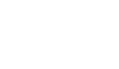
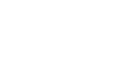
**Figure 1.** Case study profiles

|  |  |  |
| --- | --- | --- |
| **Profile** | **Case study LA1** | **Case study LA2** |
| Political complexion | All Labour apart from 1 independent | 80% Labour and 20% Lib Dem |
| Population (2016) | 149,400 | 201,600 |
| Area (hectares) | 6,441 | 14,235 |
| % workless households (2016) | 20.1% | 17% |
| % population claiming job seekers allowance/universal credit (2017) | 4.6% | 3% |
| Index of multiple deprivation  (2015) (rank of extent 1-302) | 23 | 73 |
| Public libraries (2017) | 8 | 13 |
| Community libraries (run by volunteers) (2017) | 0 | 4 |
| Role of volunteers | Value added roles, including supplementary activities aimed at enhancing service delivery, such as supporting ‘Readers at home’ service, local history volunteers,  Summer Reading Challenge | Value added roles, in addition to replacement of paid staff to run 4 community managed libraries, instigated by austerity measures. All duties undertaken by volunteers. |

**Figure 2.** Volunteering interrelationships in heritage attractions (Smith, 2002: p.12) The operating environment



Community

Heritage

property

Paid staff

Visitors

Visitors

B

D

Visitors

C

E

Visitors

Managers

A

Volunteers

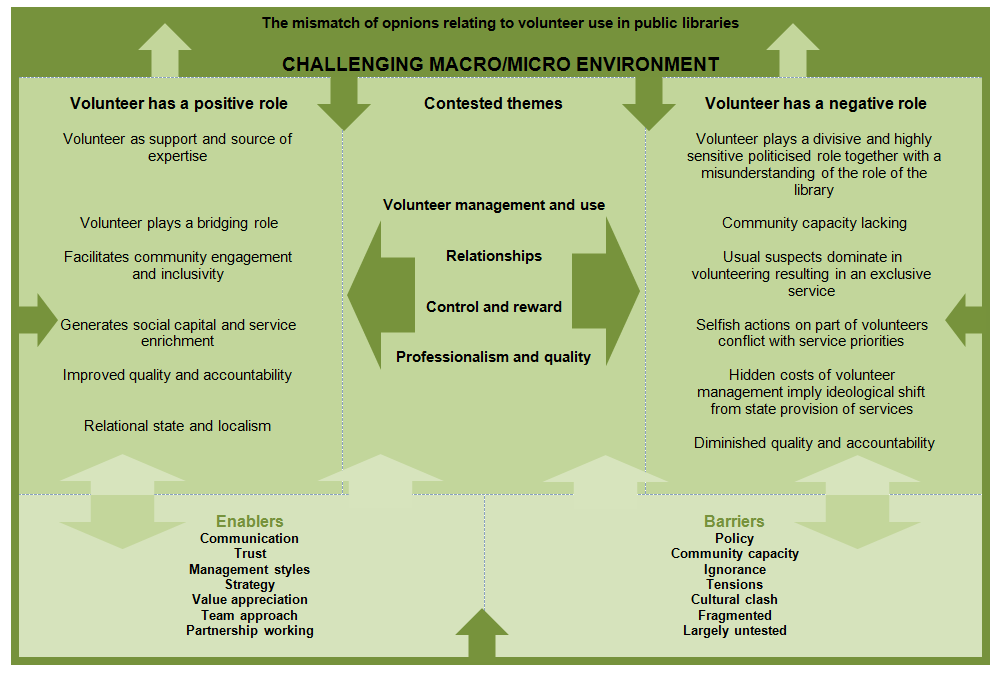
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Inter-relationships

A Volunteer to manager D Volunteer to visitors

B Volunteer to paid staff E Volunteer to property

C Between volunteers F Volunteer to community

**Figure 3.** The mismatch of opinions relating to volunteer use in public libraries