



**Cabinet**  
**6 March 2018**  
**Appendix 4**

**Libraries Strategic Commissioning Strategy**  
**Public Consultation Analysis**

Prepared in conjunction with



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# 1. Executive Summary

- 1.1 Between 21 September and 14 December 2017 the County Council undertook a public consultation exercise on its draft Libraries Strategic Commissioning Strategy. The purpose of the Libraries Strategic Commissioning Strategy is to provide a relevant, modern and effective library and information service to local people - a library service where we prioritise our resources to achieve outcomes that will best meet the needs of those who live, work and study in East Sussex - whilst delivering necessary savings.
- 1.2 The draft Libraries Strategic Commissioning Strategy proposed a Vision for the library service which recognised the importance of the Library and Information Service to support residents and communities by promoting reading and knowledge as a route to leading fulfilling lives. Four Strategic Outcomes proposed the future focus for delivery of the service. They were: improving child and adult literacy, supporting the economy, better health and wellbeing, and increasing digital inclusion.
- 1.3 The draft Libraries Strategic Commissioning Strategy proposed that the way in which library services would be delivered would change, with resources in future targeted more towards communities where we had identified the highest needs. Key elements of the draft Libraries Strategic Commissioning Strategy included (i) An enhanced eLibrary service, (ii) A new Children and Young People's Offer to improve literacy, and (iii) A focus on outreach work to support those individuals and communities with the greatest needs.
- 1.4 An Accessibility Analysis undertaken for the draft Libraries Strategic Commissioning Strategy established that a journey time of 20-25 minutes by car or public transport is reasonable to get to a library, and based on evidence from a comprehensive Needs Assessment of where needs are greatest across East Sussex, the draft Libraries Strategic Commissioning Strategy proposed a smaller network of 17 library buildings. It proposed the closure of seven libraries and the cessation of the Mobile Library Service. It also proposed that Council funding and the supply of books for the Northiam Village Library would cease. Overall, the draft Libraries Strategic Commissioning Strategy identified that the proposals would still ensure that there remained a very high level of accessibility to a library by public transport or by car across the county within a reasonable journey time, including in rural communities, and would also ensure that libraries were geographically well-placed to meet the identified needs.
- 1.5 This report provides a complete analysis of all of the consultation questionnaires completed, a summary of the issues raised in questionnaire responses and other forms of representations (e.g. in emails, letters and in face to face meetings) and provides the Council's consideration of and response to the feedback which has been provided.
- 1.6 In total 3,633 consultation questionnaires were returned. Overwhelmingly the respondents to the consultation questionnaire were current library users (92% had accessed the library service in some form in the past 12 months) and the majority of respondents (68%) were users of one or more of the seven libraries that it was proposed to close, the Mobile Library or Northiam Village Library. A further 1,102 further representations (mainly by e-mail and letter) were received. There were also 12 petitions, totalling 8,878 signatures.
- 1.7 41% of respondents either strongly agreed or agreed that our proposals focussed our limited resources in the right areas, as described by the draft Vision and Strategic Outcomes. 44% either disagreed or strongly disagreed. A lower percentage strongly

agreed or agreed that the proposals provided a reasonable range of different ways for people to use the Library and Information Service according to their needs (28% of respondents in total). 61% either disagreed or strongly disagreed. There was a much higher level of support (68%) for the proposals from respondents who were not users of the seven libraries, the Mobile Library or the Northiam Village Library than there was from regular users of those services (20%).

- 1.8 The responses and the submissions received in email and written comments, as well as the strength of feeling in local campaigns reflect the fact that libraries are highly valued locally by their users. Many people have stated that they were responding to the consultation not only with their comments about their own needs, but also with their views of the needs of others, for example their families or other more vulnerable members of their communities.
- 1.9 Of the libraries which were proposed not to be retained, including the Mobile Library and support to Northiam Village Library, Polegate Library had been used by the highest number of people in the last 12 months, followed by Langney Library and Willingdon Library. 32% of respondents had not used any of the libraries it was proposed to close.
- 1.10 Overall, two thirds of respondents who stated they had used one of the seven libraries, the Mobile Library or Northiam Village Library said that they would be able to access the library service in another way if the proposals were implemented. This supports the view in the Rationale and Impact Assessment that there are reasonable alternative ways of accessing the library service. The most common reason cited for not being able to use an alternative was 'other', followed by 'unable to travel', 'not knowing how to use the eLibrary' and finally 'not having access to a computer/mobile device'. Most people choosing 'other' stated it was due to not wanting to travel to an alternative library or that travelling to an alternative would be too difficult. It should be noted that the Home Library Service, one of the alternatives available, provides access to people who cannot access a library because of disability, frailty or full-time caring responsibilities and is likely to be an alternative means of accessing the library service for many people who stated that there was no alternative means of access available to them.
- 1.11 All comments about the proposals have been read and considered in detail. Comments largely relate to people's objections to proposals not to retain libraries and the reasons they did not agree with the statements in the consultation questionnaire, rather than having any particular objection to other aspects of the draft Libraries Strategic Commissioning Strategy, such as the Vision and Strategic Outcomes. The three most frequently raised themes were that the elderly and disabled and vulnerable/less well-off people will be disadvantaged; children, young parents and families will be disadvantaged; and there will be a negative impact on the community. However we did also receive comments that supported the proposals.
- 1.12 While the themes are generally consistent across each of the different libraries, we recognise that each community is different and the report summarises and provides a response to the local factors and concerns as they were voiced in relation to individual libraries, the Mobile Library and Northiam Village Library.
- 1.13 The consultation has been informed through further conversations with Town and Parish Councils, community groups and other stakeholders, and our staff and volunteers. All of the feedback has enabled us to fully formulate some of the offers and mitigations that were outlined in the draft Libraries Strategic Commissioning Strategy, make other revisions to the Strategy, and has provided helpful guidance on ways to promote the service better, to meet the new Vision and Strategic Outcomes. All of the key changes made to the revised

Libraries Strategic Commissioning Strategy and the supporting documents as a result of the consultation are set out in Appendix 1 (Key Changes Document).

- 1.14 Throughout the feedback we have received detailed and considered views from a large number of people and organisations who have described the circumstances for themselves or other people in their communities under which some of the proposals set out in the draft Libraries Strategic Commissioning Strategy would have a negative impact. Some respondents also felt that individual indicators of lower levels of need within the Needs Assessment were important to their communities, and should justify the retention of a library.
- 1.15 We recognise that in every community across the county there are individuals and families with needs and that in those communities where it is proposed no longer to retain a library or the Mobile Library Service, there are individuals who would be affected by the loss of the service. The purpose of the comprehensive Needs Assessment we undertook was to identify which communities have greater levels of needs than others, so that County Council resources can be prioritised towards those communities, achieving the best outcomes for the population of the county as a whole, whilst ensuring that all communities still have a high level of accessibility to library services overall.
- 1.16 The evidence base shows that only Langney and Ore libraries are in communities with higher levels of need, but in both cases these communities would be served by nearby central libraries (Eastbourne and Hastings), one other library (Hampden Park and Hollington) and targeted outreach activities.
- 1.17 Whilst we fully appreciate the unpopularity of proposals to close libraries, withdraw the Mobile Library Service and cease support to Northiam Village Library, having analysed all of the responses and revisited the evidence base again, we do not consider that new information has been presented in the consultation responses and other forms of stakeholder engagement which means that the evidence base for the draft Libraries Strategic Commissioning Strategy was incorrect or had been wrongly interpreted. In the light of this, and taking into account the Vision and Strategic Outcomes for the East Sussex Library and Information Service and the financial and wider context in which it needs to operate, we believe that the original proposals for a smaller network of 17 libraries, are correct. This would result in the closure of Langney, Mayfield, Ore, Pevensey Bay, Polegate, Ringmer and Willingdon libraries and the Mobile Library Service, and the end to support for Northiam Village Library.

## 2. Introduction

- 2.1 Between 21 September and 14 December 2017 the County Council undertook a public consultation exercise on its draft Libraries Strategic Commissioning Strategy. The purpose of the Strategy is to provide a relevant, modern and effective library and information service to local people - a library service where we prioritise our resources to achieve outcomes that would best meet the needs of those who live, work and study in East Sussex - whilst delivering necessary savings.
- 2.2 The draft Libraries Strategic Commissioning Strategy proposed a Vision for the library service which recognised the importance of the Library and Information Service to support residents and communities by promoting reading and knowledge as a route to leading fulfilling lives. Four Strategic Outcomes proposed the future focus for delivery of the service. They were: improving child and adult literacy, supporting the economy, better health and wellbeing, and increasing digital inclusion. Each of the proposed Strategic Outcomes would be delivered through a range of enhanced and new services which were described in the draft Libraries Strategic Commissioning Strategy. These four draft Strategic Outcomes were also closely aligned to, and would enable the LIS to support, the Council's four overarching priority outcomes of driving sustainable economic growth, keeping vulnerable people safe, helping people help themselves and making best use of resources.
- 2.3 The draft Libraries Strategic Commissioning Strategy therefore proposed that the way in which library services would be delivered would change, with resources in future targeted more towards communities where we had identified the highest needs. Key elements of the draft Libraries Strategic Commissioning Strategy included (i) An enhanced eLibrary service, (ii) A new Children and Young People's Offer to improve literacy, and (iii) A focus on outreach work to support those individuals and communities with the greatest needs.
- 2.4 An Accessibility Analysis undertaken for the draft Libraries Strategic Commissioning Strategy drew on national research to establish that a journey time of 20-25 minutes by car or public transport is reasonable to get to a library. Considering also the evidence from the Needs Assessment of where needs are greatest across East Sussex, the draft Libraries Strategic Commissioning Strategy proposed a smaller network of 17 library buildings: Battle, Bexhill, Crowborough, Eastbourne, Forest Row, Hailsham, Hampden Park, Hastings, Heathfield, Hollington, Lewes, Newhaven, Peacehaven, Rye, Seaford, Uckfield and Wadhurst. It proposed the closure of seven libraries (Langney, Mayfield, Ore, Pevensey Bay, Polegate, Ringmer and Willingdon) and the cessation of the Mobile Library Service. It also proposed that Council funding and the supply of books for the Northiam Village Library would cease. Overall, the draft Libraries Strategic Commissioning Strategy identified that the proposals would still ensure that there remained a very high level of accessibility to a library by public transport or by car across the county within a reasonable journey time, including in rural communities, and would also ensure that libraries were geographically well-placed to meet the identified needs.
- 2.5 The key way that people were invited to have their say was to complete a consultation questionnaire. People could also email the Council using a designated email address or write in with their comments. In addition officers and members have attended meetings with parish and town councils, community groups, staff and volunteer groups and members of the public to listen to feedback.

- 2.6 MCL, a locally based transport and research consultancy, were appointed to provide data processing and analysis services of the responses to the consultation, having also been responsible for survey programmes in 2015 and 2016 that preceded and informed the development of the strategy. This report is produced by the County Council in conjunction with MCL.
- 2.7 This report provides a summary of the results of the consultation. The next section sets out the overall results to the key questions that were asked. We have then provided separately some analysis of the views of respondents.
- 2.8 A range of methods and media were used to publish and advertise the consultation, to try to ensure that as many people as possible were able and encouraged to give their views. These included press releases, posters and banners in libraries, adverts on local buses, adverts on social media (Twitter and Facebook) and promotion to schools. The intention has been to ensure participation from library users, but also from other interested members of the local population, and representative groups. The questionnaire was made available in different formats upon request.
- 2.9 Information was provided in the consultation questionnaire to explain in brief the purpose and proposals within the Strategy. Links to the Strategy itself, and various supporting documents, were provided. The questionnaire was structured in five sections as follows:
1. A needs-based Library and Information Service
  2. Ways people would be able to use our proposed range of library services – four questions,
  3. Getting Involved – three main questions with some supplementary information asked for,
  4. Additional Comments – invitation to provide views in respondents' own words
  5. "About you" – questions designed to allow us to help make informed decisions that, as far as possible, ensure everyone is treated fairly and the views of different groups represented
- 2.10 The questionnaire is reproduced in full in Appendix 2 to this report.
- 2.11 A total of 3,633 people responded to the questionnaire:
- 47.6% of respondents (1,731) completed the questionnaire online;
  - 52.4% (1,902) completed a paper questionnaire

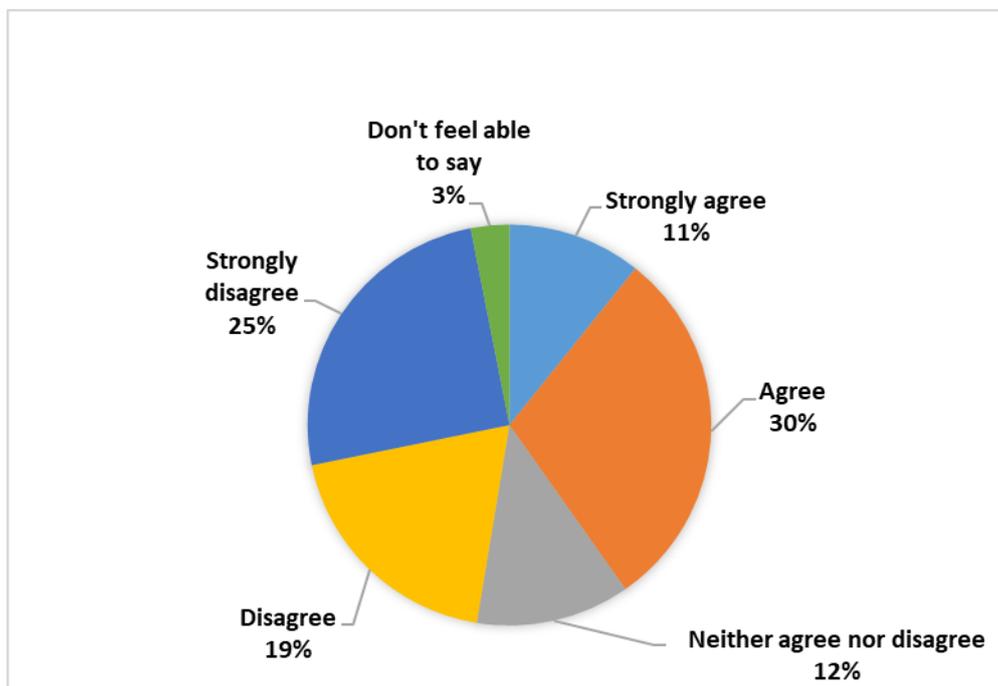
### 3. Results and the County Council's response to feedback

3.1 The overall responses to each of the consultation questions are summarised below – questions 1 to 5 relating to the respondent's use of facilities and the anticipated effects of the proposed strategy on them, questions 6 to 9 on the possibilities for involvement in supporting local facilities and services, and further questions (10 to 21) providing demographic and other personal information to assist in analysis and interpretation of the results, and in particular to inform the Equalities Impact Assessment.

#### A Needs-based Library and Information Service

*Q1. To what extent do you agree or disagree that we are focussing our limited resources on the right areas, as listed above in our Vision and Strategic Outcomes?*

Response	Respondents
Strongly agree	376
Agree	1034
Neither agree nor disagree	432
Disagree	672
Strongly disagree	880
Don't feel able to say	108
<b>Total Respondents</b>	<b>3,502</b>

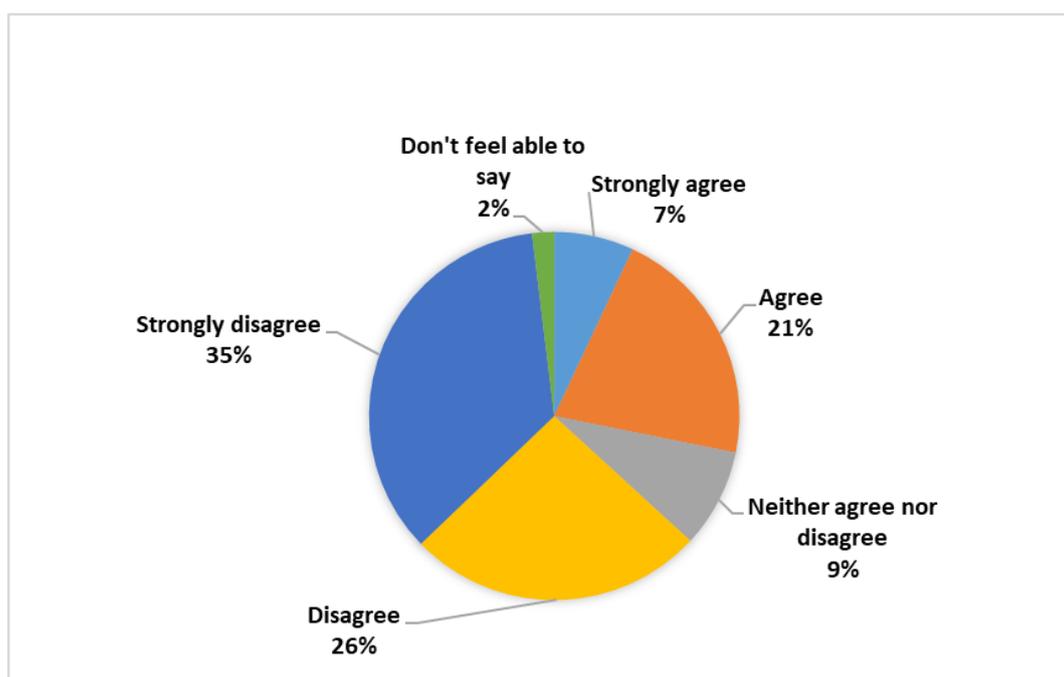


3.2 Opinion is divided, but in these overall terms, 53% of those giving a response are broadly supportive or neutral regarding the overall focus of the strategy.

## Ways people would be able to use our proposed range of library services

**Q2. To what extent do you agree that our proposals provide a reasonable range of different ways for people to use the Library and Information Service according to their needs?**

Response	Respondents
Strongly agree	246
Agree	750
Neither agree nor disagree	306
Disagree	916
Strongly disagree	1247
Don't feel able to say	68
<b>Total Respondents</b>	<b>3533</b>

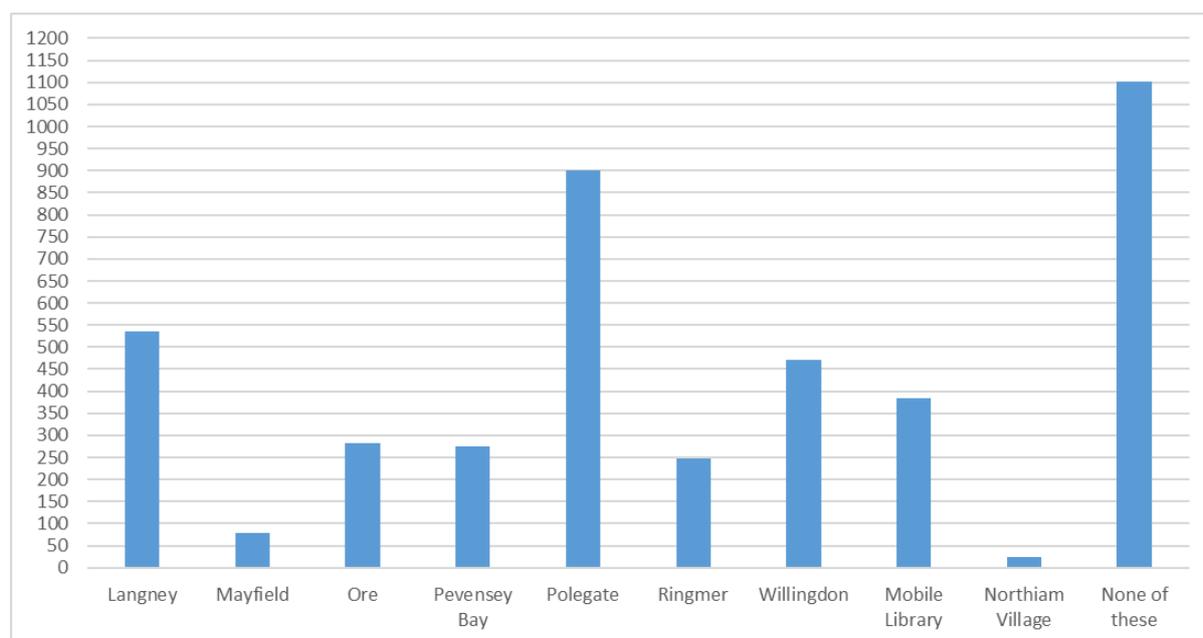


- 3.3 In relation to the specific provisions being set out, and the way in which respondents believe they will affect them, 37% of respondents remain either supportive or neutral, but a majority did not agree. We will see in the next response that around 75% of respondents have recently used one or more of the facilities that it is proposed will not be retained. This is clearly an important area for respondents, therefore, and we should not be surprised that concerns are raised.
- 3.4 Here, and in other cases where respondents can select more than one option, we show in the tables the total number of responses, and also the total number of *people (respondents)* who chose to answer the question.

**Q3. Have you used any of the following libraries in the last 12 months, or has someone used any of them on your behalf?**

Library	Responses
Langney	536
Mayfield	79
Ore	282
Pevensey Bay	275
Polegate	900
Ringmer	248
Willingdon	471
Mobile Library	385
Northiam Village	24
None of these	1,103
<b>Total Responses</b>	<b>4,303</b>
<b>Total Respondents</b>	<b>3,441</b>

**Libraries currently used by respondents (breakdown of all responses by library)**

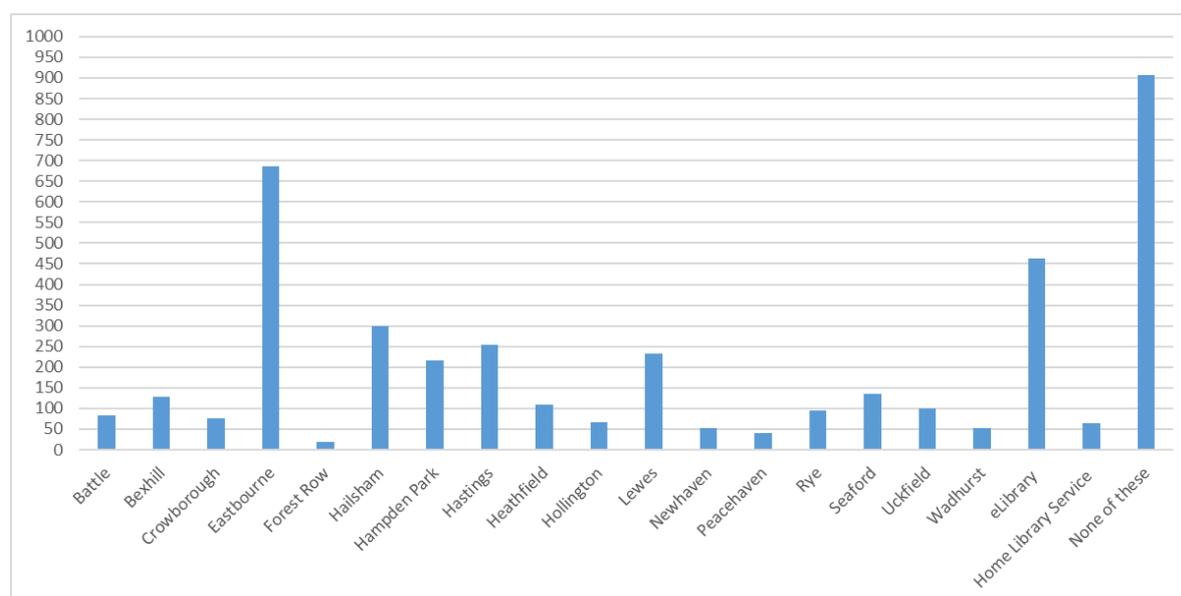


3.5 The highest number of responses come from users of the libraries in the Eastbourne area – Langney, Polegate and Willingdon. 32% of respondents have not used any of the libraries proposed for closure during the last year.

**Q4. If we no longer retain the libraries listed above, will you be able to use one of the following alternative services instead?**

Library	Responses
Battle	84
Bexhill	129
Crowborough	77
Eastbourne	686
Forest Row	19
Hailsham	300
Hampden Park	215
Hastings	253
Heathfield	109
Hollington	66
Lewes	232
Newhaven	52
Peacehaven	41
Rye	95
Seaford	136
Uckfield	100
Wadhurst	53
eLibrary	463
Home Library Service	64
None of these	907
<b>Total Responses</b>	<b>4,081</b>
<b>Total Respondents</b>	<b>2,696</b>

**Alternative ways that respondents would be able to access the library service (breakdown of all responses by library)**

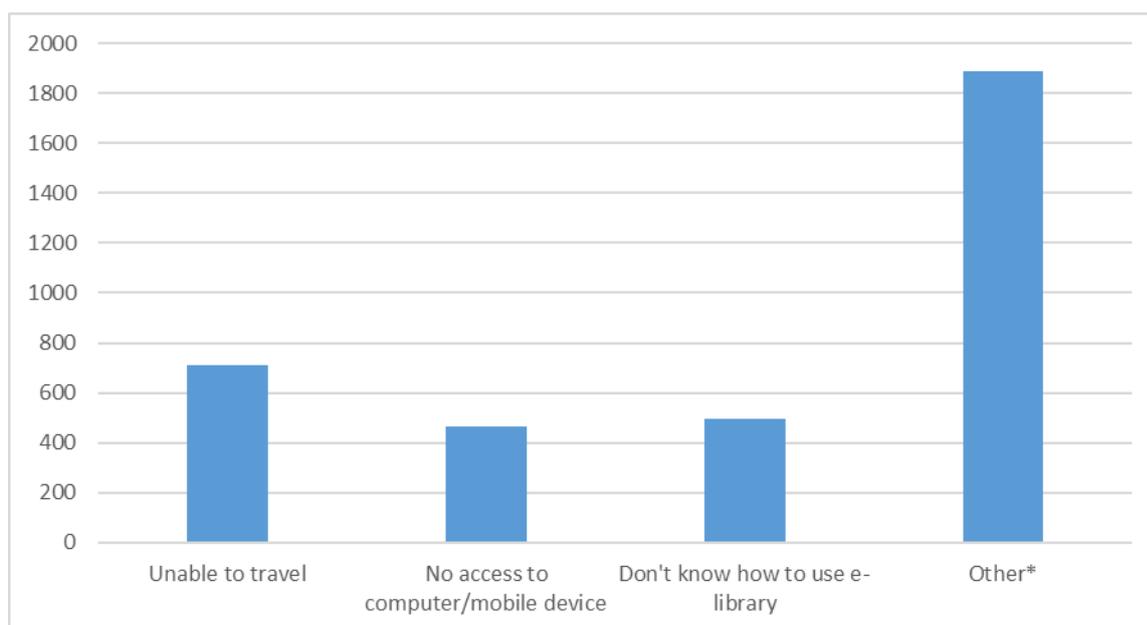


3.6 34% of respondents have indicated here that they do not see a viable alternative (for them) to using one of the libraries listed at Q3. The central Eastbourne library is the clear option for the largest number of respondents, although the eLibrary is recognised as the next most popular viable option.

**Q5. If you answered "None of these" in question 4, which of the following best explain why you would not be able to use one of our other services?**

Reason	Responses
Unable to travel	710
No access to computer/mobile device	467
Don't know how to use e-library	493
Other	1,886
<b>Total Responses</b>	<b>3,556</b>
<b>Total Respondents</b>	<b>1,447</b>

**Reason for not being able to access the library service using an alternative means (breakdown of all responses)**



3.7 Here, the “other” responses most commonly centred on the cost/inconvenience of travelling to other sites, particularly for families with children, support for the mobile library, and lack of computer/internet facilities at home. An analysis of the responses shows that, for the first time, there is a significant difference in response for those using paper and internet to provide their response. The differences are what would be expected – those using the e-questionnaire are significantly less concerned about accessing internet and internet-based services as an alternative. In total 770 people made comments.

3.8 The table below lists the main themes most commonly raised, in order of the frequency they arose. The issues listed below are addressed in section 3.11.

<b>No.</b>	<b>Comment themes (matters directly related to Q5)</b>	<b>Quantity</b>
1	Don't want to travel to other libraries, or consider it too difficult (for reasons not covered by codes 16-19)	181
2	Poor, expensive parking at the other libraries	119
3	People who are disabled or elderly will find it hard to use other libraries	113
4	Unable/difficult to travel to other libraries due to financial issues	101
5	Unable/difficult to travel to other libraries due to transport issues	87
5	People don't like e-books/the e-library and the choice of books it has	86
7	Unable/difficult to travel to other libraries due to mobility/disability issues	75
8	Children will be disadvantaged by shutting the libraries	65
9	People struggle to carry books on public transport to/from their homes	53
10	People don't have a computer/internet	44
11	People require help with technology	18
12	The other libraries don't offer the same services/books	12
<b>No.</b>	<b>Comment themes (other issues raised at this point)</b>	<b>Quantity</b>
1	The proposals will have a negative impact on education, schools and literacy	48
2	Keep the Mobile Library	45
3	People make use of/want to start up clubs, groups and committees	26
4	Only financial effects have been considered, there are other ways to save/raise money, councillors get paid a lot/a pay rise and we pay council taxes	22
5	The current librarians/staff are friendly and helpful	11

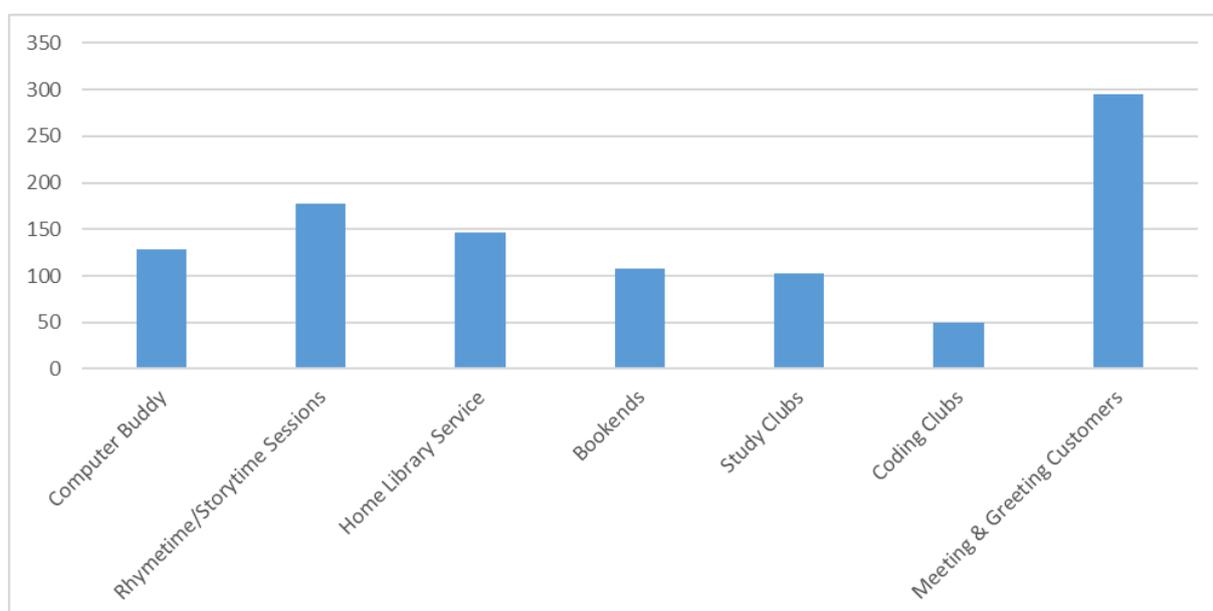
3.9 The main themes identified relate to the types of impact in terms of the ability to travel to an alternative library. A range of more general comments were made, including positive statements of support for libraries. There were also a number of themes that were only identified by very low numbers of people.

## Getting Involved

**Q6. Would you be interested in finding out more about any of the following volunteering roles, either on an occasional or regular basis?**

Volunteering Role	Total interested
Computer Buddy	128
Rhymetime/Storytime Sessions	177
Home Library Service	146
Bookends	108
Study Clubs	102
Coding Clubs	50
Meeting & Greeting Customers	295
<b>Total Responses</b>	<b>1006</b>
<b>Total Respondents</b>	<b>637</b>

### Interest in volunteering roles within the Library and Information Service



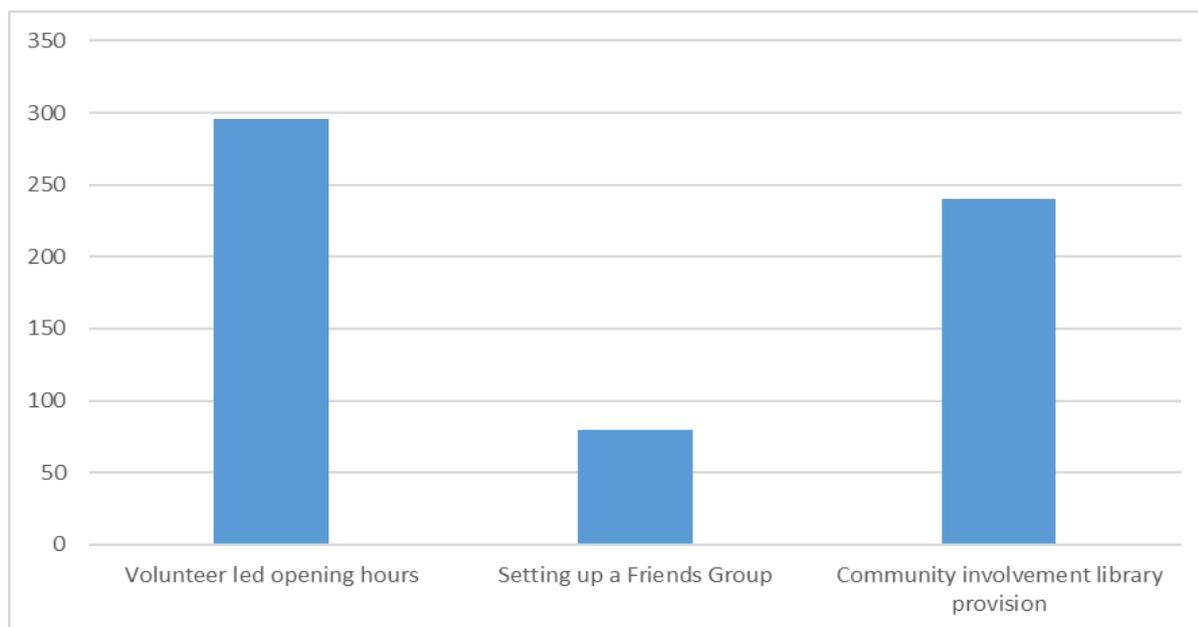
**Q7. Please tick how often you might be interested in volunteering?**

Frequency of volunteering	Total Interested
Weekly	209
Monthly	270
One-off events	240
<b>Total Responses</b>	<b>719</b>
<b>Total Respondents</b>	<b>644</b>

**Q8. Please tick any of the following opportunities you might be interested in.**

<b>Opportunity</b>	<b>Total interested</b>
Volunteer led opening hours	296
Setting up a Friends Group	80
Community involvement library provision	240
<b>Total Responses</b>	<b>616</b>
<b>Total Respondents</b>	<b>460</b>

**Interest in volunteering roles within community and other groups/roles**



3.10 There has been an encouraging level of interest shown in helping to support some of these additional services that enhance the overall libraries service for particular individuals and groups. Those expressing interest were asked to indicate the level of input they may be prepared to provide and the areas/libraries they may be willing to support, and have been contacted by Council officers where details have been provided.

## Additional Comments

3.11 Following these questions, respondents were given the opportunity to provide additional information related to any of their answers up to this point in the questionnaire, or make any additional comments. We have also analysed the separate correspondence received in addition to the questionnaires and included these in our analysis. In total 3,343 people made comments. The table below lists the main themes most commonly raised, in descending order of the frequency they arose.

No.	Comment themes	Quantity
1	Vulnerable people, including older people, people with disabilities and people on low incomes, will be disadvantaged	1,004
2	Children, young parents and families will be disadvantaged	666
3	The proposals will have a negative impact on education, schools and literacy	639
4	There will be a negative impact on the community	582
5	People don't have a computer/internet, rely on libraries to get online	457
6	Don't want to travel to other libraries, or consider it too difficult (for reasons not covered by comment themes 9, 11 and 14)	356
7	Keep the Mobile Library	332
8	Mentioning ways to make the cuts have less impact/other solutions/alternative proposal	331
9	Unable/difficult to travel to other libraries due to financial issues	266
10	The current librarians/staff are friendly, helpful, knowledgeable, don't want increased use of volunteers instead	265
11	Unable/difficult to travel to other libraries due to transport issues	257
12	People make use of/want to start up clubs, groups and committees	216
13	The alternatives to the library service will cost too much for those affected	212
14	Unable/difficult to travel to other libraries due to mobility/disability issues	200
15	People don't like e-books/the e-library, as a principle and/or the choice of books it has	179
16	There is poor parking at the other libraries	173
17	Only financial effects have been considered, there must be other ways to save/raise money, councillors/officers get paid a lot/a pay rise and we pay council taxes	167
18	There is a high/growing population in the area which the library can serve	162
19	Opening hours should be extended/disagree with the 2016 reduction of opening hours	103
20	People struggle to carry books on public transport to/from their homes	95
21	People require help with technology	90
22	Use volunteers to retain the libraries	62

3.12 The main themes identified relate to the types of impact that people consider the proposals would have. A range of more general comments were made, including positive statements of support for libraries. There were also a number of themes that were only identified by very low numbers of people.

## **Response to comments**

3.13 In the table below we provide our response to each of the top 25 themes listed above, in descending order of the frequency they arose. We have noted where, following the feedback, amendments have been made to produce a revised Libraries Strategic Commissioning Strategy.

No.	Comment theme
1.	<p data-bbox="174 150 2096 188"><b>Vulnerable people, including older people, people with disabilities and people on low incomes, will be disadvantaged</b></p> <p data-bbox="174 204 2096 347">From the results of the consultation, 70% of people aged 65 and over who have used one of the seven libraries, the Mobile Library or Northiam Village Library in the last 12 months, would be able to access the library service in an alternative way. 376 people said that they would not be able to use one of the alternative means of accessing the library service that we set out in the consultation questionnaire, including visiting another library, using the eLibrary or using the Home Library Service.</p> <p data-bbox="174 371 2096 587">We know from the Rationale and Impact Assessment for the Strategy that all seven libraries which would close under the revised Libraries Strategic Commissioning Strategy have a public transport connection to another library and that all seven libraries and all 88 Mobile Library stops are within a 20 minute drive time of one of the remaining 17 libraries. 82 of the 88 Mobile Library stop locations are also served by public transport to an alternative library building, on a day when the closest alternative library is open, of which 76 have a journey time of 30 minutes or under. Off-peak journey times from Northiam Village Library to Rye Library are 28 minutes by public bus and 17 minutes by car.</p> <p data-bbox="174 611 2096 675">For context, 376 users would represent around 0.16% of registered members of the library service and 1.3% of registered members aged 65 and over.</p> <p data-bbox="174 699 2096 802">54% of people with a disability who have used one of the seven libraries, the Mobile Library or Northiam Village Library in the last 12 months, said they would be able to access the service in an alternative way. 358 respondents with a disability said they would not be able to use one of the alternative means of accessing the service.</p> <p data-bbox="174 826 2096 962">Anyone who is frail, in ill health or with a disability or a caring responsibility, meaning that they cannot get to a library, would be eligible for the Home Library Service. This would include people who cannot drive or use public transport for these reasons. We believe, therefore, that no-one would be unable to access the library service for reasons of frailty, ill-health, disability or caring responsibilities, even if they have indicated they would not be able to use one of the alternative services.</p> <p data-bbox="174 986 2096 1281">We know that older people, particularly those aged 75 and over, are less likely to use or be able to use the eLibrary and therefore this currently does not serve as an effective mitigation for them. Although this may be the case, our discussion with the East Sussex Seniors Association demonstrated an interest in using the eLibrary, but lack of awareness of the range of services available through the eLibrary was a barrier to this. We acknowledge that we need to do more to promote the benefits of the eLibrary for specific groups, particularly older people, for whom the barriers to use it may be greater. As a result of this feedback and analysis of the consultation responses, the Libraries Strategic Commissioning Strategy has been revised to include more prominent information on the eLibrary and an explanation of how we would promote it better in future, ensuring that people have a much better understanding of what the eLibrary is, what they can do with it, and that they are comfortable using it.</p> <p data-bbox="174 1305 2096 1409">The responses to the consultation questionnaire about the ability to use one of the alternative services available indicate that there is a low-level of awareness of the Home Library Service. As a result, we have amended the revised Libraries Strategic Commissioning Strategy to set out how we would better promote the Home Library Service.</p> <p data-bbox="174 1433 2096 1452">Some respondents commented specifically on the inability or difficulty of travelling to another library for people with mobility/disability</p>

	<p>issues and we have responded to those concerns under theme 15.</p> <p>Income is one of the key indicators that have been used in the needs assessment to identify those communities with greatest needs and the revised Libraries Strategic Commissioning Strategy retains library provision in areas of highest need with regard to income deprivation. Five of the seven libraries affected by the proposals are in areas of lower need. In Langney and Ore we assessed that there are higher levels of need. However, there would be alternative access to a wider range of services and facilities in central libraries (Eastbourne and Hastings) and also in one smaller library (Hampden Park and Hollington). We would provide free outreach activities (as described in more detail in the revised Libraries Strategic Commissioning Strategy) in Langney and Ore to better support needs in those communities, as well as other communities with higher levels of needs.</p> <p>2% of respondents to the questionnaire were unemployed. There are likely to be two main areas of impact of the proposals on people with low income levels - the cost of travel to an alternative library that might be further away or no longer within walking distance and the cost of broadband or a computer to access the eLibrary. The highest number of responses to the consultation questionnaire came from those aged 65-74 and those aged 65 and over also represent nearly half (45%) of regular adult visitors to libraries in East Sussex. The cost of public transport by bus is not likely to be a barrier for those aged over 65 who are eligible to travel for free using an older person's bus pass. Affordability may be a consideration for those travelling by train. Issues regarding the cost of transport are addressed under theme 9 and issues regarding access to computers and the internet under comment theme 5.</p>
2.	<p><b>Children, young parents and families will be disadvantaged</b></p> <p>From the results of the consultation, only 46 people under the age of 16 say they would not be able to access the service, but we are conscious that the number of responses from people of this age group is lower than for most other age groups. Parents and carers have also responded on behalf their children and families as a whole. We recognise that fewer libraries and not providing a Mobile Library Service mean that some people may have longer and further to travel to a library, and that this may involve a car journey or trip on public transport when the library was previously within walking distance. We also understand that this impacts on people with busy lives, particularly those with parental responsibilities who are already juggling a number of daily activities. The Accessibility Analysis shows that the library services as a whole would still be highly accessible within reasonable journey times, taking into account all of the range of ways people access the service.</p> <p>We do not believe that the proposals have any significantly greater impact on working age people with families than other age groups. Those aged 16 to 64 are most likely to have their own transport, be able to access public transport, be able to walk further and have the digital skills and broadband technology required to access the eLibrary independently. With generally higher levels of digital skills and internet access, working age adults are more likely to be able to use the eLibrary, and their ability to access the eLibrary using a mobile device, at home or in an internet café would not be impacted upon by the proposals.</p> <p>The revised Libraries Strategic Commissioning Strategy makes specific provision for children and young people through a new offer and a new Support for Schools programme. It sets out how we would prioritise resources to improve our offer for children and young people across the service, reflecting the findings of our engagement with the Youth Cabinet. We would provide more activities for pre-school children and their families in all libraries, such as Rhymetime and Storytime, to ensure that in future there is provision where there are</p>

	<p>higher needs.</p> <p>We would implement a new schools offer, changing our model from a subscription based service which schools opt-in to, to a service where we focus our resources on providing free advice and support to schools in areas of higher need. More services would be offered for children and families through outreach work beyond libraries themselves. We would pilot new sessions in libraries to support homework and study for different age groups. We would increase the proportion of money we spend on stock on new online materials for children and young people.</p>
3.	<p><b>The proposals will have a negative impact on education, schools and literacy</b></p> <p>A number of the indicators that have been used in the Needs Assessment (Technical Appendix 2 to the Strategy) to identify those communities with greatest needs relate to educational attainment of children and the strategy has at its heart the aim of supporting the most deprived communities. Five of the seven libraries affected by the proposals are in areas of lower need. In Langney and Ore we assessed that there are higher levels of need. However, there would be alternative access to a wider range of services and facilities in central libraries (Eastbourne and Hastings) and also in one smaller library (Hampden Park and Hollington). We would provide free outreach activities in Langney and Ore to better support needs in those communities, as well as other communities with higher levels of needs.</p> <p>We recognise there are schools within the affected communities who have benefitted from the advantages of close proximity to a library. Our current model for library services to schools is a subscription service which individual schools choose to pay for. Increasingly we are finding that schools are unable to prioritise spending for the service, even though they rate it well. We have mapped attainment levels across the county, as part of our wider needs assessment. Our new offer to schools would provide free support from our librarians to primary and special schools in areas of higher need. We would offer a free Teachers Library Membership to all schools, allowing them to borrow items on long term loan for use in the classroom. We would offer charged services for all schools, including the Children's Book Award, stock buying on their behalf and advice and training on school library management or other areas of literacy. There has been a positive response to these proposals from schools.</p>
4.	<p><b>There will be a negative impact on the community</b></p> <p>We appreciate that libraries remain a popular and highly valued service and for any community the potential closure of a local library presents a loss. However, library use in East Sussex has been declining, as it has nationally, demonstrating that fewer people rely on them now than in the past. The Council provides a countywide library service and is unable to continue to fund as many libraries as we have, and we have demonstrated that we can still provide high levels of access to the service and meet our statutory duty.</p> <p>The results of the consultation highlighted that for some residents, particularly those aged 75 and over, a visit to the library is a source of social interaction. We acknowledge that for some people the closure of libraries, and the Mobile Library, may contribute to a feeling of social isolation, alongside the closure of other rural services, if they are unable to travel further to an alternative library. The Community Library Membership category would enable individuals in communities to run a book exchange in their area and support social interaction, if they wish to do so. There has been a positive response to the Community Library Membership through the public consultation.</p>

	<p>We appreciate that communities may wish to retain and take on the existing library resources for the benefit of the community. We have been in discussions with parish and town councils and local community groups to discuss if there is a viable way for them to retain a library presence, either by wholly funding the Council to provide it on their behalf or by taking over the running of it themselves.</p>
<p>5.</p>	<p><b>People don't have a computer/the internet, rely on libraries to get online</b></p> <p>Levels of home and personal internet connection are now very high among the population. A 2017 survey of East Sussex residents showed that 90% of them use the internet. The Accessibility Analysis for the revised Libraries Strategic Commissioning Strategy examined access to the internet and identified that infrastructure has improved and the main barriers that remain to internet access are affordability and skills. Of the 86% of respondents who said they had access to the internet, those who could do so other than via the library or an internet café accounted for 84% of responses, and therefore have the ability to access the eLibrary. We also know that a proportion of people who use the People's Network have access to a computer at home, but do so for access to affordable printing.</p> <p>For older residents, particularly those aged 75 and over, we recognise that they are less likely to have the skills and confidence to be able to use library services online and for those customers who lack the skills to use the eLibrary, we would continue to offer training in libraries led by staff and volunteers, as well as self-help training courses online. We would actively promote this to support those who could most benefit from these free services.</p> <p>We have retained library provision in those areas that the Needs Assessment identified as areas of high need due to income deprivation. Overall, affordability of internet access should not be a barrier to accessing the service. There may be smaller rural areas, served by the seven libraries, where individuals and families would no longer have the same level of accessibility to our People's Network computers, however we believe the level of accessibility through the remaining 17 libraries provides reasonable access.</p>
<p>6.</p>	<p><b>Don't want to travel to other libraries, or consider it too difficult (for reasons not covered by comment themes 9,11 and 14)</b></p> <p>We acknowledge that many people do not want to make a longer journey to an alternative library to use the service, even if they are able to do so. Unfortunately, the financial situation for the Council is such that difficult decisions have to be made about valued services, such as libraries. The purpose of our commissioning process has been to produce a model for a modern and sustainable service in a fair and transparent way. We have assessed relevant needs across the county, carefully making the distinction between need and demand, in the context of a significant decline in library use. While we accept that people will not want to travel further or longer to reach a library, we have had to make a distinction between a willingness and an ability to use an alternative means of accessing the library service. Our research shows that people make journeys to use other amenities and services, such as shops, and therefore trips to the library can be combined with other purposes. We have made sure that, within our limited resources, we would maintain high levels of access to libraries countywide, complemented by a growing range of online services using the eLibrary, and that this provides a library service which everyone can access using reasonable means.</p> <p>We know from the Rationale and Impact Assessment for the Strategy that all seven libraries which would close under the revised Libraries Strategic Commissioning Strategy have a public transport connection to another library and that all seven libraries and all 88 Mobile Library stops are within a 20 minute drive time of one of the remaining 17 libraries. 82 of the 88 Mobile Library stop locations are also served by public transport to an alternative library building, on a day when the closest alternative library is open, of which 76 have a</p>

	journey time of 30 minutes or under.
7.	<p><b>Keep the Mobile Library</b></p> <p>The Mobile Library is an expensive and, in terms of the range of services on offer, limited way to serve a small number of library users. The Mobile Library overwhelmingly serves areas of lower need. We recognise that it serves a higher proportion of library users who are older or less mobile than other libraries and in more isolated rural areas.</p> <p>The reduced network would still provide high levels of access to other libraries with a greater range of services than the Mobile Library and close to other amenities and services, with which trips to the library could be combined. We would provide additional Computer Buddy sessions in libraries to help groups who may lack confidence and skills to use the eLibrary, showing them how to reserve items to collect from the library as well as how to access and download online materials.</p> <p>The Community Library Membership category would enable individuals in communities to run a book exchange in their area and support social interaction, if they wish to do so. There has been a positive response to the Community Library Membership through the public consultation.</p> <p>The results of the consultation suggest that a high proportion of Mobile Library users would be able to access the service in another way.</p>
8.	<p><b>Mentioning ways to make the cuts have less impact/other solutions/alternative proposal</b></p> <p>Given that the evidence base for the revised Libraries Strategic Commissioning Strategy does not demonstrate a requirement for us to retain more than 17 libraries on the basis of need and accessibility, if we were to retain all 24 libraries there would have to be a viable alternative to deliver the same level of savings. We looked at different ways to try to reduce costs and generate new income. We have examined different models to deliver the library service to reduce our costs and improve outcomes, such as Trusts and Mutuals, visiting a number of other authorities to understand the way they run their service. From what we have learned, we consider we have already delivered or exceeded equivalent levels of savings that would be delivered through such models elsewhere. Furthermore, from our work with consultants who specialise in delivery models, we consider that to establish a new model would be likely to have significant start-up costs and new costs for support services. We have identified significant new income for the service, most notably by sharing office space with our Parking Services teams in Eastbourne, Hastings and Lewes libraries and by delivering some of the functions of the parking shops in these libraries. Total savings of £653,000 have been identified for the Strategy, rather than the full £750,000 target originally proposed. This recognises the fact that we believe the revised Libraries Strategic Commissioning Strategy is the most appropriate strategy for the county's library service at the present time. The remaining £97,000 would be found instead through savings from other services within the Communities, Economy and Transport Department, rather than from the library service.</p>
9.	<p><b>Unable/difficult to travel to other libraries due to financial issues</b></p> <p>We have sought to retain library provision in areas of higher needs, including areas that have higher levels of deprivation. Five of the seven libraries affected by the proposals are in areas of lower need. In Langney and Ore we assessed that there are higher levels of need. However, there would be alternative access to a wider range of services and facilities in central libraries (Eastbourne and Hastings) and also in one smaller library (Hampden Park and Hollington). We would provide free outreach activities in Langney and Ore to better support needs in those communities, as well as other communities with higher levels of needs. 2% of respondents were</p>

	<p>unemployed.</p> <p>Travel to work data shows that in the most deprived areas of East Sussex a higher percentage of people travel to work by public transport. Residents who are of a pensionable age and those with a disability are entitled to an English National Concessionary Travel Scheme (ENCTS) travel pass. This provides free travel by bus after 9.30am on weekdays and at any time on weekends. It is estimated that just over 70% of eligible residents are registered for an ENCTS travel pass. Discounted travel options are also available for children and young people.</p>
10.	<p><b>The current librarians/staff are friendly, helpful, knowledgeable, don't want increased use of volunteers instead</b></p> <p>We will continue to invest in a trained workforce to provide our frontline library services. We are not proposing to replace paid staff with volunteers, something which has been done elsewhere, because we value our paid workforce and consider this may have a detrimental effect on our ability to consistently deliver a service that meets our Strategic Outcomes. Volunteers are, however, hugely important to the work that we do. They add enormous value and increase our capacity to support customers and we know that volunteers also get a great deal out of their roles with us. We will continue to encourage people to volunteer with the library service and ensure that they are well-supported in their roles.</p>
11.	<p><b>Unable to travel to other libraries due to transport issues</b></p> <p>Some respondents are concerned by the provision of public transport in their area. Our analysis shows that 95.7% of the population would be able to get to a library within half an hour by public transport (bus or train) and 100% by car.</p> <p>It is acknowledged that for some people who currently access the Mobile Library or one of the seven libraries due for closure, the reduced network of 17 libraries may mean that they have to walk further carrying books to an alternative library. This would only apply to those people that currently live in close proximity to one of these libraries or are currently able to park directly outside. Carrying heavy books further, particularly if combined with a shopping trip, may be difficult for some people with certain disabilities, or those aged over 75. The Community Library Member card may support those unable to access an alternative library, if communities choose to take up this new membership option. In addition the click and collect service available through the eLibrary and the telephone renewal service mean that customers can visit libraries less frequently.</p> <p>Our research shows that people make journeys to use other amenities and services such as shops, and therefore trips to the library are often combined with other purposes. We have used a reliable methodology for measuring the impacts in terms of increased journey times, based on actual journey time data from satellite navigation devices, compared to journeys that people are able to make at present. For both car and public transport, the journey times across the new network of libraries would still provide high levels of access compared to the current network.</p>
12.	<p><b>People make use of/want to start up clubs, groups and committees</b></p> <p>Previously, to generate income for the service, we have charged for groups who wished to use space in libraries. However, the income secured was low. We will no longer charge room hire for charities and community groups, during library opening hours, to encourage community groups to make use of the space we have in libraries, particularly where it would support our Strategic Outcomes. Commercial organisations would still be charged a fee to generate a minimal amount of income, recognising that they would pay to use</p>

	<p>similar facilities elsewhere and that there are costs involved from heating, electricity, cleaning etc. If groups wish to use libraries outside of opening hours we would need to cover the additional costs associated with opening when staff would not otherwise be present. However, we would explore the idea of 'community key-holders' for libraries. These would be nominated individuals from the local community, a member or representative of a Town or Parish Council for example, who would be authorised to open the library out of hours for community events.</p> <p>We have also set out in the revised Libraries Strategic Commissioning Strategy that we would launch a new Culture Offer for libraries, encouraging more use of spaces for the arts. This could also be of interest and benefit to clubs, groups and others.</p>
13.	<p><b>The alternatives to the library service will cost too much for those affected</b></p> <p>The revised Libraries Strategic Commissioning Strategy would still maintain high levels of access to libraries countywide, complemented by a growing range of online services using the eLibrary, which provides a library service which everyone can access using reasonable means.</p>
14.	<p><b>Unable/difficult to travel to other libraries due to mobility/disability issues</b></p> <p>We have identified that older people, who are more likely to have mobility issues, are likely to find it harder to travel to an alternative library. We know, however, from the results of the consultation that 70% of people aged 65 and over who have used one of the seven libraries, the Mobile Library or Northiam Village Library in the last 12 months would be able to access the service in an alternative way. This figure is lower (46%) for those people with a disability. Anyone with a disability is entitled to use the Home Library Service, yet only a small proportion (53 out of 777 who have used one of the seven libraries, the Mobile Library or the Northiam Village Library in the last 12 months) identified this as an alternative way that they could use the service. This suggests a considerable lack of awareness of the offer and who it is primarily intended for. We have assessed that we have the capacity to meet increased demand on the Home Library Service arising from the Strategy and would be sure to promote it effectively to those affected.</p>
15.	<p><b>People don't like e-books/the e-library, as a principle and/or the choice of books it has</b></p> <p>Use of the eLibrary is on the increase, while visits to libraries are decreasing. There is strong evidence that the eLibrary allows us to offer greater flexibility and round the clock access to services in ways that people would expect from paid and public services alike. The eLibrary allows people to reserve items from across our countywide stock and collect them from a library of their choosing. It also allows them to renew items without the need to visit the library, recognising that people who work or are in full-time education have more limited opportunities to get to a library. We have expanded the range of digital materials available, including eBooks, eMagazines, online training and free access to some online reference websites. We have recently upgraded the software which powers our eLibrary, meaning a better user experience. Our eLibrary has been rated one of only two local authorities in the UK the highest 4 stars in relation to signposting and information by SOCITM (the Society for IT Practitioners in the Public Sector).</p> <p>We recognise that familiarity and confidence with the eLibrary is a barrier for some people, particularly older users. As a result of this feedback and analysis of the consultation responses, the Libraries Strategic Commissioning Strategy has been revised to include more prominent information on the eLibrary and an explanation of how we would promote it better in future, ensuring that people have a much better understanding of what the eLibrary is, what they can do with it, and that they are comfortable using it. We would provide</p>

	<p>additional Computer Buddy sessions in libraries to help groups who may lack confidence and skills to use the eLibrary, showing them how to reserve items to collect from the library as well as how to access and download online materials.</p>
<p>16.</p>	<p><b>There is poor parking at the other libraries</b></p> <p>We acknowledge that at Polegate, Langney and Ringmer libraries there is easy, free parking next to the library. For others, parking in roads or car parks nearby is relatively easy. Parking at central libraries in Eastbourne, Hastings and Lewes would not be so convenient, although there are paid car parks within a few hundred metres of all three. Other alternative libraries do have opportunities to park nearby, for example, there is on-street parking and large car parks very close to Battle, Heathfield, Seaford, Uckfield and Wadhurst Libraries, car parking adjacent to Bexhill, Crowborough, Forest Row, Hampden Park, Newhaven and Peacehaven Libraries and on-street parking adjacent to Hailsham, Hollington and Rye Libraries.</p> <p>Our research shows that trips to the library can be combined with other trips into town centres and to local amenities, meaning that parking would not be to use the library alone. To help Home Library Service volunteers who collect books from Eastbourne Library we would make a parking space available to the rear of the library, for the purpose of loading materials. These volunteers can sometimes have larger numbers of books and support more than one person.</p> <p>Our research shows that there are other factors apart from travel time that influence decisions on which library to visit. There may be a range of reasons behind this, including where people work, or combining a visit to the library with a trip for another purpose, such as shopping, a leisure activity or visiting friends and family.</p>
<p>17.</p>	<p><b>Only financial effects have been considered, there must be other ways to save/raise money, councillors/officers get paid a lot/a pay raise and we pay council taxes</b></p> <p>We have set out to identify how to deliver a modern library service for the county that uses the reducing amount of money we have to best meet the needs of the communities in East Sussex. We have lobbied hard with central Government to give East Sussex a fairer deal in terms of local government finances, but like everyone else, we need to live within our means and make best use of our resources. Total savings of £653,000 have been identified for the Strategy, rather than the full £750,000 target originally allocated. This recognises the fact that we believe the revised Libraries Strategic Commissioning Strategy is the most appropriate strategy for the county's library service at the present time.</p> <p>The Independent Remuneration Panel is required, by the Local Authorities (Members' Allowances) (England) Regulations 2003, to make recommendations to the Council on allowances paid to Councillors. In 2013, the Council agreed that the Panel be asked to review the Scheme every 4 years in accordance with the Regulations.</p> <p>The Independent Remuneration Panel was appointed by the Governance Committee in April 2014. In their most recent review the panel made a number of recommendations on Members' allowances which were agreed by the meeting of Full Council on 17 October. The panel was of the view that increasing members' allowances would encourage a greater cross section of the community to stand for election, particularly more women and younger people, who for financial reasons may not otherwise be able to.</p> <p>The cost of this increase is offset by savings made as a result of Councillors being excluded from the local government pension scheme. The County Council has also removed the provision of printers and phone and broadband lines, the cost of which will now be met by</p>

	<p>Members. As a result of the reduction in central government grant to the County Council, council tax has to fund more of the services we provide. This is one of the key reasons why the County Council has faced such significant financial challenges, with the resulting impacts on the services it can afford to deliver and why we have lobbied the government for a fairer deal for the people of East Sussex, as described above.</p>
18.	<p><b>There is a high/growing population in the area which the library can serve</b></p> <p>Our data shows that even in areas of the county where there has been a significant level of new development this has not necessarily resulted in an overall increase in use of the library, even though it is likely to have brought new members to the service. It is reasonable to predict, therefore, that growth in communities is unlikely to cause an increase in library visits. We must also be cautious that although an increase in population may result in more demand for the service it does not necessarily follow that there is an increase in the types of needs we have sought to assess and prioritise our limited resources to meet. It has been suggested that reductions in library use are a direct result of a lack of investment in the service, particularly the reduction in opening hours. However, the decline in use was evident well before we reduced library opening hours in 2016, and also in the context of significant investment in our library buildings. Over the past 10 years we have spent around £20 million refurbishing and rebuilding libraries. We know that when we have invested significant amounts in our libraries this has often resulted in an immediate increase in library use but which, over time, has declined again.</p>
19.	<p><b>Opening hours should be extended/disagree with the 2016 reduction of opening hours</b></p> <p>The changes to library opening hours, implemented in November 2016, were part of the wider Libraries Transformation Programme, of which the Strategy is the final part. In total the programme has been designed to reduce the annual library service budget by up to £2 million, roughly one third of the total budget. The changes to opening hours themselves delivered £500,000k savings. The changes were developed based on evidence that libraries were not well used at all times of the day. In order to lessen the impact, the changes focused on reducing 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 would not have achieved the level of savings required and reductions at some other times were required.</p> <p>To produce our draft Strategy we reviewed different ways that other local authorities have changed their services to maintain or extend library opening hours, including volunteers and technology which allows people to access the library when it is unstaffed. Ultimately, there is a lack of evidence of need or that would lead us to recommend prioritising resources to extend hours to open libraries. However, at the request of Forest Row Parish Council, new volunteer-led sessions have been operating to extend the library opening hours. As part of the public consultation on the Strategy we asked local communities to let us know if they wish to do this in any of the 17 libraries would be retained, but no approaches have been made. We would, however, remain open to the possibility of this in future.</p>
20.	<p><b>People struggle to carry books on public transport to/from their homes</b></p> <p>Carrying heavy books further, particularly if combined with shopping trips, may be difficult for some people, particularly elderly residents or parents with young children. The Community Library Member card may support those unable to access an alternative library, if communities choose to take up this new membership option. In addition, the click and collect service available through the eLibrary and the telephone renewal service mean that customers can visit libraries less frequently.</p>

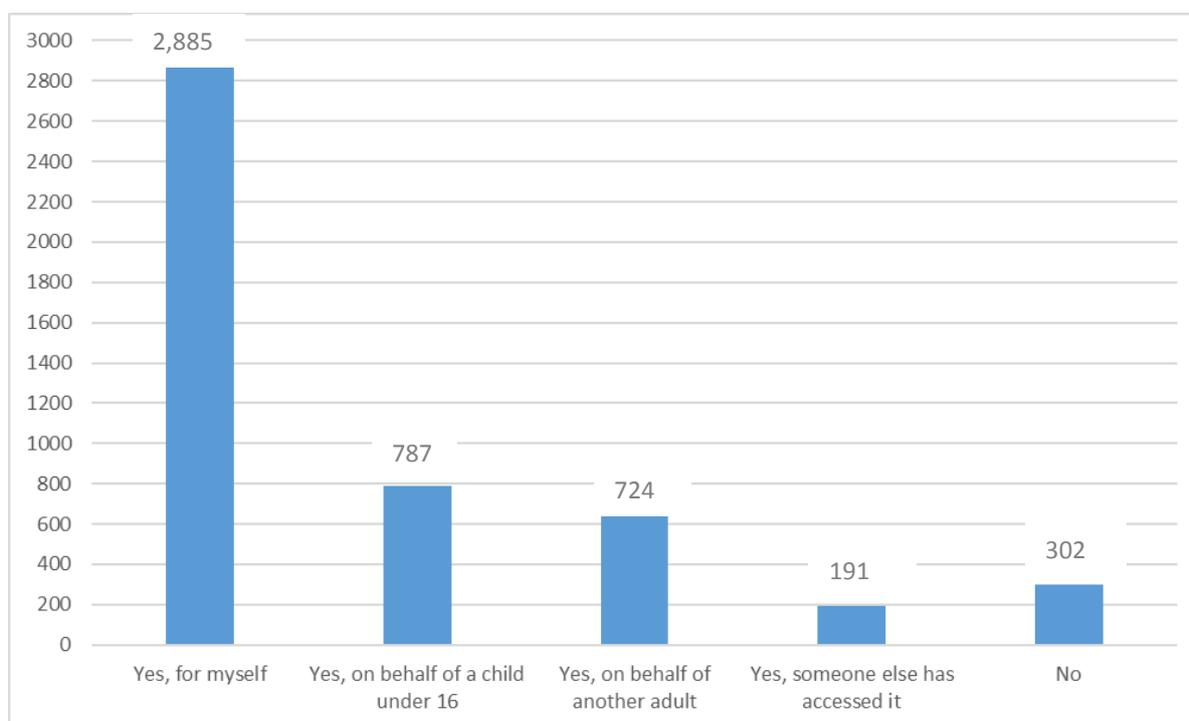
21.	<p><b>People require help with technology</b></p> <p>We know that people who could benefit from using the eLibrary may not have the skills or confidence to do so. This includes older people, who are less likely to use the internet, and those with low levels of literacy. We would provide additional Computer Buddy sessions in libraries to help groups who may lack the skills or confidence to do so.</p> <p>We recognise that familiarity and confidence with the eLibrary is a barrier for some people, particularly older users. As a result of this feedback and analysis of the consultation responses, the Libraries Strategic Commissioning Strategy has been revised to include more prominent information on the eLibrary and an explanation of how we would promote it better in future, ensuring that people have a much better understanding of what the eLibrary is, what they can do with it, and that they are comfortable using it. We would provide additional Computer Buddy sessions in libraries to help groups who may lack confidence and skills to use the eLibrary, showing them how to reserve items to collect from the library as well as how to access and download online materials.</p>
22.	<p><b>Use volunteers to retain the libraries</b></p> <p>We explored the pros and cons of different models for providing library services, including community-run libraries. Although there are obvious savings in terms of salaries there are also additional resource implications in terms of service knowledge and continuity. We concluded that it is important to have a professional staff base to run a consistent and high quality service, something which is reflected in the comments to the public consultation in 11, above. Furthermore, our assessments of need and accessibility concluded that these libraries are not required in order to provide a library service that prioritises its resources on meeting the highest needs. We would use volunteers to provide literacy and other sessions in libraries for different groups, to maximise our potential to deliver the Strategic Outcomes. If local communities wish to continue to provide a library service themselves volunteers would be one option available to them. We have received contact details from people who would be willing to volunteer to retain libraries, and we will put them in touch with local community groups exploring these options.</p>

## About You - Classification of Respondents

**Q10. Have you used the East Sussex Library and Information Service in the last 12 months, either for yourself or on behalf of someone else, or someone else accessed for you?**

Response	Total Responses
Yes, for myself	2,885
Yes, on behalf of a child under 16	787
Yes, on behalf of another adult	724
Yes, someone else has accessed it	191
No	302
<b>Total Responses</b>	<b>4,889</b>
<b>Total Respondents</b>	<b>3,431</b>

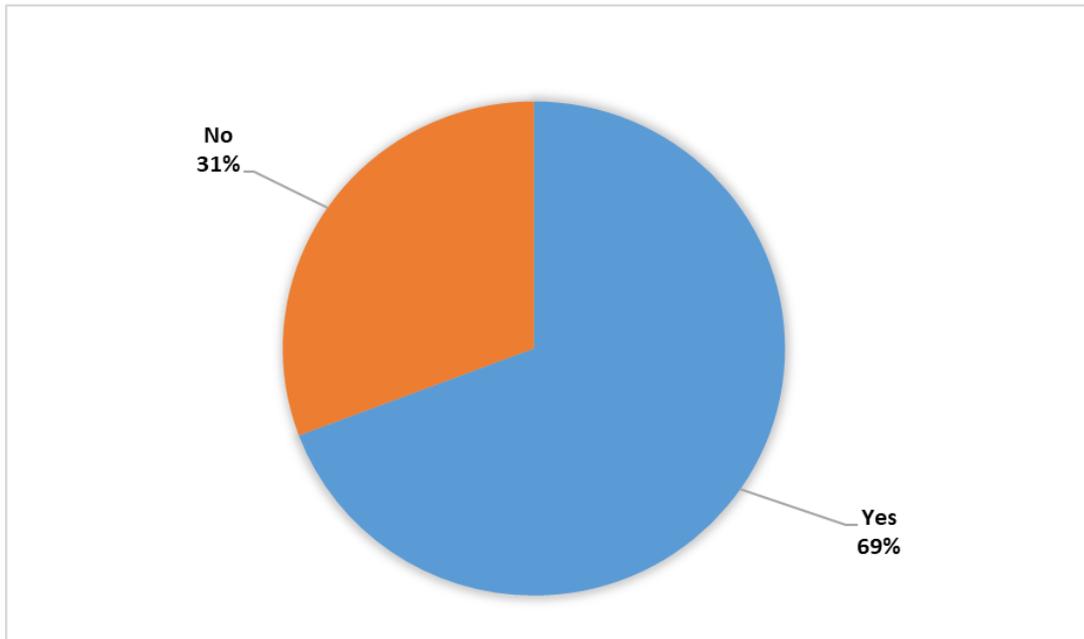
### Usage of the library service in the past 12 months (breakdown of all responses)



- 3.14 The consultation was intentionally promoted to users and non-users of library services alike, more than 91% of respondents report having used a library locally in the last year.
- 3.15 This is in line with what would be expected. By way of comparison, the Libraries Taskforce set up by DCMS, in conjunction with research undertaken by the Carnegie UK Trust, suggests that 46% of people across the wider UK population had used a library in the last 12 months. Here, we are dealing with the response to a consultation that is of particular and specific interest to users of libraries, hence the much higher reported use.

**Q11. Do you have access to a car?**

**Respondents' access to a car**

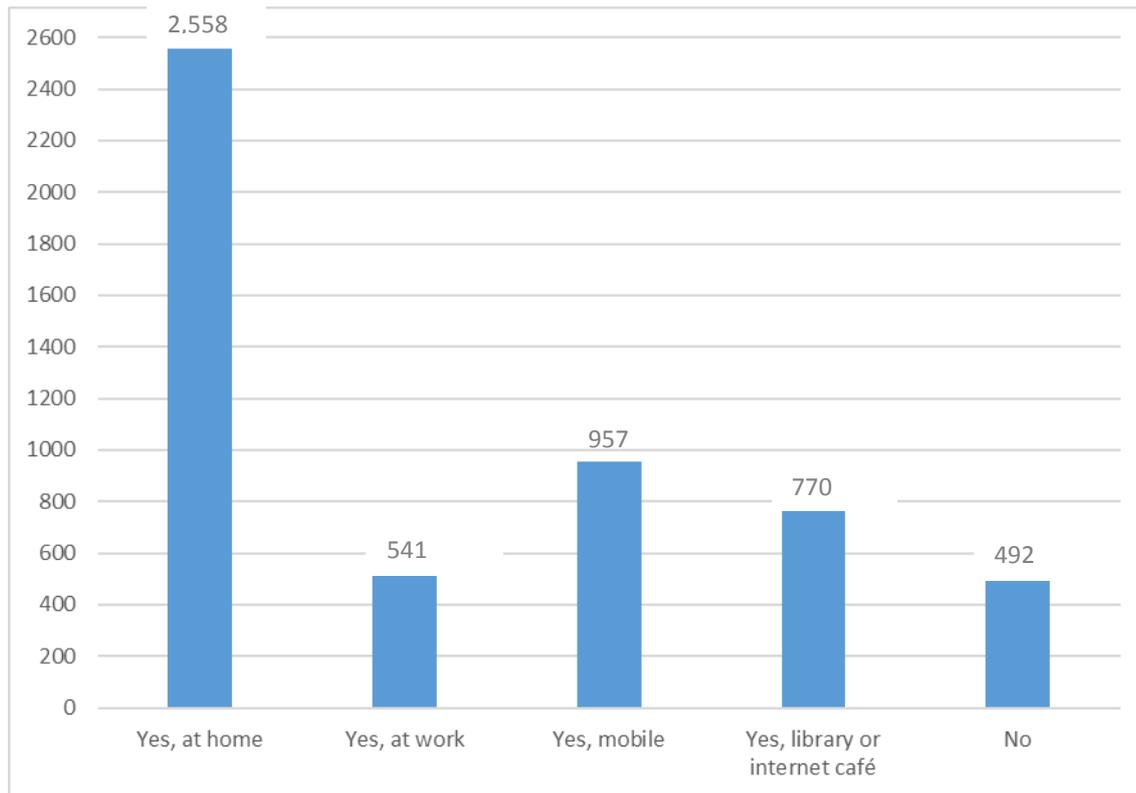


- 3.16 Further analysis of the responses to this question shows that a lower proportion of those that used a paper questionnaire have regular access to a car. The same pattern will be seen with some of the other distributions below. In overall terms, there is a slightly younger bias to the e-response, and as we might logically suspect, this group are on average more comfortable with the internet, more mobile and more likely to be economically active.
- 3.17 Over two-thirds of all respondents do have access to a car. Although cost and parking issues have been raised by some of these as difficulties in accessing services less local than those they use now, this suggests these individuals will have reasonable opportunity to access a range of services if current proposals are implemented.

**Q12. Do you have access to the internet?**

<b>Response</b>	<b>Total Responses</b>
Yes, at home	2,558
Yes, at work	541
Yes, mobile	957
Yes, library or internet café	770
No	492
<b>Total Responses</b>	<b>5,318</b>
<b>Total Respondents</b>	<b>3,422</b>

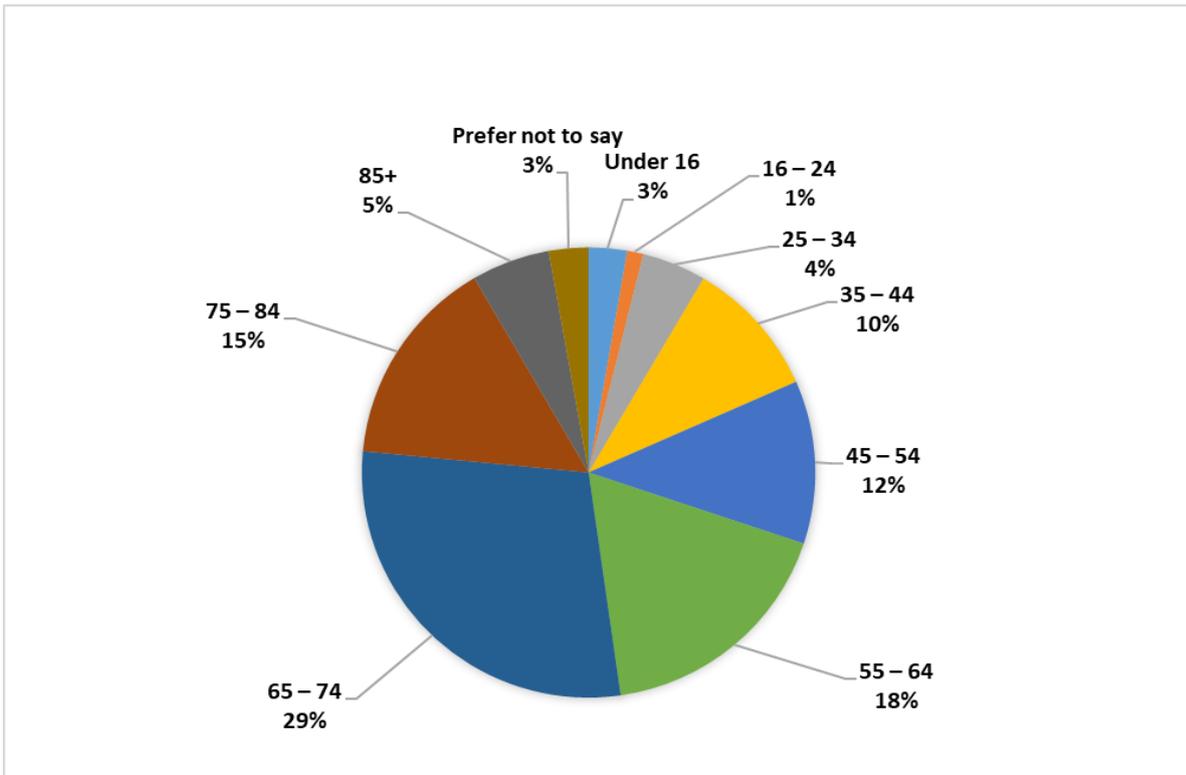
### Respondents' access to the internet (breakdown of all responses)



3.18 This indicates that 86% of respondents do now have access to the internet, either at home or work or via mobile devices, or through the existing network of libraries and internet cafes. Of those who said they had access to the internet, those who could do so other than via the library or an internet café accounted for 84% of responses. For those library services which can be conveniently and usefully provided via the internet, a very high proportion of local residents are in a position to access them. The Office for National Statistics has published in its latest bulletin that 90% of households in Great Britain have access to internet in 2017, up from 89% in 2016 and 57% in 2006. The same bulletin suggests that 73% of adults now access the internet “on the go” using a smartphone or other portable device, more than double the 2011 rate of 36%.

**Q14. What is your age?**

**Respondents' age profile**



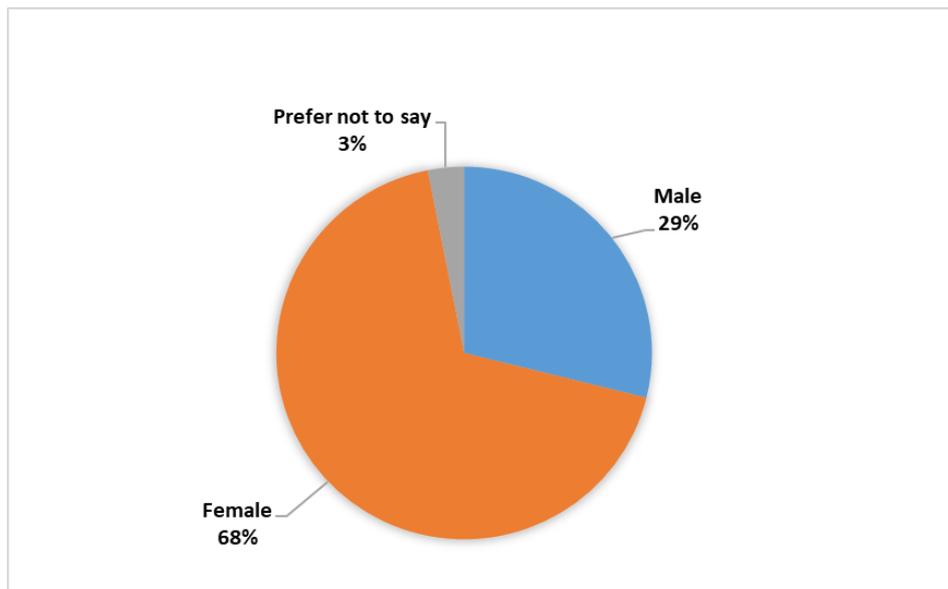
Age range	Total Respondents	Percentage
Under 16	95	3%
16 – 24	40	1%
25 – 34	159	4%
35 – 44	345	10%
45 – 54	407	12%
55 – 64	612	18%
65 – 74	999	29%
75 – 84	524	15%
85+	194	5%
Prefer not to say	98	3%
<b>Total Respondents</b>	<b>3,473</b>	<b>100%</b>

3.19 We can see here that a very wide range of age groups have responded. Further analysis of the responses shows that a much greater response in what might be viewed as the middle age ranges (35 - 64) has been submitted using the e-questionnaire – 53% of all respondents to the e-questionnaire are in this age range, versus 24% for paper-based responses and 40% overall.

3.20 Almost half of respondents who provided the information were aged 65 or older, to an extent mirroring the overall age profile of library users. Students and young people are under-represented in the response by comparison with their overall level of library use, but the potential impacts on children, young people and families are well represented in the comments in section 5.

### Q15. Are you? (Gender)

#### Gender of respondents

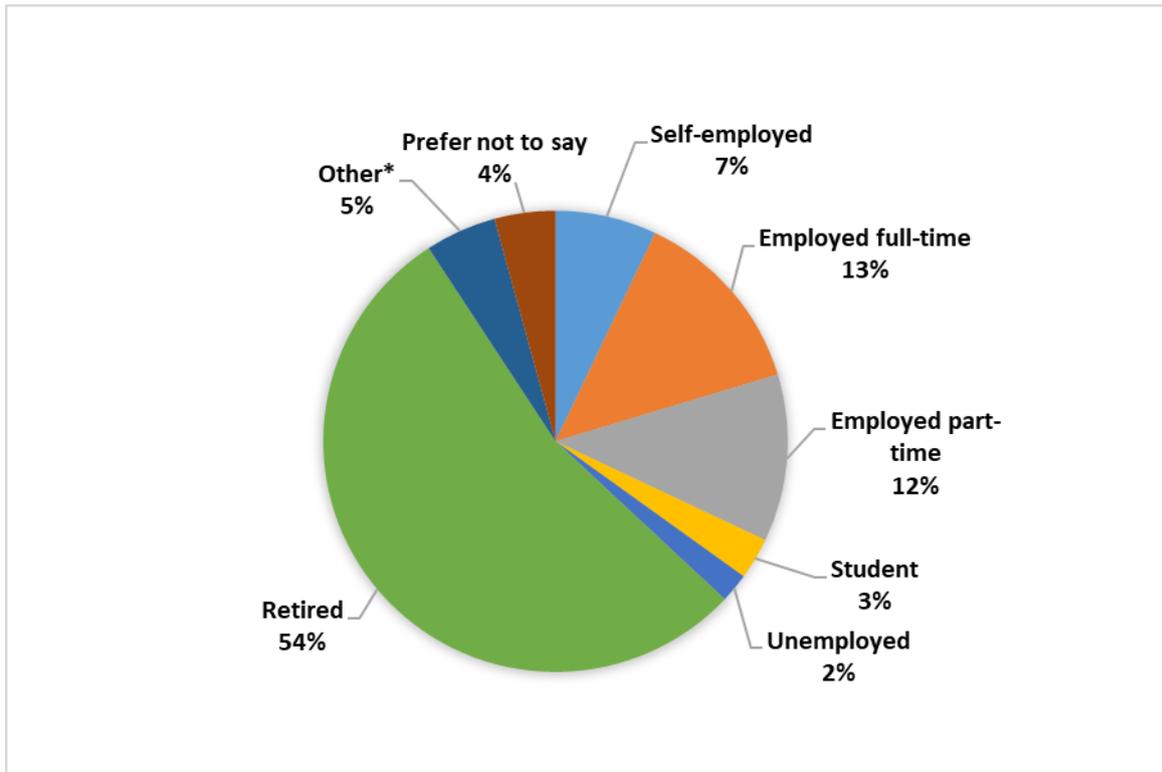


Gender	Total Respondents	Percentage
Male	1,001	29%
Female	2,359	68%
Prefer not to say	108	3%
<b>Total Respondents</b>	<b>3,468</b>	<b>100%</b>

3.21 More than twice as many respondents are women than men, broadly speaking, reflecting reasonably the differential level of library use in the County.

**Q16. Which of the following best describes you?**

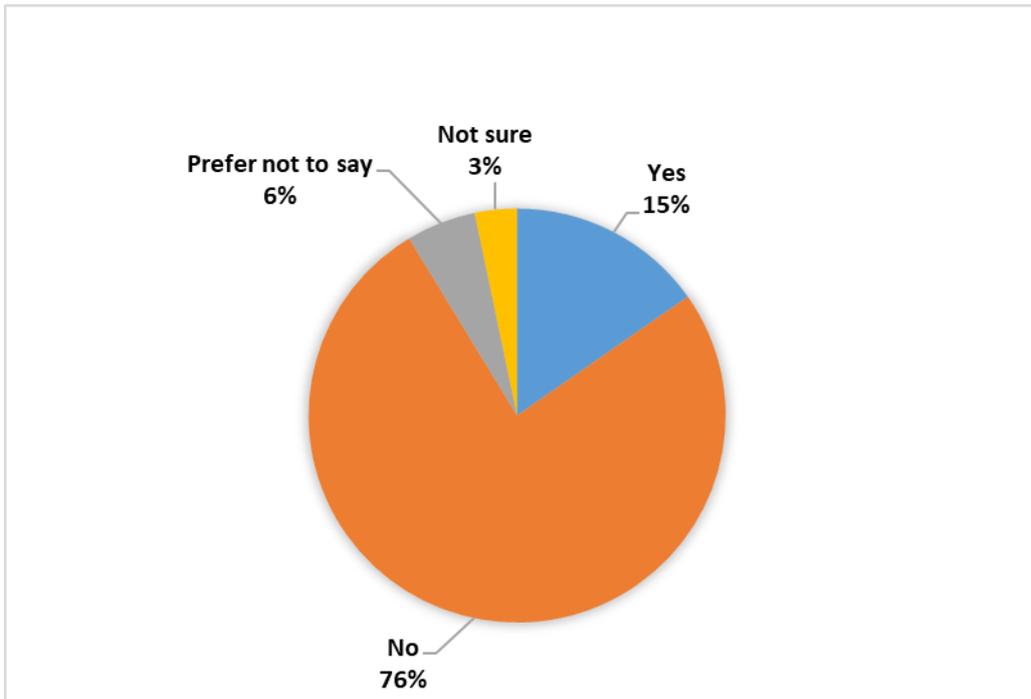
**Employment status of respondents**



Response	Total Respondents	Percentage
Self-employed	245	7%
Employed full-time	460	13%
Employed part-time	407	12%
Student	101	3%
Unemployed	71	2%
Retired	1,867	54%
Other*	172	5%
Prefer not to say	147	4%
<b>Total Respondents</b>	<b>3,470</b>	<b>100%</b>

**Q17. Do you consider yourself disabled as set out in the Equality Act 2010?**

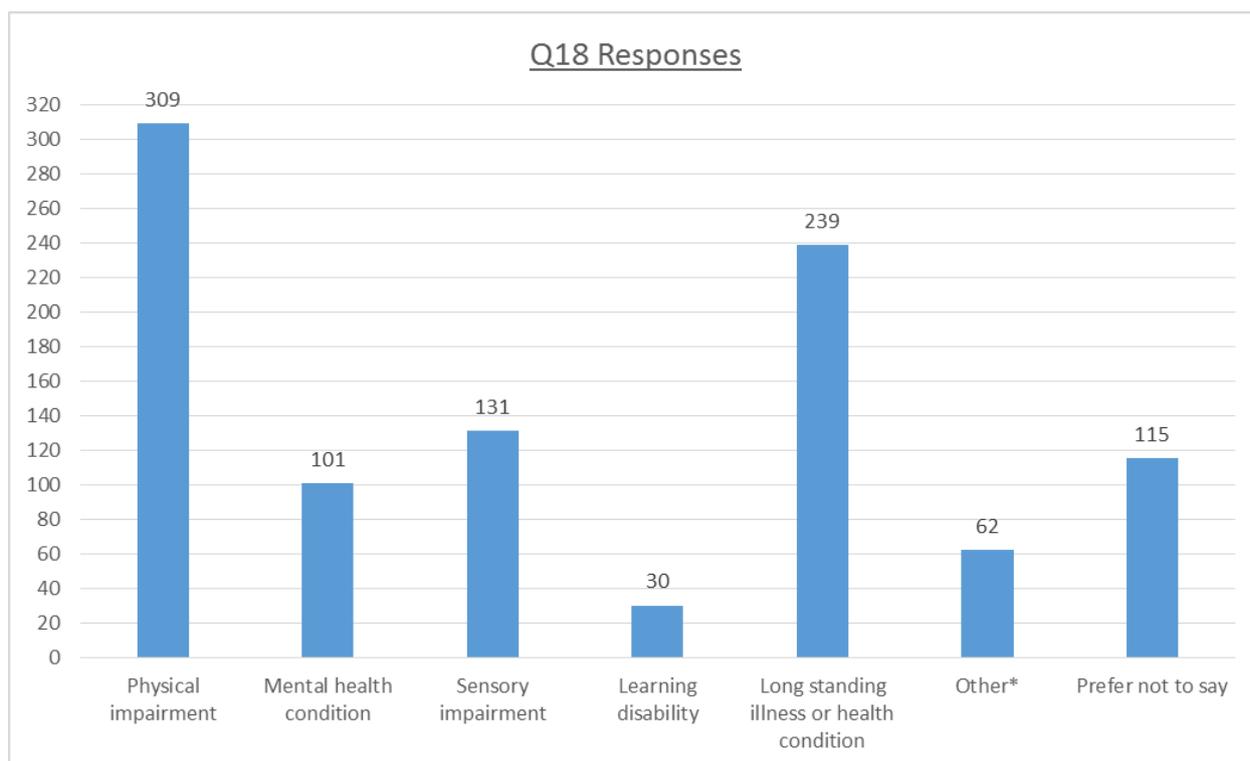
**Disability among respondents**



Response	Total Respondents	Percentage
Yes	518	15%
No	2581	76%
Prefer not to say	183	6%
Not sure	111	3%
<b>Total Respondents</b>	<b>3393</b>	<b>100%</b>

**Q18. If you answered yes to Q17, please tell us the type of impairment that applies to you.**

### Type of impairment of respondents with a disability



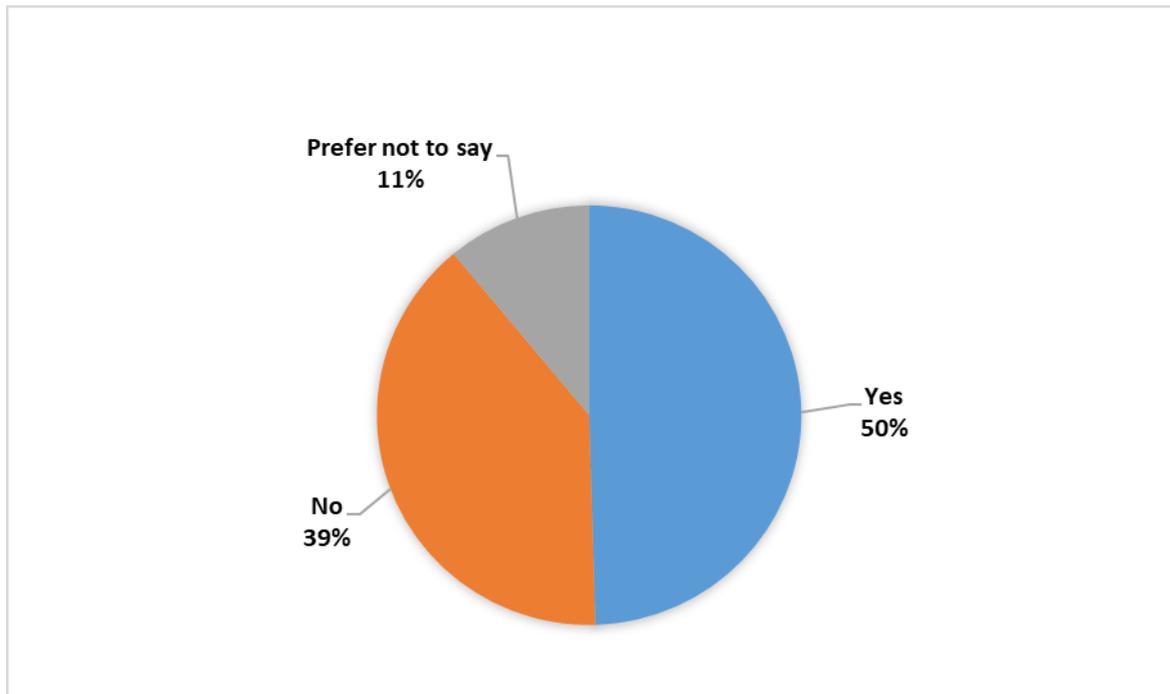
- 3.22 It is estimated that around 18% of the total UK population is disabled under the terms of the 2010 Act, very closely mirrored here with 15% identifying themselves as such, and a further 3% not sure (of a total 94% providing a definite answer).
- 3.23 Over 20% went on to specify an impairment/condition in question 18, so this includes some people who do not consider their reported health issue to constitute a disability in the terms of the Act. Those completing a paper questionnaire reported significantly more sensory impairment than those using the e-questionnaire.
- 3.24 Respondents were asked to identify some further characteristics to assist in interpreting some aspects of the response.

**The ethnic group with which the respondents most closely identified (3,370 respondents)**

<b>Ethnic group</b>	<b>Total Respondents</b>	<b>Percentage</b>
White British	2951	88%
White Irish	27	1%
White Gypsy/Roma	5	0%
White Irish Traveller	1	0%
White Other*	90	3%
Mixed White and Black Caribbean	4	0%
Mixed White and Black African	3	0%
Mixed Other*	5	0%
Mixed White and Asian	8	0%
Asian or Asian British Indian	4	0%
Asian or Asian British Pakistani	21	1%
Asian or Asian British Bangladeshi	2	0%
Asian Other*	2	0%
Black or Black British Caribbean	6	0%
Black or Black British African	8	0%
Black or Black British Other*	1	0%
Arab	1	0%
Chinese	4	0%
Prefer not to say	198	6%
Other ethnic group*	29	1%
<b>Total Respondents</b>	<b>3370</b>	<b>100%</b>

3.25 Where a clear response was given, 94% identified as “White British”, with the only other significant group being “White Other”. Just under 6% of respondents indicated they preferred not to answer this question.

**Respondents identifying with a religion or belief (3418 respondents)**



**Religion or belief to which respondents identified themselves as belonging (1,881 respondents)**

Religion/belief	Total Respondents	Percentage
Christian	1599	85%
Buddhist	25	1%
Hindu	2	0%
Jewish	14	1%
Muslim	8	0%
Sikh	2	0%
Other*	49	3%
Prefer not to say	182	10%
<b>Total Respondents</b>	<b>1881</b>	<b>100%</b>

3.26 Of those that said they did belong to a religion or belief, 94% identified as Christian.

## Summary of comments received in relation to libraries proposed to be closed

- 3.27 Whilst the earlier sections of this report provide details of the responses to the consultation questionnaire and summarise the comments received, grouped around specific themes, which we have provided our response to, a number of comments received were specific to individual libraries which the consultation proposed would close if the proposals set out in the draft Libraries Strategic Commissioning Strategy were implemented. This section of the report summarises these comments on a library by library basis, along with our response.

### Langney Library

- 3.28 The comments we received from the community in Langney strongly indicated that the library was well placed in Langney Shopping Centre, with local shops and free parking. Concern was expressed about the ease and cost of parking at alternative libraries in Hampden Park and Eastbourne, compared to the current location. People were also concerned about the impact on more vulnerable members of the community, older people and people with disabilities, who they felt would find it difficult to travel to alternative libraries in Hampden Park and Eastbourne, due to the cost of public transport and limited mobility. The impact on children's literacy and education was also raised, with a large number of letters received from Shinewater Primary School.
- 3.29 Our needs assessment shows high levels of need around both Langney and Hampden Park Libraries. The proximity of both libraries to each other and to Eastbourne Library means that it is possible to meet needs in Hampden Park and Langney by retaining one library and through the wider range of services provided in Eastbourne Library. On balance, need overall is higher in Hampden Park than in Langney. The costs for Langney Library are relatively high because it is in a commercial retail unit within a shopping centre and we pay rent for it, whereas Hampden Park Library is owned by the Council, so it has lower running costs.
- 3.30 We would introduce Rhymetime, Storytime and Computer Buddy sessions at Hampden Park Library to replace the Rhymetime and Computer Buddy sessions which would cease to be provided at Langney Library. Rhymetime, Storytime and Computer Buddy sessions are also available in Eastbourne Library. In addition to the provision of libraries in Hampden Park and Eastbourne, we would deliver an outreach service in Langney. A new children and family library offer would be provided in Shinewater Children's Centre, including free Rhymetime and Storytime sessions, free children's books swap and access to training for parents/carers.
- 3.31 The research we undertook for the draft Libraries Strategic Commissioning Strategy of the types and duration of journey people make for a range of different types of personal business shows that a journey time of 20 to 25 minutes to a library by public transport and car is reasonable. Off-peak journey times from Langney Library to Hampden Park Library are 16 minutes by bus, or between 20 and 30 minutes to Eastbourne Library, and four minutes by car. Both are centres with good transport links and a range of shops and amenities.
- 3.32 Trips to libraries can be made easier by using the eLibrary to reserve books for collection or renew books online. The eLibrary gives access to a growing range of free digital reading materials, eBooks and eMagazines, but also free online reference materials and training packages. We would promote the benefits of the eLibrary better for all ages, including new Computer Buddy sessions to help older residents with the skills and confidence to use it.

- 3.33 Anyone who cannot get to a library due to frailty, disability or full-time caring responsibilities is eligible for the Home Library Service, where volunteers for the library service deliver books to people's homes.

Summary of Langney Library correspondence	No.
Letters from the public	3
Letters from pupils of Shinewater Primary School	182
Letters from Councillors	1
Letters from MPs	1
Petition	927 signatures
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	536

### Mayfield Library

- 3.34 There was concern in Mayfield about the impact on more isolated, vulnerable members of the community, older people and people with disabilities, who it was felt would struggle to get to another library due to cost of and infrequency of public transport and limited mobility. People were also concerned about the impact on children's literacy and education, particularly given that the library is located within Mayfield CE Primary School. Computer Buddy sessions run by Mayfield & Five Ashes Community Services (MAYFACS) in the library would be affected and free access to public computers, particularly for people on low incomes, would be lost. There was concern about the future of local shops if the library were to close. The reduction in library opening on a Monday morning was felt to have had a particularly negative effect on use. There was a feeling that the saving to the Council is negligible compared to the impact on the local community.
- 3.35 Our Needs Assessment shows that, overall, Mayfield is in a very low area of need. The research we undertook for the draft Libraries Strategic Commissioning Strategy of the types and duration of journey people make for a range of different types of personal business shows that a journey time of 20 to 25 minutes to a library by public transport and car is reasonable. Off-peak journey times from Mayfield Library to Heathfield Library are 12 minutes by bus and 9 minutes by car.
- 3.36 Trips to libraries can be made easier by using the eLibrary to reserve or renew books online. The eLibrary also gives access to a wide range of free online reading materials, eBooks and eMagazines, but also free online reference materials and training packages. Trips to libraries can be made easier by using the eLibrary to reserve books for collection or renew books online. The eLibrary gives access to a growing range of free digital reading materials, eBooks and eMagazines, but also free online reference materials and training packages. We would promote the benefits of the eLibrary better for all ages, including new Computer Buddy sessions to help older residents with the skills and confidence to use it.
- 3.37 Anyone who cannot get to a library due to frailty, disability or full-time caring responsibilities is eligible for the Home Library Service, where volunteers for the library service deliver books to people's homes.

Summary of Mayfield Library correspondence	No.
Letters from the public	1
Letters from Town/Parish Councils	1
Letters from District/Borough Councils	1
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	79

## Ore Library

- 3.38 The comments we received from the community concerned the impact on vulnerable members of the community, older people and people with disabilities, who would struggle to get to alternative libraries in Hastings or Hollington due to the cost of public transport, distance and limited mobility. There was a particular concern about people who live in certain communities within Ore which are the most deprived in East Sussex (and among the most deprived in the UK) who would not be able to afford to get to Hastings by public transport.
- 3.39 Our needs assessment shows very high levels of need around Ore, Hollington and the Hastings main library. The proximity of all three libraries means that it is possible to meet needs in these communities by retaining the completely refurbished Hastings Library plus Hollington Library. We would provide a new children and family library offer at East Hastings Children's Centre (situated in Ore), including free Rhymetime and Storytime sessions, free children's books swap and access to training for parents/carers. This targeted outreach service for children and families is identified by the Needs Assessment as being one of the groups which the Library and Information Service is well-placed to support and will help to achieve the Strategic Outcomes. Rhymetime sessions are also available at Hastings Library and Computer Buddy sessions are available at Hastings and Hollington libraries.
- 3.40 The research we undertook for the draft Libraries Strategic Commissioning Strategy of the types and duration of journey people make for a range of different types of personal business shows that a journey time of 20 to 25 minutes to a library by public transport and car is reasonable. Off-peak journey times from Ore Library to Hastings Library are 18 minutes by bus and six minutes by car.
- 3.41 Trips to libraries can be made easier by using the eLibrary to reserve books for collection or renew books online. The eLibrary gives access to a growing range of free digital reading materials, eBooks and eMagazines, but also free online reference materials and training packages. We will promote the benefits of the eLibrary better for all ages, including new Computer Buddy sessions to help older residents with the skills and confidence to use it.
- 3.42 Anyone who cannot get to a library due to frailty, disability or full-time caring responsibilities is eligible for the Home Library Service, where volunteers for the library service deliver books to people's homes.

Summary of Ore Library correspondence	No.
Letters from the public	9
Letters from other community groups	3
Letters from District/Borough Councils	1
Letters from Councillors	2
Petition	1,530
e-petition	168
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	282

### **Pevensey Bay Library**

- 3.43 There was a concern that needs within Pevensey Bay has not been accounted for in the Council's assessment. Pevensey Bay library had been closed for over a year and a half, due to flooding, leading to a sense of insecurity within the community about its future once it reopened in August 2016. There was concern about the impact on children's literacy and education. A working group was set up in Pevensey Bay, chaired by Huw Merriman MP, with the aim of encouraging people to take part in the consultation, and to consider what alternative proposals there might be for retaining the library if, despite the local campaign, the Council decided not to continue to provide it.
- 3.44 Our Needs Assessment shows that Pevensey Bay is not in a priority area of need. We propose to introduce a new children and family library offer in Shinewater Children's Centre, including free Rhymetime and Storytime sessions, free children's books swap and access to training for parents/carers, to mitigate for some of the services which would cease to be provided at Langney Library. These services would be available to families in Pevensey Bay. We also propose to introduce Rhymetime, Storytime and Computer Buddy sessions at Hampden Park library, in addition to the wide range of services that are available at Eastbourne Library.
- 3.45 The research we undertook for the draft Libraries Strategic Commissioning Strategy of the types and duration of journey people make for a range of different types of personal business shows that a journey time of 20 to 25 minutes to a library by public transport and car is reasonable. Off-peak journey times from Pevensey Bay Library to Eastbourne Library are 20 minutes by bus and 11 minutes by car to Hampden Park Library.
- 3.46 Trips to libraries can be made easier by using the eLibrary to reserve books for collection or renew books online. The eLibrary gives access to a growing range of free digital reading materials, eBooks and eMagazines, but also free online reference materials and training packages. We would promote the benefits of the eLibrary better for all ages, including new Computer Buddy sessions to help older residents with the skills and confidence to use it.
- 3.47 Anyone who cannot get to a library due to frailty, disability or full-time caring responsibilities is eligible for the Home Library Service, where volunteers for the library service deliver books to people's homes.

Summary of Pevensey Bay Library correspondence	No.
Letters from the public	10
Letters from Town/Parish Councils	1
Letters from other community groups	6
Letters from District/Borough Councils	1
Letters from Councillors	1
Letters from MPs	1
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	275

## Polegate Library

- 3.48 The comments we received from the community in Polegate were concerned about the impact on more vulnerable members of the community, older people and people with disabilities, who would struggle to get to alternative libraries in Hampden Park, Hailsham and Eastbourne due to the cost of public transport and mobility issues. There was concern about the impact on children's literacy and education, particularly given the very close proximity to and close relationship with Polegate School. People felt that new residential development in Polegate and the surrounding area would increase the need for a library and counter the decline in use. There was a feeling that closing both Willingdon and Polegate libraries was unacceptable and at least one should be retained.
- 3.49 The Needs Assessment shows that Polegate Library is not in a priority area of need. We propose to introduce Rhymetime, Storytime and Computer Buddy sessions at Hampden Park library to replace those which would cease to be provided at Polegate and Langney libraries. These services would be available to customers who currently use Polegate Library. Rhymetime, Storytime and Computer Buddy sessions are also available in Hailsham and Eastbourne libraries.
- 3.50 The research we undertook for the draft Libraries Strategic Commissioning Strategy of the types and duration of journey people make for a range of different types of personal business shows that a journey time of 20 to 25 minutes to a library by public transport and car is reasonable. Frequent public transport links connect Polegate with Hampden Park, Eastbourne and Hailsham libraries. Off-peak journey times from Polegate Library to Eastbourne Library are 30 minutes by bus, or seven to 10 minutes by train, and seven minutes by car to Hailsham Library.
- 3.51 Trips to libraries can be made easier by using the eLibrary to reserve books for collection or renew books online. The eLibrary gives access to a growing range of free digital reading materials, eBooks and eMagazines, but also free online reference materials and training packages. We would promote the benefits of the eLibrary better for all ages, including new Computer Buddy sessions to help older residents with the skills and confidence to use it.
- 3.52 Anyone who cannot get to a library due to frailty, disability or full-time caring responsibilities is eligible for the Home Library Service, where volunteers for the library service deliver books to people's homes.

Summary of Polegate Library correspondence	No.
Letters from the public	63
Letters from schools/school pupils	30
Letters from Town/Parish Councils	3
Letters from District/Borough Councils	1
Letters from Councillors	4
Letters from MPs	1
Petition	1,589
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	900

### Ringmer Library

- 3.53 Ringmer Library moved into a new extension in Ringmer Village Hall in April 2016. The extension was funded by the community. This is seen to have led to a renewed interest in the library within the community. There was a strong feeling that the proposal to close the library was unreasonable based on the efforts to open the new library and the fact that more people are benefitting from it. People were concerned about the impact on more vulnerable members of the community, older people and people with disabilities, who would struggle to get to the alternative library in Lewes due to the cost of public transport and mobility issues. It was felt that it takes a long time to travel to Lewes and back, and parking in Lewes is very difficult. There was concern about the impact on children's literacy and education, given the proximity to Ringmer Primary School and Ringmer Academy and also schools nearby, reflected by letters from nearby Laughton Primary School.
- 3.54 The usage of each individual library has not been the primary factor for the recommendation whether or not to retain libraries. The proposed network of library buildings is based primarily on needs and access to services county-wide. The needs assessment shows that Ringmer Library is in a very low area of need.
- 3.55 The Council entered into discussions about moving the library into the new extension in good faith as far as the future of Ringmer Library was concerned. It was only during the summer of 2017, some two years after those discussions commenced, and over a year following the completion of the extension and the move of the library, that the draft Libraries Strategic Commissioning Strategy, including our assessment of local needs and accessibility analysis, was completed, which led to the proposal not to retain Ringmer Library within the County Council's library network.
- 3.56 Rhymetime, Storytime and Computer Buddy sessions are provided at Lewes Library. These services would be available to customers who currently use sessions at Ringmer Library.
- 3.57 Off-peak journey times from Ringmer Library to Lewes Library are 10 minutes by bus and nine minutes by car.
- 3.58 Trips to libraries can be made easier by using the eLibrary to reserve books for collection or renew books online. The eLibrary gives access to a growing range of free digital reading materials, eBooks and eMagazines, but also free online reference materials and training packages. We would promote the benefits of the eLibrary better for all ages, including new Computer Buddy sessions to help older residents with the skills and confidence to use it.

- 3.59 Anyone who cannot get to a library due to frailty, disability or full-time caring responsibilities is eligible for the Home Library Service, where volunteers for the library service deliver books to people's homes.

<b>Summary of Ringmer Library correspondence</b>	<b>No.</b>
Letters from the public	49
Letters from schools/school pupils	33
Letters from Town/Parish Councils	2
Letters from other community groups	3
Letters from Councillors	3
Letters from MPs	1
Petition (Save Ringmer Library campaign)	1,152
Petition (Ringmer Library and Mobile Library)	283
e-petition	157
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	248

### **Willingdon Library**

- 3.60 The comments we received from the community in Willingdon expressed the view that the library is ideally placed in the local community, near to local amenities and with easy parking for use by the whole community. People were concerned about the impact on more vulnerable members of the community, older people especially (given a more elderly population) and people with disabilities, who would struggle to get to alternative libraries in Hampden Park and Eastbourne due to the cost of public transport and mobility issues. There was concern about the impact on children's literacy and education, given the proximity to Willingdon Primary School and Willingdon Community School. It was felt the library is important to prevent social exclusion and that this was not reflected in the draft Strategy. It was considered that new residential development in Willingdon and the surrounding area would increase the need for a library. People felt that closing both Willingdon and Polegate libraries was unacceptable and at least one should be retained
- 3.61 Our Needs Assessment shows that Willingdon Library is in an area of low need. We propose to introduce Rhymetime, Storytime and Computer Buddy sessions at Hampden Park library to replace the loss of a Rhymetime session at Willingdon Library and those sessions which would cease to be provided at Polegate and Langney libraries. These services would be available to customers who currently use Willingdon Library. Rhymetime, Storytime and Computer Buddy sessions are also available in Eastbourne Library.
- 3.62 The research we undertook for the draft Libraries Strategic Commissioning Strategy of the types and duration of journey people make for a range of different types of personal business shows that a journey time of 20 to 25 minutes to a library by public transport and car is reasonable. Off-peak journey times from Willingdon Library to Eastbourne Library are 18 minutes by bus and six minutes by car to Hampden Park Library.
- 3.63 Trips to libraries can be made easier by using the eLibrary to reserve books for collection or renew books online. The eLibrary gives access to a growing range of free digital reading materials, eBooks and eMagazines, but also free online reference materials and training packages. We would promote the benefits of the eLibrary better for all ages, including new Computer Buddy sessions to help older residents with the skills and confidence to use it.

- 3.64 Anyone who cannot get to a library due to frailty, disability or full-time caring responsibilities is eligible for the Home Library Service, where volunteers for the library service deliver books to people's homes.

<b>Summary of Willingdon Library correspondence</b>	<b>No.</b>
Letters from the public	84
Letters from schools/school pupils	498
Letters from Town/Parish Councils	3
Letters from other community groups	1
Letters from District/Borough Councils	1
Letters from Councillors	3
Letters from MPs	1
Petition (Willingdon and Langney libraries)	438
Petition (Willingdon Library)	401
Petition (Willingdon Library) via Stephen Lloyd MP	963
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	471

### **Mobile Library**

- 3.65 The Mobile Library offers a three weekly service to 88 stops across the county, with most stops lasting for 20 to 30 minutes. A number of rural communities served by the Mobile Library have expressed concern about the impact on more isolated and vulnerable people. It was felt that there would be a loss of social interaction, of which there are a decreasing number of opportunities in small rural communities. There was concern older people and people with disabilities in particular or people on low incomes would find it difficult to travel to another library due to cost, frequency of public transport and limited mobility. People have also commented on gradual loss of services and amenities generally within rural communities.
- 3.66 The Mobile Library is an expensive and, in terms of the range of services on offer, limited way to serve a small number of library users. The Mobile Library overwhelmingly serves areas of lower need. We recognise that it serves a higher proportion of library users who are older or less mobile than other libraries and in more isolated rural areas. The proposed reduced library network would still provide high levels of access to other libraries with a greater range of services than the Mobile Library and close to other amenities and services, with which trips to the library could be combined.
- 3.67 We would provide additional Computer Buddy sessions in libraries to help groups who may lack confidence and skills to use the eLibrary, showing them how to reserve items to collect from the library as well as how to access and download online materials.
- 3.68 The Community Library Membership category would enable individuals in communities to run a book exchange in their area and support social interaction, if they wish to do so. There has been a positive response to the Community Library Membership through the public consultation.
- 3.69 The results of the consultation suggest that a high proportion of Mobile Library users would be able to access the service in another way.

Summary of Mobile Library correspondence	No.
Letters from the public	11
Letters from Town/Parish Councils	9
Letters from District/Borough Councils	1
Letters from Councillors	2
Letters from MPs	1
Petition (Ringmer Library and Mobile Library)	283
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	385

### Northiam Village Library

- 3.70 Northiam Village Library is a community run library, situated in the Northiam Village Club. The comments we received from the community in Northiam stated that the Council should continue to pay the rent, rates and electricity for the Village Library and provide a supply of stock, given the provision of time by volunteers to provide the service and benefit to the community. Respondents were concerned about the impact on vulnerable members of the community, older people and people with disabilities, who would struggle to get to alternative libraries in Rye and Battle due to the cost of public transport and mobility. There was also a feeling that a developer contribution toward library services for Northiam Village should be used to retain the Village Library.
- 3.71 Northiam Village Library is not an East Sussex library, but rather a community run library. Our Needs Assessment shows that Northiam is an area of low need.
- 3.72 The research we undertook for the draft Libraries Strategic Commissioning Strategy of the types and duration of journey people make for a range of different types of personal business shows that a journey time of 20 to 25 minutes to a library by public transport and car is reasonable. Off-peak journey times from Northiam Village Library to Rye Library are 28 minutes by public bus and 17 minutes by car.
- 3.73 Trips to libraries can be made easier by using the eLibrary to reserve books for collection or renew books online. The eLibrary gives access to a growing range of free digital reading materials, eBooks and eMagazines, but also free online reference materials and training packages. We will promote the benefits of the eLibrary better for all ages, including new Computer Buddy sessions to help older residents with the skills and confidence to use it.
- 3.74 Anyone who cannot get to a library due to frailty, disability or full-time caring responsibilities is eligible for the Home Library Service, where volunteers for the library service deliver books to people's homes.
- 3.75 We have held discussions with Northiam Parish Council and the volunteers who run the library. The Parish Council has agreed to fund the running costs of the Village Library with Beckley Parish Council and to submit a proposal to the Local Planning Authority seeking the release of up to £5,000 of funding which has been provided under a section 106 agreement in relation to housing development in the area for enhanced library provision. This could include works to enable additional services or space to be provided as well as internal re-organisation to increase capacity such as upgrading ICT equipment and self-service facilities and/or new, improved counters and shelving. Additional supplies of books could also potentially be provided.

- 3.76 If the community also wished to do so, it could use the new Community Library Membership to ensure there is a continued supply of books for Northiam Village Library. This would provide a selection of more up-to date stock from the wider library catalogue than is currently available from the Village Library, and would potentially be an improvement to the service offered to residents.

<b>Summary of Northiam Village Library correspondence</b>	<b>No.</b>
Letters from the public	11
Letters from Town/Parish Councils	1
Letters from Councillors	4
Consultation questionnaire (number of people who identified they had used this library in the last 12 months)	24

### **Other issues raised**

- 3.77 Representations were made that the journey times cited within the draft Libraries Strategic Commissioning Strategy and supporting documents were not realistic, particularly with regard to car journeys. The Accessibility Analysis was undertaken in conjunction with consultants with expertise in travel analysis, who developed the methodologies and undertook the analysis. Car accessibility is based on a robust methodology using satellite navigation data from thousands of vehicle journeys on the actual routes between libraries, and is therefore 'real world' not modelled or estimated data. It was also tested by each route being driven at least ten times to verify the journey times. We are confident that the Accessibility Analysis is a suitable and robust basis upon which to determine reasonable journey times for travel to libraries and that it represents a proper assessment of the accessibility of the library service to the population of the county.
- 3.78 Some respondents commented that we did not recognise the different levels of use and varying rates of decreasing use between libraries, compared to the county-wide figure of a reduction of around 40% in usage over ten years. It is important to reiterate that, whilst we need to recognise decreasing use of the library service overall in developing the Libraries Strategic Commissioning Strategy, the proposals were based on relative levels of need in different areas and county-wide accessibility rather than the level of use for any individual library or the Mobile Library.

### **Other engagement activities during the consultation**

- 3.79 During the consultation period we have continued our conversations with Town and Parish Councils and community groups. We have discussed in detail the rationale behind the proposals and the impacts and costs related to individual libraries.
- 3.80 We have also continued our engagement with stakeholders including Action in Rural Sussex, the Further Education colleges, Sussex Association of Local Councils and National Numeracy (a national charity). We met again with the East Sussex Seniors Association and the Youth Cabinet, both of whom understood the financial challenges for the Council and felt that the proposals represented a reasonable response in the circumstances. They felt that the new elements of service delivery and an opportunity to promote different facilities, particularly the eLibrary and free online reference materials, were positive steps.

3.81 Staff and volunteers provided their views and have enabled us to fully formulate some of the offers and mitigations that were outlined in the draft Libraries Strategic Commissioning Strategy, as well as providing helpful guidance on ways positively to promote the service to meet the new Vision and Strategic Outcomes.

## Petitions received

3.82 The table below provides details of the petitions received.

Name of petition	Number of signatures	Presented by
Hollington petition	1,265	Keep Hollington Library Open - resident
<u>Help KEEP Hollington Library OPEN</u>	5	ePetition – Resident
Langney petition via Stephen Lloyd MP	927	Cllr Shuttleworth – supported by Stephen Lloyd MP
<u>Save Ore library</u>	168	ePetition – Resident
Save Ore library	1,530	Save Ore Library Campaign (Cllr Richard Street)
Polegate petition	1,589	Cllrs Daniel and Stephen Shing
Ringmer and Mobile Petition	283	Cllr Philip Daniel
Ringmer petition	1,152	Save Ringmer Library campaign
<u>Keep Ringmer Library open</u>	157	ePetition – Resident
Willingdon and Langney petition via Stephen Lloyd MP	438	Cllr Swansborough – supported by Stephen Lloyd MP
Willingdon petition	401	Cllrs Daniel and Stephen Shing
Willingdon petition via Stephen Lloyd MP	963	Cllr Swansborough – supported by Stephen Lloyd MP
<b>Total signatures</b>	<b>8,878</b>	-

## 4. Conclusions

- 4.1 In total 3,633 consultation questionnaires were received in response to the Libraries Strategic Commissioning Strategy consultation. Overwhelmingly the respondents to the consultation questionnaire were current library users, with over 90% of responses from people who had accessed the library service in some form in the past 12 months. Over two thirds of respondents were users of one or more of the seven libraries, the Mobile Library or Northiam Village Library which the draft Libraries Strategic Commissioning Strategy proposed not to retain. A further 1,102 representations made by e-mail, letter and poster were received along with one series of video submissions relating to journey times to libraries. There were also 12 petitions, totalling 8,878 signatures.
- 4.2 Over 40% of respondents either strongly agreed or agreed that our proposals focussed our limited resources in the right areas, as described by the draft Vision and Strategic Outcomes. 12% neither agreed nor disagreed. 44% either disagreed or strongly disagreed. When asked whether our proposals provided a reasonable range of different ways for people to use the Library and Information Service according to their needs, a lower percentage strongly agreed or agreed (28% of respondents in total). 9% neither agreed nor disagreed and 61% either disagreed or strongly disagreed.
- 4.3 There was a much higher level of support (68%) for the proposals from respondents who were not users of the seven libraries, the Mobile Library or the Northiam Village Library than there was from regular users of those services (20%).
- 4.4 Overall, these responses and the submissions received in email and written comments, as well as the strength of feeling in local campaigns reflect the fact that libraries are highly valued locally by their users.
- 4.5 Two thirds of respondents who stated they had used one of the seven libraries, the Mobile Library or Northiam Village said that they would be able to access the library service in another way if the proposals were implemented. This supports the view in the Rationale and Impact Assessment that there are reasonable alternative ways of accessing the library service. One third of respondents said they would not be able to use any alternative. The most common reasons cited for not being able to use an alternative were not wanting to travel to an alternative library or that travelling to an alternative would be too difficult. Other frequently cited reasons were not knowing how to use the eLibrary or not having access to a computer or mobile device. It should be noted that the Home Library Service, one of the alternatives available, provides access to people who cannot access a library because of disability, frailty or full-time caring responsibilities and is likely to be an alternative means of accessing the library service for many people who stated that there was no alternative means of access available to them.
- 4.6 Where people provided additional comments about the draft Strategy they largely related to people's objections to the proposals not to retain libraries and the reasons they did not agree with the statements in the consultation questionnaire, rather than having any particular objection to other aspects of the draft Strategy, such as the Vision and Strategic Outcomes. The three most frequently raised themes were that the elderly and disabled and vulnerable/less well-off people will be disadvantaged; children, young parents and families will be disadvantaged; and there will be a negative impact on the community. However we did also receive comments that supported the proposals.

- 4.7 While the themes are generally consistent across each of the different libraries, we recognise that each community is different and this report summarises and provides a response to the local factors and concerns as they were voiced in relation to individual libraries, the Mobile Library and Northiam Village Library.
- 4.8 Comments in relation to Langney Library, for example, focussed on concerns about the higher levels of need within the community, the impacts on younger less well-off families, and the ease of parking at Langney Library compared with Hampden Park. In Mayfield concerns tended to centre more around the impact on more isolated, vulnerable members of the community, older people and people with disabilities, who it was felt would struggle to get to another library due to cost of and infrequency of public transport and limited mobility. There was concern about the future of local shops if the library were to close.
- 4.9 There was a particular concern about people who live in certain communities within Ore which are among the most deprived in East Sussex who would not be able to afford to get to Hastings by public transport. In Pevensey Bay, the impact on children's literacy and education was cited as an additional consideration in representations we received. This was also a frequently mentioned issue about Polegate Library, particularly given the very close proximity to and close relationship of the library with Polegate School. People also felt that new residential development in Polegate and the surrounding area would increase the need for a library and counter the decline in use. There was a feeling that closing both Willingdon and Polegate libraries was unacceptable and at least one should be retained.
- 4.10 Ringmer Library moved into a new extension in the Village Hall in April 2016, funded by the community, and a strong feeling was voiced that the proposal to close the library was unreasonable based on the efforts to open the new library and the time and difficulty people felt was involved in travelling to Lewes. Views expressed about the proposal to close Willingdon Library echoed many of these concerns. It was felt the library is important to prevent social exclusion and that new residential development in Willingdon and the surrounding area would increase the need for a library.
- 4.11 A number of rural communities served by the Mobile Library also expressed concern about the impact on more isolated and vulnerable people and a loss of social interaction, with a gradual loss of services and amenities generally within rural communities. Similar views were expressed concerning the Northiam Village Library.
- 4.12 During the consultation period we have continued our conversations with Town and Parish Councils, community groups and other stakeholders, and our staff and volunteers. All of the feedback has enabled us to fully formulate some of the offers and mitigations that were outlined in the draft Libraries Strategic Commissioning Strategy, make other revisions to the Strategy, and has provided helpful guidance on ways positively to promote the service to meet the new Vision and Strategic Outcomes. All of the key changes made to the revised Libraries Strategic Commissioning Strategy and the supporting documents as a result of the consultation are set out in Appendix 1 (Key Changes Document).
- 4.13 Throughout the feedback we have received detailed and considered views from a large number of people and organisation who have described the circumstances for themselves or other people in their communities under which some of the proposals set out in the draft Libraries Strategic Commissioning Strategy would have a negative impact. Some respondents also felt that individual indicators of lower levels of need within the Needs Assessment were important to their communities, and should justify the retention of a library.
- 4.14 We recognise that in every community across the county there are individuals and families with needs and that in those communities where it is proposed no longer to retain a library or

the Mobile Library Service, there are individuals who will be affected by the loss of the service. The purpose of the comprehensive Needs Assessment we undertook is to identify which communities have greater levels of needs than others, so that the resources of the Council can be prioritised towards those communities, achieving the best outcomes for the population of the county as a whole, whilst ensuring that all communities still have a high level of accessibility to library services overall.

- 4.15 The evidence base shows that only Langney and Ore libraries are in communities with higher levels of need, but in both cases these communities would be served by nearby central libraries (Eastbourne and Hastings), one other library (Hampden Park and Hollington) and targeted outreach activities, including provision of some library services in Shinewater and East Hastings children's centres..
- 4.16 Whilst we fully appreciate the unpopularity of proposals to close libraries, withdraw the Mobile Library Service and cease support to Northiam Village Library, having analysed all of the responses and revisited the evidence base again, we do not consider that new information has been presented in the consultation responses and other forms of stakeholder engagement which means that the evidence base for the draft Libraries Strategic Commissioning Strategy was incorrect or had been wrongly interpreted. In the light of this, and taking into account the Vision and Strategic Outcomes for the East Sussex Library and Information Service and the financial and wider context in which it needs to operate, we believe that the original proposals for a smaller network of 17 libraries, are correct. This would result in the closure of Langney, Mayfield, Ore, Pevensey Bay, Polegate, Ringmer and Willingdon libraries and the Mobile Library Service, and the end to support for Northiam Village Library.

## Appendix 1 Summary of correspondence

A total of 1,102 representations were made by email, letter and poster and we received one series of video submissions relating to journey times to libraries. These are summarised in the table below and were considered along with the results of questionnaire.

<b>281 members of the public</b>
<b>8 Schools</b>
Laughton Community Primary School Ringmer Academy Ringmer Primary and Nursery School Willingdon Primary School Willingdon Community School Shinewater Primary School Laughton Primary School Polegate Primary School
<b>14 Community groups</b>
Action in Rural Sussex Bexhill Caring Community Big Local North-East Hastings project Department for Digital, Culture, Media and Sport Friends of Pevensey Bay Library MSL Projects, Consultancy & Digital Ore Community Association Pevensey and Westham Historical Society Ringmer Parochial Church Council Ringmer Village Hall Committee Save Ore Library Campaign Save Ringmer Library Campaign Wealden Citizens Advice Bureau Willingdon Residents' Association
<b>17 Parish and Town Councils</b>
Barcombe Parish Council Berwick Parish Council Chiddingly Parish Council East Hoathly with Halland Parish Council Hooe Parish Council Hurst Green Parish Council Mayfield and Five Ashes Parish Council Northiam Parish Council Peasmarsch Parish Council Polegate Town Council Ringmer Parish Council Rotherfield Parish Council Ticehurst Parish Council Westfield Parish Council Westham Parish Council Willingdon and Jevington Parish Council

## 2 Borough and District Councils

Hastings Borough Council (Response from Leader, Councillor Peter Chowney)  
Wealden District Council (Response from Portfolio Holder, Councillor Collinson)

## 18 individual Councillors

### 3 Parish and Town Councillors

Cllr Andrew Brown Hurst Green Parish Council  
Councillors John and Frances Pritchett, Willingdon and Jevington Parish Council

### 5 Borough and District Councillors

Councillor Johnny Denis, Lewes District Council  
Councillor Lin Clark Wealden District Council  
Councillor Peter Gardiner, (on behalf of Ouse Valley and Ringmer District Councillors)  
Councillor Richard Burrows, Lewes District Council  
Councillor Richard Street, Hastings Borough Council

### 10 County Councillors

Councillor Alan Shuttleworth  
Councillor Angharad Davies  
Councillor Bob Bowdler  
Councillor Daniel Shing  
Councillor Gerard Fox  
Councillor Laurie Loe  
Councillor Michael Ensor  
Councillor Phil Boorman  
Councillor Philip Daniel  
Councillor Stephen Shing

## 3 Members of Parliament

Huw Merriman  
Maria Caulfield  
Stephen Lloyd

# Libraries Consultation

## East Sussex Libraries The Way Forward

### Our proposals

Libraries Strategic Commissioning Strategy 2018/19 to 2022/23

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



Ends 14 December 2017

## Why are we consulting?

We are asking for your views on our draft Strategy for East Sussex libraries over the next five years.

The draft Strategy sets out our proposed approach to provide a modern, sustainable Library and Information Service for the future, recognising the financial constraints which East Sussex County Council faces and also the changes in the way that people are using libraries.

Our draft Strategy presents proposals for a needs-based library service. This means a library service where we prioritise our resources to achieve outcomes that will best meet the needs of those who live, work and study in East Sussex.

Our work to produce our draft Strategy shows that there are significant needs across the county, and especially within certain communities, around literacy, attainment, employment and ultimately health and wellbeing, which the Library and Information Service is ideally placed to help tackle.

You can read our draft Strategy and all of the evidence on which our proposals are based in full on our website at [eastsussex.gov.uk/librarystrategy](http://eastsussex.gov.uk/librarystrategy). Alternatively, you can request a paper copy by contacting us using the details below.

## How to take part in this consultation

The consultation runs for 12 weeks, from 21 September to 14 December 2017. We would like to hear from you whether or not you currently use the Library and Information Service. 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 questionnaire online at [eastsussex.gov.uk/haveyoursay](http://eastsussex.gov.uk/haveyoursay)
- By picking up a copy of the questionnaire in a library
- By printing a copy of the questionnaire from [eastsussex.gov.uk/haveyoursay](http://eastsussex.gov.uk/haveyoursay) and returning it to us
- By contacting us to request a paper copy of the questionnaire using the details below.

Completed surveys can be returned to the drop off points in East Sussex libraries or posted back to us at: Library Consultation, West D Floor, 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 and 01273 335397.

## What changes are proposed?

Libraries in East Sussex are a popular service with almost 1.5 million visits during 2016/17. However, the number of visits and the number of items issued in libraries have both reduced by around 40% over the past ten years. By comparison, the number of items borrowed online has risen, although these still represent a relatively small amount of our overall loans.

Our proposals would enable us to modernise the East Sussex Library and Information Service in order to respond to the increasing demand from customers to access library services online and the reducing number of people visiting libraries. They would enable us to cut our costs by having fewer libraries and to prioritise our resources to provide better support to people in East Sussex.

We propose to help improve literacy for adults and children and provide learning opportunities for people so that they can get on in life by having better skills and finding employment. By providing independent, reliable information and resources, we believe we have a key role to play in supporting the health and wellbeing of people in East Sussex. We also believe that libraries should continue to provide a way for people to get online if they cannot do so at home, or need help accessing the internet.

The majority of our customers use our libraries for the pleasure of reading and the benefits this brings. Although we propose a more modern library service with fewer libraries, we will continue to provide a highly accessible network of libraries containing all of the things people love about going to the library. Over 90% of our customers would still be able to use their current library in exactly the same way they do today.

The key **changes** we are proposing are:

- an **enhanced eLibrary**, continuing to expand the growing range of online services and materials we offer. As well as accessing materials online, the eLibrary allows people to manage their library loans anywhere, anytime, using the familiar 'click and collect' approach.
- a **greater focus on outreach provision**, by working more closely with other County Council services and partners. This will enable us to use limited resources more effectively to achieve better outcomes for those people who stand to benefit most from the service, but may be less able or inclined to visit a library.
- a **smaller network of 17 library buildings**, in appropriate locations across the county according to identified needs, which will continue to provide a comprehensive range of materials to borrow and resources to use. Our proposals ensure there remains a very high level of accessibility to a library by public transport or by car within a reasonable journey time of 20-25 minutes.
- to **no longer provide the Mobile Library Service**, or provide a supply of books for the Northiam Village Library. This proposal takes into account the fact that the 17 library buildings and the eLibrary provide a high level of accessibility to library services for rural communities, and are a more efficient way to meet needs for library services in these areas.

We fully recognise that, although our proposals will offer a more modern service overall, there is likely to be a greater impact for certain groups, particularly older people, people with a disability and some people in rural areas. We are proposing measures to reduce the impact by supporting

their particular needs. These include a Community Library Card, allowing community representatives to borrow a larger number of items for a long period to make available to their local community, e.g. in a village hall or community centre. Anyone who cannot easily use a library due to disability or frailty or caring responsibilities is able to use the Home Library Service.

Further detail on the proposals themselves and our rationale for them can be found in the Strategy on our website at [eastsussex.gov.uk/librarystrategy](http://eastsussex.gov.uk/librarystrategy)

### **How much will this save?**

The proposals within the draft Libraries Strategic Commissioning Strategy would enable us to make a saving of £653,000 per year by co-locating library services with other County Council services, income generation, and the reduced provision of library buildings, the Mobile Library and other services.

This would mean that the Library and Information Service has been able to identify total savings for the Libraries Transformation Programme of over £1.9 million toward an original savings target of £2 million. The Programme has included other changes to the Library and Information Service, including administrative and management savings and the reduction in library opening hours.

### **What happens next?**

Our proposals have not yet been decided. East Sussex County Council's Cabinet have approved our draft Strategy so that you can have your say. Once the consultation is complete and the results have been analysed, the draft Strategy and all the supporting documents will be amended and updated proposals presented to Cabinet in March 2018. We aim to start implementing our new Strategy from April 2018.

## Section 1 A needs based Library and Information Service

Our proposed Vision and Strategic Outcomes provide a clear direction for the delivery of the future Library and Information Service. They have been developed based on the evidence that libraries can and already do support a wide range of needs, directly and indirectly. Each Strategic Outcome would be met through a range of different offers, or services provided according to evidence of need.

### Our Vision and Strategic Outcomes

We will provide a Library and Information Service that promotes reading and knowledge as a route to leading fulfilling lives. We will prioritise our resources and expertise to support the needs of residents and communities in East Sussex to achieve four key outcomes:

**Improving child and adult literacy.** We will provide a range of quality materials and personalised support for people's different needs, so they can enjoy the pleasure of reading and the better life chances that literacy unlocks for people.

**Supporting the economy.** We will provide training and guidance for people of all abilities seeking to learn and to work, so they are able to build skills and confidence in a supportive environment.

**Better health and wellbeing.** We will promote reading as a source of wellbeing and provide reliable information and services to promote good health and support people to manage their own health and the health of those they care for.

**Increasing digital inclusion.** We will provide free access to computers and Wi-Fi, and paid access to printers, with training for people to use technology and the internet, so they are able to independently access vital information and services, and participate in the benefits of the digital world.

We will ensure that in working to deliver our Strategic Outcomes we will meet our statutory duty to provide a comprehensive and efficient library service for everyone who lives, works and studies in East Sussex.

**Q1. To what extent do you agree or disagree that we are focussing our limited resources on the right areas, as listed above in our Vision and Strategic Outcomes?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't feel able to say

**Space is available in Section 4 on page 9 to make comments or suggestions on any question**

## Section 2 Ways people would be able to use our proposed range of library services

Our proposals include an enhanced eLibrary, by continuing to expand the range of online services and materials that are offered in order to increasingly serve needs online. We also propose a greater focus on outreach provision, working closely with other County Council services and partners to make sure that we reach communities and individuals with the greatest needs.

We propose a network of 17 library buildings, in appropriate locations across the county according to identified needs.

The 17 libraries are Battle, Bexhill, Crowborough, Eastbourne, Forest Row, Hailsham, Hampden Park, Hastings, Heathfield, Hollington, Lewes, Newhaven, Peacehaven, Rye, Seaford, Uckfield and Wadhurst.

Over 90% of customers currently use one or more of these 17 libraries and are unaffected by the proposals. These 17 libraries are within a 20 minute journey by public transport for over 86% of all East Sussex residents and within a 20 minute car journey for over 99% of residents.

**Q2. To what extent do you agree that our proposals provide a reasonable range of different ways for people to use the Library and Information Service according to their needs?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't feel able to say

**Space is available in Section 4 on page 9 to make comments or suggestions on any question**

We propose not to retain seven of our current libraries, based on the evidence of need in those areas, the fact that there are higher needs in other parts of the county, and the proximity and transport availability to other libraries. These libraries are Langney, Mayfield, Ore, Pevensey Bay, Polegate, Ringmer and Willingdon.

We also propose to no longer provide the Mobile Library Service, or provide a supply of books for the Northiam Village Library.

**Q3. Have you used any of the following libraries in the last 12 months, or has someone used any of them on your behalf? (Please tick all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Langney Library      | <input type="checkbox"/> Ringmer Library                                  |
| <input type="checkbox"/> Mayfield Library     | <input type="checkbox"/> Willingdon Library                               |
| <input type="checkbox"/> Ore Library          | <input type="checkbox"/> Mobile Library                                   |
| <input type="checkbox"/> Pevensey Bay Library | <input type="checkbox"/> Northiam Village Library                         |
| <input type="checkbox"/> Polegate Library     | <input type="checkbox"/> None of these (please go to Section 3 on page 8) |

**Q4. If we no longer retain the libraries listed above, will you be able to use one of the following alternative services instead? (Please tick all that apply)**

- Battle Library
- Bexhill Library
- Crowborough Library
- Eastbourne Library
- Forest Row Library
- Hailsham Library
- Hampden Park Library
- Hastings Library
- Heathfield Library
- Hollington Library
- Lewes Library
- Newhaven Library
- Peacehaven Library
- Rye Library
- Seaford Library
- Uckfield Library
- Wadhurst Library
- eLibrary (includes reserving and renewing books online, downloading eBooks and/or eAudiobooks, using online reference and training materials)
- Home Library Service (for people who cannot easily use a library due to disability or frailty, or are caring for someone who cannot be left)
- None of these (please go to Q5)

**Q5. If you answered "None of these" in question 4, which of the following best explain why you would not be able to use one of our other services instead? (Please tick all that apply)**

- I am unable to travel to any of the remaining 17 libraries
- I do not have access to a computer or mobile device to use the eLibrary (online library)
- I do not know how to use the eLibrary (online library)
- Other (Please specify):

## Section 3 Getting involved

We are proposing a number of ways in which people can get more involved to support the library service to increase our capacity and resources, so that we can support a wider range of needs in different communities. This includes more volunteering opportunities in existing and new roles within the service.

We would also welcome the opportunity to work with communities if they are interested in extending their local library opening hours on a volunteer basis, and working with communities to explore options for the seven libraries which we do not propose to retain.

### Q6. Would you be interested in finding out more about any of the following volunteering roles, either on an occasional or regular basis?

- Computer Buddy (countywide)
- Rhymetime/Storytime sessions (countywide)
- Home Library Service (countywide, must have own vehicle)
- Bookends second-hand bookshop (Eastbourne Only)
- Study Clubs
- Coding Clubs
- Meeting and greeting customers and helping them find what they are looking for

### Q7. Please tick how often you might be interested in volunteering.

- Weekly
- Monthly
- One-off events

**Please tell us your name and provide us with your contact details so we can get in touch and find out a bit more about what you would like to do.**

Name:

Telephone number/email address:

### Volunteer led opening hours and Friends Groups

We invite communities to come forward who wish to work with us to set up volunteer-run library sessions as a way of increasing library opening hours, if there is a desire within their communities to do so. Volunteers would need to be managed and coordinated by the community, with full training and support from the Library and Information Service. Similarly, if communities wanted to set up Friends Groups as a way of supporting the library service through fund-raising or volunteering, we would be very interested in hearing your ideas.

### Options for community library provision

We invite communities to come forward to discuss potential options for keeping open the seven libraries that we are not proposing to retain within the East Sussex Library and Information Service, if they can be funded wholly by communities or other organisations. Alternatively, communities or other groups or organisations may wish to take over the leases of buildings or purchase them, and run them as completely independent libraries or use them for other purposes. Additional information, including indicative annual running costs, are provided in the draft Strategy.

**Q8. Please tick any of the following opportunities you might be interested in and supply your contact details so that we can get in touch. You are not committing yourself at this stage.**

- Volunteer led opening hours
- Setting up a Friends Group
- Options for community involvement library provision

**Q9. Please tell us which library you are interested in supporting?**

Name of Library:

Name:

Telephone number / email address:

#### **Section 4: Additional comments**

Please use the following box to provide information related to any of your answers to the questions above or any other comments that you wish to make.

## Section 5: About you

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

We will not share the information you give us with anyone else. We will only use it to help us make informed decisions about our services and their likely impacts.

If you would rather not answer any of these questions, you do not have to.

**Q10. Have you used the East Sussex Library and Information Service in the last 12 months, either for yourself or on behalf of someone else, or has someone else accessed for you? (Please tick all that apply)**

- Yes for myself
- Yes on behalf of a child aged under 16
- Yes on behalf of another adult
- Yes, someone else accessed the library service for me
- No

**Q11. Do you have access to a car?**

- Yes
- No

**Q12. Do you have access to the internet? (Please tick all that apply)**

- Yes at home
- Yes at work
- Yes on my mobile
- Yes in the library or in an public internet café
- No

**Q13. What is your home postcode? (Please provide in the box below)**

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

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

**Q15. Are you?**

- Male
- Female
- Prefer not to say

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

- Self-employed
- Employed full-time
- Employed part-time
- Student
- Unemployed
- Retired
- Other\* (Please Specify)
- Prefer not to say

\*

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 disabled from the point that they are diagnosed.

**Q17. Do you consider yourself to be disabled as set out in the Equality Act 2010 (Please tick one box only)**

- Yes
- No
- Prefer not to say
- Not sure

**Q18. If you answered yes to Q17, please tell us the type of impairment that applies to you. (Please tick all that apply)**

- Physical impairment
- Mental health condition
- Sensory impairment (hearing and sight)
- Learning disability
- Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy
- Other\* (Please Specify)
- Prefer not to say

\*

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

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

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

**Q20. Do you regard yourself as belonging to any particular religion or belief? (Please tick one box only)**

- Yes  
 No  
 Prefer not to say

**Q21. If you answered yes to Q20, please tell us the religion or belief that applies to you. (Please tick one box only)**

- Christian  
 Buddhist  
 Hindu  
 Jewish  
 Muslim  
 Sikh  
 Other (Please Specify):   
 Prefer not to say

**Thank you for taking the time to complete this questionnaire. Your responses will be analysed along with all other responses and the results used to inform our amended Strategy, which will be presented to Cabinet in March 2018.**



**Produced by the Library and Information Service, in conjunction with MCL**  
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