Alternative Library Services in -
Barwell

Consultation survey results

February 2016

Leicestershire County Council

Appendix A

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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

Barwell 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 Barwell 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 Barwell Library by March 2016.

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

The survey asked for views on the proposed changes for Barwell 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 Barwell 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 Barwell 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, 33 people responded to the survey. The majority (26) took part by completing an online survey, with the remainder returning a paper response (seven).

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 (28) and library users (24) (Chart 1).

Chart 1 - Role in which responding (multiple choice) (Q1) (Base=33)
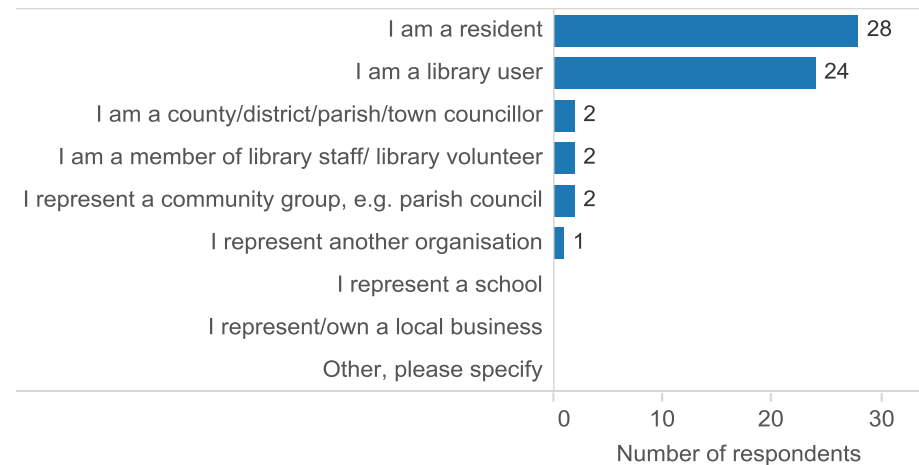
Analysis methodology

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 130 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 Barwell Library (Q3)

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

Chart 2 shows that 17 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, and using the space to meet people.

Chart 2 - Uses of the Barwell Library service (Q3) - Number of respondents   (Base= 33)
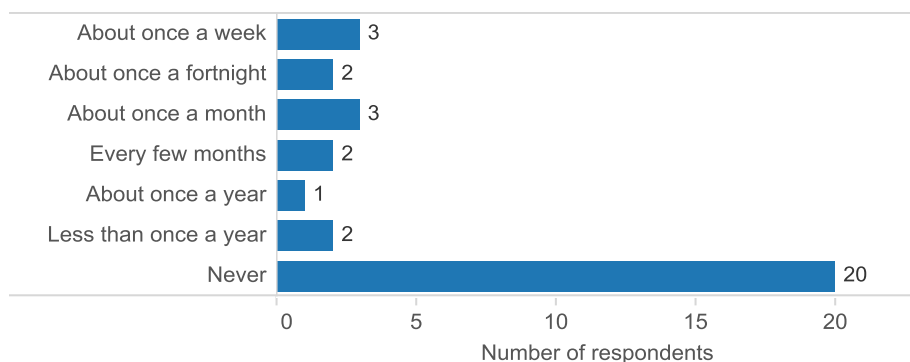
	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never
Visit the library	2	5	10	7	2			7
Borrow a book or hire a CD/DVD		2	11	7		2	1	8
Access information			2	8	1	3	1	9
Use the library space to meet people		2	2	4	4	1	1	10
Attend events at the library				2	5	4	2	8
Use the public computers	2		3	2	1	2	1	12
Use the library for study/reference/education		1		5	3	1	1	13
Access face-to-face advice		1	2	4	1	1	1	11
Use the fax/printing/photocopying services		1		3	3	1	1	14

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 20 respondents said they never used the online library service, whereas eight use it about once a month or more.

Chart 3 - Online library service use (Q4)   (Base= 33)

Chart 4 - Number of other libraries used (Q5)   (Base= 33)
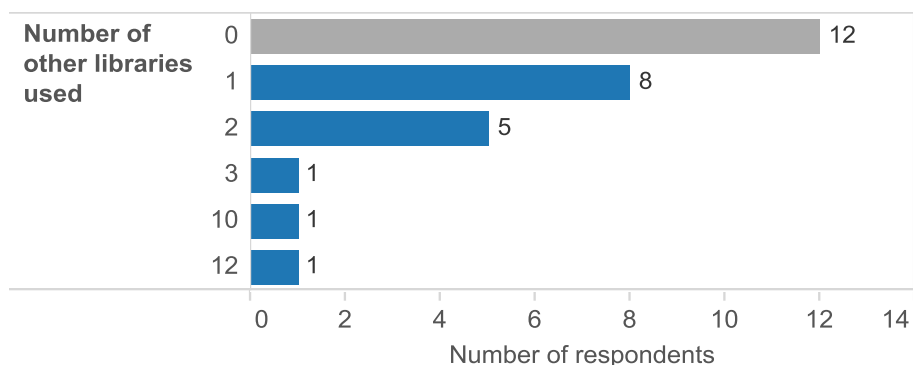
Chart 5 - Other libraries used (Q5)   (Base= 28)

Alternative library use (Q5)

Respondents were asked which other libraries they used, if any. Chart 4 shows 12 said they used no other libraries, whereas 16 used one or more other libraries. The most popular other library was Hinckley, with 13 respondents saying they used it, followed by Earl Shilton (seven). It must also be noted that one person said they used Braunstone Town Library.

Chapter 3: Our proposals

Proposed replacement service

Adequacy of proposals (Q6)

Respondents were asked, within the context of reducing council budgets, if Barwell 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 19 respondents said they strongly disagreed that the proposals would provide an adequate alternative, followed by six who said they tended to disagree.

Open comments (Q7)

Respondents were asked to provide comments for their answer to Q6. Chart 7 shows nine respondents said they disagreed as a mobile library would not provide computer access. Other reasons included: access and transport issues (for the elderly, those with mobility problems, and those on low incomes) (eight), and children's access to books being restricted (eight). In contrast, four respondents said the proposals were adequate.

"One of the most popular reasons for using a public library now is to access the public computers"

"For young children...a mobile service is an inadequate alternative."

"If it has to close it's better to have a mobile service than nothing."
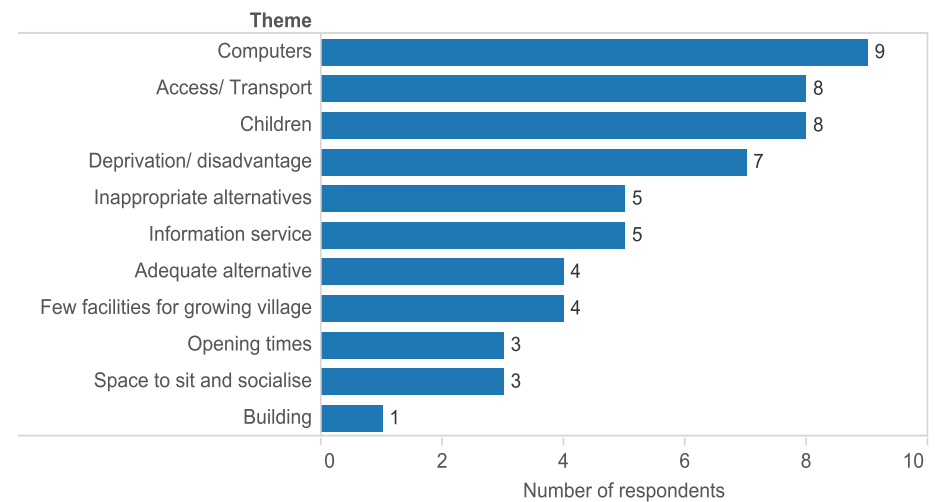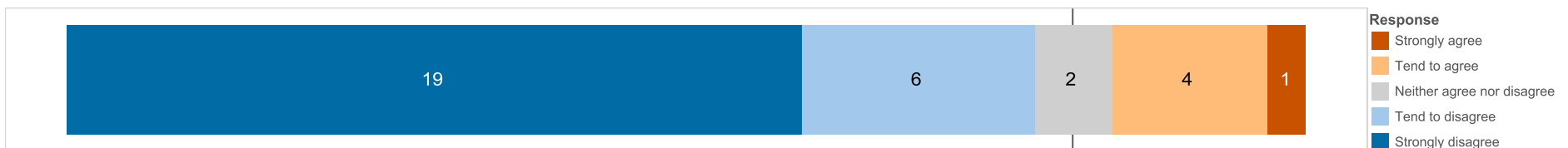
Chart 7 - Open comments (Q7) (Base= 29)

Chart 6 - Adequacy of proposals (Q6) - Number of respondents (Base= 32)

Alternative solutions (Q8)

Respondents were asked to provide alternative solutions for a replacement service that the council should consider. Chart 8 shows nine respondents said they thought volunteers should be supported to set up an alternative library service, and that the council should raise awareness that volunteers are needed. Other suggestions included: finding alternative funding (three), and the provision of computer access should be maintained (three).
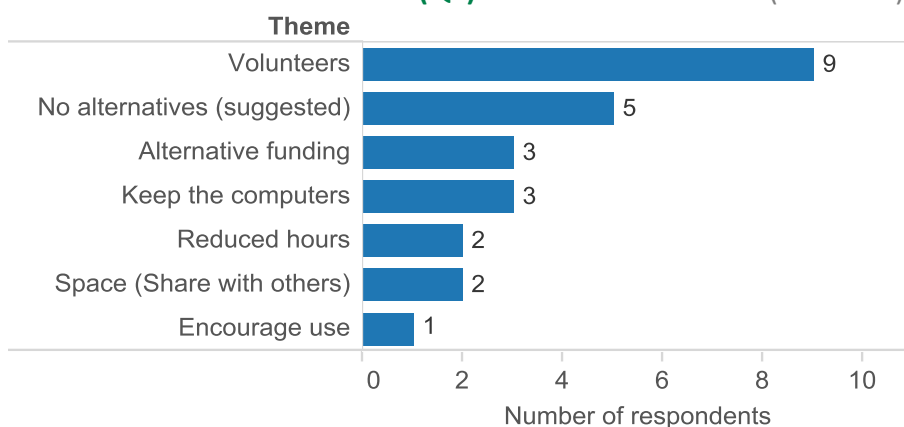
"Provide some funding to enable the volunteers that are willing to run the library run it"

"Increase the council tax."

"Maintain the IT provision"
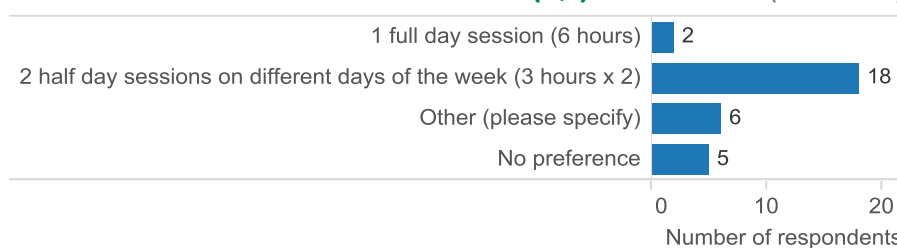
Options in detail

It was explained that if Barwell Library were to close, Barwell 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 18 respondents preferred two half day sessions on different days of the week, followed by six who preferred 'Other' sessions.

Chart 8 - Alternative solutions (Q8)   (Base= 23)

Theme

Theme	Number of respondents
Volunteers	9
No alternatives (suggested)	5
Alternative funding	3
Keep the computers	3
Reduced hours	2
Space (Share with others)	2
Encourage use	1

Number of respondents

Chart 9 - Preferred number of sessions (Q9)   (Base= 31)

	Number of respondents
1 full day session (6 hours)	2
2 half day sessions on different days of the week (3 hours x 2)	18
Other (please specify)	6
No preference	5

Number of respondents

Respondents who said they would prefer an 'Other' option were then asked to provide further detail. Five respondents did not provide a suggestion but used the opportunity to reiterate their view that a mobile service was not sufficient, and one person suggested there should be at least two sessions provided each week.

"There needs to be a proper service in Barwell it is too big to be served by a mobile service."

"There may be a need for a service to fit in with people who work so I think there should be at least 2 sessions, one of which should be on a Saturday."

Preferred number of locations (Q10)

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

Chart 10 shows 12 respondents preferred the mobile library to stop in two locations, followed by six who preferred one location, and six who selected 'Other'.

Chart 10 - Preferred number of locations (Q10)   (Base= 32)
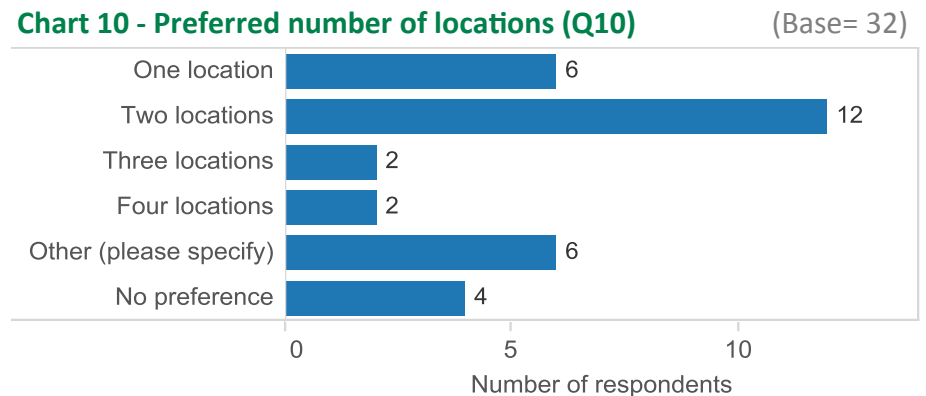
Respondents who said 'Other' were then asked to provide further detail. No suggestions were made but respondents took the opportunity to say they wanted Barwell Library to remain open.

Preferred locations of stops (Q11)

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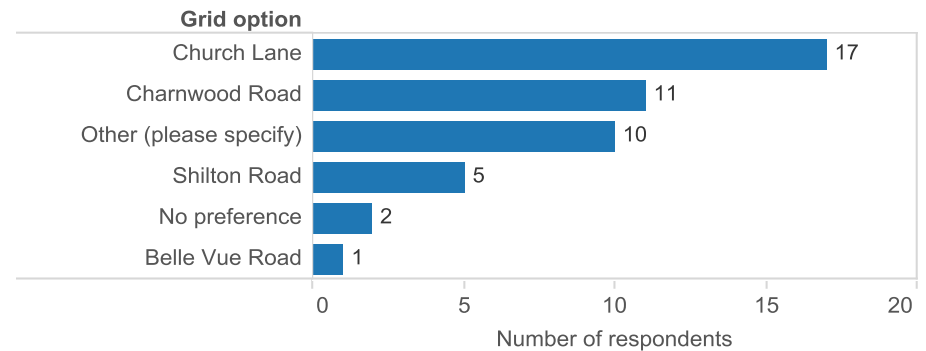
Map 1 - Barwell with proposed locations of stops

Respondents were asked to identify their preferred location(s). Chart 11 shows 17 respondents said they preferred the mobile library service to be delivered at Church Lane, followed by 11 who preferred Charnwood Road.

Chart 11 - Preferred locations of stops (Q11)   (Base= 30)

Respondents who said 'Other' were then asked to provide further detail. Eight respondents provided a suggestion. These were:

"George Ward Centre car park. This is the nearest to the present library and is more central to the village."

"Where it is unless it can be separated from the GW"

"Outside George Ward centre or in the car park behind the Earl Shilton Building Society which is right in the middle of the village where the library used to be"

"Kirkby Road, near the park as it is a central location that is easily accessible, would not obstruct homes/ traffic and everyone knows where it is"

"Somewhere more central. It is good at the George Ward Centre, especially now the new playgroup is there as it will encourage more families to use the facility"

"The car park at its present location"

"Outside the Co-op"

"Stapleton Lane area."

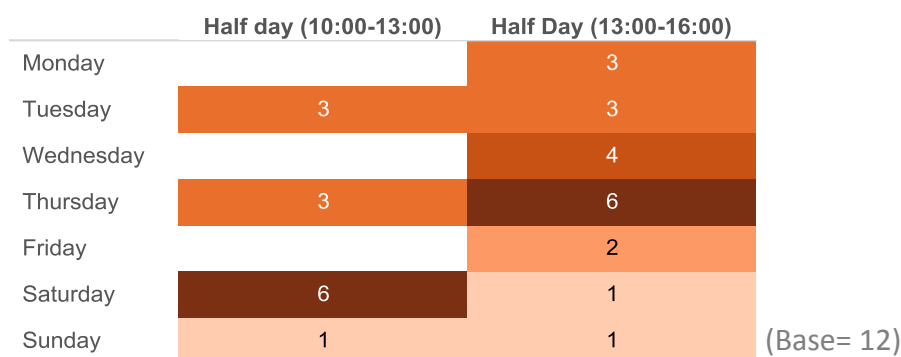### Preferred days and times for mobile library service (Q12-13)

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 12 shows 13 respondents had a preference.

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

(Base= 30)
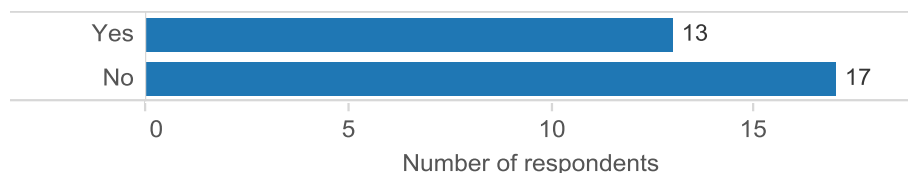
Respondents who said 'Yes' to Q12 were then asked to specify what day(s) or time(s) they preferred the mobile library services to be delivered. Chart 13 shows six respondents preferred 13.00-16.00 on Thursday, and six preferred 10.00-13.00 on Saturday.

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

|	Half day (10:00-13:00)	Half Day (13:00-16:00)
Monday		3
Tuesday	3	3
Wednesday		4
Thursday	3	6
Friday		2
Saturday	6	1
Sunday	1	1

(Base= 12)

Future service delivery

Accessing library services (Q14-15)

Respondents were asked, if Barwell 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 13 respondents said it would be very or fairly easy for them to access library services following the council's proposals, whereas 14 said it would be very or fairly difficult.

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

(Base= 30)
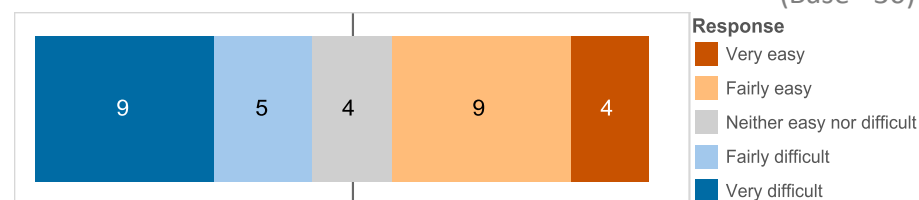
Respondents were asked to provide comments for their answer to Q14. Chart 15 shows seven respondents said they thought it would be difficult to access library services as the proposed delivery times of the mobile library service would conflict with their work commitments. Conversely, seven said they had good transport options to access the service. Other comments included: ease of access to the service would depend on the location(s) of the mobile library (four), access would be difficult due to unavailability of

certain services on a mobile library (four), and the proposed locations of the mobile library not being convenient (three).

"Working people would be unable to attend within the very limited hours"

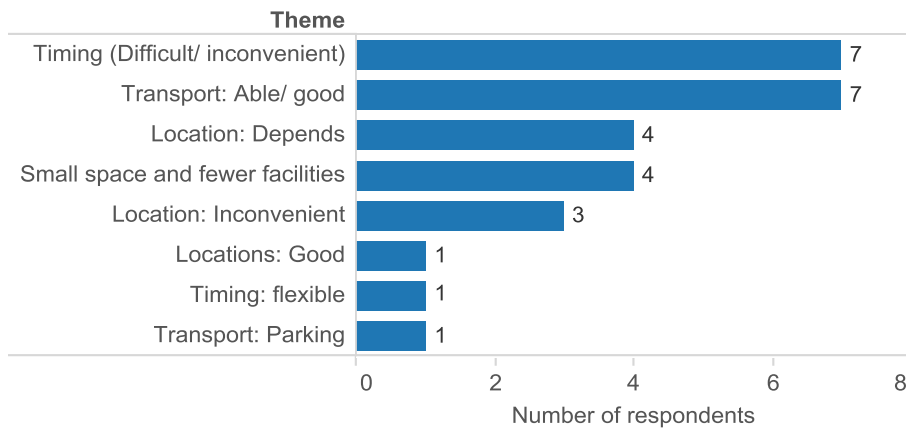*"I am able to walk unaided and have own transport"*

"Depending where it is based"

"My main reason for using the library is to use the public computers, which are not available on the mobiles"

"All the proposed stops are a greater walking distance than the George Ward Centre"

Chart 15 - Open comments (Q15)   (Base= 26)

Theme

	Number of respondents
Timing (Difficult/ inconvenient)	7
Transport: Able/ good	7
Location: Depends	4
Small space and fewer facilities	4
Location: Inconvenient	3
Locations: Good	1
Timing: flexible	1
Transport: Parking	1

Help to access alternative library services (Q16)

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

Chart 16 shows six respondents did not provide a suggestion but used the opportunity to reiterate their view that a mobile service was not sufficient. Following this, five made a suggestion relating to the placement of the mobile library service, and three made a suggestion about opening times.
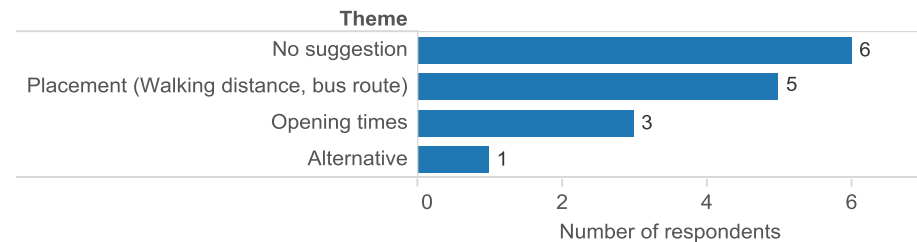
"Retain Barwell Library"

"It would have to be within walking distance."

"Locate with a car parking facility"

"Regular, easy to understand opening hours"

"Later times, 6pm and later"

Chart 16 - Help to access alternative library services (Q16)

Theme

	Number of respondents
No suggestion	6
Placement (Walking distance, bus route)	5
Opening times	3
Alternative	1

(Base= 14)

Use of alternative libraries (Q17)

Respondents were asked, if Barwell Library were to close, which other libraries would they use. Chart 17 shows 10 respondents said they would not use any other libraries, whereas 21 said they would use one or more others.
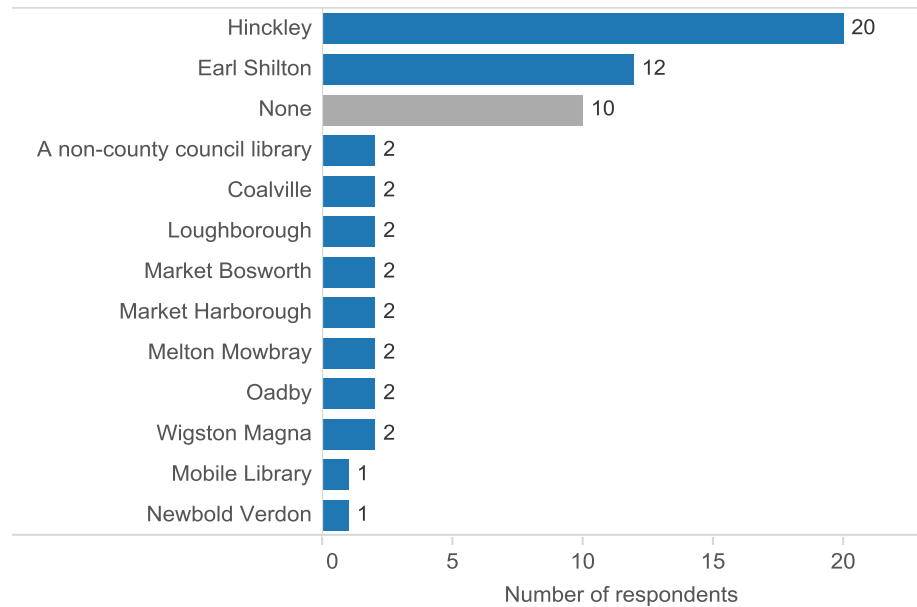
Chart 17 - Number of other libraries that would be used (Q17)

(Base= 30)

Chart 18 - Other libraries that would be used (Q17)   (Base= 31)
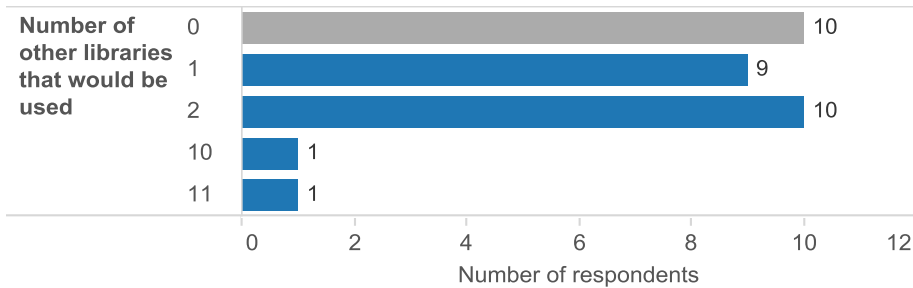
Chart 18 shows 20 respondents said they would use Hinckley Library in the event of Barwell Library closing, followed by 12 who would use Earl Shilton Library.

Any other comments (Q18)

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

These are summarised in Chart 19.

"I feel that I am being deprived of one of the few activities I can still enjoy. That of reading."

"I know that cuts have to be made, but feel that this is not the right place to make these cuts."

"I would urge the county council to continue working with the group of volunteers in Barwell to find a solution to keeping the excellent Barwell Library open"

"I am so sorry that the Leicestershire County Council have chosen to withdraw this educational resource from so many council tax payers."

"Barwell is a large village only set to get larger. A mobile service will be useless"

"The scaled-down selection of books and services one would have from a mobile service"

"I feel sad that a library that is used by so many children is being lost. This library provides many children with access to books and an understanding of the importance of reading and learning, many children will be unable to visit other libraries and will therefore suffer."

Chart 19 - Any other comments (Q18)   (Base= 17)
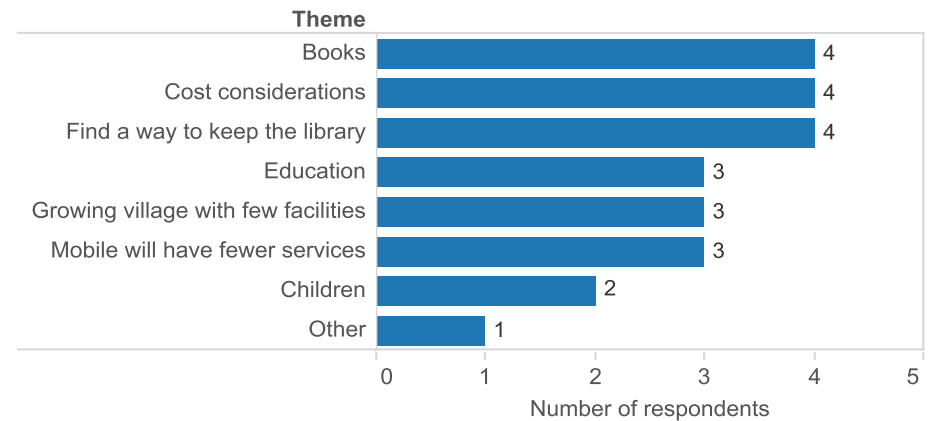
Chapter 4: Summary of comments

Most respondents were opposed to the introduction of a mobile library service. However a few respondents expressed support, saying it was preferable to no service at all. It was also noted that other libraries are within close proximity and the proposed mobile library stops are easy to reach.

Most respondents suggested that the most viable alternative to the current library service would be a volunteer-run library and that support should be given to enable this. Other suggestions included finding alternative funding to maintain the current library or move it to another space that will either be freely available or will be able to generate funds through a side business such as a café. Some suggested that at least the computers should be retained and that opening hours could simply be reduced to save costs.

Respondents emphasised that the village is growing and that more houses are currently being built. It was felt that even for the current size of the village there are too few facilities and that this situation would be worsened by removing the library. As the library was purpose-built it was seen as a waste of the building. Residents felt that their taxes are not being spent wisely and wondered about the reasoning behind spending decisions.

A mobile library was seen by many to be an inadequate

replacement and residents were concerned that the mobile library would offer insufficient and inconvenient opening hours and would thus not be accessible. Timings were seen as the most likely hindrance to mobile library access, along with possibly inconvenient locations. The opening times should include evenings, fit around school hours and be clearly communicated to residents to avoid confusion. Locations need to be accessible by foot or bus and consider parking opportunities.

Books were seen as important for leisure reading but the library is also important for visitors to socialise, educate themselves and access information. Respondents were concerned about the impact of the library closure especially on the disadvantaged parts of the community such as families on low incomes and unemployed individuals. These residents need regular internet access to look for jobs and claim benefits. Travel to nearby libraries can be too expensive for these families and the mobile library would not provide internet access. Residents were also concerned about the effect that the closure will have on children if they no longer have access to computers for homework and a place to sit and enjoy books.

Appendix 1 - Questionnaire

Leicestershire County Council

Have your say on providing alternative Library Services in Barwell

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

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

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

Although we remain open to discussing and considering alternative ways we could support a community managed library in Barwell, 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 Barwell library.

Q3   How often, if at all, do you do the following at Barwell 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
- ☐ Birstall
- ☐ Blaby
- ☐ Bottesford
- ☐ Braunstone Town
- ☐ 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 Barwell 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 Earl Shilton and Hinckley.

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 Barwell.

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 Barwell 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 Barwell 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 x 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 Charnwood Road and Church Lane.

The most likely locations for multiple stops would be Charnwood Road, Belle Vue Road, Shilton Road and Church Lane.

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

- ☐ Charnwood Road
- ☐ Belle Vue Road
- ☐ Shilton Road
- ☐ Church Lane
- ☐ Other (please specify)
- ☐ No preference

Other

Alternative library services in Barwell - Consultation survey results

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 <u>ALL</u> 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 Barwell 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 <u>ONE</u> 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 Barwell library were to close, which other libraries, if any, would you use? Please tick <u>ALL</u> applicable

- ☐ **Mobile Library**
- ☐ Anstey
- ☐ Ashby de la Zouch
- ☐ Barrow upon Soar
- ☐ Birstall
- ☐ Blaby
- ☐ Bottesford
- ☐ Braunstone Town
- ☐ 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

Q31 What is your highest level of qualification you have obtained? Please tick <u>ONE</u> 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
☐ Diploma in higher education   qualifications
                                       ☐ Other

Q32 Which of these activities best describes what you are doing at present? Please tick <u>ONE</u> 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 <u>ONE</u> 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 <u>ONE</u> 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: Barwell Library Consultation, Room 300B, Leicestershire County Council, Have Your Say, FREEPOST NAT18685, Leicester, LE3 8XR. **No stamp is required.**

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

Appendix 2 - Demographic profile of respondents

Wording	Responses	Number of respondents	% of respondents
Are you male or female?	Male	11	39%
	Female	17	61%
Is your gender identity the same as the gender you were assigned at birth?	Yes	25	100%
What was your age on your last birthday?	25-34	3	12%
	35-44	2	8%
	45-54	3	12%
	55-64	4	16%
	65-74	10	40%
	75-84	3	12%
Do you have a long-standing illness, disability or infirmity?	Yes	6	22%
	No	21	78%
What is your ethnic group?	White	27	100%
What is your religion?	No religion	5	19%
	Christian (all denominations)	21	81%

Wording	Responses	Number of respondents	% of respondents
Are you a parent or carer of a young person aged 17 or under?	Yes	6	21%
	No	22	79%
If yes, what are the ages of the children in your care?	0-4	5	83%
	5-10	3	50%
Are you a carer of a person aged 18 or over?	Yes	1	4%
	No	26	96%
In total, how many cars or vans are owned or available for use by members of your household?	None	5	20%
	One	13	52%
	Two	4	16%
	Three	1	4%
	Four or more	2	8%
What is your highest level of qualification you have obtained?	No qualifications	2	7%
	GCSEs/O-levels or equivalent	2	7%
	A-levels or equivalent	3	11%
	Diploma in higher education	2	7%
	Lower degree or PGCE (e.g. BA or BSc etc)	11	39%
	Higher degree (e.g. MSc, Phd etc)	2	7%
	Professional, vocational or work-related qualifications	6	21%

February 2016

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)	5	19%
	Employee in part-time job (less than 30 hours per week)	1	4%
	Self employed full or part-time	3	11%
	Unemployed and available for work	1	4%
	Wholly retired from work	12	44%
	Looking after the home	2	7%
	Doing something else	3	11%
Are you an employee of Leicestershire County Council?	Yes	1	3%
	No	29	97%
Sexual Orientation	Heterosexual / straight	22	92%
	Lesbian	1	4%
	Other	1	4%
Which of these, if any, do you use?	Broadband at home	21	72%
	Internet at work, place of study or elsewhere (e.g. library or internet café)	5	17%
	Internet via a smartphone	9	31%
	Internet via dial up at home,	3	10%
	None	2	7%
	Other	1	3%

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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![Leicestershire County Council logo]

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