

Sefton Library Service Review
Consultation Analysis on Questionnaires
(Online and paper)

5 November 2012 – 14 January 2013

CONTENTS:

PART ONE:

Summary of responses to questions

PART TWO:

Data set from responses

PART THREE:

How particular groups responded

Background on methodology

A Library Service consultation and engagement plan was agreed by the Consultation and Engagement Panel on 2nd November 2012 for this formal stage of consultation. It set out how the consultation would be promoted to residents, ensuring that as many people as possible had the opportunity to get involved and have their say. The approach used ensured that feedback could be gathered to inform the guiding principles of the methodology. The consultation formally commenced on 5th November 2012 and closed on 14th January 2013. The key principles for this stage of consultation and engagement were in line with the Council's consultation principles, to:

- Ensure every resident has the opportunity to have their say, particularly those most affected.
- Inform residents how they can have their say
- Engage with partner organisations to support residents to have their say
- Ensure Sefton Council staff have the opportunity to have their say
- Identify affected groups and work with these to have their say

The review team ensured that the consultation was written and communicated in plain English and available in accessible formats, if required, so that all residents would understand the key issues and potential impact as well as having the opportunity to have their say

The consultation was consistently communicated through all material; ensuring residents understood

- a) why the Council has to make these difficult decisions
- b) how to have their say; and
- c) what the options are and their potential impact.

The main methods used were as follows:

- Online and paper survey (separately for over and under 16 year olds) with an accompanying background document summarising the library review
- Easy read questionnaire
- Face to face meetings/workshops/focus groups with identified groups.
- A dedicated mailbox and postal address were established and well used, with 180 responses from individuals, groups and forwarded by Elected Members

It was publicised via:

- Attendance at public meetings, including Area Committees and Parish Councils, and with identified groups to raise awareness of the consultation and discuss the process
- Information on notice boards at libraries, with printed background documents available to browse
- Information about the consultation and/or consultation documents and links was sent to groups including schools, equality and community groups with the additional opportunity to comment by freepost, telephone and email
- Use of Social media i.e. Twitter and Facebook
- Extensive media coverage including information in local newspapers; press releases and various media

Paper questionnaires were handed out at libraries, One Stop Shops, Bootle and Southport Town Halls and meetings. As well as the response from the questionnaires the views and information analysed include information from letters and e-mails, petitions and representations, during the consultation period.

This report analyses the response for the online and paper questionnaires.

Part One: Summary of responses to questions

There were 3026 responses between 5 November and 14 January 2013 to the library consultation via E-Consult and paper questionnaires. The following summary of analysis shows, in the main, the top responses only, all the responses are contained within the hyperlink (details) or you can find this in part 2 of this report. In addition please note that not all respondents answered every question nor in some cases the link question, therefore the sum of responses for each question will not total 3026.

Q.1. Please give the four digits of your postcode e.g. L23 6

2777 responses were received giving details of their postcode. The postcodes from where the majority of people responded are:-

- PR8 – 714 (Southport)
- L23 – 484 (Crosby)
- PR9 – 349 (Southport)
- L37 – 231 (Formby)
- L22 – 223 (Waterloo)

Followed by L20 – 205, L10 – 178, and L21 - 131
[\(details\)](#)

Q2. 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.

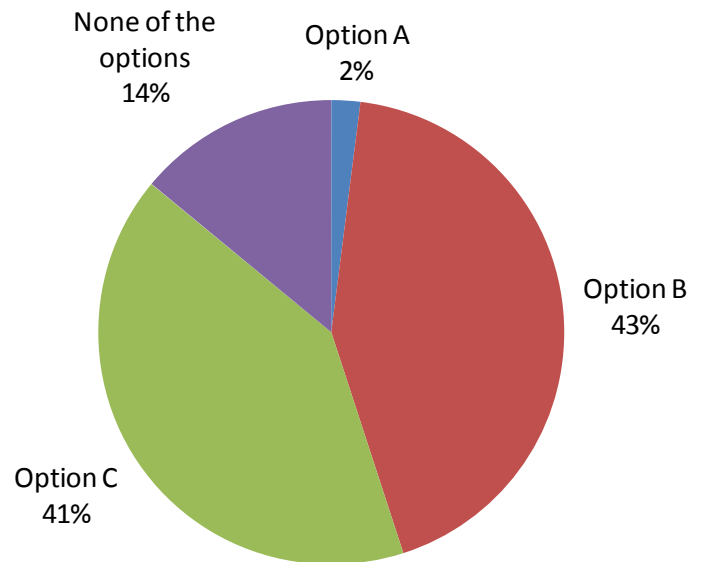
Option B – The future library service would comprise of six libraries, one in each of the 5 main townships of Bootle, Crosby, Maghull, Formby, and Southport together with the existing co-located facility at Netherton. The libraries would be complemented by improved opening hours, extensive collections, 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?

There were **2864** responses to this question

Answer Options	Response	Response %
Option A	51	2
Option B	1225	43
Option C	1171	41
None of the options	417	14
Total	2864	100



[\(details\)](#)

Q.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?

There were 527 respondents who answered this question, however, not all of them made suggestions but commented on the options provided and some made more than one suggestion. In total there were 529 suggestions, the breakdown is shown in [table 1](#)

- Of the 529 suggestions the highest response, almost a fifth, is to reduce the number of councillors and/ or their expenses (19%)
- With the next highest suggestion to take from other services or increase revenue from other service areas at 15%.
- Specific to libraries suggestions include have other facilities in libraries (9%),
- Introduce charges or subscriptions for some services (8%),
- Other suggestions not directly connected with libraries are to reduce Senior Management/ cut senior management costs (9%) and sell or close civic buildings (6%).

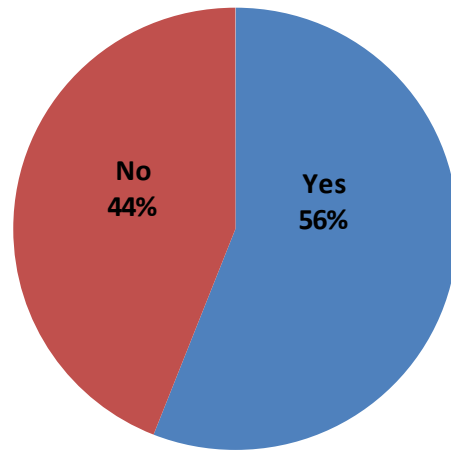
Q.4. In the library review report a range of criteria for developing a sustainable, comprehensive and efficient library service were identified. Do you think the criteria listed below are correct?

Overall **78%** agreed that the whole range of criteria listed (please follow link below for criteria), to develop a sustainable comprehensive and efficient library service are correct.

[\(details\)](#)

Q.5. Within Option B the future library service would comprise of six libraries – do you think this would result in a significant gap?

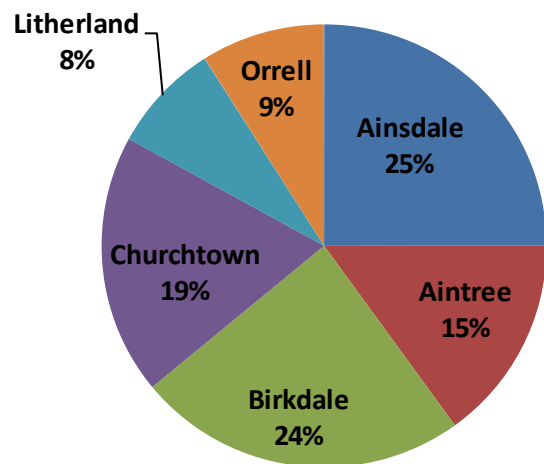
Answer Options	Response	Response %
Yes	1588	56
No	1250	44
Total	2838	100



[\(details\)](#)

Q.6. If you have answered yes to question 5, where do you think that this gap in provision will most affect you?

Answer Options	Response	Response %
Ainsdale	362	25
Aintree	221	15
Birkdale	359	24
Churchtown	280	19
Litherland	114	8
Orrell	127	9
Total	1463	100



However, **44% (1250)** do not think, that Option B will result in a significant gap in provision for their own use of the library services.

[\(details\)](#)

Q.7. As part of Option B, there is the opportunity to extend opening hours for the proposed six libraries. Respondents selected all days and times they would prefer to visit a library.

There were **23,349** selections made against this question as respondents could select as many choices for opening times as they wished.

The most popular time of day to visit a library is between 9 am and 1 pm **8826 (38%)**. Of this total, the preferred days, on a almost equal split of selections are to visit Monday to Saturday inclusive.

The least popular time of day to visit a library is early morning (before 9am) **694 (3%)**, followed by late evening (after 8pm) **962 (4%)**

[\(details\)](#)

Q.8. The Council is consulting on what is needed to ensure that the borough has a sustainable library service that is comprehensive and efficient (see details in the table for Q8 in Part 2).

Overall **91%** agreed with what the Council suggests is needed to ensure that the borough has a sustainable library service that is comprehensive and efficient.

[\(details\)](#)

Q.9. Are there any other factors that Sefton Council should consider in developing a sustainable, comprehensive and efficient library service?

There were 999 respondents who answered this question, however, not all of them made suggestions or commented and some made more than one suggestion. In total there were 930 suggestions, the breakdown is shown in [table 2](#).

- Of the 930 responses the highest response, (16%) is that libraries are the hub of the community and bring social and health benefits
- With the next highest suggestion at 9% is that parking is an issue and charges to car parking are problem.
- A number of respondents (8%) felt that libraries should be within easy walking distance due to the cost of public transport
- 8% of comments were regarding the accessibility and location of libraries.
- 5% suggested other factors including volunteers, subscription/fees/charges, experience of staff, and access to services for protected groups.

Q.10. Which library do you use most often?

2814 respondents selected what library they use most often and the top five are as follows:

- Crosby –**17% (494)**
- Ainsdale – **12% (344)**
- Birkdale – **12% (333)**
- College Road (Carnegie) – **10% (277)**
- Churchtown – **10% (273)**

[\(details\)](#)

Q.11. If you could no longer use the library that you currently go to, where are you most likely to use a library?

If respondents could no longer use the library they currently go to, **2738** respondents indicated which location they are most likely to use a library, and the top four are as follows:

- None - **26% (712)**
- My library remains open – **20% (536)**
- Southport – **19% (523)**
- Crosby – **15% (409)**
- Bootle – **7% (198)**

[\(details\)](#)

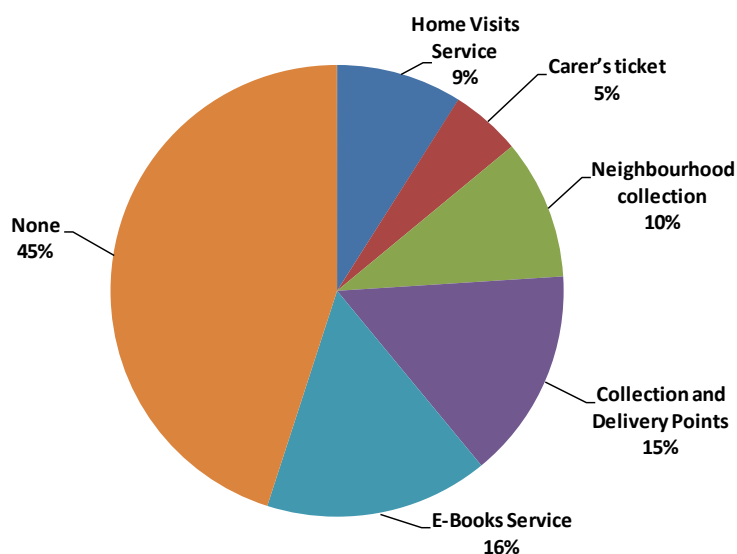
Q.12.

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 in the table below are the services currently provided and potential new ones:

If you are unable to visit any of the libraries listed in question 11, would you use any of the services described ? (See details in Part 2)

This table relates to those respondents who were unable to visit any of the libraries listed in Q11 (details in part 2), although only **712** responded 'none' in Q11, there were **1577** selections made to Q12 as to what other services may be used. 55% of respondents to this question have accepted or accept alternative service provision other than going to a main library site. Summary of responses is as follows:-

Answer Options	Response	Response %
Home Visits Service	142	9
Carer's ticket	75	5
Neighbourhood collection	162	10
Collection and Delivery Points	231	15
E-Books Service	258	16
None	709	45
Total	1577	100



[\(details\)](#)

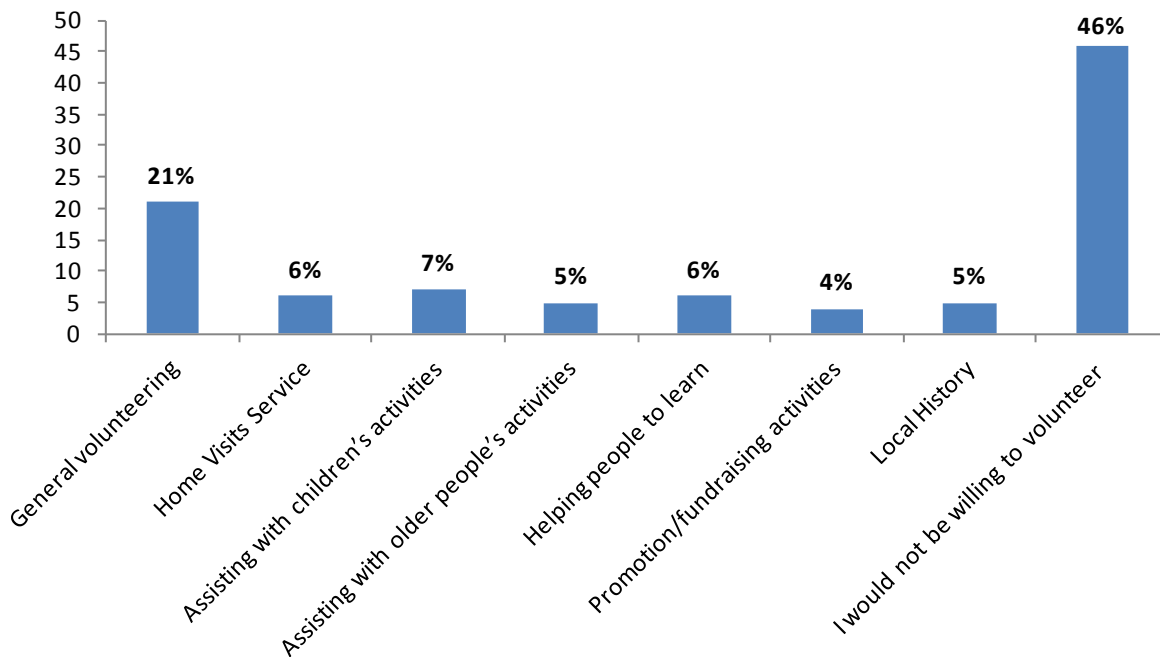
Q.13. If you have answered that you would like to make use of a neighbourhood collection and/or delivery point please tell us where you think these could be located within your community.

In question 12, 162 people responded that they would like to use a Neighbourhood Collection Service. In response to Question 13 we anticipated a maximum of 162 responses; however, we have received 310 responses. The breakdown is shown in [table 3](#).

The majority of respondents (25%) suggested local shops and supermarkets including using the car park of the supermarkets. Church and Church Halls were the next largest suggestion (22%). Community Centres, other Civic Buildings and schools were the next highest suggestions.

Q.14. If you are willing to assist the library service by volunteering, please tell us which activities you would like to support?

Respondents could select multiple choices for this question. A total of **3139** responses were given to what activities they would like to support in assisting the library service by volunteering. 64% who responded to this question said that they would like to volunteer in delivering some part of the Library Service, as shown in the Table below:



Answer Options	Response	Response %
General volunteering e.g. assisting customers, shelving books	664	21
Home Visits Service	202	6
Assisting with children's activities such as story times	223	7
Assisting with older people's activities	156	5
Helping people to learn e.g. basic IT skills	198	6
Promotion and fundraising activities	120	4
Local History	148	5
I would not be willing to volunteer	1428	46
Total	3139	100

[\(details\)](#)

Q.15. How often would you be willing to support the library service by volunteering to help?

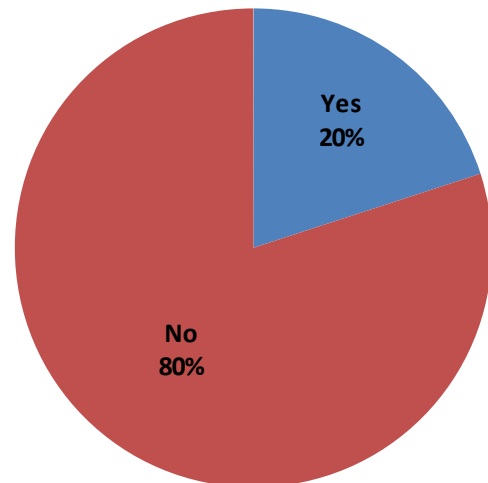
966 responded to how often they would be willing to support the library service, by volunteering to help. Of those responding to this question 56% indicated that they would carry out some form of voluntary service at least once per week.

[\(details\)](#)

Q.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?

Answer Options	Response	Response %
Yes	493	20
No	1956	80
Total	2449	100

[\(details\)](#)



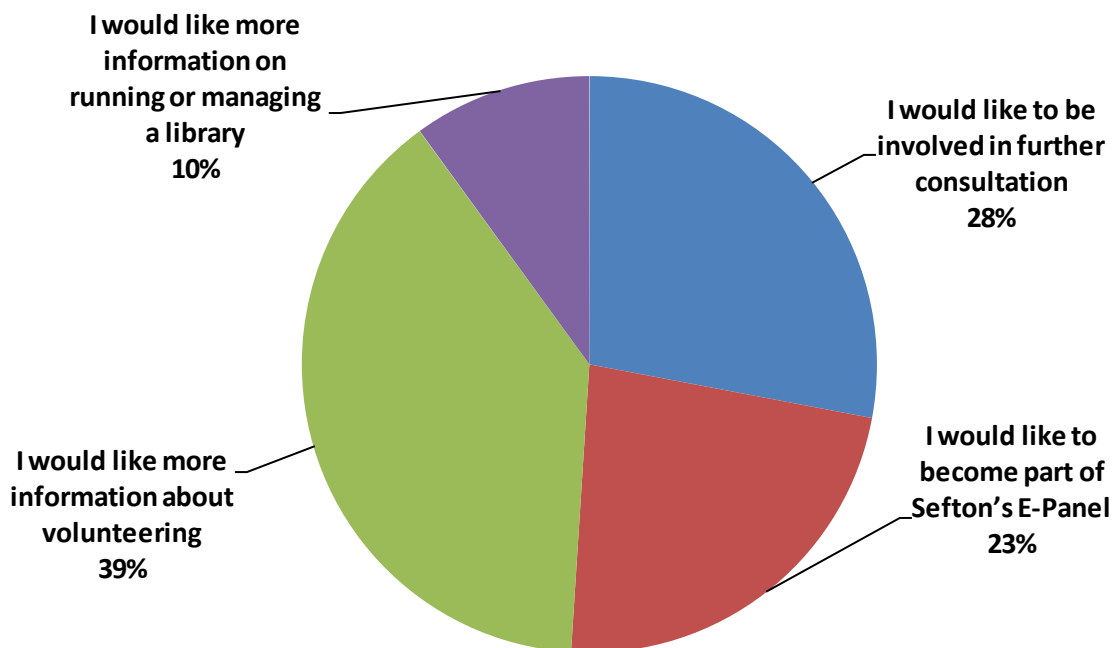
Q17 Have you got any other comments about Sefton’s Library Service or the Library Service Review?

This was an open-ended question that gave respondents the opportunity to explain or expand on their choices. **1464** respondents made comments, many raising more than one issue, this came to a total of **3348** comments. The comments were broken down into 6 main themes.

- The most popular theme was the **General** comment, of which there were a total of **1,398** individual comments. This included praise for the service and staff, impact that closure would have on the local community and remarks about the consultation process and questionnaire.
- The second most popular theme was **Saving Suggestions** with a total of **455** individual comments. Many observations related to income generation, potential savings in other council areas and opening hours.
- **Children and Young People** was an important area to many people with a total of **416** comments expressing the significance of libraries to young people.
- **404** comments raised issues around **Access and Transport**; people were concerned about local proximity, car parking and public transport.
- There were **346** comments relating to current **Library Services**, highlighting the importance of the library stock, IT and adult education.
- Finally there were **329** comments concerned with **Equalities Issues**. Some respondents were worried about the impact that library closures would have on vulnerable members of the community and stressed the importance of the library as a space for social interaction.

[See table 4](#)

Q.18. Please let us know if you would like to be involved in future consultation regarding the provision of library services.



Answer Options	Response	Response %
I would like to be involved in further consultation on this area such as focus groups, workshops, etc.	382	28
I would like to become part of Sefton's E-Panel (an online consultation panel, email address required)	309	23
I would like more information about volunteering to support the library service	535	39
I would like more information on how I or my group can get involved in running or managing a library	139	10
Total	1365	100

This question was asked to enable the Council to contact, at a future date, those who have shown an interest in the areas as described in the above table.

[\(details\)](#)

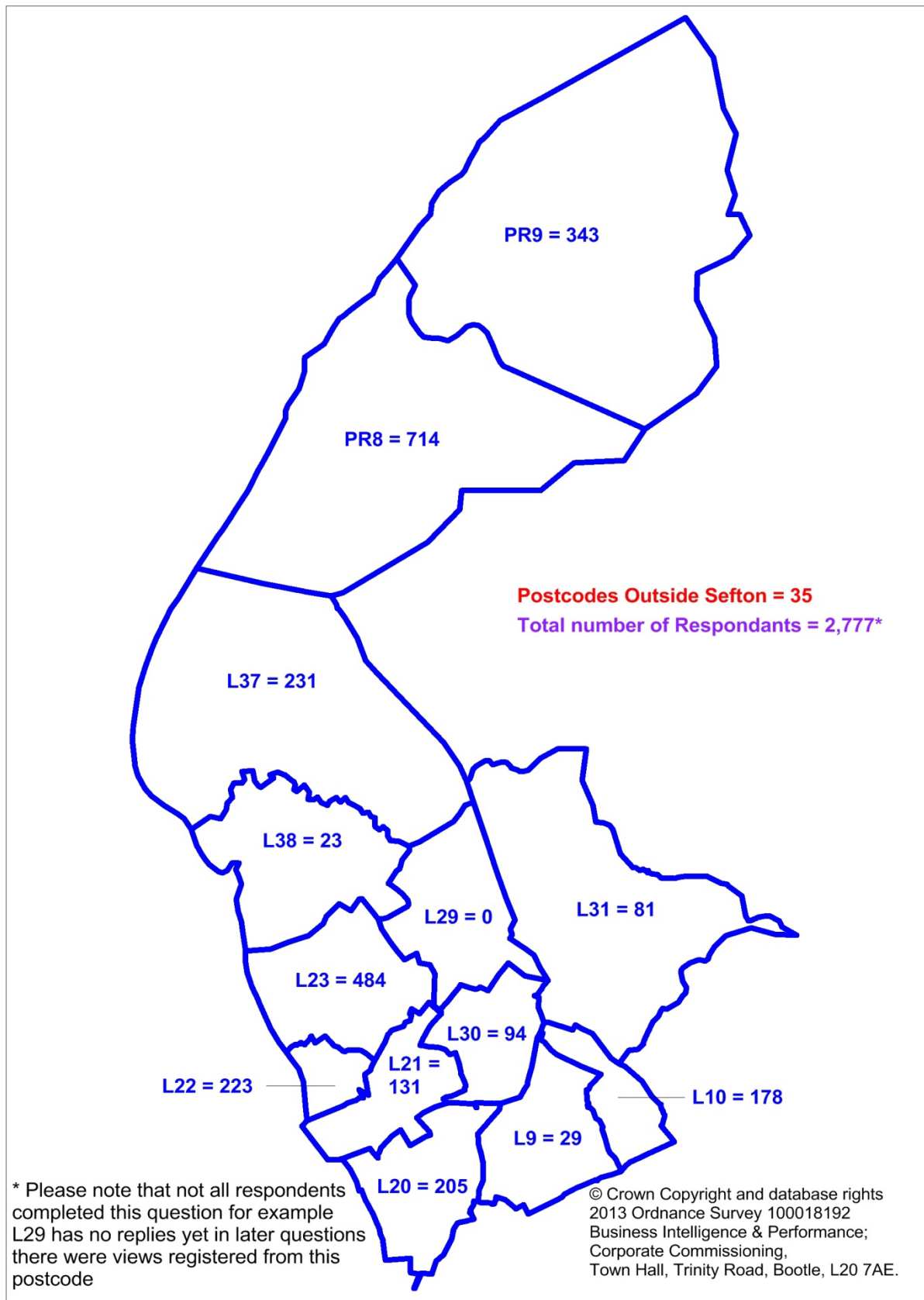
Summary of who participated to the following optional questions:

- **Describe interest?** 2472 described their interest in this issue, of whom, the majority, **95% (2339)** are a member of the public
- **Work Status** - **51% (1247)** who described their situation are fully retired. **18% (460)** are a full time worker and **13% (324)** are a part time worker.
- **Gender** - **60%** are female and **40%** are male
- **Age** – Largest participation were 60-74 years (**38%**)
- **Disability/Limiting Long Term Illness** – 535.
- **Ethnicity and Nationality** - **2092** responded about their ethnicity, the majority, **91.39%** classed themselves as either White British or White English
- **Religion and Belief** - Of the **1952** who responded to whether or not they have a religion or a belief **1442** responded that they do with **1406** selecting their religion/belief. **97.8% (1375)** selected Christian
- **Sexuality** - **1796** described their sexual orientation, of whom **98%** are Heterosexual
- **Transgender** - Of the **1852** who responded to whether or not they currently live in the gender they were given at birth **99%** selected that they do.

[\(details\)](#)

PART TWO: Data set from responses

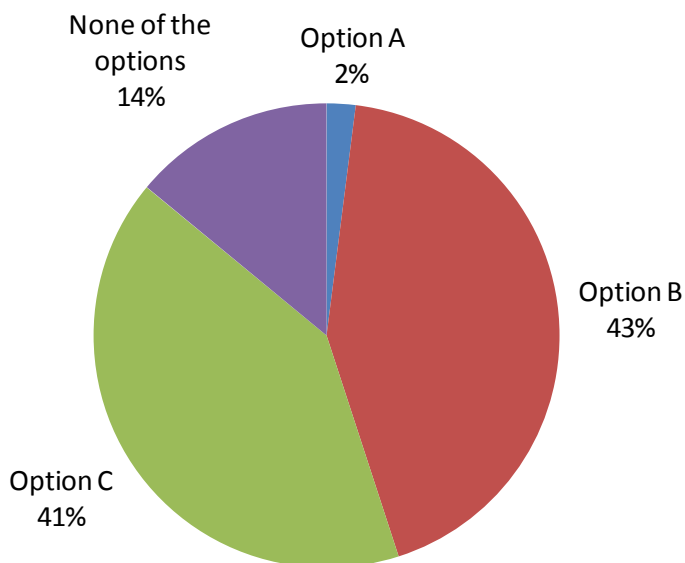
Q.1. Please give the first four digits of your postcode. The map below shows the Sefton Borough postcode locations and the number of respondents who completed this question from each location.



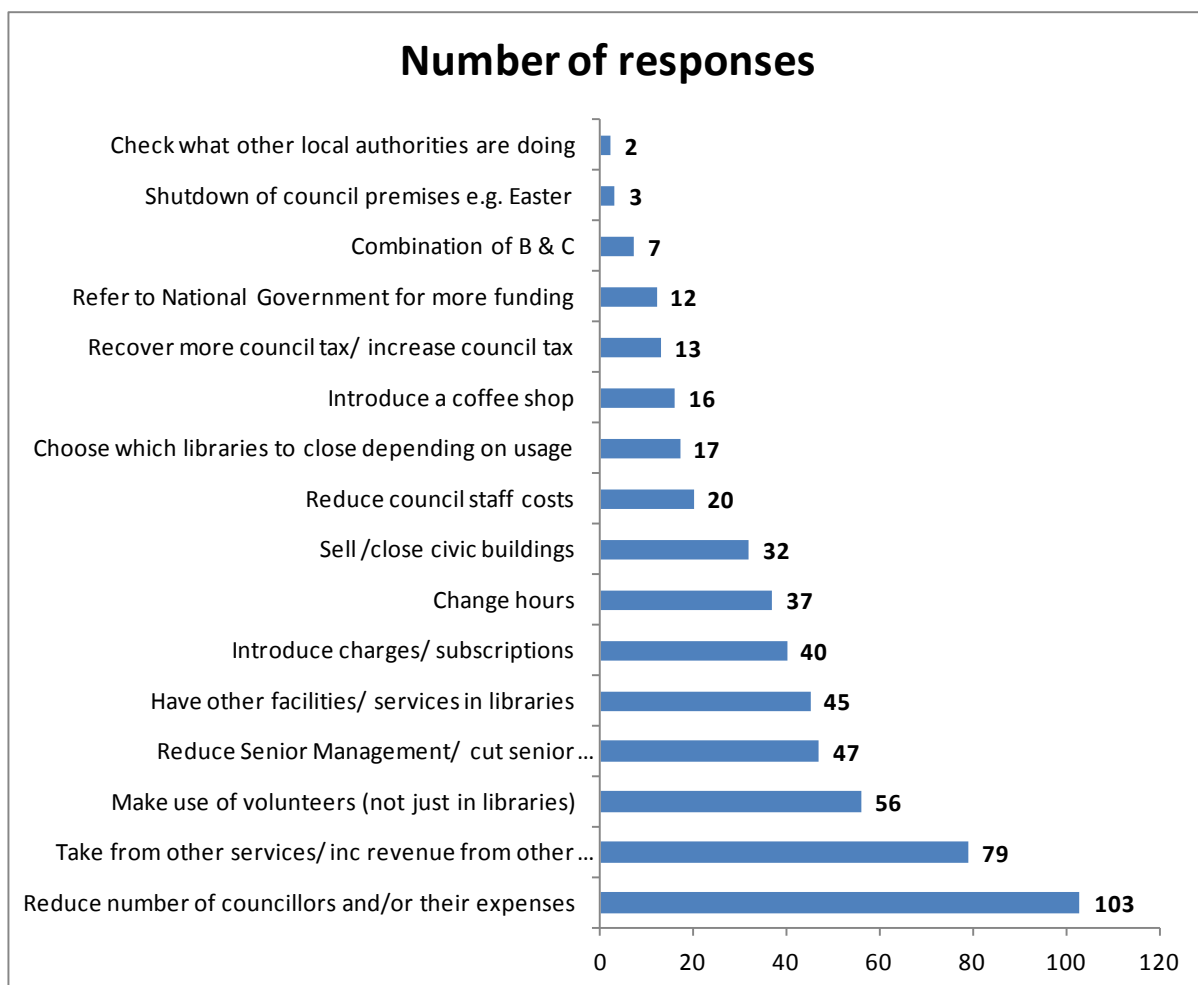
Q.2. Options for Consideration

In order for the Council to consult on Option B we would like to gain your views on the other options. Overall, having considered the outline information, and in the light of the Council's diminishing budget resources, which options do you consider would provide a sustainable, comprehensive and efficient library service for the future? *(Please tick one box only)*

Answer Options	Response	Response %
Option A	51	2
Option B	1225	43
Option C	1171	41
None of the options	417	14
Total	2864	100



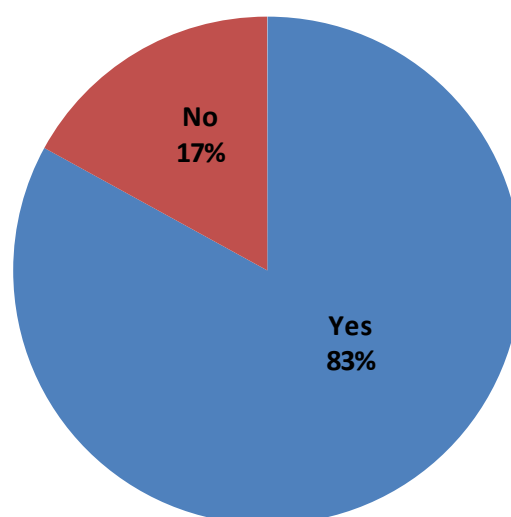
Q.3. If you have chosen 'none of the options', how do you think the Council can deliver a sustainable library service, in the context of having to make savings of £43.7 million over the next two years?



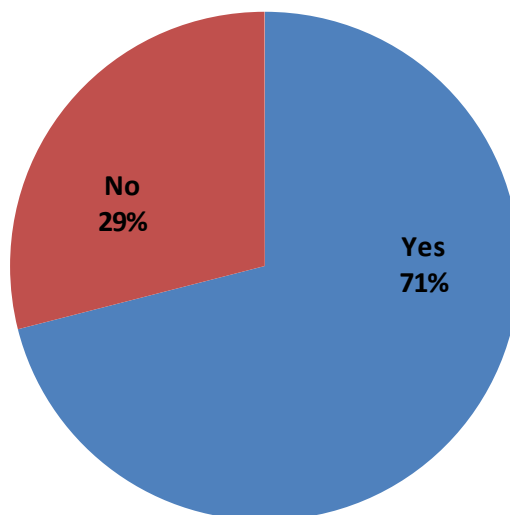
Item	Number of responses	%
Reduce number of councillors and/or their expenses	103	19
Take from other services/ inc revenue from other services	79	15
Make use of volunteers (not just in libraries)	56	11
Reduce Senior Management/ cut senior management costs	47	9
Have other facilities/ services in libraries	45	9
Introduce charges/ subscriptions	40	8
Change hours	37	7
Sell /close civic buildings	32	6
Reduce council staff costs	20	4
Choose which libraries to close depending on usage	17	3
Introduce a coffee shop	16	3
Recover more council tax/ increase council tax	13	2
Refer to National Government for more funding	12	2
Combination of B & C	7	1
Shutdown of council premises e.g. Easter	3	1
Check what other local authorities are doing	2	>1
Totals	529	100

Q.4. In the library review report a range of criteria for developing a sustainable, comprehensive and efficient library service were identified. Do you think these criteria listed below are correct?

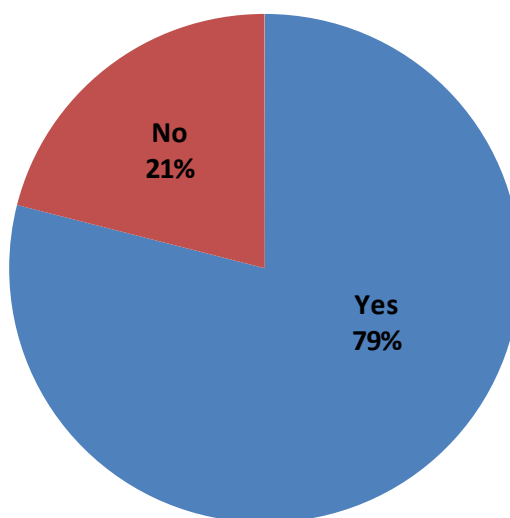
a. The overall spread of population and library buildings across the Borough		
Answer Options	Response	Response %
Yes	2112	83
No	428	17
Total	2540	100



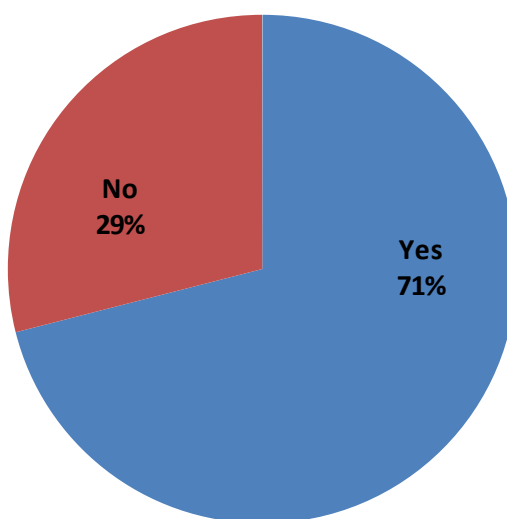
b. The ability to share services within one building and opportunities for future sharing		
Answer Options	Response	Response %
Yes	1799	71
No	729	29
Total	2528	100



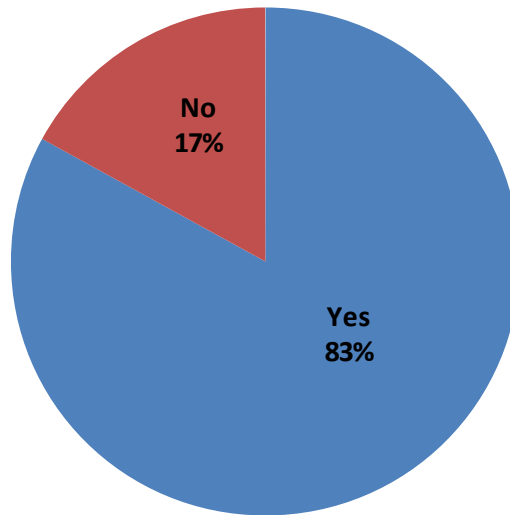
c. Operating costs and the condition of the library buildings		
Answer Options	Response	Response %
Yes	1908	79
No	504	21
Total	2412	100



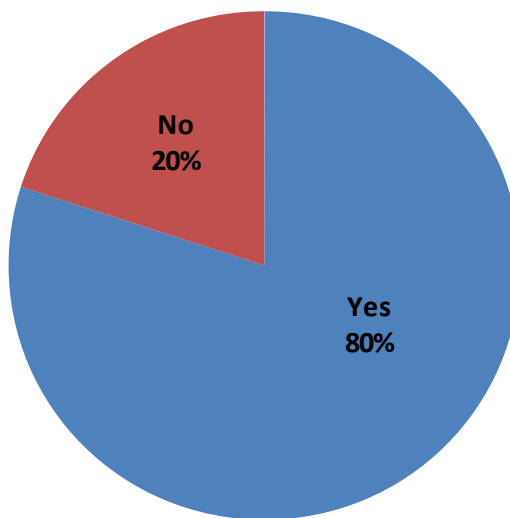
d. Community profile e.g. levels of deprivation, age profile within a community		
Answer Options	Response	Response %
Yes	1739	71
No	716	29
Total	2455	100



e. Levels of library usage		
Answer Options	Response	Response %
Yes	2088	83
No	433	17
Total	2521	100



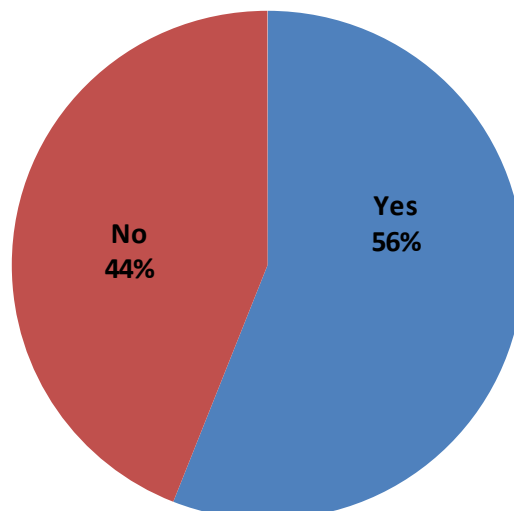
f. Transport and travel		
Answer Options	Response	Response %
Yes	1999	80
No	495	20
Total	2494	100



Q.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.

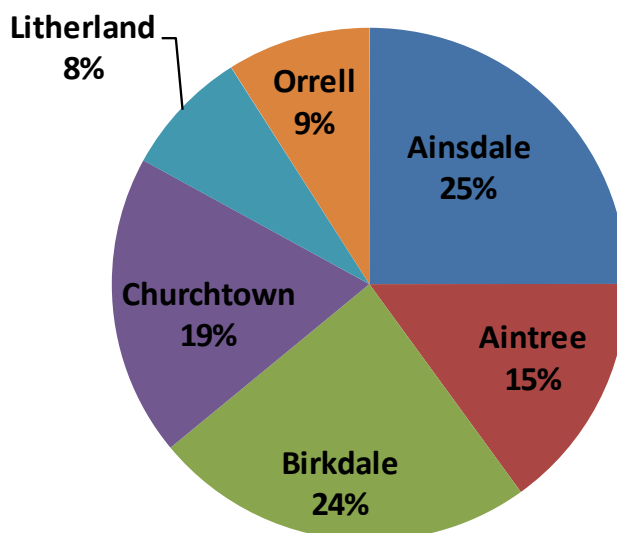
Do you think that this will result in a significant gap in provision, for your own use of library services?

Answer Options	Response	Response %
Yes	1588	56
No	1250	44
Total	2838	100



Q.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*).

Answer Options	Response	Response %
Ainsdale	362	25
Aintree	221	15
Birkdale	359	24
Churchtown	280	19
Litherland	114	8
Orrell	127	9
Total	1463	100

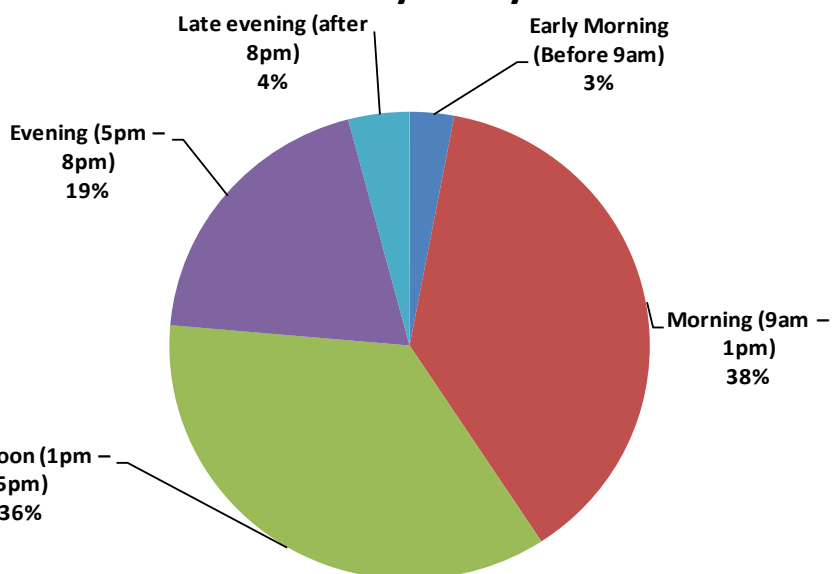


Q.7. As part of option B there is the opportunity to extend opening hours for the proposed six libraries.

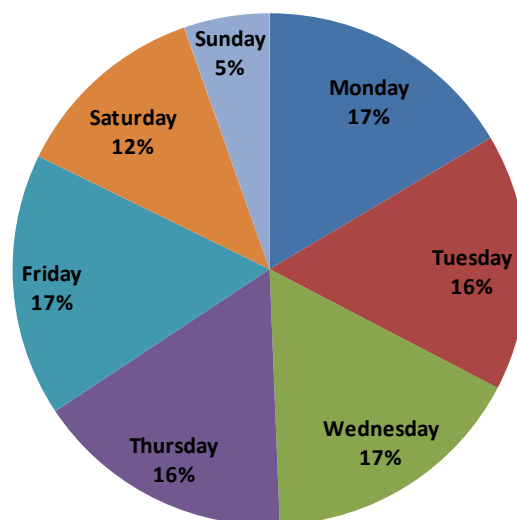
What day(s) and time(s) would you prefer to visit a library?

	Early Morning (Before 9am)	Morning (9am – 1pm)	Afternoon (1pm – 5pm)	Evening (5pm – 8pm)	Late evening (after 8pm)	Total
Monday	117	1387	1381	800	160	3845
Tuesday	106	1379	1375	765	150	3775
Wednesday	96	1375	1401	870	165	3907
Thursday	95	1355	1354	830	172	3806
Friday	103	1401	1412	793	162	3871
Saturday	113	1445	939	300	87	2884
Sunday	64	484	455	192	66	1261
Total	694	8826	8317	4550	962	23349

Time Of Day Likely To Visit



Day of the Week Likely To Visit

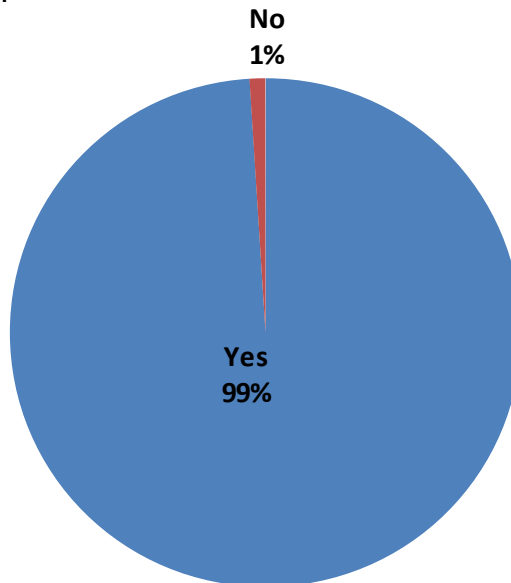


Comprehensive and efficient library service

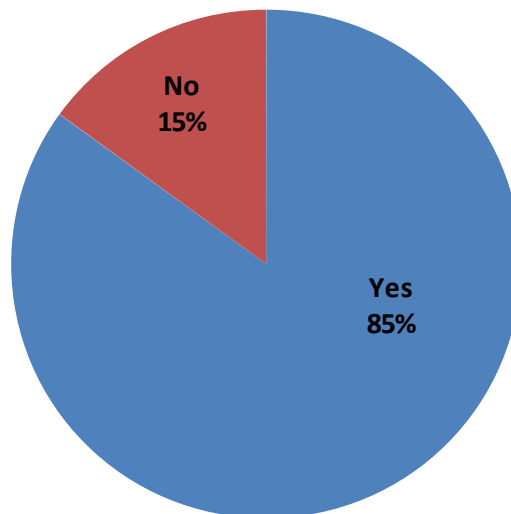
The Council is consulting on what is needed to ensure that the borough has a sustainable library service that is comprehensive and efficient.

Q.8. Do you agree or disagree that the library service should:

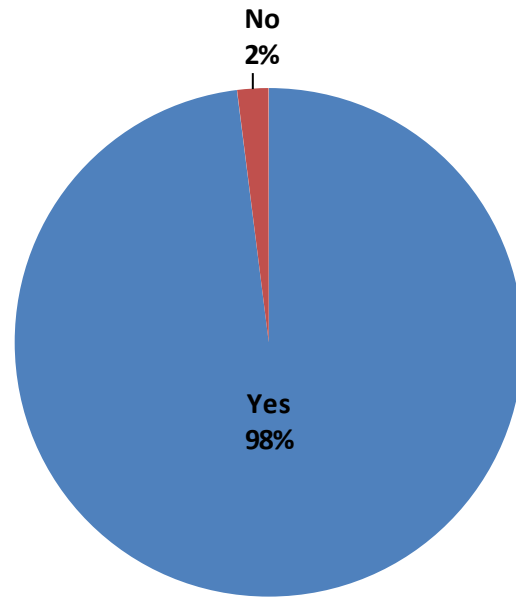
a. Be for all ages and for anyone who lives, works or studies in Sefton		
Answer Options	Response	Response %
Agree	2838	99
Disagree	32	1
Total	2870	100



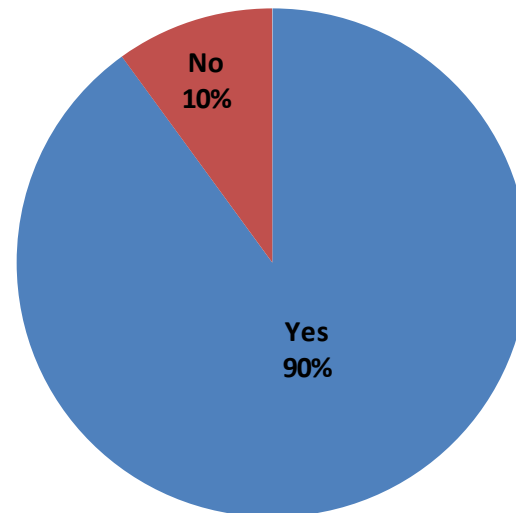
b. Be accessible through various channels such as the internet and other council facilities		
Answer Options	Response	Response %
Agree	2276	85
Disagree	417	15
Total	2693	100



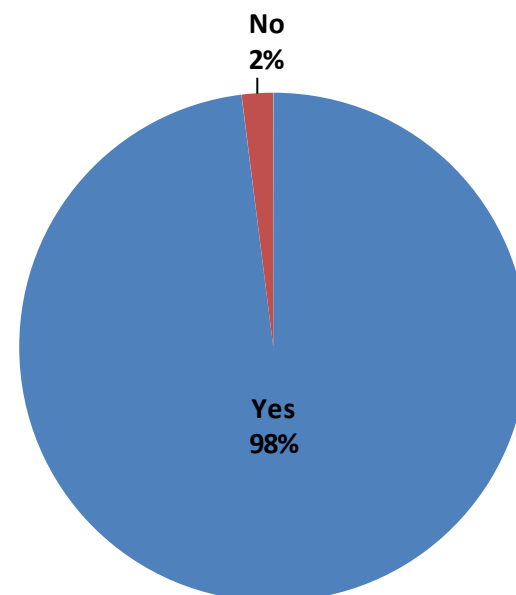
c. Be available to our most vulnerable residents, including those that are housebound		
Answer Options	Response	Response %
Agree	2780	98
Disagree	56	2
Total	2836	100



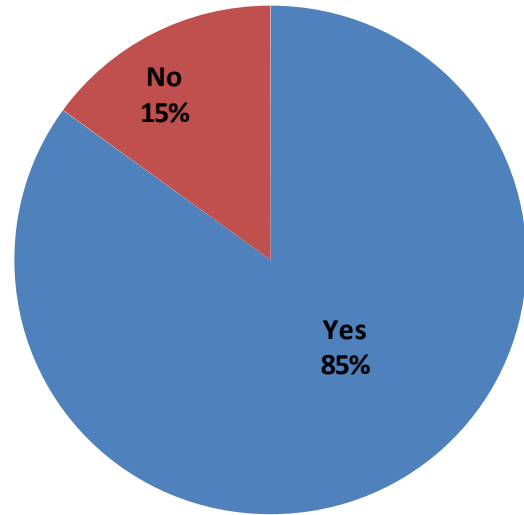
d. Be efficient, of good quality and accessible through co-location with other services or agencies where this brings benefits to communities		
Answer Options	Response	Response %
Agree	2468	90
Disagree	267	10
Total	2735	100



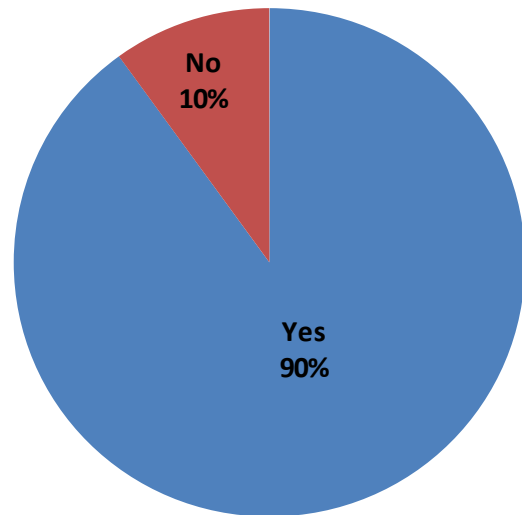
e. Carry a broad range of books, audio, online services and activities in the community		
Answer Options	Response	Response %
Agree	2765	98
Disagree	53	2
Total	2818	100



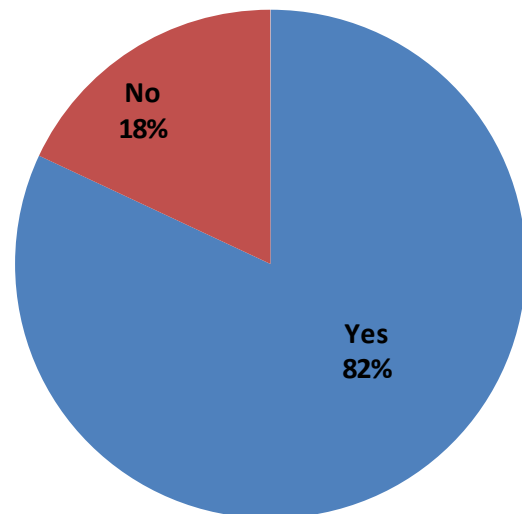
f. Be sustainable through reasonable and appropriate charges		
Answer Options	Response	Response %
Agree	2345	85
Disagree	412	15
Total	2757	100



g. Exploit new technologies to deliver cost effective quality and inclusive library services for the future		
Answer Options	Response	Response %
Agree	2448	90
Disagree	274	10
Total	2722	100



h. Support volunteers and communities to play their role in the delivery of library services of the future		
Answer Options	Response	Response %
Agree	2258	82
Disagree	488	18
Total	2746	100



Q.9. Are there any other factors that Sefton Council should consider in developing a sustainable, comprehensive and efficient library service?

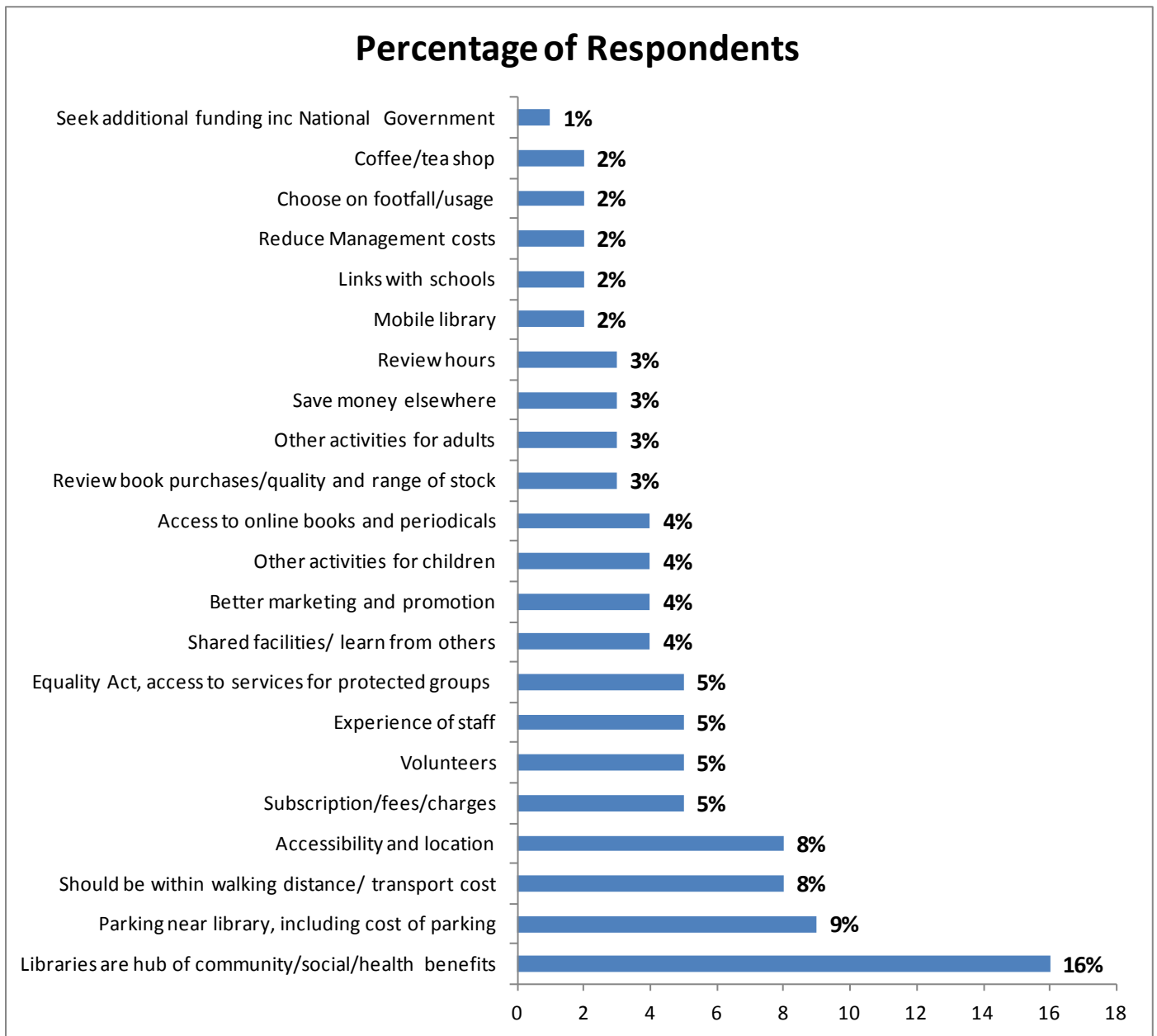
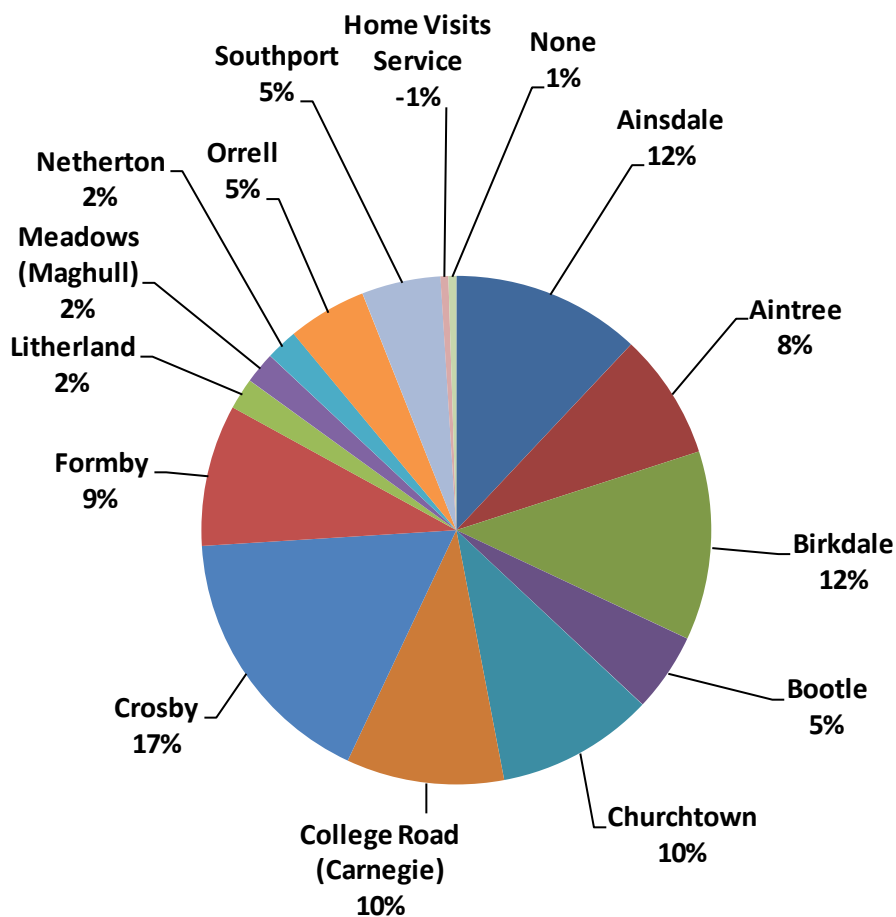


Table 2

Item	Number	%
Libraries are hub of community/social/health benefits	146	16
Parking near library, including cost of parking	86	9
Should be within walking distance/transport cost	77	8
Accessibility and location	75	8
Subscription/fees/charges	48	5
Volunteers	46	5
Experience of staff	46	5
Equality Act, access to services for protected groups	42	5
Shared facilities/ learn from others	40	4
Better marketing and promotion	39	4
Other activities for children	34	4
Access to online books and periodicals	33	4
Review book purchases/quality and range of stock	30	3
Other activities for adults	30	3
Save money elsewhere	28	3
Review hours	24	3
Mobile library	22	2
Links with schools	21	2
Reduce Management costs	19	2
Choose on footfall/usage	18	2
Coffee/tea shop	16	2
Seek additional funding inc National Government	10	1
	930	100

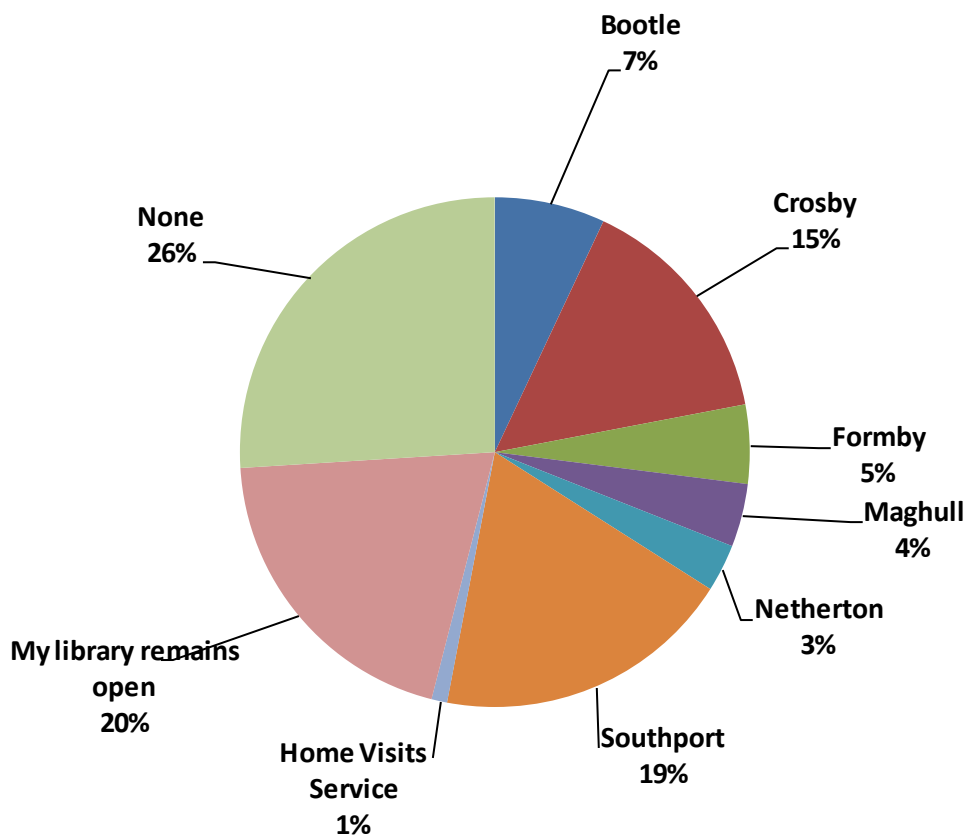
Q.10. Which library do you use most often

Answer Options	Response	Response %
Ainsdale	344	12
Aintree	214	8
Birkdale	333	12
Bootle	132	5
Churchtown	273	10
College Road (Carnegie)	277	10
Crosby	494	17
Formby	251	9
Litherland	68	2
Meadows (Maghull)	70	2
Netherton	59	2
Orrell	127	5
Southport	145	5
Home Visits Service	2	0.5
None	25	0.5
Total	2814	100



Q.11. If you could no longer use the library that you currently go to, which location are you most likely to use a library

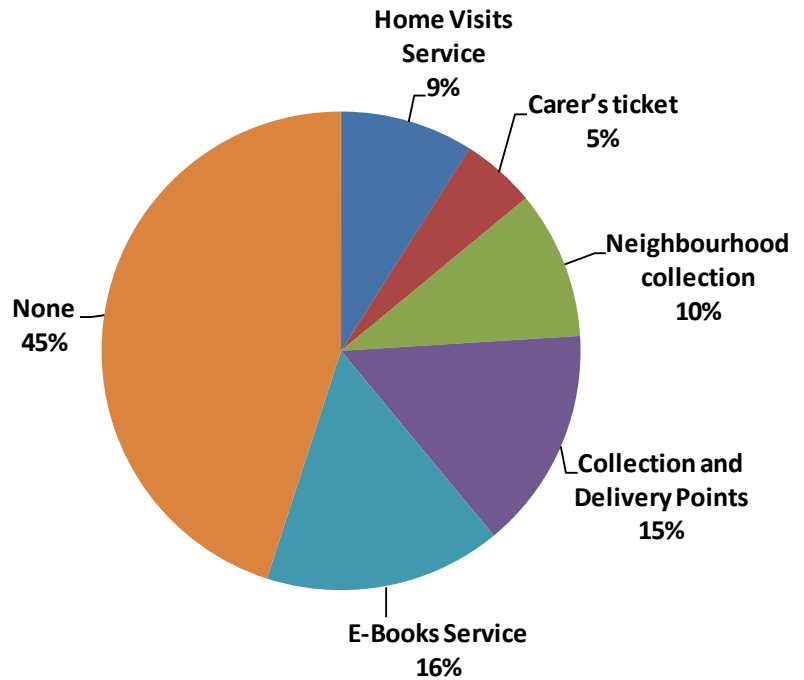
Answer Options	Response	Response %
Bootle	198	7
Crosby	409	15
Formby	133	5
Maghull	107	4
Netherton	96	3
Southport	523	19
Home Visits Service (Volunteers visit the homes of housebound people with books once or twice per month)	24	1
My library remains open	536	20
None	712	26
Total	2738	100



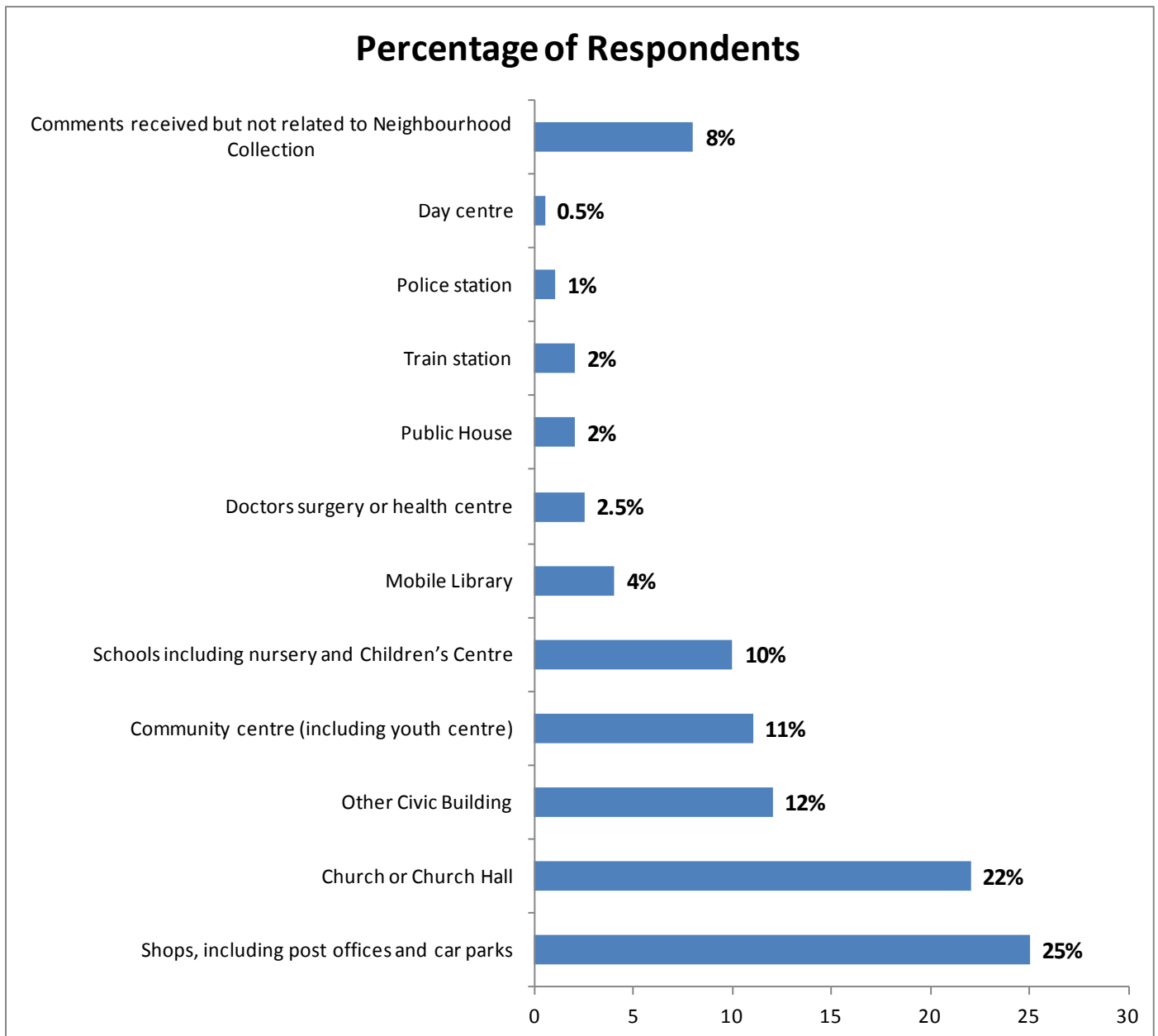
Q.12. The library service already has in place services for people who are unable to access current library buildings and the opportunity for additional provision of services is also being explored. Described below are the services currently provided and potential new ones:

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

Answer Options	Response	Response %
Home Visits Service	142	9
Carer's ticket	75	5
Neighbourhood collection	162	10
Collection and Delivery Points	231	15
E-Books Service	258	16
None	709	45
Total	1577	100

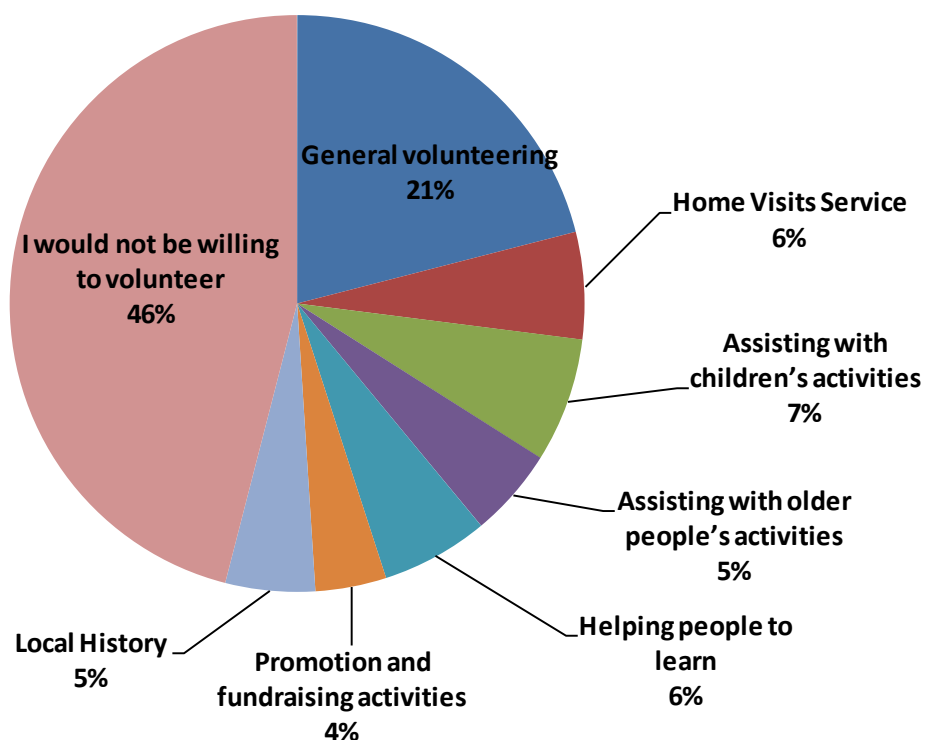


Q.13. If you have answered that you would like to make use of a neighbourhood collection and/or delivery point please tell us where you think these could be located within your community **Table 3**



Location	responses	%
Shops, including post offices and car parks	78	25
Church or Church Hall	68	22
Other Civic Building	36	12
Community centre (including youth centre)	34	11
Schools including nursery and Children's Centre	32	10
Mobile Library	13	4
Doctors surgery or health centre	8	2.5
Public House	5	2
Train station	5	2
Police station	4	1
Day centre	2	0.5
Comments received but not related to Neighbourhood Collection	25	8
	310	100

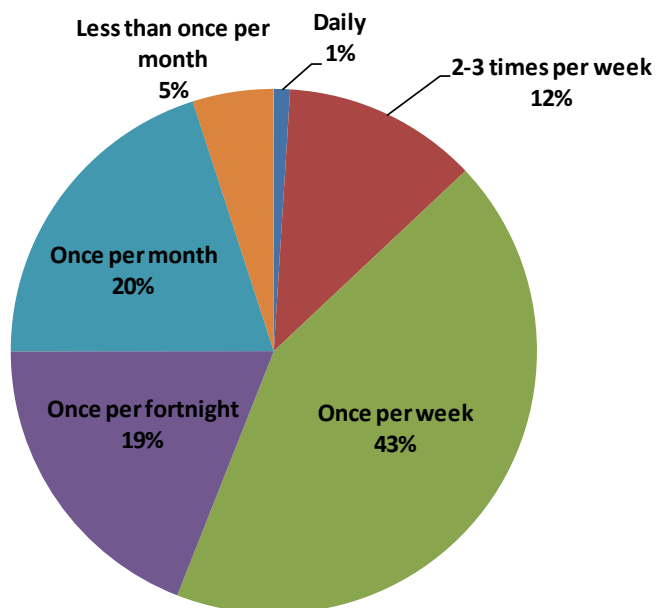
Q.14. If you are willing to assist the library service by volunteering, please tell us which activities you would like to support?



Answer Options	Response	Response %
General volunteering e.g. assisting customers, shelving books	664	21
Home Visits Service	202	6
Assisting with children's activities such as story times	223	7
Assisting with older people's activities	156	5
Helping people to learn e.g. basic IT skills	198	6
Promotion and fundraising activities	120	4
Local History	148	5
I would not be willing to volunteer	1428	46
Total	3139	100

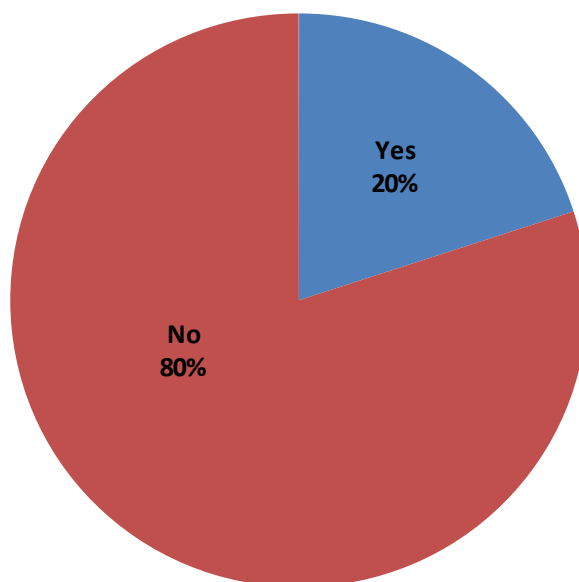
Q.15. How often would you be willing to support the library service by volunteering to help?

Answer Options	Response	Response %
Daily	9	1
2-3 times per week	114	12
Once per week	417	43
Once per fortnight	181	19
Once per month	196	20
Less than once per month	49	5
Total	966	100



Q.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)

Answer Options	Response	Response %
Yes	493	20
No	1956	80
Total	2449	100



Q.17. Have you got any other comments about Sefton’s Library Service or the Library Service Review?

The questionnaire contained a number of open-ended questions giving respondents the opportunity to explain or expand on their choices. **1464 respondents** made comments, many raising more than one issue, this came to a total of **3348 comments**.

These comments have been categorised into a number of themes and are explained in more detail below. **Table 4**

Key issues raised in consultation
<p>Access & Transport – 404 comments</p> <p>153 comments indicated the importance of having a library in local proximity to where they live. Many of these respondents expressed the benefits of reaching the library on foot especially for older residents without transport and young families on the school run.</p> <p>132 comments related to car parking. It was frequently noted that accessible, safe and free parking was a consideration when planning a trip to the library. This was a particular concern of users in the Southport area and people that stated they had a disability.</p> <p>106 comments pointed out that reliance on public transport may limit future use of an alternative library due to expense and logistics. Aintree library users frequently expressed this point.</p>
<p>Children and Young people – 416 comments</p> <p>213 respondents made general comments suggesting that the reduction in libraries could adversely affect young people at a critical time in their development.</p> <p>64 comments referred to the library service’s role in supporting children’s education, especially with regards to resources for home work and school projects.</p> <p>53 comments noted appreciation of the organised children’s activities in the library, for example; story and rhyme time sessions, class and nursery visits, the summer reading challenge and holiday events.</p> <p>50 comments stated that the library helped foster a love for books and reading for pleasure. This included a number of comments from children conveying their love of a particular genre or author of which they access through their local library.</p> <p>22 comments indicated the need for children to have safe access to the library. Parents pointed out that visiting an alternative library would limit the frequency and independence of their children’s library visits.</p> <p>14 comments related that their local library had been fundamental in parental and family support. Observations were expressed by single and/or working mothers and grandparents. They noted that libraries were vital to families as a fun and cost</p>

effective means of recreation.

General – 1,398 comments

The largest category was a **general praise of service/do not close** comment of which there were 450 points made. This covered simple statements such as; “please keep them all open” and “the library service should never be compromised” and “Churchtown library is the best”. Many of these comments also raised the issue that once closed that they wouldn’t expect the libraries to open again.

347 comments were made about the **impact closing a library would have on the local community**. Users from all libraries stated that closure would cause an adverse effect on the areas surrounding their library; some indicated that closure would damage the community spirit. Users of Aintree library were concerned that it would mean the closure of the only council facility in the village. There were 7 points made specific to the perceived impact on **local business**.

179 comments were in **praise of library staff**. Some acknowledged positive experiences in specific libraries; many commended the levels of customer service across all the library branches. Often staff were deemed as important as the books and physical resources.

158 comments related to **concerns** around the use of **library volunteers and a community run library service**. There was a strong feeling that “trained library staff” were the backbone of the service and that the Council had a responsibility to provide “professional staff” to each community. A number of respondents highlighted that they wouldn’t volunteer in place of a paid employee.

148 comments related to the **consultation/review process**. There was a large range of points put forward in this category, some comments were specific; “the statutory library service should be exempt from a review as it is a statutory service”, other points were speculative wondering if the review process would “make any difference to the outcome”. A number of these comments expressed anger at the current economic situation.

116 comments mentioned the **questionnaire** format. Some respondents questioned the inclusion of particular questions and specific statements. A number of people made alternative suggestions of how the questionnaire could have been approached.

Library services – 346 comments

93 comments were in praise of or made suggestions regarding the development of library **stock**. The large print and spoken word formats were areas of the collection that were particularly appreciated.

85 comments highlighted the importance of access to **IT** through the People’s Network. Many of the comments highlighted the emphasis that is now placed on the internet on daily life, for example; job searches, application forms and communication. It was felt that if this service was reduced that many in the community would be at a great disadvantage.

41 comments referred to libraries as an access point for **adult education**. Many respondents gave examples of the courses and classes they have attended, either in conjunction with external bodies or co-ordinated by library staff.

25 comments indicated that they saw libraries as a hub for **adult opportunities**. Respondents regularly made points that libraries were crucial as a; “a place for people to better themselves”, to become “self educated”, “explore interests” and “broaden your horizons”.

32 comments indicated that they accessed a library for **information**. Many praised the reference resources, local and community information and stated that it was their first point of call for enquiries.

25 comments came from users who currently accessed the **Home Visits** service, or intended to in the future (either for themselves or on the behalf of a relative). Some respondents were worried about the potential closures in the Southport area and how this may affect their Home Visits service.

18 comments mentioned the **local history** services. Users valued the qualified and specialist staff and expressed their enjoyment of the organised talks and groups. There was some comment made regarding the local history resources in Southport.

16 commented on the use of the library for **organised groups**, amongst these were members of; reading groups, Crosby Camera Club and history clubs. They expressed that attending these meetings brought more enjoyment into their lives and an opportunity to meet up with like minded people.

14 people commented on the importance of the library as an **informal meeting place**. Most comments centred on the library as “community facility”, and some noted that it was the only non commercial place in their local area that was free to access and meet.

Equality issues – 329 comments

162 comments expressed concern for **older people** and those with a **disability**. The majority of respondents were worried about how people with a disability would access the library facilities if changes were implemented.

92 comments related to the importance of the library for **social interaction** both for themselves and others. Respondents stated that a local library service was critical for the vulnerable and isolated in society. It was often stated that the service offers; “a lifeline”, “point of contact” and “human interaction”.

61 comments related to **financial impact**. Some of the points highlighted the current economic hardship they were personally experiencing. Other people expressed that the cost of public transport and parking would limit their visits. Most respondents in this category believed that the library offer was crucial in this economic situation.

14 people commented on the difficulty of **carrying library books**. This concern was especially for older people, those with a physical disability and parents with young children. This feeling was particularly notable in the Southport area in relation to lack of parking facilities and public transport concerns.

Saving suggestions – 455 comments

101 comments indicated that they felt that that savings should be made in **other council areas**. Some of the suggestions included, reducing the number of Councillors, changing the terms and conditions of council employees, identifying bureaucratic waste and selling Council buildings.

92 comments made **alternative savings** suggestions or highlighted areas of the library service that could **benefit from development**. A few common ideas included; the provision of e-books and e-readers, reopening libraries once the economic situation improves, redirecting funds from schools literacy budgets to help libraries.

67 respondents commented on **opening hours**. Most of these points agreed that they would prefer reduced opening hours across all libraries rather than library closure. However some respondents did request longer opening hours and additional late nights.

43 comments advocated the use of **volunteers** in the library service. Some respondents stipulated that this would only be as a final option, to help extend opening hours or as a support base for the professional library staff.

35 comments suggested **income generation** ideas. A number of the comments thought that a coffee shop/refreshment concession would be a good idea; others suggested approaching corporate sponsors and some respondents thought improving the service's PR would help to generate additional funds.

34 comments related to **increase/introduce fees and charges**. One of the main areas of suggestion in this category proposed a subscription model/fee to borrow books. Some users stated that they wouldn't mind if some charges were increased e.g. reservation fees.

30 comments related to the **use of library buildings**. Areas of suggestion included increased co-location with other Council facilities, partnership with alternative community services and working more closely with school library provision. There was some concern about the fate of the buildings if they closed.

25 comments suggested the **closure of other library locations** in Sefton.

11 comments were made regarding **community run libraries**. Some respondents were in favour of handing library provision over to the community, other people said they would appreciate more information about it.

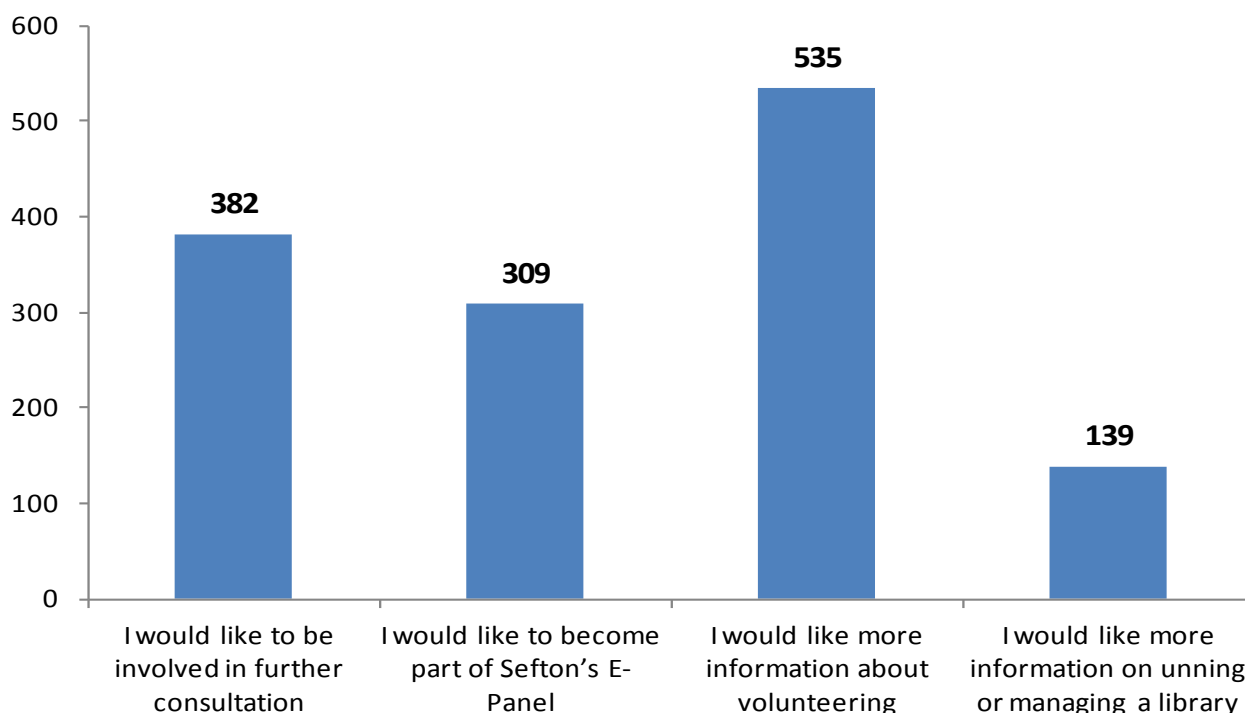
7 comments about **site management/utilities** suggested lowering the heating and/or lighting in libraries.

6 comments were in favour of **reducing stock expenditure**. Respondents recommended either a general purchase review or to cut down spend in specific areas of the collection e.g. less emphasis on non-fiction.

4 comments noted that a move to **self service technology** could be a good idea as it would require less staff.

Q.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*)

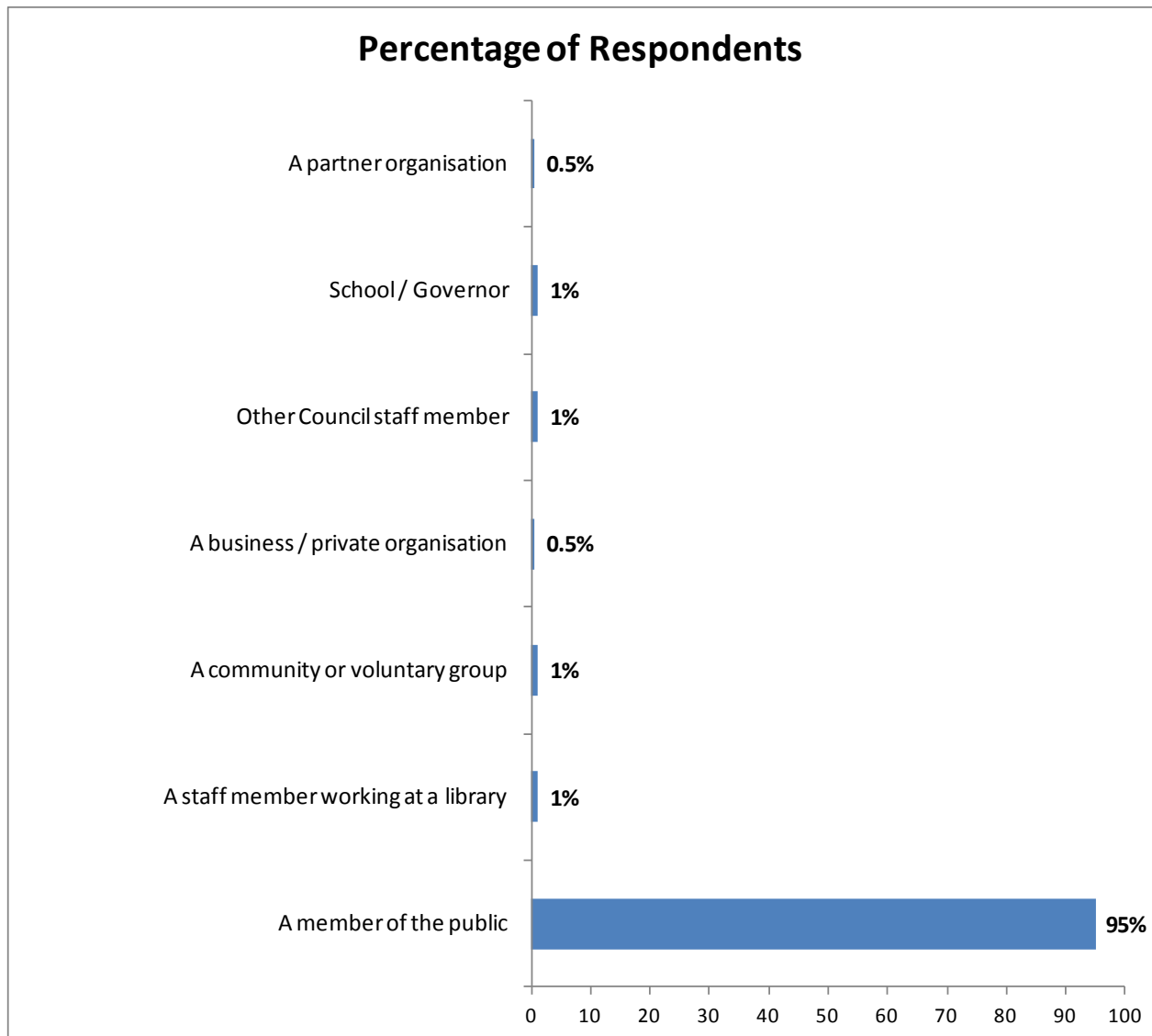
Number of Responses



Answer Options	Response	Response %
I would like to be involved in further consultation on this area such as focus groups, workshops, etc.	382	28
I would like to become part of Sefton's E-Panel (an online consultation panel, email address required)	309	23
I would like more information about volunteering to support the library service	535	39
I would like more information on how I or my group can get involved in running or managing a library	139	10
Total	1365	100

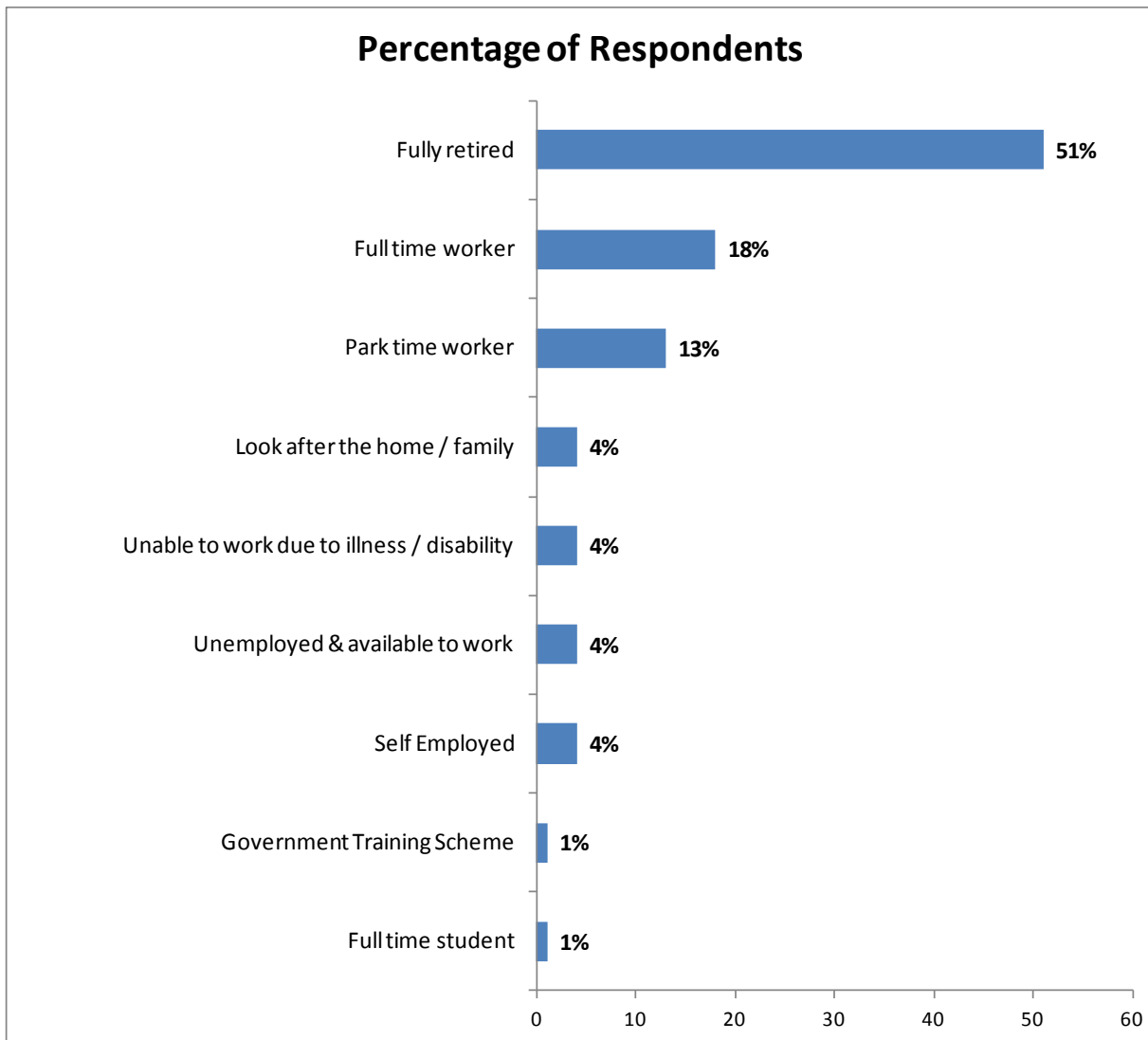
About you (Optional)

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



Answer Options	Response	Response %
A member of the public	2339	95
A staff member working at a library	31	1
A community or voluntary group	31	1
A business / private organisation	7	0.5
Other Council staff member	36	1
School / Governor	25	1
A partner organisation	3	0.5
Total	2472	100

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



Answer Options	Response	Response %
Full time worker	460	18
Part time worker	324	13
Fully retired	1247	51
Self Employed	98	4
Full time student	32	1
Unemployed & available to work	98	4
Unable to work due to illness / disability	94	4
Look after the home / family	98	4
Government Training Scheme	1	1
Total	2452	100

Diversity Monitoring

As part of our ongoing quality checks we ensure that we represent the views across Society, as such we ask if people will fill out information on who they are. This is always optional and we term it “diversity monitoring”. The tables below represent the details that people have given. As you can see, no one individual can be identified from this data. Respondents may have selected different parts of the diversity questionnaire to respond to which will explain the difference in the various table totals.

Are you male / female?

Answer Options	Response	Response %
Male	899	40
Female	1356	60
Total	2255	100

What is your age?

Answer Options	Response	Response %
Under 16 years	37	2
16-24 years	49	2
25-39 years	277	11
40-59 years	706	29
60-74 years	906	38
75+ years	435	18
Total	2410	100

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

Answer Options	Response	Response %
Physical Impairment	186	28
Visual Impairment	77	12
Learning difficulty	23	3
Hearing Impairment / Deaf	141	21
Mental Health / Mental distress	51	8
Long term illness that affects your daily activity	185	28
Total	663	100

Do you consider yourself to be 'disabled or have an impairment?

Answer Options	Response
Yes	535

Ethnicity – do you identify as...

Answer Options	Response	Response %
Asian:		
Bangladeshi	0	0
Indian	7	0.33
Pakistani	0	0
Other Asian Background	3	0.14
Black:		
African	4	0.19
Caribbean	0	0
British	68	3.25
Other Black Background	2	0.1
Chinese:		
Chinese	5	0.24
Other Chinese Background	2	0.1
Mixed:		
Asian & White	5	0.24
Black African and White	1	0.05
Black Caribbean & White	2	0.1
Other mixed background	1	0.05
White:		
British	1108	52.96
English	804	38.43
Irish	27	1.29
Scottish	21	1
Welsh	14	0.67
Polish	2	0.1
Latvian	2	0.1
Gypsy / Traveller	2	0.1
Other White Background	12	0.57
Total	2092	100

Do you have a religion or belief?

Answer Options	Response	Response %
Yes	1442	74
No	510	26
Total	1952	100

If yes, please tick one of the below...

Answer Options	Response	Response %
Buddhist	10	0.71
Christian	1375	97.8
Hindu	6	0.43
Jewish	9	0.64
Muslim	5	0.36
Sikh	1	0.07
Total	1406	100

How would you describe your sexual orientation?

Answer Options	Response	Response %
Heterosexual	1765	98
Gay	14	1
Lesbian	3	0.5
Bisexual	14	0.5
Total	1796	100

Do you currently live in the gender you were given at birth?

Answer Options	Response	Response %
Yes	1839	99
No	13	1
Total	1852	100

PART THREE: How particular groups responded

As part of our research we also look to see if particular questions draw different responses from particular people or places, as often if we just simply present the general picture, particular aspects relating to particular groups or interests can be missed.

The tables below help us to explore whether or not there are disproportionate effects hidden in the general data. In gathering the responses it was clear that the crux of the concerns expressed by respondents related to 'travel and accessibility' therefore responses coming from disability, gender, ethnicity and age ranges are priority concern as these groups may be particularly effected by the changes. As such, issues around sexuality, transgender, religion and belief remain neutral.

In addition, please note that not all respondents answered every question nor in some cases the link question, therefore the sum of responses for each question will not total 3026 (the total number of respondents).

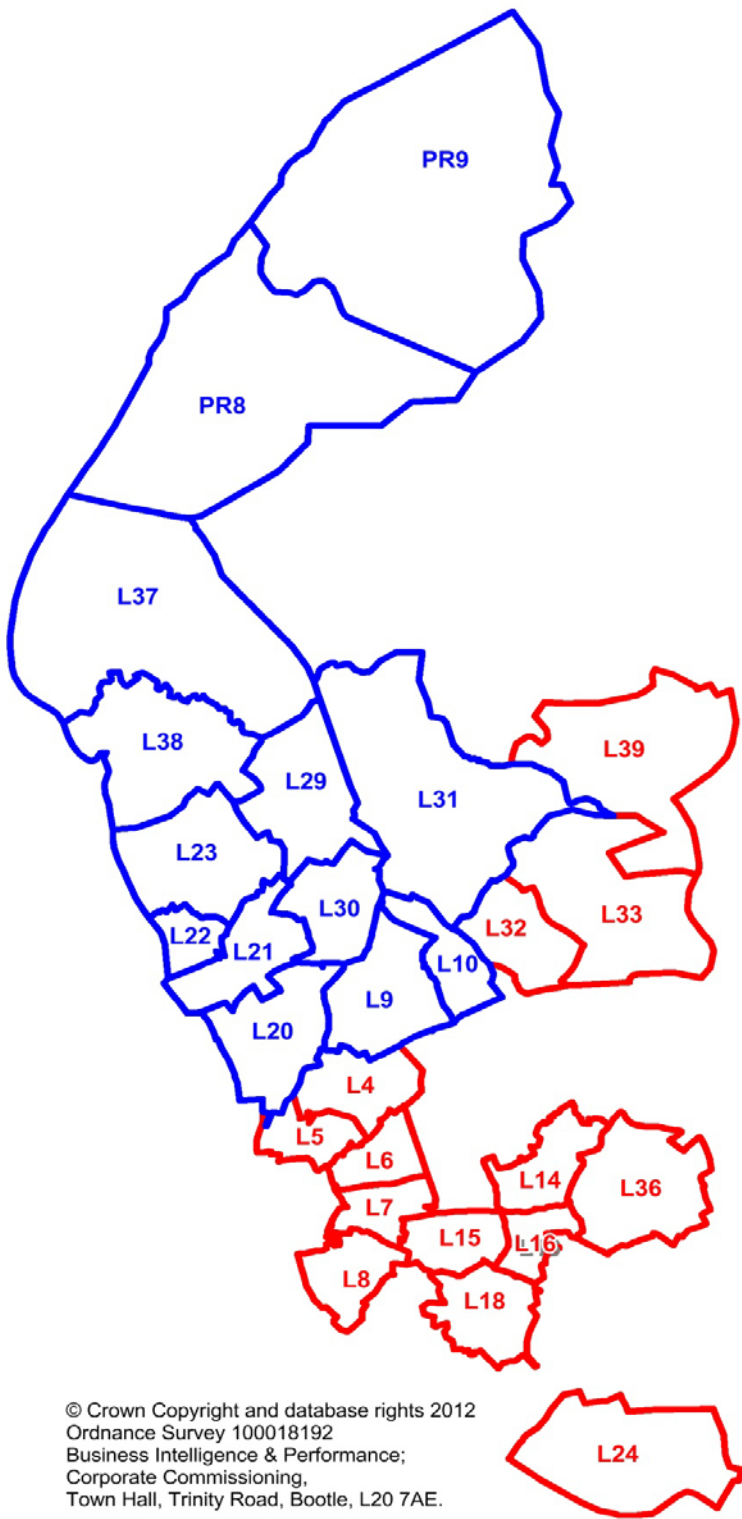
Percentages in most cases are expressed as a percentage of those that responded to the particular question at hand and not as a percentage of total respondents.

Comparison of:

Q.1 Please give the first four digits of your postcode e.g. L23 6 And

Q2. which of the above options do you consider would provide a sustainable, comprehensive and efficient library service for the future?

Of the 2,683 responses, 42.9% (1,153) chose Option B and 40.6% (1,089) chose Option C. There was a clear split in the Borough, as although Option B was more popular overall, Option C was more popular in every PR postcode, except PR8 1. Option C was also preferred in L10 (Aintree Village) by a ratio of 11:1.



Within Sefton					
	Option A	Option B	Option C	None of the Options	Total
L9	0	13	13	3	29
L10	2	10	116	41	169
L20	3	119	63	12	197
L21	0	71	48	8	127
L22	1	162	37	20	220
L23	3	324	116	38	481
L29	0	2	0	0	2
L30	7	46	32	5	90
L31	4	45	15	14	78
L37	4	190	21	14	229
L38	0	21	1	1	23
PR8	12	79	406	180	677
PR9	14	52	213	50	329
Total	50	1134	1081	386	2651

Outside Sefton					
	Option A	Option B	Option C	None of the Options	Total
CH4	0	1	1	0	2
L4	0	2	1	2	5
L5	0	1	1	2	4
L6	0	1	0	0	1
L7	0	1	0	0	1
L8	0	1	0	0	1
L14	0	1	0	0	1
L15	0	2	1	0	3
L16	0	1	0	0	1
L18	0	1	0	0	1
L24	0	1	0	0	1
L32	0	2	1	1	4
L33	0	1	0	0	1
L36	0	0	1	0	1
L39	0	2	1	0	3
WA7	0	1	0	0	1
WN6	0	0	1	0	1
Total	0	19	8	5	32

Within & Outside Sefton					
	Option A	Option B	Option C	None of the Options	Total
Total	50	1153	1089	391	2683

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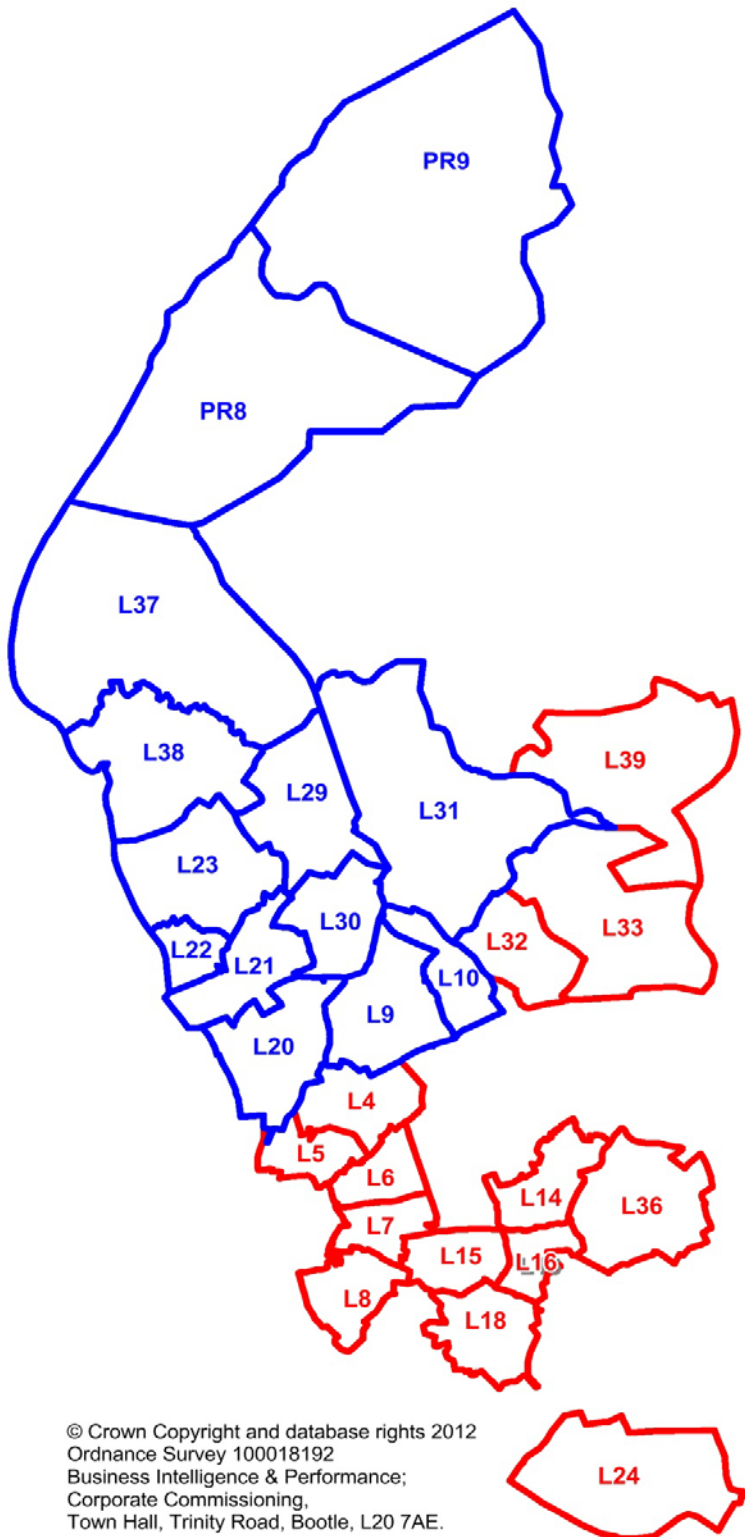
NB boundaries for CH4 / WA7 / WN6 are not available at this time

Comparison of:

Q.1 Please give the first four digits of your postcode e.g. L23 6 And

Q.5 Do you think this will result in a significant gap in provision, for your own use of the library?

Of the 2,667 responses, 55.5% (1,480) said yes. Responses were unevenly distributed throughout the Borough. Respondents in Aintree Village and Southport said yes. Respondents in Formby and Crosby said no. Responses from Bootle and Litherland were closely divided.



	Within Sefton		
	No	Yes	Total
L9	6	22	28
L10	15	153	168
L20	98	94	192
L21	61	69	130
L22	184	36	220
L23	343	128	471
L29	1	1	2
L30	57	33	90
L31	52	27	79
L37	205	22	227
L38	22	1	23
PR8	64	612	676
PR9	65	267	332
Total	1173	1465	2638

	Outside Sefton		
	No	Yes	Total
CH4	1	0	1
L4	2	3	5
L5	0	3	3
L6	1	0	1
L7	1	0	1
L8	0	1	1
L14	0	0	0
L15	0	3	3
L16	1	0	1
L18	1	0	1
L24	1	0	1
L32	2	2	4
L33	1	0	1
L36	0	1	1
L39	2	1	3
WA7	1	0	1
WN6	0	1	1
Total	14	15	29

	Within & Outside Sefton		
	Option A	Option B	Total
Total	1187	1480	2667

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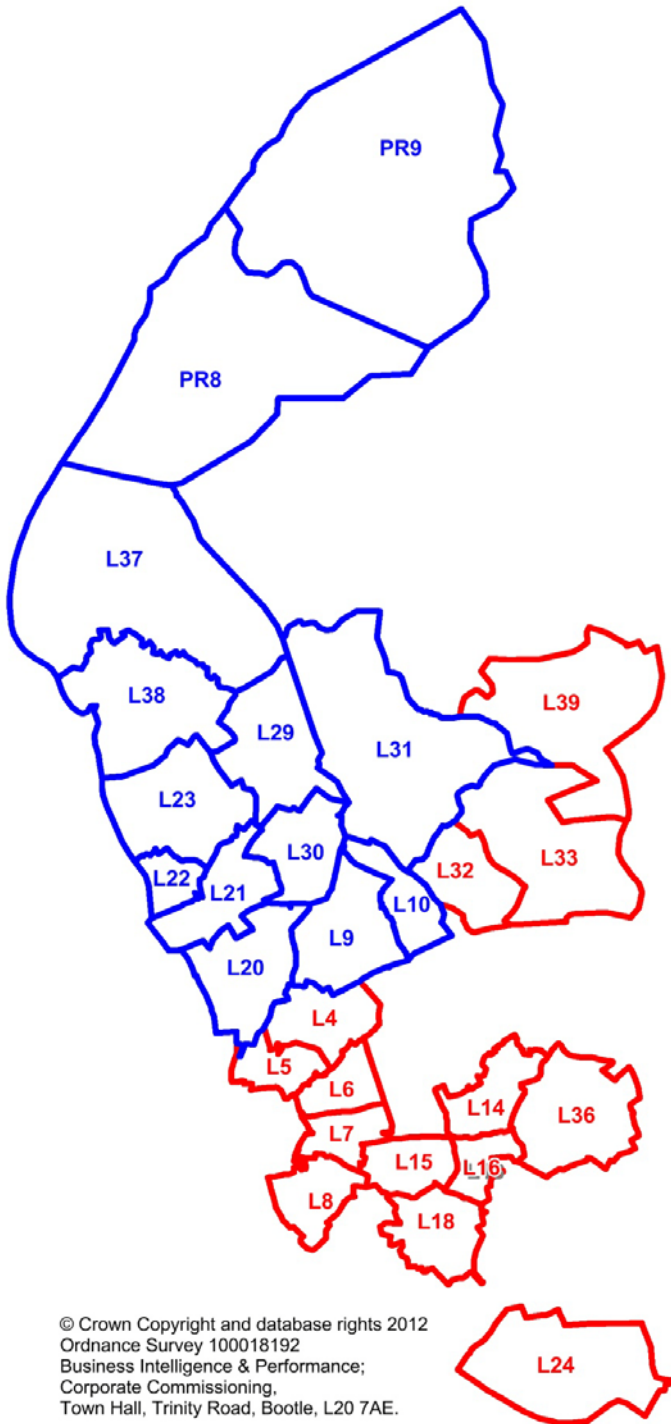
NB boundaries for CH4 / WA7 / WN6 are not available at this time

Comparison of:

Q.1 Please give the first four digits of your postcode e.g. L23 6 And

Q.6 If you have answered Yes to question 5, where do you think this gap in provision will most affect you?

There were 1364 responses to both questions. Responses were concentrated in postcodes near to branches that would be closed under Option B.



Within Sefton							
	Ainsdale	Aintree	Birkdale	Churchtown	Litherland	Orrell	Total
L9	0	6	0	0	0	13	19
L10	0	159	0	0	0	1	160
L20	1	2	2	2	14	70	91
L21	2	0	1	0	57	6	66
L22	3	0	0	1	11	4	19
L23	5	3	10	2	18	7	45
L29	0	0	0	0	0	1	1
L30	0	19	2	0	5	7	33
L31	1	23	0	1	1	0	26
L37	8	1	7	1	0	1	18
L38	0	0	0	0	1	0	1
PR8	307	1	282	17	0	0	607
PR9	5	0	20	243	0	0	268
Total	332	214	324	267	107	110	1354

Outside Sefton							
	Ainsdale	Aintree	Birkdale	Churchtown	Litherland	Orrell	Total
CH4	0	0	0	0	0	0	0
L4	0	0	0	2	0	0	2
L5	1	0	0	0	0	0	1
L6	0	0	0	0	0	0	0
L7	0	0	0	0	0	0	0
L8	0	0	0	0	0	0	0
L14	0	0	0	0	1	0	1
L15	0	0	0	1	0	1	2
L16	0	0	0	0	0	0	0
L18	0	0	0	0	0	0	0
L24	0	0	0	0	0	0	0
L32	0	1	0	0	0	0	1
L33	0	0	0	0	0	0	0
L36	0	0	1	0	0	0	1
L39	0	0	1	0	0	0	1
WA7	0	0	0	0	0	0	0
WN6	0	0	1	0	0	0	1
Total	1	1	3	3	1	1	10

Within & Outside Sefton							
	Ainsdale	Aintree	Birkdale	Churchtown	Litherland	Orrell	Total
Total	333	215	327	270	108	111	1364

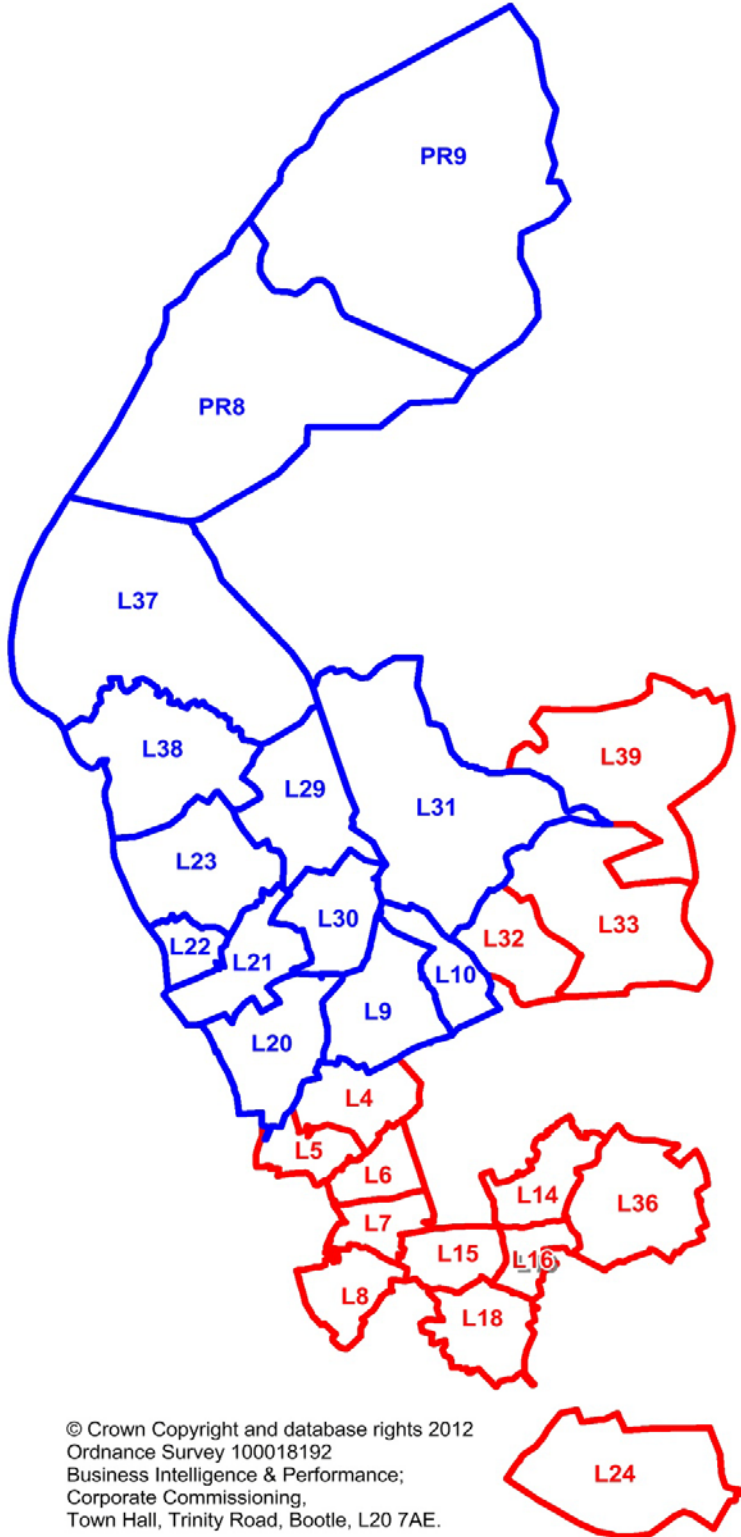
NB boundaries for CH4 / WA7 / WN6 are not available at this time

Comparison of:

Q.1 Please give the first four digits of your postcode e.g. L23 6 And

Q.11 If you could no longer use the library that you currently go to, where are you most likely to use a library?

2,567 respondents replied to both questions. 19.5% (500) used a library that would remain open. 25.7% (660) said they would no longer use a library if Option B went into effect. In Aintree Village (L10) 48.4% (78) respondents said they would no longer use a library if Aintree closed. Crosby and Southport were the branches most likely to be used.



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Within Sefton										
	Bootle	Crosby	Formby	Home Visits Services	Maghull	My Library Remains Open	Netherton	None	Southport	Total
L9	7	1	0	0	3	2	2	7	0	22
L10	5	1	1	1	50	18	6	78	1	161
L20	69	41	0	2	4	28	9	37	2	192
L21	31	26	2	0	4	19	17	15	3	117
L22	37	61	5	0	1	65	7	31	4	211
L23	18	208	29	5	6	94	28	60	8	456
L29	0	2	0	0	0	0	0	0	0	2
L30	16	4	1	2	16	18	17	7	2	83
L31	0	5	0	1	15	34	2	16	1	74
L37	1	23	9	1	2	88	1	43	51	219
L38	1	4	7	0	0	4	1	3	2	22
PR8	1	3	63	5	1	81	0	262	251	667
PR9	0	2	8	5	0	45	0	94	163	317
Total	186	381	125	22	102	496	90	653	488	2543

Outside Sefton										
	Bootle	Crosby	Formby	Home Visits Services	Maghull	My Library Remains Open	Netherton	None	Litherland	Total
CH4	0	0	0	0	0	1	0	0	0	1
L4	0	1	0	0	0	1	0	0	2	4
L5	1	0	0	0	0	1	0	1	0	3
L6	0	0	0	0	0	0	0	1	0	1
L7	1	0	0	0	0	0	0	0	0	1
L8	1	0	0	0	0	0	0	0	0	1
L14	0	0	0	0	0	0	0	0	0	0
L15	1	2	0	0	0	0	0	0	0	3
L16	0	0	0	0	0	1	0	0	0	1
L18	0	1	0	0	0	0	0	0	0	0
L24	0	0	0	0	0	0	0	0	0	0
L32	0	0	0	0	0	0	1	3	0	4
L33	1	0	0	0	0	0	0	0	0	0
L36	0	0	1	0	0	0	0	0	0	1
L39	0	0	0	0	0	0	0	1	2	3
WA7	0	0	0	0	0	0	0	0	0	0
WN6	0	0	0	0	0	0	0	1	0	1
Total	5	4	1	0	0	4	1	7	4	24

Within & Outside Sefton										
	Bootle	Crosby	Formby	Home Visits Services	Maghull	My Library Remains Open	Netherton	None	Litherland	Total
Total	191	385	126	22	102	500	91	660	492	2567

NB boundaries for CH4 / WA7 / WN6 are not available at this time

Comparison of:

Q.2. In order for the Council to consult on Option B we would like to gain your views on the other options. Overall, having considered the outline information, and in the light of the Council's diminishing budget resources, which options do you consider would provide a sustainable, comprehensive and efficient library service for the future? (Please tick one box only), and

Q.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).

This table shows that when Options have been selected respondents have also identified where they think the gaps will be.

Library	None	Option A	Option B	Option C	Total
Ainsdale	73	5	32	244	354
Aintree	51	5	11	144	211
Birkdale	120	5	25	202	352
Churchtown	48	6	16	200	270
Litherland	11	2	35	59	107
Orrell	13	0	39	69	121
Total	316	23	158	918	1415

Comparison of:

Q.2. In order for the Council to consult on Option B we would like to gain your views on the other options. Overall, having considered the outline information, and in the light of the Council's diminishing budget resources, which options do you consider would provide a sustainable, comprehensive and efficient library service for the future? (Please tick one box only), and

Q.10. Which library do you use most often (tick one only)

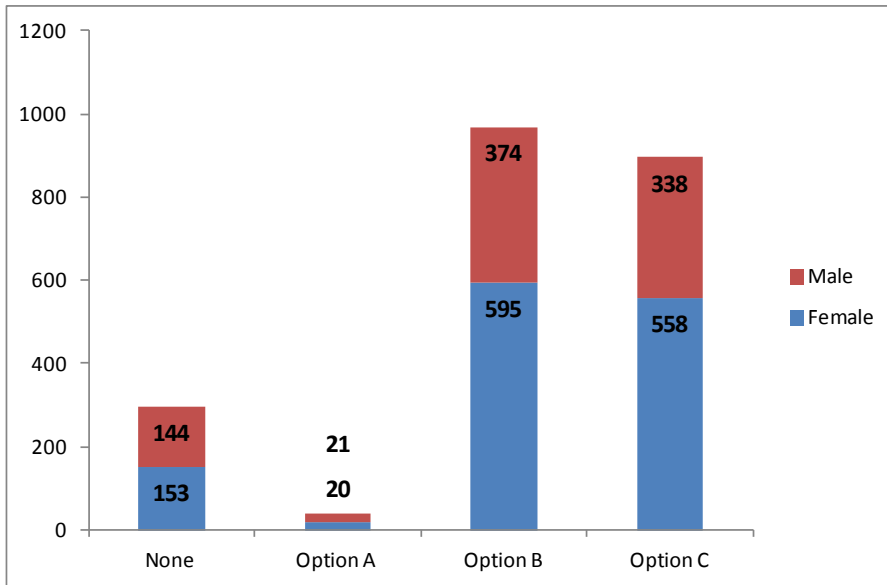
In the table below the majority of respondents selecting Option B correlates with the location where the libraries will be retained. The majority of the respondents selecting Option C correlates with the location where the libraries may not be retained and their selection is for reduced/changed opening hours/service and will remain open. A very small minority have selected Option A.

Library	None	Option A	Option B	Option C	Total
Ainsdale	70	7	30	230	337
Aintree	50	1	14	141	206
Birkdale	107	4	23	191	325
Bootle	8	2	103	17	130
Churchtown	44	4	18	196	262
College Road (Carnegie Road)	32	1	126	113	272
Crosby	21	3	415	45	484
Formby	16	4	208	21	249
Home Visits Service	1	0	1	0	2
Litherland	3	0	17	45	65
Meadows (Maghull)	7	4	50	7	68
Netherton	4	8	33	13	58
None	7	4	10	4	25
Orrell	5	0	50	66	121
Southport	20	7	73	39	139
Total	395	49	1171	1128	2743

Comparison of:

Q.2. In order for the Council to consult on Option B we would like to gain your views on the other options. Overall, having considered the outline information, and in the light of the Council's diminishing budget resources, which options do you consider would provide a sustainable, comprehensive and efficient library service for the future? (Please tick one box only), and Are you male / female?

Of the 2203 who answered both question 2 and the question about gender, 60% were Female, of which 595 (45%) chose Option B, 558 (42%) chose Option C



Answer Options	None	Option A	Option B	Option C	Total
Female	153	20	595	558	1326
Male	144	21	374	338	877
Total	297	41	969	896	2203

Comparison of:

Q.2. In order for the Council to consult on Option B we would like to gain your views on the other options. Overall, having considered the outline information, and in the light of the Council's diminishing budget resources, which options do you consider would provide a sustainable, comprehensive and efficient library service for the future? (Please tick one box only), and Do you consider yourself to be disabled?

Q2 Options	Cross Tabulation Disability
	People who have identified as having a disability and/or an impairment
Option A	14
Option B	228
Option C	214
None of the Options	61
Option not identified	18
Total	535

Comparison of:

Q.2. In order for the Council to consult on Option B we would like to gain your views on the other options. Overall, having considered the outline information, and in the light of the Council's diminishing budget resources, which options do you consider would provide a sustainable, comprehensive and efficient library service for the future? (Please tick one box only), and
What is your age?

From the **2352** who answered both question 2 and the question about age, **890 (38%)** are aged 60-74 years, of which **390 (44%)** chose Option B

Answer Options	None	Option A	Option B	Option C	Total
Under 16 Years	6	3	3	23	35
16-24 years	6	1	26	14	47
25-39 years	40	8	117	107	272
40-59 years	119	15	293	267	694
60-74 years	115	13	390	372	890
75+ years	29	7	200	178	414
Total	315	47	1029	961	2352

Comparison of:

Q.2. In order for the Council to consult on Option B we would like to gain your views on the other options. Overall, having considered the outline information, and in the light of the Council's diminishing budget resources, which options do you consider would provide a sustainable, comprehensive and efficient library service for the future? (Please tick one box only), and
What is your ethnicity?

From the 1966 responses to both Q2 and the question about ethnicity, **54% (1056)** selected they are white-British, of which, **46% (486)** selected option B, and **40% (421)** selected option C

Please note that Sefton's ethnicity nationality makeup is 98% white British/English

Answer Options	None	Option A	Option B	Option C	Total
Asian:					
Bangladeshi	0	0	0	0	0
Indian	1	0	2	4	7
Pakistani	0	0	0	0	0
Other Asian Background	0	0	3	0	3
Black					
African	0	1	1	1	3
Caribbean	0	0	0	0	0
British	6	0	33	17	56
Other Black Background	0	0	1	0	1
Chinese					
Chinese	0	0	3	1	4
Other Chinese Background	0	0	0	1	1
Mixed:					
Asian & White	3	0	2	0	5
Black African and White	1	0	1	0	2
Black Caribbean & White	0	0	1	0	1
Other mixed background	1	0	0	0	1
White:					
British	135	14	486	421	1056
English	100	15	321	317	753
Irish	2	1	13	8	24
Scottish	4	1	5	9	19
Welsh	3	0	5	5	13
Polish	0	2	0	0	2
Latvian	1	0	0	1	2
Gypsy / Traveller	1	0	1	0	2
Other White Background	1	1	7	2	11
Total	259	35	885	787	1966

Comparison of:

Q4: 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?

Criteria a) the overall spread of population and library buildings across the Borough **And**

Q10: Which library do you use most often (Tick one only)

Out of **2450** responses **19% (457)** used **Crosby Library** most often of which **93% (424)** answered **Yes** and **7% (33)** answered **No** to criteria A

Which library do you use most often (tick one only)	Criteria a) The overall spread of population and library buildings across the Borough		
	No	Yes	Total
Ainsdale	74	236	310
Aintree	53	113	166
Birkdale	80	198	278
Bootle	13	94	107
Churchtown	42	195	237
College Road (Carnegie)	36	205	241
Crosby	33	424	457
Formby	23	208	231
Home Visits Service	0	2	2
Litherland	8	50	58
Meadows (Maghull)	6	53	59
Netherton	5	44	49
None	8	16	24
Orrell	17	81	98
Southport	10	123	133
Total	408	2042	2450

Comparison of:

Q4: 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?

Criteria b) The ability to share services within one building and opportunities for future sharing **Q10: Which library do you use most often (Tick one only)**

Out of **2440** responses **19% (455)** used Crosby Library the most often of which **85% (385)** answered **Yes** and **15% (70)** answered **No** to criteria b.

Which library do you use most often (tick one only)	Criteria b) The ability to share services within one building and opportunities for future sharing		
	No	Yes	Total
Ainsdale	106	196	302
Aintree	78	84	162
Birkdale	121	160	281
Bootle	32	74	106
Churchtown	92	133	225
College Road (Carnegie)	71	164	235
Crosby	70	385	455
Formby	36	199	235
Home Visits Service	1	1	2
Litherland	26	32	58
Meadows (Maghull)	5	54	59
Netherton	12	43	55
None	7	15	22
Orrell	24	84	108
Southport	22	113	135
Total	703	1737	2440

Comparison of:

Q4: 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?

Criteria c) Operating costs and the condition of the library buildings

Q10: Which library do you use most often (Tick one only)

Out of the **2336** responses **19% (440)** used Crosby Library most often of which **87% (381)** answered **Yes** and **13% (59)** answered **No** to criteria c

Which library do you use most often (tick one only)	Criteria c) Operating costs and the condition of the library buildings		
	No	Yes	Total
Ainsdale	78	211	289
Aintree	37	106	143
Birkdale	90	185	275
Bootle	7	93	100
Churchtown	63	153	216
College Road (Carnegie)	52	179	231
Crosby	59	381	440
Formby	33	189	222
Home Visits Service	1	1	2
Litherland	17	42	59
Meadows (Maghull)	4	53	57
Netherton	6	43	49
None	8	16	24
Orrell	20	78	98
Southport	17	114	131
Total	492	1844	2336

Comparison of:

Q4: 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?

Criteria d) Community profile e.g. levels of deprivation, age profile within a community

Q10: Which library do you use most often (Tick one only)

Out of **2375** responses **19% (441)** used Crosby Library most often of which **78% (343)** answered **Yes** and **22% (98)** answered **No** to criteria d.

Which library do you use most often (tick one only)	Criteria d) Community profile e.g. levels of deprivation, age profile within a community		
	No	Yes	Total
Ainsdale	107	195	302
Aintree	55	98	153
Birkdale	118	162	280
Bootle	27	74	101
Churchtown	83	138	221
College Road (Carnegie)	65	172	237
Crosby	98	343	441
Formby	55	169	224
Home Visits Service	0	2	2
Litherland	7	50	57
Meadows (Maghull)	8	49	57
Netherton	6	43	49
None	10	13	23
Orrell	26	74	100
Southport	26	102	128
Total	691	1684	2375

Comparison of:

Q4: 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?

Criteria e) Levels of library usage

Q10: Which library do you use most often (Tick one only)

Out of **2439** responses **18% (450)** used Crosby Library most often of which **88% (398)** answered **Yes** and **12% (50)** answered **No** to criteria e.

Which library do you use most often (tick one only)	Criteria e) Levels of library usage		
	No	Yes	Total
Ainsdale	57	245	302
Aintree	43	117	160
Birkdale	49	245	294
Bootle	16	90	106
Churchtown	34	191	225
College Road (Carnegie)	50	190	240
Crosby	52	398	450
Formby	20	215	235
Home Visits Service	1	1	2
Litherland	14	45	59
Meadows (Maghull)	8	48	56
Netherton	5	46	51
None	7	16	23
Orrell	29	74	103
Southport	24	109	133
Total	409	2030	2439

Comparison of:

Q4: 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?

Criteria f) Transport and travel

Q10: Which library do you use most often (Tick one only)

Out of **2417** responses **18% (446)** used Crosby Library most often of which **85% (381)** answered **Yes** and **15% (65)** answered No to criteria f.

Which library do you use most often (tick one only)	Criteria f)Transport and travel		
	No	Yes	Total
Ainsdale	70	232	302
Aintree	44	119	163
Birkdale	76	203	279
Bootle	22	78	100
Churchtown	40	189	229
College Road (Carnegie)	51	186	237
Crosby	65	381	446
Formby	27	203	230
Home Visits Service		2	2
Litherland	12	48	60
Meadows (Maghull)	12	47	59
Netherton	6	46	52
None	8	16	24
Orrell	16	86	102
Southport	23	109	132
Total	472	1945	2417

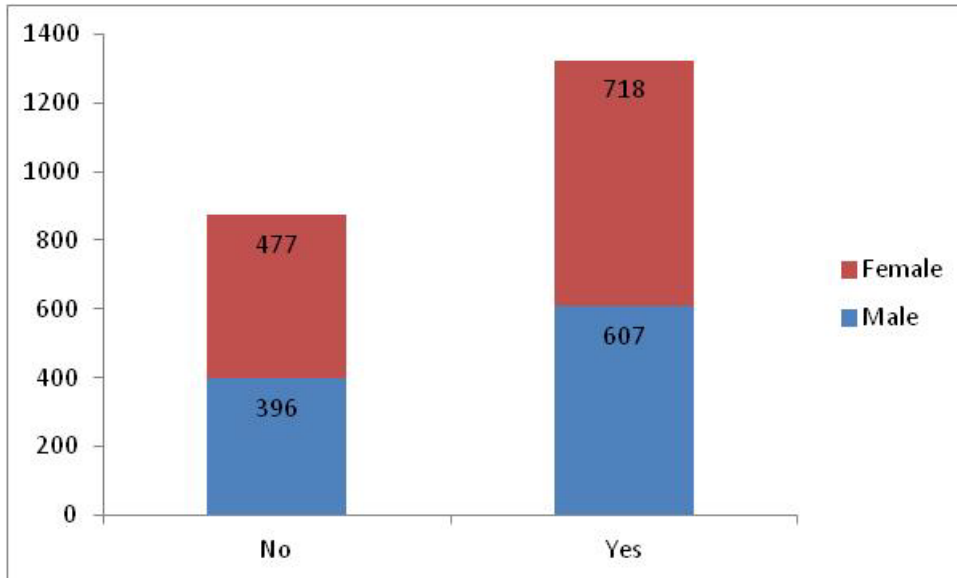
Comparison of:

Q.5 Do you think that this will result in a significant gap in provision, for your own use of library services?

And

Are you male or female?

Of the **2198** responses who gave their gender, 60.3% (1325) were female. 54.6% of male respondents and 54.2% of female said there would be a significant gap in library provision, showing no significant difference between the genders.



Gender	No	Yes	Total
Female	607	718	1325
Male	396	477	873
Total	1003	1195	2198

Comparison of:

Q.5 Do you think that this will result in a significant gap in provision, for your own use of library services?

And

What is your age?

Of the **2347** respondents who gave their age, **55% (1284)** said there would be a significant gap in provision. The percentage of Yes responses for the age bands ranged from 52.1% to 56.5%, indicating very little variation between ages.

Age	No	Yes	Total
Under 16 Years	8	26	34
16-24 years	23	25	48
25-39 years	121	153	274
40-59 years	301	391	692
60-74 years	419	468	887
75+ years	191	221	412
Total	1063	1284	2347

Comparison of:

Q.5 Do you think that this will result in a significant gap in provision, for your own use of library services?

And

Do you consider yourself to be 'disabled'?

	Gap No	Gap Yes
Disability Yes	305	279

Comparison of:

Q.5 Do you think that this will result in a significant gap in provision, for your own use of library services?

And

Q.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).

Those who consider there will be a gap in provision

	Cross Tabulation Disability
	People who have identified as having a disability and/or an impairment
Ainsdale	51
Aintree	44
Birkdale	74
Churchtown	56
Litherland	18
Orrell	28
Area not identified	34
Total	305

Comparison of:

Q.5 Do you think that this will result in a significant gap in provision, for your own use of library services?

And

What is your ethnicity?

This table shows those who believe there is or isn't a gap from a particular ethnicity and nationality.

How would you describe your Ethnicity	Do you think that this will result in a significant gap in provision, for your own use of library services?	
	Gap - Yes	Gap - No
Asian:		
Bangladeshi	0	0
Indian	4	1
Pakistani	0	0
Other Asian Background	1	2
Black:		
African	3	2
Caribbean	0	0
British	26	29
Other Black Background	0	1
Chinese:		
Chinese	1	3
Other Chinese Background	1	0
Mixed:		
Asian & White	3	2
Black African & White	0	1
Black Caribbean & White	1	1
Other mixed background	1	0
White:		
British	548	510
English	425	330
Irish	12	11
Scottish	14	5
Welsh	9	4
Polish	0	2
Latvian	1	1
Gypsy / Traveller	0	1
Other White Background	6	6

On further analysis of question 6 (*where do you think that this gap in provision will most affect you?*) those individuals who have identified themselves as belonging to a particular ethnic or national background. See table below.

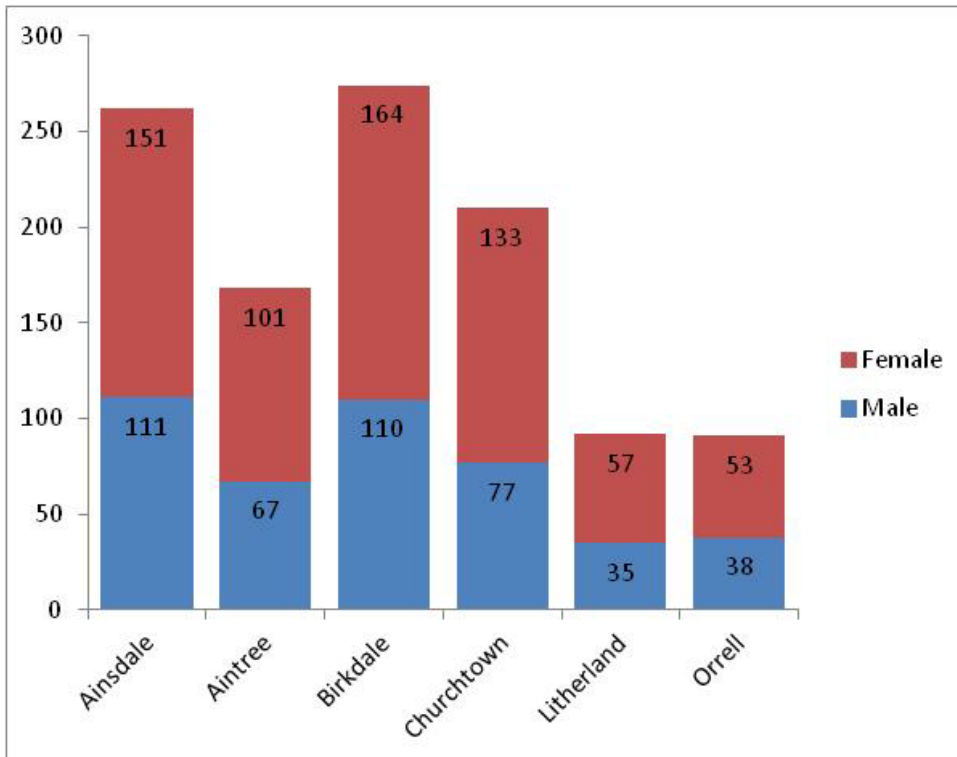
How would you best describe your Ethnicity	Where is the gap?					
	Ainsdale	Aintree	Birkdale	Churchtown	Litherland	Orrell
Asian:						
Bangladeshi	0	0	0	0	0	0
Indian	0	0	0	0	0	0
Pakistani	1	0	2	1	1	0
Other Asian Background	0	0	0	0	0	0
Black:						
African	0	0	0	0	0	0
Caribbean	0	0	1	1	0	0
British	0	0	0	0	0	0
Other Black Background	7	7	4	3	3	1
Chinese:						
Chinese	0	0	0	0	0	0
Other Chinese Background	1	0	0	0	0	0
Mixed:						
Asian & White	1	0	0	0	0	0
Black African & White	1	0	1	0	0	0
Black Caribbean & White	0	0	0	0	0	0
Other mixed background	1	0	0	0	0	0
White:						
British	0	3	1	0	0	0
English	107	78	138	94	48	39
Irish	98	49	95	83	26	45
Scottish	0	3	4	2	0	1
Welsh	0	0	0	0	0	0

How would you best describe your Ethnicity	Where is the gap?					
	Ainsdale	Aintree	Birkdale	Churchtown	Litherland	Orrell
Polish	6	0	1	1	0	0
Latvian	0	0	0	0	0	0
Gypsy / Traveller	0	0	0	1	0	1
Other White Background	0	0	0	0	0	1

Comparison of:

Q.6 If you have answered yes to question 5, where do you think that this gap in provision will most affect you? And Are you male or female?

Of the **1097** respondents who answered both questions, 60.1% (659) were female. The percentage of users who identified a gap in provision at each branch varied from 57.6% to 63.3%.



	Female	Male	Total
Ainsdale	151	111	262
Aintree	101	67	168
Birkdale	164	110	274
Churchtown	133	77	210
Litherland	57	35	92
Orrell	53	38	91
Total	659	438	1097

Comparison of:

Q.6 If you have answered yes to question 5, where do you think that this gap in provision will most affect you? And

What is your age?

Of the **1185** respondents who answered both questions, **37% (433)** were aged 60-74 years. **25% (110)** of respondents who said that they would be most affected by the closure of Ainsdale were 60-74 years.

	Under 16 Years	16-24 years	25-39 years	40-59 years	60-74 years	75+ years	Total
Ainsdale	4	5	16	93	110	45	273
Aintree	9	1	22	41	59	51	183
Birkdale	4	5	41	107	101	35	293
Churchtown	11	2	37	55	90	42	237
Litherland	0	5	18	28	34	10	95
Orrell	0	5	14	27	39	19	104
Total	28	23	148	351	433	202	1185

Comparison of:

Q.8 Do you agree or disagree that the library service should:

a) be for all ages and for anyone who lives, works or studies in Sefton **and** are you Male or Female.

Out of **2220** responses **60% (1337)** were female of which **99% (1329)** agree and **1% (8)** disagrees with the question. **40% (883)** were male of which **99% (871)** agree and **1% (12)** disagrees with the question.

Do you agree or Disagree that the Library Services should be for all ages and for anyone who lives, works or studies in Sefton	Are you?		
	Female	Male	Total
Agree	1329	871	2200
Disagree	8	12	20
Total	1337	883	2220

Comparison of:

Q.8: Do you agree or disagree that the library service should:

b) be accessible through various channels such as the internet and other council facilities **and** are you Male or Female?

Out of **2102** responses **60% (1256)** were female of which **85% (1072)** agree and **15% (184)** disagrees with the question. **40% (846)** were male of which **87% (736)** agree and **13% (110)** disagrees with the question.

Do you agree or disagree that the library service should be accessible through various channels such as the internet and other council facilities	Are you?		
	Female	Male	Total
Agree	1072	736	1808
Disagree	184	110	294
Total	1256	846	2102

Comparison of:

Q.8: *Do you agree or disagree that the library service should:*

*c) be available to our most vulnerable residents, including those that are housebound **and** are you Male or Female?*

Out of **2197** responses **60% (1324)** were female of which **99% (1308)** agree and **1% (16)** disagrees with the question. **40% (873)** were male of which **98% (856)** agree and **2% (17)** disagrees with the question

Do you agree or disagree that the library service should be available to our most vulnerable residents, including those that are housebound	Are you?		
	Female	Male	Total
Agree	1308	856	2164
Disagree	16	17	33
Total	1324	873	2197

Comparison of:

Q.8: *Do you agree or disagree that the library service should:*

*d) be efficient, of good quality and accessible through co-location with other services or agencies where this brings benefits to communities **and** are you Male or Female?*

Out of **2128** responses **60% (1274)** were female of which **92% (1172)** agree and **8% (102)** disagree with the question. **40% (854)** were male of which **89% (763)** agree and **11% (91)** disagrees with the question.

Do you agree or disagree that the library service should be efficient, of good quality and accessible through co-location with other services or agencies where this brings benefits to communities	Are you?		
	Female	Male	Total
Agree	1172	763	1935
Disagree	102	91	193
Total	1274	854	2128

Comparison of:

Q.8: Do you agree or disagree that the library service should:

e) carry a broad range of books, audio, online service and activities in the community **and** are you Male or Female?

Out of **2189** responses **60% (1319)** were female of which **98% (1298)** agree and **2% (21)** disagrees with the question. **40% (870)** were male of which **98% (854)** agree and **2% (16)** disagrees with the question.

Do you agree or disagree that the library service should carry a broad range of books, audio, online service and activities in the community	Are you?		
	Female	Male	Total
Agree	1298	854	2152
Disagree	21	16	37
Total	1319	870	2189

Comparison:

Q.8: Do you agree or disagree that the library service should:

f) be sustainable through reasonable and appropriate charges **and** are you Male or Female?

Out of **2144** responses **60% (1292)** of which **87% (1121)** agree and **13% (168)** disagree with the question. **40% (852)** were male of which **84% (717)** agree and **16% (135)** disagree with the question.

Do you agree or disagree that the library service should be sustainable through reasonable and appropriate charges	Are you?		
	Female	Male	Total
Agree	1124	717	1841
Disagree	168	135	303
Total	1292	852	2144

Comparison of:

Q.8: Do you agree or disagree that the library service should:

g) exploit new technologies to deliver cost effective, quality and inclusive library services for the future **and** are you Male or Female?

Out of **2122** responses **60% (1268)** were female of which **90% (1140)** agree and **10% (128)** disagree with the question. **40% (854)** were male of which **91% (782)** agree and **9% (72)** disagree with the question.

Do you agree or disagree that the library service should exploit new technologies to deliver cost effective, quality and inclusive library services for the future	Are you?		
	Female	Male	Total
Agree	1140	782	1922
Disagree	128	72	200
Total	1268	854	2122

Comparison of:

Q.8: Do you agree or disagree that the library service should:

h) Support volunteers and communities to play their role in the delivery of library services of the future **and** are you Male or Female?

Of **2139** responses **60% (1282)** were female of which **84% (1071)** agree and **16% (211)** disagree with the question. **40% (857)** were male of which **83% (710)** agree and **17% (147)** disagree with the question.

Do you agree or disagree that the library service should Support volunteers and communities to play their role in the delivery of library services of the future	Are you?		
	Female	Male	Total
Agree	1071	710	1781
Disagree	211	147	358
Total	1282	857	2139

Comparison of:

Q8: Do you agree or disagree that the library service should:

a) be for all ages and for anyone who lives, works or studies in Sefton **and** what is your Age?

Of **2335** responses **37% (864)** fall into the **60-74yrs** age group of which **99% (855)** agree with the question and **1% (9)** disagrees with the question.

Do you agree or disagree that the library service should be for all ages and for anyone who lives, works or studies in Sefton	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Agree	33	49	267	691	855	416	2311
Disagree	0	0	6	8	9	1	24
Total	33	49	273	699	864	417	2335

Comparison of:

Q8: do you agree or disagree that the library service should:

b) be accessible through various channels such as the internet and other council facilities **and** what is your Age?

Out of **2234** responses **37% (833)** fall into the **60-74yrs** age group of which **85% (706)** agree and **15% (127)** disagree with the question.

Do you agree or disagree that the library service should be accessible through various channels such as the internet and other council facilities	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Agree	28	43	243	598	706	279	251
Disagree	5	6	31	88	127	80	337
Total	33	49	274	686	833	359	2234

Comparison of:

Q8: Do you agree or disagree that the library service should:

c) be available to our most vulnerable residents, including those that are housebound **and** what is your Age?

Out of **2340** responses **38% (880)** fall into the **60-74yrs** age group of which **99% (871)** agree and **1% (9)** disagrees with the question.

Do you agree or disagree that the library service should be available to our most vulnerable residents, including those that are housebound	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Agree	28	48	266	681	871	403	2297
Disagree	5	1	6	15	9	7	43
Total	33	49	272	696	880	410	2340

Comparison of:

Q8: Do you agree or disagree that the library service should:

d) be efficient, of good quality and accessible through co-location with other services or agencies where this brings benefits to communities **and** what is your Age?

Out of **2267** responses **38% (858)** fall into the **60-74yrs** age group of which **90% (776)** agree and **10% (82)** disagree with the question.

Do you agree or disagree that the library service should be efficient, of good quality and accessible through co-location with other services or agencies where this brings benefits to communities	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Agree	19	42	247	618	776	350	2042
Disagree	14	6	25	67	82	21	215
Total	33	48	272	685	858	371	2267

Comparison of:

Q.8: Do you agree or disagree that the library service should:

e) carry a broad range of books, audio, online service and activities in the community **and** what is your Age?

Out of **2320** responses **37% (868)** fall in to the **60-74yrs** age group of which **98% (854)** agree and **2% (14)** disagree with the question.

Do you agree or disagree that the library service should carry a broad range of books, audio, online service and activities in the community	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Agree	31	49	271	680	854	392	2277
Disagree	2	0	4	16	14	7	43
Total	33	49	275	696	868	399	2320

Comparison of:

Q8: Do you agree or disagree that the library service should:

f) be sustainable through reasonable and appropriate charges **and** what is your Age?

Out of **2281** responses **38% (859)** fall into the **60-74yrs** age group of which **85% (734)** agree and **15% (125)** disagree with the question.

Do you agree or disagree that the library service should be sustainable through reasonable and appropriate charges	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Agree	29	42	234	597	734	324	1960
Disagree	4	7	39	95	125	51	321
Total	33	49	273	692	859	375	2281

Comparison of:

Q8: Do you agree or disagree that the library service should:

g) exploit new technologies to deliver cost effective, quality **and** what is your Age?

Out of **2257** responses **38% (847)** fall into the **60-74 yrs** age group of which **90% (768)** agree and **10% (79)** disagree with the question.

Do you agree or disagree that the library service should exploit new technologies to deliver cost effective, quality	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Agree	28	46	238	621	768	332	2033
Disagree	4	2	34	62	79	43	224
Total	32	48	272	683	847	375	2257

Comparison of:

Q8: Do you agree or disagree that the library service should:

h) support volunteers and communities to play their role in the delivery of library services of the future **and** what is your Age?

Out of **2277** responses **38% (857)** fall into the **60-74yrs** age group of which **82% (704)** agree and **18% (153)** disagree with the question.

Do you agree or disagree that the library service should support volunteers and communities to play their role in the delivery of library services of the future	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Agree	28	44	220	573	704	328	1897
Disagree	5	5	51	112	153	54	380
Total	33	49	271	685	857	382	2277

Comparison of:

Q.9. Are there any other factors that Sefton Council should consider in developing a sustainable, comprehensive and efficient library service?

Do you consider yourself to have a disability and/or impairment?

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

Libraries are part of the community inc H & WB

Parking including costs

Should be within walking distance, public transport costs

Accessibility and location

Access to online books and periodicals

Subs/ fees/ charges

Review internet use and more computers

Quality and range of stock

Experience of staff

Better marketing and promotion

Mobile library

Equality Act

Hours

Volunteers

Links with schools

Other activities for children

Other activities for adults

Coffee/ tea shop

Save money elsewhere

Access for elderly, distance

Reduce management costs

Review book purchases

Shared facilities

Modernising the buildings

Comparison of:

Q10: Which library do you use most often? (tick one only) and

Q15: How often would you be willing to support the library service by volunteering to help? (tick one only)

The table below indicate the level of potential volunteers at each particular library site.

Which library do you use most often	How often would you be willing to support the library service by volunteering to help?						Total
	2-3 times per week	Daily	Less than once per month	Once per fortnight	Once per month	Once per week	
Ainsdale	11		6	31	25	62	135
Aintree	9	1	7	11	12	21	61
Birkdale	13		6	23	18	56	116
Bootle	10	1		7	5	19	42
Churchtown	13		4	21	12	41	91
College Road (Carnegie)	16		5	16	26	34	97
Crosby	14	3	4	28	44	62	155
Formby	7		6	24	24	26	87
Home Visits Service	0	0	0	0	0	0	0
Litherland	3		1		1	13	18
Meadows (Maghull)			1	2	1	13	17
Netherton	2	1		3	2	7	15
None			5	1	2	1	9
Orrell	5		2	3	8	11	29
Southport	8	1	1	6	8	33	57
Total	111	7	48	176	188	399	929

Comparison of:

Q10: Which library do you use most often? (tick one only) and

Q16: 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)

This table below shows the level of interest of the libraries identified being transferred to be run by the community.

Which library do you use most often	Is this something you would be interested in being involved in?		
	Yes	No	Total
Ainsdale	81	214	295
Aintree	27	143	170
Birkdale	79	206	285
Bootle	18	92	110
Churchtown	59	180	239
College Road (Carnegie)	48	188	236
Crosby	57	357	414
Formby	32	169	201
Home Visits Service		1	1
Litherland	14	42	56
Meadows (Maghull)	8	48	56
Netherton	4	48	52
None	3	20	23
Orrell	17	87	104
Southport	25	108	133
Total	472	1903	2375

Comparison of:

Q10: Which library do you use most often? (tick one only) and Which of these most closely describes your interest in this issue? (tick one box only)

Out of **2393** responses **18% (428)** used Crosby Library most often and **95% (2269)** described their interest in the issue as a member of the public.

Which library do you use most often	Which of these most closely describes your interest in this issue?				
	A business/private organisation	A community or voluntary group	A member of the public	A partner organisation	A staff member working at a library
Ainsdale	0	4	270	0	1
Aintree	1	3	177	0	1
Birkdale	3	7	265	0	5
Bootle	1	0	99	0	3
Churchtown	0	0	227	0	4
College Road (Carnegie)	1	1	230	2	0
Crosby	0	6	411		3
Formby	0	3	203	1	0
Home Visits Service	0	0	2	0	0
Litherland	0	0	51	0	3
Meadows (Maghull)	0	2	50	0	0
Netherton	0	0	46	0	2
None	0	0	11	0	1
Orrell	0	1	104	0	2
Southport	0	0	123	0	3
Total	6	27	2269	3	28

Which library do you use most often	Which of these most closely describes your interest in this issue?			
	Other Council Staff member	Other	School/Governor	Total
Ainsdale	4	0	5	284
Aintree	4	0	2	188
Birkdale	1	0	2	283
Bootle	4	0		107
Churchtown	0	0	3	234
College Road (Carnegie)	3	0	5	242
Crosby	6	0	2	428
Formby	5	0	1	213
Home Visits Service	0	0	0	2
Litherland	1	0	0	55
Meadows (Maghull)	1	0	0	53
Netherton	3	0	1	52
None	2	0	1	15
Orrell	1	0	2	110
Southport	1	0	0	127
Total	36	0	24	2393

Comparison of:

Q10: Which library do you use most often? (tick one only) and Which of these options best describes your situation? (tick one only)

Out of **2370** responses **18% (427)** used Crosby Library most often of which **50% (209)** described their situation as fully retired and **20% (86)** described their situation as full time worker.

Which library do you use most often	Which of these options best describes your situation?				
	Full time student	Full time worker	Fully retired	Government Training Scheme	Look after the home/family
Ainsdale	3	50	138	0	8
Aintree	1	28	117	0	7
Birkdale	5	50	121	0	16
Bootle	4	19	43	0	6
Churchtown	1	46	131	0	10
College Road (Carnegie)	2	60	115	0	10
Crosby	3	86	209	1	17
Formby	1	23	141	0	4
Home Visits Service				0	
Litherland	1	11	22	0	4
Meadows (Maghull)	3	9	25	0	1
Netherton	1	14	22	0	3
None	1	7	3	0	1
Orrell	2	18	55	0	7
Southport	4	21	63	0	3
Total	32	442	1205	1	97

Which library do you use most often	Which of these options best describes your situation?				Total
	Part time worker	Self Employed	Unable to work due to illness/disability	Unemployed & available to work	
Ainsdale	54	11	8	7	279
Aintree	19	2	3	6	183
Birkdale	43	21	18	5	279
Bootle	11	1	11	18	113
Churchtown	26	9	5	3	231
College Road (Carnegie)	32	14	2	3	238
Crosby	61	11	18	21	427
Formby	17	8	5	8	207
Home Visits Service	0	0	1	0	1
Litherland	6	4	2	3	53
Meadows (Maghull)	12	2	3	1	56
Netherton	6	2	1	4	53
None	1		2		15
Orrell	14	5	5	8	114
Southport	11	6	6	7	121
Total	313	96	90	94	2370

Comparison of:

Q10: Which library do you use most often? (tick one only) and are you Male or Female

Out of **2178** responses **60% (1300)** were female of which **19% (250)** use Crosby Library most often. **40%** (878) were male of which **17% (149)** use Crosby Library most often.

Which library do you use most often (tick one only)	Are you?		
	Female	Male	Total
Ainsdale	149	101	250
Aintree	92	67	159
Birkdale	162	93	255
Bootle	64	42	106
Churchtown	124	75	199
College Road (Carnegie)	139	82	221
Crosby	250	149	399
Formby	99	106	205
Home Visits Service	1		1
Litherland	34	21	55
Meadows (Maghull)	32	21	53
Netherton	28	20	48
None	9	6	15
Orrell	57	38	95
Southport	60	57	117
Total	1300	878	2178

Comparison of:

Q10: Which library do you use most often? (tick one only) and What is your Age?

Out of **2322** responses received **29% (684)** fall within the **40-59** yrs age group of which **20% (139)** use Crosby Library most often.

Which library do you use most often (tick one only)	What is your age?						Total
	Under 16 Years	16-24yrs	25-39 yrs	40-59 yrs	60-74 yrs	75+ yrs	
Ainsdale	4	5	17	84	111	41	262
Aintree	9		16	37	61	51	174
Birkdale	5	6	33	99	91	38	272
Bootle	0	3	23	35	41	11	113
Churchtown	13	2	29	52	89	45	230
College Road (Carnegie)	0	3	28	76	82	38	227
Crosby	2	7	52	139	139	85	424
Formby	0	2	13	40	112	47	214
Home Visits Service	0			1			1
Litherland	0	3	10	10	27	4	54
Meadows (Maghull)	0	2	9	15	20	10	56
Netherton	1	4	8	15	14	7	49
None	0		6	7	2	3	18
Orrell	0	4	10	32	40	22	108
Southport	0	3	14	39	48	16	120
Total	34	44	268	684	877	418	2322

Comparison of:
 Q10: which library do you use most often? (tick one) and
 Do you consider yourself Disabled and or impairment?

Which library do you use most often? (tick one)	Disabled and or an impairment - Yes
Ainsdale	39
Aintree	31
Birkdale	64
Bootle	29
Churchtown	54
Crosby Carnegie	37
Crosby	80
Formby	58
Litherland	13
Meadows	16
Netherton	12
None	4
Orrell	24
Southport	26
Not Indicated	17
Total	504

Comparison of

Q.11. If you could no longer use the library that you currently go to, which location are you most likely to use a library (tick one only) and

Are you male/female?

If you could no longer use the library that you currently go to, which location are you most likely to use a library	Female	Male	Total
Bootle	90	64	154
Crosby	201	128	329
Formby	62	39	101
Home Visits Service (Volunteers visit the homes of housebound people with books once or twice per month)	13	4	17
Maghull	45	37	82
My library remains open	243	188	431
Netherton	47	29	76
None	341	194	535
Southport	229	171	400
Total	1271	854	2125

Comparison of

Q.11. If you could no longer use the library that you currently go to, which location are you most likely to use a library (tick one only) and

What is your age?

If you could no longer use the library that you currently go to, which location are you most likely to use a library	AGE					
	Under 16 years	16-24 years	25-39 years	40-59 years	60-74 years	75+ years
Bootle	0	6	24	56	57	24
Crosby	1	11	45	109	134	44
Formby	1	4	11	32	45	15
Home Visits Service (Volunteers visit the homes of housebound people with books once or twice per month)			1	2	2	18
Maghull	4	2	9	27	35	13
My library remains open	0	7	54	116	186	89

<i>If you could no longer use the library that you currently go to, which location are you most likely to use a library</i>	AGE					
	Under 16 years	16-24 years	25-39 years	40-59 years	60-74 years	75+ years
Netherton	0	0	15	18	33	15
None	15	11	74	187	180	105
Southport	11	7	34	127	174	77
Total	32	48	267	674	846	400

Comparison of

Q.11. If you could no longer use the library that you currently go to, which location are you most likely to use a library (tick one only) and

Do you consider yourself to have a disability and/or impairment?

Library	Disability and/or impairment - Yes
Bootle	31
Crosby	65
Formby	15
Maghull	12
Netherton	21
Southport	92
Home Visits Service	17
My library remains open	110
None	110
Not Indicated	31
Total	504

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