



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

## 1.2 Methodology

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

## **1.3 Report Structure**

1.3.1 This report is structured as follows:

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

## 2 Key Findings

### 2.1 Introduction

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

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

### 2.2 Library Use

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

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

### 2.3 Library Services

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

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

## 2.4 Access to Libraries with Proposed Opening Hours

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

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

## 3 Profile of Survey Respondents

### 3.1 Introduction

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

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

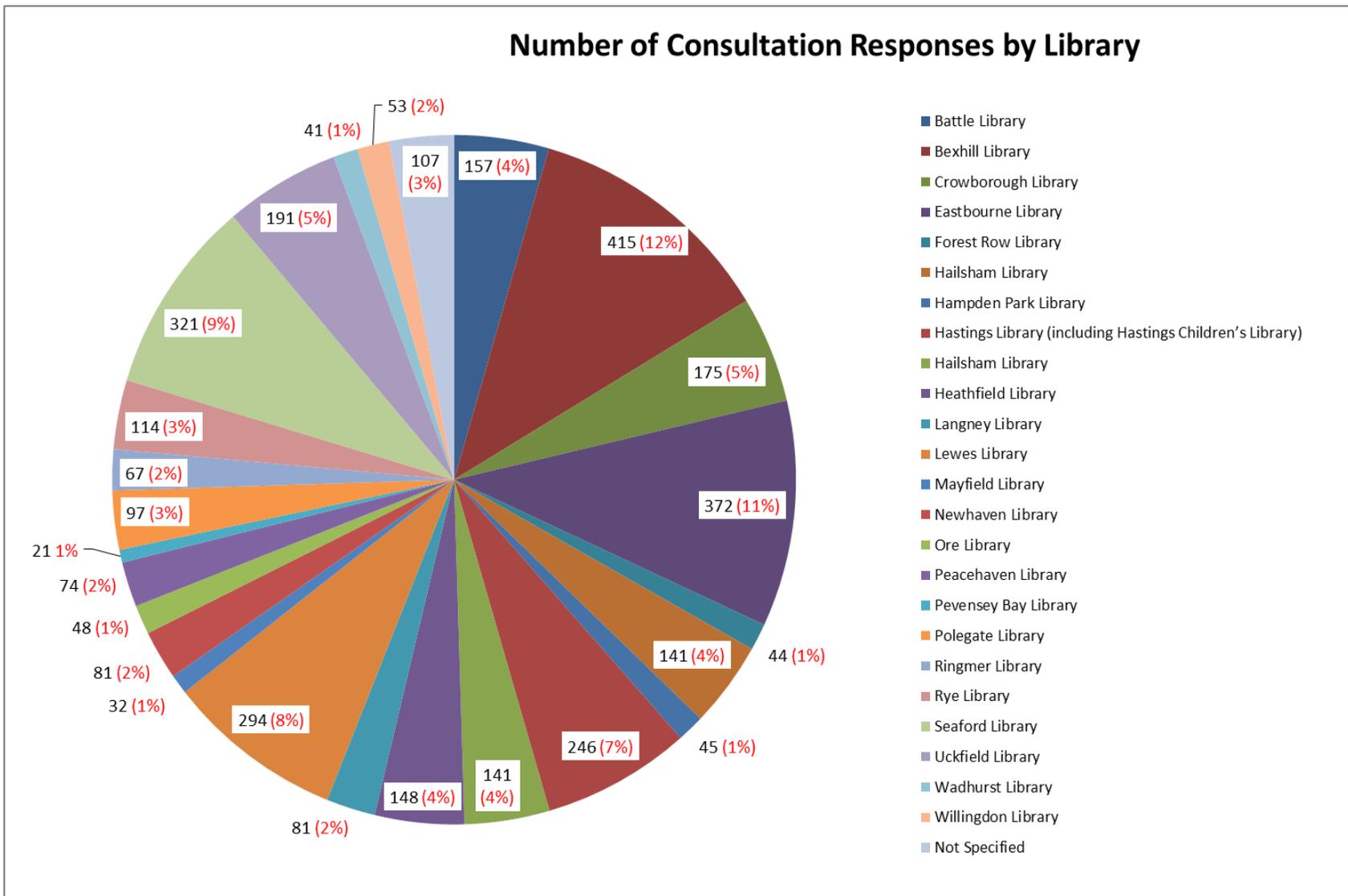
3.1.2 Each of these is considered in turn below.

### 3.2 Responses Received by Library

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

Figure 3.1: Number of Consultation Responses by Library

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



3.2.2 The libraries with the greatest number of responses were, in descending order, Bexhill (12% of total responses), Eastbourne (11%), Seaford (9%), Lewes (8%) and Newhaven (7%).

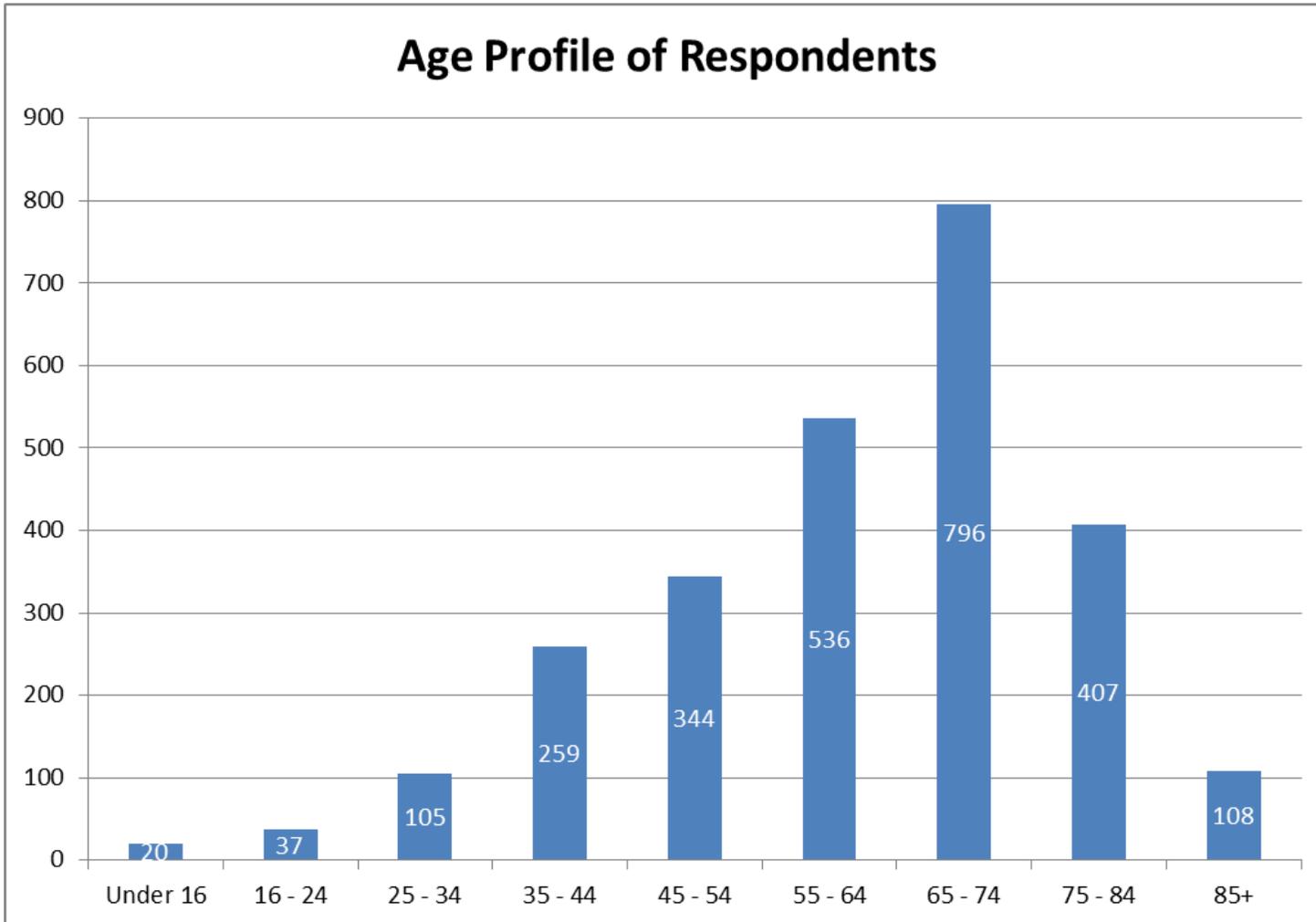
3.2.3 The libraries with the fewest responses were Pevensey Bay (21 responses), Mayfield (32), Wadhurst (41), Forest Row (44) and Hampden Park (45). Each of these accounted for around 1% of total responses. There were 107 responses where the respondent did not specify a library.

### **3.3 Age Profile of Respondents**

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

Figure 3.2: Age Profile of Survey Respondents

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



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

### **3.4 Employment Status Profile of Respondents**

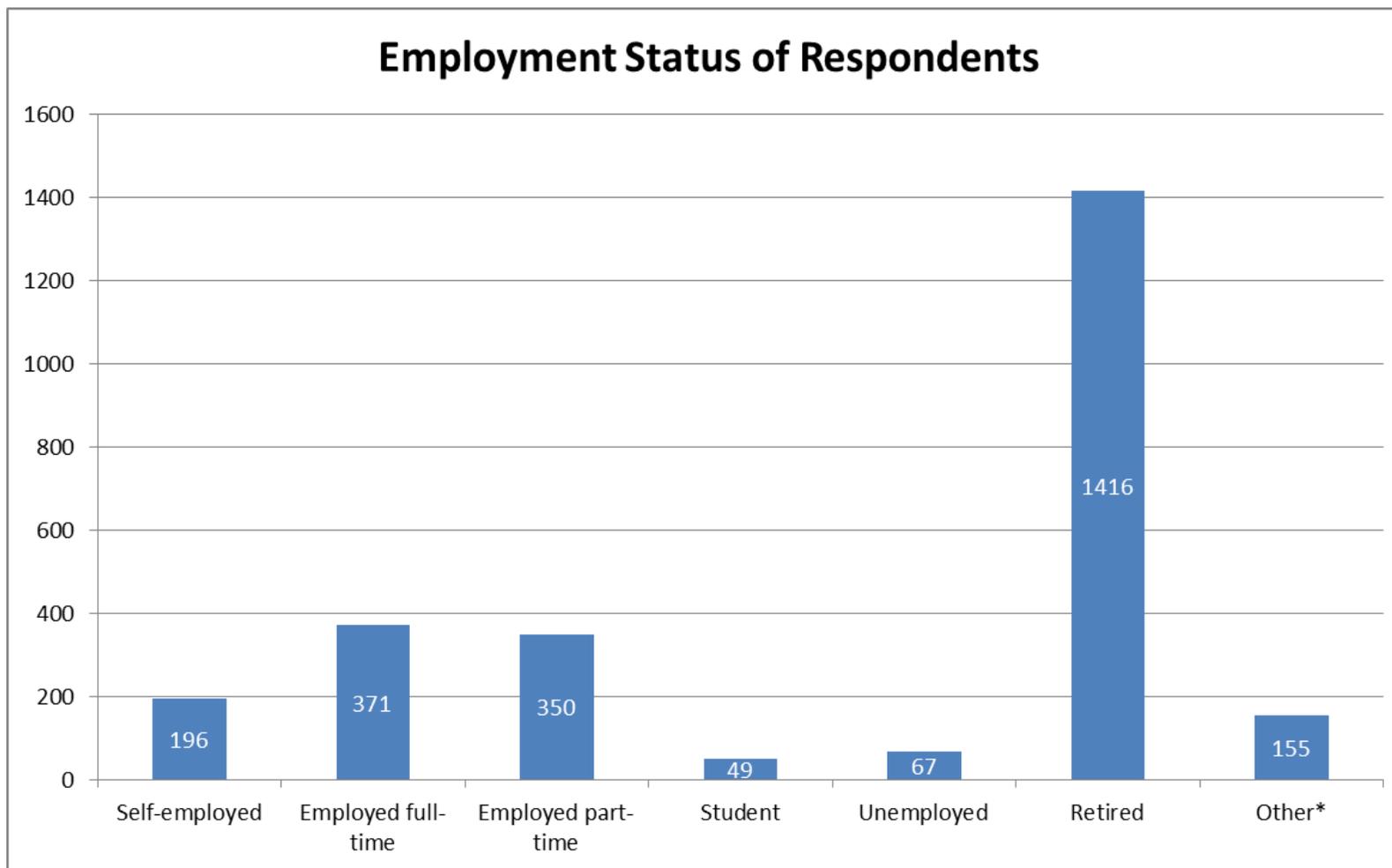
3.4.1 Respondents were also invited to indicate their employment status from the following options:

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

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

Figure 3.3: Employment Status Profile of Survey Respondents

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



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

## 4 Use of the Library and Information Service

### 4.1 Introduction

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

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

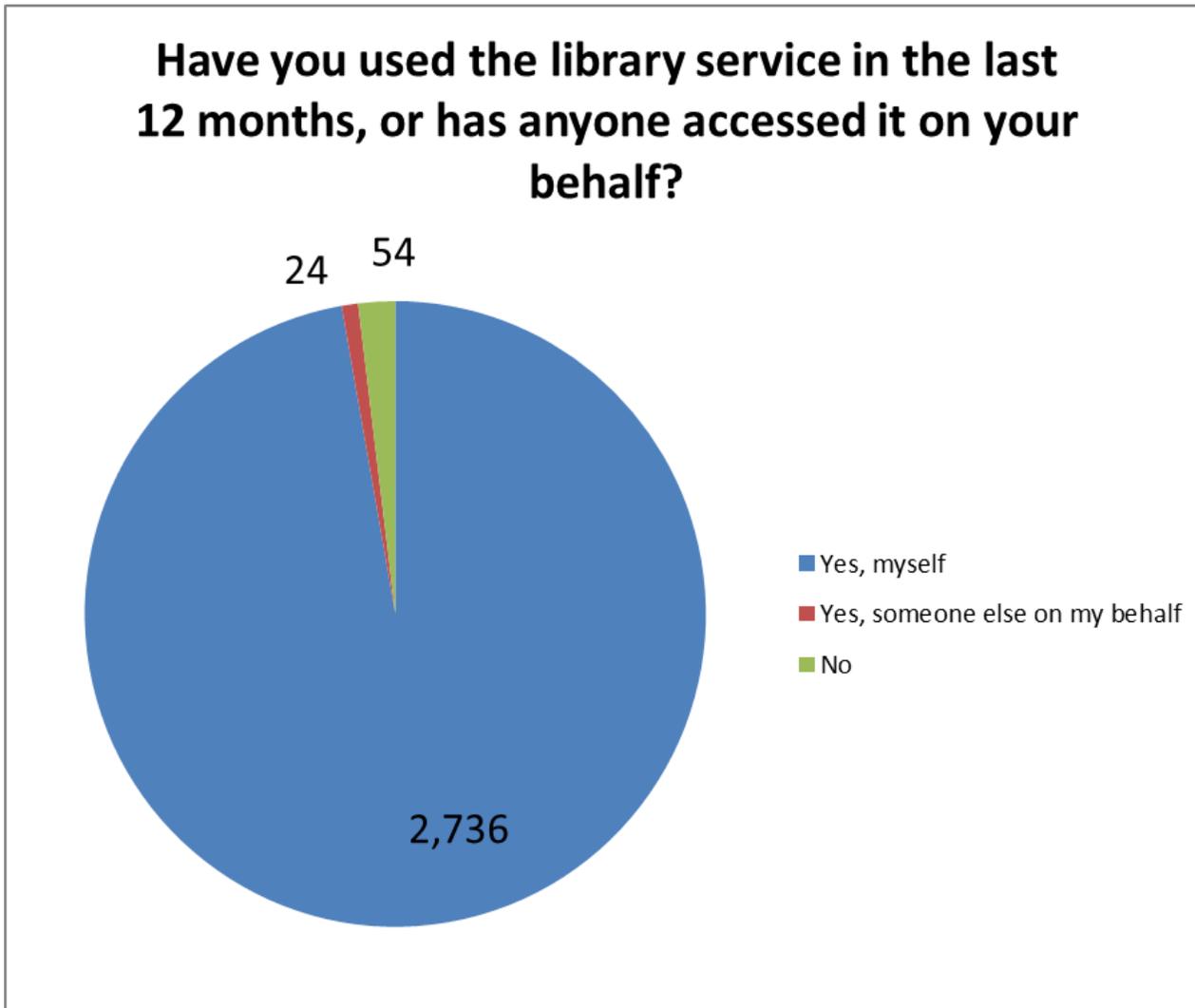
4.1.2 Each of these subjects is considered in turn below.

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

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

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

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



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

### **4.3 Reasons for Use of the Library and Information Service**

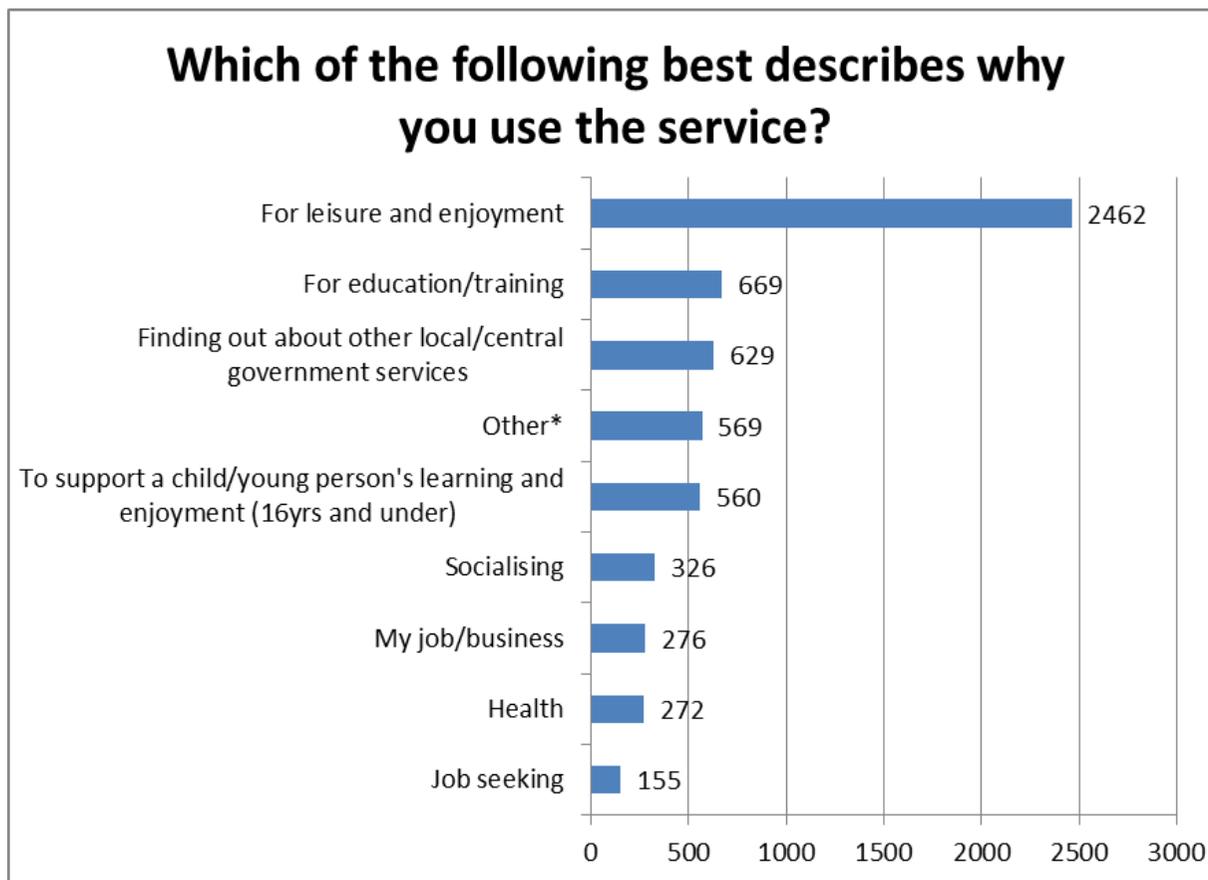
4.3.1 In considering changes to opening hours, it is important to understand how and why libraries are used at present. Therefore, as part of the survey, respondents were asked for the reasons why they currently make use of the Library and Information Service. There was a choice of up to eight responses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

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

4.3.2 The results are shown in figure 4.2.

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

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



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

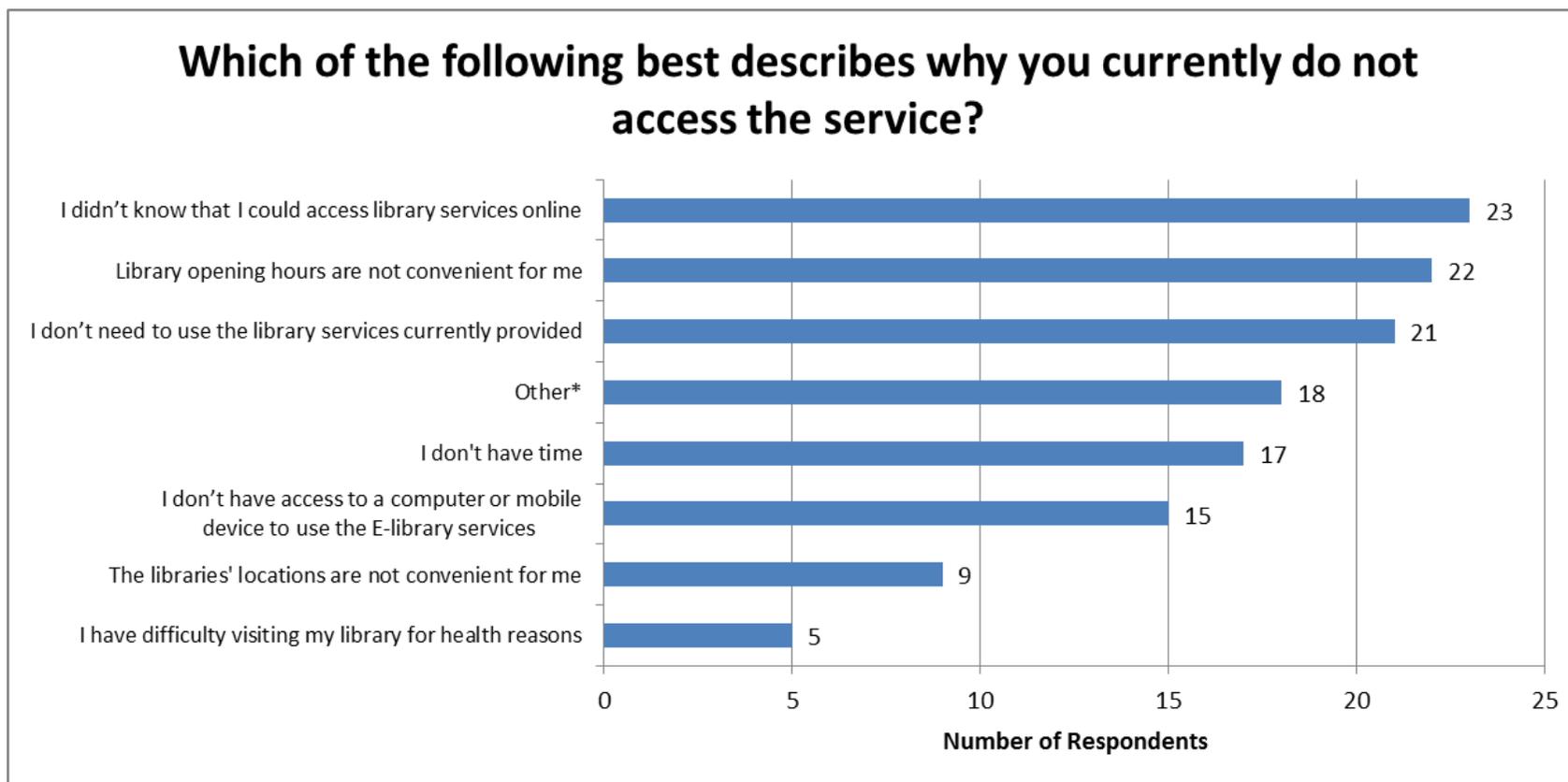
4.3.4 Results were consistent across individual libraries as shown in section A1 of Appendix A which shows responses by library.

#### 4.4 Reasons for Not Currently Accessing the Library and Information Service

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

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

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



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

## 4.5 Importance of Services Provided by the Library and Information Service

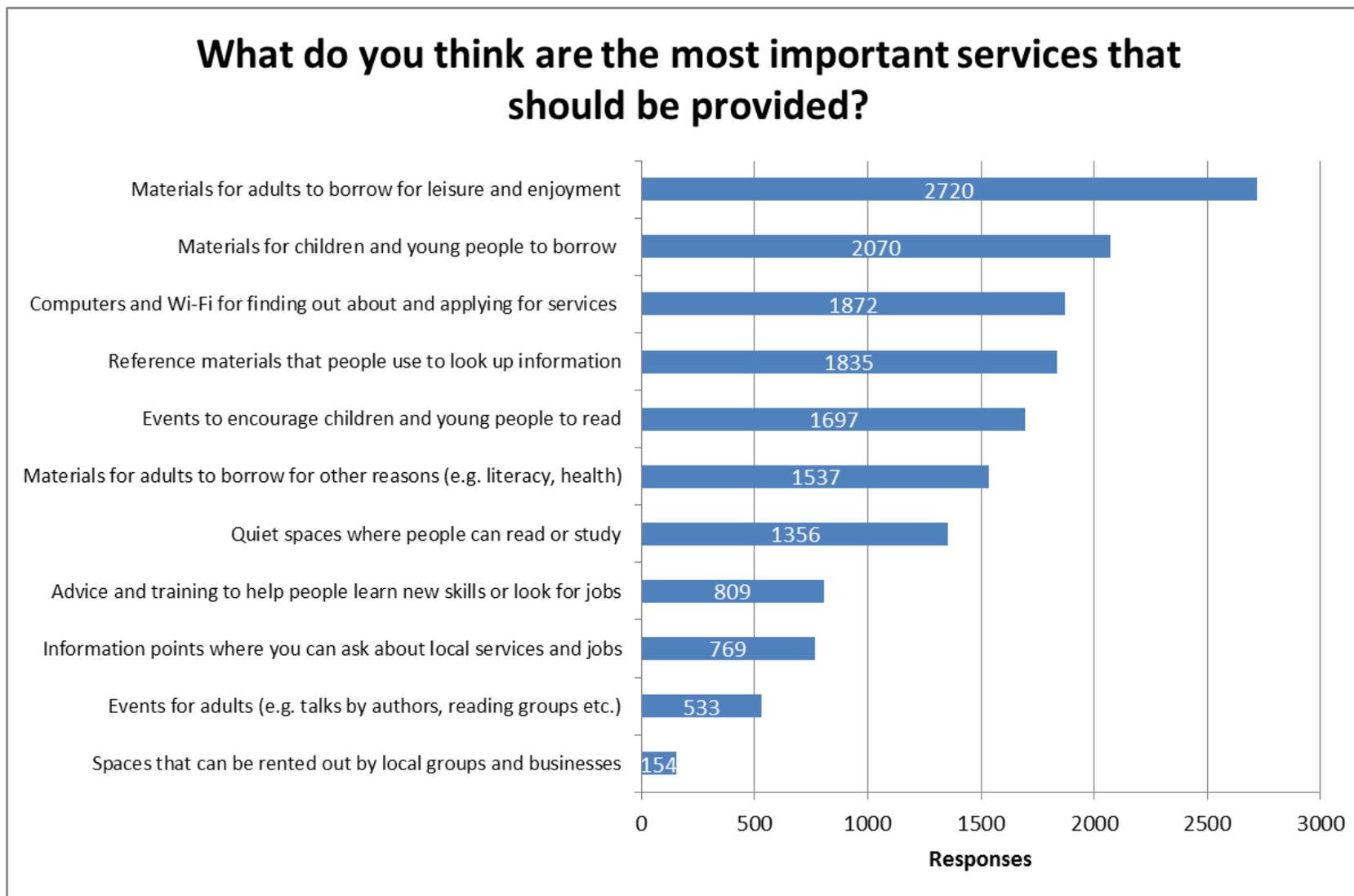
4.5.1 Respondents were asked which services offered by the Library and Information Service they thought were of greatest importance and the results are shown in Figure 4.4. The purpose of this question was to give context for the Strategic Commissioning Strategy and to help the Council understand what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

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

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

Figure 4.4: Services Rated as Most Important

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



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

## 5 Response to Opening Hours Proposals

### 5.1 Introduction

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

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

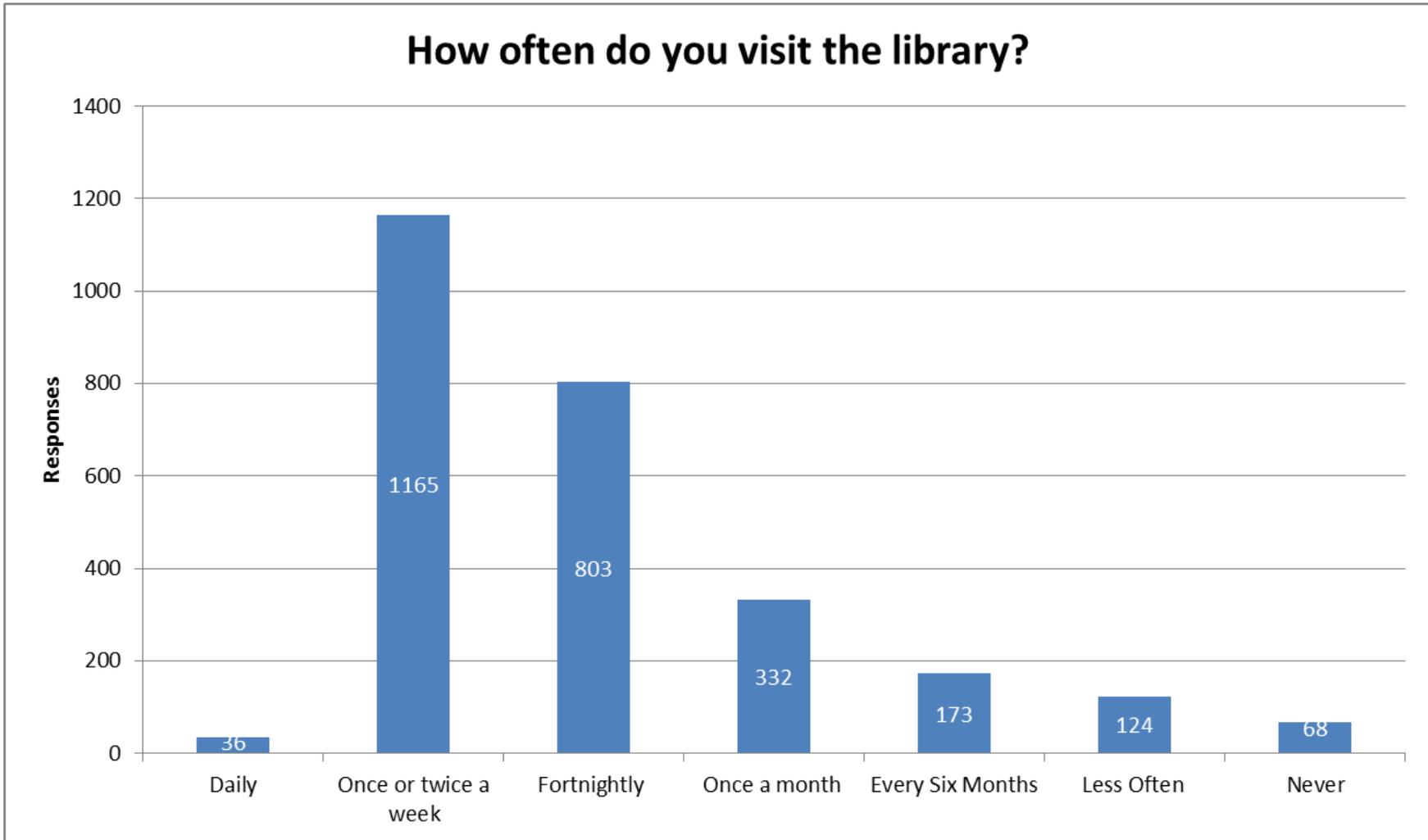
5.1.2 The results of analysis by individual library for each of these questions are contained in section A2 of Appendix A.

### 5.2 Frequency of Library Use

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

Figure 5.1: Frequency of Library Visiting

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



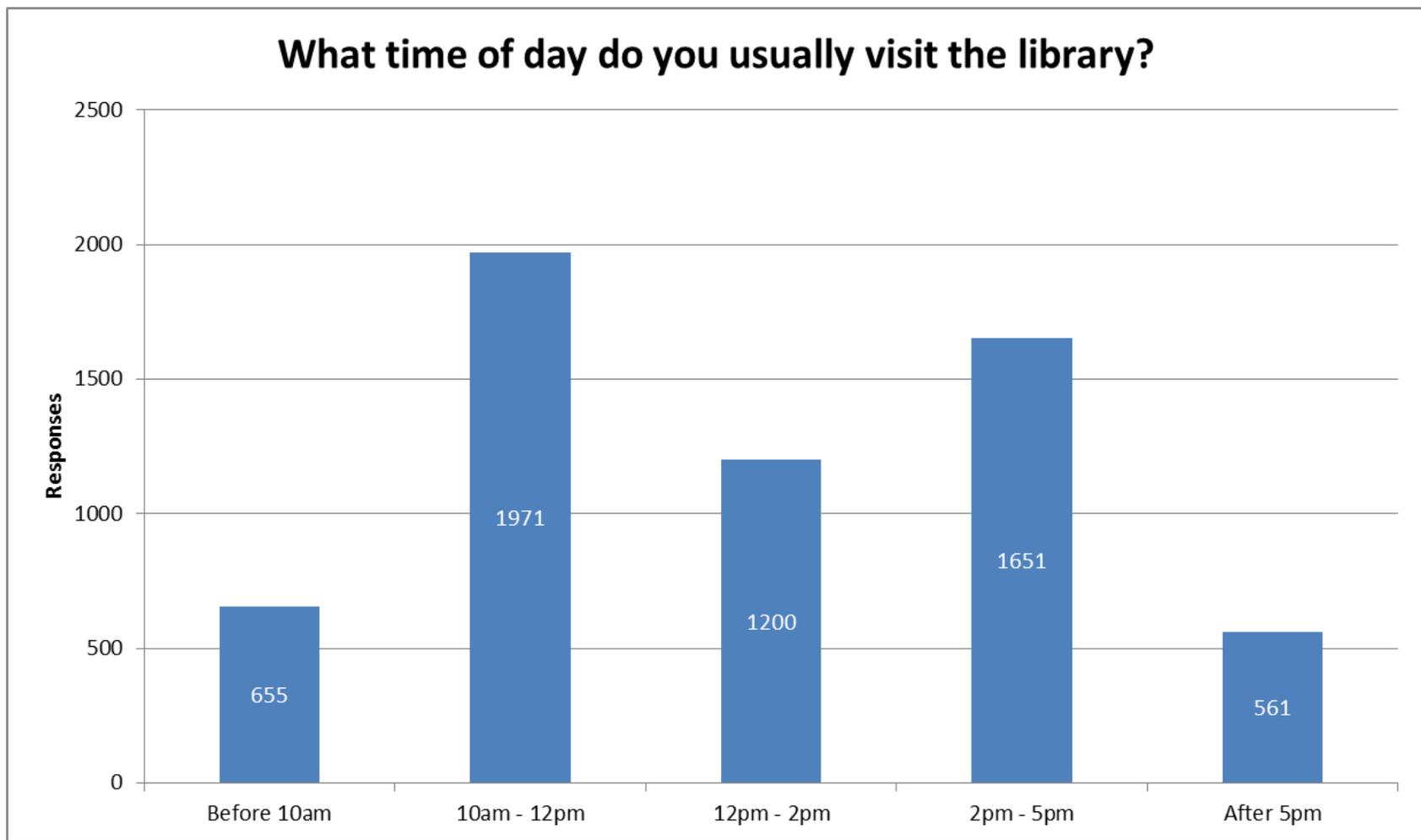
5.2.2 Most respondents, around 73%, visit the library between once or twice a week and once a fortnight. Only 1% of respondents use the library on a daily basis. Results are broadly consistent across libraries although a number of the smaller libraries have a lower proportion of frequent visitors.

### **5.3 Time Profile of Library Visiting**

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

Figure 5.2: Times of Library Visiting

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



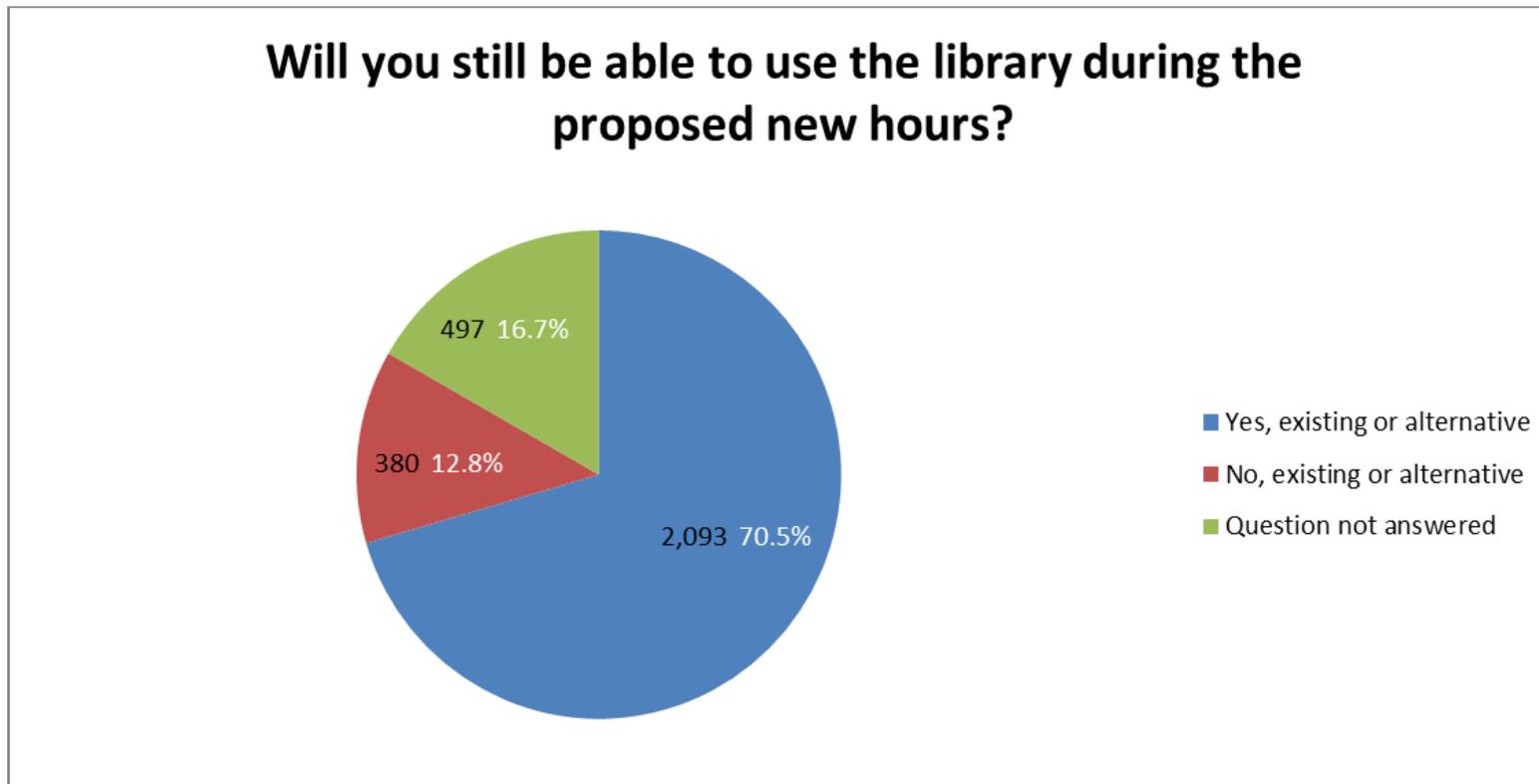
5.3.2 Most noticeable from Figure 5.3 is the low proportion of visits before 1000 and after 1700, accounting for 20% of total visits. By contrast, the daytime periods of 1000 – 1200 and 1400 – 1700 are by far the most popular with 33% and 27% of total visits respectively. Once again, there is a high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

## 5.4 Access to Libraries with Proposed Opening Hours

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

Figure 5.3: Ability to Continue to Visit the Library

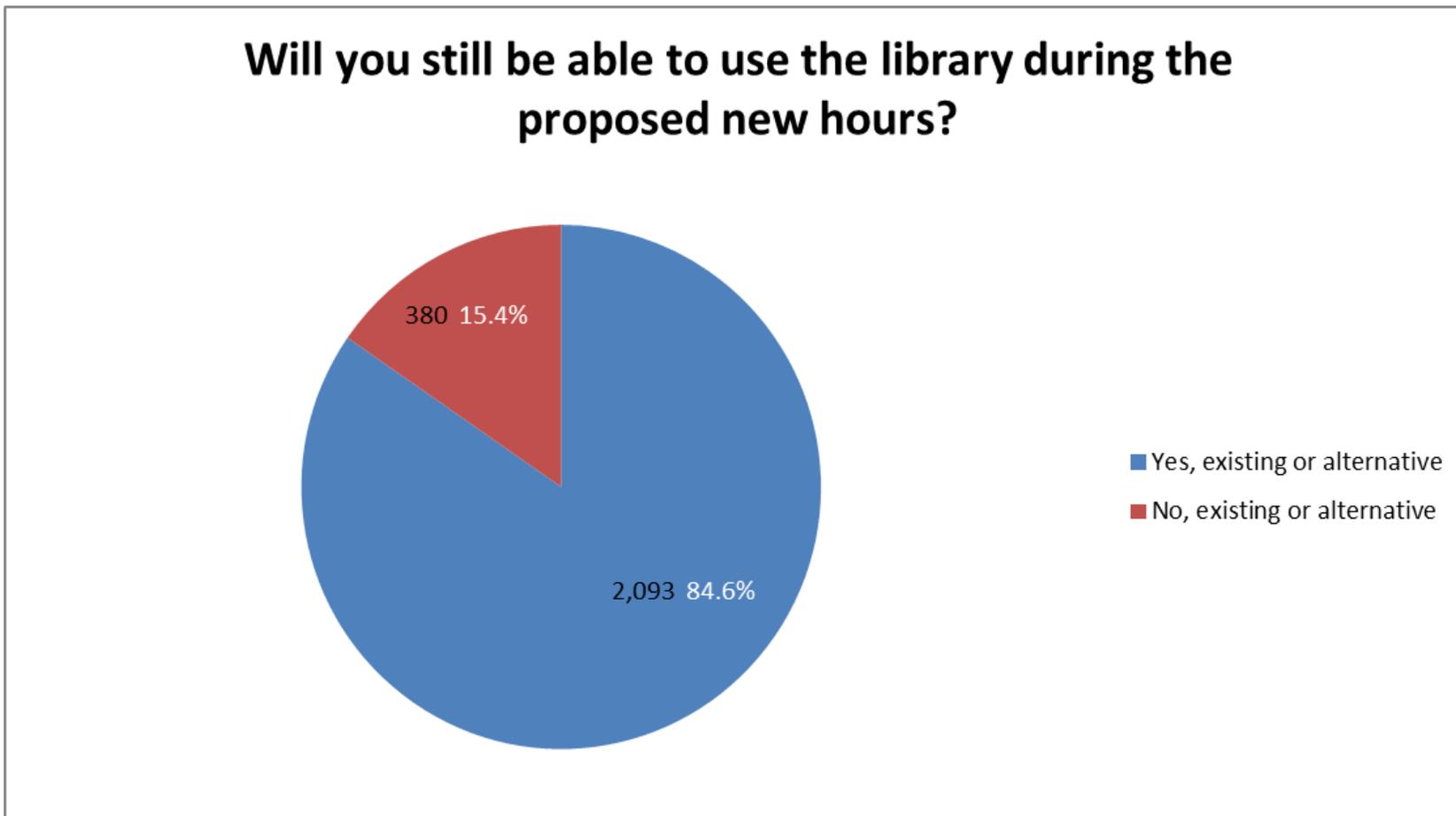
This Figure shows responses to the question of whether respondents would have access to a library with the proposed opening hours. The total number of respondents to the questionnaire was 2,970. 497 people did not answer this question.



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

Figure 5.4: Ability to Continue to Visit the Library

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

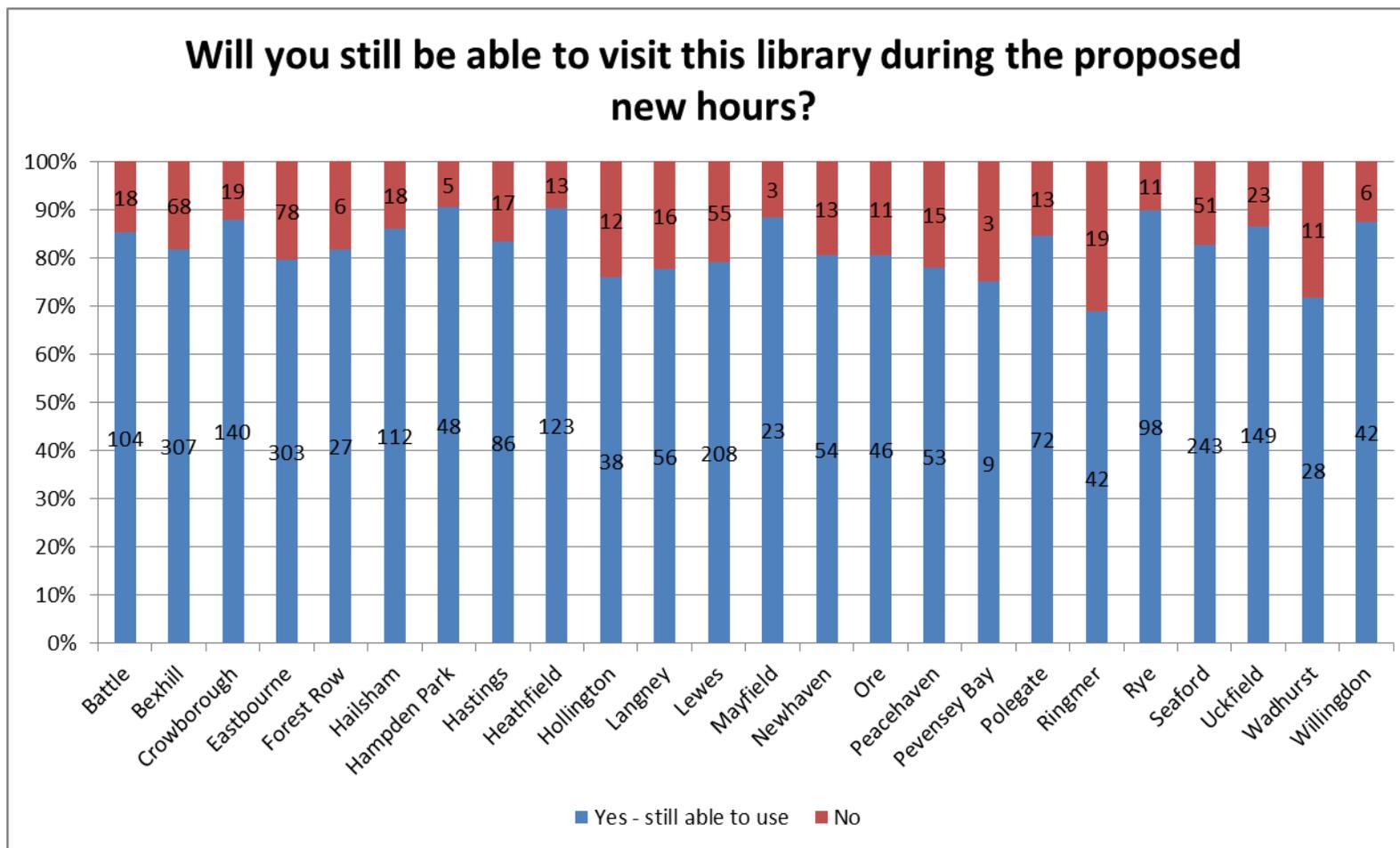


5.4.3 Figure 5.4 shows that, of those who provided a response, 85% would still be able to use the library during the proposed opening hours and 15% would not.

5.4.4 Responses by individual library are shown in Figure 5.5.

Figure 5.5: Ability to Continue to Visit the Library

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



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

## 5.5 Respondents Unable to Visit Libraries with Proposed Opening Hours

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

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

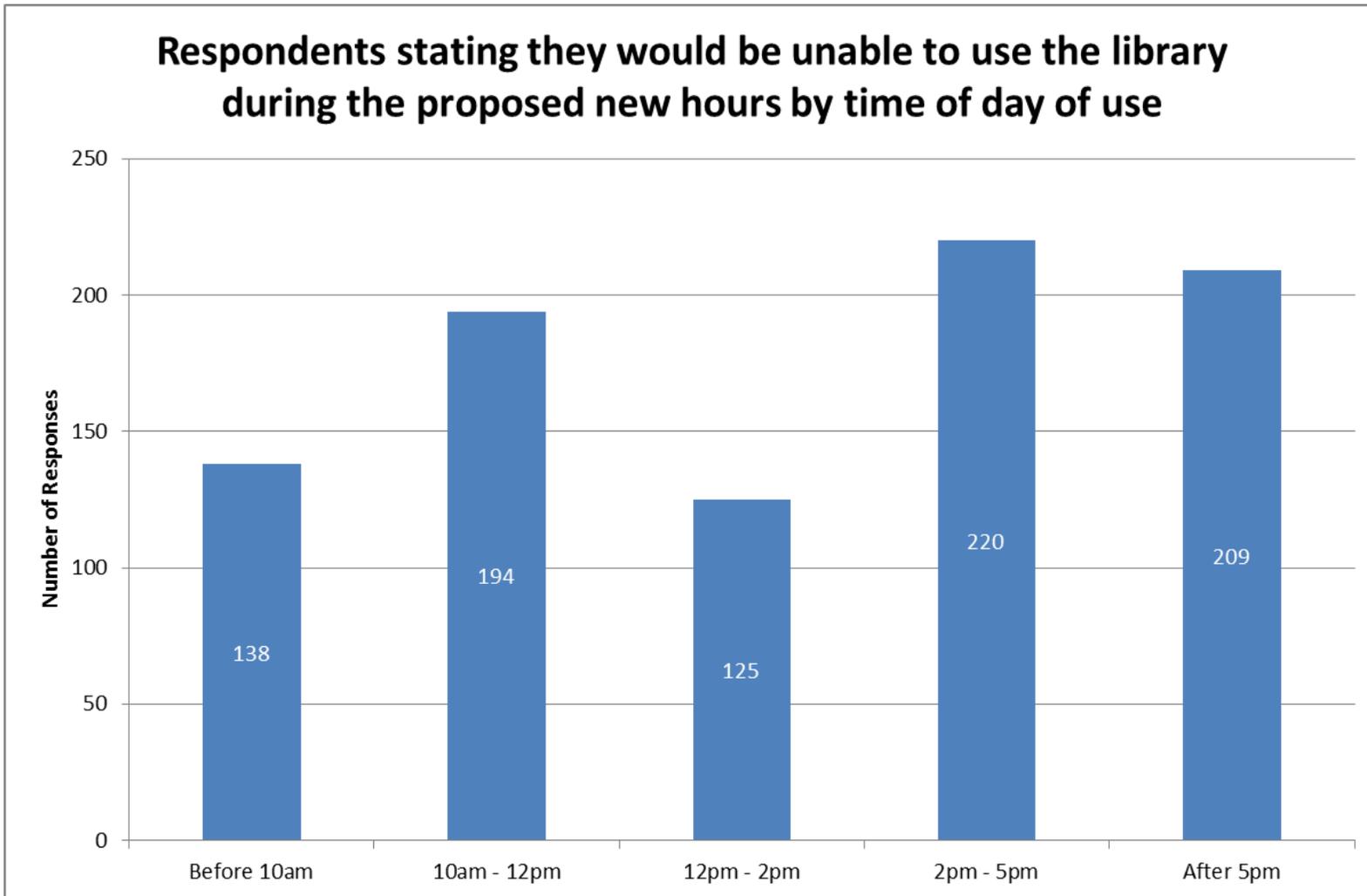
5.5.2 Each of these is considered in turn below.

### **Analysis by Time of Day**

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

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

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



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

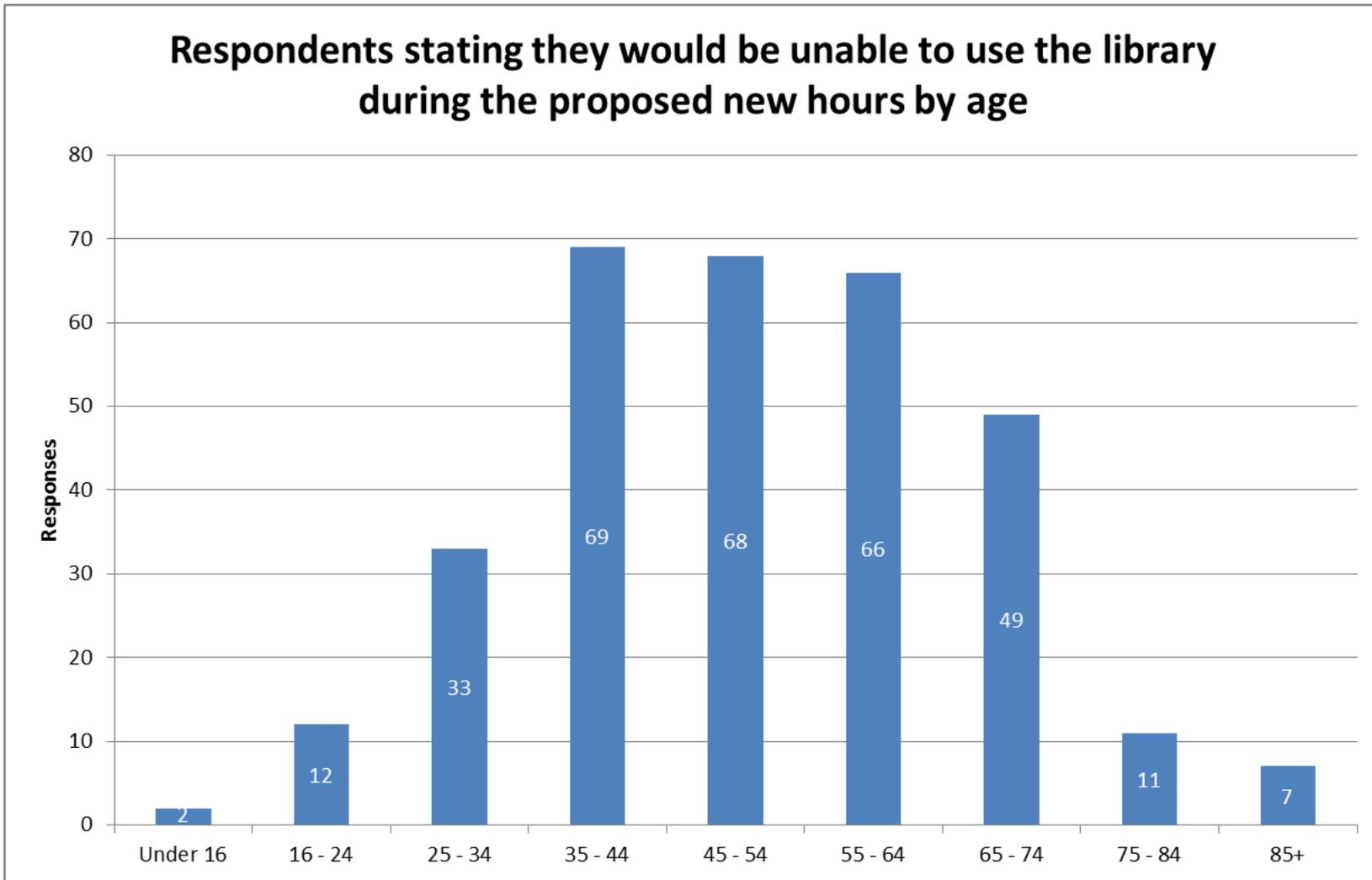
#### **Analysis by Age**

5.5.5 The next analysis shows a breakdown by age for those who stated that they would be unable to visit the library if the proposed opening hours were implemented, as shown in Figure 5.7. These datasets only include those respondents who provided their age group as part of their survey response. It should be noted that some respondents declined to answer these questions or opted for 'prefer not to say'.

5.5.6 The total response to this question was 317, out of the 380 respondents who stated that they would not be able to use the library with the proposed opening hours (see section 2.4); eight respondents opted for 'prefer not to say' and 55 did not answer the age group question.

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

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



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

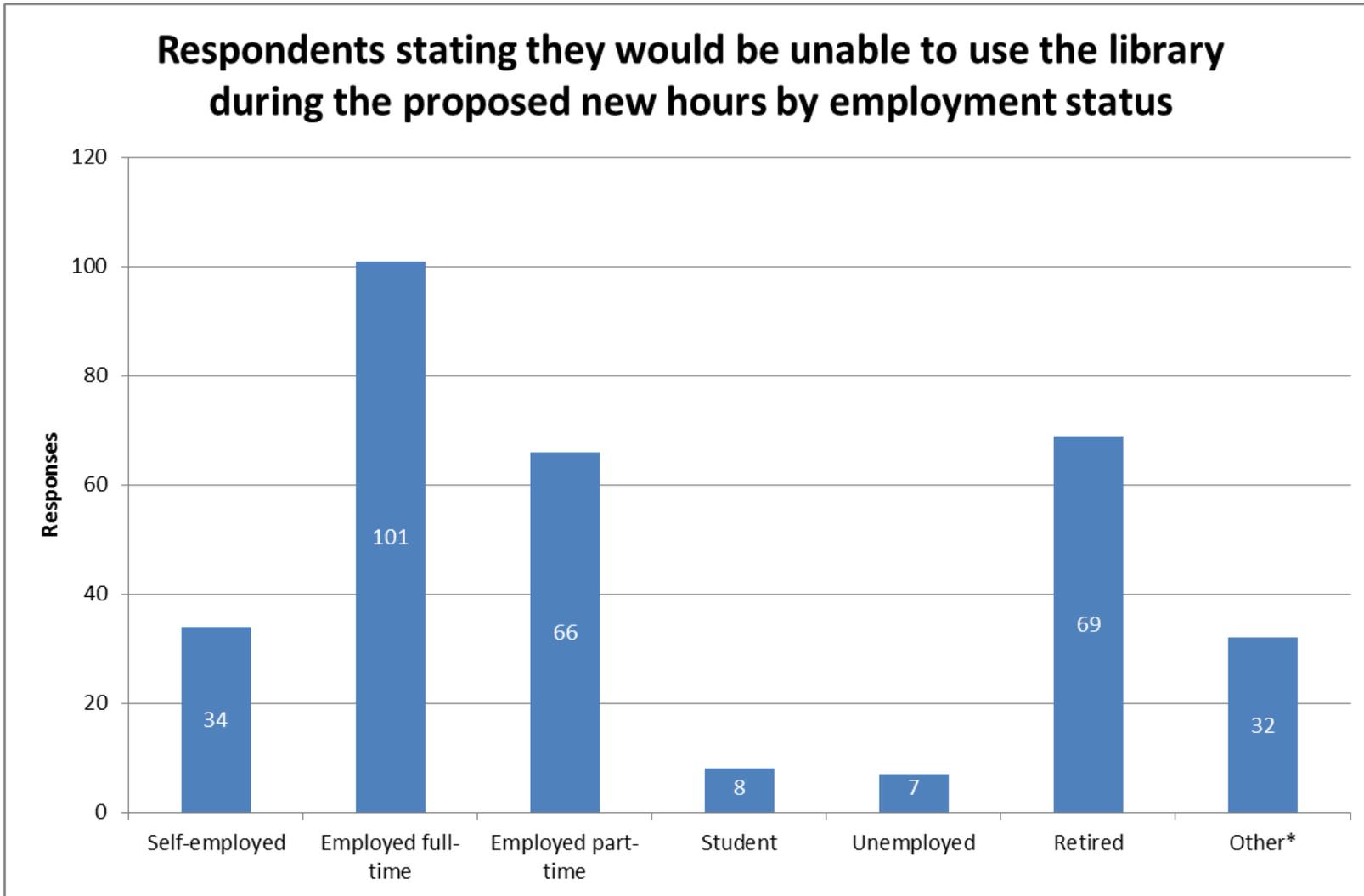
#### **Analysis by Employment Status**

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

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

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

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



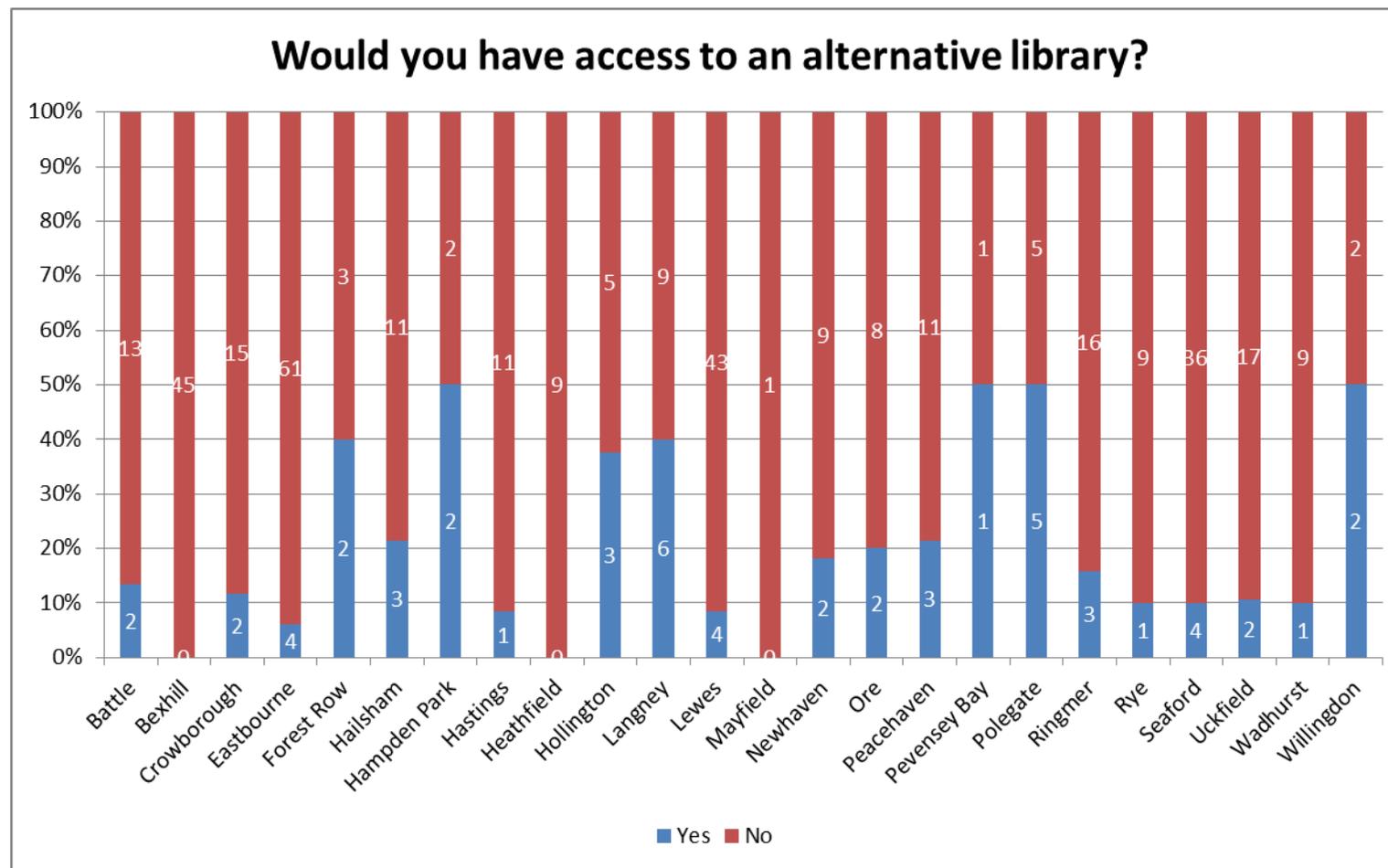
- 5.5.10 The greatest impact, in absolute and relative terms, is on respondents who are in full time employment. This group accounts for 32% of all those affected, followed by retired persons (22%) and part time workers (21%). Only a small number of students and unemployed people stated that they would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

### **Alternative Library**

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

Figure 5.9: Ability to Access an Alternative Library

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



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

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

## 6 Other Comments

### 6.1 Introduction

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

### 6.2 Attitudes to Library Change

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

Table 6.1: Summary of Comments Received on Opening Hours Proposals

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

6.2.2 As the table shows, the overwhelming majority of respondents had no comment to make or were neutral towards the proposals in their remarks, accounting for 77% of responses.

6.2.3 19% were negative, comprising approximately equal numbers of those who were opposed to any reduction in hours or to the scale of changes and those who had specific concerns about the detail of the proposals. Of the latter, the most frequent comments related to:

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

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

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

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

Table 6.2: Summary of Key Issues Raised by Library

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

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

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

### 6.3 Suggestions Received from Survey Respondents

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

Table 6.3: Cost Cutting Ideas (256)

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

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
<b>Total</b>	<b>110</b>	<b>92</b>	<b>92</b>	<b>51</b>	<b>22</b>	<b>17</b>	<b>11</b>

- 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

<b>18 comments from members of the public</b>	
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.	
<b>4 comments from Parish or District Councils</b>	
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.
<b>2 comments from individual Parish or District Councillors</b>	
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
<b>2 comments from MPs</b>	
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
<b>1 petition from Forest Row</b>	
Presented by Alex McKinney with approximately 200 signatures	Objecting to a reduction in opening hours. Expressing the importance of the library to the local community and value for home schooled children.

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

# Appendix A

## Individual Library Results

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## A.1 Library Use

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

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

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

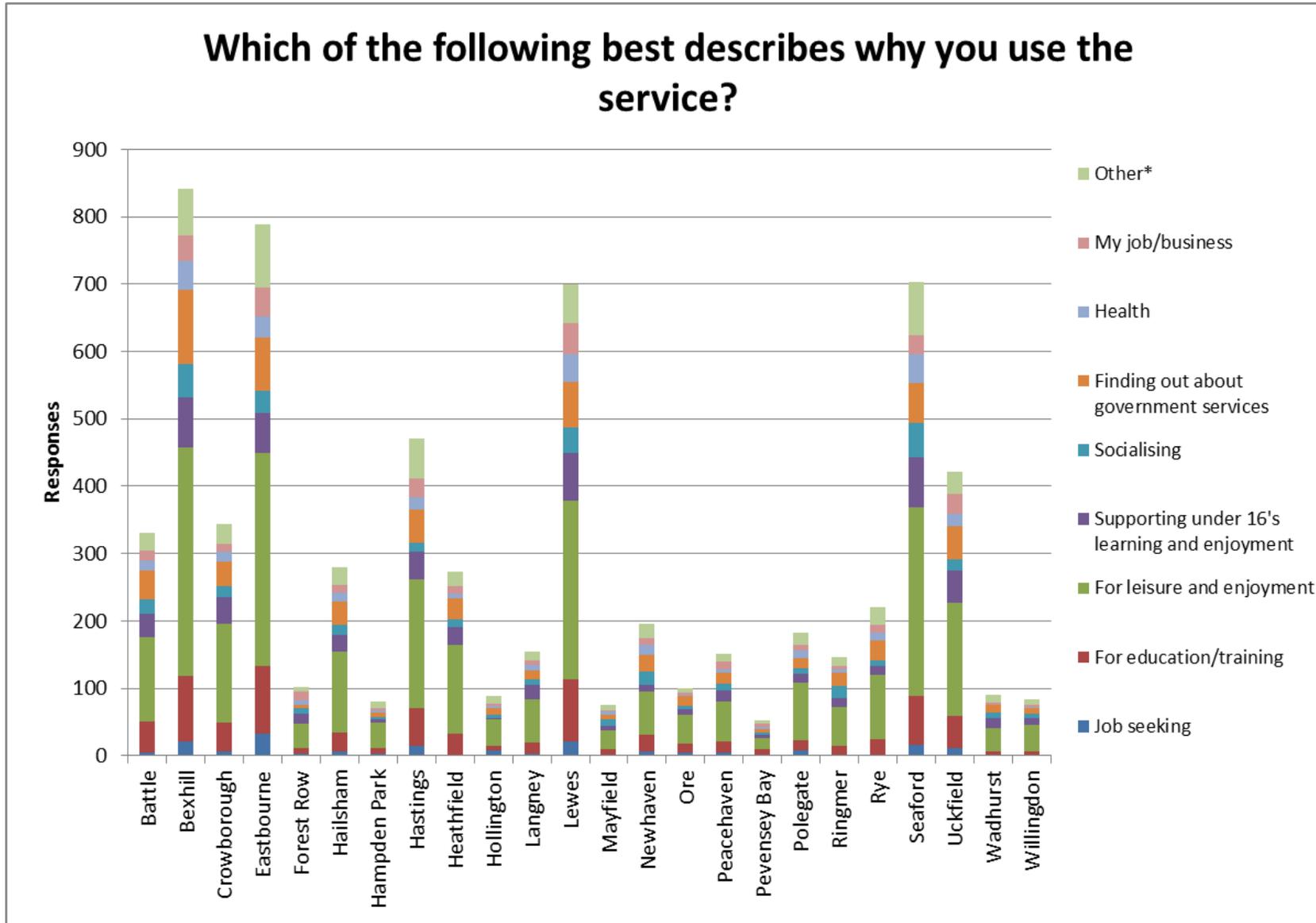
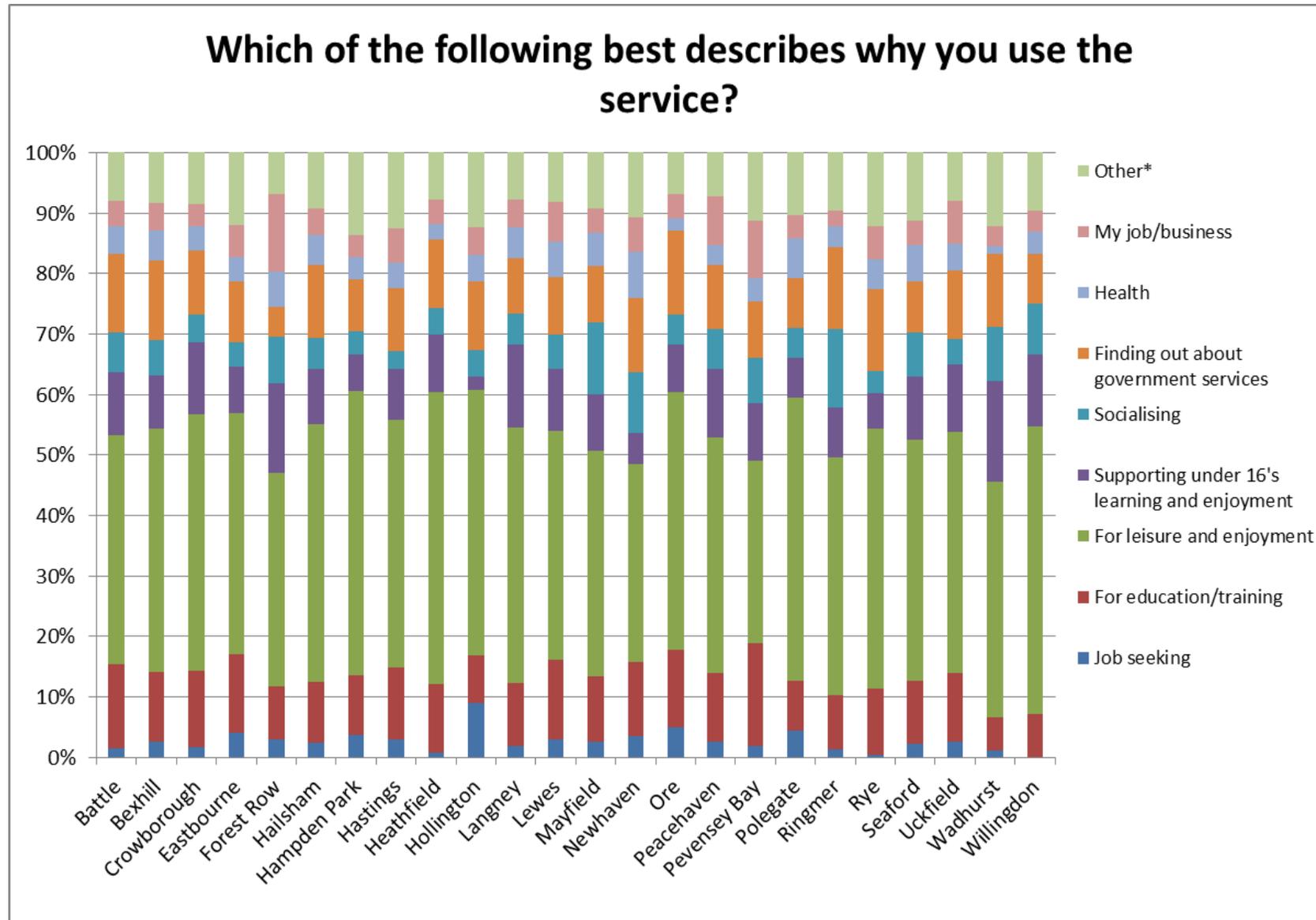


Figure A.2: Reasons Given for Using the Library and Information Service (Percentage Responses by Individual Library)

This Figure shows the purposes respondents stated that they had for using the Library and Information Service, in percentage terms by individual library. The total number of responses to this question was 6.879.



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

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

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

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

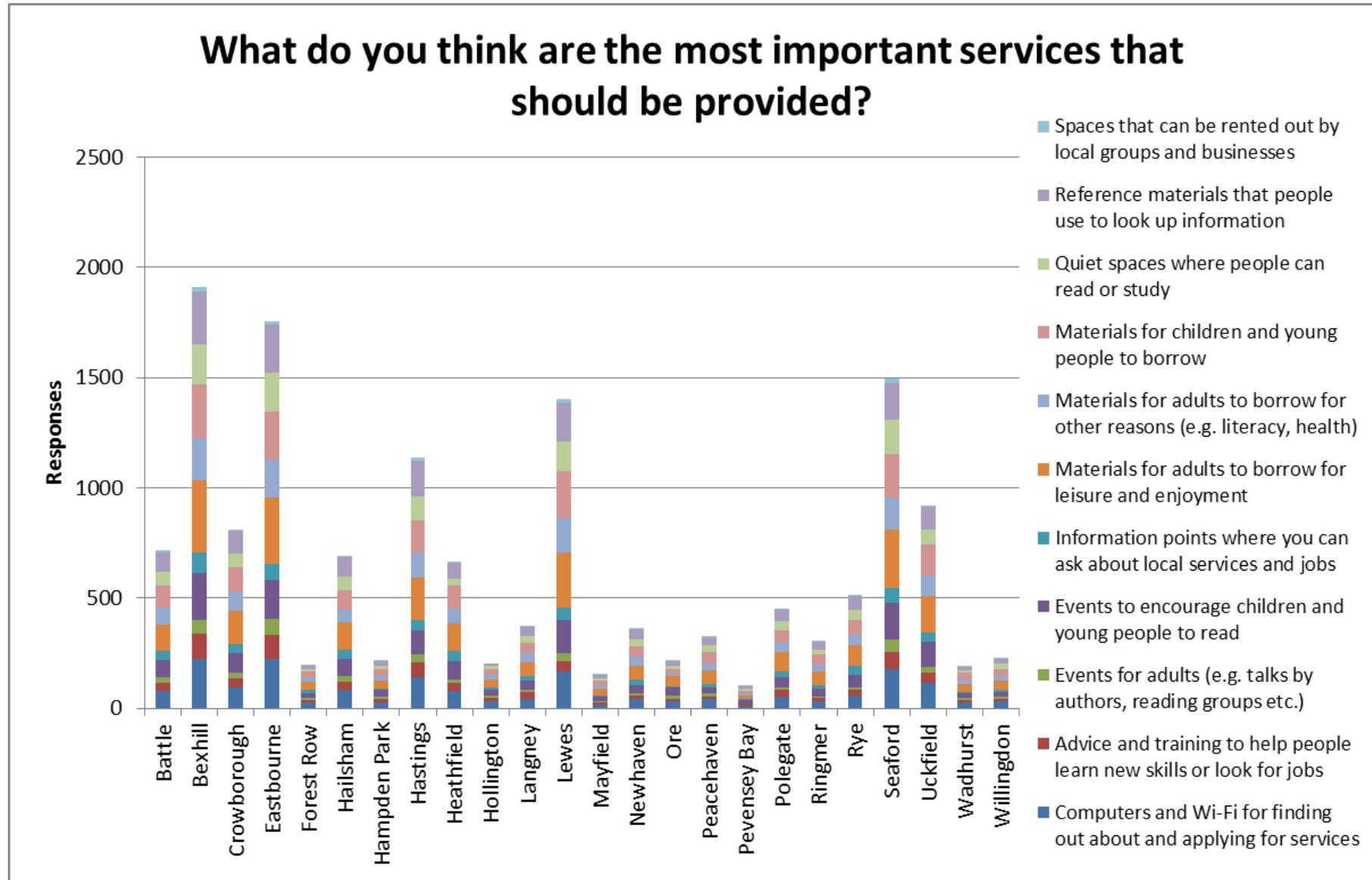
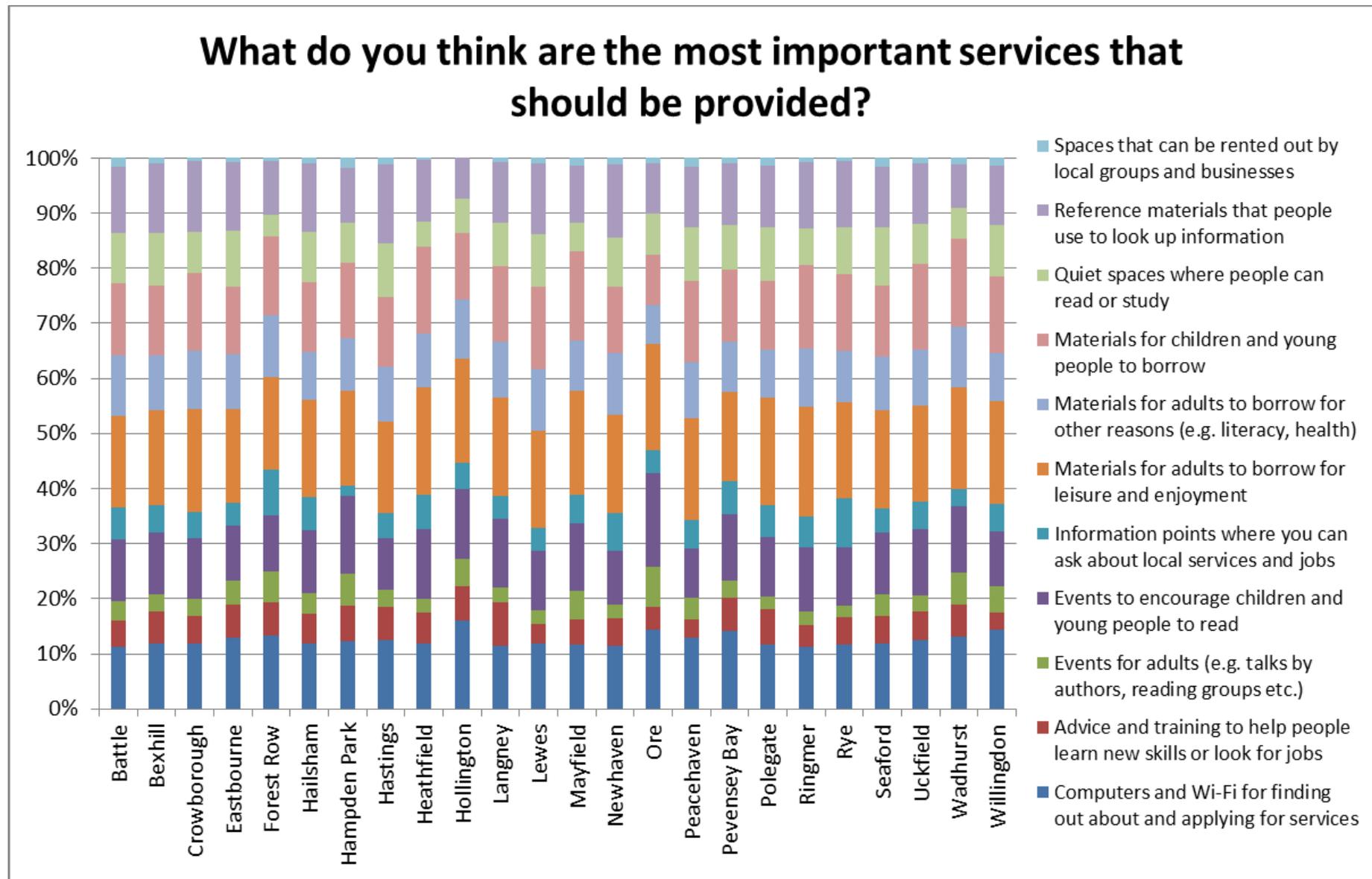


Figure A.4: Services Rated as Most Important (Percentage Responses by Individual Library)  
 This Figure shows the data in Figure A.3 converted to percentages for each library. The total number of responses to this question was 15,352.

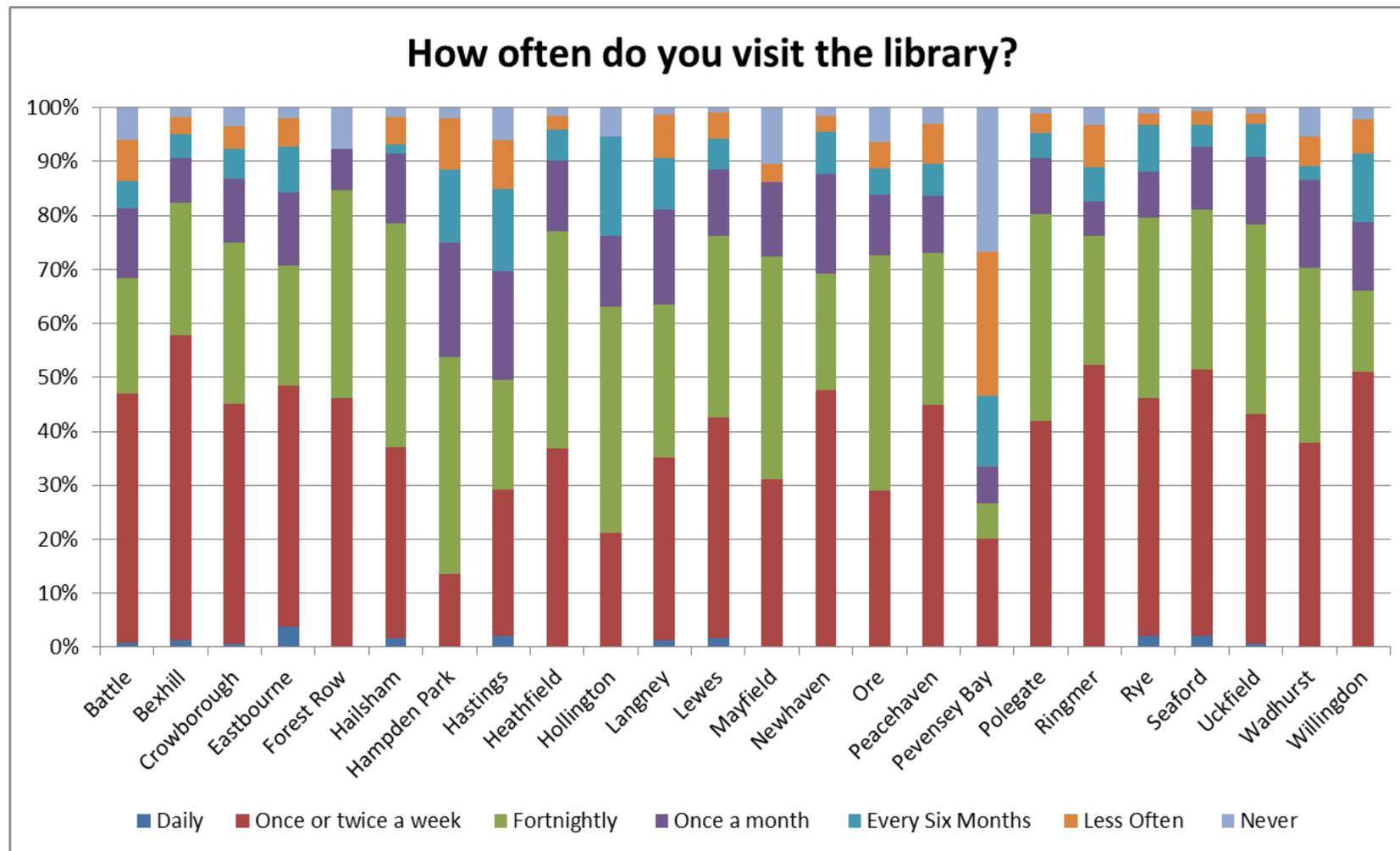


A.1.4 Again, the results show a high degree of consistency across libraries.

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.

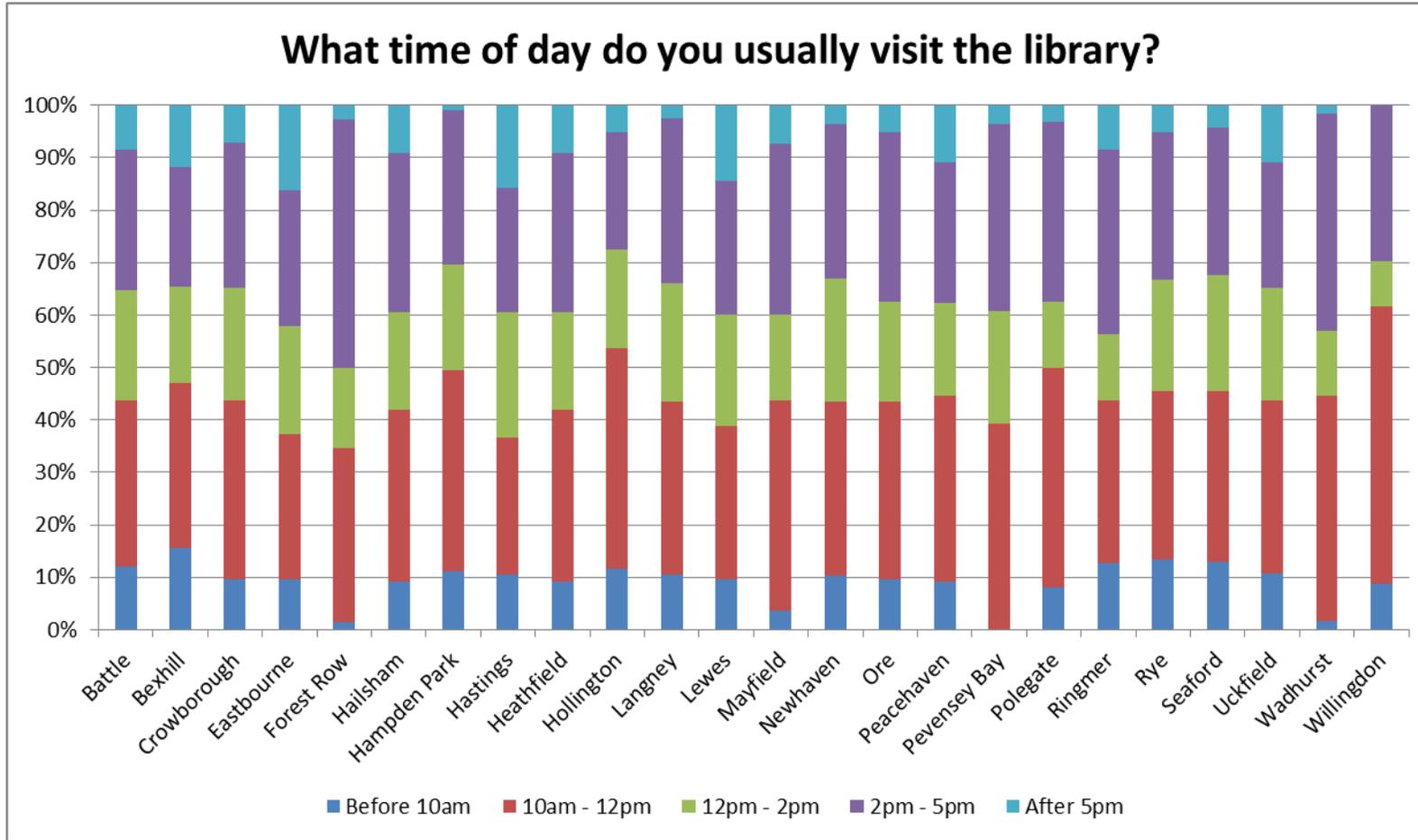


A.1.6 Most respondents, around 73%, visit the library between once or twice a week and once a fortnight with results broadly consistent across libraries although a number of the smaller libraries have a lower proportion of frequent visitors, e.g. Hampden Park, Ore and Pevensey Bay.

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.



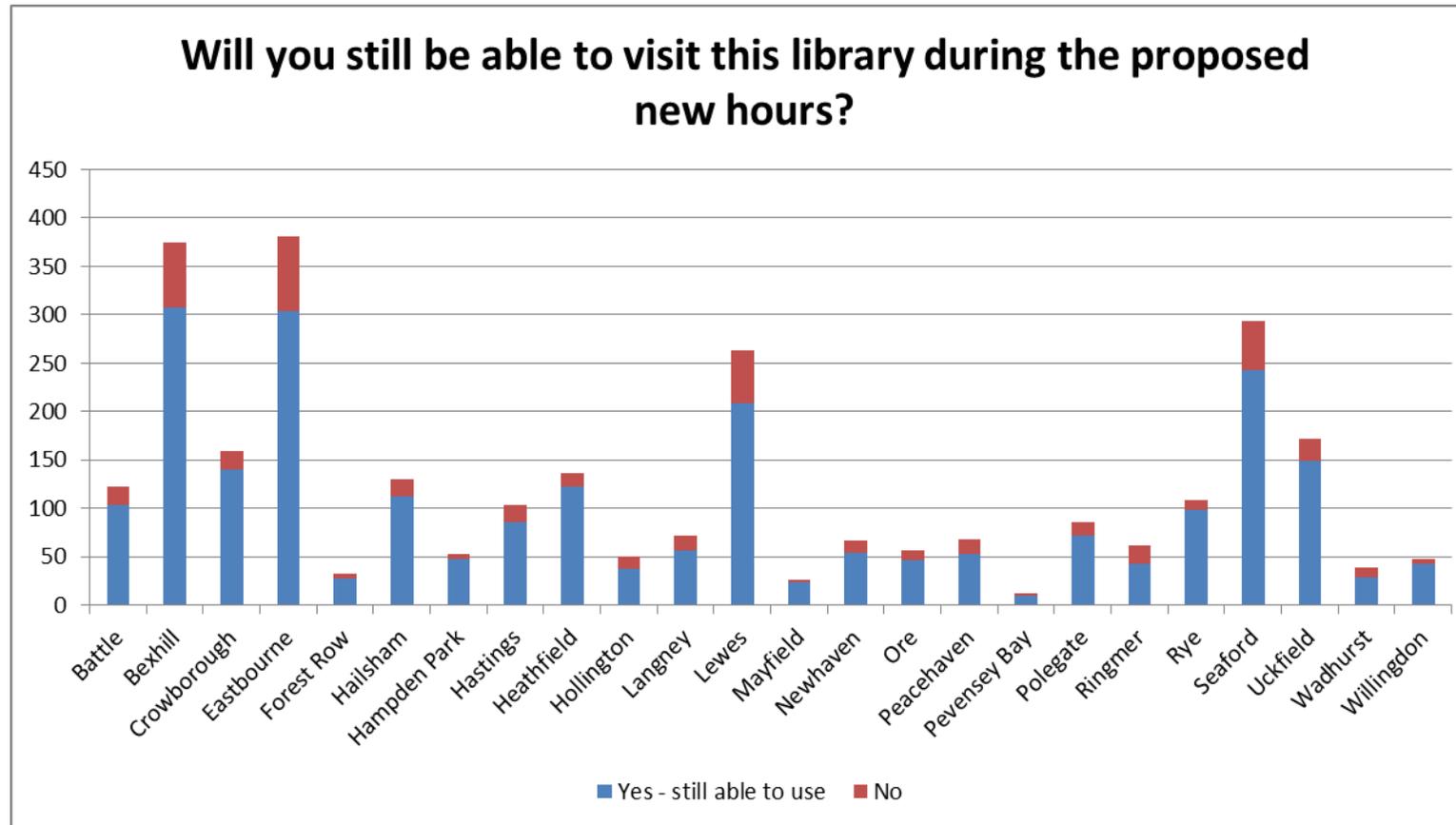
A.1.8 Individual library results largely reflect the overall position shown in Figure 5.3 of the main report with the daytime periods of 1000 – 1200 and 1400 – 1700 by far the most popular.

## 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.

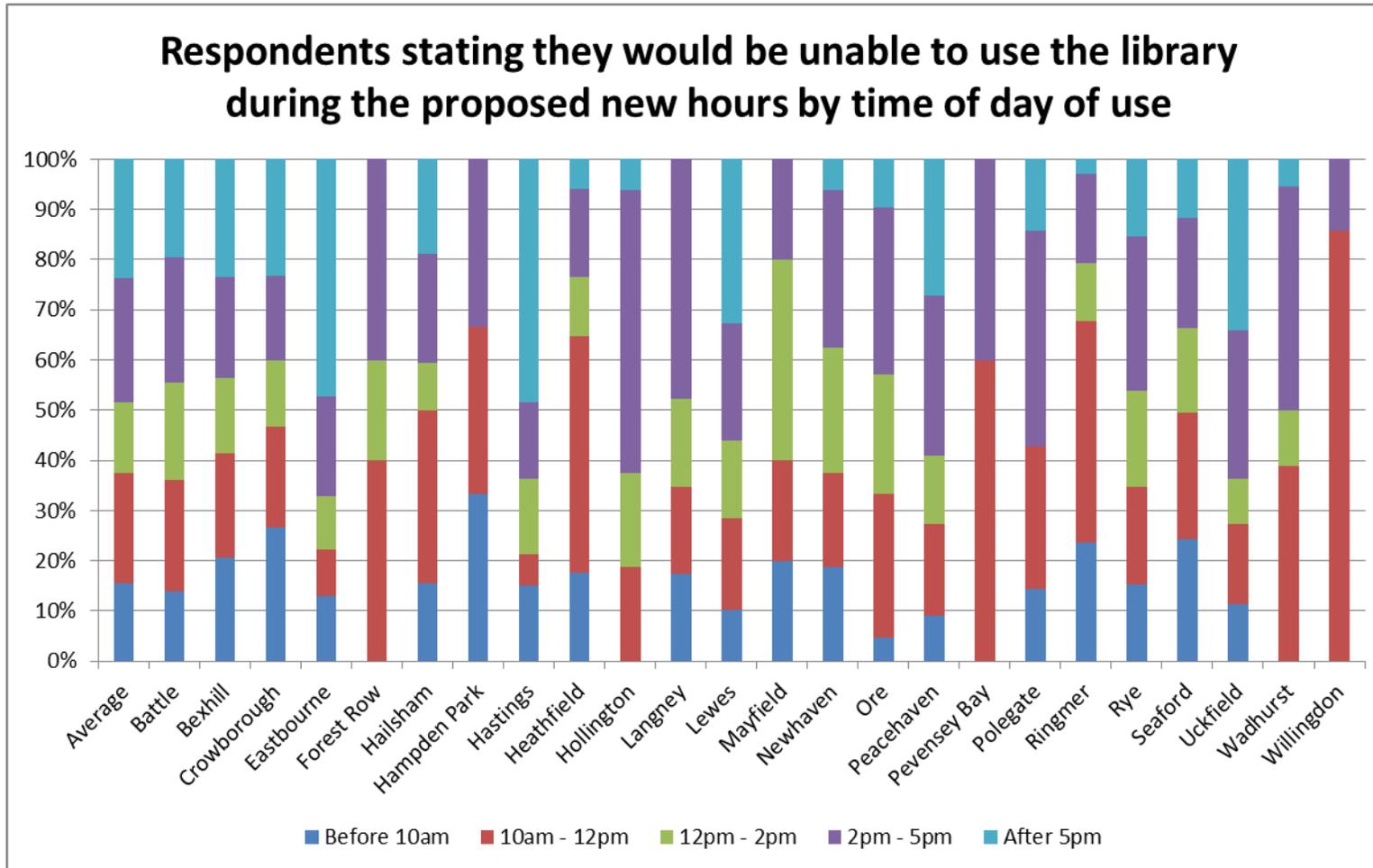


### Impact of Proposed Opening Hours by Time Period

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.

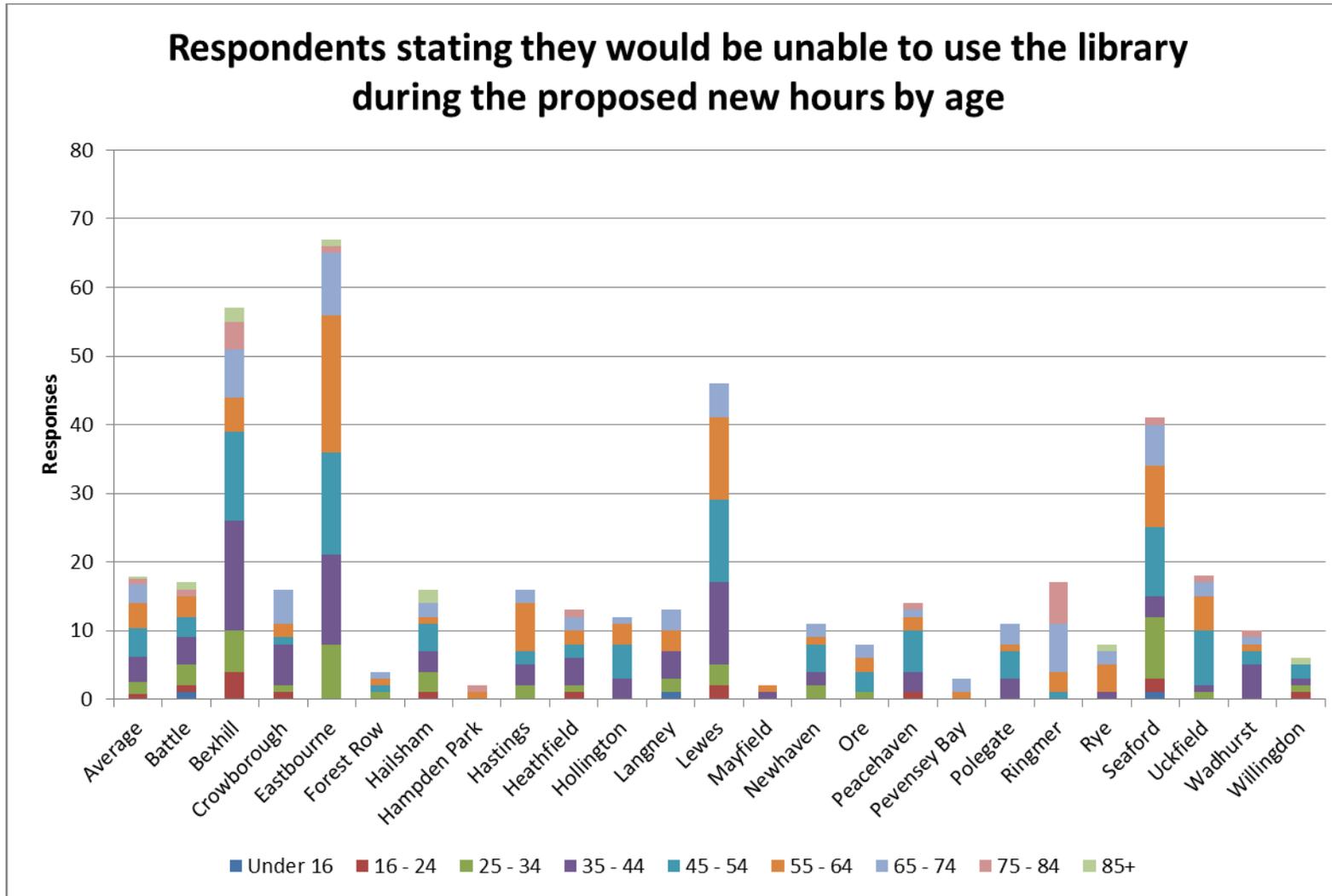
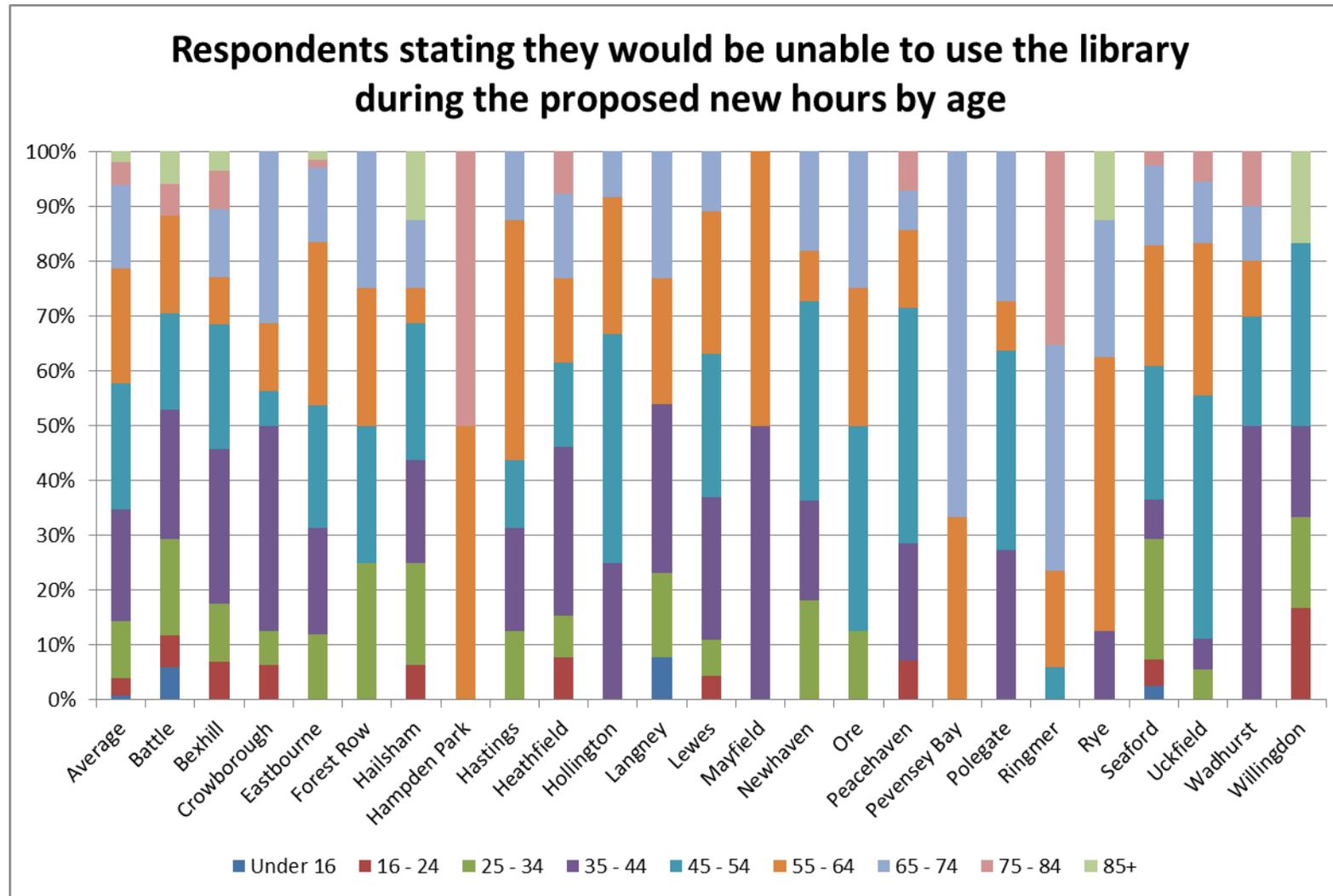


Figure A.10: Percentage of Respondents Unable to Visit Libraries with Proposed Opening Hours (by Age).

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



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

## Impact of Proposed Opening Hours by Employment Status

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

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

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

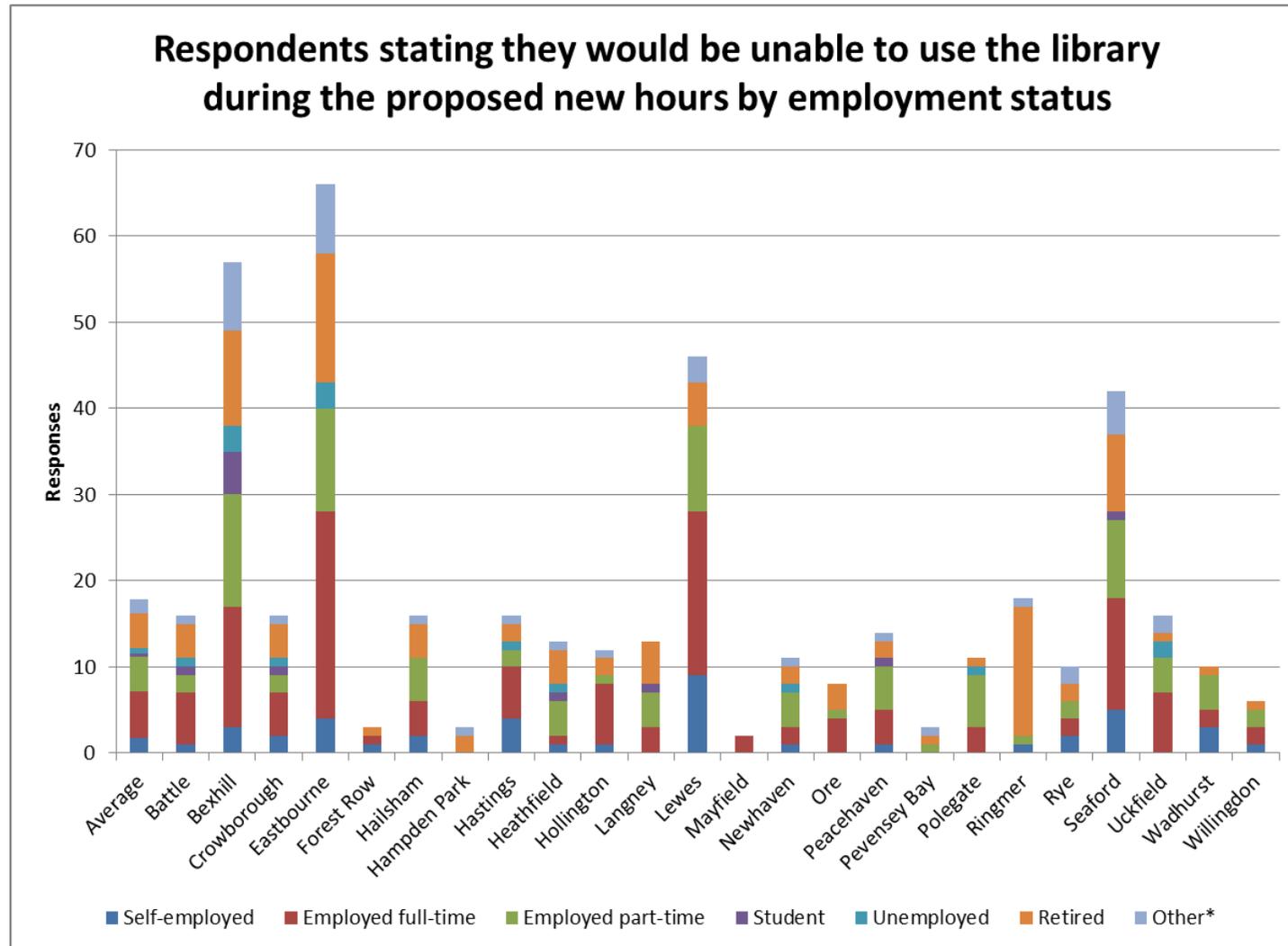
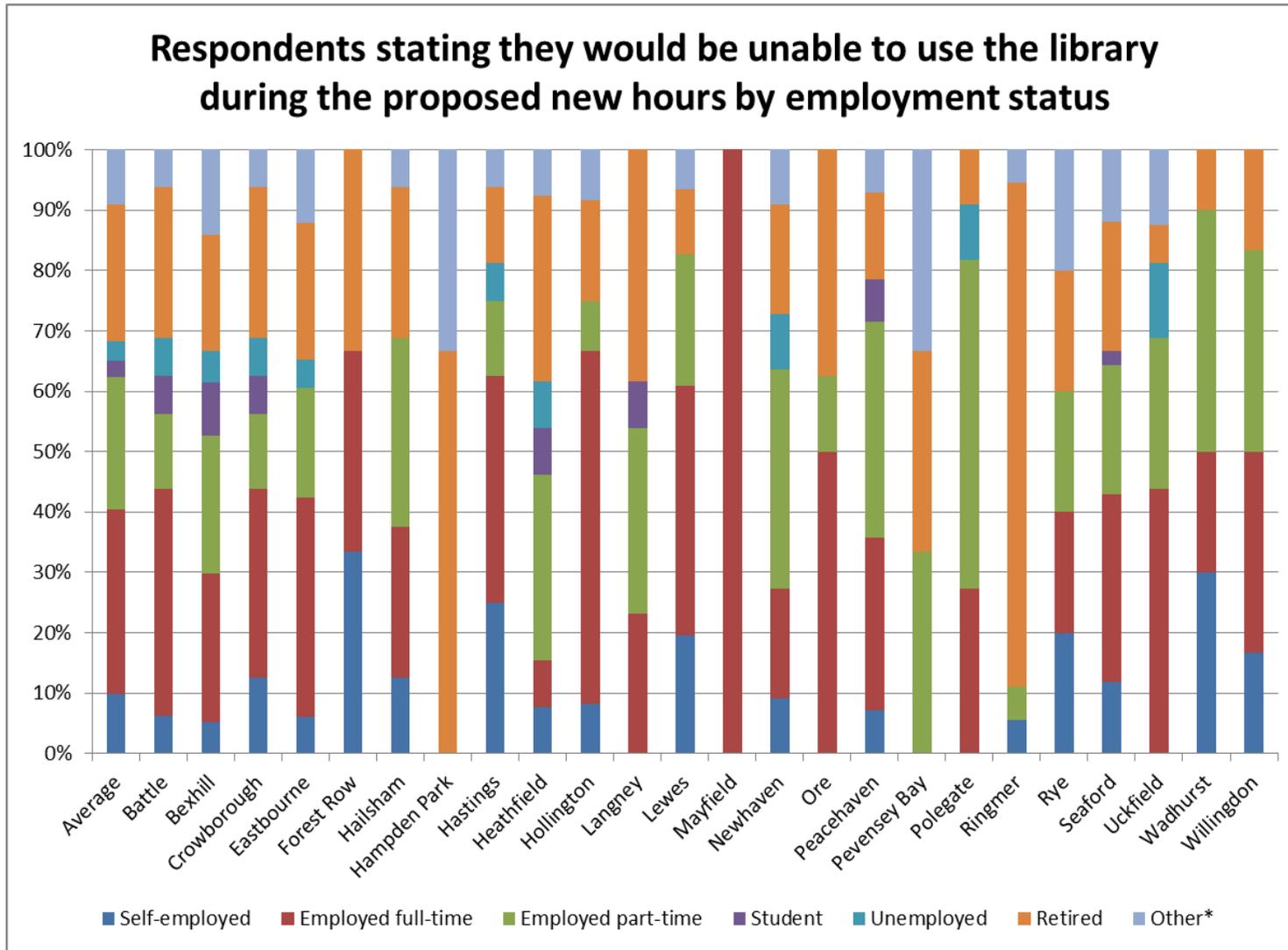


Figure A.12: Percentages of Respondents Unable to Visit Libraries with Proposed Opening Hours (by Employment Status).

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



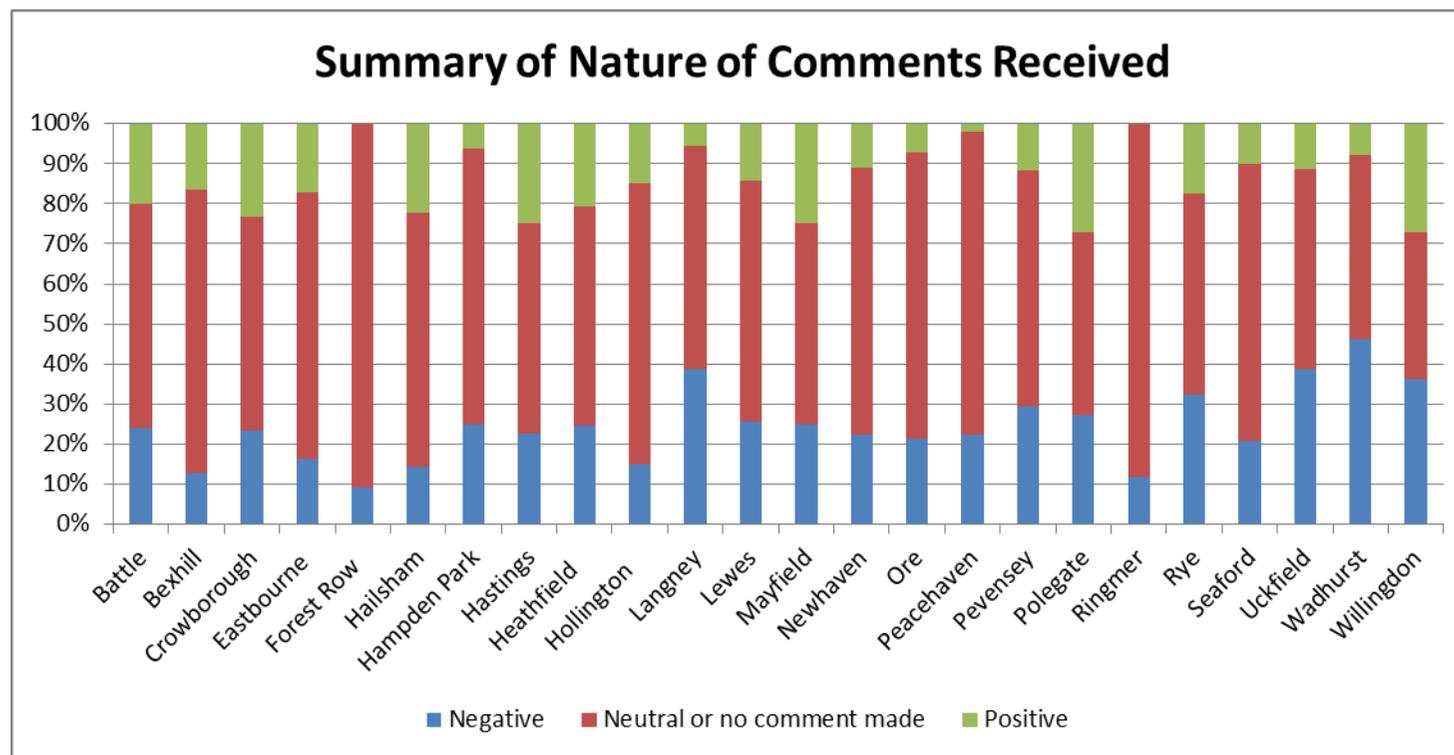
A.2.7 The figures show that respondents in full time employment are the highest group in most cases, although there are variations with a lower proportion in some of the smaller libraries. There is a greater variation in the number of retired respondents affected, accounting for over two thirds of those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

### A.3 Attitudes to Proposed Changes

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

Figure A.13: Nature of Responses Received to Proposed Opening Hours by Library.

This figure shows the proportion of positive, neutral and negative comments received by library. Total responses does not equal total survey respondents because some respondents referred to more than one library. The total number of responses to this question was 1,283.



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

# Appendix B

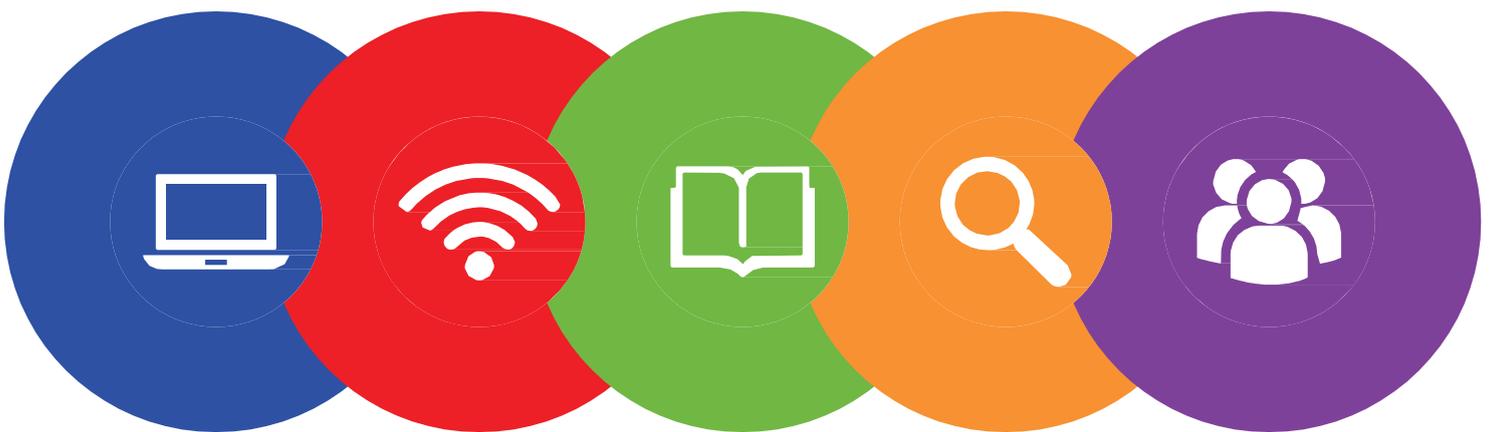
## Opening Hours Consultation Questionnaire

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**Libraries Consultation**

# Opening Hours Consultation

[eastsussex.gov.uk/haveyoursay](http://eastsussex.gov.uk/haveyoursay)



11 January to 3 April 2016





## About East Sussex Libraries

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

### **24 libraries**

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

### **E-library at [www.eastsussex.gov.uk/elibrary](http://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](http://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](http://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](http://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](mailto:library.consultation@eastsussex.gov.uk) or by phone on 01273 335165.

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

## Why we are consulting

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

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

## Proposed changes to opening hours

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

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

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

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

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

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

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

## What happens next?

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

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

## How you use the library service

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

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

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

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

\*Other, please specify:

**Please go to question 4**

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

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

\*Other, please specify:

**Please go to question 4**

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

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

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

## Proposed changes to library opening hours

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

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

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

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

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

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

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

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

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

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

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

Yes .....	<input type="checkbox"/>	No* .....	<input type="checkbox"/>
-----------	--------------------------	-----------	--------------------------

\*If no, please tell us why

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

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

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

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

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

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

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

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

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

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

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

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

Yes .....  No\* .....

\*If no, please tell us why

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

Yes .....  No .....

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

## About You

We want to make sure that everyone is treated fairly and equally and that no one gets left out. That's why we ask you these questions.

We won't share the information you give us with anyone else. We will only use it to help us make decisions and make our services better.

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

Q13 What is your postcode?

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

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

Q15 Are you...?

- |            |                          |              |                          |                        |                          |
|------------|--------------------------|--------------|--------------------------|------------------------|--------------------------|
| Male ..... | <input type="checkbox"/> | Female ..... | <input type="checkbox"/> | Prefer not to say..... | <input type="checkbox"/> |
|------------|--------------------------|--------------|--------------------------|------------------------|--------------------------|

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

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

\*If other, please specify

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

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

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

Q18 If you answered yes to question 17, please tell us the type of impairment that applies to you.

You may have more than one type of impairment, so please select all that apply. If none of these apply to you please select other and give brief details of the impairment you have.

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

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

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

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

- Yes.....  No.....  Prefer not to say.....

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

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

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

## Volunteering Opportunities

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

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

Name

How would you like to be contacted?

Telephone  E-mail .....  Post .....

Contact telephone number

E-mail

Postal Address

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

# Libraries Consultation

## APPENDIX: DETAILS OF PROPOSED CHANGES TO LIBRARY OPENING HOURS

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



# Battle Library

## Location:

7 Market Square, Battle, East Sussex TN33 0XB

## Services available at this library:

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

<b>Battle</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
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

<b>Bexhill</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
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

<b>Crowborough</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
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	Monday	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

<b>Polegate</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
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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