

Report to: **Audit, Best Value and Community Services Scrutiny Committee**

Date: **28 February 2012**

By: **Assistant Chief Executive, Governance and Community Services**

Title of report: **Reviewing and improving Library Services**

Purpose of report: **To inform the Committee about the forthcoming consultation on key features of the library services and to seek views on some key points.**

---

**RECOMMENDATION: The Committee is recommended to reflect on the report and comment on the issues within the consultation.**

---

## **1. Financial Appraisal**

1.1 There are no financial implications from this report.

## **2. Supporting Information**

2.1 The Library and Information Service is committed to providing an excellent service to the people of East Sussex. We are reviewing several areas of the library service to make sure that we are providing the best service with best value in the right place for our residents. These areas are:

- the services we provide to rural areas;
- the mobile service – mobile libraries and mobile office with computer access; and
- the libraries within a 5 mile radius of central Eastbourne.

2.2 We want to find out more about how people wish to access library services and how we can better align services with current lifestyle and travel patterns. It is possible that some features of the service can be delivered in a different way, depending on the needs, lifestyle and travel patterns in a local community. We are also exploring the extent to which local councils, groups and organisations would like to work with us to improve access to services.

2.3 The reviews will involve information gathering, analysis, and consultation. The information gathering stage of the project has been running since October 2011 and is focusing on several key criteria:

- significant levels of deprivation;
- low levels of car ownership;
- low levels of computer ownership and broadband access;
- low level of adult basic skills and higher levels of unemployment;
- higher proportion of older people;
- families with young children;
- local schools and school age children; and
- isolation

2.4 We will also look at how people use libraries by mapping the postcode of people who borrow books, looking at whether people use multiple branches and how shopping patterns and the availability of transport affects how people use the service.

2.5 Sources of information include:

- ESCC Library and Information Service data from the Library and Information Service Management system (GALAXY)
- East Sussex in Figures <http://www.eastsussexinfigures.org.uk/webview/welcome.html>
- Statistical information from local parish councils.

The consultation period starts on Monday 20 February and runs for 3 months until midnight on 21 May.

2.6 There are two surveys available, one for individuals and one for groups or organisations. The survey for individuals is called 'Have your say about libraries' and the survey for groups and organisations is called 'Working with us to deliver library services'.

2.7 The Committee is asked to reflect on the report and comment on the issues implicit within the consultation documents.

SIMON HUGHES

Assistant Chief Executive, Governance and Community Services

Contact Officer: Rhona Drever, Assistant Head of Libraries & Information Services (Strategy and Performance)

Tel: 01273 481329

Local Members: All

Background Documents

Copies of the two surveys: "Have your say about libraries" and "Working with us to deliver library services"

## Have your say about libraries

We are reviewing several areas of the library service to make sure that we are providing the best service at the best price, in the right place at the right time for our residents. We need your views to continue to improve the service and help us build a library network that meets the challenges of the years to come.

The Library and Information Service are committed to providing an excellent service to the people of East Sussex. We provide a customer focused and cost-effective service which responds to the changing needs of our county.

We are investing in your library service, there are new libraries scheduled for Hastings and Seaford over the next few years and in 2011 we opened new libraries in Rye, Wadhurst and Forest Row.

The areas that we are reviewing are:

- services to rural areas
- mobile libraries and the mobile office
- libraries within a five mile radius of central Eastbourne.

We want to find out how people would like to access library services and how we fit into current lifestyle and travel patterns. We also want to know whether local organisations would like to work with us to improve access to services.

We would like to hear the views of as many people as possible. We are committed to providing an excellent service and we need your help to make sure we continue to improve.

The survey should take 15 minutes to complete. Please return your completed survey by **8th May 2012** to your local library, mobile library, mobile office or the freepost address below.

If you would like a copy of this survey in a different format such as large print, Braille or in a different language, please contact us:

-Email: [rem@eastsussex.gov.uk](mailto:rem@eastsussex.gov.uk)

-Phone: 01273 335551

-Write to: Library Survey, FREEPOST NAT20637, County Hall, Lewes, East Sussex, BN7 1BR

### What happens next?

A report containing the results of this survey, other relevant information and recommendations for change will be considered by senior managers and Councillors. Any proposals for changes to services will be consulted on further before any decisions are made.

## Using the library service and what it has to offer

**Q1** How often have you used the library service in the last 12 months? (This includes branch libraries in towns and villages, a mobile library or the mobile Council office). Please select one answer

- I haven't (please go to Q16)
- At least once in the last year
- At least once in the last six months
- At least once in the last three months
- At least once in the last month
- At least once in the last week
- I use it daily

**Q2** How do you use the library service at the moment? Please select all that apply

- I use the library closest to my home
- I use the library in the town where I do my shopping
- I have books etc delivered by the home library service
- I use the E-library ([eastsussex.gov.uk/elibrary](http://eastsussex.gov.uk/elibrary))
- I use the library closest to my work
- I use a mobile library
- I use the mobile Council office
- A family member, friend or helper uses the library service on my behalf

**Q3** Do you regularly visit a particular library in East Sussex? If so please tell us which one(s). Please select all that apply

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Battle       | <input type="checkbox"/> Newhaven            |
| <input type="checkbox"/> Bexhill      | <input type="checkbox"/> Ore                 |
| <input type="checkbox"/> Crowborough  | <input type="checkbox"/> Peacehaven          |
| <input type="checkbox"/> Eastbourne   | <input type="checkbox"/> Pevensey Bay        |
| <input type="checkbox"/> Forest Row   | <input type="checkbox"/> Polegate            |
| <input type="checkbox"/> Hailsham     | <input type="checkbox"/> Ringmer             |
| <input type="checkbox"/> Hampden Park | <input type="checkbox"/> Rye                 |
| <input type="checkbox"/> Hastings     | <input type="checkbox"/> Seaford             |
| <input type="checkbox"/> Heathfield   | <input type="checkbox"/> Uckfield            |
| <input type="checkbox"/> Hollington   | <input type="checkbox"/> Wadhurst            |
| <input type="checkbox"/> Langney      | <input type="checkbox"/> Willingdon          |
| <input type="checkbox"/> Lewes        | <input type="checkbox"/> Mobile Library*     |
| <input type="checkbox"/> Mayfield     | <input type="checkbox"/> Mobile Office stop* |

\*Please provide details of where the Mobile Library or Office stops are:

**Q4 Why do you visit this particular library?** Please select all that apply

- |  |   |
|--|---|
| <input type="checkbox"/> Choice of books that are available (adults and/or childrens)  | <input type="checkbox"/> There is a welcoming and friendly atmosphere |
| <input type="checkbox"/> Choice of other media that's available (CDs/DVDs/Audio books) | <input type="checkbox"/> It is a safe place                           |
| <input type="checkbox"/> Internet access   | <input type="checkbox"/> It is a family friendly place                |
| <input type="checkbox"/> Enquiry service   | <input type="checkbox"/> To meet other people                         |
| <input type="checkbox"/> To read newspapers and magazines                              | <input type="checkbox"/> Help from library staff                      |
| <input type="checkbox"/> To find out about local and family history                    | <input type="checkbox"/> Help to use a computer                       |
| <input type="checkbox"/> To take part in events and activities                         | <input type="checkbox"/> Learndirect course                           |
|  | <input type="checkbox"/> Other, please provide details                |

**Q5 If you use the mobile library why is this?** Please select all that apply

- Choice of books that are available (adults and/or childrens)
- Choice of other media that's available (CDs/DVDs/Audio books)
- To meet other people
- To find information
- Enquiry Service
- Help from library staff
- The mobile library is convenient for me to access
- I cannot easily access library branches due to mobility difficulties
- I cannot easily access library branches due to lack of transport
- Other, please provide details

**Q6 How many Library books/audio books do you read a week?** Please select one answer

- |                            |                            |                            |   |
|----------------------------|----------------------------|----------------------------|---|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 3 | <input type="checkbox"/> 5 | <input type="checkbox"/> More than 6,<br>please tell us how<br>many |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 4 | <input type="checkbox"/> 6 |   |

**Q7 What factors affect the number of library books/audio books you read?**

Please select all that apply

- |   |  |
|---|--|
| <input type="checkbox"/> The time I have to read          | <input type="checkbox"/> I find it difficult to hold a book  |
| <input type="checkbox"/> I have difficulty carrying books | <input type="checkbox"/> The frequency I can visit a library |
| <input type="checkbox"/> There is not enough choice       | <input type="checkbox"/> Other, please provide details       |

**Q8 Is the mobile office the only way you can access computers?**

Please select one answer

- |                              |                             |  |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

**Q9 How often do you visit ...**

	Every day the library is open	More than once a week	Fortnightly	Every 3 weeks	Monthly	Every 3 months	Less often
A branch library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The mobile library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The mobile office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q10 Do you borrow books on behalf of another person or people?**

Please select one answer

- Always  Sometimes  Never

**Q11 What is their relationship to you? Please select all that apply**

- Family member or relative  
 Friend or neighbour  
 Other

**Q12 Why do you borrow books on their behalf?**

**Q13 How do you travel to the library(s) that you visit? Please select all that apply**

- on foot  
 by bus  
 by community transport  
 by train  
 by private car (driver)  
 by private car (passenger)  
 by taxi  
 by motorbike or scooter  
 by bicycle  
 other, please provide details

**Q14 Why do you travel this way?**

**Q15 Do you visit any of the following when you visit the library?**

Please select all that apply

- Supermarket/shops
- Post Office
- Doctor or Dentist
- Community Centre
- Other personal services (e.g. hairdresser, opticians, solicitors)
- Gym
- Cafe or restaurant
- Prefer not to say
- Other, please provide details

**Q16 If you don't use the library service why is this? Please select all that apply**

- Opening hours are not convenient
- Parking is difficult
- There isn't a library close to where I live
- I have difficulty visiting my library for health reasons
- The charges for borrowing CDs/DVDs/Audio books are too high
- The fines for overdue books are too high
- The service was too slow
- Staff were unhelpful
- I have stopped studying
- The frequency or time of mobile visits is not convenient
- I can't carry books/audio books home
- The library does not have what I want
- Other, please provide details

**Q17 Do you have a computer at home? Please select one answer**

- Yes                       No                       Prefer not to say

**Q17a If yes, do you use this computer to access the internet? Please select one answer**

- Yes                       No                       Prefer not to say

**Q18 Would you like to order library books online? Please select one answer**

- I already order library books online
- I would like to order library books online
- I wouldn't like to order library books online

**Q19 Would you be interested in downloading library books online (for example e-books available in written or spoken formats)?** Please select one answer

- I already order e-books online
- I would be interested in ordering e-books online
- I would not be interested in ordering e-books online

**Q20 Do you purchase goods or services online?** Please select one answer

- Regularly
- Sometimes
- Never
- Prefer not to say

**Q21 Thinking about the library services we may be able to offer in the future, which of the following options would you use to access library services?**

Please select all that apply

- Collect items you have reserved from a community venue (e.g. village hall, shop or post office)
- Choose items from a small selection that is held at a community venue
- Home delivery of items you have requested (this may incur a small charge)
- Home library service (delivered free if you have mobility difficulties or caring responsibilities)
- Loan of e-book reader and help to use it (this may incur a charge)
- Travel to a library with a volunteer driver or other community transport service
- Other, please provide details

**Q22 Would you be interested in helping to increase access to library services in any of the following ways as a library volunteer?** Please select all that apply

- Deliver books to people who are housebound or carers
- Be a volunteer driver to take people to and from a library
- Support a local bookdrop location where people can pick up reserved books
- Support a local collection of books from which people can choose
- Support a volunteer run service in your area with help from the Library and Information Service
- Promote library services in your local area

If you are interested in volunteering please answer yes to Q31 and provide your contact details.



**About you**

We want to make sure that everyone is treated fairly and equally and that no one gets left out. That's why we ask you these questions. We won't share the information you give us with anyone else. We will only use it to help us make decisions and make our services better.

**If you would rather not answer any of these questions, you don't have to.**

**Q23 Are you.....?** Please select one answer

- Male  Female  Prefer not to say

**Q24 Do you identify as a transgender or trans person?** Please select one answer

- Yes  No  Prefer not to say

**Q25 How old are you?** Please select one answer

- under 18  25 - 34  45 - 54  60 - 64  75+  
 18 - 24  35 - 44  55 - 59  65 - 74  Prefer not to say

If you are under 18, how old are you?

**Q26 What is your postcode?**

**Q27 To which of these ethnic groups do you feel you belong?** (source: 2011 census)

Please select one answer

- |  |   |
|--|---|
| <input type="checkbox"/> White British                   | <input type="checkbox"/> Asian or Asian British Pakistani   |
| <input type="checkbox"/> White Irish                     | <input type="checkbox"/> Asian or Asian British Bangladeshi |
| <input type="checkbox"/> White Gypsy/Roma                | <input type="checkbox"/> Asian other*                       |
| <input type="checkbox"/> White Irish Traveller           | <input type="checkbox"/> Black or Black British Caribbean   |
| <input type="checkbox"/> White other*                    | <input type="checkbox"/> Black or Black British African     |
| <input type="checkbox"/> Mixed White and Black Caribbean | <input type="checkbox"/> Black other*                       |
| <input type="checkbox"/> Mixed White and Black African   | <input type="checkbox"/> Arab                               |
| <input type="checkbox"/> Mixed White and Asian           | <input type="checkbox"/> Chinese                            |
| <input type="checkbox"/> Mixed other*                    | <input type="checkbox"/> Prefer not to say                  |
| <input type="checkbox"/> Asian or Asian British Indian   | <input type="checkbox"/> Other ethnic group*                |

\*If your ethnic group was not specified in the list please describe your ethnic group.

The Equality Act 2010 describes a person disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

**Q28 Do you consider yourself to be disabled as set out in the Equality Act 2010?**

Please select one answer

- Yes  No  Prefer not to say

**Q28a** If you answered yes to Q28, please tell us the type of impairment that applies to you. You may have more than one type of impairment, so please select all that apply. If none of these apply to you please select other and write in the type of impairment you have.

- |  |  |
|--|--|
| <input type="checkbox"/> Physical impairment   | <input type="checkbox"/> Mental health condition       |
| <input type="checkbox"/> Sensory impairment (hearing and sight)  | <input type="checkbox"/> Learning disability           |
| <input type="checkbox"/> Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy | <input type="checkbox"/> Prefer not to say             |
|  | <input type="checkbox"/> Other, please provide details |

**Q29** Do you regard yourself as belonging to any particular religion or belief?  
Please select one answer

- Yes                                       No                                       Prefer not to say

**Q29a** If you answered yes to Q29 which one? Please select one answer

- |                                    |                                 |                                 |   |
|------------------------------------|---------------------------------|---------------------------------|---|
| <input type="checkbox"/> Christian | <input type="checkbox"/> Hindu  | <input type="checkbox"/> Muslim | <input type="checkbox"/> Any other religion, please provide details |
| <input type="checkbox"/> Buddhist  | <input type="checkbox"/> Jewish | <input type="checkbox"/> Sikh   |   |

**Q30** Are you... Please select one answer

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Bi/Bisexual           | <input type="checkbox"/> Gay woman/Lesbian | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Heterosexual/Straight | <input type="checkbox"/> Gay Man           | <input type="checkbox"/> Prefer not to say |

### Your consent

As part of our commitment to developing library services that meet the needs of all people in East Sussex we may need to contact you again to discuss your comments in more detail. If you are happy for us to contact you again please tick the box below. Please be assured that your contact details will only be used by East Sussex County Council and will not be shared with any third parties unless we are required by law to do so. Please include your email address if you have one and are happy to receive electronic communications from us.

**Q31** Are you happy to be contacted again by East Sussex County Council to discuss your responses in more detail. Please select the relevant box below:

- Yes, I am happy to be contacted again     No, I do not want to be contacted again

**Q32** Email address:

**Q33** Name & title:

**Q34** Home address:

**Q35** Postcode:

## Working with us to deliver library services

We are reviewing several areas of the library service to make sure that we are providing the best service at the best price, in the right place at the right time for our residents. We need your views to continue to improve the service and help us build a library network that meets the challenges of the years to come.

The Library and Information Service are committed to providing an excellent service to the people of East Sussex. We provide a customer focused and cost-effective service which responds to the changing needs of our county.

We are investing in your library service, there are new libraries scheduled for Hastings and Seaford over the next few years and in 2011 we opened new libraries in Rye, Wadhurst and Forest Row.

The areas that we are reviewing are:

- services to rural areas
- mobile libraries and the mobile office
- libraries within a five mile radius of central Eastbourne.

We want to know whether local organisations would like to work with us to improve access to services. This could be helping us to promote our services, providing a location or volunteers for local pickup points or collections of books at a community location. You may be looking to make a bigger commitment and provide a volunteer run service in your own community if you do not already have one and we can support you to do this.

We would like to hear the views of as many local councils, community or voluntary groups and small businesses as possible. We are committed to providing an excellent service and we need your help to make sure we continue to improve. Please let us know how you would like to work with us.

The survey should take 10 minutes to complete. Please return your completed survey by **8th May 2012** to your local library, mobile library, mobile office or the freepost address below.

If you would like a copy of this survey in a different format such as large print, Braille or in a different language, please contact us:

-Email: [rem@eastsussex.gov.uk](mailto:rem@eastsussex.gov.uk)

-Phone: 01273 335551

-Write to: Library Survey, FREEPOST NAT20637, County Hall, Lewes, East Sussex, BN7 1BR

We will be in touch in June 2012 to discuss options further with those organisations who are interested.

**Q1 In which of these ways could we work together to provide library services for your local area?**  
If you are able to work with us please provide your contact details at the end of the survey.

- We can provide a bookdrop for return and collection of reserved items
- We can provide a location where books could be chosen from a limited selection
- We can provide volunteers to help support you to deliver library services in our local area
- We can help recruit volunteers to help support you to deliver library services in our local area
- We can promote library services to the people who live in our community
- We would like to provide a service that is run by volunteers and supported by the Library and Information Service
- Other, please specify

**Q2 If you were to work with us, how would this contribute to your organisational aims and objectives?**

**Q3 Which of these are currently available in your local area?** Please select all that apply

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Internet cafes      | <input type="checkbox"/> Voluntary or charitable organisations | <input type="checkbox"/> Shop/Post office            |
| <input type="checkbox"/> Social groups       | <input type="checkbox"/> Pub                                   | <input type="checkbox"/> Other, please specify below |
| <input type="checkbox"/> Community buildings |  |  |

**Q4 Are there any local groups/organisations/businesses that you know of who might be interested in working with us to deliver library services? If so please provide their details.**

**Q5 If you do not currently have a library service in your local area do you feel that there is a need to have this service provided?**

**Q6 Would your organisation be prepared to contribute to a library service in your area, either financially or by offering in kind resources?**

- Yes, financially       Yes, by offering in kind resources       No       Don't know

As part of our commitment to developing library services that meet the needs of all people in East Sussex we may need to contact you again to discuss your responses in more detail. Please provide your details:

**Q7 Which organisation are you answering on behalf of?**

**Q8 Your name & Job title:**

**Q9 Email address:**

**Q10 Telephone number:**