Proposed changes to library services

South Gloucestershire Council is currently consulting on changes to library services. Further information about this consultation process, options the council is considering and further information about the service is available from your local library, from our website: www.southglos.gov.uk/librarychanges or by contacting us on 01454 868006.

If you require extra space to write answers please add additional sheets. Alternatively you can complete this survey online at: www.southglos.gov.uk/librarychanges

Q1  Which of the following libraries have you or members of your family used in the past 2 years?

- Bradley Stoke
- Cadbury Heath
- Chipping Sodbury
- Downend
- Emembers Green
- Filton
- Hanham
- Kingswood
- Patchway
- Staple Hill
- Thornbury
- Yate
- The Mobile Library
- Not used a South Gloucestershire library in the past 2 years

Which one of these libraries do you use most often?

Q2  For mobile library users: Which stop do you mostly use?

Have you used any other South Gloucestershire libraries? If so, which ones?

Q3  How often do you use the following library services?

<table>
<thead>
<tr>
<th>Service</th>
<th>Weekly</th>
<th>Fortnightly</th>
<th>Monthly</th>
<th>Less often</th>
<th>Never</th>
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<tbody>
<tr>
<td>Borrow books</td>
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<td>Browse or read books, newspapers and magazines in the library</td>
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<td>Use the library computers or free wi-fi</td>
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<td>Place to work or study</td>
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<td>Borrow CD, DVD, or audio books</td>
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<td>Take children to read/borrow books</td>
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<td>Attend children's activities</td>
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<td>Attend adult events or activities</td>
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<td>Attend other community events, groups, classes and exhibitions</td>
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<td>Online services including ebooks, information resources, search, reserve &amp; renew books and other items</td>
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Q4  Please rate these aspects of library services in order of importance to you. *(Where 1 is the most important to you and 7 is the least important.)*

- Having libraries available as a community meeting place
- Having a library local to you
- Having a good range of books and other stock available
- Trained staff available to assist you
- Having access to computers and wifi
- Having the library open for as long as possible
- Providing a good range of events and activities
In looking to make the savings required, the council is seeking as far as possible to keep libraries open. There are different forms of service delivery which could be adopted. For further information about these, please read the consultation document.

**How strongly do you agree or disagree with the following models of delivering library services?**

<table>
<thead>
<tr>
<th>Model of Delivering Library Services</th>
<th>Strongly agree</th>
<th>Tend to agree</th>
<th>Neither agree or disagree</th>
<th>Tend to disagree</th>
<th>Strongly disagree</th>
<th>Don't know</th>
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<tr>
<td>Using volunteers to work alongside staff to support added value services such as storytime, using computers, events, etc</td>
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<td>Using volunteers to work alongside staff, with clearly defined roles for each</td>
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<td>Using volunteers to supplement library opening hours without paid staff supervision</td>
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<td>Services run and operated directly by community based organisations and volunteers</td>
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<td>Bringing in external funding (e.g. from parish councils or grants) to fund additional opening hours and other library running costs</td>
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<td>Co-locating council one stop shops and potentially other services within libraries in Kingswood, Yate, Patchway and Thornbury</td>
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<td>Renting out space to generate income to support library services</td>
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<td>Transferring libraries to be run by a not-for-profit organisation, trust, charity or staff mutual</td>
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<td>Transferring libraries to be run by a commercial (for profit) organisation</td>
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<td>Unstaffed self service libraries</td>
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**Q6** Of the options outlined in the consultation document by the council to make the required savings to the library budget, which do you think the council should proceed with?

- Option 1: No longer providing the mobile library or funding Chipping Sodbury library, reducing opening hours across the remaining libraries by 90 hours a week, reducing the materials fund and making more use of volunteers and external funding to maintain services. (saving approx. £500,000)
- Option 2: As per option one and a reduction in opening hours to 18 hours a week at satellite libraries. (saving approx. £600-£650,000)
- Option 3: Close all libraries apart from five main libraries (saving approx. £1million)
- The council should make savings within library services in a different way (please tell us how in Q7 below)
- The council should make alternative savings from other council services (please tell us how in Q7 below)
- Don't know

**Q7** The council is keen to consider any other alternative ideas by library users, local communities and other interested stakeholders in how it can deliver services within the budget available.

**Do you have any alternative ideas for how library services could be delivered in the future?**

**Q8** Do you have any specific comments about the proposal to no longer fund Chipping Sodbury library?
Q9 Do you have any specific comments about the proposal to no longer provide the mobile library service?

Q10 One option the council is considering is designating each library as either a main library or a satellite library. Main libraries would have longer opening hours and potentially more services funded when compared to satellite libraries which would have more limited opening hours. Looking at the main population centres and future population growth, the council is considering making Kingswood, Yate, Patchway, Thornbury and Bradley Stoke main libraries, with the remainder designated as satellite libraries. Do you agree with our proposed designation of main and satellite libraries?

☐ Yes  ☐ No  ☐ Don't know

If no, what changes would you make and why?

Q11 If the council were to reduce library opening hours, how should these reductions be distributed?

☐ All libraries reduce opening hours by a set amount e.g. 7 1/2hrs a week

☐ Library opening hours are reduced depending on whether a library is classed as a main library or satellite e.g. main libraries are reduced by 5hrs a week and satellite libraries by 10 hours a week

☐ Hours are reduced depending on individual library usage patterns

☐ No longer opening on Sundays, and less busy times such as early in the morning, over lunch time or in the evenings

Q12 Do you have any specific comments about the proposals to reduce library opening hours?

Q13 If other organisations or volunteers are more involved in supporting the delivery of library services in the future, what support and/or training do you think they will need?

Q14 Would you (as an individual or organisation) be willing to provide practical support (or volunteering) to keep your local library open?

☐ Yes  ☐ Maybe  ☐ No

If so, please provide details of how we can contact you

Q15 If these options were to go ahead, what impact would they have on you, your use of library services and the wider community?
Q16 Please use this space to make any other comments about library services or our proposals.

Q17 Are you responding as?

☐ A local resident  ☐ A South Gloucestershire Council employee  ☐ A voluntary, community sector organisation

☐ A library user  ☐ A parish or town council  ☐ Other

☐ A parent/carer of a library user  ☐ A local business

If you are responding on behalf of an organisation, please tell us its name.

Q18 Please tell us your full postcode: __________________________

This section is really important as it helps us to gain a better understanding of the needs of different service users, the views of different people and how they could be impacted by any changes. This information will remain confidential and will be used for analysis purposes only. Your personal information will not be published and individuals will not be identified. If you are responding on behalf of an organisation you do not need to answer these questions.

Q19 Your age: ☐ 10 or under  ☐ 11 to 15  ☐ 16 or 17  ☐ 18 to 25  ☐ 26 to 40  ☐ 41 to 60  ☐ Over 60  ☐ Prefer not to say

Q20 How many children live in your household in the following age groups?

☐ Under 4  ☐ 5 to 10  ☐ 11 to 15  ☐ 16 to 18  ☐ No children in household

Q21 Your gender: ☐ Female  ☐ Male  ☐ Prefer not to say

Q22 Do you consider yourself to be disabled? ☐ Yes  ☐ No  ☐ Prefer not to say

Please tell us how your disability impacts on your use of library services

Q23 Which of the following applies to you?

☐ Employed full-time  ☐ Government funded training course/apprenticeship  ☐ Looking after home/family

☐ Employed part-time  ☐ Student  ☐ Long term sick/disabled

☐ Self employed / freelance  ☐ Away from work (ill, maternity leave, holiday or temporarily laid off)  ☐ Retired

☐ Unemployed  ☐ Other  ☐ Prefer not to say

Q24 Please tell us your ethnicity: __________________________

Thank you for taking the time to respond to this survey. Please return it by 13 May 2016 to the library or you can post this survey or any comments to: FREEPOST RTCT-JXLE-EET, South Gloucestershire Council, Corporate Research & Consultation Team, Library Consultation, Civic Centre, High Street, Kingswood, BRISTOL, BS15 9TR.

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation.