

Northumbria Research Link

Citation: Casselden, Bidy, Pickard, Alison, Walton, Geoff and McLeod, Julie (2019) Keeping the doors open in an age of austerity? Qualitative analysis of stakeholder views on volunteers in public libraries. *Journal of Librarianship and Information Science*, 51 (4). pp. 869-883. ISSN 0961-0006

Published by: SAGE

URL: <https://doi.org/10.1177/0961000617743087>
<<https://doi.org/10.1177/0961000617743087>>

This version was downloaded from Northumbria Research Link:
<http://nrl.northumbria.ac.uk/id/eprint/32413/>

Northumbria University has developed Northumbria Research Link (NRL) to enable users to access the University's research output. Copyright © and moral rights for items on NRL are retained by the individual author(s) and/or other copyright owners. Single copies of full items can be reproduced, displayed or performed, and given to third parties in any format or medium for personal research or study, educational, or not-for-profit purposes without prior permission or charge, provided the authors, title and full bibliographic details are given, as well as a hyperlink and/or URL to the original metadata page. The content must not be changed in any way. Full items must not be sold commercially in any format or medium without formal permission of the copyright holder. The full policy is available online: <http://nrl.northumbria.ac.uk/policies.html>

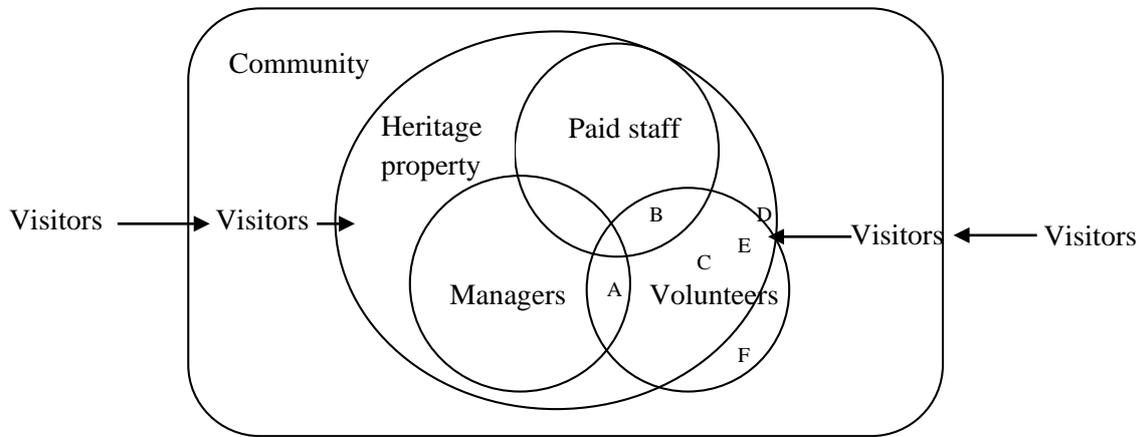
This document may differ from the final, published version of the research and has been made available online in accordance with publisher policies. To read and/or cite from the published version of the research, please visit the publisher's website (a subscription may be required.)

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



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

