Alternative Library Services in -
Narborough

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 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

Narborough 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 Narborough 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 Narborough Library by March 2016.

The council is proposing to:
- Close Narborough Library
- Provide six hours of mobile library service which offers a book lending service to the residents of the Narborough 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 Narborough Library. A public meeting was held in Narborough 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 Narborough Library.

The survey asked for views on the proposed changes for Narborough 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 Narborough 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 Narborough 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, 13 people responded to the survey. The majority (seven) took part by completing an online survey, with the remainder returning a paper response (six).

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 residents (12) and library users (10) (Chart 1).

Chart 1 - Role in which responding (multiple choice) (Q1) (Base=13)
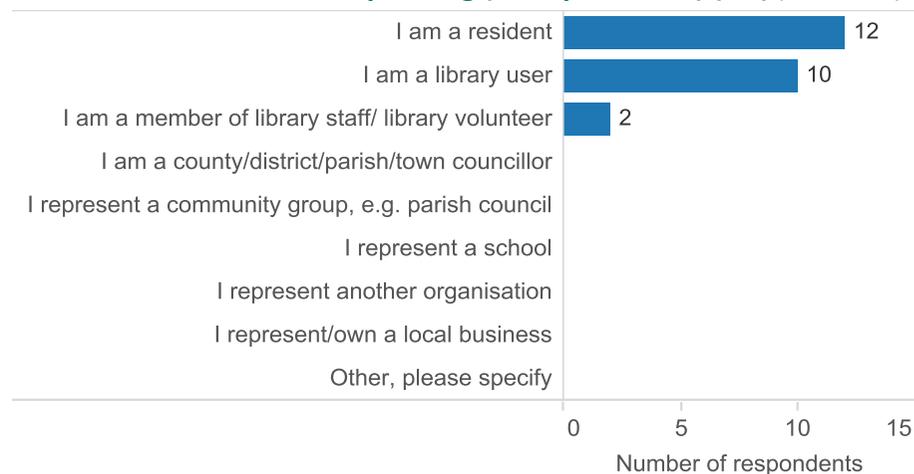
Analysis methodology

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 50 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 Narborough Library (Q3)

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

Chart 2 shows that nine 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 use the fax, printing or photocopying services, and to use the public computers.

Chart 2 - Uses of the Narborough Library service (Q3) - Number of respondents (Base=13)

	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	2	3	4	2				2
Borrow a book or hire a CD/DVD		2	7	2				2
Use the fax/printing/photocopying services	2			1	1		3	5
Use the public computers	2	2			1		1	7
Access information	2	1	1				1	7
Access face-to-face advice	2		1		1			7
Use the library for study/reference/education	1	1	1				1	9
Use the library space to meet people	1			1		1	1	8
Attend events at the library					1	1	1	10

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 five respondents said they never used the online library service, and four used it every few months or more.

Chart 3 - Online library service use (Q4)   (Base= 12)

Chart 4 - Number of other libraries used (Q5)   (Base= 13)
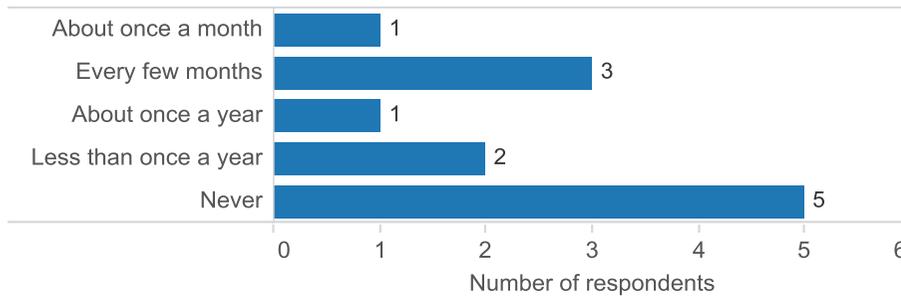
Alternative library use (Q5)

Respondents were asked which other libraries they used, if any. Chart 4 shows four respondents said they used no other libraries, whereas seven used one or more others. Chart 5 shows four respondents said they used Enderby Library, and three used Blaby Library.
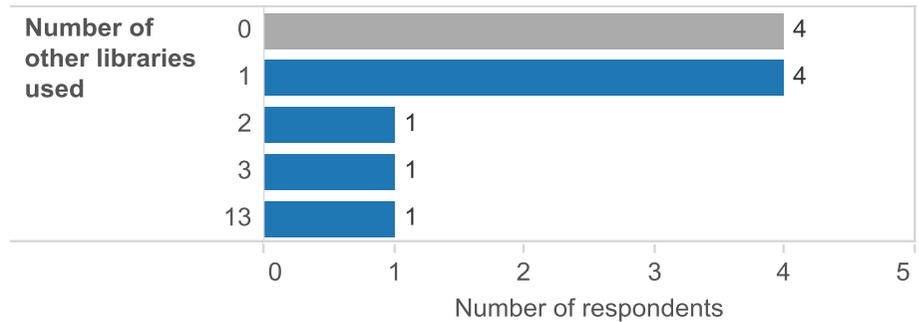
Chart 5 - Other libraries used (Q5)   (Base= 11)
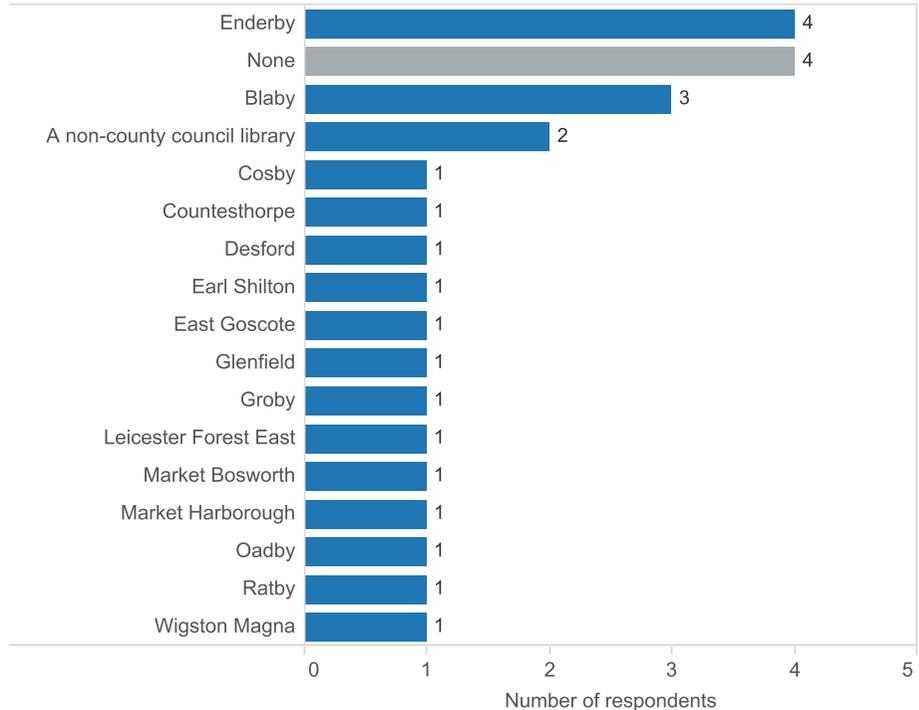
Chapter 3: Our proposals

Proposed replacement service

Adequacy of proposals (Q6)

Respondents were asked, within the context of reducing council budgets, if Narborough 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 five respondents said they strongly disagreed that the proposals would provide an adequate alternative, followed by two who said they tended to disagree, and two who said they tended to agree.

Open comments (Q7)

Respondents were asked to provide comments for their answer to Q6. Chart 7 shows four respondents said elderly and disadvantaged people might have difficulties accessing library services. Other comments included: the importance of access to IT and printers (four), and role the library plays as a social space (four).

"This facility will be greatly missed by poorer or more elderly people"

"Access to computers and printers will be denied to Narborough residents"

"Narborough Library also provides social contact for the residents, by the friendly and helpful Narborough staff, who have built up very good relationships with all their library users"

Chart 7 - Open comments (Q7)   (Base= 10)

Theme	Number of respondents
Elderly & Disadvantaged	4
IT	4
Social	4
Better than nothing/ adequate	3
Children	3
Transport	3
Access	2
Reliability	2
Fewer books and less time	1
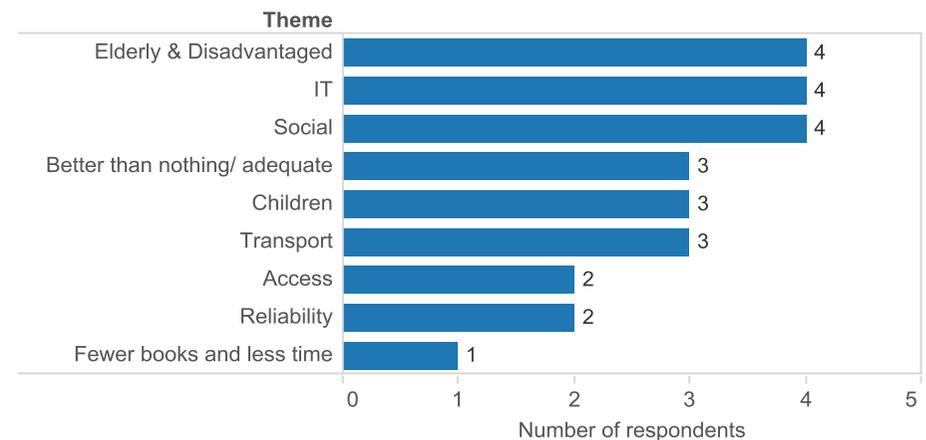
Chart 6 - Adequacy of proposals (Q6) - Number of respondents   (Base= 13)
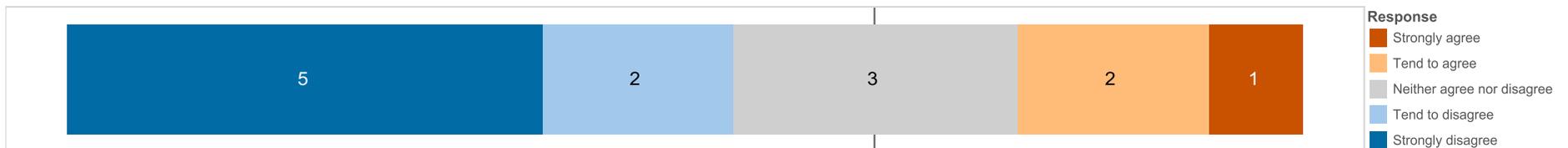
5	2	3	2	1

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

Alternative solutions (Q8)

Respondents were asked to provide alternative solutions for a replacement service that the council should consider. Chart 8 shows four respondents suggested moving the current library to an alternative location. Other suggestions included: reducing opening hours of the static library (two), and running the library using volunteers (two).

"The parish council is building a new centre, hiring the hall for a morning a week to provide a library service may be a future consideration."

"Placing some of the library stock in a local shop/pub or in Blaby District Council."

"Keep Narborough Library open for one day a week, or even half a day e.g. Wednesdays 2pm to 6/7pm. This will provide at least some access for Narborough residents to PCs and printers and photocopiers, as these will not be provided by a mobile service."

"The running of the library in the same building with volunteers"

Chart 8 - Alternative solutions (Q8) (Base= 9)
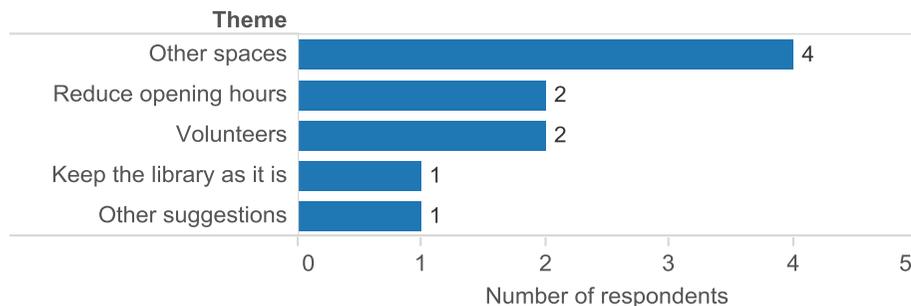
Options in detail

It was explained that if Narborough Library were to close, Narborough 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 10 respondents preferred two half-day sessions.

Chart 9 - Preferred number of sessions (Q9) (Base= 13)
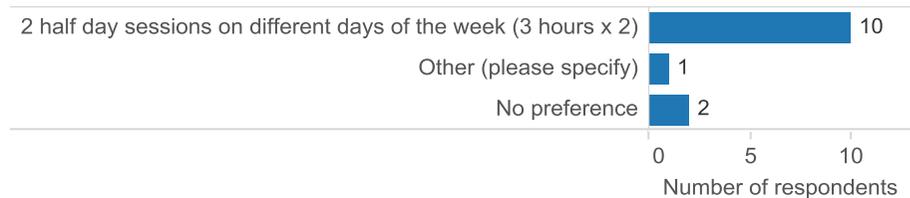
The respondent who said they would prefer an 'Other' option was then asked to provide further detail. The respondent suggested the provision of three two-hour sessions each week.

Preferred number of locations (Q10)

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

Chart 10 shows six respondents preferred the mobile library to stop in one location, followed by three who preferred two locations.

Chart 10 - Preferred number of locations (Q10)   (Base= 13)
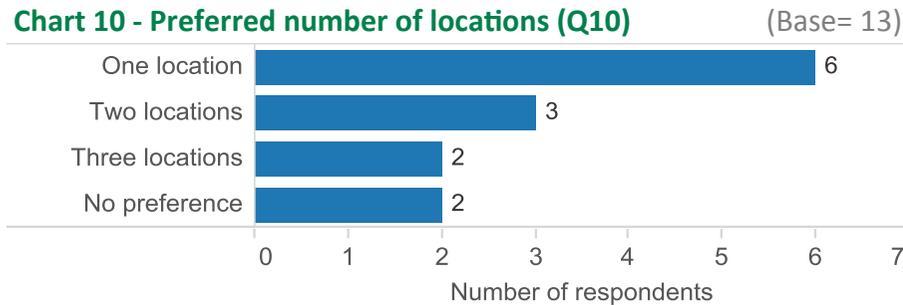
Preferred locations of stops (Q11)

Respondents were provided a map of the Narborough area with the proposed locations for where the mobile library service could stop.

Map 1 - Narborough with proposed locations of stops
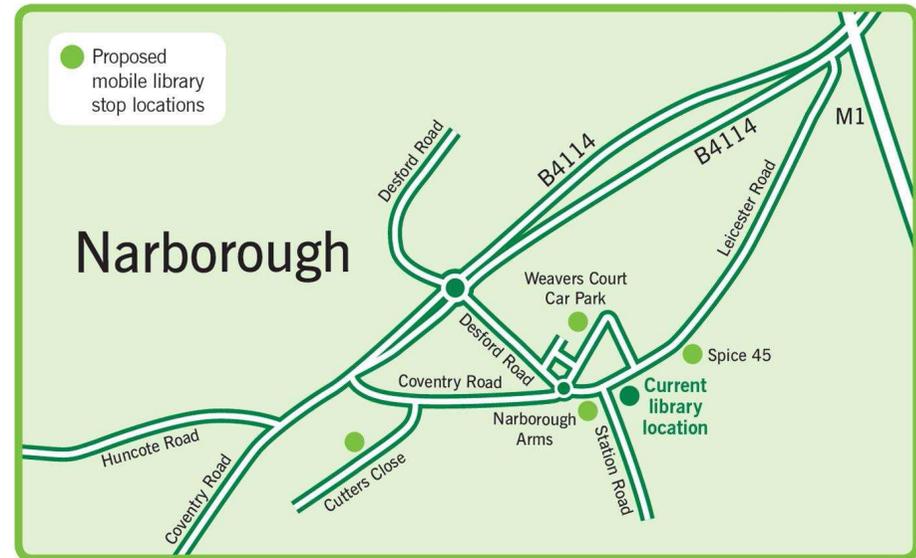
Respondents were asked to identify their preferred location(s). Chart 11 shows eight respondents said they preferred the mobile library service to be delivered at Narborough Arms Public House, followed by five who preferred the Weavers Court car park.

Chart 11 - Preferred locations of stops (Q11)   (Base= 13)

Location	Number of respondents
Narborough Arms Public House	8
Weavers Court Car Park	5
Other (please specify)	3
Cutters Close	2
No preference	1
Spice 45 Restaurant	1
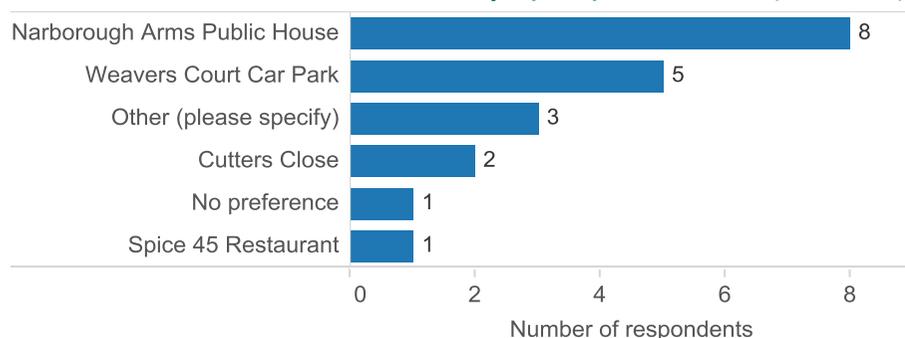
Respondents who said 'Other' were then asked to provide further detail. Three respondents made the following suggestions:

"Littlethorpe Plough car park. Would there be a parking charge for use of Narborough Arms car park?"

"Would parking fees be waived?"

"Littlethorpe"

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 services to be delivered. Chart 12 shows nine respondents had a preference.

Chart 12 - Preference for days and times for proposed mobile library service (Q12)   (Base= 13)

	Number of respondents
Yes	9
No	4
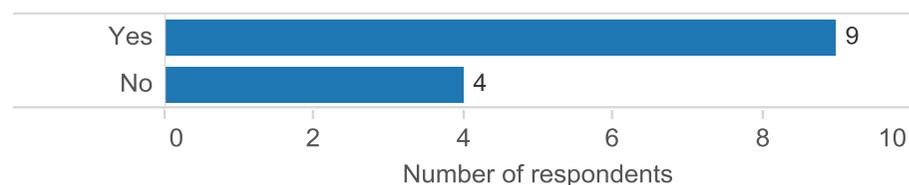
Respondents who said 'Yes' to Q12 were then asked to specify what day(s) or time(s) they preferred the mobile library service to be delivered. Chart 13 shows four respondents preferred 13:00-16:00 on Thursday, and four preferred 10:00-13:00 on Saturday.

Chart 13 - Preferred days and times for mobile library service (Q13) - Number of respondents   (Base= 9)

|	Half day (10:00-13:00)	Half Day (13:00-16:00)	Full day (10:00-16:00)
Monday	2	2	
Tuesday	1	3	
Wednesday	1	1	
Thursday	1	4	
Friday	1	1	1
Saturday	4	2	1
Sunday		3	
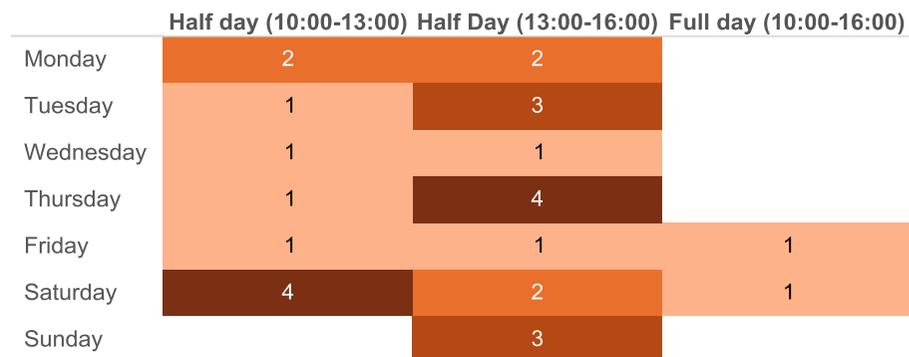
Future service delivery

Accessing library services (Q14-15)

Respondents were asked, if Narborough Library were to close and a mobile library service introduced, how easy or difficult would it be for them to access library services. Chart 14 shows six respondents said it would be very or fairly easy for them to access library services following the council's proposals, whereas two said it would be very or fairly difficult.

Chart 14 - Accessing other library services (Q14) - Number of respondents

(Base= 12)
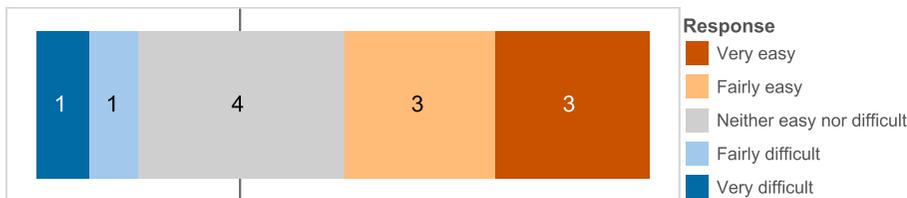
Respondents were asked to provide comments for their answer to Q14.

Chart 15 shows five respondents said they thought the alternatives are conveniently located in walking distance for most people, although some elderly people might not be able to make this trip. Other comments included: alternative libraries are easy to access (two), ease of access depends on the opening times of the proposed service (two), and transport to alternative libraries would be difficult for those without transport (two).

*"At present I could walk to Cosby, but at age 70 may not be able to for long time"*

"At the moment I am fit and able to walk to the village."

"I use Enderby library which is very convenient."

"It depends on what hours the mobile service offers"

"Other library users will have more difficulty in accessing computers and books etc. if they have to go to other libraries and DO NOT have a car"

Chart 15 - Open comments (Q15)

(Base= 11)
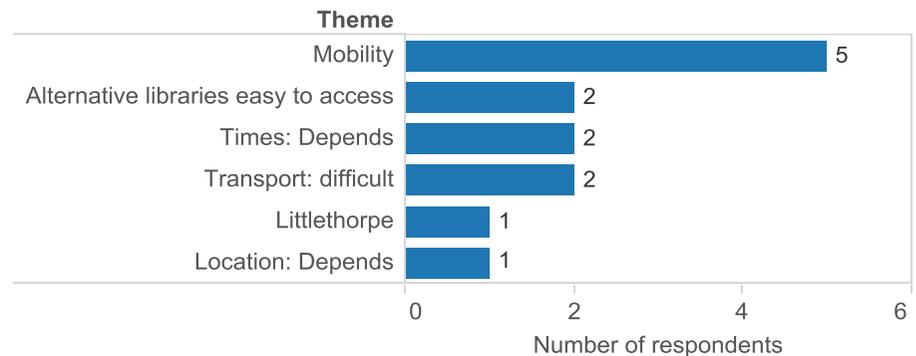
Help to access alternative library services (Q16)

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

Chart 16 shows four respondents suggested transport (either a general bus service or a regular shuttle service), could be provided to the close-by libraries for those who do not have cars. Other suggestions included: the mobile library service could stop in Littlethorpe (one), the service should be provided after school hours so children can access it (one), and to use the city library (one).

"For a company with the help of the county council to run a bus service to Blaby."

"Commbus doing a library trip once a fortnight"

"Visiting Littlethorpe"

"Make sure hours are compatible with school hours so kids can easily use the service on the way home from school"

Chart 16 - Help to access alternative library services (Q16)(Base= 7)
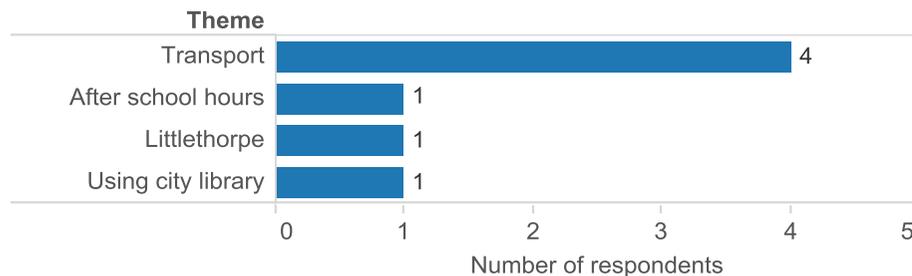
Use of alternative libraries (Q17)

Respondents were asked, if Narborough Library were to close, which other libraries would they use. Chart 17 shows three respondents would not use any other libraries, whereas 10 would use one or more others.

### Chart 17 - Number of other libraries that would be used (Q17)
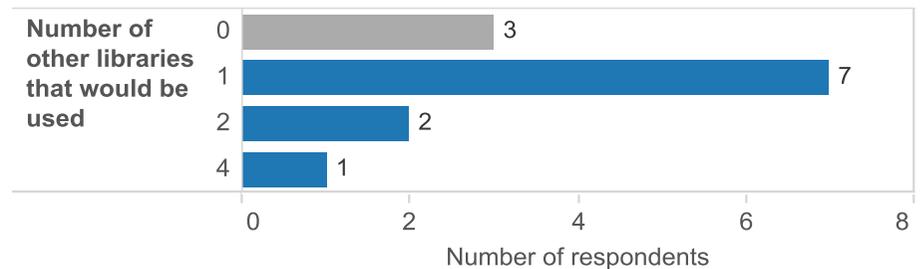
(Base= 13)

Chart 18 shows five respondents said they would use Enderby Library in the event of Narborough Library closing, followed by three who would use a mobile library.

Chart 18 - Other libraries that would be used (Q17) (Base= 13)
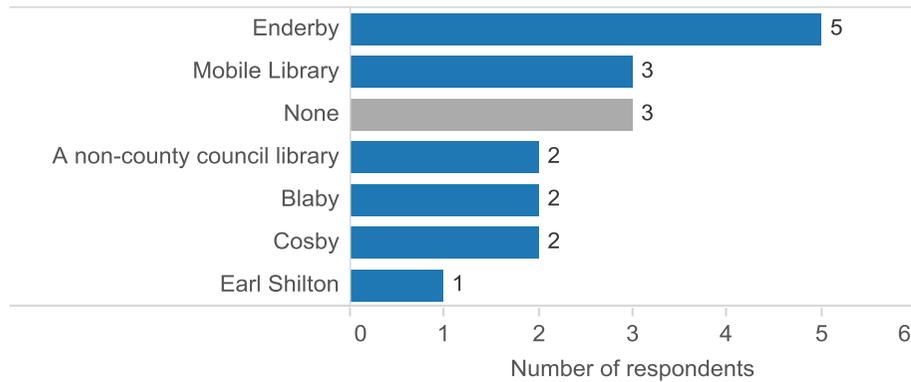

Any other comments (Q18)

Respondents were asked if they would like to make any other comments. These are summarised in Chart 19.

"I would like to express my disappointment that there is no support being given by the district or parish councils with the actual setting up and running of a volunteer library provision. It also seems to me that if money can be found to build a new Parish Centre in Narborough (obviously at considerable expense) then there should at least be an area set aside in there that could be used a few times a week for a volunteer-run library."

"I strongly request that Narborough Library is kept open by library services, if only for Wednesday 2pm to 6/7 pm, to allow some access to PCs, photocopying and printing"

"Narborough Library provides a wonderful hub for local children to learn about use of books. Narborough Library has always encouraged their interest. Older residents like the accessibility of the library near shops & hairdresser"

Chart 19 - Any other comments (Q18) (Base= 8)
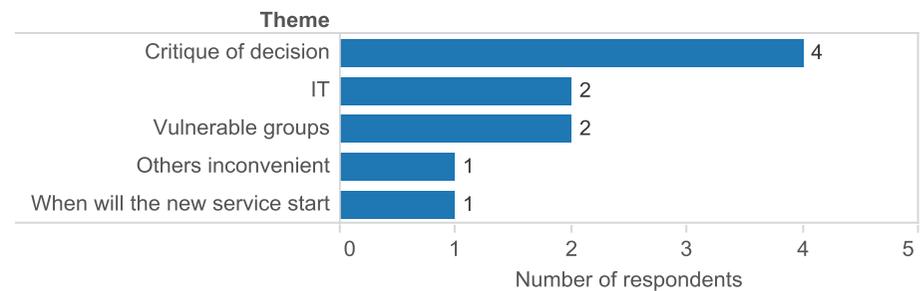
Chapter 4: Summary of comments

While the majority of respondents disagreed with the proposals and expressed disappointment about the closure, some also noted that the alternatives proposed are adequate, as there are nearby libraries, and it would be better to at least have some service rather than none at all. For those who are physically fit the suggested van locations are within walking distance and thus easy to reach.

Respondents frequently mentioned that besides a book lending service the computers and photocopiers are very important to visitors of the library. The social contact with experienced library staff and other residents is another aspect that was considered important.

The importance of the library was highlighted especially for children, as they should learn about the value of books and the library offers an ideal environment for this. However, they, along with the elderly and people on low incomes, would be less likely to have access to nearby libraries. Bus journeys to other villages can be inconvenient and costly due to restrictive bus services. Access to the mobile library was also an issue for those less mobile and those with time commitments such as jobs.

Respondents worried about the reliability of the mobile service and asked for good communication regarding the timings and locations

of the van. They were also concerned that there might be a gap between the closure of the library and the start of the van service.

Beyond the suggestions given in the consultation, respondents suggested the van could come on three separate days for two hours each, and also stop at Littlethorpe Plough car park. They wondered if parking would be provided free of charge. In order to enable easier access, respondents suggested a dedicated bus service to cover nearby libraries.

It was suggested that an alternative to the closure could be found by setting up the existing library stock in a building that is already used for a different purpose, that the opening hours could be reduced or that the library should be run by volunteers. As Narborough and Enderby libraries are close at least one of these should remain open.

There was some discontent about spending decisions that have been made, such as investing in the Parish Hall rather than the library. It was asked that the parish and county councils try harder to support Narborough in maintaining a library service.

Appendix 1 - Questionnaire

Leicestershire County Council

Have your say on providing alternative Library Services in Narborough

<u>Introduction</u>

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

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

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

Although we remain open to discussing and considering alternative ways we could support a community managed library in Narborough, 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 <u>ALL</u> 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 Narborough library.

Q3   How often, if at all, do you do the following at Narborough library? Please tick <u>ONE per row</u>

	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**	☐ Fleckney	☐ Mountsorrel
☐ Anstey	☐ Glenfield	☐ Newbold Verdon
☐ Ashby de la Zouch	☐ Glenhills	☐ Oadby
☐ Barrow upon Soar	☐ Great Glen	☐ Quorn
☐ Barwell	☐ Groby	☐ Ratby
☐ Birstall	☐ Hathern	☐ Rothley
☐ Blaby	☐ Hinckley	☐ Sapcote
☐ Bottesford	☐ Ibstock	☐ Shepshed
☐ Braunstone Town	☐ Kegworth	☐ Sileby
☐ Broughton Astley	☐ Kibworth	☐ South Wigston
☐ Burbage	☐ Kirby Muxloe	☐ Stoney Stanton
☐ Castle Donington	☐ Leicester Forest East	☐ Syston
☐ Coalville	☐ Loughborough	☐ Thurmaston
☐ Cosby	☐ Lutterworth	☐ Wigston Magna
☐ Countesthorpe	☐ Market Bosworth	☐ **A non-county council library** (e.g. in Leicester City, in another county, or a school library)
☐ Desford	☐ Market Harborough	
☐ Earl Shilton	☐ Markfield	
☐ East Goscote	☐ Measham	☐ **No**
☐ Enderby	☐ Melton Mowbray	

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 Narborough community. We propose providing the community 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 Blaby and Broughton Astley.

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 Narborough.

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.

Proposed replacement service

Q6 Within the context of reducing council budgets, if Narborough 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?

[text box]

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

[text box]

<u>Options in detail</u>

If Narborough library were to close, the council proposes to provide the community 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 <u>ONE</u> option only

☐ 1 full day session (6 hours)

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

☐ Other (please specify)

☐ No preference

Other

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 <u>ONE</u> option only

☐ One location

☐ Two locations

☐ Three locations

☐ Four locations

☐ Other (please specify)

☐ No preference

Other

The most likely locations for single stop sessions would be Weavers Court Car Park and Narborough Arms Public House.

The most likely locations for multiple stops would be Weavers Court Car Park, Narborough Arms Public House, Spice 45 Restaurant and Cutters Close.
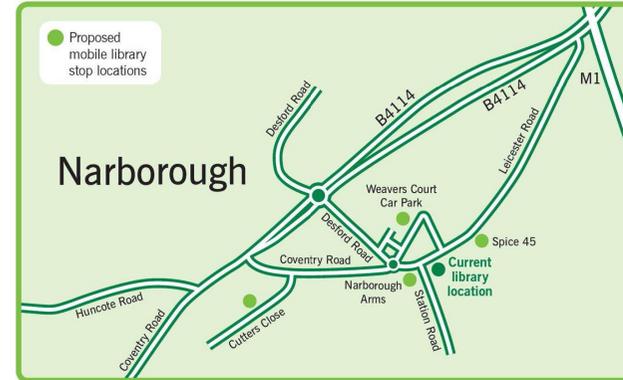
Q11 Based on your previous answers, where would you like the mobile library to stop? Please tick <u>ALL</u> applicable

☐ Weavers Court Car Park

☐ Narborough Arms Public House

☐ Spice 45 Restaurant

☐ Cutters Close

☐ Other (please specify)

☐ No preference

Other

Q12 Based on your previous answers, do you have any preference for day(s) or time(s) of the week? Please tick <u>ONE</u> 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 Narborough 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 Narborough library were to close, which other libraries, if any, would you use? Please tick ALL applicable

Mobile Library	Fleckney	Mountsorrel
Anstey	Glenfield	Newbold Verdon
Ashby de la Zouch	Glenhills	Oadby
Barrow upon Soar	Great Glen	Quorn
Barwell	Groby	Ratby
Birstall	Hathern	Rothley
Blaby	Hinckley	Sapcote
Bottesford	Ibstock	Shepshed
Braunstone Town	Kegworth	Sileby
Broughton Astley	Kibworth	South Wigston
Burbage	Kirby Muxloe	Stoney Stanton
Castle Donington	Leicester Forest East	Syston
Coalville	Loughborough	Thurmaston
Cosby	Lutterworth	Wigston Magna
Countesthorpe	Market Bosworth	**A non-county council library** (e.g. in Leicester City, in another county, or a school library)
Desford	Market Harborough	
Earl Shilton	Markfield	
East Goscote	Measham	**None**
Enderby	Melton Mowbray	

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

Q28 What is your religion? Please tick ONE option only

☐ No religion
☐ Christian (all denominations)
☐ Buddhist
☐ Hindu
☐ Jewish
☐ Muslim
☐ Sikh
☐ 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
☐ One
☐ Two
☐ Three
☐ Four or more
☐ 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

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

☐ No qualifications   ☐ Lower degree or PGCE (e.g. BA or BSc etc)

☐ GCSEs/O-levels or equivalent   ☐ Higher degree (e.g. MSc, Phd etc)

☐ A-levels or equivalent   ☐ Professional, vocational or work-related qualifications

☐ Diploma in higher education   ☐ 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)   ☐ Full-time education at school, college or university.

☐ Employee in part-time job (less than 30 hours per week)   ☐ Unemployed and available for work

☐ Self employed full or part-time   ☐ Permanently sick / disabled

☐ On a government supported training programme   ☐ 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   ☐ Lesbian

☐ Gay   ☐ Other

☐ Heterosexual / straight

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: Narborough Library Consultation, Room 300B, Leicestershire County Council, Have Your Say, FREEPOST NAT 18685, 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

Appendix 2 - Demographic profile of respondents

Wording	Responses	Number of respondents	% of respondents
Are you male or female?	Male	1	8%
	Female	12	92%
Is your gender identity the same as the gender you were assigned at birth?	Yes	12	100%
What was your age on your last birthday?	25-34	1	8%
	35-44	4	33%
	45-54	1	8%
	55-64	2	17%
	65-74	2	17%
	75-84	2	17%
Do you have a long-standing illness, disability or infirmity?	Yes	2	15%
	No	11	85%
What is your ethnic group?	White	13	100%
What is your religion?	No religion	7	54%
	Christian (all denominations)	6	46%

Wording	Responses	Number of respondents	% of respondents
Are you a parent or carer of a young person aged 17 or under?	Yes	4	31%
	No	9	69%
If yes, what are the ages of the children in your care?	0-4	2	50%
	5-10	3	75%
	11-15	1	25%
	16-17	1	25%
Are you a carer of a person aged 18 or over?	No	12	100%
In total, how many cars or vans are owned or available for use by members of your household?	None	2	17%
	One	5	42%
	Two	5	42%
What is your highest level of qualification you have obtained?	GCSEs/O-levels or equivalent	1	8%
	A-levels or equivalent	1	8%
	Diploma in higher education	1	8%
	Lower degree or PGCE (e.g. BA or BSc etc)	6	50%
	Higher degree (e.g. MSc, Phd etc)	1	8%
	Professional, vocational or work-related qualifications	2	17%

Alternative library services in Narborough - 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)	2	17%
	Employee in part-time job (less than 30 hours per week)	4	33%
	Wholly retired from work	5	42%
	Looking after the home	1	8%
Are you an employee of Leicestershire County Council?	Yes	3	23%
	No	10	77%
Which of these, if any, do you use?	Broadband at home	9	75%
	Internet at work, place of study or elsewhere (e.g. library or internet café)	4	33%
	Internet via a smartphone	6	50%
	None	1	8%
Sexual Orientation	Heterosexual / straight	8	89%
	Lesbian	1	11%

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 کردیں 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.