Audit, Best Value and Community Services Scrutiny Committee – 15 July 2016

East Sussex
County Council

Please find attached item13 – Library Opening Hours and Library Transformation Programme for consideration at the Audit, Best Value and Community Services Scrutiny Committee meeting being held on 15 July 2016. This item was marked as to follow on the agenda published on 7 July.

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Report to:	Audit, Best Value and Community Services Scrutiny Committee
Date of meeting:	15 July 2016
By:	Director of Communities, Economy and Transport
Title:	Library opening hours proposals and Libraries' Transformation Programme update
Purpose:	To provide the Committee with an opportunity to comment on the proposals for revised library opening hours following the public consultation.

RECOMMENDATIONS: The Audit, Best Value and Community Services Scrutiny Committee is recommended to:

1) Consider the results of the 12 week public consultation, the Rationale and Impact Assessment, the full Equalities Impact Assessment, and the conclusions and the recommendations as set out in appendix 1; and

2) Make any comments to assist Cabinet when considering the proposals for changes to library opening hours.

1   Background

1.1   In December 2015 Cabinet approved the proposed Libraries' Transformation Programme (LTP), including an Internal Review of the Library and Information Service (LIS) and the development of the Libraries' Strategic Commissioning Strategy (SCS). Cabinet also agreed to the public consultation on proposed changes to library opening hours.

1.2   A review board of the Audit, Best Value and Community Services Scrutiny Committee has previously considered the Libraries' Transformation Programme. The comments and recommendations made by the review board to Cabinet and a copy of the 15 December 2015 Cabinet report can be found on the Council's website at:

https://democracy.eastsussex.gov.uk/ieListDocuments.aspx?CId=133&MId=2273&Ver=4

1.3   A further report is to be presented to Cabinet on the 19 July 2016 with proposals for changes to library opening hours, which takes into account the results of the public consultation. A copy of the Cabinet report, appendices, the full Consultation Analysis Report and the full Equalities Impact Assessment will form appendix 1 of this report and will be sent as a 'to follow' item to the Committee when the Cabinet meeting papers are published.

2   Supporting information

2.1   The Opening Hours Consultation ran from 11 January to 3 April 2016. The consultation was promoted widely to registered library users, and to residents more generally. In total 2,970 people replied to the consultation. The consultation results are summarised in appendix 1, which also includes a full analysis of the consultation results and a full equality impact assessment, along with the final opening hours proposals for all libraries.

3.   Conclusion and reasons for recommendations

3.1   The Committee has previously expressed an interest in the outcome of the public consultation on library opening hours. A summary of the consultation results is provided for the Committee's consideration in appendix 1 (Cabinet report).

3.2   The Committee is recommended to consider the results of the 12 week public consultation and to provide any comments to assist Cabinet when they consider the proposals for changes to library opening hours.

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LOCAL MEMBERS

ALL

BACKGROUND DOCUMENTS
Libraries' Transformation Programme, Cabinet Report and Appendices, 15 December 2015

Report to:	Cabinet
Date of meeting:	19 July 2016
By:	Director of Communities, Economy and Transport
Title:	Update on the Libraries' Transformation Programme
Purpose:	To provide Cabinet with an update on the Libraries' Transformation Programme and to recommend that Cabinet approves the proposed amended changes to Library Opening Hours.

RECOMMENDATIONS

The Cabinet is recommended to:

(1) **approve the proposed changes to library opening hours in Appendix 3.; and**

(2) **note the progress on the other aspects of the Libraries' Transformation Programme.**

1 Background Information

1.1. In December 2015 Cabinet approved the proposed Libraries' Transformation Programme (LTP), including an Internal Review of the Library and Information Service (LIS) and the development of the Libraries' Strategic Commissioning Strategy (SCS). Cabinet also agreed to the public consultation on proposed changes to library opening hours, which took place from 11 January to 3 April 2016.

1.2 The December Cabinet report noted how patterns of library usage are changing locally and nationally, with a declining trend in physical visits to libraries and an increase in take up of online library services. The aim of the LTP is to ensure that East Sussex has a modern, affordable library service that meets the needs of people who live and work in the County.

2. Financial Analysis

2.1 The LTP has an agreed savings target of £2m by the end of the current Medium Term Financial Plan period in 2018/19. The net revenue budget of the LIS in 2015/16 was £6m (including depreciation of £567k), consisting of £3.63m of staffing costs (150 full-time equivalents) and £2.37m of non-staffing costs.

2.2 The LTP is on target to deliver the identified savings of £1.25m from the Internal Review of the service (£425k in 16/17, £700k in 17/18 and £125k in 18/19). Savings which total £750k will be delivered from a restructure of staff (£500k) and the reduction in the Libraries stock fund (£250K). The implementation of the amended opening hours proposals will deliver £500k. If the opening hours proposals were not to be approved by Cabinet these savings would have to found from elsewhere in the County Council. Proposals to achieve the final £750k saving from the Libraries SCS will be quantified as work on the strategy progresses.

3. Supporting Information

Update on the Libraries Transformation Programme

3.1 A review of staffing identified potential efficiency savings that would create a leaner service, focussed on our current agreed priorities. In February 2016 a library service restructure was implemented as part of the Internal Review. The focus of this restructure was a reduction in management posts, with an emphasis on strategic decision making by a smaller senior management team. The restructure also rationalised operational management, librarian roles and Bibliographic Services.

Development of the Needs Assessment and Draft Strategic Commissioning Strategy

3.2 The Libraries SCS will be based on a robust assessment of the needs of residents of the County as a whole and within specific communities, and the development of the draft SCS will be guided by priority outcomes informed by the needs assessment. It will enable the development of a

strategy which will outline what is required in future and how this can be delivered, by focussing on outcomes, not the existing service.

3.3   The LIS is currently undertaking the needs assessment, demand and gap analysis.   In addition a wider research programme is underway that includes a review of current library service provision, our property portfolio and accessibility to the service, our traded services, use of volunteers, income and funding opportunities, legislation, and innovation and good practice. It will recognise where we already work in partnership with others to deliver services to local communities through libraries, for example with Parish and District Councils.

3.4   The LIS is working with a council-wide project team to develop a draft Strategy that will enable the County Council to understand the contribution that the library service can make to achieve the County Council's priority outcomes and ensure that it is aligned with the County Council's existing and future plans and strategies for other services.   The draft SCS will be presented to Cabinet in the summer of 2017 and, if agreed, publicly consulted on before being finalised for implementation.

Proposed changes to library opening hours

3.5   The rationale behind the consultation proposals to change library opening hours was to cut library running costs by reducing opening hours at quieter times, whilst ensuring that people have access to services across the County when they are most used. It was proposed that libraries would only be open at times between the hours of 10am and 5pm, except for those libraries that are currently open later than 5.30pm, which would retain one evening opening until 6pm on a Thursday. It was acknowledged that the County Council would not be able to make all of the necessary savings by only reducing opening hours before 10am and after 5pm, but that by making some further changes to opening hours we would still retain a comprehensive service across the County.

3.6   The proposals would result in an overall reduction of around 25% of current opening hours. It was recognised that a uniform reduction of 25% for every library would have a disproportionate impact on smaller libraries in particular and for their users. Therefore, the proposals were individual to each library, with a reduction of between 8% and 27% depending on their current opening hours.

Results of the public consultation

3.6   The Opening Hours Consultation ran from 11 January to 3 April 2016. The consultation was promoted widely to registered library users, and to residents more generally.   Information was provided in Your County (sent to all residents) and a feature was included in our e-newsletter (sent to around 70,000 people). An online version of the consultation questionnaire was also available on our 'Have Your Say' webpages. Key stakeholders and user groups were written to and discussions held with partners, including a number of Parish Councils and the Youth Cabinet

3.7   2,970 people replied to the consultation. The headline results are summarised below and a Consultation Analysis Report Summary is provided as Appendix 1 to this report. The full version of the Consultation Analysis Report, which includes a copy of the consultation questionnaire, has been placed in the Members' and Cabinet Room, and is available on the Cabinet pages of the County Council's website. It can be inspected upon request at County Hall. Members must read and have regard to the full version of the Consultation Analysis Report.

3.8   Most people who responded to the consultation were regular library users, with 97% of respondents having used the library in the past 12 months and 74% of respondents saying they visited the library on at least a fortnightly basis. The reason most often cited for visiting was 'for leisure and enjoyment', which was stated as the main reason in 42% of responses. The next main reasons given were 'for education and training' and 'finding out about other local/central government services' in 11% of responses each.

3.9   The most popular times of the day when people told us they usually visited the library were between 10am and midday, closely followed by 2pm to 5pm. Overall, the period from 10am to 5pm was cited as the time when people usually visited the library in 80% of responses. Over 70% of people who replied to the consultation said they would still have access to a library if the County Council implemented the proposed new opening hours and fewer than 13% said they would not.

3.10   Additional surveys commissioned about the use of the 15 libraries that currently open during the evening period showed that the number of visitors counted entering the library decreased

significantly during the course of the evening. In total, almost 80% of all those we interviewed in the evening survey (from 4pm onwards) said they would not be adversely affected (to the point they would be unable to use the library) by the planned changes. There was very little evidence that the libraries were being used as study spaces, with 8.5% of evening users describing themselves as students, but only 2% of users saying that access to a study space was the main reason for their visit. 5.6% of users interviewed were aged under 16 and 10% were under 25. This does not suggest that reducing evening opening hours would have a disproportionate impact on young people using the library for homework or as a quiet study space.

3.11   As part of the Opening Hours Consultation people were also invited to give their general comments or suggestions on the proposals. These are also summarised in Appendix 1. The majority of respondents (77%) had no comment to make or were neutral towards the proposals. 4% of comments were positive towards the proposals and 19% were negative. We also asked whether there were alternative proposals, other than reducing opening hours, that could help achieve the necessary savings and invited other general comments or suggestions. A total of 651 comments were received, including suggestions for cost-cutting and income generation. A summary of the feedback received in response to these open questions is contained in Appendices 1 and 2. Unfortunately it is not anticipated that the suggestions put forward would secure the level of savings required even as part of a package of measures.

3.12   Respondents were also invited to express an interest if they would like to know more about volunteering opportunities within the service. There was a very good response rate to this with over 300 people expressing an interest in volunteering and we have made contact with those people with an offer of current volunteer roles within the service. The potential for further avenues of volunteer support, on top of those already used effectively by the service, will be considered as work on the Libraries SCS proceeds.

3.13   Some partners, stakeholders and respondents asked the County Council to consider different opening hours at specific libraries. These comments were carefully examined and have resulted in changes to the proposed opening hours for 11 of the County's 24 libraries. The final opening hours proposals for all libraries, including the reasons for revisions to the original proposals, are included in Appendix 3.

3.14   Under section 7 of the Public Libraries and Museums Act 1964 it is: 'the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof'. A draft Rationale and Impact Assessment was undertaken for the consultation proposals. This provided an assessment of needs to enable the County Council to form a view as to whether the library service will be 'comprehensive' and 'efficient' if the proposed changes are implemented. This Assessment has been updated with the data gathered from the consultation and two sets of further surveys. A final Rationale and Impact Assessment of the final opening hours proposals is attached as Appendix 4.

3.15   An Equalities Impact Assessment (EqIA) of the proposals has also been undertaken which has informed the final Rationale and Impact Assessment. In considering the amended opening hours proposals, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). The EqIA is carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the EqIA is attached as Appendix 5 to this report. The full version of the EqIA has been placed in the Members' and Cabinet Room and is available on the Cabinet pages of the County Council's website. It can be inspected upon request at County Hall. Members must read the full version of the EqIA and take its findings into consideration when determining these proposals.

3.16   The final Rationale and Impact Assessment confirms that there will be some impacts as a result of the implementation of these proposals. Impacts occur where groups of people have less flexibility than others over when they are able to visit libraries. The EqIA identified three main groups to whom this applies: people who work full-time, children and young people who are in full-time education, and people with a disability (especially where they rely on support from another individual or particular services to access the library). However, we know from the results of the consultation and the evening surveys that the level of impact for these groups is small.

3.17   The final proposals include mitigation for the impact of reductions in library opening hours by prioritising one late evening each week until 6pm for those libraries that already have evening provision, through lunch-time opening, and by all libraries opening on Saturdays. The exception to this is Ringmer library, where in response to public consultation we are proposing not to have a late night opening but instead to open the library on Saturdays. It is also important to remember that the LIS is a service that extends far beyond library buildings. The existing e-library offers library users the opportunity to access materials such as e-books, e-magazines and audio books online 24 hours a day without the need to visit the library and also to renew loans on items borrowed or place a reservation. Items can also be renewed 24 hours a day by phone using the library helpline. The Home Library Service delivers books and other materials to people who cannot easily use a library due to disability or frailty. If the proposed changes are implemented, we will promote the new opening hours widely in libraries and across the County to make sure people are aware of, and are able to easily remember the changes. As part of the promotion we will actively promote the expanding offer and role of the e-library and other means of accessing the library service at alternative times.

3.18   The final assessment concludes that the needs of the public that are met by using the library would still be fulfilled if the County Council implemented the proposed library opening hours in Appendix 3, and that the County Council would continue to fulfil its duty to provide a comprehensive and efficient library service.

3.19   If approved, a reduction in library opening hours of 25% on average across the County would result in a similar percentage reduction in the numbers of full-time equivalent (FTE) staff who work in and manage the County's libraries. It is estimated that the staffing complement would be reduced by around 30 FTEs. In order to minimise the potential for redundancies, staff vacancies arising since the autumn of 2015 have mainly been filled by existing staff working additional hours on a fixed-term basis or by recruiting temporary staff, both of which arrangements will end in the autumn of 2016. In addition, a number of voluntary severance requests have been received, which will be considered against the future needs of the service. Overall it is expected that the measures outlined in this paragraph would mean that the number of FTE posts that would be at risk of compulsory redundancy would be significantly less.

Governance

3.20   It was agreed at Cabinet in December that a Scrutiny Review Board will be established to provide advice and critical challenge throughout the development of the SCS and ensure proposals reflect the needs of the community. The Audit, Best Value and Community Services Scrutiny Committee will have the opportunity to review this report once the July Cabinet agenda and reports are published and prior to the Cabinet meeting itself. It is proposed that the Libraries SCS Scrutiny Review Board has its first meeting in the autumn to consider and have the opportunity to comment on the findings from early work to identify need and the strategic priorities.

4.   Conclusion and Reasons for Recommendations

4.1   Based on the results of the libraries Opening Hours Consultation and the final Rationale and Impact Assessment, the proposals for library opening hours have been revised. However, if implemented, they would still deliver the full year savings of £500k as originally identified and contribute towards the overall LTP savings target of £2m. The consultation has enabled the County Council to ensure that the impacts of the proposals are fully understood and they have been revised to have the minimum impact on current service users. The final Rationale and Impact Assessment concludes that the needs of the public that are met by using the library would still be fulfilled if the proposed library opening hours were implemented and that the County Council would continue to fulfil its duty to provide a comprehensive and efficient library service. It is therefore recommended that Cabinet agree to the proposed amended changes to library opening hours, to take effect by the end of 2016.

4.3   The LTP is on target to deliver the proposed savings from the Internal Review of the service of £1.25m. The implementation of the SCS will optimise how the LIS is delivered, responding to current and future need, to achieve the best possible service within available resources. The outcome of the Strategy is dependent on the findings of the needs assessment. Proposals to achieve the final £750k saving from the Libraries SCS will be quantified as work on the strategy progresses, with a draft strategy ready by the summer of 2017.

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BACKGROUND DOCUMENTS
Libraries' Transformation Programme, Cabinet Report and Appendices, 15 December 2015
Consultation Analysis Report Full Appendix 1
EqIA Full Appendix 5

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East Sussex
County Council

**Cabinet
19 July 2016**

Appendix 1 Consultation Analysis Report Summary

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Prepared in conjunction with Peter Brett Associates LLP

Contents

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 2015/16, 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.

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2   Key Findings

2.1   Library Use

2.1.1   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.

2.2   Library Services

2.2.1   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%**

2.3   Access to Libraries with Proposed Opening Hours

2.3.1   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.

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3   Profile of Survey Respondents

3.1   Responses Received by Library

3.1.1   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%).

3.1.2   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.

3.2   Age Profile of Respondents

3.2.1   There was 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.

3.3   Employment Status Profile of Respondents

3.3.1   Retired people 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   Use of the Library and Information Service in the Last 12 Months

4.1.1   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.

4.2   Reasons for Use of the Library and Information Service

4.2.1   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.

4.2.2   The results are shown in figure 4.2 (App 1 page 16).

4.2.3   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.

4.2.4   Results were consistent across individual libraries.

4.3   Reasons for Not Currently Accessing the Library and Information Service

4.3.1   The small number of respondents who stated that they had not accessed the Library and Information Service were asked the reasons for this.

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

4.4   Importance of Services Provided by the Library and Information Service

4.4.1   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 (App 1 page 17). 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.

4.4.2   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%).

4.4.3   Again, the results are generally consistent across libraries.

5   Response to Opening Hours Proposals

5.1   Frequency of Library Use

5.1.1   Figure 5.1 (App 1 page 18) shows the frequency of visits to the library by respondents. 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.

5.2   Time Profile of Library Visiting

5.2.1   Figure 5.2 (App 1 page 19) shows the times of day respondents visit the library.

5.2.2   Most noticeable from Figure 5.2 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.

5.3   Access to Libraries with Proposed Opening Hours

5.3.1   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 (App 1 page 20) shows all responses to this question.

5.3.2   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 (App1 page 21) shows the results for those who answered 'yes' or 'no' to this question.

5.3.3   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.

5.3.4   Responses by individual library are shown in Figure 5.5 (App 1 page 22).

5.3.5   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.

5.4   Respondents Unable to Visit Libraries with Proposed Opening Hours

5.4.1   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

5.4.2   Each of these is considered in turn below.

Analysis by Time of Day

5.4.3   Figure 5.6 (App 1 page 23) 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.

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5.4.4   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

5.4.5   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 (App 1 page 24) 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'.

5.4.6   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.

5.4.7   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

5.4.8   Respondents were also asked about their employment status and Figure 5.8 (App 1 page 25) 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'.

5.4.9   The total response to this question was also 317 with 63 respondents not answering the employment status question.

5.4.10   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.

5.4.11   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

5.4.12   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 (App 1 page 26) summarises these responses by current library.

5.4.13   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).

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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.

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Table 6.2: Summary of Key Issues Raised by Library

Library	Before 1000	Until at least 1700	Evenings at least once/week	Sundays	Full Day opening / closing	Consistent hours across the week	Other Requests for Opening Times	Total Opening Hours Comments
	Opening Times Desired							
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).

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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 do not 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.

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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
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.

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7 Appendix 1: Graphs

7.1 Graphs

7.1.1 This appendix provides the Figures referred to in the Consultation Analysis Report Summary.

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.

Which of the following best describes why you use the service?

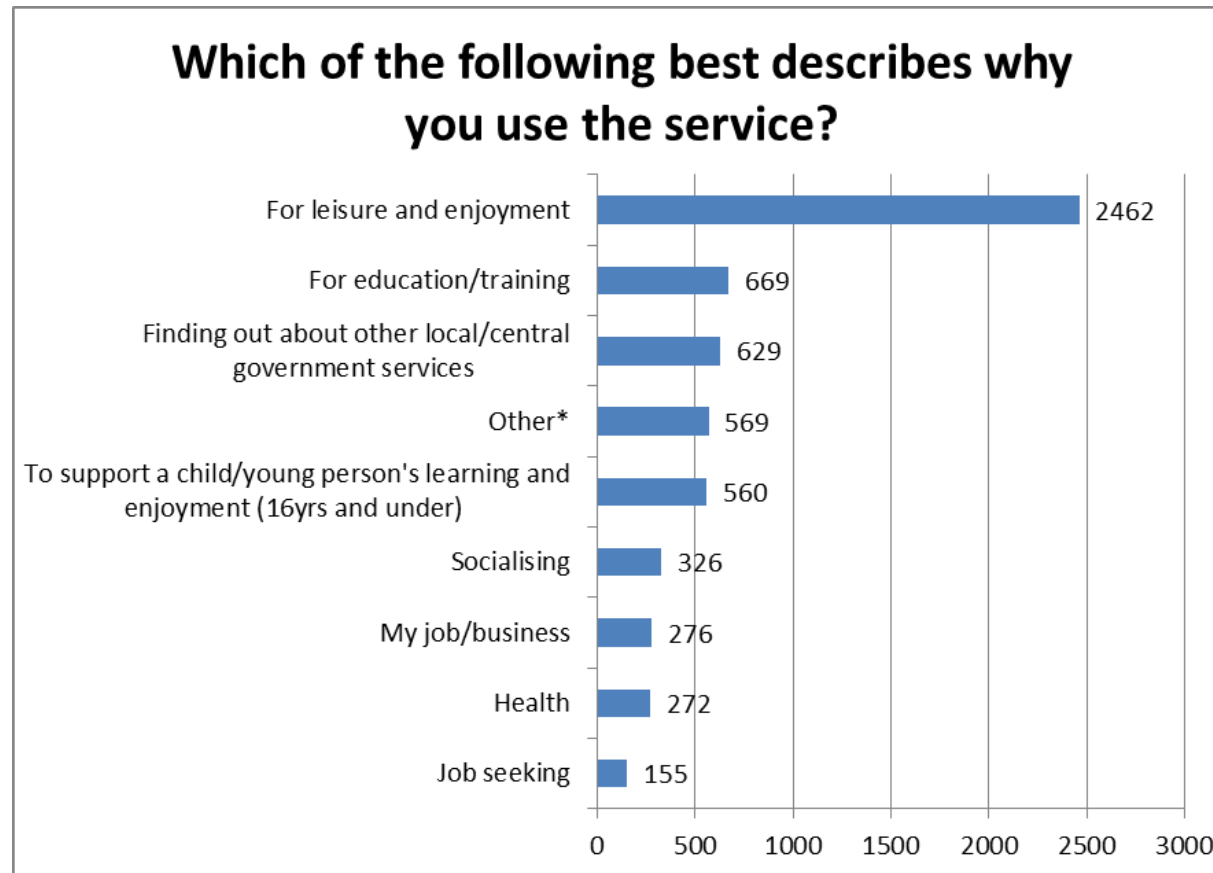| Reason	Responses
For leisure and enjoyment	2462
For education/training	669
Finding out about other local/central government services	629
Other*	569
To support a child/young person's learning and enjoyment (16yrs and under)	560
Socialising	326
My job/business	276
Health	272
Job seeking	155

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.
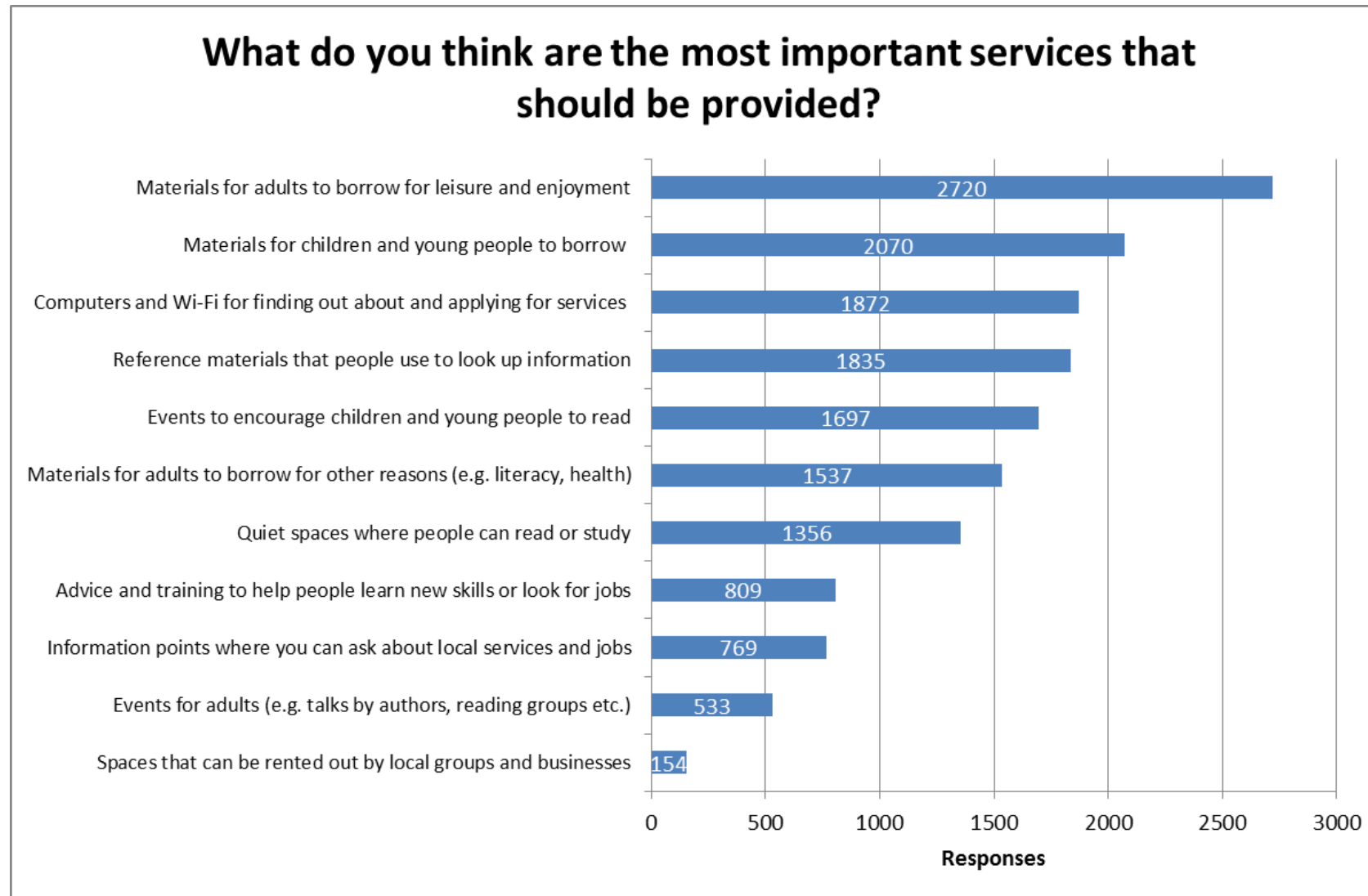
What do you think are the most important services that should be provided?

Service	Responses
Materials for adults to borrow for leisure and enjoyment	2720
Materials for children and young people to borrow	2070
Computers and Wi-Fi for finding out about and applying for services	1872
Reference materials that people use to look up information	1835
Events to encourage children and young people to read	1697
Materials for adults to borrow for other reasons (e.g. literacy, health)	1537
Quiet spaces where people can read or study	1356
Advice and training to help people learn new skills or look for jobs	809
Information points where you can ask about local services and jobs	769
Events for adults (e.g. talks by authors, reading groups etc.)	533
Spaces that can be rented out by local groups and businesses	154

Responses

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.

How often do you visit the library?

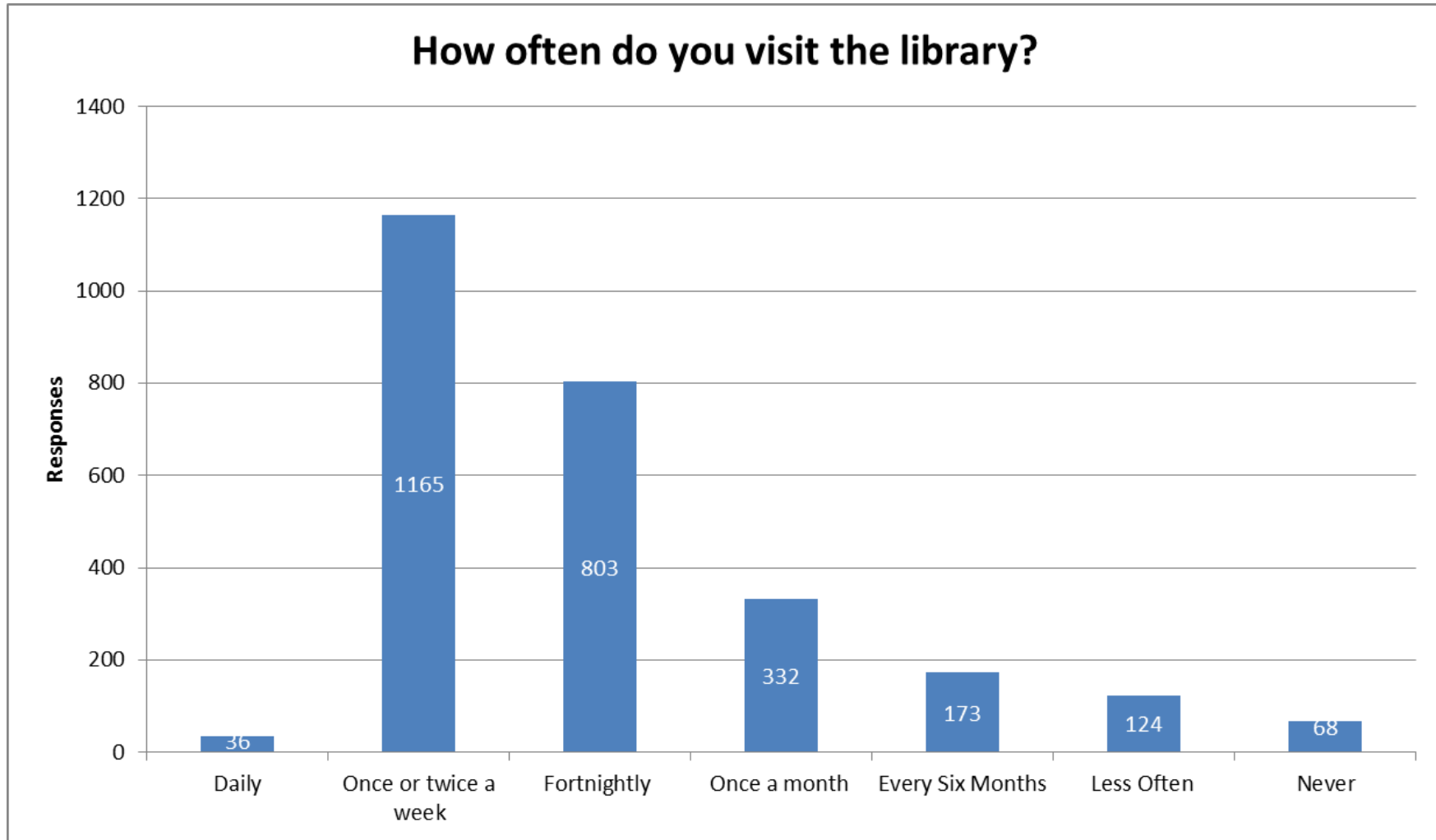| Frequency	Responses
Daily	36
Once or twice a week	1165
Fortnightly	803
Once a month	332
Every Six Months	173
Less Often	124
Never	68

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.

What time of day do you usually visit the library?

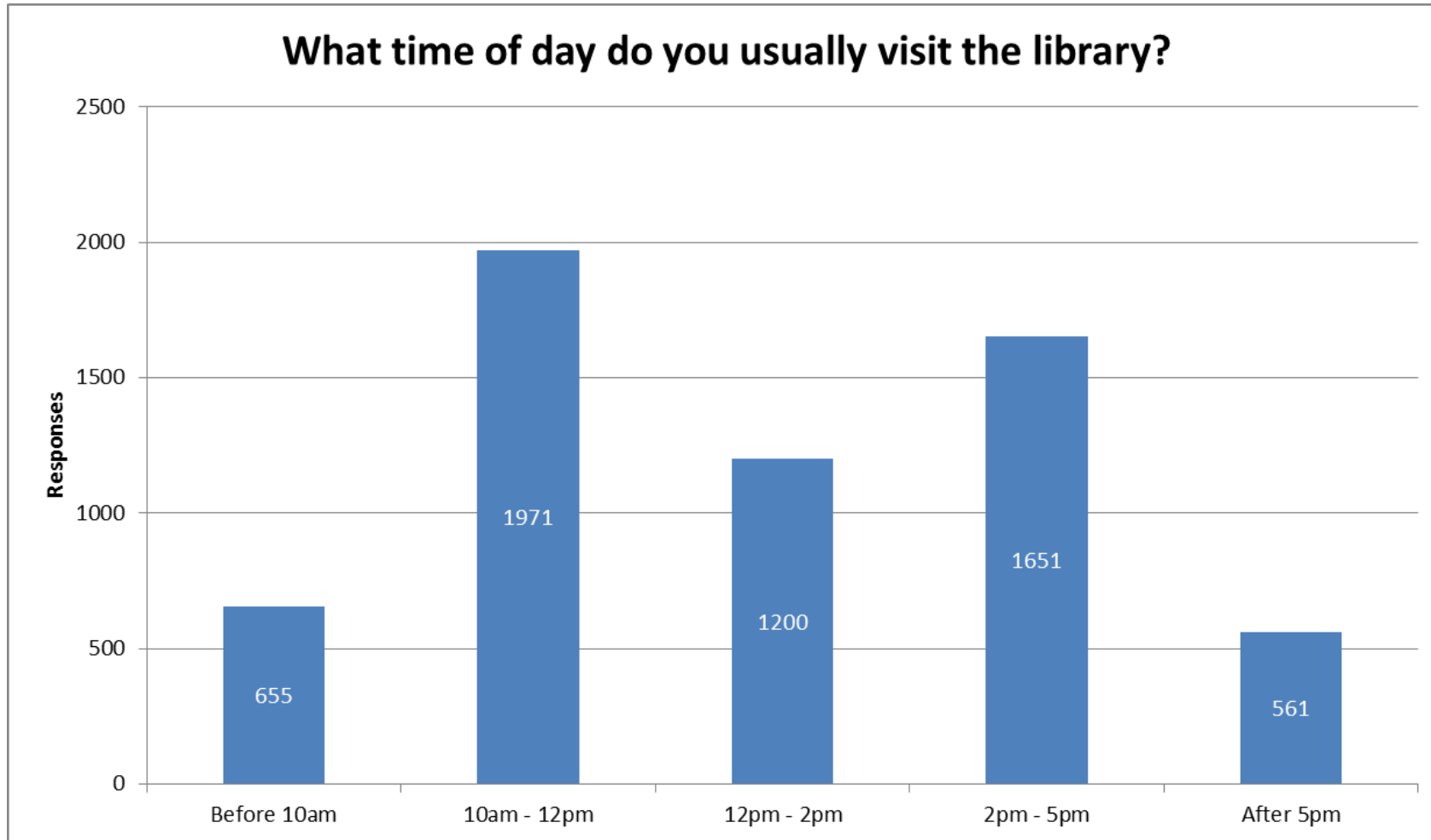| Time period	Responses
Before 10am	655
10am - 12pm	1971
12pm - 2pm	1200
2pm - 5pm	1651
After 5pm	561

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.

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

497 16.7%

380 12.8%

2,093 70.5%

■ Yes, existing or alternative

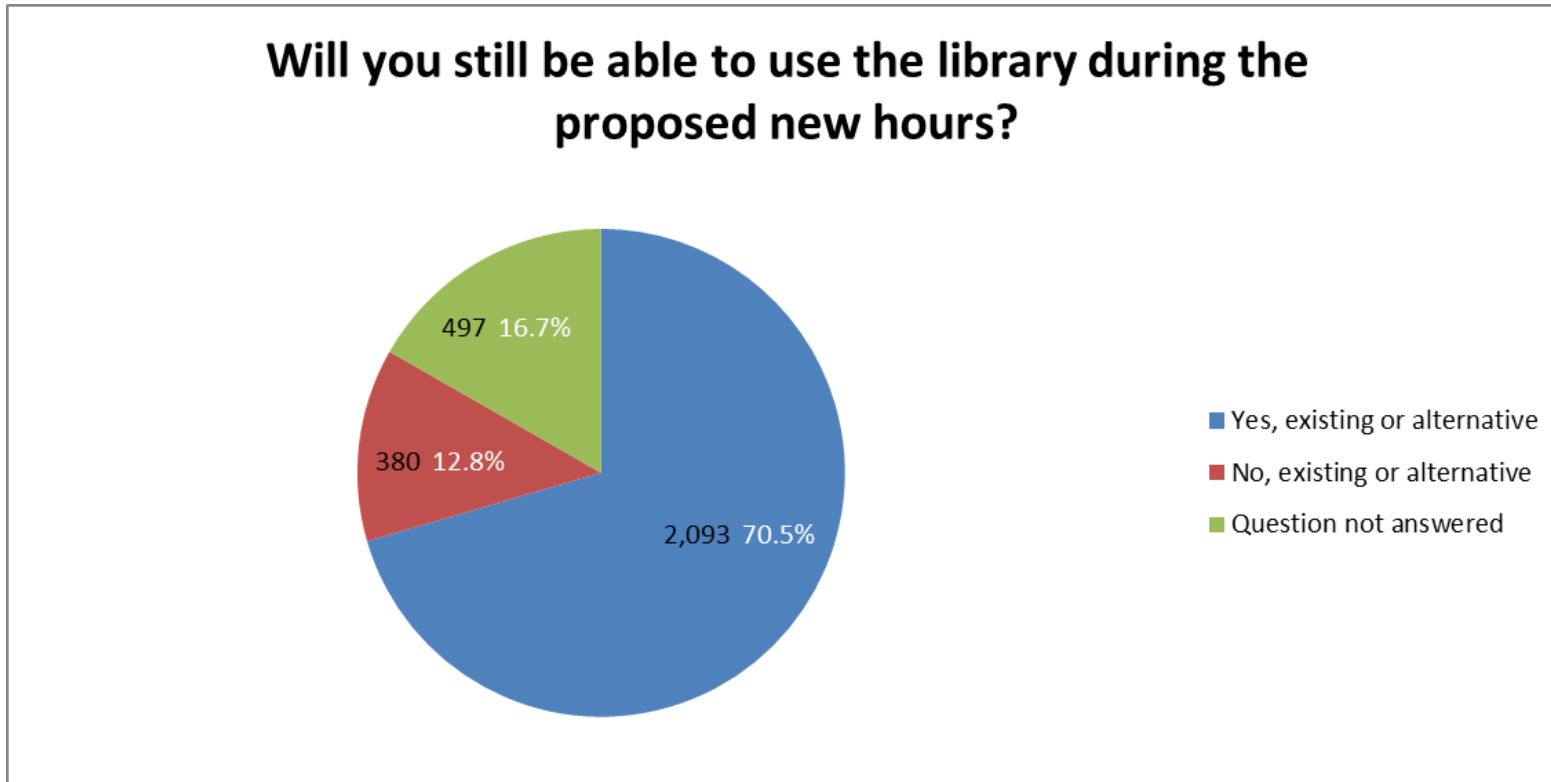■ No, existing or alternative

■ Question not answered

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.

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

380 15.4%

2,093 84.6%

■ Yes, existing or alternative
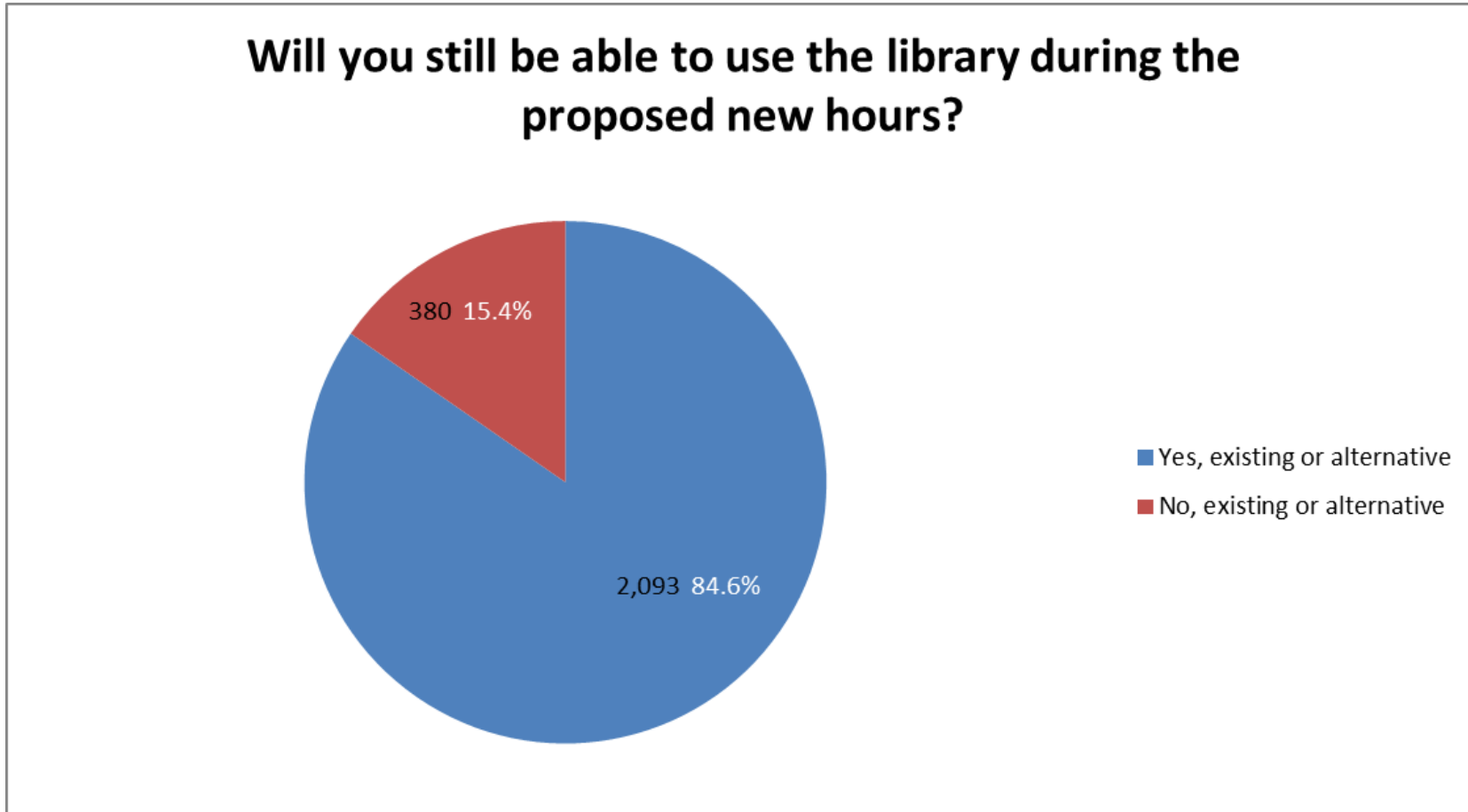■ No, existing or alternative

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.

Will you still be able to visit this library during the proposed new hours?
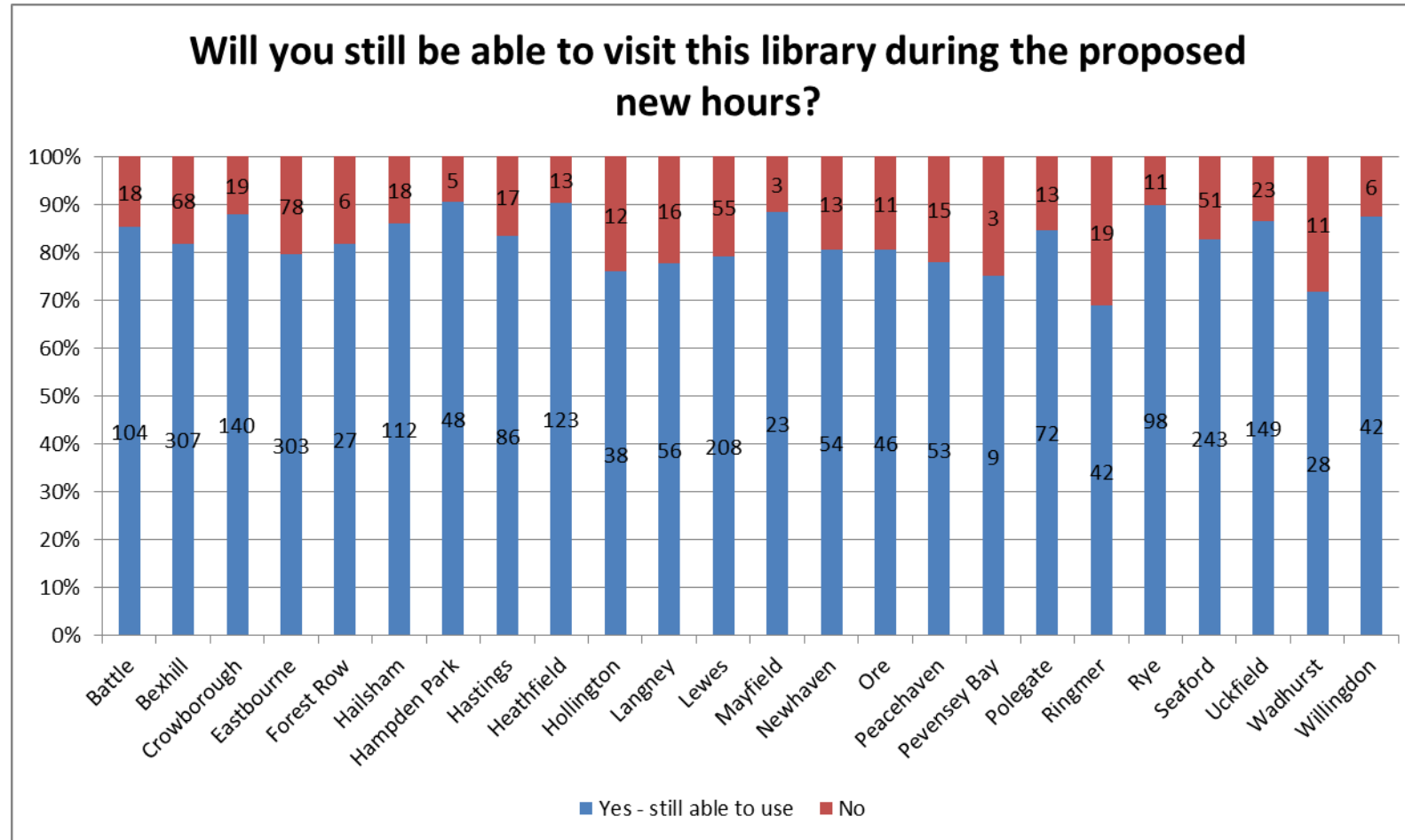
22

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.

Respondents stating they would be unable to use the library during the proposed new hours by time of day of use

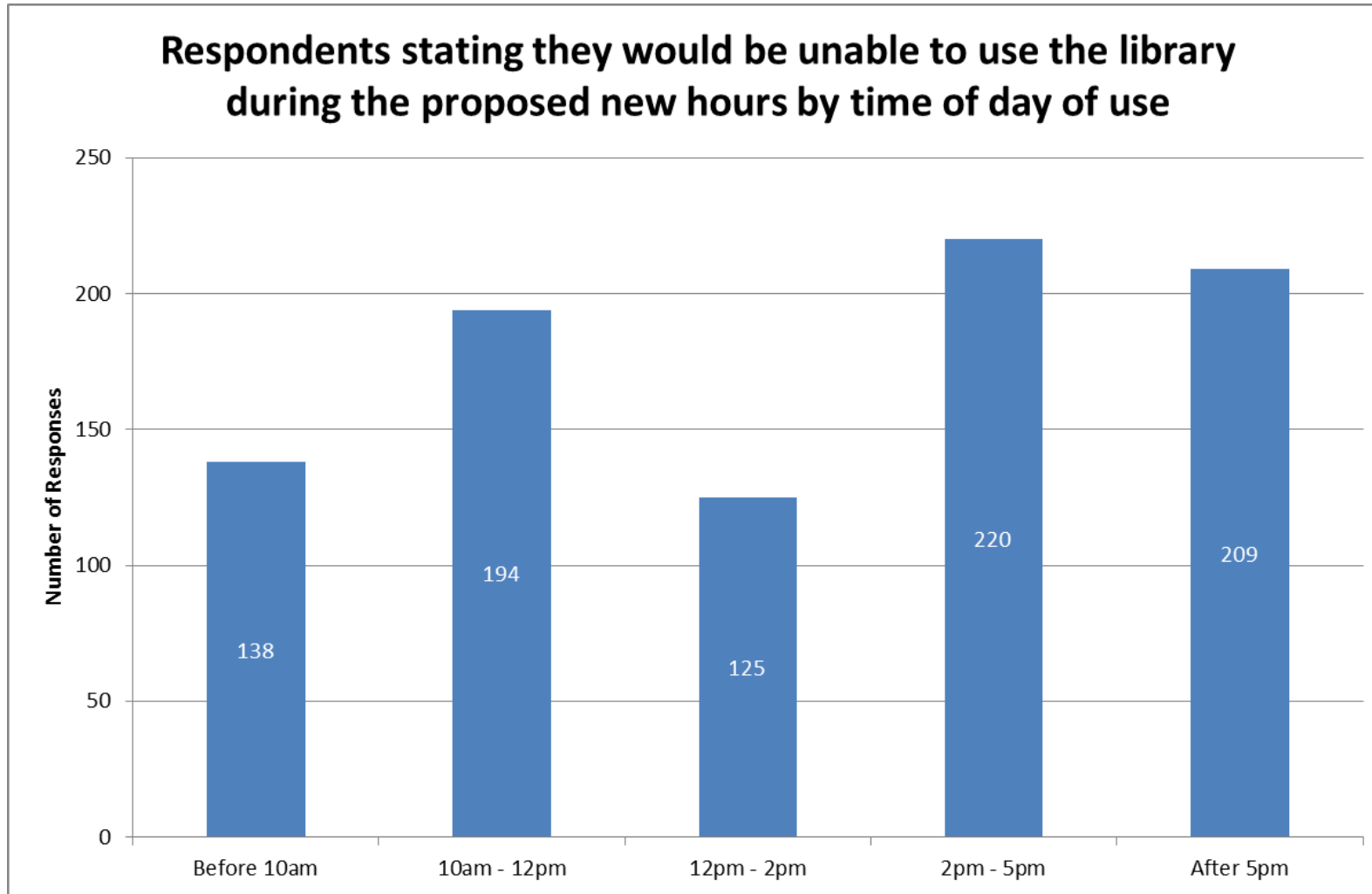| Time of Day	Number of Responses
Before 10am	138
10am - 12pm	194
12pm - 2pm	125
2pm - 5pm	220
After 5pm	209

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.

Respondents stating they would be unable to use the library during the proposed new hours by age

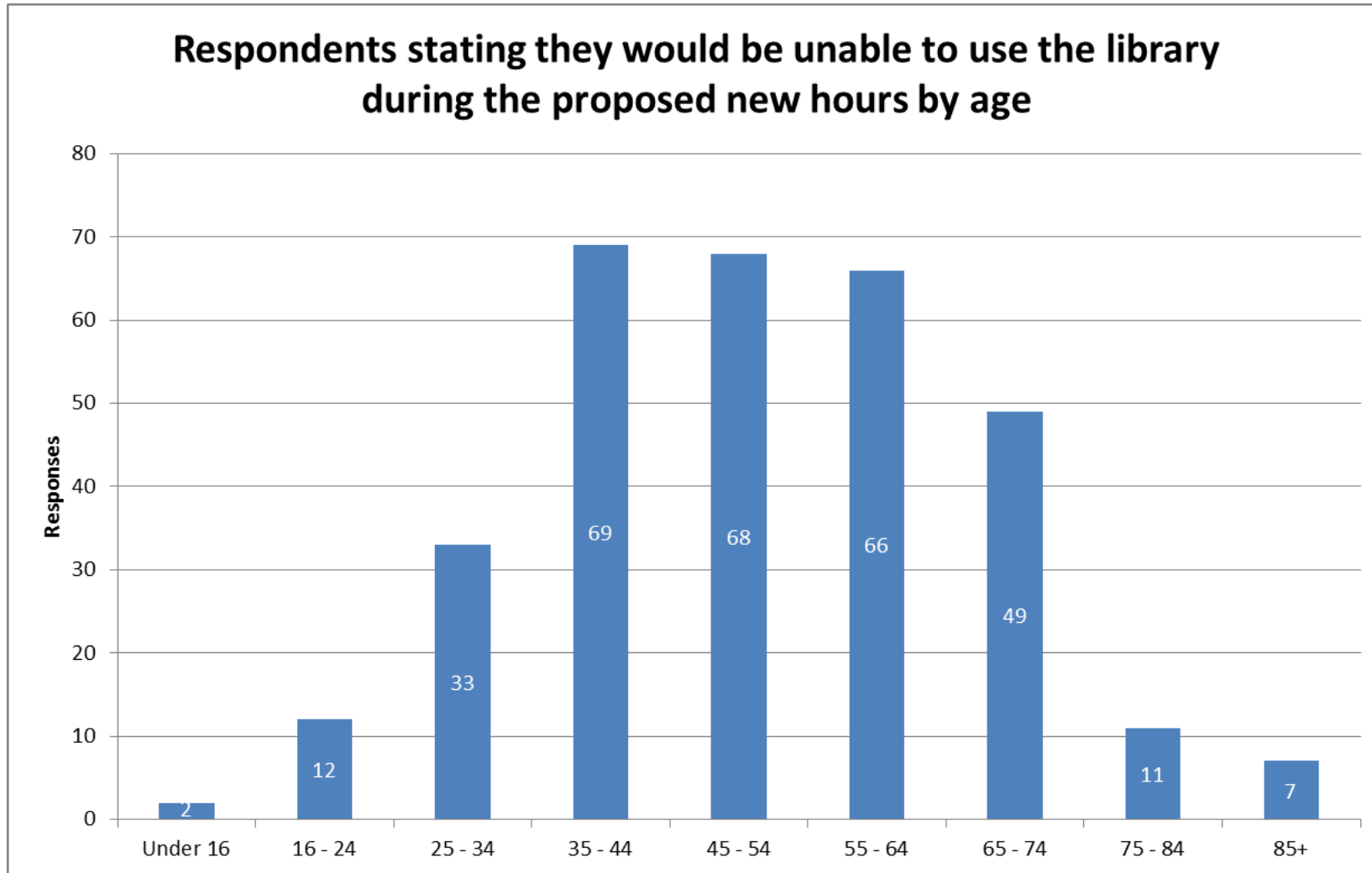| Age	Responses
Under 16	2
16 - 24	12
25 - 34	33
35 - 44	69
45 - 54	68
55 - 64	66
65 - 74	49
75 - 84	11
85+	7

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.

Respondents stating they would be unable to use the library during the proposed new hours by employment status
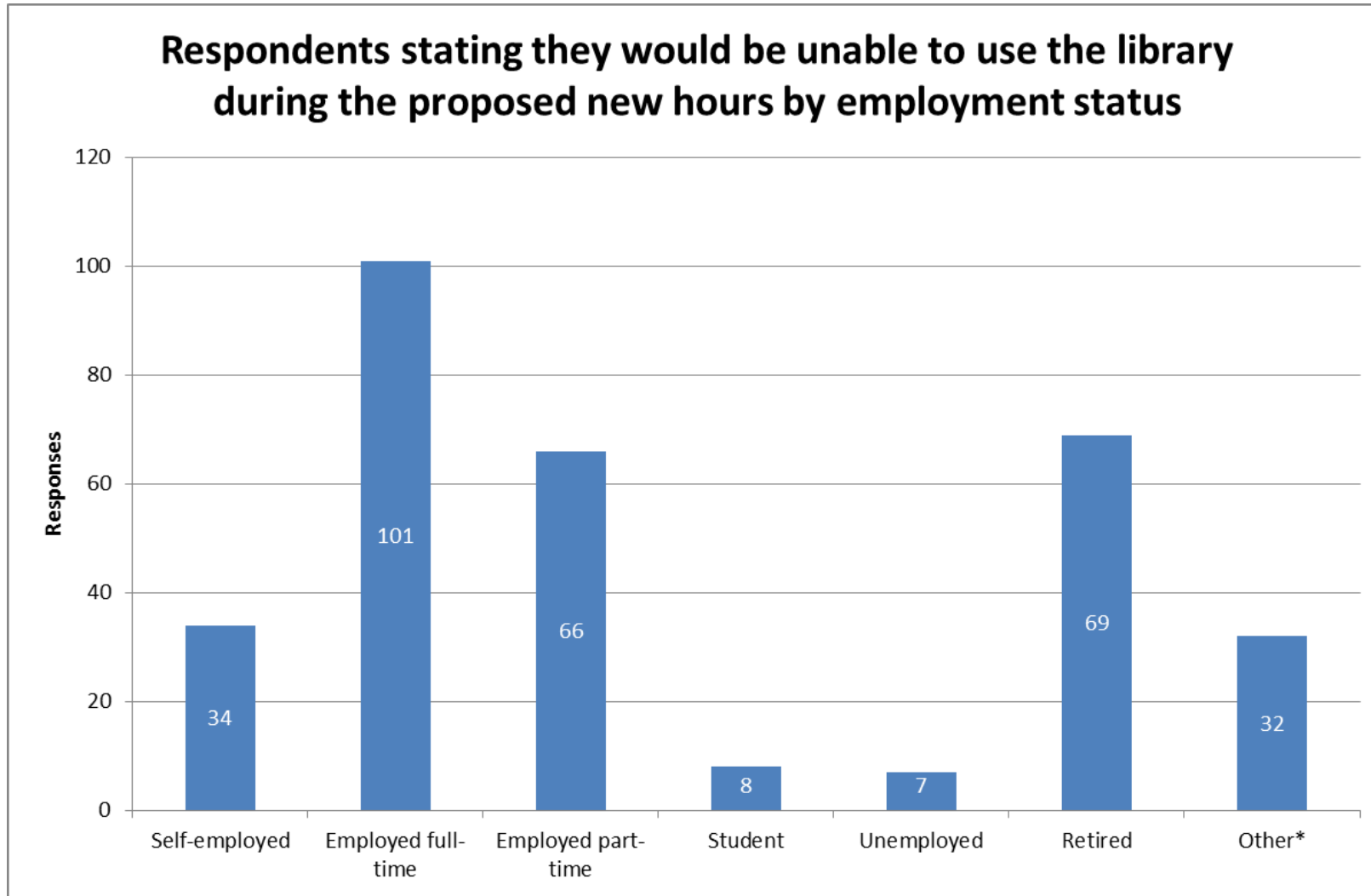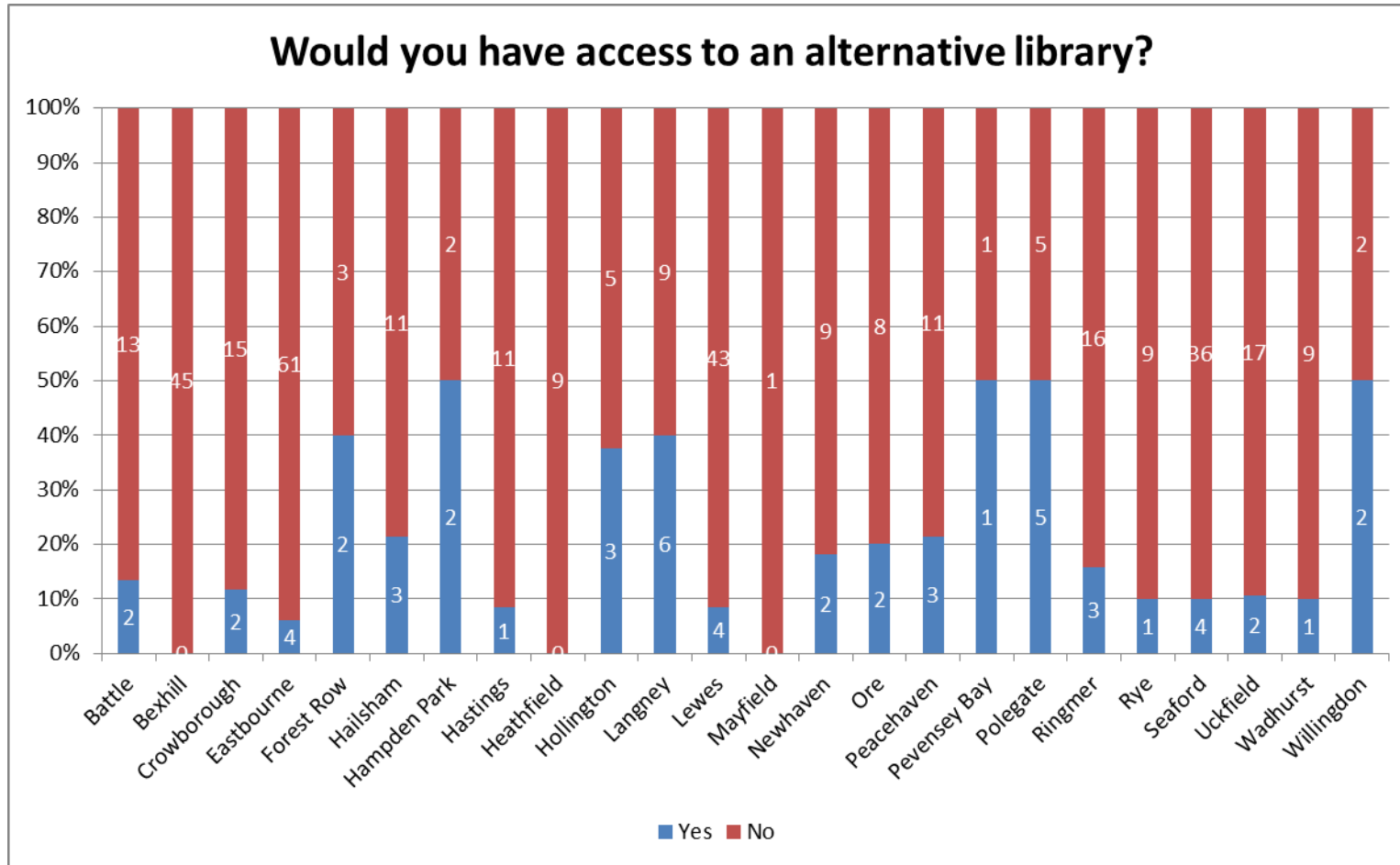
Figure 5.9: Ability to Access an Alternative Library
This Figure shows whether respondents who stated that they would not be able to visit their current library would be able to visit an alternative one. Results are presented by current library. The total number of responses to this question was 406 and 98 respondents did not answer this question.

Would you have access to an alternative library?

Cabinet 19 July 2016

Appendix 2 Suggestions and comments received from Library Opening Hours Consultation and by letter and email, with responses and comments from the County Council

As part of the Opening Hours Consultation people were invited to give their general comments or suggestions on the proposals. We also asked whether there were alternative proposals, other than reducing opening hours, that could help achieve the necessary savings. A total of 651 comments were received from the 2,970 respondents. The majority of respondents (77%) had no comment to make on the proposals or were neutral towards them. 4% of comments were positive and 19% were negative.

We are very grateful to all respondents for their feedback and for the range of different ideas put forward. The table below list the general theme of each type of suggestion or comment received and the County Council's response.

Suggestion/Comment	Details	County Council Response/Comment
Better marketing/promotion to get more people to use the library	The most popular suggestion for generating income was to improve marketing/promotion and for libraries to host more events, especially for children. In particular it was suggested that there should be better links with schools.	East Sussex libraries has a presence on social media through its Facebook page and through regular tweets. We issue numerous press releases to highlight the campaigns we run throughout the year to encourage people to take part in events such as the Summer Reading Challenge, which encourages children to keep up their reading during the summer holidays, Books on Prescription, which signposts people to reading material that helps with a range of physical and mental health issues, Black History Month, Reading Ahead, Reading Well, World Book Night, and other events. We also launched a monthly e-newsletter in 2016 which is sent to around 70,000 library members and others who have signed up for information about East Sussex libraries. This helps promote the different services and events that are available, such as the e-library, e-magazines and DVDs. Whilst an increase in the uptake in any of the services we charge for (such as DVD hire) helps generate income, encouraging more people generally to use the library unfortunately does not raise additional income or save money.

		We provide a separate Schools Libraries and Museums Service (SLAMS) which is available to any school within East Sussex and we also provide this as a service for Brighton and Hove Schools, for which Brighton and Hove City Council and their schools pay us. We are developing a long-term, strategic view of what needs our library service should meet over the next five to ten years, called a Strategic Commissioning Strategy and as part of this we will be reviewing SLAMS, including consideration of whether there is a wider role for SLAMS.
Rent out library space, including meeting rooms and/or share libraries with other organisations	This suggestion was about making better use of library facilities especially for community groups, evening classes etc. and to generate income from room hire.	We welcome the range of suggestions made. We have an income generation plan for libraries and the Strategic Commissioning Strategy will include a review of all income generation opportunities and a fundamental review of our buildings, to consider whether libraries could be provided more effectively in shared premises. We work with a number of partner organisations already, including the Citizen's Advice Bureau, the Jobs Hub in Eastbourne library and the Rother District Council information point at Rye library. We receive funding to deliver Learndirect courses, which help people improve their reading, writing, ICT and maths skills, and we have recently secured funding for one year from Job Centre Plus to deliver employment support in the more rural parts of the county. We have received enquiries from several organisations about renting space on a long-term basis within libraries, which we are actively following up. The County Council is also part of a project called SPACES, which is about a number of public sector bodies in the region joining up to make better use of their buildings and facilities and we will continue to progress ideas to share library space with other organisations to make better use of the space.

As described above, there is sometimes a very good fit between libraries and partner organisations. However, the space and facility requirements that other organisations often have, or the impact that their customers would have on library users, means that sharing space would not work. In addition, many voluntary and public sector organisations face the same cost pressures that the County Council is under, and the level of income that these arrangements can potentially bring in is usually small in comparison with the costs of running the library service as a whole and |

		cannot be guaranteed into the future. As part of our income generation plan we have recently publicised the availability of our meeting rooms and created a new online booking facility, which we hope will result in a significant increase in bookings.
Cafés and coffee shops	There were a large number of suggestions that more cafés and coffee shops would bring in additional income.	Cafés can provide library users with an enhanced experience and make the library more attractive as a place to come to. We know from users of Seaford library that the café is very popular. However, it would not be practical for us to create cafés in all of our libraries because of the limited space. They also require significant investment, and our own experience and the experience of other library authorities is that cafes tend only to make money in big libraries in cities. For these reasons we do not think that cafés and coffee shops would generate the level of savings required to eliminate the need to reduce library opening hours.
Close full days - simplify opening times	The most frequently mentioned idea to cut costs was to close for full days rather than half days. For many people using libraries, this was 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.	In proposing the new library opening hours we have listened to the views people expressed when providing their comments as part of the consultation. There was no clear view that, in general, people prefer whole day opening and closing rather than half days. For some libraries there was a preference for the library to be open more frequently for fewer hours, whilst some respondents clearly prefer that the library is either open or closed all day. We recognise that many people do have a clear preference for opening hours that are consistent across the week at the same library, and wherever possible we have tried to do this. We agree that there are some benefits in terms of heating for libraries to be open for longer periods at a time, but these benefits are relatively small, and would not save enough money to mean that we could avoid reducing library opening hours, even as part of a package of measures. In addition, half day closures potentially offer greater access as the hours are spread over more days. Taking into account the fact that there is no clear view that people generally support this approach, it is not something that we intend to take forward at this point in time.
Use more volunteers	This was the second most popular cost-cutting option suggested.	We have a wide range of volunteering opportunities with 12 different volunteer roles. We have an excellent and very active volunteer base of well over 300 people who already help us deliver the Home Library Service for disabled and frail people who find it hard to get to a library. Volunteers

		also manage and work in our Bookends store in Eastbourne and help people get online through their role as computer buddies. The Summer Reading Challenge for children is also supported by volunteers many of whom are young people. Respondents to the Opening Hours Consultation were also invited to express an interest if they would like to know more about volunteering opportunities with the service. There was a very good response rate to this and we are extremely grateful to all those who gave us their contact details. They will be contacted with an offer of current volunteer roles within the service. The potential for further avenues of volunteer support, on top of those already used effectively by the service, will be considered as work on the Libraries Strategic Commissioning Strategy proceeds.
Fees and charges	There were various suggestions to introduce or increase charges for services, including having voluntary/compulsory annual membership fees, nominal fees for book loans and charges for using computers.	Legislation prevents us from charging for basic library services such as borrowing books. We charge for overdue items and charge reservation fees as well as for things like photocopying. This year we will be having a campaign to encourage library users to provide us with their email addresses so that we can contact them via email instead of post for things like overdue reminders and reservation notifications, many of which still go out by post. We will also review our reservation charges to ensure that the system of reserving items and having them sent to the library of the customer's choice covers the costs involved. It would be possible to charge for the use of computers. However consideration needs to be given to the numbers of people who are using library computers who may not have access to IT at home and people who rely on library computers to apply for benefits and jobs and may be least able to pay for the service. Charging for computers is something that we will consider as part of our income generation strategy, but is not a measure that we would want to implement now without fully understanding the impacts. Libraries do have the opportunity to charge for events, talks etc. and there are charges in place for some activities. We will consider further opportunities for charging as part of the Strategic Commissioning Strategy. However it is not anticipated that this option would secure the saving

		required even as part of a package of options at the present time.
Close smaller libraries to keep larger ones open for longer	Some respondents suggested that the County Council should focus on the larger libraries and also ensure libraries near to each other have opening hours that complement each other	Prior to bringing forward the proposals to reduce library opening hours we considered whether it would be better to propose closing some of our libraries and keeping the others open for longer. The Strategic Commissioning Strategy that we are working on will aim to ensure that East Sussex has a modern, affordable library service that meets the needs of people who live and work in the county. This is a detailed piece of work that needs to be comprehensive, evidence-based, and not pre-judged. For that reason we do not expect the draft strategy to be ready before July 2017. Only once this review is complete will we know what the future service could look like and how services should be delivered to best meet need. There are no plans to close libraries during the development of our long term strategy for the service.
Donations, sponsorship and bequests	A number of respondents suggested that the Library and Information Service could be supported by donations (both ad hoc and by people donating monthly), as well as from corporate sponsorship and by people leaving money to the service in their wills.	This is an idea of potential interest which we will be reviewing as part of the Strategic Commissioning Strategy. We would need to understand whether both residents and potential sponsors would be interested in this kind of support for our libraries and what levels of funding it might generate in future. We know that there are models for this elsewhere, but we do not know whether they would work here, given that the UK has a very different history from other countries of what is funded by government and the levels of giving by the public and companies. The New York Public library has a very successful campaign of philanthropic giving. It focuses upon individual donors, corporate supporters, and event/restricted giving. There is a comprehensive programme that enables any value of gift to be acknowledged, with a sliding scale of "benefits" depending upon the value of the donation. There are a number of things that the County Council would also need to consider in setting up a charitable giving structure, including charity law, trustees, Gift Aid etc.
Stock	We received some suggestions about concentrating on books, and keeping fewer CDs, magazines etc.	Over the next three years we will reduce spending on library stock by £250,000, bringing East Sussex into line with other comparable library services. This is already part of our £2m savings target and at this stage we do not think that further savings from stock will be possible in the short-term, although we will continue to keep stock spending and the different

		types of materials we purchase under review.
		We have increased spending on electronic items such as e-books, e-audio books, e-magazines, and online newspapers and reference materials, which are generally more cost-effective for us to provide. We have reduced spending on CDs, which have become less popular, although DVDs still make a profit, with approximately £1 spent on DVDs generating £2 back into the service. In 2015 we reviewed and reduced the newspapers we provide in each library.
		It is important to remember that our libraries meet a range of different needs in different formats and we seek to ensure that the materials we provide broadly correspond to the different needs that people have.
Sell more merchandise, cards, books, tickets etc.	A small number of respondents suggested this area as an income generation opportunity	ESCC libraries currently sell a small selection of merchandise, including magnifying sheets, greetings cards, stamps, jute bags and memory sticks.

Some library services are selling merchandise on a larger scale than East Sussex. The range of merchandise sold in libraries across the UK is varied and covers stationery, cards, reading glasses to new books. In other local authorities income generated varies widely too, but footfall is a consideration when discussing potential for income generated. For example Jubilee library in Brighton sells a large amount of merchandise, but has the second highest footfall for a library in the UK, and has a prime high street location. This has to be offset against the costs of purchasing the items and the staff costs associated with selling them. Because the value of the kinds of items people want to buy in libraries is low, the potential for income generation in the smaller libraries that we have in East Sussex is limited, although there is probably more we could do to improve how prominently and attractively merchandise is displayed.
We sell ex-library stock in Bookends, our book shop within Eastbourne library. It is fully managed and run by volunteers, with all ESCC libraries sending Bookends discarded stock as part of the stock policy. Rye and Seaford libraries also have two bays of Bookends which are unstaffed and for which payment is taken at the counter. Bookends is an excellent resource, but it only generates around £6,000-£7,000 per year. It would be |

		worth considering whether some Bookends space could be provided in other libraries but it could not be replicated in all of them because we do not have the space. It is not likely, therefore, that we could generate significant additional income by having more stores for ex-library stock. We will review both of these areas, as well as other opportunities for income generation including ticket sales as part of the Strategic Commissioning Strategy.
Fewer staff		Over the three years from 2016/17 we will cut £1m from our annual staffing costs as a result of a staffing restructure to have fewer managers in the Library and Information Service, further efficiencies in staffing libraries, and from the reduction in opening hours, if approved. Whilst we will continue to keep staffing levels under review and seek to ensure the service remains as efficiently run as possible, we do not think that further staffing reductions are possible at present with the library service that we are currently providing.
Increase Council Tax		The budget agreed by Full Council on 9th February included a 3.99% Council Tax increase for 2016/17; this increase was the maximum limit set by Government and was on condition that 2% of the rise is used as a "social care precept" to fund adult care. Any rises over this limit would require a local referendum, which would cost several hundred thousand pounds and, based on the results from other councils that have held such referendums, is unlikely to be successful. The 3.99% increase will raise an additional £9.4m, but even this maximum increase will only go part way to funding the gap between resources and service delivery. With the need to save £70million over the next three years (starting with £20m in 2016/17) we will have to make some extremely difficult decisions which will have an unavoidable impact on frontline services. When setting the budget, rather than reducing funding by an equal proportion across all services, which does not allow for the flexibility of choices afforded by differential savings, we consulted with residents and partner organisations on how we should handle the reduced budget and

| | | what services should look like. We carefully considered the different views on how services could be provided in future with less money available, and developed our savings plan to protect some services that make a real difference to the most vulnerable people and put us in the best position to deal with continuing financial pressures over the next three years.

We recognise that our decisions will have an effect on the community but given the scale of the reductions and the savings required it is simply not possible to continue funding all the services we previously funded.

We will continue to lobby Government, directly and through national and regional groups, for a fair deal for counties, the South East, and East Sussex. We remain committed to involving people in decisions that affect them and value their input in planning, delivering and evaluating services through consultations and other feedback. |
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Cabinet 19 July 2016

East Sussex County Council

Appendix 3 Current Opening Hours and Proposed Future Opening Hours for East Sussex Libraries

The Final Proposals listed below for each library are the opening hours which Cabinet is recommended to approve.
If approved, it is expected that the new hours will come into effect in the autumn of 2016 and they will be widely publicised.

The 'Current' opening hours are the times that libraries currently open. The '1st Proposals' are the opening hours for each library that were proposed in the Opening Hours Consultation. In many cases the 1st Proposals and Final Proposals are the same. Any variation between the 1st proposals and Final Proposals is highlighted in blue in the tables below. A summary of the changes for each library is listed at the end of the series of tables.

Battle	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	closed	09:30- 18:30	09:30 - 17:00	10:00 - 17:00	9:30 - 18:30	9:30 - 17:00	40	
1st and Final Proposals	closed	10:00 - 16:00	10:00 - 13:00	11:00 - 18:00	10:00 - 17:00	10:00 - 17:00	30	25

Bexhill	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 13:00	9:30 - 18:30	10:00 - 17:00	9:30 - 18:30	9:30 - 18:30	9:30 - 17:00	45	
1st and Final Proposals	10:00 - 13:00	10:00 - 16:00	13:30 - 17:00	11:00 - 18:00	10:00 - 17:00	10:00 - 17:00	33.5	26

Crowborough	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 17:30	10:00 - 17:30	9:30 - 17:30	9:30 - 19:00	9:30 - 19:00	9:30 - 16:00	49	
1st and Final Proposals	12:30 - 17:00	10:00 - 17:00	10:00 - 14:00	11:00 - 18:00	10:00 - 17:00	10:00 - 17:00	36.5	26

Eastbourne	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 18:30	9:30 - 18:30	9:30 - 18:30	9:30 - 18:30	10:30 - 18:30	9:30 - 17:00	51.5	
1st and Final Proposals	10:00 - 17:00	10:00 - 17:00	10:00 - 13:00	10:00 - 18:00	10:00 - 17:00	10:00 - 17:00	39	24

Forest Row	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	14:00 - 17:00	closed	10:00 - 13:00	14:00 - 17:00	14:00 - 17:00	10:00 - 13:00	15	
1st Proposals	closed	closed	10:00 - 13:00	14:00 - 17:00	14:00 - 17:00	10:00 - 13:00	12	20
Final Proposals	14:00 - 17:00	closed	10:00 - 13:00	14:00 - 17:00	closed	10:00 - 13:00	12	20

Hailsham	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	14:00 - 17:00	10:30 - 19:00	9:30 - 17:00	9:30 - 17:00	9:30 - 18:00	9:30 - 17:00	42.5	
1st and Final Proposals	12:00 - 17:00	12:00 - 17:00	closed	10:00 - 18:00	10:00 - 17:00	10:00 - 17:00	32	25

Hampden Park	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	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 - 16:00	32.5	
1st Proposals	10:00 - 13:00	14:00 - 17:00	closed	12:30 - 17:00	10:00 - 17:00	10:00 - 17:00	24.5	25
Final Proposals	10:00 - 13:00 14:00 - 17:00	10:00 - 13:00	closed	10:00 - 13:00 14:00 - 17:00	14:00 - 17:00	10:00 - 16:30	24.5	25

Hastings	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 18:00	9:30 - 18:30	9:30 - 13:00	9:30 - 18:30	10:30 - 18:30	9:30 - 17:00	45.5	
1st and Final Proposals	10:00 - 17:00	10:00 - 17:00	10:00 - 13:00	10:00 - 18:00	10:00 - 17:00	10:00 - 17:00	39	14

Heathfield	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 13:00	9:30 - 17:00	closed	9:30 - 19:00	10.30 - 17:00	9:30 - 13:00	30.5	
1st Proposals	closed	10:00 - 17:00	closed	11:00 - 18:00	10:00 - 16:00	10:00 - 13:00	23	25
Final Proposals	10:00 - 13:00	10:00 - 17:00	closed	14:00 - 18:00	10:00 - 16:00	10:00 - 13:00	23	25

Hollington	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	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	30	
1st and Final Proposals	10:00 - 13:00	10:00 - 16:00	closed	10:00 - 17:00	10:00 - 13:00	10:00 - 13:00	22	27

Langney	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	closed	9:30 - 17:00	closed	9:30 - 17:00	9:30 - 14:00	9:30 - 17:00	27	
1st Proposals	closed	10:00 - 17:00	closed	10:00 - 17:00	10:00 - 13:00	10:00 - 13:00	20	26
Final Proposals	closed	10:00 - 17:00	closed	14:00 - 17:00	10:00 – 13:00	10:00 - 17:00	20	26

Lewes	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 19:00	10:30 - 17:00	9:30 - 13:00	9:30 - 19:00	9:30 - 17:00	9:30 - 17:00	44	
1st and Final Proposals	10:00 - 14:00	10:00 - 17:00	closed	10:00 - 18:00	10:00 - 17:00	10:00 - 17:00	33	25

Mayfield	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	11:00 - 13:00	14:30 - 18:00	closed	14:30 - 18:00	closed	10:00 - 13:00	12	
1st Proposals	closed	13:30 - 17:00	closed	13:30 - 18:00	closed	10:00 - 13:00	11	8
Final Proposals	closed	14:00 – 17:00	closed	14:00 – 18:00	closed	10:00 – 14:00	11	8

Newhaven	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 16:30	9:30 - 16:30	closed	9:30 - 16:30	9:30 - 16:30	9:30 - 16:30	35	
1st and Final Proposals	10:00 - 13:00	10:00 - 16:30	closed	10:00 - 16:30	13:00 - 16:30	10:00 - 16:30	26	26

Ore	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	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	26	
1st and Final Proposals	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	19.5	25

Peacehaven	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 13:00	9:30 - 17:00	9:30 - 13:00	9:30 - 19:00	10:30 - 17:00	9:30 - 16:30	37.5	
1st Proposals	closed	10:00 - 15:00	10:00 - 13:00	10:00 - 18:00	10:00 - 16:00	10:00 - 16:00	28	25
Final Proposals	closed	10:00 - 17:00	closed	10:00 - 18:00	10:00 - 17:00	10:00 - 16:00	28	25

Pevensey Bay	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	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	20	
1st Proposals	closed	14:00 - 17:00	closed	10:00 - 12:30 14:00 - 16:00	10:00 - 16:00	10:00 - 13:00	16.5	17
Final Proposals	closed	14:00 - 17:00	closed	10:00 - 13:00 14:00 - 16:00	10:00 - 13:00 14:00 - 16:00	10:00 - 13:30	16.5	17

Polegate	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	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	30	
1st and Final Proposals	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	22.5	25

Ringmer	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	closed	15:00 - 18:00	9:00 - 12:00	13:30 - 16:30	closed	closed	9	
1st Proposals	closed	13:30 - 17:00	closed	13:30 - 18:00	closed	closed	8	11
Final Proposals	closed	14:00 - 16:00	10:00 - 12:00	14:00 - 16:00	closed	10:00 - 12:00	8	11

Rye	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	09:00 - 17:30	9:00 - 17:30	10:00 - 17:30	9:00 - 17:30	9:00 - 17:30	9:00 - 17:00	49.5	
1st Proposals	10:00 - 13:00	10:00 - 17:00	10:00 - 16:00	10:00 - 17:00	10:00 - 17:00	10:00 - 17:00	37	25
Final Proposals	10:00 - 17:00	10:00 - 17:00	10:00 - 13:00	10:00 - 17:00	10:00 - 17:00	10:00 - 16:00	37	25

Seaford	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 17:00	9:30 - 17:00	9:30 - 17:00	9:30 - 17:00	9:30 - 17:00	09:30 - 17:00	45	
1st Proposals	14:00 - 17:00	10:00 - 17:00	10:00 - 13:00	10:00 - 17:00	10:00 - 17:00	10:00 - 16:30	33.5	26
Final Proposals	14:00 - 17:00	10:00 - 17:00	10:00 - 13:00	11:00 - 18:00	10:00 - 17:00	10:00 - 16:30	33.5	26

Uckfield	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	9:30 - 13:00	09:30 - 17:30	9:30 - 19:00	9:30 -17:30	10:00 - 19:00	9:30 - 16:00	44.5	
1st and Final Proposals	10:00 - 13:00	10:00 - 16:30	14:00 - 16:30	10:00 - 18:00	10:00 - 16:30	10:00 - 16:30	33	26

Wadhurst	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	14:00 - 16:30	closed	10:00 - 12:30	14:00 - 16:30	14:00 - 16:30	10:00 - 12:30	12.5	0
1st and Final Proposals	14:00 - 16:30	closed	10:00 - 13:00	closed	14:00 - 16:30	10:00 - 13:00	11	12

Willingdon	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hours per week	% reduction
Current	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 14:00 - 17:00	9.30 - 12.30	25	
1st Proposals	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	19	24
Final Proposals	10:00 - 13:00	closed	10:00 – 12:00 14:00 - 17:00	10:00 – 12:00 14:00 - 17:00	14:00 - 17:00	10:00 - 13:00	19	24

Rationale for Proposed Future Opening Hours for East Sussex Libraries

In their responses to the Opening Hours Consultation some people asked the Council to consider different opening hours at specific libraries. These comments were carefully examined and have resulted in changes to the proposed opening hours for 11 of the county's 24 libraries. The following list provides an explanation of the rationale for any variation between the changes that were originally proposed and consulted on (the 1st proposals listed above) and the Final Proposals. Table 5.3 in Appendix 1 of the July Cabinet Papers gives a summary of the key issues raised in respondents' comments about the timings of the proposed opening hours, by library. This analysis has helped us to gauge in more qualitative terms, along with the evidence of impact from people's answers to the questionnaire, whether there is sufficient evidence to alter the proposals. It is important to note that to alter the timings of the proposals for a particular library it is necessary to take the provision from elsewhere in the week in order to maintain the required level of saving from each library and overall.

Battle

The final proposals for Battle have not changed from those set out in the public consultation. A range of preferences across the week for desirable opening times were expressed but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.

Bexhill

The final proposals for Bexhill have not changed from those set out in the public consultation. A range of preferences across the week for desirable opening times were expressed but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.
A significant number of the comments referred to evening opening and it is proposed that the library will retain one late evening opening.

Crowborough

The final proposals for Crowborough have not changed from those set out in the public consultation. A range of preferences across the week for desirable opening times were expressed but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.

Eastbourne

The final proposals for Eastbourne have not changed from those set out in the public consultation. A range of preferences across the week for desirable opening times were expressed but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.
A significant number of the comments referred to evening opening and it is proposed that the library will retain one late evening opening.

Forest Row

There were two comments specifically on library opening times for Forest Row. However, representations were received in response to the consultation from the Parish Council and a petition signed by local residents, who emphasised the importance of the library as a community venue. We have concluded that the proposed hours are the right pattern of hours overall but should be amended to open on Monday afternoon rather than Friday afternoon to coincide with a popular dance class in the building.

Hailsham

The final proposals for Hailsham have not changed from those set out in the public consultation. Four comments were received expressing preferences for opening times across the week but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.

Hampden Park

Comments on library opening times for Hampden Park referred to 5pm opening, full day opening/closing and consistent hours. We have concluded that the proposed hours should be amended to create an additional whole day opening, by including a 1 hour lunch closure on two consistently timed full weekdays and with a further two half day openings and full day opening until 4.30pm on Saturday.

Hastings

The final proposals for Hastings have not changed from those set out in the public consultation. A range of preferences across the week for desirable opening times were expressed but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.
A significant number of the comments referred to evening opening and it is proposed that the library will retain one late evening opening.

Heathfield

There were 13 comments on the proposals for Heathfield. A significant number of these referred to the proposed closure on Monday morning. We have concluded that the proposed hours should be amended to open on Monday. It is now proposed that the library will open later on a Thursday instead.

Hollington

There was a small number of comments on the proposals for Hollington. A range of preferences across the week for desirable opening times were expressed but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.

A significant number of the comments referred to evening opening and it is proposed that the library will retain one late evening opening.

Langney
Comments on the proposals for Langney referred to 5pm opening and all day opening on Saturday. We have concluded that the proposed hours should be amended to open for a full day on Saturday and instead open later on a Tuesday. The library would still opening at 10am on three out of four of the days it is open.

Lewes
The final proposals for Lewes have not changed from those set out in the public consultation. A range of preferences across the week for desirable opening times were expressed. A number of comments referred to all day opening on a Wednesday, where the library is currently open in the morning and the proposal is to close for the whole day. In order to retain Wednesday the library would have to shut at another time to achieve the level of savings. On balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment. A significant number of the comments referred to evening opening and it is proposed that the library will retain one late evening opening.

Mayfield
There were no comments on the proposals for Mayfield. However, based on evidence of the impact of the proposals from the questionnaire results we have concluded that the proposed hours should be amended to shorten the hours slightly on Tuesday and Thursday by half an hour in order to create an extra hour of provision on the Saturday afternoon.

Newhaven
The final proposals for Newhaven have not changed from those set out in the public consultation. A handful of preferences referred to opening until 5pm. On balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.

Ore
There were no comments on the proposals for Ore and the final proposals have not changed from those set out in the public consultation.

Peacehaven
There were a number of comments on the proposals for Peacehaven, which referred to opening until 5pm. We have concluded that the proposed hours should be amended to open until 5pm on Tuesday and Friday and closing completely on a Wednesday instead. A number of the comments referred to evening opening and it is proposed that the library will retain one late evening opening.

Pevensey Bay

There was a small number of comments on the proposals for Pevensey Bay, referring to opening until 5pm or late. We have concluded that the proposed opening hours are broadly the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library, but that they should be amended to create a consistent lunch hour closure on Thursday and Friday and for the library to open for half an hour longer (until 1.30pm) on Saturdays.

Polegate

The final proposals for Polegate have not changed from those set out in the public consultation. There was little in terms of preferences across the week for desirable opening times expressed and the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.

Ringmer

There were a number of comments on the proposals for Ringmer, which referred to morning opening on a Wednesday. Representations were also received from the Village Hall Management Committee to open on Saturdays in order to encourage families and working people to visit the library. We have concluded that the proposals should be amended to open for shorter hours over four days in order to open on Wednesday morning and on Saturday.

Rye

There were two comments on the proposals for Rye, which referred to keeping the library open on Monday afternoons.. We have concluded that the proposals should be amended to close earlier on a Wednesday and slightly reduced provision on a Saturday afternoon in order to retain the Monday afternoon provision.

Seaford

A range of preferences across the week for desirable opening times for Seaford were expressed. A number of comments related specifically to a late evening opening, where currently there is no late evening opening. We have concluded that the proposed opening hours are broadly the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library, but that they should be amended to create a late evening until 6pm on Thursday by delaying opening until 11am in the morning.

Uckfield

The final proposals for Uckfield have not changed from those set out in the public consultation. A range of preferences across the week for desirable opening times were expressed but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.

Wadhurst

The final proposals for Wadhurst have not changed from those set out in the public consultation. There was only one comment on desirable opening times which referred to consistent hours but, on balance, the proposals are felt to be the most appropriate way to meet the necessary reductions while providing a range of suitable times for people to access the library. This is based on our rationale to reduce opening hours at the quietest times while ensuring that those who cannot use the library in core hours are not unfairly disadvantaged, based on our Rationale and Impact Assessment and Equalities Impact Assessment.

Willingdon

There were only two comments on desirable opening times for Willingdon which referred to evening opening. Evening opening is not proposed for those libraries which do not currently have some provison after 5.30pm. However, representations were received in response to the consultation from the Parish Council, who emphasised the importance of Thursday morning provision. We have concluded that the proposed hours are the right pattern of hours overall but should be amended to open on Thursday morning rather than Friday morning to coincide with high footfall in the village at that time.

Notes:

1. There was an error in the calculation of the proposed total weekly opening hours at Pevensey Bay library in the December 2015 Cabinet report. The proposed new opening hours were listed as adding up to 15 hours per week, resulting in a 25% reduction in opening hours. In fact the proposed new opening hours added up to 16.5 hours per week, a reduction of 17%.

2. In the Opening Hours Consultation document there was an error in the current opening times listed for Hampden Park library on a Saturday. It was stated that the library closes for lunch between 13:00 and 14:00 on a Saturday. In fact the library currently opens all day from 9:30 until 16:00. The details for Hampden Park library in the December Cabinet report were correct.

3. In the Opening Hours Consultation document there was an error in the current opening times listed for Willingdon library on a Friday. It was stated that the library closes for lunch between 12:00 and 13:00. In fact the library closes for lunch between 12:00 and 14:00 on a Friday. The details for Willingdon library in the December Cabinet report were correct.

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Cabinet

19 July 2016

Libraries Transformation Programme

APPENDIX 4

Proposed Changes to East Sussex Libraries' Opening Hours

Rationale and Impact Assessment

1

Summary

This report explains the rationale for a proposal to change the opening hours of the 24 libraries in East Sussex, and summarises the findings of an assessment to evaluate its impact on the public. Between 2016/17 and 2018/19 the Council needs to save between £70 and £90 million. The proposal is one of a number of potential measures we have identified that could save £2 million from the running costs of our libraries and contribute towards the Council's overall savings plan.

The 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 wifi access, and a variety of advice and training opportunities.

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 2015/16, and we have 224,300 library 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.

Our libraries are not well used at all times of the day. We are proposing to reduce the overall amount of hours that all of our library buildings are open to the public. The opening hours proposals focus on reducing library opening hours at quieter times, whilst ensuring that people have access to services across the County when they are most used. It is proposed that libraries will only be open between the hours of 10.00am and 5.00pm, except for those libraries that are currently open later than 5.30pm.

However it is important to highlight that whilst the focus of the proposal is to save money by reducing library opening hours at times when libraries are least well used, we cannot make all the savings we need to make by only reducing opening hours before 10.00am and after 5.00pm. By making some further changes to opening hours, we would retain a comprehensive service. All libraries would continue to be open during the day at varying times throughout the week.

For those libraries which currently open later than 5.30pm it is proposed that these libraries would retain one evening opening until 6.00pm on a Thursday. We are also proposing to introduce evening opening until 6.00pm on Thursdays at Seaford library, which currently closes at 5.00pm throughout the week. Thursday is the busiest evening for our libraries in terms of visitors, transactions such as loans and renewals of items, and use of library computers. Thursday is also the day when most libraries are currently open later, and it tends to coincide with late night opening for shopping. We also think that having the same day each week makes it easier to remember when it is evening opening for libraries. The exception to this is Ringmer library, where in response to public consultation we are proposing not to have a late night opening but instead to open the library on Saturdays and for the library to be open on four days per week instead of the current three days.

Overall the proposal would result in an average reduction to opening hours of our 24 libraries by around 25% across East Sussex and would save us around £500,000 per year.

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Public libraries are a statutory service and councils have a legal duty to provide them. By law we must ensure that the service we provide is "comprehensive and efficient", and if we make any changes to our library service, we must ensure that it remains so. The purpose of undertaking an assessment of the impact of the changes we are proposing is to ensure that our library service would continue to be comprehensive and efficient and meet the needs of our residents and those who work or attend full time education in East Sussex. The law does not say how many libraries East Sussex has to have, or when they should be open. It also does not require our libraries to provide services to every person in the County at all times of the day, but that libraries should be accessible to everyone, using reasonable means. Our duty to provide an efficient library service means that we must make best use of the resources available to us, recognising any constraints which the County Council is facing.

This impact assessment is based on a detailed analysis of the data we hold about how people use our library services and what they have told us about their library usage from new surveys that we have commissioned of our customers, including surveys into who uses our libraries in the evenings. We have also consulted with the public on the proposals, to ensure that we have properly understood and taken into account their impact. Together, all of this data has informed this Rationale and Impact Assessment.

Data from our library management system 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 – 5.00pm. The changes we are proposing will 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 apart from Ringmer that are currently open later than 5.30pm, people would also be able to continue to use these on one evening per week. Most library users are retired, unemployed or work part time, and 95% of customers do not use the library every day.

85% of people who responded to the question in our Opening Hours Consultation asking whether they would still have access to a library if the Council implemented the proposed new opening hours said yes and 15% of people said no. We believe this is because most library users are likely to have the flexibility to visit libraries on varying days and at different times throughout the week, as services at all libraries would continue to be accessible at other times of the week.

We also know from the evening visitor count and surveys we commissioned for the 15 libraries that open during the evening period, that the number of visitors decreases significantly during the course of the evening until closing time. In total, almost 80% of all those we interviewed in the evening survey (from 4.00pm onwards) said they would not be adversely affected (to the point where they would be unable to use the library) by the planned changes.

There will, of course, be impacts on some residents as a result of the proposals. We have undertaken an Equalities Impact Assessment (EqIA) of the proposals to identify what these impacts are likely to be, how they affect people, and what mitigation we can offer to lessen them. Impacts occur where groups of people have less flexibility than others over when they are able to visit libraries. The EqIA identified three main groups to whom this applies: people who work full-time, children and young people who are in full-time education, and people with a disability (especially where they rely on support from another individual or particular services to access the library). Those who work full-time are the most disproportionately affected because of their limited flexibility to use the library during the core hours of 10.00am to 5.00pm on weekdays. However, we know from the results of the consultation and the evening surveys that the level of impact for these groups is small.

There was very little evidence that the libraries were being used as study spaces, with 8.5% of evening users describing themselves as students but only 2% of users saying that access to a study space was the main reason for their visit. 5.6% of visitors interviewed were aged under 16 and 10% were under 25. This does not suggest that reducing evening opening hours would have a disproportionate impact on young people using the library for homework or as a quiet study space.

Our proposals include mitigation for the impact of reductions in library opening hours by prioritising one late evening each week until 6.00pm for those libraries that already have evening provision (as described above), through lunch-time opening, and by all libraries opening on Saturdays. 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.

It is also important to remember that the LIS is a service that extends far beyond library buildings. The existing e-library offers library users the opportunity to access materials such as e-books, e-magazines and audio books online 24 hours a day without the need to visit the library and also to renew loans on items borrowed or place a reservation. Items can also be renewed 24 hours a day by phone using the library helpline. The Home Library Service delivers books and other materials to people who cannot easily use a library due to disability or frailty. If the proposed changes are implemented, we will promote the new opening hours widely in libraries and across the County to make sure people are aware of and are able to easily remember the changes. As part of this we will actively promote the e-library and other means of accessing the library service at alternative times.

We have considered what alternatives there are to reducing library opening hours, which included reviewing all of the different suggestions which people put forward in response to our Opening Hours Consultation. Unfortunately, however, it is not anticipated that the suggestions put forward would secure the level of savings required even as part of a package of measures. We have concluded that we cannot make the proposed savings associated with the reduction to the opening hours from other areas of our overall £2m savings plan. We also considered whether it would be better to propose closing some of our libraries and keeping the others open for longer. We are developing a long-term, strategic view of what needs our library service should meet over the next five to ten years, called a Strategic Commissioning Strategy. This is a detailed piece of work that needs to be comprehensive, evidence-based, and not pre-judged. For that reason it will take us around 18 months to develop and will be drafted by July 2017. Only once this review is complete will we know what the future service could look like and how services should be delivered to best meet need. There are no plans to close libraries during the development of our long term Strategy for the service.

This impact assessment concludes that the needs of the public that are met by using the library would still be fulfilled if we implemented the proposals and reduced opening hours by around 25% on average. We believe that the proposals are proportionate and fair, both in the contribution that they will make to the overall savings the County Council needs to make, and in the way that we propose to reduce opening hours at each library across the County. The proposals will enable us to continue to provide a comprehensive and efficient library service for East Sussex.

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1. Introduction

By 2018/19, East Sussex County Council needs to save between £70 million and £90 million. Finding further savings from the services we deliver is getting harder and it will not be possible for us to find this level of savings without cutting some services and delivering other services differently in future.

We have identified that we could save £2 million from the running costs of our libraries and contribute towards the County Council's overall savings plan. We are implementing a Transformation Programme that consists of an initial internal review of the service to ensure that we are running it in the most efficient way possible. We recognise that people's needs from a library service is changing, and will continue to do so. 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 2015/16, and we have 224,300 library members.

In parallel to the internal review of the service, we are also developing a Strategic Commissioning Strategy, which will provide us with a broad, long-term, strategic view of what will or might be required for our library service in the future.

The development of the draft Strategy will be guided by priority outcomes that will be agreed upon early in the process. By focussing on outcomes, not the existing service, it will enable us to make the best possible use of resources, and develop a modern and sustainable library service.

2. The Proposals

A detailed analysis of current library usage in East Sussex shows that our libraries are not well used at all times of the day. We are proposing to reduce the overall amount of time that all of our library buildings are open to the public. The opening hours proposals focus on reducing library opening hours at quieter times, whilst ensuring that people have access to services across the County when they are most used. It is proposed that libraries would only be open between the hours of 10.00am and 5.00pm, except for those libraries that are currently open later than 5.30pm. These libraries would stay open until 6.00pm on a Thursday. The exception to this is Ringmer library, where in response to public consultation we are proposing not to have evening opening, but instead to open the library on Saturdays and for the library to be open on four days per week instead of the current three days.

Overall the proposal would result in an average reduction to opening hours of around 25% across East Sussex and would save us around £500,000 per year. Whilst the focus of the proposal is to save money by reducing library opening hours at times when libraries are least well used, we cannot make all the savings we need to make by only reducing opening hours before 10.00am and after 5.00pm. By making some further changes to opening hours, it would be possible to retain a comprehensive service across the County. All libraries would continue to be open during the day on various days and at various times throughout the week. The current and proposed opening hours for each library are shown in Appendix 3 to the Cabinet Report.

East Sussex County Council is not the first local authority to do this. Authorities that had broadly similar opening hours to East Sussex libraries have reduced opening hours by approximately 10-25% in recent years in response to usage patterns and as part of wider

cost savings activities. For example, Devon County Council reduced its opening hours by 17% and Cornwall by 24%.

3.   Impact Assessment

When deciding what changes to make to public libraries, the Council is legally obliged to abide by the Public Libraries and Museums Act 1964. This law states that public libraries are a statutory service and councils have a legal duty to provide them. We must ensure that the service we provide is "comprehensive and efficient", and if we make any changes to our library service, we must ensure that it remains so.

The purpose of undertaking an assessment of the impact of the changes we are proposing is to ensure that our library service would continue to be comprehensive and efficient and meet the needs of our residents. The law does not say how many libraries East Sussex has to have, or when they should be open. It also does not require our libraries to provide services to every person in the County at all times of the day, but that libraries should be accessible to everyone using reasonable means. Our duty to provide an efficient library service means that we must make best use of the resources available to us, including any constraints which the County Council is facing.

A detailed analysis was undertaken for the draft Rationale and Impact Assessment of library usage across the 24 libraries in East Sussex for each weekday and Saturday (our libraries are closed on Sundays) for a number of four week periods in December 2014, May 2015 and August 2015. This analysis has been supplemented with the usage data from September to December 2015 to provide a more comprehensive understanding of library usage. The analysis included data from the library management system as well as three statistically representative surveys to understand what services are used, when, and by whom. An evening survey was undertaken in March and April 2016. In addition we undertook a 12 week public consultation on the proposed library opening hours between January and April 2016. The analysis of all of this data has enabled the County Council to assess the need of current library users. This helps us understand the impact of the proposed changes to opening hours, and will also form part of the separate needs assessment relating to the development of the long-term Strategic Commissioning Strategy for libraries. A summary of the evidence gathered for this assessment is provided below. A separate report (Appendix 1 to the Cabinet Report) provides the detailed analysis of the responses to the Opening Hours Consultation.   All other analysis is contained in the following pages of this final Rationale and Impact Assessment.

Evidence base	Dates	Summary of work
In-library user surveys	**June, August/September and December 2015**	Three surveys of library users aged 16 and over were carried out to gather up-to-date information about who is using our libraries and the reasons why. Surveys were carried out in each library and interviewers spoke to people using the library on different days of the week at different times. 1,836 library users were interviewed in the June survey, 2,034 library users were interviewed in the August/September survey and 1,883 users were interviewed in the December survey.
Visitor counts	**Dec 14 – Dec 15**	Analysis was undertaken of visitor count data that we have at a number of libraries with infra-

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		red visitor counting equipment. The libraries used are representative of the different sizes and locations of libraries that we have. This information tells us how many people visit each of these libraries and what time they enter the library for a sample of different months.
Analysis of library usage	**Dec 14 – Dec 15**	This analysis looked at the times of day when libraries are most used for the issuing and renewal of books and other items, including the use of self-service machines for a sample of different months. As not all of our libraries open after 5.00pm, we also undertook some separate analysis of the patterns of hourly library usage in the 15 libraries that currently open after 5.00pm, to compare them with patterns of usage in all libraries. The aim of this was to see if people used libraries that open later differently, e.g. is there more use later in the day in these libraries, and would we need to understand the impact of that in developing the proposals.
Opening hours consultation	**Jan – Apr 2016**	This was a three month public consultation on the proposal to reduce opening hours by 25% on average. Consultation questionnaires were available online and in each library. The questionnaire was supported by a document which explained the reasons why the Council was proposing to make the changes and set out the current and proposed new opening times at each library. Respondents were asked a series of questions about how the proposals would affect them in order for us to properly understand the impact of the proposals.
Evening visitor count and user survey	**Mar – Apr 2016**	In order to provide a comprehensive picture of who uses libraries in the evenings and what they are being used for, we commissioned further surveys at the 15 libraries that currently have weekday opening beyond 5.00pm. The surveys took place in a term-time week in March 2016 and one week in the school Easter holidays in April 2016. The numbers of people entering the library between 4.00pm and closing time were recorded and as many as possible of these visitors were then interviewed. Each interviewee was asked to view the current and proposed opening hours, and give their opinion as to whether or not they would still be able to make effective use of the library.

In addition to library user surveys and analysing the data we hold, we have undertaken an Equality Impact Assessment (EqIA) of the proposals to change library opening hours. The findings of the EqIA have helped us understand what impact, if any, these proposals would have on equalities, and this is summarised later in this report.
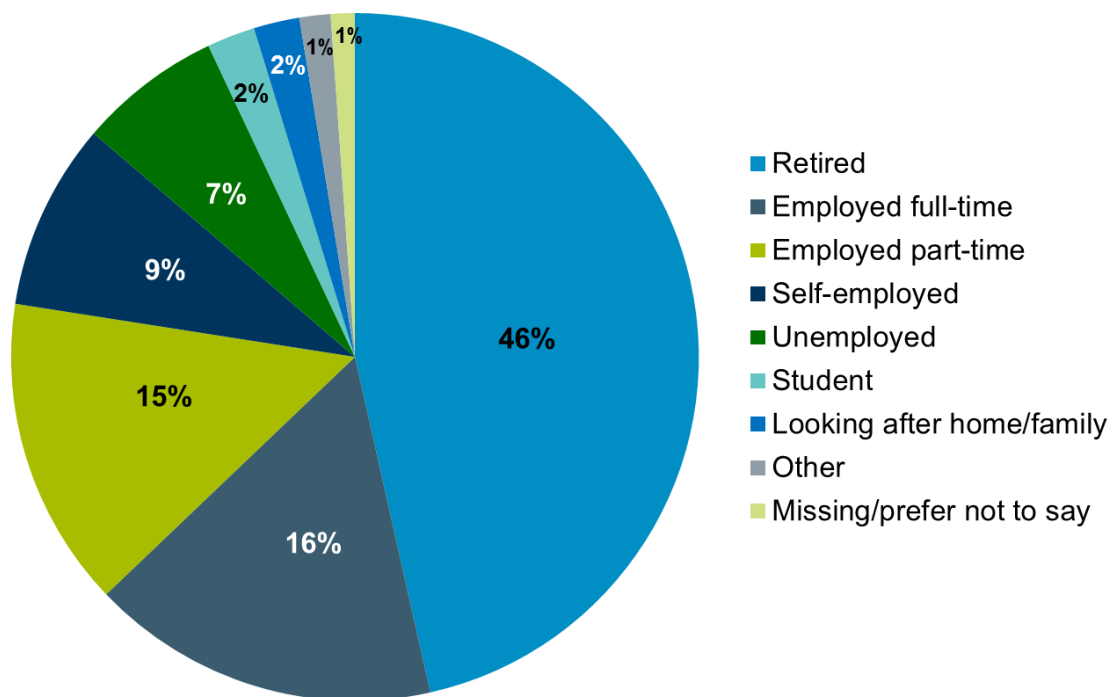
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Who uses our libraries?

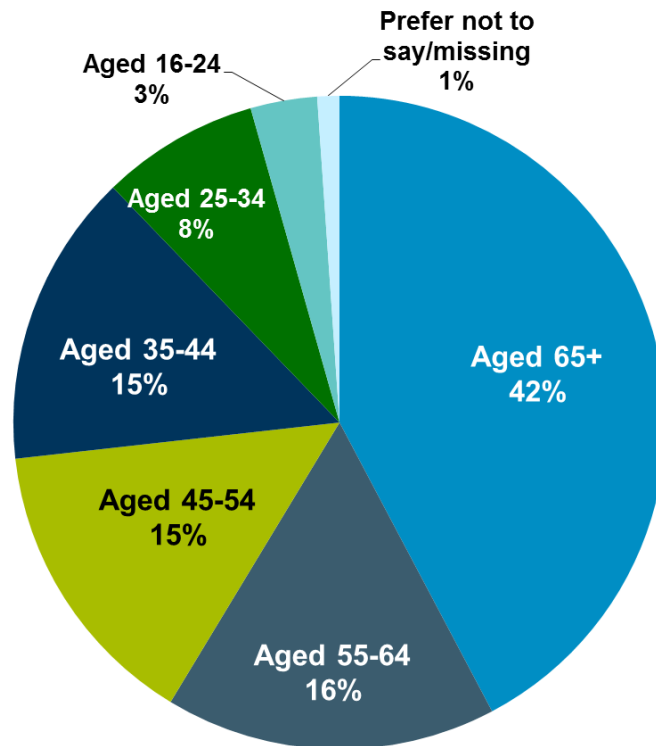**In-library user surveys (June, August/September and December 2015)**
In June 2015 we carried out a survey of 1,836 current library users aged 16 and above at all libraries across East Sussex. This user survey was repeated in August/September 2015 and in December 2015. 2,034 library users were interviewed as part of this survey in August and September and 1,883 users were interviewed in December. The graphs in this section (Graphs 1-5) show the combined results for all three sets of surveys.

Graph 1 below shows who the users of East Sussex libraries are. Almost half of library users (46%) were retired people and in total 70% of users were people who were either retired, worked part time, were unemployed or were students, and who were therefore able to use libraries at different times of the day. 2% of the 70% of users were students. 16% of respondents worked full time.

Graph 1: Employment status of East Sussex library users

Legend:
- Retired
- Employed full-time
- Employed part-time
- Self-employed
- Unemployed
- Student
- Looking after home/family
- Other
- Missing/prefer not to say

Graph 2: Age of East Sussex library users (16+)

Prefer not to say/missing 1%

Aged 16-24 3%

Aged 25-34 8%

Aged 35-44 15%

Aged 45-54 15%
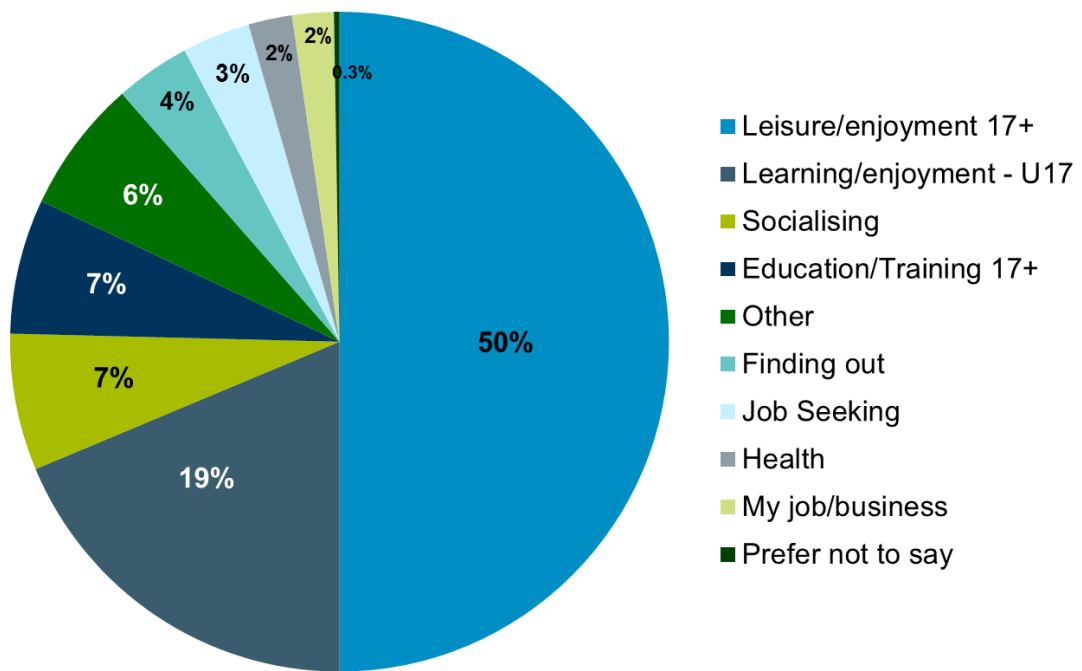
Aged 55-64 16%

Aged 65+ 42%

As would be expected with a large proportion of retired customers, 42% of library users were aged over 65, with almost 60% of those surveyed aged 55 or above. 38% of library users were aged between 25 and 55, and only 3% of those surveyed were under 25 years of age. It is to be expected that a small proportion of library users were under 25 in these surveys as they were aimed at people over 16. However, we know from our library management system that around 35% of active library users (those who have used the library service in the past 12 months) are children and we gathered extra information about users of the libraries who were aged under 25 in our evening users surveys, which included all age groups of users.

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Why do people use our libraries and what services do they use when they visit?

More than two thirds of people (69%) visited the library for pleasure, including visits aimed at providing leisure and enjoyment for children. A further 7% visited the library for socialising. Only 10% of visitors were using the library to help with job seeking or in connection with adult education and training. Graph 3 shows all of the reasons people visited the library.

Graph 3: Will your visit today help with any of the following?

Legend:
- Leisure/enjoyment 17+
- Learning/enjoyment - U17
- Socialising
- Education/Training 17+
- Other
- Finding out
- Job Seeking
- Health
- My job/business
- Prefer not to say

In terms of the services used in the library, 74% of customers were visiting the library to borrow, return, renew or reserve a book. The next most common reason for using the library was to access the library computers or the library WiFi. A small proportion of users (8% or fewer) used the library to either borrow, return, renew or reserve a DVD or CD, to read a newspaper or magazine, or to use reference materials.

Graph 4: What services are you planning to use today at the library?
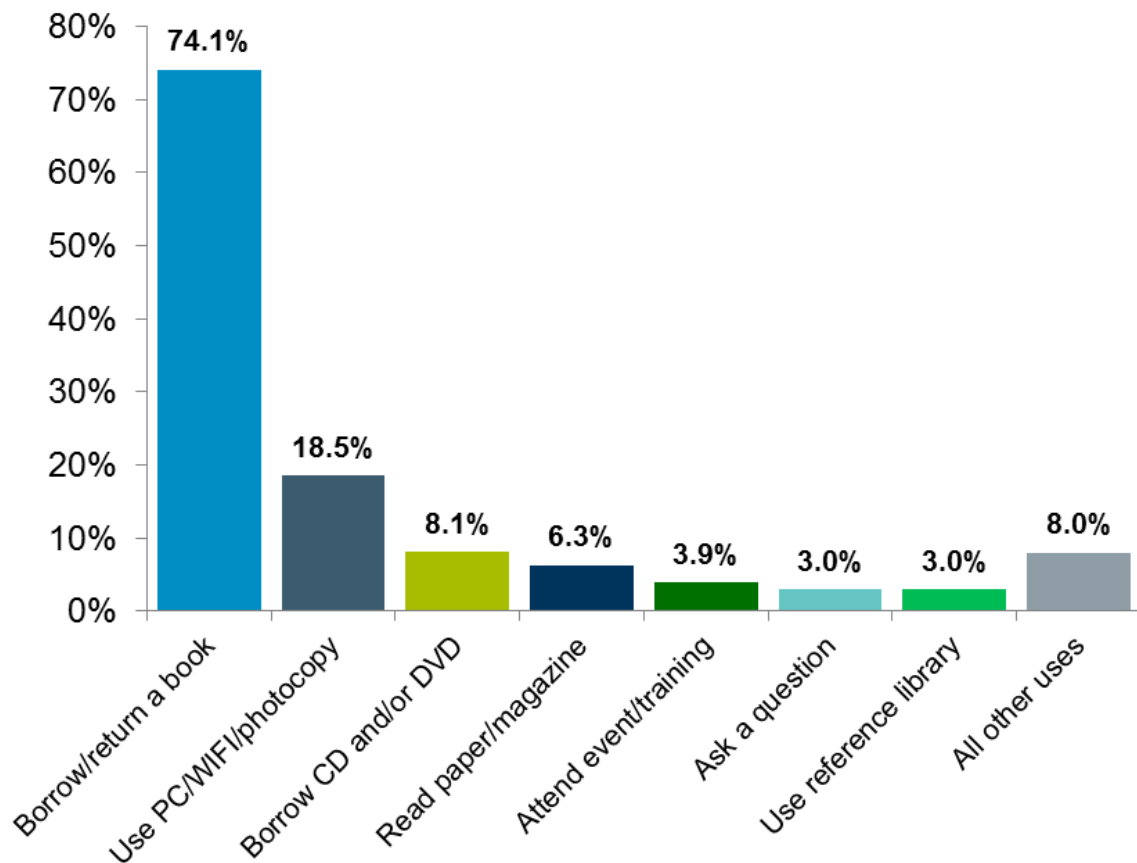
How often do people visit our libraries?

Most people surveyed visited their library at least once a fortnight, with the highest frequency of visits being once or twice a week. Around one fifth of people visited the library once a month. Only 5% of users said they visited the library every day.

Graph 5: How often do you visit this library?
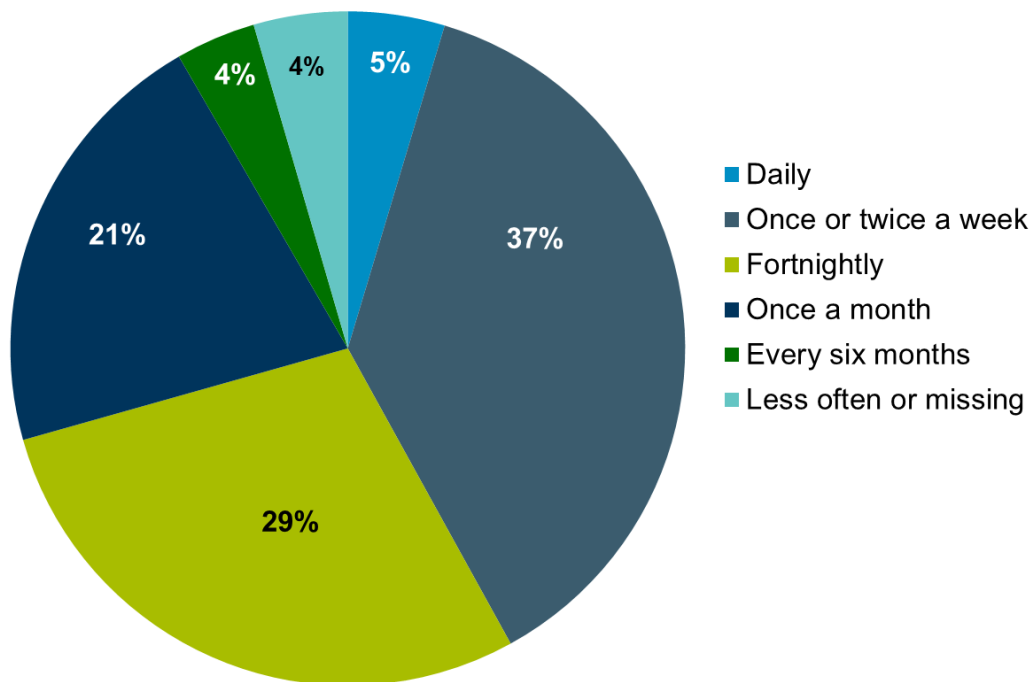
What times of the day do people visit our libraries?

Visitor counts (December 2014, May 2015 and August - December 2015)
We analysed the data from our people counters to see the times of day that people visit a sample of our libraries. These counters count the number of visitors entering the library, but do not record how long they stay.
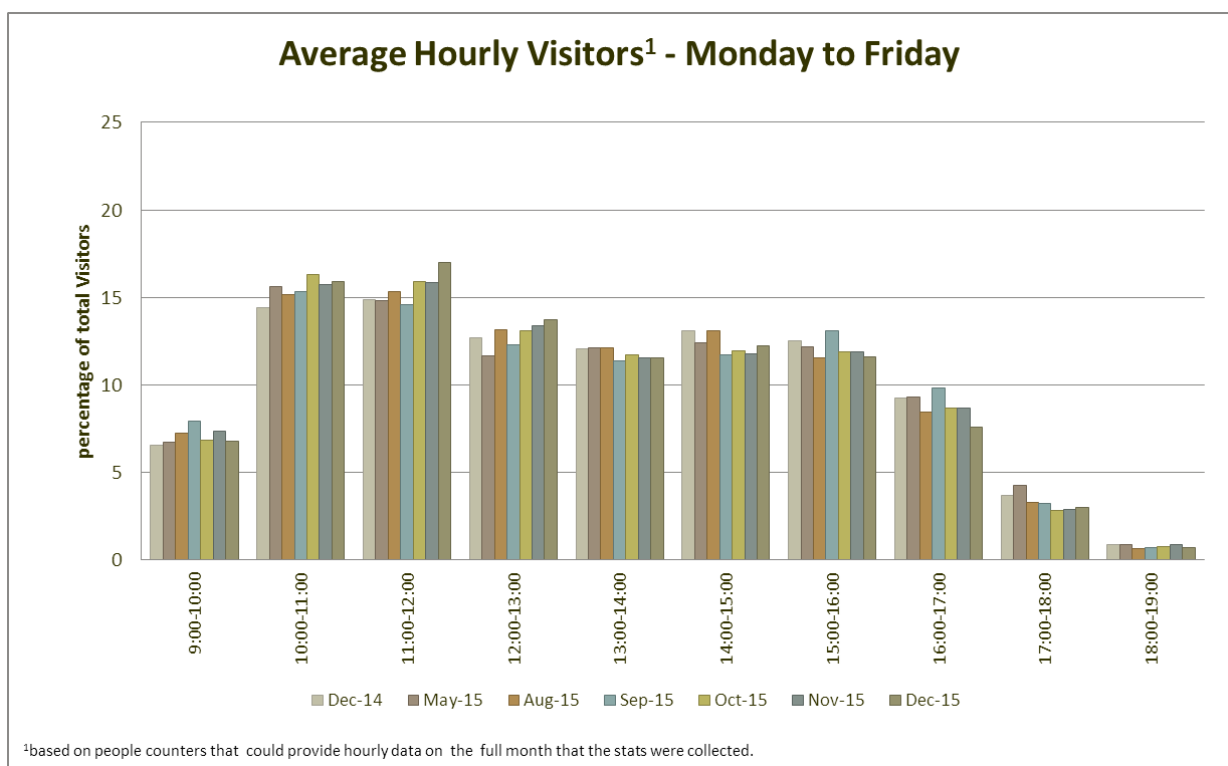
We used the people counters at Crowborough, Eastbourne, Newhaven, Seaford, Ore and Rye libraries for all of this analysis, as they have thermal imaging cameras which are accurate and can give us hourly visitor counts. In September a further five thermal imaging cameras were introduced in Bexhill, Hailsham, Langney, Lewes and Peacehaven and so we were able to analyse visitor numbers from these libraries for September to December 2015 as well. These libraries are representative of the different sizes and locations of libraries that we have. Analysis covered:

- Early morning library use before 10.00am
- 10.00am to 5.00pm (core hours)
- Late afternoon and evening use after 5.00pm

By analysing and comparing data for library usage across these seven months, we were able to compare patterns of library usage in school term time as well as during school holidays. Overall there was little seasonal variation, as can be seen in the following graphs.

The vast majority of library visits (88-90%) took place in the core hours of 10.00am to 5.00pm on a weekday. Between 7-8% of visits took place before 10.00am. More than twice the number of people visit the library between 10.00am and 11.00am than between 9.00am and 10.00am on a weekday. On Saturdays twice the number of visits took place between 10.00am and 11.00am than between 09.00 and 10.00am. In terms of evening opening, only 4-5% of weekday visits were after 5.00pm. The results were similar across the seven months.

Graph 6: Average hourly visitors on weekdays - December 2014, May 2015 and August to December 2015

¹based on people counters that could provide hourly data on the full month that the stats were collected.

Analysis based on those libraries with thermal imaging cameras only

On Saturdays 91-93% of visits took place between 10.00am and 5.00pm. 7-9% of visits took place before 10.00am. Libraries close no later than 5.00pm on Saturdays. Graph 7 shows the hourly breakdown of visits on Saturdays.
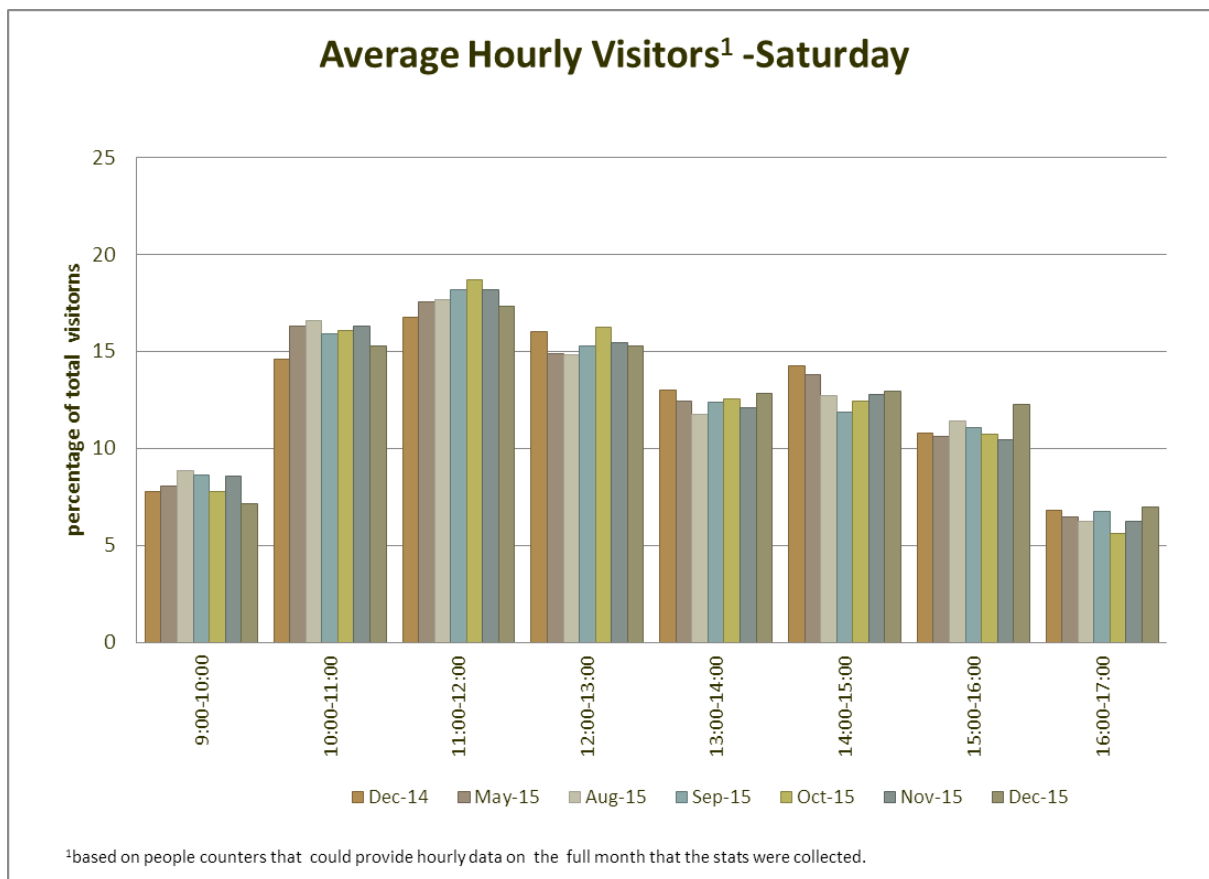
Graph 7: Average hourly visitors on Saturdays - December 2014, May 2015 and August to December 2015

Analysis based on those libraries with thermal imaging cameras only

What services are used at different times of day?

In-library transactions (December 2014, May 2015 and August - December 2015)
The impact assessment has analysed the times of the day (Monday-Friday and Saturday) when libraries are used for the key services they provide, including:

- Issuing and renewal of books and other items, including use of the self-service machines
- Use of the library computers (this is known as the People's Network)
- Use of WiFi within libraries

This data has been taken from our library management system. As with the analysis above for the times when people visit our libraries, this analysis has also been undertaken for each weekday and Saturday for the same four week periods in December 2014, and in May, August, September, October, November and December 2015, and was again broken down

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by early morning library use before 10.00am, 10.00am to 5.00pm (core hours), and late afternoon and evening use after 5.00pm. There are quite consistent patterns of usage throughout the year with little evidence of any seasonal effect.

Issuing and renewal of books and other items

This analysis looked at the times of day when libraries are most used for the issuing and renewal of books and other items, including the use of self-service machines. We analysed the data from all of our libraries for this period. The results in Graph 8 show that between 90% and 93% of all weekday transactions of this kind take place between 10.00am and 5.00pm. This pattern was consistent over all seven months.

Only around 4-6% of issues and renewals are made before 10.00am and between 3% and 4% of them take place after 5.00pm. We would expect issues and renewals to be low before 10.00am as our libraries do not open until at least 9.30am. However, many libraries have opening hours until 6.00pm, 6.30pm or even 7.00pm and issues and renewals are comparatively low after 5.00pm.

Graph 8: Average hourly countywide transactions (issues, renewals and self-service issues) on weekdays December 2014, May 2015 and August to December 2015
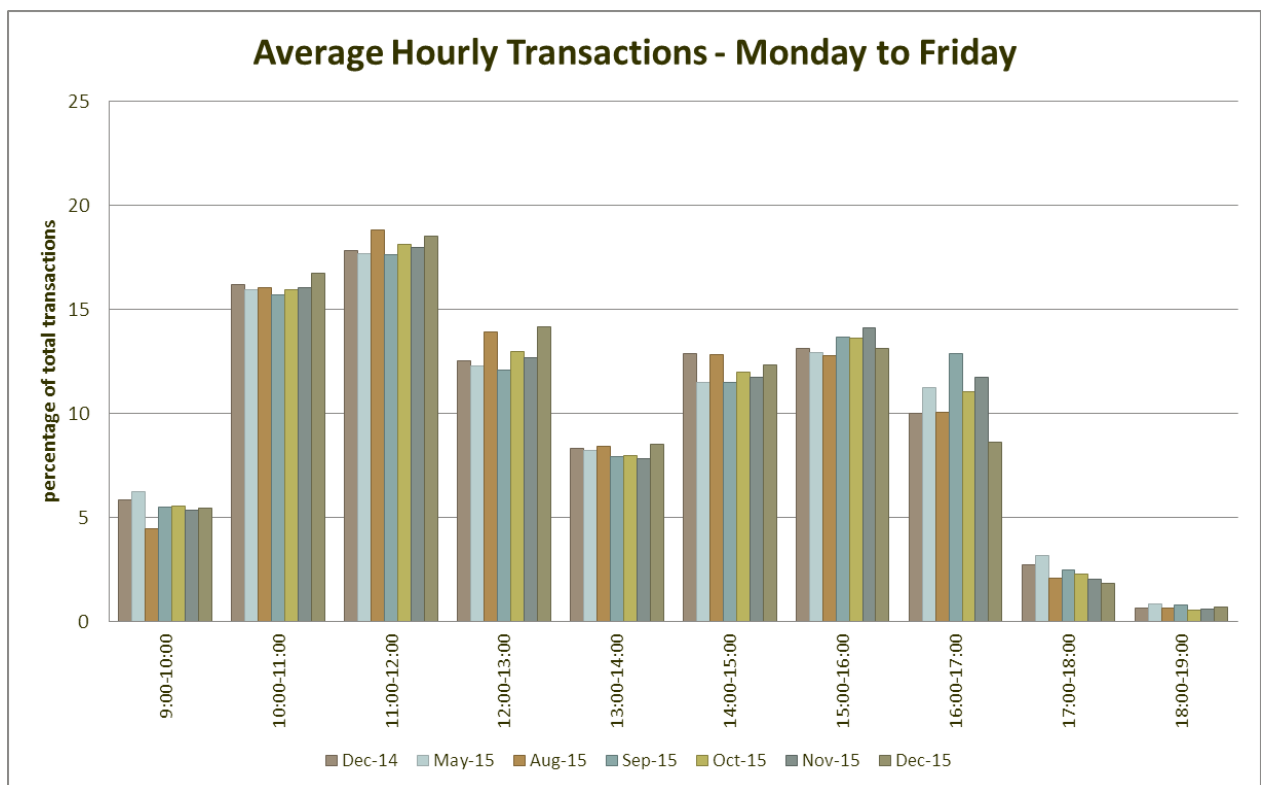
Graph 9 (below) shows that on Saturdays a higher percentage of issues and renewals take place between 10.00am and 5.00pm (93-94%) than on weekdays. Again, this was very consistent across the seven months and is to be expected as libraries do not open after 5.00pm on Saturdays. Between 6% and 7% of issues and renewals were made before 10.00am on Saturdays, slightly higher than on weekdays. There is no analysis of transactions after 5.00pm on Saturdays for the reason stated above.

Graph 9: Average hourly countywide transactions (issues, renewals and self-service issues) on Saturdays - December 2014, May 2015 and August to December 2015
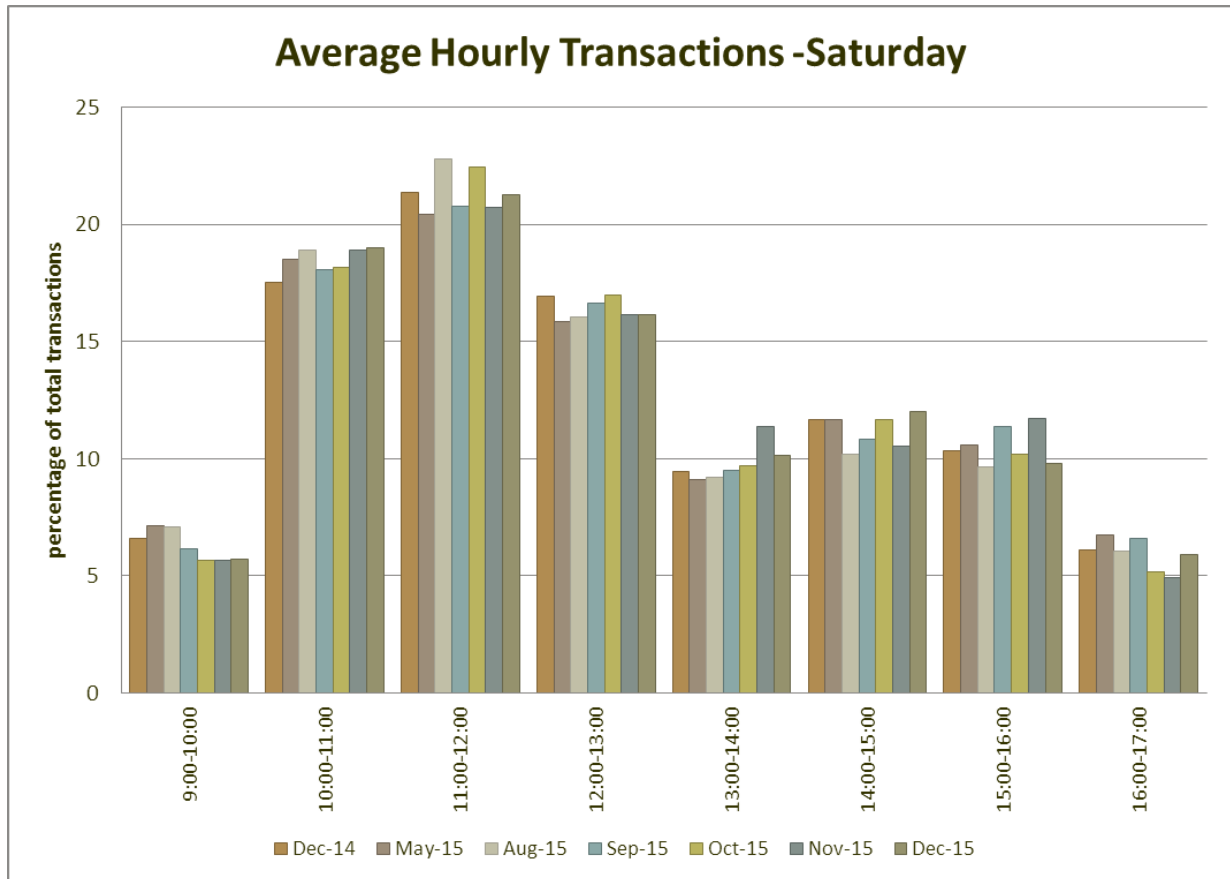
Use of library computers (the People's Network)

This analysis looked at the times of day when our People's Network library computers are most used. These are the desktop computers in our libraries that the public can log onto. We analysed the data from all of our libraries over seven months. The results in Graph 10 show that between 86% and 87% of all weekday People's Network sessions were between 10.00am and 5.0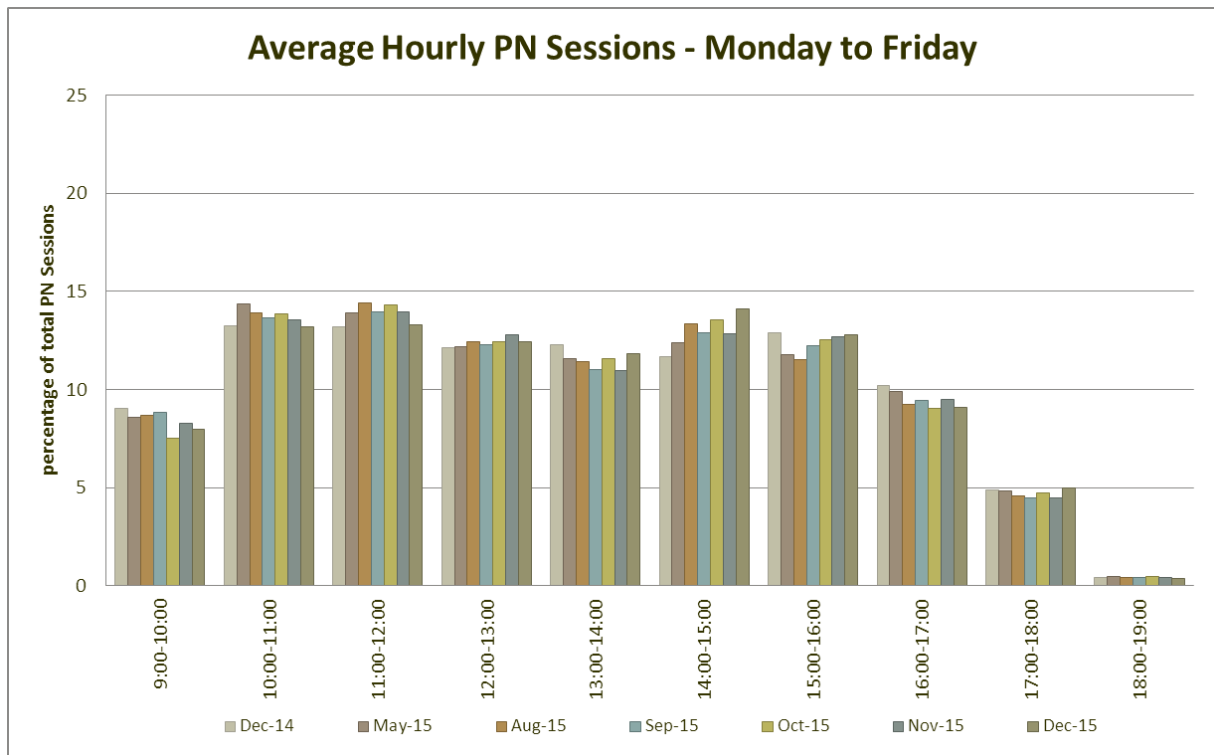0pm. This pattern was highly consistent over the seven months. Only 8-9% of People's Network sessions were before 10.00am and between 4% and 5% of them take place after 5.00pm.

Graph 10: Average hourly countywide People's Network sessions on weekdays - December 2014, May 2015 and August to December 2015

On Saturdays, between 89% and 91% of library computer use takes place between 10.00am and 5.00pm. Between 9% and 11% of People's Network sessions were before 10.00am on Saturdays. There is no analysis of People's Network sessions after 5.00pm on Saturdays because none of our libraries open after 5.00pm. The hourly breakdown of results can be seen in Graph 11 below.

Graph 11: Average hourly countywide People's Network sessions on Saturdays - December 2014, May 2015 and August to December 2015
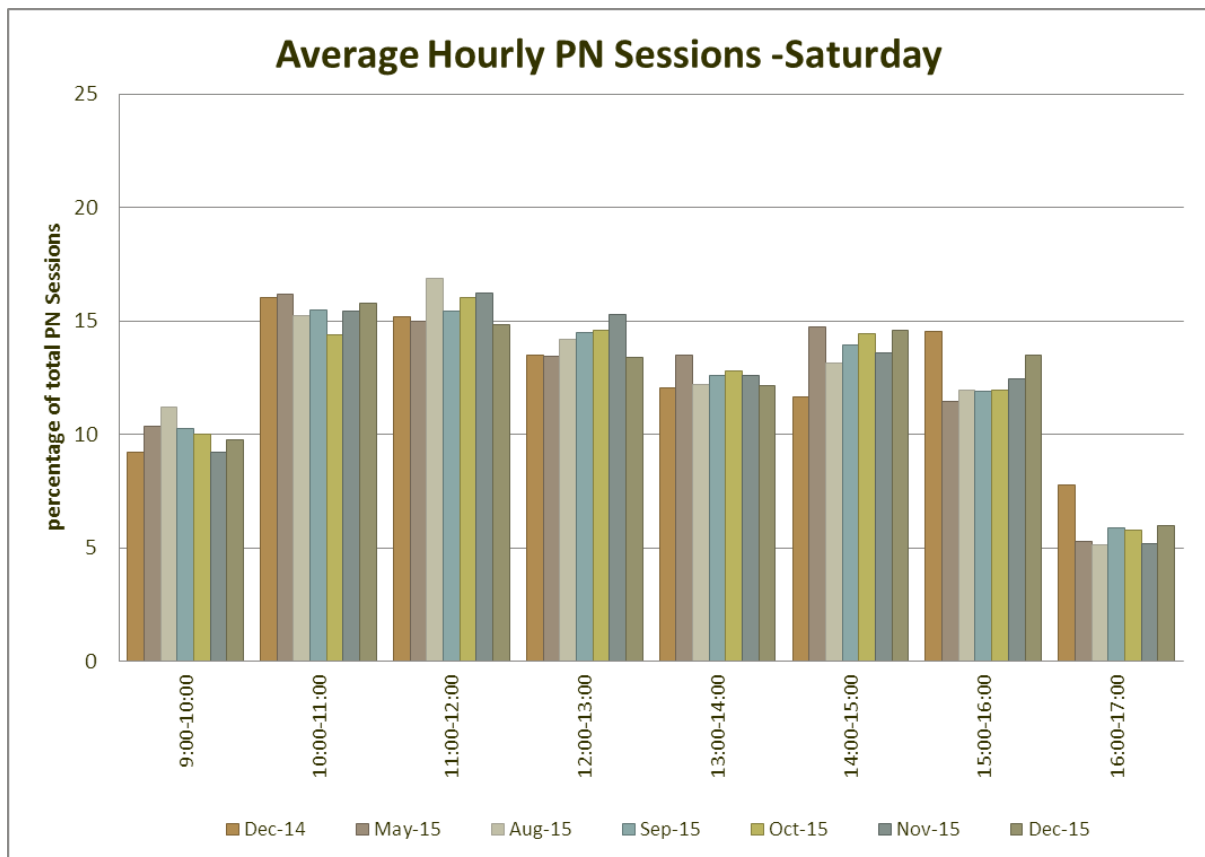
Use of library WiFi

We have looked at patterns of WiFi usage in our libraries from Monday to Friday and on Saturdays at the libraries that had WiFi provision during all or part of the months in question. These were Bexhill, Lewes, Eastbourne, Newhaven, Seaford, Hailsham, Peacehaven and Rye. However, during the remainder of 2015 and early 2016 we have rolled out WiFi to all of the remainder of our libraries.

The results show that between 86% and 89% of all weekday WiFi sessions were between 10.00am and 5.00pm across the seven months we looked at. Between 6% and 7% of WiFi sessions were before 10.00am and 5-8% of them took place after 5.00pm. Graph 12 shows the hourly breakdown of usage.

Graph 12: Average hourly WiFi sessions on weekdays - December 2014, May 2015 and August to December 2015
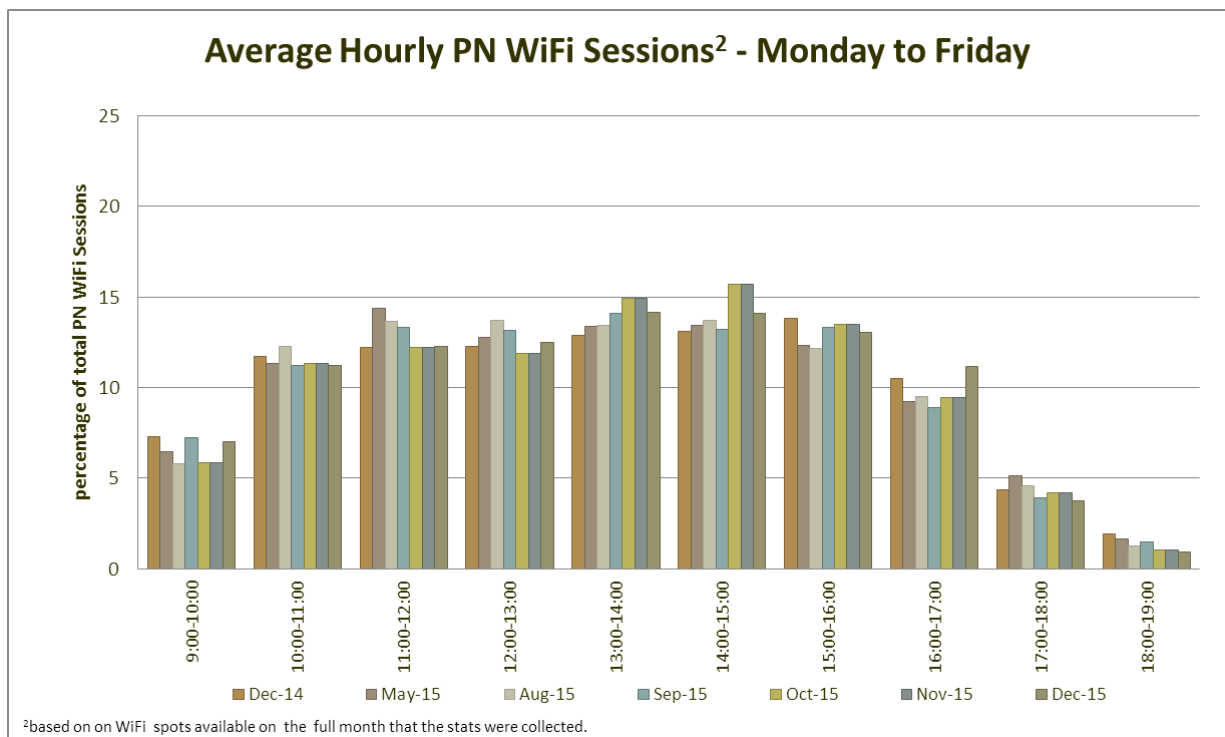
On Saturdays the results were similar to the patterns of usage for other library services, in that proportionately more WiFi sessions took place in the core period of the day. This is to be expected as libraries close no later than 5.00pm on Saturdays. The results show that 92-95% of Saturday WiFi sessions were between 10:00 and 5.00pm. There were between 5–8% of WiFi sessions before 10.00am. Graph 13 shows the hourly breakdown of WiFi usage on Saturdays.

Graph 13: Average hourly countywide WiFi sessions on Saturdays - December 2014, May 2015 and August to December 2015

Average Hourly PN WiFi Sessions[2] -Saturday

[2]based on on WiFi spots available on the full month that the stats were collected.
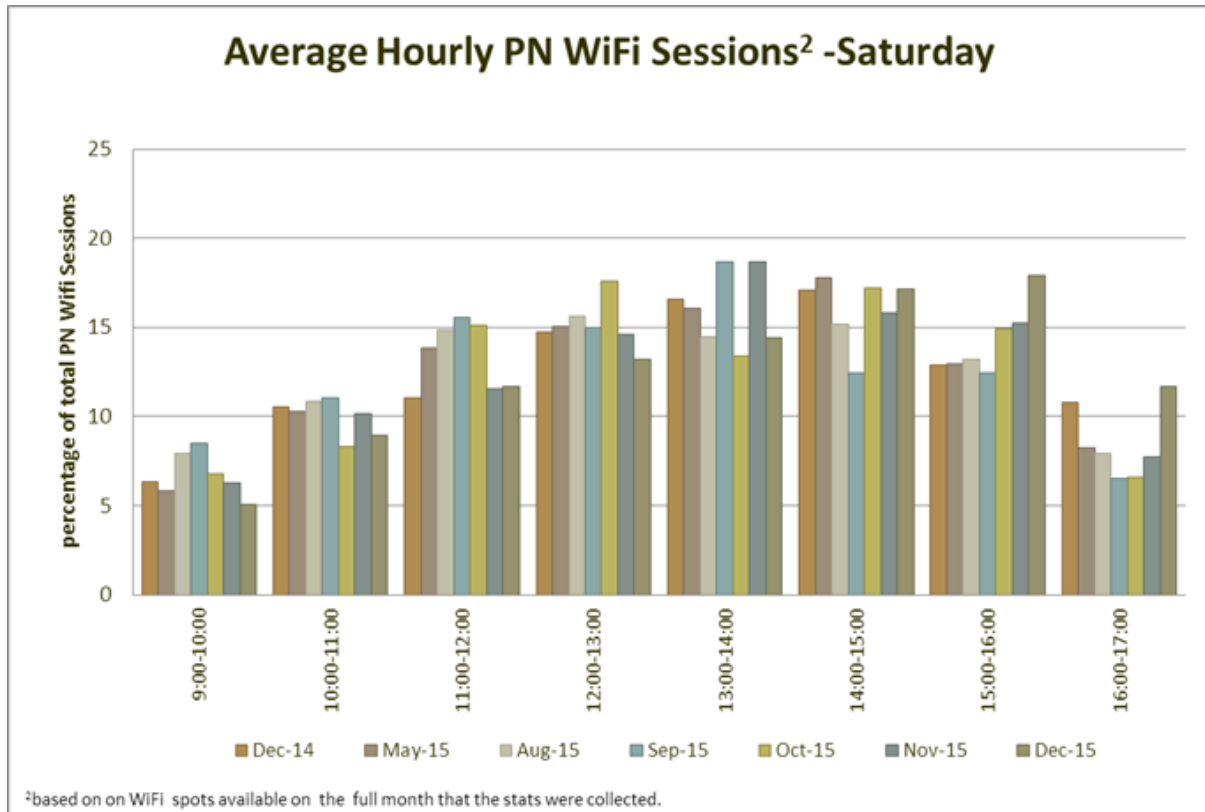
Additional analysis of evening library usage

Because not all of our libraries open after 5.00pm, we have undertaken some separate analysis of the patterns of hourly library usage in 15 of the 16 libraries that open after 5.00pm, to compare them with patterns of usage in all libraries. We have not included data from Pevensey Bay as it has been closed for a long period of time due to flood damage. The aim of this was to see if people use libraries that open later differently, e.g. is there more use later in the day in these libraries, and therefore whether we would need to understand the impact of any differences in developing the proposals.

Three libraries are currently open until 5.30pm on at least one evening per week (Hollington, Polegate, Rye) and a further 12 libraries are open after 5.30pm on at least one evening per week (Battle, Bexhill, Crowborough, Eastbourne, Hailsham, Hastings, Heathfield, Lewes, Mayfield, Peacehaven, Ringmer and Uckfield). This analysis has also focussed on data from December 2014, May 2015 and August to December 2015.

The results of this analysis show that only 4-5% of daily transactions in these libraries are carried out after 5.00pm. Similarly, 6-8% of People's Network computer sessions and 6-8% of WiFi usage were recorded after 5.00pm. The results of this analysis are shown in the following three graphs (Graphs 14, 15 and 16). These graphs also show that there are very similar patterns of hourly library usage throughout the day in libraries that have evening opening hours compared with usage patterns in all libraries as shown in Graphs 8-13.

Graph 14: Average hourly weekday transactions in libraries that remain open after 5.00pm
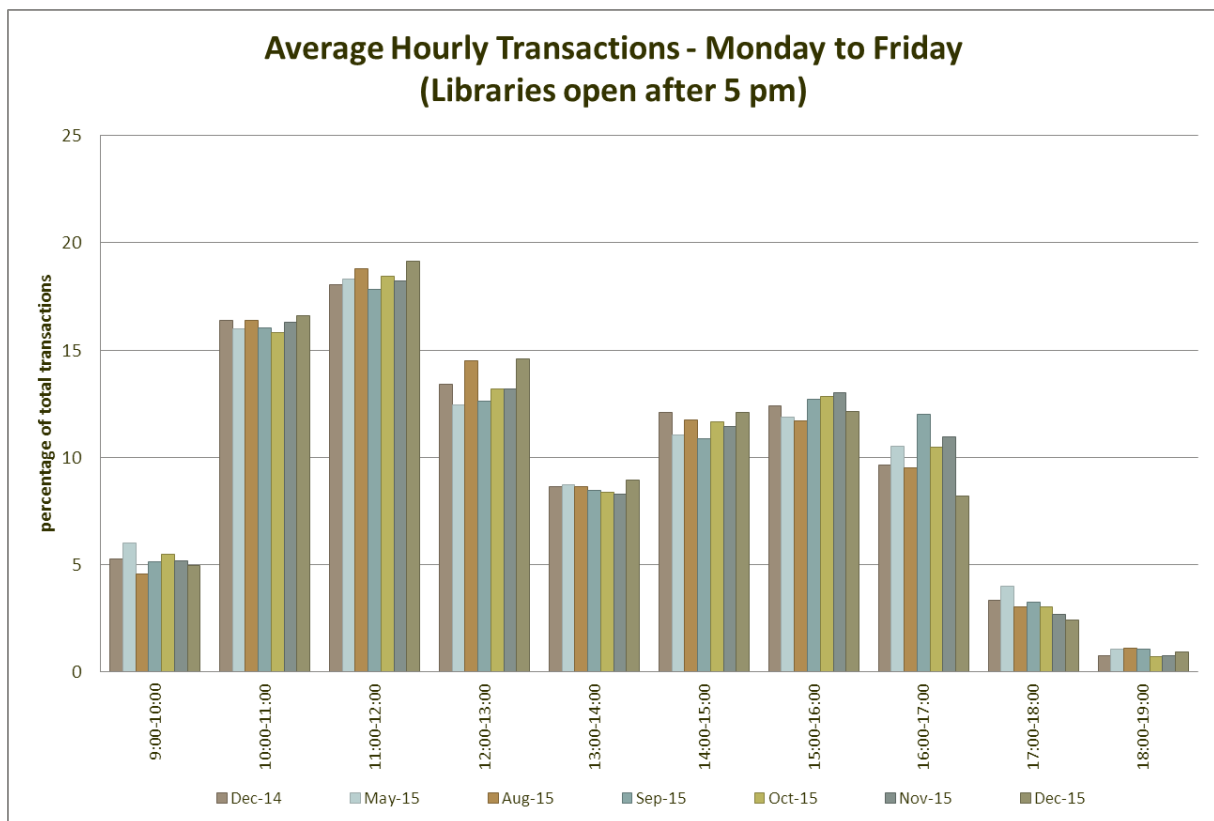
Graph 15: Average hourly PN sessions in libraries that remain open after 5.00pm

Average Hourly PN Sessions - Monday to Friday
(Libraries open after 5 pm)
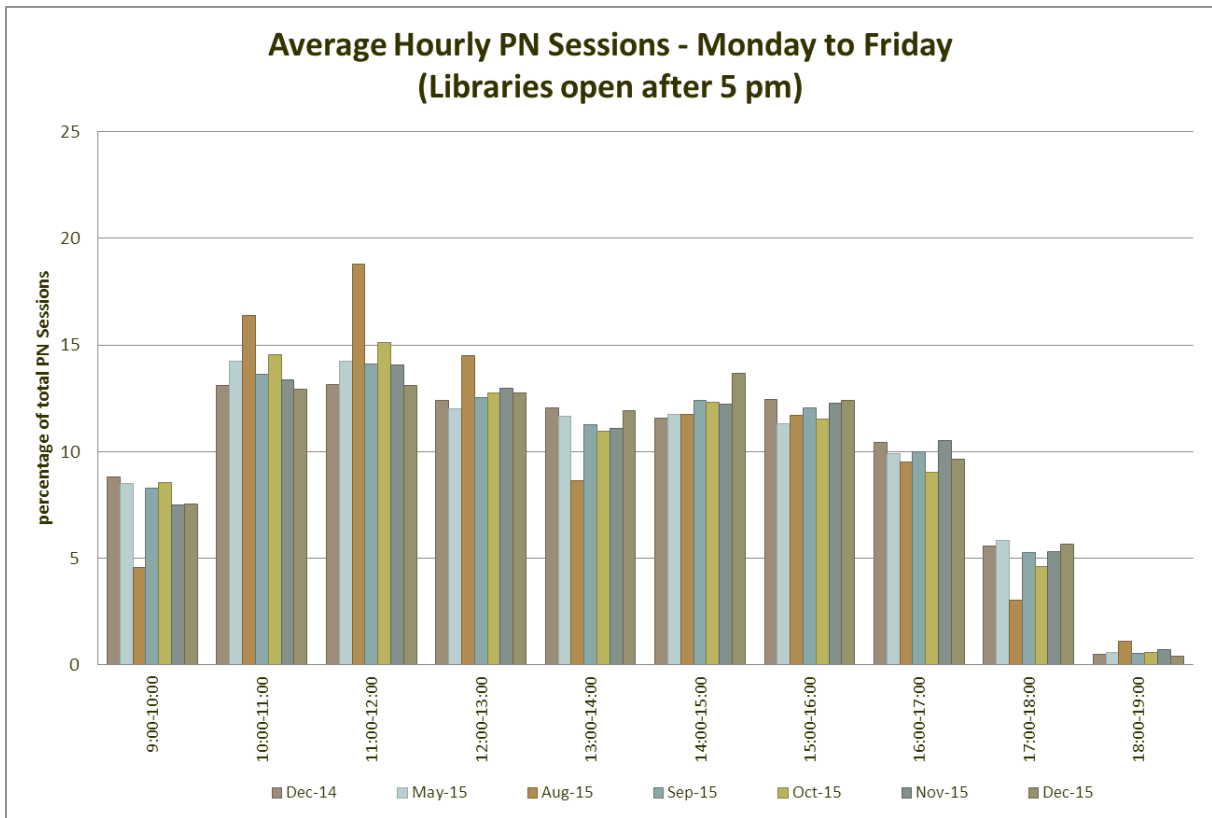
Graph 16: Average hourly Wifi usage in libraries that remain open after 5.00pm

Average Hourly PN WiFi Sessions - Monday to Friday
(Libraries open after 5 pm)

[2]based on on WiFi spots available on the full month that the stats were collected.
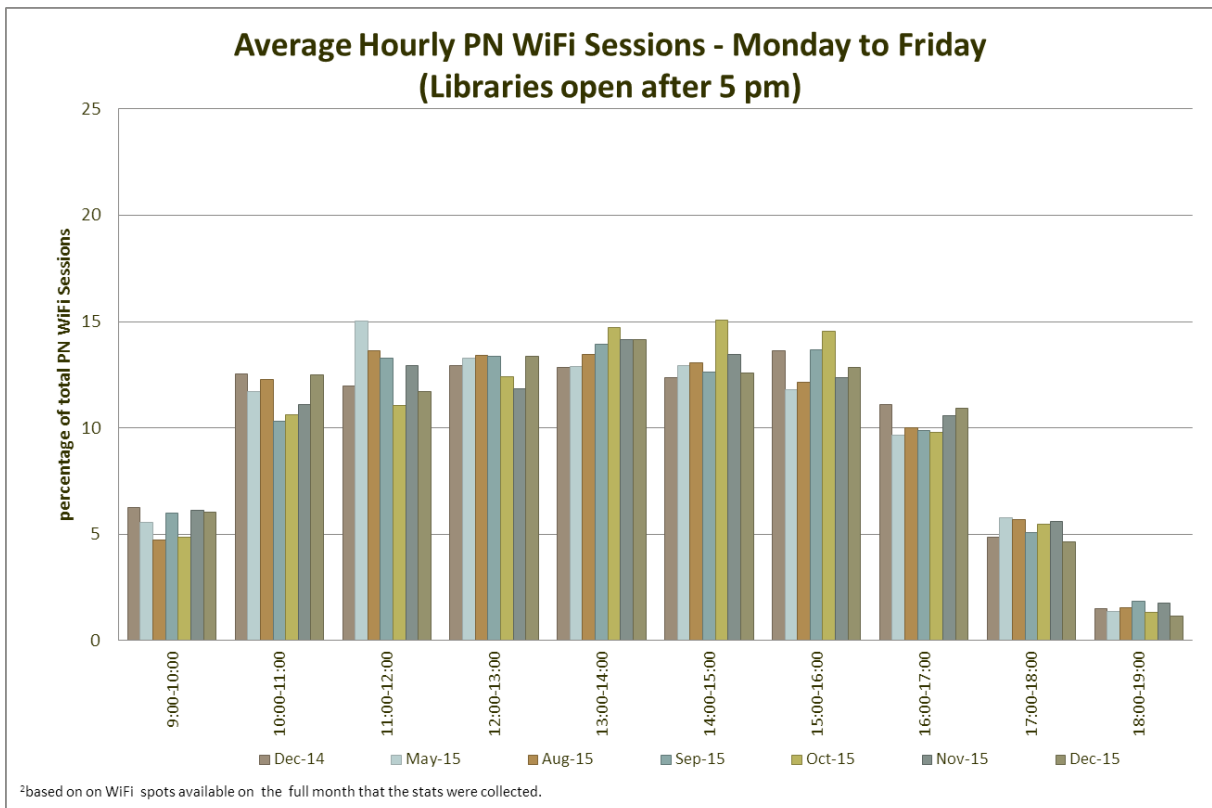
Evening visitor count and user survey (March and April 2016)

In order to provide a comprehensive picture of who uses libraries in the evenings and what they are being used for, we commissioned further surveys at the same 15 libraries that have weekday opening beyond 5.00pm.

The surveys were scheduled for completion in the week commencing 14 March 2016 (a term-time week) and the week commencing 4 April 2016 (a school holiday week). This has provided further evidence of the potential impact of proposed changes to library opening hours in the County.

People entering the library between 4.00pm and closing time were recorded as visitors in 30 minute periods on each day that the library opened after 5.00pm. As many as possible of these visitors were then surveyed, to obtain information as to:

- o Age range (including children)
- o Primary purpose of visit
- o Frequency of visit
- o Usual timing of visits
- o Employment / lifestyle group
- o Home Postcode

Additionally, each interviewee was asked to view the current and proposed opening hours, and give their opinion as to whether or not they would still be able to make effective use of the library. The program covered every library *on each day* that it was open after 5.00pm in the selected weeks.

In total, 2,087 evening visitors were counted across all 15 of these libraries between 4pm and closing time across the two weeks. 1,148 users were surveyed across these two weeks, representing just under 55% of the total 2,087 visitors seen. Statistically, given the complete coverage at libraries open after 5.00pm, it is possible to state with 95% certainty that the answers given by those interviewed are within 2% of the answers for library users as a whole.

Tables 2 and 3 show the visitor counts at the individual libraries and the totals in each half hour period across all 15 surveyed libraries. There was little difference in patterns of usage throughout the evening period between the two weeks, the only noticeable difference being that there were more visitors to libraries between 4.30pm and 5.00pm during the second week (the school holidays) than there were in the March week. It should be noted that Eastbourne library was closed on Friday 8 April due to a leak. Had the library been open and a survey undertaken, the overall visitor numbers for the second week would have increased slightly.

71% of those surveyed visited at least once a fortnight, which gives us confidence that the customers spoken to were representative of regular users of the library. 67% of all visitors were seen prior to 5.00pm and 84% before 5.30pm, but clearly this is in part because several of the libraries do not open beyond this time. In cases where the library was open through to 6.30pm or 7.00pm:

- 61.3% of visitors were seen in the first hour
- 31.5% were seen in the second hour
- 7.2% were seen in the final hour.

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It can be seen that the number of visitors decreases significantly during the course of the period from 4.00pm to 7.00pm. Apart from Eastbourne and Bexhill libraries, visitor numbers after 5.00pm were in single figures each day over the full two week period and in some libraries on some days no-one visited at all after 5.30pm. Across all 15 of these libraries between 6.00pm and 6.30pm there were 44 additional visitors in total in week one and 50 visitors in week two. From 6.30pm there were nine additional visitors in total in the 15 libraries in week one and seven in week two.
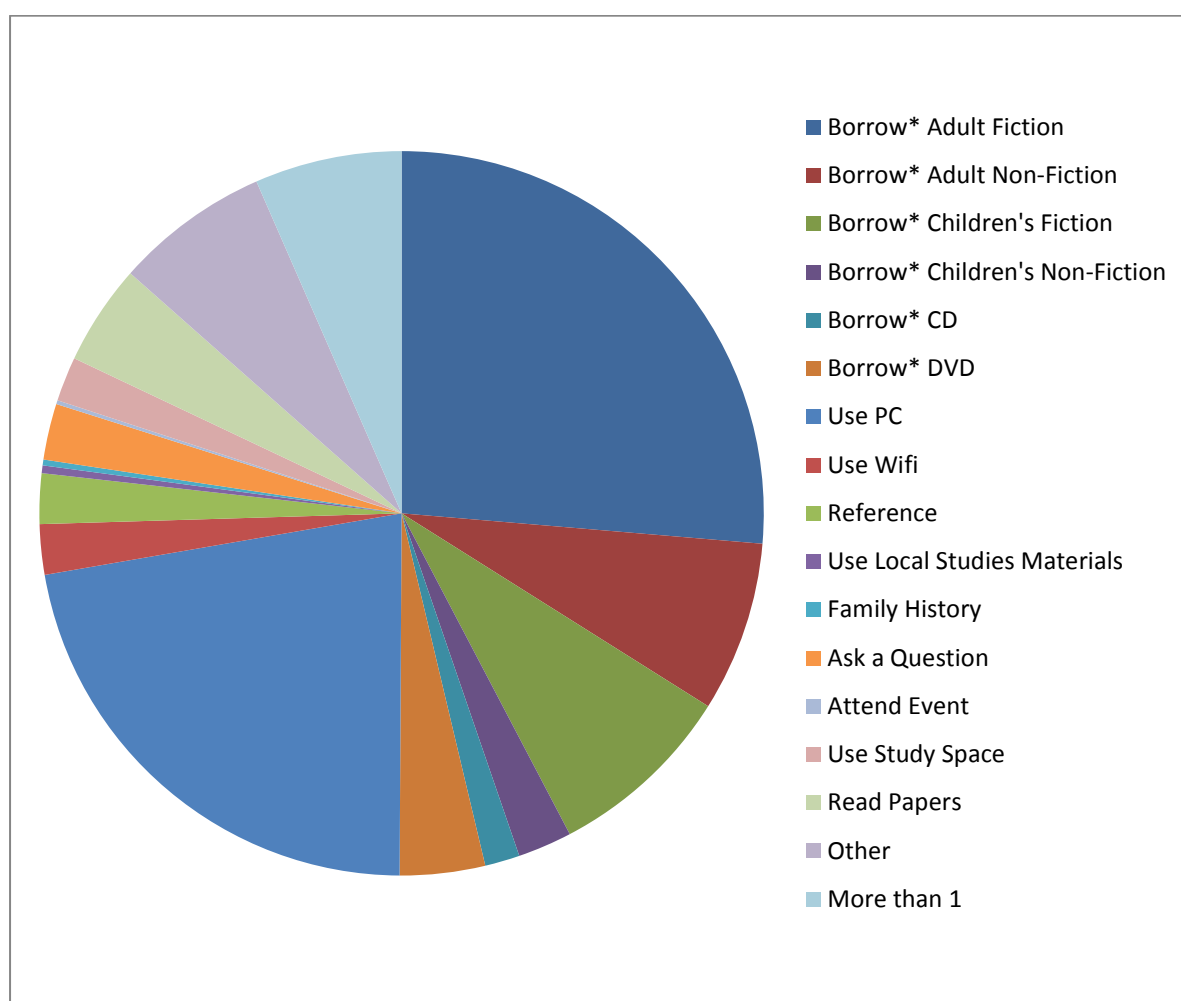
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Table 2 Evening visitors count - March 2016

Date	Library	1600-1630h	1630-1700h	1700-1730h	1730-1800h	1800-1830h	1830-1900h
14-Mar	Crowborough	8	3	2	**Closed**	**Closed**	**Closed**
14-Mar	Eastbourne	5	12	9	13	5	**Closed**
14-Mar	Hastings	15	9	5	3	**Closed**	**Closed**
14-Mar	Lewes	15	7	7	8	3	2
14-Mar	Rye	9	10	5	**Closed**	**Closed**	**Closed**
14-Mar	Hollington	4	6	0	**Closed**	**Closed**	**Closed**
15-Mar	Battle	11	6	1	2	2	**Closed**
15-Mar	Bexhill	20	15	21	7	3	**Closed**
15-Mar	Crowborough	7	3	0	**Closed**	**Closed**	**Closed**
15-Mar	Eastbourne	11	10	8	12	5	**Closed**
15-Mar	Hailsham	14	4	4	3	1	0
15-Mar	Hastings	5	5	3	3	0	**Closed**
15-Mar	Hollington	9	1	0	**Closed**	**Closed**	**Closed**
15-Mar	Mayfield	2	0	2	0	**Closed**	**Closed**
15-Mar	Polegate	3	5	0	**Closed**	**Closed**	**Closed**
15-Mar	Ringmer	3	2	4	4	**Closed**	**Closed**
15-Mar	Rye	13	13	5	**Closed**	**Closed**	**Closed**
15-Mar	Uckfield	4	7	2	**Closed**	**Closed**	**Closed**
16-Mar	Crowborough	6	4	3	**Closed**	**Closed**	**Closed**
16-Mar	Eastbourne	50	15	15	12	4	**Closed**
16-Mar	Rye	7	5	1	**Closed**	**Closed**	**Closed**
16-Mar	Uckfield	9	3	1	1	2	2
17-Mar	Bexhill	13	8	8	2	0	**Closed**
17-Mar	Crowborough	3	8	3	0	0	0
17-Mar	Eastbourne	17	26	8	6	2	**Closed**
17-Mar	Hastings	7	8	6	2	1	**Closed**
17-Mar	Heathfield	3	4	3	3	1	2
17-Mar	Hollington	16	1	0	**Closed**	**Closed**	**Closed**
17-Mar	Lewes	11	10	5	7	4	1
17-Mar	Mayfield	0	2	2	0	**Closed**	**Closed**
17-Mar	Peacehaven	7	4	8	4	3	1
17-Mar	Rye	15	5	3	**Closed**	**Closed**	**Closed**
17-Mar	Uckfield	9	6	0	**Closed**	**Closed**	**Closed**
18-Mar	Battle	5	2	3	3	0	**Closed**
18-Mar	Bexhill	14	7	11	10	3	**Closed**
18-Mar	Crowborough	10	7	5	2	1	1
18-Mar	Eastbourne	6	8	12	9	3	**Closed**
18-Mar	Hailsham	9	4	5	2	**Closed**	**Closed**
18-Mar	Hastings	8	9	4	1	1	**Closed**
18-Mar	Rye	11	5	0	**Closed**	**Closed**	**Closed**
18-Mar	Uckfield	6	2	2	0	0	0
Half hourly totals per week		**400**	**271**	**186**	**119**	**44**	**9**

Table 3 Evening visitor count – April 2016

Date	Library	1600-1630h	1630-1700h	1700-1730h	1730-1800h	1800-1830h	1830-1900h
04-Apr	Crowborough	11	7	3	Closed	Closed	Closed
04-Apr	Eastbourne	24	36	4	14	7	Closed
04-Apr	Hastings	6	10	3	1	Closed	Closed
04-Apr	Lewes	10	9	5	6	9	1
04-Apr	Rye	7	6	5	Closed	Closed	Closed
04-Apr	Hollington	2	1	0	Closed	Closed	Closed
05-Apr	Battle	7	2	0	3	0	Closed
05-Apr	Bexhill	38	14	12	2	1	Closed
05-Apr	Crowborough	8	9	4	Closed	Closed	Closed
05-Apr	Eastbourne	6	9	9	8	6	Closed
05-Apr	Hailsham	9	12	7	0	4	0
05-Apr	Hastings	8	5	4	2	1	Closed
05-Apr	Hollington	5	2	0	Closed	Closed	Closed
05-Apr	Mayfield	2	0	0	0	Closed	Closed
05-Apr	Polegate	2	1	1	Closed	Closed	Closed
05-Apr	Ringmer	4	4	2	1	Closed	Closed
05-Apr	Rye	4	0	3	Closed	Closed	Closed
05-Apr	Uckfield	6	10	4	Closed	Closed	Closed
06-Apr	Crowborough	7	8	4	Closed	Closed	Closed
06-Apr	Eastbourne	6	9	12	10	4	Closed
06-Apr	Rye	10	7	6	Closed	Closed	Closed
06-Apr	Uckfield	13	4	3	0	0	0
07-Apr	Bexhill	9	6	5	0	0	Closed
07-Apr	Crowborough	7	12	2	0	3	2
07-Apr	Eastbourne	54	55	23	23	4	Closed
07-Apr	Hastings	12	10	4	4	1	Closed
07-Apr	Heathfield	6	4	2	4	1	2
07-Apr	Hollington	5	2	2	Closed	Closed	Closed
07-Apr	Lewes	9	12	8	4	6	2
07-Apr	Mayfield	0	8	0	1	Closed	Closed
07-Apr	Peacehaven	9	9	6	5	0	0
07-Apr	Rye	7	6	1	Closed	Closed	Closed
07-Apr	Uckfield	10	10	4	Closed	Closed	Closed
08-Apr	Battle	3	2	3	1	0	Closed
08-Apr	Bexhill	20	18	12	5	1	Closed
08-Apr	Crowborough	7	3	1	4	0	0
08-Apr	Eastbourne						Closed
08-Apr	Hailsham	8	4	2	1	Closed	Closed
08-Apr	Hastings	8	6	3	2	2	Closed
08-Apr	Rye	13	5	3	Closed	Closed	Closed
08-Apr	Uckfield	5	1	3	0	0	0
Half hourly totals per week		**387**	**338**	**175**	**101**	**50**	**7**

Graph 17: Purpose of visits for evening users of libraries that remain open after 5.00pm

- Borrow* Adult Fiction
- Borrow* Adult Non-Fiction
- Borrow* Children's Fiction
- Borrow* Children's Non-Fiction
- Borrow* CD
- Borrow* DVD
- Use PC
- Use Wifi
- Reference
- Use Local Studies Materials
- Family History
- Ask a Question
- Attend Event
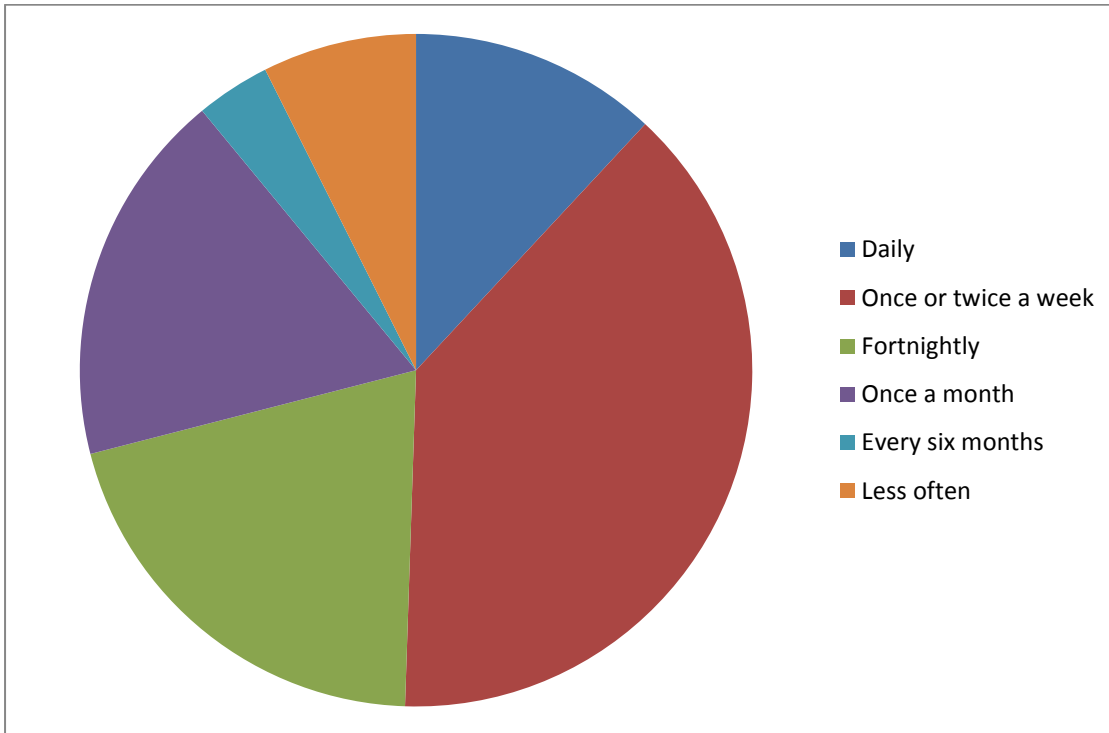- Use Study Space
- Read Papers
- Other
- More than 1

*Borrow includes returning, renewing and reserving items

Graph 17 shows that more than half of evening users were either borrowing adult books or using PC facilities, around 75% in all either borrowing items or using PC or WiFi. Graph 18 shows the frequency with which those surveyed say they visit the library. 71% of those surveyed said they visited at least once a fortnight. However, only 12% of library users said they visited every day. The age groups most represented were age 55-64 and 65-74, who formed 41% of all those interviewed (Graph 19).
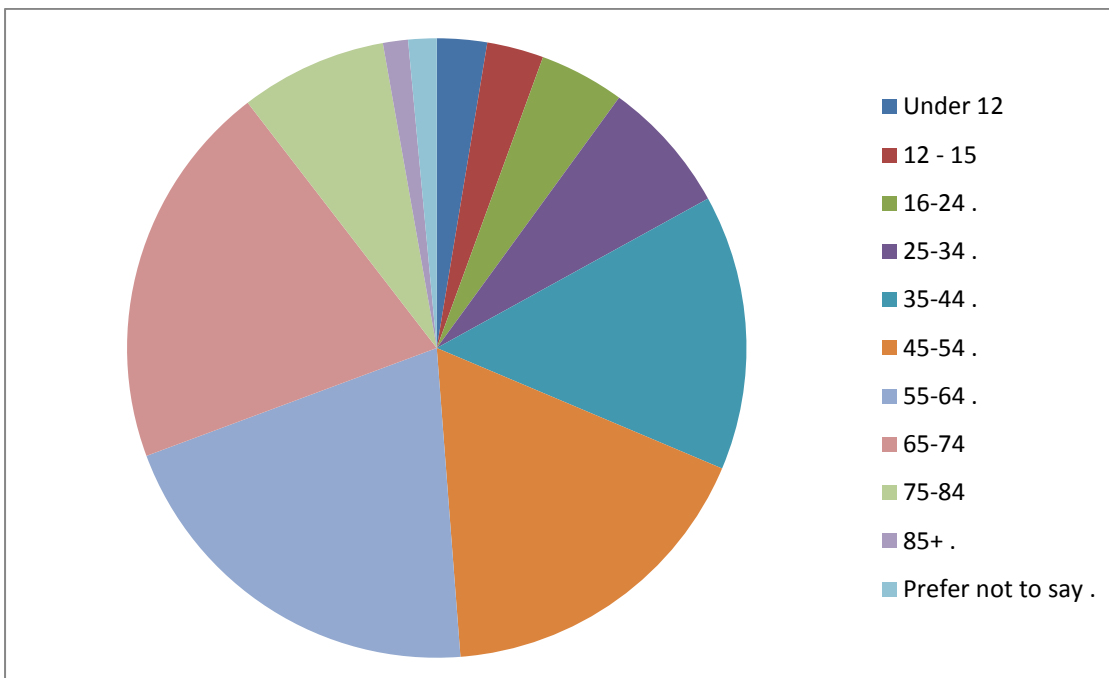
There was very little evidence that the libraries were being used as study spaces, with only 2% of evening users saying this was the main reason for their visit and in all only 5.6% of visitors interviewed were aged under 16, with 10% of those interviewed under 25. 8.5% of evening users were students (Graph 20). This does not suggest that reducing evening opening hours would have a disproportionate impact on young people using the library for homework or as a quiet study space. 61% of evening library users were either retired, unemployed, working part-time or students.

Graph 21 shows that 79% of those we interviewed said they would not be adversely affected (to the point they would be unable to use the library) by the planned changes.
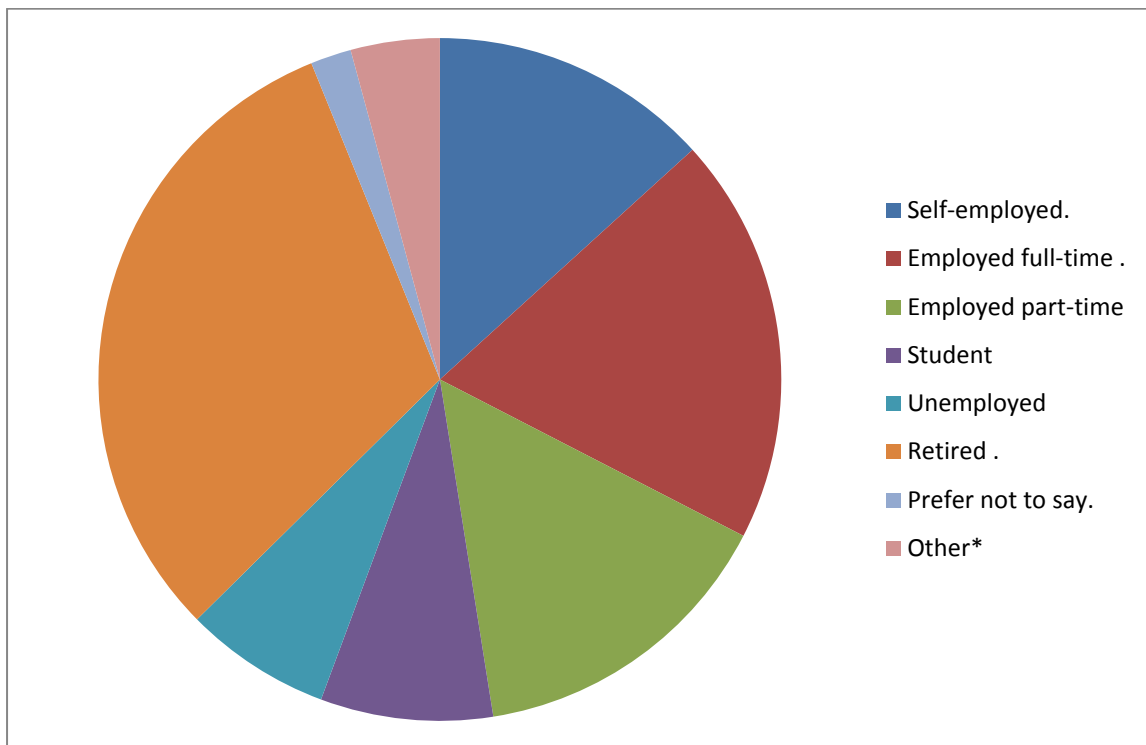
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Graph 18: Frequency of library use for evening users of libraries that remain open after 5.00pm

Legend:
- Daily
- Once or twice a week
- Fortnightly
- Once a month
- Every six months
- Less often

Graph 19: Age profile of evening users of libraries that remain open after 5.00pm

Legend:
- Under 12
- 12 - 15
- 16-24 .
- 25-34 .
- 35-44 .
- 45-54 .
- 55-64 .
- 65-74
- 75-84
- 85+ .
- Prefer not to say .

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Graph 20: Employment status of evening users of libraries that remain open after 5.00pm

- Self-employed.
- Employed full-time .
- Employed part-time
- Student
- Unemployed
- Retired .
- Prefer not to say.
- Other*

Graph 21: Evening users of libraries that remain open after 5.00pm saying they would still be able to use the library if the proposed changes to opening hours were implemented.

21.3%

78.7%

- No
- Yes

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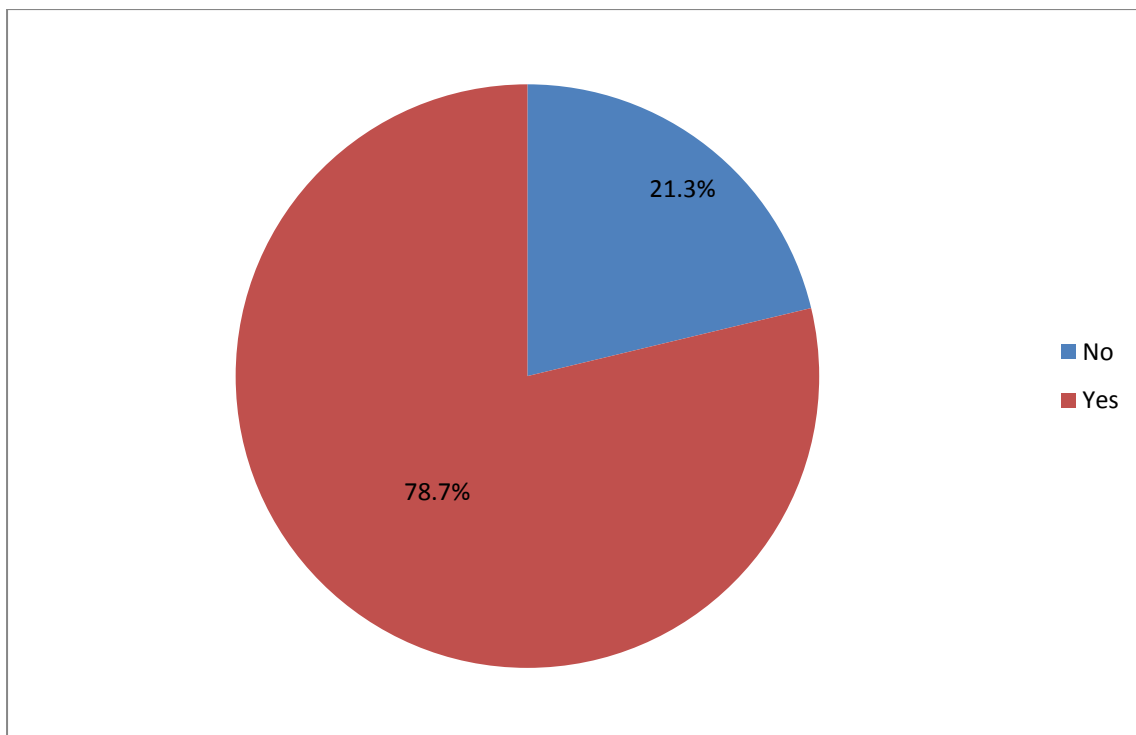
Summary of Equality Impact Assessment of the Proposals

In addition to our statutory duty to provide a comprehensive and efficient library service, the Council must have due regard to its Public Sector Equality Duty when making decisions. The Public Sector Equality Duty (PSED) is set out in 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; and

- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Protected characteristics are 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, and sexual orientation. Marriage and civil partnership are also a protected characteristic for the purposes of the duty to eliminate discrimination. East Sussex County Council also considers carers and part-time workers as additional groups and literacy and numeracy skills and rurality as factors when carrying out analysis.

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.

Following the production of a draft Equality Impact Assess (EqIA) to determine the impact of the draft opening hours proposals on equalities, a final EqIA has been produced for the amended proposals which Cabinet Members will have due regard to when they consider whether or not to approve the final proposed library opening hours.

The EqIA has carefully considered the practical impact of the proposed changes to opening hours, taking into account all of the relevant evidence that we have on who uses our libraries, and how and why they are used, so that we can properly understand what the changes would mean to people.

The EqIA finds that we are confident that we have taken reasonable steps to ensure that those groups with protected characteristics have been considered among existing library users. The EqIA identified three main groups to whom this applies: people who work full-time, children and young people who are in full-time education, and people with a disability (especially where they rely on support from another individual or particular services to access the library). Those who work full-time are the most disproportionately affected because of their limited flexibility to use the library during the core hours of 10.00am to 5.00pm on weekdays. However, we know from the results of the consultation and the evening surveys that the level of impact for these groups is small.

There was very little evidence that the libraries were being used as study spaces in the evenings, with only 2% of evening users saying this was the main reason for their visit and in all only 5.6% of visitors interviewed were aged under 16 with 10% of those interviewed under 25. 8.5% of evening users were students. This does not suggest that reducing evening opening hours would have a disproportionate impact on young people using the library for homework or as a quiet study space.

Although late night library opening hours are not well used by the public, we recognise that there are still some customers who cannot easily access the library between 10.00am and 5.00pm. The proposals therefore include mitigation for the impact of reductions in library opening hours by prioritising the Thursday evening opening until 6.00pm. All libraries will open on Saturdays under these proposals, and along with those libraries that are open during lunchtime, they provide opportunities for people in full-time work or education to visit a library. 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 existing e-library offers library users the opportunity to access materials such as e-books, e-magazines and audio books online 24 hours a day without the need to visit the library and also to renew loans on items borrowed or place a reservation. Items can also be renewed 24 hours a day by phone using the library helpline.

Computer training and advice is provided in libraries by staff and volunteers who are able to explain to visitors how to access the e-library using the People's Network computers in libraries and using their own devices. Computer advice is available on Saturdays as well as weekdays. This training will continue to be provided.

The Home Library Service delivers books and other materials to people who cannot easily use a library due to disability or frailty. If the proposed changes are implemented, we will promote the new opening hours widely in libraries and across the County to make sure people are aware of and are able to easily remember the changes. As part of the promotion we will actively promote the expanding offer and role of the e-library and other means of accessing the library service at alternative times.

Other options we have considered

This section of the draft impact assessment details the alternatives that have been considered, both in terms of measures that might be proposed instead of reducing library opening hours, and in terms of the different ways that we considered we should implement the proposed reduction in opening hours.

In addition to our duty to provide a comprehensive library service, we also have a duty to provide an efficient service. Our £2million savings plan has considered a range of measures to deliver savings. These include changes to our staffing levels and staffing structures, ways in which we could become more efficient in spending money on library stock, and the potential for savings through a Strategic Commissioning Strategy, which will provide us with a broad, long-term, strategic view of what will or might be required for our library service in the future. We believe that the balance in making savings between these different parts of the library services is right.

We aim to staff the library service in the most efficient way, with operations as cost effective as possible as part of our plans. We need to run libraries safely and efficiently, both for customers and staff. Saving more money on staffing, over and above what we have currently planned as part of the £2m savings is unlikely to be possible. In terms of library stock, we need to ensure that money we spend on books and other material is money well spent. We constantly review our spending on library stock, in line with customer need. We will continue to compare our spending on stock with other similar libraries and with our neighbouring authorities, to ensure that we are being efficient.

The Opening Hours Consultation also asked whether there were alternative proposals, other than reducing opening hours, that could help achieve the necessary savings and invited other general comments or suggestions. A total of 651 comments were received, including

suggestions for cost-cutting and income generation. A summary of the feedback received in response to these open questions is contained in Appendix 2. Some of the suggestions related to activities the LIS is already doing to cut costs or generate income. There were other useful suggestions which will be considered as part of the Libraries Strategic Commissioning Strategy. An analysis of these suggestions and comments is provided in Appendix 2. Unfortunately it is not anticipated that the suggestions put forward would secure the level of savings required even as part of a package of measures.

We have considered whether it would be better to propose closing some of our libraries and keeping the others open for longer. A fundamental part of the development of the Strategic Commissioning Strategy is to undertake a detailed assessment of need for the service as a whole. This will provide us with a broad, long-term, strategic view of what will or might be required for our library service over perhaps the next five to ten years. The Commissioning Strategy is a detailed piece of work that needs to be comprehensive, evidence-based, and not pre-judged. For that reason it will take us around 18 months to complete. Only once this review is complete will we know what the future service could look like and how services should be delivered to best meet need. There are no plans to close libraries during the development of our long term Strategy for the service.

4.   Conclusions of the Rationale and Impact Assessment

Over the past five years, use of the e-library and downloading of e-books has grown significantly, whilst the number of people visiting our libraries and the stock that we issue has decreased. This reflects a national trend towards increased use of digital services. Despite these changes, there were still 1.79 million visits to East Sussex libraries in 2015/16, and we have 224,300 library members.

Most visitors to our libraries still use the library for the traditional purpose of borrowing, returning, renewing or reserving a book. Access to library computers and library WiFi is also an important reason for people to visit. Much smaller proportions of users visit the library to borrow CDs and DVDs, to read newspapers and magazines, or to use reference materials.

The results of three library customer surveys in 2015 show that more than two thirds (69%) of people visited our libraries for pleasure, including visits aimed at providing leisure and enjoyment for children. A further 7% visited the library for socialising. Only 10% of visitors were using the library to help with job seeking or in connection with adult education and training.

Almost half of library users were retired people and in total 70% of users were either retired, worked part time, were unemployed, or were students. Only 16% of respondents work full time.

Most people surveyed visited their library at least once a fortnight, with the highest frequency of visits being once or twice a week. Around one fifth of people visited the library once a month. Only 5% of users said they visited the library every day.

With most library users being retired, unemployed or working part time, and the fact that 95% of customers do not use the library every day, most library users are likely to have the flexibility to visit libraries on varying days and at different times throughout the week.

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 – 5.00pm. The changes we are proposing will 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 also be able to continue to use these on Thursday evening each week until 6.00pm, with the exception of Ringmer, where different opening hours are proposed in response to the consultation.

85% of people who responded to the question in our Opening Hours Consultation asking whether they would still have access to a library if the Council implemented the proposed new opening hours said yes and 15% of people said no. We believe this is because most library users are likely to have the flexibility as described above to visit libraries on varying days and at different times throughout the week, as services at all libraries would continue to be accessible at other times of the week.

We also know from the additional surveys we commissioned into who uses the 15 libraries that open during the evening period that the number of visitors decreases significantly during the course of the evening until closing time. Almost 80% of those we interviewed during the evening surveys (from 4.00pm onwards) said they would not be adversely affected (to the point they would be unable to use the library) by the planned changes.

We have considered carefully whether the opening hours proposals would enable us to continue to provide a comprehensive service that is accessible to all our residents by reasonable means. Based on the information above, we are of the view that it would. This

impact assessment concludes that the needs of the public that are met by using the library would still be fulfilled if we implemented the proposals and reduced opening hours by around 25% on average.

There will, of course, be impacts on some residents as a result of the proposals. We have ensured that the groups of people with protected characteristics have been considered among existing library users through the Equalities Impact Assessment (EqIA) that we have undertaken to form part of this impact assessment. The EqIA has enabled us to identify what these impacts are likely to be, how they affect people, and what mitigation we can offer to lessen them. Impacts occur where groups of people have less flexibility than others over when they are able to visit libraries. The EqIA identified three main groups to whom this applies: people who work full-time, children and young people who are in full-time education, and people with a disability (especially where they rely on support from another individual or particular services to access the library). Those who work full-time are the most disproportionately affected because of their limited flexibility to use the library during the core hours of 10.00am to 5.00pm on weekdays. However, we know from the results of the consultation and the evening surveys that the level of impact for these groups is small.

There was very little evidence that the libraries were being used as study spaces in the evenings, with only 2% of evening users saying this was the main reason for their visit and in all only 5.6% of visitors interviewed were aged under 16 with 10% of those interviewed under 25. 8.5% of evening users were students. This does not suggest that reducing evening opening hours would have a disproportionate impact on young people using the library for homework or as a quiet study space.

Although late night library opening hours are not well used by the public, we recognise that there are still some customers who cannot easily access the library between 10.00am and 5.00pm. The proposals therefore include mitigation for the impact of reductions in library opening hours by prioritising the Thursday evening opening until 6.00pm as described above. Following consultation on the draft opening hours proposals it is now proposed that Ringmer library, our only library without any current Saturday provision, would open on a Saturday. All libraries will therefore open on Saturdays under these proposals, and along with those libraries that are open during lunchtime, they provide opportunities for people in full-time work or education to visit a library. 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.

It is also important to remember that the LIS is a service that extends far beyond library buildings. The existing e-library offers library users the opportunity to access materials such as e-books, e-magazines and audio books online 24 hours a day without the need to visit the library and also to renew loans on items borrowed or place a reservation. Items can also be renewed 24 hours a day by phone using the library helpline.

Computer training and advice is provided in libraries by staff and volunteers who are able to explain to visitors how to access the e-library using the People's Network computers in libraries and using their own devices. Computer advice is available on Saturdays as well as weekdays. This training will continue to be provided.

The Home Library Service delivers books and other materials to people who cannot easily use a library due to disability or frailty. If the proposed changes are implemented, we will promote the new opening hours widely in libraries and across the County to make sure people are aware of and are able to easily remember the changes. As part of the promotion we will actively promote the expanding offer and role of the e-library and other means of accessing the library service at alternative times.

In addition to our duty to provide a comprehensive library service, we also have a duty to provide an efficient service. The changes we are proposing to make enable the County Council to save money by not opening libraries when they are least used, which also means that the impact on customers will be minimised. The proposals have been developed by analysing up-to-date data collected from our data management system on library usage, the results of recent customer surveys, and feedback from public consultation.

We considered what alternatives there are to reducing library opening hours, but have concluded that we cannot make sufficient savings from the other areas of our overall £2m savings plan. We also considered whether it would be better to propose closing some of our libraries and keeping the others open for longer. We are developing a long-term, strategic view of what needs our library service should meet over the next five to ten years via our Strategic Commissioning Strategy. This is a detailed piece of work that needs to be comprehensive, evidence-based, and not pre-judged. For that reason it will take us around 18 months to complete. Only once this review is complete will we know what the future service could look like and how services should be delivered to best meet need. There are no plans to close libraries during the development of our long term Strategy for the service.

In conclusion, we believe that the proposals we are putting forward to reduce library opening hours as set out in this report will have a minimal impact on library users, and where there is an impact, we have set out clearly how people can access the alternative library services that are available to them. The proposals will enable us to continue to deliver a comprehensive library service. We believe that the proposals are proportionate and fair, both in the contribution that they will make to the overall savings the County Council needs to make, and in the way that we propose to reduce opening hours at each library across the County. We think the proposals will enable us to continue to provide an efficient library service, and to make it more efficient following their implementation, because we will still be able to deliver all services within the new opening hours.

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Equality impact assessment – summary report for proposed reduction to East Sussex library opening hours

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

Members and officers are required to have due regard to the duties set out in Section 149 of the Equality Act 2010 when making decisions and must therefore read and take into account the findings of equality impact assessments in determining the impact of a proposal on equalities.

Date of assessment : July 2016

Manager(s) name: Matthew Wragg   **Role:** Project Manager – Strategic Commissioning

Proposal, project, service, strategy or policy, that was impact assessed:

Proposed reduction to East Sussex library opening hours.

An overall 25% reduction of library opening hours is proposed to achieve savings of £500k toward total Library Transformation Programme savings of £2million. Rather than implement a uniform reduction of 25% for every library it was recognised that this would have a disproportionate impact on smaller libraries in particular and for their users. Therefore, the proposals are individual to each library, with a reduction of between 8% and 27% depending on their current opening hours.

Summary of findings:

The EqIA has been developed alongside the opening hours proposals from the outset in order to carefully consider their practical impact on users. We have taken into account all of the relevant evidence that we have on who uses our libraries, how they are used and why, so that we can properly understand what the changes would mean to people.

The general approach has been to develop proposals which reduce library hours at quieter times to reduce the overall impact. We were mindful that the impact therefore is potentially greater for a minority of people who use libraries very early or later in the day. The proposals aimed to mitigate this by protecting some later provision and Saturday provision, while achieving the overall reduction in hours.

A draft EqIA carried out for the draft proposals in 2015 identified three main groups who it was considered might be more affected by the proposals, as follows:

- Working age people who work full-time;

- children and young people, particular those who are in full-time education;

- people with a disability, particularly those who rely on support from a helper or a lift to access libraries

These groups were primarily identified for a common reason, that they are likely to have less flexibility over times when they are able to visit libraries than others.

Since forming these early conclusions we have examined evidence of actual impact on these and on other groups by analysing people's responses to the public consultation and undertaking targeted library user insight for the final EqIA. This included a comprehensive evening survey to test the impact of the proposals on school age children and young people and people who are employed full time. The EqIA identifies the following key areas of impact.

Full-time employees / working age people

The main cause of impact for this group was anticipated to be for those people of working age (between the ages of 16 and 64) in full-time employment. They would be restricted in their opportunities to use libraries if evening hours are reduced and if they are unable get to the library at other times in the day. The results of the opening hours consultation show that people who work full-time have the potential to be most affected by the proposals of all employment groups. Analysis of their comments confirms that this is due to an inability to get to the library at other times of the day. Those of working age are also therefore proportionately more likely to be affected than other age groups. However, the evening library user survey shows that only 19% of evening users were employed full time, an increase of only 3% from the daytime surveys. Some evening provision has been maintained in the proposals at certain libraries as well as provision on Saturday at all libraries. The E-library also offers 24 hours access.

Children and young people

The main cause of impact for this group was anticipated to be the ability to access libraries after school for homework and study if hours are reduced. The evening library user survey was conducted during term time and the Easter school holiday to account for variation. There was very little evidence from the survey that libraries were being used as study spaces in the evenings, with only 2% of evening users saying this was the main reason for their visit. Only 5.6% of evening users were under 16 and 10% under 25. 8.5% of evening users were students. The evidence does not, therefore, suggest that the proposals for reduced evening opening hours would have a disproportionate impact on children and young people. Some evening provision has been maintained in the proposals at certain libraries as well as provision on Saturday at all libraries. The E-library also offers 24 hours access.

Disability

The main cause of impact for this group was anticipated to be the reliance by an individual on a helper to access the library, and their availability during the proposed hours. Analysis of the results of the public consultation was undertaken for those people with a disability who said they would be unable to use a library during the proposed hours. 19 of the 46 people in this group made comments. Generally the cause of the impact did not seem directly attributable to specific needs arising from their disability, but concerned their own availability during the proposed hours. Only one of these comments made reference to their reliance on a lift. The specific nature of their disability covered a range of mental health as well as physical health issues. The evidence does not, therefore, suggest that reduced opening hours would have a disproportionate impact according to disability. However, service mitigations are in place for those library users who have a disability, such as the Home Library Service and 24 hour access to the E-library.

Though the actual evidence of impact for all groups seems relatively low or negligible, we recognise that there are still some users who may not be able to access the library during the proposed hours. The draft proposals were developed to mitigate for the impact of reductions in hours and a focus on core hours of 10.00am to 5.00pm by prioritising Thursday evening opening until 6.00pm at some libraries where there is currently evening provision, even though use in the evenings is relatively low. All libraries are proposed to open on Saturdays and, along with those libraries that are open during lunchtime, provide opportunities for people in full-time work or education to visit a library.

The EqIA concludes that we are confident we have taken reasonable steps to ensure that those groups with protected characteristics have been considered among existing library users. The final opening hours proposals have been amended for 11 out of 24 individual libraries to try to lessen the impact of these groups and for users more widely.

Summary of recommendations and key points of action plan:

The EqIA identifies that, if agreed, the effective communication of the new opening hours and corresponding mitigations would be key to successful implementation of the proposals. The mitigations, both in general terms (such as the e-library and mobile library) and for those with specific needs, such as disability (i.e. the Home Library Service) are already in place within the current service offer and are not affected by the proposals. Mitigations for those with specific needs would be promoted in a targeted way by library staff in front line roles and in coordinating and support roles.

Promotion

The new hours would be clearly publicised in libraries so that customers are aware of them in advance of and following the implementation. Other channels of promotion would include the County 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 personalised help to use it would also be promoted alongside the new opening hours to increase uptake.

E-library

The e-library offers library users the opportunity to access materials such as e-books, e-magazines and audio books online 24 hours a day without the need to visit the library and also to renew loans on items borrowed or place a reservation. Items can also be renewed 24 hours a day by phone using the library helpline. Computer training and advice is provided in libraries by 'computer buddies' – staff and volunteers who are able to explain to visitors how to access the e-library using the People's Network computers in libraries and using their own devices. Computer advice is available on Saturdays as well as weekdays. This training would be promoted as part of the coordinated plan to mitigate for any impact of the proposals.

Disability

There are a range of current provisions for users with disabilities. Different types of membership are available according to need for those who find it more difficult to manage a standard library account. The Home Library Service is a volunteer provided service which delivers books and other materials for library users who

cannot easily reach a library because they are disabled or frail or because they are caring for someone else who cannot be left. We recognise that adjusting to new hours may present a real challenge for some users and would promote the new opening hours widely in libraries and across the County in different formats to make sure people are aware. We would provide handouts with the new opening hours so that people are able to easily refer to them. We would actively promote the expanding offer and role of the e-library and other means of accessing the library service remotely and at alternative times.

Mobile library

The Mobile Library service provides additional access to the library service for rural communities. It would be promoted as part of the coordinated plan to mitigate for any impact of the proposals. It visits stops across the County every three weeks and is wheelchair accessible.

Monitoring

Once implemented, the impact of the proposals would be monitored on an ongoing basis, using informal and anecdotal evidence by staff as well as more formal review. Service complaints will be kept under review at three monthly intervals for a period of 12 months. Periodic library user surveys would also monitor the suitability of opening hours, for example the Public Library User Survey (PLUS survey) which is carried out every three years. The library service is also undertaking a whole service review to determine the longer term future of the service and will consider suitability of opening hours for current and potential library users as part of that. The resulting Strategic Commissioning Strategy is expected to be produced in July 2017.

Protected characteristics that this project, service, strategy or policy will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Neutral	Negative
Age			x
Disability		x	
Ethnicity		x	
Gender/Transgender		x	
Marital Statues/Civil partnership		x	
Pregnancy and maternity		x	
Religion/Belief		x	
Sexual Orientation		x	
Other (i.e. carers, rurality): Carers		x	
All		x	

East Sussex
County Council

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:	
Date of Issue:		Review date:	

Contents

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

- 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 in 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.

- 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.

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.

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 EqIA. 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 EqIA 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.

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.

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).

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).

- 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

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

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.

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

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.

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.

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

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.

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

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 disabiltiy or other disabitlies 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.

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.

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.

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

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

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.

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

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 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

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

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.

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.

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

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.

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%).

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.

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.

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.

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

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

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

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 EqIA.

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.

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.

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.

    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

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.

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.

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 EqIA 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 EqIA and publicly consulted on. Analysis of the results has been used to amend the proposals and complete the final EqIA

	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	The EqIA 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).
	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 *must* be removed or changed.	Nonetheless, the EqIA 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. 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. 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.

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.

Equality Impact Assessment

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. | X |

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:

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

East Sussex Libraries

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- Forest Row
- Crowborough
- Wadhurst
- Mayfield
- Uckfield
- Heathfield
- Rye
- Battle
- Ringmer
- Lewes
- Hailsham
- Hollington
- Hastings
- Bexhill
- Polegate
- Langney
- Willingdon
- Pevensey Bay
- Newhaven
- Hampden Park
- Peacehaven
- Seaford
- Eastbourne

Equality Impact Assessment
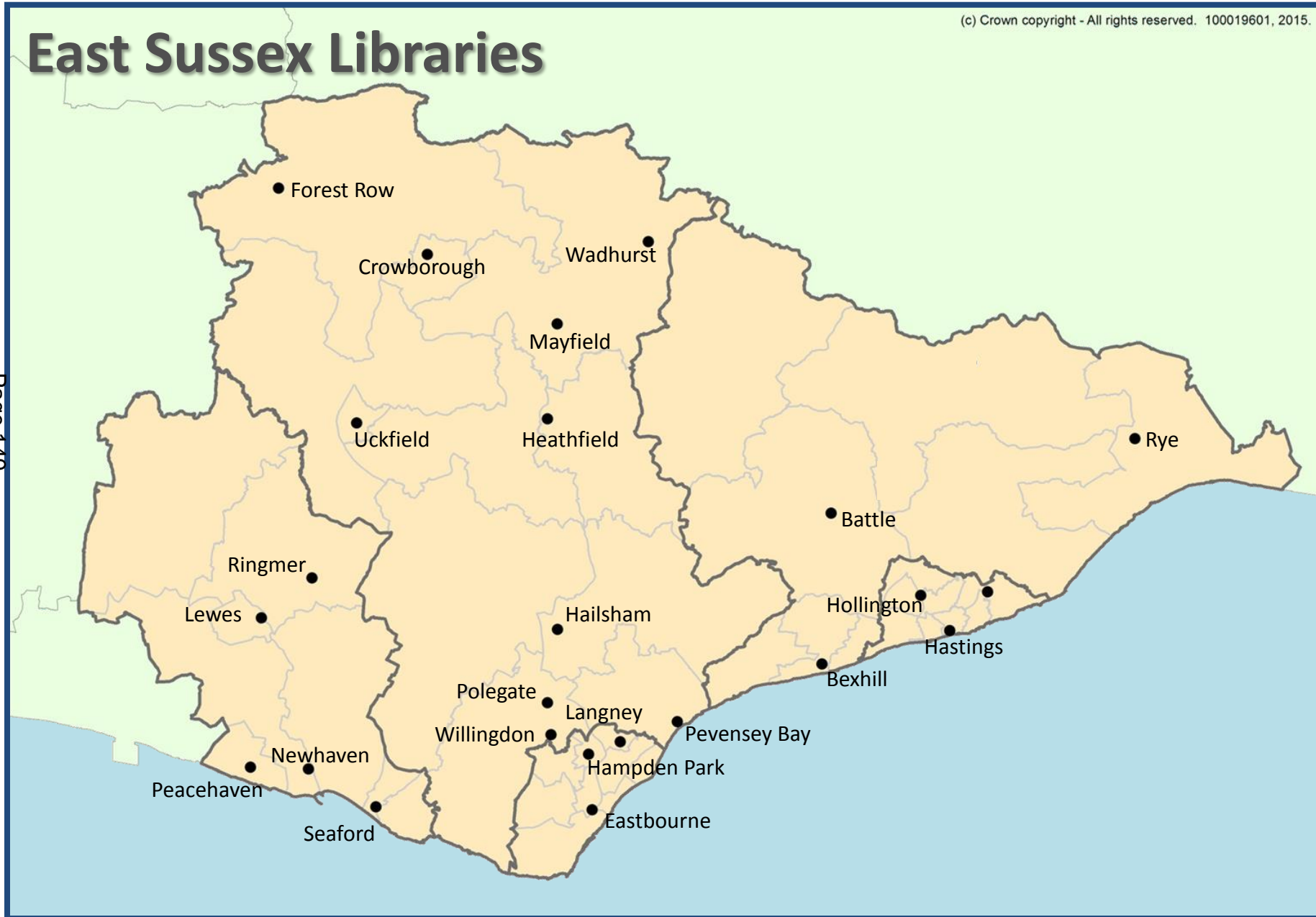
Appendix 2 – Accompanying data to the EqIA

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.

Equality Impact Assessment

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.

Respondents stating they would be unable to use the library during the proposed new hours by age

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

Equality Impact Assessment
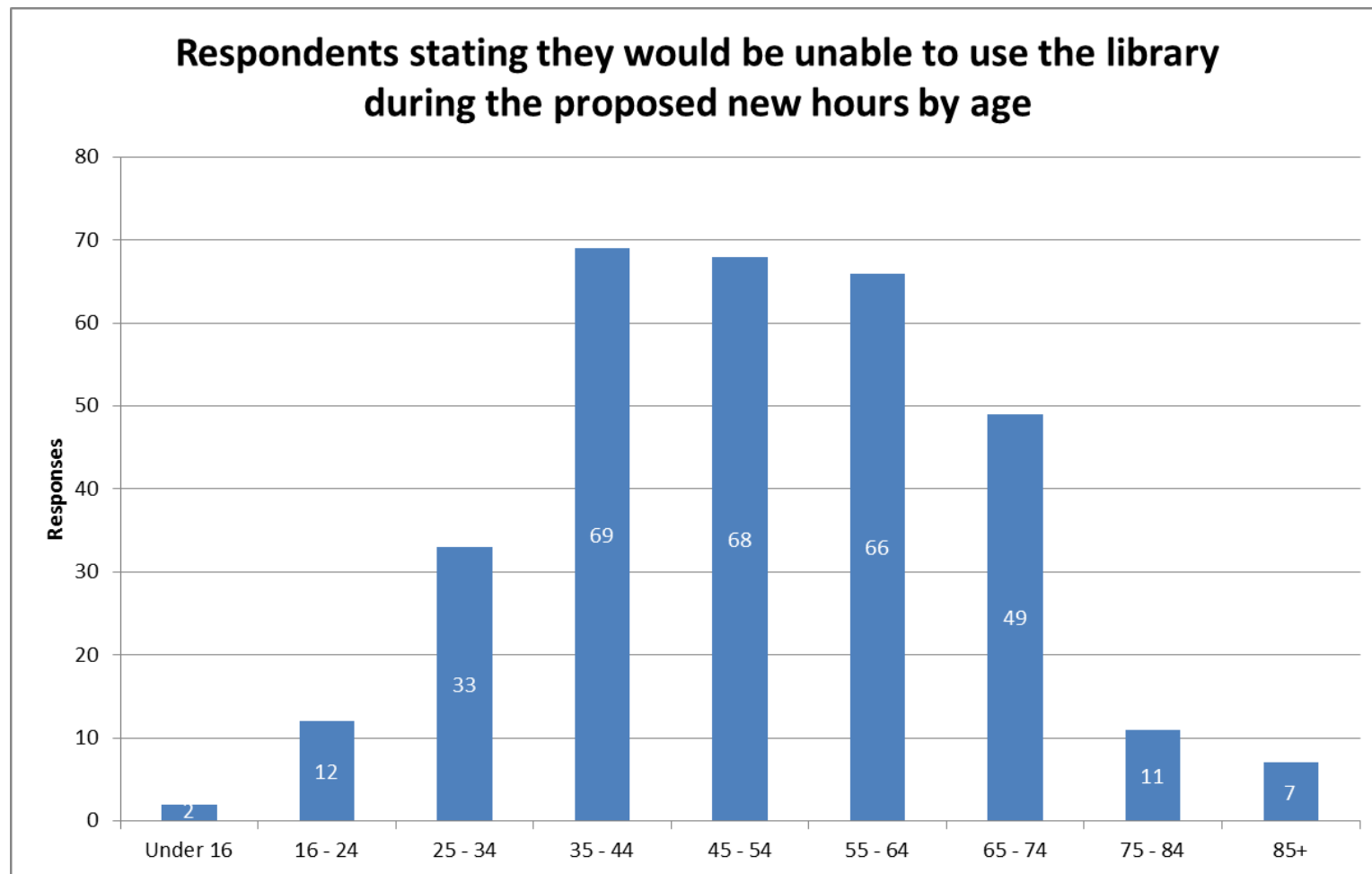
Figure 2: Employment Status

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.

Respondents stating they would be unable to use the library during the proposed new hours by employment status

Employment status	Responses
Self-employed	34
Employed full-time	101
Employed part-time	66
Student	8
Unemployed	7
Retired	69
Other*	32

Equality Impact Assessment

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.

Respondents stating they would be unable to use the library during the proposed new hours with and without a disability or long term health issue

People with a disability: 46
People without a disability: 244
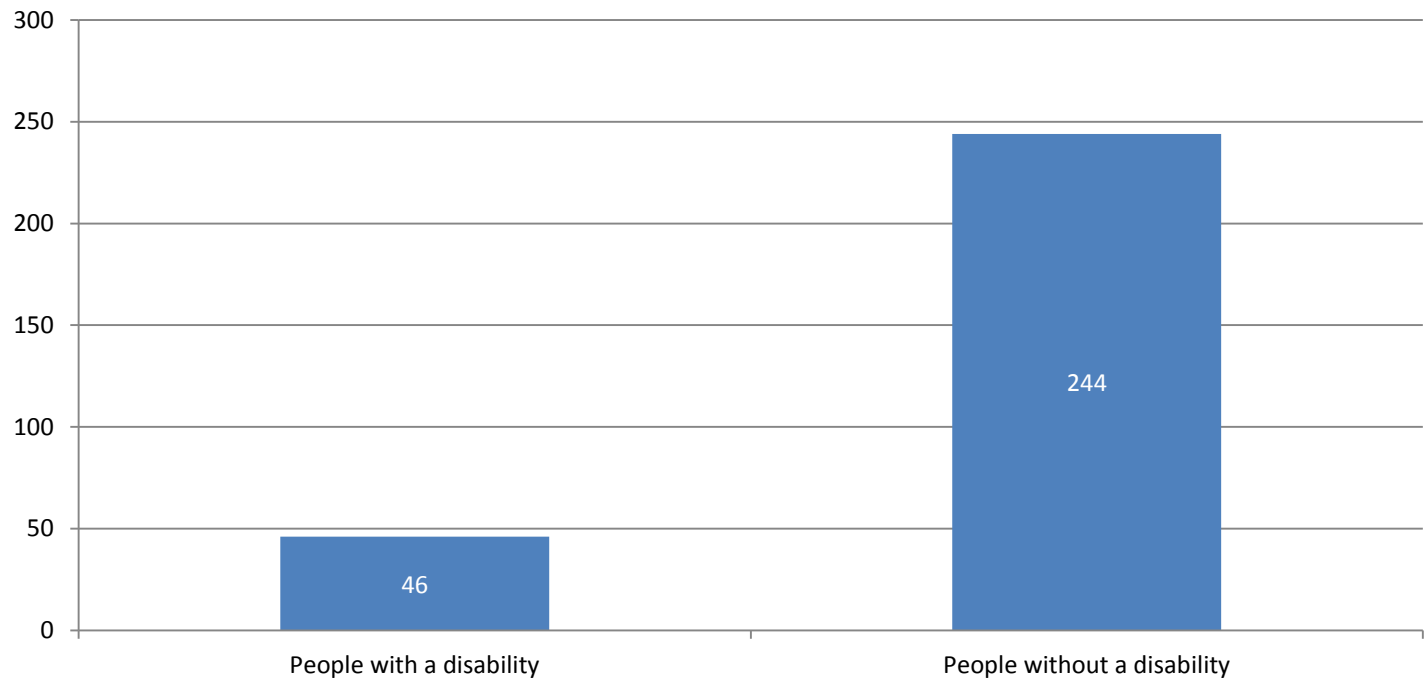
Figure 4: Disability (by type)

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.

Respondents stating they would be unable to use the library during the proposed new hours by nature of disability
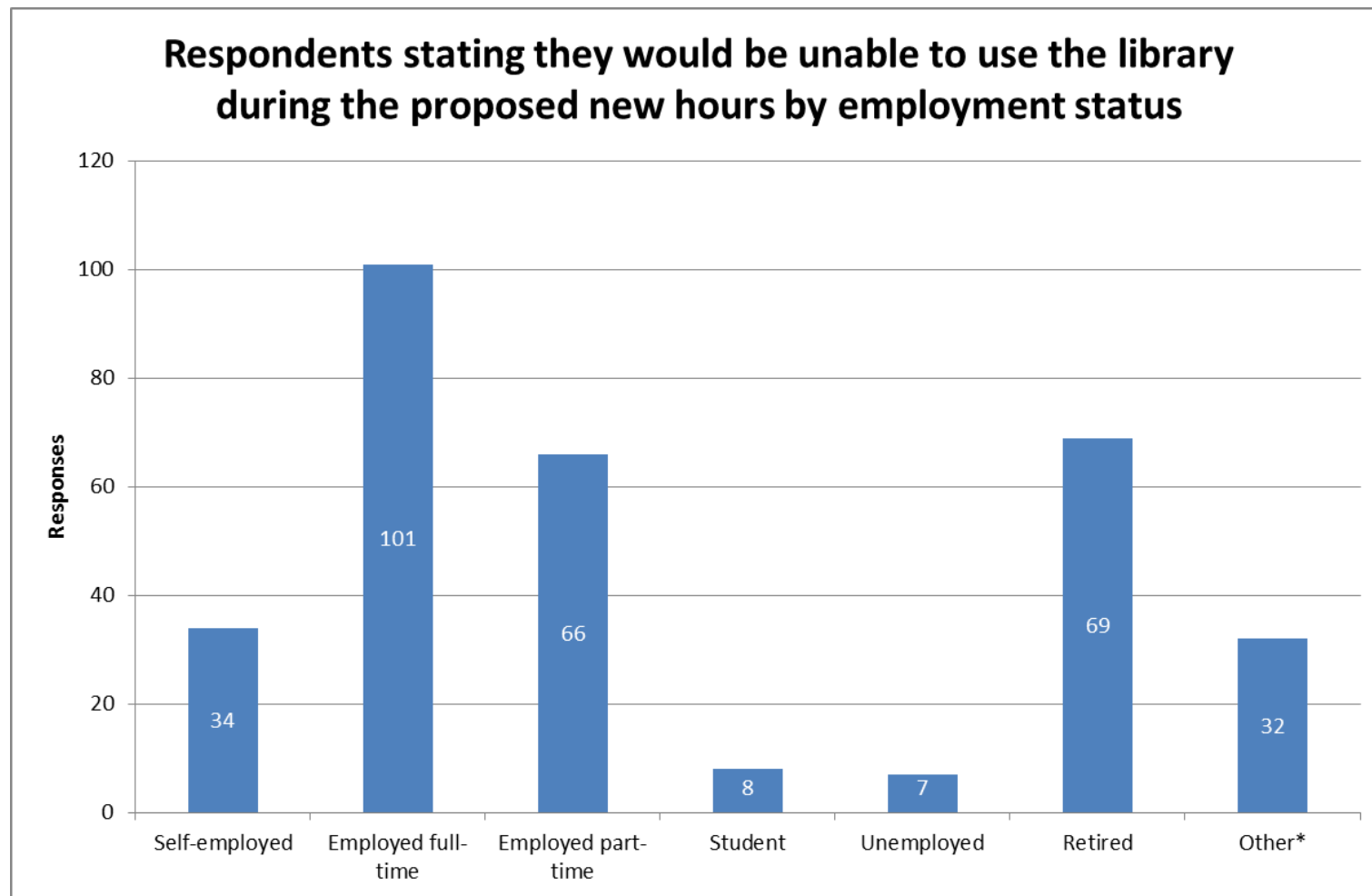
Figure 5: Ethnicity

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.

Respondents stating they would be unable to use the library during the proposed new hours by ethnicity

| Ethnicity	Value
White British	253
White Other	21
Mixed	7
Black/Asian/Other	13

Equality Impact Assessment

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.

Respondents stating they would be unable to use the library during the proposed new hours by gender

Equality Impact Assessment
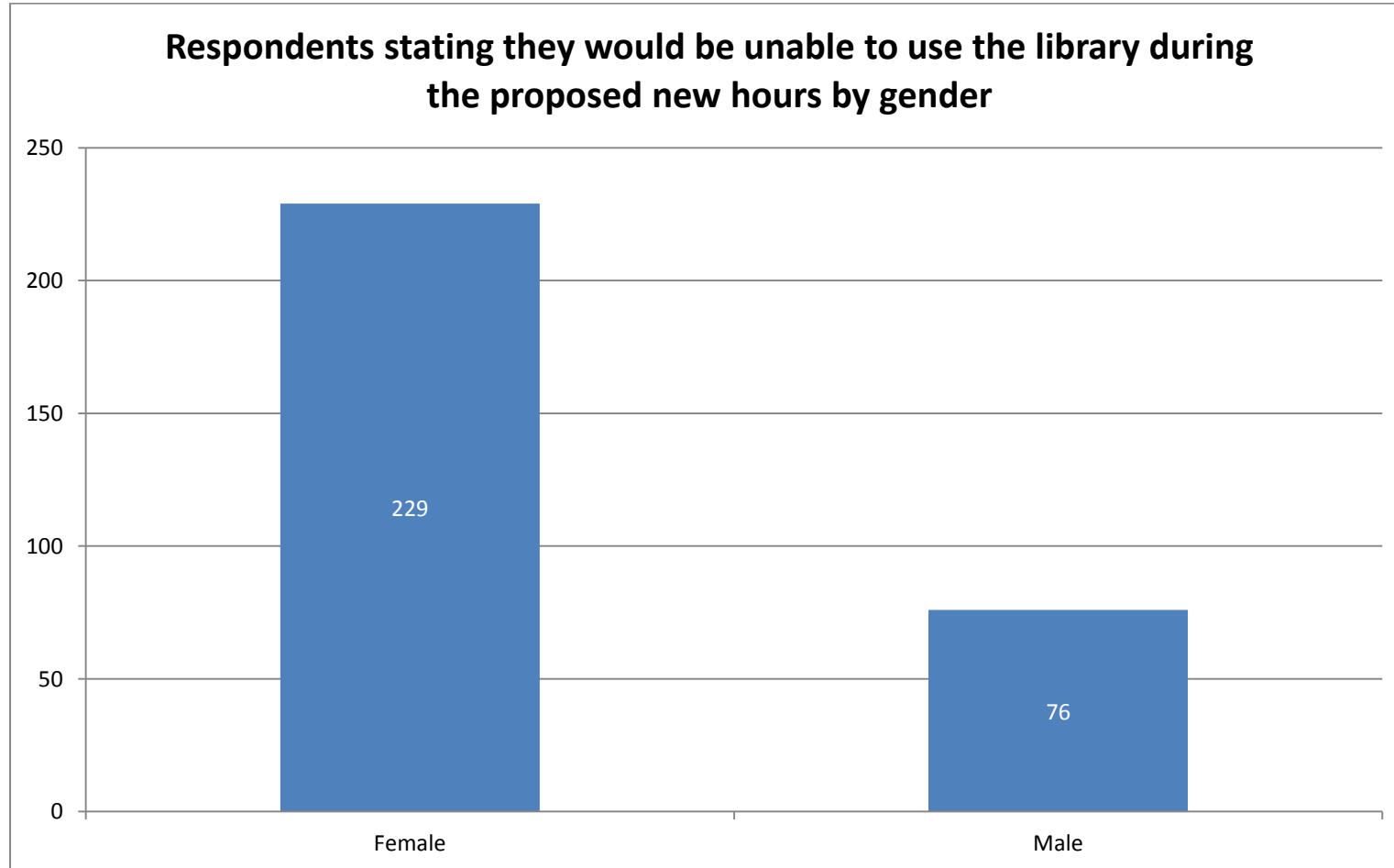
Figure 7: Religion or belief
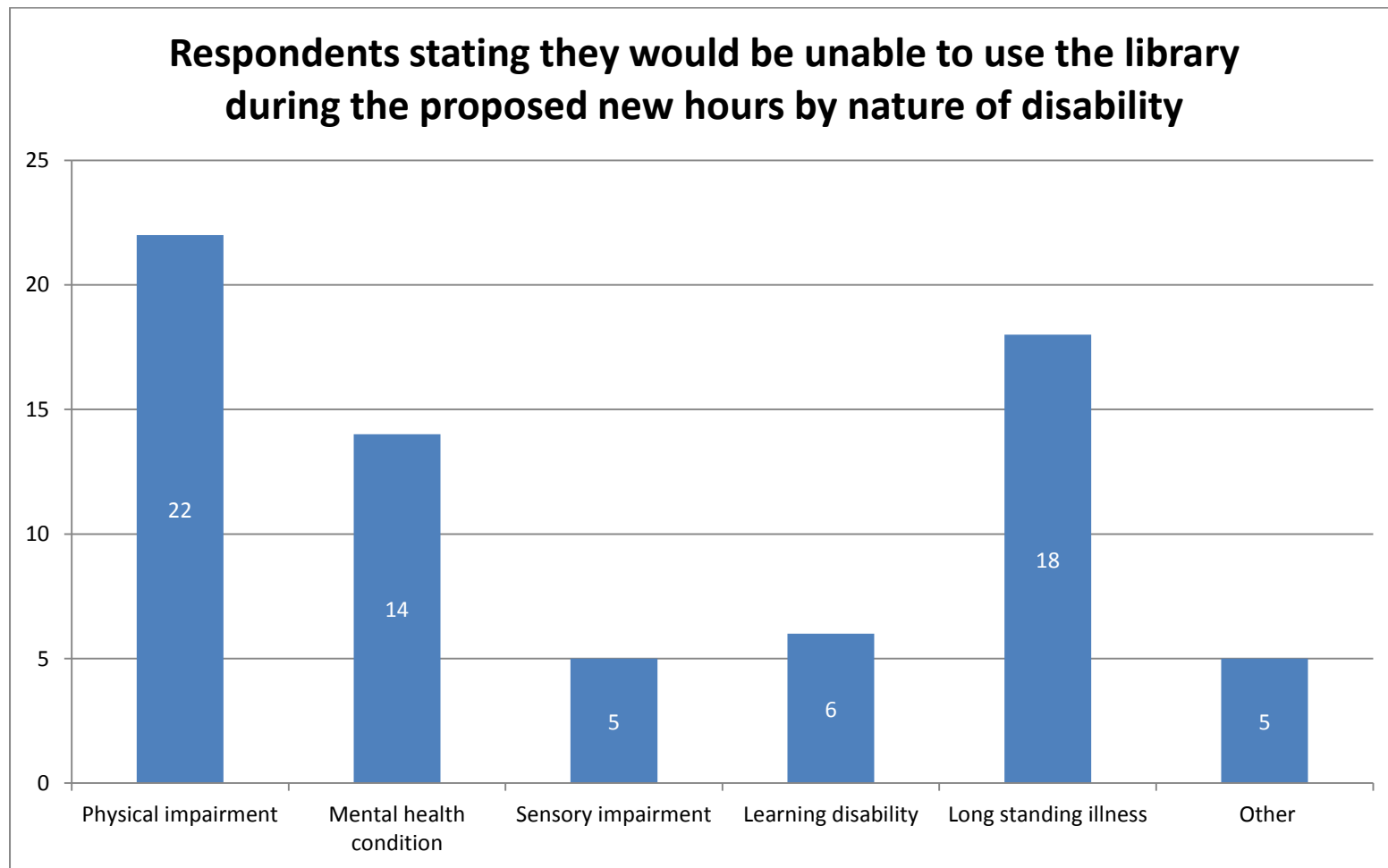
This figure shows the number of respondents to the library opening hours consultation who stated that they would be unable to use the library during the proposed hours, categorised by religion.
Total numbers do not much all respondents who stated they would not be able to use the library (380) because some respondents did not answer this question or opted for 'prefer not to say'.
The total number of responses to this question was 274.
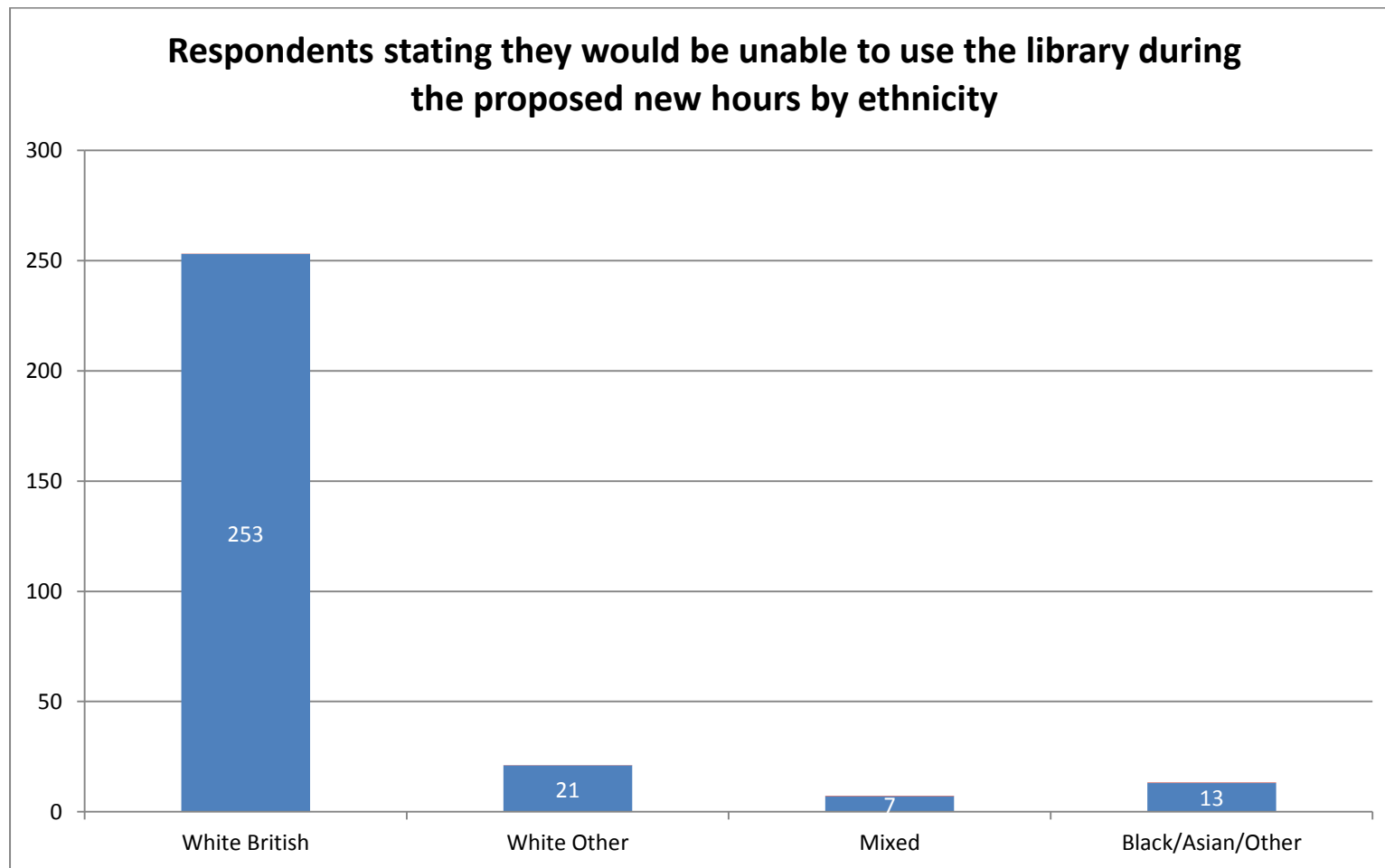
Respondents stating they would be unable to use the library during the proposed new hours by religion

	None	Christian	Muslim	Jewish	Buddhist	Other*
Value	168	101	2	1		2

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East Sussex County Council
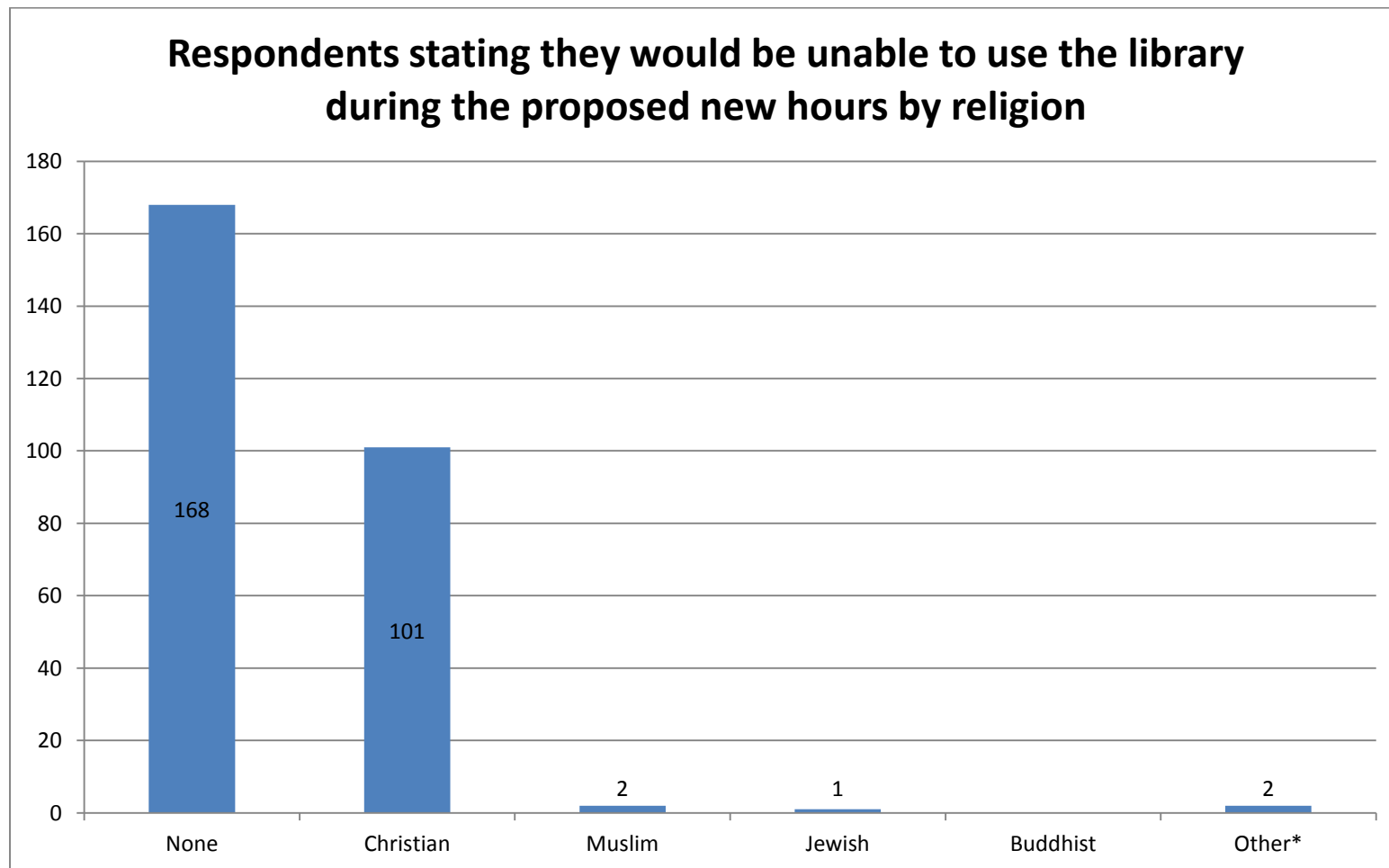
Cabinet

19 July 2016

Consultation Analysis Report

Prepared in conjunction with Peter Brett Associates LLP

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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.

Number of Consultation Responses by Library

Legend:
- Battle Library
- Bexhill Library
- Crowborough Library
- Eastbourne Library
- Forest Row Library
- Hailsham Library
- Hampden Park Library
- Hastings Library (including Hastings Children's Library)
- Hailsham Library
- Heathfield Library
- Langney Library
- Lewes Library
- Mayfield Library
- Newhaven Library
- Ore Library
- Peacehaven Library
- Pevensey Bay Library
- Polegate Library
- Ringmer Library
- Rye Library
- Seaford Library
- Uckfield Library
- Wadhurst Library
- Willingdon Library
- Not Specified

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 2,612with 358 opting for 'prefer not to say' or declining to answer the question.

Age Profile of Respondents

Age band	Count
Under 16	20
16 - 24	37
25 - 34	105
35 - 44	259
45 - 54	344
55 - 64	536
65 - 74	796
75 - 84	407
85+	108
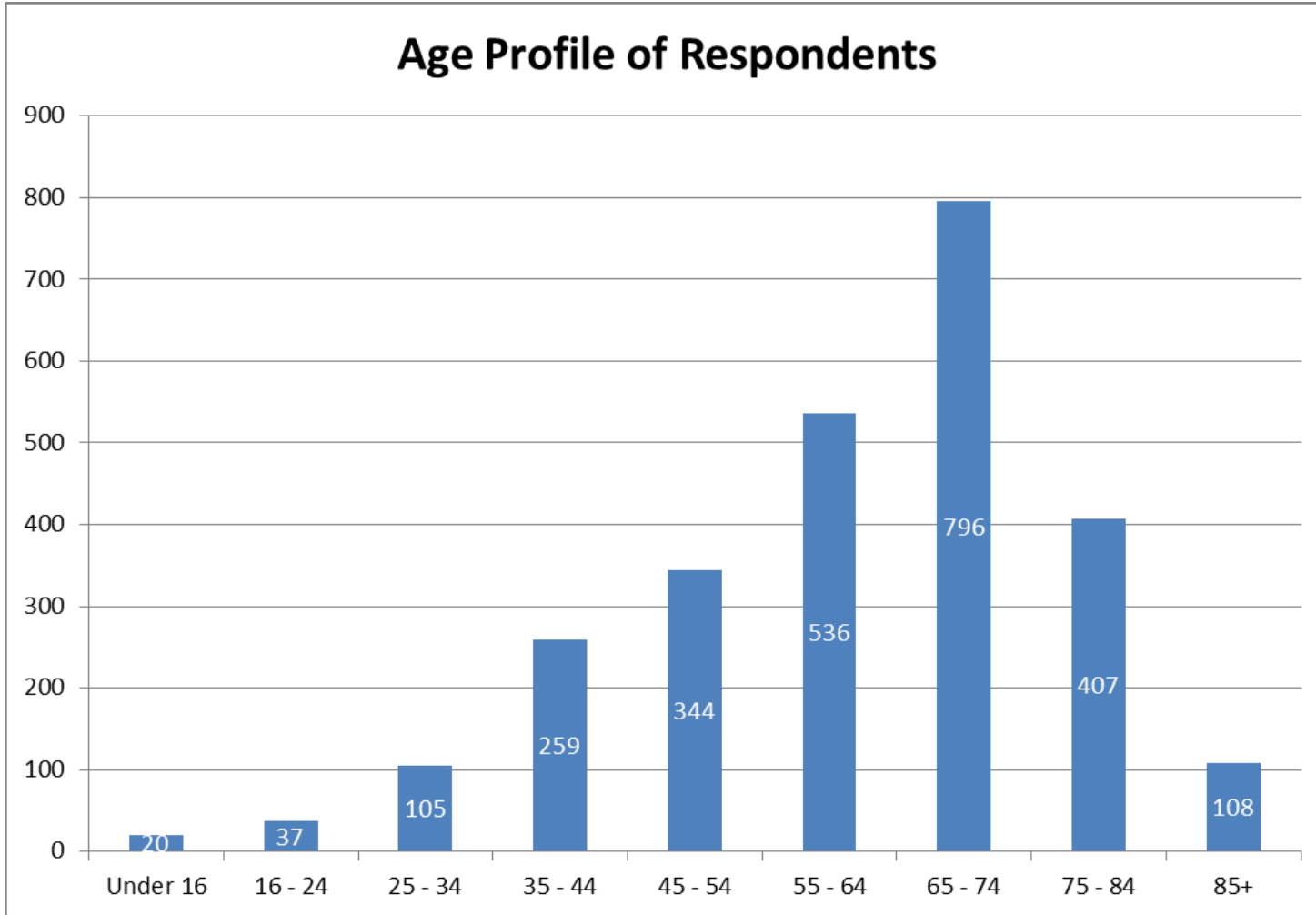
3.3.2   Figure 3.2 shows a distinct trend of those who completed the survey increasing with age up to the age of 75, with those over 65 accounting for 50% of all respondents.

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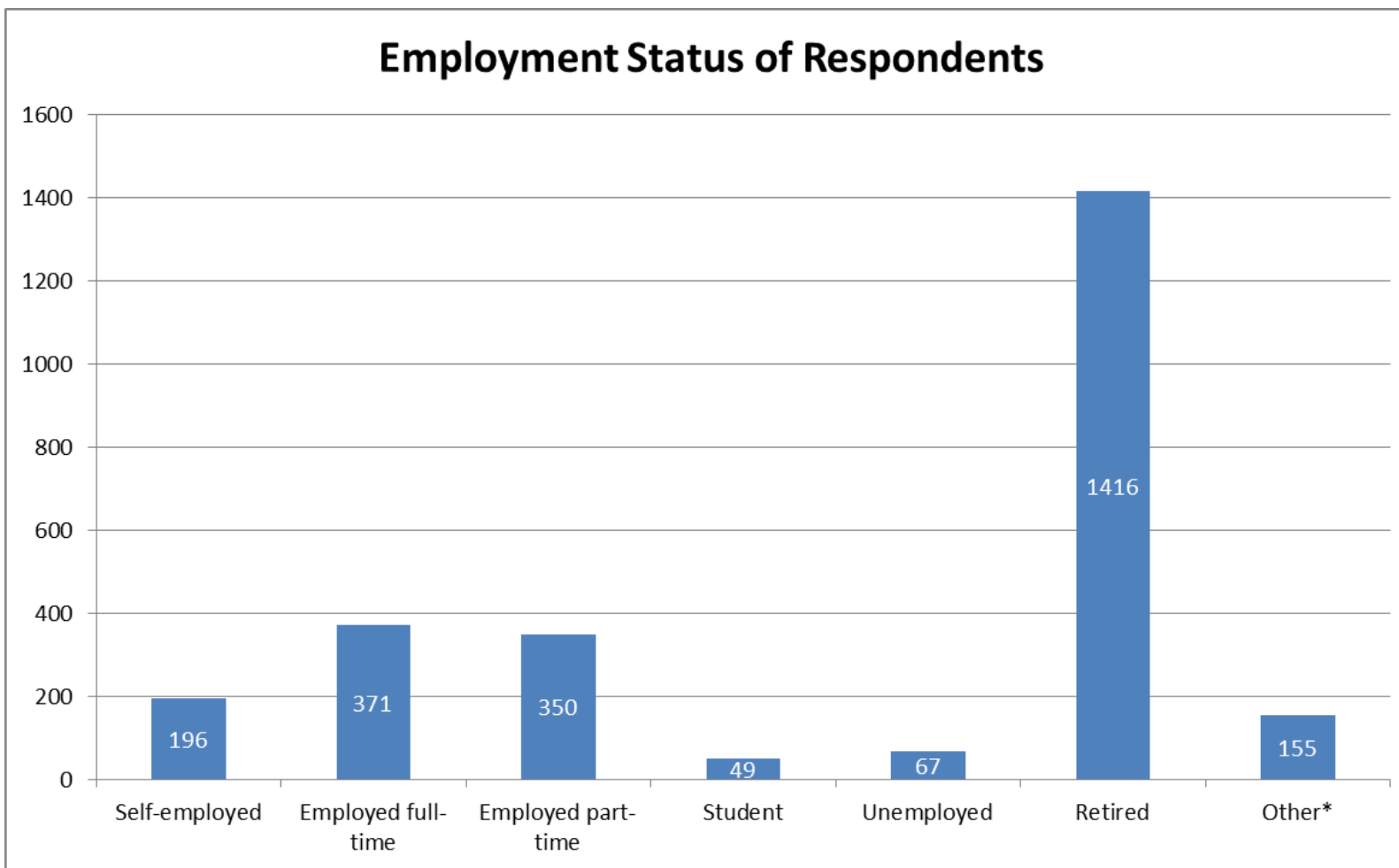
3.4.3   Figure 3.3 shows that retired persons form the largest proportion of respondents, accounting for 54% of all respondents. Relatively small numbers of students and unemployed people make use of the service, based on this survey, although it should be noted that young people are under-represented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

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

24   54

2,736

- Yes, myself
- Yes, someone else on my behalf
- No
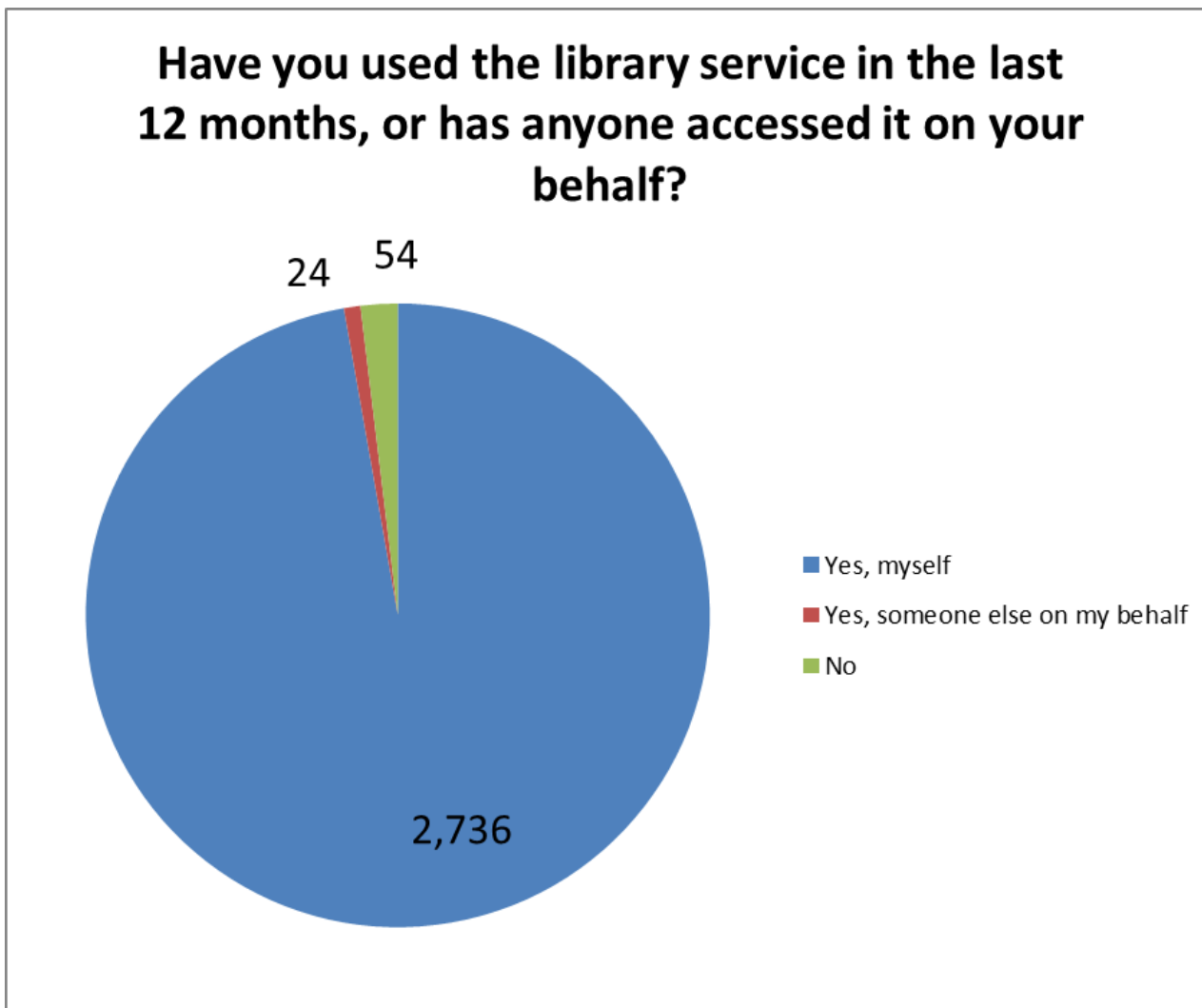
4.2.2 97% of respondents to the question had used the library personally in the last 12 months, while a further 1% had someone else access the service on their behalf. 2% stated that they had not used the Service in the past year; given the fact that distribution of paper copies of the survey was principally 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.

Which of the following best describes why you use the service?

Reason	Responses
For leisure and enjoyment	2462
For education/training	669
Finding out about other local/central government services	629
Other*	569
To support a child/young person's learning and enjoyment (16yrs and under)	560
Socialising	326
My job/business	276
Health	272
Job seeking	155
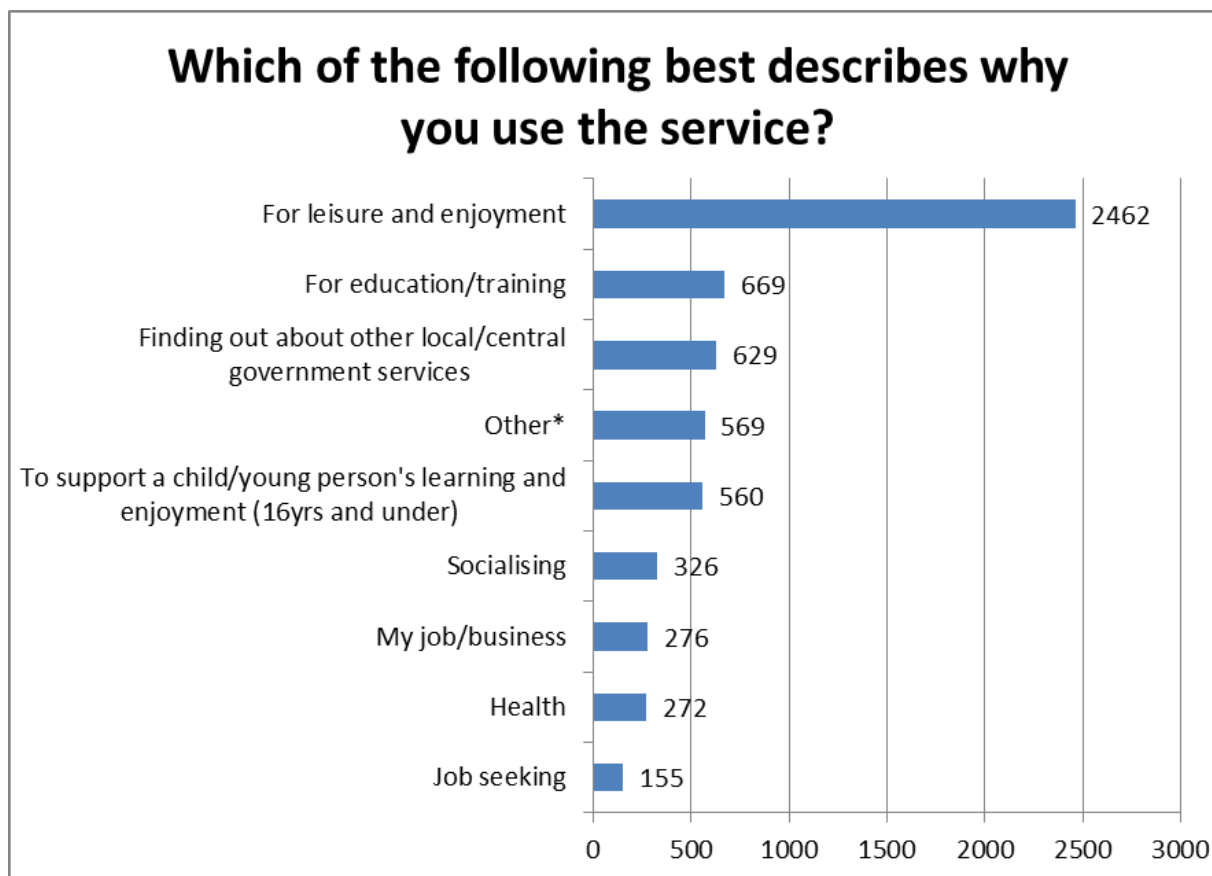
4.3.3   By far the most common reason for using the Library and Information Service was for leisure and enjoyment, accounting for 42% of all replies. Education & training and to find out about government services were the next highest reasons, each with 11% of responses. Supporting child and young person 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.

Which of the following best describes why you currently do not access the service?

Reason	Number of Respondents
I didn't know that I could access library services online	23
Library opening hours are not convenient for me	22
I don't need to use the library services currently provided	21
Other*	18
I don't have time	17
I don't have access to a computer or mobile device to use the E-library services	15
The libraries' locations are not convenient for me	9
I have difficulty visiting my library for health reasons	5

Number of Respondents

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.

What do you think are the most important services that should be provided?

Service	Responses
Materials for adults to borrow for leisure and enjoyment	2720
Materials for children and young people to borrow	2070
Computers and Wi-Fi for finding out about and applying for services	1872
Reference materials that people use to look up information	1835
Events to encourage children and young people to read	1697
Materials for adults to borrow for other reasons (e.g. literacy, health)	1537
Quiet spaces where people can read or study	1356
Advice and training to help people learn new skills or look for jobs	809
Information points where you can ask about local services and jobs	769
Events for adults (e.g. talks by authors, reading groups etc.)	533
Spaces that can be rented out by local groups and businesses	154

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.

How often do you visit the library?

Frequency	Responses
Daily	36
Once or twice a week	1165
Fortnightly	803
Once a month	332
Every Six Months	173
Less Often	124
Never	68
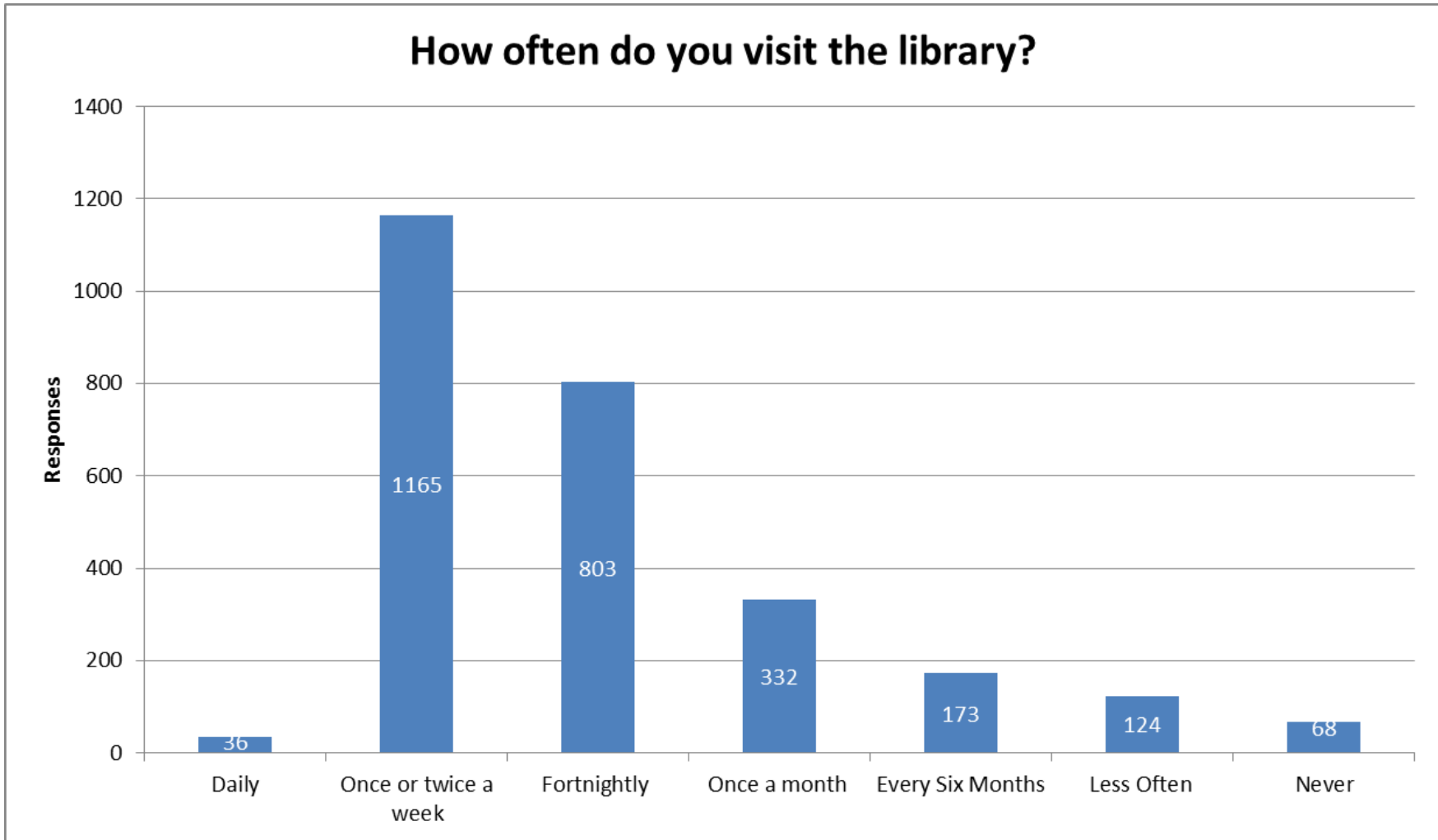
5.2.2 Most respondents, around 73%, visit the library between once or twice a week and once a fortnight. Only 1% of respondents use the library on a daily basis. Results are broadly consistent across libraries although a number of the smaller libraries have a lower proportion of frequent visitors.

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.

What time of day do you usually visit the library?
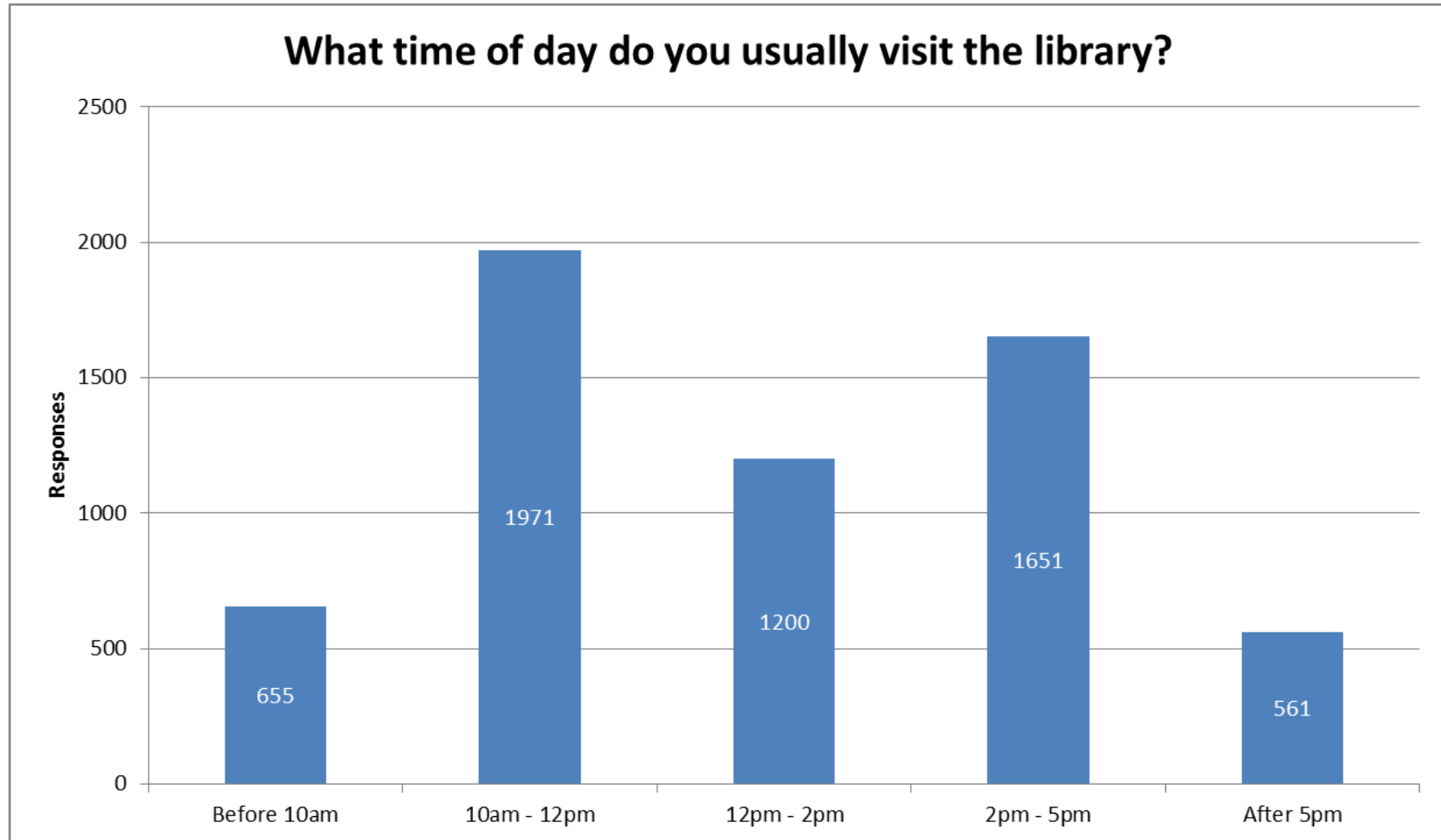
5.3.2   Most noticeable from Figure 5.3 is the low proportion of visits before 1000 and after 1700, accounting for 20% of total visits. By contrast, the daytime periods of 1000 – 1200 and 1400 – 1700 are by far the most popular with 33% and 27% of total visits respectively. Once again, there is a high 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.

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

- 497 16.7% — Question not answered
- 380 12.8% — No, existing or alternative
- 2,093 70.5% — Yes, existing or alternative

Legend:
- Yes, existing or alternative
- No, existing or alternative
- Question not answered
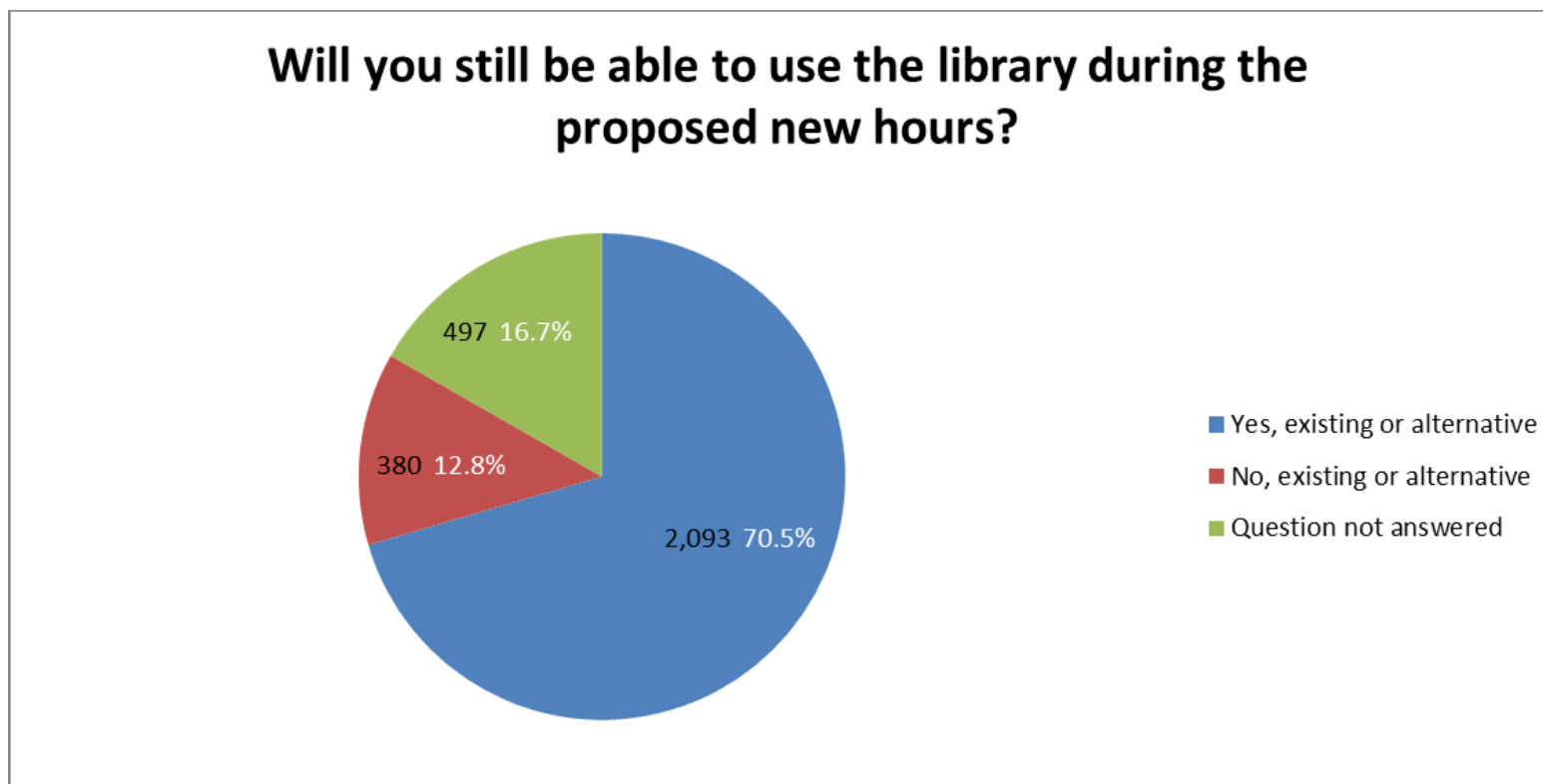
5.4.2 Figure 5.3 shows that just over 70% of survey respondents stated that they would continue to be able to visit the library and just fewer than 13% stated that they would not. Almost 18% of survey respondents did not answer this question. If they are taken out of the analysis, Figure 5.4 shows the 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.

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

380 15.4%

2,093 84.6%

■ Yes, existing or alternative
■ No, existing or alternative

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.

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

Legend: ■ Yes - still able to use   ■ No

Library	Yes	No
Battle	104	18
Bexhill	307	68
Crowborough	140	19
Eastbourne	303	78
Forest Row	27	6
Hailsham	112	18
Hampden Park	48	5
Hastings	86	17
Heathfield	123	13
Hollington	38	12
Langney	56	16
Lewes	208	55
Mayfield	23	3
Newhaven	54	13
Ore	46	11
Peacehaven	53	15
Pevensey Bay	9	3
Polegate	72	13
Ringmer	42	19
Rye	98	11
Seaford	243	51
Uckfield	149	23
Wadhurst	28	11
Willingdon	42	6

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.

Respondents stating they would be unable to use the library during the proposed new hours by time of day of use

Time of Day	Number of Responses
Before 10am	138
10am - 12pm	194
12pm - 2pm	125
2pm - 5pm	220
After 5pm	209
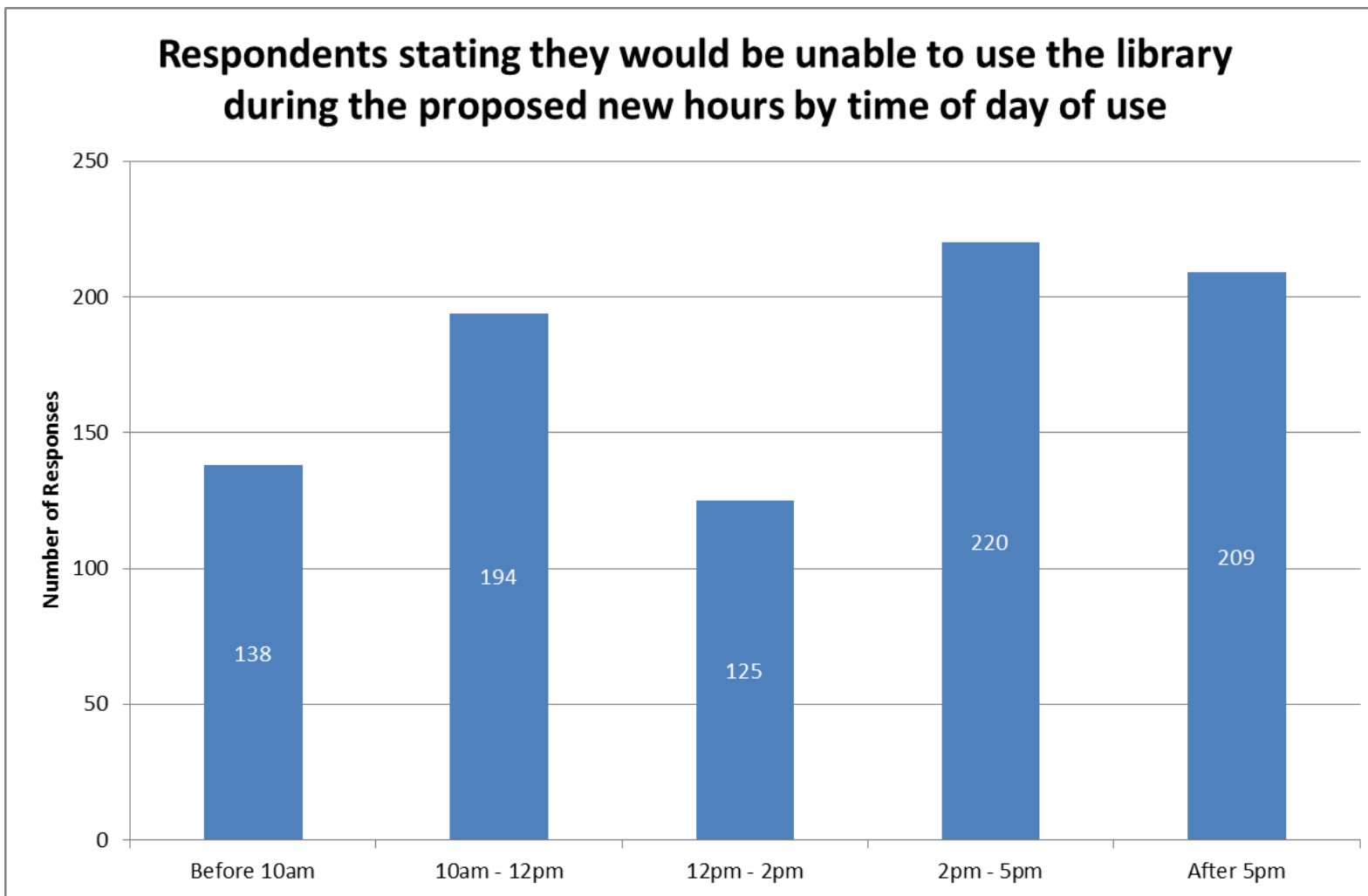
5.5.4   Figure 5.6 shows a relatively consistent number of respondents affected in the mid-morning, afternoon and evening time periods, and relatively fewer affected before 10am and at lunchtime. In percentage terms, more of the evening respondents are affected (37%) followed by those visiting before 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.

Respondents stating they would be unable to use the library during the proposed new hours by age
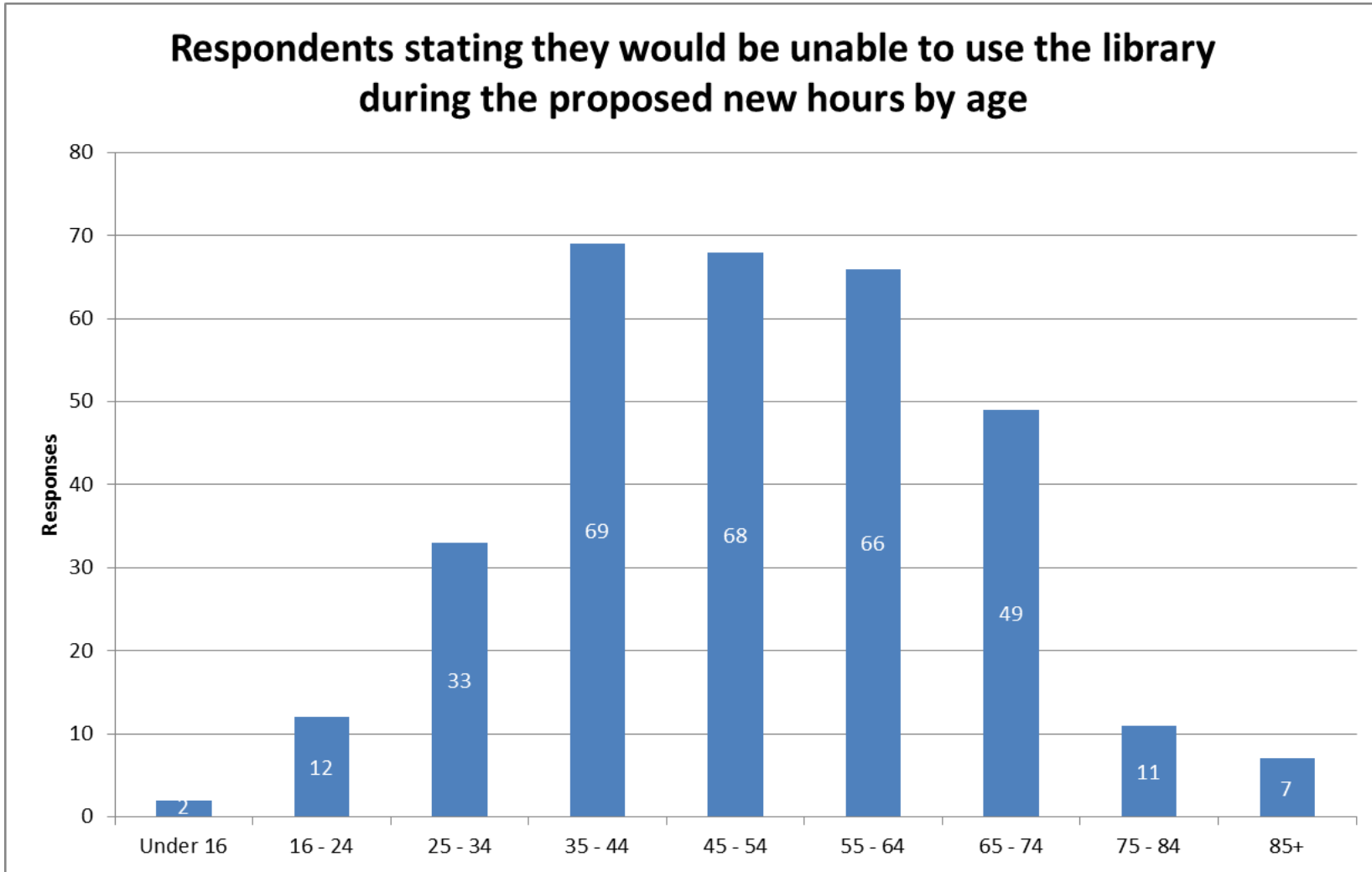
5.5.7   Figure 5.7 shows that greatest absolute impact is on respondents in the 35 – 64 age group, with relatively low numbers of respondents affected in the under 35 and over 75 groups. In percentage terms, however, the greatest impact is on 16 – 34 year olds, with around 30% affected; respondents over 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.

Respondents stating they would be unable to use the library during the proposed new hours by employment status

Employment status	Responses
Self-employed	34
Employed full-time	101
Employed part-time	66
Student	8
Unemployed	7
Retired	69
Other*	32
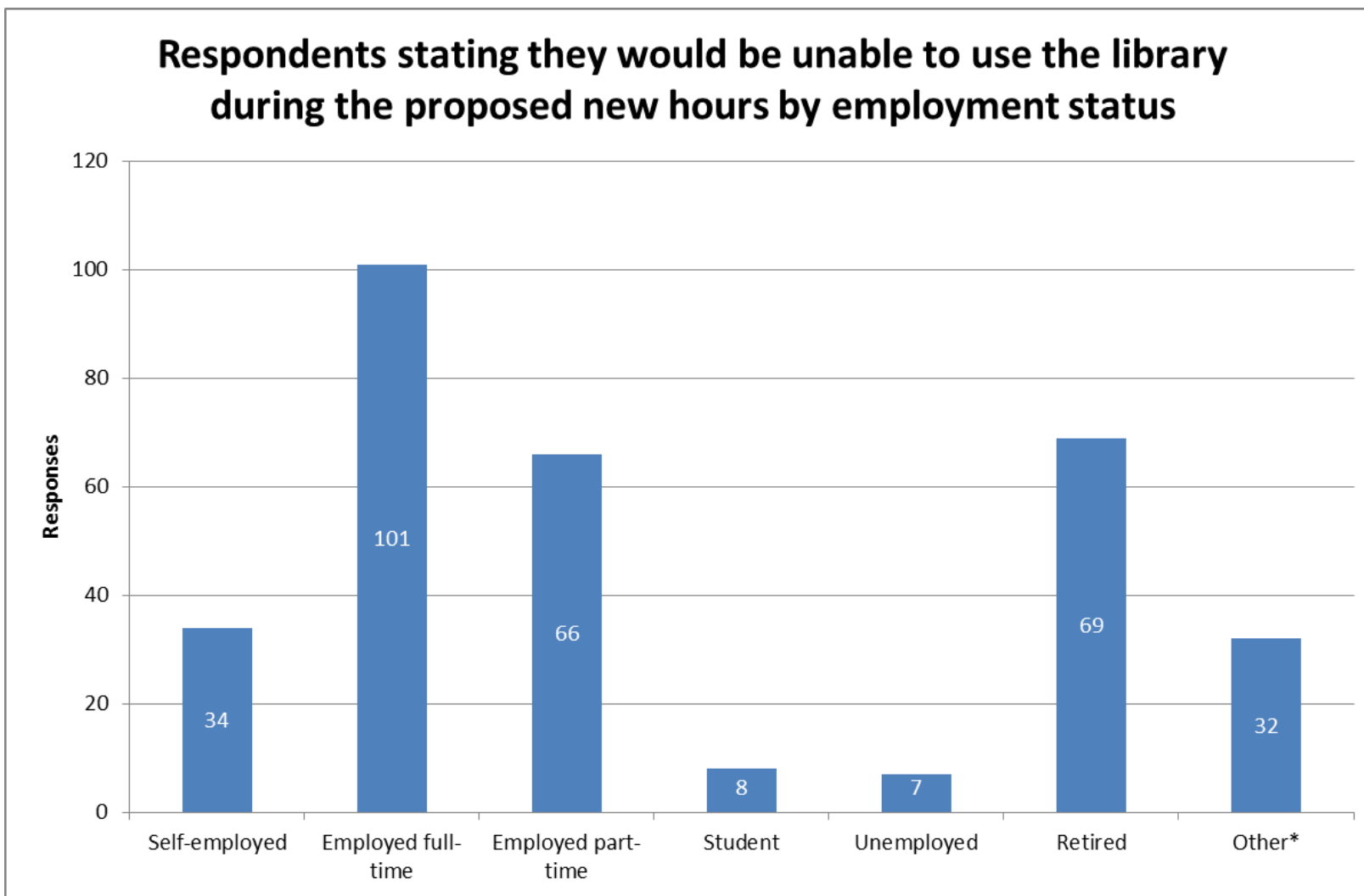
5.5.10   The greatest impact, in absolute and relative terms, is on respondents who are in full time employment. This group accounts for 32% of all those affected, followed by retired persons (22%) and part time workers (21%). Only a small number of students and unemployed people stated that they would 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.

Would you have access to an alternative library?

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.

Which of the following best describes why you use the service?

Legend:
- Other*
- My job/business
- Health
- Finding out about government services
- Socialising
- Supporting under 16's learning and enjoyment
- For leisure and enjoyment
- For education/training
- Job seeking
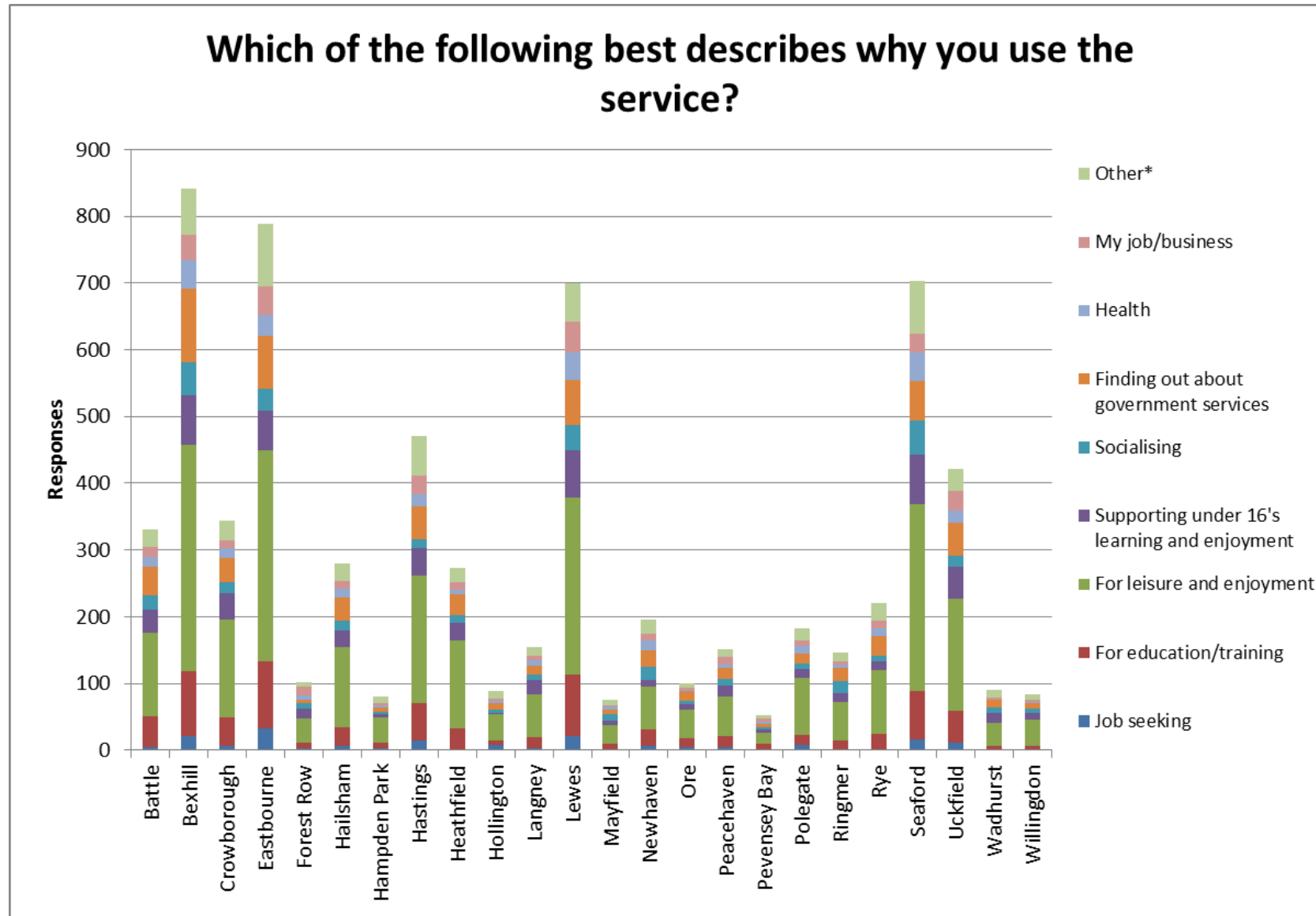
Figure A.2: Reasons Given for Using the Library and Information Service (Percentage Responses by Individual Library)
This Figure shows the purposes respondents stated that they had for using the Library and Information Service, in percentage terms by individual library. The total number of responses to this question was 6.879.

Which of the following best describes why you use the service?
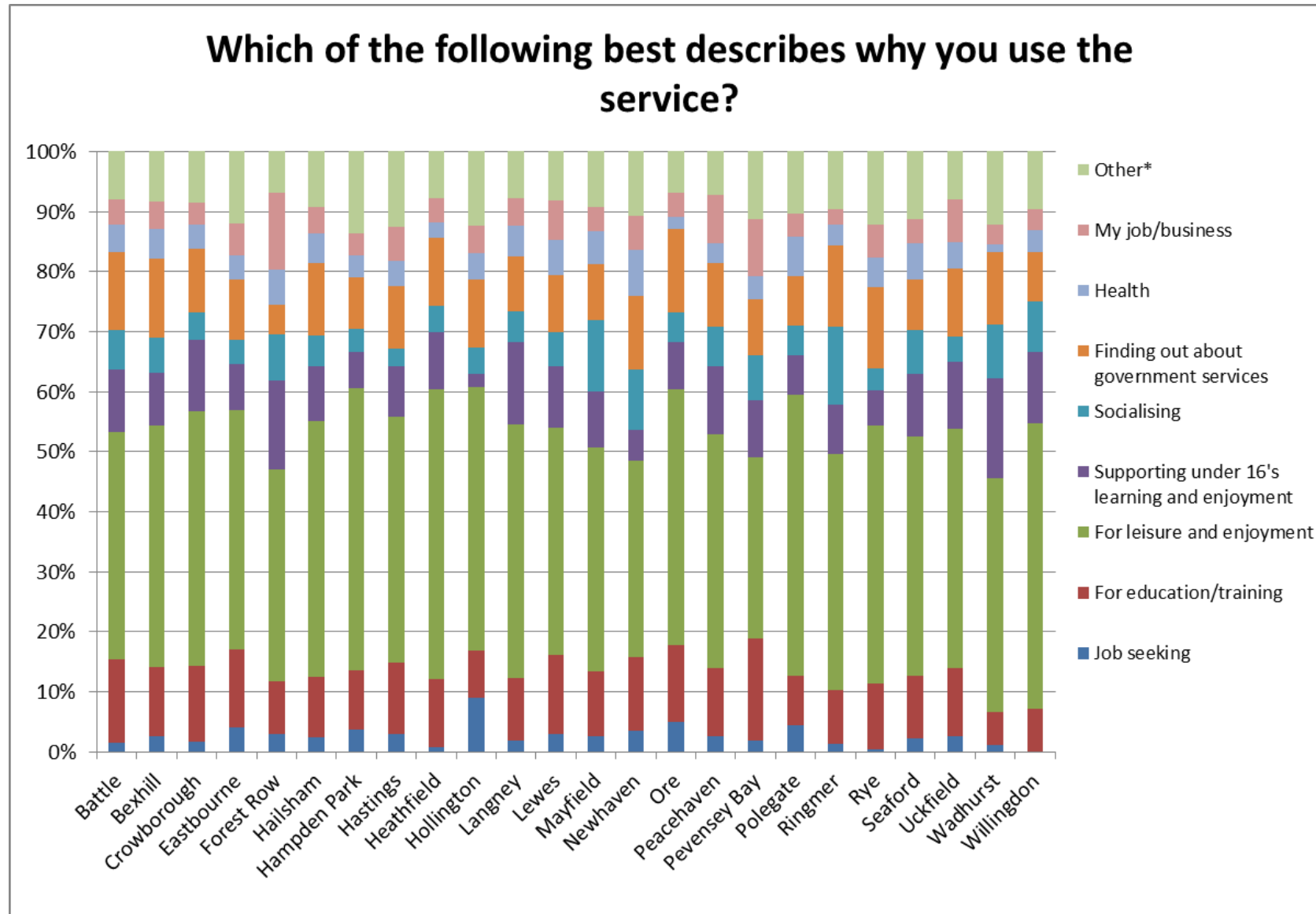
A.1.2   Figure A.2 clearly shows the relative consistency of responses across libraries.

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.

What do you think are the most important services that should be provided?

Legend:
- Spaces that can be rented out by local groups and businesses
- Reference materials that people use to look up information
- Quiet spaces where people can read or study
- Materials for children and young people to borrow
- Materials for adults to borrow for other reasons (e.g. literacy, health)
- Materials for adults to borrow for leisure and enjoyment
- Information points where you can ask about local services and jobs
- Events to encourage children and young people to read
- Events for adults (e.g. talks by authors, reading groups etc.)
- Advice and training to help people learn new skills or look for jobs
- Computers and Wi-Fi for finding out about and applying for services

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.

What do you think are the most important services that should be provided?

Legend:
- Spaces that can be rented out by local groups and businesses
- Reference materials that people use to look up information
- Quiet spaces where people can read or study
- Materials for children and young people to borrow
- Materials for adults to borrow for other reasons (e.g. literacy, health)
- Materials for adults to borrow for leisure and enjoyment
- Information points where you can ask about local services and jobs
- Events to encourage children and young people to read
- Events for adults (e.g. talks by authors, reading groups etc.)
- Advice and training to help people learn new skills or look for jobs
- Computers and Wi-Fi for finding out about and applying for services

A.1.4   Again, the results show a high degree of consistency across libraries.

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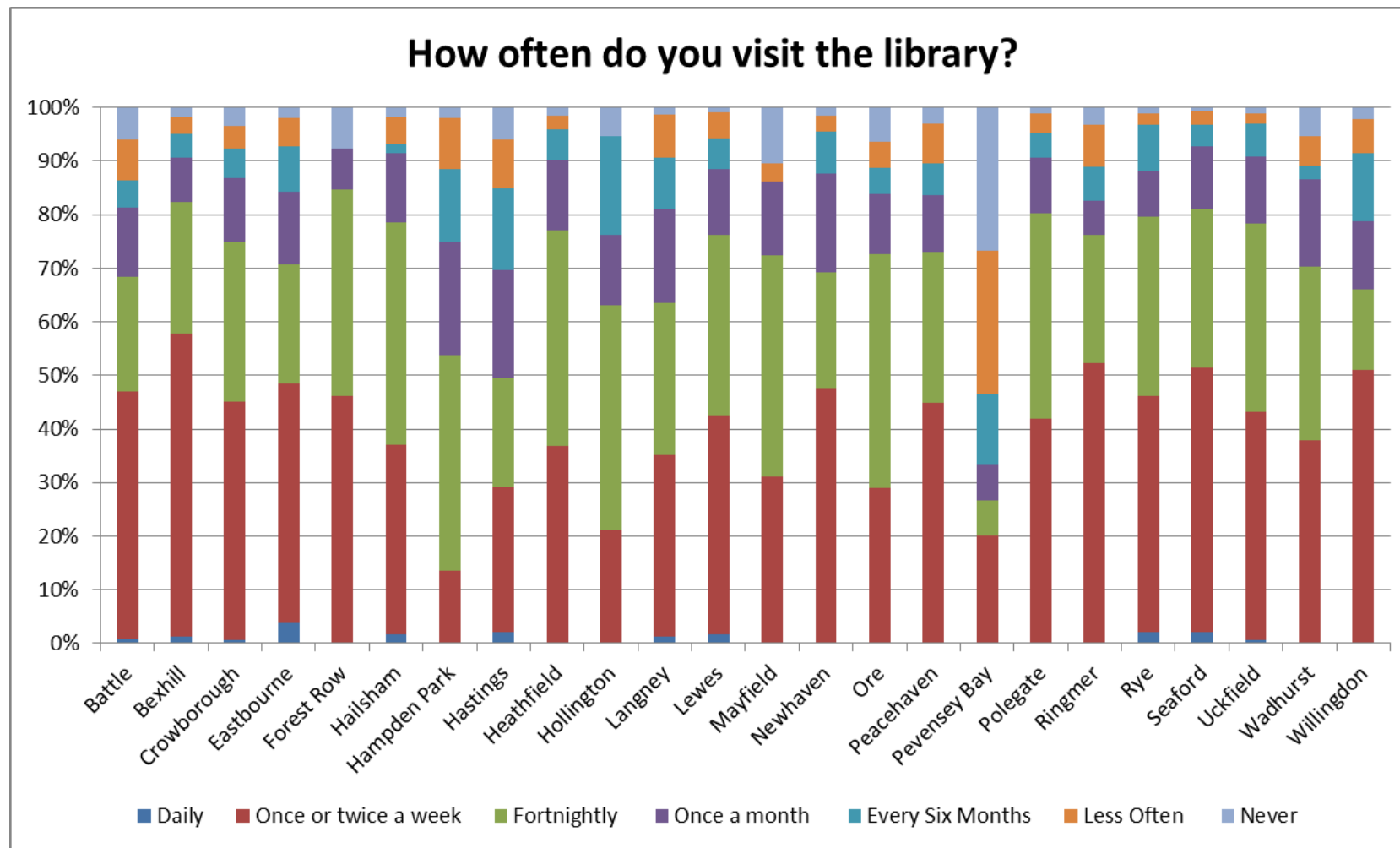
A.1.6   Most respondents, around 73%, visit the library between once or twice a week and once a fortnight with results broadly consistent across libraries although a number of the smaller libraries have a lower proportion of frequent visitors, e.g. Hampden Park, Ore and Pevensey Bay.

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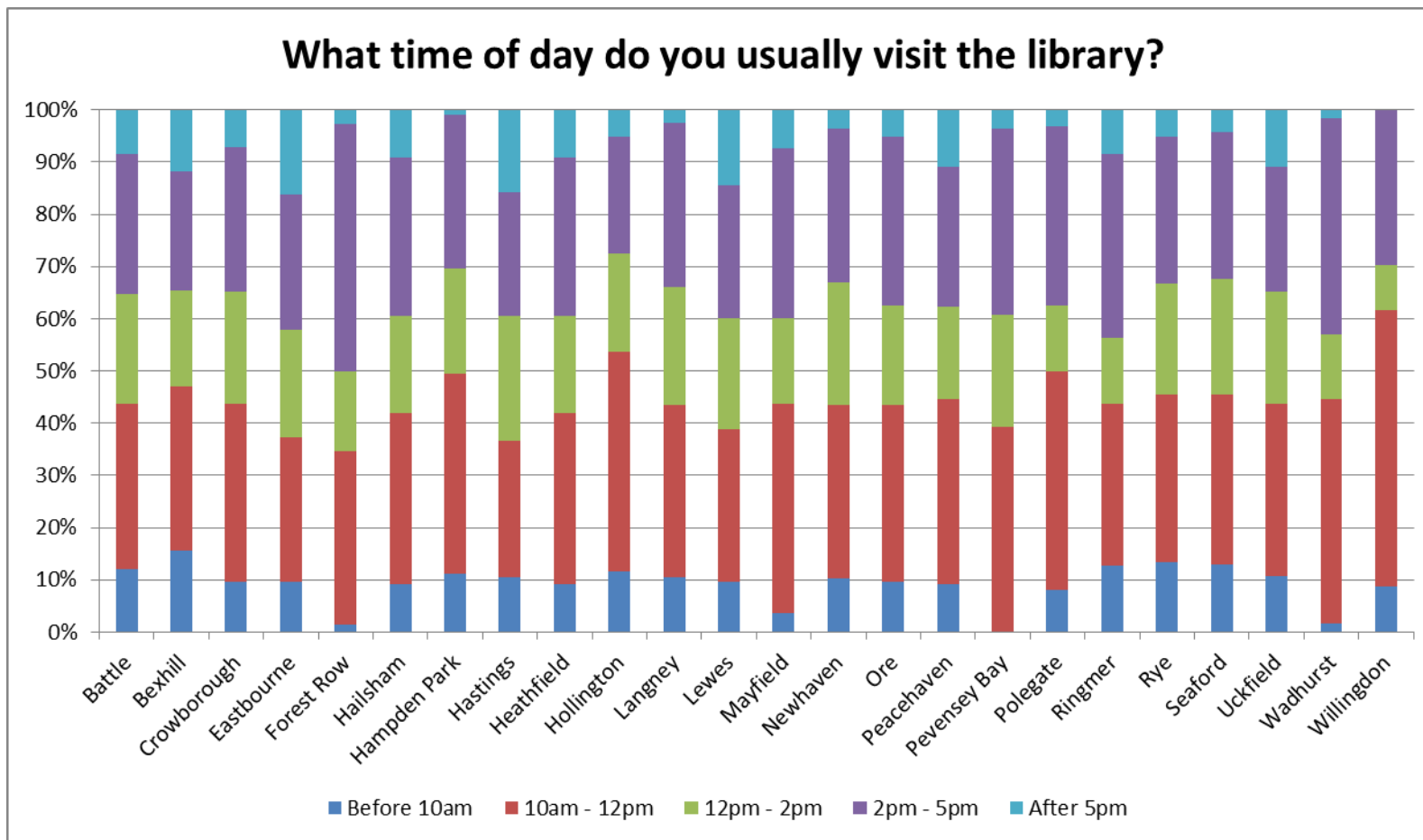
A.1.8   Individual library results largely reflect the overall position shown in Figure 5.3 of the main report with the daytime periods of 1000 – 1200 and 1400 – 1700 by far the most popular.

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.
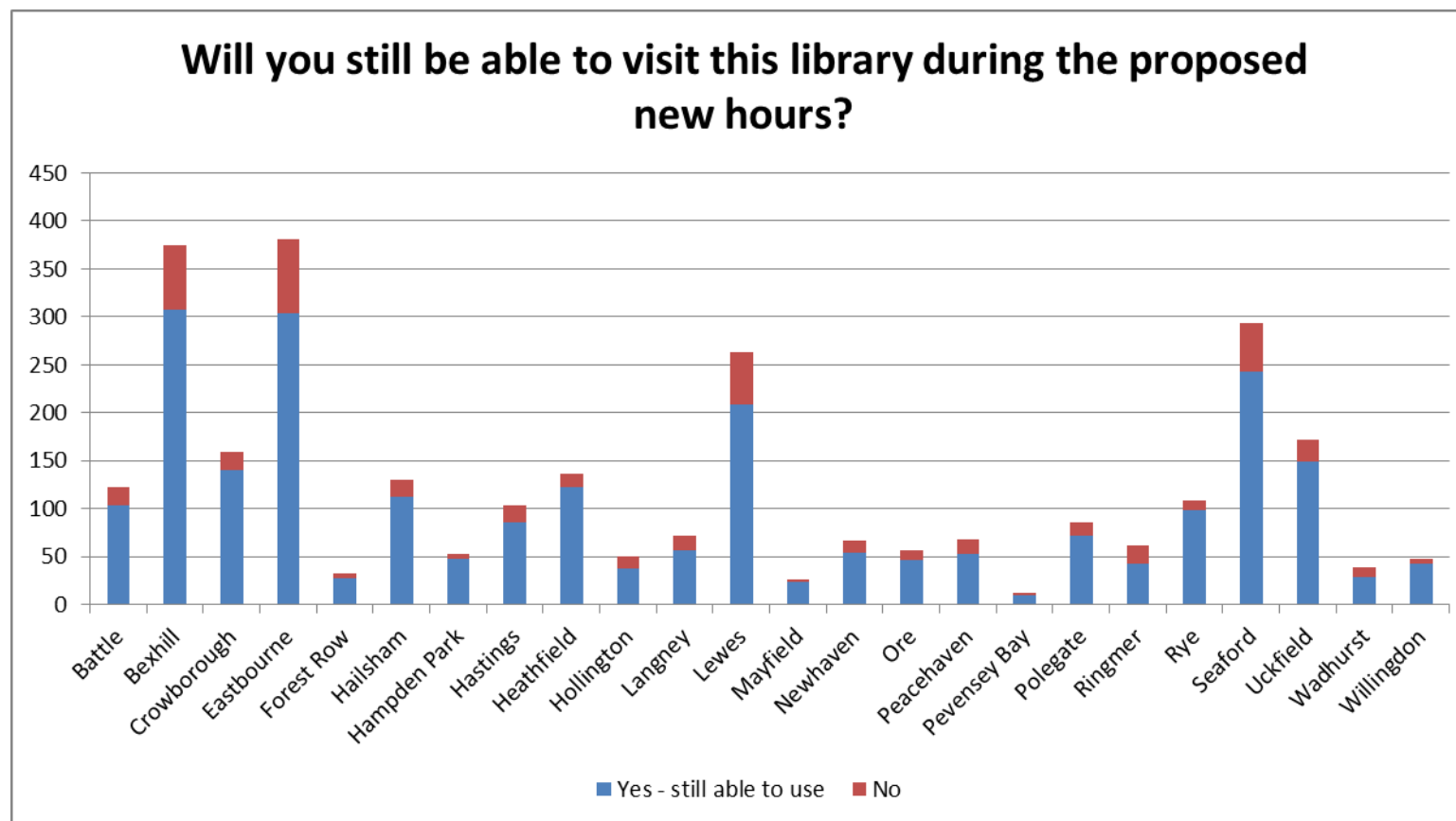
Impact of Proposed Opening Hours by Time Period

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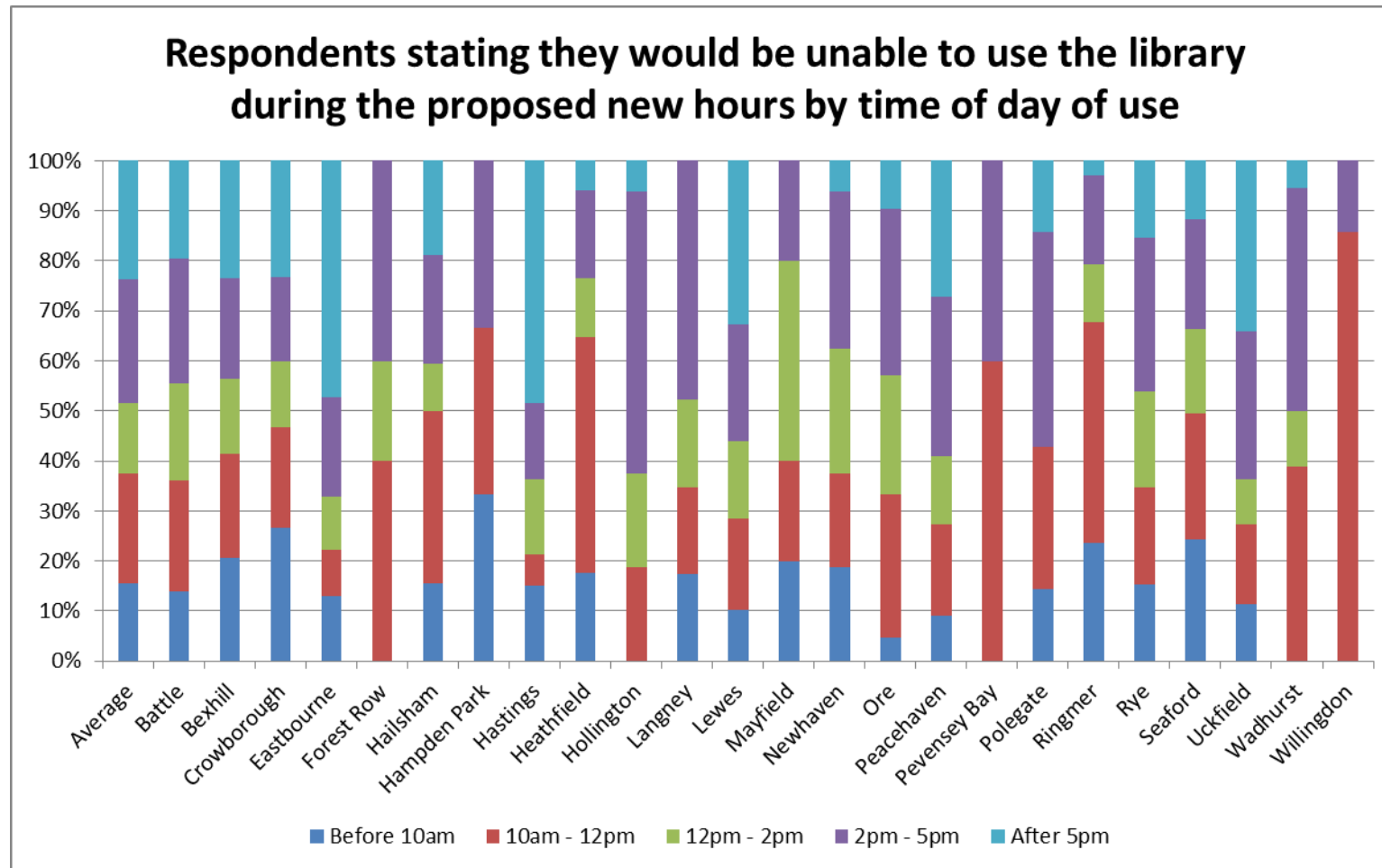
A.2.3 With the proposals for opening hours focused on the core 1000 – 1700 day, it is unsurprising that the greatest proportion of respondents affected are in the early morning (before 1000) and evening periods. The numbers of respondents affected by changes to evening opening are particularly high at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

Respondents stating they would be unable to use the library during the proposed new hours by age

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.


Respondents stating they would be unable to use the library during the proposed new hours by age

Legend: Under 16 | 16 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | 75 - 84 | 85+
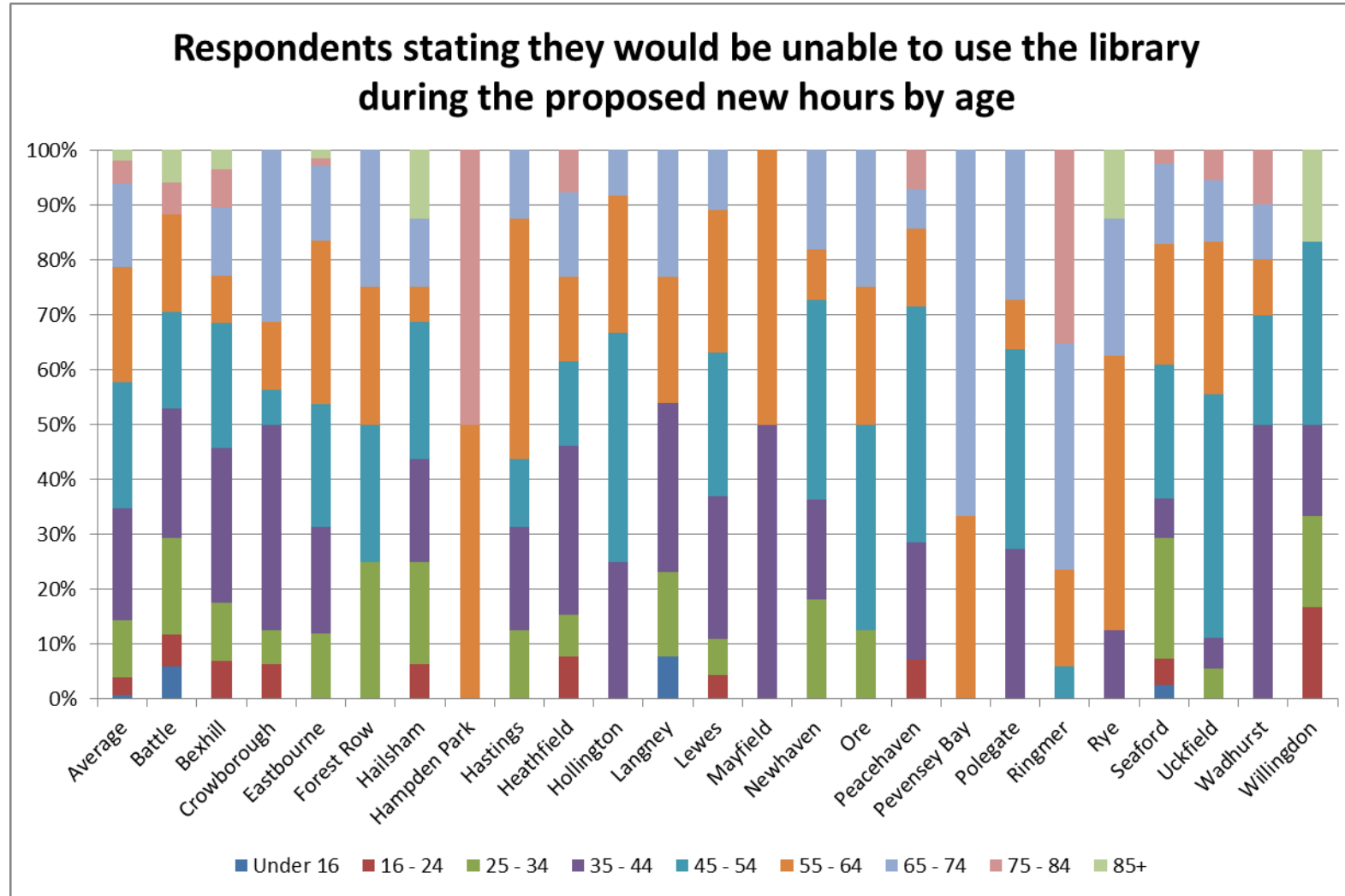
A.2.5   The highest numbers of respondents who stated that they would be unable to access the library with the proposed opening hours are in the 35 – 64 years age groups. Overall, this accounts for 64% of those who stated they would be affected. There is, however, a wide variation between libraries: 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.

Respondents stating they would be unable to use the library during the proposed new hours by employment status
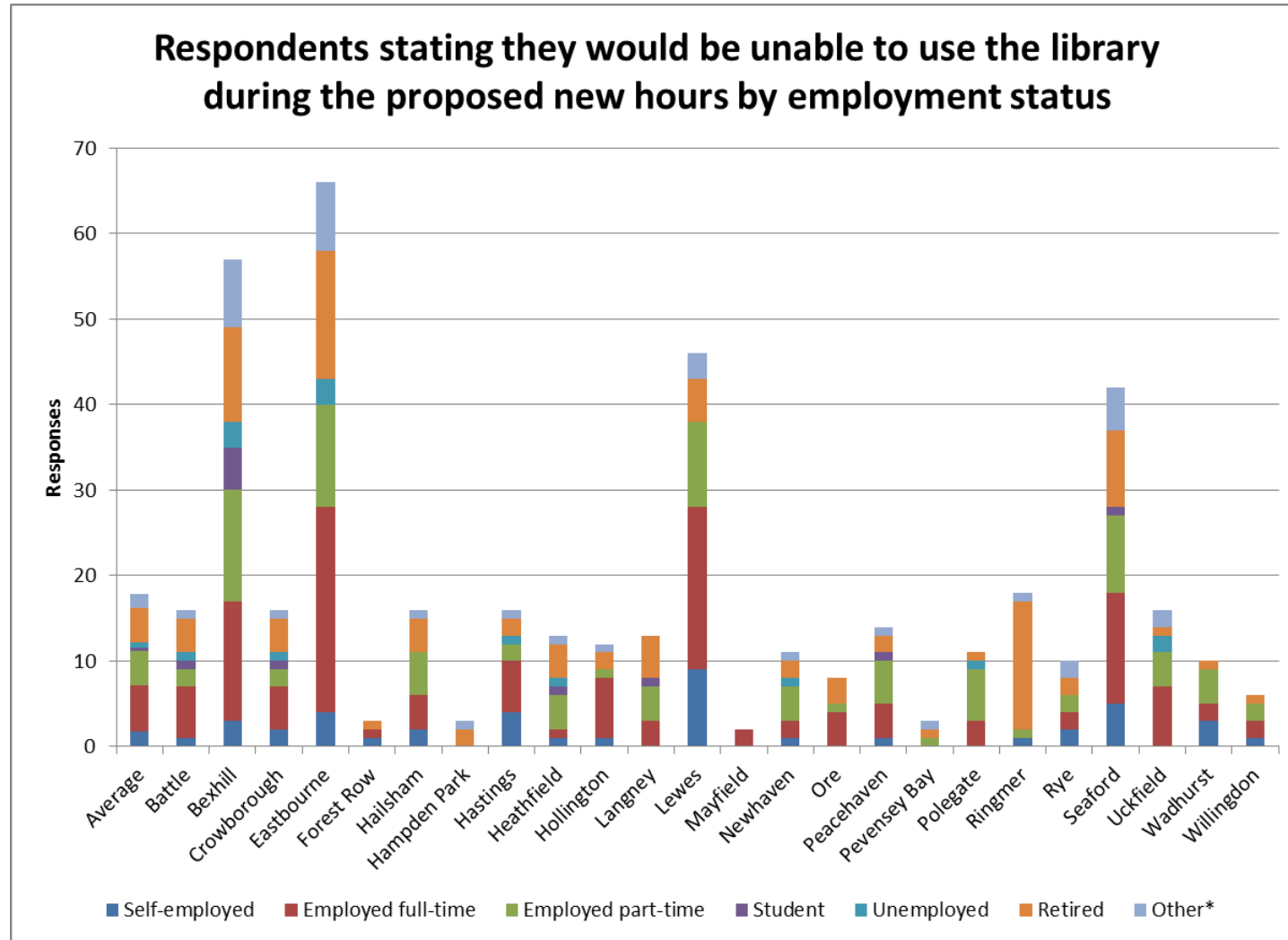
Figure A.12: Percentages of Respondents Unable to Visit Libraries with Proposed Opening Hours (by Employment Status).
This Figure shows, in percentage terms, the employment status of library visitors to each library by those who stated that they would be unable to visit the library with the proposed 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.

Respondents stating they would be unable to use the library during the proposed new hours by employment status

Legend: Self-employed, Employed full-time, Employed part-time, Student, Unemployed, Retired, Other*
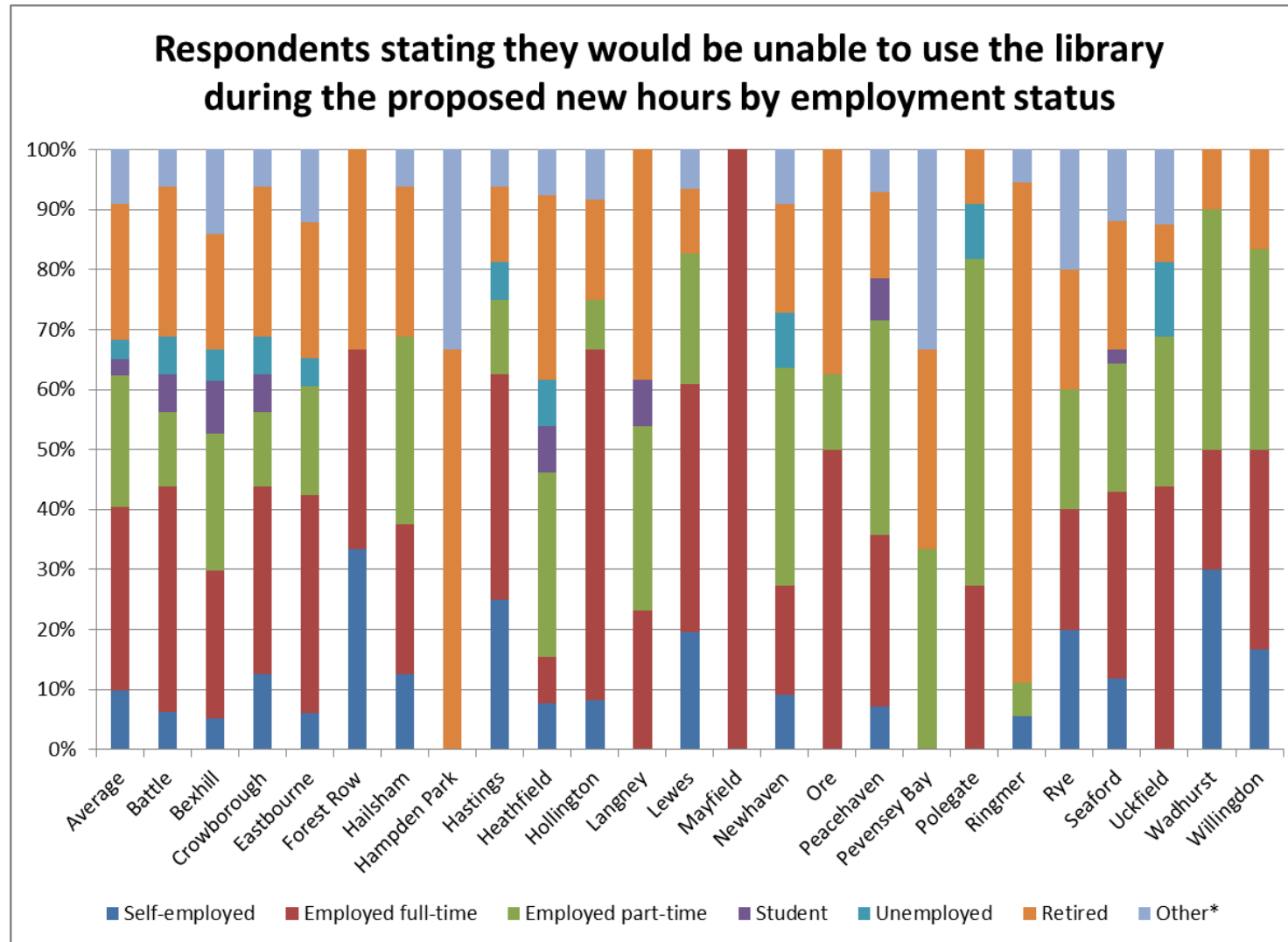
A.2.7   The figures show that respondents in full time employment are the highest group in most cases, although there are variations with a lower proportion in some of the smaller libraries. There is a greater variation in the number of retired respondents affected, accounting for over two thirds of 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.
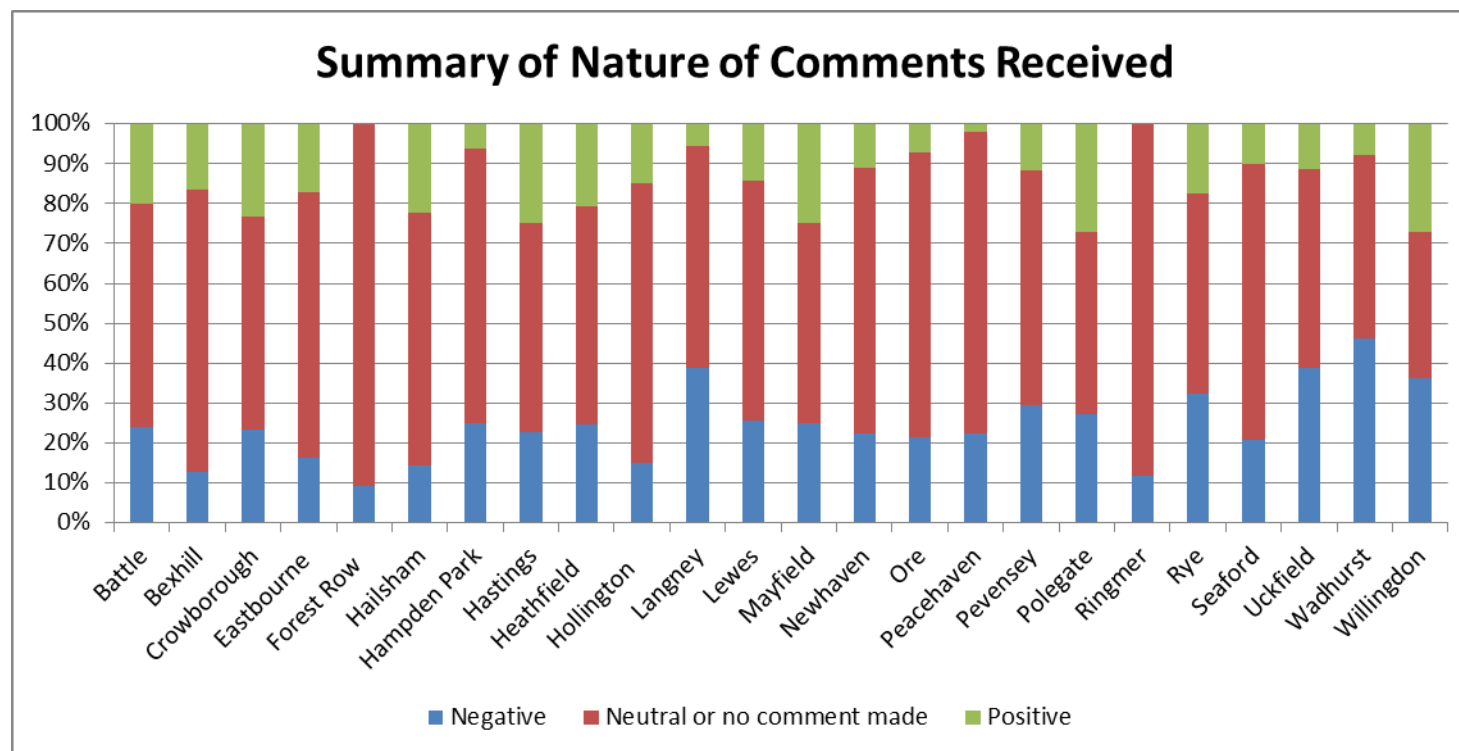
A.3.2   As the figure shows, most respondents had no comment or made neutral comments about the proposals, together accounting for 77% of respondents.

Appendix B

Opening Hours Consultation Questionnaire

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Libraries Consultation

Opening Hours Consultation

eastsussex.gov.uk/haveyoursay

11 January to 3 April 2016

East Sussex
County Council

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 the 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.. ☐   Finding out about other local/central government   services...................................... ☐

For education/training .... ☐

For leisure and enjoyment .... ☐   Health.. ☐

To support a child/young person's learning and enjoyment (16yrs and under) .... ☐   My job/business .... ☐

Other*... ☐

Socialising.. ☐

*Other, please specify:

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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.. I ☐

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... I ☐

don't have access to a computer or mobile device to use the E-library services .... I ☐

didn't know that I could access library services online .... ☐

Other*   .... ☐

*Other, please specify:

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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 <u>five most important services</u> 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 .... ☐	Hampden Park ... ☐	Mayfield .... ☐	Ringmer.............. ☐
Bexhill............... ☐	Hastings .... ☐	Newhaven .... ☐	Rye..................... ☐
Crowborough...... ☐	Heathfield .... ☐	Ore .... ☐	Seaford............... ☐
Eastbourne......... ☐	Hollington .... ☐	Peacehaven .... ☐	Uckfield .... ☐
Forest Row......... ☐	Langney.............. ☐	Pevensey Bay..... ☐	Wadhurst........... ☐
Hailsham .... ☐	Lewes .... ☐	Polegate .... ☐	Willingdon.......... ☐

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

Daily .... ☐	Every six months.. ☐
Once or twice a week.................................... ☐	Less often .... ☐
Fortnightly .... ☐	Never* .... ☐
Once a month .... ☐	

*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 .... ☐	12pm - 2pm .... ☐	After 5pm .... ☐
10am - 12pm .... ☐	2pm - 5pm .... ☐	

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

Yes .... ☐   No* .... ☐

  *If no, please tell us why

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

Yes .... ☐   No .... ☐

Q12   Do you have any other comments you would like to make about the proposal for this library?

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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 .... ☐	Hampden Park ... ☐	Mayfield.............. ☐	Ringmer............. ☐
Bexhill............... ☐	Hastings .... ☐	Newhaven .... ☐	Rye.................... ☐
Crowborough...... ☐	Heathfield .... ☐	Ore .... ☐	Seaford............. ☐
Eastbourne........ ☐	Hollington .... ☐	Peacehaven .... ☐	Uckfield .... ☐
Forest Row......... ☐	Langney.............. ☐	Pevensey Bay..... ☐	Wadhurst........... ☐
Hailsham .... ☐	Lewes .... ☐	Polegate .... ☐	Willingdon........... ☐

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

Daily .... ☐	Every six months .... ☐
Once or twice a week .... ☐	Less often .... ☐
Fortnightly .... ☐	Never* .... ☐
Once a month .... ☐	

*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 .... ☐	12pm - 2pm .... ☐	After 5pm .... ☐
10am - 12pm.................... ☐	2pm - 5pm .... ☐	

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

Yes .... ☐   No* .... ☐

*If no, please tell us why

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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?

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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 .... ☐	35 - 44 .... ☐	65 - 74 .... ☐	Prefer not to say. ☐
16 - 24 .... ☐	45 - 54 .... ☐	75 - 84 .... ☐	
25 - 34 .... ☐	55 - 64 .... ☐	85+ .... ☐	

Q15   Are you...?

Male .... ☐   Female .... ☐   Prefer not to say............... ☐

Q16   Which of the following best decribes you? *(Please tick one box only)*

Self-employed .... ☐   Unemployed .... ☐

Employed full-time .... ☐   Retired   .... ☐

Employed   part-time.. ☐   Other*.. ☐

Student.. ☐

 *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 .... ☐   No.................................... ☐   Prefer not to say............... ☐

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...................................... ☐   Long standing illness .... ☐

Mental health condition .... ☐   *Other... ☐

Sensory impairment.. ☐   Prefer not to say.. ☐

Learning disability .... ☐

*Other, please specify

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

White British..................... ☐   Mixed White and Asian ..... ☐   Black or Black British Caribbean.......................... ☐

White Irish........................ ☐   *Mixed Other .... ☐   Black or Black African .... ☐

White Gypsy/Roma .... ☐   Asian or Asian British Indian .... ☐   *Black Other .... ☐

White Irish Traveller .... ☐   Asian or Asian British Pakistani........................... ☐   Arab................................... ☐

*White Other .... ☐   Asian or Asian British Bangladeshi .... ☐   Chinese .... ☐

Mixed White and Black Caribbean......................... ☐   *Asian Other..................... ☐   Prefer not say................... ☐

Mixed White and Black African .... ☐   *Other ethnic group .... ☐

*Other ethnic group, please specify

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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............. ☐   Muslim .... ☐   Jewish .... ☐   *Other .... ☐

Hindu .... ☐   Buddhist .... ☐   Sikh .... ☐

*Other religion, please specify

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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.

East Sussex
County Council

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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