

“Plz keep da library open even wen da work on da extention starts v r begin u”

Using Thumbprint City to Consult Local People

Manningham Library in Bradford was given a grant of £1.5 million to create a library for the 21st Century.

Staff there used Thumbprint City as one of a number of ways to ask users what they would like to see in their new community library. They made simple word-document posters to put up, asking for ideas and explaining how to send them as a text to Thumbprint City.

Messages sent to Thumbprint City came from a range of different voices across the local community, all of whom cared about the future of the library:

- “I wud like 2 see Comfy seating, self service and somewhere 2 relax and get peace and quiet. As well as a bright area 4 the children 2 hav lots of fun and games. Thankyou!”
- “At Manningham liabery i want a place which is specifically dedicated for the means of studying also with the access of WIFI system signed zoaib1”
- “Hello sir/madam, as a member of the manning comunity i wud lik, in the new library more selection of books on islam and other faiths. 07*****1 ”
- “If u shut da library durin da winter it wil b very depresin 4 all da localz especialy if v av a bad winta dare must b a way around it”

Library staff were able to have simple conversations with users by text message to reassure them about what would happen while the library was closed.

Asking people how they felt about the library also brought to light an important community safety concern:

- “shud hav a security guard 2 keep trouble makers out dare iz a few at da moment”

Staff at Manningham library felt that using Thumbprint City had reached people who wouldn't otherwise have taken part in the consultation process.

*

At Thumbprint Co-operative we love doing things like this - it's why we are here - so if you are interested in doing something similar we are always happy to offer any advice and expertise we can to help come up with a plan.

Please contact Andrew Wilson:
wilsonandyb@gmail.com
+44 (0) 7980 224 927