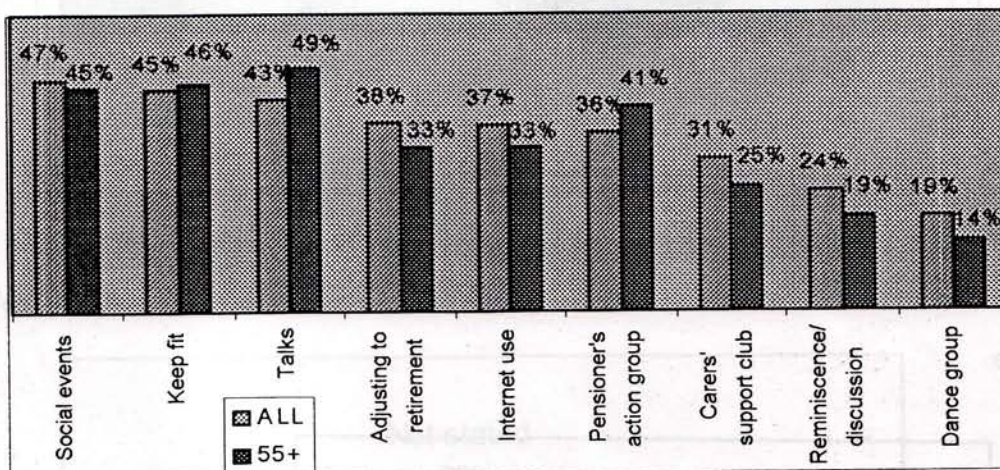


Q12. WHAT ACTIVITIES OF SPECIAL INTEREST TO PEOPLE OVER 60 WOULD YOU LIKE TO SEE?

Result:

Amongst the total sample, the activities thought most suitable for the Over 60's were first, social events (47%), then Keep Fit (45%) and Talks (43%). Least popular were a dance group (19%) and a reminiscence group (24%). Many respondents declined to answer this question, indicating that they felt they were unqualified to say what was suitable for this age group.

Bar Chart indicating preferred activities for Over 60's

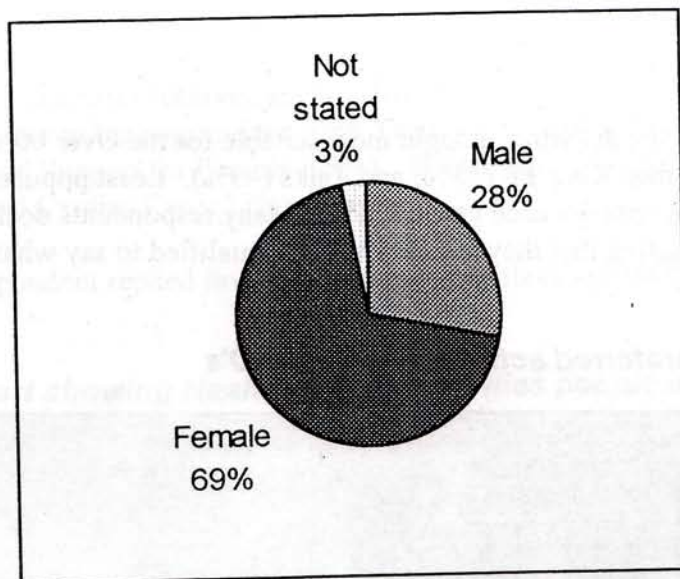


Of those respondents aged fifty-five and over, the general pattern of popularity of activities was similar, although the order changes. In first place came Talks (49%), followed by Keep Fit (46%) and Social Events (45%). Pensioners' Action Group, Talks and Keep Fit were more popular amongst this age group than generally.

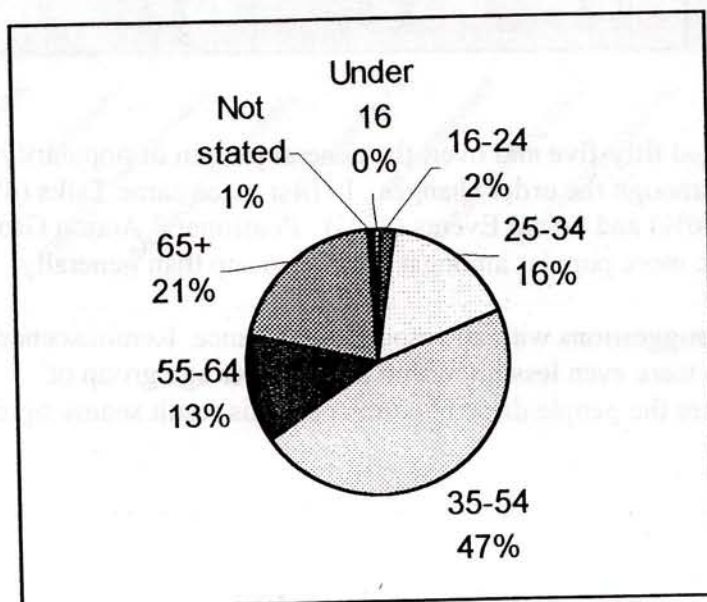
The three least popular suggestions with all respondents (Dance, Reminiscence and Carer's support groups) were even less important to this older age group of respondents. As these are the people directly concerned, this result seems significant.

Q13. DEMOGRAPHICS OF RESPONDENTS

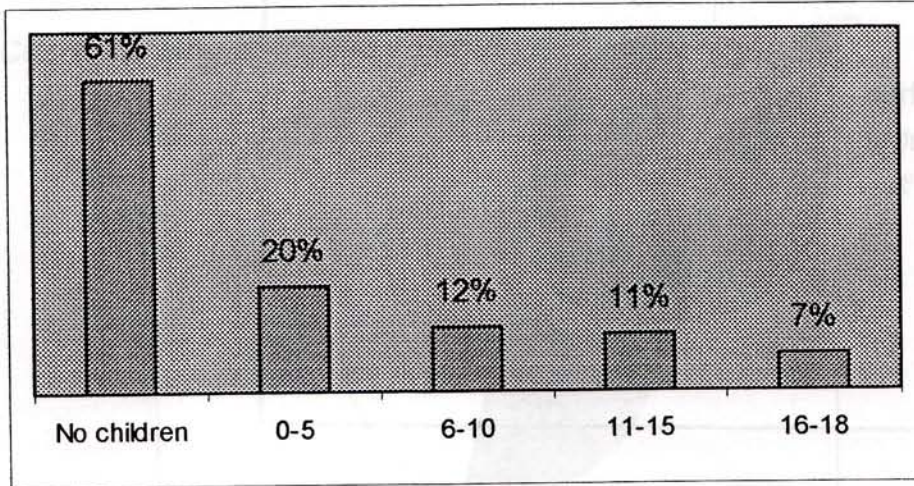
Sex



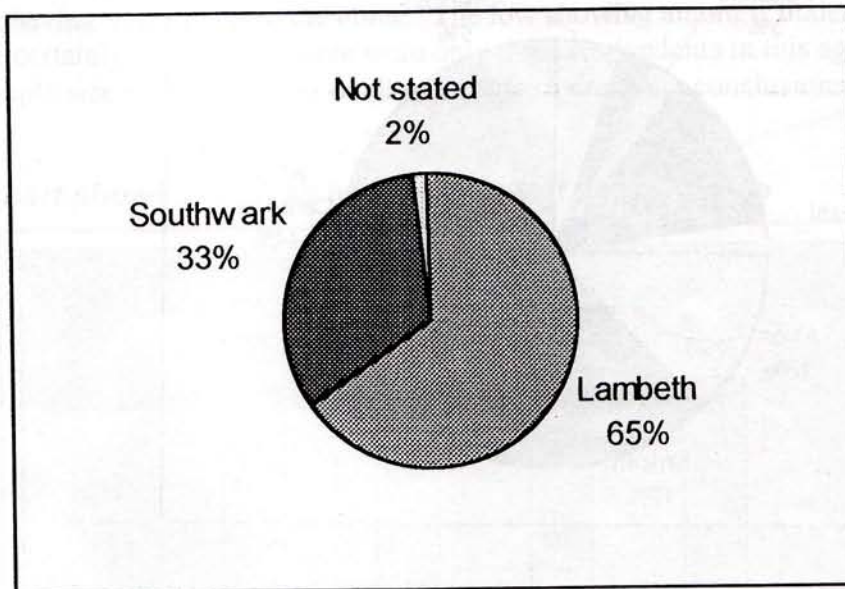
Age



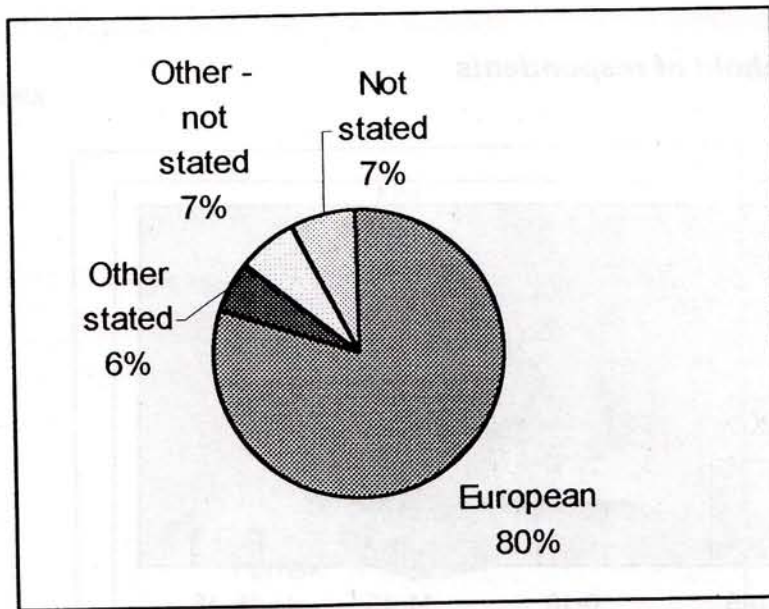
Children in the household of respondents



Borough

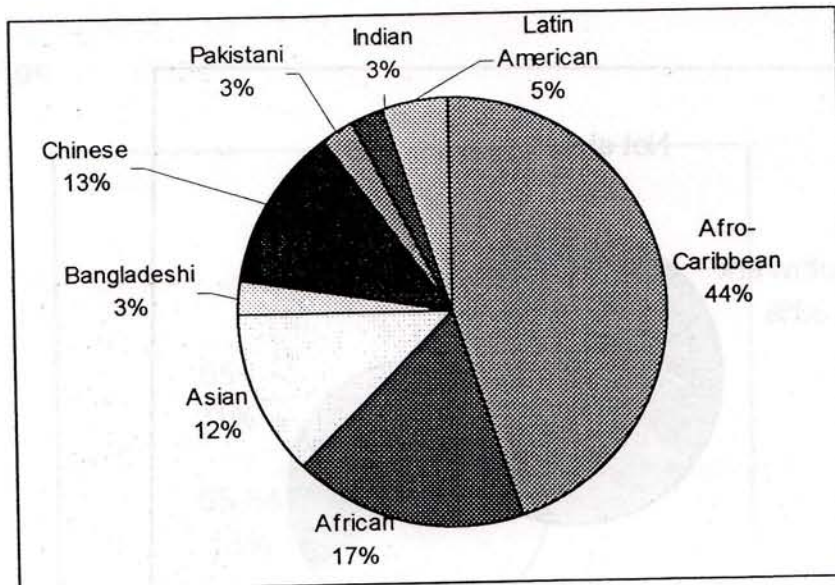


Ethnic background



Ethnic background II

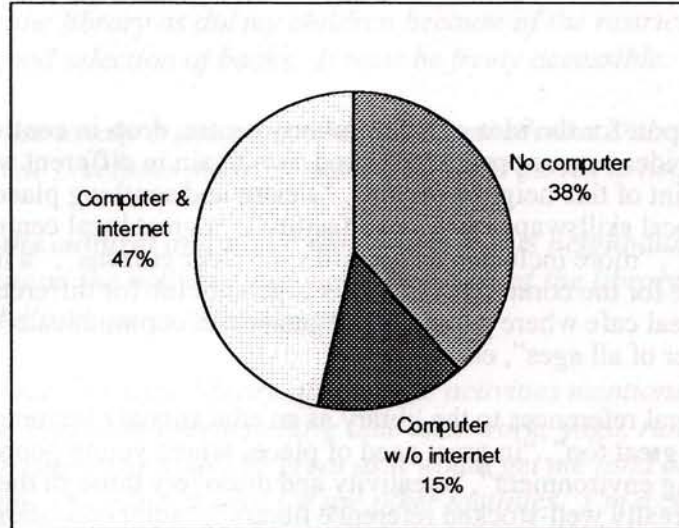
The other (stated) categories break down as shown below.



Q14. DO YOU HAVE ACCESS TO A COMPUTER AT HOME?

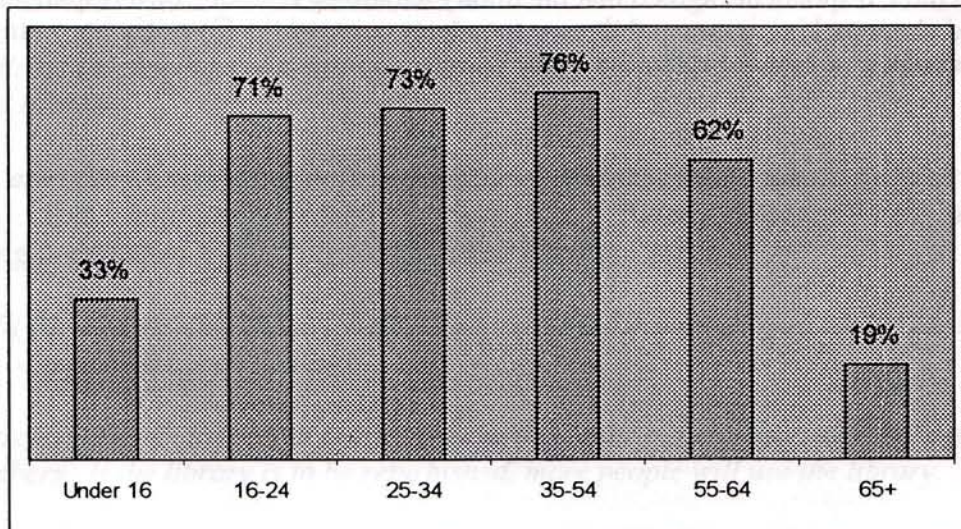
Less than half the respondents have a computer at home with internet access and two out of five do not have a computer at all.

Pie Chart showing access to computers at home



The availability of computers is very much biased against the elderly, with only one in five having a computer in the home. The low showing amongst under 16's is almost certainly misleading: there were only three respondents in this age group and the sample size is therefore too small to be able to draw any conclusions.

Bar chart showing access to computers at home by age



Access to computers amongst ethnic minorities falls in a similar range (61%) to that of Europeans (64%).

A FINAL WRITE-IN BOX WAS PROVIDED: “PLEASE WRITE ANY FURTHER COMMENTS OR SUGGESTIONS BELOW”

151 people took the time to comment or make suggestions. The list of comments is varied, and some good suggestions are made. The plea of local people to keep the library open is strong.

SUMMARY

There is strong support for the idea of a community centre, drop-in centre or a space for meetings. Similar ideas are expressed over and over again in different words: “the cultural and social focal point of this neighbourhood”, “a calm and soothing place”, “child friendly meeting place”, “local skillswap/noticeboard facility”, “a great local centre for learning, socialising and fun”, “more inclusion of activities for older citizens”, “a lively community centre”, “a resource for the community”, “a get together club for different ethnic backgrounds”, “a real cafe where people could gather and communicate”, “it would pull the community together of all ages”, etc.

There are also several references to the library as an educational / learning resource: “research facilities would be great too”, “in great need of places where young people can study”, “an educational/learning environment”, “creativity and discovery through the written word”, “a vital resource”, “a really well-stocked reference library”, “adult education classes”, “you can always go in case it’s too noisy at home”, “career development for the 3rd age”, “a place to work”, “talks, discussion, history, experienced speakers aiming at the youths”.

Other issues raised are activities for young people, for the over 60s and for pre-school children and their parents.

Current unsuitable opening hours are mentioned by 21 households. Current poor bookstock is mentioned by 15 households. Transport issues are mentioned by 11 households.

Two to three respondents agreed that the library should be closed. Two respondents were worried about parking issues and three respondents opposed the Carnegie becoming either a health centre or a base for social services.

Great idea – go for it.

We would have made use of the library if:-

- 1. Opening hours were more suitable*
- 2. There was a wider selection of books*

I ceased to use the library as did my children because of the restricted opening hours and lack of a good selection of books. It must be freely accessible.

Would it be of use to take a tent at the shows in Lambeth and Dulwich Park to raise awareness? Time precludes me from making any real moves to help out.

The library is the cultural and social focal point of this neighbourhood. We urge Lambeth to expand the activities and opening hours of the library for the promotion of a literate, civilised, purposeful community.

I would love to see Carnegie library offering the activities mentioned. I don't use the library because I just don't seem to have time after work; yoga, running a house & social life – offering yoga would be great as it would get me (and others I'm sure) into the building. Once in I'm sure I'd use other facilities. I'm a costume designer and research facilities would be great too. I don't have children (yet) but I think children's facilities are very important when more women are raising children and having to work too.

My children borrowed their first books from Carnegie library and we would be very sad if it was closed.

I love the building and the location of the Carnegie – I would love it's potential to be developed. It is a calm and soothing place!

Facilities for meetings of groups concerned with all local environmental issues and local history.

The area the Carnegie serves is in great need of places where young people can study. It is a long standing, well known resource. Elderly people can't travel and young people won't. Leading to crime and despair.

Child friendly meeting place – café, jobsearch info for unemployed adults; local skillswap/notice-board facility.

At present, I think the resources are poor which is the main reason why there are few members. If the library is to be refurbished, more people will use the library.

Although I am a Southwark resident, this is my local library. It would cause a lot of inconvenience to visit the nearest Southwark library.

I used to use Carnegie library, but haven't been for approx 3 years.

My personal use of the Carnegie library (since the 1930's) has steadily diminished due to fewer and fewer opening hours and to fewer new books being bought. As a large number of users of this library are Southwark residents, please ensure that the Southwark Chief Librarian is kept informed.

I cannot go as often, finding walking now very painful as have arthritis in base of spine and rely on Home help and my gardener.

I used to use the library but it became run-down and opening hours were cut back. A centre with plenty of evening alternative therapies etc would be wonderful.

Half-term and holiday play schemes. Hiring out of function rooms for parties and conferences. Advice on mental health.

I believe the library to be a great asset to the community. It is very important both as an educational/learning environment, and a social structure.

Crime stories with detection rather than murder. Where are the Edgar Wallace stories? Where are Dr Thorndyke stories? Biographies, Christian books.

It would be better to have one excellent library in each borough rather than five under-funded run-down libraries.

The main obstacle to our use of the library is the limited – and unpredictable – opening times.

Good luck!

Would buildings be large enough to accommodate:

- 1 Children's day nursery*
- 2 Alternative medical/therapy centre*
- 3 Care for the elderly – small res. Care home?*

This could be a truly great local centre for learning, socialising and fun. Please keep trying with Lambeth.

I used to use the library when my children were small, but increasingly found it under-resourced and full of rather old, out of date books – my children lost interest in it and so did I. I think the idea of a community library and Arts Centre is really exciting and would attract a lot of people back to the building – including me!! I haven't responded to the question on activities for people over 60. It doesn't mean I don't think there should be facilities for the over 60's – I just don't feel qualified to answer the question.

Late night opening – say 10.00 pm one or two nights a week. Longer weekend opening.

A building which generates income is important. Probably need to think wider than an 'arts' centre – perhaps a business centre component.

I have lived here over 50 years and have always used the library.

Good luck as ever and thank you for all your hard work.

Will use library while Lordship Lane are closed.

I have used the library for years – there is no other library locally so I think it would be criminal to close it completely. I support any viable alternative to keep it open.

As residents of Ferndene Rd, adjacent to the library, we would not support any change of use which increased parking problems. I would support a refurbished Carnegie Community Library and Arts Centre but I would be very concerned about traffic and parking problems and would not support anything which increased parking in Ferndene Rd and other surrounding roads.

This is the only local library within walking distance for my children. Its closure will, in reality, deprive them of such a facility due to the time, cost and difficulty in using an alternative.

The Carnegie Library is one of the focal points in this community – we need to keep it open for longer hours.

Housebound; but convinced that Carnegie should stay open for all like me who used and enjoyed it in all ways.

Am new to the area and haven't used library yet, but think it is outrageous to close a local library. I'm sure lots of local mums would be very keen to have a local yoga class etc.

Music appreciation classes.

I wish to see a larger selection of books, longer opening hours, places to sit quietly, efficient staff.

Popular youth club venue would be good, youth club, activities etc. needed in this area. FULL SUPPORT.

There needs to be more inclusion of activity for older citizens, children are introduced to libraries by adults, so if inadequate emphasis is placed on adults using libraries, then less children will use them. I don't want the library turned into a Health Centre.

I don't want the library to be turned into a hospital service, health issues should be dealt with at Health Centres. This is a library for library issues. Pensioner's drop in.

*I value the library enormously but it would be excellent if it could become an active community centre used by other local residents.
London Quadrant will supply a computer to Tenants Association if we can find somewhere to keep it with public access. A charge for time used may be needed.*

All the 'extra' activities overleaf would be fantastic – it would really pull the community together of all ages. I visit Dulwich more often now because of better resources.

Those on the desk to smile and be pleasant.

Library & Arts Centre is an excellent idea. Limited opening hours make it difficult to visit at the moment as I work full time.

Thank you for fighting to keep our library open!

I agree with the implied sentiments in this form wholeheartedly. Taxes are rising, so should services to the community.

Any activities should complement main function of library as learning, literacy & skills development centre fostering self-expression, creativity & discovery through the written word. Must be fully inclusive, accessible meeting place for whole community.

Legal Advisory section. Encourage members to take up bowling (indoors & outdoors) as a good gentle exercise, at nearby Temple Bowling Club, 1a Sunset Rd, Denmark Hill.

I used to use Carnegie library but limited hours meant I couldn't continue.

To say 'Yes' (to question 7) gives licence to close the Carnegie. We want the Carnegie to remain open for local people not to traipse to Brixton or West Norwood.

To people of my age, 79, who are avid readers, it is essential to have a library within easy reach.

We have only just moved into area but enjoy being able to walk to library.

Please, save the library!

Used the St Martins regularly until they closed it. Have just move to new address. Can offer limited practical help but it must stay open!

This area would truly suffer from Library closure. There really is no facilities to fill the gap. We have lost so much already.

The leasing of facilities for political meetings would be welcome. At present I have no time to do much to help, but my situation could change. I can give a donation.

My daughters would particularly benefit from the use of a computer suite with access to the Internet as we are unable to afford this facility at home and they are frequently asked to use this for homework. (Lunchtimes at school are not long enough to accommodate all those wishing to use the computer suite).

Presently I use other libraries for more specialist resources. These I would not expect a local community library to provide! To supplement the library lending with other social activities and events is a good principle.

Carnegie Library is a beautiful building that should be expanded into a proper public resource.

Best wishes.

Refurbishment very important. Staff training important. Sunday opening desirable.

Like the café/shop idea – there's a real need for shops in Herne Hill. Bank machine also good. How about studio/exhibitions.

Surgery for free legal advice once or twice a month.

Over 60's reminiscence circle could be linked to aural history with children's group.

Teenagers advice.

Storytelling (all ages), intergenerational workshops.

Financial planning.

I am grateful that people are helping support and extend such a valuable asset to the community. Can't drive + with small children would not take a bus to go to the library.

If Carnegie was closed would possibly visit Dulwich or Nettleford but very reluctantly. Certainly would not visit Brixton.

I used Carnegie Library for many years when living in Herne Hill – as did all my family. I strongly support its refurbishment.

The only reason internet/e-mail is not at home is because the old telephone exchange system locally means changing telephone number.

We are now forming a youth group to be called Popular Herne Hill Youth Association and in the process of trying to get 2 rooms in the library for our club.

Myself & my 2 school age children use Carnegie regularly. It is a vital resource for us.

Please send me some information how to join the library i.e. times it is open etc. Keep up the good work. Thank you.

Housing a skills exchange register U3A etc. Happy to work as a voluntary tutor in future.

Good luck.

Having recently retired I would be interested in re-joining the library. I would be interested in more information on how to help!

With the % of our population of pensioners increasing local libraries are more important than ever.

I travel a lot and am unable to use the library, but am looking forward to active involvement when retired.

The Carnegie library is housed within a beautiful building. It would be so sad to see it closed down.

I don't use the library at present because all Saturdays is closed.

The council should spend its money on useful services to the community such as libraries and not waste it on dangerous and unnecessary road restrictions and humps which just aggravate everybody.

Please re-open or keep open!

Whatever happens the building should stay with the community. Not sold for housing.

Business centre for self-employed home workers. Keep fit/gym. Parking would be a major problem.

To succeed, you need support of middle class residents in area. An Investment club would be of interest. A really well-stocked, reference library would also help, including Which, Directory of Directors (would help those making complaints against manufacturing and service companies), business reference books etc.

More regular opening hours NOT different each day!!

It would be extremely disappointing to see the library go as it benefits the whole community.

I very much support the idea of a community centre/library as I feel this would make a lively venue and optimum use of the building. Brixton is too far and too difficult to park. Need to be able to walk to library with kids and books, not on bus.

Have just moved to the area but would use regularly once settled – very important with children.

More books!

I would fully support all your suggestions. My main task now could be to write supporting letters, help you with petitions. I cannot attend any meetings for a few years. I do hope the campaign is successful. When I retire I could help in many ways, but I work full time and have children at the moment. In 10 years I would love a local facility.

I would like to use the library but I have 2 children under 3 and use a double pushchair, which there is no access for to get into the library. May I suggest a ramp to be built to enable more parents with young children & wheelchair users to use the library.

Fully supportive of trying to keep it open but only if it is updated and the space made better use of. Lambeth also has a terrible selection of books etc. so it's not just investment in the Carnegie that's needed but it could be the start.

There could be adult education classes held in a new Community Centre. Lambeth has neglected adult education for too long.

Until 12 months ago I used the library, but when I moved into Southwark, began going to Dulwich, which has a far greater choice of books and opening hours.

Thank you for this – I hope you are successful. I can't help with any activities at the moment – when I have more time I may be able to help with eg play readings.

Thank you.

We use Dulwich library because the children's library at Carnegie was so small and poorly stocked we would not go back unless facilities were significantly improved.

Real café rather than vending machine, which should include a social room, where people could gather and communicate with each other. Parent & toddler group (ie under fives).

I stopped using Carnegie Library when the opening hours became infrequent and erratic.

To be open later on a Friday and longer hours on a Saturday for weekend homework.

Particularly keen on combining the library with an arts centre, especially pottery classes and a café – where you could take reference books to read. + language classes.

Good idea to use public building for wider range of activities as suggested for more extended hours than present. We would visit more often but whenever we get there it seems to be closed. Can never remember opening hours!

I used Carnegie in the past but now find Camberwell more convenient. I support its continued life and use. Surely there is demand for hire of meeting rooms?

More effort needed in marketing. I didn't know the library existed!

I wouldn't use the facilities much as I live near Dulwich library, but I think it's vital to keep the Carnegie open for its neighbours. I would like to use it to publicise local musical events.

A better selection of books kept up to date.

I want and need the library.

As a busy professional with no dependents, I would not be a regular user of Carnegie, but would like to see a community facility there.

Needs remodernizing and enlarging and care with opening – no shortage of staff excuses. Opening hours have been a very big problem as often the library was closed when it should have been open!!

This library could give so much to all who live locally but it has been allowed by those who think they know best to become a backwater – purpose built for us but not allowed to properly fulfil its purpose in the 21st century. It has been allowed to stay in the 18th/19th Century and that is wrong.

We would support your proposed scheme as much as possible. As there are many families/mums at home I would welcome a mothers and children play club, or somewhere just to get out of the house and meet other mums.

I don't think you should shut down the library because it has a homework club and you can always go in case it's too noisy at home (age 11).

Career development for the 3rd age. (My parents only stopped working at 75).

One of the reasons we go frequently to Southwark libraries is because:

- 1 they're always open*
- 2 they have a huge range of children's books.*

Good luck – it really must remain as a public building. Have you thought of a lottery grant?

I use the Dulwich Library but I am a believer in keeping all libraries open. I hope that your efforts to keep the Carnegie library open will succeed.

Basically feel that libraries could be utilised as information/leisure facilities – the idea being that they appeal to a broader range of users.

Wishing you luck with this library.

Young children of friends come to visit me and an ideal place to take them is to Carnegie Library as it is a short walk away. I wish it was open more often.

The library is used by all the surrounding community and is a focal centre that is appreciated.

It would be nice to have a get together club for different Ethnic background of around 55+ years.

Sports sessions for adults.

The ideas on offer for the over 60's do not look very enticing. Some greater focus for them would be valuable.

I would not be able to support the centre financially at present but would support it through use and active participation. Many thanks for your energy and professionalism. My current main use of the library is as a place to work.

Annual library interaction within black history month. Talks, discussion, history, experienced speakers aiming at the youths for participation. Police, social services, health service all need to have more input in this small diverse community. Development of a strong community group is needed

The library is a marvellous resource – particularly for children, who can learn and understand how books function in the community. We love the Carnegie!!

I think it's a wonderful idea to develop the library in the way that is being suggested in this questionnaire. I may be able to help although I have a young son – it depends on when I would be required.

I bought Dorchester House in 1966 being largely influenced by the presence nearby of Carnegie Library. I have lived there and used Carnegie ever since as have my wife and three children. It would be an outrage for Lambeth to close it.

A multi-purpose community centre would be wonderful!

Keep up the good work – THANK YOU.

One member of the family works at Dulwich College Library so we principally use that. We don't support refurbished library for that reason.

An expanded/improved Carnegie Library would be a great benefit to the whole Herne Hill area.

I use Dulwich library because it is bigger and better, but if Carnegie was improved I would use it – I use Dulwich every 2/3 weeks.

I've done a poll of my family and friends, and I have yet to find a more-than-once-a-year aficionado. The world has moved on from the 1950's. Lambeth Council have a point if hardly anyone uses the library. Sad, but sensible.

I used the library once or twice a week until Lambeth ran down the stocks of books – mostly biographies and autobiographies.

I very much hope that alternative uses can be found for this building so that it can continue to be used by all the local community.

It's a shame to close the library. I would hate such a beautiful building to be ruined in any way. A place for young children would be great. A mini cinema, café, or used for leisure events or hired hall etc.

Development as the library as an Arts Centre would be excellent. Have you thought of developing links within schools?

I have already produced mini-promenade concerts in Carnegie Library which have been popular. If we are to proceed with further concerts, the toilet facilities need to be improved. Also for jazz concerts an alcohol licence ought to be considered. Suggest the Herne Hill Society transfer its meetings to Carnegie.

I am a long retired librarian now visited by the housebound library. This is what I would like if a lot younger. As it is, thank you for trying so hard and I am with you in spirit all the way.

Carnegie is perfectly positioned to become a lively community centre, with internet access & IT at its core – there's great demand.

I teach at St Saviours and this term have organised for all of my class (of 30) to join the library as part of our curriculum to regularly visit and use Carnegie Library.

Why does the Carnegie Library appear to be in difficulty? I am of the opinion that its location is quite useful to both the locality and its surroundings; therefore it should stay.

In my view, the key to regenerating the Carnegie is to improve its outdated book stock. Interestingly I notice that even at the tiny Grove Vale library there is more change of finding recently published books than at Carnegie. But doesn't this depend on local authority buying power and circulation of books from one library to another. Would a Charitable Trust provide access to this?

We have only just moved into the area and become aware of the Carnegie Library and Lambeth's plans. As we both work full time at present and the library is only open on Saturday afternoons it is virtually impossible for us to use the library. We would support it becoming a resource for the community.

I do not use the library as much as when I had small child but I would hate to lose it. What about counselling assessment?

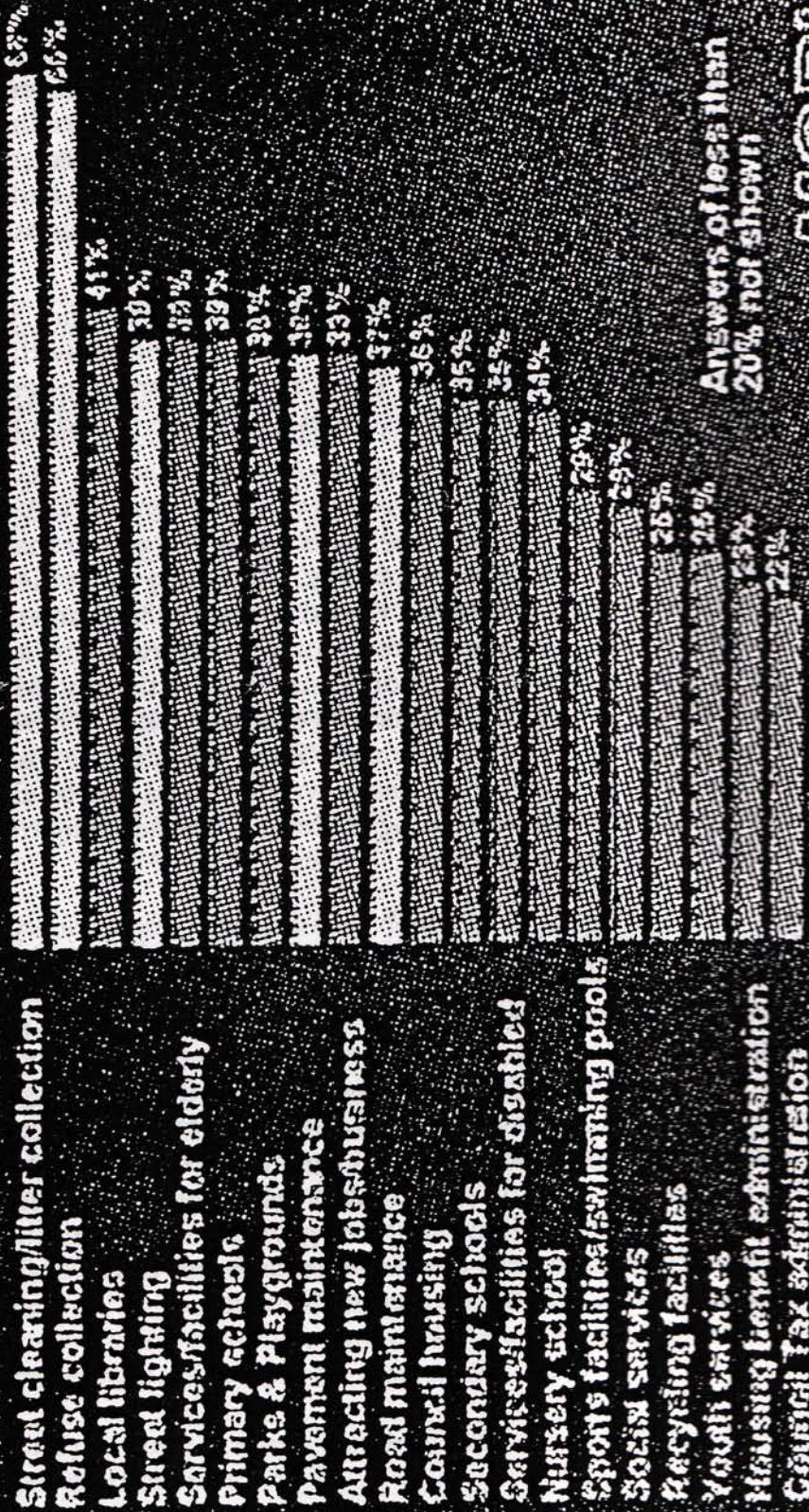
I am torn between agreeing to closure in the hope of a single decent local library and wanting it to stay open as a service to those unlike myself.

Conclusion

- Support for a refurbished community library and arts centre is strong and library use in the area would increase if the plan were implemented. Although additional services would be well supported, the core function of a lending library for adult and children's books, music and videos, reference and study section, computer suite and citizen's advice bureau is paramount.
- Over 91% of respondents, whether current users or not, would use a refurbished library and arts centre. This, combined with the fact that 86% of current customers would use The Carnegie more frequently if it were open longer, would go a long way to meet Lambeth's stated aim of doubling library usage.
- The assumption that Carnegie users would largely transfer to more distant Lambeth libraries is false. Only 12% of existing customers indicate that their overall use of public libraries would remain at the same level (Q5) if the Carnegie closed. The most frequently mentioned alternative is Dulwich Library (105), in the borough of Southwark, with only 64 using Brixton, 14 West Norwood and 12 Camberwell (Southwark). There is virtually no interest in using a Mobile Library. Thus, without the Carnegie, the target of doubling Lambeth libraries' usage would not be met by the residents of this area; in fact the loss of existing customers would bring down Lambeth's overall library usage statistics.
- It appears that the concentration of resources into fewer large libraries would provide a service to a limited range of individuals. This strategy seems to discriminate against groups that are unable to travel on grounds of cost or mobility even though they are normally the most frequent users of public libraries. For example, this survey showed that 47% of people in the age range 65+ would stop using local libraries if the Carnegie were closed. Demographic statistics show that the number of people in the latter group is due to increase in coming years and therefore a greater number of people would suffer discrimination on the grounds of age, in direct conflict with Chris Smith's statement that "**everyone, irrespective of their age or social background**" should have access to libraries.

Importance of Council Services

Which of these services are most important in your view?



Answers of less than 20% not shown

MORI

Base: 1,000 Lambeth residents aged 18+ interviewed 17 March - 7 May 1993