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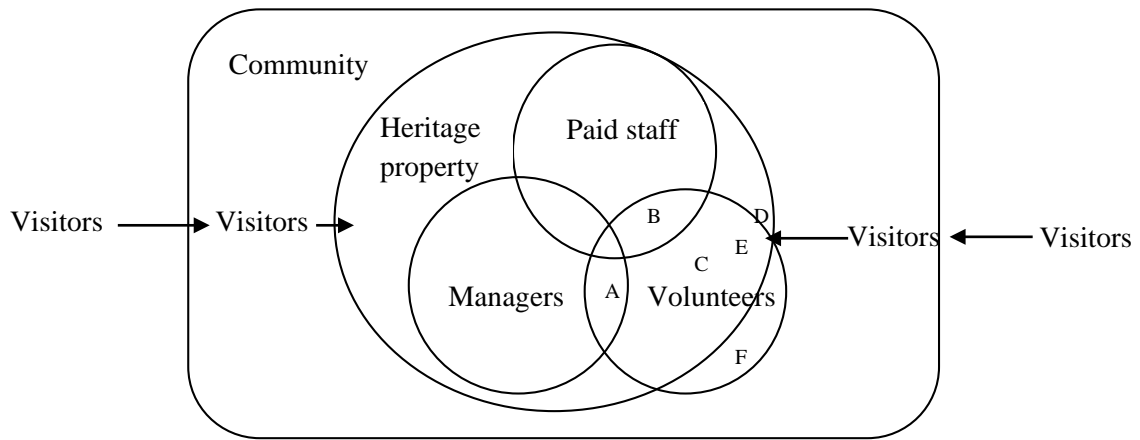
UniversityLibrary

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

