Alternative Library Services in -
Braunstone Town

Consultation survey results

February 2016

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Leicestershire County Council

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Whilst every effort has been made to ensure the accuracy of the information contained within this report, Leicestershire County Council cannot be held responsible for any errors or omission relating to the data contained within the report.

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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 new library service model would be based on:
- 16 libraries fully funded by the county council
- An infrastructure support package to enable community groups to manage 36 community libraries with county council help
- A mobile library service which will provide a regular library service to most villages without a static library
- An online library service available 24 hours a day, 365 days a year to those with access to the internet

Braunstone Town Library was one of the 36 libraries that the council invited community groups to come forward to manage with local authority support. The council did not receive a viable proposal from Braunstone Town for a community managed library based on the local authority support package. This meant the council had to make a decision about the future of Braunstone Town Library by March 2016.

The council is proposing to:
- Close Braunstone Town Library

- Provide six hours of mobile library service which offers a book lending service to the residents of the Braunstone Town community on a weekly basis
- Make any changes from June 2016

Overview of the process

The council has consulted with the public on the proposed changes for the Braunstone Town Library. A public meeting was held in Braunstone Town to provide an opportunity for people to discuss the proposals and ask questions.

The consultation involved a survey with residents, library users and staff.

The survey was made available on the council website from 19 October 2015. This was accompanied by an information booklet which set out the proposals in more detail, a useful facts document and a community profile. Copies of the consultation and questionnaire were also printed and distributed to Braunstone Town Library.

The survey asked for views on the proposed changes for Braunstone Town Library as well as asking about how people currently used the service. The consultation closed on the 17 January 2016 (a three month fieldwork window).

Communications and media activity

The council communicated the Braunstone Town 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 Voluntary Action Leicestershire, parish councils, local libraries, community centres, and shops

- adverts placed in local publications encouraging residents to have their say

- on the consultation webpage of the local authority website (www.leicestershire.gov.uk/have-your-say/current-consultations/libraries)

- several e-blasts sent to library users of the four affected libraries 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.

Copies of the information booklet with integrated questionnaire were freely available at Braunstone Town Library and on request at other libraries.

The information booklet and questionnaire were made available to download from the council's website and were available in alternative formats, including Easy Read, on request as stated in the information booklet.

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

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

Response rate

During the three month consultation window, 72 people responded to the survey. The majority (37) took part by completing an online survey, with the remainder returning a paper response (35).
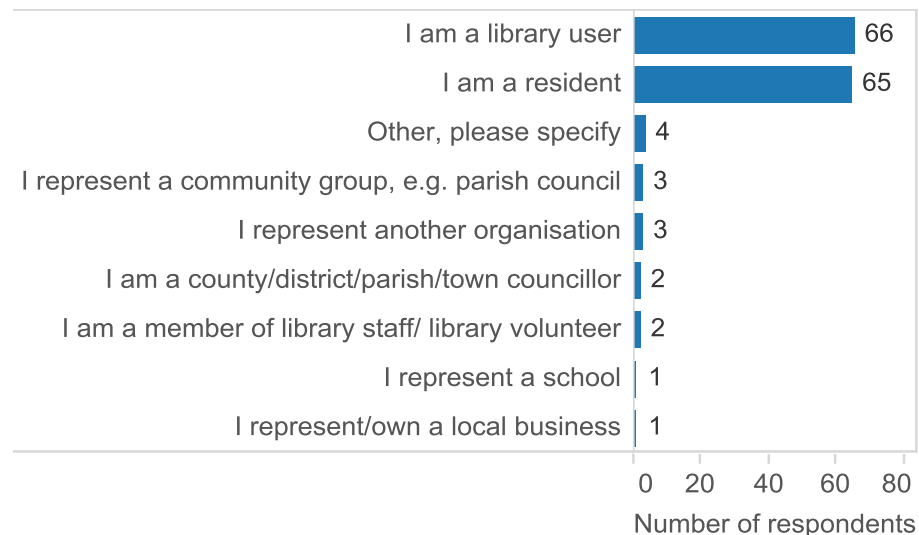
Respondent profile

The questionnaire included a range of demographic questions on:

- 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
- Internet access
- Qualifications
- Economic status
- Council employee
- Sexual orientation

The demographic profile of those responding to the survey is reported in Appendix 2.

Most respondents were library users (66) and residents (65) (Chart 1).

Chart 1 - Role in which responding (multiple choice) (Q1) (Base=72)

Role	Number of respondents
I am a library user	66
I am a resident	65
Other, please specify	4
I represent a community group, e.g. parish council	3
I represent another organisation	3
I am a county/district/parish/town councillor	2
I am a member of library staff/ library volunteer	2
I represent a school	1
I represent/own a local business	1

Number of respondents

Analysis methodology

Graphs and tables have been used to assist explanation and analysis. 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.

Demographic analysis

The questionnaire included a range of demographic questions. The counts and percentages of responses to these questions are reported in Appendix 2.

Analysis of open-ended comments

The survey contained eight open-ended questions. Just over 360 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 library service

Respondents were asked three questions about their current use of the library service in Leicestershire.

Frequency of use of Braunstone Town Library (Q3)

Respondents were asked how often, if at all, they used a range of different services at Braunstone Town Library.

Chart 2 shows that 47 respondents visited the library at least once a fortnight. The most popular activity was borrowing a book or hiring a CD or DVD, followed by using the library to access information, or for study, reference or education.

**Chart 2 - Uses of the Braunstone Town Library service (Q3) - Number of respondents**

(Base= 72)

	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never
Visit the library	12	15	20	18	2	1	1	2
Borrow a book or hire a CD/DVD	1	7	20	16	5	2	2	6
Access information	7	6	7	9	8	4	3	9
Use the library for study/reference/education	4	8	5	9	8	3	4	11
Attend events at the library	1	4	5	4	11	9	5	12
Use the fax/printing/photocopying services	1	8	1	4	8	7	8	13
Use the library space to meet people	2	8	6	5	6	3	4	19
Use the public computers	6	5	1	6	6	6	4	19
Access face-to-face advice	1	4	4	10	8	1	5	12

Frequency of use of online library service (Q4)

Respondents were asked how often, if at all, they used the online library service. Chart 3 shows 29 respondents said they never used the online library service, whereas 28 use it about once a month or more.

Chart 3 - Online library service use (Q4)   (Base= 70)

Chart 4 - Number of other libraries used (Q5)   (Base= 72)
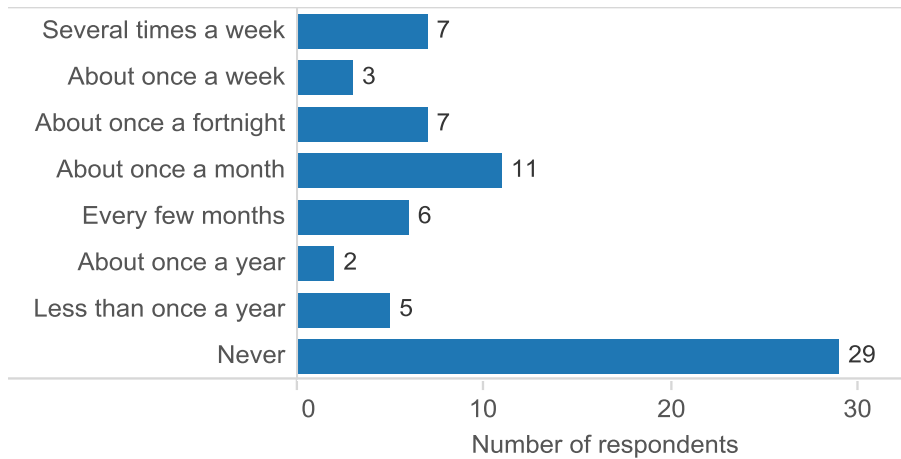
Alternative library use (Q5)

Respondents were asked which other libraries they used, if any. Chart 4 shows 38 respondents said they used no other libraries, whereas 23 use one or more others. Chart 5 shows 13 respondents said they used a non-county council library, followed by Glenfield Library (six). It must also be noted that respondents said they used Narborough (two), and Mountsorrel (one) Libraries. A full list of other libraries used is available in Appendix 3.
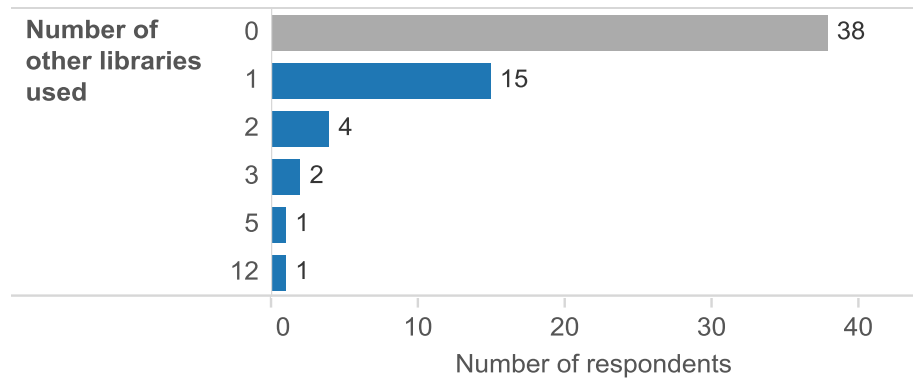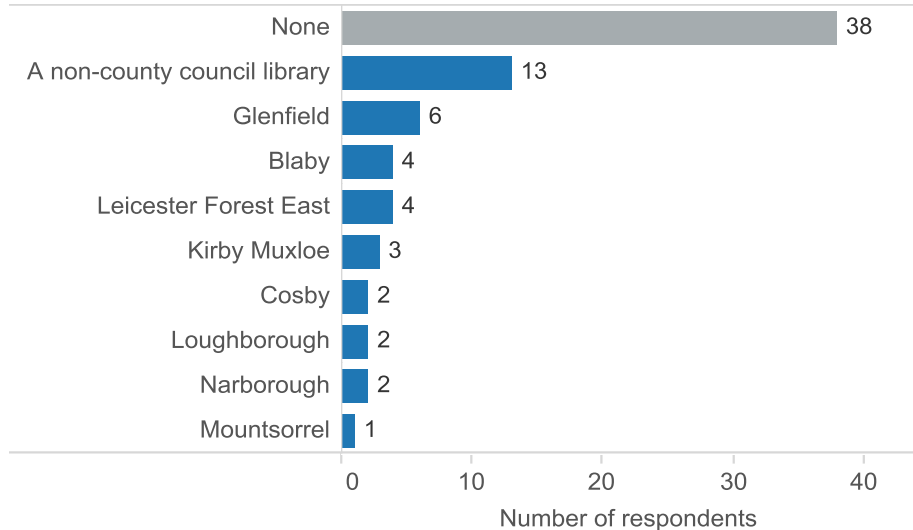
Chart 5 - Other libraries used—Top 10 (Q5)   (Base= 61)

Chapter 3: Our proposals

Proposed replacement service

Adequacy of proposals (Q6)

Respondents were asked, within the context of reducing council budgets, if Braunstone Town Library were to close, to what extent they agreed or disagreed that the council's proposals would provide an adequate alternative service. Chart 6 shows that 56 respondents said they strongly disagreed that the proposals would provide an adequate alternative, followed by eight who said they tended to disagree.

Open comments (Q7)

Respondents were asked to provide comments for their answer to Q6. Chart 7 shows 32 respondents said they said the library is important for the development and education of children. Other comments included: the proposed opening times and number of hours being inadequate (29), and the inability of a mobile library service to supply a high demand in Braunstone Town (21).

A full list of themes is available in Appendix 3.

"Children would be unable to use the library after school for homework (borrowing books on subjects necessary, using PCs to complete homework) or to take out their usual supply of books for pleasure"

"The six hours of mobile services that you aim to provide will not meet the needs of the community"

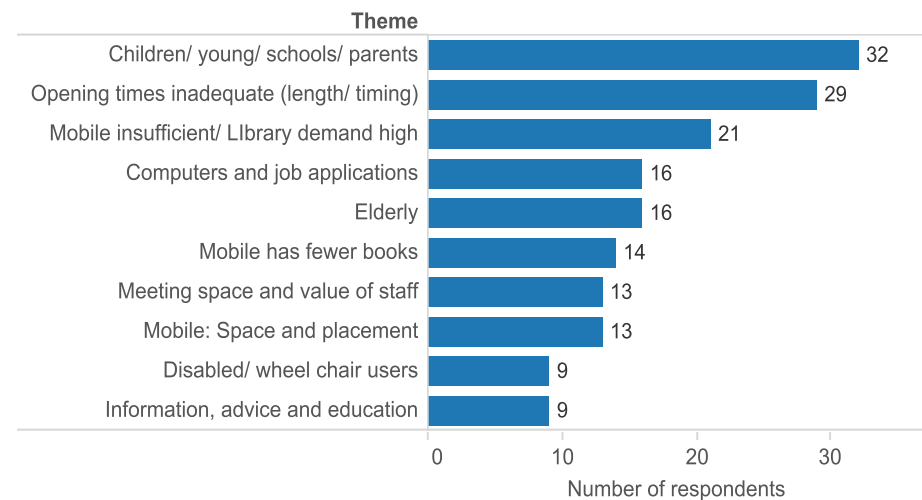#### Chart 7 - Open comments—Top 10 (Q7)   (Base= 68)

Chart 6 - Adequacy of proposals (Q6) - Number of respondents   (Base= 67)

Alternative solutions (Q8)

Respondents were asked to provide alternative solutions for a replacement service that the council should consider. Chart 8 shows 23 respondents said they thought the proposal put forward by the town council should be reconsidered and adopted. Other suggestions included: finding alternative funding (six), and finding an alternative location for Braunstone Town Library (five).
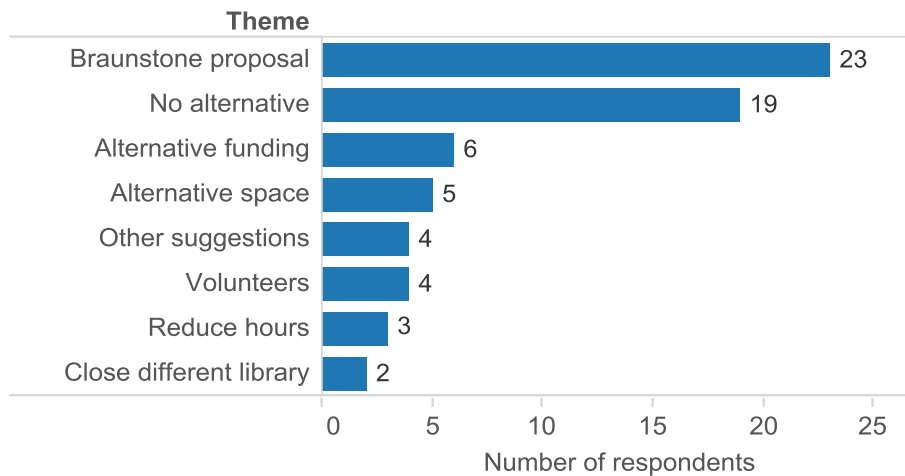
"Yes, the proposals put forward by Braunstone Town Council, that are supported by Blaby District Council."

"Find external funding"

"A library could be housed within the main Braunstone Civic Centre building."

Chart 8 - Alternative solutions (Q8)   (Base= 60)


Options in detail

It was explained that if Braunstone Town Library were to close, Braunstone Town would be provided six hours of mobile library service on a weekly basis from June 2016. Respondents were then asked how they would like this service to work.

Preferred number of sessions (Q9)

Respondents were asked what would be their preferred number of sessions over which the six hours of mobile library provision were delivered. Chart 9 shows that 33 respondents preferred 'Other' sessions, followed by 22 who preferred two half day sessions on different days of the week.

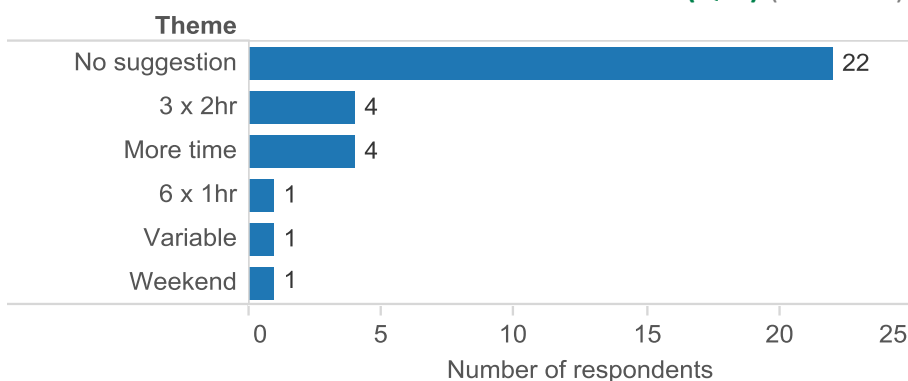### Chart 9 - Preferred number of sessions (Q9)   (Base= 72)
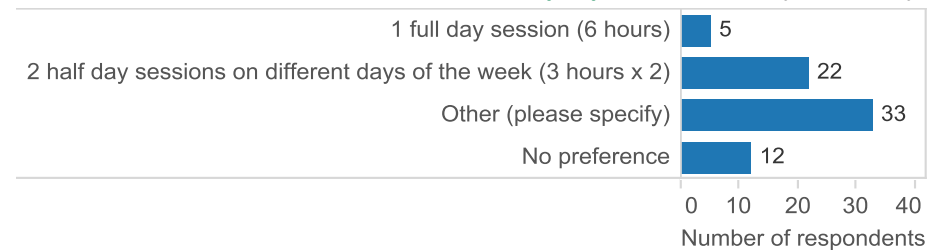
Respondents who said they would prefer an 'Other' option were then asked to provide further detail. Chart 10 shows 22 respondents did not provide a suggestion but used the opportunity to reiterate their view that a mobile service was not sufficient, followed by four who suggested three two-hour sessions each week, and four who suggested more time should be provided in general for service delivery.

"Do not want a mobile library service. Library needs to stay open."

"3 days at 2 hours per day."

"Run it more often, not enough time!"

Chart 10 - Preferred number of sessions — 'Other' (Q9a) (Base= 34)
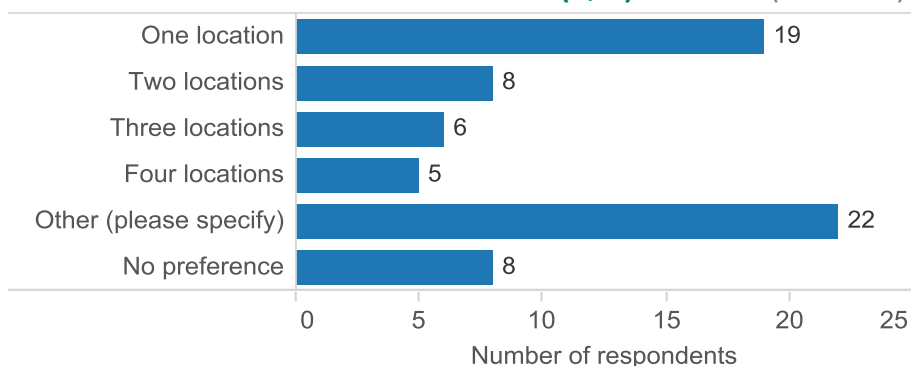

Preferred number of locations (Q10)

Respondents were asked what would be their preferred number of locations during a session.

Chart 11 shows 22 respondents selected 'Other', followed by 19 who preferred one location.

Chart 11 - Preferred number of locations (Q10) (Base= 68)

Respondents who said 'Other' were then asked to provide further detail. Most respondents (21) did not make a suggestion and reiterated their view that they wanted Braunstone Town Library to remain open. One person suggested the mobile library service should be delivered to as many locations as possible.

"None - keep the library open."

"As many locations as possible so more people are able to access the service."

Preferred locations of stops (Q11)

Respondents were provided a map of the Braunstone Town area with the proposed locations for where the mobile library service could stop.
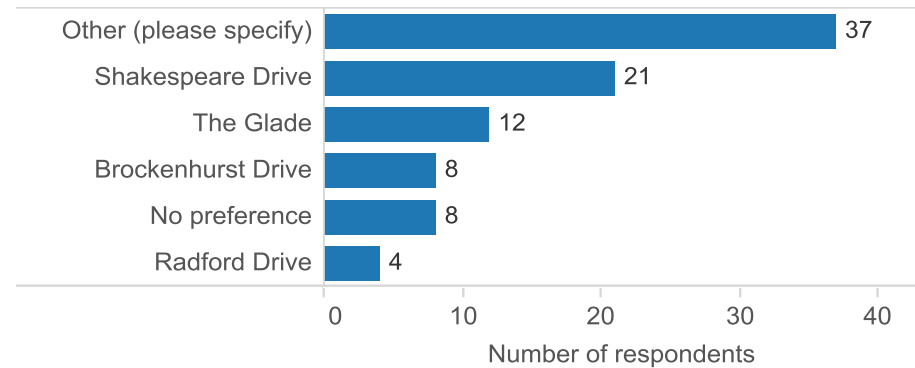
Map 1 - Braunstone Town with proposed locations of stops

Respondents were asked to identify their preferred location(s). Chart 12 shows 37 respondents said they preferred the mobile library service to be delivered at an 'Other' location, followed by 21 who preferred Shakespeare Drive.

Chart 12 - Preferred locations of stops (Q11)   (Base= 67)

Respondents who said 'Other' were then asked to provide further detail. Chart 13 shows 15 respondents suggested the Civic Centre/ current location, and eight suggested other specific locations.

"The Civic Centre is an ideal location"
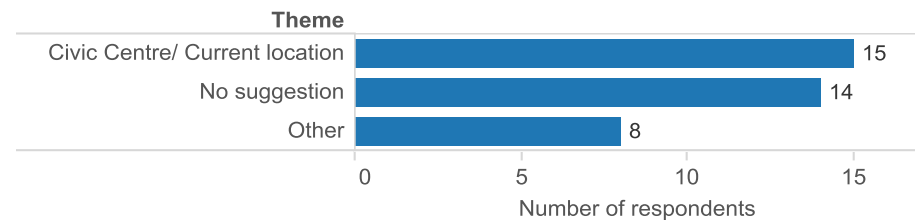
"Where the library currently is"

"Nearer Evelyn Road"

"Have a stop on the east side of the town"

"Somewhere in Thorpe Astley"

### Chart 13 - Preferred locations of stops - 'Other' (Q11a)   (Base= 37)

Preferred days and times for mobile library service (Q12-13)

Respondents were asked whether they had any preference for days or times of the week for the proposed mobile library service to be delivered. Chart 14 shows 32 respondents had a preference.

Chart 14 - Preference for days and times for proposed mobile library service (Q12)
(Base= 59)
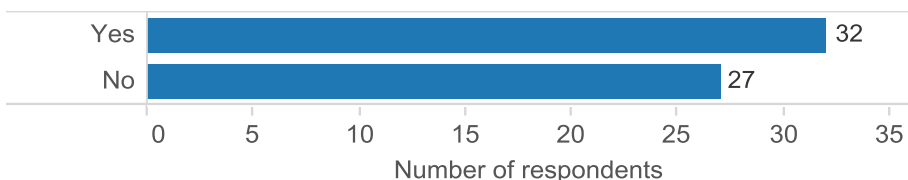
Respondents who said 'Yes' to Q12 were then asked to specify what day(s) or time(s) they preferred the mobile library services to be delivered. Chart 15 shows 15 respondents preferred 13.00-16.00 on Monday, and 13 preferred 13.00-16.00 on Wednesday.

Chart 15 - Preferred days and times for mobile library service (Q13) - Number of respondents
(Base= 32)

	Half day (10:00-13:00)	Half Day (13:00-16:00)	Full day (10:00-16:00)
Monday	1	15	6
Tuesday		9	5
Wednesday	1	13	5
Thursday		11	5
Friday	1	12	6
Saturday	6	4	9
Sunday	1	1	6

Future service delivery

Accessing library services (Q14-15)

Respondents were asked, if Braunstone Town Library were to close and a mobile library service introduced, how easy or difficult would it be for them to access library services. Chart 16 shows 46 respondents said it would be very or fairly difficult for them to access library services following the council's proposals, whereas 10 said it would be fairly easy.

Chart 16 - Accessing other library services (Q14) - Number of respondents
(Base= 56)
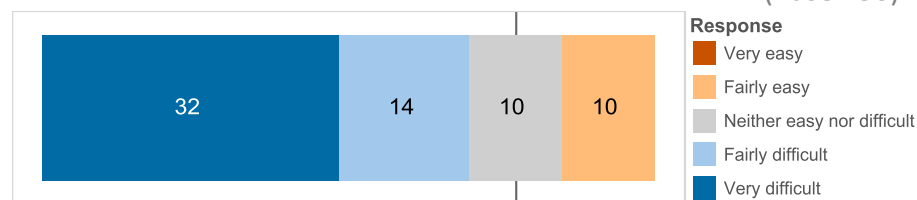
Respondents were asked to provide comments for their answer to Q14.

Chart 17 shows 23 respondents said they thought the proposals would restrict the ability of certain groups, such as parents, the elderly, those with disabilities or illnesses, and children, to access the library service. Other comments included: proposed opening times being inconvenient for working people (12), and the proposed locations of the mobile library being difficult to access (10).

"The system is not practical for the mums with young children or for the disabled and elderly."
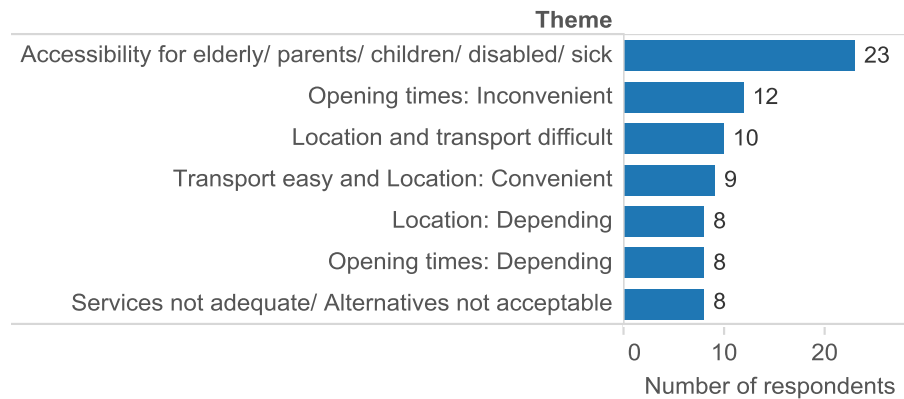
"No facility for disabled visitors"

"One or two 'three hour slots' are not going to be convenient for everyone. Anyone who works, or goes to school may be unable to fit into your boxes, and for the very small amount of time they will be there, how are they going to serve everyone? It's preposterous"

"Too far to get to."

Chart 17 - Open comments (Q15)　　　　　(Base= 66)

Theme

Theme	Number of respondents
Accessibility for elderly/ parents/ children/ disabled/ sick	23
Opening times: Inconvenient	12
Location and transport difficult	10
Transport easy and Location: Convenient	9
Location: Depending	8
Opening times: Depending	8
Services not adequate/ Alternatives not acceptable	8

Number of respondents

Help to access alternative library services (Q16)

Respondents were asked what else, if anything would help them access alternative library services.

Chart 18 shows 18 respondents did not provide a suggestion but used the opportunity to reiterate their view that Braunstone Town Library should be kept open. Following this, six made 'other' specific suggestions, followed by five who made a suggestion about transport to alternative library services.

"Keeping the library open"

"Maybe a free online library where you can select your books and they are posted to you free. And returned free as well."

"The mobile library could visit Thorpe Astley in the late afternoon or evening"

"A shuttle bus service to an alternative library offering all the services we currently use."

Chart 18 - Help to access alternative library services (Q16)(Base= 31)
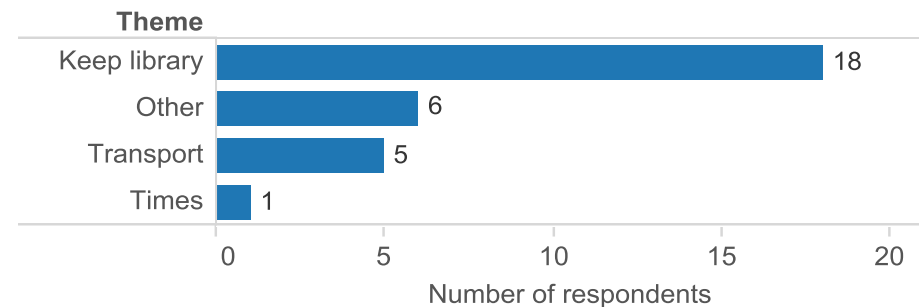
Theme

Theme	Number of respondents
Keep library	18
Other	6
Transport	5
Times	1

Number of respondents

Use of alternative libraries (Q17)

Respondents were asked, if Braunstone Town Library were to close, which other libraries would they use. Chart 19 shows 33 respondents said they would not use any other libraries, whereas 27 would use one or more others.

Chart 19 - Number of other libraries that would be used (Q17)
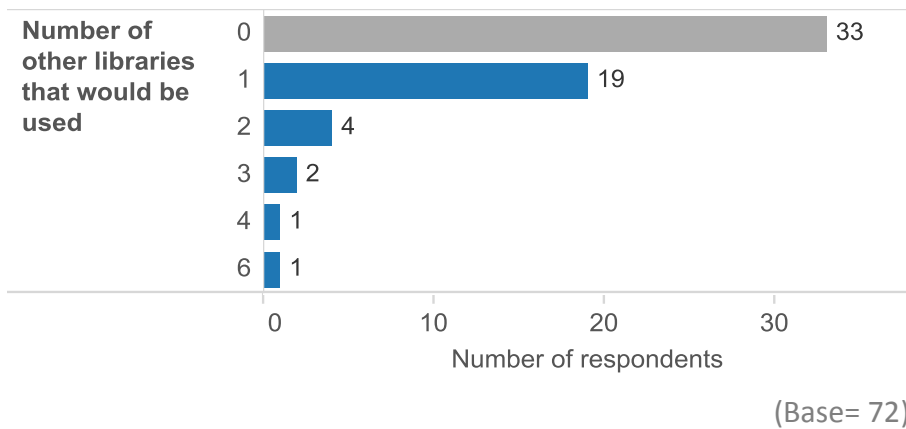

(Base= 72)

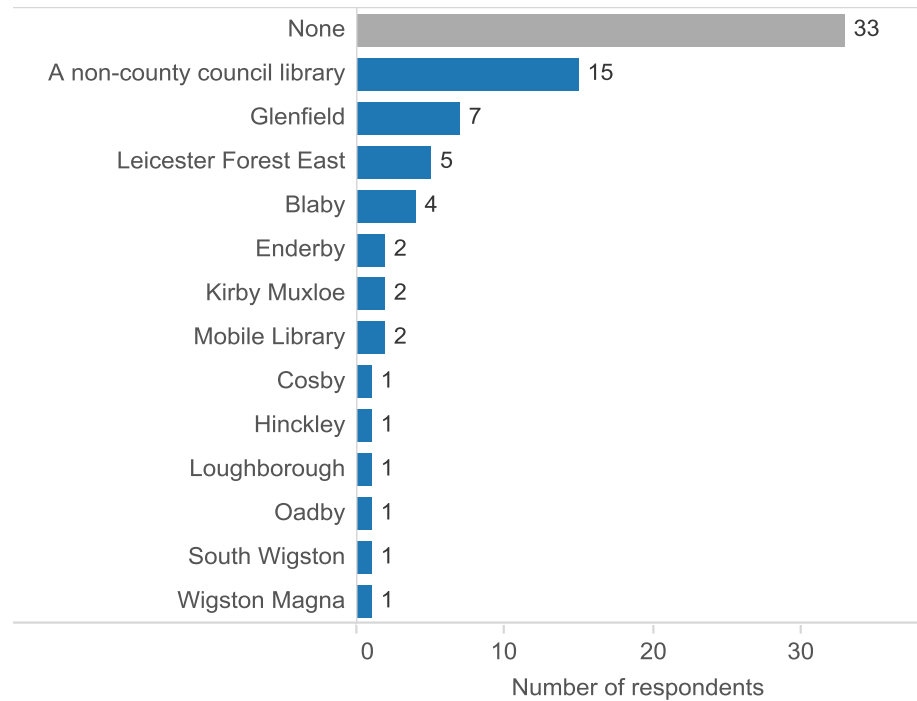### Chart 20 - Other libraries that would be used (Q17)   (Base= 60)

Chart 20 shows 15 respondents said they would use a non-county council library in the event of Braunstone Town Library closing, followed by seven who would use Glenfield Library.

Any other comments (Q18)

Respondents were asked if they would like to make any other comments.

These are summarised in Chart 21.

"The population of Braunstone Town is far higher than that of Glenfield which is keeping its library. Also we have a purpose-built library which is only 9 years old - such a waste of resources to close it."

"This is one of the few services I pay for with my rates that I use and resent losing it."

"In this day of computers and computer games, is it not important to keep our library open in order to encourage the love of books in children?"
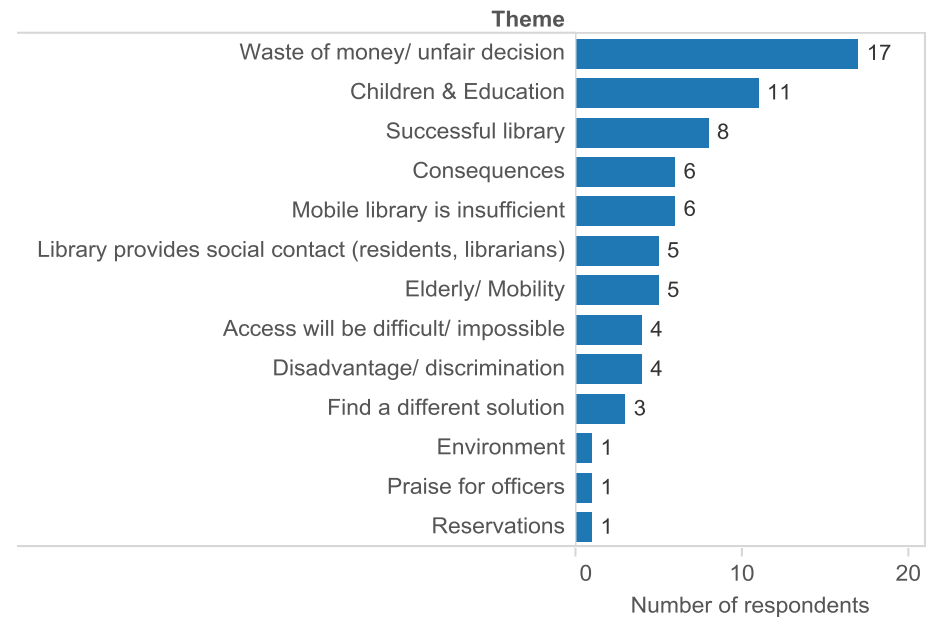
"Closing this local and well-used library and replacing it with an inaccessible mobile library for just six hours a week will leave many local families with no library access at all."

"It is difficult to imagine that a mobile library will be capable of holding sufficient books to nurture this enthusiasm along with sufficient books for all other library users too."

"The library is not just a book lending service, it is a part of the community setting of Braunstone and enables people to meet and interact on many levels"

Chart 21 - Any other comments (Q18)   (Base= 46)

Number of respondents

Theme	Number of respondents
Waste of money/ unfair decision	17
Children & Education	11
Successful library	8
Consequences	6
Mobile library is insufficient	6
Library provides social contact (residents, librarians)	5
Elderly/ Mobility	5
Access will be difficult/ impossible	4
Disadvantage/ discrimination	4
Find a different solution	3
Environment	1
Praise for officers	1
Reservations	1

Chapter 4: Summary of comments

The Braunstone Town Library is valued for the books it provides but also for the activities (especially for children and older residents), helpful and knowledgeable staff, a space to meet both formally and informally and a source of information, advice, help and education.

It may be difficult for many residents to reach nearby libraries as there are no direct bus connections and not all residents have access to a car. The costs of bus tickets may also prevent some residents from travelling to another library. It was suggested that this could be addressed by providing a regular minibus service to an alternative library or improving existing bus routes.

The concerns about the mobile library were expressed in regards to its size, services and opening times. The static library provides IT provisions such as computers, printers and photocopiers, which some residents do not have at home. Computers are important for those applying for jobs and making benefit claims and these residents would find it particularly difficult to access alternative libraries. Those without a computer would also not have access to the online library. The online library itself was seen as insufficient and it was often expressed that there is value in handling physical books and that this is important for children in particular.

The current library is well-used and Braunstone Town is regarded as too large for a mobile library. Thus, the mobile library could be overwhelmed by the demand. Visitors might have to wait outside the van for their turn, which brought up concerns about security and weather conditions. Limited space also means that there would be no opportunity to sit and read or study and the range of books would be limited. This may affect the availability of books for children and more specialist areas. One respondent suggested that it would be good if online reservations could be placed in advance of the mobile session so that visitors can be guaranteed a book that meets their needs. In regards to the mobile van location, many respondents suggested that the current library location, near the Civic Centre, should be used and that parking opportunities would need to be provided.

Many respondents were concerned about the effect of the closure on vulnerable groups in the community and some thought that the proposals were discriminatory. Because the library is a very inclusive service some suggested that cuts should be made to less inclusive services instead.

Children were often thought to miss out under the new proposal. They would have greater difficulties in accessing alternative libraries unless their parents can take them and mobile library hours would need to take into account school times. Children enjoy different

activities at the library and can receive help with their homework. Some resources that are currently available were seen as vital for the educational success of children in Braunstone. Another concern was that the mobile library would not be accessible with prams and this would limit the accessibility for parents with young children.

The accessibility of the mobile van was also a topic when considering the elderly, who are not able to carry many books at once and may not be able to reach some of the new locations. They would be less likely to be able to visit one of the other near-by libraries due to mobility problems. The socialising aspect of the static library was seen as especially important to elderly visitors. By taking this away it was feared that some older residents might become isolated, which would also have a knock on effect on adult social care costs. The mobile library would also make access difficult for people who are disabled or use a wheel chair, whereas the current library is fully accessible.

Finally, those who work full-time were also mentioned, as the proposed opening times would make it difficult for them to attend the mobile library and this in turn might prevent their children from using the service if they are too young to go by themselves. In order to not exclude any part of society it was suggested that it would be necessary to have opening times that can accommodate children, elderly and working people, including weekends and evenings, but that this may be difficult on just six hours a week.

The vast majority of respondents either rejected the proposed alternatives completely or emphasised that there is an existing proposal that was put forward by Braunstone Town Council which should be accepted. This was seen as an adequate alternative to the current service. Other respondents suggested that alternative funding should be secured to keep the existing library or that the library stock could be moved to a different location. Volunteers and a reduction of hours were also discussed. Two respondents felt that other libraries should be closed instead.

The library was seen as a community asset, a necessity and a right. The responses revealed frustration about the decision of the council and the consultation process. This was partly marked by the language that was used, which used adjectives (such as ridiculous, ludicrous, laughable, unacceptable), as well as frequent use of exclamation marks and capital letters (e.g. "I feel this is DISGUSTING!"). Respondents were resentful of the cuts that are being made and feel that the services they are receiving do not match the council tax rates that they are paying. Between the existing lease that the council would have to continue to pay and the cost of providing a mobile library service, respondents were sceptical of the actual savings that would be achieved by closing the library and whether the savings made are worth the loss of such a valuable service. Equally, as the library building is relatively new, it was felt that this investment would be wasted if it is closed again so

soon. In addition, it was noted that some of the effects of the library closure may lead to more costs in other areas, for instance through the negative impact on children's education, which would then lead to a need for additional funding for schools.

The consultation and decision-making process was also criticised. Respondents expressed the feeling that they are not listened to, that the consultation was just a formality, that the questionnaire was not suitable or that the data will be misused and misrepresented. Suspicions were expressed about the political agenda both behind the consultation and the library closure. Similarly, some respondents felt that the data that was used as a basis for the decision to close the library was not handled correctly. However, one respondent also noted that they were very impressed with the way in which officers communicated with the residents in order to present the proposals.

Appendix 1 - Questionnaire

Leicestershire County Council

Have your say on providing alternative Library Services in Braunstone Town

Introduction

Leicestershire County Council continues to face its biggest ever financial challenge. In 2014 the council consulted widely about the future of library services in Leicestershire. Following the consultation, the council agreed in November 2014 that the new library service model would be based on:

- 16 libraries fully funded by the county council

- An infrastructure support package to enable community groups to manage 36 community libraries with county council help

- A mobile library service which will provide a regular library service to most villages without a static library

- An online library service available 24 hours a day, 365 days a year to those with access to the internet

Braunstone library is one of the 36 libraries that we invited community groups to come forward to manage with our support. In Braunstone Town we have not received a viable proposal for a community managed library based on our support package.

Continuing to fully fund the operation of Braunstone Town library is not an option. Budgetary pressures mean we have to make a decision about the future of Braunstone Town library by March 2016.

Although we remain open to discussing and considering alternative ways we could support a community managed library in Braunstone Town, we also have to prepare for the possible closure of the library and consider options for alternative library service provision.

Please note: Your responses to the main part of the survey (Q1 to Q18, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

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

- [ ] I am a resident
- [ ] I am a library user
- [ ] I am a member of library staff/ library volunteer
- [ ] I am a county/district/parish/town councillor
- [ ] I represent/own a local business
- [ ] I represent a community group, e.g. parish council
- [ ] I represent a school
- [ ] I represent another organisation
- [ ] Other, please specify

Other (please specify below)

Q2 If you are a representative of a stakeholder organisation, please provide your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Your library service

Please could you tell us about how you currently use Braunstone Town library.

Q3 How often, if at all, do you do the following at Braunstone Town library? Please tick ONE per row

	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never
Visit the library	☐	☐	☐	☐	☐	☐	☐	☐
Borrow a book or hire a CD/DVD	☐	☐	☐	☐	☐	☐	☐	☐
Use the public computers	☐	☐	☐	☐	☐	☐	☐	☐
Use the fax/printing/photocopying services	☐	☐	☐	☐	☐	☐	☐	☐
Attend events at the library	☐	☐	☐	☐	☐	☐	☐	☐
Use the library for study/reference/education	☐	☐	☐	☐	☐	☐	☐	☐
Access information	☐	☐	☐	☐	☐	☐	☐	☐
Access face-to-face advice	☐	☐	☐	☐	☐	☐	☐	☐
Use the library space to meet people	☐	☐	☐	☐	☐	☐	☐	☐

Q4 How often, if at all, do you use the online library service? Please tick ONE option only

Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never
☐	☐	☐	☐	☐	☐	☐	☐

Q5 Do you use any other libraries? Please tick ALL applicable

☐ **Mobile Library**
☐ Anstey
☐ Ashby de la Zouch
☐ Barrow upon Soar
☐ Barwell
☐ Birstall
☐ Blaby
☐ Bottesford
☐ Broughton Astley
☐ Burbage
☐ Castle Donington
☐ Coalville
☐ Cosby
☐ Countesthorpe
☐ Desford
☐ Earl Shilton
☐ East Goscote
☐ Enderby
☐ Fleckney

☐ Glenfield
☐ Glenhills
☐ Great Glen
☐ Groby
☐ Hathern
☐ Hinckley
☐ Ibstock
☐ Kegworth
☐ Kibworth
☐ Kirby Muxloe
☐ Leicester Forest East
☐ Loughborough
☐ Lutterworth
☐ Market Bosworth
☐ Market Harborough
☐ Markfield
☐ Measham
☐ Melton Mowbray
☐ Mountsorrel

☐ Narborough
☐ Newbold Verdon
☐ Oadby
☐ Quorn
☐ Ratby
☐ Rothley
☐ Sapcote
☐ Shepshed
☐ Sileby
☐ South Wigston
☐ Stoney Stanton
☐ Syston
☐ Thurmaston
☐ Wigston Magna
☐ **A non-county council library** (e.g. in Leicester City, in another county, or a school library)
☐ **No**

Our Proposals

We are proposing that the current library will close and that a mobile library service will provide the book lending service to residents in the Braunstone community. We propose providing the town with six hours of mobile library services on a weekly basis. All other library services, such as public access computers, will be available at any of the 16 county council funded libraries, including at Glenfield.

We remain open to discussing and considering other options for supporting a community managed library or any other viable options for providing library services in Braunstone Town.

We are proposing to provide six hours of mobile library services on a weekly basis. The new service would come into effect from June 2016.

<u>Proposed replacement service</u>

Q6 Within the context of reducing council budgets, if Braunstone Town library were to close, to what extent do you agree or disagree that our proposals provide an adequate alternative to the current service? Please tick ONE option only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Q7 Why do you say this?

Q8 Are there any alternative solutions for a replacement service that you think the council should consider?

Options in detail

If Braunstone Town library were to close, the council proposes to provide the town with six hours of mobile library services on a weekly basis.

Q9 The six hours could be allocated across one or more sessions. What would be your preferred option? Please tick ONE option only

☐ 1 full day session (6 hours)

☐ 2 half day sessions on different days of the week (3 hours x 2)

☐ Other (please specify)

☐ No preference

Other

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Q10 During a session, the mobile library could stop at one location for the whole time, or several locations. Based on your previous answer, what would be your preferred option for the number of locations? Please tick ONE option only

☐ One location

☐ Two locations

☐ Three locations

☐ Four locations

☐ Other (please specify)

☐ No preference

Other

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The most likely locations for single stop sessions would be Shakespeare Drive and Radford Drive.

The most likely locations for multiple stops would be The Glade, Brockenhurst Drive, Shakespeare Drive and Radford Drive.

Q11 Based on your previous answers, where would you like the mobile library to stop? Please tick ALL applicable

☐ The Glade

☐ Brockenhurst Drive

☐ Shakespeare Drive

☐ Radford Drive

☐ Other (please specify)

☐ No preference

Other

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Q12 Based on your previous answers, do you have any preference for day(s) or time(s) of the week? Please tick ONE option only

☐ Yes   **Continue to Q13**
☐ No   **Go to Q14**

Q13 If yes, what day(s) or time(s) of the week would you prefer? Please tick ALL applicable

	Half day (10:00-13:00)	Half Day (13:00-16:00)	Full day (10:00-16:00)
Monday	☐	☐	☐
Tuesday	☐	☐	☐
Wednesday	☐	☐	☐
Thursday	☐	☐	☐
Friday	☐	☐	☐
Saturday	☐	☐	☐
Sunday	☐	☐	☐

Future service delivery

We'd like to know how the proposed changes may affect you and what we could do to help you access library services.

Q14 If Braunstone Town library were to close, and a mobile library service was introduced, how easy or difficult would it be for you to access library services? Please tick ONE option only

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know
☐	☐	☐	☐	☐	☐

Q15 Why do you say this?

Q16 What else, if anything, would help you access alternative library services?

Q17 If Braunstone Town library were to close, which other libraries, if any, would you use? Please tick ALL applicable

☐ **Mobile Library**
☐ Anstey
☐ Ashby de la Zouch
☐ Barrow upon Soar
☐ Barwell
☐ Birstall
☐ Blaby
☐ Bottesford
☐ Broughton Astley
☐ Burbage
☐ Castle Donington
☐ Coalville
☐ Cosby
☐ Countesthorpe
☐ Desford
☐ Earl Shilton
☐ East Goscote
☐ Enderby
☐ Fleckney

☐ Glenfield
☐ Glenhills
☐ Great Glen
☐ Groby
☐ Hathern
☐ Hinckley
☐ Ibstock
☐ Kegworth
☐ Kibworth
☐ Kirby Muxloe
☐ Leicester Forest East
☐ Loughborough
☐ Lutterworth
☐ Market Bosworth
☐ Market Harborough
☐ Markfield
☐ Measham
☐ Melton Mowbray
☐ Mountsorrel

☐ Narborough
☐ Newbold Verdon
☐ Oadby
☐ Quorn
☐ Ratby
☐ Rothley
☐ Sapcote
☐ Shepshed
☐ Sileby
☐ South Wigston
☐ Stoney Stanton
☐ Syston
☐ Thurmaston
☐ Wigston Magna
☐ **A non-county council library** (e.g. in Leicester City, in another county, or a school library)
☐ **None**

Any other comments

Q18 Do you have any other comments?

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.

Q19 Are you male or female? Please tick ONE option only

Male ☐   Female ☐

Q20 Gender Identity: A person has an internal, deeply held sense of their own gender. For trans people, their own sense of who they are does not match the sex that society assigns to them when they are born.

Is your gender identity the same as the gender you were assigned at birth? Please tick ONE option only

Yes ☐   No ☐

Q21 What was your age on your last birthday? (Please enter your age in numbers not words in the box below)

[   ]

Q22 What is your full postcode? This will allow us to see how far people are travelling to use the library. It will not identify your house. Please write in the box below

[   ]

Q23 Are you a parent or carer of a young person aged 17 or under? Please tick ONE option only

Yes ☐   No ☐

Q24 If yes, what are the ages of the children in your care? Please tick ALL applicable

0-4 ☐   5-10 ☐   11-15 ☐   16-17 ☐

Q25 Are you a carer of a person aged 18 or over? Please tick ONE option only

Yes ☐   No ☐

Q26 Do you have a long-standing illness, disability or infirmity? Please tick ONE option only

Yes ☐   No ☐

Q27 What is your ethnic group? Please tick ONE option only

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

Q28 What is your religion? Please tick ONE option only

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

Q29 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

Q30 Which of these, if any, do you use? Please tick ALL applicable

☐ Broadband at home
☐ Internet via dial up at home,
☐ Internet at work, place of study or elsewhere (e.g. library or internet café)
☐ Internet via a smartphone
☐ Other
☐ None

February 2016

Q31 What is your highest level of qualification you have obtained? Please tick ONE option only

☐ No qualifications

☐ GCSEs/O-levels or equivalent

☐ A-levels or equivalent

☐ Diploma in higher education

☐ Lower degree or PGCE (e.g. BA or BSc etc)

☐ Higher degree (e.g. MSc, Phd etc)

☐ Professional, vocational or work-related qualifications

☐ Other

Q32 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

☐ 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

Q33 Are you an employee of Leicestershire County Council? Please tick ONE option only

Yes   No

☐   ☐

Q34 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

☐ Bi-sexual

☐ Gay

☐ Heterosexual / straight

☐ Lesbian

☐ Other

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 March 2016, 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 by 17 January 2016 to: Braunstone Library Consultation, Room 300B, Leicestershire County Council, Have Your Say, FREEPOST NAT18685, Leicester, LE3 8XR. **No stamp is required.**

Appendix 2 - Demographic profile of respondents

Wording	Responses	Number of respondents	% of respondents
Are you male or female?	Male	20	30%
	Female	46	70%
Is your gender identity the same as the gender you were assigned at birth?	Yes	62	100%
What was your age on your last birthday?	Up to 15	1	2%
	25-34	7	11%
	35-44	19	30%
	45-54	7	11%
	55-64	12	19%
	65-74	11	17%
	75-84	3	5%
	85 or above	3	5%
Do you have a long-standing illness, disability or infirmity?	Yes	25	38%
	No	40	62%
What is your ethnic group?	White	59	95%
	Asian or Asian British	3	5%
What is your religion?	No religion	18	29%
	Christian (all denominations)	40	63%
	Hindu	1	2%
	Sikh	2	3%
	Any other religion	2	3%

Wording	Responses	Number of respondents	% of respondents
Are you a parent or carer of a young person aged 17 or under?	Yes	27	41%
	No	39	59%
If yes, what are the ages of the children in your care?	0-4	12	48%
	5-10	16	64%
	11-15	7	28%
	16-17	1	4%
Are you a carer of a person aged 18 or over?	Yes	2	3%
	No	61	97%
In total, how many cars or vans are owned or available for use by members of your household?	None	21	32%
	One	25	38%
	Two	17	26%
	Four or more	1	2%
	Don't know	1	2%
What is your highest level of qualification you have obtained?	No qualifications	11	17%
	GCSEs/O-levels or equivalent	16	25%
	A-levels or equivalent	4	6%
	Diploma in higher education	4	6%
	Lower degree or PGCE (e.g. BA or BSc etc)	17	26%
	Higher degree (e.g. MSc, Phd etc)	1	2%
	Professional, vocational or work-related qualifications	11	17%
	Other	1	2%

February 2016

Alternative library services in Braunstone Town - Consultation survey results

Wording	Responses	Number of respondents	% of respondents
Which of these activities best describes what you are doing at present?	Employee in full-time job (30 hours plus per week)	11	16%
	Employee in part-time job (less than 30 hours per week)	17	25%
	Self employed full or part-time	2	3%
	Unemployed and available for work	6	9%
	Wholly retired from work	16	24%
	Looking after the home	4	6%
	Doing something else	3	4%
	Full-time education at school, college or university.	1	1%
	Permanently sick / disabled	7	10%
Are you an employee of Leicestershire County Council?	Yes	3	5%
	No	63	95%
Sexual Orientation	Heterosexual / straight	50	94%
	Other	3	6%
Which of these, if any, do you use?	Broadband at home	46	71%
	Internet at work, place of study or elsewhere (e.g. library or internet café)	12	18%
	Internet via a smartphone	16	25%
	Internet via dial up at home,	3	5%
	Other	1	2%
	None	11	17%

Appendix 3 - List of open comments

Other libraries used (full list) (Q5)
(Base= 61)

Number of respondents

Library	Respondents
None	38
A non-county council library	13
Glenfield	6
Blaby	4
Leicester Forest East	4
Kirby Muxloe	3
Cosby	2
Loughborough	2
Narborough	2
Countesthorpe	1
Enderby	1
Glenhills	1
Market Harborough	1
Mountsorrel	1
Newbold Verdon	1
Sapcote	1
Sileby	1
South Wigston	1
Stoney Stanton	1
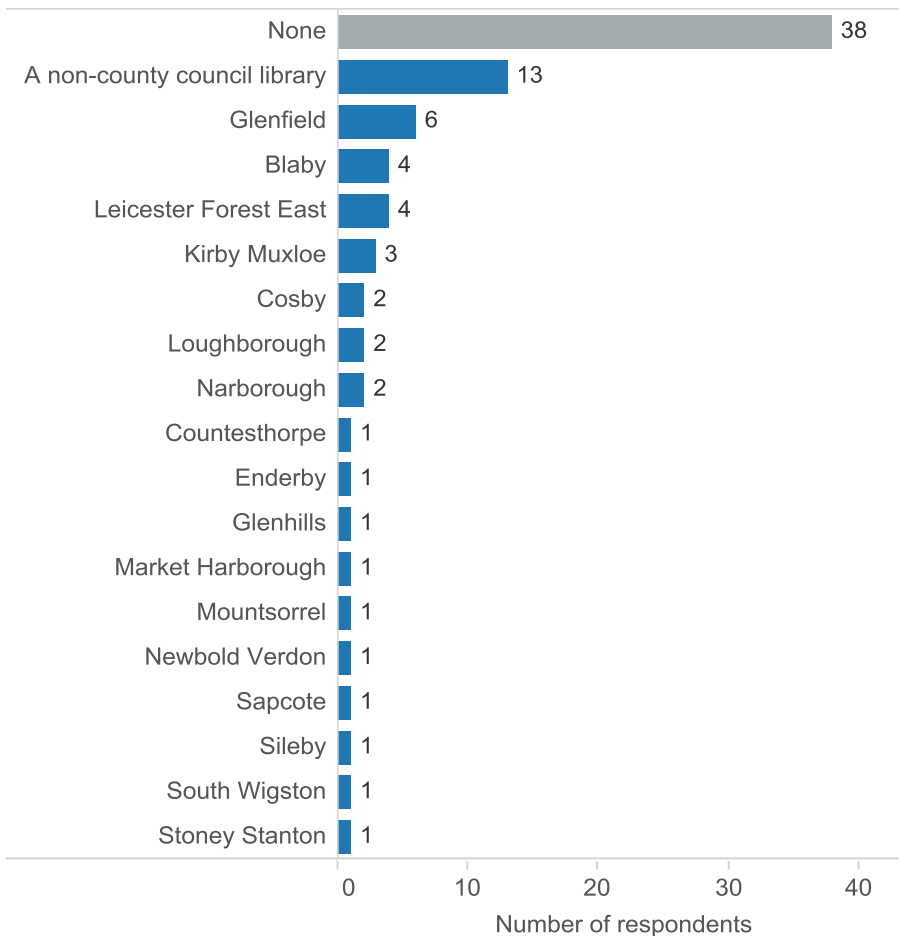
Open comments (full list) (Q7)
(Base= 68)

Theme

Number of respondents

Theme	Respondents
Children/ young/ schools/ parents	32
Opening times inadequate (length/ timing)	29
Mobile insufficient/ LIbrary demand high	21
Computers and job applications	16
Elderly	16
Mobile has fewer books	14
Meeting space and value of staff	13
Mobile: Space and placement	13
Disabled/ wheel chair users	9
Information, advice and education	9
Access to alternative libraries/ transport	7
Community asset/ necessity/ right/ more than just books	7
Working people	7
Costs and consequences	5
Activities/ Services	4
Books and borrowing	4

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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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 વ્યવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 6803 ਨੰਬਰ ਤੇ ਫੋਨ 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.