



Cabinet – 19 July 2016

Item 7 – Libraries Transformation Programme

Equality Impact Assessment Full Report

Consultation Analysis Full Report

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Cabinet 19 July 2016

Equality Impact Assessment

Project or Service Template

Name of the proposal, project or service
Proposed reduction to East Sussex library opening hours July 2016

File ref:		Issue No:	
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Part 1 – The Public Sector Equality Duty and Equality Impact Assessments (EIA)

1.1 The Council must have due regard to its Public Sector Equality Duty when making all decisions at member and officer level. An EIA is the best method by which the Council can determine the impact of a proposal on equalities, particularly for major decisions. However, the level of analysis should be proportionate to the relevance of the duty to the service or decision.

1.2 This is one of two forms that the County Council uses for Equality Impact Assessments, both of which are available on the intranet. This form is designed for any proposal, project or service. The other form looks at services or projects.

1.3 The Public Sector Equality Duty (PSED)

The public sector duty is set out at Section 149 of the Equality Act 2010. It requires the Council, when exercising its functions, to have “due regard” to the need to

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. (see below for “protected characteristics”

These are sometimes called equality aims.

1.4 A “protected characteristic” is defined in the Act as:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race (including ethnic or national origins, colour or nationality)
- religion or belief;
- sex;
- sexual orientation.

Marriage and civil partnership are also a protected characteristic for the purposes of the duty to eliminate discrimination.

The previous public sector equalities duties only covered race, disability and gender.

1.5 East Sussex County Council also considers the following additional groups/factors when carrying out analysis:

- Carers – A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. [Carers at the Heart of 21st Century Families and Communities, 2008]
- Literacy/Numeracy Skills

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- Part time workers
- Rurality

1.6 Advancing equality (the second of the equality aims) involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristic
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people including steps to take account of disabled people's disabilities
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low

NB Please note that, for disabled persons, the Council must have regard to the possible need for steps that amount to positive discrimination, to "level the playing field" with non-disabled persons, e.g. in accessing services through dedicated car parking spaces.

1.7 Guidance on Compliance with The Public Sector Equality Duty (PSED) for officers and decision makers:

1.7.1 To comply with the duty, the Council must have "due regard" to the three equality aims set out above. This means the PSED must be considered as a factor to consider alongside other relevant factors such as budgetary, economic and practical factors.

1.7.2 What regard is "due" in any given case will depend on the circumstances. A proposal which, if implemented, would have particularly negative or widespread effects on (say) women, or the elderly, or people of a particular ethnic group would require officers and members to give considerable regard to the equalities aims. A proposal which had limited differential or discriminatory effect will probably require less regard.

1.7.3 Some key points to note :

- The duty is regarded by the Courts as being very important.
- Officers and members must be aware of the duty and give it conscious consideration: e.g. by considering open-mindedly the EIA and its findings when making a decision. When members are taking a decision, this duty can't be delegated by the members, e.g. to an officer.
- EIAs must be evidence based.
- There must be an assessment of the practical impact of decisions on equalities, measures to avoid or mitigate negative impact and their effectiveness.
- There must be compliance with the duty when proposals are being formulated by officers and by members in taking decisions: the Council can't rely on an EIA produced after the decision is made.
- The duty is ongoing: EIA's should be developed over time and there should be evidence of monitoring impact after the decision.
- The duty is not, however, to achieve the three equality aims but to consider them – the duty does not stop tough decisions sometimes being made.

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- The decision maker may take into account other countervailing (i.e. opposing) factors that may objectively justify taking a decision which has negative impact on equalities (for instance, cost factors)

1.7.4 In addition to the Act, the Council is required to comply with any statutory Code of Practice issued by the Equality and Human Rights Commission. New Codes of Practice under the new Act have yet to be published. However, Codes of Practice issued under the previous legislation remain relevant and the Equality and Human Rights Commission has also published guidance on the new public sector equality duty.

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Part 2 – Aims and implementation of the proposal, project or service

2.1 What is being assessed?

a) Proposal or name of the project or service.

Proposed reduction to East Sussex library opening hours.

b) What is the main purpose or aims of proposal, project or service?

The East Sussex Library and Information Service (LIS) includes:

- 24 libraries across East Sussex
- an online e-library service
- a Mobile Library service
- the Schools Library and Museums Service (SLAMS)
- a Home Library Service
- the East Sussex Community Information Service (www.ESCIS.org.uk) website

The location of each of the 24 libraries is shown in Appendix 1 to this Equality Impact Assessment (EqIA).

The purpose of the proposals is to make a saving of approximately £500k a year from the cost of providing libraries by reducing opening hours. This is part of a total savings target for the library service of £2million through the Libraries Transformation Programme. The proposals are made in the context of changes in the way people use libraries, seen both nationally and locally, where access to library services online is increasing and the number of physical visits to library buildings is reducing.

Currently, opening hours for libraries in East Sussex range between 9 hours and 51.5 hours per week, depending on the size and location of the library. Opening hours have evolved over time in an uncoordinated way with some libraries having disproportionately long hours compared to the number of visitors or compared with other libraries in the County.

The proposals represent an overall reduction of around 25% to current opening hours in order to meet the required saving. Although opening hours would be shortened the same range of services would be provided as they are currently within each library. The e-library, Mobile Library, SLAMS and ESCIS services are not affected by the proposals. Individual school libraries are run by the school rather than the local authority and so are not affected.

From the outset, the approach to developing the opening hours proposals has been to treat individual libraries as fairly as possible, avoiding direct or indirect discrimination for individuals or local communities. Rather than implement a uniform reduction of 25% for every library it was recognised that this would have a disproportionate impact on users of smaller libraries in particular. Therefore, the proposals are unique to each library, with a reduction of between eight and 27% depending on their current opening hours.

If agreed, it is anticipated that the new library opening hours will be implemented by the end of 2016.

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c) Manager(s) and section or service responsible for completing the assessment

The Libraries Transformation Programme (LTP) Board has overseen development of the opening hours proposals and the EqlA. The Board comprises a range of senior managerial professionals from across East Sussex County Council with the Assistant Director for Communities, who has managerial responsibility for the Library and Information Service, as the Project Sponsor. Members of the Project Team, who undertake work on behalf of the Board, have developed the opening hours proposals. The EqlA was completed by the Project Manager (Strategic Commissioning) with a Senior Solicitor from the Council's Legal Services team.

2.2 Who is affected by the proposal, project or service? Who is it intended to benefit and how?

In 2015-16 there were 1.79 million physical visits to East Sussex libraries and 224,300 registered members of the library service. There were around 68,500 active library users, those who have borrowed or renewed a book in the past 12 months. There are many more users who visit libraries to make use of other provisions and services, but may not borrow books.

The proposed reduction to opening hours has the potential to affect anyone who visits or wishes to visit a public library in East Sussex. By developing detailed proposals for each library the intention has been to minimise the likely impact based on what we know about current library users and usage. It is also an opportunity to promote growth aspects of the service such as e-materials (e-books, e-audiobooks and e-magazines) which would help reduce the impact on users by reducing the reliance on physical visits to libraries.

Data from our library management system and visitor counting equipment shows that between 86% and 91% of visits to libraries, use of library computers and WiFi, and loans, renewals and returns of items take place between 10.00am and 5.00pm. The proposed changes would enable people to continue to use their library at varied times throughout the week from Monday to Saturday within the core hours of 10.00am to 5.00pm. In addition, for those libraries that are currently open later than 5.30pm, people would be able to continue to use these until 6.00pm on one evening per week. The exception to this is Ringmer, where the results of the consultation suggested that the library would be better used on Saturday and at other times in the week rather than during the evening. Most library users are retired, unemployed or work part time, and 95% of customers do not use the library every day.

The proposed opening hours reduction will also have an impact on staffing within the library service. This is expected to be a reduction of around 30 Full Time Equivalent (FTE) posts. It is anticipated that the level of redundancies will be reduced through consideration of Voluntary Severance requests as well as the ending of temporary staffing arrangements put in place until the outcome of the Cabinet decision is known. However, some redundancies are still anticipated. If the proposals are agreed, a formal staff consultation will be undertaken prior to any changes being made to the staffing structure.

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2.3 How is, or will, the proposal, project or service be put into practice and who is, or will be, responsible for it?

The opening hours proposals were developed by the Libraries Transformation Programme Board and Project Team. Draft proposals were developed based on a detailed analysis of library service data on current library usage and an assessment of local need and demand for services. In December 2015 Cabinet agreed the draft proposals for public consultation. Following the Opening Hours Consultation the draft proposals have been amended for ten out of the 24 libraries, based on the results of the consultation and analysis of further data.

Implementation of the amended proposals is subject to Cabinet agreement on 19 July 2016. If agreed, it is the responsibility of the Libraries Transformation Programme Board and the Library and Information Service to implement the proposed changes. It is intended that the new library opening hours would be implemented by the end of 2016.

Effective communication of the new opening hours and corresponding mitigations would be important to successful implementation, ensuring the minimum impact for library users. Although the library service has full responsibility for the implementation of the proposals, other Council departments, public and community and voluntary sector partners would also be important channels of publicity about the new hours.

2.4 Are there any partners involved? E.g. NHS Trust, voluntary/community organisations, the private sector? If yes, how are partners involved?

The Library and Information Service works with a range of different public and community and voluntary sector partners who provide services through libraries, including drop-in advice sessions (e.g. Citizens Advice Bureau), formal training programmes (e.g. ACRES) and events. The library service also works with East Sussex County Council Adult Social Care, Public Health and Children's Services departments and also District, Borough and Parish Councils to provide services in communities through libraries

2.5 Is this proposal, project or service affected by legislation, legislative change, service review or strategic planning activity?

The legislation governing the East Sussex Library and Information Service is the Public Libraries and Museums Act 1964. Section 7 (1) sets out the following duty:

"It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof".

The Opening Hours Consultation, Rationale and Impact Assessment and EqIA have been undertaken before any changes to opening hours are introduced to ensure that a clear evidence base is provided and our statutory responsibilities are adhered to.

2.6 How do people access or how are people referred to your proposal, project or service? Please explain fully.

The Library and Information Service is available to everyone who lives, works or studies in East Sussex. It is free to join, borrow books, use computers and attend the majority of events for adults and children. The service is routinely promoted by ESCC, by partners in the public and community and voluntary sectors, and by the community more widely.

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2.7 If there is a referral method how are people assessed to use the proposal, project or service? Please explain fully.

Within the library service is a Home Library Service. This is managed by library staff and provided by volunteers for library users who cannot easily reach a library because they are disabled or frail or because they are caring for someone who cannot be left. Users who request the Home Library Service or who are referred by friends or family receive tailored materials according to their needs, delivered to their home.

2.8 How, when and where is your proposal, project or service provided? Please explain fully.

Appendix 3 to the 19 July Cabinet report on Library Opening Hours Proposals shows the current opening hours for all libraries, draft proposals for reduced opening hours and final amended proposals following public consultation, for consideration at the Cabinet meeting on 19 July 2016.

The location of each of the 24 libraries is shown in Appendix 1 to this Equality Impact Assessment (EqIA).

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Part 3 – Methodology, consultation, data and research used to determine impact on protected characteristics.

3.1 List all examples of quantitative and qualitative data or any consultation information available that will enable the impact assessment to be undertaken.

Types of evidence identified as relevant have X marked against them			
	Employee Monitoring Data		Staff Surveys
X	Service User Data		Contract/Supplier Monitoring Data
X	Recent Local Consultations		Data from other agencies, e.g. Police, Health, Fire and Rescue Services, third sector
X	Complaints		Risk Assessments
X	Service User Surveys	X	Research Findings
X	Census Data	X	East Sussex Demographics
X	Previous Equality Impact Assessments	X	National Reports
X	Other organisations Equality Impact Assessments	X	Any other evidence?

3.2 Evidence of complaints against the proposal, project or service on grounds of discrimination.

Library and Information Service records show that there have not been any service complaints over the past three years relating to discriminatory aspects of the current opening hours. Comments received by the library service about opening hours have been reviewed in the context of finalising the opening hours proposals and completing this EqIA.

Respondents to the Opening Hours Consultation were asked whether they would still be able to use libraries during the proposed new hours and, if not, to provide information about why. Respondents were also asked to provide personal information, including information about protected and other characteristics (such as employment status) which has been used to analyse the impact for different groups in this EqIA.

3.3 If you carried out any consultation or research on the proposal, project or service explain what consultation has been carried out.

Draft proposals for changes to library opening hours were developed and presented to Cabinet in December 2015 based on a detailed analysis of library service data, library user survey results and comparator information, including:

- Analysis of current demand for library services, using data from the Library Management System (LMS) and visitor counters in libraries. This included an analysis of the time of day and week that customers visit each library, that the People's Network computers are used and that transactions are made (as the LMS can tell us when items are issued, renewed or reserved).

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- Analysis of the results of a statistically representative survey of 1,836 current library users carried out in June 2015. Two further rounds of the survey were undertaken in August/September (2,034 users) and December 2015 (1,883 users). The results of each round have been totalled and compared for trends.
- Consideration of national reports as well as changes to opening hours by comparable public library services. Local authorities with broadly similar opening hours to East Sussex libraries have reduced opening hours by approximately 10% to 25% in recent years, in response to patterns of usage and as part of wider cost savings. Devon County Council, for example, reduced opening hours by 17% and Cornwall by 24%.

Following agreement by Cabinet in December 2015, a 12 week public consultation on the draft opening hours proposals was undertaken between 11 January and 3 April 2016. Paper questionnaires were available in all East Sussex libraries as well as an online version via the council's 'Have your say' website.

The Opening Hours Consultation was publicised as follows:

- ESCC website banners with a link to the online consultation questionnaire
- Paper copies of the questionnaire in all libraries, with pop-up stands to draw attention to the questionnaire and encourage people to complete it
- Library staff were available to explain the proposals to customers and help them complete the questionnaire if they required help
- Bookmarks with details of how to comment on the proposals online were distributed when issuing library books
- Copies of the questionnaire were available in a different format or another language on request
- Social media activity through the Council's Facebook and Twitter presence
- Bus adverts on key County routes
- A piece in Your County magazine delivered to 238,000 homes in East Sussex
- An article in the Library e-newsletter sent to 70,000 registered East Sussex library users
- E-mails sent to schools and young people's organisations with a link to the online consultation questionnaire (Virtual Schoolbag and SPARK)
- E-mails sent to Adult Social Care forums (LGBT, BME and older people)
- Letters sent to stakeholders, including District, Parish and Town Councils and library volunteers
- Press and local media coverage

A total of 2,970 people responded to the Opening Hours Consultation. Analysis of the results and evidence of impact has informed the amended opening hours proposals and this EqIA.

An additional survey of 1,148 late afternoon and evening library users was undertaken in March and April 2016, during term time and school holidays, from 4.00pm until closing time across all libraries with late opening. The evening survey was developed to determine the specific impact of the proposals on groups who use the library during evening hours. The particular emphasis was to establish the extent to which school children and young people use libraries for homework or study and people who work full-time make use of libraries outside of the proposed core hours of 10.00am to 5.00pm

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3.4 What does the consultation, research and/or data indicate about the positive or negative impact of the proposal, project or service?

The Library and Information Service is a free, universal service with a very large registered membership and high numbers of active users. There is no single, complete profile of library users. We consider that the picture of current users we have compiled from existing and new sources of data provides us with a very good indication of the impact of the proposals. The results of the Opening Hours Consultation give us the fullest indication of impact on users and are considered to be representative of adult library users as a whole.

Where there was a particular concern about the potential impact of the proposals on children and young people, who are not included in library surveys generally and were under-represented in the Opening Hours Consultation responses, we undertook the evening survey to make sure we understood the complete profile of late afternoon and evening usage across the library network. In addition Takeover Day and the Youth Cabinet presented opportunities to engage with young people about the draft proposals directly.

70.5% of all people who replied to the Opening Hours Consultation said they would still have access to a library if the proposed 25% reduction to opening hours were implemented, 12.8% said they would not and 16.7% did not answer this question. If those who did not answer are excluded from the analysis, 84.6% of respondents said they would still have access to a library and 15.4% would not.

Although the Opening Hours Consultation indicated that 15.4% of overall library users would no longer have access to a library, library service data nonetheless shows that between 86% and 91% of visits to libraries, use of library computers and WiFi, and loans, renewals and returns of items take place between 10.00am and 5.00pm. Therefore the actual impact of the proposals may be lower than the consultation results suggest, particularly given that amendments have been made to 11 out of the 24 draft proposals based on public feedback to the consultation.

The EqIA finds that the impact of the proposals is most likely to occur where groups of people have less flexibility than others over when they are able to visit libraries. Three main groups were identified for whom this applies; people who work full-time, children and young people in full-time education, and people with a disability (specifically where they rely on assistance to travel to a library or to access services in the library). The results of the Opening Hours Consultation suggest that those who work full-time are the most affected because of their inability, as a whole, to use the library during the core hours of 10.00am to 5.00pm on weekdays. However, we know from the analysis of the consultation results and the evening surveys that the level of impact for all of these groups is likely to be relatively small, which is explained in more detail in this EqIA.

Where impacts do occur, we have set out clearly the mitigations that would be available so that people can still access library services, either in-library at alternative times or remotely, online, without the need to visit. The Home Library Service would allow those users with very specific needs, such as disability or caring responsibilities, to receive library services to their home.

We propose to monitor the impact of the proposed reductions on library users following implementation to fully understand the true picture. Evidence of positive or negative aspects of the proposed reductions will be considered as we continue our Libraries

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Transformation Programme, through the development of our Strategic Commissioning Strategy which will determine future provision of the library service as a whole.

We believe that the proposals are proportionate and fair, both in the contribution that they will make to the overall savings the Council needs to deliver, and in the way that we would reduce opening hours at each library across the County. We consider that the proposals will enable us to continue to provide a comprehensive and efficient library service, according to our statutory duty.

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Part 4 – Assessment of impact

4.1 Age: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Table 1: Population estimates, East Sussex and District (Percentage)

Age	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Under 16	17.1	17	18.6	17.4	15.1	17.3
16-24	9.5	10.8	10.9	9.1	8.6	8.9
25-34	9.8	11.6	12.1	9.6	7.7	8.6
35-44	11.2	11.7	12.4	11.4	9.3	11.2
45-54	14.7	13.4	14.8	15	14.2	15.4
55-64	13	11.6	12.2	13.2	14.3	13.5
65-74	12.8	11.5	10.4	12.5	15.9	13.5
75-84	8	8	5.6	7.9	9.9	7.9
85+	3.9	4.4	2.8	3.9	5.1	3.6
Total	100	100	99.8	100	100.1	99.9

Source: 2014, ONS mid-year estimates, East Sussex in Figures

Note that totals in this table do not add up to 100% due to rounding

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 2: Age of respondents to Library Opening Hours Consultation compared to the population of East Sussex (Percentage)

Age	Opening Hours Consultation	Library Evening Survey	East Sussex population
Under 16	0.7	5.6	17.1
16 – 24	1.2	4.4	9.5
25 – 34	3.5	7.0	9.8
35 – 44	8.7	14.4	11.2
45 – 54	11.6	17.4	14.7
55 – 64	18.0	20.6	13
65-74	26.8	20.2	12.8
75-84	13.7	7.7	8
85+	3.6	1.3	3.9
Prefer not to say/ no answer	12.1	1.5	-
Total	99.9	100.1	100

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Source: Library Opening Hours Consultation, ESCC, January to April, 2016; Library Evening Survey, ESCC, March and April, 2016; ONS mid-year estimates, 2014

Note that totals in this table do not add up to 100% due to rounding

There is no single, reliable profile of age for library users. The results of the Opening Hours Consultation are considered to give a broadly proportionate representation of adult users, those aged 16 and over, when compared with other library surveys.

44.1% of respondents to the Opening Hours Consultation were aged 65 and over, which is significantly higher than the population of East Sussex as a whole (24.7%). This figure is closely comparable to other recent surveys of library users and confirms that libraries have a disproportionately high number of older service users. 43% of respondents were aged between 16 and 64 which is lower than the local population (58.2%), although this figure is around 10% lower than other library surveys.

Efforts were made to promote the Opening Hours Consultation to children and young people through professionals' networks. However, under 16s were under-represented in the results, accounting for only 0.7% of respondents, where library service data indicates that children and young people (aged 19 and under) represent 35% of active library users. Nonetheless, many adults responding to the consultation did represent the needs of children and young people in their comments.

The number of respondents aged under 16 increases to 5.6% in the evening library users survey. This survey was specifically designed to test for the impact of the proposals on children and young people using libraries after school for homework and study and the results are considered reliable.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

44.1% of people responding to the Opening Hours Consultation were aged 65 and over. The majority of respondents (47.7%) were also retired. Despite representing nearly half of all respondents, the results show that the proposed reductions to library opening hours have a significantly lower impact for this age group than for other age groups (see Figure 1 on page 52).

43% of people responding to the Opening Hours Consultation were aged between 16 and 64. 12.5% were in full-time employment. The results show that the proposed reductions to library opening hours have a greater impact for this age group, and for age groups between 16 and 44 in particular. Those who are in full-time employment are also more affected than other employment groups (see Figure 2 on page 53).

The results of the evening survey show that 5.6% of evening library users were under 16 and 10% were aged between 16 and 25. 8.5% were students and only 2% said that study was the main reason for their visit. Most evening library users (41%) were older users aged 55 to 74. 61% were either retired, unemployed, working part-time or were students. Almost 80% of those interviewed said they would still be able to use libraries during the proposed opening hours. Therefore there is very little evidence that reducing evening opening hours would have a disproportionate impact on young people using the library for homework or as a quiet study space or on full-time workers, although it may nonetheless have an impact on some people.

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A further discussion with members of the Youth Cabinet showed that, although only a very small sample, their needs would still be met within the proposed opening hours, where five out of six members who currently use libraries would not be affected by the changes. School pupils also gave their views on the opening hours proposals at Takeover Day. At both these sessions there was a view that libraries should open later in the morning in order to stay open later in the afternoon and evening to allow young people to access them during the week; 11.30am to 5.30pm being suggested at Takeover Day. While we are keen to make sure that young people's needs are met, we know from our analysis that routinely opening libraries later in the morning would have a negative impact on more users than the additional users it would generate in the evening. We also know from the evening survey there are not large numbers of young people using libraries after school.

Nonetheless, through both these sessions young people have provided a range of important views about how libraries could provide better for their needs. These will be taken into account and looked at in more detail as the Strategic Commissioning Strategy for the library service is developed.

d) What is the proposal, project or service's impact on different ages/age groups?

The impact of the proposals on different age groups is largely dependent on the flexibility they have over when they are able to visit the library, which is itself dependent on the likelihood that they are in full-time employment or study. Retired people, or people over the age of 65, have greater flexibility over when they can visit the library. Therefore, the impact of the proposed changes to opening hours is significantly less for this group.

The impact of the proposals is greater for those who are between 16 to 64 years of age. Those in this age group are more restricted as to when they can use the library due to employment status and also other commitments, often family dependencies. Those who work full time are most affected, but those in all other forms of employment or study are also more affected than those who are retired or are unemployed.

Although children and young people aged under 16, i.e. in full time education, have less flexibility than some other groups over when they can visit the library they are able to use libraries for a period after school and on Saturdays. They also may have additional access to school libraries where these are provided as well as public libraries. They are also able to visit libraries more frequently during school holidays,

e) What actions are to/or will be taken to avoid any negative impact or to better advance equality?

For the protected characteristic of age we have identified that people in full-time employment are most affected by the proposals and to a lesser extent those in other employment groups or who study. Although the evening survey and discussions with children and young people have not established any evidence to suggest that they are more affected than other age groups, we remain conscious of the potential for impact. We consider that the mitigations provided by the proposed opening hours and online access to library services through the e-library, described in detail below, provide suitable provision for those library users who have less flexibility than others over when they are able to visit libraries.

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f) Provide details of any mitigation.

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are least used. Detailed analysis of current library usage has identified that between 86% and 91% of transactions, visits and library usage take place between 10.00am and 5.00pm. Therefore it is proposed that there will be no provision before 10.00am and a reduced level of provision after 5.00pm.

To reduce any potential of a negative impact for full-time workers and school age children and young people, 11 of the 12 libraries that are currently open until 5.30pm on at least one evening per week, would be open until 6.00pm on a Thursday. Having a consistent day for late opening across libraries is intended to make it easier for library users to remember and to coincide with late night shopping. At Ringmer, as a result of the public consultation, evening provision would be removed to create opening hours at other times in the week. Seaford Library would open until 6.00pm on a Thursday where currently there is no late evening. Many libraries will remain open at lunchtimes.

It is proposed that all 23 libraries which currently open on Saturday would remain open. This is to ensure access for those library users who cannot access services from Monday to Friday or those who wish to have additional access at the weekend. As a result of the public consultation it is proposed that Ringmer, the only library currently without any Saturday provision, would now open between 10.00am and 12.00pm, meaning that every library would open for some hours on a Saturday. We will still provide 73 hours per week of library opening across the County after 4.00pm on weekdays that will be available to all users including school children and young people and 127.5 hours of library opening on a Saturday.

The e-library service allows users to access library services without the need to physically visit a library and is not affected by the proposed reduction to library opening hours. The e-library allows library members and non-members alike to browse the library catalogue. Registered library members can access the full range of online services 24hrs per day, including downloading e-books, e-audiobooks, e-magazines and a range of free online reference materials.

Enquiries can also be made to the library service online 24 hours a day or by telephone between 10.00am and 5.00pm Monday to Saturday, except for Thursday 10.00am to 6.00pm, under the proposed new hours. Renewals are available online or by an automated telephone service, with a library membership number and PIN, 24 hours a day.

To ensure that library users know how to use the e-library, training is provided for free in libraries as part of a wider computer training and advice offer by staff and volunteers. Library users can learn to access the e-library using either the People's Network computers, provided in all libraries, or by using their own devices. Computer advice is available on Saturdays as well as weekdays in some libraries. There are also easy to follow online guides to the e-library.

If the proposals are agreed, the new opening hours would be clearly publicised in all libraries so that customers are aware of the changes in advance of and following implementation. Other channels of promotion would include the council's website, the e-library, social media, the library e-newsletter to 70,000 registered users, public and community sector partners, as well as press releases to the local media and a feature in Your County magazine. The availability of the e-library, and of help to use it, would be

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promoted alongside the new opening hours to increase take up as a way to mitigate any negative impact, offering library users a convenient way to access library services remotely as part of a modern library service.

g) How will any mitigation measures be monitored?

If the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users, including age.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.2 Disability: Testing of disproportionate, negative, neutral or positive impact.**a) How is this protected characteristic reflected in the County /District/Borough?**

Table 3: Residents with limiting long-term illness, East Sussex and District (Percentage)

Disability	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
People with long-term health problem or disability	20.3	21	22.1	19.5	23.4	17.5
Day-to-day activities limited a little	11.2	11.3	11.5	10.9	12.8	10.2
Day-to-day activities limited a lot	9.2	9.7	10.6	8.7	10.7	7.3
People without long-term health problem or disability	79.7	79	77.9	80.5	76.6	82.5
Total	100	100	100	100	100	100

Source: Census, 2011, East Sussex in Figures

Note that the totals (100%) are the sum of people with and without a long-term health problem or disability, i.e. the sum of the figures in black.

b) How is this protected characteristic reflected in the reflected in the population of those impacted by the proposal, project or service?

Table 4: Respondents to Library Opening Hours Consultation with a disability compared to the population of East Sussex (Percentage)

Disability	Opening Hours Consultation	East Sussex population
No	72.8	79.7
Yes	13.7	20.3
Prefer not to say/ no answer	13.6	-
Total	100.1	100

Source: Library Opening Hours Consultation, ESCC, January to April 2016 and Census, 2011

Note that totals in this table do not add up to 100% due to rounding

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13.7% of respondents to the Opening Hours Consultation identified themselves as having a disability, which is less than population of East Sussex as a whole where 20.3% of people have a long-term health problem or disability. This figure is slightly higher compared to other recent surveys of library users but is considered representative of library users.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

The results of the Opening Hours Consultation show that most people who would be unable to use a library during the proposed hours do not have a disability, around five times as many as those with a disability (see Figure 3 on page 54). However, respondents with a disability are proportionately more affected than those without (16.7% with a disability compared to 11.3% without).

Most of those respondents with a disability who would be affected identified themselves as having a physical impairment. However, mental health conditions, long standing illness and, to a lesser extent, sensory impairment, learning disability or other disabilities are all represented (see Figure 4 on page 55).

d) What is the proposal, project or service's impact on people who have a disability?

There is the potential for anyone with a disability who is reliant on the assistance of someone else to access a library, a helper or carer, to be affected if the helper is not available during the proposed opening hours. This may involve transport to the library or assistance to access services within the library.

Analysis of the consultation results has been undertaken to determine whether there is any evidence to support this. 46 people who said that they would not be able to use the library during the new hours identified that they have a disability. 19 of these made comments about the nature of the impact of the proposals on them and only in one instance was their reliance on a lift referred to. Generally the comments made by this group seem to show that the impact was not necessarily directly related to needs arising from their disability but rather to their own availability to visit. Therefore the general mitigations provided by the range of opening hours and the existing service provisions for people with disabilities are considered appropriate for this group.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

There are already provisions in place to ensure equal access to the library service for those with disabilities. The Home Library Service is a free service for people cannot easily use a library due to disability or frailty, or are caring for someone who cannot be left. The service would not be affected by the reduction in opening hours and would be promoted in a targeted way for disabled library users along with the general mitigations, to further avoid any negative impact. Targeted promotion would include the identification of individual needs and recommendations for tailored provision by library staff, as well as through specific services and forums for disabled or vulnerable people.

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f) Provide details of any mitigation.

Service provisions which will directly mitigate for reductions in opening hours for library users with a disability are as follows:

- A free Home Library Service for people cannot easily use a library due to disability or frailty, or are caring for someone who cannot be left. The Home Library Service is coordinated by libraries staff and provided by volunteers who collect materials from libraries and deliver them directly to service users' homes.
- Different categories of library membership are available for people with access needs, or those who care for others with access needs, which may include exemption from charges either for late items or reserving materials in accessible formats

Other service provisions which do not directly mitigate for reductions to opening hours but which, if promoted as part of coordinated package of provisions, may encourage users to access services independently at different times throughout the week, are as follows:

- All libraries are accessible by wheelchair with the exception of Pevensey Bay where reasonable adjustments for service accessibility have been made.
- Assistance dogs are welcome in libraries.
- Each library has a computer with a large screen, keyboard and trackball which can be used free of charge.
- All our computers have accessibility software to magnify text, read information on screen aloud and write letters and save them as MP3 audio files.
- Resources for people with a visual impairment, including large print books, audiobooks on CDs, Bookstart packs containing touch and feel books for young children, ClearVision books with Braille and printed text for children and audio described films on DVD or CD.
- Resources for people with a hearing impairment, including DVDs with subtitles and hearing loops at some libraries.
- Forms for bus passes for older and disabled people

Further details are provided on the Library and Information Service pages of the council's website, at the following web-address <https://new.eastsussex.gov.uk/libraries/library-services-for-people-with-disabilities/disabled-access/>

We recognise that the proposals have the potential to increase demand on accessibility provisions such as the Home Library Service. We asked respondents to the Opening Hours Consultation to register their interest in volunteering opportunities with the library service and received over 300 expressions of interest as a result. We are in the process of coordinating this new volunteer capacity and, along with the volunteers we already have, it provides us with the means, if necessary, to extend the Home Library Service or to provide other volunteer support for needs that may arise directly or indirectly as a result of changes to opening hours.

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further.

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Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats (such as large print and braille) and using different community forums and networks to distribute information for people with a range of needs.

g) How will any mitigation measures be monitored?

If the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users, including disability.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.3 Ethnicity: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County /District/Borough?

Table 5: Ethnic Group, East Sussex and District (Percentage)

Ethnicity	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All White	96	94.1	93.8	96.6	97.1	97.5
All Mixed	1.4	1.8	2.2	1.3	1.1	1
All Asian or Asian British	1.7	2.8	2.4	1.4	1.2	1.2
All Black or Black British	0.6	0.8	1.2	0.4	0.3	0.2
Other ethnic group	0.3	0.5	0.5	0.3	0.2	0.2
Total	100	100	100.1	100	99.9	100.1

Source: Census, 2011, East Sussex in Figures

Note that totals in this table do not add up to 100% due to rounding

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 6: Respondents to Library Opening Hours Consultation by ethnicity compared to the population of East Sussex (Percentage)

Ethnicity	Opening Hours Consultation	East Sussex population
White British	77.8	92
White other	4.9	5
Mixed	0.6	1
Black/Asia/Other	2.0	3
Prefer not to say/ no answer	14.6	0
Total	99.9	101

Source: Library Opening Hours Consultation, ESCC, January to April 2016 and Census, 2011

Note that totals in this table do not add up to 100% due to rounding

A majority (77.8%) of respondents to the Opening Hours Consultation identified themselves as White British. This is 14% lower than the population of East Sussex as a whole. Representation of other broad ethnicity groups among respondents is more in

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line with the local population. Almost 15% of people either preferred not to say or omitted to answer the question.

- c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?**

The results of the Opening Hours Consultation show that the number of people of other ethnicity groups are much less affected than those in the White British group (see Figure 5 on page 56). The greater impact on the White British group is considered to be a reflection of the general population of library users rather than any indication of disproportionate impact related to ethnicity.

- d) What is the proposal, project or service's impact on those who are from different ethnic backgrounds?**

There is not considered to be an impact for library users of the proposed changes to library opening hours based on ethnicity.

- e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

No specific actions are proposed, other than the general mitigations to avoid any negative impact.

- f) Provide details of any mitigation.**

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats (such as different languages) and using different community forums and networks to distribute information for people with a range of needs.

- g) How will any mitigation measures be monitored?**

As no specific mitigation measures have been identified there is no requirement to monitor them. However, if the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users, including ethnicity.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on

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commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.4 Gender/Transgender: Testing of disproportionate, negative, neutral or positive impact

a) How is this protected characteristic target group reflected in the County/District/Borough?

Table 7: Gender, East Sussex and District (Percentage)

Gender	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Male (%)	48.3	48.2	48.8	48.6	47.7	48.2
Female (%)	51.7	51.8	51.2	51.4	52.3	51.8
Total	100	100	100	100	100	100

Source: 2014, ONS mid-year estimates, East Sussex in Figures

Statistics about the number of transgender people are not available from the Census.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 8: Respondents to Library Opening Hours Consultation by gender compared to the population of East Sussex (Percentage)

Gender	Opening Hours Consultation	East Sussex population
Male	8.2	48.3
Female	59.1	51.7
Prefer not to say/ no answer	32.7	-
Total	100	100

Source: Library Opening Hours Consultation, ESCC, January to April 2016 and Census, 2011

Note that totals in this table do not add up to 100% due to rounding

A majority of respondents (59.1%) to the Opening Hours Consultation were female, which is higher than the population of East Sussex as a whole where females account for just over half the population (51.7%). Males appear to be significantly under-represented by comparison (8.2%), where they also account for almost half the local population (48.3%). However, a large percentage of people chose not to answer the question (32.7%). In the recent library user surveys and the PLUS survey, all carried out in 2015, the representation of males was significantly higher, 38% and 33% respectively, although still below the local population. Women are, therefore, considered more likely to use the library service than men.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

The results of the Opening Hours Consultation show that more women are affected by the proposals than men, with only a third of the number of males compared to females

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who would be unable to use a library (see Figure 6 on page 57). However, proportionately the impact is more comparable with 13.1% of all female respondents and 10.1% of all male respondents saying they would be unable to use a library.

d) What is the proposal, project or service's impact on different genders?

Women in East Sussex are less likely than men to be in full-time employment (see Table 16 on page 40), and therefore might be assumed to have greater flexibility over when they are able to visit a library. Women are, however, more likely to be taking care of the home or the family which may, in reality, reduce their opportunities to access the library.

Given that the impact is proportionately similar for males and females it may be that the greater impact for women is due to the fact that they account for a greater numbers of service users. No specific access issues have been identified for Transgender library users compared to other genders. No specific mitigations have therefore been identified according to gender.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No specific actions are proposed, other than the general mitigations to avoid any negative impact.

f) Provide details of any mitigation.

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

g) How will any mitigation measures be monitored?

As no specific mitigation measures have been identified there is no requirement to monitor them. However, if the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users, including gender.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as

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a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.5 Marital Status/Civil Partnership: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Table 9: Marital Status/Civil Partnership, East Sussex and District (Percentage)

Marital Status/Civil Partnership	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Single	29.1	33.3	36.5	28.7	24.7	24.9
Married	48.4	42.8	39.2	49.6	51.3	55.1
In a registered same-sex civil partnership	0.3	0.4	0.3	0.5	0.3	0.2
Separated	2.7	3	3.7	2.5	2.6	2.3
Divorced	10.7	11.5	12.8	10.2	10.3	9.4
Widowed	8.7	9.1	7.4	8.4	10.8	8.2
Total	99.9	100.1	99.9	99.9	100	100.1

Source: Census, 2011, East Sussex in Figures

Note that totals in this table do not add up to 100% due to rounding

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Information on the marital status or civil partnership of library users has not been analysed. A monitoring question about marital or civil partnership status was not included in the Opening Hours Consultation, as it is not considered to be relevant to library access.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

Library membership is issued on an individual basis. There is not considered to be any impact on the basis of marital or civil partnership status.

d) What is the proposal, project or service's impact on people who are married or same sex couples who have celebrated a civil partnership?

Library membership is issued on an individual basis. There is not considered to be any impact on the basis of marital or civil partnership status.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No specific actions are proposed, other than the general mitigations to avoid any negative impact.

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f) Provide details of any mitigation.

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

g) How will any mitigation measures be monitored?

As no specific mitigation measures have been identified there is no requirement to monitor them. However, if the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users, including marital and civil partnership status.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.6 Pregnancy and maternity: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Table 10: Pregnancy and maternity, East Sussex and District (Rate per 1,000 women)

Pregnancy and maternity	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All live births	59.5	62.2	64.3	56.9	57.1	57.1
Under 20	13.1	21.6	20.7	7.7	10.4	7.3
20-24	71.2	73.8	87.4	65.5	84.3	51.5
25-29	106.9	105.5	109.1	99.1	104.7	113.1
30-34	112.6	108	100.3	117.6	99.6	129.5
35-39	59.6	59.9	53.1	58.2	62.1	63.5
40 and over	14.4	10.1	15.5	16.6	14.4	15

Source: 2014, ONS Vital Statistics, East Sussex in Figures

Based on the numbers of births each year, it is estimated that in East Sussex, at any given time, there are likely to be:

- 2,700 women who are in their second or third trimesters of pregnancy;
- around 5,400 babies under the age of one; and
- a further 22,000 children of pre-school age.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

The results of the June 2015 library user surveys show that 3% (47 people) of library users in East Sussex were either pregnant or had been pregnant in the last year. A monitoring question about pregnancy or maternity was not included in the Opening Hours Consultation as it is not considered to be relevant to library access.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

There is not considered to be more of an impact in terms of access to the library on the basis of pregnancy and maternity. People on maternity leave (and paternity leave) would be likely to have more flexibility over when they are able to visit the library than others, so it is anticipated any impact would be largely reduced.

d) What is the proposal, project or service's impact on pregnant women and women within the first 26 weeks of maternity leave?

There is not considered to be any general impact in terms of access to the library on the basis of pregnancy and maternity. However, three Rhymetime sessions, out of 17 in

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total, take place at times when the libraries would be closed during the proposed hours. The libraries affected are Bexhill, Hailsham and Hampden Park. One Storytime session, out of 8 in total, is also affected at Hailsham.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

Given that there is not considered to be a disproportionate impact on general access to library services for people who are pregnant or on maternity leave no specific actions are proposed, other than the general mitigations to avoid any negative impact.

Rhymetime and Storytime sessions will continue to be provided in all libraries where they currently take place. A poll will take place with current users at each library to determine the most suitable alternative timing, prior to implementation of the new hours.

f) Provide details of the mitigation

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

g) How will any mitigation measures be monitored?

As no specific mitigation measures have been identified there is no requirement to monitor them. However, if the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.7 Religion, Belief: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Table11: Religion, Belief, East Sussex and District (Percentage)

Religion, Belief	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Christian	59.9	59.6	51.9	57	64.8	64
Buddhist	0.4	0.5	0.5	0.5	0.3	0.3
Hindu	0.3	0.4	0.5	0.3	0.2	0.1
Jewish	0.2	0.2	0.2	0.3	0.2	0.2
Muslim	0.8	1.5	1.3	0.6	0.5	0.4
Sikh	0	0.1	0	0	0	0
Other religions	0.7	0.6	0.7	0.6	0.6	0.8
No religion	29.6	29.2	36.6	32.5	25.2	26.3
Religion not stated	8.1	8	8.3	8.2	8.2	7.9
Total	100	100.1	100	100	100	100

Source: 2011, Census, East Sussex in Figures

Note that totals in this table do not add up to 100% due to rounding

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 12: Respondents to Library Opening Hours Consultation by religion/belief compared to the population of East Sussex (Percentage)

Religion/Belief	Opening Hours Consultation	Census 2011
Christian	40.3	59.9
Other religion	2.3	2.4
No religion	14.5	29.6
Prefer not to say/ no answer	42.8	8.1
Total	99.9	100

Source: Library Opening Hours Consultation, ESCC, January to April 2016 and Census, 2011

Note that totals in this table do not add up to 100% due to rounding

40.3% of respondents to the Library Opening Hours Consultation were Christian, which is lower than the population of East Sussex as a whole (59.9%). Slightly more people preferred not to identify their religion or belief or did not answer the question (42.8%).

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- c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?**

The results of the Opening Hours Consultation show that people with no religion are most likely to be affected by the proposals, followed by Christians and then other religions to a much lesser degree (see figure 7 on page 58).

- d) What is the proposal, project or service's impact on the people with different religions and beliefs?**

The impact shown in the consultation results is considered to be a reflection of the representation of different religions and belief in the general population of library users rather than any indication of disproportionate impact relating to a particular faith.

- e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

No specific actions are proposed, other than the general mitigations to avoid any negative impact.

- f) Provide details of any mitigation.**

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

- g) How will any mitigation measures be monitored?**

As no specific mitigation measures have been identified there is no requirement to monitor them. However, if the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users, including religion/belief.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.8 Sexual Orientation - Gay, Lesbian, Bisexual and Heterosexual: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

No local data is available on sexual orientation. National estimates from 2012 are as follows:

Table 14: Sexual identity in the UK (Percentage)

Sexual Orientation	UK estimate
Heterosexual	93.5
Lesbian or Gay	1.1
Bisexual	0.4
Other	0.3
Did not answer	4.7
Total	100

Source: ONS, Self Perceived Sexual Identity Overview, 2012

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Table 13: Respondents to library user survey by sexual orientation

Sexual Orientation	Library user survey (%)
Heterosexual/Straight	86
Bi/Bisexual	2
Gay woman/Lesbian	1
Gay man	1
Other	1
Prefer not to say/ did not say	9
Total	100

Source: ESCC Library User Survey, June 2015

The results of the library user survey in June 2015 show that 86% of library users in East Sussex are heterosexual. 4% of library users identified themselves as Lesbian, Gay and Bisexual, which is in line with the general population of the UK.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

There is not considered to be more of an impact on the basis of sexual orientation. A monitoring question about sexual orientation was not included in the Opening Hours Consultation, as it is not considered to be relevant to library access.

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d) What is the proposal, project or service's impact on people with differing sexual orientation?

There is not considered to be an impact on the basis of sexual orientation.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No specific actions are proposed, other than the general mitigations to avoid any negative impact.

f) Provide details of the mitigation

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

g) How will any mitigation measures be monitored?

As no specific mitigation measures have been identified there is no requirement to monitor them. However, if the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users, including sexual orientation.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.9 Other: Additional groups/factors that may experience impacts - testing of disproportionate, negative, neutral or positive impact.

4.9.1 Additional Factor 1: Carers

a) How are this group/factor reflected in the County/District/ Borough?

Table 14: Provision of unpaid care, East Sussex and District (Percentage)

Unpaid care	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
People provide no unpaid care	88.7	89.4	89.5	88.2	87.6	88.8
People provide unpaid care	11.3	10.6	10.5	11.8	12.4	11.2
Provides 1 to 19 hours unpaid care a week	7.5	6.7	6.3	8.2	8	8
Provides 20 to 49 hours unpaid care a week	1.3	1.3	1.5	1.2	1.4	1.2
Provides 50 or more hours unpaid care a week	2.5	2.6	2.7	2.4	3	2.1
Total	100	100	100	100	100	100

Source: 2011, Census, East Sussex in Figures

Note that the totals (100%) are the sum of people providing no unpaid care and providing unpaid care, i.e. the sum of the figures in black.

b) How is this group/factor reflected in the population of those impacted by the proposal, project or service?

The results of three statistically representative library user surveys, carried out in 2015, show that a fifth of current library users in East Sussex accessed the library on behalf of a child and 8% for another adult, though these are not necessarily formal carers.

There is limited data on formal carers using the library. In 2015/16 there were only 30 members of the library service who were registered as carers, of a total of 224,300 registered members. In the public consultation only 24 people identified that someone else had accessed the library on their behalf. Numbers of formal carers using the service are therefore considered to be relatively low.

c) Will people within this group or affected by this factor be more affected by the proposal, project or service than those in the general population who are not in this group or affected by this factor?

A small number of people who identified themselves as carers in the Opening Hours Consultation were affected by the proposals (five 5 out of 1,018 people who completed

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the online survey). They are included in the 'Other' category under employment status (see Figure 2 page 53). Fewer people in this category are affected than for other employment categories.

d) What is the proposal, project or service's impact on the factor or identified group?

Although there is no evidence of a disproportionate impact for carers, the nature of their caring responsibilities may mean that they have less flexibility over when they are able to visit the library than others, particularly those who are full-time carers.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

Given the lack of evidence of a disproportionate impact, the general mitigations are considered to offer an appropriate range of times for carers to visit libraries according to their individual needs. However, the Home Library Service is also available to people who are caring for someone who cannot be left.

f) Provide details of the mitigation.

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

The Home Library Service is managed by libraries staff and provided by volunteers who collect materials from libraries and deliver them directly to service users' homes.

g) How will any mitigation measures be monitored?

If the proposals are agreed, take up of the Home Library Service arising from the reduction to opening hours will be monitored within libraries.

We will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as

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a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.9.2 Additional Factor 2: Rurality**a) How are this group/factor reflected in the County/District/ Borough?**

Table 15: Rurality, East Sussex and District (Percentage)

Rurality	East Sussex		Eastbourne		Hastings		Lewes		Rother		Wealden	
	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural
All people	74	26	100	0	100	0	77.1	22.9	47.7	52.3	55	45
0-15	74.2	25.8	100	0	100	0	76.5	23.5	44.1	55.9	56.4	43.6
16-64	74.5	25.5	100	0	100	0	77.5	22.5	45.4	54.6	54.9	45.1
65+	72.7	27.3	100	0	100	0	76.5	23.5	54.1	45.9	54.1	45.9

Source: 2011, Census, East Sussex in Figures

b) How is this group/factor reflected in the population of those impacted by the proposal, project or service?

East Sussex libraries are located across rural and urban areas of the County. The proposed reductions to opening hours affect all libraries in both rural and urban areas alike. A map of the 24 library locations is contained in Appendix 1 to this EqlA.

c) Will people within this group or affected by this factor be more affected by the proposal, project or service than those in the general population who are not in this group or affected by this factor?

Given that the proposals apply to libraries in rural and urban areas both are considered to be similarly affected. Care has been taken to develop proposals which make a proportionately lesser reduction to hours for smaller libraries which already have fewer opening hours than the larger ones. There are a number of smaller libraries in rural areas, although not exclusively.

There is a potential impact for people in rural communities accessing libraries, if bus provision is not consistent with the proposed opening hours. Local bus services are more frequent during daytime hours, where the focus of the proposals has been to open libraries during core hours between 10.00am and 5.00pm. Analysis shows that most people travel to rural libraries by car or by foot.

d) What is the proposal, project or service's impact on the factor or identified group?

Given that the proposals affect libraries in rural and urban areas it is not considered that there is more of an impact for rural areas.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

Given the lack of evidence of a disproportionate impact, the general mitigations are considered to offer an appropriate range of times for people in rural communities to visit libraries. However, the Mobile Library also provides additional access to library services for rural communities. The Mobile Library is not affected by the opening hours proposals.

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f) Provide details of the mitigation.

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

The Mobile Library visits 88 stops across the County every three weeks, offering books for adults and children, DVDs, audiobooks and reference materials. Books can be pre-ordered for collection from the Mobile Library with access to the entire East Sussex library service catalogue. The Mobile Library is wheelchair accessible.

g) How will any mitigation measures be monitored?

If the proposals are agreed, take up of the Mobile Library service arising from the reduction to opening hours will be monitored.

We will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.9.3 Additional Factor 3: Part-time workers

a) How are this group/factor reflected in the County/District/ Borough?

Table 16: Part-time workers, East Sussex and District (Percentage)

Hours worked	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
In part-time employment	31.3	31.1	31.3	31.8	31.9	30.8
Worked 15 hours or less	10.3	10	9	10.4	10.5	11.1
Worked 16-30 hours	21	21.1	22.3	21.3	21.3	19.8
In full-time employment	68.7	68.9	68.7	68.2	68.1	69.2
Worked 31-48 hours	54.5	56.9	57	54.5	52.3	52.6
Worked 49 or more hours	14.2	12	11.7	13.7	15.8	16.6
Total	100	100	100	100	100	100

Source: 2011, Census, East Sussex in Figures

Note that the totals (100%) are the sum of people in part-time employment and full-time employment, i.e. the sum of the figures in black.

Table 17: Breakdown of part-time workers, East Sussex and District (Percentage)

Hours worked	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Male (%)	25.9	28.3	28.0	26.4	26.2	22.8
Female (%)	74.1	71.7	72.0	73.6	73.8	77.2
Total	100	100	100	100	100	100

Source: 2011, Census, East Sussex in Figures

b) How is this group/factor reflected in the population of those impacted by the proposal, project or service?

The results of three statistically representative library user surveys, carried out in 2015, show that 15% of current library users aged 16 and over work part-time, which is less than the population of East Sussex as a whole where 31.3% work part-time.

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- c) Will people within this group or affected by this factor be more affected by the proposal, project or service than those in the general population who are not in this group or affected by this factor?**

The results of Opening Hours Consultation show that people who are employed part-time are less affected by the proposals than those who are employed full-time (see Figure 2 on page 53).

- d) What is the proposal, project or service's impact on the factor or identified group?**

Library users who work part time are considered to be likely to have a greater degree of flexibility over when they can visit the library, so the impact will be decreased for this group.

- e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

Given the lack of evidence of a disproportionate impact of the proposals for part-time workers, no specific actions are proposed other than the general mitigations to avoid any negative impact.

- f) Provide details of the mitigation.**

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

- g) How will any mitigation measures be monitored?**

As no specific mitigation measures have been identified there is no requirement to monitor them. However, if the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users, including part-time workers.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as

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a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

4.9.4 Additional Factor 4: Literacy/Numeracy Skills

a) How are this group/factor reflected in the County/District/ Borough?

Table 18: Qualification of working age population, East Sussex and District (Percentage)

Qualifications of working age population	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Qualified to at least level 1	84.7	81.2	83.5	89.5	84.3	84.8
Qualified to at least level 2	70.3	70.2	64.3	77.6	69.4	70.2
Qualified to at least level 3	53.7	59.7	47	60.2	49.5	52.3
Qualified to at least level 4	31.2	38	24.9	31.9	30.8	30.6
Other qualifications	6.6	10.3	7.1	-	6.8	5.6
No qualifications	8.8	8.5	9.3	6.9	8.9	9.6

Source: 2015, Annual Population Survey, East Sussex in Figures

b) How is this group/factor reflected in the population of those impacted by the proposal, project or service?

Information about literacy and numeracy skills of library users in East Sussex has not been collected through library surveys. However, given the role of libraries to promote literacy and to provide training to improve skills, it is reasonable to assume that a proportion of library users will have a level of need. This would particularly be expected for those libraries where targeted services are on offer, for example Learn Direct in Eastbourne and Hastings.

c) Will people within these groups or affected by these factors be more affected by the proposal, project or service than those in the general population who are not in those groups or affected by these factors?

We do not consider that the proposals will have more of an impact for this additional factor, given that the current services offered to support literacy and skills would still be available in libraries during the hours that they are open. If the proposals are agreed, we would make provisions to ensure that learners still have full access to Learn Direct courses in those libraries where they are offered.

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d) What is the proposal, project or service's impact on the factor or identified group?

It is not considered that there is more of an impact based on literacy or skills.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

The general mitigations are considered to offer an appropriate range of times for people to visit libraries, irrespective of literacy and skills. However, a range of online training provision is also offered through the e-library service, including training videos for IT skills and support with CV writing, in addition to the literacy and skills programmes offered in libraries. The e-library and online training provisions are unaffected by the opening hours proposals

f) Provide details of the mitigation

The general approach to avoid negative impact has been to focus on reducing library opening hours at the times of day that they are currently least used. A range of hours at different times throughout the week have been proposed to cater for different needs and for those who can only visit libraries outside of the core hours. Draft proposals were publicly consulted on and have been amended to minimise the impact further. Alternative ways to access the library service, without the need for physical visits to the library, are available. This includes provision of the e-library and free training to help library users to access the e-library. If agreed, changes to opening hours would be widely promoted through libraries and through other channels across the County. Ways to reach different audiences effectively will take into account accessibility issues, including producing promotional materials in alternative formats and using different community forums and networks to distribute information for people with a range of needs.

g) How will any mitigation measures be monitored?

As no specific mitigation measures have been identified there is no requirement to monitor them. However, if the proposals are agreed, we will use the results of customer surveys and analysis of service data to monitor whether new hours are adversely affecting library users. In addition the Public Library Users Survey (the PLUS survey) takes place every 3 years and provides a detailed understanding of library usage and profile of library users.

The development of the forthcoming Libraries Strategic Commissioning Strategy will provide a comprehensive review of every aspect of library service provision in relation to local needs. It will determine the future delivery model for the library service based on commissioning priorities and within total available resources. This is likely to include further changes as to how and when library services are accessible. It is anticipated that the draft strategy will be available for public consultation in summer 2017. The public as a whole and organisations representing groups with protected characteristics will be invited to comment on the draft strategy.

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4.10 Human rights - Human rights place all public authorities – under an obligation to treat you with fairness, equality, dignity, respect and autonomy.

Please look at the table below to consider if your proposal, project or service may potentially interfere with a human right.

Articles	
A2	Right to life (e.g. pain relief, suicide prevention)
A3	Prohibition of torture, inhuman or degrading treatment (service users unable to consent, dignity of living circumstances)
A4	Prohibition of slavery and forced labour (e.g. safeguarding vulnerable adults)
A5	Right to liberty and security (financial abuse)
A6 & 7	Rights to a fair trial; and no punishment without law (e.g. staff tribunals)
A8	Right to respect for private and family life, home and correspondence (e.g. confidentiality, access to family)
A9	Freedom of thought, conscience and religion (e.g. sacred space, culturally appropriate approaches)
A10	Freedom of expression (whistle-blowing policies)
A11	Freedom of assembly and association (e.g. recognition of trade unions)
A12	Right to marry and found a family (e.g. fertility, pregnancy)
Protocols	
P1.A1	Protection of property (service users property/belongings)
P1.A2	Right to education (e.g. access to learning, accessible information)
P1.A3	Right to free elections (Elected Members)

We do not consider that the proposals have any impact on human rights.

Part 5 – Conclusions and recommendations for decision makers

5.1 Summarise how this proposal/policy/strategy will show due regard for the three aims of the general duty across all the protected characteristics and ESCC additional groups.

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups
- Foster good relations between people from different groups

The proposed reductions to library opening hours have been developed from the outset to avoid disproportionate impact on current users while achieving the required 25% saving, with appropriate mitigations to avoid indirect and unlawful discrimination.

A principal role of the Library and Information Service is to promote free access to reading materials, which improve literacy and enhance the wellbeing of individuals and communities as a whole. In addition, the service offers people the means to inform and educate themselves and to access the internet. Libraries are operated on the basis of universal, free and equal access for everyone. They are also social spaces where people interact.

Therefore the library service contributes to the three aims of the general duty. The proposed changes to opening hours, although reducing the amount of time that libraries are open, do not alter the nature of the provisions of the Library and Information Service.

The EqlA has been developed along with the Rationale and Impact Assessment and has informed the picture of need and impact of the proposed reductions in opening hours for different groups. ESCC considers that by delivering these proposals and with the general provisions of the Library and Information Service as a whole we are meeting our statutory duties under the Public Libraries and Museums Act 1964 and the Equalities Act 2010.

5.2 Impact assessment outcome Based on the analysis of the impact in part four mark below ('X') with a summary of your recommendation.

X	Outcome of impact assessment	Please explain your answer fully.
X	A No major change – Your analysis demonstrates that the policy/strategy is robust and the evidence shows no potential for discrimination and that you have taken all appropriate opportunities to advance equality and foster good relations between groups.	We are confident that reasonable steps have been taken to ensure the needs and views of protected groups have been considered among existing library users.
	B Adjust the policy/strategy – This involves taking steps to remove barriers or to better advance equality. It can mean introducing measures to mitigate the potential effect.	The draft proposals for reduced opening hours were subject to a draft EqlA and publicly consulted on. Analysis of the results has been used to amend the proposals and complete the final EqlA

	<p>C Continue the policy/strategy - This means adopting your proposals, despite any adverse effect or missed opportunities to advance equality, provided you have satisfied yourself that it does not unlawfully discriminate</p>	<p>The EqlA has identified the groups who are or have more potential to be affected as a result of the proposals. These are full-time workers, children and young people, and people with disabilities (who depend on a helper or carer).</p>
	<p>D Stop and remove the policy/strategy – If there are adverse effects that are not justified and cannot be mitigated, you will want to consider stopping the policy/strategy altogether. If a policy/strategy shows unlawful discrimination it <i>must</i> be removed or changed.</p>	<p>Nonetheless, the EqlA has helped to confirm a number of measures that are in place to mitigate the negative impacts that may arise. These include the Home Library Service, the Mobile Library service and the e-library service.</p> <p>Opportunities have been taken to promote the availability of these services through the public consultation, of which 7,000 paper copies were distributed as well as many more people reading the consultation materials online.</p> <p>If the proposals are agreed by Cabinet, widespread promotion of the new hours along with details of these mitigations would be key to successful implementation and minimising the potential for adverse impact.</p>

5.3 What equality monitoring, evaluation, review systems have been set up to carry out regular checks on the effects of the proposal, project or service?

Library service complaints arising from the proposed changes to opening hours will be kept under review at 3 monthly intervals for a period of 12 months. The results of library user surveys will be used to monitor whether there is any evidence of adverse impact of the opening hours changes on service users, including the three yearly PLUS survey.

Development of the forthcoming Libraries Strategic Commissioning Strategy will provide a more comprehensive assessment of local needs to determine future provision of the service based on commissioning priorities, within available resources. It is anticipated that a draft strategy will be available for public consultation in summer 2017.

5.6 When will the amended proposal, proposal, project or service be reviewed?

The proposed change would be implemented by the end of 2016 and these changes would be reviewed six months after implementation.

Date completed:	July 2016	Signed by (person completing)	Matthew Wragg
		Role of person completing	Project Manager – Strategic Commissioning, Library and Information Service
Date:	July 2016	Signed by (Manager)	Stephen Potter

Part 6 – Equality impact assessment action plan

If this will be filled in at a later date when proposals have been decided please tick here and fill in the summary report.

☒

The table below should be completed using the information from the equality impact assessment to produce an action plan for the implementation of the proposals to:

1. Lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact
4. **If no actions fill in separate summary sheet.**

Please ensure that you update your service/business plan within the equality objectives/targets and actions identified below:

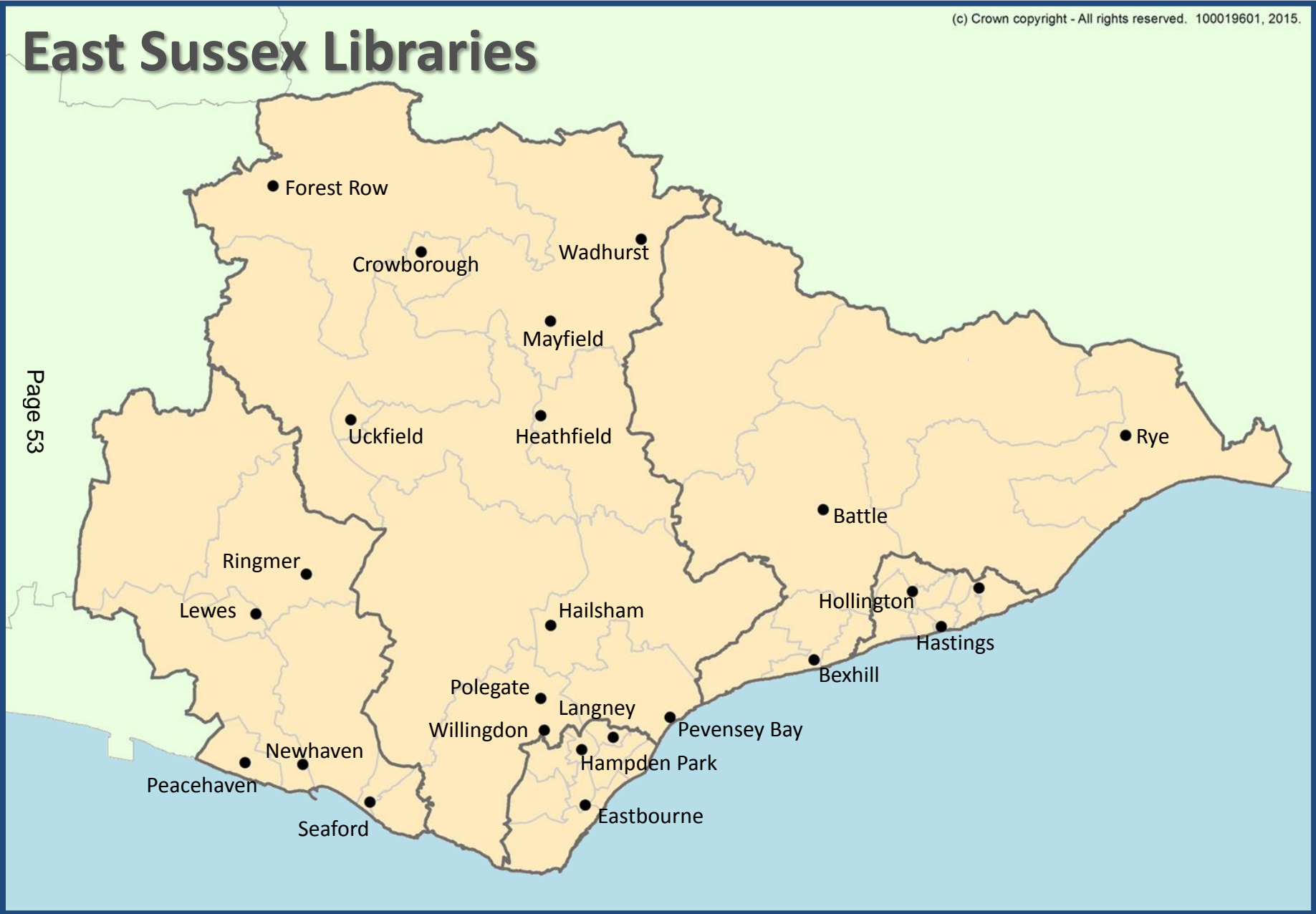
Page 51	Area for improvement	Changes proposed	Lead Manager	Timescale	Resource implications	Where incorporated/flagged? (e.g. business plan/strategic plan/steering group/DMT)

6.1 Accepted Risk

From your analysis please identify any risks not addressed giving reasons and how this has been highlighted within your Directorate:

Area of Risk	Type of Risk? (Legal, Moral, Financial)	Can this be addressed at a later date? (e.g. next financial year/through a business case)	Where flagged? (e.g. business plan/strategic plan/steering group/DMT)	Lead Manager	Date resolved (if applicable)

Appendix 1 – Map of Libraries in East Sussex

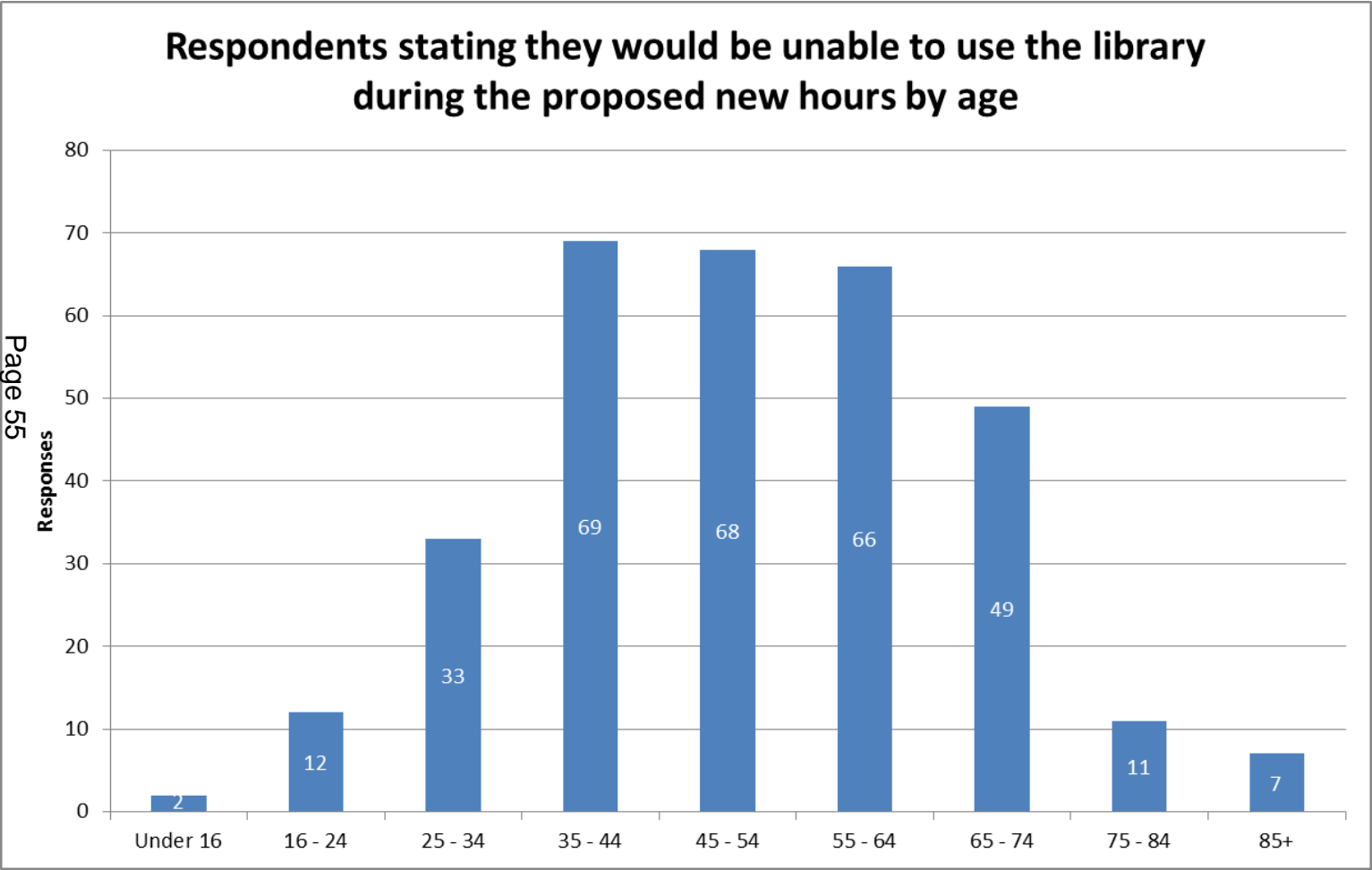


Appendix 2 – Accompanying data to the EqIA

The graphs on the following pages accompany the findings of the EqIA, as indicated in the text, by protected characteristic and additional groups/factors considered by East Sussex County Council.

Figure 1: Age

This Figure shows the present age profile of respondents to the library opening hours consultation who stated that they would be unable to visit the library during the proposed hours. Numbers do not total to respondents who said they would be unable to use the library (380) because some respondents opted for 'prefer not to say' and others did not answer this question. The total number of responses to this question was 317.



Source: Library Opening Hours Consultation, ESCC, January to April, 2016

Figure 2: Employment Status

This Figure shows the employment status of respondents to the library opening hours consultation who stated that they would be unable to visit the library during the proposed hours. Numbers do not total to respondents who said they would be unable to use the library (380) because some respondents did not answer this question. The total number of responses to this question was 317.

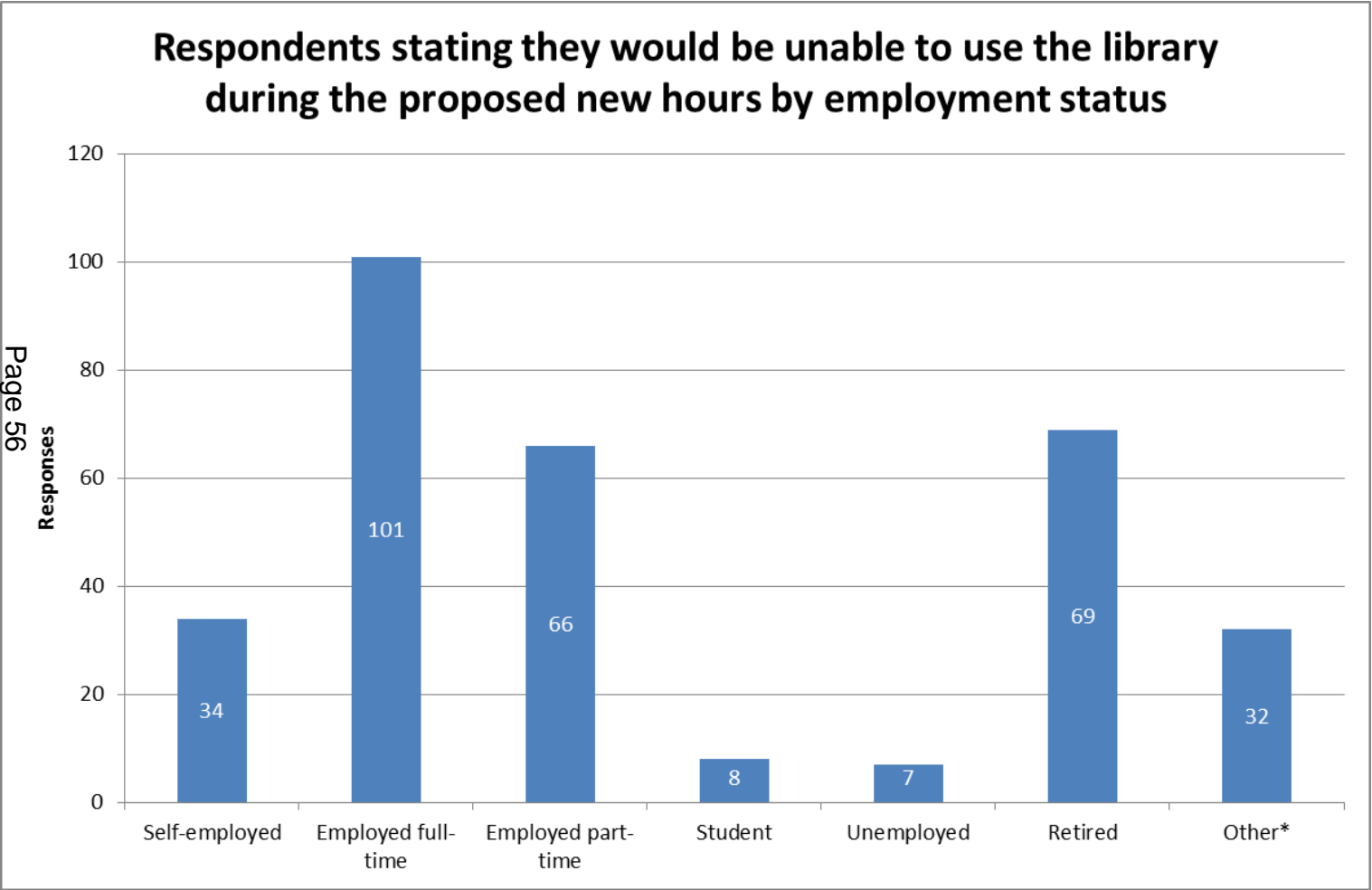


Figure 3: Disability

This figure shows the number of respondents to the library opening hours consultation who stated that they would be unable to use the library during the proposed hours, categorised by whether they stated they had a disability. Total numbers do not match all respondents who stated they would not be able to use the library (380) because some respondents did not answer this question or opted for 'prefer not to say'. The total number of responses to this question was 290.

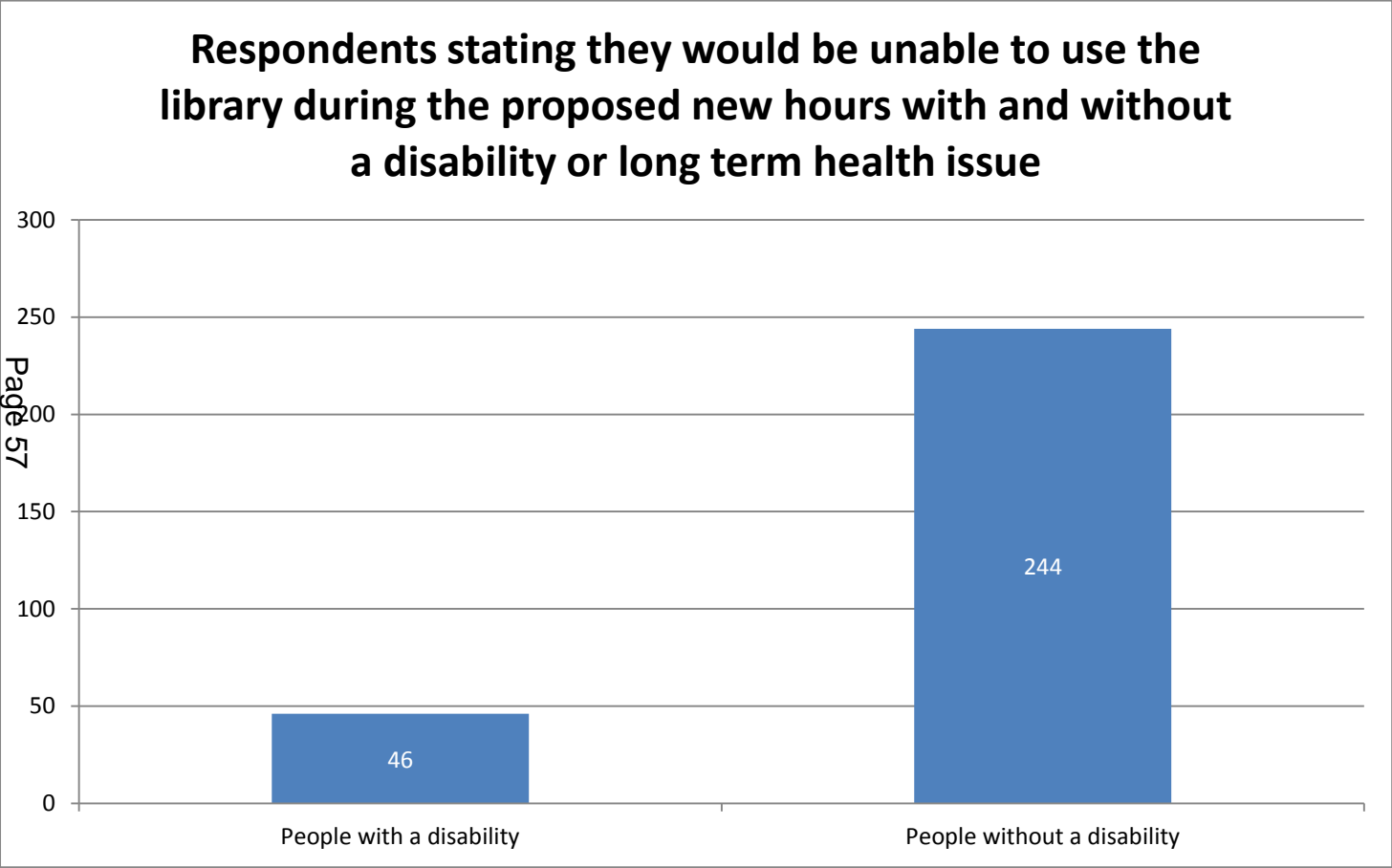


Figure 4: Disability (by type)

This figure shows the number of respondents to the library opening hours consultation who stated that they would be unable to use the library during the proposed hours and who had a disability or long term health condition, categorised by the nature of their disability. Total numbers do not match the number of respondents with a disability in Figure 3 (46) because some respondents did not answer this question or chose more than one type of disability. The total number of responses to this question was 70.

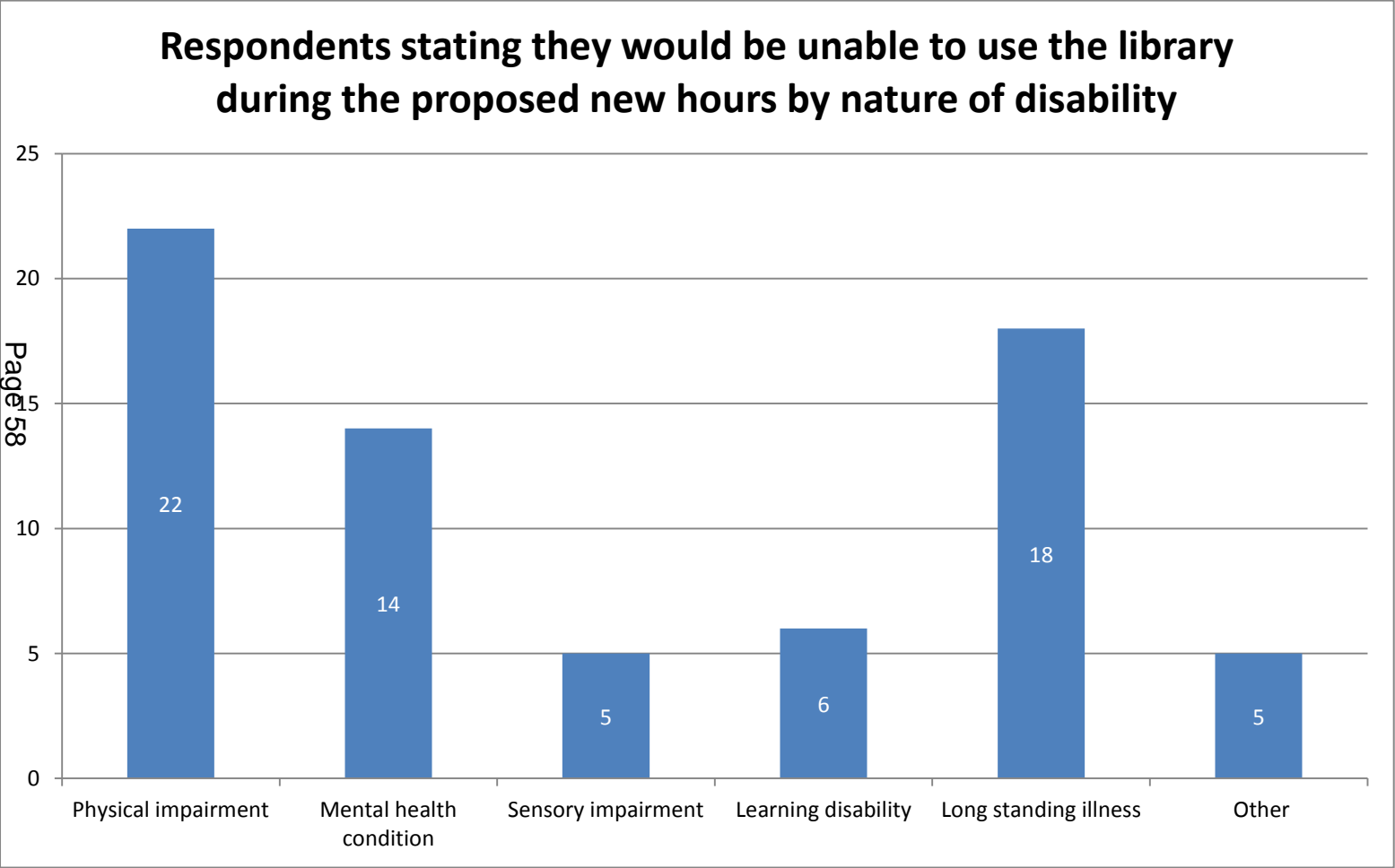


Figure 5: Ethnicity

This figure shows the number of respondents to the library opening hours consultation who stated that they would be unable to use the library during the proposed hours, categorised by ethnicity group. Total numbers do not match all respondents who stated they would not be able to use the library (380) because some respondents did not answer this question or opted for 'prefer not to say'. The total number of responses to this question was 295.

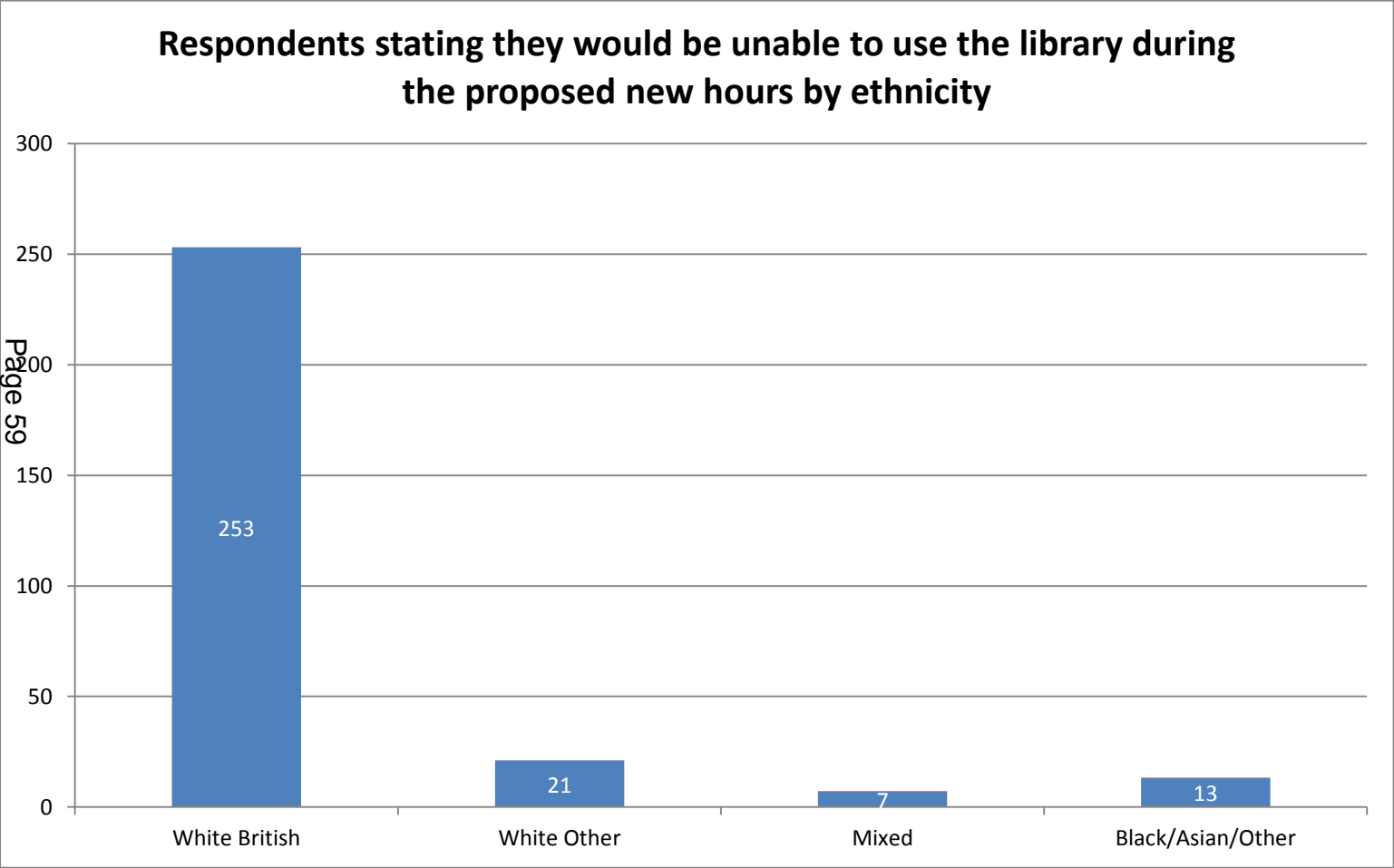


Figure 6: Gender/Transgender

This figure shows the number of respondents to the library opening hours consultation who stated that they would be unable to use the library during the proposed hours, categorised by gender. Total numbers do not much all respondents who stated they would not be able to use the library (380) because some respondents did not answer this question or opted for 'prefer not to say'. The total number of responses to this question was 295.

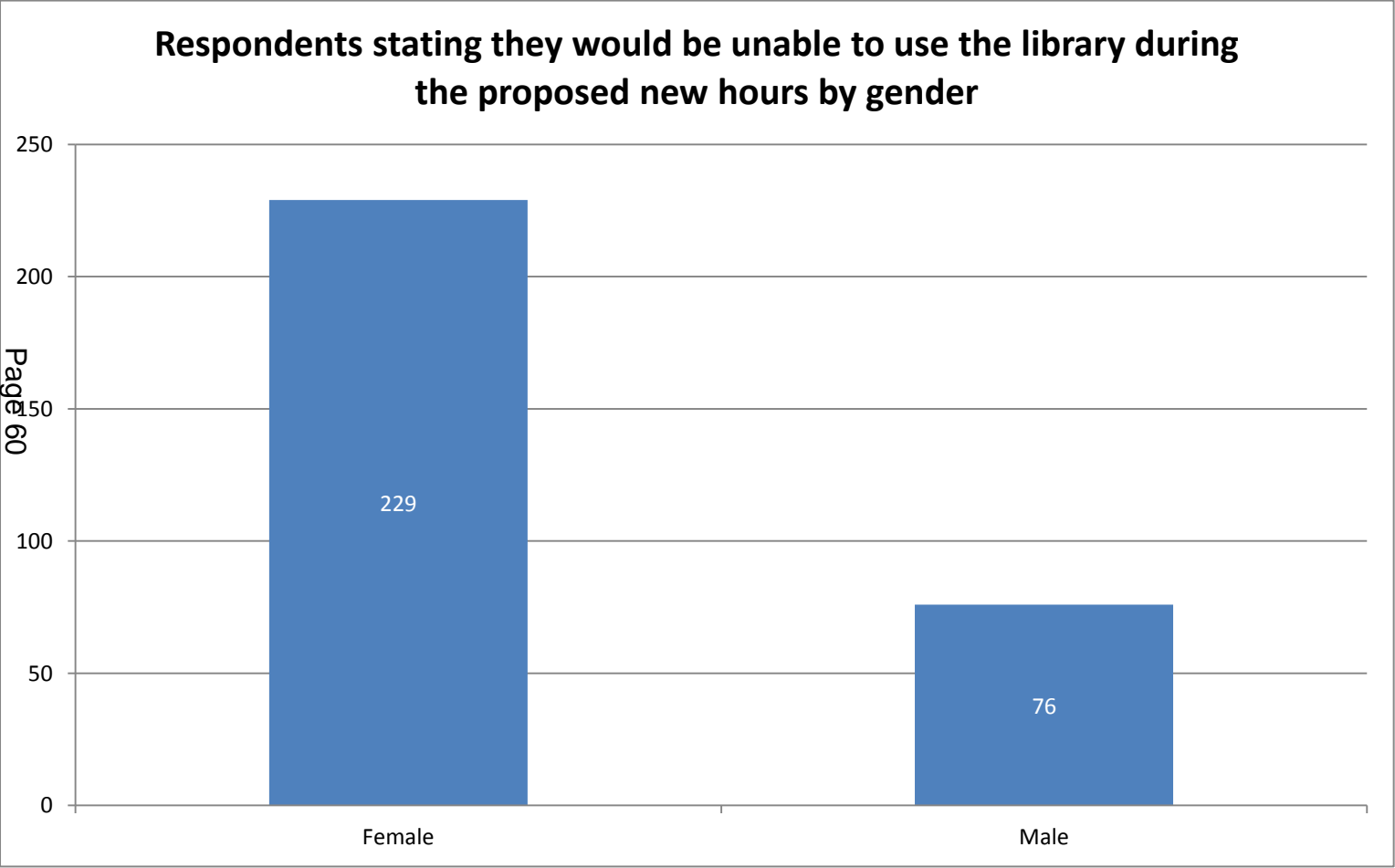
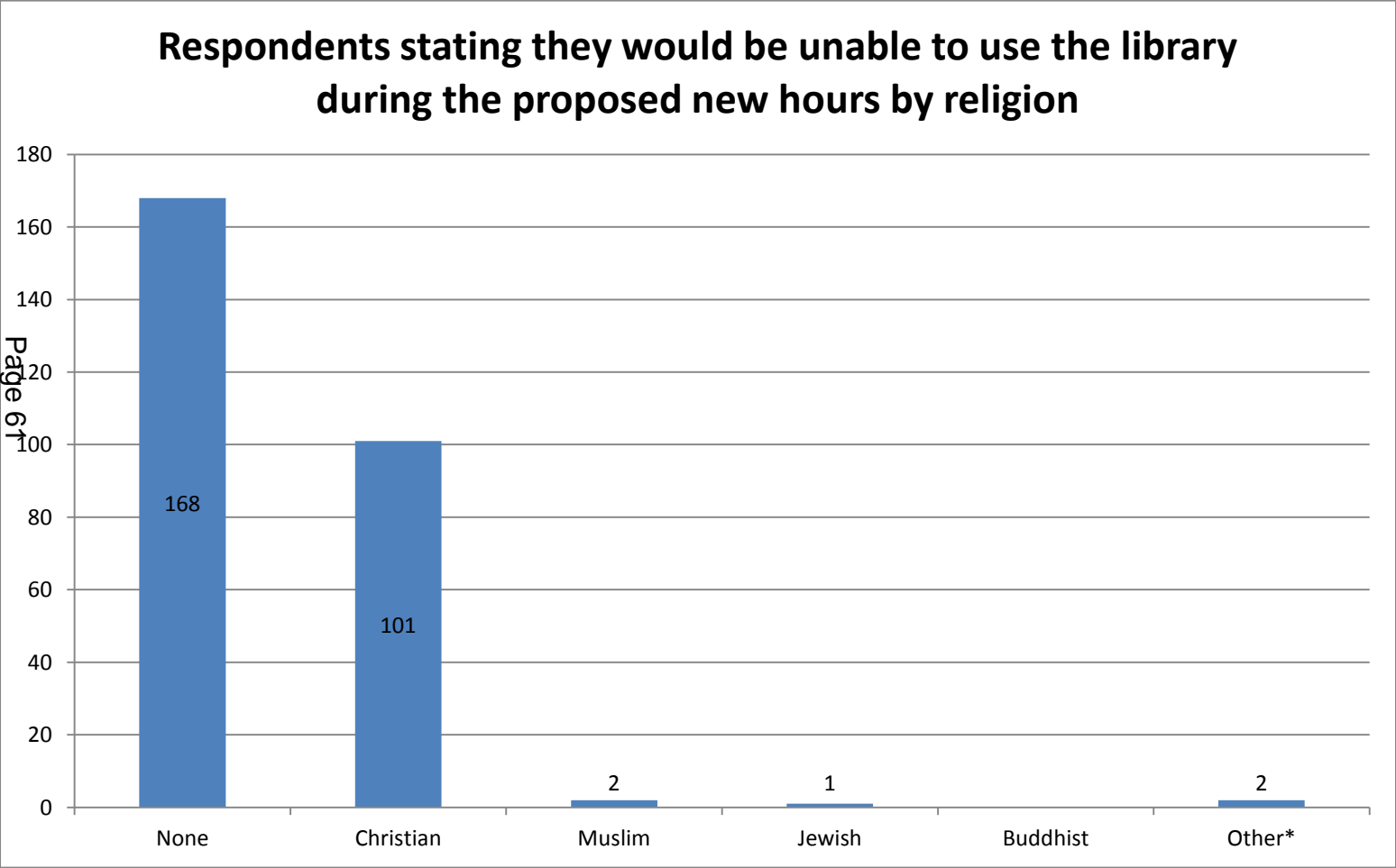


Figure 7: Religion or belief

This figure shows the number of respondents to the library opening hours consultation who stated that they would be unable to use the library during the proposed hours, categorised by religion. Total numbers do not much all respondents who stated they would not be able to use the library (380) because some respondents did not answer this question or opted for 'prefer not to say'. The total number of responses to this question was 274.



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Cabinet

19 July 2016

Consultation Analysis Report

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1 Introduction

1.1 Background

- 1.1.1 East Sussex County Council (ESCC) Library and Information Service (LIS) is responsible for 24 libraries plus the mobile library, the library at Lewes prison, an online e-library service, the Schools Library and Museums Service (SLAMS), a volunteer-run home library service and the online database - East Sussex Community Information Service (www.ESCIS.org.uk). The libraries offer a range of services including borrowing services, computer and Wi-Fi access, and a variety of advice and training opportunities.
- 1.1.2 Customer demand for library services in East Sussex is changing. Over the past five years there has been an 87% rise in use of the e-library and a 568% increase in the download of e-books, compared to an 11% decrease in physical visits and a 20% reduction in stock issues. These figures reflect a national trend towards increased use of digital services. Despite these changes, there were still 1.79 million visits to East Sussex libraries in 2014/15, and the LIS currently has 224,300 members. The LIS has an extensive network of free computers and internet access (The People's Network). The People's Network is available in every library and last year there were over 320,000 individual sessions. Computer Buddy volunteers support library customers to access and use the internet and other computer functions, both on a pre-booked and drop-in basis.
- 1.1.3 Due to significantly reduced funding for local government, the County Council needs to save up to £90million by 2018/19. It is considering a number of changes that could save £2million in the running costs of library services and contribute towards the County Council's overall savings plan. This includes proposals to reduce opening hours, as well as future changes to create a more modern and sustainable library service.
- 1.1.4 The proposals to reduce opening hours were the subject of a public consultation programme over a twelve week period from 11 January to 3 April 2016. The consultation also sought feedback on how residents use or would like to use the Library and Information Service.
- 1.1.5 This report presents the results of the consultation including views on the proposals as well as suggestions for alternative proposals that could achieve the savings that need to be made from the Library and Information Service. This analysis will be used in the development of final proposals for the County Council's Cabinet in summer 2016. It is intended that any changes to opening hours would be implemented by the end of 2016.

1.2 Methodology

- 1.2.1 Detailed questionnaires were prepared by ESCC containing a range of questions relating to existing use of libraries and library services across East Sussex. The consultation provides the opportunity to understand how and when people use library facilities as well as gauging feedback on how potential changes could impact on people's existing activities.
- 1.2.2 The questionnaires were provided in two formats with an online survey and paper booklets provided in libraries for completion.
- 1.2.3 Overall 1,018 people filled out the online questionnaire, while 1,952 people filled out paper versions resulting in a total of 2,970 respondents.

1.3 Report Structure

1.3.1 This report is structured as follows:

- Chapter 2 provides a summary of the key findings from the consultation
- Chapter 3 gives baseline data about the survey and the demographics of respondents
- Chapter 4 sets out detailed analysis of how the East Sussex Library and Information Service is currently used
- Chapter 5 contains detailed analysis of the responses received regarding the proposed changes to library opening hours
- Chapter 6 summarises other comments and responses received in relation to the proposed changes to opening hours.

2 Key Findings

2.1 Introduction

2.1.1 In this chapter, the key findings from the consultation are summarised. Topics covered are:

- Reasons given for library use
- The services provided by the Library and Information Service that respondents considered most important
- Response to the proposed changes to library opening hours

2.2 Library Use

2.2.1 Respondents were asked for the reasons why they currently make use of the Library and Information Service.

- By far the most popular reason for using the Library and Information Service was for leisure and enjoyment; this was selected almost four times as often as the next highest response and accounted for 42% of all replies.
- Education & training and to find out about government services were the next most frequent reasons, each accounting for 11% of responses.
- Supporting a child and young person's learning and enjoyment was almost as frequent with 9% of total responses.

2.3 Library Services

2.3.1 Respondents were then asked which services offered by the Library and Information Service they thought were of greatest importance. The purpose of this question was to provide some context for the Strategic Commissioning Strategy which the Council is developing, to help the Council understand what current library users thought were the greatest areas of need for the service. The five most important services rated by respondents were:

- Materials (i.e. books, CDs, DVDs, e-books) for adults to borrow for leisure and enjoyment – **18%**
- Materials for children and young people to borrow for leisure, enjoyment and literacy – **13%**
- Access to computers and Wi-Fi for finding out about and applying for services like social care, children's services and state benefits – **12%**
- Reference materials (paper and electronic versions) including newspapers, encyclopaedias and other resources that people use to look up information – **12%**
- Events for children and young people that encourage and help them to read – **11%**

2.4 Access to Libraries with Proposed Opening Hours

2.4.1 A key question in the survey asked respondents to state whether they would be able to continue to visit the library if the proposed opening hours were implemented.

- Just over 70% of survey respondents stated that they would continue to be able to visit the library and just fewer than 13% stated that they would not.
- Almost 18% of survey respondents did not answer this question. If they are taken out of the analysis, then of those respondents who answered this question, 85% would still be able to use the library during the proposed opening hours and 15% would not.

3 Profile of Survey Respondents

3.1 Introduction

3.1.1 This chapter provides some background information about the scale of the consultation and the profile of respondents that emerges. It contains:

- Number of responses received for each library
- Age profile of respondents, based on survey responses
- Profile of employment status of respondents, based on survey responses

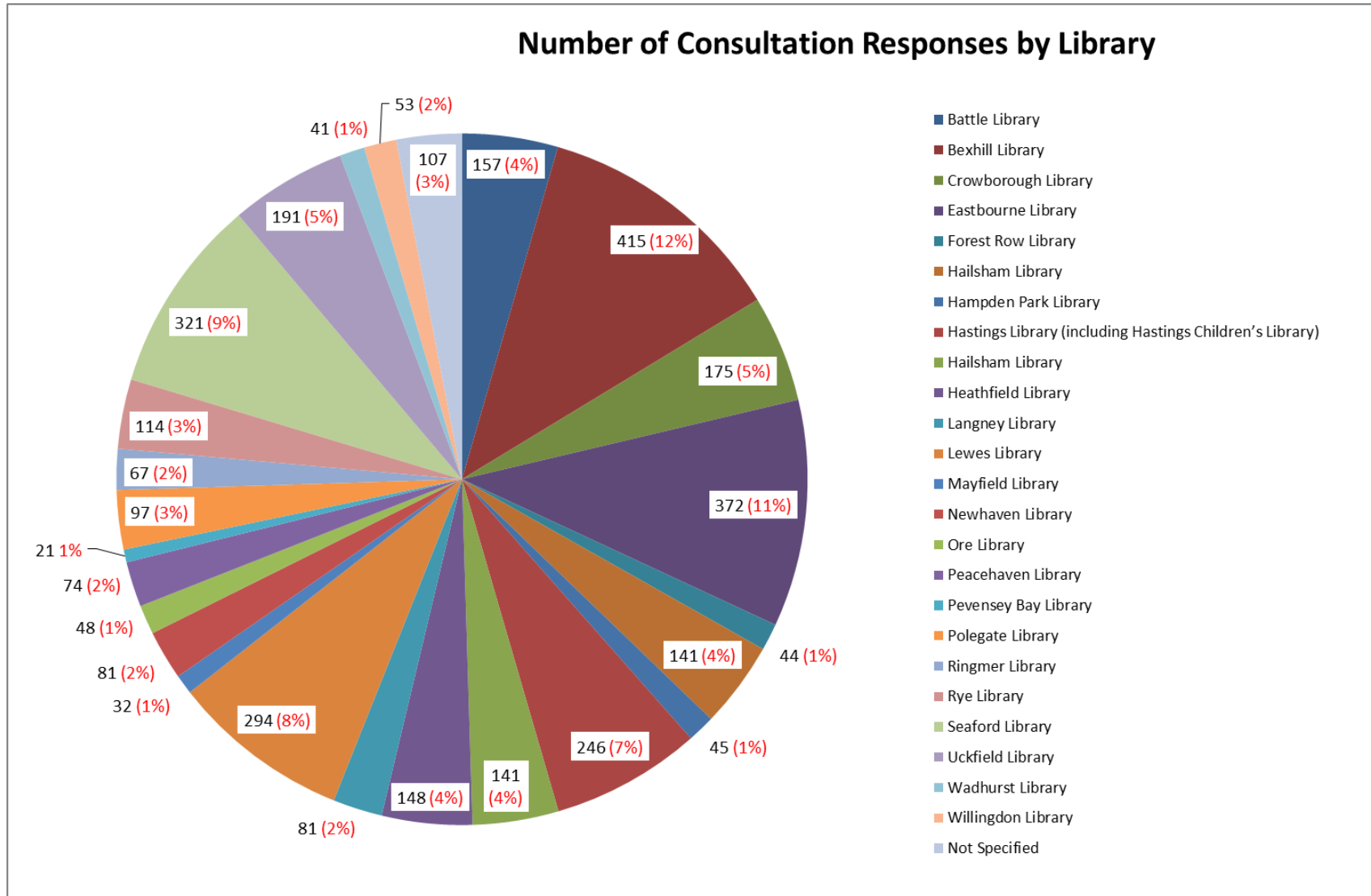
3.1.2 Each of these is considered in turn below.

3.2 Responses Received by Library

3.2.1 Figure 3.1 shows the total number of responses received for each library and how the number of responses break down in percentage terms.

Figure 3.1: Number of Consultation Responses by Library

This Figure shows the total number of survey responses received for each library. Total responses do not equal total survey respondents because some respondents provided feedback on more than one library. The total number of responses to this question was 3,506.



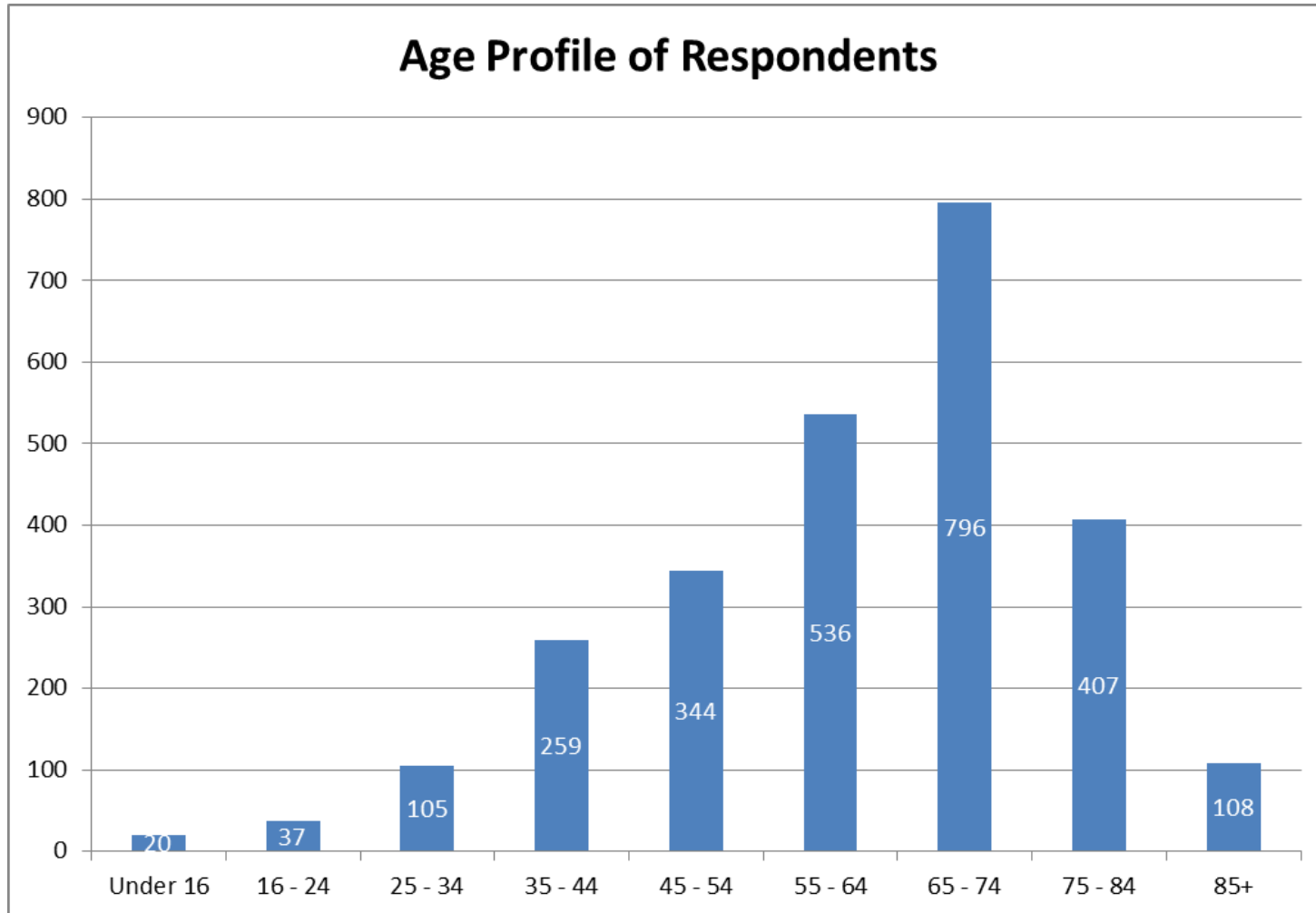
- 3.2.2 The libraries with the greatest number of responses were, in descending order, Bexhill (12% of total responses), Eastbourne (11%), Seaford (9%), Lewes (8%) and Newhaven (7%).
- 3.2.3 The libraries with the fewest responses were Pevensey Bay (21 responses), Mayfield (32), Wadhurst (41), Forest Row (44) and Hampden Park (45). Each of these accounted for around 1% of total responses. There were 107 responses where the respondent did not specify a library.

3.3 Age Profile of Respondents

- 3.3.1 Respondents were invited to indicate the age profile into which they belonged. Figure 3.2 shows the results for all respondents who chose to answer this question.

Figure 3.2: Age Profile of Survey Respondents

This figure shows the age profile of respondents, based on those survey respondents who chose to answer this question.. Total responses are 2,612 with 358 opting for 'prefer not to say' or declining to answer the question.



3.3.2 Figure 3.2 shows a distinct trend of those who completed the survey increasing with age up to the age of 75, with those over 65 accounting for 50% of all respondents.

3.4 Employment Status Profile of Respondents

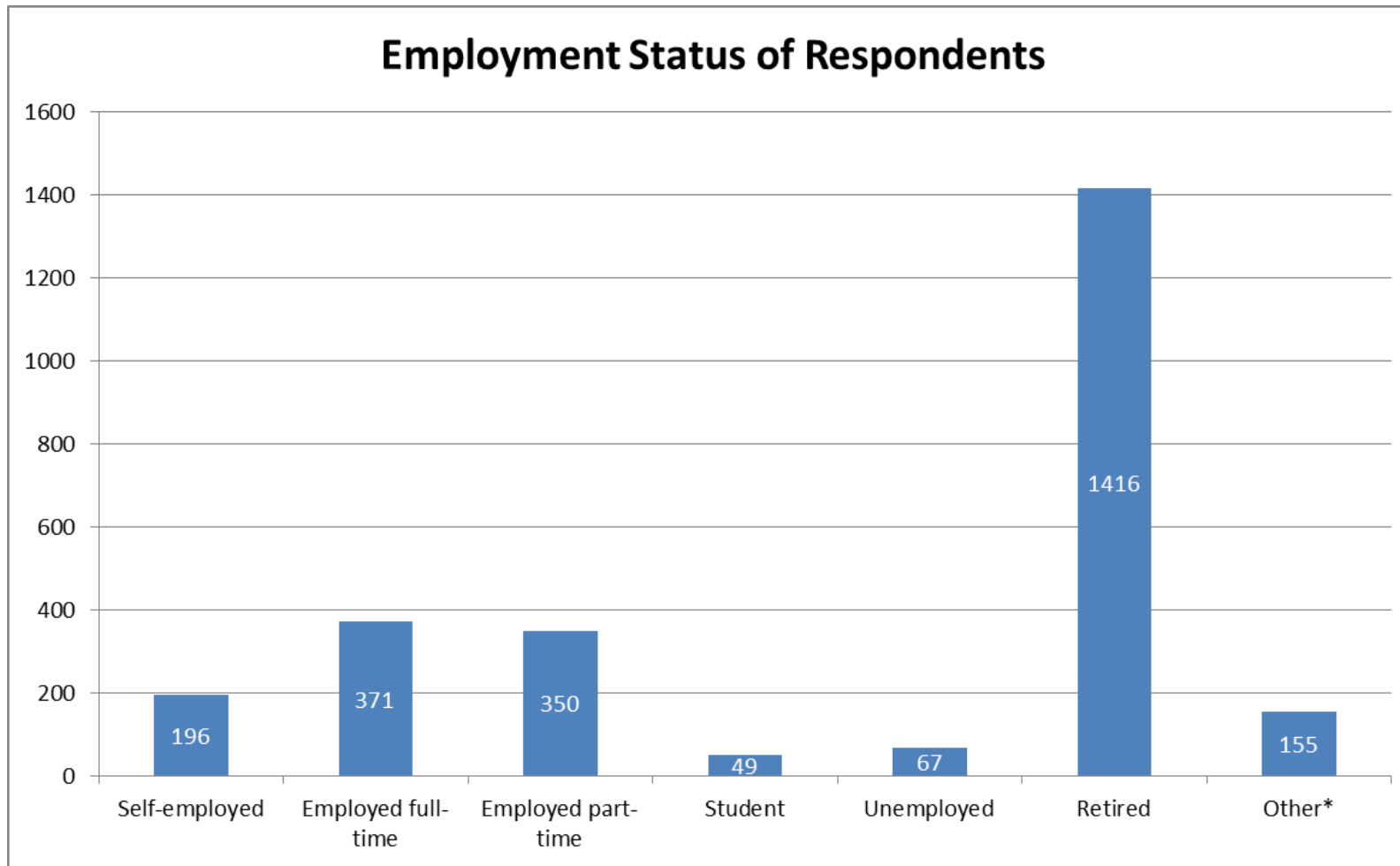
3.4.1 Respondents were also invited to indicate their employment status from the following options:

- Self-employed
- Employed full-time
- Employed part-time
- Student
- Unemployed
- Retired
- Other (invited to specify)

3.4.2 Figure 3.3 shows the results for all respondents who chose to answer this question.

Figure 3.3: Employment Status Profile of Survey Respondents

This figure shows the employment status of respondents, based on those survey respondents who chose to answer this question. Total responses are 2,604 with 366 opting for 'prefer not to say' or declining to answer the question.



- 3.4.3 Figure 3.3 shows that retired persons form the largest proportion of respondents, accounting for 54% of all respondents. Relatively small numbers of students and unemployed people make use of the service, based on this survey, although it should be noted that young people are under-represented amongst survey respondents.

4 Use of the Library and Information Service

4.1 Introduction

4.1.1 In this chapter, the results of the analysis of current use of the Library and Information Service are presented. This covers:

- Respondents' use of the Library and Information Service in the last twelve months
- Reasons given for using the Library and Information Service
- Reasons given for not using the Library and Information Service
- Most important services provided by the Library and Information Service

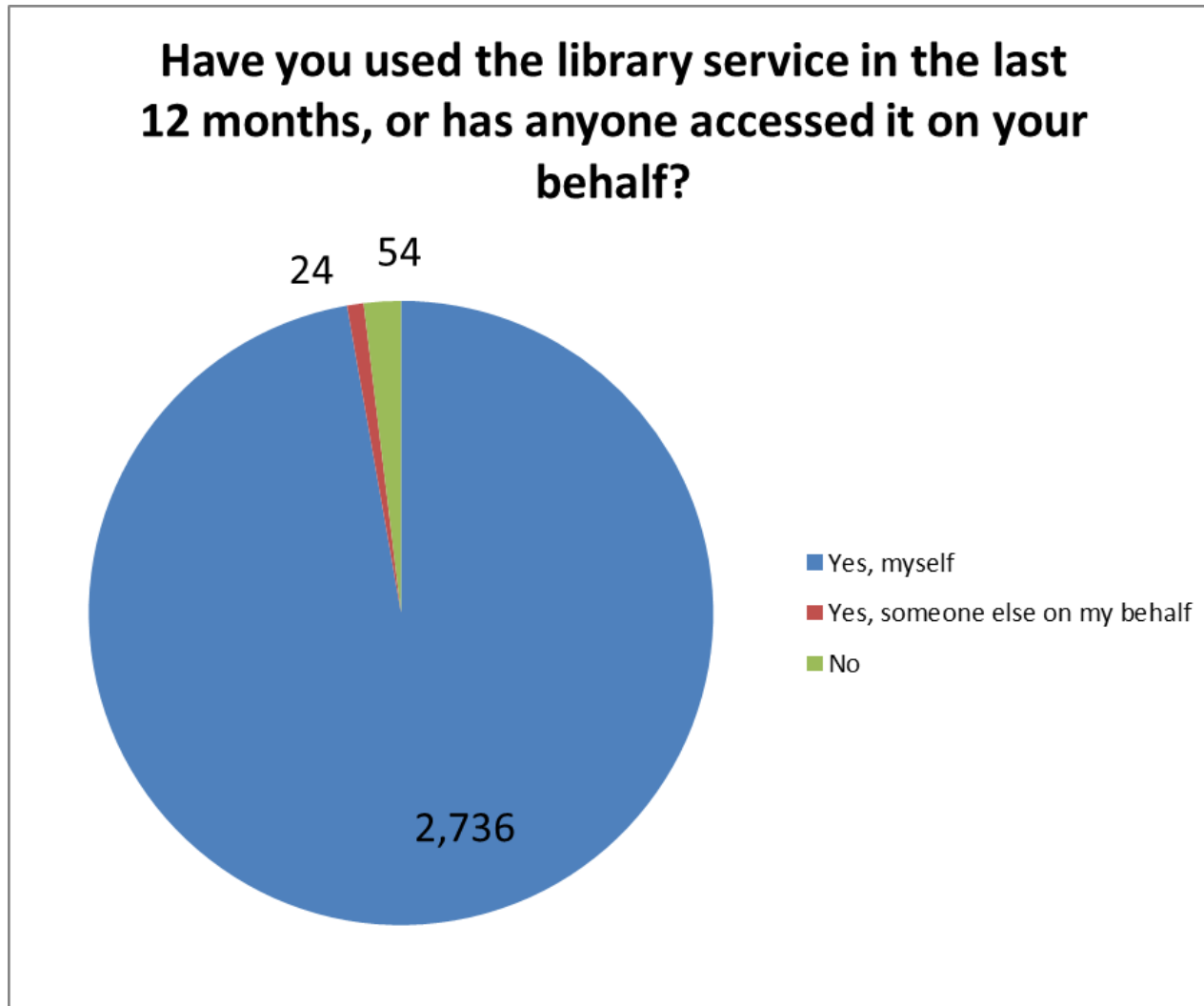
4.1.2 Each of these subjects is considered in turn below.

4.2 Use of the Library and Information Service in the Last 12 Months

4.2.1 Respondents were asked about their use of the Library and Information Service in the past year, and the responses are shown in Figure 4.1.

Figure 4.1: Personal Use of the Library and Information Service in the Last 12 Months

This Figure shows how many respondents stated whether they had or had not used the Library and Information Service in the last 12 months. Total responses to this question do not equal total survey respondents because some respondents did not answer this question. The total number of responses to this question was 2,814 and 156 people did not answer the question (total survey respondents = 2,970).



- 4.2.2 97% of respondents to the question had used the library personally in the last 12 months, while a further 1% had someone else access the service on their behalf. 2% stated that they had not used the Service in the past year; given the fact that distribution of paper copies of the survey was principally through library premises, it is unsurprising that the overwhelming majority of respondents were library users.

4.3 Reasons for Use of the Library and Information Service

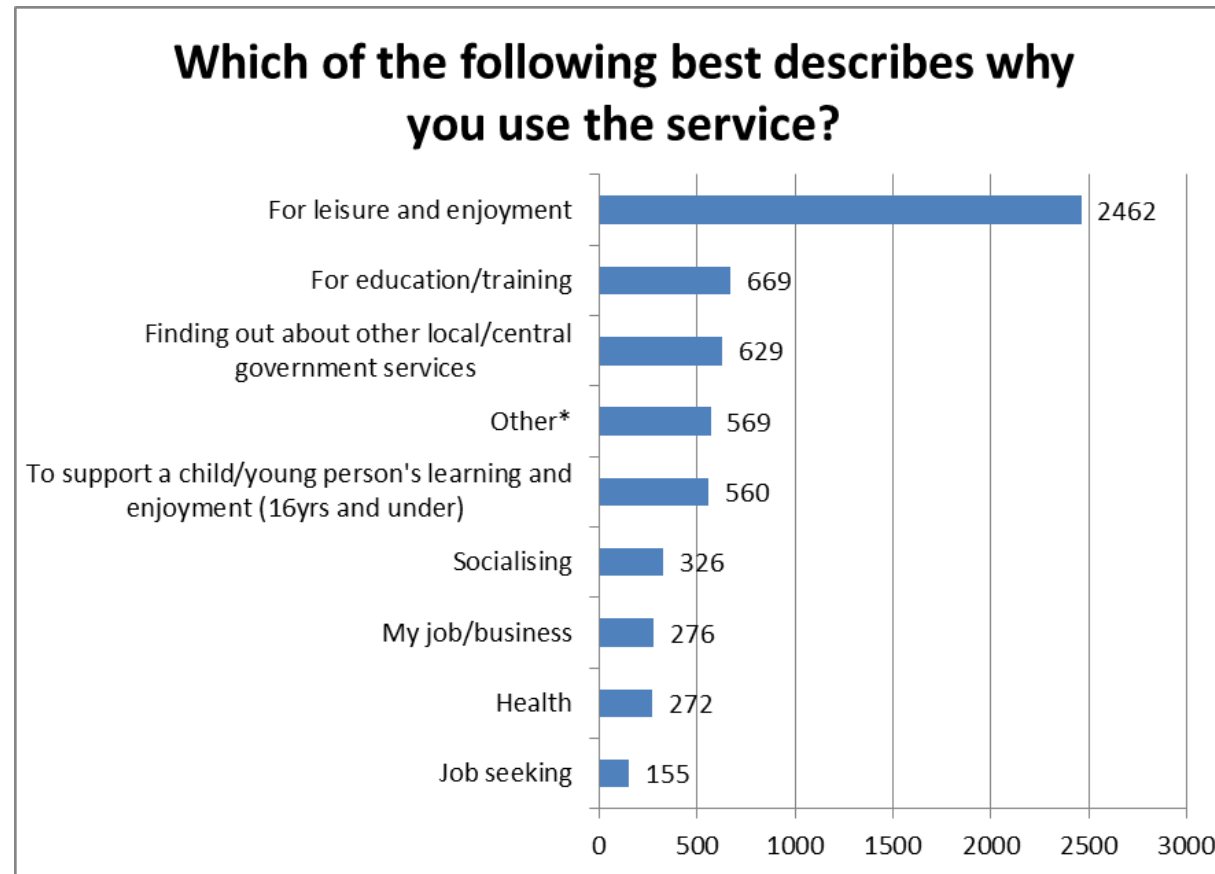
- 4.3.1 In considering changes to opening hours, it is important to understand how and why libraries are used at present. Therefore, as part of the survey, respondents were asked for the reasons why they currently make use of the Library and Information Service. There was a choice of up to eight responses (plus 'other') and respondents were invited to select as many as were applicable, from the list shown below:

- My job/business
- Health
- Finding out about other local/central government services
- Socialising
- To support a child/young person's learning and enjoyment (16yrs and under)
- For leisure and enjoyment
- For education/training
- Job seeking
- Other

- 4.3.2 The results are shown in figure 4.2.

Figure 4.2: Reasons Given for Using the Library and Information Service

This Figure shows the purposes respondents stated that they had for using the Library and Information Service, totalled for all responses. Total responses does not equal total survey respondents because respondents were invited to select as many options as they wished. The total number of responses to this question was 5,918.



4.3.3 By far the most common reason for using the Library and Information Service was for leisure and enjoyment, accounting for 42% of all replies. Education & training and to find out about government services were the next highest reasons, each with 11% of responses. Supporting child and young person learning was almost as high with 9% of total responses. There was also a high number in the 'other' replies category, at 10%, many of which were explained as 'to borrow books', giving a functional rather than need based response.

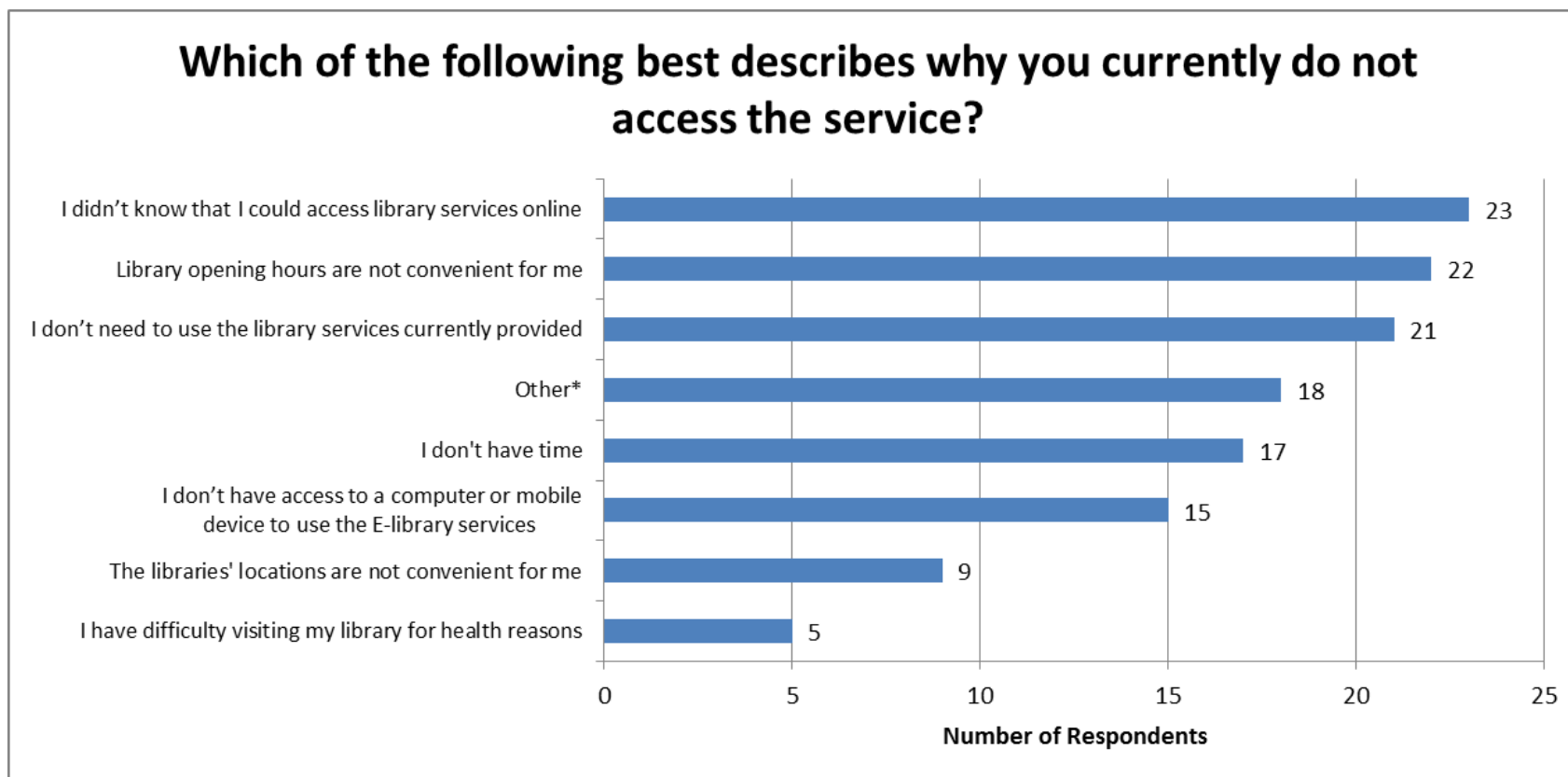
4.3.4 Results were consistent across individual libraries as shown in section A1 of Appendix A which shows responses by library.

4.4 Reasons for Not Currently Accessing the Library and Information Service

- 4.4.1 The small number of respondents who stated that they had not accessed the Library and Information Service were asked the reasons for this and the results are shown in Figure 4.3.

Figure 4.3: Reasons Given for Not Currently Accessing the Library and Information Service

This Figure shows respondents who stated that they had not used the Library and Information Service for the last 12 months and the reasons that they gave for not doing so. Total responses to this question do not equal the number of survey respondents who said they did not use the Library and Information Service (54) because respondents were invited to select as many options as they wished. The total number of responses to this question was 130.



- 4.4.2 The main reasons given were lack of awareness of online services (23 responses), inconvenient opening hours (22) and lack of need (21).

4.5 Importance of Services Provided by the Library and Information Service

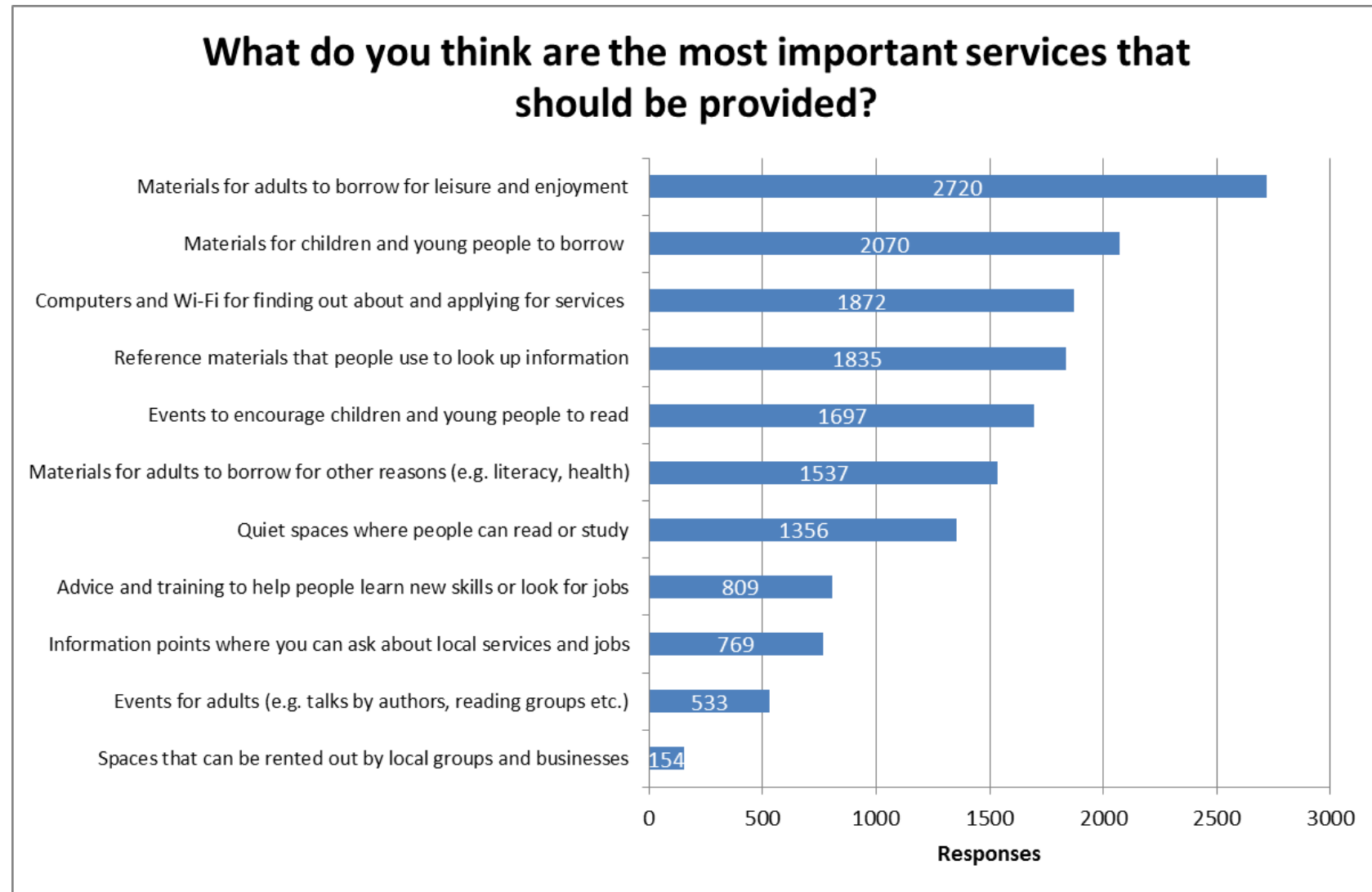
4.5.1 Respondents were asked which services offered by the Library and Information Service they thought were of greatest importance and the results are shown in Figure 4.4. The purpose of this question was to give context for the Strategic Commissioning Strategy and to help the Council understand what current library users thought were the greatest areas of need for the service.

4.5.2 Respondents were invited to select five services from the following list:

- Materials (i.e. books, CDs, DVDs, e-books) for adults to borrow for leisure and enjoyment
- Materials for children and young people to borrow for leisure, enjoyment and literacy
- Access to computers and Wi-Fi for finding out about and applying for services like social care, children's services and state benefits
- Reference materials (paper and electronic versions) including newspapers, encyclopaedias and other resources that people use to look up information
- Events for children and young people that encourage and help them to read
- Materials for adults to borrow for other reasons (e.g. literacy, health, education, financial etc.)
- Quiet spaces where people can read or study
- Advice and training to help people to learn new skills or look for and apply for jobs
- Information points where you can ask a member of staff about local services (e.g. health, social care, children's services) and jobs
- Events for adults (e.g. talks by authors, reading groups etc.)
- Spaces that can be rented out by local groups and businesses

Figure 4.4: Services Rated as Most Important

This Figure shows which services provided by the Library and Information Service that respondents ranked as 'most important'. Total responses does not equal total survey respondents because respondents were invited to select five options; some selected fewer than this and others selected more. The total number of responses to this question was 15,352.



- 4.5.3 The five most important services rated by respondents were materials (i.e. books, CDs, DVDs, e-books) for adults to borrow for leisure and enjoyment (18%) and materials for children and young people to borrow for leisure, enjoyment and literacy (13%). Together, these services accounted for almost one third of responses. Access to computers and Wi-Fi for finding out about and applying for services like social care, children's services and state benefits was third most important (12%), together with reference materials (paper and electronic versions) including newspapers, encyclopaedias and other resources that people use to look up information (also 12%). Events for children and young people that encourage and help them to read were fifth most important (11%).
- 4.5.4 Again, the results are generally consistent across libraries; the responses by individual library are shown in section A1 of Appendix A.

5 Response to Opening Hours Proposals

5.1 Introduction

5.1.1 In this chapter the analysis of responses to the proposed changes to opening hours are set out. The analysis consists of:

- Frequency of current library use
- Time profile of current library visiting
- Ability of respondents to access libraries with the proposed opening hours
- Detailed analysis of respondents stating that they would be unable to visit libraries with the proposed opening hours

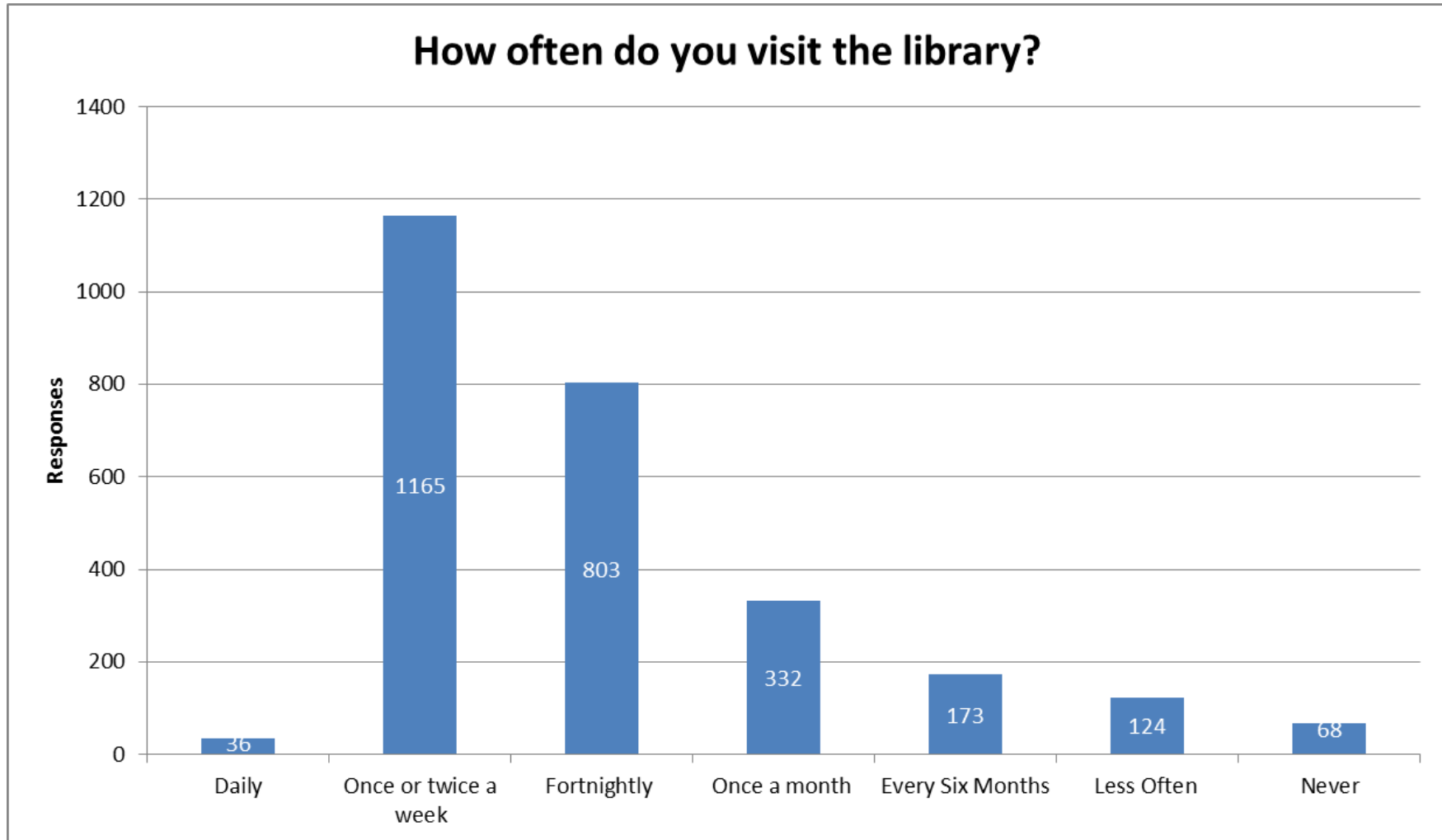
5.1.2 The results of analysis by individual library for each of these questions are contained in section A2 of Appendix A.

5.2 Frequency of Library Use

5.2.1 Figure 5.1 shows the frequency of visits to the library by respondents.

Figure 5.1: Frequency of Library Visiting

This Figure shows how often respondents stated that they visit the library, totalled for all responses. Total responses does not equal total survey respondents because some respondents selected more than one library and others did not answer this question. The total number of responses to this question was 2,701.



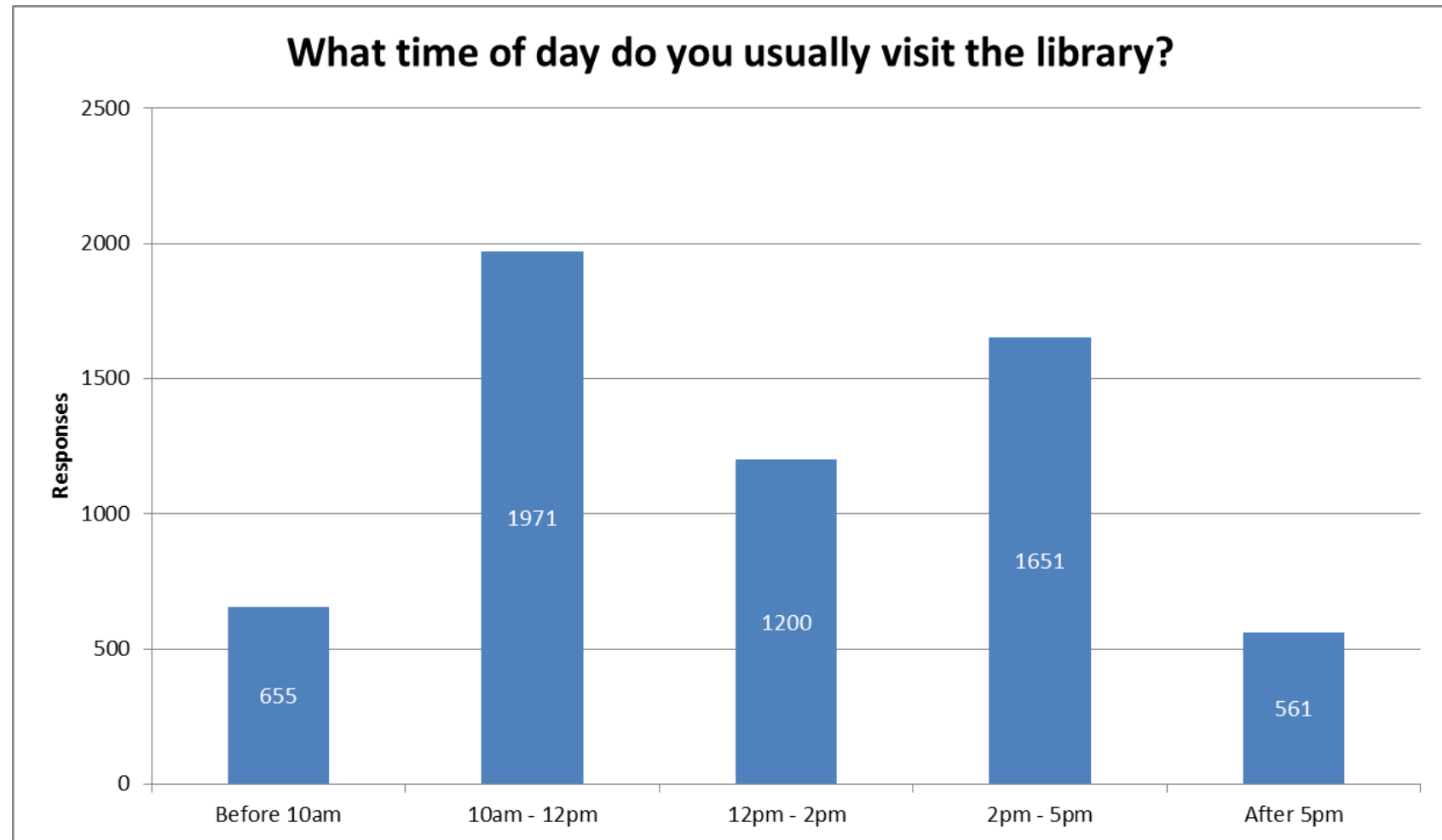
5.2.2 Most respondents, around 73%, visit the library between once or twice a week and once a fortnight. Only 1% of respondents use the library on a daily basis. Results are broadly consistent across libraries although a number of the smaller libraries have a lower proportion of frequent visitors.

5.3 Time Profile of Library Visiting

5.3.1 Figure 5.2 shows the times of day respondents visit the library.

Figure 5.2: Times of Library Visiting

This Figure shows the time profile of visits made to all libraries. Total responses to this question do not equal total survey respondents because some respondents selected more than one time period. The total number of responses to this question was 6,038.



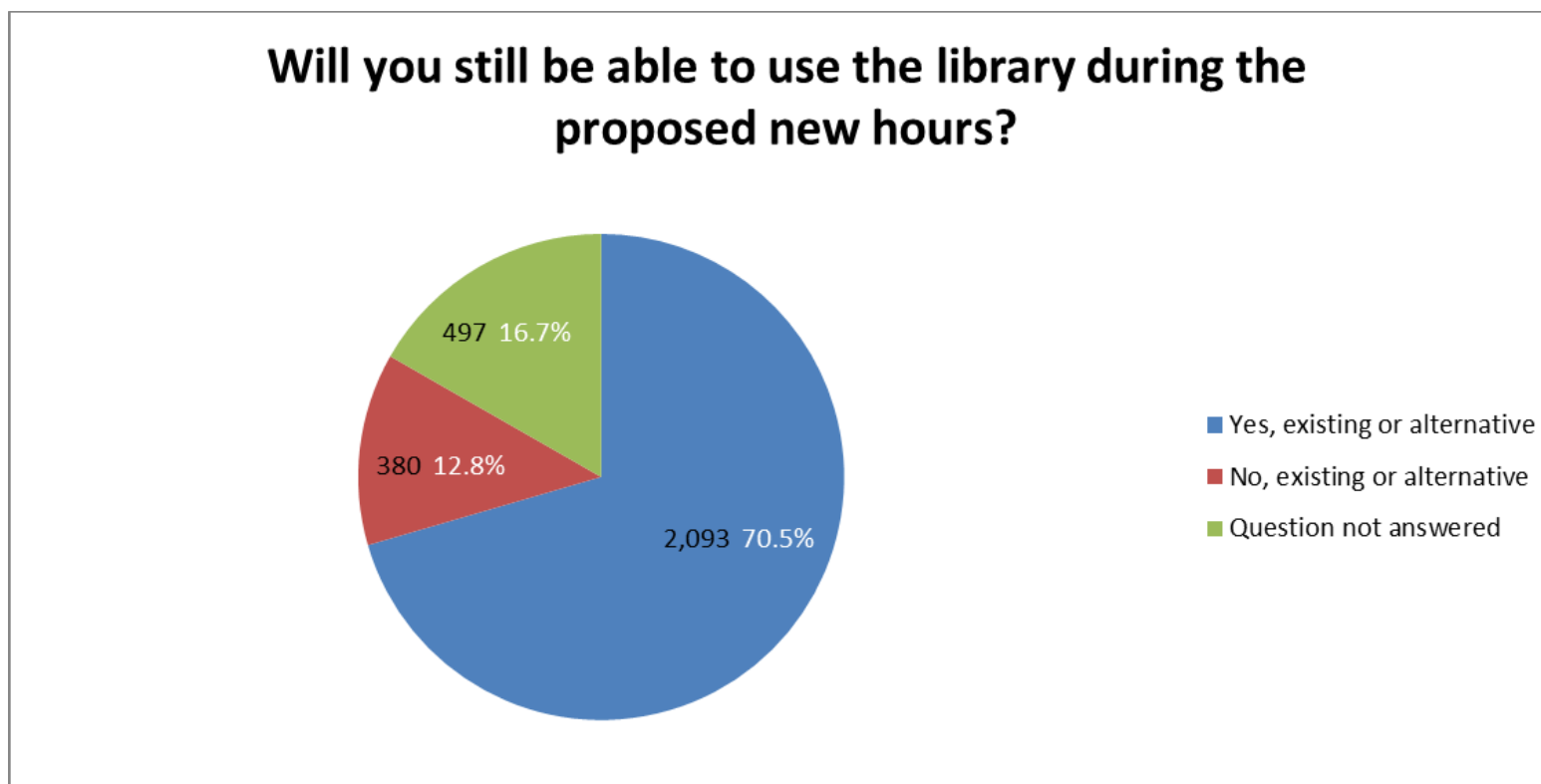
5.3.2 Most noticeable from Figure 5.3 is the low proportion of visits before 1000 and after 1700, accounting for 20% of total visits. By contrast, the daytime periods of 1000 – 1200 and 1400 – 1700 are by far the most popular with 33% and 27% of total visits respectively. Once again, there is a high degree of consistency between individual libraries.

5.4 Access to Libraries with Proposed Opening Hours

- 5.4.1 Respondents were then asked whether they would be able to continue to access the library if the proposed opening hours were introduced. Figure 5.3 shows all responses to this question.

Figure 5.3: Ability to Continue to Visit the Library

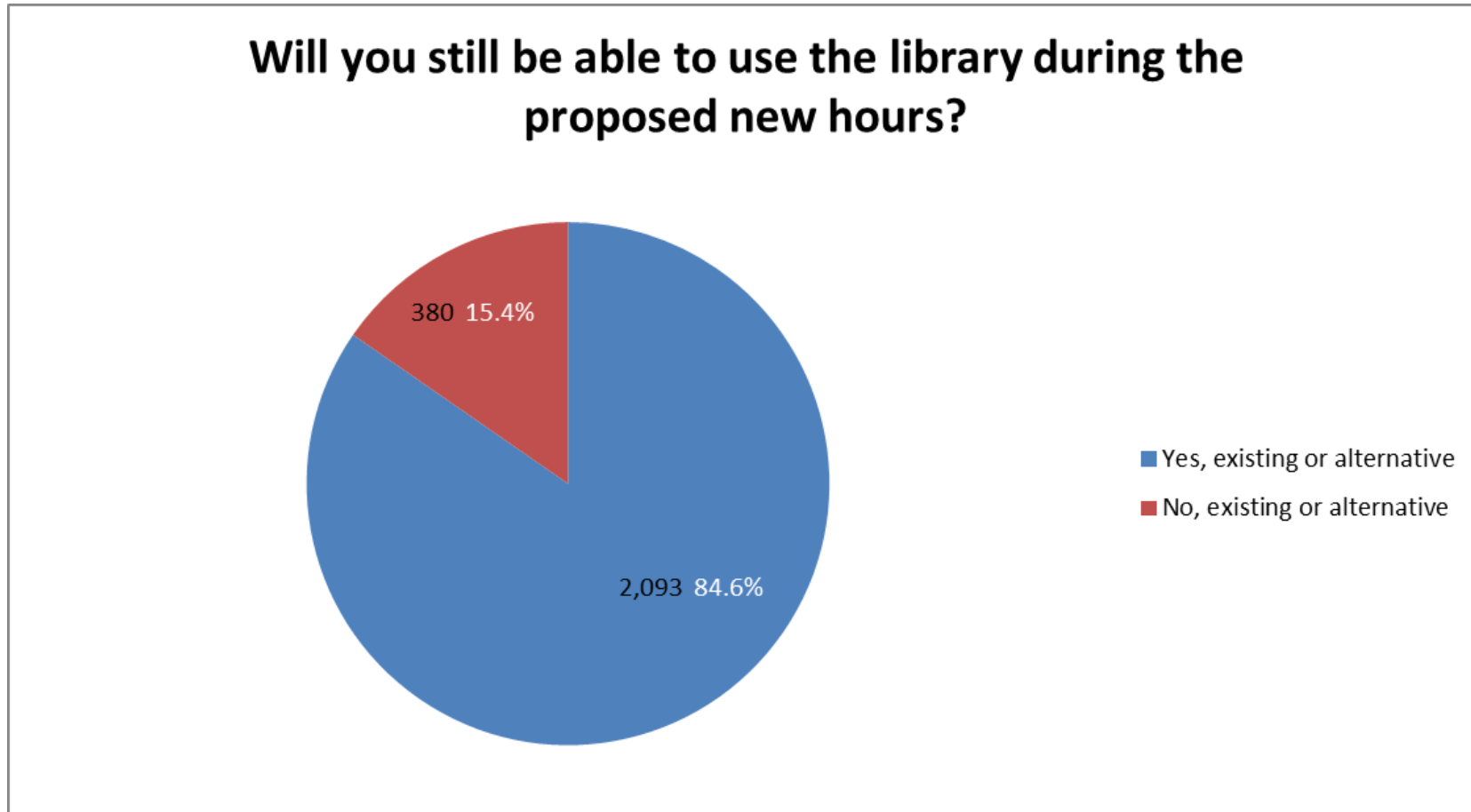
This Figure shows responses to the question of whether respondents would have access to a library with the proposed opening hours. The total number of respondents to the questionnaire was 2,970. 497 people did not answer this question.



- 5.4.2 Figure 5.3 shows that just over 70% of survey respondents stated that they would continue to be able to visit the library and just fewer than 13% stated that they would not. Almost 18% of survey respondents did not answer this question. If they are taken out of the analysis, Figure 5.4 shows the results for those who answered 'yes' or 'no' to this question.

Figure 5.4: Ability to Continue to Visit the Library

This Figure shows respondents who stated that they would or would not have access to a library with the proposed opening hours. Total responses to this question do not equal total survey respondents because some respondents did not answer this question. The total number of responses to this question was 2,473.

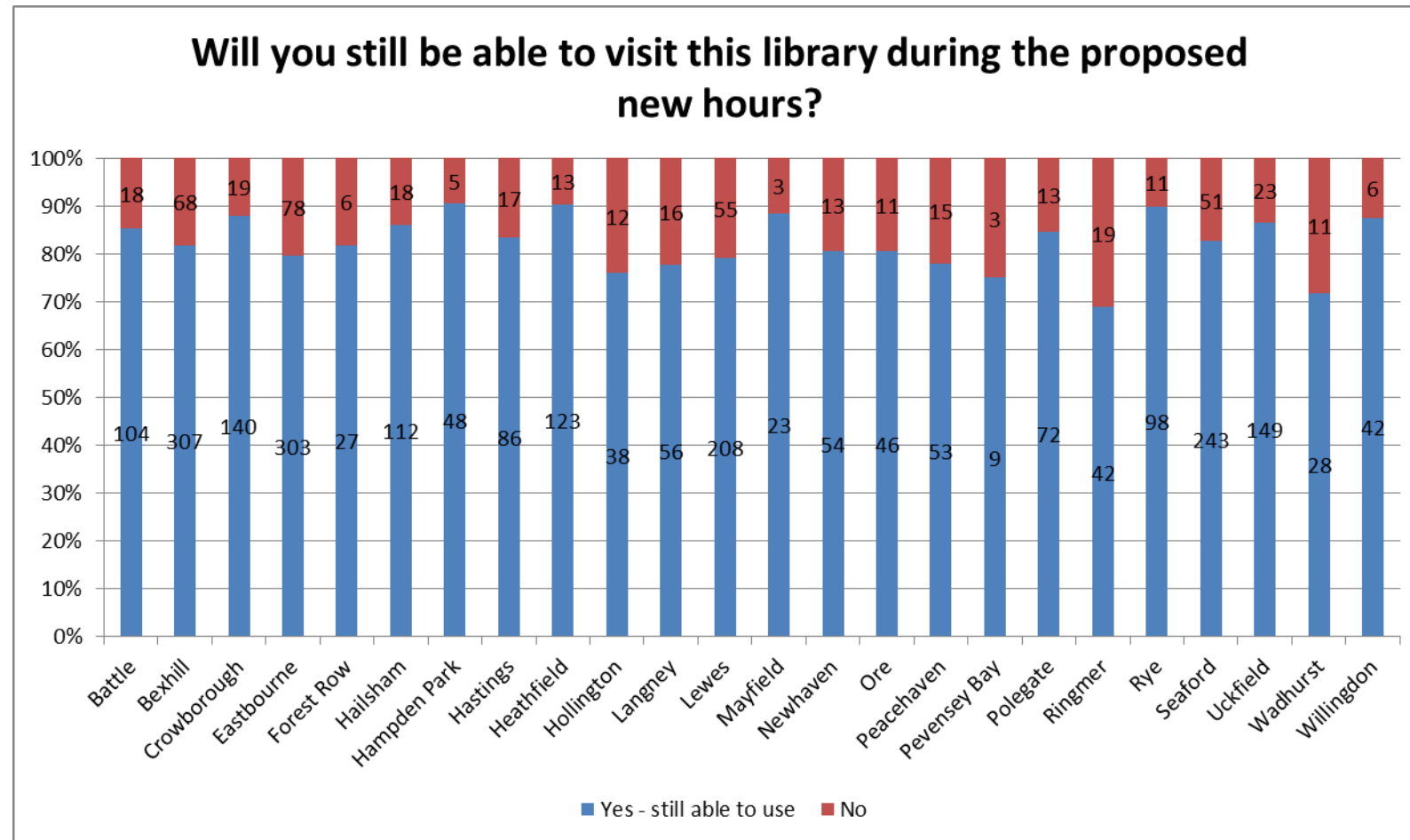


5.4.3 Figure 5.4 shows that, of those who provided a response, 85% would still be able to use the library during the proposed opening hours and 15% would not.

5.4.4 Responses by individual library are shown in Figure 5.5.

Figure 5.5: Ability to Continue to Visit the Library

This Figure converts the data in Figure 5.4 to show percentage of respondents who stated that they would or would not have access to each individual library with the proposed opening hours. The total number of responses to this question was 2,915.



- 5.4.5 For most libraries, between 80 and 90% of respondents state that they would continue to be able to access the library, which is consistent with the overall total of 85% discussed earlier. Only one library, Ringmer, has fewer than 70% of respondents stating that they would be able to access the library (69%), while the next lowest is Wadhurst at 72%. Pevensey Bay (75%) and Hollington (76%) are also at the lower end of the scale but the absolute numbers affected are small; even for these, however, three quarters of respondents state that they would still be able to access the library.

5.5 Respondents Unable to Visit Libraries with Proposed Opening Hours

5.5.1 This section contains more detailed analysis of those who stated that they would be unable to visit the library with the proposed opening hours. These respondents are considered with regard to:

- Time of day of visit
- Age
- Employment status
- Access to an alternative library

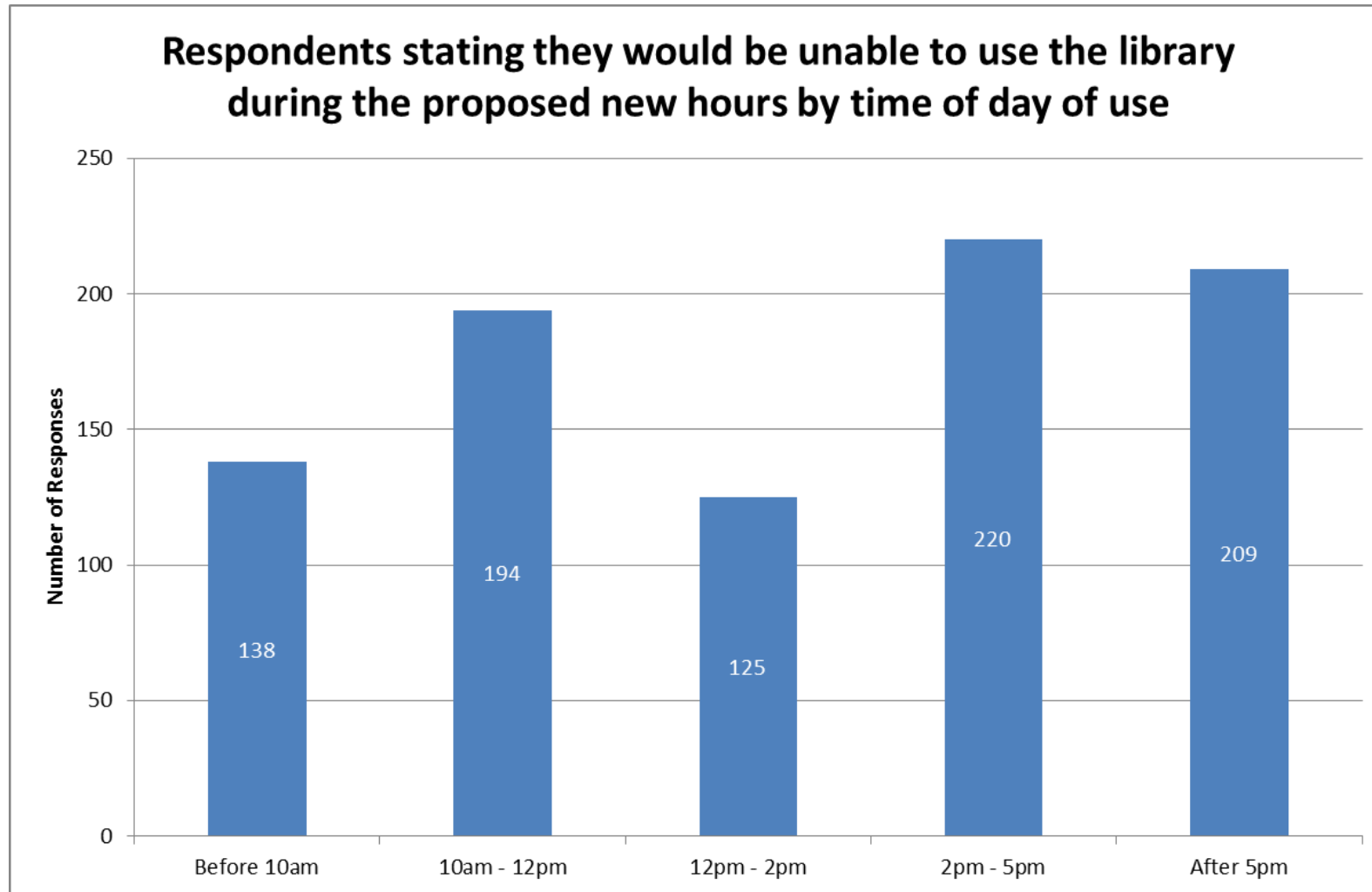
5.5.2 Each of these is considered in turn below.

Analysis by Time of Day

5.5.3 Figure 5.6 sets out the analysis of respondents unable to access the library by time of day of current visit. It should be noted that many respondents currently visit the library in more than one time period; so, while the graph shows the number of individuals affected in each time period, these cannot be summed as this would overstate the total.

Figure 5.6: Respondents Unable to Visit Libraries with Proposed Opening Hours (by Time of Day).

This Figure shows the present time profile of total library visits by those who stated that they would be unable to visit the library with the proposed opening hours. Total responses does not equal total survey respondents because some respondents referred to more than one time period or more than one library and others did not answer this question. The total number of responses to this question was 886.



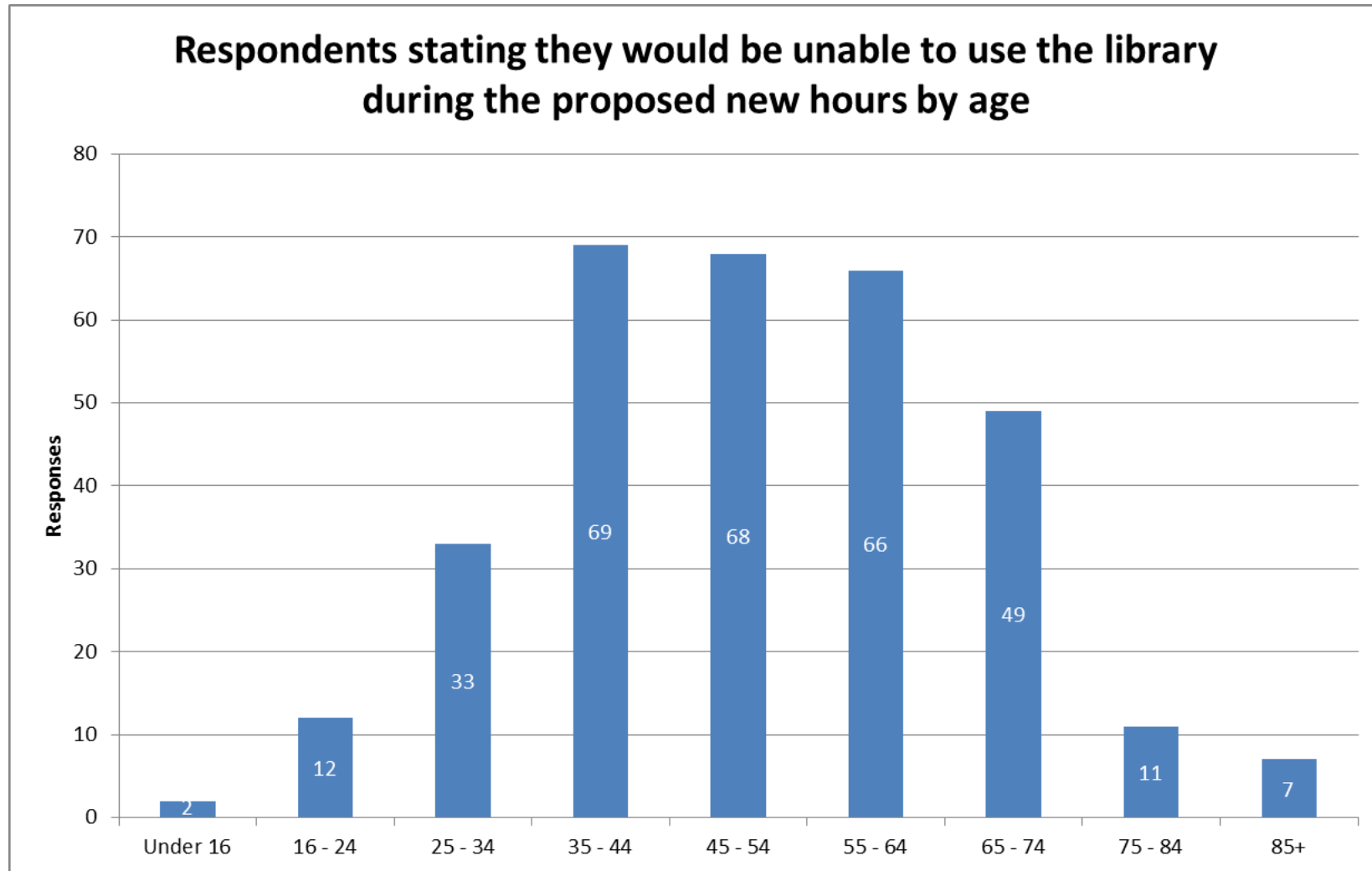
- 5.5.4 Figure 5.6 shows a relatively consistent number of respondents affected in the mid-morning, afternoon and evening time periods, and relatively fewer affected before 10am and at lunchtime. In percentage terms, more of the evening respondents are affected (37%) followed by those visiting before 10am (21%); this reflects the focus of the proposed changes being at these times of day.

Analysis by Age

- 5.5.5 The next analysis shows a breakdown by age for those who stated that they would be unable to visit the library if the proposed opening hours were implemented, as shown in Figure 5.7. These datasets only include those respondents who provided their age group as part of their survey response. It should be noted that some respondents declined to answer these questions or opted for 'prefer not to say'.
- 5.5.6 The total response to this question was 317, out of the 380 respondents who stated that they would not be able to use the library with the proposed opening hours (see section 2.4); eight respondents opted for 'prefer not to say' and 55 did not answer the age group question.

Figure 5.7: Respondents Unable to Visit Libraries with Proposed Opening Hours (by Age).

This Figure shows the present age profile of total library visitors by those who stated that they would be unable to visit the library with the proposed opening hours. Numbers do not total to respondents who said they would be unable to use the service (Figure 5.3) because some respondents opted for 'prefer not to say' and others did not answer this question. The total number of responses to this question was 317.



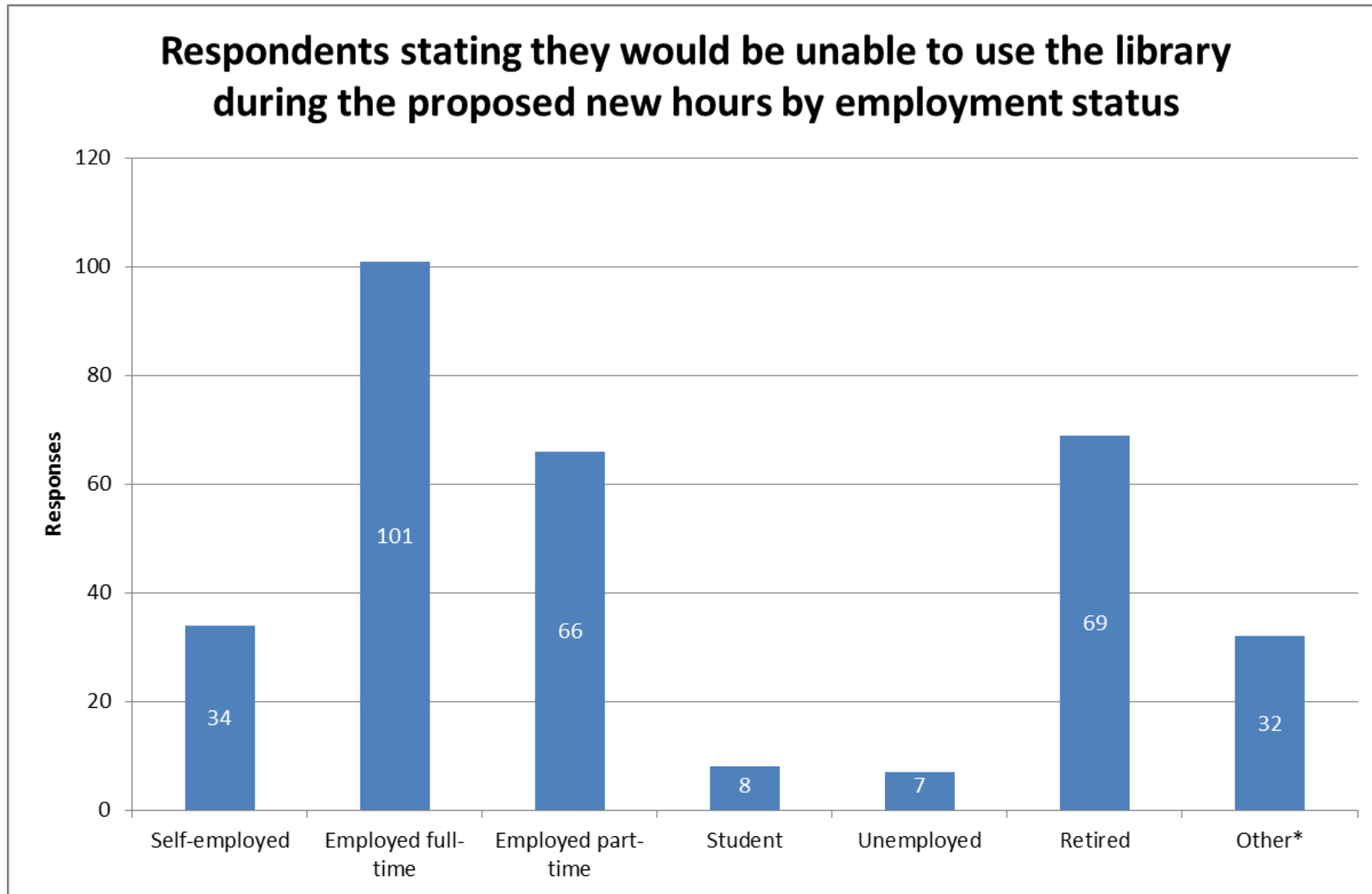
- 5.5.7 Figure 5.7 shows that greatest absolute impact is on respondents in the 35 – 64 age group, with relatively low numbers of respondents affected in the under 35 and over 75 groups. In percentage terms, however, the greatest impact is on 16 – 34 year olds, with around 30% affected; respondents over 65 were least affected (around 6%).

Analysis by Employment Status

- 5.5.8 Respondents were also asked about their employment status and Figure 5.8 shows the results for those respondents who stated they would be adversely affected by the proposed changes. Again, these datasets only include those respondents who provided their employment status as part of their survey response. Some respondents declined to answer these questions or opted for 'prefer not to say'.
- 5.5.9 The total response to this question was also 317 with 63 respondents not answering the employment status question.

Figure 5.8: Respondents Unable to Visit Libraries with Proposed Opening Hours (by Employment Status).

This Figure shows the employment status of library visitors to each library by those who stated that they would be unable to visit the library with the proposed opening hours. Numbers do not total to respondents who said they would be unable to use the service (Figure 5.3) because some respondents did not answer this question. The total number of responses to this question was 317.



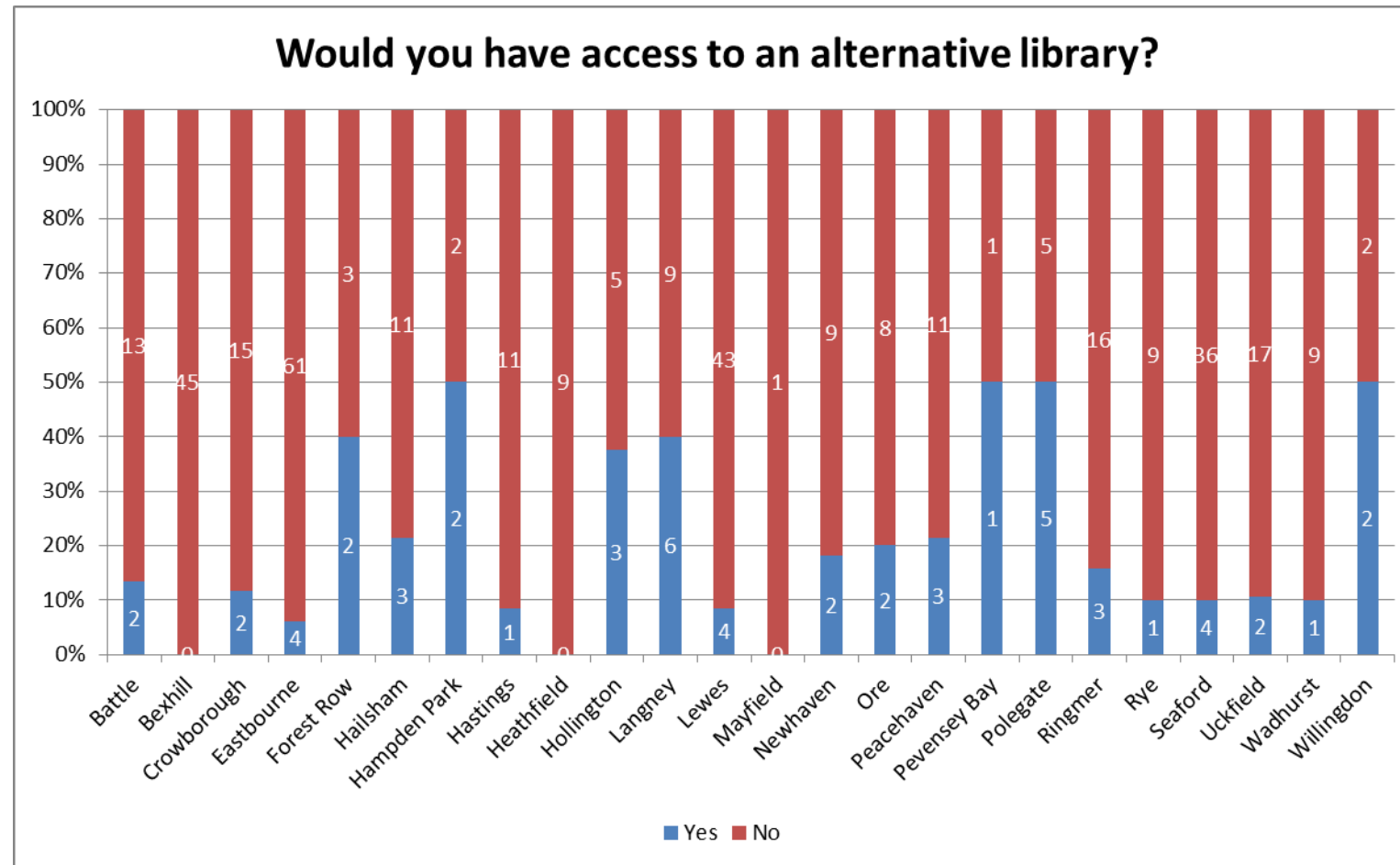
- 5.5.10 The greatest impact, in absolute and relative terms, is on respondents who are in full time employment. This group accounts for 32% of all those affected, followed by retired persons (22%) and part time workers (21%). Only a small number of students and unemployed people stated that they would be affected, although it should be borne in mind that young people were under-represented in survey responses.
- 5.5.11 Turning to relative impact, again this is highest for full time workers with 27% of this group stating that they would be affected. In contrast, only 5% of retired persons stated that they would be affected.

Alternative Library

- 5.5.12 Finally, respondents who stated that they would not be able to access the library they were commenting on with the proposed opening hours were asked if they would be able to visit an alternative one. Figure 5.9 summarises these responses by current library.

Figure 5.9: Ability to Access an Alternative Library

This Figure shows whether respondents who stated that they would not be able to visit their current library would be able to visit an alternative one. Results are presented by current library. The total number of responses to this question was 406 and 98 respondents did not answer this question.



5.5.13 There is considerable variation between libraries in the response to this question. At several libraries between 40% and 50% of respondents who provided an answer stated that they would be able to visit an alternative, including Forest Row, Hampden Park, Langney, Pevensey Bay, Polegate and Willingdon. In contrast, no respondents at Bexhill, Heathfield and Mayfield stated that they would be able to use an alternative location. Overall,

14% of respondents stated that they would have access to an alternative, but it is noteworthy that this proportion was lower for the Council's larger hub libraries, at typically no more than 10% (e.g. Eastbourne, Hastings, Lewes and Seaford).

6 Other Comments

6.1 Introduction

- 6.1.1 This section summarises other comments received during the consultation process. These include survey respondents' comments about the proposals and suggestions for alternatives to changing opening hours, as well as correspondence from individuals, groups and organisations that were received directly by the Council, outside of the consultation survey.

6.2 Attitudes to Library Change

- 6.2.1 Views on the potential changes to library opening times were collected as part of the survey using an open question where respondents could provide comments on the proposals. Table 6.1 summarises the nature of comments received and section A3 of Appendix A breaks down the results by individual library.

Table 6.1: Summary of Comments Received on Opening Hours Proposals

Nature of Comment	%
Positive	4%
Neutral	7%
Negative	19%
No Comment	70%
Total	100%

- 6.2.2 As the table shows, the overwhelming majority of respondents had no comment to make or were neutral towards the proposals in their remarks, accounting for 77% of responses.
- 6.2.3 19% were negative, comprising approximately equal numbers of those who were opposed to any reduction in hours or to the scale of changes and those who had specific concerns about the detail of the proposals. Of the latter, the most frequent comments related to:

- The risk of confusion amongst users about having different opening hours on different days of the week; many commented that hours should be standard across the week or that if this was not possible, then the new hours should be widely publicised.
- The difficulty that schoolchildren and people in full-time employment could face in accessing libraries in future.

6.2.4 4% of responses were positive towards the proposals. Typically, these were respondents who would not be affected by the changes and who thought that the proposals were 'reasonable' given the financial circumstances faced by the Council.

6.2.5 Some respondents requested that neighbouring libraries had opening hours that complemented one another, to maximise the available choice.

6.2.6 Where respondents had specific comments about the proposed changes for individual libraries, these have been recorded and set out in Table 6.2.

Table 6.2: Summary of Key Issues Raised by Library

Library	Opening Times Desired				Full Day opening / closing	Consistent hours across the week	Other Requests for Opening Times	Total Opening Hours Comments
	Before 1000	Until at least 1700	Evenings at least once/week	Sundays				
Battle	3	7	1	2	2	3		18
Bexhill	14	7	24	0	6	22		73
Crowborough	4	4	6	1	1	12		28
Eastbourne	11	14	29	3	21	7		85
Forest Row	0	1	0	0	0	1		2
Hailsham	0	2	1	0	0	1		4
Hampden Park	0	1	0	0	1	1		3
Hastings	5	2	17	3	2	0		29
Heathfield	2	0	2	0	0	2	Monday (7)	13
Hollington	0	1	2	0	0	0	Saturday all day (2)	5
Langney	0	1	0	0	1	0	Saturday all day (2)	4
Lewes	2	1	21	1	0	2	Wednesday all day (5)	32
Mayfield	0	0	0	0	0	0		0
Newhaven	0	4	0	0	0	0		4
Ore	0	0	0	0	0	0		0
Peacehaven	0	10	7	0	0	2	Tuesday AM (1)	20
Pevensey	0	1	2	0	0	0		3
Polegate	0	2	1	1	0	0		4
Ringmer	0	0	1	0	0	2	Wednesday AM (12)	15
Rye	1	2	1	0	0	2	Close on Tues PM instead of Mon (1)	7
Seaford	2	1	16	3	15	12	Wednesday all day (4)	53
Uckfield	0	1	4	1	2	1		9
Wadhurst	0	0	0	0	0	1		1
Willingdon	0	0	2	0	0	0		2
Totals	44	62	137	15	51	71		414

6.2.7 As would be expected, responses reflect the specific proposals for each library but there are some overall themes that emerge. The most common request is for evening opening, on at least one day per week. There is also concern that the proposed hours would be confusing because of the day

to day variations that then appear and a number of requests were made for hours to be standardised across the week on the days when the library is open.

6.3 Suggestions Received from Survey Respondents

- 6.3.1 The 2970 respondents generated 651 suggestions; 256 of these suggestions can be categorised as cost cutting and 395 as income generating. A summary of suggestions relating to cost cutting are given in Table 6.3 and to income generation in Table 6.4.

Table 6.3: Cost Cutting Ideas (256)

	Close full days - simplify opening times	More volunteers	Property sharing/disposal	Heat and light	Concentrate on books – keep fewer CDs, mags etc	Fewer staff
Online	34	41	17	14	11	8
Paper	50	25	28	10	10	8
Total	84	66	45	24	21	16

- 6.3.2 The most frequently mentioned idea was to close for full days (84) rather than half days. For many people using libraries, this is part of a general wish to have opening times (and closing times) that are easy to remember – although some suggested that this would also save heat and light.
- 6.3.3 The second most suggested option was to use more volunteers (66).
- 6.3.4 There were also many comments (45) about the physical library assets including some suggestions that small libraries should be closed, and sold, to help fund larger libraries; that library buildings could be shared with organisations – such as tourist information and post office; and about the need to ensure that neighbouring libraries had opening/closing times which fitted with others, particularly in towns such as Eastbourne where there were a number of libraries relatively close together.

Table 6.4: Income Generation Ideas (395)

	Better marketing, promotion, events	£ renting space	£ coffee shops	£ annual sub, loan fees, book clubs, computer charges	£ collection boxes, sponsorship	£ retail (cards, ticket & book sales)	Increase Council Tax
Online	65	58	44	22	11	10	5
Paper	45	34	48	29	11	7	6
Total	110	92	92	51	22	17	11

- 6.3.5 The most common suggestion (110) was to improve marketing/promotion and for libraries to host more events especially for children. This suggestion was frequently combined with another (92) to make better use of library facilities especially for community groups, evening classes and to generate income from room hire.
- 6.3.6 Another repeated suggestion was for libraries to have commercial coffee and refreshment facilities (92).
- 6.3.7 There were various suggestions (51 in all) to introduce or increase charges for services, including having voluntary/compulsory annual membership fees, nominal fees for book loans and charges for using computers.
- 6.3.8 A number of respondents made contributions across both cost saving and income generation themes including the following in connection with:
- Battle library – suggestions included more effort to explain the purpose of the Library and Information Service to attract non-users, and to consider using other organisations to run parts of the portfolio, such as the community information service
 - Bexhill library – suggestions included holding more events aimed at specific age groups, and to target secondary school children better. To run or host workshops on subjects ranging from claiming benefits to writing CVs, to sell cards, artwork and old stock, and to be more active in pursuing charges. There was also a suggestion, from a respondent using Bexhill, that library opening hours should more accurately reflect the size of the catchment population, and that opening hours across geographically adjacent libraries should be co-ordinated.
 - Eastbourne library – suggestions included themed evening study groups, and that the library could host film clubs (pay per view) and children's parties. More outreach was suggested for older children, and more effort to be put into third age opportunities. Also a request to stay open in the evenings, but to close off part of the library and reduce staffing at these times.
 - Forest Row library – a suggestion to introduce nominal charges for library services, and to try to attract commercial sponsorship to support library opening

- Hastings library – was recognised as providing a quiet space for families who don't otherwise have one. It was suggested that the library should be open on Sundays – especially for children – and one respondent suggested that the service should make more use of social media.
- Lewes library – suggestions included opening for longer in the winter, increasing loan and reservation fees and having a voluntary annual subscription.
- Rye library - as with Forest Row, the idea of company sponsorship was raised. Another suggestion was to combine with the post office
- Seaford – a suggestion that libraries should be open for homework groups, and on Sundays, that the number of books lent to each person could be limited to save stock costs.

6.3.9 Some of the most interesting individual responses are set out in Table 6.5.

Table 6.5: Selection of Individual Suggestions Received

Library Used by Respondent	Comment
Battle & Hailsham	Better marketing - explain library purpose, especially to non-users. Handover information service to community organisation. Coffee shop and more ticket sales.
Bexhill	Better liaison with secondary schools, more quality art events. Regular face to face meetings with library users. Simplify opening hours, be more active in charging.
Bexhill	More events for all ages, hold workshops on benefits and CV writing, sell cards and artwork and old stock.
Bexhill	Don't cut all by 25% but relate cuts to catchment population (Rye 37 hours for pop. 6,000, Bexhill 33.5 for pop.43,000). Consider opening hours across groups (e.g. Hastings + Hollington + Ore)
Eastbourne	Keep open in evenings, but cut number of evening workers – close off parts of the library
Eastbourne	Bring other organisations in, (e.g. tourist information) charge, and be flexible/imaginative
Eastbourne	More outreach to older children. Foreign language learning, third age opportunities (cryptic crosswords, knitting circles), table tennis, get Central Government grants for citizenship training. Make extensive use of volunteers
Eastbourne	Safe spaces for book reading clubs and women's groups, themed study groups, health therapy groups, film clubs – pay per view – and children's parties
Eastbourne & Langney	Space needed for social interaction (elderly, young mothers) make small charges for loans and book clubs, use more volunteers
Forest Row	Nominal charges, business sponsorship

Library Used by Respondent	Comment
Hastings	Importance of quiet space for families who don't otherwise have one. Open on Sundays – especially for children.
Hastings & Ore	Get more involved in social media – Twitter and Facebook. Book launchings & signings, links to Open University, promotion of local music through gigs, get publishers to donate books with slight flaws.
Lewes	Arrange school visits – open longer in the winter. Open a café.
Lewes	Increase loan and reservation fees, have a voluntary annual subscription
Not specified	More marketing to non-users. School visits to improve age profile. Open coffee shop to make library a destination of choice.
Polegate	More for children – transfer activities from children's centres. Book parties, local craft groups, coffee. Can volunteers cover lunch breaks for paid staff?
Rye	Combine with post office. Encourage reading clubs. Consider company sponsorship, as well as voluntary donations, and encourage readers to review books for the benefit of other readers.
Seaford	Reopen café and simplify opening hours
Seaford & Eastbourne	Children's story time, charge for homework groups, coffee shop, open Sundays, close small libraries and replace with mobile, limit number of books lent to each person

6.4 Comments Received From Other Parties

- 6.4.1 A total of 27 separate e-mails and letter were received concerning the proposals, including one petition. These are summarised in the table below and were considered along with the results of questionnaires, as presented in Appendix 1 Consultation Analysis Report Summary and the full consultation analysis report which is also publicly available.

Table 6.6: Summary of other comments received

18 comments from members of the public	
Ten were either neutral or supportive of the proposals and eight were opposed to them. Some suggestions were made for alternative opening times at specific libraries and some alternatives for how savings could be made, for example by using volunteers. Other ways were suggested to try and mitigate for the impact of reduced hours.	
4 comments from Parish or District Councils	
Forest Row Parish Council	Understanding of the need for savings but opposed to the proposals. Expressed concerns about the evidence that had been used to support the extent of reductions and impact on children and young people.
Heathfield and Waldron Parish Council	Reluctant agreement to reduction in opening hours. Opening hours to coincide with public transport and provide alternative hours locally when Heathfield Library is closed.
Wealden District Council	Understanding of the need for savings. Also recognised the role of libraries in supporting the local community. Offer to work with the library service in future.
Willingdon and Jevington Parish Council	Understanding of the need for savings. Expressed concerns about the removal of Thursday morning provision specifically.
2 comments from individual Parish or District Councillors	
Councillor Tickner, Westmeston Parish Council	Concern over rural provision
Councillor Clark, Bexhill East, East Sussex County Council	Supportive of the proposals but suggesting alternative opening hours
2 comments from MPs	
Caroline Ansell MP	Concern about a 25% reduction, request for a comprehensive review to ensure the minimum impact on the majority of service users
Maria Caulfield MP	Passing on concerns from Ringmer Village Hall Management Committee about the limited number of days of provision and lack of Wednesday morning and Saturday
1 petition from Forest Row	
Presented by Alex McKinney with approximately 200 signatures	Objecting to a reduction in opening hours. Expressing the importance of the library to the local community and value for home schooled children.

- 6.4.2 In addition, Year 5 pupils of Seaford Primary School sent in letters, outside of the consultation period, expressing their support for Seaford Library and concern about the proposals. A senior member of staff from the Library and Information Service went and met with the pupils and their teachers to explain the rationale behind the proposals and answer any questions.
- 6.4.3 These comments will be reviewed and considered by the Council as part of the overall exercise and will help inform decision-making.

Appendix A

Individual Library Results

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A.1 Library Use

A.1.1 As noted in chapter 4, respondents were asked their reasons for using the Library and Information Service. The results for each library are shown in absolute numbers in Figure A.1 and in percentages in Figure A.2.

Figure A.1: Reasons Given for Using the Library and Information Service (Responses by Individual Library)

This Figure shows the purposes respondents stated that they had for using the Library and Information Service, by individual library. Total responses does not equal total survey respondents because respondents were invited to select as many options as they wished. The total number of responses to this question was 6,879.

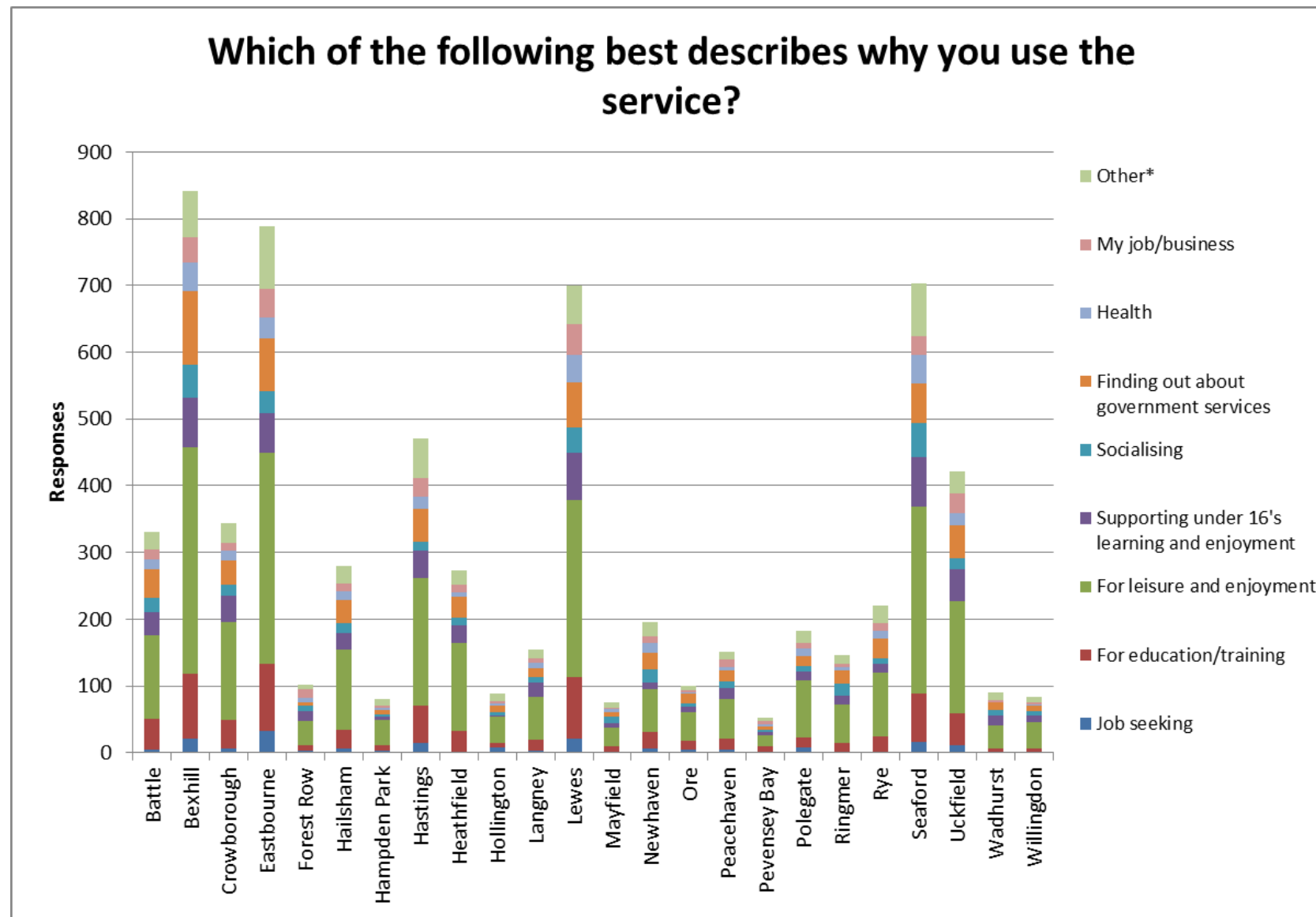
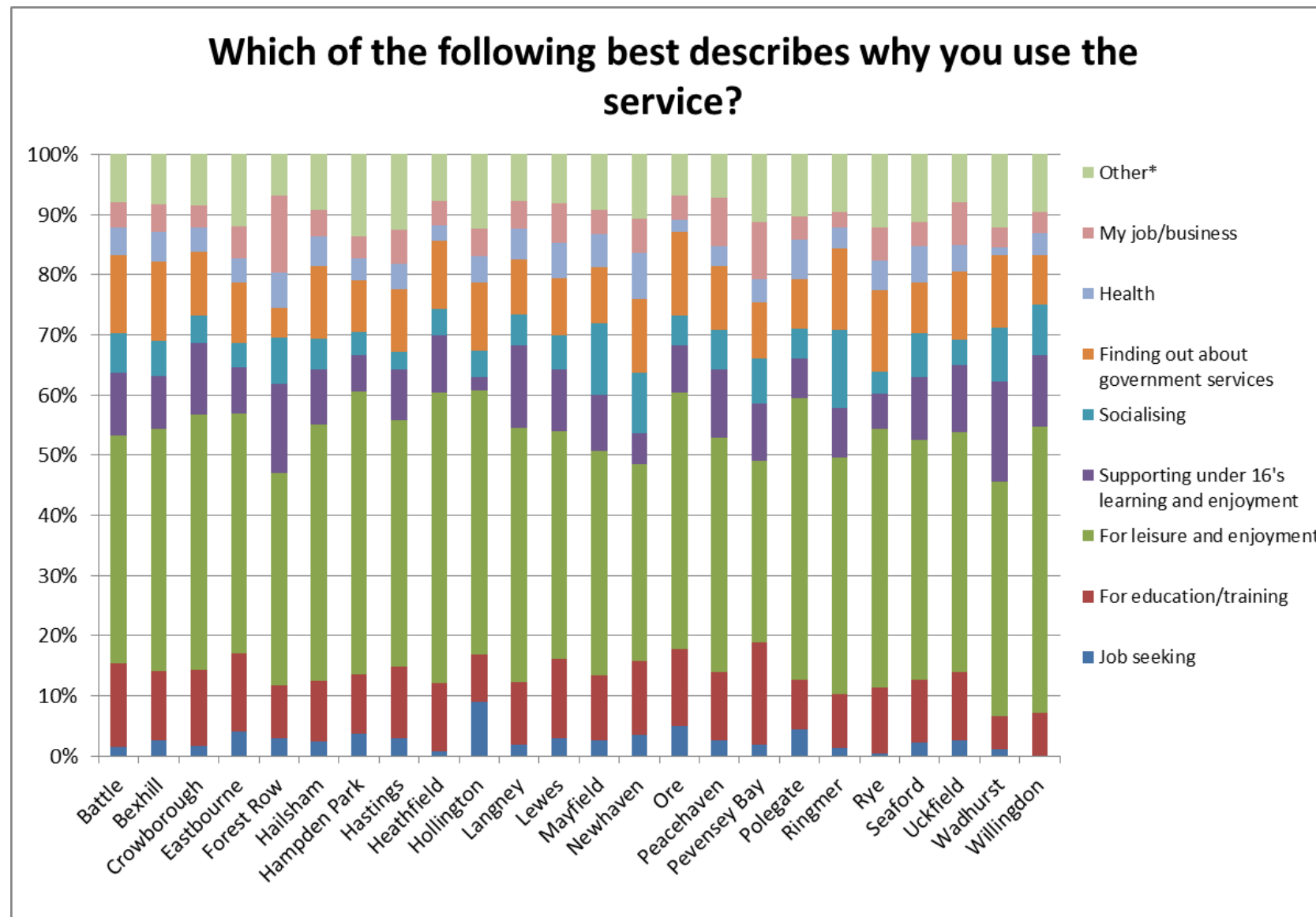


Figure A.2: Reasons Given for Using the Library and Information Service (Percentage Responses by Individual Library)

This Figure shows the purposes respondents stated that they had for using the Library and Information Service, in percentage terms by individual library. The total number of responses to this question was 6,879.



A.1.2 Figure A.2 clearly shows the relative consistency of responses across libraries.

A.1.3 Respondents were then asked which services offered by the Library and Information Service they thought were of greatest importance and the results for each library are shown in absolute numbers in Figure A.3 and in percentages in Figure A.4.

Figure A.3: Services Rated as Most Important (Responses by Individual Library)

This Figure shows which services provided by the Library and Information Service that respondents ranked as 'most important' with the data presented by individual library. Total responses does not equal total survey respondents because respondents were invited to select the five 'most important' services provided by the Library and Information Service; some selected fewer than this and others selected more. The total number of responses to this question was 15,352.

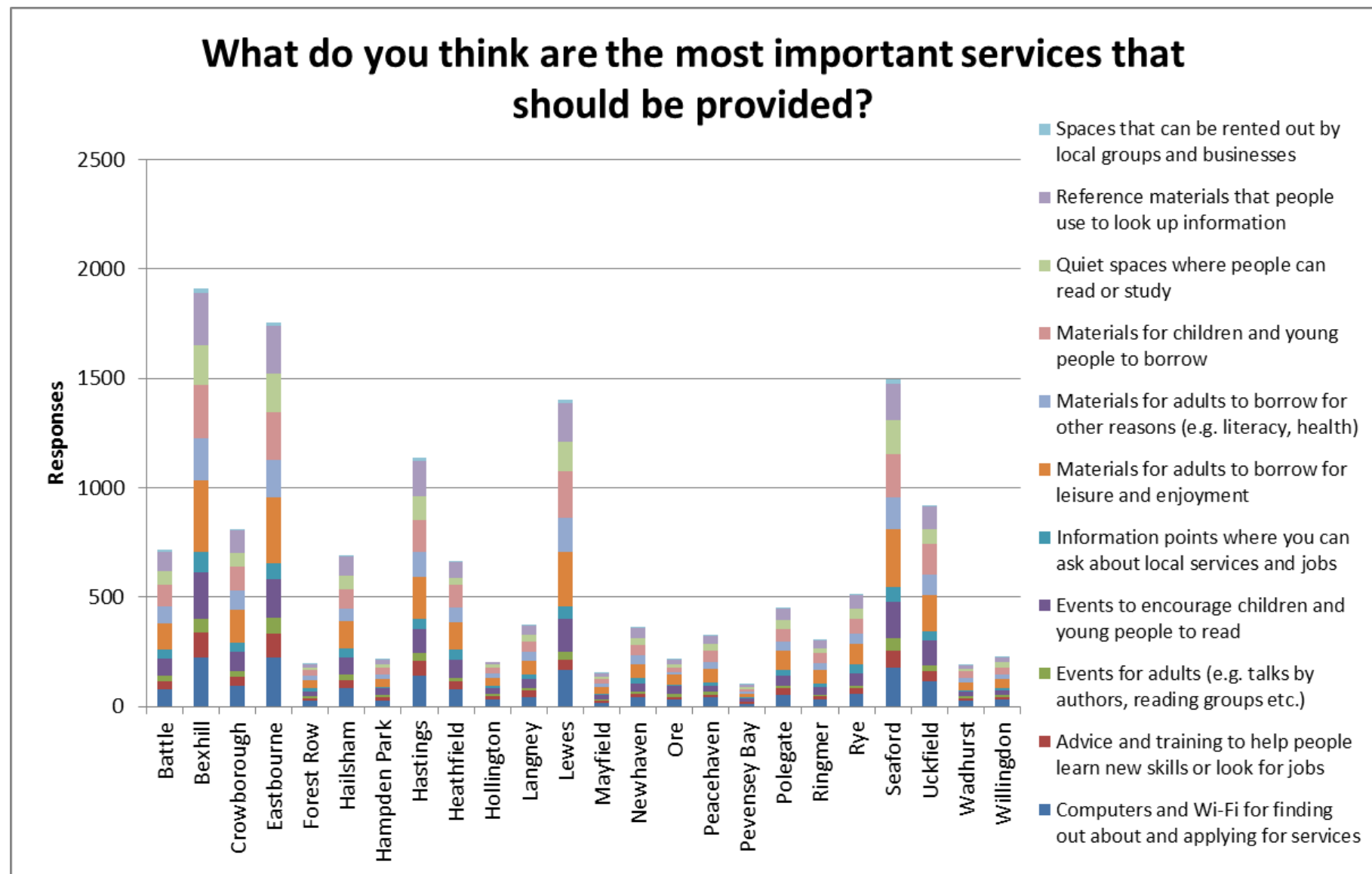
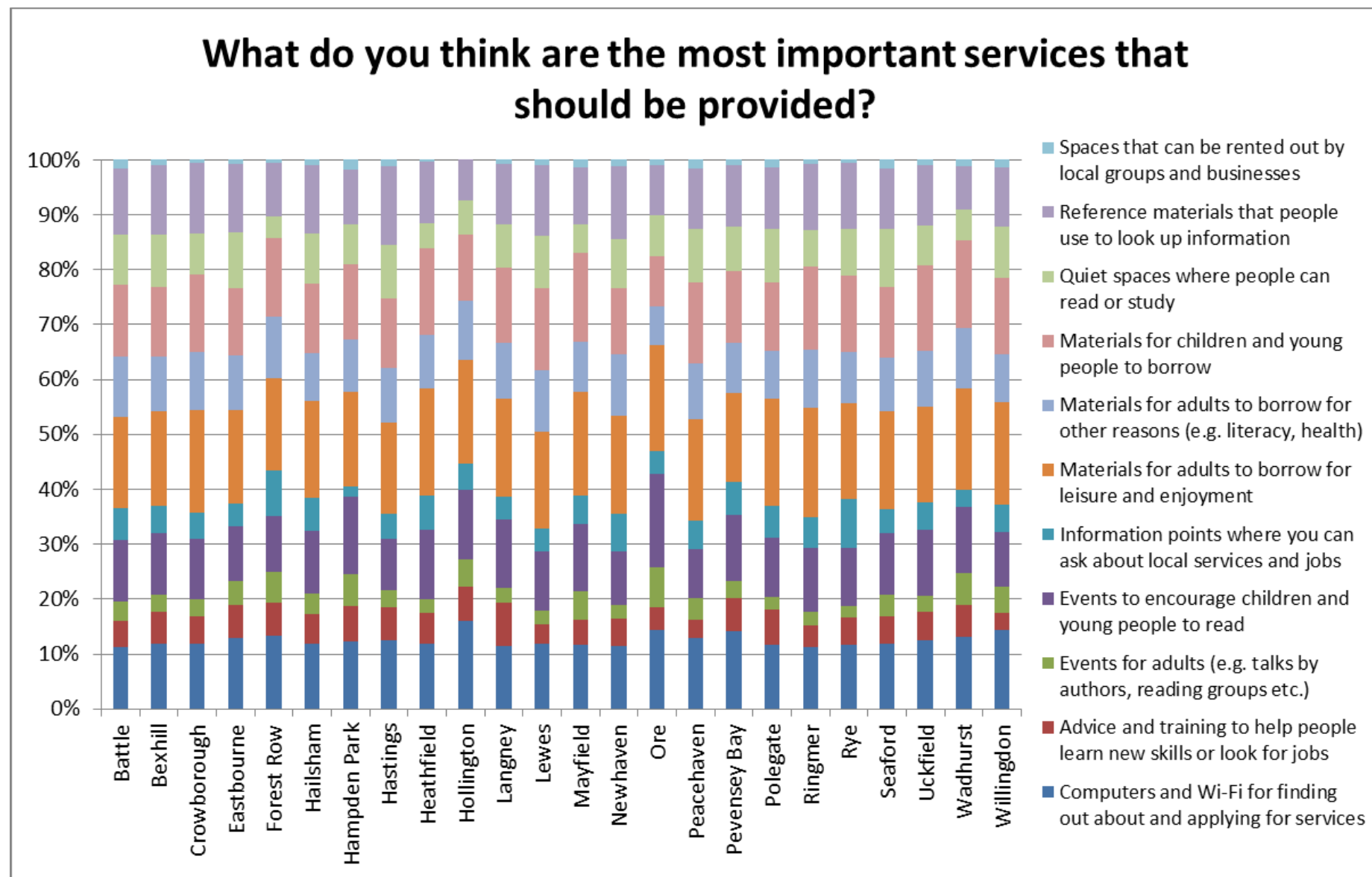
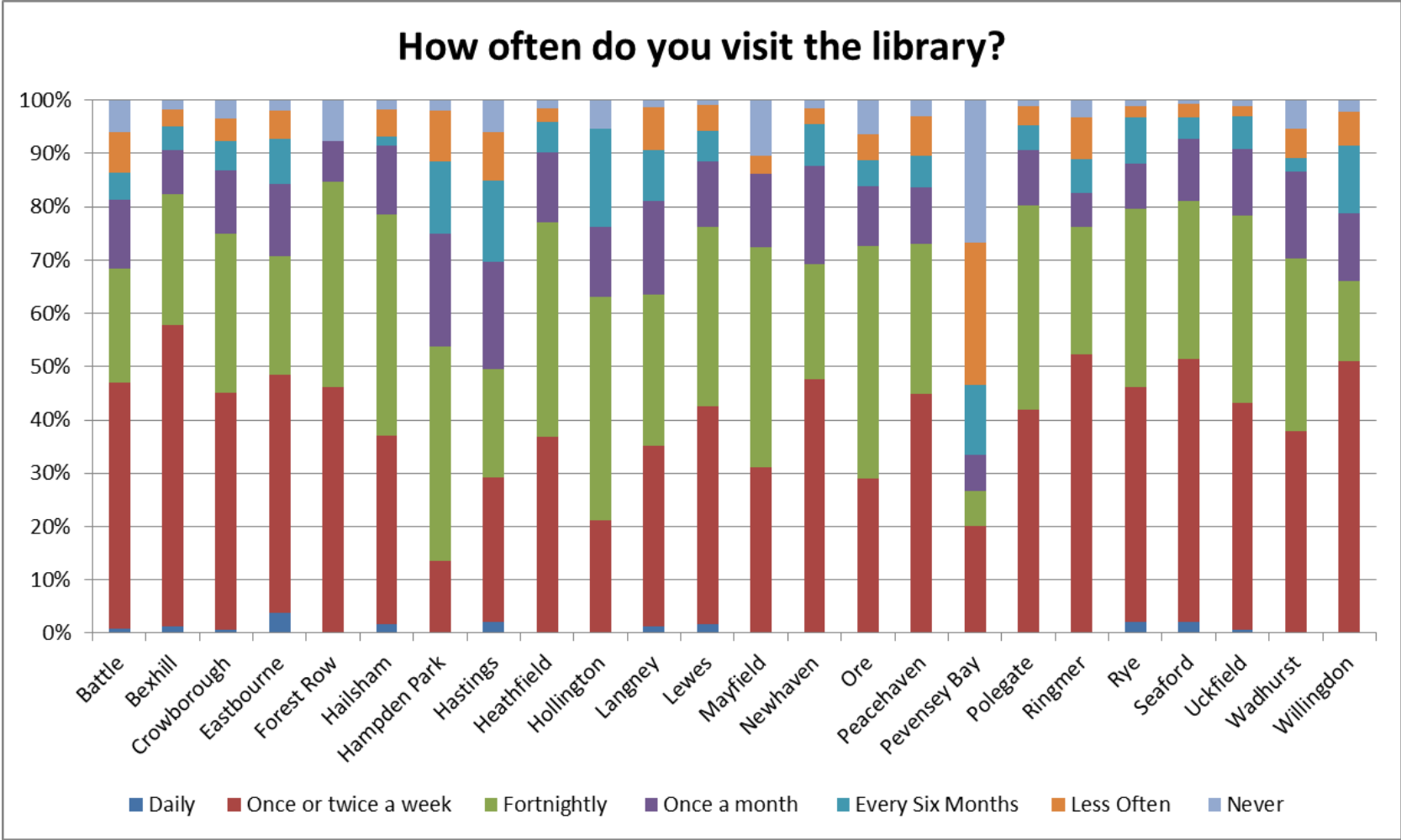


Figure A.4: Services Rated as Most Important (Percentage Responses by Individual Library)
 This Figure shows the data in Figure A.3 converted to percentages for each library. The total number of responses to this question was 15,352.



A.1.5 Respondents were also asked how often they visited the library and the results are shown in Figure A.5.

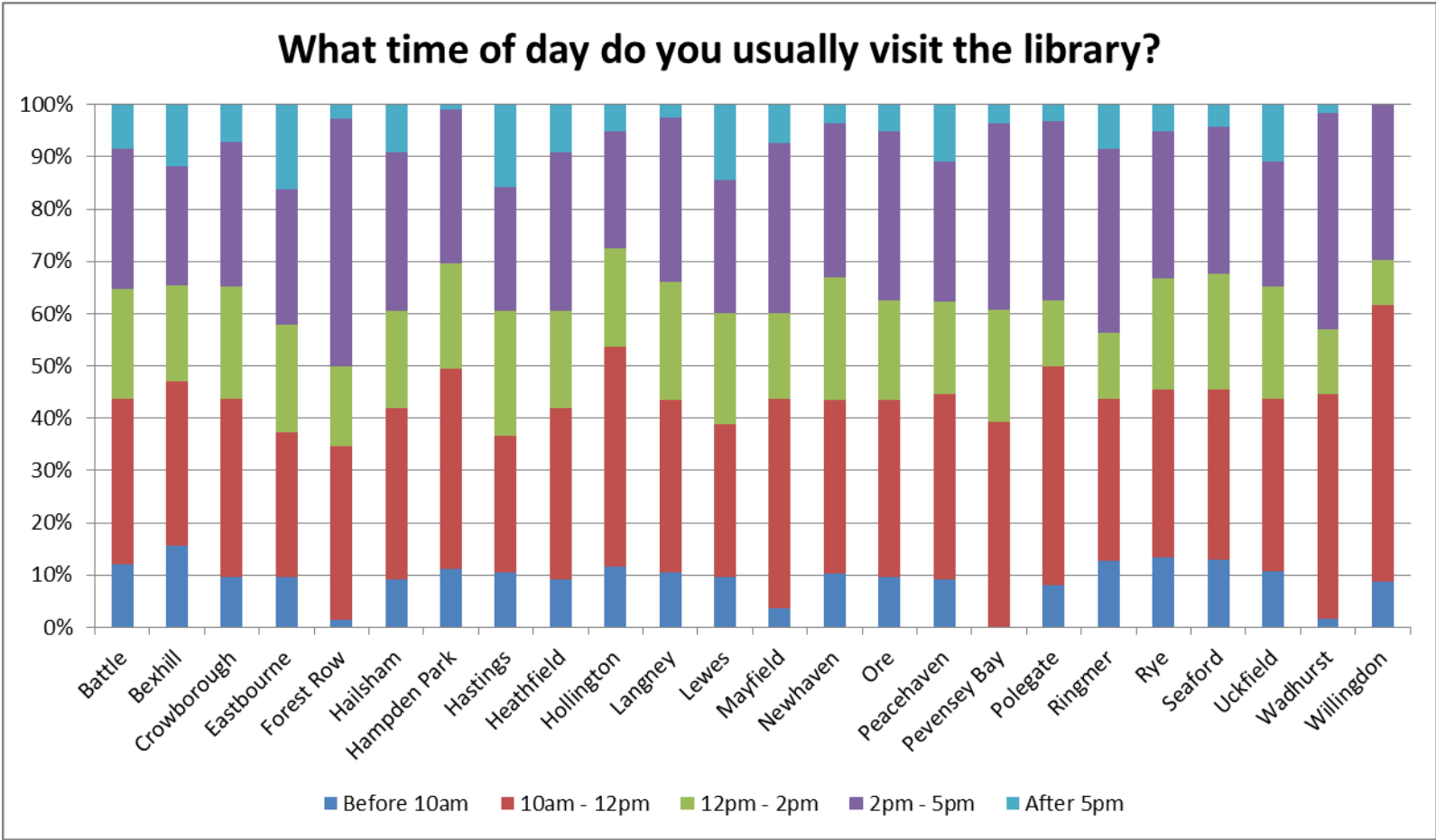
Figure A.5: Frequency of Library Visiting (Responses by Individual Library)
This Figure shows how often respondents stated that they visit each individual library. Total responses does not equal total survey respondents because some respondents selected more than one library and others did not answer this question. The total number of responses to this question was 2,701.



A.1.6 Most respondents, around 73%, visit the library between once or twice a week and once a fortnight with results broadly consistent across libraries although a number of the smaller libraries have a lower proportion of frequent visitors, e.g. Hampden Park, Ore and Pevensey Bay.

A.1.7 Respondents were then asked to indicate the time periods when they currently visit the library and the results are shown by individual library in Figure A.6.

Figure A.6: Times of Library Visiting (Responses by Individual Library)
This Figure shows the time profile of visits made to each library. Total responses does not equal total survey respondents because some respondents selected more than one time period. The total number of responses to this question was 6,038.

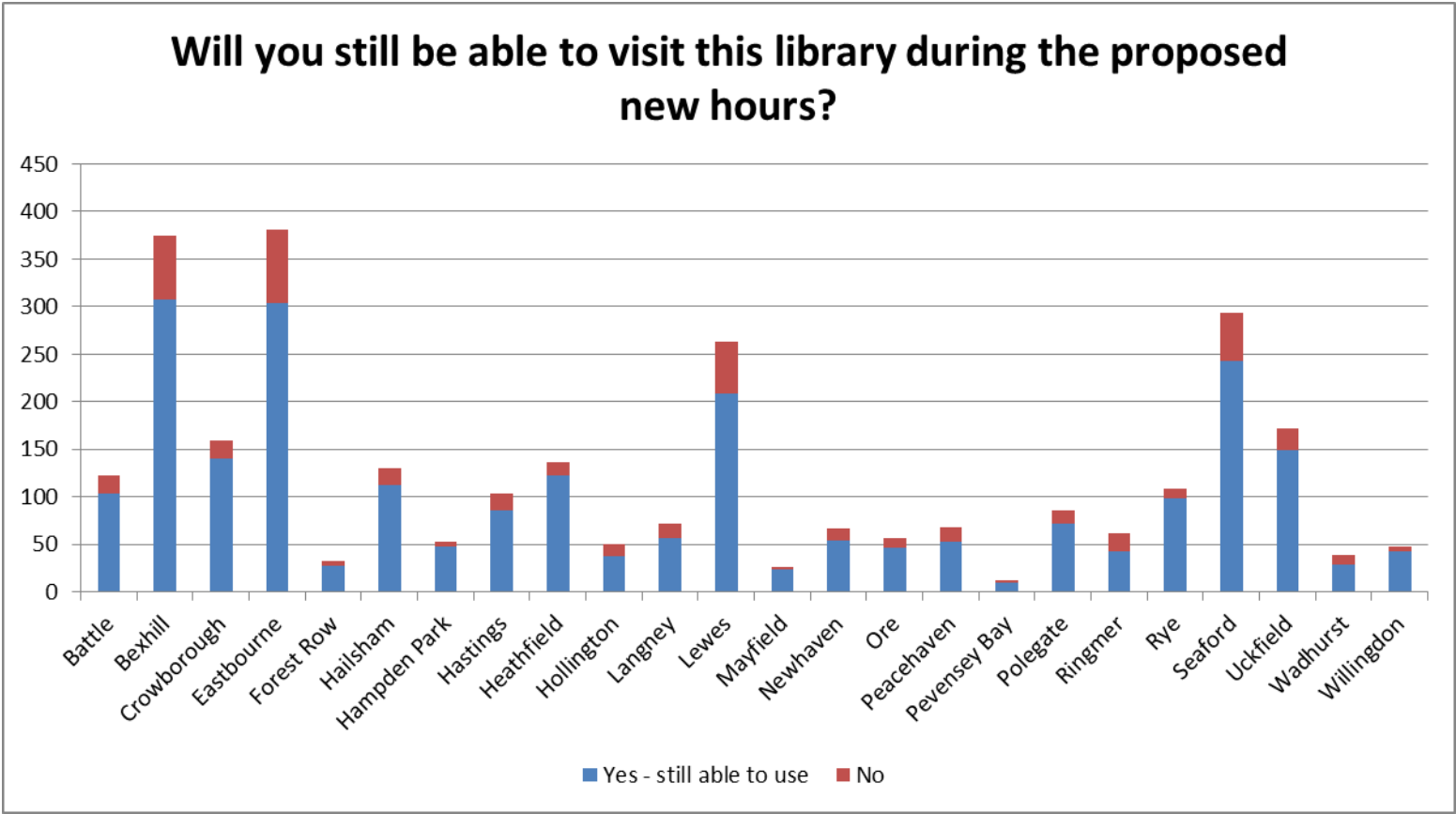


A.1.8 Individual library results largely reflect the overall position shown in Figure 5.3 of the main report with the daytime periods of 1000 – 1200 and 1400 – 1700 by far the most popular.

A.2 Access to Libraries with Proposed Opening Hours

A.2.1 Respondents were asked whether they would be able to visit the library with the proposed opening hours and the results are shown in Figure A.7. As noted in chapter 5, the results are broadly consistent across all libraries.

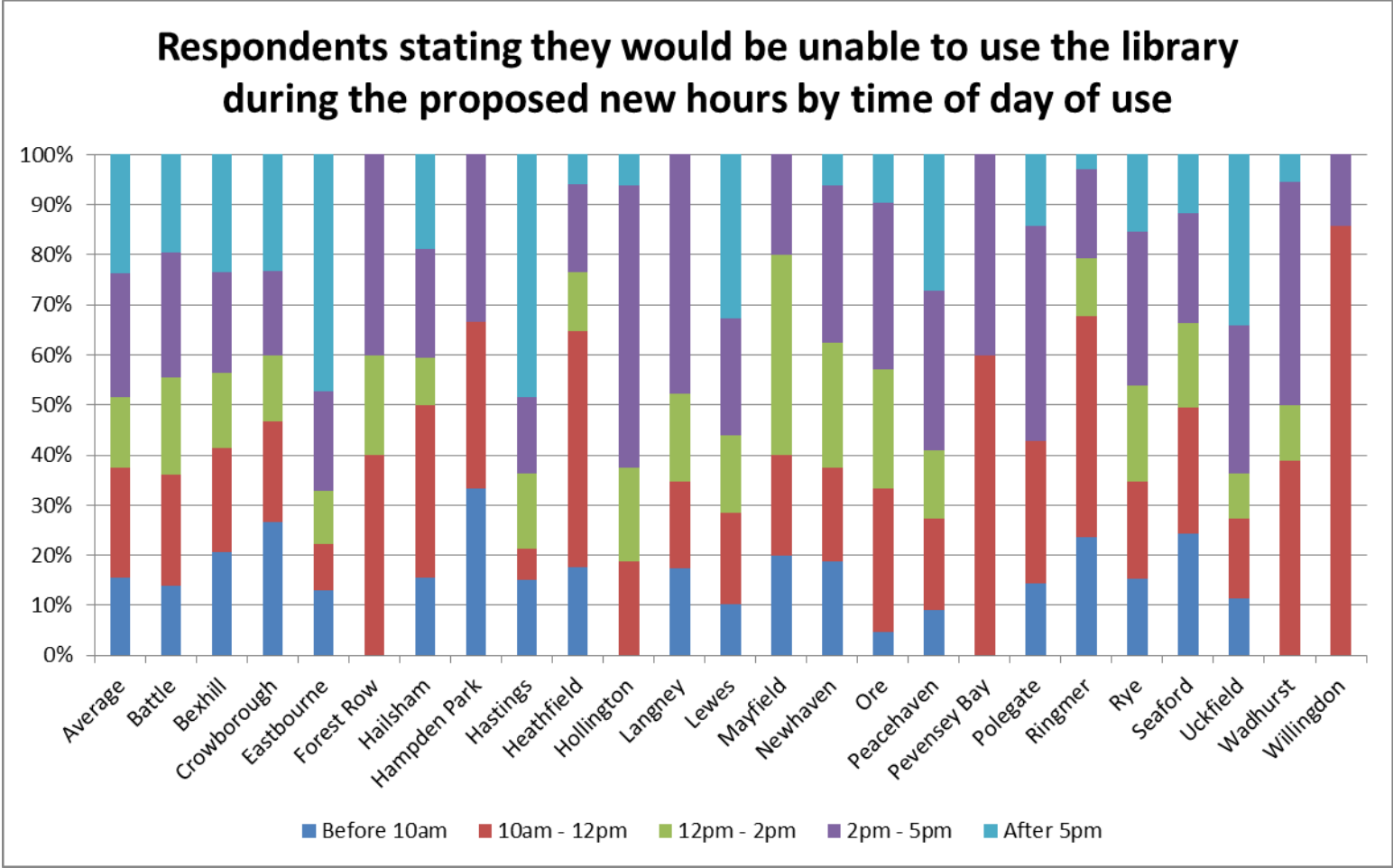
Figure A.7: Ability to Continue to Visit the Library
This Figure shows respondents who stated that they would or would not have access to each individual library with the proposed opening hours. Total responses does not equal total survey respondents because some respondents referred to more than one library and others did not answer this question. The total number of responses to this question was 2,915.



Impact of Proposed Opening Hours by Time Period

A.2.2 Figure A.8 shows more detailed results for respondents who stated they could not access the library with the proposed hours, by setting out the times of day when they would be affected.

Figure A.8: Percentage of Respondents Unable to Visit Libraries with Proposed Opening Hours (by Time of Day). This Figure shows the present time profile of visits to each library in percentages by those who stated that they would be unable to visit the library with the proposed opening hours. The total number of responses to this question was 886.



A.2.3 With the proposals for opening hours focused on the core 1000 – 1700 day, it is unsurprising that the greatest proportion of respondents affected are in the early morning (before 1000) and evening periods. The numbers of respondents affected by changes to evening opening are particularly high at the larger libraries of

Eastbourne (47% of those affected) and Hastings (48%). Libraries where there are greater than average impacts on respondents before 1000 are Crowborough (27%), Ringmer (24%) and Seaford (24%). Hampden Park has the highest percentage affected in this time period (33%) but the absolute number of respondents is low.

Impact of Proposed Opening Hours by Age Group

- A.2.4 Figures A.9 and A.10 show the impact of the proposed opening hours by age of respondent with absolute numbers shown in Figure A.9 and the data converted to percentages for each library in Figure A.10.

Figure A.9: Respondents Unable to Visit Libraries with Proposed Opening Hours (by Age).

This Figure shows the present age profile of visitors to each library by those who stated that they would be unable to visit the library with the proposed opening hours. The total number of responses to this question was 317.

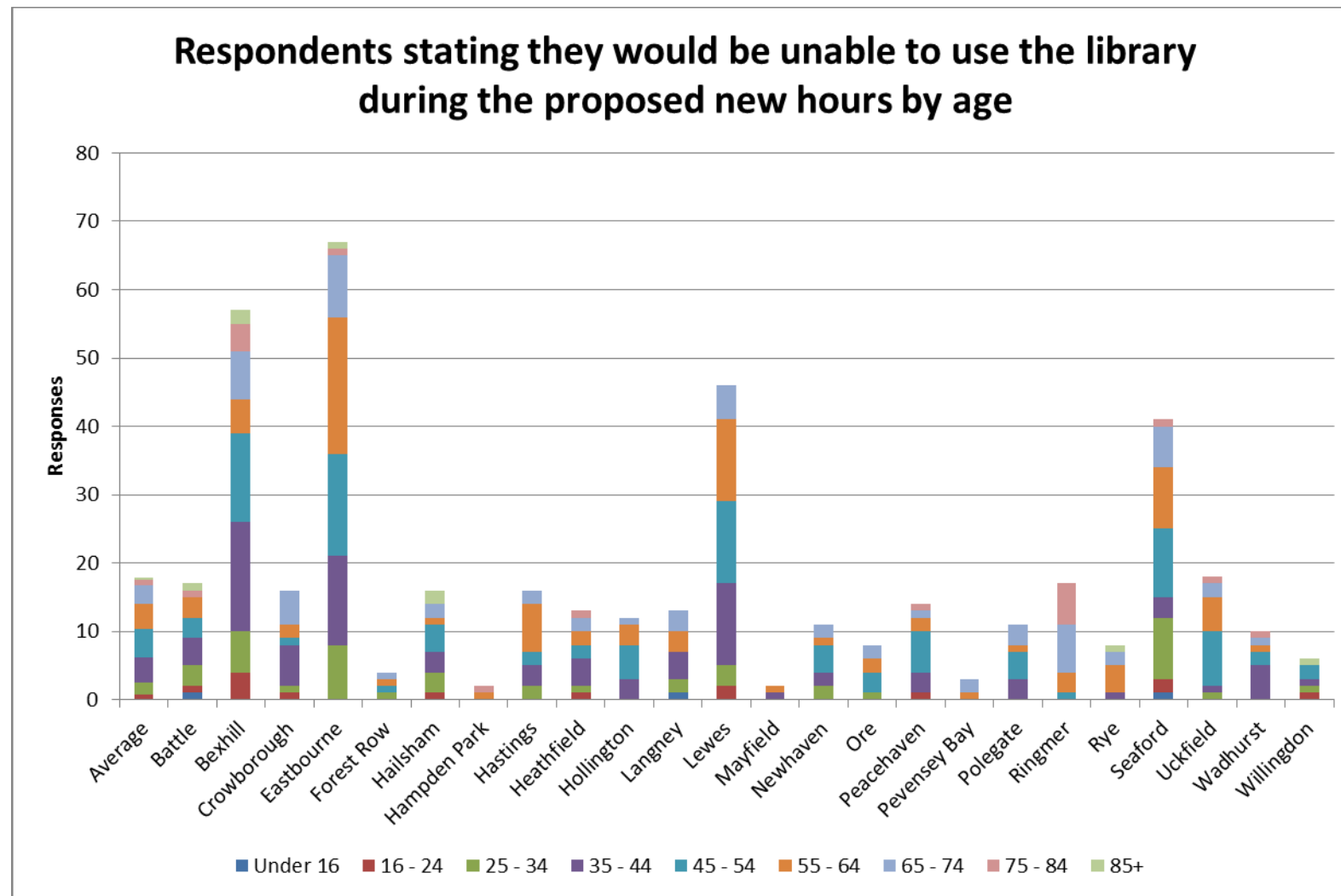
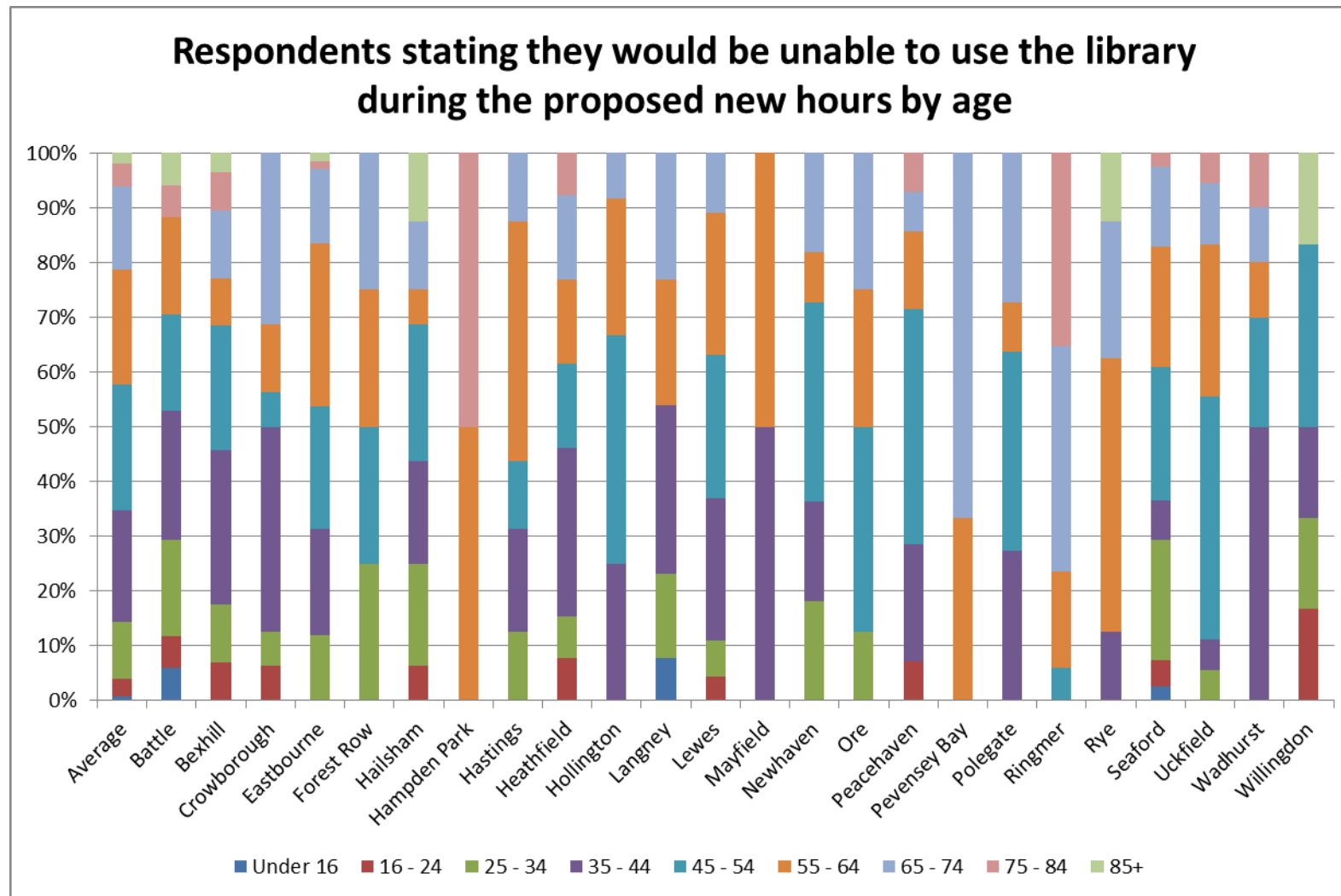


Figure A.10: Percentage of Respondents Unable to Visit Libraries with Proposed Opening Hours (by Age).

This Figure shows the present age profile of visits to each library in percentages by those who stated that they would be unable to visit the library with the proposed opening hours. Numbers do not total to respondents who said they would be unable to use the service (Figure 5.3) because some respondents selected more than one library and others did not answer this question. The total number of responses to this question was 317.



A.2.5 The highest numbers of respondents who stated that they would be unable to access the library with the proposed opening hours are in the 35 – 64 years age groups. Overall, this accounts for 64% of those who stated they would be affected. There is, however, a wide variation between libraries: locations where there is a greater impact on the 35 – 64 age groups are Peacehaven (79% of those affected), Lewes (78%), Hastings (75%) and several smaller libraries including Hollington, Mayfield and Wadhurst (all over 80% but relatively low numbers).

Impact of Proposed Opening Hours by Employment Status

A.2.6 Figures A.11 and A.12 show the impact of the proposed opening hours by employment status of respondent with absolute numbers shown in Figure A.11 and the data converted to percentages for each library in Figure A.12.

Figure A.11: Respondents Unable to Visit Libraries with Proposed Opening Hours (by Employment Status).

This Figure shows the employment status of library visitors to each library by those who stated that they would be unable to visit the library with the proposed opening hours. The total number of responses to this question was 317.

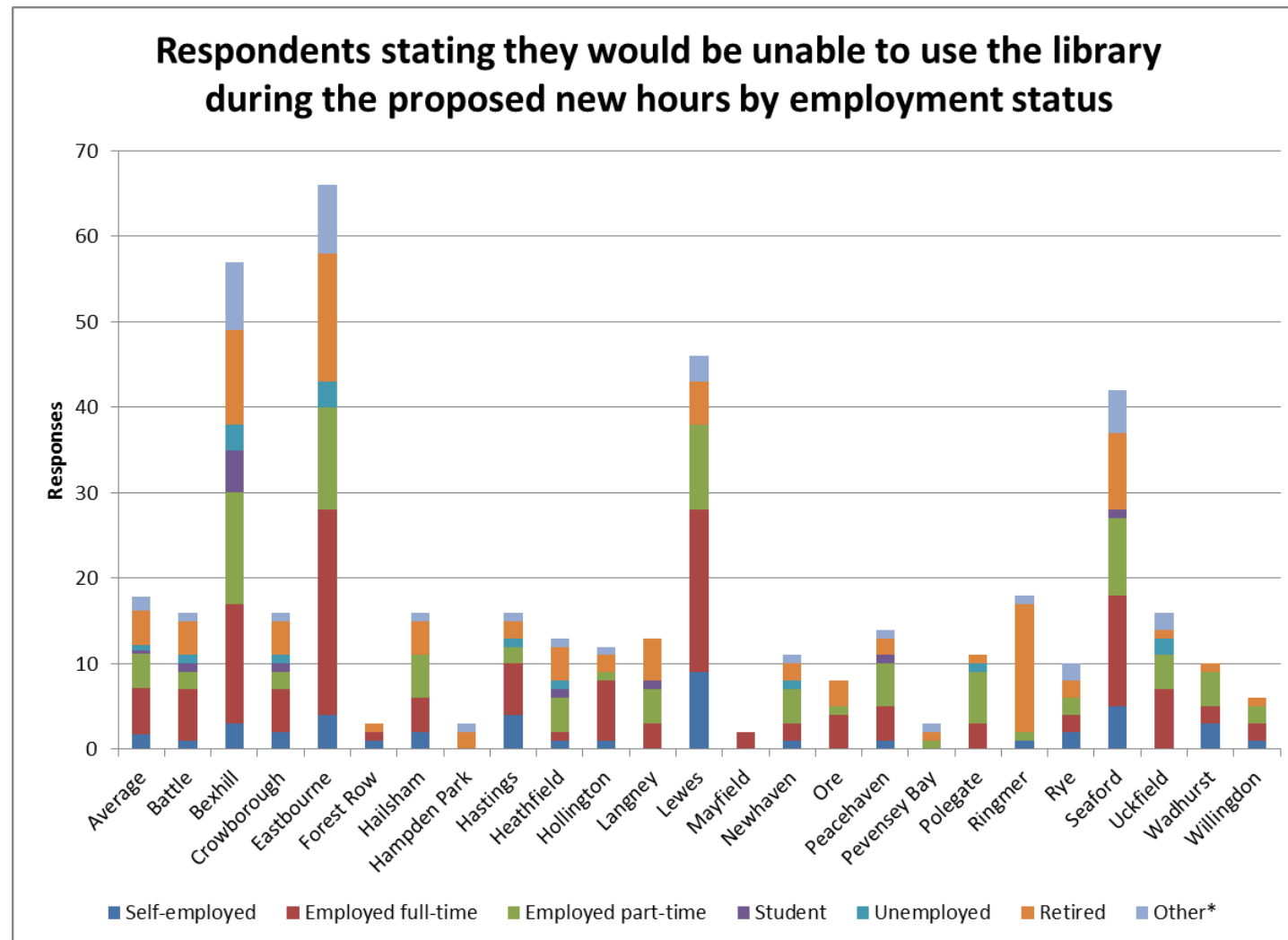
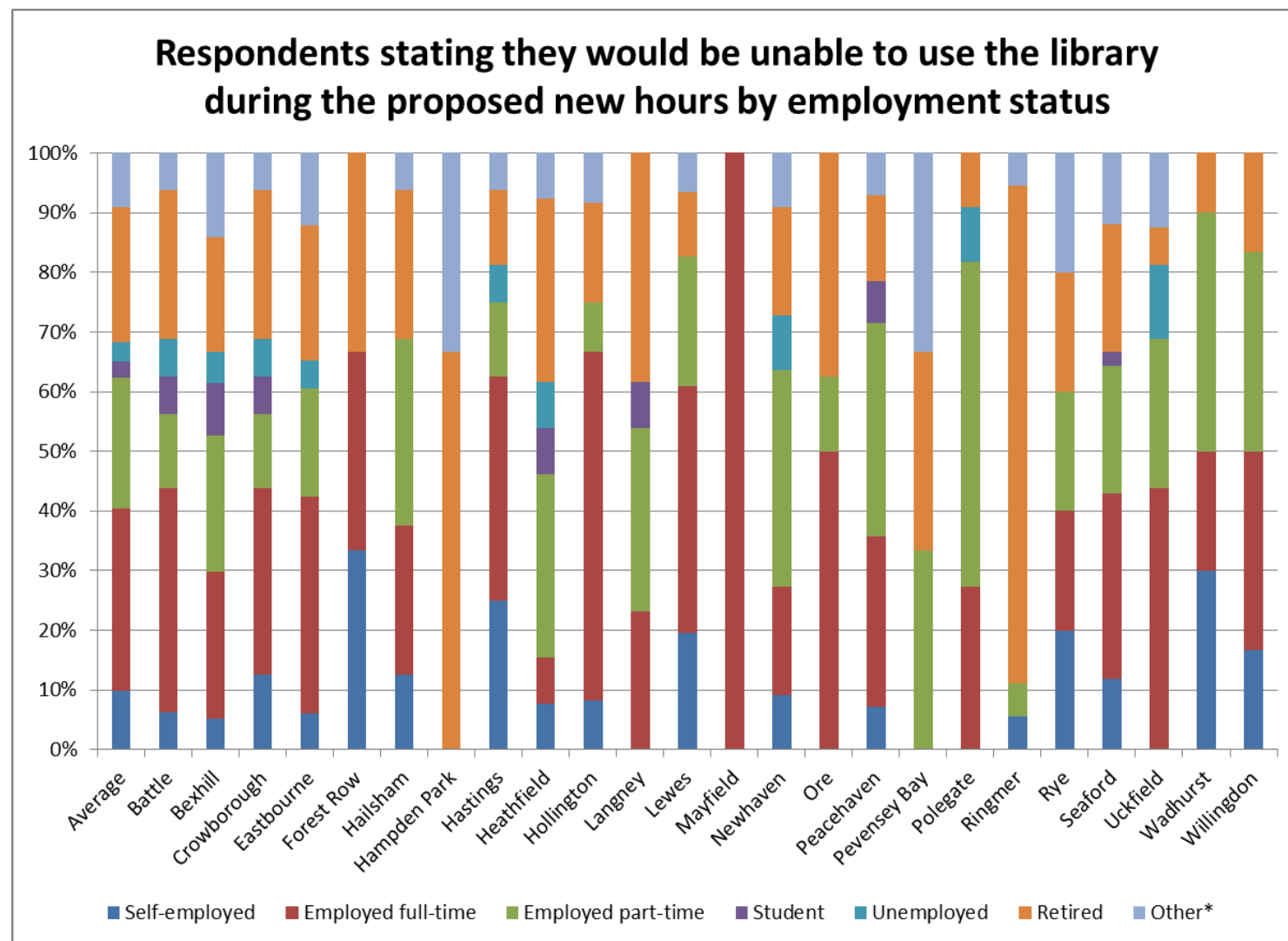


Figure A.12: Percentages of Respondents Unable to Visit Libraries with Proposed Opening Hours (by Employment Status).

This Figure shows, in percentage terms, the employment status of library visitors to each library by those who stated that they would be unable to visit the library with the proposed opening hours. Numbers do not total to respondents who said they would be unable to use the service (Figure 5.3) because some respondents selected more than one library and others did not answer this question. The total number of responses to this question was 317.

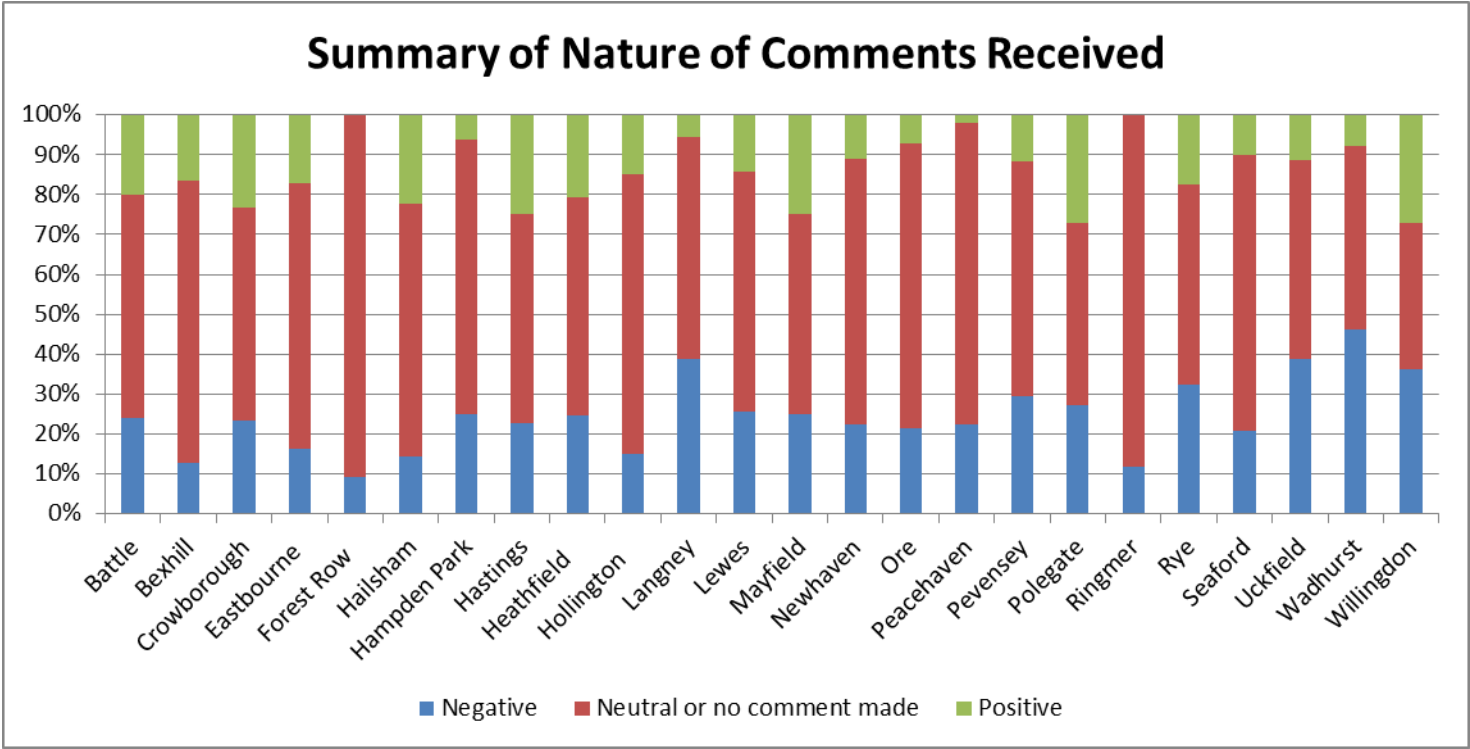


A.2.7 The figures show that respondents in full time employment are the highest group in most cases, although there are variations with a lower proportion in some of the smaller libraries. There is a greater variation in the number of retired respondents affected, accounting for over two thirds of those affected at Hampden Park and Ringmer, but around 10% or less at Lewes, Polegate, Uckfield and Wadhurst.

A.3 Attitudes to Proposed Changes

A.3.1 Figure A.13 summarises the nature of responses received to the open comment questions, showing the percentages of positive, neutral and negative comments received in respect of each library.

Figure A.13: Nature of Responses Received to Proposed Opening Hours by Library.
This figure shows the proportion of positive, neutral and negative comments received by library. Total responses does not equal total survey respondents because some respondents referred to more than one library. The total number of responses to this question was 1,283.



A.3.2 As the figure shows, most respondents had no comment or made neutral comments about the proposals, together accounting for 77% of respondents.

Appendix B

Opening Hours Consultation Questionnaire

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Opening Hours Consultation

eastsussex.gov.uk/haveyoursay



11 January to 3 April 2016

About East Sussex Libraries

East Sussex County Council provides a range of public library and information services across the county. It's free to become a library member and gives you access to our full range of services. You don't have to be a member to visit our libraries and browse our catalogue and there are currently lots of different ways to access our services to suit your needs, including:

24 libraries

...offering book, DVD and CD borrowing services, free computer and internet access (People's Network), advice and training opportunities, community events, meeting rooms for hire and more

E-library at www.eastsussex.gov.uk/elibrary

...browse the library catalogue, make enquiries or renew items, access e-books, e-audiobooks and a range of free online reference materials, 24 hours a day

Volunteer-run home library service

...delivering books to those unable to visit libraries

Mobile library

...visiting 88 stops across the county every three weeks, offering books for adults and children, DVDs, audiobooks and reference materials. The mobile library is wheelchair accessible

Community information website at www.ESCIS.org.uk

...providing up-to-date local and community information, listing over 7,500 organisations across East Sussex and Brighton & Hove

How to take part in this consultation

We are asking for your views on our proposed changes to library opening hours in East Sussex. We are also using this opportunity to ask how you use, or would like to use, the library service. The consultation runs for 12 weeks, from **11 January to 3 April 2016**. We will do all we can to make it as easy as possible for everyone to have their say.

There are a number of ways you can give your views:

- By completing the survey online at www.eastsussex.gov.uk/haveyoursay
- By picking up a copy of the survey in a library
- By printing a copy of the survey from our website at www.eastsussex.gov.uk/haveyoursay

Completed paper surveys can be returned to the drop off points in libraries or posted back to us at:

Library Consultation, D Floor, West Block, County Hall, St Anne's Crescent, Lewes BN7 1UE

If you have a question about this consultation, need help to take part, or need a copy of the information in a different format or another language, please contact us by e-mail at

library.consultation@eastsussex.gov.uk or by phone on 01273 335165.

Thank you for taking the time to complete this survey. We welcome responses from library members and non-members.

Why we are consulting

Funding for Local Government is reducing significantly. As a result, East Sussex County Council needs to save up to £90million by 2018/19. The Council is having to make some very tough choices affecting spending across all departments, including libraries.

We are considering a number of changes that could save £2million in the running costs of library services and contribute towards the County Council's overall savings plan. This includes proposals to reduce opening hours. Importantly, we are also looking to make changes in the future that will enable us to create a more modern and sustainable library service.

Proposed changes to opening hours

To make the necessary savings this consultation asks for your views on our proposals to reduce library opening hours. These proposals represent an overall reduction of around 25% of current opening hours, which would save around £500,000 each year as part of the total service savings of £2million.

We have looked in detail at all of the data we hold about the delivery of library services and conducted new surveys of our customers. From this we know that:

- 224,300 people are members of the library service in East Sussex
- 94% of respondents do not visit a library every day
- Most library usage (85%) is between 10am and 5pm (including visits, transactions, Wi-Fi and People's Network public computer usage)
- More than twice the number of people visit the library between 10am to 11am than between 9am and 10am on weekdays
- Only 2-4% of issues and renewals in libraries are made after 5pm
- On Saturdays 95% more people visit the library between 10am and 11am than between 9am and 10am

Libraries are not well used at all times of the day. Therefore, in order to lessen the impact, our proposals focus on reducing library opening hours at quieter times, before 10am and after 5pm, ensuring that people have access to services across the county when they are most used.

However, closing libraries at quieter times alone will not achieve the level of savings required. With the further changes to opening hours proposed in this consultation we believe it is still possible to provide a comprehensive library service across the county.

All libraries would continue to be open during the day, at varying times throughout the week. The 12 libraries currently open later than 5.30pm would be open on Thursday evenings until 6pm. Libraries will remain open on Saturdays. The E-library and the mobile library service are not affected by the proposals.

Please note that full details of our proposed changes to opening hours for each library are included in the appendix at the end of this consultation pack.

What happens next?

These are draft proposals and we welcome your views on them, as well as your alternative proposals for changes to opening hours. For example, in instances where we are proposing that a library should close for a morning or afternoon, do you think we have got this right? Are there alternative patterns of opening hours that would better suit your local community? In addition, we welcome any alternative proposals, other than reducing opening hours, which could help us achieve the savings we need to make from the library service.

Your views will enable us to develop final proposals for the County Council's Cabinet in summer 2016. It is intended that any changes to opening hours would be implemented by the end of 2016.

How you use the library service

Q1 Have you used the library service in the last 12 months, or has anyone accessed it on your behalf?

- Yes, myself (Please go to question 2) ☐
- Yes, someone has accessed it on my behalf (Please go to question 2) ☐
- No (Please go to question 3) ☐

Q2 If you answered yes to question 1, which of the following best describes why you use the library and information service? *(please tick all boxes that apply)*

- | | | | |
|--|--------------------------|--|--------------------------|
| Job seeking..... | <input type="checkbox"/> | Finding out about other local/central government services..... | <input type="checkbox"/> |
| For education/training | <input type="checkbox"/> | Health..... | <input type="checkbox"/> |
| For leisure and enjoyment | <input type="checkbox"/> | My job/business | <input type="checkbox"/> |
| To support a child/young person's learning and enjoyment (16yrs and under) | <input type="checkbox"/> | Other* | <input type="checkbox"/> |
| Socialising | <input type="checkbox"/> | | |

*Other, please specify:

Please go to question 4

Q3 If you answered no to question 1, which of the following best describes why you currently do not access library services? *(please tick all boxes that apply)*

- I don't need to use the library services currently provided..... ☐
- don't have time..... ☐
- Library opening hours are not convenient for me..... ☐
- The libraries' locations are not convenient for me..... ☐
- I have difficulty visiting my library for health reasons..... ☐
- don't have access to a computer or mobile device to use the E-library services
- didn't know that I could access library services online
- Other*

*Other, please specify:

Please go to question 4

Q4 Below is a list of the services we currently provide in the library service. From this list, what do you think are the five most important services that should be provided? *(Please tick five boxes only)*

- Access to computers and Wi-Fi for finding out about and applying for services like social care, children's services and state benefits..... ☐
- Advice and training to help people to learn new skills or look for and apply for jobs..... ☐
- Events for adults (e.g. talks by authors, reading groups etc.) ☐
- Events for children and young people that encourage and help them to read ☐
- Information points where you can ask a member of staff about local services (e.g. health, social care, children's services) and jobs ☐
- Materials (i.e. books, CDs, DVDs, e-books) for adults to borrow for leisure and enjoyment ☐
- Materials for adults to borrow for other reasons (e.g. literacy, health, education, financial etc.)..... ☐
- Materials for children and young people to borrow for leisure, enjoyment and literacy..... ☐
- Quiet spaces where people can read or study..... ☐
- Reference materials (paper and electronic versions) including newspapers, encyclopaedias and other resources that people use to look up information..... ☐
- Spaces that can be rented out by local groups and businesses ☐

Q5 Is there anything else you think a library service should provide to better meet the needs of the community in the future?

Proposed changes to library opening hours

In the appendix at the back of this questionnaire you will find details of the proposed changes to opening hours for each library. Question 6 below is for general comments about the proposals. If you would like to comment on specific proposed changes at your local library, or any other library, please read the information about that library and then complete questions 7 to 12. An additional page is available if you want to comment on more than one library.

Q6 If you have any general comments or suggestions you would like to make about our proposed 25% reduction to library opening hours, please use the space provided below. In addition, if you have any alternative proposals, other than reducing opening hours, that could achieve the savings, please list them here.

If you do not wish to comment on proposed changes to a specific library, please go straight to question 13.

Q7 Which library are you commenting on? *(please tick one box only)*

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

Q8 How often do you usually visit this library? *(please tick one box only)*

Daily	<input type="checkbox"/>	Every six months.....	<input type="checkbox"/>
Once or twice a week.....	<input type="checkbox"/>	Less often	<input type="checkbox"/>
Fortnightly	<input type="checkbox"/>	Never*	<input type="checkbox"/>
Once a month	<input type="checkbox"/>		

***If never, please go to question 12**

Q9 What time of day do you usually visit this library? *(please tick all boxes that apply)*

Before 10am	<input type="checkbox"/>	12pm - 2pm	<input type="checkbox"/>	After 5pm	<input type="checkbox"/>
10am - 12pm	<input type="checkbox"/>	2pm - 5pm	<input type="checkbox"/>		

Q10 Will you still be able to use this library during the proposed new hours?

Yes	<input type="checkbox"/>	No*	<input type="checkbox"/>
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*If no, please tell us why

Q11 If you answered no to question 10, would you have access to an alternative library?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Q12 Do you have any other comments you would like to make about the proposal for this library?

Additional page — please use if you would like to comment on another library

Q7a Which library are you commenting on? *(please tick one box only)*

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

Q8a How often do you usually visit this library? *(please tick one box only)*

Daily <input type="checkbox"/>	Every six months <input type="checkbox"/>
Once or twice a week <input type="checkbox"/>	Less often <input type="checkbox"/>
Fortnightly <input type="checkbox"/>	Never* <input type="checkbox"/>
Once a month <input type="checkbox"/>	

***If never, please go to question 12a**

Q9a What time of day do you usually visit this library? *(please tick all boxes that apply)*

Before 10am <input type="checkbox"/>	12pm - 2pm <input type="checkbox"/>	After 5pm <input type="checkbox"/>
10am - 12pm <input type="checkbox"/>	2pm - 5pm <input type="checkbox"/>	

Q10a Will you still be able to use this library during the proposed new hours?

Yes ☐ No* ☐

*If no, please tell us why

Q11a If you answered no to question 10a, would you have access to an alternative library?

Yes ☐ No ☐

Q12a Do you have any other comments you would like to make about the proposal for this library?

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.

Q13 What is your postcode?

Q14 What is your age? *(Please tick one box only)*

Under 16	<input type="checkbox"/>	35 - 44	<input type="checkbox"/>	65 - 74	<input type="checkbox"/>	Prefer not to say. <input type="checkbox"/>
16 - 24	<input type="checkbox"/>	45 - 54	<input type="checkbox"/>	75 - 84	<input type="checkbox"/>	
25 - 34	<input type="checkbox"/>	55 - 64	<input type="checkbox"/>	85+	<input type="checkbox"/>	

Q15 Are you...?

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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Q16 Which of the following best describes you? *(Please tick one box only)*

Self-employed	<input type="checkbox"/>	Unemployed	<input type="checkbox"/>
Employed full-time	<input type="checkbox"/>	Retired	<input type="checkbox"/>
Employed part-time	<input type="checkbox"/>	Other*	<input type="checkbox"/>
Student	<input type="checkbox"/>		

*If other, please specify

The Equality Act 2010 describes a person as 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.

Q17 Do you consider yourself to be disabled as set out in the Equality Act 2010

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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Q18 If you answered yes to question 17, 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 give brief details of the impairment you have.

Physical impairment.....	<input type="checkbox"/>	Long standing illness	<input type="checkbox"/>
Mental health condition	<input type="checkbox"/>	*Other.....	<input type="checkbox"/>
Sensory impairment.....	<input type="checkbox"/>	Prefer not to say.....	<input type="checkbox"/>
Learning disability	<input type="checkbox"/>		
*Other, please specify			

Q19 To which of these ethnic groups do you feel you belong? (source: 2011 census) *(Please tick one box only)*

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

Q20 Do you regard yourself as belonging to any particular religion or belief

Yes..... ☐ No..... ☐ Prefer not to say..... ☐

Q21 If you answered yes to question 20, which one? *(Please tick one box only)*

Christian.....	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	*Other	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Buddhist.....	<input type="checkbox"/>	Sikh	<input type="checkbox"/>		
*Other religion, please specify							

Thank you for providing this information, your feedback is important to us.

Volunteering Opportunities

We offer a range of volunteering opportunities within the library service and are always interested in hearing from individuals or groups who would like to support and promote their local library.

If you would like to be contacted by East Sussex County Council about volunteering with the library service, please write your contact details below:

Name

How would you like to be contacted?

Telephone ☐ E-mail ☐ Post ☐

Contact telephone number

E-mail

Postal Address

The information you provide will not be used for any other purposes.

Libraries Consultation

APPENDIX: DETAILS OF PROPOSED CHANGES TO LIBRARY OPENING HOURS

Proposed changes to opening hours for each library are listed alphabetically in this appendix. Please refer to this information to enable you to answer Questions 7-12 in this Opening Hours Consultation survey.

Battle Library

Location:

7 Market Square, Battle, East Sussex TN33 0XB

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime
- Computer help from volunteers
- Singing Stars provided by Battle Children's Centre staff

Battle	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	closed	09:30 - 18:30	09:30 - 17:00	10:00 - 17:00	9:30 - 18:30	9:30 - 17:00
Proposed opening hours	closed	10:00 - 16:00	10:00 - 13:00	11:00 - 18:00	10:00 - 17:00	10:00 - 17:00

Bexhill Library

Location:

Western Road, Bexhill on Sea, East Sussex TN40 1DY

Services available at this library:

- Books, Audiobooks, DVDs and music CDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime
- Computer help from volunteers
- Microfiche / microfilm reader

Bexhill	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 13:00	9:30 - 18:30	10:00 - 17:00	9:30 - 18:30	9:30 - 18:30	9:30 - 17:00
Proposed opening hours	10:00 - 13:00	10:00 - 16:00	13:30 - 17:00	11:00 - 18:00	10:00 - 17:00	10:00 - 17:00

Crowborough Library

Location:

Pine Grove, Crowborough, East Sussex TN6 1DH

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer and internet access (Wi-Fi expected by February 2016)
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime and Storytime
- Computer help from volunteers

Crowborough	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 17:30	10:00 - 17:30	9:30 - 17:30	9:30 - 19:00	9:30 - 19:00	9:30 - 16:00
Proposed opening hours	12:30 - 17:00	10:00 - 17:00	10:00 - 14:00	11:00 - 18:00	10:00 - 17:00	10:00 - 17:00

Eastbourne Library

Location:

Grove Road, Eastbourne, East Sussex BN21 4TL

Services available at this library:

- Books, Audiobooks, DVDs and music CDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier, fax service and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime, Storytime and Read Aloud Group
- Computer help from volunteers
- Microfiche / microfilm readers with printers
- Bookends: The Library Shop
- Learndirect courses – Monday to Friday
- Jobs Hub – Monday to Friday
- Meeting rooms for hire

Eastbourne	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 18:30	9:30 - 18:30	9:30 - 18:30	9:30 - 18:30	10:30 - 18:30	9:30 - 17:00
Proposed opening hours	10:00 - 17:00	10:00 - 17:00	10:00 - 13:00	10:00 - 18:00	10:00 - 17:00	10:00 - 17:00

Forest Row Library

Location:

The Community Centre, Hartfield Road, Forest Row, East Sussex RH18 5DZ

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Photocopying and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access

Forest Row	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	14:00 - 17:00	closed	10:00 - 13:00	14:00 - 17:00	14:00 - 17:00	10:00 - 13:00
Proposed opening hours	closed	closed	10:00 - 13:00	14:00 - 17:00	14:00 - 17:00	10:00 - 13:00

Hailsham Library

Location:

Western Road, Hailsham, East Sussex BN27 3DN

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime and Storytime
- Computer help from volunteers
- Microfiche reader

Hailsham	Monda	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	14:00 - 17:00	10:30 - 19:00	9:30 - 17:00	9:30 - 17:00	9:30 - 18:00	9:30 - 17:00
Proposed opening hours	12:00 - 17:00	12:00 - 17:00	closed	10:00 - 18:00	10:00 - 17:00	10:00 - 17:00

Hampden Park Library

Location:

Brodrick Close, Hampden Park, Eastbourne East Sussex BN22 9NQ

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime
- Computer help from volunteers
- Credit Union drop-in sessions every Monday

Hampden Park	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 13:00 14:00 - 17:00	9:30 - 13:00 14:00 - 17:00	closed	9:30 - 13:00 14:00 - 17:00	9:30 - 13:00 14:00 - 17:00	9:30 - 13:00 14:00 - 16:00
Proposed opening hours	10:00 - 13:00	14:00 - 17:00	closed	12:30 - 17:00	10:00 - 17:00	10:00 - 17:00

6.5 Hastings Library (including Hastings Children's Library)

Location:

Brassey Institute, 13 Claremont, Hastings, East Sussex TN34 1HE

Services available at this library:

- Books, Audiobooks, DVDs and music CDs
- Free computer and internet access (Wi-Fi expected by February 2016)
- Reference and local history materials
- Photocopier, fax service and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime
- Computer help from volunteers
- Microfiche / microfilm reader
- 'Refer' access to other local reference libraries
- Learndirect courses – Monday to Friday

Hastings	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 18:00	9:30 - 18:30	9:30 - 13:00	9:30 - 18:30	10:30 - 18:30	9:30 - 17:00
Proposed opening hours	10:00 - 17:00	10:00 - 17:00	10:00 - 13:00	10:00 - 18:00	10:00 - 17:00	10:00 - 17:00

Please note: The Brassey will be closing in the spring of 2016 for around 12 months, to allow major refurbishment works to take place. Details of temporary library services in Hastings will be advertised shortly. Residents will also be able to use any other East Sussex library as well as the E-library during the refurbishment period.

Heathfield Library

Location:

21 High Street, Heathfield, East Sussex TN21 8LU

Services available at this library:

- Books, Audiobooks, DVDs and music CDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier, fax service and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime and Storytime
- Microfiche reader
- Community Help Point

Heathfield	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 13:00	9:30 - 17:00	closed	9:30 - 19:00	10.30 - 17:00	9:30 - 13:00
Proposed opening hours	closed	10:00 - 17:00	closed	11:00 - 18:00	10:00 - 16:00	10:00 - 13:00

Hollington Library

Location:

96 Battle Road, St Leonards on Sea, East Sussex TN37 7AG

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities

Hollington	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 13:00 14:00 - 17:30	9:30 - 13:00 14:00 -17:30	closed	9:30 - 13:00 14:00 - 17:30	09:30 - 13:00	9:30 - 13:00 14:00 - 16:00
Proposed opening hours	10:00 - 13:00	10:00 - 16:00	closed	10:00 - 17:00	10:00 - 13:00	10:00 - 13:00

Langney Library

Location:

Unit 3, Langney Shopping Centre, 110 Kingfisher Drive, Langney, Eastbourne, East Sussex BN23 7RT

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime

Langney	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	closed	9:30 - 17:00	closed	9:30 - 17:00	9:30 - 14:00	9:30 - 17:00
Proposed opening hours	closed	10:00 - 17:00	closed	10:00 - 17:00	10:00 - 13:00	10:00 - 13:00

Lewes Library

Location:

Styles Field, Friars Walk, Lewes, East Sussex BN7 2LZ

Services available at this library:

- Books, Audiobooks, DVDs, music CDs and music scores
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier, fax service and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime, Storytime and Get into Reading
- Computer help from volunteers
- ScanPro (microfilm scanner / reader)
- Sibelius (music notation software)

Lewes	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 19:00	10:30 - 17:00	9:30 - 13:00	9:30 - 19:00	9:30 - 17:00	9:30 - 17:00
Proposed opening hours	10:00 - 14:00	10:00 - 17:00	closed	10:00 - 18:00	10:00 - 17:00	10:00 - 17:00

Mayfield Library

Location:

Mayfield CE School, Fletching Street, Mayfield, East Sussex TN20 6TA

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer and internet access (Wi-Fi expected by February 2016)
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities

Mayfield	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	11:00 - 13:00	14:30 - 18:00	closed	14:30 - 18:00	closed	10:00 - 13:00
Proposed opening hours	closed	13:30 - 17:00	closed	13:30 - 18:00	closed	10:00 - 13:00

Newhaven Library

Location:

36-38 High Street, Newhaven, East Sussex BN9 9PD

Services available at this library:

- Books, Audiobooks, and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime
- Computer help from volunteers
- Meeting rooms for hire

Newhaven	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 16:30	9:30 - 16:30	closed	9:30 - 16:30	9:30 - 16:30	9:30 - 16:30
Proposed opening hours	10:00 - 13:00	10:00 - 16:30	closed	10:00 - 16:30	13:00 - 16:30	10:00 - 16:30

Ore Library

Location:

Old London Road, Ore, Hastings, East Sussex TN35 5BP

Services available at this library:

- Books, Audiobooks, and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities

Ore	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	closed	9:30 - 13:00 14:00 - 17:00	9:30 - 13:00 14:00 - 17:00	closed	9:30 - 13:00 14:00 – 17:00	9:30 - 13:00 14:00 – 17:00
Proposed opening hours	closed	12:30 - 17:00	10:00 - 13:00 14:00 - 17:00	closed	10:00 - 13:00 14:00 - 17:00	10:00 - 13:00

Peacehaven Library

Location:

Meridian Centre, Peacehaven, East Sussex BN10 8BB

Services available at this library:

- Books, Audiobooks, DVDs and music CDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier, fax service and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime
- Computer help from volunteers
- Citizen Advice Bureau sessions every Tuesday
- Meeting rooms for hire

Peacehaven	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 13:00	9:30 - 17:00	9:30 - 13:00	9:30 - 19:00	10:30 - 17:00	9:30 - 16:30
Proposed opening hours	closed	10:00 - 15:00	10:00 - 13:00	10:00 - 18:00	10:00 - 16:00	10:00 - 16:00

Pevensey Bay Library

Location:

Wallsend House, Richmond Road, Pevensey Bay, East Sussex BN24 6AU

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer and internet access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Limited disabled access – library entrance has steps
- Display facilities
- Regular library events: Children's reading group

Pevensey	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Pevensey Bay current opening hours	closed	10:00 - 12:30 14:00 - 17:30	closed	10:00 - 12:30 14:00 - 17:30	10:00 – 12:30 14:00 - 17:30	10:00 - 12:00
Pevensey Bay proposed opening hours	closed	14:00 - 17:00	closed	10:00 - 12:30 14:00 - 16:00	10:00 - 16:00	10:00 - 13:00

Please note: Pevensey Bay Library has temporarily closed due to extensive flooding. In the meantime, St Wilfrid's Church Hall, in Eastbourne Road, is offering a small range of popular books for residents to borrow between 10am and 12pm Monday to Saturday and at any other times the hall is in use. Residents are also able to use Hampden Park, Langney, Eastbourne central library or any other East Sussex library, as well as the E-library, as alternatives.

Polegate Library

Location:

Windsor Way, Polegate, East Sussex BN26 6QF

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer and internet access (Wi-Fi expected by February 2016)
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime and Music and Storytime
- Health visitor drop-in sessions for families with children under five on Wednesdays

Polegate	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 13:00 14:00 - 17:00	9:30 - 13:00 14:00 - 17:30	closed	9:30 - 13:00	9:30 - 13:00 14:00 - 17:00	9:30 - 16:00
Proposed opening hours	12:30 - 17:00	10:00 - 13:00 14:00 - 17:00	closed	10:00 - 13:00	10:00 - 13:00	10:00 - 13:00 14:00 - 17:00

Ringmer Library

Location:

Cecil Gates Room, The Village Hall, Lewes Road, Ringmer, Lewes, East Sussex BN8 5QH

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Regular library events: Storytime
- Computer help from volunteers

Ringmer	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	closed	15:00 - 18:00	9:00 - 12:00	13:30 - 16:30	closed	closed
Proposed opening hours	closed	13:30 - 17:00	closed	13:30 - 18:00	closed	closed

Rye Library

Location:

30 High Street, Rye, East Sussex BN31 7JF

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime
- Microfiche reader
- Community help point
- Registration Service by appointment
- Citizen Advice Bureau sessions on Tuesday

Rye	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Rye current opening hours	09:00 - 17:30	9:00 - 17:30	10:00 - 17:30	9:00 - 17:30	9:00 - 17:30	9:00 - 17:00
Rye proposed opening hours	10:00 - 13:00	10:00 - 17:00	10:00 - 16:00	10:00 - 17:00	10:00 - 17:00	10:00 - 17:00

Seaford Library

Location:

Warwick House, 15-17 Sutton Park Road, Seaford, East Sussex BN25 1QX

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime, Storytime and Books Beyond Words
- Computer help from volunteers
- Roof garden and study space
- Careers Advice fortnightly on Tuesday 1.30pm-4.30pm
- Meeting rooms for hire

Seaford	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 17:00	9:30 - 17:00	9:30 - 17:00	9:30 - 17:00	9:30 - 17:00	09:30 - 17:00
Proposed opening hours	14:00 - 17:00	10:00 - 17:00	10:00 - 13:00	10:00 - 17:00	10:00 - 17:00	10:00 - 16:30

Uckfield Library

Location:

Library Way, High Street, Uckfield, East Sussex BN22 1AR

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier, fax service and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime and Storytime
- Computer help from volunteers
- Microfiche reader
- Registration Service Tuesday mornings
- Meeting rooms for hire

Uckfield	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 13:00	09:30 - 17:30	9:30 - 19:00	9:30 - 17:30	10:00 - 19:00	9:30 - 16:00
Proposed opening hours	10:00 - 13:00	10:00 - 16:30	14:00 - 16:30	10:00 - 18:00	10:00 - 16:30	10:00 - 16:30

Wadhurst Library

Location:

High Street, Wadhurst, East Sussex TN5 6AP

Services available at this library:

- Books, Audiobooks, DVDs and music CDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopying and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime

Wadhurst	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	14:00 - 16:30	closed	10:00 - 12:30	14:00 - 16:30	14:00 - 16:30	10:00 - 12:30
Proposed opening hours	14:00 - 16:30	closed	10:00 - 13:00	closed	14:00 - 16:30	10:00 - 13:00

Willingdon Library

Location:

Coppice Avenue, Lower Willingdon, Eastbourne, East Sussex BN20 9PN

Services available at this library:

- Books, Audiobooks and DVDs
- Free computer, internet and Wi-Fi access
- Reference and local history materials
- Photocopier and printing
- Bus pass applications verified and forwarded
- Choice ID and 3i-D (discounts and proof of ID for young people)
- iGo (access to leisure activities for young people with disabilities or special needs)
- Disabled access
- Display facilities
- Regular library events: Rhymetime

Willingdon	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current opening hours	9:30 - 12:00 14:00 - 17:00	closed	9:30 - 12:00 14:00 - 17:00	9:30 - 12:00 14:00 - 17:00	9:30 - 12:00 13:00 - 17:00	9.30 - 12.30
Proposed opening hours	10:00 - 13:00	closed	10:00 12:00 14:00 - 17:00	14:00 - 17:00	10:00 - 12:00 14:00 - 17:00	10:00 - 13:00

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