

## Have your say on the proposed self-access and staffed hours at XXX Library

'Smart Library' technology is currently being rolled out across 14 libraries in Leicestershire to enable library customers to access the building when there are no staff present. Smart Libraries work through remote control of library buildings, including automatic doors, lighting, self-service kiosks and public computers. This technology will enable us to keep libraries open, extend the opening hours and encourage more community use of library buildings.

Introducing self-access technology will allow us to increase opening hours whilst making savings at the same time by reducing staffed hours. We recognise that some library users might need more support in order to make full use of library facilities, so we are proposing to concentrate the staffed hours at times when these customers are more likely to use the service.

Where possible, we have tried to complement the staffed hours of nearby council run libraries so that when one is open in Smart Library mode, the other is staffed for the majority of that time.

We are interested in your views on these proposed staffed hours and would appreciate it if you could spare 10-15 minutes to complete a survey about the proposed staffed hours for this library.

Thank you for your assistance. Your views are important to us.

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Please note: Your responses to the main part of the survey (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 what role are you responding to this survey? Please tick ALL applicable

- I am a library user
- I am a local resident
- I am a member of library staff or library volunteer
- I represent a stakeholder organisation or business
- Other (please specify)

Please specify 'Other'



## Our proposals

We propose to introduce a revised pattern of opening hours for this library. Please see the supporting information for details.

Q5 Would the revised pattern of opening hours (of staffed and self-access hours) make it easier or harder for you to...? Please tick one per row

	Much easier	Somewhat easier	No difference	Somewhat harder	Much harder	Don't know
Borrow a book	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use the public computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use the printing/photocopying services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use the library for study/reference/education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use the library space to meet people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why do you say this?

Characters remaining: left

Q6 Would the revised pattern of opening hours (of staffed and self-access hours) make you more or less likely to use the library?

- A lot more likely
- A little more likely
- No difference
- A little less likely
- A lot less likely
- Don't know

Why do you say this?

Characters remaining: left

Q7 How likely are you to use the library during self-access (Smart Library) hours in the future?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely
- Don't know

Why do you say this?

Characters remaining: left

Q8 What, if any, concerns do you have about using the library when it is in self-access (Smart Library) mode?

Characters remaining: left

Q9 What, if any, advantages do you see of using the library during self-access (Smart Library) hours?

Characters remaining: left

Q10 Is there anything that could be done to make it more likely for you to use the library during self-access (Smart Library) hours?

Characters remaining: left

## Any other comments

Q11 Do you have any other comments?

Characters remaining: 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.

Q12 What is your gender identity?

- Male
- Female
- Other (e.g. pangender, non-binary etc.)

Q13 Is your gender identity the same as the gender you were assigned at birth?

- Yes
- No

Q14 What was your age on your last birthday? (Please enter your age in numbers not words)

Q15 What is your full postcode?

This will allow us to see how far people live from their local library. It will not identify your house.

Q16 Are you a parent or carer of a young person aged 17 or under?

Yes

No

Q17 If yes, what are the ages of the children in your care? Please tick all applicable

0-4

11-15

5-10

16-17

Q18 Are you a carer of a person aged 18 or over?

Yes

No

Q19 Do you have a long-standing illness, disability or infirmity?

Yes

No

Q20 What is your ethnic group? Please tick one box only.

White

Black or Black British

Mixed

Other ethnic group

Asian or Asian British

Q21 What is your religion?

No religion

Jewish

Christian (all denominations)

Muslim

Buddhist

Sikh

Hindu

Any other religion

Q22 In total, how many cars or vans are owned or available for use by members of your household?

- None
   
  Three  
 One
   
  Four or more  
 Two
   
  Don't know

Q23 What is your highest level of qualification you have obtained?

- 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

Q24 Which of these activities best describes what you are doing at present?

- 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 - e.g. Modern Apprenticeship / Training for Work
   
  Wholly retired from work  
 Looking after the home  
 Doing something else

Q25 Are you an employee of Leicestershire County Council?

- Yes  
 No

Q26 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
   
  Lesbian  
 Gay
   
  Other  
 Heterosexual / straight

Thank you for your assistance. Your views are important to us.

When this survey closes on 5 August 2018, we will analyse the results and use these to inform the future opening hours for this library once 'Smart Library' technology is installed and operational (date to be confirmed).

Please click the 'Submit' button to send your responses to us. Please click the button only 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.