

Library Services  
**HAVE YOUR SAY**



**16 and Over  
Questionnaire**

**YOUR SEFTON  
YOUR SAY**

[www.sefton.gov.uk](http://www.sefton.gov.uk)

Contact details:  
[www.sefton.gov.uk/libraries](http://www.sefton.gov.uk/libraries)

# Library Services of the Future

This questionnaire is for people aged 16 years and over.

## Tell us what you think

### Introduction

In February 2012 Sefton Council's Cabinet approved terms of reference for a review of the library service. The review has undertaken a local needs analysis using information from a public engagement exercise and from data on the demographics of Sefton, usage of libraries, and geographic spread. No savings target was identified for the review but it is set against a background of reductions in funding. The Council continues to forecast a significant budget gap over the period 2013-2015 requiring estimated savings of £43.7m. Sefton's library service is currently delivered through a network of 13 libraries.

As a result, three options were considered by Cabinet at its meeting on 11<sup>th</sup> October 2012. It approved option B (providing six libraries in Sefton) as the option for consultation. Further information about the report and the options considered, including background documents, are available on-line at [www.sefton.gov.uk/libraries](http://www.sefton.gov.uk/libraries) and in hard copy at libraries and One Stop Shops.

Although Cabinet has agreed to consult on option B, no final decision has been made and this consultation is your opportunity to have your say.

The aims of this consultation are to seek your views primarily on:

- The proposed option
- The future delivery of the library service, including public involvement in future delivery and management

### How to get involved

To give us your views go to the Council's website at [www.sefton.gov.uk](http://www.sefton.gov.uk) and fill in the on-line questionnaire. Paper copies are available in libraries, One Stop Shops, Bootle Town Hall and Southport Town Hall.

Copies of this consultation document are available in large print and other formats on request. To request this service or for any other information please call 0151 934 2375

This consultation will close on 14<sup>th</sup> January 2013.

## **What we will do with your feedback**

The information you provide will be treated confidentially and used solely by Sefton Council.

Your views and the information provided will be analysed and will form part of a report to the Council to make a decision. The final decision is scheduled to be made at the Budget Council on 28<sup>th</sup> February 2013.

**Paper copies of the questionnaire can be returned to the following freepost address:**

Library Review Team  
Sefton Council  
FREEPOST LV7340  
Bootle  
L20 1YX

### Question 1

Please give the first four digits of your postcode e.g. L23 6

## Options for Consideration

### Question 2

The library review has identified options for a sustainable, comprehensive and efficient library service for the future. Three options were proposed for Elected Members to consider. Elected Members agreed to consult on Option B.

In order for the Council to consult on Option B we would like to gain your views on the other options which are summarised below:

**Option A** – The future library service would comprise of three libraries in existing co-located facilities, one in Southport, one in Maghull and one in Netherton. It is anticipated that the three libraries would need a relatively small investment in staffing and services to bring them up to a long term sustainable standard. The estimated net saving associated with this option will be in the region of £700,000 to £800,000 per year.

**Option B** – The future library service would comprise of six libraries, one in each of the 5 main townships of Bootle, Crosby, Maghull, Formby, and Southport together with the existing co-located facility at Netherton. The libraries would be complemented by improved opening hours, extensive collections, improved ICT facilities and outreach services. The estimated net saving associated with this option will be in the region of £400,000 to £480,000.

**Option C** – The future library service would retain all thirteen existing libraries and significantly reduce their opening hours by approximately 50%. The estimated net saving associated with this option will be in the region of £130,000.

Overall, having considered the outline information above, and in the light of the Council's diminishing budget resources, which of the above options do you consider would provide a sustainable, comprehensive and efficient library service for the future? (Tick one box only)

- Option A
- Option B
- Option C
- None of the options

### Question 3

If you have chosen “none of the options”, how do you think the Council can deliver a sustainable library service, in the context of having to make savings of £43.7 million over the next two years?

### Question 4

In the library review report a range of criteria for developing a sustainable, comprehensive and efficient library service were identified. Do you think the criteria listed below are correct?

	Yes	No
a) The overall spread of population and library buildings across the Borough	<input type="checkbox"/>	<input type="checkbox"/>
b) The ability to share services within one building and opportunities for future sharing	<input type="checkbox"/>	<input type="checkbox"/>
c) Operating costs and the condition of the library buildings	<input type="checkbox"/>	<input type="checkbox"/>
d) Community profile e.g. levels of deprivation, age profile within a community	<input type="checkbox"/>	<input type="checkbox"/>
e) Levels of library usage	<input type="checkbox"/>	<input type="checkbox"/>
f) Transport and travel	<input type="checkbox"/>	<input type="checkbox"/>

### Question 5

Within Option B the future library service would comprise of six libraries, one in each of the 5 main townships of Bootle, Crosby, Maghull, Formby, and Southport together with the existing co-located facility at Netherton.

Do you think that this will result in a significant gap in provision, for your own use of library services?

- Yes (please go to question 6)
- No (please go to question 7)

### Question 6

If you have answered yes to question 5, where do you think that this gap in provision will **most** affect you? Tick one box only

Ainsdale

Aintree

Birkdale

Churchtown

Litherland

Orrell

### Question 7

As part of option B there is the opportunity to extend opening hours for the proposed six libraries.

What day(s) and time(s) would you prefer to visit a library? (Tick all that apply)

	Early morning (before 9 am)	Morning (9am - 1pm)	Afternoon (1pm - 5pm)	Evening (5pm - 8pm)	Late evening (after 8 pm)
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Comprehensive and efficient library service

The Council is consulting on what is needed to ensure that the borough has a sustainable library service that is comprehensive and efficient.

### Question 8

Do you agree or disagree that the library service should:

	Agree	Disagree
a) be for all ages and for anyone who lives, works or studies in Sefton	<input type="checkbox"/>	<input type="checkbox"/>
b) be accessible through various channels such as the internet and other council facilities	<input type="checkbox"/>	<input type="checkbox"/>
c) be available to our most vulnerable residents, including those that are housebound	<input type="checkbox"/>	<input type="checkbox"/>
d) be efficient, of good quality and accessible through co-location with other services or agencies where this brings benefits to communities	<input type="checkbox"/>	<input type="checkbox"/>
e) carry a broad range of books, audio, online services and activities in the community	<input type="checkbox"/>	<input type="checkbox"/>
f) be sustainable through reasonable and appropriate charges	<input type="checkbox"/>	<input type="checkbox"/>
g) exploit new technologies to deliver cost effective, quality and inclusive library services for the future	<input type="checkbox"/>	<input type="checkbox"/>
h) support volunteers and communities to play their role in the delivery of library services of the future	<input type="checkbox"/>	<input type="checkbox"/>

### Question 9

Are there any other factors that Sefton Council should consider in developing a sustainable, comprehensive and efficient library service?

### Question 10

Which library do you use most often? (Tick one only):

- |                          |            |                          |                         |
|--------------------------|------------|--------------------------|-------------------------|
| <input type="checkbox"/> | Ainsdale   | <input type="checkbox"/> | Aintree                 |
| <input type="checkbox"/> | Birkdale   | <input type="checkbox"/> | Bootle                  |
| <input type="checkbox"/> | Churchtown | <input type="checkbox"/> | College Road (Carnegie) |
| <input type="checkbox"/> | Crosby     | <input type="checkbox"/> | Formby                  |
| <input type="checkbox"/> | Litherland | <input type="checkbox"/> | Meadows (Maghull)       |
| <input type="checkbox"/> | Netherton  | <input type="checkbox"/> | Orrell                  |
| <input type="checkbox"/> | Southport  | <input type="checkbox"/> | Home Visits Service     |
| <input type="checkbox"/> | None       |                          |                         |

### Question 11

If you could no longer use the library that you currently go to, where are you most likely to use a library? (Tick one only)

- Bootle.** *(Go to question 14)*
- Crosby.** *(Go to question 14)*
- Formby.** *(Go to question 14)*
- Maghull.** *(Go to question 14)*
- Netherton.** *(Go to question 14)*
- Southport.** *(Go to question 14)*
- Home Visits Service** *(Go to question 14)*  
(Volunteers visit the homes of housebound people with books once or twice a month)
- My library remains open** *(Go to question 14)*
- None** *(go to Question 12)*



## Question 12

The library service already has in place services for people who are unable to access current library buildings and the opportunity for additional provision of services is also being explored. Described below are the services currently provided and potential new ones:

### **Home Visits Service (already provided)**

Volunteers visit the homes of housebound people with books once or twice or month.

### **Carer's ticket (already provided)**

This is a ticket available to carers, friends or family of a person unable to visit a library.

### **Neighbourhood collections (not in place)**

A collection of books from which people can borrow, supplemented with additional new titles at regular intervals. The collections are based in either Council buildings or other community venues.

### **Collection and delivery points (not in place)**

People could order items on-line or by telephone. The items would be delivered to a local collection and delivery point within a community on a weekly or fortnightly basis and returned from there.

### **E-books service (not in place)**

This is a service where e-books can be downloaded from the Council's website and made available on the person's e-book reader for a set period of time.

**If you are unable to visit any of the libraries listed in question 11, would you use any of the services described above? (Tick all that apply)**

- Home Visits Service (*Go to question 14*)
- Carer's ticket (*Go to question 14*)
- Neighbourhood collection (*Go to question 13*)
- Collection and Delivery Points (*Go to question 13*)
- E-Books service (*Go to question 14*)
- None (*Go to question 14*)
- Other. Please specify (*Go to question 14*)

### Question 13

If you have answered that you would like to make use of a neighbourhood collection and/or delivery point please tell us where you think these could be located within your community

### Question 14

If you are willing to assist the library service by volunteering, please tell us which activities you would like to support? (Tick all that apply)

- General volunteering e.g. assisting customers, shelving books
- Home Visits Service
- Assisting with children's activities such as storytimes
- Assisting with older people's activities
- Helping people to learn e.g. basic IT skills
- Promotion and fundraising activities
- Local History
- I would not be willing to volunteer (*please go to question 16*)

If you answered yes, to any of the above, please provide your contact details in question 18

### Question 15

How often would you be willing to support the library service by volunteering to help? (Tick one only)

- Daily
- 2-3 times per week
- Once per week
- Once per fortnight
- Once per month
- Less than once per month

**Question 16**

In other areas of the country, some libraries have been transferred to the community to be run and managed by local residents or local groups. Is this something you would be interested in being involved in? (Tick one box only)

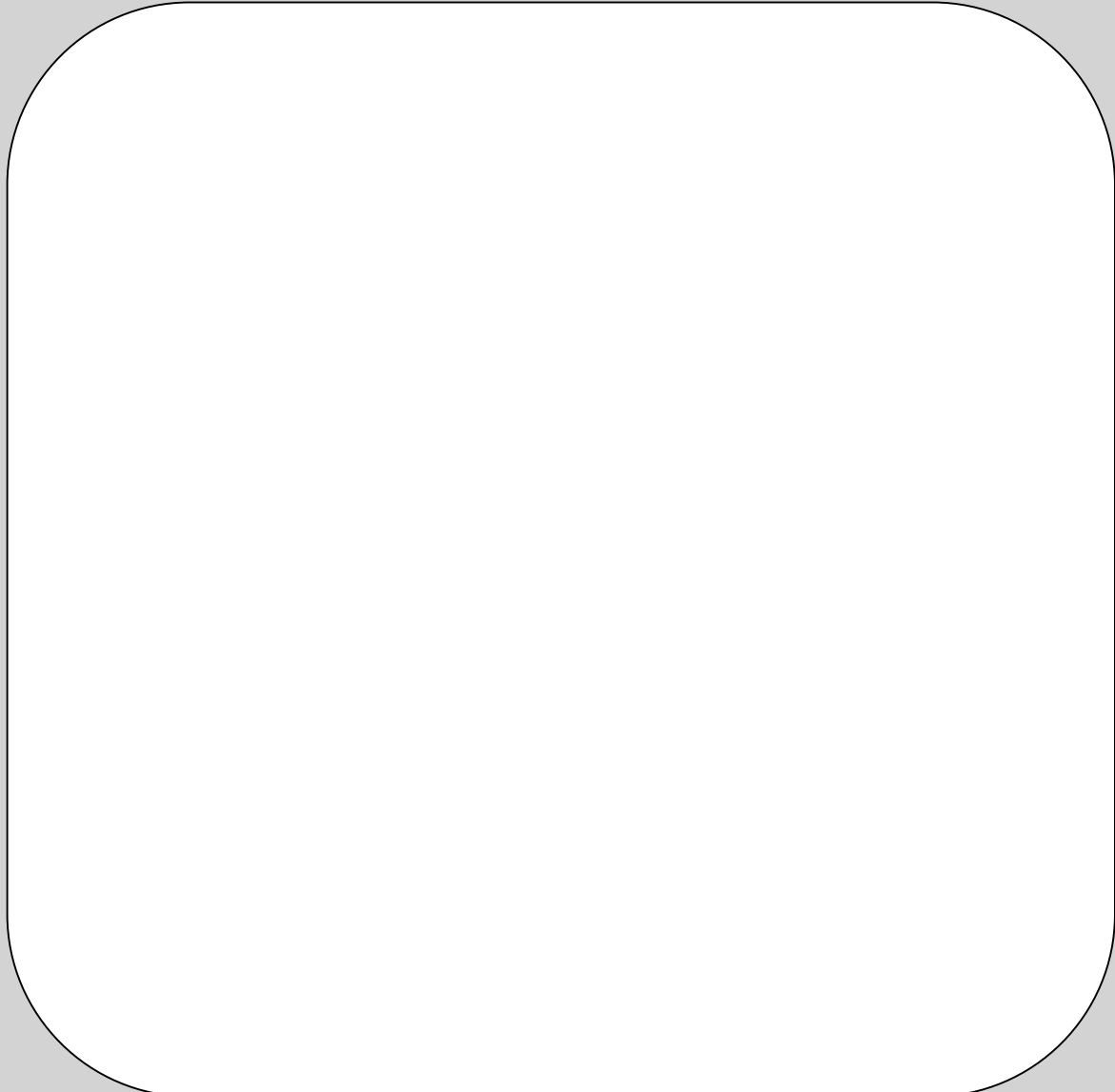
Yes

No

If you answered yes, please provide your contact details in question 18

**Question 17**

Have you got any other comments about Sefton's Library Service or the Library Service Review?



## Get involved

### Question 18

Please let us know if you would like to be involved in future consultation regarding the provision of library services.

Tick all that apply

- I would like to be involved in further consultation on this area such as focus groups, workshops, etc.
- I would like to become part of Sefton's E-Panel (An on line consultation panel, email address required)
- I would like more information about volunteering to support the library service
- I would like more information on how I or my group can get involved in running or managing a library

If you have said you want to get involved leave your contact details here:

Name
Address:
Email:
Telephone number/s

**Please complete and return the questionnaire by 14<sup>th</sup> January 2013.**

We thank you for participating in this consultation and we value your contribution. We do however, recognise that the data you provide is private and confidential. Any personal information that you provide to the Council as part of this consultation will be handled and used in compliance with the principles of the Data Protection Act 1998. Regardless of whether you provide this electronically or on paper it will be stored and processed securely, and deleted once it is no longer required.

Sefton Council will not share your personal data. However, we will share the overall anonymised results of the consultation with partners with whom we work to improve the delivery of local services. The information you give us will form part of a final report but you will never be personally identified in any such report.

## About you (optional)

Which of these most closely describes your interest in this issue? (Tick one box only)

- |  |   |
|--|---|
| <input type="checkbox"/> A member of the public              | <input type="checkbox"/> Other Council staff member |
| <input type="checkbox"/> A staff member working at a library | <input type="checkbox"/> School/Governor            |
| <input type="checkbox"/> A community or voluntary group      | <input type="checkbox"/> A partner organisation     |
| <input type="checkbox"/> A business/private organisation     | <input type="checkbox"/> Other                      |

Which of these options best describes your situation? (Tick one only)

- |   |   |
|---|---|
| <input type="checkbox"/> Full time worker                         | <input type="checkbox"/> Part time worker                   |
| <input type="checkbox"/> Fully retired                            | <input type="checkbox"/> Self Employed                      |
| <input type="checkbox"/> Full time student                        | <input type="checkbox"/> Unemployed & available to work     |
| <input type="checkbox"/> Unable to work due to illness/disability | <input type="checkbox"/> Look after the home/family         |
| <input type="checkbox"/> Government Training Scheme               | <input type="checkbox"/> Other (please specify if you wish) |

If you are responding as a representative from a community or voluntary group, partner organisation, business/private organisation or other please tell us your details.

Name

Address

Email:

Telephone number/s

## Diversity Monitoring (optional)

Answer as much or as little as you want. Sefton Council will not share your personal data. However, we will share the anonymised results of the consultation with partners who we work with to deliver local services. Your contributions will be anonymised on receipt and your comments will then be used for research and consultation purposes. Your identity will not be published by us at any stage without your consent unless we are obliged to do so by law

Are you	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>		
What is your age	16-24	<input type="checkbox"/>	25-39	<input type="checkbox"/>	40-59	<input type="checkbox"/>
	60-74	<input type="checkbox"/>	75+	<input type="checkbox"/>		

### Disability: Do you have any of the following (Tick all that apply):

Physical Impairment	<input type="checkbox"/>	Visual Impairment	<input type="checkbox"/>
Learning difficulty	<input type="checkbox"/>	Hearing Impairment/Deaf	<input type="checkbox"/>
Mental Health/Mental distress	<input type="checkbox"/>	Long term illness that affects your daily activity	<input type="checkbox"/>
Other (Please specify)	<input type="text"/>		

### Please read the following statement ...

If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under the legislation. Do you consider yourself to be 'disabled'?

Yes  No

### Ethnicity – do you identify as ....

#### Asian:

Bangladeshi	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Other Asian background	<input type="checkbox"/>				

#### Black:

African	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>	British	<input type="checkbox"/>
Other black background	<input type="checkbox"/>				

**Ethnicity – do you identify as ....**

**Chinese:**

Chinese  Other Chinese background

**Mixed Ethnic Background:-**

Asian & White  Black African & White  Black Caribbean & White   
Other mixed background

**White**

British  English  Irish  Scottish   
Welsh  Polish  Latvian  Gypsy/Traveller   
Other white background

**Other (please specify)**

***The following questions are a little more personal and you can choose to stop here if you wish, however it would be really helpful if you would consent to complete ...***

Do you have a religion or belief? Yes  No

If yes, tick one of the below ...

Buddhist  Christian  Hindu   
Jewish  Muslim  Sikh

Other (Please specify)

**How would you describe your sexual orientation?**

Heterosexual  Gay  Lesbian  Bisexual

Do you currently live in the gender you were given at birth? Yes  No

Sefton Council 

**YOUR SEFTON**  
**YOUR SAY**