Alternative Library Services in -
Mountsorrel

Consultation survey results

February 2016

Appendix C

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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

Mountsorrel 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 Mountsorrel 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 Mountsorrel Library by March 2016.

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

The survey asked for views on the proposed changes for Mountsorrel 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 Mountsorrel 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 Mountsorrel 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, 38 people responded to the survey. The majority (33) took part by completing an online survey, with the remainder returning a paper response (five).

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 (34) and library users (30) (Chart 1).

Chart 1 - Role in which responding (multiple choice) (Q1) (Base=37)
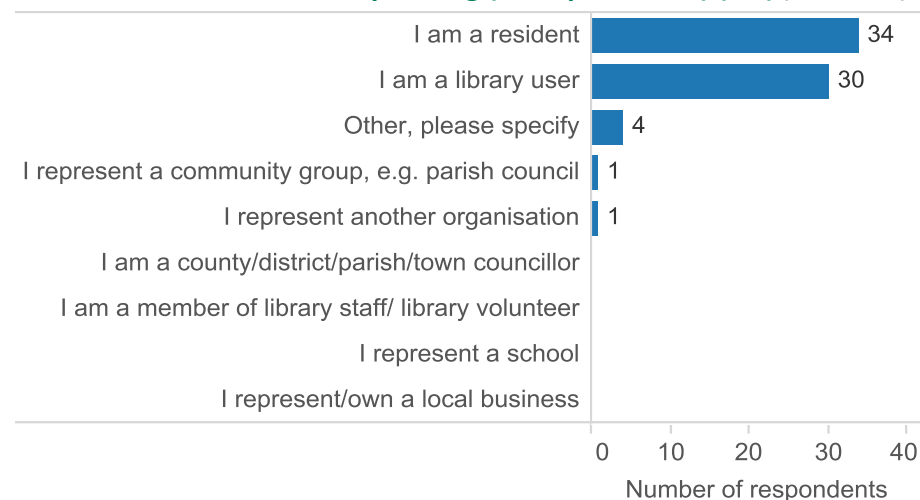
Analysis methodology

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 150 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 Mountsorrel Library (Q3)

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

Chart 2 shows that 14 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 for study, reference or education, or to access information.

Chart 2 - Uses of the Mountsorrel Library service (Q3) - Number of respondents (Base=35)
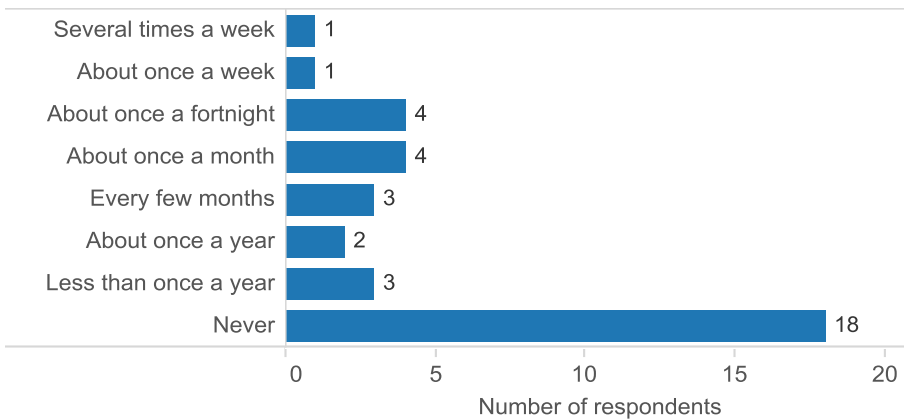
	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never
Visit the library	1	8	5	11	5	2		1
Borrow a book or hire a CD/DVD	1	2	5	9	6	1	1	1
Use the library for study/reference/education	1		4	6	2	1	4	4
Access information			4	9	3		4	5
Attend events at the library			1	4	6	6	1	5
Use the library space to meet people		2	4	3	4		4	7
Use the public computers	1		1	3	7	1	4	8
Use the fax/printing/photocopying services	1	1		2	3	1	4	9
Access face-to-face advice		1		3	1	2	5	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 18 respondents said they never used the online library service, whereas 10 use it about once a month or more.

Chart 3 - Online library service use (Q4)   (Base= 36)

Chart 4 - Number of other libraries used (Q5)   (Base= 38)
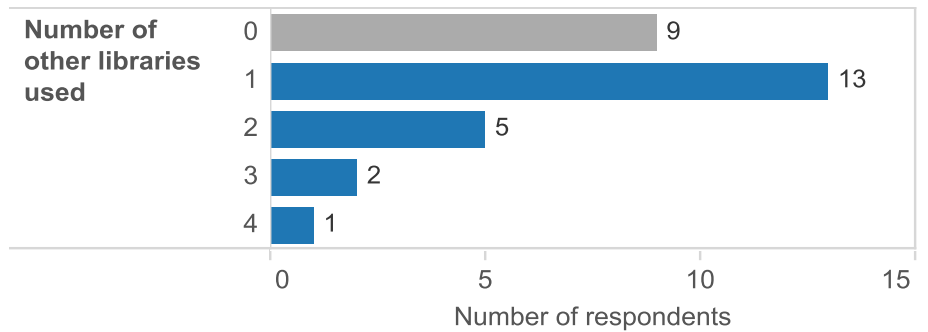
Chart 5 - Other libraries used (Q5)   (Base= 30)

Alternative library use (Q5)

Respondents were asked which other libraries they used, if any. Chart 4 shows nine respondents said they used no other libraries, whereas 21 used one or more others. Chart 5 shows 14 respondents said they used Loughborough Library, followed by Rothley (nine).
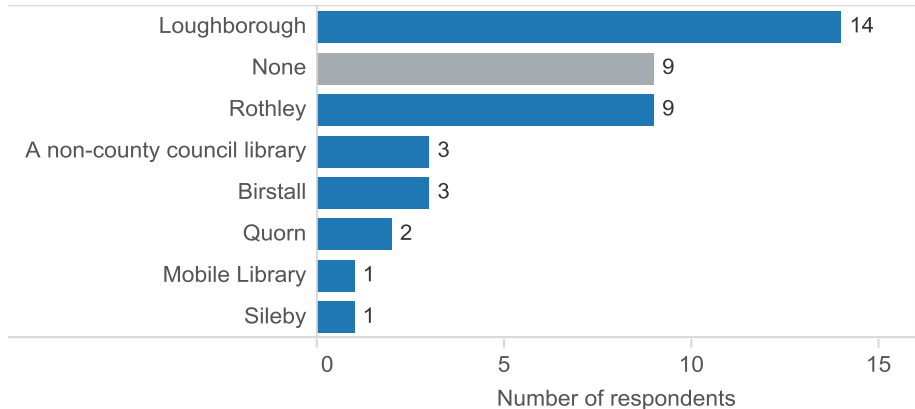
Chapter 3: Our proposals

Proposed replacement service

Adequacy of proposals (Q6)

Respondents were asked, within the context of reducing council budgets, if Mountsorrel 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 25 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 nine respondents said the opening times of the mobile library needed to take into account the commitments of working people, school children, the unemployed and the retired, and that six hours of provision was not sufficient for Mountsorrel. Other comments included: the role the library plays as a place for information and learning (eight), and the inability of a mobile library

service to provide IT equipment (seven). A full list of comments is available in Appendix 3.

> *"6 hours a week is not sufficient access for the school children, people who work or volunteers/carers or people with other commitments"*

> *"By closing Mountsorrel Library you would be depriving children of an educational experience"*

> *"Computers would not be available without going some distance."*

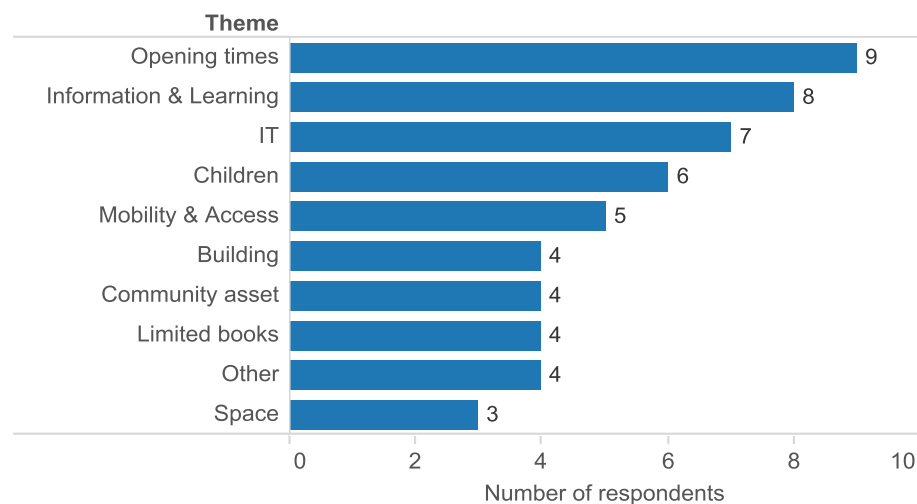**Chart 7 - Open comments—Top 10 (Q7)**　　　　(Base= 33)

Chart 6 - Adequacy of proposals (Q6) - Number of respondents　　　(Base= 37)

Alternative solutions (Q8)

Respondents were asked to provide alternative solutions for a replacement service that the council should consider. Chart 8 shows 13 respondents did not make a suggestion but reiterated their view that Mountsorrel Library should remain open. Suggestions included: renting out part of the library or finding a shared location (six), and finding alternative funding to keep the library open (five).
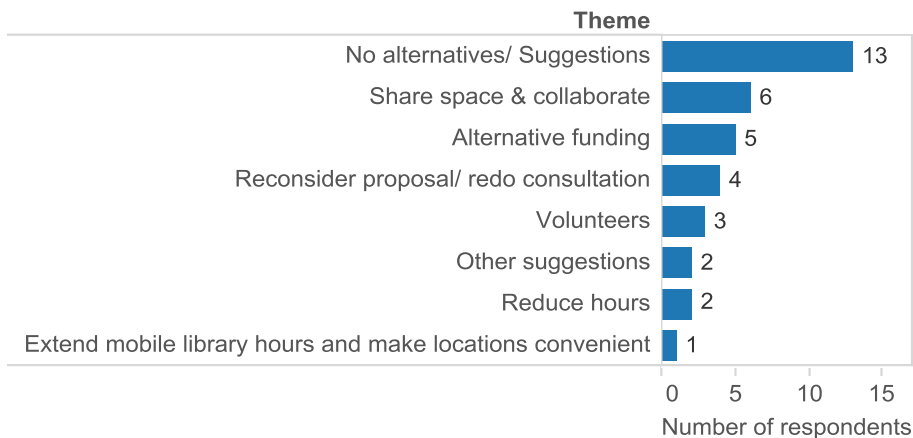
"No, the library is a major asset to the village."

"Reduce the scale of the library, rent out remaining space to local businesses"

"Charge a small fee for library-run events."

Chart 8 - Alternative solutions (Q8)   (Base= 28)


Options in detail

It was explained that if Mountsorrel Library were to close, Mountsorrel 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 19 respondents preferred two half-day sessions.

Chart 9 - Preferred number of sessions (Q9)   (Base= 35)
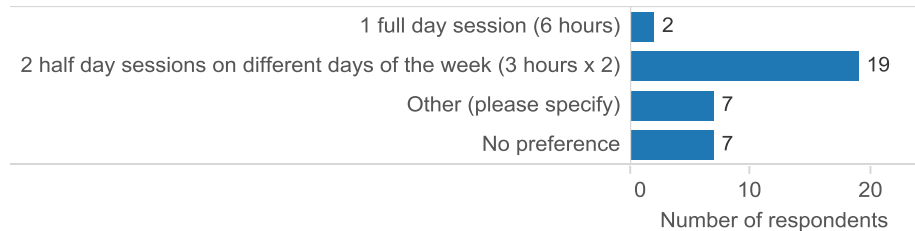
Respondents who said they would prefer an 'Other' option were then asked to provide further detail. Three respondents said the proposed six hours would not be enough, and that the service should be delivered on mornings, afternoons and evenings, and at weekends.
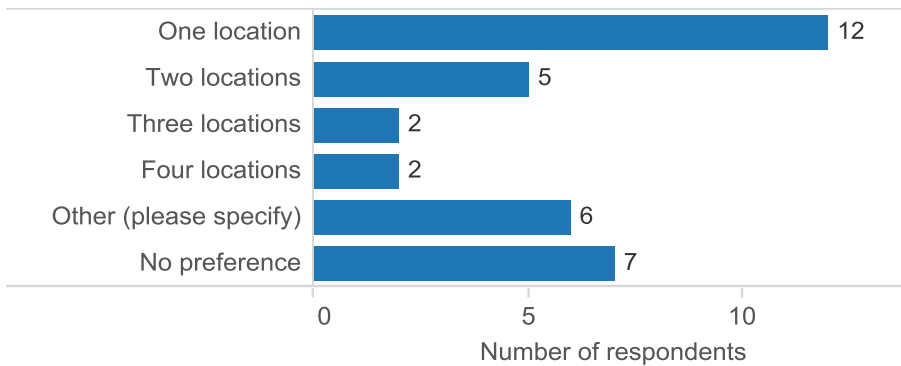
Preferred number of locations (Q10)

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 one location, followed by seven who had no preference.

Chart 10 - Preferred number of locations (Q10)　　　(Base= 34)

Respondents who said 'Other' were then asked to provide further detail. Five respondents did not make a suggestion but reiterated their view that they wanted Mountsorrel Library to remain.

"I won't use the mobile library at all."

"Don't close the library"

Preferred locations of stops (Q11)

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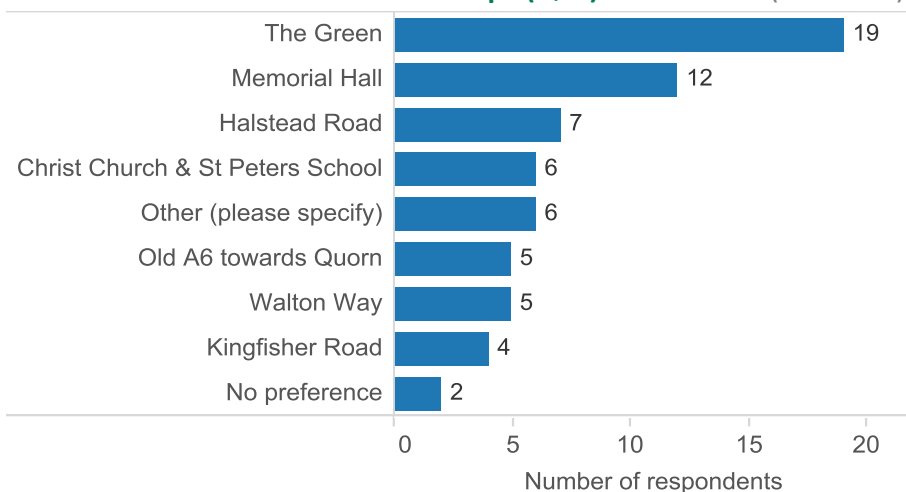
Map 1 - Mountsorrel with proposed locations of stops

Respondents were asked to identify their preferred location(s). Chart 11 shows 19 respondents said they preferred the mobile library service to be delivered at The Green, followed by 12 who preferred the Memorial Hall.

Chart 11 - Preferred locations of stops (Q11) (Base= 34)

Location	Number
The Green	19
Memorial Hall	12
Halstead Road	7
Christ Church & St Peters School	6
Other (please specify)	6
Old A6 towards Quorn	5
Walton Way	5
Kingfisher Road	4
No preference	2

Number of respondents

Respondents who said 'Other' were then asked to provide further detail. Three respondents made the following suggestions:

"Soar Valley Leisure Centre"

"Outside current library"

"The Green is a central location and would ensure some kind of consistency for library users."

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 15 respondents had a preference.

Chart 12 - Preference for days and times for proposed mobile library service (Q12) (Base= 34)

	Number
Yes	15
No	19

Number of respondents
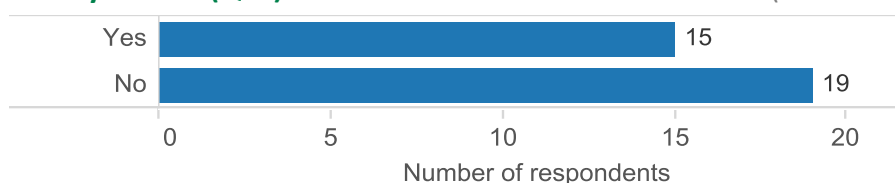
Respondents who said 'Yes' to Q12 were then asked to specify what day(s) or time(s) they preferred the mobile library services to be delivered. Chart 13 shows six respondents preferred 10:00-13:00 on Saturday, and four preferred 13:00-16:00 on Friday.

Chart 13 - 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		3	1
Tuesday		2	1
Wednesday		2	2
Thursday	1	1	2
Friday	2	4	3
Saturday	6	3	2
Sunday	3	1	1

Future service delivery

Accessing library services (Q14-15)

Respondents were asked, if Mountsorrel Library were to close and a mobile library service introduced, how easy or difficult would it be to access library services. Chart 14 shows 16 respondents said it would be very or fairly difficult for them to access library services following the council's proposals, whereas eight said it would be very or fairly easy.

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

(Base= 29)
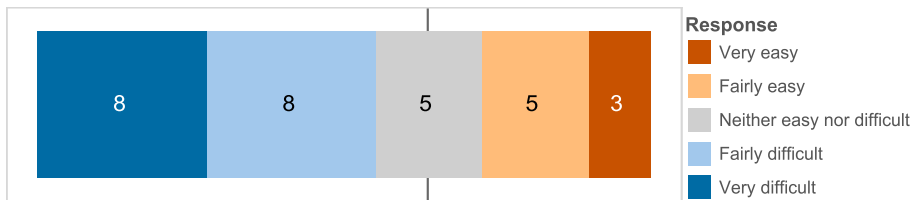
Respondents were asked to provide comments for their answer to Q14.

Chart 15 shows 19 respondents said they thought the proposed opening hours would restrict the ability of certain groups, such as children, and those who are employed during the day, to access the mobile library service. Other comments included: accessing the proposed service would be easy due to good physical health and

access to transport (four), and concerns due to the limited number of services included on a mobile library (three).

"Timings proposed would restrict the time available to access the library with our children based on school commitments"

"Limited hours will make it difficult for working users to access the library unless there is some weekend opening."

"I am fit and able to walk easily to the mobile library site or I could drive"

"There will not be computers available. There will be a very limited range of material. There will not be study spaces"

Chart 15 - Open comments (Q15)

(Base= 31)
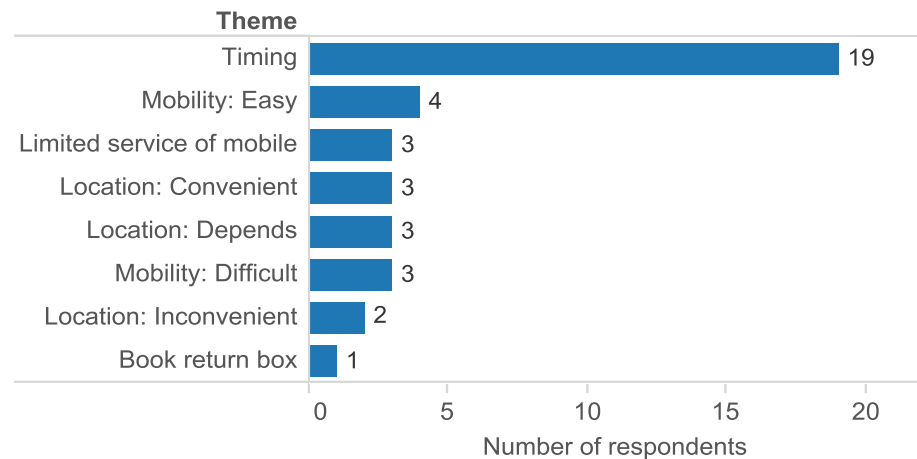
Help to access alternative library services (Q16)

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

Chart 16 shows nine respondents did not provide a suggestion but used the opportunity to reiterate their view that Mountsorrel Library should be kept open. Following this, four suggested the opening hours should be extended and more flexible, and four suggested the provision of transport to alternative library services.

"Keeping the current library open."

"Evening/ later opening and weekend opening"

"Perhaps a special bus service to the door of either Loughborough or Birstall libraries"
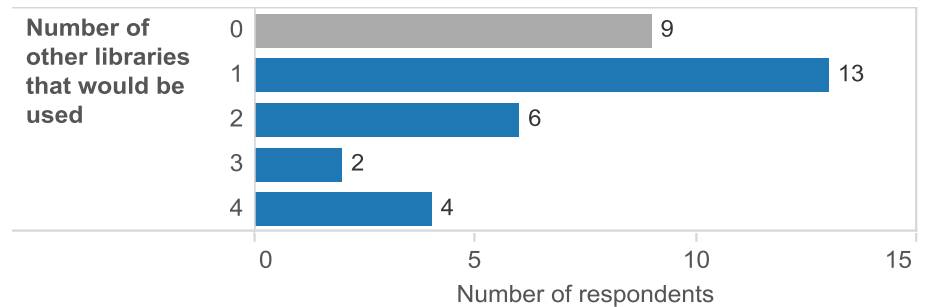
Chart 16 - Help to access alternative library services (Q16)(Base= 22)
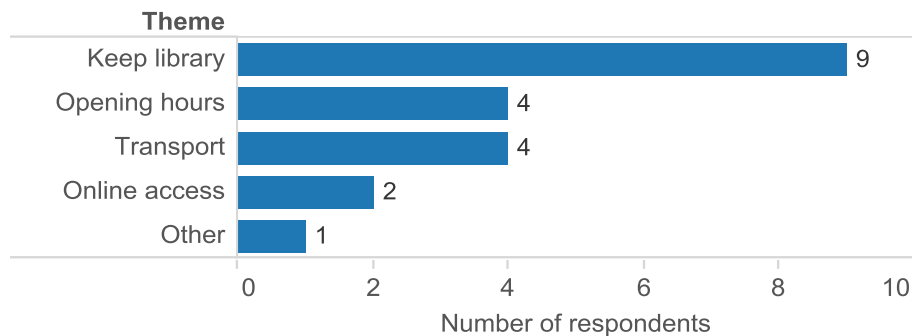
Use of alternative libraries (Q17)

Respondents were asked, if Mountsorrel Library were to close, which other libraries would they use. Chart 17 shows nine respondents would not use any other libraries, whereas 25 would use one or more others.

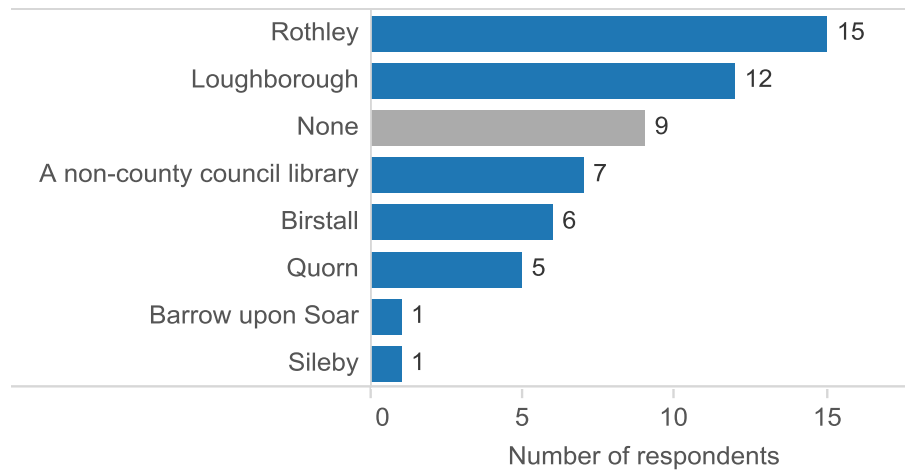**Chart 17 - Number of other libraries that would be used (Q17)**

(Base= 72)

Chart 18 shows 15 respondents said they would use Rothley Library in the event of Mountsorrel Library closing, followed by 12 who would use Loughborough Library.

Chart 18 - Other libraries that would be used (Q17) (Base= 34)

Chart 18 bar chart, "Number of respondents":
- Rothley: 15
- Loughborough: 12
- None: 9
- A non-county council library: 7
- Birstall: 6
- Quorn: 5
- Barrow upon Soar: 1
- Sileby: 1

Any other comments (Q18)

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

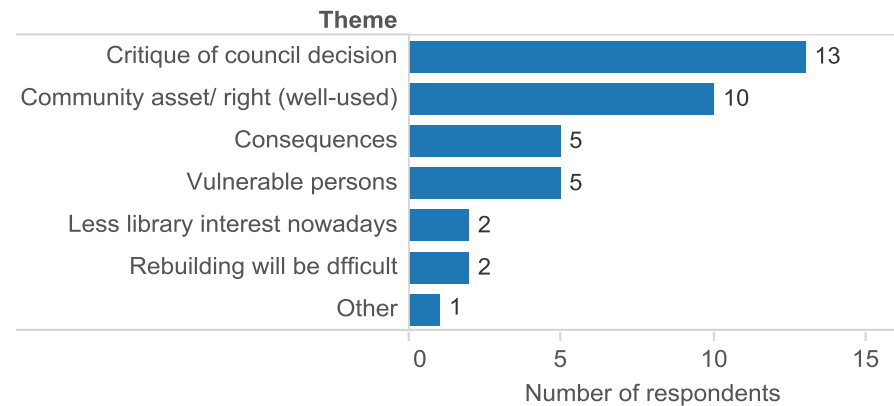*"Why should the general public suffer for your penny pinching. Surely there are other ways to save money?"*

"You know Mountsorrel is short of facilities for the existing number of residents. Then you approve planning applications for hundreds of extra houses, containing hundreds of extra residents and lots of kids who need to use the facilities. Then you decide to remove one of the few facilities we already have. You haven't got a clue"

"I really cannot see the logic of closing such a valuable local resource. It is very well used and appreciated, and the residents of the village are passionate about keeping it open. Please don't close the library!"

"There are very few places for young people to meet in this village and the closing of the library only serves to reduce this further"

Chart 19 - Any other comments (Q18) (Base= 36)

Chart 19 bar chart, Theme, "Number of respondents":
- Critique of council decision: 13
- Community asset/ right (well-used): 10
- Consequences: 5
- Vulnerable persons: 5
- Less library interest nowadays: 2
- Rebuilding will be dfficult: 2
- Other: 1

Chapter 4: Summary of comments

The overwhelming majority of respondents expressed their discontent with the library closure. They described the value of the library beyond a book lending service as a vital part of the community, which is well-used. It is also valued for the access it provides to computers, which are used for research, emails and job applications. Generally, the library was seen as an information service and learning centre, which allows individuals to educate themselves. It was also valued as a space to browse, sit and read as well as meet other people.

The mobile library was seen as an inadequate replacement due to its size and the proposed opening times. Respondents widely agreed that six hours would not be sufficient to cover the needs of the village. They requested it to be available at a time when children can visit directly after school as well as covering evening and weekend times to accommodate those who work. Even then, conflicting commitments may prevent some working people from accessing the mobile library. The limited space of the library would mean fewer books were available and this would affect the availability of specialist reference books. It would also not provide study spaces, computers or toilets and would not have the same appeal as a social space. Opinions about the proposed locations differed. While some noted that it would be further away from their current home or they may have to spend money on a bus ticket, others said it would

actually be more conveniently located and that it would be easy to reach for those who are physically fit or have a car. Next to those locations already proposed in the consultation, respondents suggested the mobile library could stop at Soar Valley Leisure Centre. However, others felt that there are no adequate spaces to for the van due to space, weight bearing and car parking limitations.

Concerns were expressed that the closure of the library would affect children and the elderly especially. Children need the library to help with homework and access literature for leisure reading. Without these it was feared children would no longer have the possibility to read a large variety of books and this would negatively impact their development and education. Children might not be able to visit other libraries on the bus and transport is also an issue for the elderly, who may find this additional travel difficult. Equally, the mobile library may be difficult to access for anyone who struggles with mobility or uses a wheelchair. The elderly might grow increasingly isolated due to the loss of this social space, especially as Mountsorrel does not have many other facilities on offer.

Generally, alternatives to the static library were rejected. However, some respondents suggested possible solutions. These involved keeping the static library with reduced hours, having it run by volunteers, finding local funding, closing other libraries instead or

creating a local tech hub and a small business hub. Collaboration with other local groups, charities and businesses was also proposed. This could involve sharing the existing library building and raising funds by renting out parts of it. Similarly, the library stock could also be moved to an existing space such as the memorial hall or leisure centre.

Access to alternative library provisions could be enabled if mobile library opening hours are made to be convenient or transport to one of the alternative libraries is arranged, such as through a special bus service. It was also noted that the online services should be improved and more information should be provided on these.

It was suggested that viable alternatives have been offered that would save the council money while keeping the library open and that these proposals were not considered with sufficient care by the council. As the library was purpose-built, is very new and will still need to be paid for by the council, it was seen as a waste of money to not use it. Some respondents realised that money needs to be saved but worried that the library is the wrong place to do this as it is an important resource and the consequences would most likely carry their own costs. Other respondents felt that the council tax they are paying does not match the services they are receiving and are resentful of the cuts that are being made. Throughout many of the responses it was clear that the closure of the library was eliciting strong emotions.

Appendix 1 - Questionnaire

Leicestershire County Council

Have your say on providing alternative Library Services in Mountsorrel

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

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

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

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

Q3 How often, if at all, do you do the following at Mountsorrel 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 <u>ONE</u> 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 <u>ALL</u> applicable

☐ **Mobile Library**   ☐ Fleckney   ☐ Narborough
☐ 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 Mountsorrel 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 Loughborough, Birstall and Syston.

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 Mountsorrel.

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 Mountsorrel 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 <u>ONE</u> 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 Mountsorrel 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 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

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

The most likely locations for single stop sessions would be The Green, Memorial Hall and Christ Church & St Peters School.

The most likely locations for multiple stops would be Rowe Leyes Furlong, Kingfisher Road, Hawthorn Road, Walton Way, Halstead Road and Old A6 towards Quorn.

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

- [ ] The Green
- [ ] Memorial Hall
- [ ] Christ Church & St Peters School
- [ ] Rowe Leyes Furlong
- [ ] Kingfisher Road
- [ ] Hawthorn Road
- [ ] Walton Way
- [ ] Halstead Road
- [ ] Old A6 towards Quorn
- [ ] 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 <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 Mountsorrel 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?

☐ (text box)

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

☐ (text box)

Q17 If Mountsorrel 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
☐ Barwell
☐ 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

☐ 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?

(text box)

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 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: Mountsorrel 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	12	34%
	Female	23	66%
Is your gender identity the same as the gender you were assigned at birth?	Yes	33	100%
What was your age on your last birthday?	16-24	1	3%
	25-34	2	6%
	35-44	11	33%
	45-54	4	12%
	55-64	5	15%
	65-74	6	18%
	75-84	3	9%
	85 or above	1	3%
Do you have a long-standing illness, disability or infirmity?	Yes	1	3%
	No	34	97%
What is your ethnic group?	White	33	100%
What is your religion?	No religion	14	41%
	Christian (all denominations)	20	59%

Wording	Responses	Number of respondents	% of respondents
Are you a parent or carer of a young person aged 17 or under?	Yes	14	40%
	No	21	60%
If yes, what are the ages of the children in your care?	0-4	5	36%
	5-10	11	79%
	10-15	4	29%
Are you a carer of a person aged 18 or over?	No	32	100%
In total, how many cars or vans are owned or available for use by members of your household?	None	3	9%
	One	17	50%
	Two	12	35%
	Three	1	3%
	Four or more	1	3%
What is your highest level of qualification you have obtained?	No qualifications	4	12%
	GCSEs/O-levels or equivalent	4	12%
	Diploma in higher education	1	3%
	Lower degree or PGCE (e.g. BA or BSc etc)	11	32%
	Higher degree (e.g. MSc, Phd etc)	4	12%
	Professional, vocational or work-related qualifications	8	24%
	Other	2	6%

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)	9	26%
	Employee in part-time job (less than 30 hours per week)	7	21%
	Wholly retired from work	14	41%
	Looking after the home	1	3%
	Doing something else	2	6%
	On a government supported training programme	1	3%
Are you an employee of Leicestershire County Council?	Yes	1	3%
	No	33	97%
Sexual Orientation	Bi-sexual	2	7%
	Heterosexual / straight	27	90%
	Lesbian	1	3%
Which of these, if any, do you use?	None	2	6%
	Broadband at home	33	94%
	Internet at work, place of study or elsewhere (e.g. library or internet café)	10	29%
	Internet via a smartphone	15	43%
	Internet via dial up at home,	1	3%
	Other	1	3%

Appendix 3 - List of open comments

Open comments (full list) (Q7) (Base= 33)

Theme

Theme	Number
Opening times	9
Information & Learning	8
IT	7
Children	6
Mobility & Access	5
Building	4
Community asset	4
Limited books	4
Other	4
Space	3
Transport	3
Village size (large, growing)	3
Social link	2
Adequate alternative	1

Number of respondents
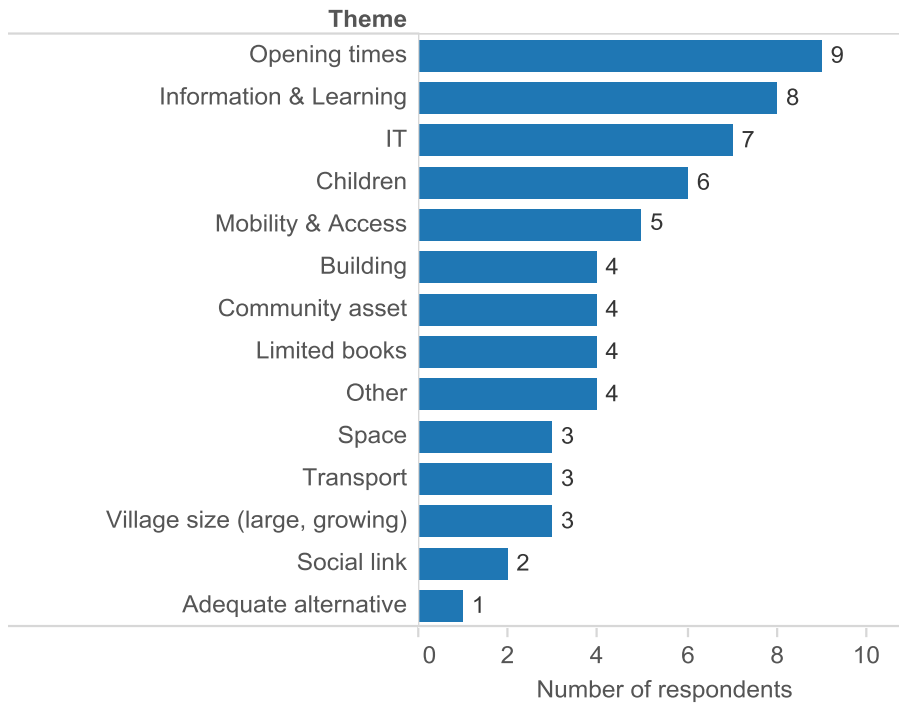
About the Research and Insight Team

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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Strategy, Partnerships & Communities
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Web: www.lsr-online.org

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.