

Welcome to Gloucestershire County Council's Libraries Consultation

Gloucestershire County Council is preparing a new strategy for libraries and we need your help.

By providing us with information about how you use libraries and what you think is important we can make decisions about library services for the county.

The Council has carried out detailed research to ensure we have the best information before drafting new proposals.

This has included library usage, the needs of communities, equality issues and deprivation.

The new strategy aims to make the most of our limited resources, new technology and volunteers to create a service that works for Gloucestershire's people.

If you want more information on the library proposals, please visit www.gloucestershire.gov.uk/libraries2012, where you can access background documents.

Please spend a few minutes working through each page of the booklet - your help will be invaluable in providing us with an understanding of public views on the future of libraries in the county.

Gloucestershire County Council has a commitment to protecting personal information. All of your answers will be treated in accordance with the Data Protection Act.

Thank you

You can hand this back to us at any of our libraries or roadshow events or freepost this back to us:

**Vector Research. Freepost RRRG-JKBT-YGLE
Unit 4, 14 Hylton Street, Birmingham B18 6HN**

Completed questionnaires must be returned no later than March 11th 2012.

If you require this leaflet in an alternative format please contact: 01452 426504

Your usage of libraries in Gloucestershire

Q1. Firstly, how often have you personally visited public libraries in Gloucestershire in the last year?

Tick the box which most closely matches your frequency of visits

- Never Once or twice Every 2-3 months Monthly Weekly More often

Q2. If not in the last year, have you visited public libraries in Gloucestershire in the past 3 years?

- Yes No (If no please go to Q6)

Tell us about your last library visit in Gloucestershire

Q3. a) On what day of the week was it?

Please tick box

- Weekday Weekend

b) At roughly what time?

Please tick box

- Before 12 12 until 3pm 3 until 6pm Later

Q4. Which library did you visit?

Q5. a) What did you do on your last visit? Tick all that apply

Used the library computers for:

- Email
Job-seeking/applications
Leisure/hobby/interests
Games
Facebook or social networks
Online newspapers
Learning or research
Researching family history
Word processing/spreadsheets
Learned how to use computers
Just for somewhere to go
Study
To meet friends
Borrowed books
Borrowed DVD/CDs

- Borrowed talking books/CDs
Borrowed books in large print
Hired music sets/drama sets
Read newspapers/magazines
Read generally
Found out local information
Found out where to go for advice/help
Attended a class
Brought baby/children to activity
Accompanied children to borrow books
Informal research/study
To use photocopier
Other (please give details)

b) Did you combine your visit to the library with something else? Tick all that apply

- Shopping Post Office / banking School run
Doctors Entertainment / leisure

Other (please state)

c) How did you travel to the library?

Car Public transport
 Walk / Bike Other (please state)

Q6. Satisfaction with library service

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

a) How satisfied or dissatisfied were you with the service provided by the Library on that visit?

b) And overall - how satisfied or dissatisfied are you with the services provided at public libraries generally in Gloucestershire?

c) Please tell us why:

A new strategy for Gloucestershire's libraries

In putting together a strategy for libraries in the county we have to weigh up a number of factors - broadly in terms of:

- a) Efficiency - is the service offering value for money
- b) Comprehensive - are we making sure that as many people who want to use library services can access them

Let's start with *efficiency* - ensuring the service represents good value for money for council taxpayers.

The Council has to find savings of £114million by 2014/15 and we are looking to library services to contribute to these savings.

Q7. We have given you 10 points to allocate to each of the following statements to show how much emphasis you think we should put on each one assuming we were starting from scratch.

Please allocate your points to add up to 10 to show your priorities:

	Allocate your points
1. Making sure libraries are in busy locations	
2. Encouraging some libraries to share buildings with other public sector agencies or voluntary and community groups	
3. Ensuring each library doesn't cost too much per visitor	
	Total 10 points

Q8. a) Is there anything else relating to efficiency of libraries which we should consider?

- Yes (write in the box below and go to Q8b) No (if no, please go straight to Q9)

b) How does this compare in importance to the 3 listed factors from Q7? Tick one box

More important than all of them

Less important than each of the 3 (Q7)

More important than some of them If so, which no(s)

c) Please tell us why you chose these priorities:

Now let's talk about access.

It is important that we offer a comprehensive library service and ensure that people with different needs from across Gloucestershire can access library services.

Q9. Again we have given you 10 points to allocate to each of the following statements to show how much emphasis you think we should put on each one, assuming we were starting from scratch.

	Allocate your points
1. Ensuring everyone is within 20 minutes drive-time and 30 minutes public transport time of a main library	
2. Ensuring provision for more vulnerable groups of the population such as people with disabilities, older people or lone parents	
3. Ensuring provision in the most deprived areas of the county where people have less access to the internet or books	
4. Ensuring provision for people in remote areas who can't access the main centres easily	
	Total 10 points

Q10. a) Is there anything else relating to access to libraries which we should consider?

Yes (write in the box below)

No (if no, please go straight to Q11)

b) How does this compare in importance to the 3 listed factors from Q9? Tick one box

More important than all of them

Less important than each of the 4 (Q9)

More important than some of them If so, which no(s)

c) Please tell us why you chose these priorities:

The Council already uses volunteers in libraries. We are looking to extend this by:

- Using volunteers to work alongside library staff
- Sharing buildings with public sector or voluntary/ community partners
- In areas where there is no council-run library, helping communities run a 'community library service' to meet local needs

Q11. **To what extent do you agree or disagree with these proposals?**

Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12. **Which of the following would you prefer?**

- a) Allowing community groups and volunteers the chance to take over or help run libraries
- Or
- b) Only county council run libraries (meaning fewer opening hours and/ or fewer libraries)

Q13. **What do you think about the above proposals?**

Q14. **a) Now let's talk about support the Council can offer the community for the libraries which are not council run.**

Again we have given you 10 points to allocate to each of the following to show how much emphasis you think we should put on each one, assuming we were starting from scratch.

	Allocate your points
1. Cash grants to help with running costs	
2. Support and advice from professional librarians, including the use of Council IT equipment	
3. Access to the library building (at a peppercorn rent) or a share of the proceeds from the sale of a library if the community want to relocate	
	Total 10 points

b) Do you have any comments on the proposals for community run libraries?

Mobile libraries

At present, not many people are using the mobile library service and so we are looking at reducing mobile services and sharing a new service with other public and voluntary sector organisations.

We could share our mobile service with other organisations, so you can access a range of services from organisations such as:

- Police
- Community health services
- Advice giving organisations
- Children's centre
- Job centre plus

Q15. To what extent do you agree or disagree with this proposal?

Strongly Agree

Agree

Neither

Disagree

Strongly Disagree

Q16. Which organisations do you think we should share the service with? Are there any other organisations we haven't listed?

Q17. Any other comments on this proposal?

In summary

The Council is seeking to save £1.8 m (or 25.7%) of the overall library budget by redesigning the network of county libraries to:

Main libraries - nine libraries open six days a week, accessible within 20 minutes drive or around 30 minutes on public transport

Local libraries - 12 libraries open five days a week - with options for flexibility to suit local needs

Partnership Libraries - 10 libraries run by the county in partnership with communities. Offering between 12 and 21 hours of county library service

Community Libraries - offering support to communities to run seven libraries (which will no longer be council run)

The Council will continue to provide services to maximise access to library services. These include:

- Work with Royal National Institute of Blind people to provide talking books by post
- Library Clubs; we help to co-ordinate community and volunteer transport so older and/ or disabled can visit the library
- Volunteers to take library books to people who are unable to leave their homes
- 'Books on Prescription'; self-help and awareness books prescribed by GPs for people with mental health issues
- For people speaking other languages - books, newspapers and magazines in a range of languages
- Online / virtual library - ordering, renewing and e-books online

Q18. Overall, what do you think about the strategy? Write your comments below:

Q19. a) Finally look at the proposals at the back of this document, which list planned changes to each library in the county. Tell us how those changes could affect you, and how they would have affected your last visit (as you described on Page 2 of your booklet)

- | | |
|--|--|
| <input type="checkbox"/> No effect | <input type="checkbox"/> Would not be able to go to an alternative library |
| <input type="checkbox"/> Would have to change time of visit/ more planning | <input type="checkbox"/> Could no longer use library services as unable to travel independently |
| <input type="checkbox"/> Would visit less frequently | <input type="checkbox"/> Could no longer use library services as public transport not available in my area |
| <input type="checkbox"/> Would make use of the online service | <input type="checkbox"/> Other - please state in the box below |
| <input type="checkbox"/> Would go to a different library | |

b) If you would have trouble accessing library services please provide us with your contact details and we can discuss your needs as we may be able to assist with transport.

Finally, please give us details about yourself so that we can check that we have a good response from across Gloucestershire

Firstly write in the first part of your postcode (eg. GL11, GL52)

Q20. Which of the following age groups do you personally fall into? Tick box

- | | | |
|-----------------------------------|--------------------------------|------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 25-44 | <input type="checkbox"/> 75+ |
| <input type="checkbox"/> 16-19 | <input type="checkbox"/> 45-59 | |
| <input type="checkbox"/> 20-24 | <input type="checkbox"/> 60-75 | |

Q21. Are you? Tick box

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

Q22. Do you have access to the internet?

- | | |
|--|---|
| <input type="checkbox"/> At home via broadband | <input type="checkbox"/> At home via dial-up |
| <input type="checkbox"/> At work or place of education | <input type="checkbox"/> Via a phone, smart phone or laptop |

Q23. Do you have dependent children living at home? Tick box

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Q24. **If yes - In which age groups are your children?** Tick box(es)

0-4

5-10

11-16

17 and over

Q25. **Are you:**

Working full-time
(30 hrs or more per week)

Working part-time
(Less than 30 hrs per week)

In full-time education

Full time caring for family

Retired

Unemployed/not working

Other (please state)

Q26. **Do you have any kind of disability?**

Tick as many as apply

Mobility (Getting around)

Hearing

Eyesight

Using hands/fingers

Learning Difficulty

Mental Health

Other (please state)

Q27. **To which of the following ethnic groups do you consider yourself to belong?** Tick box

White British

White Irish

White Other

Mixed: White and Asian

Mixed: White and Black African

Mixed: White and Black Caribbean

Mixed Other

Asian British

Bangladeshi

Other (please state)

Q28. **Are you employed by Gloucestershire County Council?**

Yes

No

Q29. **Do you identify yourself as:**

Bisexual

Gay man

Gay woman/ lesbian

Heterosexual/ straight

Transgender

Prefer not to say

Other (please state)

Q30. **What is your Religion or belief?**

Tick one box

None

Christian

Buddhist

Hindu

Jewish

Muslim

Sikh

Prefer not to say

Other (please specify)

Library proposals 2012 >

Main Libraries

Where? Cheltenham, Cirencester, Coleford, Dursley, Gloucester, Newent, Stow-on-the-Wold, Stroud, Tewkesbury

Open 6 days p/w

- Part of the statutory council service
- One stop shop to access public services
- Accessible in 20 mins by car or around 30 mins on public transport
- Located near shops or other facilities
- Some of our busiest libraries

Local Libraries

Bishop's Cleeve, Charlton Kings, Chipping Campden, Cinderford, Fairford, Hucclecote, Longlevens, Lydney, Quedgeley, Tetbury, Up Hatherley, Winchcombe

Open across five days p/w (incl. Saturdays)

- Part of the statutory council service
- Flexible for local needs
- Reduced travelling time for rural areas or in densely populated areas
- Near existing amenities

Partnership Libraries

Bourton-on-the-Water, Churchdown, Hester's Way, Matson, Moreton-in-Marsh, Nailsworth, Prestbury, Stonehouse, Tuffley, Wotton-under-Edge

Between 12 and 21 hours of county library service

- Part of the statutory council service
- Guaranteed minimum county library service
- Serve communities in most deprived areas and/or areas with more young, disabled or older people
- Good options already exist to be run in partnership with community
- Can be co-located with other facilities
- Options for community funding to extend opening hours
- Opportunities for volunteering

Community Libraries

Berkeley, Bream, Brockworth, Lechlade, Minchinhampton, Mitcheldean, Newnham

- Not part of the statutory council service
- Big Community Offer applies
- Local communities open to positive discussion on community libraries
- Serve small catchment areas and some poorly used
- Ongoing commitment to find new community options in the event of failure of a provider

Mobile Services

- Existing 5 mobile services are high cost and low use
- Exploring options and demand for a joint public sector mobile service

The Library

Library proposals 2012 >

Network Structure & Proposed Hours

Library	Type	Current Hours	Proposed Hours	Notes
Cheltenham	Main Library	54	54	
Cirencester	Main Library	44	44	
Coleford	Main Library	40	40	
Dursley	Main Library	44	44	
Gloucester	Main Library	54	54	
Newent	Main Library	40	40	
Stow-on-the-Wold	Main Library	40	40	
Stroud	Main Library	44	44	
Tewkesbury	Main Library	44	44	
Library	Type	Current Hours	Proposed Hours	Notes
Bishops Cleeve	Local Library	53		Could be over 5 or 6 days per week if Sundays retained. Exact hours to be agreed with local residents.
Charlton Kings	Local Library	38		
Chipping Campden	Local Library	28		Distribution across the week and exact hours to be agreed with local residents.
Cinderford	Local Library	35		
Fairford	Local Library	28		
Hucclecote	Local Library	45		
Longlevens	Local Library	37	Between 28 & 40 hours per week	
Lydney	Local Library	35		
Quedgeley	Local Library	46		
Tetbury	Local Library	28		
Up Hatherley	Local Library	47		
Winchcombe	Local Library	28		
Library	Type	Current Hours	Proposed Hours	Notes
Bourton-on-the-Water	Partnership Library	13	Core hrs of 12 p/w	Aiming for increases to this core by use of volunteers and co-location
Churchdown	Partnership Library	34	Core hrs of 12 p/w	
Hesters Way	Partnership Library	34.5	Core hrs of 21 p/w	Co-location with Cotswolds Volunteers North, Registrars and the Police means that at least 23 hours per week should be achieved
Matson	Partnership Library	23	Core hrs of 21 p/w	
Moreton-in-Marsh	Partnership Library	23	Core hrs of 12 p/w	
Nailsworth	Partnership Library	35	Core hrs of 12 p/w	Aiming for increases to this core by use of volunteers and co-location
Prestbury	Partnership Library	31.5	Core hrs of 12 p/w	
Stonehouse	Partnership Library	20	Core hrs of 12 p/w	
Tuffley	Partnership Library	29	Core hrs of 21 p/w	
Wotton-under-Edge	Partnership Library	25	Core hrs of 12 p/w	
Library	Type	Current Hours		
Berkeley	Community Library	17	Libraries not run by the council. Hours by arrangement with the community	
Bream	Community Library	10		
Brockworth	Community Library	26		
Lechlade	Community Library	17		
Minchinhampton	Community Library	26		
Mitcheldean	Community Library	32		
Newnham	Community Library	10.5		

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