

Proposed Changes to Mobile Libraries

Main Consultation Survey Results

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Leicestershire's Mobile Libraries - Main Consultation Survey Results

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Chapter 1: Introduction & methodology

In November 2014, following a public consultation, Leicestershire County Council agreed a new library service to meet ongoing budget challenges and changing customer expectations.

The 2014 libraries consultation did not ask questions about changes to the mobile library service, so a consultation was carried out to ensure the mobile library service could meet local needs.

The aim of the service is to have an effective, flexible and reliable service across Leicestershire.

However, the current service is not consistent across the county and not flexible enough to respond to changes such as new housing developments and changes in patterns of use.

Although the proposed changes are not primarily about delivering savings targets, they have the potential to provide a more efficient service, which will help relieve budget pressures in other areas of the library service.

The council is proposing to:

- change the frequency of visits to locations currently served by a mobile library to either once every 3 weeks or once a month
- update the network of mobile library stops to take account of

new developments and to reflect actual service usage

- make any changes from September 2015

Overview of the process

The council has consulted with the public and stakeholders on the proposed changes for the mobile library service in Leicestershire.

The consultation involved a survey with residents, library users and staff, and a survey of stakeholders. This report presents the findings of the former. The results of the stakeholder survey have been provided in a separate report.

Survey

A survey for residents, library users and staff, and a survey for stakeholders were made available on the council website from 5 January 2015. This was accompanied by an information booklet which set out the proposals in more detail.

The survey asked for views on the proposed changes for mobile libraries as well as asking about how people currently used the service (see Appendix 1 for the full questionnaire).

The consultation closed on the 13 April 2015 (a three month fieldwork window).

Communications and media activity

The council communicated the mobile library consultation in a number of ways, including:

- press releases sent to local media at the beginning, half way through and with a week to go
- social media messages on Twitter and Facebook at key points throughout the consultation
- Information posters and paper copies of the consultation sent to parish councils, local libraries and on-board mobile libraries
- on the local authority website front page banner and on the consultation webpage (www.leics.gov.uk/mobilelibraries)
- a letter sent to mobile library users which outlined the key changes and encouraged them to have their say

Alternative Formats/Equality and Human Rights Impact Assessment

The EHRIA screening process highlighted equalities considerations and steps were put in place to make the processes open and inclusive, and reduce any barriers to participation.

Letters were mailed out to mobile library users and copies of the

information booklet with integrated questionnaire were freely available on the mobile libraries and on request at other libraries.

The information booklet and questionnaire were also made available in Easy Read format as PDFs on the council's website or in hard copy on request.

A help line was provided for anyone who wanted assistance completing the surveys over the phone.

An article was included in the e-newsletter to Heads of schools to make them aware of the consultation.

A freepost return address was provided for completed surveys to encourage response.

Response rate

During the three month consultation window, 602 people responded to the survey. The majority (72%) took part by completing a paper survey, with the remainder returning a response online (28%).

Respondent profile

The demographic profile of those responding to the survey has been compared to the population figures from the 2011 Census. This analysis is reported in Appendix 2. It shows that the profile of respondents is somewhat different to the Leicestershire population. Certain demographic groups are overrepresented. For example, women, respondents aged over 65, respondents with a disability, respondents without access to a car, and respondents who are retired or looking after the home. Black and minority ethnic (BME) respondents are underrepresented, particularly Asian or Asian British respondents, as are those who are non-Christian.

Most respondents who completed the survey were, unsurprisingly, mobile library users and people who lived in the county (Chart 1). Other responses have been listed in Table 1.

Respondents who selected one of the options marked with an asterisk (Chart 1) were encouraged to complete a stakeholder survey instead. The results of this survey are reported separately.

Postcode analysis shows a higher proportion of respondents from the rural districts of Harborough and Melton, and a lower proportion from the more urban districts of Blaby and Oadby and Wigston, compared to Census 2011 figures. In fact, there were no respondents from Oadby and Wigston district. This is likely to be

Chart 1 - Capacity in which responding (multiple choice)

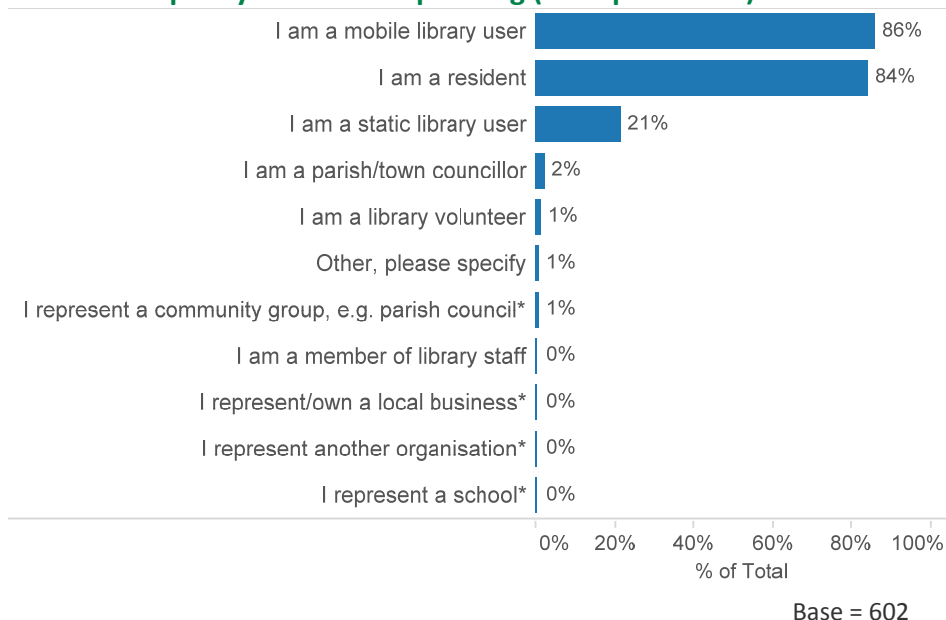


Table 1 - Capacity in which responding - ‘Other’

Response	Count
School/ playschool/ preschool/ child-minder	3
Book group	1
Only use static when mobile unavailable	1
Parent	1
Recently retired	1

because there are no mobile library stops in this district.

Analysis - methodology

Graphs and tables have been used to assist explanation and analysis. Although occasional anomalies appear due to rounding differences, these are never more than +/-1%. Question results have been reported based on those who provided a valid response, i.e. taking out the 'don't know' responses and no replies from the calculation of the percentages, in most instances.

Demographic analysis

The questionnaire included a range of demographic questions. As well as allowing for the profile of respondents to be understood it also makes it possible to understand the views of different groups. Respondents were also asked to provide their postcode so that it would be possible to produce analysis by geography. The collection of postcodes has made possible further analysis by the Indices of Multiple Deprivation (IMD) and the Office for National Statistics Urban/Rural Classification (see Appendix 3 for more information).

Each of the questions within the survey has been cross-tabulated by the following respondent groups:

- Gender
- Gender identity*
- Age
- Parent or carer of children
- Parent or carer of children (by age of children)

- Carer of an adult
- Long-term illness or disability
- Ethnicity*
- Religion*
- Number of cars in household
- Qualifications
- Economic status
- Council employee*
- Sexual orientation*
- District
- Urban Rural Classification
- Indices of Multiple Deprivation

Statistical testing

A statistical technique called chi-square has been used to look for significant differences between the demographic subgroups listed above (due to low numbers, the respondent groups marked with * have not been included in the statistical analysis).

Analysis of open-ended comments

The survey contained 13 open-ended questions. Just over 3,500 comments were left by respondents across these questions. For the purpose of analysis, coding frames were devised for each of the questions. All of the comments were read and coded by analysts. The Libraries Service will be given all comments in full for further consideration.

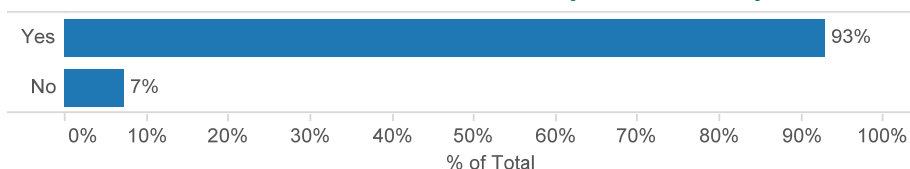
Chapter 2: Your mobile library service

Respondents were asked about their current usage of the Leicestershire Mobile Library Service.

Use of the mobile library service (Q2)

The vast majority of respondents (93%) had used a mobile library in the last 2 years (Chart 2).

Chart 2 - % who have used a mobile library in the last 2 years



Base =602

Respondents who were more likely to have used a mobile library stop in the last 2 years: were female, were 65 or over, were from rural village areas, were not parents of a person aged 17 or under, had a long-standing illness, disability or infirmity, had access to one or no cars or vans, had no qualifications or highest qualification was a GCSE, or were retired.

Respondents who were less likely to have used a mobile library stop in the last 2 years: were male, were 64 or under, were from rural town and fringe areas or urban city and town areas, were from the

least deprived areas of the county, were parents of a person aged 17 or under, did not have a long-standing illness, disability or infirmity, had access to two or more cars or vans, had a university degree as their highest qualification, or were employed.

Which mobile library stops (Q3)

Respondents who had used a mobile library in the last two years were asked which *one* mobile library stop they used most often, and were asked to provide the settlement and stop name (or description of the stop location).

Only a small number of stops mentioned by respondents (6) could not be identified from the description provided. A further 50 respondents did not provide details of the stop they used.

Chart 3 shows that 543 respondents provided details of a specific mobile library stop. In total, 269 stops were named in 166 settlements.

Only a small number of respondents said they used a stop which was proposed to be removed from the service. In total, 54 respondents (9%) identified 34 stops in 21 settlements, which were proposed to be removed from the service. These stops had, on

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Chart 3 - Summary of stops used

	Stop type		Grand Total
	Removed	Retained	
Number of respondents	54	489	543
Number of settlements	21	165	166
Number of stops	34	235	269
Average number of users per stop	1.6	2.1	2.0

Base =546

average, 1.6 users compared to 2.1 users of the stops which are proposed to remain.

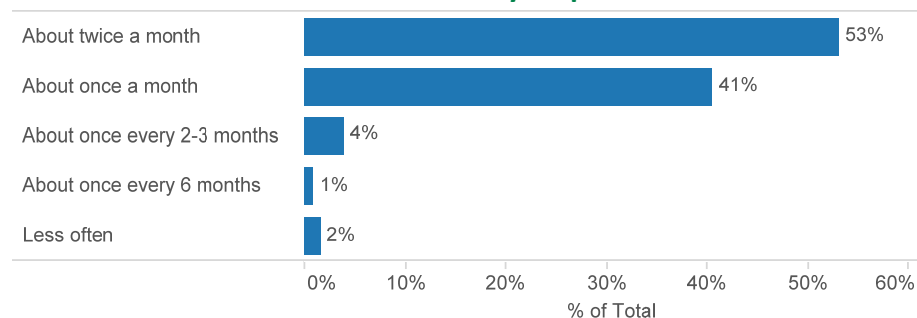
The full list of stops mentioned by respondents can be found in Appendix 4.

In total, respondents named 235 of the 383 stops listed in the consultation document (61%). Therefore, there were 148 mobile library stops which were not named by survey respondents as the stop they used most often. A list of these stops can be found in Appendix 5.

How often visited (Q4)

Respondents were asked how often they visited the mobile library stop they listed in Q3. More than half (53%) visited about twice a month, and 41% visited about once a month. Only 7% visited less than once a month (Chart 4).

Chart 4 - How often the mobile library stops are used



Base =550

Respondents who were more likely to visit their mobile library stop *about twice a month*: were from Blaby, Charnwood or North West Leicestershire, from urban city and town areas, had no access to a car or van, or were retired.

Respondents who were more likely to visit their mobile library stop *about once a month*: were from Melton, from rural village areas, or were not parents of a person aged 17 or under.

Respondents who were more likely to visit their mobile library stop *less than once a month*: aged 64 or under, were parents of a person aged 17 or under, had access to two or more cars or vans, or were employed.

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What activities (Q5)

Chart 5 shows that the most common activities respondents said they do when visiting the mobile library were loan books (96%), return books (87%) and renew books (76%). 'Other' activities, as specified by respondents, are listed in Table 2. The most popular 'other' activity was buying stamps or cards.

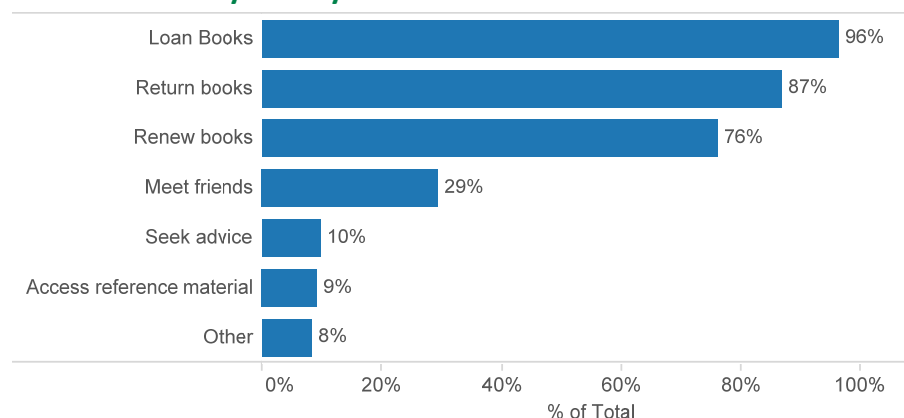
Respondents who were more likely to *renew books* at a mobile library: were 65 or over, were from rural village areas, or were not parents of a person aged 17 or under.

Respondents who were more likely to *return books* at a mobile library: visited their mobile library about twice a month, were 65 or over, were not parents of a person aged 17 or under, or were retired or occupied in other ways (e.g. studying, unemployed, sick etc.).

Respondents who were more likely to *seek advice* at a mobile library: were not parents of a person aged 17 or under, or had a long-standing illness, disability or infirmity.

Respondents who were more likely to *meet friends* at a mobile library: were 65 or over, or were not parents of a person aged 17 or under.

Chart 5 - Activity usually carried out



Base =558

Table 2 - Q5a 'Other'

Response	Count
Buy stamps, cards	13
Meet people/ socialise	7
Audio books	5
Leaflets/ newsletter/ posters	5
Book request	4
DVDs, CDs	4
Children have story on bus	1
Other	4

Chapter 3: Our proposals

Options for reducing the frequency of the service

Impact on change in frequency (Q6)

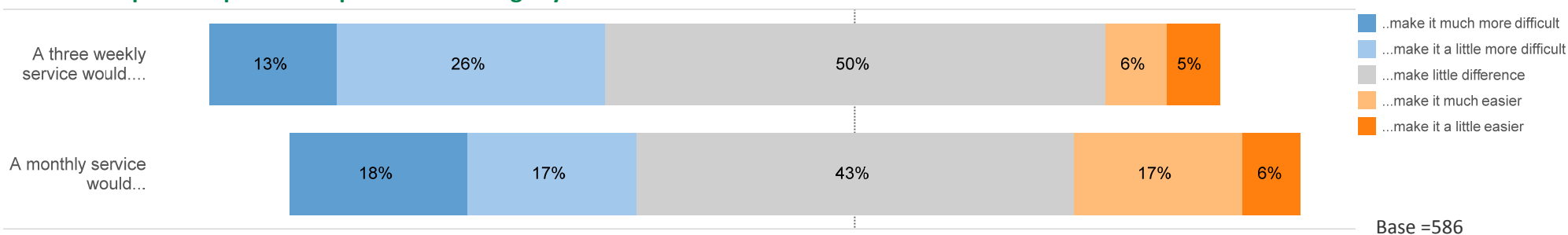
Chart 6 shows that compared to a fortnightly service, 39% of respondents thought a *three weekly service* would make it more difficult for them to use a mobile library. A lower proportion (35%) thought a *monthly service* would make it more difficult.

For both options however, the majority of users thought the proposed changes in frequency would either make little difference or would actually make it easier for them to use a mobile library as compared to a fortnightly service; 61% said a *three weekly service* would make little difference or make it easier, compared to 66% for a *monthly service*.

Respondents who were more likely to say a three weekly service would have a *neutral or positive* impact on their ability to use a mobile library: visited their mobile library stop about once a month, were male, were 65 or over, were from Hinckley & Bosworth or Melton, were not carers of a person aged 18 or over, or had no qualifications or highest qualification was a professional, vocational, work-related or other qualification.

Respondents who were more likely to say a three weekly service would have a *negative* impact on their ability to use a mobile library: visited their mobile library stop about twice a month, were female, were 64 or under, were from Blaby or North West Leicestershire, were carers of a person aged 18 or over, or highest qualification was a university degree.

Chart 6 - Impact of options compared to a fortnightly service



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Respondents who were more likely to say a monthly service would have a *neutral or positive* impact on their ability to use a mobile library: visited their mobile library stop about once a month, were 65 or over, were from Hinckley & Bosworth or Melton, were not parents of a person aged 17 or under, or were not carers of a person aged 18 or over.

Respondents who were more likely to say a monthly service would have a *negative* impact on their ability to use a mobile library: visited their mobile library stop about twice a month, were 64 or under, were from Charnwood, were parents of a person aged 17 or under, or were carers of a person aged 18 or over.

Reasons for impact (Q7)

The top 10 reasons given by respondents for their answers to Q6 are listed in Charts 7 and 8. The full list of reasons can be found in Appendix 6.

Respondents commented that they thought a three weekly service would be harder to remember because of the irregular pattern, and a monthly service would, conversely, be easier due to the regular pattern.

For both three weekly and monthly services it was commented that respondents would take more books to last them, and the longer period would give them more time to read the books. However, not

everyone felt that they would be able to take more books because of the difficulty carrying them. For both three weekly and monthly services there were concerns about the long interval if a visit was missed.

"It would make it difficult to remember which week the library would be coming"

"Find it difficult to remember every 3 weeks"

"Simplified Date (assuming month equals 4 weeks)"

"Would need to borrow more books to last between visits"

"Too long between visits"

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Chart 7 - Reason for impact - three weekly service

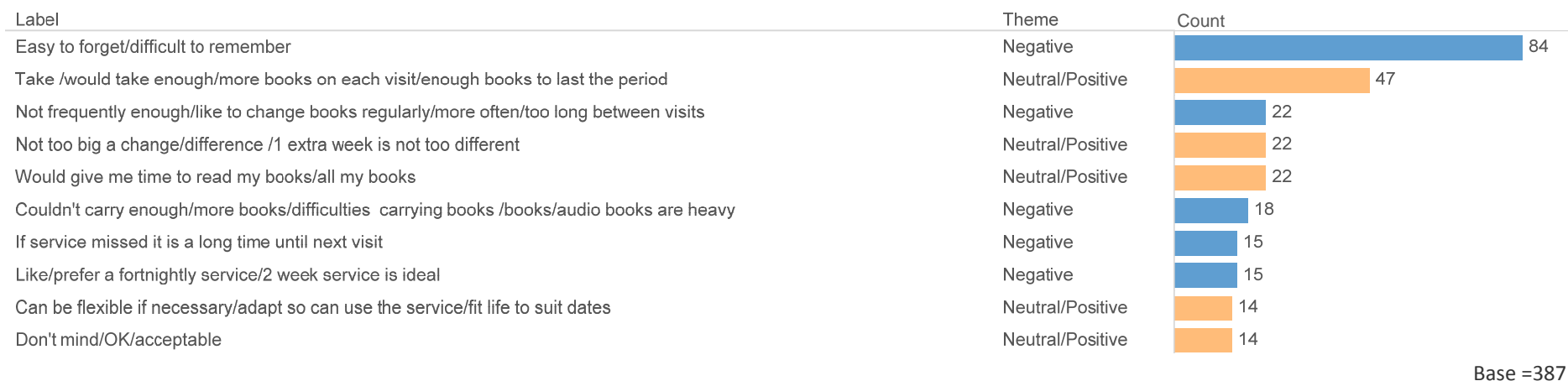
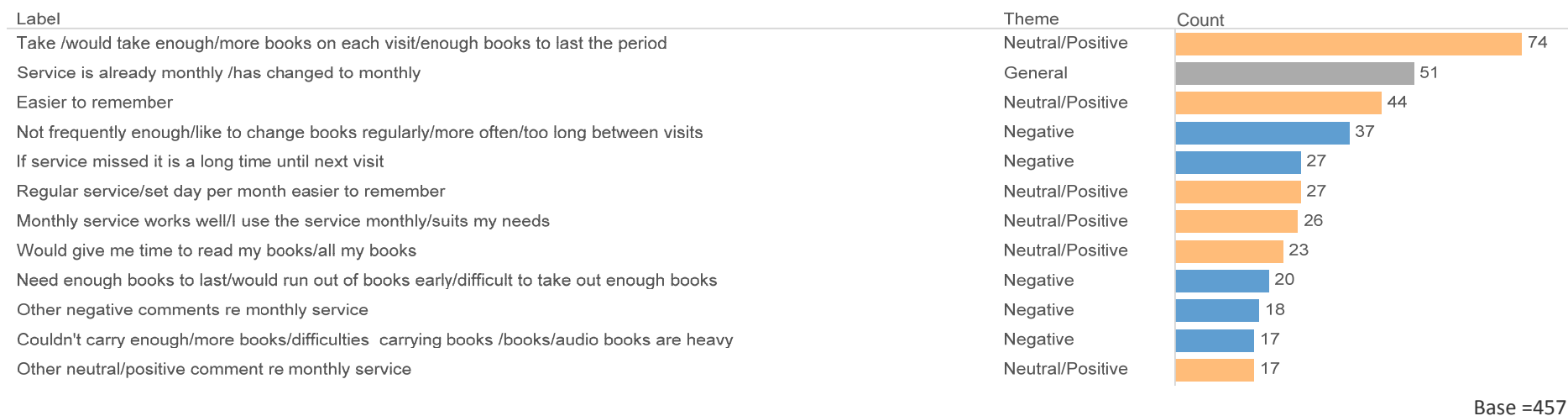


Chart 8 - Reason for impact - monthly service



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Ideas to avoid or reduce any difficulties (Q8)

The top 10 reasons given by respondents are listed in Charts 9 and 10. The full list of reasons can be found in Appendix 6.

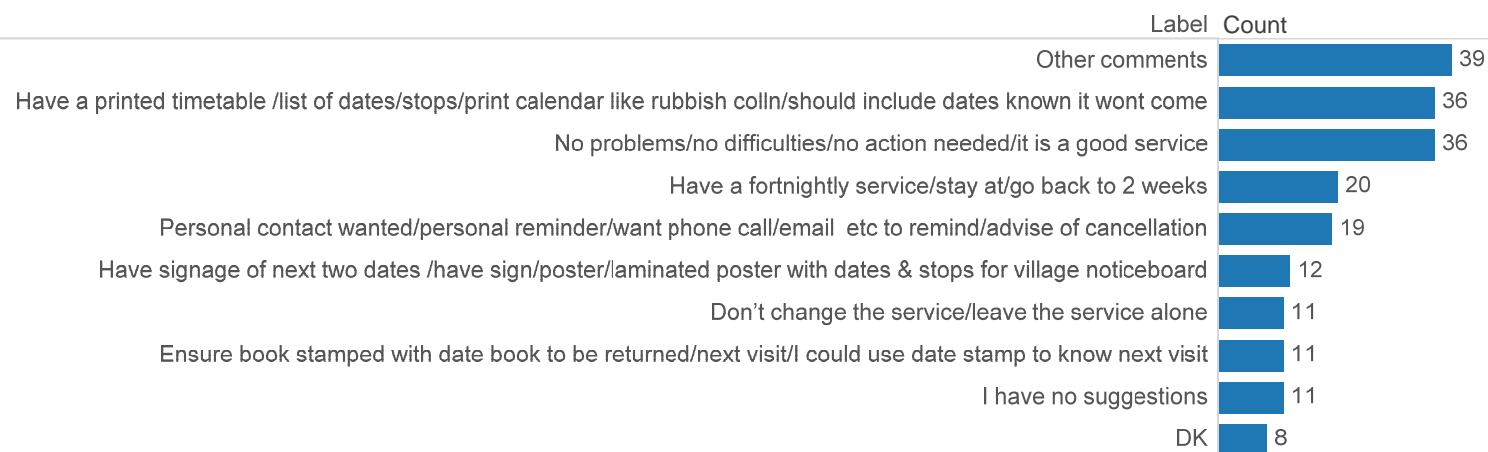
The top comment for monthly service was that there would be no problems/difficulties (this was also the joint second most mentioned comment for the three weekly service). For both three weekly and monthly services respondents mentioned that a printed timetable would be useful, as would printed materials/posters and reminder phone calls/emails. There were also calls for the service to stay as it is, i.e. fortnightly.

“I do not envisage difficulties”

“Annual notices listing dates and venues.”

“By continuing with a fortnightly service”

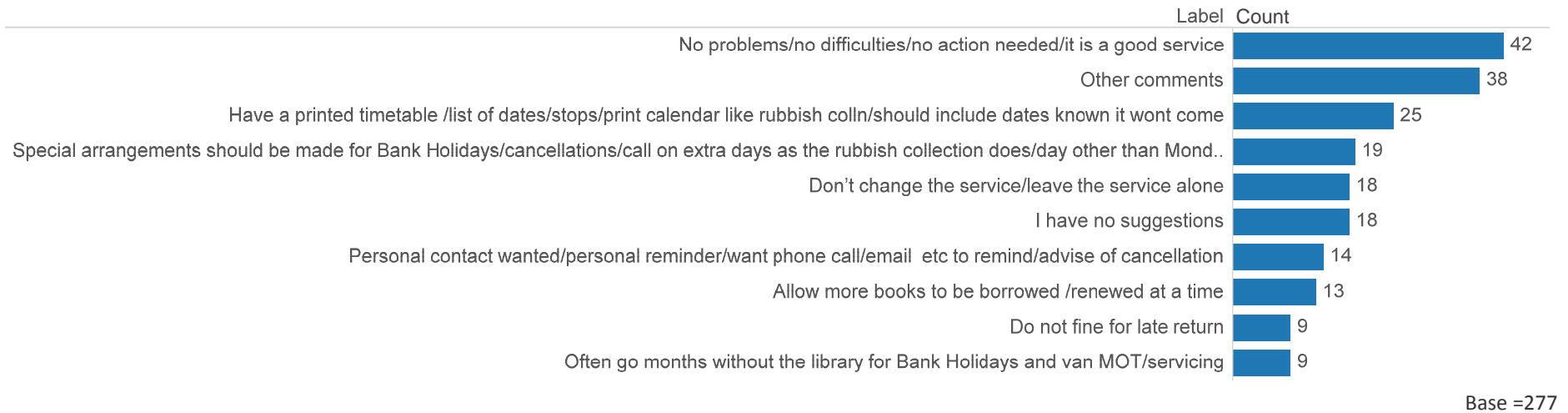
Chart 9 - Ideas to avoid or reduce any difficulties - three weekly service



Base =255

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Chart 10 - Ideas to avoid or reduce any difficulties - monthly service



Preferred option (Q9)

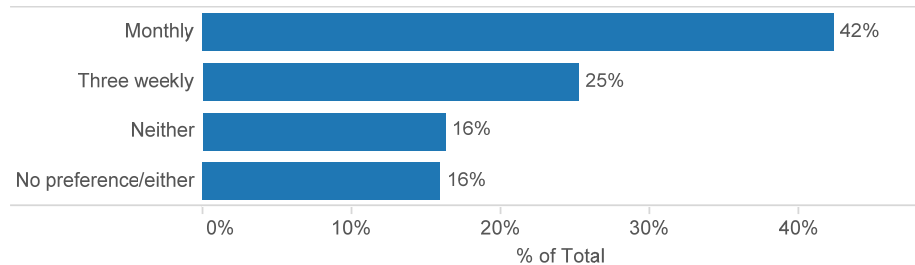
Chart 11 shows that the majority of respondents preferred a monthly service (42%). A quarter of respondents preferred a three weekly service. Only 16% said 'neither' option and a further 16% had no preference.

Respondents who were more likely to prefer a three weekly service: visited their mobile library stop about twice a month, or were from Charnwood.

Respondents who were more likely to prefer a monthly service: visited their mobile library stop about once a month, or were from Hinckley & Bosworth or Melton.

Respondents who were more likely to have no preference in service: visited their mobile library stop about once a month or less, or were from Blaby.

Chart 11 - Preferred option of mobile library service



Base =584

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Respondents who were more likely to prefer neither service: visited their mobile library stop about twice a month, or were from Harborough.

Alternative suggestions (Q10)

Chart 12 shows the top 10 alternative suggestions respondents put forward to improve the flexibility and capacity of the network with reduced resources.

The top code contains a wide range of comments from very specific suggestions to very general observations. These comments, as with all others, have been passed on to the service for further

consideration. A similar number of respondents said they had no comment or suggestion to make.

The full list of alternative suggestions can be found in Appendix 6.

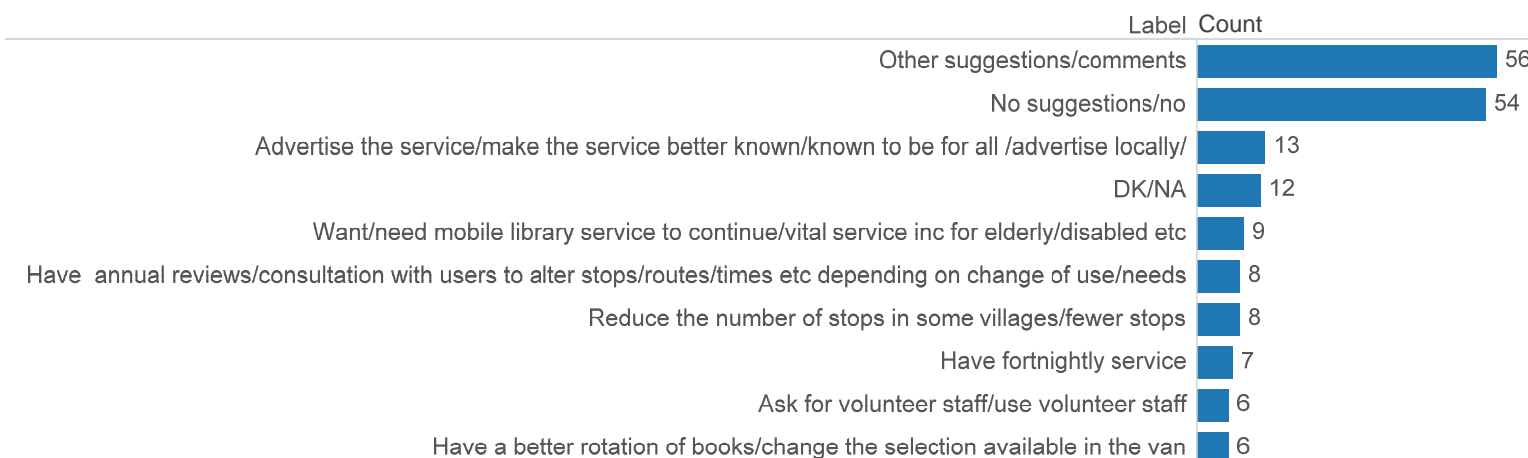
“Be more efficient”

“We sometimes get phone calls if the service cannot come. Would be happy for that to be emails - this cuts costs”

“Increase potential of the mobile service to sell/provide other essentials - stationery? stamps? magazines? - increase income to help protect the service. Provide coffee to make it a social occasion?”

“Extended loan period. No fines”

Chart 12 - Alternative suggestions



Base =209

Updating the network of mobile library stops

Basis for reviewing mobile library stops (Q11)

Respondents were asked the extent to which they agreed or disagreed with the basis on which the network of mobile library stops had been reviewed. Chart 13 show that 59% agreed and just 15% disagreed.

Respondents who were more likely to *agree*: were from the mid deprived areas of the county.

Respondents who were more likely to *neither agree nor disagree*: were from the least deprived areas of the county.

Respondents who were more likely to *disagree*: were from the most -to-mid deprived areas of the county.

Reasons for disagreement (Q12)

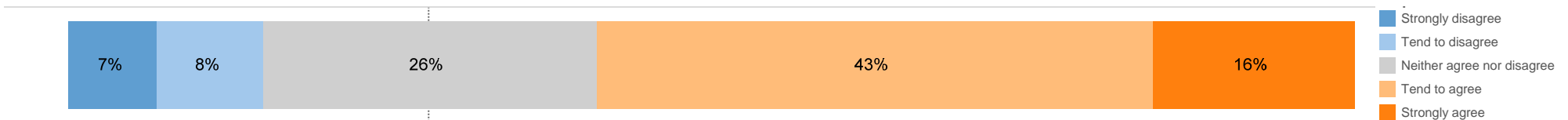
For the minority of people who disagreed the top reason mentioned was to do with access and mobility issues (Chart 14).

"Older people cannot get to alternative stops"

"Access and safety need to be considered young children should not miss out"

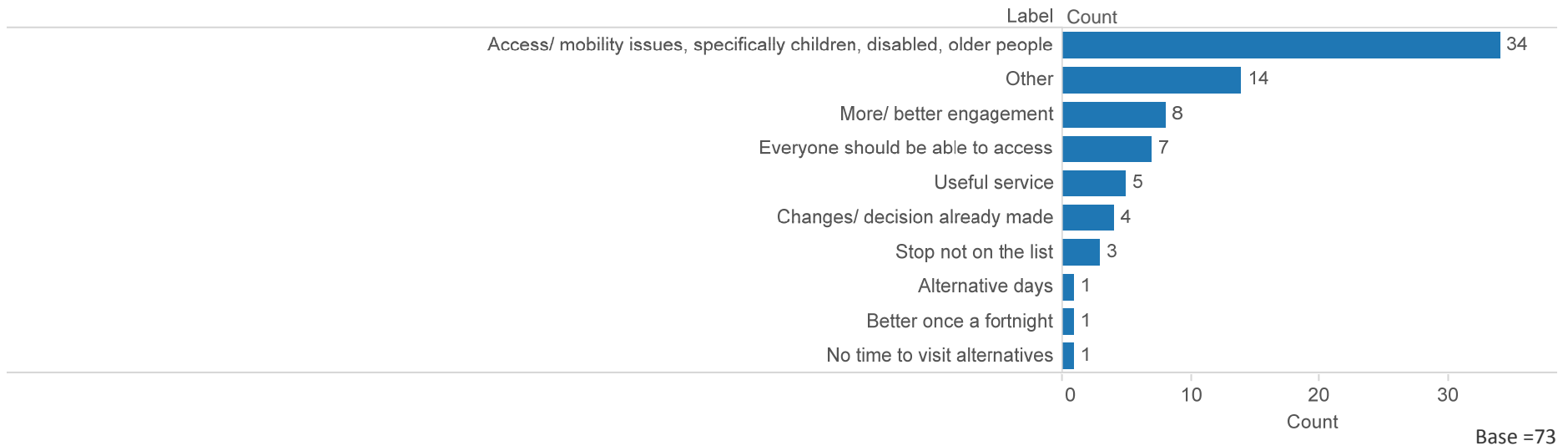
"If you are disabled you might not be able to go to a stop further away due to mobility difficulties"

Chart 13 - Basis for reviewing mobile library stops



Base =568

Chart 14 - Reasons for disagreement with basis on which stops have been reviewed



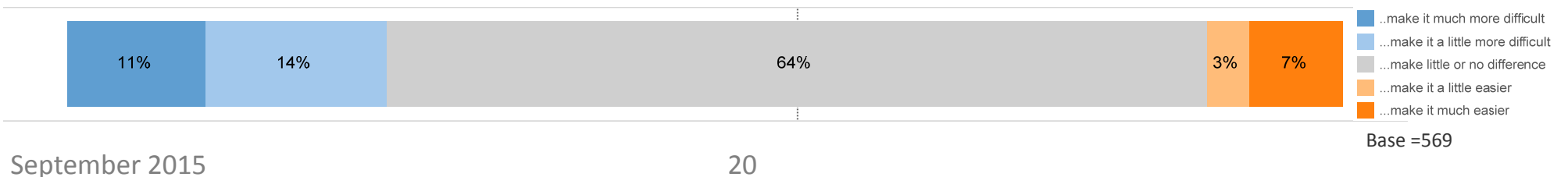
Impact of proposed changes to the network (Q13)

Chart 15 shows that the vast majority of respondents said that the proposed changes to the network of mobile library stops would make little or no difference to their ability to use the service (64%). A quarter said it would make it more difficult (11% much more difficult) and 10% said it would make it easier (7% much easier).

Respondents who were more likely to say the proposed changes to the network would make it *more difficult* to use the service: visited their mobile library stop about twice a month, or had no access to a car or van.

Respondents who were more likely to say the proposed changes to the network would make *little or no difference* on their ability to use the service: visited their mobile library stop about once a month, or had access to two or more cars or vans.

Chart 15 - Impact of revised network



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Reasons for Impact (Q14)

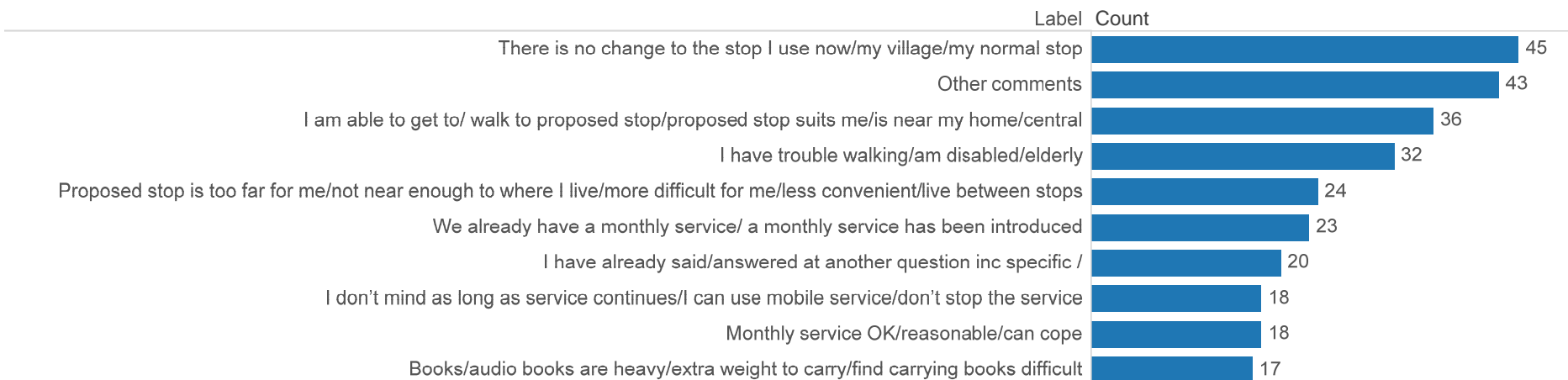
The top 10 reasons given by respondents for their answers to Q13 are listed in Chart 16. The full list of reasons can be found in Appendix 6.

The most frequent comment from respondents was that there was no change planned for their stop or they could use an alternative. For others, mobility and access were cited as reasons why the changes would make it more difficult.

“No changes to stops in my village”

“Because I may have to end up visiting another library to get out books.”

Chart 16 - Reasons for impact



Base =393

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Ideas to avoid or reduce any difficulties (Q15)

Respondents were asked to provide ideas for how any difficulties could be avoided or reduced. Chart 17 lists the top 10 reasons given by respondents for their answers to Q15. The full list of reasons can be found in Appendix 6.

A wide range of specific comments were left by respondents, but also a large number said that they did not know how difficulties could be avoided or reduced. A number of respondents made suggestions about adding specific stops and some made the case for the service remaining as it is.

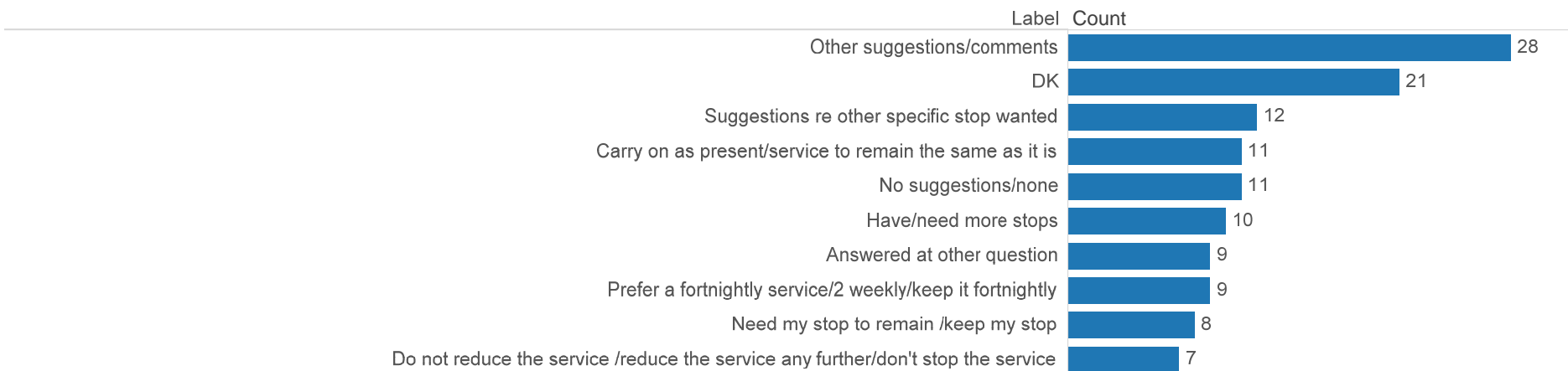
"It might be better if the mobile stopped in Main Street as it is on the flat and can be reached easily by all people especially those with disabilities."

"Larger large print selection"

"Routing needs to be examined to save fuel"

"Review new service after 3 - 6 months."

Chart 17 - Ideas to avoid or reduce any difficulties



Base =195

Future service delivery

Likelihood of using additional services (Q16)

Respondents were asked how likely it would be for them and their family to use a range of different services if they were provided on the mobile libraries. Chart 18 shows that the service people were most likely to use was the purchase of postage stamps (74% said they were somewhat or very likely to do this). Access to information about services and other organisations was also popular.

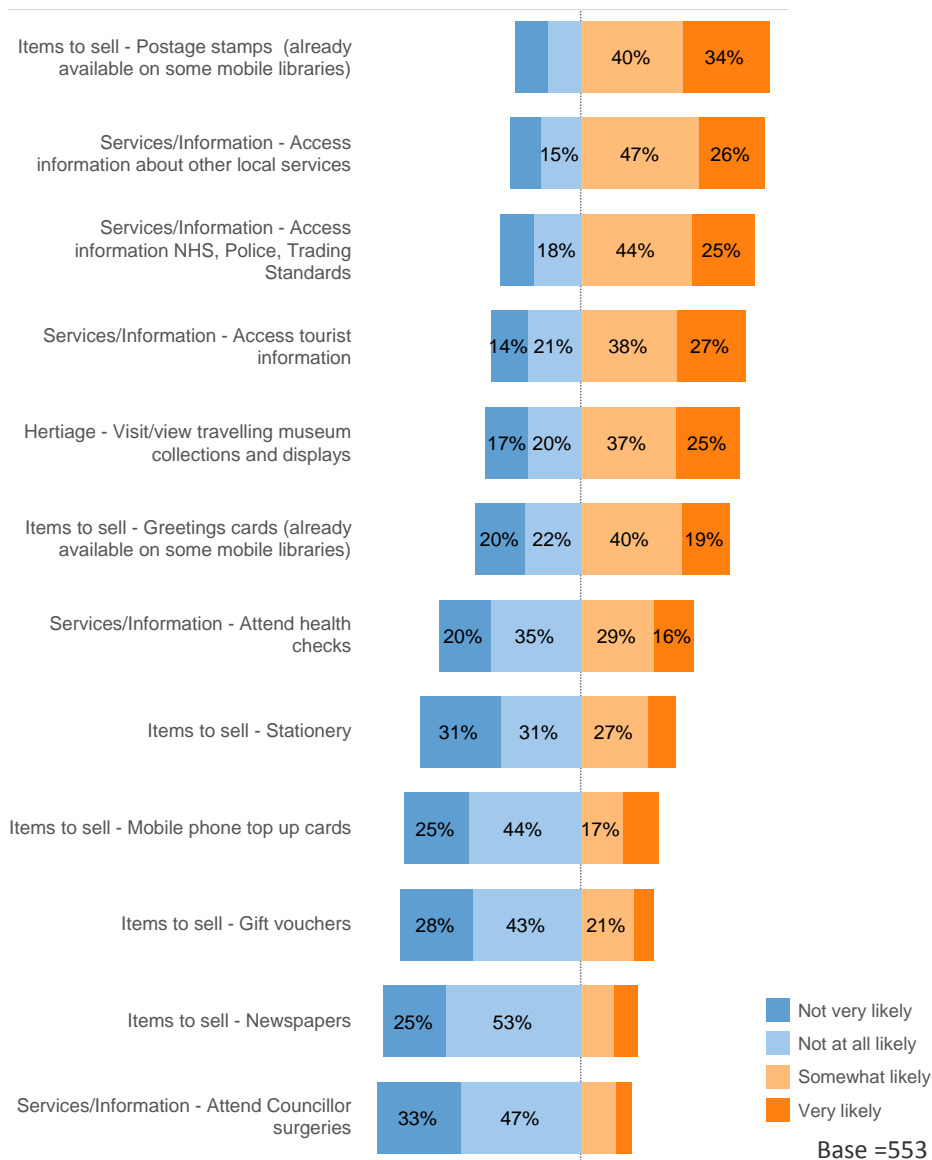
Respondents who were more likely to **buy postage stamps** at a mobile library: were from rural hamlets and isolated dwellings.

Respondents who were more likely to **access information about other local services**: were carers of a person aged 18 or over.

Respondents who were more likely to **access information about initiatives from organisations such as the NHS, Police, Fire & Rescue Service etc.**: were from North West Leicestershire, or were carers of a person aged 18 or over.

Respondents who were more likely to **access tourist information**: had access to two or more cars or vans. Respondents who were less likely: had no access to a car or van.

Chart 18 - Likelihood of using other services in a mobile library



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Respondents who were more likely to **visit/view travelling museum collections and displays**: were aged 64 or under, were from rural village areas, were carers of a person aged 18 or over, highest qualification was a university degree, or were employed. Respondents who were less likely: were aged 65 or above, were from rural hamlets and isolated dwellings or urban city and town areas, were not carers of a person aged 18 or over, had no qualifications, or were retired.

Respondents who were more likely to **buy greetings cards** at a mobile library: were from rural village areas, or were carers of a person aged 18 or over.

Respondents who were more likely to **buy stationary** at a mobile library: were 64 or under, were carers of a person aged 18 or over, or were employed or occupied by other means (e.g. studying, unemployed, sick etc.). Respondents who were less likely: were 65 or over, or were retired.

Respondents who were more likely to **buy mobile phone top up cards** at a mobile library: were carers of a person aged 18 or over, had no qualifications or highest qualification was a professional, vocational or work-related, or other qualification. Respondents who were less likely: were not carers of a person aged 18 or over, or highest qualification was a university degree.

Respondents who were more likely to **buy gift vouchers** at a mobile library: were carers of a person aged 18 or over, highest qualification was GCSEs/O-Levels or A-Levels/HE Diploma, or were occupied by other means (e.g. studying, unemployed, sick etc.).

Respondents who were more likely to **buy newspapers** at a mobile library: were 64 or under, were parents or carers of a person aged 17 or under, or were employed or occupied by other means (e.g. studying, unemployed, sick etc.). Respondents who were less likely: were 65 or over, were not parents or carers of a person aged 17 or under, or were retired.

Respondents who were more likely to **attend councillor surgeries**: visited their mobile library stop about twice a month, were 64 or under, were parents or carers of a young person aged 17 or under, or were employed or occupied by other means (e.g. studying, unemployed, sick etc.). Respondents who were less likely: were 65 or above, were not parents or carers of a person aged 17 or under, or were retired.

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Ideas for other services or facilities (Q17)

Respondents were asked whether there were any other services or facilities that could be provided on the mobile libraries. The top 10 responses are listed in Chart 19. The full list of reasons can be found in Appendix 6.

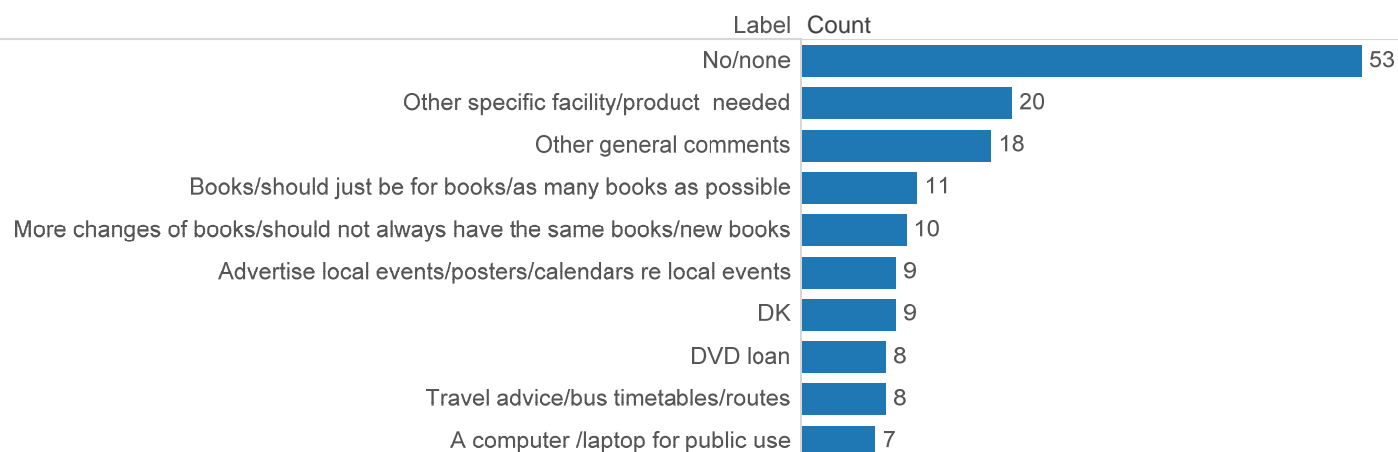
The most frequent comment was that respondents had no additional ideas. The second and third codes contained a wide range of comments from very specific suggestions to very general observations. These comments, as with all others, have been passed on to the service for further consideration.

"Access via the library computer to know the titles of books previously taken out so you don't take out the same books twice"

"Info from local clubs and societies (notice board perhaps)."

"Deliver books ordered from static library"

Chart 19 - Ideas for other services or facilities



Base =192

Appendix 1 - Questionnaire

Leicestershire's future

Your role

Q1 In which role(s) are you responding to this consultation? Please tick ALL applicable

<input type="checkbox"/> I am a resident	<input type="checkbox"/> I am a parish/town councillor
<input type="checkbox"/> I am a static library user	<input type="checkbox"/> I represent/own a local business*
<input type="checkbox"/> I am a mobile library user	<input type="checkbox"/> I represent a community group, e.g. parish council*
<input type="checkbox"/> I am a library volunteer	<input type="checkbox"/> I represent a school*
<input type="checkbox"/> I am a member of library staff	<input type="checkbox"/> I represent another organisation*
<input type="checkbox"/> I am a county councillor	<input type="checkbox"/> Other, please specify
<input type="checkbox"/> I am a district councillor	

*If you indicated that you represent an organisation, business, community group or school, there is a separate stakeholder survey which we would encourage you to complete instead at www.leics.gov.uk/haveyoursay/mobilelibraries.

Your mobile library service

Q2 Have you used a mobile library in the last two years? Please tick ONE option only

YES Continue to (Q3)
 NO Go to (Q6)

Q3 Which ONE mobile library stop do you use most often? Please write in the box

Town/Village name:

Stop name/description of location:

Q4 How often do you visit this stop? Please tick ONE option only

<input type="checkbox"/> About twice a month	<input type="checkbox"/> About once every six months
<input type="checkbox"/> About once a month	<input type="checkbox"/> Less often
<input type="checkbox"/> About once every two-three months	

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Mobile Libraries

Q5 What do you usually do when you visit the mobile library? Please tick ALL applicable

<input type="checkbox"/> Loan books	<input type="checkbox"/> Seek advice
<input type="checkbox"/> Access reference material	<input type="checkbox"/> Meet Friends
<input type="checkbox"/> Renew books	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Return books	<input style="width: 100px;" type="text"/>

Our proposals

Options for reducing the frequency of the service

Q6 Compared with a fortnightly service, what impact, if any, would each of the following options have on your ability to use a mobile library? Please tick ONE option per row

	...make it much easier	...make it a little easier	...make little difference	...make it a little more difficult	...make it much more difficult	Don't know
A <u>three weekly</u> service:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A <u>monthly</u> service:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Please explain why you say this? Please write in the boxes below

A three weekly service:

A monthly service:

Q8 Please provide ideas for how any difficulties could be avoided or reduced? Please write in the boxes below

A three weekly service:

A monthly service:

p13

Leicestershire's Mobile Libraries - Main Consultation Survey Results

Leicestershire's future

Q9 Which is your preferred option? Please tick ONE option only

Three weekly Neither
 Monthly Don't know
 No preference/either

Q10 Do you have any alternative suggestions to improve the flexibility and capacity of the network with reduced resources? Please write in the box below

Updating the network of mobile library stops

A list of proposed stops in every village has been published. The list takes account of the most recent requests for new stops. The list includes at least one stop in every village that currently has a mobile library service. However, if a current stop doesn't have more than three regular users, it has not been included if an alternative stop is available in the same village.

Q11 To what extent do you agree or disagree that we have used the right basis to review our network of mobile library stops? Please tick ONE option only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 If you disagree, why do you say this? Please write in the box below

Q13 How would the proposed changes to the network of mobile library stops impact on your ability to use the service? Please tick ONE option only

The proposed network of mobile library stops would...

...make it much easier for me to use the service
 ...make it a little easier for me to use the service
 ...make little or no difference to me overall
 ...make it a little more difficult for me to use the service
 ...make it a much more difficult for me to use the service
 Don't know

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Mobile Libraries

Q14 Why do you say this? Please write in the box below

Q15 Please provide ideas for how any difficulties could be avoided or reduced? Please write in the box below

Future service delivery

Some additional services are currently available on mobile libraries such as the sale of postage stamps. We are keen to explore if there is demand for further services that could be provided.

Q16 How likely is it that you/your family would use the following services if they were provided on the mobile libraries? Please tick ONE option per row.

	Very likely	Somewhat likely	Not very likely	Not at all likely	Don't know
Items to sell					
Newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greetings cards (already available on some mobile libraries)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Postage stamps (already available on some mobile libraries)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stationery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone top up cards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gift vouchers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services/Information					
Attend Councillor surgeries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attend health checks - i.e. blood pressure checks etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access tourist information - leaflets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access information (leaflets and displays) about initiatives from organisations such as the NHS, Police, Fire & Rescue Service, local councils, Trading Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access information (leaflets and displays) about other local services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heritage					
Visit/view travelling museum collections and displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Leicestershire's Mobile Libraries - Main Consultation Survey Results

Leicestershire's future

Q17 Are there any other services or facilities you think we could provide on the mobile libraries? Please write in the box below

About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

This information will not be disclosed in the event of an Freedom of Information request.

Q18 Are you male or female? Please tick ONE option only

- Male
 Female

Q19 Do you identify as transgender? For the purposes of this question 'Transgender' is defined as an individual who lives, or wants to live, full time in the gender opposite to that they were assigned at birth. Please tick ONE option only

- Yes
 No

Q20 What was your age on your last birthday? (Please enter your age in numbers not words in the box below)

Q21 What is your full postcode? This will allow us to see how far people are travelling to use their mobile library. It will not identify your house. Please write in the box below

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Mobile Libraries

Q22 Are you a parent or carer of a young person aged 17 or under? Please tick ONE option only

- Yes
 No

Q23 If yes, what are the ages of the children in your care? Please tick ALL applicable

- 0 - 4 11 - 15
 5 - 10 16 - 17

Q24 Are you a carer of a person aged 18 or over? Please tick ONE option only

- Yes
 No

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help

Q25 Do you have a long-standing illness, disability or infirmity? Please tick ONE option only

- Yes
 No

Q26 What is your ethnic group? Please tick ONE option only

- White Black or Black British
 Mixed Other ethnic group
 Asian or Asian British

Q27 What is your religion? Please tick ONE option only

- No religion Jewish
 Christian (all denominations) Muslim
 Buddhist Sikh
 Hindu Any other religion

Q28 In total, how many cars or vans are owned or available for use by members of your household? Please tick ONE option only

- None Three
 One Four or more
 Two Don't know

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Leicestershire's Mobile Libraries - Main Consultation Survey Results

Leicestershire's future

Q29 What is your highest level of qualification you have obtained? Please tick ONE option only

<input type="checkbox"/> No qualifications	<input type="checkbox"/> Higher degree (e.g. MSc, Phd etc)
<input type="checkbox"/> GCSEs/O-levels or equivalent	<input type="checkbox"/> Professional, vocational or work-related qualifications
<input type="checkbox"/> A-levels or equivalent	<input type="checkbox"/> Other, please specify below
<input type="checkbox"/> Diploma in higher education	
<input type="checkbox"/> Lower degree or PGCE (e.g. BA or BSc etc)	<input type="text"/>

Q30 Which of these activities best describes what you are doing at present? Please tick ONE option only

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (less than 30 hours per week)
- Self employed full or part-time
- On a government supported training programme - e.g. Modern Apprenticeship/Training for Work
- Full-time education at school, college or university.
- Unemployed and available for work
- Permanently sick / disabled
- Wholly retired from work
- Looking after the home
- Doing something else, please tick and specify below

Q31 Are you an employee of Leicestershire County Council? Please tick ONE option only

- Yes
- No

Q32 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation. Please tick ONE option only

<input type="checkbox"/> Bi-sexual	<input type="checkbox"/> Lesbian
<input type="checkbox"/> Gay	<input type="checkbox"/> Other
<input type="checkbox"/> Hetrosexual/straight	

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Mobile Libraries

Thank you for your assistance.

Your views are important to us. Your feedback will be incorporated with the other consultation feedback received and will be presented for consideration to the Cabinet Meeting in July 2015, where the final decision on the proposals will be taken. The results from the consultation will be published on the website in due course.

Please return your completed survey by noon on Wednesday 8 April 2015 to:

Mobile Libraries Consultation,
Leicestershire County Council,
Have Your Say,
FREEPOST
NAT18685,
Leicester,
LE3 8XR

No stamp is required

Data Protection:
Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the County Council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the Council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.

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Leicestershire's Mobile Libraries - Main Consultation Survey Results

Appendix 2 - Demographic Profile

Base	Survey Responses			2011 Census (16+)		Base	Survey Responses			2011 Census (16+)	
	% Inc	NR	% Ex	#	%		% Inc	NR	% Ex	#	%
Are you male or female?						Are you a parent or carer of a young person aged 17 or under?					
Male	129	21.4%	22.3%	261,140	49.0%	Yes	63	10.5%	11.2%	(Census data includes all people cared for regardless of age)	
Female	450	74.8%	77.7%	271,968	51.0%	No	498	82.7%	88.8%		
NR	23	3.8%				NR	41	6.8%			
Do you identify as transgender?						If yes, ages of the children (Base=63)					
Yes	7	1.2%	1.5%	(Not applicable)		0-4	27	42.9%	42.9%		
No	464	77.1%	98.5%			5-10	35	55.6%	55.6%		
NR	131	21.8%				11-15	19	30.2%	30.2%	(Not applicable)	
Age						16-17	6	9.5%	9.5%		
Under 15	11	1.8%	2.0%			NR	3	4.8%			
15-24	1	0.2%	0.2%	76,143	14.3%	Are you a carer of a person aged 18 or over?					
25-34	19	3.2%	3.4%	70,190	13.2%	Yes	32	5.3%	6.0%	(Census data includes all people cared for regardless of age)	
35-44	25	4.2%	4.4%	91,441	17.2%	No	497	82.6%	94.0%		
45-54	27	4.5%	4.8%	95,116	17.8%	NR	73	12.1%			
55-64	53	8.8%	9.4%	84,781	15.9%	What is your religion?					
65-74	179	29.7%	31.8%	61,791	11.6%	No religion	104	17.3%	18.7%	134,686	25.3%
75-84	199	33.1%	35.3%	38,436	7.2%	Christian (All denominations)	443	73.6%	79.7%	333,621	62.6%
85 and over	49	8.1%	8.7%	15,210	2.9%	Buddhist	1	0.2%	0.2%	1,397	0.3%
NR	39	6.5%				Hindu	1	0.2%	0.2%	14,936	2.8%
Do you have a long-standing illness or disability?*						Jewish	0	0.0%	0.0%	452	0.1%
Yes	195	32.4%	35.5%	101,632	19.1%	Muslim	0	0.0%	0.0%	6,239	1.2%
No	355	59.0%	64.5%	431,476	80.9%	Sikh	1	0.2%	0.2%	6,185	1.2%
NR	52	8.6%				Any other religion or belief	6	1.0%	1.1%	2,186	0.4%
*2011 Census asks if respondents day-to-day activities are limited a lot						NR	46	7.6%		33,406	6.3%
What is your ethnic group?						Are you an employee of Leicestershire County Council?					
White	556	92.4%	98.9%	491,473	92.2%	Yes	13	2.2%	2.3%	(Not applicable)	
Mixed	4	0.7%	0.7%	4,335	0.8%	No	549	91.2%	97.7%		
Asian or Asian British	1	0.2%	0.2%	32,183	6.0%	NR	40	6.6%			
Black or Black British	1	0.2%	0.2%	3,133	0.6%						
Other ethnic group	0	0.0%	0.0%	1,984	0.4%						
NR	40	6.6%									

Leicestershire's Mobile Libraries - Main Consultation Survey Results

Base	Survey Responses			2011 Census (16+)		Base	Survey Responses			2011 Census (16+)	
	% Inc NR	% Ex NR		#	%		% Inc NR	% Ex NR		#	%
Sexual orientation						Economic activity					
Bisexual	10	1.7%	2.4%	(Not applicable)		Employee full time (+30hrs per week)	24	4.0%	4.3%	195,058	40.7%
Gay	0	0.0%	0.0%			Employee part-time (<30hrs per week)	37	6.1%	6.6%	70,396	14.7%
Heterosexual/straight	400	66.4%	96.6%			Self employed full or part time	25	4.2%	4.4%	47,062	9.8%
Lesbian	0	0.0%	0.0%			On a government training scheme	0	0.0%	0.0%	-	-
Other	4	0.7%	1.0%			Full time education	8	1.3%	1.4%	44,289*	9.2%*
NR	188	31.2%				Unemployed and available for work	4	0.7%	0.7%	14,534	3.0%
District						Wholly retired from work					
Blaby	43	7.1%	7.9%	76,334	14.3%	Looking after the home	46	7.6%	8.2%	15,363	3.2%
Charnwood	109	18.1%	20.0%	137,878	25.9%	Other	7	1.2%	1.2%	6,830	1.4%
Harborough	147	24.4%	27.0%	69,034	12.9%	NR	40	6.6%			
Hinckley & Bosworth	66	11.0%	12.1%	86,475	16.2%	*All students full and part time					
Melton	96	15.9%	17.6%	41,237	7.7%						
North West Leicestershire	84	14.0%	15.4%	75,791	14.2%						
Oadby & Wigston	0	0.0%	0.0%	46,359	8.7%						
Other	2	0.3%									
Missing/Invalid Postcode	55	9.1%									
Number of cars in household						Number of cars in household					
	(No. of individuals)			(No. of households)			(No. of individuals)			(No. of households)	
None	109	18.1%	19.5%	40,821	15.3%	None	261	18.1%	19.5%	40,821	15.3%
One	287	47.7%	51.3%	110,471	41.3%	One	287	47.7%	51.3%	110,471	41.3%
Two	143	23.8%	25.6%	88,377	33.0%	Two	143	23.8%	25.6%	88,377	33.0%
Three	12	2.0%	2.1%	20,566	7.7%	Three	12	2.0%	2.1%	20,566	7.7%
Four or more	6	1.0%	1.1%	7,199	2.7%	Four or more	6	1.0%	1.1%	7,199	2.7%
Don't know	2	0.3%	0.4%	-	-	Don't know	2	0.3%	0.4%	-	-
NR	43	7.1%				NR	43	7.1%			
Highest level of qualification						Highest level of qualification					
No qualifications	112	18.6%	21.1%			No qualifications	112	18.6%	21.1%		
GCSEs/O-levels or equivalent	86	14.3%	16.2%			GCSEs/O-levels or equivalent	86	14.3%	16.2%		
A-levels or equivalent	35	5.8%	6.6%			A-levels or equivalent	35	5.8%	6.6%		
Diploma in higher education	34	5.6%	6.4%			Diploma in higher education	34	5.6%	6.4%		
Lower degree or PGCE (e.g. BA or BSc etc)	73	12.1%	13.7%			Lower degree or PGCE (e.g. BA or BSc etc)	73	12.1%	13.7%		
Higher degree (e.g. MSc, Phd etc)	45	7.5%	8.5%			Higher degree (e.g. MSc, Phd etc)	45	7.5%	8.5%		
Prof, vocational or work-related	122	20.3%	22.9%			Prof, vocational or work-related	122	20.3%	22.9%		
Other	25	4.2%	4.7%			Other	25	4.2%	4.7%		
NR	70	11.6%				NR	70	11.6%			

Appendix 3 - Geodemographic classifications

Index of Multiple Deprivation (IMD)

The Index of Multiple Deprivation (IMD) is a measure of multiple deprivation at the Lower Super Output Area (LSOA) level. All the LSOAs in Leicestershire (of which there are 396) are given a value, ranked from the most deprived to the least deprived areas.

More information is available from the Department for Communities and Local Government website: <https://www.gov.uk/government/organisations/department-for-communities-and-local-government/series/english-indices-of-deprivation>

Urban Rural Classification

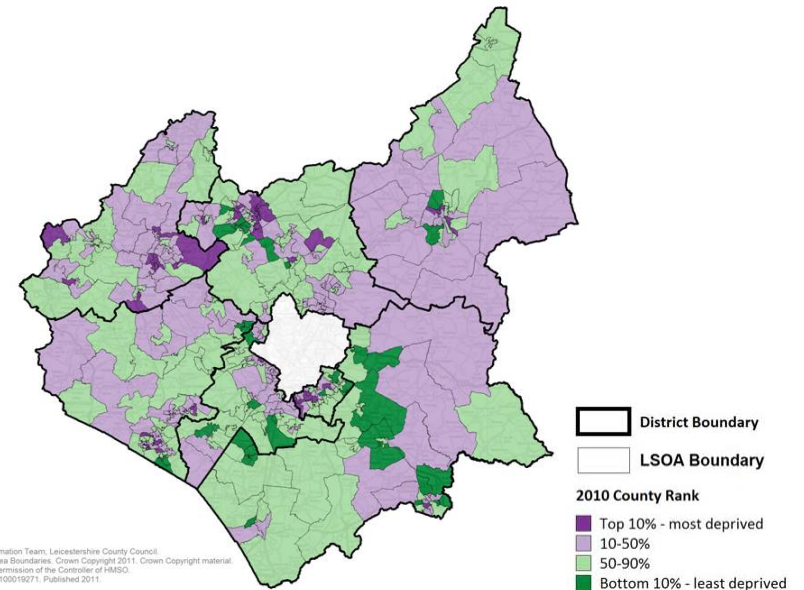
The Urban Rural Classification provides a methodology to classify the 2,085 Census Output Areas of Leicestershire according to their rurality.

The Definition adopts a settlement-based approach, comprising four settlement types, of which three are rural:

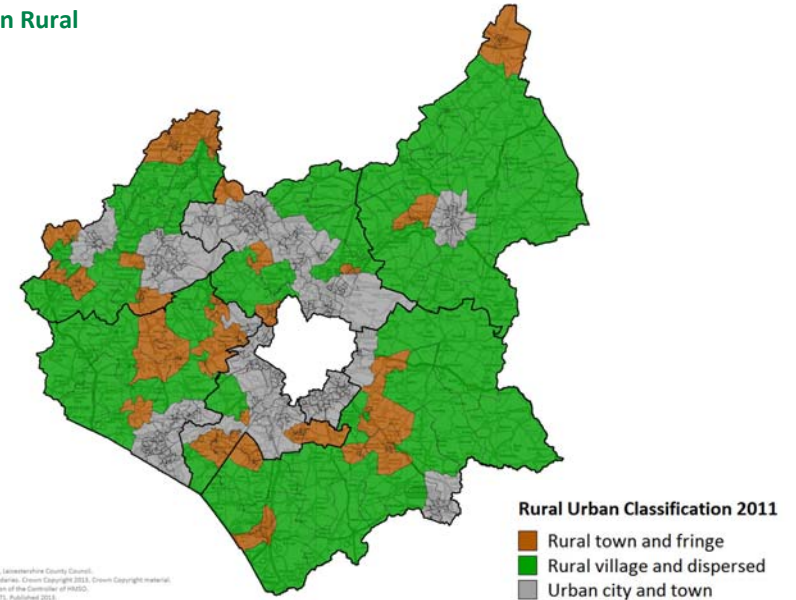
- Urban (population over 10,000)
- Town and Fringe
- Village
- Hamlet and Isolated Dwellings

More information is available from the Office for National Statistics (ONS) website: <http://www.ons.gov.uk/ons/guide-method/geography/products/area-classifications/2011-rural-urban/index.html>

Map - IMD



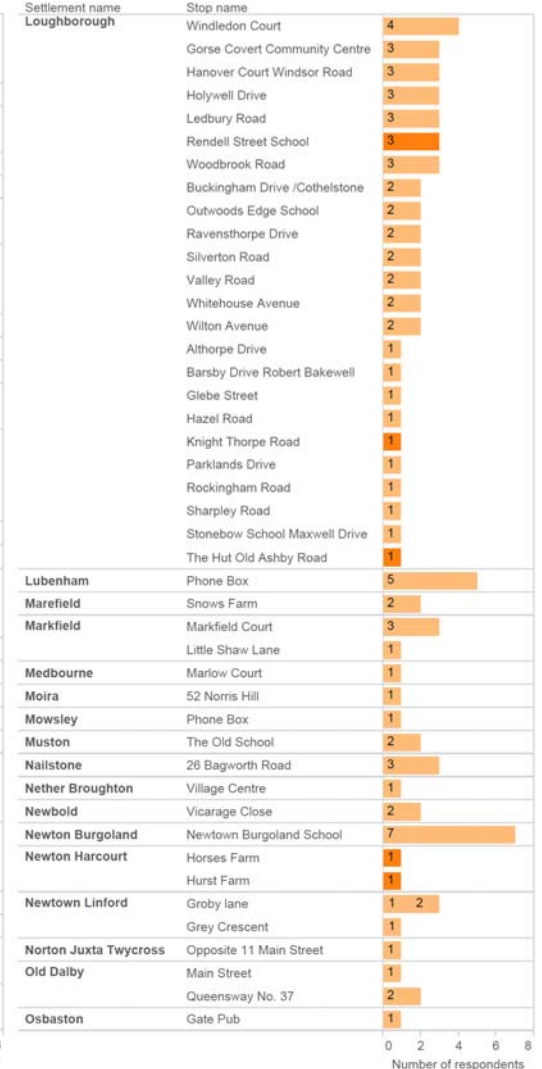
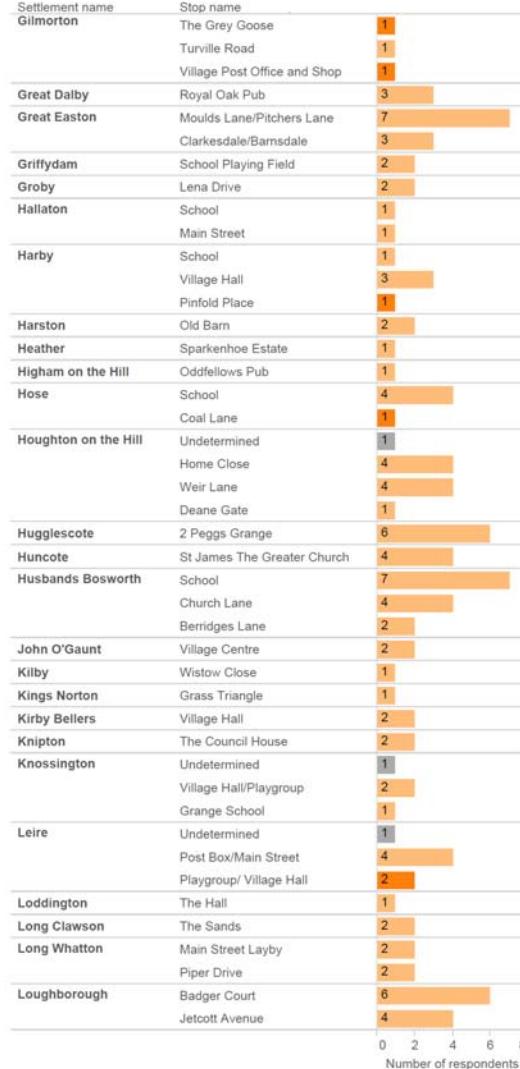
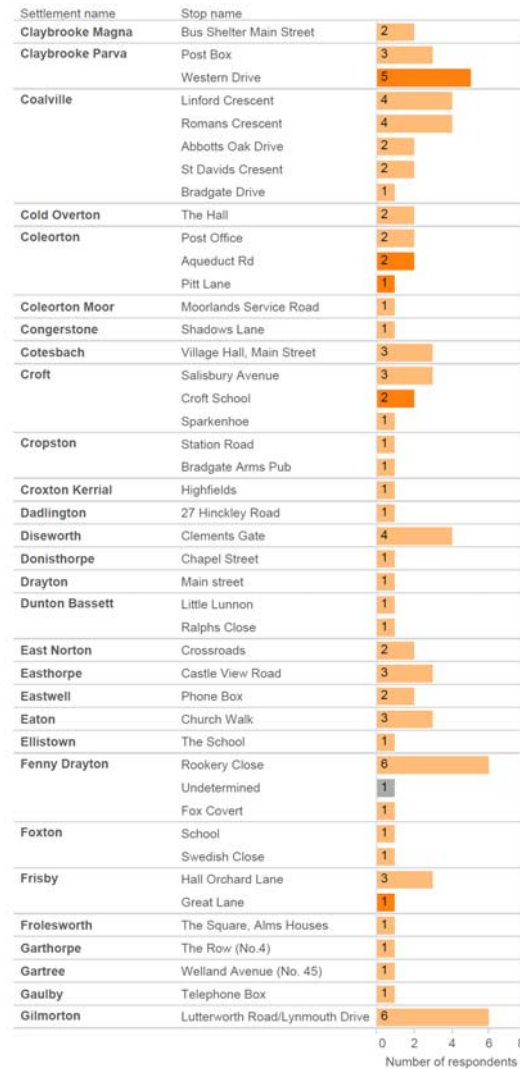
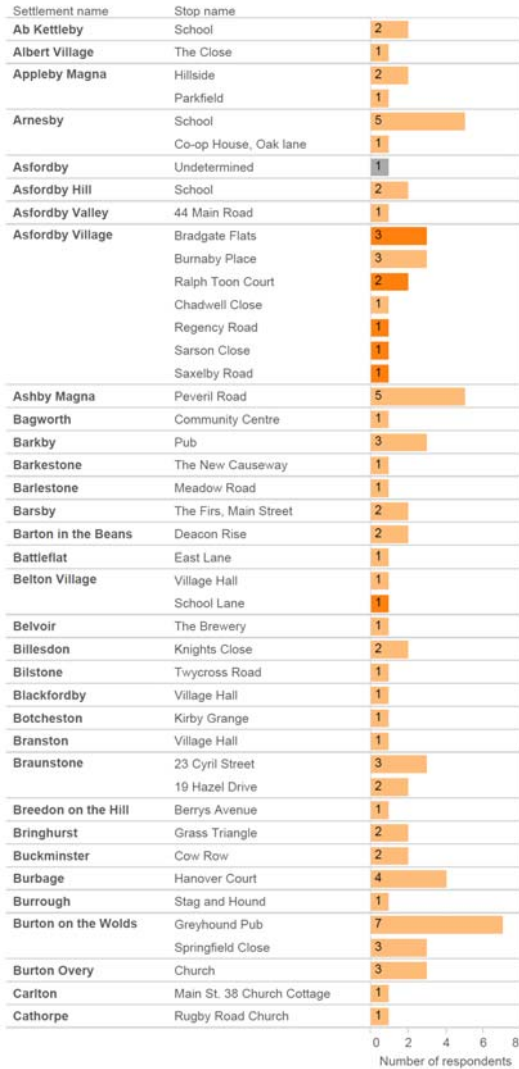
Map - Urban Rural



Leicestershire's Mobile Libraries - Main Consultation Survey Results

Appendix 4 - Stops Used Most Often

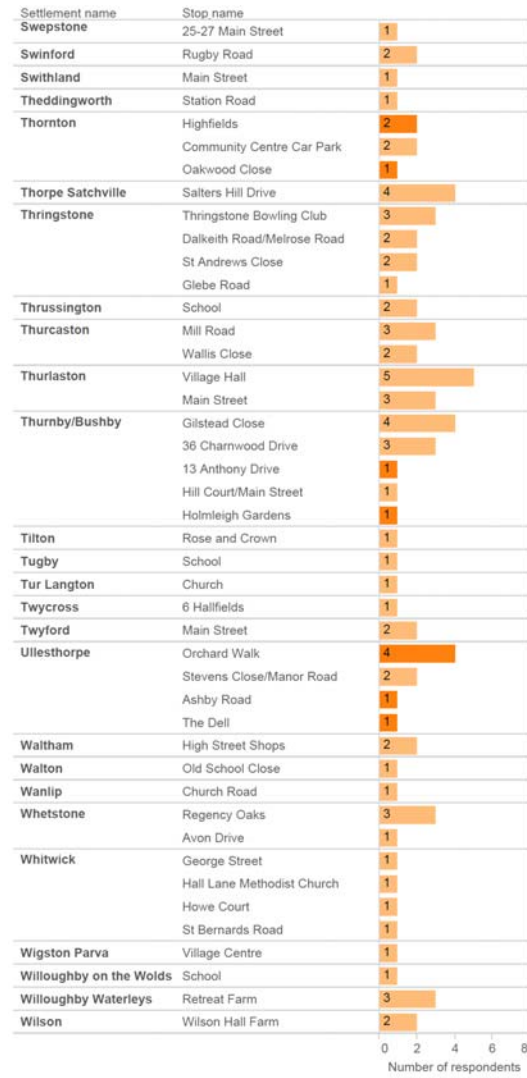
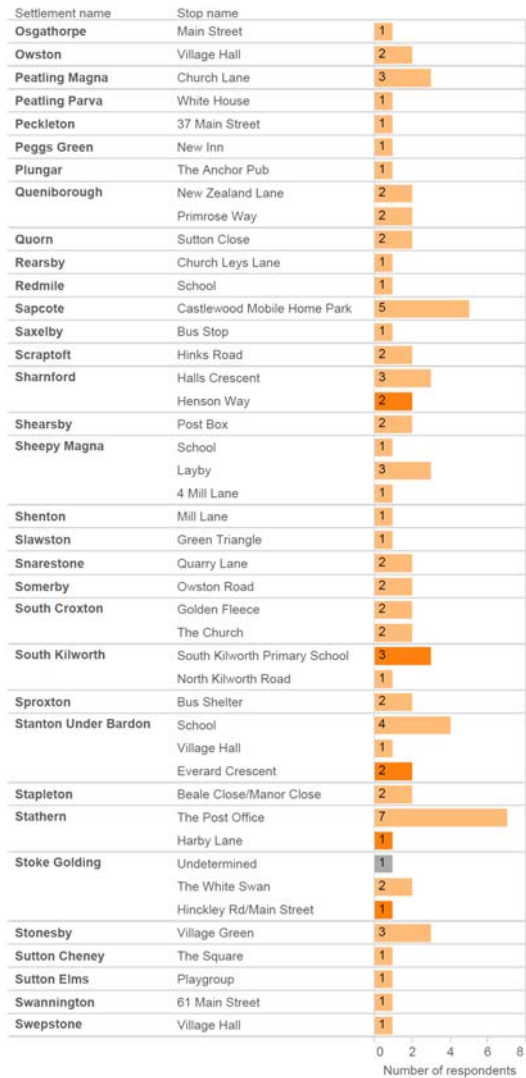
Q3 - Which ONE mobile library stop do you use most often?



Leicestershire's Mobile Libraries - Main Consultation Survey Results

Q3 - Which ONE mobile library stop do you use most often? Continued...

Stop type
■ Removed
■ Retained
■ Stop undetermined



Appendix 5 - Stops Not Mentioned in Survey

Stops listed in the consultation document but not mentioned by survey respondents as the stop they use most often

Settlement name	Stop name
Allextion	Bridge
Appleby Magna	Wren Close
Ashby Folville	Highfield Drive (No. 7)
Ashby Parva	Goodacre Cottage
Ashby-de-la-Zouch	Derwent House
Bagworth	Station Road / Park Lane
Bardon	Bardon Close
Barlestone	Barlestone School Barton Road / Service Road Curtis Way Newbold Road Westfields Road
Battleflat	Beveridge Lane South Lane
Battram	Battram Road
Bitteswell	Bus Shelter
Blackfordby	Heath Lane
Blaston	Woodbine Cottages
Breedon on the Hill	Brookside Caravans Main Street
Bruntingthorpe	The Plough, Main Street
Buckminster	School
Burbage	Herford Way
Burton Lazars	Cross Ln/Pepper Ln
Carlton Curlieu	Manor Farm
Chadwell	Village Top
Chilcote	Home Farm
Church Langton	School/Playground
Coalville	Hall Lane Playgroup
Coleorton Moor	Viscount Beaumont School
Congerstone	Congerstone Lane School
Crane	Crossroads
Croft	Bala road
Croxton Kerrial	School
Donington Le Heath	Tweentown
Donisthorpe	71 Ashby Road Ramscliffe Avenue
East Langton	Bell Inn
Edmonthorpe	Village Hall
Ellistown	145 Whitehill Road St Christophers Road
Elmesthorpe	The Roundhills
Foxton	Village Hall
Freeby	Main Street
Gaddesby	Paske Avenue
Glooston	The Cottages
Goadby	Holm Lodge
Goadby Marwood	Main Street nr. Junction

Settlement name	Stop name
Great Bowden	The Green
Grimston	Memorial Cross
Gumley	Village Hall
Hemington	Jolly Sailor Inn
Higham on the Hill	School Station Close
Hoby	Village Hall
Holwell	Old Chapel
Horninghold	East Norton Road
Houghton on the Hill	Forsells End
Hungarton	Main Street Post Box
Illeston on the Hill	Post Box
Keyham	7 Kings Street
Kimcote	Poulney Lane
Kirkby Mallory	Church Street
Laughton	Village Green
Little Stretton	White Cottages
Lockington	Village Hall
Long Whatton	Oakley Drive Fielding Court Great Central Avenue Storer Road Watermead Lane
Loughborough	Belton Road
Lowesby	Telephone Box
Markfield	Shaw Lane
Medbourne	Old School Centre
Melton Mowbray	Springfield Street
Merry Lees	Merry Lees Road
Moira	Daybell Road Donisthorpe Lane Woodlands Way
Nailstone	Grange Cottages
New Inn Rolleston	Estate Entrance
Newbold	Cloud Hill View Newbold School
Newbold Heath	18 Merry Lees Road
Newton Harcourt	The Square
Newtown Burgoland	Belper Pub
Normanton Le Heath	Flats
North Kilworth	White Lion Public House
Norton Juxta Twycross	Wood Lane
Noseley	Post Box
Oakthorpe	Chapel Street Stretton View
Orton on the Hill	Opp 47 Main Street
Osbaston	Osbaston Lane

Settlement name	Stop name
Packington	High Street
Pickwell	Village Green
Queniborough	Laurels Day Nursery Ringway Village Hall
Ragdale	Phone Box
Ratcliffe	Post Box
Ratcliffe Culey	Gate Inn Pub
Ravenstone	Cresswell Drive Ravenstone Court Hospital Lane
Rotherby	Village Centre
Rothley	Cedar House
Saddington	White Cottage
Salby	Nags Head
Scalford	Village Centre
Seagrave	Green Lane
Sewstern	Blue Dog
Shackerstone	Church Road
Shangton	Post Box
Shawell	Council Houses
Sheepy Magna	9 Riverside Close
Shepshed	Lacey Court
Sibson	Village Hall
Skeffington	Hunters Avenue
Smeeton Westerby	Centre of Village
Snarestone	Quarry Farm
South Kilworth	Leys Crescent
Stockerston	Grass Triangle
Stoke Golding	Green wood
Stonton Wyville	The Manor
Thorpe Arnold	The Church - Lags Lane
Thorpe Astley	Community Centre
Thorpe Langton	Bakers Arms
Thurnby/Bushby	3 Devonport Hill
Tonge	Peters Close
Upper Bruntingthorpe	Mere Road
Upton	Post Box Main Street
Walcote	The Tavern
Waltham	School
Walton	The Cross/Chapel lane
Walton on the Wolds	The Green
Wartnaby	Village Centre
Welham	Main Street
West Langton	The Sunflowers day nursery The Triangle
Whitwick	Temple Hill
Willoughby on the Wolds	London Lane

Settlement name	Stop name
Wilson	Bulls Head Main Street
Witherley	Orchard Close
Woodhouse Eaves	Chemist
Woodhouse Village	Brisco Lane
Wycomb	Wyggeston Cottage
Wyfordby	Old Rectory
Wykin	Springfield Park

Appendix 6 - Open-ended Comments

Q7a- What impact, if any, would each of the following options have on your ability to use a mobile library? Please explain why you say this? Three weekly service

Label	Theme	Count
Easy to forget/difficult to remember	Negative	84
Take /would take enough/more books on each visit/enough books to last the period	Neutral/Positive	47
Not frequently enough/like to change books regularly/more often/too long between visits	Negative	22
Not too big a change/difference /1 extra week is not too different	Neutral/Positive	22
Would give me time to read my books/all my books	Neutral/Positive	22
Couldn't carry enough/more books/difficulties carrying books /books/audio books are heavy	Negative	18
If service missed it is a long time until next visit	Negative	15
Like/prefer a fortnightly service/2 week service is ideal	Negative	15
Can be flexible if necessary/adapt so can use the service/fit life to suit dates	Neutral/Positive	14
Don't mind/OK/acceptable	Neutral/Positive	14
Other negative comment re 3 weekly service	Negative	13
In line with loan period/consistent with static library loan period/same rules static and mobile libraries	Neutral/Positive	12
Odd weeks difficult to remember/difficult to establish a pattern	Negative	12
Other neutral/positive comment re 3 weekly service	Neutral/Positive	12
Am housebound/disabled/elderly/am thinking of disabled/elderly	Negative	11
Like the mobile library/important service/I need to be supplied with books/grateful for the service	General	11
Service is already monthly /has changed to monthly	General	11
Better than nothing/no service/the service would continue	Neutral/Positive	10
Cannot use/miss because of timings of service/am busy/at work/school etc at time van calls	Negative	10
I get through a lot of books/audio books/talking books a week	Negative	10
Better than monthly/4 weekly service/ prefer it to be a 3 weekly service	Neutral/Positive	9
I always use/try to use whenever it calls	General	9
I would always use regardless of frequency	General	9
Children need /enjoy regular /frequent changes of books	Negative	8
It used to be fortnightly/was /is fortnightly	General	8
Need to be given a list/printed list of dates in advance/publicised timetable	Negative	8
Can manage with borrowing fewer books/will not need to borrow so many at a time	Neutral/Positive	7
Need enough books to last/would run out of books early/difficult to take out enough books	Negative	7
Would put dates in diary/plan ahead/need to check calendar	Neutral/Positive	7
I can access/use static/local library inc specific branch	General	6
It is difficult/I cannot access static library	Negative	6
Village losing/reducing only bus /no bus makes mobile library more important/essential/I have no transport	General	6
Don't always use/use when it suits/when I am around	General	5
Enables meeting people/friends/social aspect is good especially as Post Office closed/will miss meeting people	General	5
I am retired	Neutral/Positive	5
I don't use the service	General	5
If service cancelled/van broken/driver ill it is a long time until next visit/van often out of order/ holidays	Negative	5
Monthly service works well/I use the service monthly/suits my needs	Neutral/Positive	5
Other general comments re the mobile service	General	5
Doesn't give enough time to read book(s)/service too frequent	Negative	4
Don't have enough books I want to borrow on van inc spec ie large print/need wide enough choice	Negative	4
Have books longer/have to renew/I need books for longer time onger time	Neutral/Positive	4
I am a slow reader	Neutral/Positive	4
Longer to wait for an ordered book/problems with reservations	Negative	4
Problems returning books on time/heavy fines for overdue items	Negative	4
Already answered this/see answer to a different question	Negative	3
Elderly/housebound/disabled /lonely need the service/need frequent contact/look forward to it	General	3
Have a large/sufficient allowance of books per visit inc specific ie can borrow 4/14 /24 books	Neutral/Positive	3
Not too inconvenient /not inconvenient whilst healthy/mobile	Neutral/Positive	3
Reduction of the service would save money/help in funding	General	3
Bank holidays mean long time /too long/months between visits/	Negative	2
Best of the offers /options	Neutral/Positive	2
Children/pre school children should be encouraged to read/enjoy books	Negative	2
DK/not sure	Negative	2
I don't rely entirely on mobile service/read other books	General	2
I now use/prefer electronic service/advantages of electronic reading	General	2
Other comments	Negative	2
Problems re renewing/returning books /by the correct date	Negative	2
Regular service/set day per month easier to remember	Neutral/Positive	2
Stops changed/can't get to stop/need more stops/stop too far from me	Negative	2
3 weekly easier to remember	Neutral/Positive	1
Children need books for school projects	Negative	1
Easier to remember	Neutral/Positive	1
Have nowhere to keep /store so many books	Negative	1
I sometimes access mobile library in another village if I miss the call in mine	General	1
In line with rubbish colln/remember because same as rubbish/recycling colln	Neutral/Positive	1
Live out of town	General	1
Monthly easier to remember/easier to remember than 3 weekly	Neutral/Positive	1
Reduction of people using service/being able to use service might lead to removal of service	General	1
Van wouldn't carry enough books/more demand as service less frequent/less choice as more books borrowed at a time	Negative	1

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Count

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Q7b- What impact, if any, would each of the following options have on your ability to use a mobile library? Please explain why you say this? Monthly service

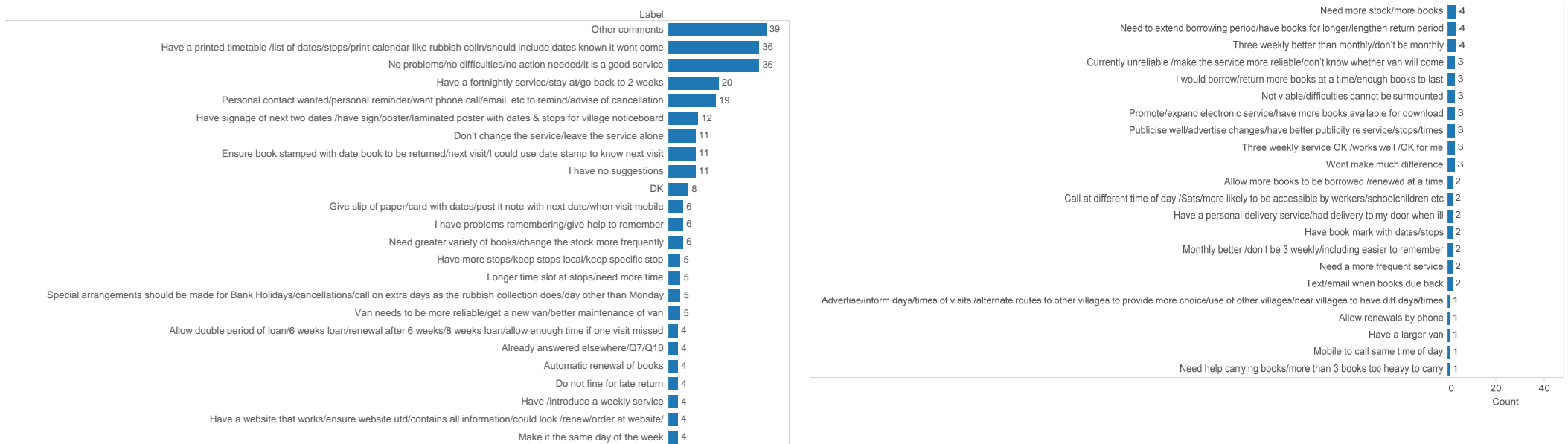
Label	Theme	Count
Take /would take enough/more books on each visit/enough books to last the period	Neutral/Positive	74
Service is already monthly /has changed to monthly	General	51
Easier to remember	Neutral/Positive	44
Not frequently enough/like to change books regularly/more often/too long between visits	Negative	37
If service missed it is a long time until next visit	Negative	27
Regular service/set day per month easier to remember	Neutral/Positive	27
Monthly service works well/I use the service monthly/suits my needs	Neutral/Positive	26
Would give me time to read my books/all my books	Neutral/Positive	23
Need enough books to last/would run out of books early/difficult to take out enough books	Negative	20
Other negative comments re monthly service	Negative	18
Couldn't carry enough/more books/difficulties carrying books /books/audio books are heavy	Negative	17
Other neutral/positive comment re monthly service	Neutral/Positive	17
Easy to forget/difficult to remember	Negative	15
Have a large/sufficient allowance of books per visit inc specific ie can borrow 4/14 /24 books	Neutral/Positive	15
Better than nothing/no service/the service would continue	Neutral/Positive	12
Don't mind/OK/acceptable	Neutral/Positive	12
It used to be fortnightly/was /is fortnightly	General	12
Bank holidays mean long time /too long/months between visits/	Negative	11
Cannot use/miss because of timings of service/am busy/at work/school etc at time van calls	Negative	11
Monthly easier to remember/easier to remember than 3 weekly	Neutral/Positive	11
Extended loan period/need to extend loan period/assume loan period will be extended	Neutral/Positive	10
I can access/use static/local library inc specific branch	General	9
If service cancelled/van broken/driver ill it is a long time until next visit/van often out of order/ holidays	Negative	9
Like/prefer a fortnightly service/2 week service is ideal	Negative	9
Elderly/housebound/disabled /lonely need the service/need frequent contact/look forward to it	General	8
Not too big a change/difference /1 extra week is not too different	Neutral/Positive	8
Can be flexible if necessary/adapt so can use the service/fit life to suit dates	Neutral/Positive	7
I get through a lot of books/audio books/talking books a week	Negative	7
Am housebound/disabled/elderly/am thinking of disabled/elderly	Negative	6
Van wouldn't carry enough books/more demand as service less frequent/less choice as more books borrowed at a time	Negative	6
Don't have enough books I want to borrow on van inc spec ie large print/need wide enough choice	Negative	5
Like the mobile library/important service/I need to be supplied with books/grateful for the service	General	5
Problems re renewing/returning books /by the correct date	Negative	5
Would lose users/people would use less/stop using the service	General	5
Best of the offers /options	Neutral/Positive	4
I always use/try to use whenever it calls	General	4
I don't rely entirely on mobile service/read other books	General	4

Label	Theme	Count
I don't use the service	General	4
In line with rubbish colln/remember because same as rubbish/recycling colln	Neutral/Positive	4
It is difficult/I cannot access static library	Negative	4
Nothing/no reason	Negative	4
Other general comments re the mobile service	General	4
Reduction of the service would save money/help in funding	General	4
Can renew online	Neutral/Positive	3
DK/not sure	Negative	3
Enables meeting people/friends/social aspect is good especially as Post Office closed/will miss meeting people	General	3
I am a slow reader	Neutral/Positive	3
I am retired	Neutral/Positive	3
I sometimes access mobile library in another village if I miss the call in mine	General	3
If our day is Monday would miss a lot of visits because of bank holidays	Negative	3
Need to be given a list/printed list of dates in advance/publicised timetable	Negative	3
Not too inconvenient /not inconvenient whilst healthy/mobile	Neutral/Positive	3
Respondent uncertain whether it would be a 4 weekly or monthly service	Negative	3
Village losing/reducing only bus /no bus makes mobile library more important/essential/I have no transport	General	3
Would put dates in diary/plan ahead/need to check calendar	Neutral/Positive	3
Children need /enjoy regular /frequent changes of books	Negative	2
Children need books for school projects	Negative	2
Children/pre school children should be encouraged to read/enjoy books	Negative	2
Don't always use/use when it suits/when I am around	General	2
Have nowhere to keep /store so many books	Negative	2
I now use/prefer electronic service/advantages of electronic reading	General	2
I would always use regardless of frequency	General	2
Longer to wait for an ordered book/problems with reservations	Negative	2
Reduction of people using service/being able to use service might lead to removal of service	General	2
Already answered this/see answer to a different question	Negative	1
Better than 3 weekly suggestion /prefer monthly to 3 weekly	Neutral/Positive	1
Doesn't give enough time to read book(s)/service too frequent	Negative	1
In line with loan period/consistent with static library loan period/same rules static and mobile libraries	Neutral/Positive	1
Other comments	Negative	1
Other negative comment re 3 weekly service	Negative	1
Problems returning books on time/heavy fines for overdue items	Negative	1
Stops changed/can't get to stop/need more stops/stop too far from me	Negative	1

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Count

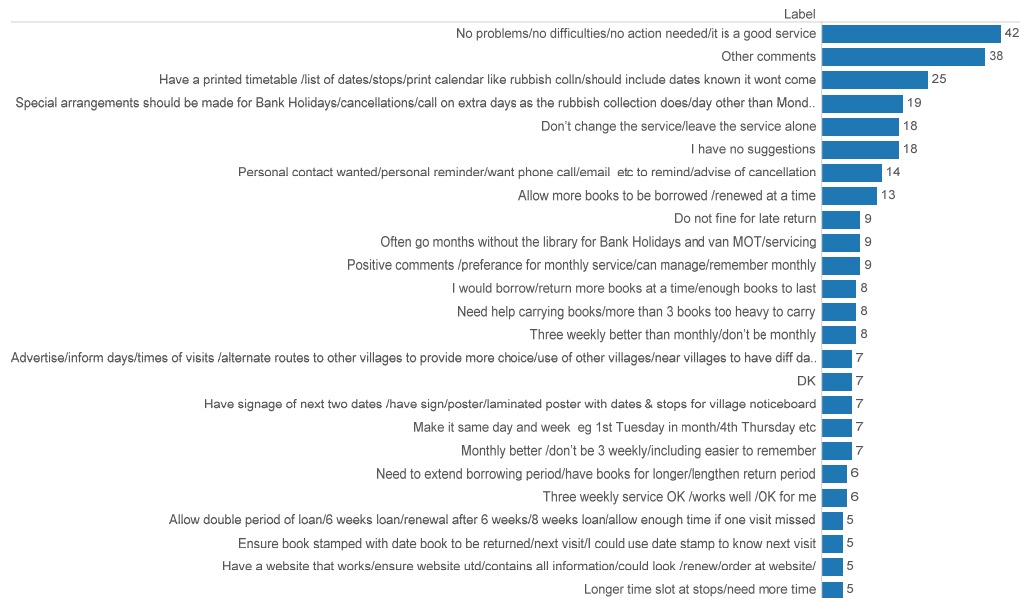
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Q8a - Please provide ideas for how any difficulties could be avoided or reduced? Three weekly service



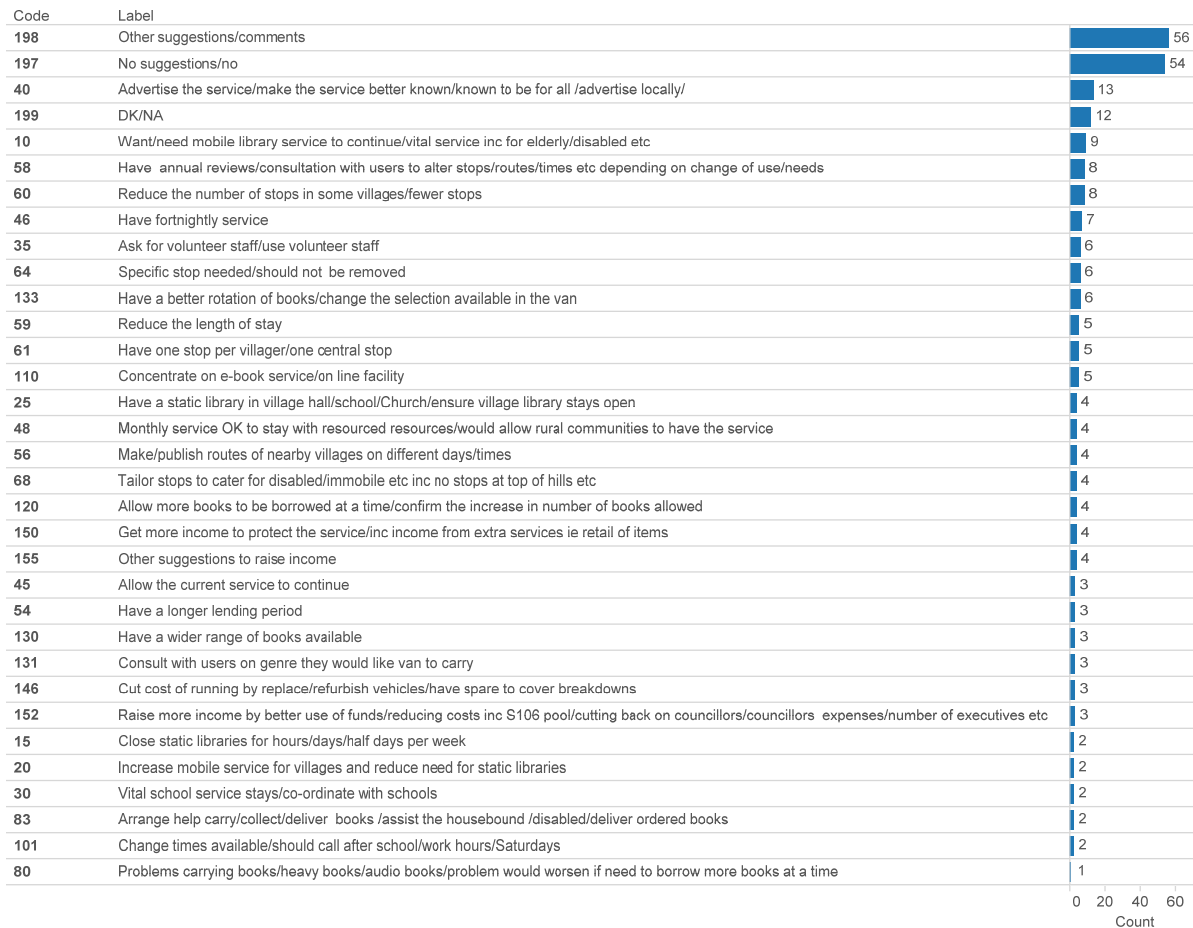
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Q8b - Please provide ideas for how any difficulties could be avoided or reduced? Monthly service



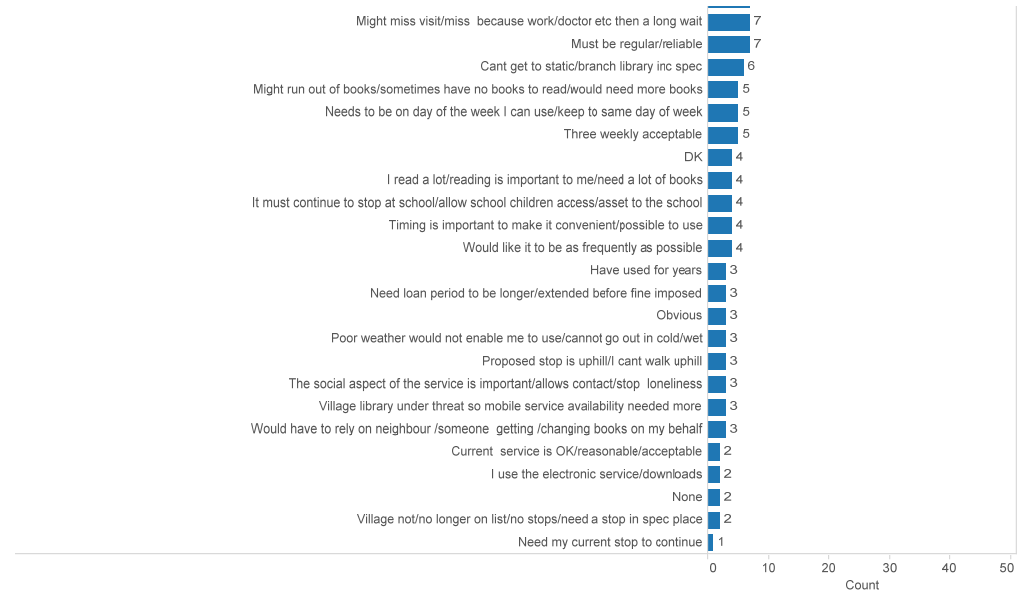
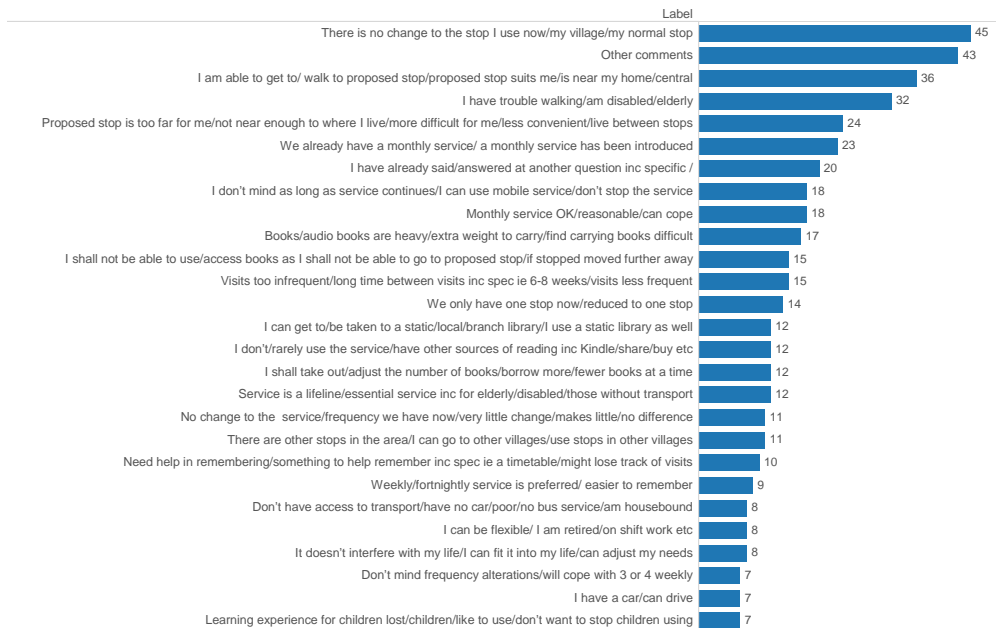
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Q10 - Do you have any alternative suggestions to improve the flexibility and capacity of the network with reduced resources?



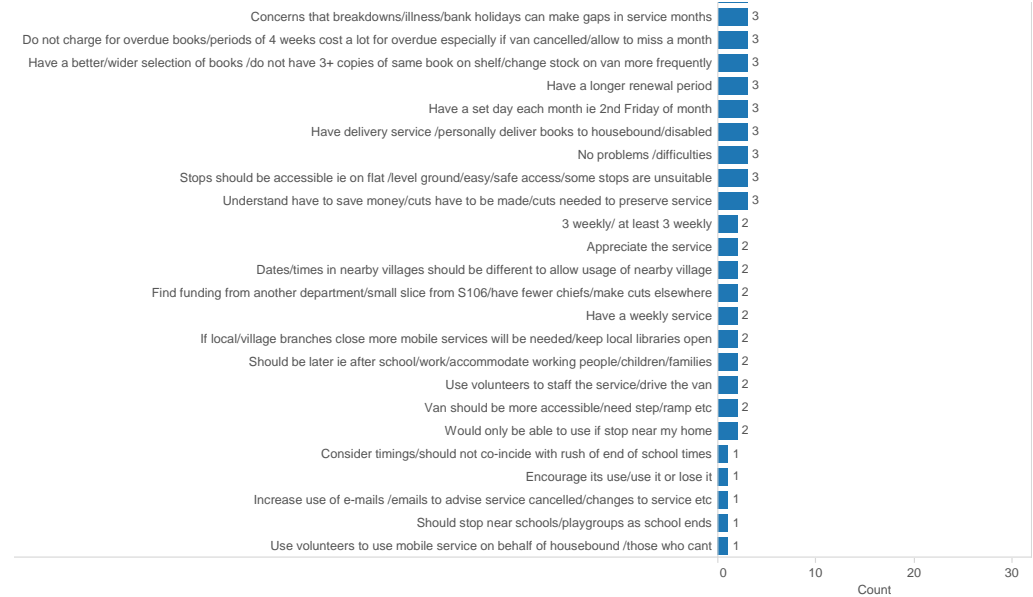
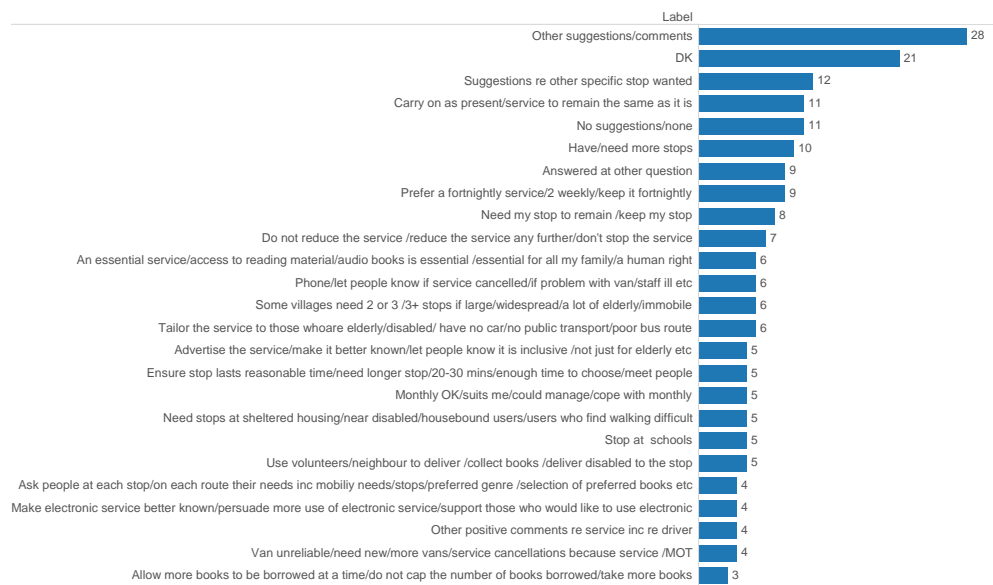
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Q14 - How would the proposed changes to the network of mobile library stops impact on your ability to use the service? Why do you say this?



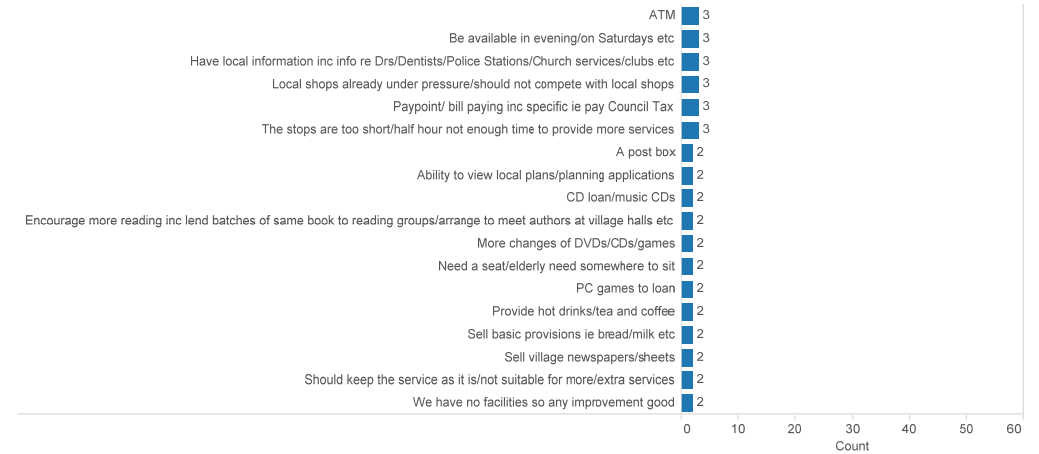
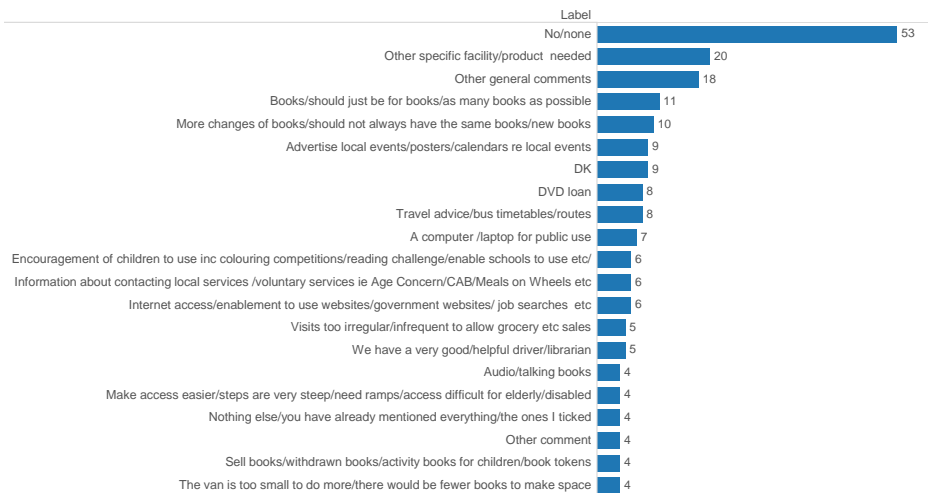
Leicestershire's Mobile Libraries - Main Consultation Survey Results

Q15 - Please provide ideas for how any difficulties could be avoided or reduced?



Leicestershire's Mobile Libraries - Main Consultation Survey Results

Q17 - Are there any other services or facilities you think we could provide on the mobile libraries?



About the Research and Insight Team

The team provides research and insight support to the council, working with both internal departments and partner organisations.

The team provides assistance with:

- Asset Mapping
- Benchmarking
- Business case development
- Community profiling
- Consultation
- Cost benefit analysis
- Journey mapping
- Data management
- Data cleaning/matching
- Data visualisation/ Tableau
- Engagement
- Ethnography
- Factor/cluster analysis
- Focus groups/workshops
- Forecasts/modelling
- Literature reviews
- GIS Mapping/ Mapinfo
- Needs analysis
- Profiling
- Questionnaire design
- Randomised control trials
- Segmentation
- Social Return on Investment/evaluations
- Statistical analysis/SPSS
- Surveys (all formats)/ SNAP
- Voting handsets
- Web analytics
- Web usability testing

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If you require information contained in this leaflet in another version e.g. large print, Braille, tape or alternative language please telephone: 0116 305 6803, Fax: 0116 305 7271 or Minicom: 0116 305 6160.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 6803 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા યત્ન કરીશું.

જેવર ત્રહાનું ઇસ નાટકારી નું સમજણ વિષ વ્રજ મદદ રાહીદી રૌ ત્રાં વિરખા વરવે 0116 305 6803 નંબર તે ડેન વરે અટે અસીં ત્રહાડી મદદ લઈ વિસે દા પૂર્ણ વર દવાંગે।

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假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 6803，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 6803, a my Ci dopomożemy.

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