

Alternative Library Services in - Kirby Muxloe

Consultation survey results

September 2016



Alternative library services in Kirby Muxloe - Consultation survey results

Jo Miller
Strategic Business Intelligence Team Leader

Alistair Hay
Research and Insight Officer

Michelle Monamy
Research and Insight Officer

Strategic Business Intelligence Team
Strategy and Business Intelligence
Chief Executive's Department
Leicestershire County Council
County Hall, Glenfield
Leicester LE3 8RA

Tel 0116 305 7341
Email jo.miller@leics.gov.uk

Produced by the Strategic Business Intelligence Team at Leicestershire County Council.

With support from:

- Communities Team, Leicestershire County Council
- Communications Team, Leicestershire County Council

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.

Contents

List of charts and tables	4		
1. Introduction & methodology	6	3. Our proposals	12
Overview of the process	6	Proposed replacement service	12
Communications and media activity	7	Options in detail	13
Alternative Formats / Equality and Human Rights Impact Assessment	7	Future service delivery	16
Response rate	8	Any other comments	18
Respondent profile	8		
Analysis methodology	9	4. Summary of comments	19
2. Your library service	10	Appendices	20
Frequency of use of Kirby Muxloe Library	10	1. Questionnaire	20
Frequency of use of the Online Library service	11	2. Demographic profile of respondents	25
Alternative library use	11		
		About the Strategic Business Intelligence Team	27

List of charts and tables

Chart 1	Role in which responding (multiple choice) (Q1)	8
Chart 2	Uses of the Kirby Muxloe Library service (Q3) - Number of respondents	10
Chart 3	Online library service use (Q4)	11
Chart 4	Number of other libraries used (Q5)	11
Chart 5	Other libraries used (Q5)	11
Chart 6	Adequacy of proposals (Q6) - Number of respondents	12
Chart 7	Open comments (Q7) - Top 10	12
Chart 8	Alternative solutions (Q8)	13
Chart 9	Preferred number of sessions (Q9)	13
Chart 10	Preferred number of locations (Q10)	14
Map 1	Kirby Muxloe with proposed locations of stops	14
Chart 11	Preferred locations of stops (Q11)	15
Chart 12	Preference for days and times for proposed mobile library service (Q12)	15
Chart 13	Preferred days and times for mobile library service (Q13) - Number of respondents	15
Chart 14	Accessing other library services (Q14) - Number of respondents	16
Chart 15	Open comments (Q15)	16

Alternative library services in Kirby Muxloe - Consultation survey results

Chart 16	Help to access alternative library services (Q16)	17
Chart 17	Number of other libraries that would be used (Q17)	17
Chart 18	Other libraries that would be used (Q17)	18
Chart 19	Any other comments (Q18)	18

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

Kirby Muxloe 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 Kirby Muxloe for a community managed library based on the local authority support package. This meant the council has to make a decision about the future of Kirby Muxloe Library by September 2016.

The council is proposing to:

- Close Kirby Muxloe Library

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

Overview of the process

The council has consulted with the public on the proposed changes for the Kirby Muxloe Library. A public meeting was held in Kirby Muxloe 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 21 March 2016. 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 Kirby Muxloe Library.

The survey asked for views on the proposed changes for Kirby Muxloe Library as well as asking about how people currently used the service. The consultation closed on the 19 June 2016 (a three month fieldwork window).

Communications and media activity

The council communicated the Kirby Muxloe Library consultation in a number of ways, including:

- press releases sent to local media at the beginning and half way through
- social media messages on Twitter and Facebook
- information posters of the consultation sent to Kirby Muxloe parish council, Kirby Muxloe library, community centres, and shops
- on the consultation webpage of the local authority website (www.leicestershire.gov.uk/futurelibraries)
- e-blasts sent to library users of the affected library 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 Kirby Muxloe 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, 27 people responded to the survey. The majority (15) took part by completing an online survey, with the remainder returning a paper response (12).

Respondent profile

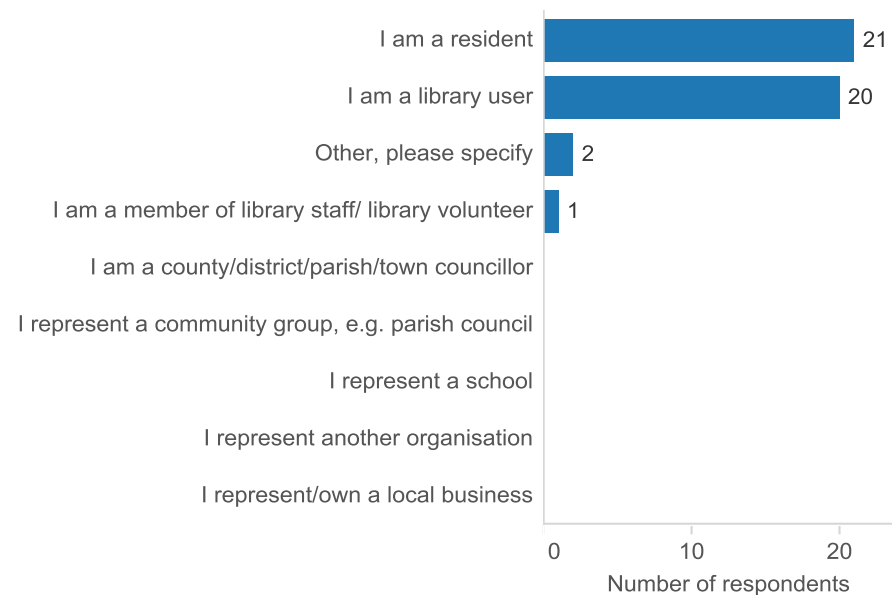
The questionnaire included a range of demographic questions on:

- 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 (21) and library users (20) (Chart 1).

Chart 1 - Role in which responding (multiple choice) (Q1) (Base=27)



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 80 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 Kirby Muxloe Library (Q3)

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

Chart 2 shows that 13 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 face-to-face advice, attend events, or access information.

Chart 2 - Uses of the Kirby Muxloe Library service (Q3) - Number of respondents (Base=27)

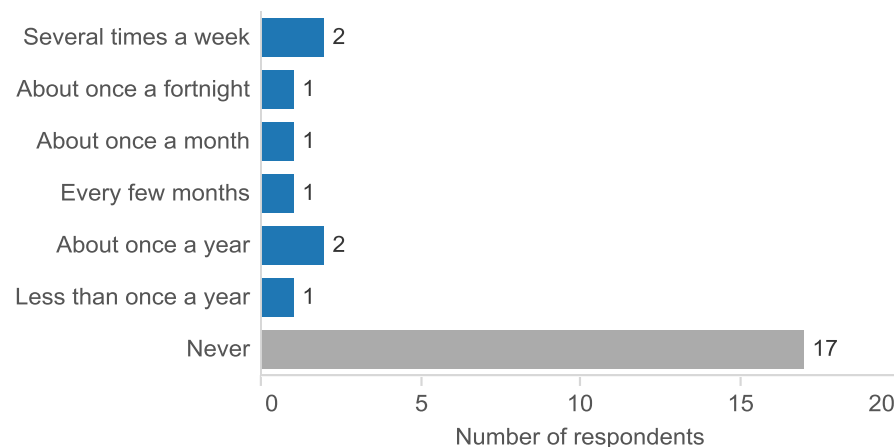
	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never
Visit the library	1	5	7	4	3		2	3
Borrow a book or hire a CD/DVD	1	5	4	5	3			5
Access face-to-face advice			1		2	1	2	8
Attend events at the library				1	1	3	2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

Alternative library services in Kirby Muxloe - Consultation survey results

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

Chart 3 - Online library service use (Q4) (Base=25)



Alternative library use (Q5)

Respondents were asked which other libraries they used, if any. Chart 4 shows 11 respondents said they used no other libraries, whereas nine used one or more others. Chart 5 shows five respondents said they used Glenfield, and two used a non-county council library.

Chart 4 - Number of other libraries used (Q5) (Base=20)

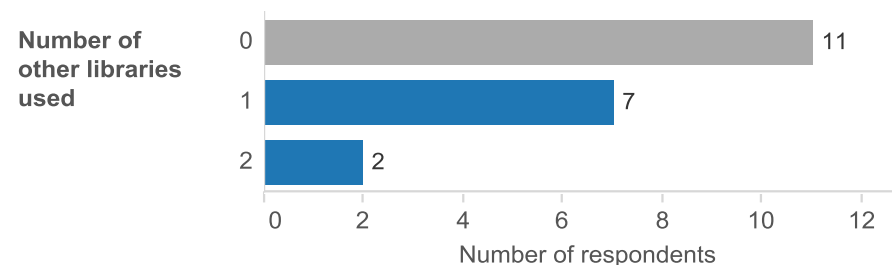
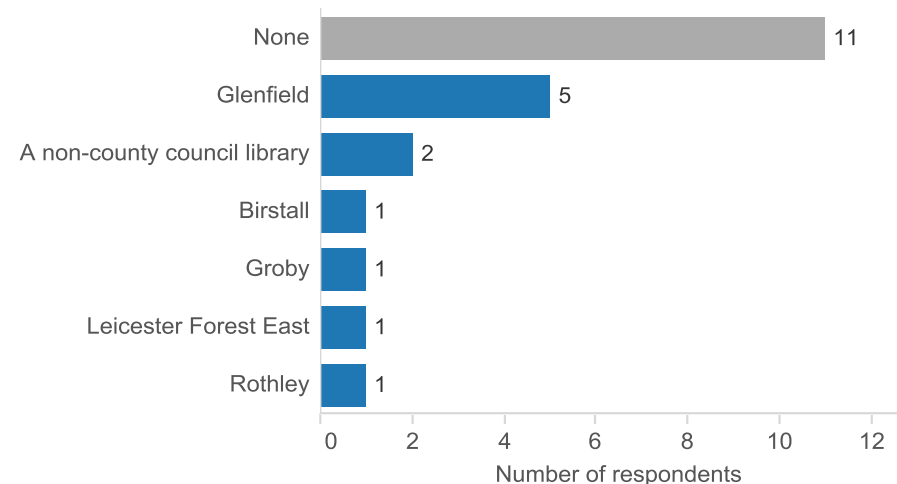


Chart 5 - Other libraries used (Q5) (Base=20)



Chapter 3: Our proposals

Proposed replacement service

Adequacy of proposals (Q6)

Respondents were asked, within the context of reducing council budgets, if Kirby Muxloe 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 11 respondents said they disagreed that the proposals would provide an adequate alternative, whereas 10 agreed.

Open comments (Q7)

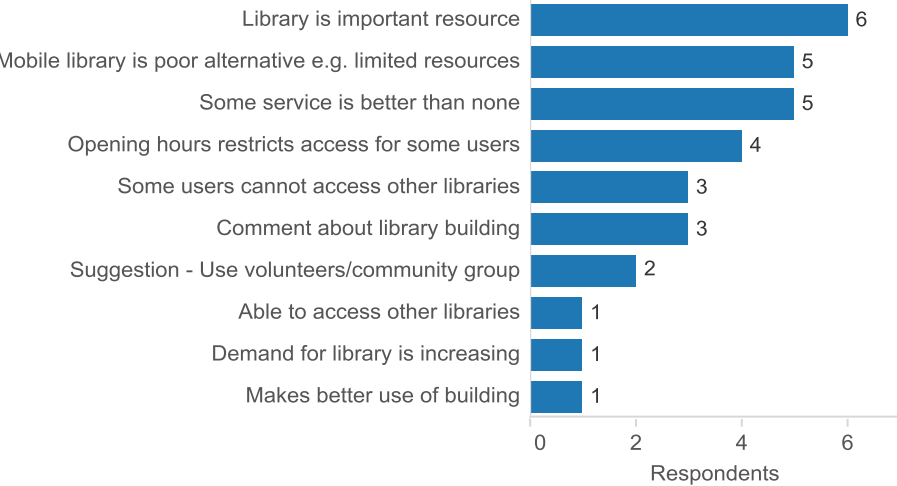
Respondents were asked to provide comments for their answer to Q6. Chart 7 shows six respondents said the library was an important resource for the community, particularly for children and elderly residents. Five respondents felt the proposed mobile library would be a poor alternative to the current service, whereas five accepted that a reduced service was better than none.

Chart 6 - Adequacy of proposals (Q6) - Number of respondents



“A library is a community resource”
“A mobile service has very limited book stock and space in which to relax and many people use libraries for computer access”
“I suppose a mobile library with restricted hours and choice is better than nothing”

Chart 7 - Open comments (Q7) - Top 10 (Base=22)



Alternative library services in Kirby Muxloe - Consultation survey results

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 a number of changes to the day-to-day running of Kirby Muxloe library to make itself more financially viable. Two respondents suggested forming a partnership with another organisation, and two suggested ways to increase revenue for the library.

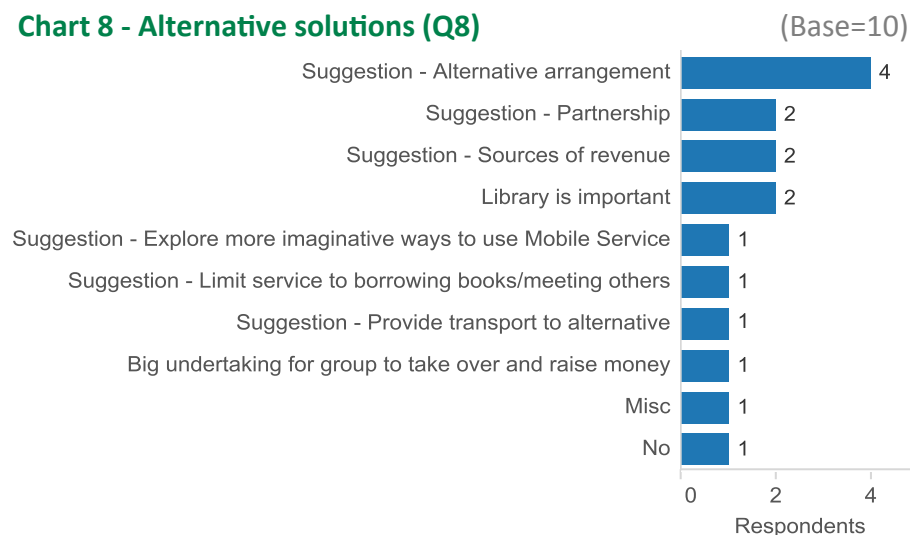
"I think a local hall or church just for this would be fine"

"A coffee shop at the park, would be really well used, they could give you rent, and would cover the cost of keeping the library going"

"Leicester Forest East library not that far away so can't really see the need for two libraries so close together"

"An annual fee could be charged for the use of the library, if it is only a few pounds per year"

Chart 8 - Alternative solutions (Q8)



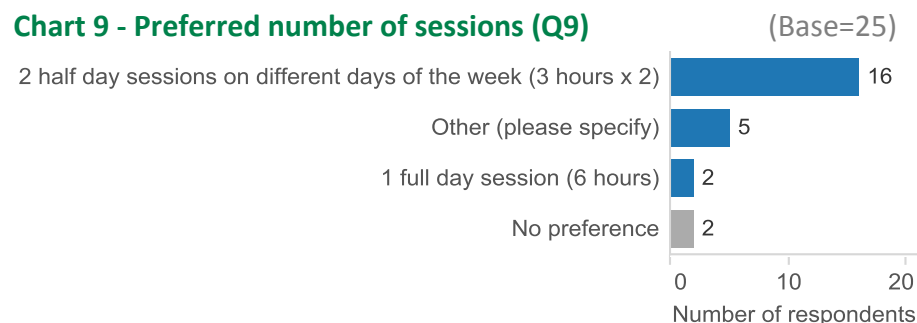
Options in detail

It was explained that if Kirby Muxloe Library were to close, Kirby Muxloe would be provided six hours of mobile library service on a weekly basis from November 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 16 respondents preferred two half-day sessions.

Chart 9 - Preferred number of sessions (Q9)



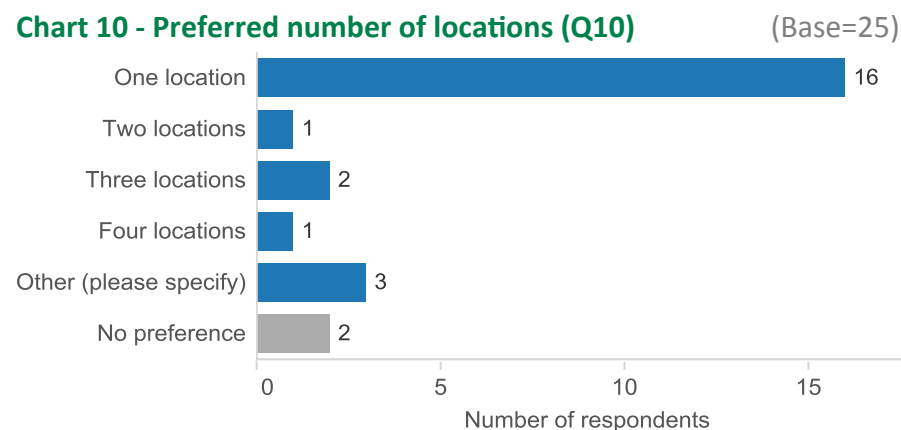
The five respondents who said they would prefer an 'Other' suggested: three one-hour sessions each week configured differently every other week (e.g. two morning sessions and one afternoon session in one week, then one morning session and two afternoon sessions in the following week) instead of six hours so more communities can be receive a service as well, and at least one session outside of 9am-5pm working hours.

Alternative library services in Kirby Muxloe - Consultation survey results

Preferred number of locations (Q10)

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

Chart 10 shows 16 respondents preferred the mobile library to stop in one location, followed by three who said 'other'.



The three respondents who said 'Other' did not provide an alternative suggestion, but reiterated their view that they would not use a mobile library.

Preferred locations of stops (Q11)

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

Respondents were asked to identify their preferred location(s).

Map 1 - Kirby Muxloe with proposed locations of stops

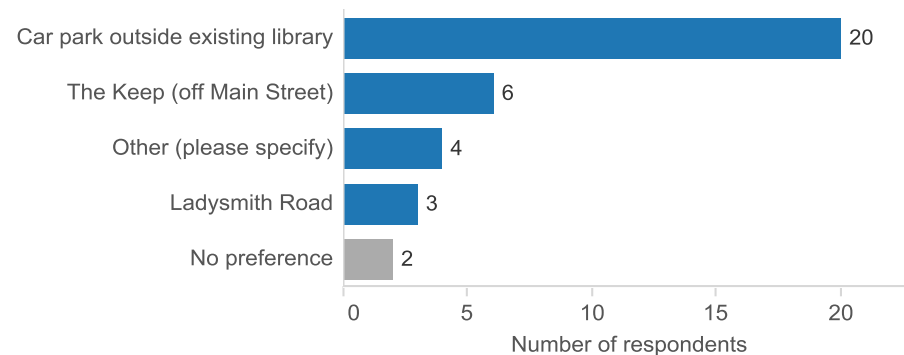


Chart 11 shows 20 respondents said they preferred the mobile library service to be delivered in the car park outside the existing library, followed by six who preferred The Keep (off Main Street).

Alternative library services in Kirby Muxloe - Consultation survey results

Chart 11 - Preferred locations of stops (Q11)

(Base=27)



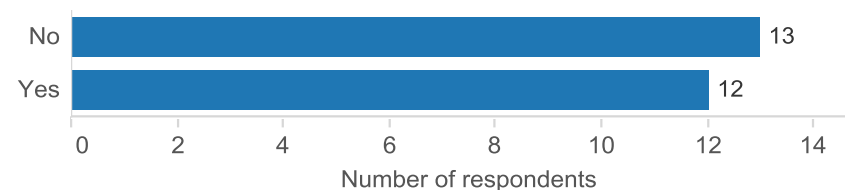
Respondents who said 'Other' were then asked to provide further detail. One respondent provided an alternative suggestion; Hedgerow Lane.

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 12 respondents had a preference.

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

(Base=25)



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 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=27)

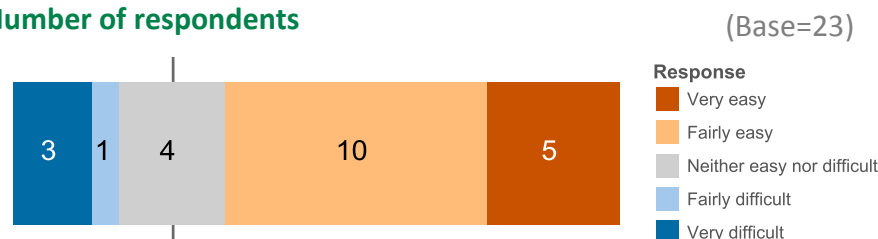
	Half day (10:00-13:00)	Half Day (13:00-16:00)	Full day (10:00-16:00)
Monday	1	3	
Tuesday	2		1
Wednesday	1	2	
Thursday		2	
Friday		4	
Saturday	6		1
Sunday	1	1	

Future service delivery

Accessing library services (Q14-15)

Respondents were asked, if Kirby Muxloe 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 15 respondents said it would be easy for them to access library services following the council's proposals, whereas four said it would be difficult.

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



Respondents were asked to provide comments for their answer to Q14.

Chart 15 shows nine respondents said they are mobile and able to walk to alternative library services should Kirby Muxloe library close, and seven said they had access to transport to access those further away. Six said the close proximity of the proposed locations of the mobile library would make it easy for them to access the service,

and four said they could access alternative libraries. Four were concerned that the proposed opening hours would restrict their ability to access the service.

"I live in Kirby and am mobile, so could walk to alternate sites"

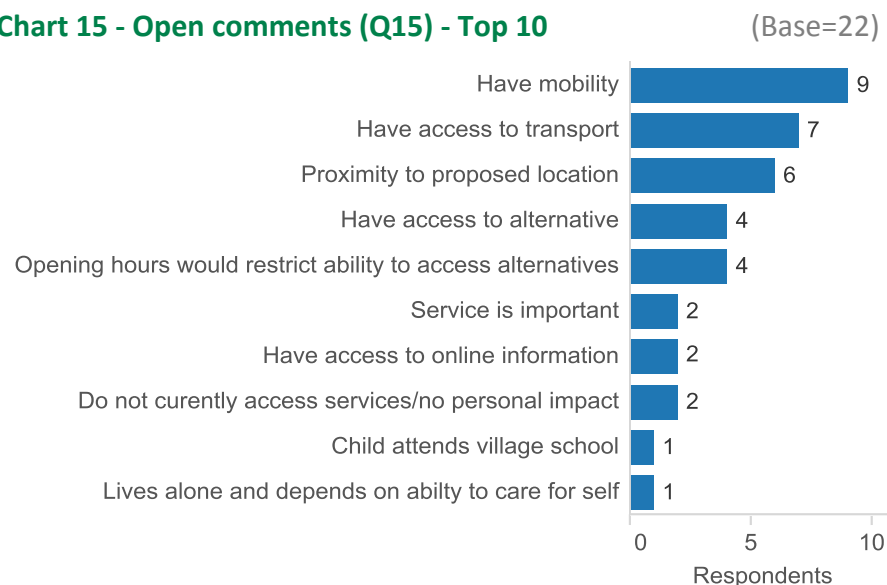
"I am able to drive to Glenfield library"

"Because it is only 5-7 minutes from home"

"I would use Leicester Forest East"

"If the library closed I would not be able to make use of the mobile service because I would be at work when it visited the village"

Chart 15 - Open comments (Q15) - Top 10



Alternative library services in Kirby Muxloe - Consultation survey results

Help to access alternative library services (Q16)

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

Chart 16 shows two respondents suggested the provision of transport to alternative libraries would help them access the service. Other suggestions included: recognition from the government of the value of public services, providing an evening or weekend service for people who work during the day, and being provided support on how to access the online library service.

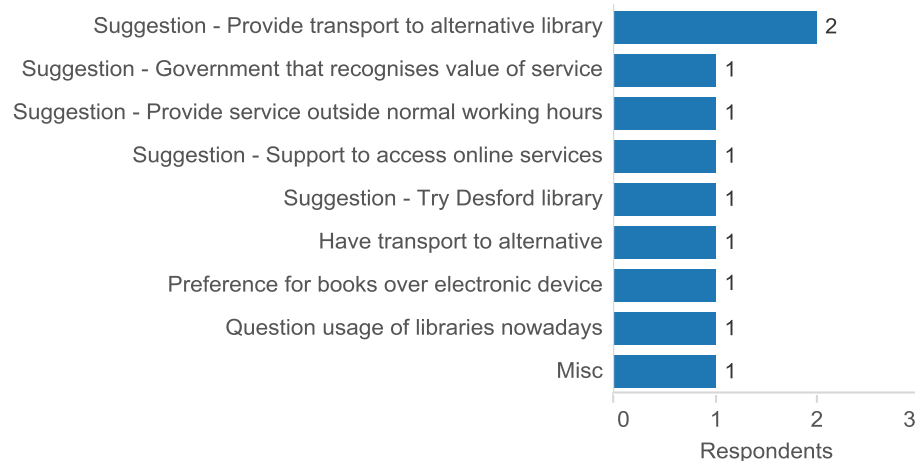
"A mini bus service to L.F.E Library"

"A new government that recognised the value of public services"

"For people who work full-time an evening service might be as handy as a weekend one."

"Tell us how to access library services online."

Chart 16 - Help to access alternative library services (Q16) (Base=7)



Use of alternative libraries (Q17)

Respondents were asked, if Kirby Muxloe Library were to close, which other libraries would they use. Chart 17 shows four respondents would not use any other library, whereas 21 would use one or more others.

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

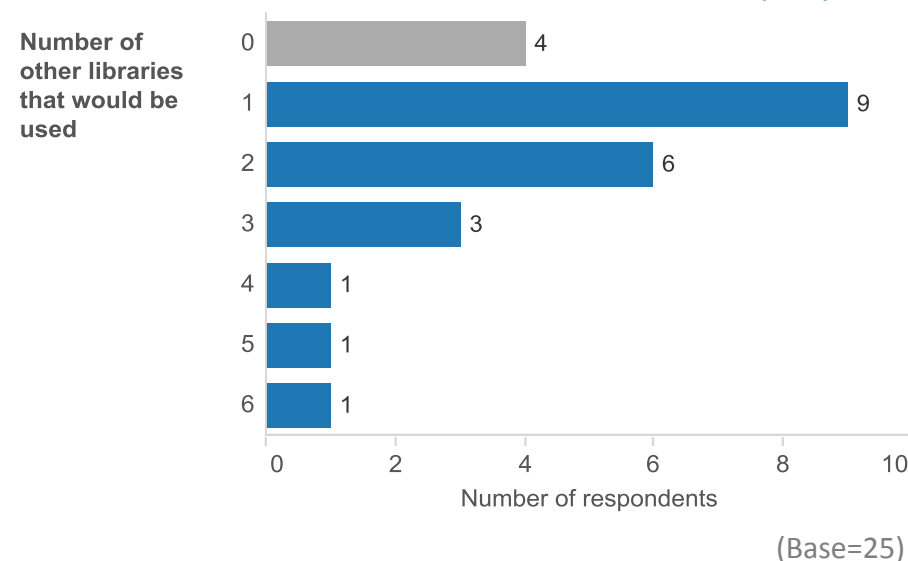
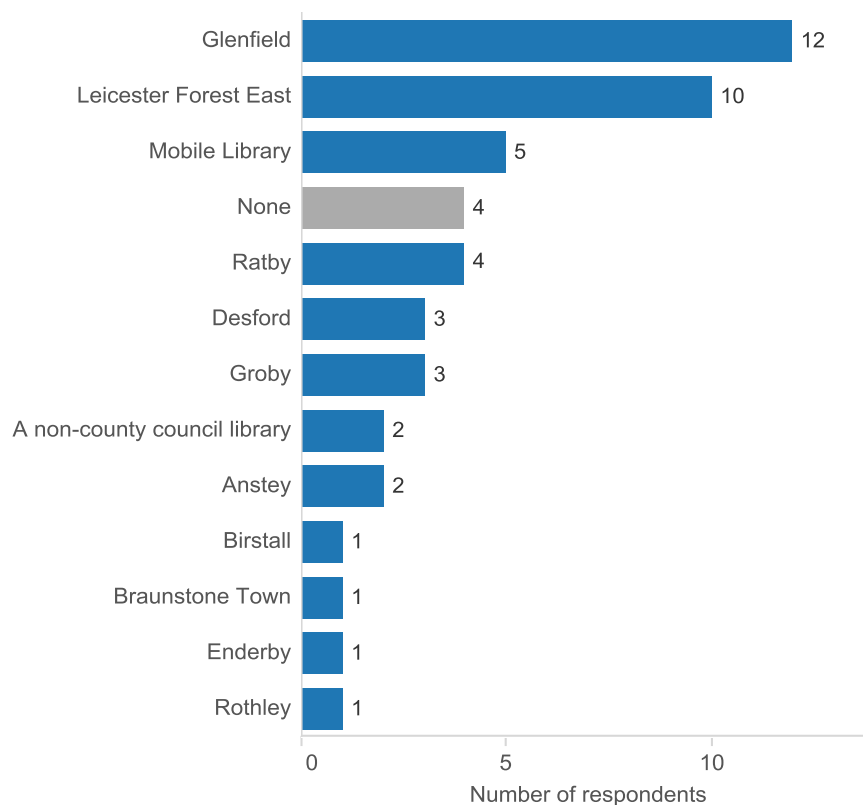


Chart 18 shows 12 respondents said they would use Glenfield Library in the event of Kirby Muxloe Library closing, followed by 10 who would use Leicester Forest East Library.

Alternative library services in Kirby Muxloe - Consultation survey results

Chart 18 - Other libraries that would be used (Q17) (Base=25)



Any other comments (Q18)

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

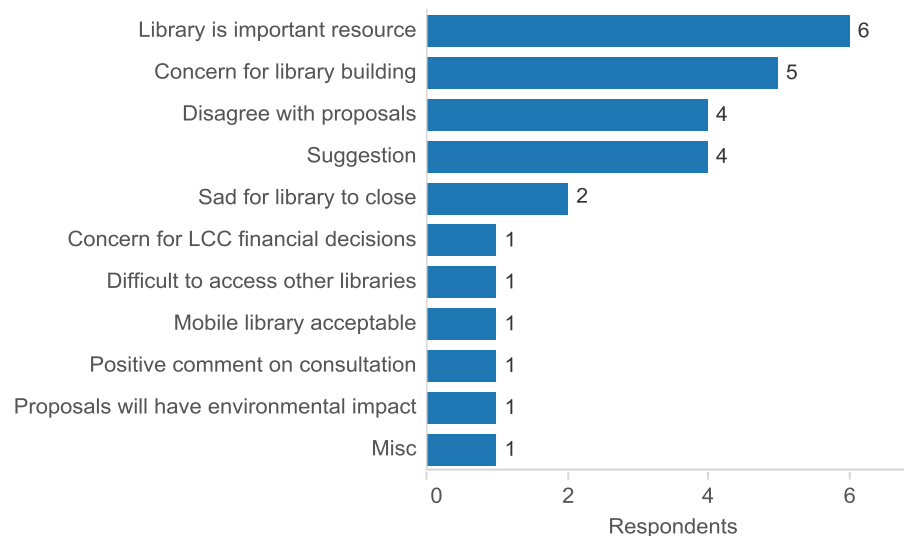
"The library is part of the community. It is a place where people meet; it supports the education of our children; it provides a place for groups to meet and extra sessions to be put on"

"The building at Kirby Muxloe is reasonably new. It is a lovely building - what will happen to that?"

"I think it is disgraceful that this is being considered"

"Why not consider using Kirby Muxloe library as a co-working space, so that freelancers and sole trader creatives (e.g. web designers and graphic designers) can work together in a shared space and also use the library for business networking?"

Chart 19 - Any other comments (Q18) (Base=15)



Chapter 4: Summary of comments

The proposed changes to the library service delivered in Kirby Muxloe produced a mixed response. Some respondents understood the need to reduce service provision due to reductions in the budget, and voiced their relief that the service provision was only being reduced and not completely removed. Furthermore several respondents said they would be able to access other library services, due to being mobile and able to walk, having access to transport, and being close to the alternatives.

Other respondents regularly emphasised the importance of Kirby Muxloe library to the community, citing the role the library plays as a hub for service users to get together and socialise, and the role it plays in the educational progress of schoolchildren. In particular, a regular concern was held for the library building itself, with several respondents voicing their confusion and disapproval at the proposed closure of a newly, purpose-built facility. Other frequent concerns about the proposed mobile library service included: comparatively lower stock of books and shorter opening hours compared to the current library, the difficulty for working people to be able to access a mobile library service delivered during the day, and the difficulties some groups would have in accessing a mobile library service or other static libraries. Lastly, some respondents reiterated their view that the proposals were unacceptable, and that the current library should remain open.

When asked, respondents were forthcoming with suggestions on how else alternative library services could be delivered in Kirby Muxloe. Some respondents felt the current model of service could be sustained more effectively by changing an aspect of its operation. These suggestions included using a local or church hall, or forming a partnership with other organisations to fund the service. Other respondents provided suggestions on how the library service could increase its revenue in order to fund itself, in the form of an annual library fee, or running more events at the library. When asked on how the proposed mobile library service could run, respondents advocated for the service to be delivered at alternative times each week, and to deliver at least one session of the service outside of normal working hours during the day.

Appendix 1 - Questionnaire



Have your say on providing alternative Library Services in Kirby Muxloe

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

Kirby Muxloe Library is one of the 36 libraries that we invited community groups to come forward to manage with our support. For reasons explained in more detail below, in Kirby Muxloe we have not received a viable proposal for a community managed library based on our support package.

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

We are therefore providing a second and final opportunity for residents and community groups to come forward to register their interest to manage the library with County Council support. However, in case we do not receive any interest or viable plans, 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 Kirby Muxloe library.

Q3 How often, if at all, do you do the following at Kirby Muxloe 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	☐	☐	☐	☐	☐	☐	☐	☐

Alternative library services in Kirby Muxloe - Consultation survey results

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 | ☐ 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 | ☐ Sappcote |
| ☐ Bottesford | ☐ Ibstock | ☐ Shepshed |
| ☐ Braunstone Town | ☐ Kegworth | ☐ Sileby |
| ☐ Broughton Astley | ☐ Kibworth | ☐ South Wigston |
| ☐ Burbage | ☐ Leicester Forest East | ☐ Stoney Stanton |
| ☐ Castle Donington | ☐ Loughborough | ☐ Syston |
| ☐ Coalville | ☐ Lutterworth | ☐ Thurmaston |
| ☐ Cosby | ☐ Market Bosworth | ☐ Wigston Magna |
| ☐ Countesthorpe | ☐ Market Harborough | ☐ A non-county council library (e.g. in Leicester City, in another county, or a school library) |
| ☐ Desford | ☐ Markfield | ☐ No |
| ☐ Earl Shilton | ☐ Measham | |
| ☐ East Goscote | ☐ Melton Mowbray | |
| ☐ Enderby | ☐ Mountsorrel | |

Our Proposals

Our preferred option for the future of Kirby Muxloe library remains finding a community managed library solution. We are therefore asking any people and groups interested in running Kirby Muxloe Library with a package of support from Leicestershire County Council to register their interest by 22nd May 2016.

Should it not be possible to find a viable community managed solution, we are proposing that the current library will close. All library services, including public access computers, will be available at any of the 16 county council funded libraries, including Glenfield. We are proposing that a mobile library service will provide a book lending service to residents in the Kirby Muxloe community. We propose that this service would be available for six hours on a weekly basis. These changes could come into effect from November 2016.

We remain open to discussing and considering other options for supporting a community managed library or any other viable options for providing a library service in Kirby Muxloe.

Proposed replacement service

Q6 Within the context of reducing council budgets, if Kirby Muxloe library were to close, to what extent do you agree or disagree that our proposals provide an adequate alternative to the current service?

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

Q7 Why do you say this?

Characters left: left

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

Characters left: left

Options in detail

If Kirby Muxloe 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?

- ☐ 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

Characters left: left

Alternative library services in Kirby Muxloe - Consultation survey results

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?

- ☐ One location
☐ Two locations
☐ Three locations
☐ Four locations
☐ Other (please specify)
☐ No preference

Other

Characters left: 167

The most likely location for a single stop would be the Car park outside the existing library building.

The most likely locations for multiple stops would be The Keep (off Main Street) and Ladysmith Road.



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

- ☐ Car park outside existing library
☐ The Keep (off Main Street)
☐ Ladysmith Road
☐ Other (please specify)
☐ No preference

Other

Characters left: 167

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

- ☐ Yes
☐ No

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 Kirby Muxloe library were to close, and a mobile library service was introduced, how easy or difficult would it be for you to access library services?

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

Alternative library services in Kirby Muxloe - Consultation survey results

Q15 Why do you say this?

Characters left: left

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

Characters left: left

Q17 If Kirby Muxloe library were to close, which other libraries, if any, would you use? Please tick all applicable

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

Any other comments

Q18 Do you have any other comments?

Characters left: left

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?

- ☐ 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?

- ☐ 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?

- ☐ Yes
☐ No

Alternative library services in Kirby Muxloe - Consultation survey results

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?

- ☐ Yes
☐ No

Q26 Do you have a long-standing illness, disability or infirmity?

- ☐ Yes
☐ No

Q27 What is your ethnic group?

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

Q28 What is your religion?

- ☐ 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?

- ☐ 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 the highest level of qualification you have obtained?

- ☐ No qualifications
☐ GCSEs/O-levels or equivalent
☐ A-levels or equivalent
☐ Diploma in higher education
☐ Lower degree or PGCE (e.g. BA or BSc etc)
☐ Higher degree (e.g. MSc, PhD etc)
☐ Professional, vocational or work-related qualifications
☐ Other

Q32 Which of these activities best describes what you are doing at present?

- ☐ Employee in full-time job (30 hours plus per week)
☐ Employee in part-time job (less than 30 hours per week)
☐ Self employed full or part-time
☐ On a government supported training programme
☐ Full-time education at school, college or university.
☐ Unemployed and available for work
☐ Permanently sick / disabled
☐ Wholly retired from work
☐ Looking after the home
☐ Doing something else

Q33 Are you an employee of Leicestershire County Council?

- ☐ 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.

- ☐ Bi-sexual
☐ Gay
☐ Heterosexual / straight
☐ Lesbian
☐ Other

Thank you for your assistance. Your views are important to us. Your feedback will be incorporated with the other consultation feedback received and will be presented for consideration to the Cabinet Meeting in September 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 click the button below to submit your response.

Please note that once you have clicked submit it may take a few seconds for your information to be sent. Please do not click submit more than once.

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	Response	Number of respondents	% of respondents
Are you male or female?	Male	6	24%
	Female	19	76%
Is your gender identity the same as the gender you were assigned at birth?	Yes	23	100%
What was your age on your last birthday?	25-34	1	4%
	35-44	2	8%
	45-54	5	21%
	55-64	7	29%
	65-74	4	17%
	75-84	4	17%
	85 or above	1	4%
Do you have a long-standing illness, disability or infirmity?	Yes	4	16%
	No	21	84%
What is your ethnic group?	White	25	100%
What is your religion?	Christian (all denominations)	15	65%
	No religion	8	35%

Wording	Response	Number of respondents	% of respondents
Are you a parent or carer of a young person aged 17 or under?	Yes	6	25%
	No	18	75%
If yes, what are the ages of the children in your care?	0-4	4	67%
	5-10	3	50%
	11-15	1	17%
Are you a carer of a person aged 18 or over?	Yes	5	21%
	No	19	79%
In total, how many cars or vans are owned or available for use by members of your household?	Four or more	2	8%
	None	3	12%
	One	9	36%
	Three	3	12%
	Two	8	32%
What is the highest level of qualification you have obtained?	A-levels or equivalent	7	28%
	GCSEs/O-levels or equivalent	3	12%
	Higher degree (e.g. MSc, PhD etc)	3	12%
	Lower degree or PGCE (e.g. BA or BSc etc)	6	24%
	Other	1	4%
	Professional, vocational or work-related qualifications	5	20%

Alternative library services in Kirby Muxloe - Consultation survey results

Wording	Response	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	20%
	Employee in part-time job (less than 30 hours per week)	8	32%
	Looking after the home	1	4%
	Permanently sick / disabled	1	4%
	Self employed full or part-time	1	4%
	Wholly retired from work	9	36%
Are you an employee of Leicestershire County Council?	Yes	5	20%
	No	20	80%
Which of these, if any, do you use?	Broadband at home	21	88%
	Internet at work, place of study or elsewhere (e.g. library or internet café)	6	25%
	Internet via a smartphone	7	29%
	Internet via dial up at home,	2	8%
	None	3	13%
Sexual orientation	Bi-sexual	1	5%
	Heterosexual / straight	19	95%

About the Strategic Business Intelligence 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

Jo Miller
Strategic Business Intelligence Team Leader

Strategic Business Intelligence Team
Strategy and Business Intelligence
Leicestershire County Council
County Hall, Glenfield
Leicester LE3 8RA

Tel: 0116 305 7341

Email: jo.miller@leics.gov.uk

Web: www.lsr-online.org

Strategic Business Intelligence Team
Strategy and Business Intelligence
Chief Executive's Department
Leicestershire County Council
County Hall
Glenfield
Leicester
LE3 8RA

ri@leics.gov.uk
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 અવસ્થા કરીશું.

જેકર તુહાનું ઇસ જાણકારી નું સમજાવે વિષ વૃક્ષ મદદ ચાહીદી હૈ તાં કિરપા કરવે 0116 305 6803 નંબર કે ફોન કરે અતે અસીં તુહાડી મદદ લઈ કિસે દા પૂર્ણ કર દવાંગે।

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 pomożemy.