

Libraries Consultation Phase 1: 14 January – 14 March 2021 Feedback from emails:

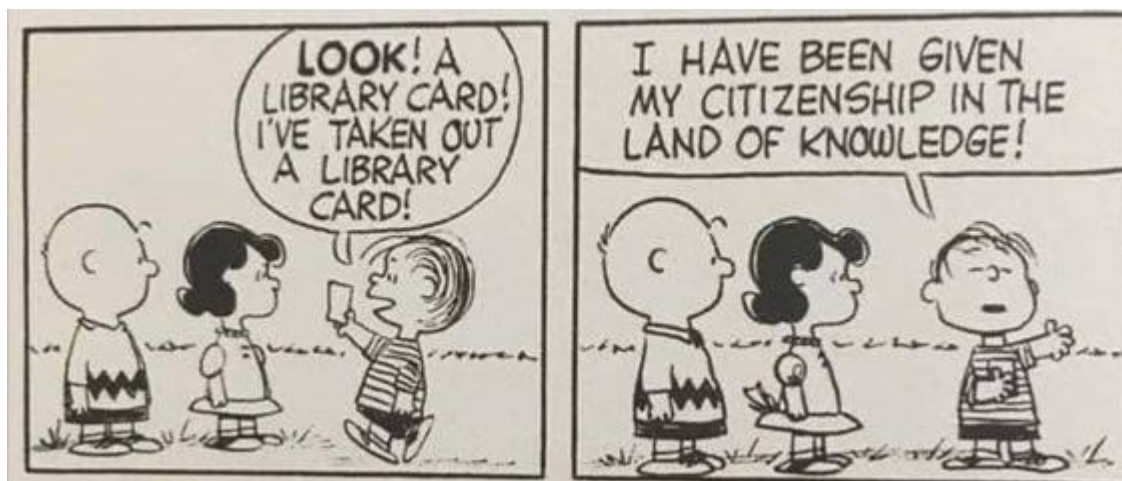
From: REDACT

Sent: 26 February 2021 19:51

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Re Croydon Library Service

Please observe, note, reflect and very carefully consider the message contained here:



During my childhood and young adulthood, I was blessed by having local libraries within the Croydon Borough from which I could withdraw books for study and for recreation.

Libraries are so important!

From: REDACT

Sent: 12 February 2021 15:06

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Libraries consultation - proposed closures

I would like to add my voice to those of us who feel that closing libraries is a retrograde step and will damage our communities. The (now) famous journalist, Caitlin Moran, came from a deprived background and spent a lot of time in her local library, without which she might never have progressed to her successful career. Times have changed since the 1980's but libraries are still essential. They are havens for those who may not have access to learning tools at home.

Croydon Council has wasted huge sums of money on vanity projects – for example the appalling waste of money on the “developers” Brick by Brick , as detailed in Grant Thornton’s recent audit – please let’s stop all this and don’t penalize the ordinary folk who use these local services.

I hope these views may be taken into consideration.

-----Original Message-----

From: REDACT

Sent: 26 January 2021 13:48

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Library closures

If the council managed its financial matters better there would be no need too close any libraries. The money that was wasted in the so called refurbishment of Fairfield Hall is clear to see, it was more of a make over. It’s sad to say but the council are clueless when it comes to spending residents’ money. There’s nowhere really to hide, I hate to think where the council has wasted large amounts of cash on schemes and ventures and large pay offs to executives who failed the public. Keep all the libraries open, stop wasting more money and get some professional people in who know how to mange the financial side of things. It goes without saying that Croydon was once an affluent borough but is now a broken and bankrupt organisation. I hope that the people who managed to create this shambles are taken to task, or should be shamed into resigning.

Regards

REDACT

From: REDACT

Sent: 25 February 2021 17:02

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: closure of libraries

Finding it ever difficult to read I enjoy e books from the library ,It is a great source

of enjoyment as watching TV is often painful

I do hope that funds to keep the libraries open will be made available

as I feel ,as do many others, too much had been WASTED on none practical building ventures kept under wraps REDACT

From: REDACT

Sent: 16 January 2021 13:36

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject:

In the areas that are closing is there going to be a service for people who are not so able to get around. I can understand why you are closing.

-----Original Message-----

From: REDACT

Sent: 16 January 2021 12:24

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Access to libraries

I am a resident of Croydon & have a library ticket, but have not been able to access books during this whole lock down period . Where can I find help to enable me to access all the books you have ?

Thank you, REDACT

From: REDACT

Sent: 16 February 2021 12:13

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: question

REDACT. Could this consultation process be postponed? Mental health issues are becoming a major problem during this pandemic. I am receiving many messages from worried people who are desperate to help save our five libraries and cannot access this consultation, because they are not online, or are already pressured with major issues such as health, disability, childcare, financial problems.

.. Wait until things are more stable, and we can meet properly.

Is this possible, to help with mental health in our community ..of all ages? That, surely is top of your agenda?

BRADMORE GREEN

-----Original Message-----

From: REDACT

Sent: 14 January 2021 19:47

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Please send me a survey

We use the bradmores green library for our book group which is made up of older retired people many of whom are isolated and vulnerable. It is also used by children and set my son on his reading journey. There are regular talks which are informative and interesting. I think it could be used for more even more events if allowed to survive.

Regards

REDACT

-----Original Message-----

From: REDACT

Sent: 27 November 2020 19:41

To: Ali, Hamida <Hamida.Ali@croydon.gov.uk>

Cc: sarah.jones.mp@parliament.uk

Subject: South Norwood library

Dear Councillor Ali

I am writing regarding the news that the council has plans not to reopen South Norwood library. I find this extremely alarming. I am a mother REDACT and really appreciated having the library in walking distance of my home, which is in your ward in Woodside. My husband and I moved into the area nearly 4 years ago because it seemed like a good place to start a family, as many others like us have done, as South Norwood is bursting with young families.

I am well aware of the financial difficulties the council has got itself into under your Labour colleague and predecessor. However; to cut a library in such a deprived part of Croydon which has such a demographic mix seems a huge mistake. Your national party is loudly advocating to tackle inequalities in our society and this council seems to be making choices with exacerbate it.

Why should children and young parents pay for this financial mismanagement? The irony of learning about this on the day the Duchess of Cambridge has launched an admirable campaign to encourage society to focus on the importance of early years is also not lost on me.

I urge you and your colleagues to rethink this cut.

I look forward to hearing from you.

Kind regards

REDACT

Sent from my iPhone

From: REDACT

Sent: 22 February 2021 17:28

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: South Norwood Library

With North Croydon being the most densely populated and deprived part of the borough it is an act of 'cultural vandalism' to shut down any libraries in this area.

In this day and age when computers are used more and more, South Norwood Library in particular has a high take up of people using computers and in the future this will be more relevant. Local people use the library to educate themselves, from families with tiny tots to those studying, researching and revising for exams and the elderly keeping mentally agile. This library is a lifeline, take this away and you will be culturally depriving a generation of people.

The position of the unfinished new library in South Norwood, is excellent, so near to Norwood Junction station, which is on the London Tube Network. With a bit of thought and imagination as well as offering the usual library services to local people, which is very important, other paid cultural events could encourage others from all over London to come, which could bring in some income. Such things as films, talks, exhibitions, events. Areas/rooms could be hired out for business meetings. Hire a desk to work from.

I do hope you will reconsider and NOT close down South Norwood Library. It is a lifeline for many local people and so important that youngsters have a chance to browse the books to learn and for fun. This in turn gives them confidence and sets up a pattern of learning and curiosity throughout life.

With my thoughts on offering other events/hiring to make money, It would be prudent to complete the new library in South Norwood which would then become an asset.

REDACT

From: REDACT

Sent: 10 February 2021 09:01

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: south Norwood library closure

Dear Croydon Council,

I am sending you this email about the importance of the South Norwood Library and why it should not be closed. In my opinion it helps the children of this community to develop their reading skills through the clubs available there. When I was in primary school I loved to go there to read Harry Potter books and the Jaqueline Wilson's books as well which brought my love for books to come alive. However, if I did not have the opportunity for a library to be located in the desolate area that is South Norwood I might not have been able to strike a liking upon literature.

Other issues that can arise from this library closing, is the fact that people have to travel further away to places such as Thorton Heath whereby they would need public transport in this cold

weather or go by car. However, for people that are exempt from the usage of masks it can be very difficult because they are more prone to catching the disease so should not travel too far to places.

My proposal to bring further people to the libraries is to make a social media account on Instagram whereby people post activities about what is going to happen in the library. Unfortunately, due to COVID 19, I think it would be even more crucial to utilise social media to bring about awareness about the pick up delivery of books and how easy the service is through the use of attractive advertisement. Also if possible after lockdown there could be shifts for when someone can go to the library, however, we would have to be careful for how many people can be in the library. I am guessing 3 or 4 people at a time would be okay excluding the librarians. After they finished their session they could use disinfectant wipes to clear the surface they used.

I do believe that there are a lot of people (children, adults and teenagers) who would appreciate this library to remain open and available to them. I do recognise the issue of the Croydon Council being in budget cuts but isn't possible for their to be a fundraiser online to raise money for this cause.

I hope my email reaches you well and you take this into good consideration.

Kind regards,

REDACT Sent from [Mail](#) for Windows 10

From: REDACT

Sent: 24 February 2021 18:38

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Sanderstead Library

I submit the following objection to the proposed closure of this essential Community asset.

COMMUNITY ASSET

The Library occupies a central position in Sanderstead Ward and is an invaluable asset to a wide number of people in the Community.

The library is of considerable value to the Community because it is the direct provider of a number of services, which have social and community values that can be easily accessed by residents.

Six local schools and four local nurseries make regular use of the library.

Libraries are an essential service to those over 65. Sanderstead Ward has a higher rate of people over this (23.8%) than Croydon as a whole (13.8%) so the impact in Sanderstead will be greater.

In fact, no equalities impact assessment appears to have been made to identify those more seriously affected by library closures.

The library has space for other than its current activities and is therefore capable, without extensive work, to meet Croydon Council's published Library Plan objectives. In addition, the building is surrounded by green space which could be developed for recreational use including children's activities, refreshments, etc.

USAGE

The total number of visits to Croydon libraries is declining whereas, during the period 2015/16 to 2019/20, Sanderstead was the only Croydon library with no decrease in usage whatsoever. To select this one for closure is therefore completely unjustifiable.

ACCESS

The library has step free access for the disabled and pushchairs. No assessment appears to have been made to ensure such groups are not disadvantaged by the closure.

It is served by a frequent (5 per hour in each direction) bus service with stops right outside. Many in the Community can walk or cycle to the library in its present location.

SUGGESTED ALTERNATIVE

Proposing Selsdon Library as a 'reasonable' alternative ignores the additional journey time, including changing buses and will almost certainly result in increased car usage.

Traffic congestion in the vicinity of Selsdon Library will increase above the already dreadful level we endure today.

FINANCE

Viable alternatives in the Community appear not to have been considered, this is just a cost cutting exercise that has not been properly analysed.

The savings proposed are extremely modest in terms of the overall amount to be saved. Croydon actually already spends less on its library service than comparable boroughs.

The estimate for priority repairs is not acceptable without a quantified breakdown of the costs.

CONSULTATION

This is not a consultation as it is being presented as a 'fait accompli' and there is no proper engagement with the Community the library serves.

Proper alternatives included extended use or additional services have not been properly considered.

In conclusion, this proposal is totally unacceptable and must be reversed.

Yours sincerely

REDACT Sanderstead Resident

-----Original Message-----

From: REDACT

Sent: 12 February 2021 22:35

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: opinion on Sanderstead library

I believe that based on your figures and the number of people using the library that Sanderstead library should be closed and resources should be increased to make the Central library in Croydon a welcoming library for people of all ages, races and ethnicities and respond to their needs, a vibrant hub. There should be far more help for senior citizens to get them more conversant with IT technology, to have meeting places to discuss relevant topics concerning their lives such as health, leisure, security, fitness, etc.

Mother and father groups, toddler groups, primary school and teenager groups should equally be catered for regarding their needs and concerns in all sorts of areas such as how they are going to recover mentally and academically from this long school lockdown.

Sanderstead library whenever I have been there is an expensive, big dinosaur which is mostly empty and the people employed by the Council hardly interact with the public if they can help it, it is run on 1940s lines which no longer apply in this modern age.

Local people might object but if it was vital and important why the huge decline in use? The facts speak for themselves. Regeneration and keeping up with modern times are urgently needed, good communicators of all backgrounds, genders and ethnicity with an open outlook should be employed who can engage with people and make them feel welcome. REDACT

From: REDACT

Sent: 07 February 2021 11:41

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Sanderstead Library

Dear Sirs,

Until the lockdown I used the library in Sanderstead for 48 of the last 49 years, in which I have lived here. The persons making the survey obviously do not use this library.

1). The elderly do not enjoy using computers. It actually causes anxiety.

2). If you wish to partake in the computer lessons, you have to use a "MAC" because when I applied for help with an "Apple", lesson, the girl was unable to help me. She said I was trying to push her, when I knew more about it than her! Did she never hear 'time is money?' No she had worked in a government laboratory and you could take as long as necessary. Well I

have always worked in business and you had to get it done promptly or you'd be replaced by someone more efficient.

3). Selsdon Library may only be 1.3 miles as the crow flies, but not being a crow, a trip to Selsdon Library involves two bus journeys, or four, as I intend to return home again !! Imagine doing that in your 80's on a cold and/or wet day.

4). Sanderstead library offers lots of social integrations too. There are clubs and regular meetings. Lonely young mums meet there with their babies and toddlers, and there are knitting clubs and other interests, where you can learn where you are going wrong and have a cup of tea and a chat, without spending a fortune. Some folks love to sit up there in the warm and quietly read the supplied newspapers.

5) Then the real reason for having a library - the books! There are so many to choose from, and of course the librarians are very helpful and will make recommendations, and obtain a book from another library for you should there not be a copy at Sanderstead. If you care to know more about a subject, they will give you titles or authors to look out for. Although I have the facility to download and buy books online, it doesn't have the same feel as cosying up with a book. My children have to wear spectacles because of the glare from the computer screens at their places of work, glare effects their eyes. It is apparently a reason why large companies are obliged to give their staff an annual eye test. When they get home from work - in a normal year - surely it is better for them to read a book than to stare at another screen?

6). If all the libraries were being closed that would be fairer, not to single out just the ones in the quieter areas where there are less people, the percentages are meaningless. We also pay more in local taxes to help towards other libraries in the borough. Sell off that library tower built in South Norwood and that should help a bit.

7). The principle of libraries was wonderful when introduced. Do you feel that it is now unimportant that regular new books should be available to everyone in Croydon or should they only be available to people at the other end of our borough?

8). The amount you state was paid for in repairs is stupid! For a start our library was supposed to be maintained by the council, but we know what went wrong there. It doesn't cost anything like that for a local man to come in and sort out a problem. As for the roof, well who allowed such a poor design in the first place?

9). If you do shut the library, and despite objections, the public will as usual be over ruled. Do not sell it to Tesco's, we have enough shops. Please consider building a Community Hall, which can be rented out , with perhaps some books and the necessary quiet places for people to relax in the quiet. There is one next door beside the church, but a small cosy one might be nice, and toilets. It is very unpleasant to follow an unknown man into a toilet. Unisex is not better! AND LEAVE THAT MAGNIFICENT TREE TO GROWN AND CHEER US!

10). Best of all just leave the library alone. Don't say no one used it in the past year - we couldn't, nor could anyone anywhere.

Yours faithfully,

REDACT

From: REDACT

Sent: 31 January 2021 08:09

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Sanderstead Library

Please let me know how or what I can do to support and help save the possible closure of my local library?

Its the pinnacle of our community which not only helps adults and children but also a beautiful building and necessary.

I and my grandchildren are frequent users of the library as its a lovely quiet area and great space.

It has been hugely missed during the lockdown and we have been waiting patiently for it to re-open.

Kind Regards

REDACT

SHIRLEY

From: REDACT

Sent: 23 February 2021 21:02

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Shirley Library

Hi there

I am a member of Spring Park Residents Association's Executive Committee and I have attended your webinars about the library – including tonight's meeting about Shirley Library.

SPRA is looking to bring a group of people together who are interested in finding a way forward with a community-driven library for Shirley. If you receive any enquiries from individuals who are interested, could you put them in touch with me? I am happy for you to give them my email address.

Once we have a few interested parties, we will wish to have discussions with the Council.

In the meantime, could you supply me with copies of the PowerPoint presentation with statistics from tonight's meeting (rather than the whole recording) and also a copy of a floorplan for Shirley Library.

Many thanks for your help.

REDACT

-----Original Message-----

From: REDACT

Sent: 03 February 2021 12:10

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Library closures

Shirley library

As a user of Shirley library I note that no mention has been made of its use to put on free lectures on various subjects on roughly a 6 weeks basis.

The children's library where the event is held is always full and enjoyed by those attending.

Further, I observe that it has been said that during the last five years the book usage has gone down. However it operates on a limited opening basis compared to say the Central library so the statistics should be calculated accordingly.

I do feel that the building is a safe, convenient and cosy venue for the more elderly of its users (there is now a large sheltered homes complex opposite) which if it closed would be a great loss to the local community.

Regards,

REDACT

From: REDACT

Sent: 27 January 2021 21:15

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: library closure proposal

Hello

I am emailing regarding the library closure proposals.

I have looked at Shirley Library proposed closure as it is closest one to where I live and the reasons of the proposal with the costs involved.

It does seem to be a difficult decision with the building works, repairs and other costs.

Can I ask what happened to the council funding, money? How did it get to where it is now?

I would like to know whether having Shirley library open at busier periods and closed when usually most quietest would help some of the library costs to be down a bit? It should save a bit of energy. Or perhaps have it closed on the quieter days and only open on the busier days?

I am unsure what their busier days and times are, but thought you may know.

If restrictions are lifted and people go to work, to school, it may affect numbers going to use the library if it were to open again, as it opens on work hours, and one day Thursday I remember has a later closing time. I know it open on one weekend day, Saturday.

I wonder if in the survey for public for library if it included in there, the hours in the day you likely/usually use the library and asking if any other service like to see, or hours like to see it open, like to use it. It may show if anything changes are needed. It may not, just a thought.

Or if not many use certain facilities in the library, is there a way to reduce the service somehow on that area? Unsure if it would help the library.

I have used this library on occasions as an adult for research, sometimes borrowing books, occasional printer or computer facilities when not able to use it at home.

Used it more when I was younger. However I am concerned by the regular people who attend activities (I have never attended these). They are likely to be the ones who will be most affected along with vulnerable people in the local area who may use the library as a way to meet up with others in an activity there and socialise.

Some people including students may not have computers or Internet and it may be the only way they get computer or printer by going to the library, especially if they can't afford it. Or jobseekers may use for applying for jobs. Or some may just browse on computer if not have a computer.

I am unsure how close the regulars are to Shirley library and if they are able to travel to the next closest library in the local area, Ashburton.

Maybe the survey hopefully will tell you these answers and points I said. However if a person who uses it has no access to a computer, internet or smartphone they will not be able to complete the survey.

To be honest I never knew about this proposal and only learnt by word of mouth. There has been no info by press, media, no info at people's homes such as surveys through doors, or leaflet or info on

this for locals to complete. It may be some do not complete or have their say if don't know about it. Maybe it will cost a certain amount to do this and tell people about it in local area.

However if a person was to look specifically for this kind of news online, than they would likely get it I suppose.

I am concerned based on this and my lack of knowledge about the proposal neing local to the library until I was told about it, that the survey may not be an accurate picture if someone doesn't know or realise this is being proposed.

Sorry for my long email and my suggestions may not be that helpful or useful to keep it open but I shared my view on the matter.

The same groups of people in all 5 libraries that the council are proposing to close will likely have the same or similar group of vulnerable people in the community that I described above. Ones with no computer, Internet, student, or people just socialising at an activity, may be only way they do it.

Children used to go to the library for books, activities too and could be part of the learning they do outside of school with family and I guess it can be a family/parent bonding perhaps too. When do activities together with family.

Perhaps libraries with the most vulnerable people in the area who use it regularly, find a way to keep it open for them, and keep a service running in those areas.

What would be a cost neutral alternative to keeping the library open? I think this is a hard question. I am unsure if reducing days or opening times and only open during busier periods helps. It may not help much. I guess this will have less staff managing it. So lower staff costs perhaps too. Maybe if have less books in the library, if not many people are borrowing.

I am unsure about building maintenance or building work/repairs. It is a difficult one.

Thank you for reading my email.

Hope to hear from you soon some answers to my questions if you are able to answer them.

Kind regards

REDACT

-----Original Message-----

From: REDACT

Sent: 20 January 2021 19:19

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Against the closure of Shirley Library

Good evening,

I am against the closure of Shirley Library. With poverty on the increase, this library means so much to those who can't afford books and don't have a social place to interact. Having a library in the area is a privilege and vital to many children, especially primary, to secondary and beyond. We should be encouraging more children to use the library to help with their studies. There are also many older generation in the area who need the library. Many who may also need computer / photocopying / internet how can go to use at library and feel safe. Shirley has always had a lovely community feel to it. It should be protected. We do not want anymore blocks of flats or another Lidl. Let's protect what we've got. There is too much development going on, I barely recognise the place. The library has also been a haven to those children who cannot study at home due to noise from younger siblings etc. Why would you want to destroy something that we are lucky to have?

Sent from my iPhone

Other

PURLEY

-----Original Message-----

From: REDACT

Sent: 10 February 2021 15:54

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Purley Library

Dear sirs

I used library regularly as I live near by about a mile.

You I used it on the first Thursday of each month where I am a member of book club.

I can borrow the books which ever I happened to like. Sometimes I have to reserve the book to get it. The librarians are very good as they provide my choice on time .

The library system is very good as it is not too far to go.

The building is old but provides a good service and it is convenient for me.

Since Covid the we cannot meet in the library as it is closed to the public. So we can't meet or order books. We just established zoom scheme but without the books how long will it lasts?

Therefore, I urge you to consider the local needs and people.

Yours faithfully

REDACT

-----Original Message-----

From: REDACT

Sent: 16 January 2021 15:18

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Reopening of Purley Library

Purley Library is an 8 minute from from our home. We are in our eighties and the short walk (no public transport or car needed) is beneficial, with the pleasure of the library environment to come and the opportunity to choose books at random.

One can enjoy previewing new authors on various subjects and read the notices about local issues in the foyer. In this spacious foyer there are also computers freely available to book. The Children's Library is much valued where visiting grandchildren can choose books. The excellent Reference department would also be greatly missed.

Purley Library, built in 1936, is a Listed Building which contrasts well with the adjoining variety of new blocks of apartments being built. Its grassy lawn, mature trees and Rotary Fountain are a welcome sight when travelling down Foxley Lane to the start of Purley Town.

Purley town must not have its Listed Buildings torn down. They should be assimilated into the eclectic mix of apartments, shops and offices. It is a compact town with good rail services to London and far afield. We should not lose our facilities if we want to attract new residents.

REDACT

From: REDACT

Sent: 21 January 2021 18:25

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Coulsdon

Not only is Coulsdon library the hub of the community but with parents it is the 1st educator, even though school holidays!

I have used all their services since moving to Coulsdon 40 years ago with my children then and now with my grandchildren. It would be a disaster and a false economy to close the library with the impact being felt for generations to come.

Coulsdon library is not just an in/out conveyor belt for books but its friendly very well trained staff delivered a wide , diverse array of activities to suit everyone, from infant to granny in a conducive environment. My more favourite was the Saturday am bespoke IT training and with the grandchildren the Sing along. Preschool parents had an informal opportunity to meet at the children's events. With the well advertised shortage of computers for pupils in home learning highlights the service of having computer availability in the library, a safe, secure and well supported environment.

I have just touched on what would be lost, impacting on a diverse community.

I hope the same councillors and staff that displayed short sightedness and incompetence resulting in bankruptcy are not in a position to make a judgement on Coulsdon Library.

If the worst judgement is made and the library is shut then I would expect a rebate of my council tax.

REDACT

From: REDACT

Sent: 21 January 2021 15:42

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Coulsdon Library

This library in Coulsdon services the local community very well.

Lovely attentive staff, full of resources to search through and a wide spectrum of books available.

This library attracts all age group's.

We need our library, keep it opened!!

Regards

From: REDACT

Sent: 20 January 2021 21:33

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Libraries consultation

Please do not close down our libraries, in particular we use Ashburton Library regularly and have found it to be an excellent facility.

If anything, Ashburton Library could accommodate more people using it, so if you do have to close down any of the nearby smaller libraries (e.g. Shirley) then do make sure efforts are made to ensure those residents are able to utilise the other facilities on offer.

For example, clear information at the closed libraries on where nearest libraries are located, how to get there (bus routes etc), or even dedicated "welcome days" at the remaining libraries for those from any libraries that must close.

Importantly, do not let any closed Libraries turn into disused/dilapidated buildings – offer them up to the community to use the spaces creatively/raise funds to transform them into community hubs etc. Unleash innovation from the private sector and get these buildings working for the local community as soon as possible. This would lessen the impact of Library closures. If land/buildings must be sold – do this rapidly as the worst thing for the community is to have a disused building as an eyesore.

Regards,

REDACT

Sent from [Mail](#) for Windows 10

From: REDACT

Sent: 16 January 2021 21:53

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Libraries Consultation

I remember years ago there was a top floor in the Central Croydon library in the Town Hall with big black (?) books of voter rolls that listed the roads up to over 100 years ago with the residents' names, which would be very useful for research and would not have copies elsewhere.

I hope that any microfiche records have not been destroyed, as the images of old newspapers and other records could be very useful in verifying that the online history version's information is correct.

If there is a lack of space for old reference books, I remember that there is a tennis-court sized meeting hall in the Town Hall with a peripheral upper gallery that is full of shelves with fake books that could be replaced with valuable real ones for reasonably accessible storage.

Regards,

REDACT

From: REDACT

Sent: 19 January 2021 15:56

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Re: Library service &Community support

Hi Pilip Moreia -yeoell,

Thank you for your unexpectedly quick reply that I have just read.

My former experience with CALAT computing for work courses left me with a clear impression from the admin, that because the while otherwise excellent tutors are able to communicate on the same level as learners, they are prevented by the under contract condition to teach every element of the syllabus, which makes no mention of adult numeracy using a basic excel intro, which from my own trial and error seeking could not be more wrong.

And yes while they do provide otherwise excellent learner support workers they are, as the admin informed me, there to *reinforce the tutor not to teach one to one*, so I have to say, why then did CALAT accept me as suitable for computing for work courses after I had shown them documented evidence of my own low standard of education?

And if reed beginners courses were running why was I not referred to them being as they have been held under the same roof as CALAT uses?

For these reasons I don't see any point of trying to communicate with CALAT beginners courses but would like to trial the end result of using my own research results to improve adult numeracy, I now use basic excel on a daily basis which has made a massive difference to small budget management.

I did make an inquiry at the library reception about any interest in supporting adults with numeracy difficulty and given the lack of interest it's not so surprising the St Mungo survey found over half of homeless adults have numeracy difficulty, while computing for work is as you say beyond their scope, using most basic excel as a confidence builder appears to be just as beyond the scope of the CALAT syllabus.

Given the need of Croydon Council to make computing courses as cost effective as possible, I would like to ask them why it does not communicate the basic computing skills at the integrated level any motivated novice can cope with, because the biggest obstruction to learning is the imposing of a syllabus that is not appropriate for basic human potential and wellbeing, higher education has to begin with a solid foundation not an up in the air one too far above the novice head.

So I would like to put my question to the council leader, can you please let me have the email contact address. meanwhile I will be exploring the link you kindly provided.

Respectfully

REDACT

On Tue, 19 Jan 2021 at 11:33, librariesconsultation <librariesconsultation@croydon.gov.uk> wrote:

REDACT,

Thank you for your email.

You have actually come through to the 'Libraries Consultation' mailbox, which has been set up for the purpose of answering consultation related enquiries and distribution of the library savings survey. Would you like me to forward your enquiry to the CALAT mailbox?

On a related note, you are possibly already aware that the Library does offer volunteer-led, beginner IT sessions, or at least we did pre-pandemic. We do intend to resume these sessions when circumstances allow, though I should say our sessions are targeted more at computer novices getting to grips with the basics - using a mouse and keyboard, browsing the internet - and not so much on 'computing for work' which is a bit beyond their scope.

I'm afraid it is not clear from the website how long 'Reed' has offered their course directory search engine, though I would imagine the extent to which any of these courses are presently able to run will depend on their ability to offer remote, distance learning.

In case you are interested, I am also including information regarding the Library Savings Proposals. The survey is available online at www.croydon.gov.uk/library-consultation On this link you will find a short video giving you information on the consultation as well as the survey and some fact sheets which you may find useful.

If there was anything else you wanted to ask, please let me know.

Kind regards

Philip Moreira-Yeoell

Relief Supervisor, Croydon Central Library



From: REDACT

Sent: 19 January 2021 10:29

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Library service &Community support

Dear secretary,

Having found from personal experience no adult beginners computing courses in Croydon for numerical difficulty I was surprised to find on the web that the Reed organization does provide funded courses, so I wonder how long they have been running and if they still are.

Thanks

Terry

PS when I say personal experience I refer to two CALAT computing for work courses that surprisingly did not even mention numeracy where it is most needed,, so one way services could be educationally more cost effective is to include a basic introduction to the excel system which would provide adults with the same tech advantage for numeracy as Mr Hancock has advocated by example for dyslexia, why is basic numeracy not even mentioned in beginners computing for work courses?

Council services, online, 24/7 www.croydon.gov.uk/myaccount.

From: Zelda Davis [mailto:grizelda23@yahoo.com]
Sent: 12 February 2021 09:37
To: librariesconsultation <librariesconsultation@croydon.gov.uk>
Subject: HUGE SAVING OF £650,000

Dear Croydon Council

I have already filled in the questionnaire regarding the consultation to close some of the borough's libraries. In this questionnaire I was asked if I can come up with any ideas for the council to save money. I have found it! The council can save a huge £650,000. Please read below. I have copied it from an email I received from the Conservatives. They are brilliant in finding this massive saving. Please give them a call and thank them for discovering this huge saving.

Have a great day. I know I will.

REDACT

Labour Council deliberately stalling the will of local people

This evening (Monday 8th February), Labour is proposing a plan that will deliberately and unnecessarily stall the successful campaign for a Directly Elected Mayor of Croydon.

Labour's proposals will drag the process out longer than is necessary, advocating that the referendum should be on its own in October 2021. This cynical manipulation **will cost you, the taxpayers of Croydon, up**

to an additional £650,000 at a time

when Labour's bankruptcy can ill-afford such avoidable expenditure.

Croydon Conservatives, and the official Directly Elected Mayor of Croydon campaign, believe we should hold the referendum on the same day as the already scheduled London Mayoral election in May 2021 - saving much of this additional expenditure.

Over 17,000 local residents have signed a petition calling for a Directly Elected Mayor for Croydon, a system that could replace the failing and incompetent administration at the Council.

From: REDACT

Sent: 14 March 2021 15:01

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Cc: REDACT

Subject: Libraries consultation

REDACT

13th March 2021,

Dear Sir or Madam,

Unfortunately I was unable to access the form apart from one page. I am therefore writing a letter.

I am writing in particular in regard to Sanderstead Library but some of my points are in regard to our precious libraries in general.

I feel strongly that we should not be closing libraries on principle and particularly when so many families will be suffering financially and in other ways during and after the pandemic. Yes, the Council has a financial problem but libraries are not a very expensive part of the overall budget and closure of local libraries affects low income people, the frail and elderly, and children's ability to access books and other materials. Libraries mean local people can access broadband, computers, printers and photocopiers and also local and other information. They give a purpose for going out and meeting others – something very important for people's general health. Particularly galling is the fact that the proposals for closure are as a result of the poor financial decisions made by the Council over the last few years – and I believe the Council is still for example throwing large sums of money at Brick by Brick - which I feel should be used for our local purposes, particularly libraries.

The very people who are most likely to be affected are also unlikely to even know that there is a consultation taking place.

In regard to Sanderstead Library, it is, apart from what is provided by local churches, our ONLY community resource in Sanderstead. It is centrally placed and has a bus stop nearby, with buses five times an hour at present. Most of the time though for many of us it is within walking distance. This adheres to the green policies which I thought the Council was supporting. We have had no library service now for over a year as you did not reopen the library when you were able to do so and offer at least a limited service.

Sanderstead Library is a precious gem to those of us who live here. It is I believe the only library where usage has not decreased since 2016. At that time (2016) I seem to remember that there was a survey of the popularity of libraries in Croydon and Sanderstead came top (the awful library in Central Croydon came bottom). It is considered to have special local architectural interest and therefore meets the criteria for the Council's Conservation and Heritage Policy. I believe too that the large Beech tree outside Sanderstead library has a preservation order on it. It is certainly estimated to be well over one hundred years old, according to its girth. There is also space to add to the activities that take place in the existing library building.

There is no local alternative for a library service. Selsdon (at least two miles plus away) has been suggested in the past but it is not within walking distance and there is no direct bus service so using this would discourage library use and/or add to traffic congestion and exhaust pollution as a car

would be needed to get there. In fact though I have lived in Sanderstead for many years, I have only ever been to Selsdon (by car!) twice. Again, this would go against Croydon's green policy aims.

I would urge you to reconsider the closure of Sanderstead Library. Its loss would be an irretrievable blow to the community. No other library in Croydon that I have visited provides what Sanderstead Library does.

Yours faithfully,

REDACT

-----Original Message-----

From: REDACT

Sent: 10 March 2021 23:52

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Sanderstead Library

I am writing to express my ANGER at the proposal to close Sanderstead Library. I do not want it closed. I have been going to this library since I was a small child of 5 or 6 years and I am now 77. When I was caring for my grandchildren I was fortunate and delighted to take them to Wiggle and Jiggle every week which they thoroughly enjoyed and I am sure the activities they enjoyed there contributed to their emotional and personal development. They are now intelligent, confident teenagers. My own children also used and still use the library service. The library is a community facility which provides an essential service for people of all ages especially the elderly and people with disabilities who may live on their own and seek company.

We all know Croydon has been bankrupted by the present Council, but whose fault is that? Not ours!!! Where has all the money gone? How has it been wasted to the extent that the library which is an essential feature of Sanderstead is now threatened with closure. When I am no longer able to drive I can walk to this library. I cannot get to Selsdon. I am paying a great deal of Council Tax which is due to go up again next month. What services am I getting for it? Yes the bins are usually emptied. I pay an extra amount for the garden waste. I have one street light outside my house. I try to use the Recreation Ground but the surface of the path is terribly uneven and a danger to me as I could trip and fall. We no longer have the Fireworks up there. Something else that has gone reducing community facilities. Other areas of Croydon have Leisure Centres. Sanderstead has never had one of these and now it is probably going to lose its only community facility. It is an absolute disgrace.

Croydon is now like a wasteland. Hardly any shops, dangerous pavements, no wet leaves cleared up risking people with disabilities like me slipping up on them. Hardly any facilities worth having in the south of the Borough SO PLEASE DON'T CLOSE OUR LIBRARY.

REDACT

Sent from my iPhone

From: Hopley, Yvette <Yvette.Hopley@croydon.gov.uk>

Sent: 12 March 2021 19:23

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: Sanderstead Library

Dear Sirs,

I did write in respect of Sanderstead Library in my response to the budget proposal and assume those comments were noted. I also fully support the comments made in the Sanderstead Residents' Association open letter and their actions to seek to list the library as an asset of community value. I would be happy to meet with officers alongside the SRA should the need arise as I know they are very keen to involve the community in supporting retention of the asset.

I also noted that the library not only serves Sanderstead, but also supports Hamsey Green, Kenley, South Croydon and Riddlesdown. More recently we have sited the library as the only community venue at which we could hold as a place for resident to cast their votes since the school in the area could not be use (the Ridgeway) and St Mary's Church already runs a nursery so couldn't be used.

To say that we are bereft of assets is an understatement. More recently I looked at the library with a view to expanding its important role in the community to use the lower building of the library for health, community vaccination, hearing/vision/neighbourhood care and other important groups. I visited the site with Rachel Soni with a view to expansion of the localities programme.

Importantly the asset is on a bus route and is close to Sanderstead station and can be accessed by car for disabled or more vulnerable adults. There is a ramp and the lower doors have access, which could be used for the building.

For ease of reference I fully support the comments raised by the SRA;

Dear Croydon Councillors and MPs

Sanderstead residents are aware of the desperate financial situation facing all of Croydon but I have to ask on their behalf if the closure of five libraries will be a significant factor in addressing the deficit?

here is an increasing groundswell of public opinion throughout the borough that these local libraries - a very valuable community asset – will be lost forever and harm will be done to the most vulnerable. Not because the libraries are underused or undervalued in their communities - they are both well used and highly valued!

Croydon's One Croydon strategy sets out to transform how health and social care is delivered in the borough. By its 10-year Library Plan it is accepted that libraries have a vital role to play in this objective; to quote ***'Successful libraries play a vital role in promoting health and wellbeing, supporting people into work, increasing educational attainment, improving digital skills, bringing individuals and communities together and celebrating creativity and culture as vibrant community and cultural hubs.'***

The plan includes all 13 libraries and the closure proposal is a regrettable indication of a kneejerk reaction purely because of the current financial situation. It not only brings to a halt the desired improvements provided in the 10-year Library Plan but also, assuming the plan will be re-introduced at some later stage, reduces delivery considerably by reducing the number of libraries.

Thousands of local residents of all ages, creeds and backgrounds benefit from having access to a local library as is borne out by the Council's own data. Despite many having had opening hours reduced, the five libraries facing closure have over 186,000 visits; nearly 19,500 PC sessions for those without access to the internet at home and issue 144,473 books each year. It should be noted that footfall figures do not include those people visiting the library to use reference books, private study using own lap tops, reading a newspaper or the groups and schools which are listed later in this document. This demonstrates that these branches are catering very well for the needs of their local communities.

As Council figures show library running costs are extremely modest and provide excellent far reaching value for money. The financial saving to be gained by these closures is a drop in the ocean of the Council's current deficit.

Those most badly affected by these closures are children, the elderly and the socially disadvantaged – the very people who are least likely to voice their concerns. Before reaching any decision on library closure, it is vital that the Council looks at the long-term implications and its future impact on Croydon residents, especially its children.

Sanderstead Library

Sanderstead Library occupies a central position and is the only publicly owned community facility in the area. It provides step free access enabling use by people with disabilities, the elderly and people with young children and pushchairs. Bus stops are immediately outside

the library providing a frequent service in both directions. It issues 46,091 books, 8% of Croydon's total. A huge figure given the opening hours.

It should also be noted that the usage of the library has remained constant over the preceding five years, the only Croydon library to do so when every other library has seen a decrease in total visits over the same period. A number of user groups and activities (set out below) play a vital role in providing an essential community asset, especially for an area with a higher than Croydon average elderly population. These currently include:

- 6 local schools and 4 local nurseries;
- A monthly Reading Group;
- Twice monthly knit and natter group;
- Summer Reading challenge for children;
- Volunteer IT support sessions;
- Wiggle & Jiggle and Rhyme Time sessions.

These in no way preclude other possible new activities, some of which could generate additional income.

The Council has quoted Selsdon and Purley Libraries as alternatives. Neither of these are easily accessible by public transport with no direct bus or train service available and, although there is some shared parking at Sainsburys in Selsdon, there is no parking available close to Purley Library. Both alternatives would prohibit use by schools, local nurseries and child sessions due to distance and would prove extremely difficult for those without a car.

Existing car traffic on the Addington Road between Sanderstead and Selsdon often blocks back to Sanderstead roundabout and any scheme, which has the potential to increase this volume, should be avoided.

At recent webinars, the Council's view is that it is willing to consider community involvement in reducing costs but on a 'cost neutral' basis. There is a spectrum of possible volunteer engagement but the end result must be that Croydon Council ensures the continuation of a professional service.

Whilst willing to consider involvement, and possibly contribute to some agreed financial support for improving facilities, as we have done in the past, we would need to be actively involved in understanding what exactly the Council's plan is and what we, as a representative of the community, would be expected to take on-board both physically and financially.

Sanderstead Residents' Association has a good track record of both organising events and fund raising and is willing and able to be involved provided we understood what the Council is willing to provide in support. As an indication of our support for the library's retention, we have nominated Sanderstead Library to be an Asset of Community Value and await the Council's decision.

Over one hundred Association members signed the nomination in seven weeks, which

demonstrates the strength of feeling particularly as the canvassing had to be done remotely due to Covid 19 restrictions.

The Croydon 10-year Library Plan was a bold, imaginative plan to make the best use of its libraries by extending use for community benefit and we expect it to be reinstated and implemented fully.

Heather Lindsay

Chairman

on behalf of Sanderstead Residents Association

Cllr Yvette Hopley
Conservative Member for Sanderstead Ward
Shadow Cabinet Member for Adult Social Care & Health
Member Health & Wellbeing Board

Office: 0208 404 3462

Sanderstead Blog: www.croydonconservatives.com/sanderstead

-----Original Message-----

From: REDACT

Sent: 15 March 2021 09:28

To: librariesconsultation <librariesconsultation@croydon.gov.uk>

Subject: South Norwood library

I'm sorry, I missed the deadline on the consultation, but in brief An area of economic deprivation like South Norwood needs greater access to libraries not less.

And there is so much evidence that investment in library services creates remarkable returns in economic terms as well as on the wellbeing and self-respect of a community.

A central library site close to the station would be a huge boost to the local economy and help create retail opportunities on a sorry-looking high street.

Repurposing the new site would be a false economy.

Please rethink this.

REDACT