Proposed Changes to Mobile Libraries

Stakeholder Consultation Survey Results

September 2015

Research and Insight Team
Leicestershire County Council

Appendix B

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List of charts and tables

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 stakeholder survey. The results of the survey of residents, library users and staff 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 stakeholder survey asked for views on the proposed changes for mobile libraries (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, 20 stakeholders responded to the survey. The majority (90%) took part by completing the online survey, with the remainder (10%) returning a paper survey response.

Profile of stakeholders

Most stakeholders who completed the survey represented a parish/town council, while others represented a school or community group (Chart 1).

Chart 1 - In which role(s) are you responding to this consultation?

Base = 20
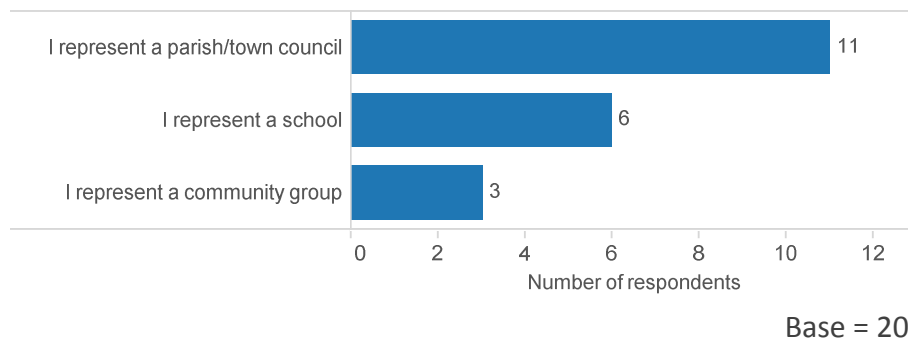
Stakeholders were asked to leave the name of the organisation they represented (one organisation provided two separate responses). The responses to this have been listed in Table 1.

Table 1 – Your details (organisation)

	Organisation
1	Anstey Parish Council
2	Asfordby Captain's Close Academy
3	Badger Court Residents Association
4	Bottesford Community Library Association
5	Burbage Parish Council
6	Burton on the Wolds, Cotes & Prestwold Parish Council
7	Carlton Parish Council
8	Coleorton Parish Council
9	Dunton Bassett Primary School
10	Dunton Bassett Primary School
11	Foxton Primary School
12	Friends of Thringstone
13	Hall Lane Pre-School
14	Hoton Parish Council
15	Husbands Bosworth Church of England Primary School
16	Marefield VM
17	Market Bosworth Parish Council
18	Sproxton Parish Council
19	Thurmaston Parish Council
20	Thurnby and Bushby Parish Council

Analysis - methodology

Graphs and tables have been used to assist explanation and analysis. Due to the small number of respondents, counts of responses, rather than percentages, have been presented. 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, in most instances.

Comparisons have been made throughout the report to the results of the main consultation survey where appropriate.

Analysis of open-ended comments

The survey contained 11 open-ended questions in which respondents could write whatever they wished. In total 129 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: Our proposals

Options for reducing the frequency of the service

Impact on change in frequency (Q3)

Chart 2 shows that compared to a fortnightly service, eight stakeholders thought a *three weekly service* would make little difference or would actually make it easier for their service users/ customers to use a mobile library. A smaller number (six) thought a *monthly service* would make little difference or make it easier. For both options however, the majority of stakeholders thought both of the proposed changes in frequency of service would make it more difficult for their service users/customers to use a mobile library as compared to a fortnightly service; nine stakeholders thought a *three weekly service* would make it more difficult, compared to eleven for a *monthly service*. In contrast, only a minority of respondents to the main consultation survey felt either proposed service would make it more difficult for them (see separate report).

Reasons for impact (Q4)

The reasons given by stakeholders for their answers to Q3 are listed in Charts 3 and 4.

For both three weekly and monthly services it was commented that a more frequent service would be needed to meet current and future demand. Stakeholders also felt that visit dates may be difficult to remember due to the irregular timetable. These comments were similar to those said in the main consultation survey.

"Not easy to remember when mobile library is due to come."

"A more frequent service is necessary including at least 2 locations to serve the whole parish"

Chart 2 - Compared with a fortnightly service, what impact, if any, would each of the following options have on your service users/ customers ability to use a mobile library?
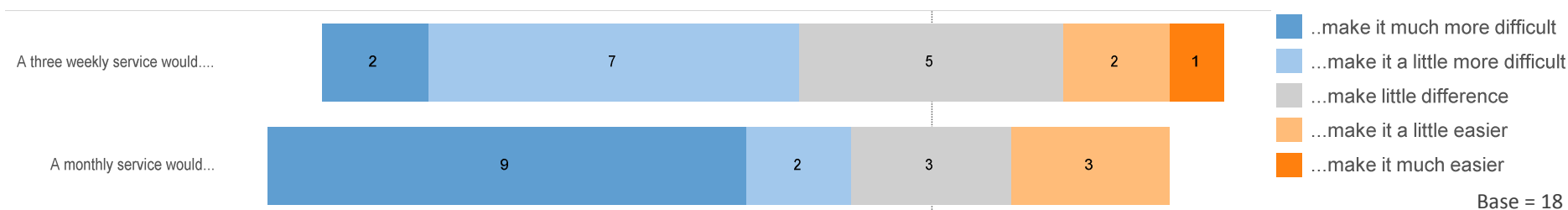
Chart 3 – Please explain why you say this (three weekly service)?

Code	Theme	
Difficult to remember visit dates	Negative	6
More frequent service needed to meet current/future demand	Negative	6
Any service preferable to no service	Positive	2
No issue if users can borrow enough books	Neutral	2
Three weekly service coincides with three week book loan	Positive	1
Advertise mobile library timetable	Neutral	1
Longer gap if visit is cancelled	Negative	1
Mobile library would provide access to wider range of books	Positive	1
More locations needed	Negative	1
No issue as same users will use service	Neutral	1
Provides more opportunities to use service	Positive	1
Would draw community together	Positive	1

Base = 17

Chart 4 – Please explain why you say this (monthly service)?

Code	Theme	
More frequent service needed to meet current/future demand	Negative	6
Easier date to remember	Positive	2
Long gap means books could be lost more easily	Negative	2
Longer gap if visit is cancelled	Negative	2
Monthly service is inconsistent, 4 weekly may be better	Negative	2
No issue if users can borrow enough books	Neutral	2
Any service is preferable to no service	Positive	1
Difficult to remember mobile library dates	Negative	1
Mobile library would provide access to wider range of books	Positive	1
More borrowing leads to less choice for others	Negative	1
Older users meet friends at mobile library, less opportunity now	Negative	1
Older users unable to borrow enough books for month	Negative	1
Three weekly service preferable to monthly	Neutral	1
Would draw community together	Positive	1

Base = 14

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Ideas to avoid or reduce any difficulties (Q5)

The ideas given by stakeholders are listed in Charts 5 and 6.

The most common idea for both three weekly and monthly services was to publish timetables with details of times and locations of mobile library stop visits. This was also a popular suggestion made in the main consultation survey.

Stakeholders also felt increasing the number of books that can be borrowed would avoid or reduce any difficulties for three weekly and monthly services. This suggestion was proportionately more popular amongst stakeholders than respondents to the main survey.

"Schedules (times and locations) for mobile library visits clearly stated and publicised."

"Increase number of loans allowed"

Chart 5 – Please provide ideas for how any difficulties could be avoided or reduced (three weekly service)?

Code

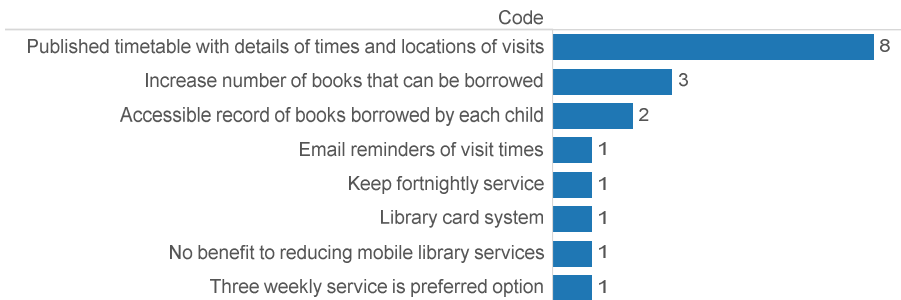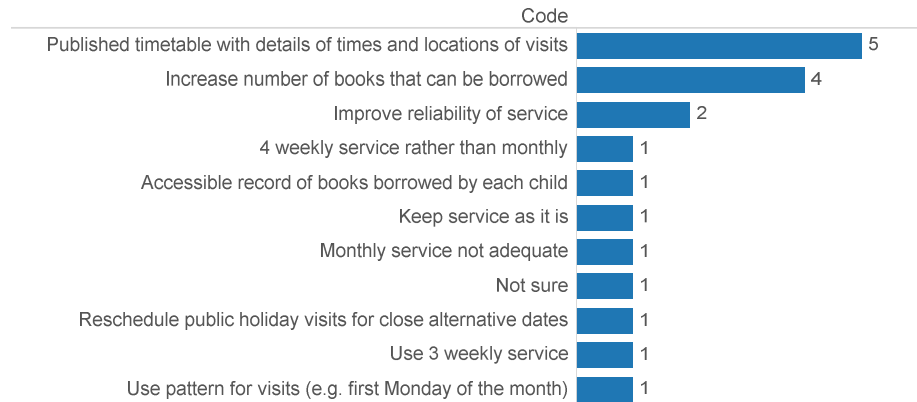| Category	Value
Published timetable with details of times and locations of visits	8
Increase number of books that can be borrowed	3
Accessible record of books borrowed by each child	2
Email reminders of visit times	1
Keep fortnightly service	1
Library card system	1
No benefit to reducing mobile library services	1
Three weekly service is preferred option	1

Base = 14

Chart 6 – Please provide ideas for how any difficulties could be avoided or reduced (monthly service)?

Code

| Category	Value
Published timetable with details of times and locations of visits	5
Increase number of books that can be borrowed	4
Improve reliability of service	2
4 weekly service rather than monthly	1
Accessible record of books borrowed by each child	1
Keep service as it is	1
Monthly service not adequate	1
Not sure	1
Reschedule public holiday visits for close alternative dates	1
Use 3 weekly service	1
Use pattern for visits (e.g. first Monday of the month)	1

Base = 13

Preferred option (Q6)

Chart 7 shows that majority of stakeholders (nine) preferred a three weekly service. This contrasts with the majority in the main consultation survey who preferred a monthly service.

Chart 7 - Which is your preferred option?
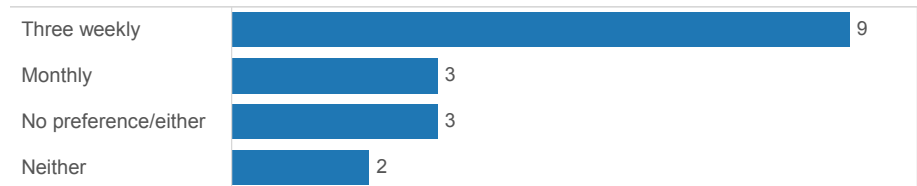
Category	Value
Three weekly	9
Monthly	3
No preference/either	3
Neither	2

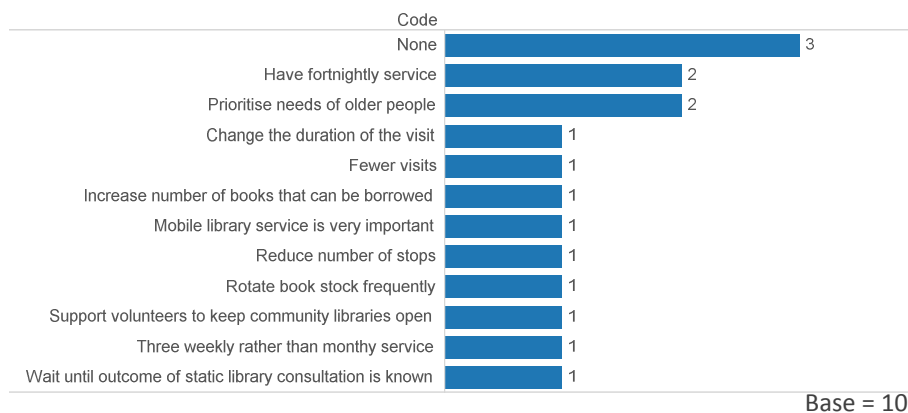Base = 17

Alternative suggestions (Q7)

Chart 8 shows the alternative suggestions stakeholders put forward to improve the flexibility and capacity of the network with reduced resources.

Most commonly stakeholders said they had no suggestion to make. After this, stakeholders suggested having/maintaining a fortnightly service, and prioritising the needs of older people to access the service. This latter concern was one also felt by respondents in the main survey.

"I would like it to go back to fortnightly"

"Increase stopping points …particularly in the centre of the village and locations close to elderly people's accommodation."

Chart 8 – Do you have any alternative suggestions to improve the flexibility and capacity of the network with reduced resources?

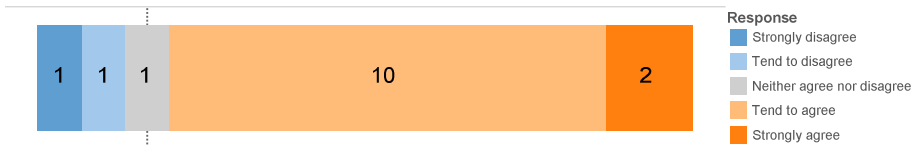| Code	
None	3
Have fortnightly service	2
Prioritise needs of older people	2
Change the duration of the visit	1
Fewer visits	1
Increase number of books that can be borrowed	1
Mobile library service is very important	1
Reduce number of stops	1
Rotate book stock frequently	1
Support volunteers to keep community libraries open	1
Three weekly rather than monthy service	1
Wait until outcome of static library consultation is known	1

Base = 10

Updating the network of mobile library stops

Basis for reviewing mobile library stops (Q8)

Stakeholders 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 9 shows that the majority (twelve) agreed, and just two disagreed.

Chart 9 - To what extent do you agree or disagree that we have used the right basis to review our network of mobile library stops?

Response
- Strongly disagree
- Tend to disagree
- Neither agree nor disagree
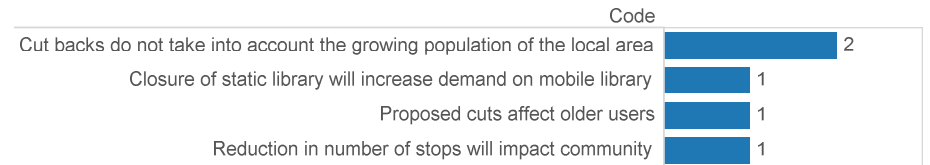- Tend to agree
- Strongly agree

Base = 17

Reasons for disagreement (Q9)

For the minority of stakeholders who disagreed, the top reason mentioned was that the cut backs did not take into account the growing population of the local area (Chart 10).

"The proposed reduction in the network of stops from 8 to 4 (50%) will significantly impact on the needs of the community."

"The closure of the branch library in the village will increase demand for a mobile library service throughout a large parish area."

Chart 10 – If you disagree, why do you say this?

Code

|	
Cut backs do not take into account the growing population of the local area	2
Closure of static library will increase demand on mobile library	1
Proposed cuts affect older users	1
Reduction in number of stops will impact community	1

Base = 2

Impact of proposed changes to the network (Q10)

Chart 11 shows that the majority of stakeholders (ten) said that the proposed changes to the network of mobile library stops would make little or no difference to the ability of their service users/ customers to use the service. Six said it would make it more difficult.

Chart 11 - How would the proposed changes to the network of mobile library stops impact on your service users/customers ability to use the service?

...make little or no difference	10
...make it a little more difficult	2
..make it much more difficult	4
Don't know	2
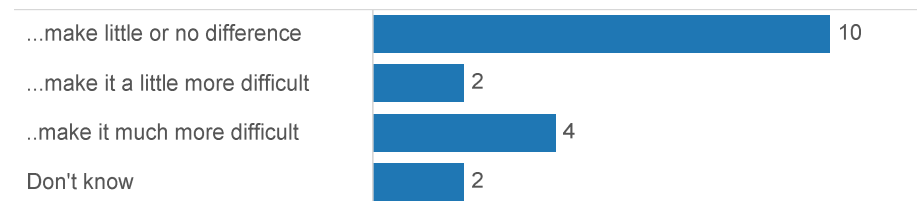
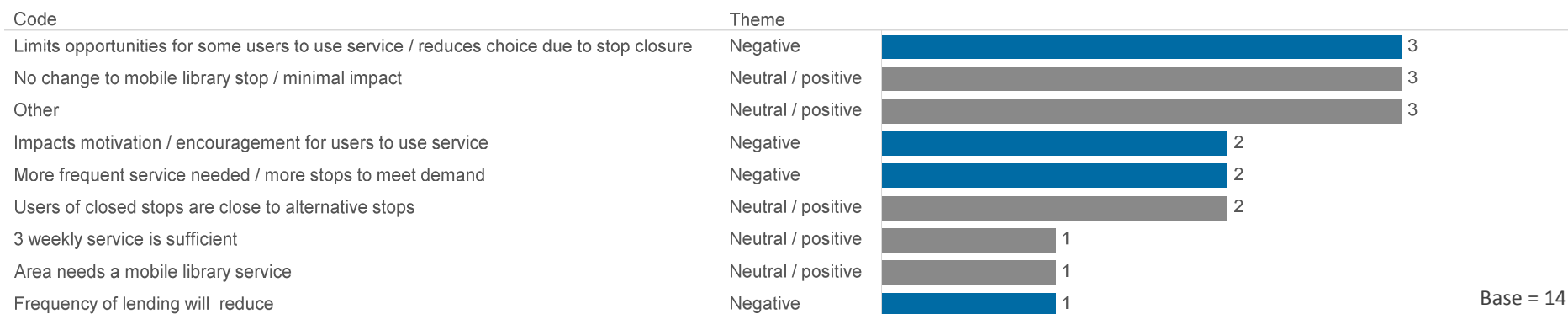Base = 18

Reasons for Impact (Q11)

The reasons given by stakeholders for their answers to Q10 are listed in Chart 12.

Stakeholders most commonly said that the proposed changes to the network would limit opportunities for some service users/customers to use the service. The same number said the proposed changes would have minimal or no impact.

"Some customers who had previously been able to access the service in future won't be able to do so as their stop has been cut."
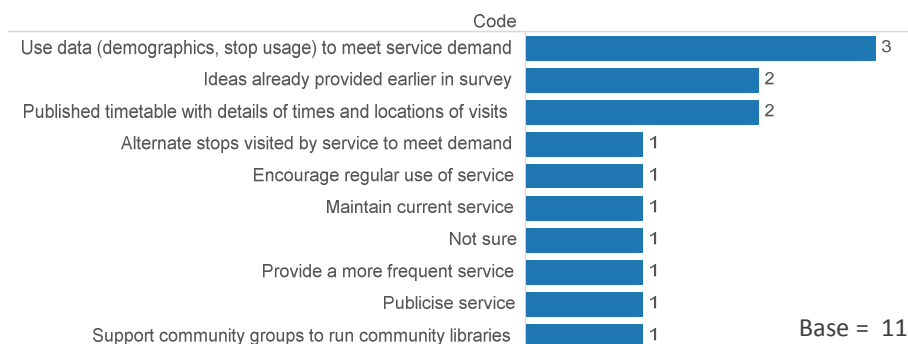
"The change would be minimal"

Ideas to avoid or reduce any difficulties (Q12)

Stakeholders were asked to provide ideas for how any difficulties could be avoided or reduced. Chart 13 lists the ideas provided.

"Survey likely use to determine best practice with regard to stop locations and timings"

Chart 13 – Please provide ideas for how any difficulties could be avoided or reduced.

Code	
Use data (demographics, stop usage) to meet service demand	3
Ideas already provided earlier in survey	2
Published timetable with details of times and locations of visits	2
Alternate stops visited by service to meet demand	1
Encourage regular use of service	1
Maintain current service	1
Not sure	1
Provide a more frequent service	1
Publicise service	1
Support community groups to run community libraries	1

Base = 11

Chart 12 – Why do you say this?

Code	Theme	
Limits opportunities for some users to use service / reduces choice due to stop closure	Negative	3
No change to mobile library stop / minimal impact	Neutral / positive	3
Other	Neutral / positive	3
Impacts motivation / encouragement for users to use service	Negative	2
More frequent service needed / more stops to meet demand	Negative	2
Users of closed stops are close to alternative stops	Neutral / positive	2
3 weekly service is sufficient	Neutral / positive	1
Area needs a mobile library service	Neutral / positive	1
Frequency of lending will reduce	Negative	1

Base = 14

Suggestions for alternative timings of visits to existing stops (Q13)

Stakeholders were asked whether there were any times of the week/month where it would be beneficial for the mobile library to visit a particular stop. Chart 14 lists the categories of response given. Table 2 lists the individual comments that provided suggestions of specific locations and/or times/days.

The most popular response was that the current or previous arrangement regarding their stop(s) should be maintained. After this, equal numbers of stakeholders provided details of specific locations or specific times/days for the service to visit.

Chart 14 – Are there any times of the week/month where it would be beneficial for the mobile library to visit a particular stop?

Base = 14
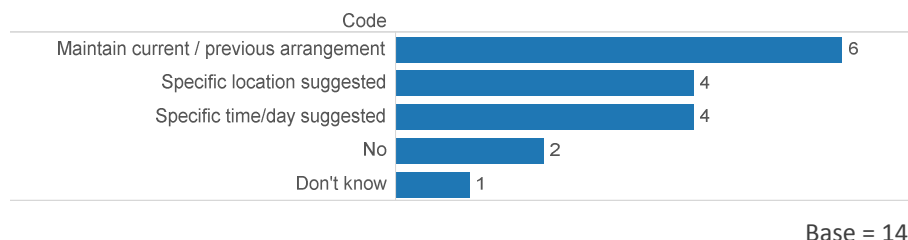
Table 2 – Specific locations and/or times suggested for the mobile library service to visit

Organisation	Comment	Specific time/day suggested	Specific location suggested
Asfordby Captain's Close Academy	It would be good for the Library Van to visit on a Wednesday if the request for the Asfordby stop would be moved from Barnaby Place to the school.	✓	✓
Burbage Parish Council	Tues/Wed/Thurs...for all Burbage stops, avoiding bank holidays and "long weekends"...A selected single day, dedicated to an all-day stay in Burbage... After its closure, the existing village library site would be an obvious location choice.	✓	✓
Carlton Parish Council	Carlton - Main St. A coffee morning is held at The Gate Hangs Well public house, Barton Road on Friday mornings from 11am to 12 noon...the visit to Carlton might be timed for the hour (or even half hour) before or after this...the stopping place be moved to near 50 Main St where the road is wider, or possibly to the Gate Hangs Well car park.	✓	✓
Dunton Bassett Primary School	Termtime Friday, between 1.30 and 2.30	✓	
Thurmaston Parish Council	Elizabeth Park Sports Centre Care Park, Checklands Road, Thurmaston.		✓

Suggestions for additional/alternative stops (Q14)

Stakeholders were asked whether they could suggest the location(s) for any additional stop(s) for the service to visit. Chart 15 lists the categories of response given. Table 3 lists the individual comments that provided suggestions of new development areas, areas with closed static libraries, or a specific change to/addition of a stop.

Most commonly respondents suggested a change to, or an addition of a stop in a specific location. Equal numbers of respondents also said they could not provide a suggestion. Other respondents suggested additional services could be provided to meet the demands of newly developed areas in the settlement, or areas in which a static library has been recently closed.

Chart 15 – Can you suggest any additional stops?

Code	
No	3
Specific change / addition of stop	3
Areas with closed static libraries	2
New development areas	2

Base = 10

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Table 3 – Specific areas suggested for additional mobile library stops

Organisation	Comment	New development areas	Areas with closed static libraries	Specific change / addition of stop
Anstey Parish Council	It will depend if community libraries remain open, if they close then additional services will be required within these locations and the surround villages that they support		✓	
Asfordby Captain's Close Academy	Asfordby village - We would like the library van to stop at Asfordby Captain's Close Primary School in place of Barnaby Place.			✓
Burbage Parish Council	Additional stop - close to the existing library site.		✓	
Burton on the Wolds, Cotes and Prestwold Parish Council	Possibly consider adding a stop at the school in Burton on the Wolds. This could be instead of the stop at the Greyhound Inn.			✓
Friends of Thringstone	We will have a new development on Main Street later this year. Planning has also gone in for 85 units at the bottom of Loughborough Road and a further 25 at the bottom of Millbank. These areas need to be covered in some respect.	✓		
Hoton Parish Council	Hoton Parish Council would like to see an stop in Hoton as this is currently not served by the mobile library. There are various locations where the mobile library could stop including a lay-by on Wymeswold Road.			✓
Thurnby and Bushby Parish Council	Additional stops to serve new developments on Pulford Drive, Thurnby and Uppingham Road, Bushby – see above.	✓		

Future service delivery

Likely usage of additional services (Q15)

Stakeholders were asked how likely it would be for their service users/customers to use a range of different services if they were provided on the mobile libraries.

Chart 16 shows that, the service stakeholders felt their service users/customers were most likely to use was to access information about other local services (thirteen respondents said their service users/customers were somewhat or very likely to do this). The selling of postage stamps, travelling museum collections and displays, having access to information regarding NHS, Police, Trading Standards etc., and the selling of stationary were also considered services that service users/customers would be likely to use.

These findings closely match those in the main consultation survey. The service respondents to the main consultation survey said they were most likely to use was buying postage stamps, followed by accessing information about other local services.

As with respondents to the main survey, stakeholders felt the availability of newspapers and gift vouchers to buy, and the availability of Councillor surgeries to attend were services less likely to be used by service users/customers.

Chart 16 - How likely is it that your service users/customers would use the following services if they were provided on the mobile libraries?
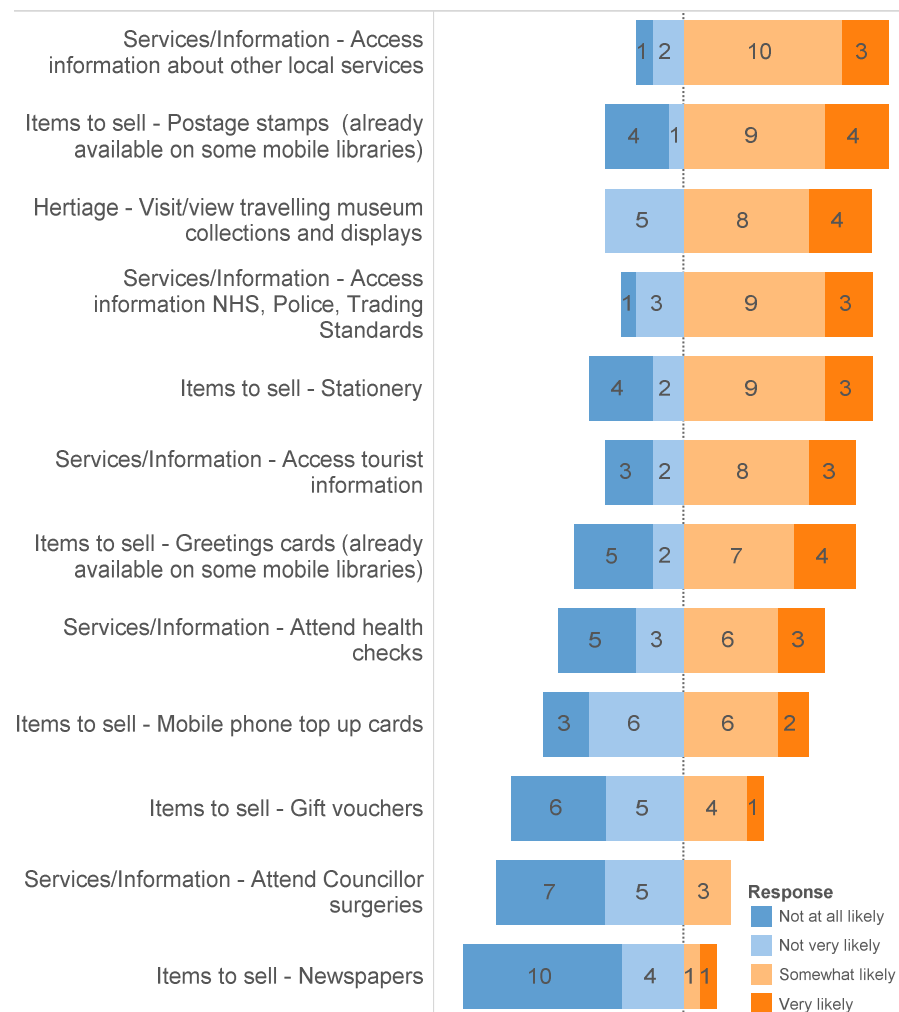
Base = 18

Ideas for other services or facilities (Q16)

Stakeholders were asked whether there were any other services or facilities that could be provided for their service users/customers on the mobile libraries. The responses are listed in Chart 17.

The most frequent comment was that respondents had no suggestion for an additional service/facility. After this, respondents felt the provision of IT may be useful.

Furthermore, in contrast to respondents to the main survey who commonly suggested specific products that could sold on mobile libraries, stakeholders felt the general availability of items that were not already available in the local area may be of use.

"Provision of computers/internet"

"It could be useful for occasional purchases and definitely for the provision of information or anything not provided within the village."

Chart 17 – Are there any other services or facilities you think we could provide on the mobile libraries?
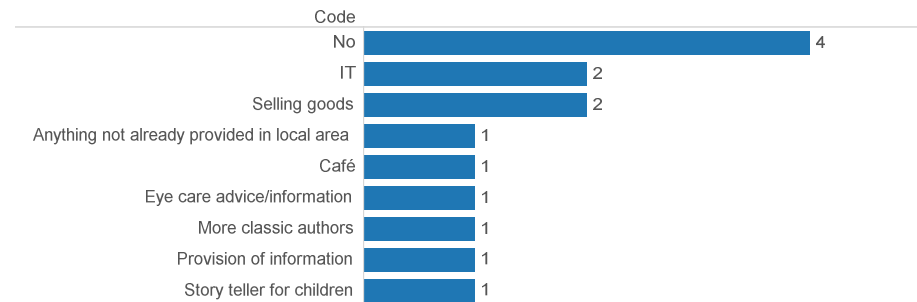
Base = 10

Appendix 1 - Questionnaire

Have your say on proposed changes to the mobile library service - Stakeholder Survey

This survey is also available online at **www.leics.gov.uk/haveyoursay/mobilelibraries** . Completing your survey online will help us save money

- Please read the supporting information provided before completing the survey.
- Please read the instructions for answering each question carefully.
- This survey should take about 15 minutes to complete. Thank you in advance for your time.
- Please return your completed survey by 8th April 2015 to:

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

  No stamp is required

- If you have any other queries regarding the survey or if you require an alternative format or help in understanding it in your language, please contact 0116 305 4699 or email: futurelibraries@leics.gov.uk

Please note: Your responses to the survey (including your comments) may be released to the general public in full under the Freedom of Information Act 2000.

This survey is for stakeholders, such as organisations, community groups or parish councils to complete. We also have a survey for individuals/residents. Please complete the residents survey if you wish to respond as an individual. Please contact 0116 305 4699 or email: futurelibraries@leics.gov.uk to receive a copy. The survey for residents is also available at www.leics.gov.uk/haveyoursay/mobilelibraries

Background

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 is needed to ensure this service can meet local needs. The aim is to have an effective, flexible and reliable service across Leicestershire.

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 three weeks or once a month

- update the network of mobile library stops to take account of new housing developments and to reflect actual service usage

- make any changes from September 2015

Your views are important so that we can better understand how the proposals could affect you and how we can make these changes work best.

Your role

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

☐ I represent a local business

☐ I represent a community group

☐ I represent a voluntary sector organisation

☐ I represent a school

☐ I represent a parish/town council

☐ I represent a district council/ other public sector organisation

☐ Other, please specify below

This survey is for stakeholders, such as organisations, community groups or parish councils. Please complete the separate residents' questionnaire if you wish to respond as an individual.

Q2   Your details

Name:

Organisation:

Postcode:

Email:

Phone:

Our proposals

Options for reducing the frequency of the service

We currently aim to provide a fortnightly service. The capacity a fortnightly service requires impacts on our ability to deliver a flexible, reliable and cost effective service across the county, making it difficult to respond effectively to operational issues (i.e. staff sickness, vehicle breakdowns etc.) or changes in patterns of use, i.e. because of new housing developments. To create more capacity and flexibility, it is proposed to provide a mobile library service to all villages that are currently served by a mobile library either once every three weeks or once a month.

Q3   Compared with a fortnightly service, what impact, if any, would each of the following options have on your service users/customers 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 three weekly service would....	○	○	○	○	○	○
A monthly service would...	○	○	○	○	○	○

Q4   Please explain why you say this? Please write in the boxes below

Three weekly service: [ ]

Monthly service: [ ]

Q5   Please provide ideas for how any difficulties could be avoided or reduced? Please write in the boxes below

Three weekly service: [ ]

Monthly service: [ ]

Q6   Which is your preferred option? Please tick ONE option only
○ Three weekly
○ Monthly
○ No preference/either
○ Neither
○ Don't know

Q7   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

Leicestershire is continually developing. New housing developments can change how stops are used and where they are best located. We regularly receive requests for stops to be added to the network. At the same time certain stops on the network have fallen out of use over time.

A list of proposed stops for the mobile library service 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.

Q8   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
☐	☐	☐	☐	☐	☐

Q9   If you disagree, why do you say this? Please write in the box below

[ ]

Q10   How would the proposed changes to the network of mobile library stops impact on your service users/customers ability to use the service? Please tick ONE option only

The proposed network of mobile library stops would...
○ ...make it much easier for them to use the service
○ ...make it a little easier for them to use the service
○ ...make little or no difference to them overall
○ ...make it a little more difficult for them to use the service
○ ..make it much more difficult for them to use the service
○ Don't know

Q11 Why do you say this? Please write in the box below

Q12 Please provide ideas for how any difficulties could be avoided or reduced? Please write in the box below

Q13 Are there any times of the week/month where it would be beneficial for the mobile library to visit a particular stop? Please write in the settlement name(s) and a description of the stop(s) below.

Q14 Can you suggest any <u>additional</u> stops? If so, please give the settlement name(s) and a description of where you would like the mobile library to stop. If you are suggesting these additional stops as <u>alternatives</u> to existing stops, please indicated which stops you think they should replace.

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 other types of services.

These services would need to fit in with the way the mobile library service is provided, and take into account factors such as the time the mobile library is parked at a single stop and the size and restrictions of the vehicles involved.

We have looked at what other local authorities are doing and have selected a range of services that may be included if there is sufficient demand.

Q15 How likely is it that your service users/customers would use the following services if they were provided on the mobile libraries? Please tick <u>ONE</u> option per row.

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

Q16 Are there any other services or facilities you think we could provide on the mobile libraries? Please write in the box below

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 8th April 2015 to:

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

<u>No stamp is required</u>

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. The information will be held in accordance with the Council's records management and retention policy.

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

Contact

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Research & Insight Team Leaders (Job Share)

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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 ઈચ્છતાં હો તો 0116 305 6803 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા વ્યવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 6803 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 6803 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں
0116 305 6803 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

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.