

Cabinet **19 July 2016**

Appendix 1 Consultation Analysis Report Summary

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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 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.

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.

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.

- 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).

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 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.

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.

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.

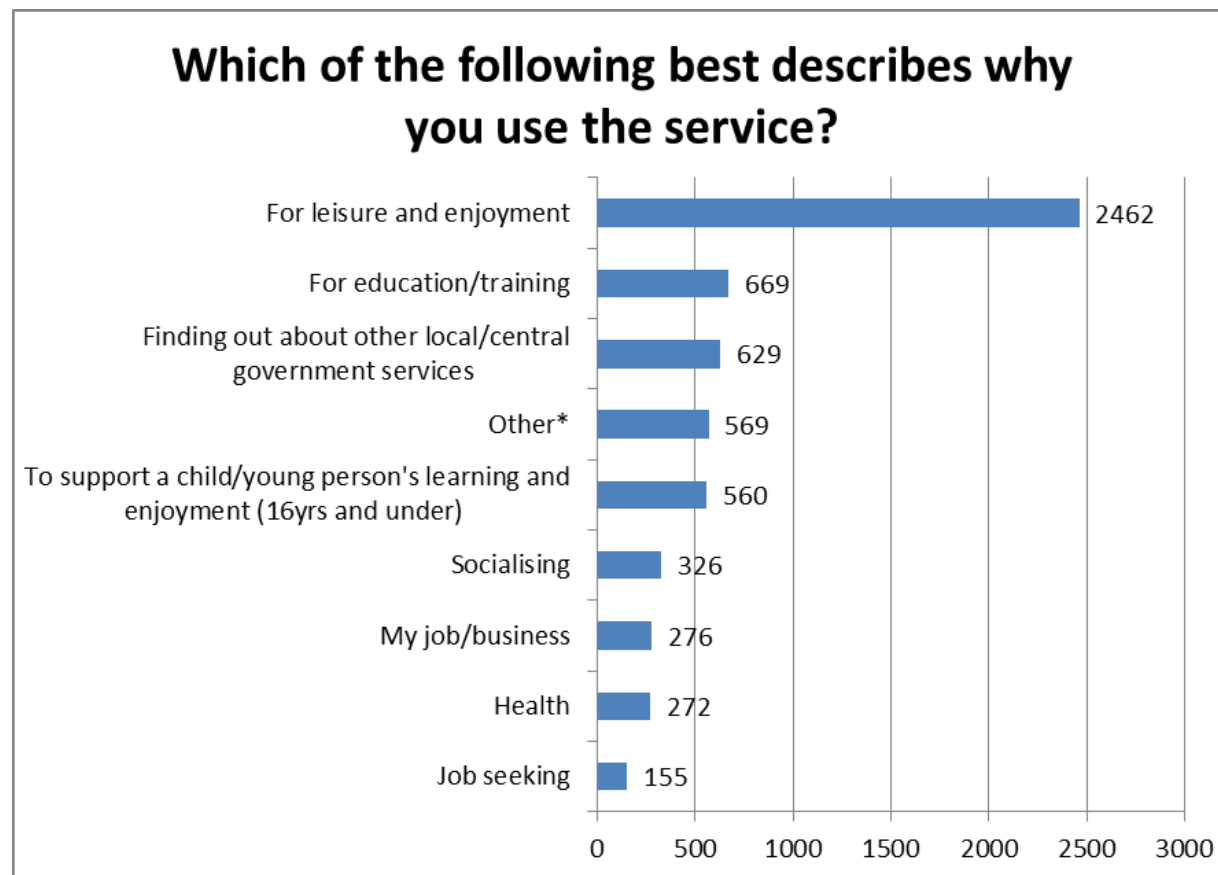


Figure 4.4: Services Rated as Most Important

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.

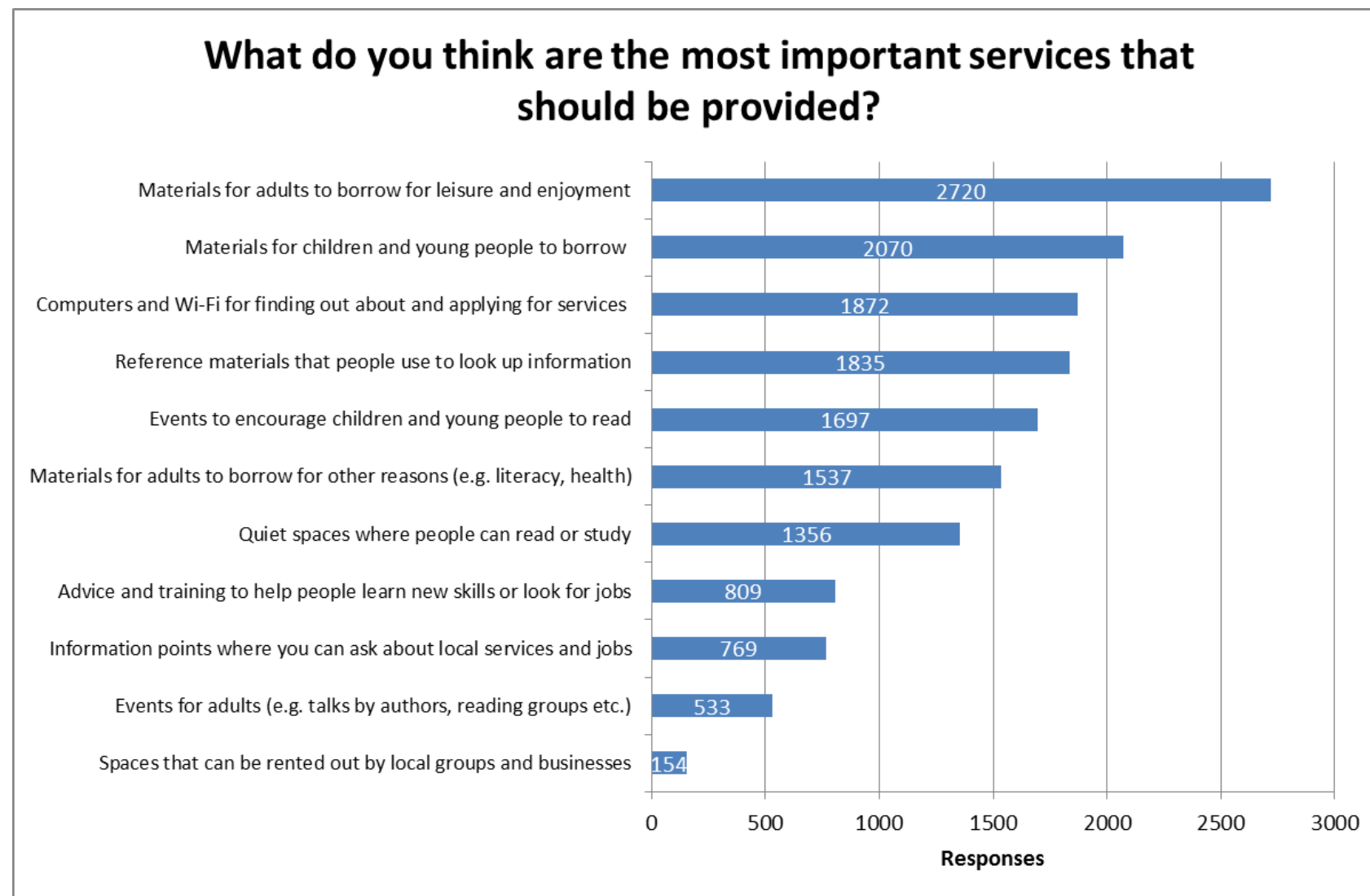


Figure 5.1: Frequency of Library Visiting

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.

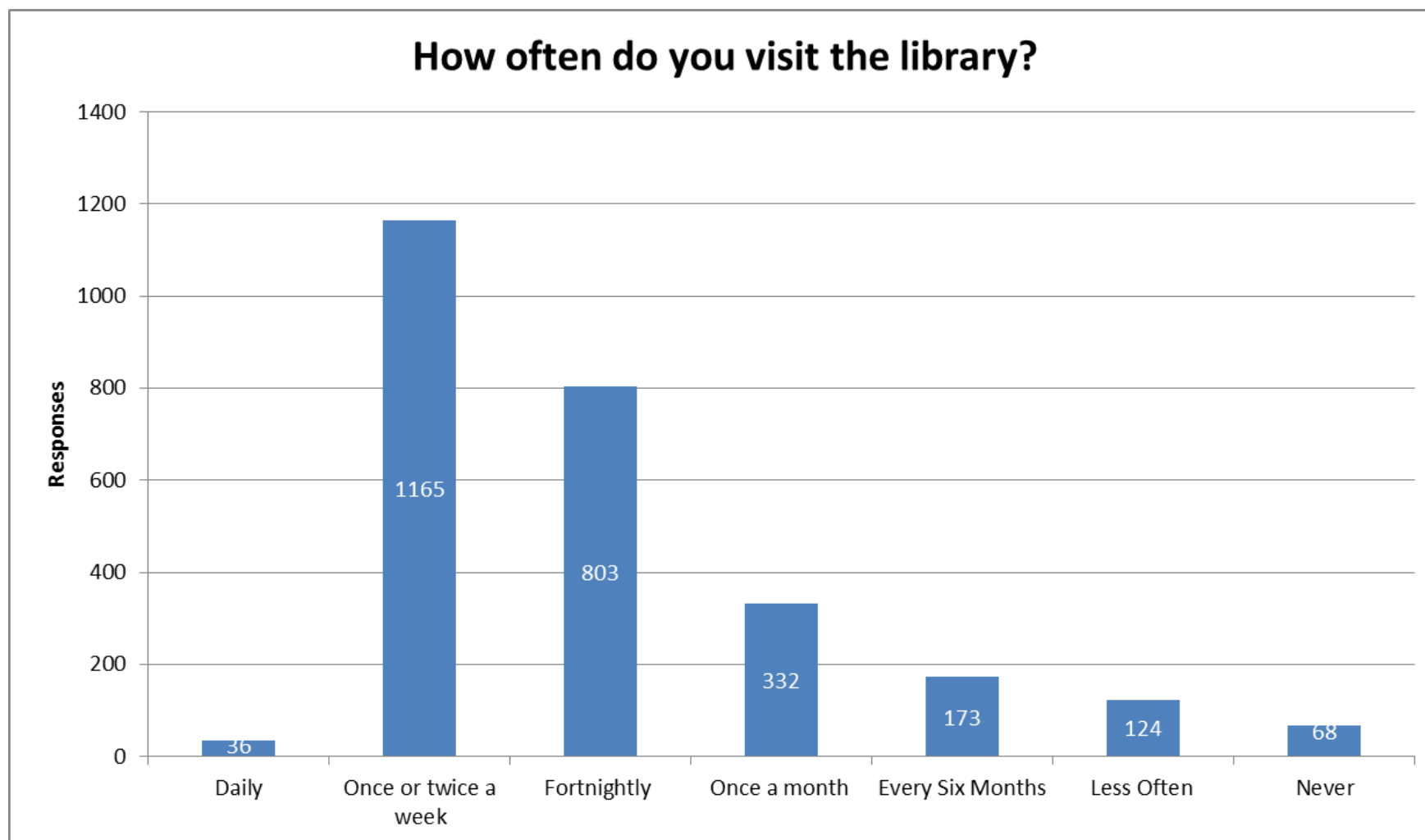


Figure 5.2: Times of Library Visiting

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.

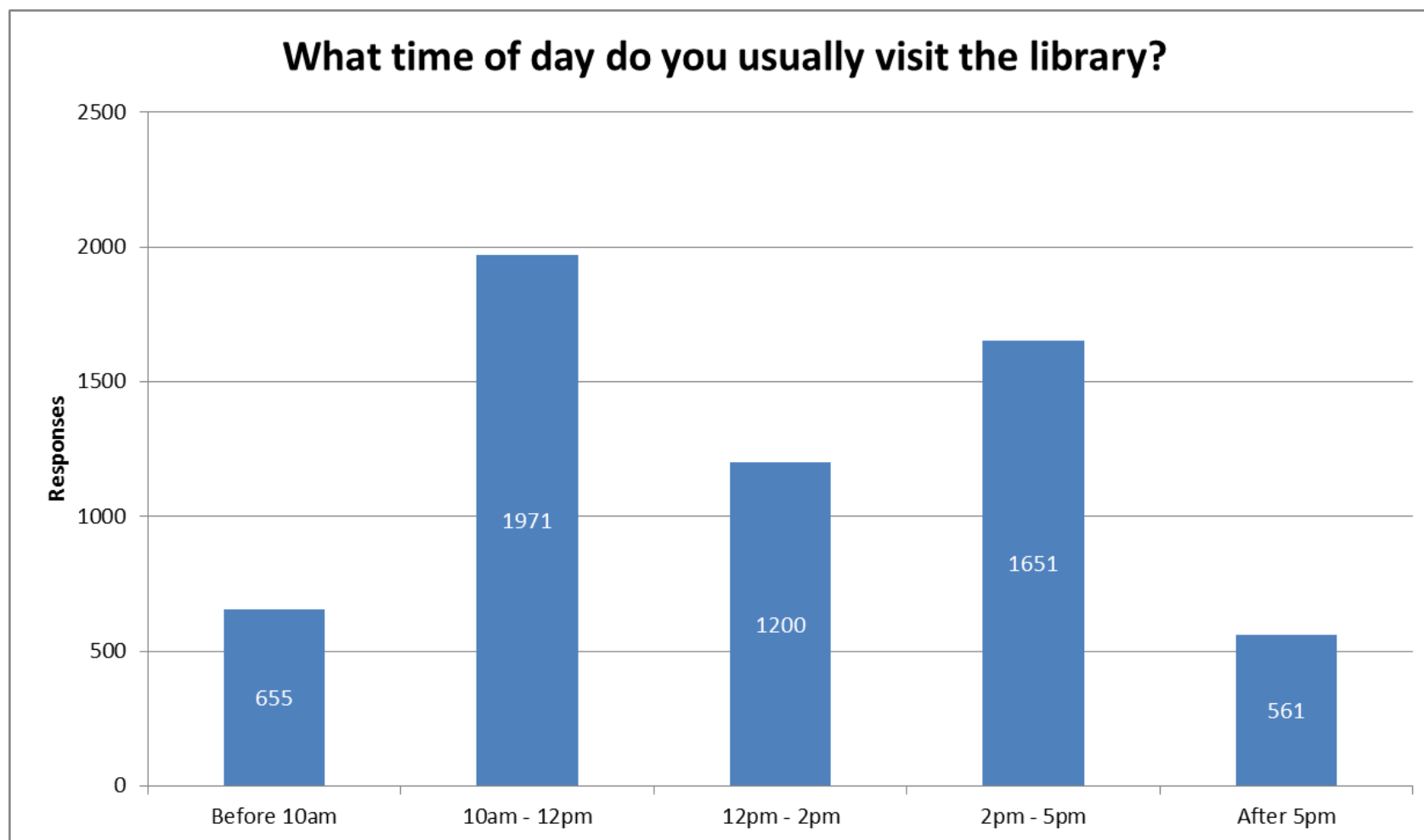


Figure 5.3: Ability to Continue to Visit the Library

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.

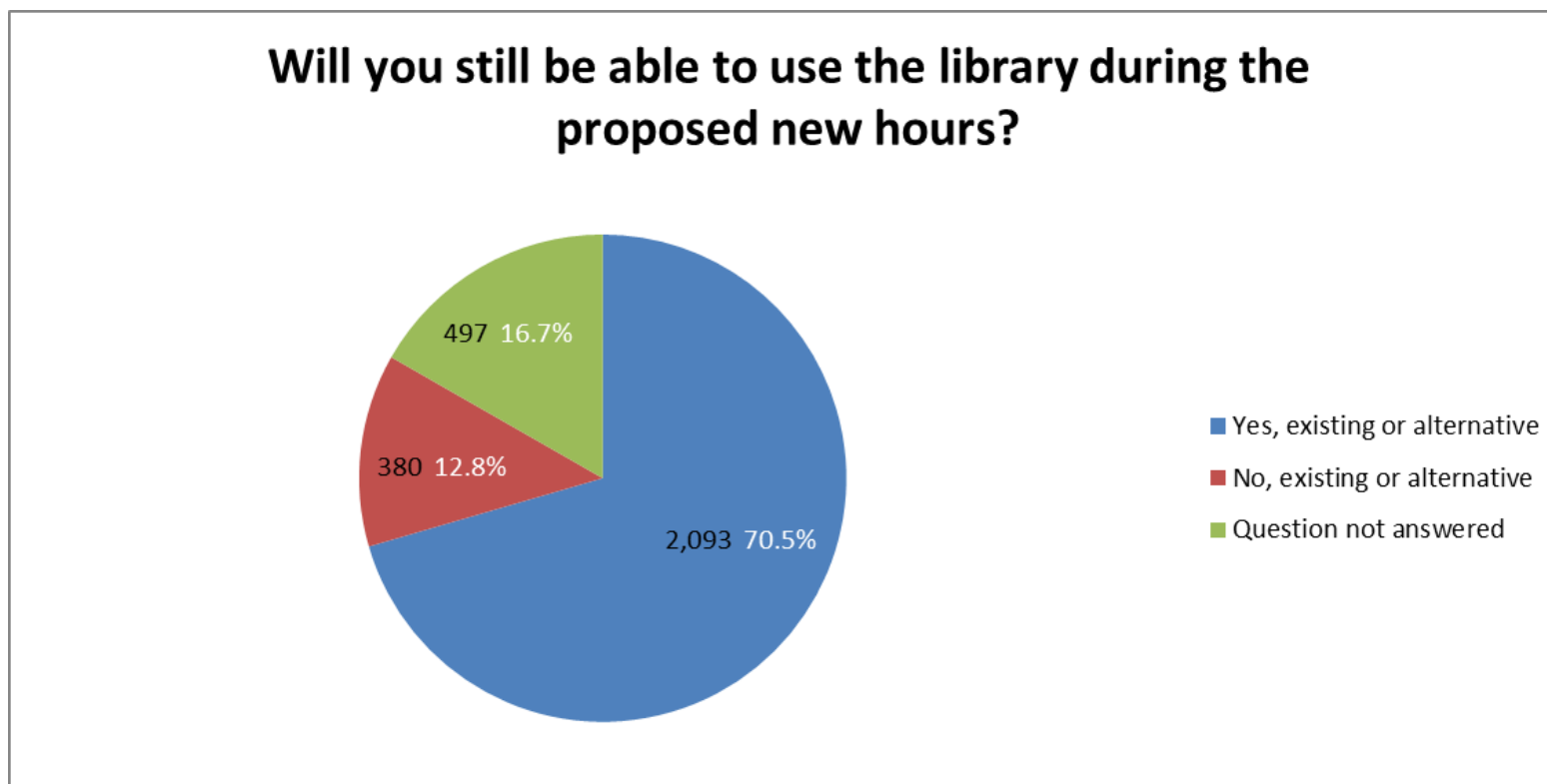


Figure 5.4: Ability to Continue to Visit the Library

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.

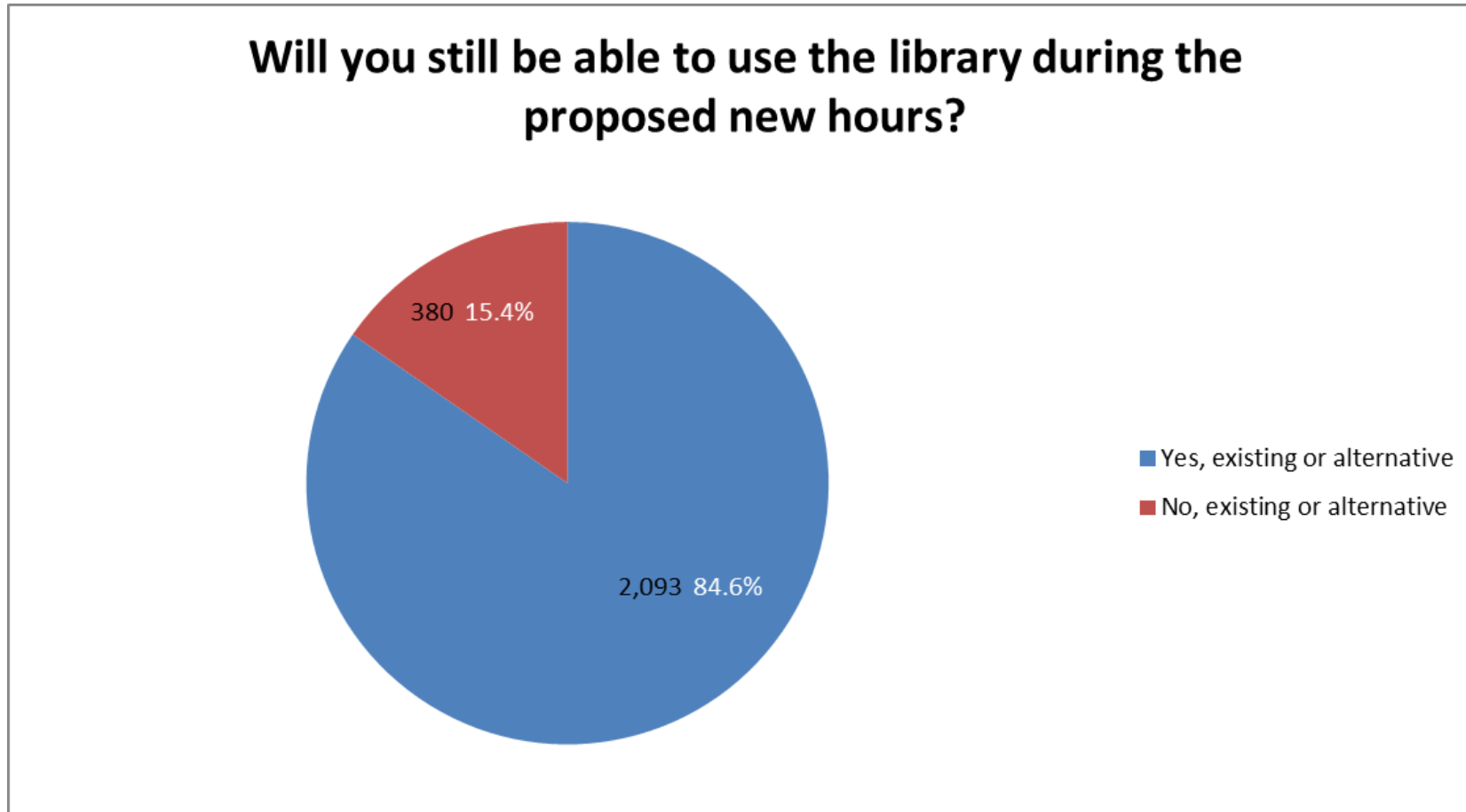


Figure 5.5: Ability to Continue to Visit the Library

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.

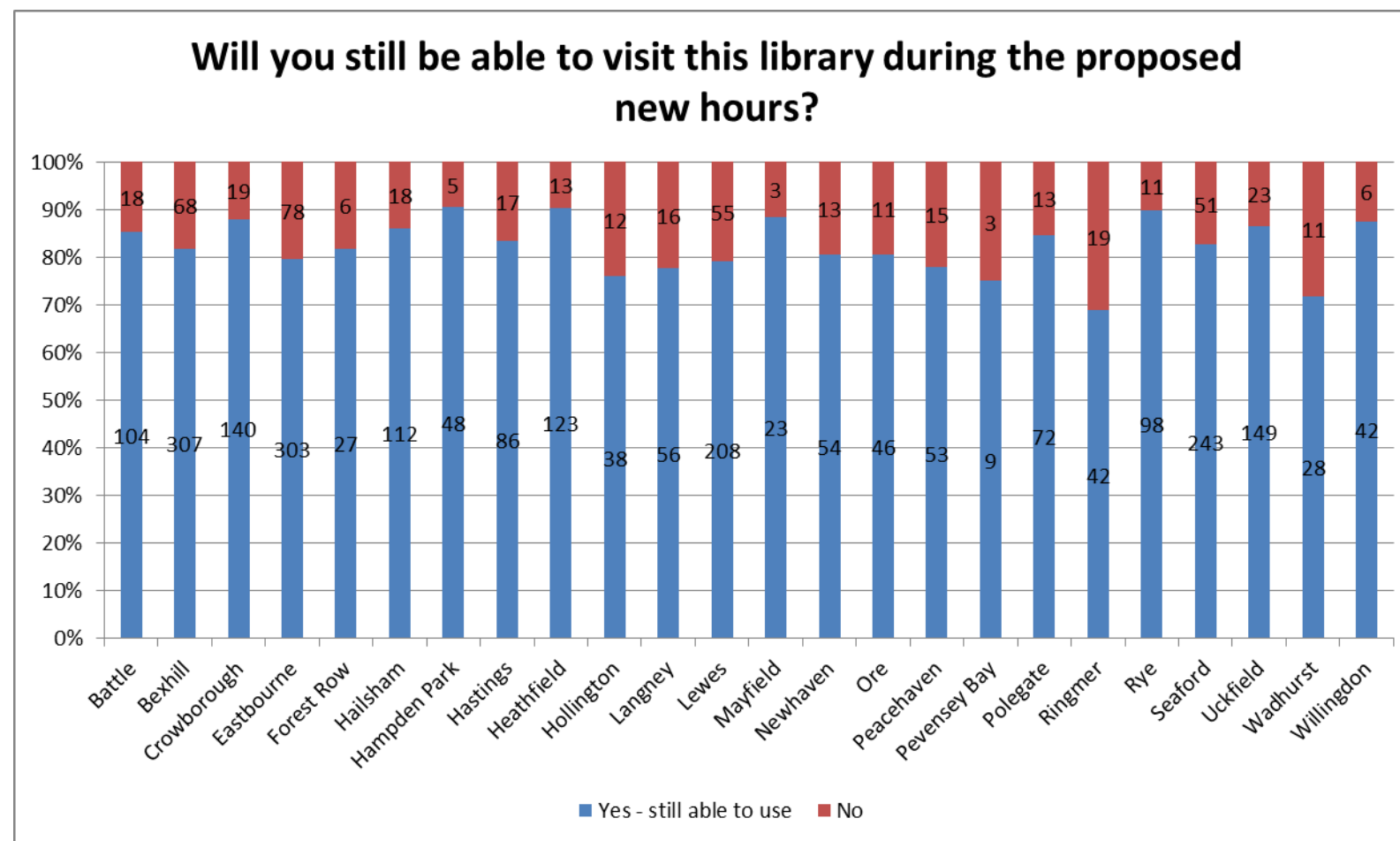


Figure 5.6: Respondents Unable to Visit Libraries with Proposed Opening Hours (by Time of Day).

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.

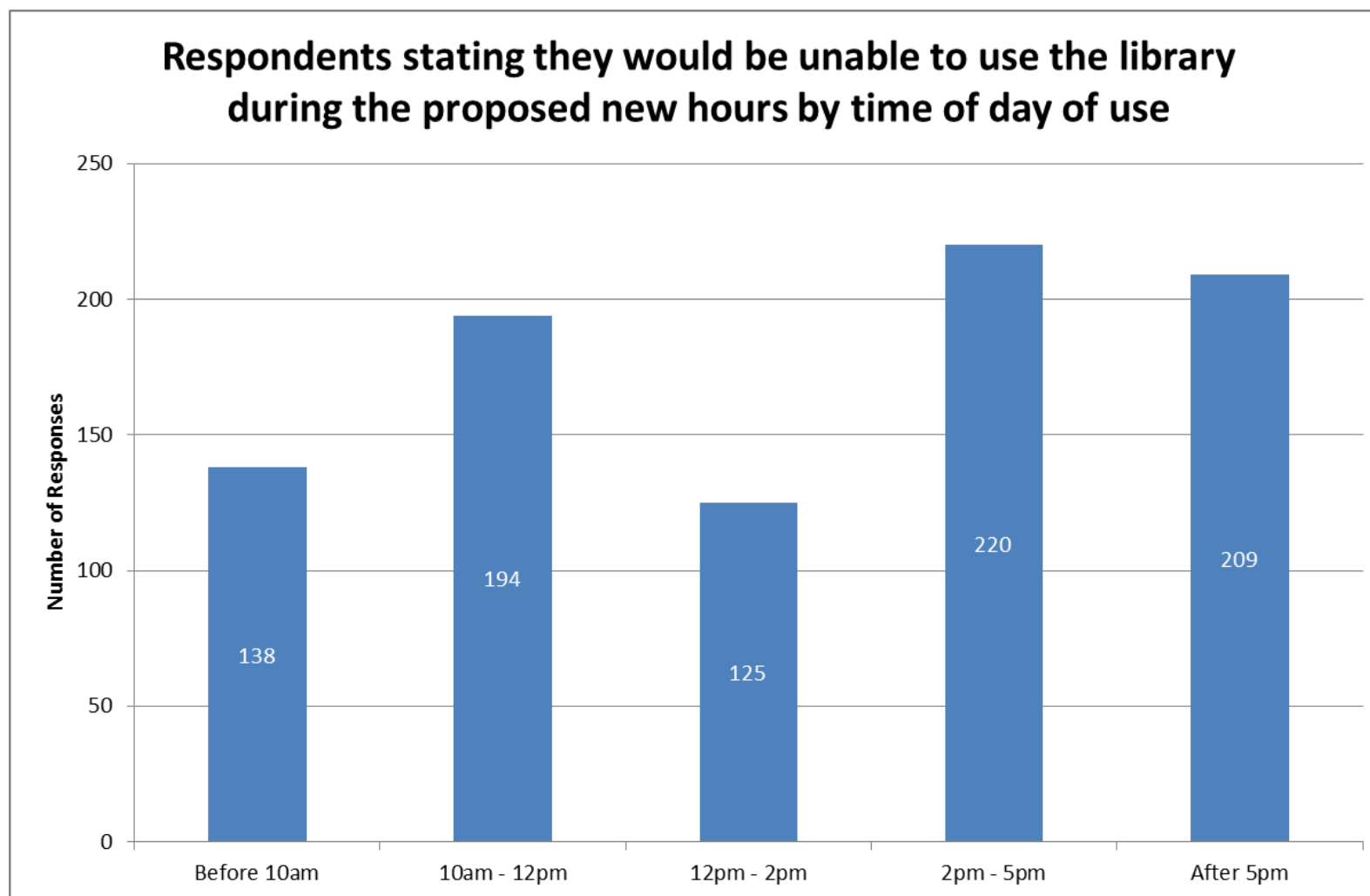


Figure 5.7: Respondents Unable to Visit Libraries with Proposed Opening Hours (by Age).

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.

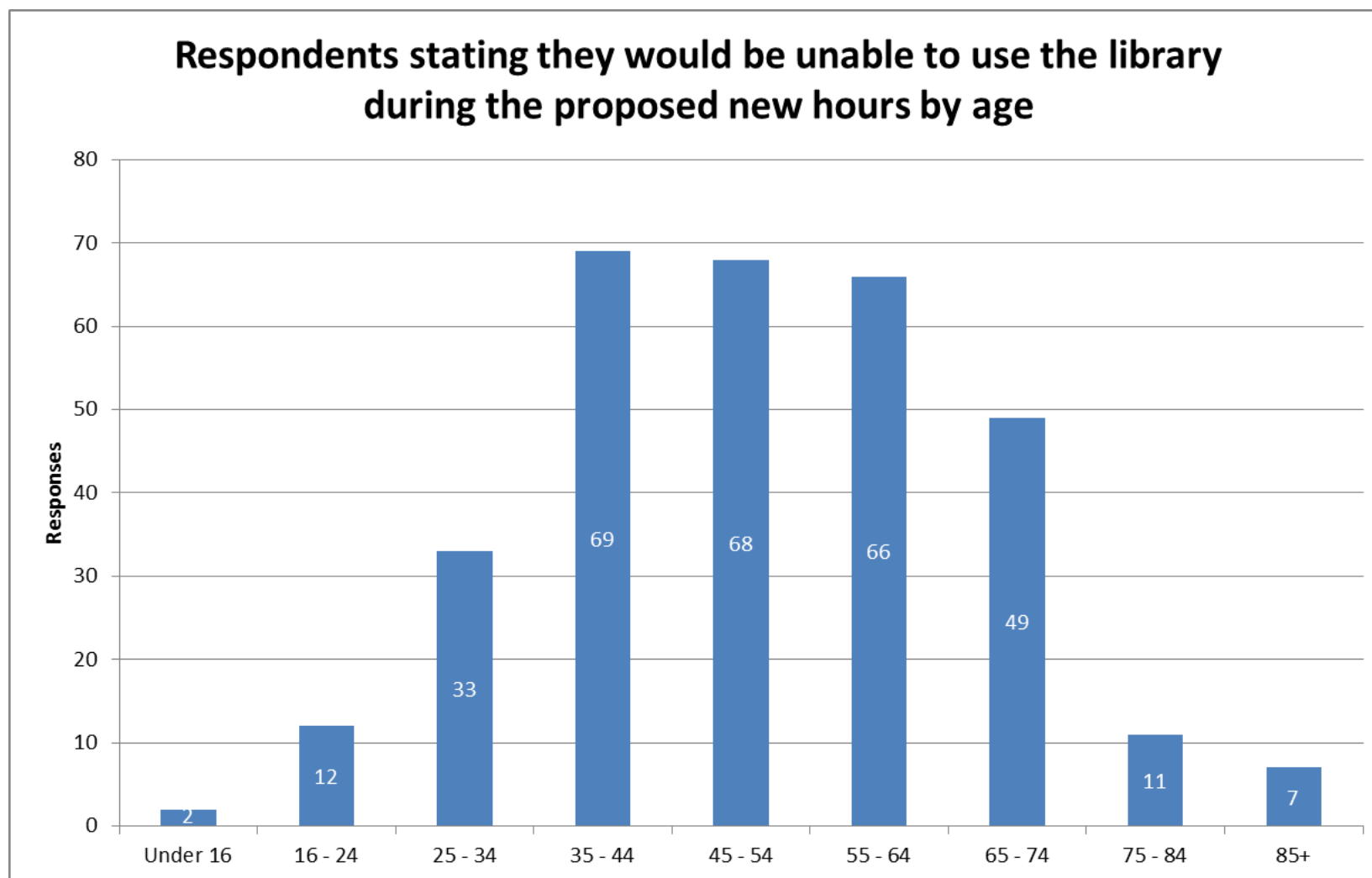


Figure 5.8: Respondents Unable to Visit Libraries with Proposed Opening Hours (by Employment Status).

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.

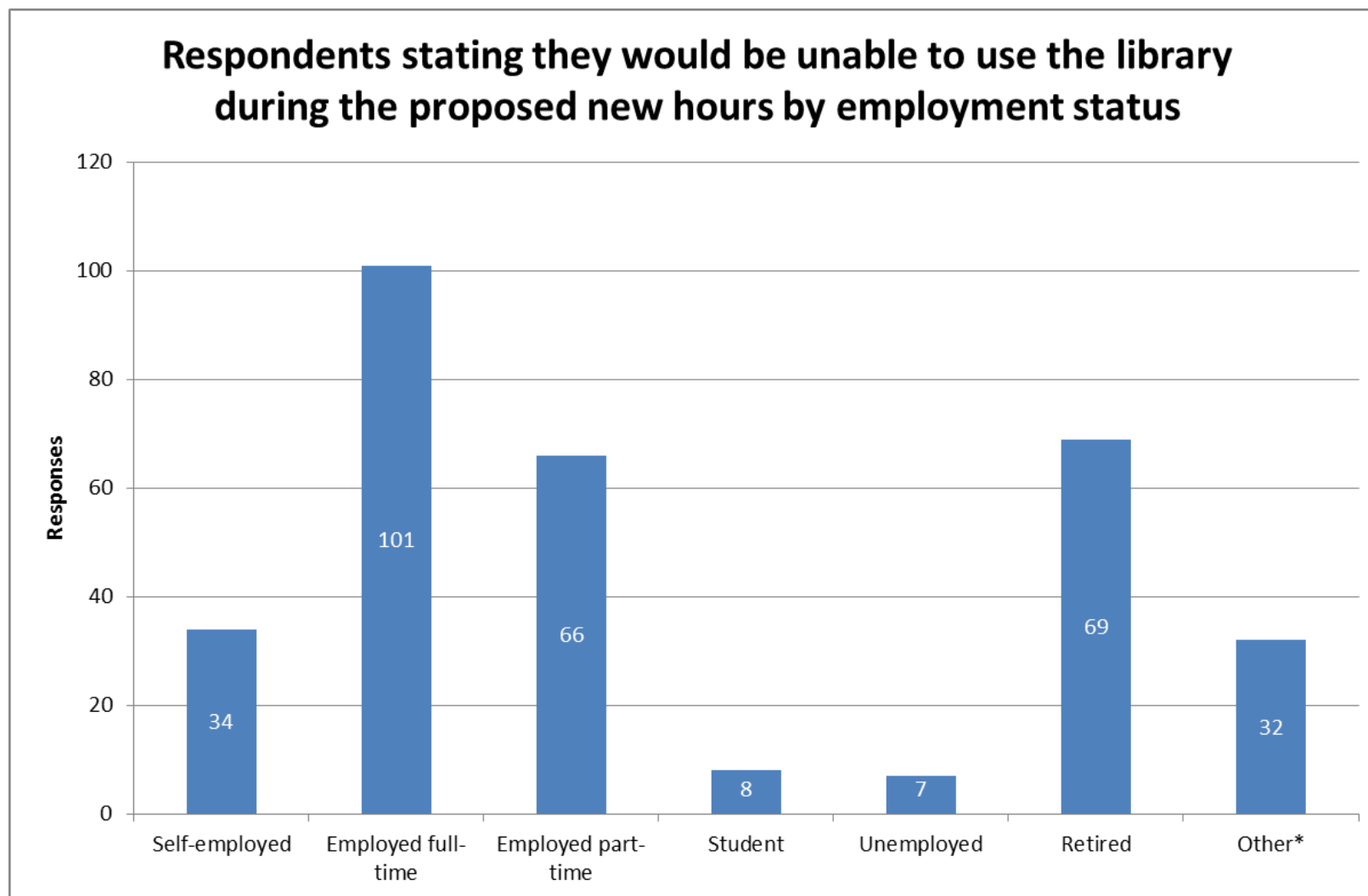


Figure 5.9: Ability to Access an Alternative Library

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.

