Findings from consultation on future library services – proposals 2013

Introduction

In February and March 2013 the council asked for views and ideas about future library services, to help us make sure that our services meet the needs of our residents and communities and are fit for purpose and affordable. Over 2,700 people took part in this consultation and the report of findings can be viewed at http://sunderland-consult.objective.co.uk/portal/chief_executives_1/sppm/people_and_neighbourhoods/future_library_services?tab=files.

Following the consultation, the council developed proposals based on what people told us and a range of other evidence such as usage and the need to make savings. These proposals would help the council ensure that everyone can access library services, whilst at the same time target those residents who need or would benefit from increased access and support.

In summary, the proposals are to:
- keep a network of 11 high-quality libraries spread across the city which would offer a range of services. This would mean that all residents would have access to a static library within two miles of their home. The proposed libraries accounted for almost 88% of total library visits in 2012/13
- review opening hours in all libraries according to community need and usage
- expand library services into children's centres, community centres and other community venues to enable more people to access books and get involved with library services
- introduce a free community reservation service so people can request books via an online catalogue and pick them up from a local venue
- modernise services to include access to e-books and e-audio book collections via the library website, improved online access including membership registration, loan of digital devices and access to wi-fi services
- refurbish the City Library and Local Studies Centre.

A second phase of consultation was undertaken in order to gain feedback on the proposals. The primary aims of this were to:
- ask for people's views on the proposed future service model of library hubs, community libraries and community outreach activities
- understand any impacts of the proposed changes and how they might be addressed
- identify appropriate community outreach centres to increase access to services.

The consultation comprised a survey, discussion groups and open days between 20 June and 21 July, as outlined in Appendix One.

In addition a 'Hands off Sunderland Libraries Campaign' was set up by those who object to the proposed closure of the nine libraries. This has included a Facebook page: https://www.facebook.com/pages/Hands-offSunderland

which has 871 likes as at 14/08/13. It has also included various stalls set up across the city including at those libraries proposed for closure and media interviews. A public meeting has been organised for 28 August, a demonstration for 31 August and a petition is underway. There has also been:

- 10 letters/emails received (5 regarding the closure of Silksworth Library, 2 regarding the opening hours at Fulwell Library, 1 regarding the closure of Doxford Library and 2 letters about the closures in general)
- a petition in respect of keeping Doxford Library open with 83 signatures
- 11 expressions of interest regarding the use of library buildings where libraries are proposed for closure.

This report summarises the main findings from the consultation. It also draws in where appropriate information from the phase one consultation. This first section provides a profile of survey respondents.

A total of 1883 respondents completed the survey. Ninety-two percent are answering on behalf of themselves, 1% solely on behalf of a group or organisation, 4% on behalf of both themselves and a group and 4% do not say.

The profile of those who did not solely reply on behalf of a group or organisation is shown in Graphs 1 and Table 1. Compared to the Sunderland profile, when unknowns are excluded, there are somewhat fewer respondents aged under 55 years and somewhat more aged 65+ years and there are more females and fewer males, although this perhaps reflects the profile of library users. It is under-represented in Washington.

Graphs 1
Area   **Age**

Base: 1865
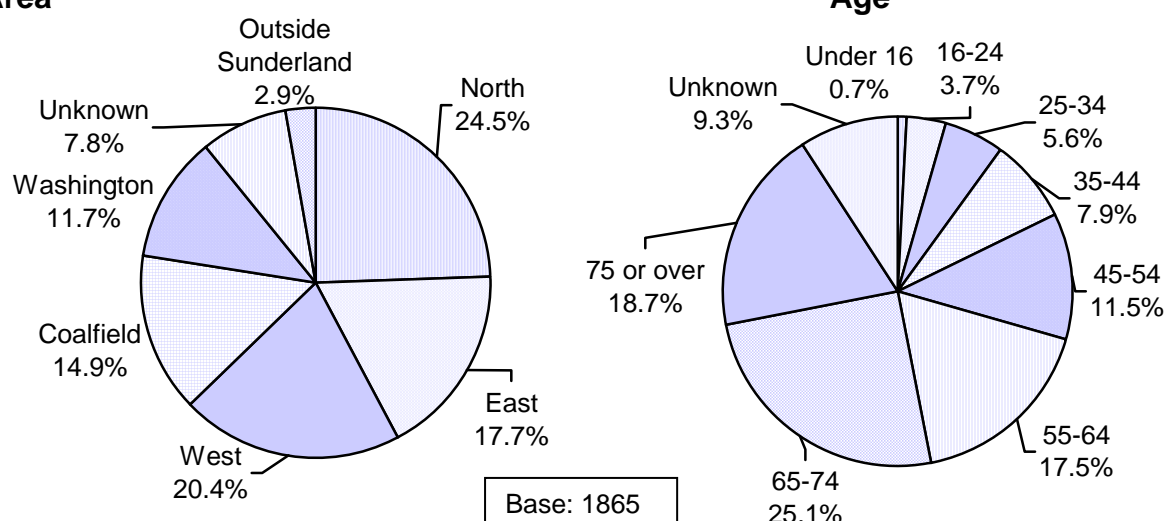
Table 1					
Gender	**%**	**Sexuality**	**%**	**Religion or belief**	**%**
Male	35	Heterosexual/straight	71	Christianity	66
Female	55	Gay/Lesbian	0.5	Hinduism	0.1
Prefer not to say	1	Bisexual	0.4	Islam	0.2
Unknown	9	Other	0.4	Judaism	0.2
		Prefer not to say	8	Buddhism	0.4
		Unknown	20	Sikhism	0.1

Disability	%	Have, look after/care for children under 17 or under		Other religion or belief	2
Yes	19	Yes	21	No religion or belief	12
No	65	No	63	Prefer not to say	6
Prefer not to say	5	Unknown	16	Unknown	14
Unknown	11				
Nature of Disability (Base:365)	%		%		%
Impaired memory/concentration or ability to understand	5	Mobility impairment	46	Ability to hear	21
Mental ill-health	7	Learning or developmental disability	5	Long standing illness or diagnosed health condition	33
Prefer not to say	4	Physical disability	40	Ability to see	13
Speech impairment	1				
Ethnicity	**%**	**Ethnicity**	**%**	**Ethnicity**	**%**
White- English/Welsh/ Scottish/ Northern Irish/British	87	Indian	0.1	African	0.4
White - Irish	0.3	Pakistani	0.1	Any other Black/African/ Caribbean background	0.1
Other White background	0.3	White and Black African	0.1	Arab	0.1
Bangladeshi	0.1	White and Asian	0.1	Any other ethnic group	0.3
Chinese	0.3	White and Black Caribbean	0.1	Unknown	11
Ward	**%**	**Ward**	**%**	**Ward**	**%**
Barnes	5	Shiney Row	4	Washington West	2
Castle	1	Silksworth	6	Unknown – Sunderland	2
Copt Hill	3	St Anne's	3	North Tyneside	0.1
Doxford	5	St Chad's	2	South Tyneside	1
Fulwell	9	St Michael's	5	Gateshead	0.2
Hendon	3	St Peter's	7	Durham	1
Hetton	3	Southwick	4	Newcastle	0.1
Houghton	5	Redhill	2	Northumberland	0.1
Millfield	2	Washington Central	3	Other out of the area	1
Pallion	2	Washington North	3	Unknown	7
Ryhope	3	Washington East	2		
Sandhill	3	Washington South	2		

Table 2 provides the MOSAIC[1] profile of respondents and compares with the overall Sunderland profile. As can be noted and as in phase one, the main differences are in terms of under-representations of:

- Residents with sufficient incomes in right-to-buy social houses
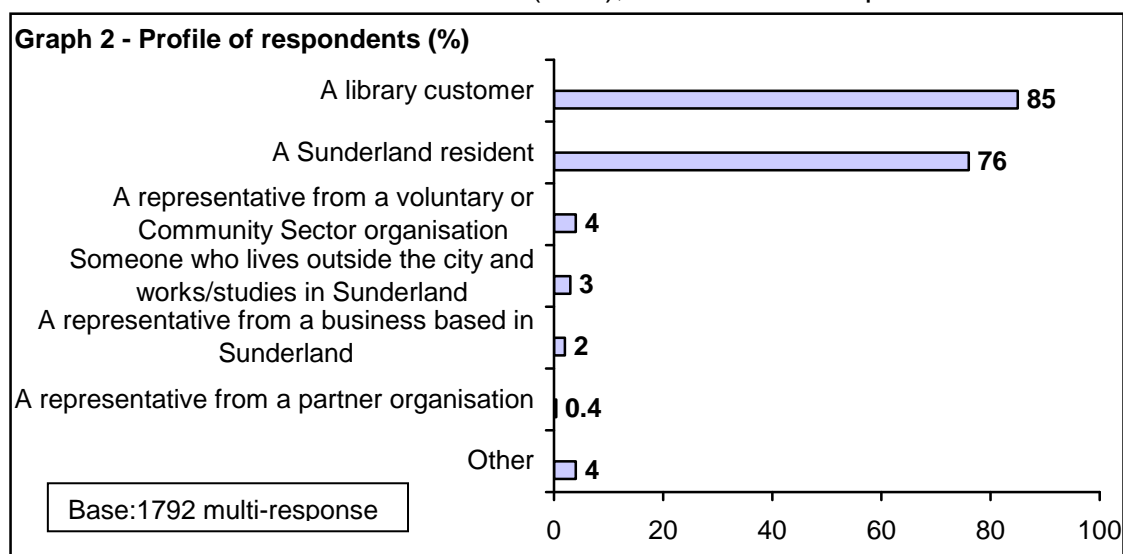- Families in low-rise social housing with high levels of benefit need

and over-representations of:

- Middle income families living in moderate suburban semis
- Owner occupiers in older-style housing in ex-industrial area.

Table 2		
Mosaic group	**Respondent Profile %** (Base:1630)	**Sunderland Profile%***
1 Residents of isolated rural communities	0.1	0.1%
2 Residents of small and mid-sized towns with strong local roots	6.5	4.0%
3 Wealthy people living in the most sought after neighbourhoods	0.6	0.4%
4 Successful professionals living in suburban or semi-rural homes	5.5	3.6%
5 Middle income families living in moderate suburban semis	18.2	11.8%
6 Couples with young children in comfortable modern housing	1.5	3.2%
7 Young, well-educated city dwellers	1.9	3.3%
8 Couples and young singles in small modern starter homes	1.6	2.6%
9 Lower income workers in urban terraces in often diverse areas	6.9	7.9%
10 Owner occupiers in older-style housing in ex-industrial area	16.3	11.1%
11 Residents with sufficient incomes in right-to-buy social houses	15.2	20.7%
12 Active elderly people living in pleasant retirement locations	4.4	2.1%
13 Elderly people reliant on state support	7.5	8.1%
14 Young people renting flats in high density social housing	2.3	3.6%
15 Families in low-rise social housing with high levels of benefit need	11.5	17.5%

*As at 31 March 2012

Of the 1792 respondents who replied, the majority (85%) say they are library customers and Sunderland residents (76%), as shown in Graph 2.

Graph 2 - Profile of respondents (%)

Base:1792 multi-response

- A library customer — 85
- A Sunderland resident — 76
- A representative from a voluntary or Community Sector organisation — 4
- Someone who lives outside the city and works/studies in Sunderland — 3
- A representative from a business based in Sunderland — 2
- A representative from a partner organisation — 0.4
- Other — 4

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[1] MOSAIC is a lifestyle classification system that categorises households and postcodes into 69 types aggregated into 15 groups.

Summary of findings

This section summarises some of the key messages from the consultation on future library proposals.

Usage
As in phase one of the consultation, the majority of respondents are library users (96%) and again library users are more likely to be female and aged 55+ years. Forty-one percent of respondents say they currently use one of the proposed library hubs as their main library, 31% currently use proposed community libraries and 29% currently use one of the libraries proposed for closure as their main library.

Future access and impacts
When asked, the majority of respondents agree that they understand why the council needs to make changes to the library service (51%) and agree that they will be able to access library services based on the proposed changes (63%), although a significant minority disagree in both cases. A higher proportion of respondents disagree (47%) that they will be able to access library services online than agree (36%).

Eighty-eight percent of respondents say they will use at least one of the 11 proposed libraries in the future based on proposed changes, with 9% each saying they will use online library services and take part in activities in the local community, 7% who will order books online and 3% who will use Books on Wheels. Thirteen percent of respondents say they will be unable to access library services.

Sixty-four percent of respondents believe the proposed changes will have at least some impact on them with 30% thinking it will be a significant impact. Thirty percent believe there will be no impact on them.

Respondents whose main library is proposed for closure are most likely to feel significantly impacted, are least likely to understand why the council needs to make changes and least likely to feel able to access services in the future. Respondents with a disability, those living in East Sunderland and younger respondents (under 55's) tend to be more likely than their respective counterparts to feel significantly impacted and unable to access services.

Some of the main concerns that respondents have regarding the proposals centre around:
- Opening times including lack of evening and weekend availability for those who work
- Travel issues including travel costs, increased travel time and distance, lack of transport, poor public transport arrangements and difficulties in using public transport due to for example age, health and travelling with children and difficulties in carrying books
- Negative impacts for particular groups including older respondents, those with health issues and disabilities, children, young people and families, those living in deprived areas and job seekers, in terms of accessing services and social interaction
- Loss of computer/internet access
- The future of library buildings and impact on communities

- Alternative/remaining provision in terms of aspects such as parking, accessibility and increased pressure on facilities and services.

Alternative suggestions
Both phases of the consultation have highlighted the value of library services to both individuals and communities and a number of consultation respondents and activity outside of the consultation such as the 'Hands off Sunderland Libraries Campaign' has expressed a desire to keep either specific or all Sunderland libraries open.

Some of the more commonly suggested alternatives to the proposals include keeping libraries open or extending opening hours through the use of volunteers, keeping all libraries open but on reduced hours, generating income in libraries to protect them and making cuts elsewhere. In addition, 11 expressions of interest have been received in terms of alternative uses of library buildings, some of which may permit continuation of some element of library services.

Opening times
Library hubs are proposed to be open 40+ hours per week and community libraries open for a minimum of 15 hours per week. As might be expected, respondents are more likely to think the opening hours for library hubs are suitable than community libraries. Respondents with children tend to be less likely to think opening hours are suitable. The main issues in respect of community library opening hours relate to the need for evening opening, Saturday opening and more hours, which corresponds with other aspects of the consultation. Young people also suggested seasonal opening and quiet study areas during exam time.

The majority of respondents say they will not visit a library hub at night. For those who will, City Library and Arts Centre is the most popular venue and the most preferred nights for the library hubs are as follows:
- Monday – Sandhill Centre Library
- Wednesday – Bunny Hill Library, City Library and Arts Centre, Washington Town Centre Library.
- Thursday – Houghton Library

Alternative venues for online reservations and activities and events
Thirty-four percent of respondents would be willing to access one of the proposed venues for collecting online reservations, the most popular being a community centre, although popularity of venues does vary across different groups. Those aged under 35 years tend to be most receptive to online reservations overall whilst respondents whose main library is proposed for closure, older respondents (particularly aged 75+) and those with a disability are less likely to reserve online.

Fifty percent of respondents would be willing to access one of the proposed venues for events, activities and courses, the most popular again being a community centre followed by a school. Those aged 25 to 34 years and those with children are more receptive overall and again older respondents (particularly aged 75+) and those with a disability are somewhat less receptive. The most popular events, activities and courses that respondents might be interested in getting involved in are computer/IT courses, arts and crafts and activities for children and young people.

Promotion
The importance of effectively promoting the new service to both existing and potential users is highlighted. The best ways to let respondents know about library services are through libraries, via email and by post/through the door, although it should be borne in mind that this is largely based on existing library users.

Findings

This section of the report discusses the findings from the survey[2] and also considers some of the key themes raised at the workshops.
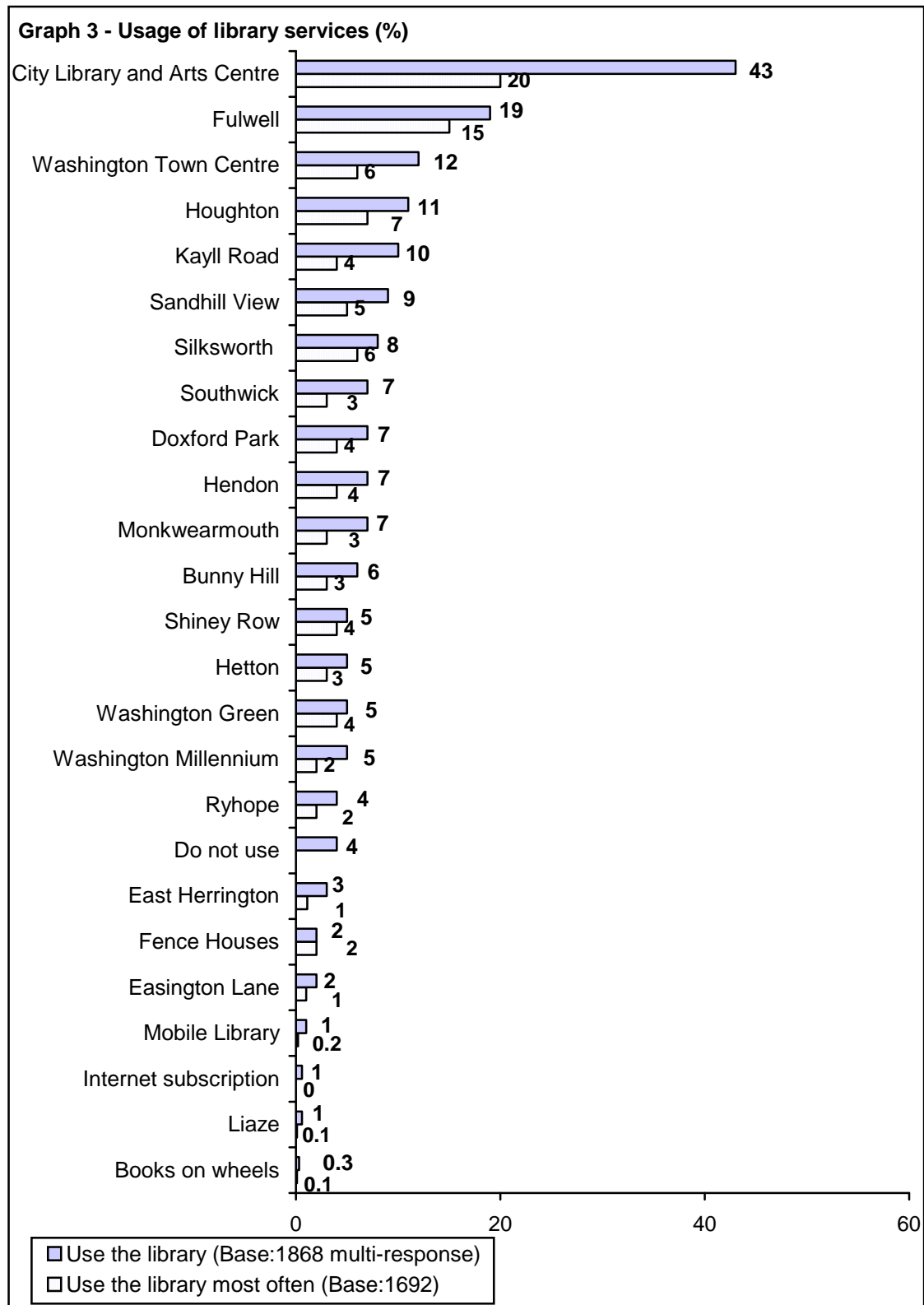
Usage

Respondents were asked which library services they and members of their household use and which one they use most often. Responses are shown in Graph 3. As can be noted, 96% of respondents say they or members of their household use at least one library. As reflected in the survey as part of the phase one consultation, City Library and Arts Centre is the most well used library by respondents, which corresponds with visitor figures. Fulwell is the second most used library by respondents, although is fourth in terms of visitor figures, behind Washington Town Centre and Houghton.

Overall 50% of library users say that they only use one library, a further 31% use two libraries, 12% 3 libraries and the remaining 7% use 4 or more libraries.

In terms of the main library used, 41% say they currently use one of the proposed library hubs, 31% currently use proposed community libraries and 29% currently use one of the libraries proposed for closure as their main library.

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[2] Percentages given are based on the valid number of respondents to a particular question. 'Other' and qualitative responses are discussed throughout the report, full listings are available on request.

Graph 3 - Usage of library services (%)

Library	Use the library (Base:1868 multi-response)	Use the library most often (Base:1692)
City Library and Arts Centre	43	20
Fulwell	19	15
Washington Town Centre	12	6
Houghton	11	7
Kayll Road	10	4
Sandhill View	9	5
Silksworth	8	6
Southwick	7	3
Doxford Park	7	4
Hendon	7	4
Monkwearmouth	7	3
Bunny Hill	6	3
Shiney Row	5	4
Hetton	5	3
Washington Green	5	4
Washington Millennium	5	2
Ryhope	4	2
Do not use	4	
East Herrington	3	1
Fence Houses	2	2
Easington Lane	2	1
Mobile Library	1	0.2
Internet subscription	1	0
Liaze	1	0.1
Books on wheels	0.3	0.1

The profile of the respondents who say they or their household uses libraries / library services is summarised below[3] and is broadly consistent with the first phase of consultation:

- 61% are female and 38% male
- 11% are under 35 years, 21% 35-54 years, 47% are aged 55-74 years, and 21% aged 75+
- 22% say they have a disability
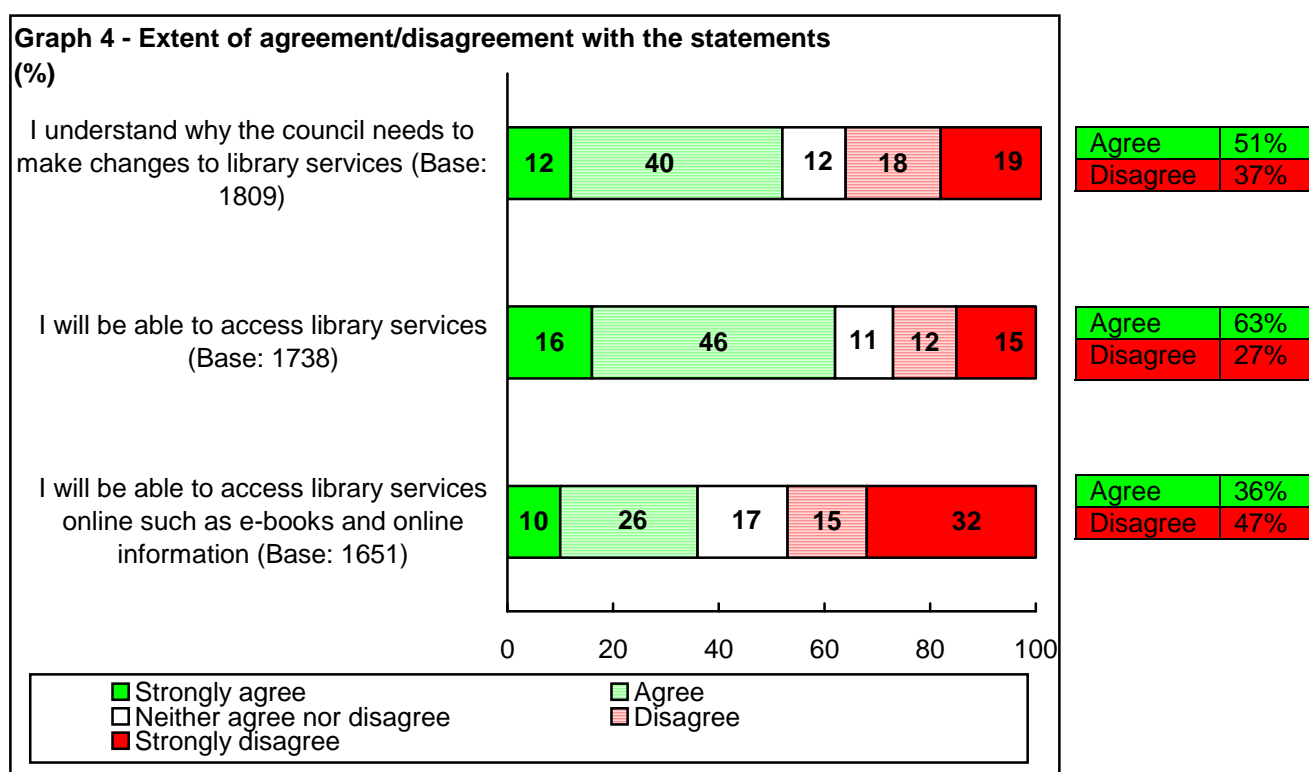- 25% have or look after/care for children

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[3] Excludes unknowns from bases.

- 98% are English/Welsh/Northern Irish/British and the remainder are from other ethnic groups
- 77% are Christian, 14% have no religion or belief, 7% prefer not to say and 3% have another religion or belief
- 89% are heterosexual, 10% prefer not to say, 1% are gay and 1% bisexual
- 27% are from North Sunderland, 19% East Sunderland, 22% West Sunderland, 16% Coalfield, 12% Washington and 3% outside of Sunderland.

Future access

Respondents were asked the extent of their agreement/disagreement with some statements based on the proposed changes to library services. Responses are shown in Graph 4.

As can be noted, 51% of respondents understand why the council needs to make changes to library services, whilst 37% do not. The majority of respondents (63%) agree that they will be able to access future library services whilst 27% disagree. A lower proportion of respondents (36%) agree that they will be able to access library services online and 47% disagree.

Graph 4 - Extent of agreement/disagreement with the statements (%)

Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Agree	Disagree
I understand why the council needs to make changes to library services (Base: 1809)	12	40	12	18	19	51%	37%
I will be able to access library services (Base: 1738)	16	46	11	12	15	63%	27%
I will be able to access library services online such as e-books and online information (Base: 1651)	10	26	17	15	32	36%	47%

Legend:
- ■ Strongly agree
- ■ Agree
- □ Neither agree nor disagree
- ■ Disagree
- ■ Strongly disagree

Respondents who use library hubs as their current main library are more likely to be in agreement with the statements whereas those whose main library is proposed for closure are more likely to disagree, as can be seen in Table 3.

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Table 3	Main library - Library proposed for closure		Main library - Community Library		Main library - Library Hub	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
I understand why the council needs to make changes to library services	30%	59%	49%	39%	67%	23%
I will be able to access library services	29%	58%	68%	21%	82%	10%
I will be able to access library services online	15%	74%	33%	48%	50%	31%

Box 1 below considers any indicative differences in responses across other groups of respondents.

Box 1 - Extent of agreement/disagreement with statements by different groups of respondents

Overall, respondents with a disability are less likely to agree with all statements.

I understand why the council needs to make changes (51% agree/37% disagree)
The following groups tend to be less likely to agree and are more likely to disagree:
- respondents with a disability compared to those with no disability (Table 4)
- respondents living in East and West Sunderland compared to other areas:

	North	East	West	Washington	Coalfield
Agree	55%	47%	46%	57%	53%
Disagree	35%	42%	42%	30%	33%

Non-users are more likely to agree (73% agree and 14% disagree).

I will be able to access library services (63% agree/27% disagree)
The following groups tend to be less likely to agree and are more likely to disagree:
- respondents with a disability compared to those with no disability (Table 4) respondents with children (60% agree and 31% disagree) compared to those with no children (65% agree and 24% disagree)
- respondents aged under 55 years (55% agree and 31% disagree) compared to over 55's (68% agree and 23% disagree) and in particular 35-44 year olds (47% agree and 37% disagree)
- respondents living in East Sunderland (54% agree and 38% disagree) compared to other Sunderland areas (64% agree and 24% disagree).

I will be able to access library services online (36% agree/47% disagree)
The following groups tend to be less likely to agree and are more likely to disagree:
- respondents with a disability compared to those with no disability (Table 4) females (34% agree and 50% disagree) compared to males (42% agree and 40% disagree)
- respondents aged 75+ years (22% agree and 65% disagree). Whereas those aged 55 to 64 years are more likely to agree than other age groups (50% agree and 34% disagree).

Responses also vary somewhat by area, with Washington residents being most receptive:

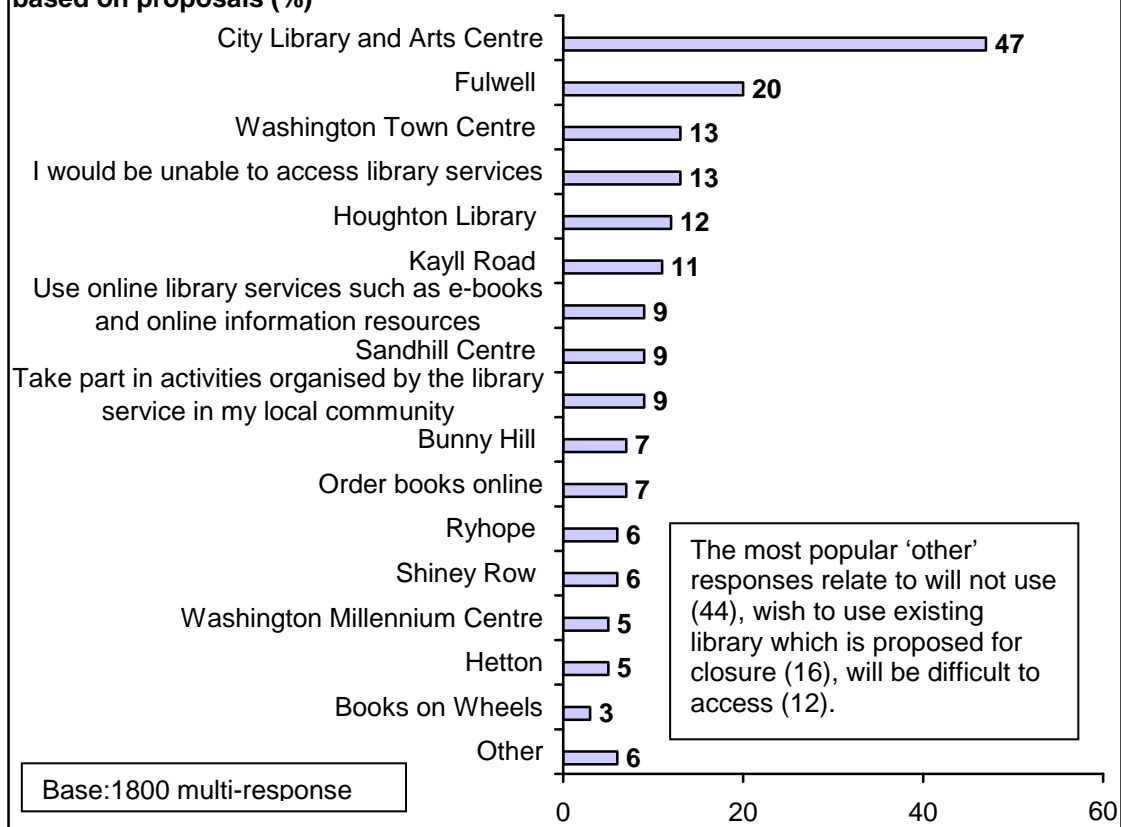|	North	East	West	Washington	Coalfield
Agree	40%	34%	33%	45%	31%
Disagree	44%	51%	51%	39%	48%

Non-users are more likely to agree (64% agree and 17% disagree).

Box 1 - Extent of agreement/disagreement with statements by different groups of respondents

Table 4	With a disability		No disability	
	Agree	Disagree	Agree	Disagree
I understand why the council needs to make changes to library services	40%	47%	57%	32%
I will be able to access library services	52%	39%	69%	21%
I will be able to access library services online	22%	64%	43%	40%

Respondents were also asked which library services they would use in the future based on the proposed changes and responses are shown in Graph 5. Of those who responded, 88% would use at least one of the 11 proposed libraries including 70% who would use library hubs and 50% community libraries. The most popular libraries selected are City Library and Arts Centre (47%) followed by Fulwell (20%), Washington Town Centre 13% and Houghton (12%). A further 13% say they would be unable to access library services.

Graph 5 - Library services respondents would access in the future based on proposals (%)

Service	%
City Library and Arts Centre	47
Fulwell	20
Washington Town Centre	13
I would be unable to access library services	13
Houghton Library	12
Kayll Road	11
Use online library services such as e-books and online information resources	9
Sandhill Centre	9
Take part in activities organised by the library service in my local community	9
Bunny Hill	7
Order books online	7
Ryhope	6
Shiney Row	6
Washington Millennium Centre	5
Hetton	5
Books on Wheels	3
Other	6

The most popular 'other' responses relate to will not use (44), wish to use existing library which is proposed for closure (16), will be difficult to access (12).

Base:1800 multi-response

The above responses are mapped by geographical location of where respondents live in Appendix Three. With the exception of City Library, proposed users of static libraries tend to live predominantly in the same area in which the library is located, as shown in Table 5.

Table 5	
Library	**Predominant area in which respondents live**
North	
Bunny Hill	North Sunderland
Fulwell	North Sunderland
East	
Ryhope	East Sunderland
City Library	North, East and West Sunderland
West	
Sandhill	West Sunderland
Kayll Road	West Sunderland
Coalfield	
Houghton	Coalfield
Hetton	Coalfield
Shiney Row	Coalfield
Washington	
Washington Town Centre	Washington
Washington Millennium	Washington

Responses are also considered in terms of respondents whose main library is proposed for closure. The Table in Appendix Four shows which library services these respondents would use in the future based on the proposed changes. The top three answers for each are summarised in Table 6. It is worth noting that a significant minority in each instance say they will be unable to access library services. Indeed respondents who use those libraries proposed for closure as their main library are more likely to feel they would be unable to access future library services – 32% of those who use libraries proposed for closure as their main library say they are unable to access library services and those who feel least able currently use Hendon, Easington and Southwick libraries as their main libraries. Whereas only 6% of those who use proposed community libraries and 5% of those who use proposed library hubs as their main library feel unable to access library services.

Table 6 also shows that City Library features in the top three responses for respondents whose current library is proposed for closure in the North, East and West of the city. The library hubs in Coalfield and Washington each feature in those areas respectively. It is also perhaps worth noting that in the North of the city, the North library hub, Bunny Hill, does not feature in the top three responses and indeed this is the least popular of the library hubs overall (Graph 5) with only 7% of respondents saying they will visit in future.

Table 6						
Library proposed for closure	**Most popular response**		**2nd most popular response**		**3rd most popular response**	
North						
Monkwearmouth (Base:51)	Fulwell	47%	City Library	41%	Other	24%
Southwick (Base:54)	City Library	48%	Unable to access	41%	Fulwell	32%
East						
Hendon (Base:55)	Unable to access	47%	City Library	46%	Other	15%
Doxford Park (Base:65)	City library	39%	Unable to access	29%	Ryhope	23%

West						
East Herrington (Base:19)	City Library	37%	Unable to access	37%	Sandhill Centre	32%
Silksworth (Base:75)	City Library	35%	Unable to access	32%	Ryhope	31%
Coalfield						
Easington Lane (Base:17)	Hetton	59%	Unable to access	41%	Houghton	35%
Fence Houses (Base:27)	Houghton	59%	Unable to access	26%	Books on wheels	11%
Washington						
Washington Green (Base:64)	Washington Town Centre	52%	Unable to access	30%	Washington Millennium	17%

Note extremely small base sizes for some libraries

Box 2 considers any indicative differences in responses in relation to non-static libraries across other groups of respondents.

Box 2 - Library services respondents would access in the future based on proposals by different groups of respondents

The following groups tend to be more likely to say they are **unable to access library services** (13% overall):
- respondents with a disability compared to those with no disability (20% vs 9%)
- respondents aged under 45 years compared to older respondents (18% vs 11%)
- respondents with children compared to those without children (16% vs 12%)
- respondents living in East Sunderland compared to other Sunderland areas (17% vs 11%)
- females compared to males (14% vs 10%)

Respondents living in North Sunderland tend to be less likely to say they are unable to access library services than those in other areas (9% vs 14%).

The following groups tend to be more likely to say they will **order books online** (7% overall), although interest is still relatively low:
- females compared to males (8% vs 4%)
- respondents with children compared to those without children (9% vs 6%).

Respondents aged 65+ tend to be less likely to say they will order books online than younger respondents (4% vs 10%).

The following groups tend to be more likely to say they will use **Books on Wheels** (3% overall), although interest is still relatively low:
- females compared to males (4% vs 1%)
- respondents with a disability compared to those with no disability (5% vs 1%).

The following groups tend to be more likely to say they will **take part in activities organised by the library service in the local community** (9% overall), although interest is still relatively low:
- respondents with children compared to those without children (13% vs 8%).
- females compared to males (11% vs 5%).

This corresponds with the findings from phase one of the consultation where being able to attend activities was more important to females and those with children.

The following groups tend to be more likely to say they will **use online library services such as e-books and online information resources** (9% overall), although interest is still relatively low:
- respondents aged 45-64 years compared to other age groups (16% vs 7%)
- non-users of current library services compared to users (17% vs 9%)
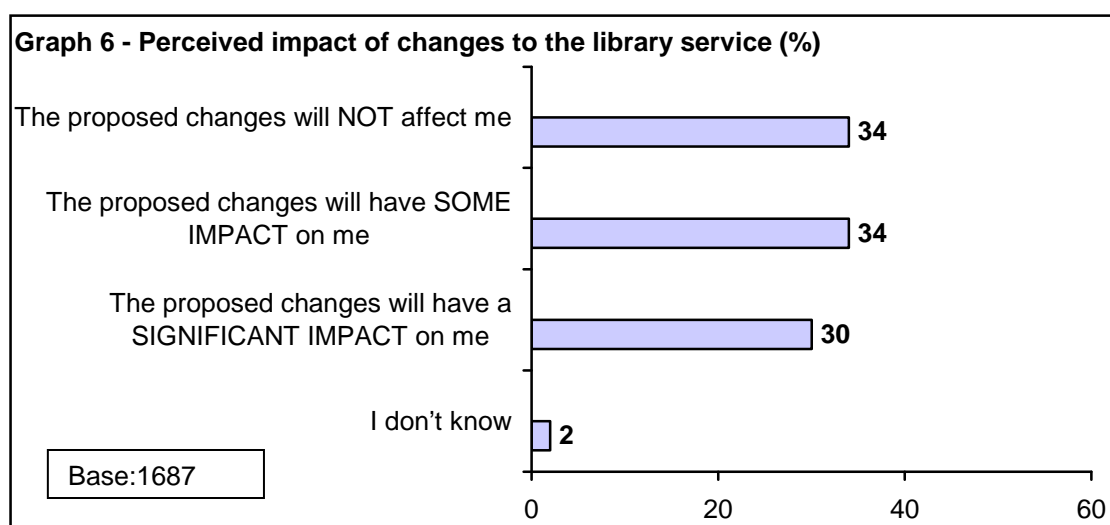- respondents living in East Sunderland compared to other areas (14% vs 9%).

Box 2 - Library services respondents would access in the future based on proposals by different groups of respondents

Those respondents with a disability tend to be less likely to say they would use online library services than non-disabled respondents (5% vs 11%). Respondents from West Sunderland are also less likely than those in other geographical areas (6%).

Those respondents who feel they would be unable to access library services based on the proposals were asked what difficulties they would face and how we can help them to access services. A full listing of responses is available with contact details for follow-ups to help understand specific situations. The most popular themes arising are as follows[4]:

- Travel issues (138 respondents) including travel costs and issues around increased travel time and distance, lack of transport, poor public transport arrangements and difficulties in using public transport due to for example age, health and travelling with children
- Difficulties in accessing services due to proposed opening times (59 respondents) a number of which are difficulties for those who work and would need a Saturday and/or evening opening in their local library
- Difficulties in accessing services due to age, health and disability (57 respondents)
- Help by keeping the libraries proposed for closure open (44 respondents)
- Will be unable to access IT (42 respondents) including computers, the internet and printers for aspects such as job searches, benefit claims, business, homework, keeping in touch and also some comments about computers being too busy at City Library
- Will no longer use the library (29 respondents)
- Difficulties in carrying books over a longer distance (20 respondents)
- Lack of parking including disabled parking (16 respondents)
- Unable to undertake job searches (14 respondents).

Respondents were asked about what impact the proposed changes will have on them. Responses are shown in Graph 6. As can be noted, responses are broadly split between no impact (34%), some impact (34%) and significant impact (30%).

Graph 6 - Perceived impact of changes to the library service (%)

Category	Value
The proposed changes will NOT affect me	34
The proposed changes will have SOME IMPACT on me	34
The proposed changes will have a SIGNIFICANT IMPACT on me	30
I don't know	2

Base:1687

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[4] Note that some people answered this question even if they did not say they feel unable to access library services and analysis includes responses given.

Again as would be expected, respondents who use those libraries proposed for closure as their main library are more likely to feel an impact - 66% of those who currently use libraries proposed for closure as their main library say they will experience a significant impact compared to 30% of those who use community libraries and 11% of those who use library hubs as their main library. Graph 7 shows the perceived impact by the current main library used by respondents but small base sizes should be noted on an individual library basis for some libraries.

Graph 7 - Impact of proposed changes by current main library used (%)

Library	Not affect me	Some impact	Significant impact	Don't know
Bunny Hill (Base: 44)	61	23	14	2
Houghton (Base: 118)	60	26	10	3
Washington Town Centre (Base: 87)	57	30	7	7
City Library (Base: 304)	54	34	10	3
Sandhill View (Base: 70)	44	29	23	4
Hetton (Base: 47)	30	36	32	2
Fulwell (Base: 224)	25	50	25	
Ryhope (Base: 33)	24	42	33	0
Washington Millennium (Base: 36)	25	44	31	0
Shiney Row (Base: 63)	19	49	32	0
Kayll Road (Base: 63)	19	38	40	3
Monkwearmouth (Base: 50)	2	42	56	0
Southwick (Base: 53)	6	34	60	0
Fence Houses (Base: 28)	4	36	61	
Doxford Park (Base: 60)	0	37	63	0
East Herrington (Base: 22)	0	36	64	0
Washington Green (Base: 63)	2	30	67	2
Silksworth (Base: 77)	1	23	71	4
Easington Lane (Base: 17)	0	29	71	0
Hendon (Base: 55)	0	26	73	2

Users of library hubs

Users of community Libraries

Users of libraries proposed for closure

Legend:
- ■ The proposed changes will not affect me
- ▨ The proposed changes will have some impact on me
- ■ The proposed changes will have a significant impact on me
- ☐ Don't know

Note extremely small base sizes for some libraries

Box 3 below considers any indicative differences in responses across other groups of respondents.

Box 3 - Perceived impact of proposed changes to the library service by different groups of respondents

The following groups tend to be more likely to say the proposed changes will have **some or a significant impact** on them (64% overall):
- respondents with a disability compared to those with no disability (70% vs 61%).
- respondents with children compared to those without children (70% vs 61%)
- females compared to males (67% vs 58%)
- respondents aged under 55 years than older age groups (71% vs 60%)
- respondents living in North Sunderland compared to other Sunderland areas (70% vs 63%). Respondents living in Coalfield are least likely of all areas to say the proposals will have an impact (59%).

The following groups tend to be more likely to say the proposed changes will have **a significant impact** on them (30% overall):
- respondents with a disability compared to those with no disability (39% vs 26%)
- respondents aged under 55 years than older age groups (35% vs 28%) and is highest amongst 35 to 44 year olds (38%)
- respondents living in East Sunderland compared to other Sunderland areas (36% vs 29%). This tends to be more common in Doxford (49%) and Hendon wards (44%) Respondents living in Coalfield are least likely of all areas to say the proposals will have an impact (24%).

There is some indication that respondents with a learning or development disability might be more likely to be impacted than other groups with a disability but base numbers are extremely small.

Those respondents who feel that the proposed changes will have some or a significant impact on them were also asked to provide details. The broad issues raised are outlined below, and as might be expected correspond with the aspects raised previously on page 14. Full listings are available which help us to understand the specifics of individual situations.
- Difficulties in accessing services due to proposed opening times (202 respondents) including lack of evening and weekend availability for those who work, less flexibility to use when passing or for an urgent requirement, difficulties caused by a combination of reduced hours and closures
- Travel issues (145 respondents) including travel costs and issues around increased travel time and distance, lack of transport, poor public transport arrangements and difficulties in using public transport due to for example age, health and travelling with children
- Loss of local libraries, either specifically or in general (76 respondents)
- Difficulties in accessing services due to age, health and disability (57 respondents)
- Lack or loss of internet/computer access (42 respondents)
- Will not access library services in the future (40 respondents)
- Negative impact on education/study/reading/literacy (37 respondents)
- Concern about future services including more pressure on remaining libraries and computing facilities (also mentioned in the Facebook

campaign and discussion groups), reduced choice of books, services and facilities and longer waiting times for books (35 respondents)
- Negative impact on the community (30 respondents)
- Negative impact on families being able to use the library together (30 respondents)
- Lose the opportunity to meet and mix with others and increased risk of social isolation (28 respondents), a factor mentioned on the Facebook campaign
- Difficulties in carrying books over a longer distance (23 respondents)
- Particular groups and courses may no longer be able to meet at existing times/venues based on proposals (20 respondents)
- Unable to access/reduced access for job searches and applications (18 respondents)
- Some alternative libraries are perceived to be not as good in terms of aspects such as the children's section, staff, being too busy/noisy, accessibility and parking (17 respondents). This was also raised at the open days
- Difficulty in accessing books (16 respondents)
- Lack of parking including disabled parking and cost of parking (15 respondents).

Opening hours

Graph 8 shows the weekday evenings that respondents would prefer hubs to be open. Of respondents who selected an evening, the most popular evenings for each of the library hubs are:
- Monday – Sandhill Centre Library
- Wednesday – Bunny Hill Library, City Library and Arts Centre and Washington Town Centre Library.
- Thursday – Houghton Library

It should however be noted that the majority of respondents in each instance either did not answer these questions or said they would not visit a library hub in the evening[5]. City Library and Arts Centre is the library respondents are most likely to visit during the evening.

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[5] Of all 1883 respondents: 51% would not visit and 43% did not respond to Bunny Hill, 44% would not visit and 32% did not respond to City Library and Arts Centre, 51% would not visit and 40% did not respond to Houghton, 49% would not visit and 43% did not respond to Sandhill.

Graph 8 - Preferred weekday evening for Library Hubs to be open (%)

Library	Monday	Tuesday	Wednesday	Thursday	Friday
Bunny Hill Library (Base: 119)	27	13	30	11	19
City Library and Arts Centre (Base: 461)	23	16	30	18	14
Houghton Library (Base: 174)	21	12	25	32	9
Sandhill Centre Library (Base: 148)	28	11	21	24	17
Washington Town Centre Library (Base: 171)	21	14	26	16	23
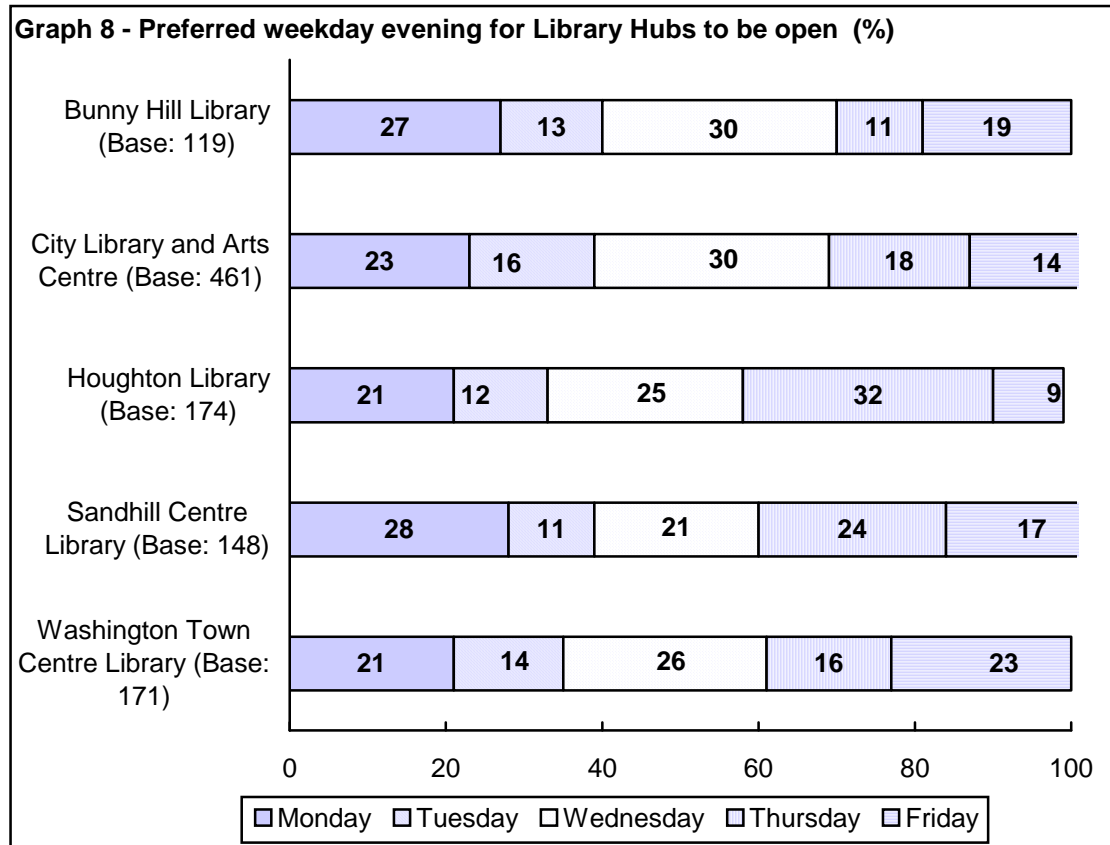
N.B. Excludes those respondents who say they would not visit and no replies.

Proposed opening times were provided to respondents based on 40+ hours in Library Hubs and a minimum of 15 hours for Community Libraries, as follows:

Area	Library	Proposed opening times
	Library Hub	
East	City Library and Arts Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 4pm Plus one evening to be determined
West	Sandhill Centre Library and Customer Service Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 2pm Plus one evening to be determined
North	Bunny Hill Library and Customer Service Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 2pm Plus one evening to be determined
Coalfields	Houghton Library and Customer Service Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 2 pm Plus one evening to be determined
Washington	Washington Town Centre Library and Customer Service Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 4pm Plus one evening to be determined

	Community Libraries		
East	Ryhope Library and Customer Service Centre	Monday Wednesday Friday	11am – 5pm 10am – 1pm 11am – 5pm
West	Kayll Road Library	Monday Tuesday Friday	12noon – 6pm 10am – 1pm 11am – 5pm
North	Fulwell Library	Monday Tuesday Wednesday Friday Saturday	10am – 1pm 2pm- 6pm 10am - 1pm 2pm – 5pm 10am – 12noon
Coalfields	Hetton Library and Customer Service Centre	Monday Wednesday Thursday Friday	12noon – 5pm 10am – 1pm 2pm – 6pm 10am- 1pm
Coalfields	Shiney Row Library and Customer Service Centre	Monday Tuesday Thursday Friday	1pm – 5pm 10am – 1pm 2pm-6pm 1pm – 5pm
Washington	Washington Millennium Centre Library	Monday Tuesday Friday	10am - 6pm 10am - 1pm 1pm - 5pm

Respondents were asked about the suitability of the proposed opening times for the libraries they would use in the future and responses are shown in Graph 9. As might be expected, overall more respondents are likely to think the opening hours for library hubs are suitable than for community libraries.

In terms of library hubs, respondents are overall most amenable to the hours at City Library and Arts Centre (85%) and least amenable to Bunny Hill Library (57%). The vast majority (90%+) of respondents who currently use a particular library hub as their main library think the opening hours of that hub are suitable however for all hubs, as discussed in Box 4.

In terms of community libraries, respondents are most amenable to the hours at Fulwell Library, perhaps reflecting the fact that Fulwell Library has a greater spread of days and hours and Saturday opening, although respondents are still broadly divided (54% yes/46% no). Respondents are least happy with the proposed hours at Shiney Row Library (35% yes/65% no). A higher proportion of respondents who currently use a particular community library as their main library think the opening hours of that library are suitable than overall[6], as discussed in Box 4.

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[6] Although percentages are based on small base sizes for some libraries.

Graph 9 - Suitability of proposed library opening times (%)

Library	Yes	No
City Library and Arts Centre (Base: 896)	85	15
Houghton Library (Base: 331)	67	33
Washington Town Centre Library (Base: 327)	62	38
Sandhill Centre Library (Base: 273)	59	41
Bunnyhill Library (Base: 248)	57	43
Fulwell Library (Base: 461)	54	46
Kayll Road Library (Base: 307)	45	55
Washington Millennium Centre (Base: 204)	44	56
Hetton Library (Base: 201)	41	59
Ryhope Library (Base: 234)	40	60
Shiney Row Library (Base:205)	35	65

Library hubs

Community libraries

■ Yes   ■ No   80   100

N.B. excludes those respondents who say not applicable

Box 4 considers any indicative differences in responses across groups of respondents[7].

Box 4 - Suitability of proposed opening time by different groups of respondents

In overall terms, those respondents who currently use the specific library in question as their main library are more likely to think that the proposed opening hours for that library are suitable*. In a number of instances respondents with children are less likely to think that the opening hours are suitable.

City Library & Arts Centre (85% yes overall)
- The majority of respondents who currently use City Library as their main library (94%) think the proposed opening hours for City Library are suitable.
- Respondents aged 65+ tend to be more likely to think the opening hours for City Library are suitable than younger age groups (91% vs 81%).
- Respondents with children (77%) tend to be less likely to think proposed opening hours for City Library are suitable than those without children (88%).
- Respondents aged over 55 years tend to be more likely to think the proposed opening hours for City Library are suitable than younger age groups (85% of 55-64 year olds and 91% of 65+ year olds compared to 78% of under 55s).

 * Although percentages are based on small base sizes for some libraries.

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[7] Note that at analyses of sub-groups was limited in some instances due to the small numbers involved.

Box 4 - Suitability of proposed opening time by different groups of respondents

Houghton Library (67% yes overall)
- The majority of respondents who currently use Houghton as their main library (92%) think the proposed opening hours for Houghton Library are suitable.
- Respondents who live in Coalfield (91%) are most likely to think the proposed opening hours for Houghton Library are suitable compared to other areas.
- Respondents aged 65+ tend to be more likely to think the opening hours are suitable for Houghton Library than younger age groups (80% vs 59%) and respondents aged 35-54 years are least likely (54%).
- Respondents with children (56%) tend to be less likely to think opening hours are suitable for Houghton Library than those without children (72%).
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Washington Town Centre (62% yes overall)
- The majority of respondents who currently use Washington Town Centre as their main library (92%) think the proposed opening hours for Washington Town Centre Library are suitable.
- Respondents who live in Washington (81%) are most likely to think the proposed opening hours for Washington Town Centre Library are suitable than in other areas.
- Respondents aged 55+ tend to be more likely to think the opening hours are suitable for Washington Town Centre Library than younger age groups (69% vs 53%) and respondents aged 65-74 years are most likely (76%).

Sandhill Library (59% yes overall)
- The majority of respondents who currently use Sandhill as their main library (92%) think the proposed opening hours for Sandhill Library are suitable.
- Respondents who live in West Sunderland (81%) are most likely to think the proposed opening hours for Sandhill Library are suitable than in other areas.
- Respondents aged 55+ tend to be more likely to think the proposed opening hours for Sandhill Library are suitable than younger age groups (67% vs 53%).

Bunny Hill Library (57% yes overall)
- The majority of respondents who currently use Bunny Hill as their main library (93%) think the proposed opening hours for Bunny Hill Library are suitable.
- Respondents who live in North Sunderland (77%) are most likely to think the proposed opening hours for Bunny Hill Library are suitable than in other areas.
- Respondents with children (47%) tend to be less likely to think the proposed opening hours for Bunny Hill Library are suitable than those without children (62%).

Fulwell Library (54% yes overall)
- Sixty percent of respondents who currently use Fulwell as their main library think the proposed opening hours for Fulwell Library are suitable.
- Respondents who live in North Sunderland (61%) are most likely to think the proposed opening hours for Fulwell Library are suitable compared to other areas.
- Respondents aged 65+ tend to be more likely to think the proposed opening hours for Fulwell Library are suitable than younger age groups (70% vs 42%) and those aged 45 to 54 years are least likely (35%).
- Respondents with children (40%) tend to be less likely to think the proposed opening hours at Fulwell Library are suitable than those without children (60%).

Box 4 - Suitability of proposed opening time by different groups of respondents

Kayll Road (45% yes overall)
- Fifty-three percent of respondents who currently use Kayll Road as their main library think the proposed opening hours at Kayll Road are suitable.
- Respondents who live in West Sunderland (56%) are most likely to think the proposed opening hours at Kayll Road are suitable than in other areas.
- Respondents aged 65+ tend to be more likely to think the opening hours are suitable at Kayll Road than younger age groups (60% compared to 40% 45-64 year olds and 34% under 44's).
- Respondents with children (29%) tend to be less likely to think opening hours at Kayll Road are suitable than those without children (51%).

Washington Millennium Centre (44% yes overall)
- Sixty-nine percent of respondents who currently use Washington Millennium Centre as their main library think the proposed opening hours there are suitable.
- Respondents who live in Washington (66%) are most likely to think the proposed opening hours at Washington Millennium Centre are suitable than in other areas.

Hetton Library (41% yes overall)
- Sixty-seven percent of respondents who currently use Hetton as their main library think the proposed opening hours at Hetton Library are suitable.
- Respondents who live in Coalfield (69%) are most likely to think the proposed opening hours at Hetton Library are suitable than in other areas.
- Respondents with children (26%) tend to be less likely to think opening hours at Hetton Library are suitable than those without children (48%).

Ryhope Library (40% yes overall)
- Sixty-five percent of respondents who currently use Ryhope Library as their main library think the proposed opening hours at Ryhope Library are suitable.
- Respondents who live in East Sunderland (55%) are most likely to think the proposed opening hours at Ryhope Library are suitable than in other areas.
- Respondents with children (30%) tend to be less likely to think opening hours at Ryhope Library are suitable than those without children (45%).

Shiney Row (35% yes overall)
- Fifty-two percent of respondents who currently use Shiney Row Library as their main library think the proposed opening hours at Shiney Row Library are suitable.
- Respondents who live in Coalfield (51%) are most likely to think the proposed opening hours at Shiney Row Library are suitable than in other areas.

Note that analyses of sub-groups were limited in some instances due to the small numbers involved.

Respondents were asked what alternative changes to opening hours they would suggest, if opening times were unsuitable. Overleaf is a flavour of the most popular comments given for individual libraries[8]. Overall, corresponding with the above, the greatest number of comments relate to community libraries, most commonly in relation to the need for Saturday opening and late evening opening, aspects which were also raised at the open days and discussion groups in terms of those who work and children and in other areas of the survey, as discussed. A further aspect raised by young people at the discussion

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[8] Although often based on small numbers.

group was the possibility of seasonal opening and quiet study areas during exam times.

Full listings are available as many comments are very specific.

Library hubs

- **City Library** – 25 respondents – including most commonly more evening opening (16) and earlier mornings (5).
- **Washington Town Centre** – 13 respondents – including most commonly more evening opening (4) and longer Saturday opening (3), 9am opening (3).
- **Houghton** – 8 respondents – including most commonly earlier opening (3) and longer Saturday opening (3).
- **Sandhill** – 7 respondents – including most commonly longer or later on Saturday (2) and keep hours as they are (2).
- **Bunnyhill** – only 2 respondents – one of whom says all day Saturday and the other 8am to 6.30pm.

Community libraries

- **Fulwell** – 87 respondents – including most commonly a late evening (26), more/longer hours (20), keep the hours as they are (18), Saturday opening including 10am to 1pm (12).
- **Kayll Road** – 52 respondents – including most commonly a late evening (14), Saturday opening (9), more hours, longer hours (9) and keep the hours as they are (6).
- **Shiney Row** – 31 respondents – including most commonly Saturday opening (11), keep the hours as they are/full-time (10) and an evening opening (4).
- **Ryhope** – 26 respondents – including most commonly an evening opening (9), Saturday opening (5) and open daily (5).
- **Washington Millennium** – 14 respondents – including most commonly keep the hours as they are (4) and Saturday opening (3).
- **Hetton** – 18 respondents – including most commonly Saturday/weekend opening (6), evening opening (3) and Tuesday opening (3).

In addition some respondents (19) believe that all libraries should be kept as they are and a number (54) give comments about keeping their local library open, most prevalently Silksworth (17) Hendon (14) and Washington Green (11). Indeed five of the ten letters received relate to keeping Silksworth Library open with common factors mentioned around good accessibility and parking, aspects also raised at the open days.

Alternative venues

Respondents were asked which locations they would be willing to collect books from if they were to reserve them online. As shown in Graph 10, of those who responded, 55% of respondents say that they would not reserve online and collect books and 34% selected one or more the venues presented. The most popular venues selected are community centres (18%) and shop/supermarket (15%). In phase one of the consultation, community centre was also the most popular venue selected when respondents were asked about accessing library services in general terms from non-traditional venues.

Through the course of the open days and discussion groups, venues for collecting online reservations and for community books collections have been suggested including community rooms, private care homes, sheltered accommodation and community associations. Young people also suggested schools at their discussion group.

Graph 10 - Popularity of proposed venues for collecting books which have been reserved online (%)

Venue	Value
I would not reserve and collect books	55
Community Centre	18
Shop/supermarket	15
School	13
Leisure Centre	10
Place of worship	7
Children's Centre	6
Other	16

34%

The most popular 'other' responses relate to no computer/internet access (85) a named library or library in general (65), none of these (23), prefer to browse for books (13).

Base:1575 multi-response

Box 5 considers any indicative differences in responses across groups of respondents.

Box 5 - Popularity of proposed venues for collecting books which have been reserved online by different groups of respondents

In overall terms respondents with a disability and older respondents, particularly those aged 75+ tend to be less receptive to collecting books which have been reserved online, which corresponds with the phase one consultation findings. Respondents aged 25 to 34 years tend to be more receptive to leisure centres, schools and children's centres and those with children to the latter two venues.

I would not reserve online and collect (55% overall)
- Respondents age 55+ tend to be more likely to say that they will **not** reserve online and collect than other age groups, with those aged 75+ years being most unlikely:

Under 35	35-54	55-64	65-74	75+
40%	45%	54%	61%	66%

- Respondents with a disability tend to be more likely than non-disabled respondents to say that they will **not** reserve online and collect (60% vs 53%).
- Respondents who currently use libraries which are proposed for closure as their main library (63%) tend to be more likely to say that they will **not** reserve online and collect than those who currently use proposed community libraries (53%) and proposed library hubs (51%).
- Respondents with children tend to be less likely than those without to say that they will **not** reserve online and collect (49% vs 56%).

Box 5 - Popularity of proposed venues for collecting books which have been reserved online by different groups of respondents

Willingness to use one or more of the venues presented (34% overall)
- Respondents aged under 35 years are the most likely age group to select one or more of the venues presented for collecting books which have been reserved online and propensity to do so decreases with age:

Under 35	35-54	55-64	65-74	75+
53%	43%	37%	28%	19%

- Respondents with children tend to be more likely than those without to use one or more of the venues presented for collecting books which have been reserved online (41% vs 34%).
- Respondents who live in Washington tend to be more likely than those in other areas to use one or more of the venues presented for collecting books which have been reserved online (40% vs 33%).
- Respondents with a disability tend to be less likely than non-disabled respondents to reserve online and collect from one of the suggested venues (26% vs 38%).
- Respondents who currently use libraries which are proposed for closure as their main library (23%) tend to be less likely to use one or more of the venues presented for collecting books which have been reserved online than those who currently use proposed community libraries (33%) and proposed library hubs (42%).

Community Centre (18% overall)
- Under 25's tend to be more willing than other age groups to use a community centre for collecting books that have been reserved online and the oldest respondents are least willing:

Under 25	25-34	35-64	65-74	75+
32%	18%	23%	14%	8%

- Those with a disability tend to be less likely than non-disabled respondents to say they are willing to use a community centre for collecting books that have been reserved online (14% vs 20%).
- Respondents who currently use libraries which are proposed for closure as their main library (12%) tend to be less likely to say they are willing to use a community centre for collecting books which have been reserved online than those who currently use proposed community libraries (22%) and proposed library hubs (19%).

Shop/supermarket (15% overall)
- Propensity to use a shop/supermarket for collecting books that have been reserved online varies by age. Respondents aged 45-54 years tend to be most willing to do so and again the oldest respondents are least willing:

Under 25	25-34	35-44	45-54	55-64	65-74	75+
15%	21%	18%	24%	17%	12%	6%

- Those with a disability tend to be less likely than non-disabled respondents to say they are willing to use a shop/supermarket for collecting books that have been reserved online (9% vs 17%).

Box 5 - Popularity of proposed venues for collecting books which have been reserved online by different groups of respondents

School (13% overall)
- Respondents aged 25-34 years are most willing to use a school for collecting books that have been reserved online and this is the most popular venue for this age group. The oldest respondents are least willing:

Under 25	25-34	35-44	45-54	55-64	65+
23%	29%	23%	18%	14%	6%

- Respondents with children tend to be more likely than those without to say they are willing to use a school for collecting books that have been reserved online (21% vs 11%).
- Those with a disability tend to be less likely than non-disabled respondents to say they are willing to use a school for collecting books that have been reserved online (6% vs 16%).

Leisure Centres (10% overall)
- Respondents aged 25-34 years tend to be more willing than other age groups to use a leisure centre for collecting books that have been reserved online and the oldest respondents are least willing, as with phase one of the consultation:

Under 25	25-34	35-54	55-64	65+
18%	23%	15%	12%	5%

- Those with a disability tend to be less likely than non-disabled respondents to say they are willing to use a leisure centre for collecting books that have been reserved online (7% vs 12%).
- Respondents who currently use proposed library hubs as their main library (15%) tend to be more likely to say they are willing to use leisure centres for collecting books which have been reserved online than those who currently use proposed community libraries (9%) and libraries which are proposed for closure (6%).

Place of worship (7% overall)
- Respondents aged 75+ tend to be less willing to say they are willing to use a place of worship for collecting books that have been reserved online than younger respondents (3% vs 8%), although interest overall is comparatively low.

Children's centre (6% overall)
- Female respondents tend to be more likely than males to say they are willing to use children's centres for collecting books that have been reserved online (8% vs 2%), although interest is still relatively low.
- Respondents aged 25-34 years tend to be more willing than other age groups to use a children's centre for collecting books that have been reserved online and the oldest respondents are least willing:

Under 25	25-34	35-44	45-54	55-64	65-74	75+
10%	27%	14%	8%	3%	1%	0

- Respondents with children tend to be more likely than those without to say they are willing to use a children's centre for collecting books that have been reserved online (12% vs 4%), although interest is still relatively low.
- Those with a disability tend to be less likely than non-disabled respondents to say they are willing to use a children's centre for collecting books that have been reserved online (2% vs 7%), although interest is still relatively low.

Respondents were also asked which locations they might be willing to access library events, activities and courses from in their local area and responses are shown in Graph 12. Of those who responded, 50% of respondents selected one or more venues presented, again the most popular being community centre

(33%) followed by school (26%). Forty-two percent of respondents say they would not attend events, activities and courses in their local area.

Graph 11 - Popularity of proposed venues for events, activities and courses (%)

I would not attend events, activities or courses — 42

Community Centre — 33

School — 26

Leisure Centre — 17

Place of worship — 13

Children's Centre — 9

Other — 12

50%

The most popular 'other' responses relate to a named library or library in general (88), none of these (20), dependent on accessibility in terms of for example opening hours and disability (11).

Base:1518 multi-response

Box 6 considers any differences in responses across groups of respondents.

Box 6 - Popularity of proposed venues for events, activities and courses by different groups of respondents

In overall terms respondents aged 25-34 years and respondents with children are more receptive to using the alternative venues presented whereas those with a disability and older respondents, particularly aged 75+ are less receptive.

I would not events, activities or courses (42% overall)
- Males tend to be more likely than females to say that they will **not** attend activities, events and courses in local venues (47% vs 39%) which corresponds with findings from phase one of the consultation.
- Respondents with a disability tend to be more likely than non-disabled respondents to say that they will **not** attend activities, events and courses in local venues (53% vs 39%).
- Respondents who currently use libraries which are proposed for closure as their main library (54%) tend to be more likely to say that they will **not** attend activities, events and courses in local venues than those who currently use community libraries (42%) and library hubs (34%).
- Respondents aged 25-34 years tend to be most receptive to using alternative venues and only 21% say they will **not** attend activities, events and courses in local venues, whereas the oldest respondents are least receptive and more likely to say they will **not** attend:

Under 25	25-34	35-44	45-64	65-74	75+
39%	21%	32%	37%	47%	61%

- Respondents with children tend to be more receptive to other venues and less likely than those without to say that they will **not** attend activities, events and courses in local venues (26% vs 48%).
- Respondents living in Coalfield (35%) tend to be less likely than those in other areas of Sunderland to say that they will **not** attend activities, events and courses in local venues and those in North Sunderland are more likely (49%).

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Box 6 - Popularity of proposed venues for events, activities and courses by different groups of respondents

Willingness to use one or more of the venues presented (50% overall)
- Corresponding with the above section, respondents aged 25 to 34 years tend to be the most likely age group to say one or more of the venues presented will be suitable for them to access activities, events and courses and the oldest respondents are least likely to do so:

Under 25	25-34	35-44	45-64	65-74	75+
56%	69%	62%	56%	45%	32%

- Again corresponding with above section, respondents with children tend to be more likely than those without to say one or more of the venues presented will be suitable for them to access activities, events and courses (66% vs 46%).
- Respondents with a disability tend to be less likely than non-disabled respondents to say one or more of the venues presented will be suitable for them to access activities, events and courses (36% vs 55%).
- Respondents who currently use libraries which are proposed for closure as their main library (39%) tend to be less likely to say that one or more of the venues presented will be suitable for them to access activities, events and courses than those who currently use proposed community libraries (48%) and proposed library hubs (60%).

Community Centre (33% overall)
- Under 65's tend to be more willing than older age groups to say that a community centre will be suitable for them to access activities, events and courses and the oldest respondents are least likely:

Under 65	65-74	75+
40%	30%	16%

- Respondents with children tend to be more likely than those without to say that a community centre will be suitable for them to access activities, events and courses (40% vs 31%).
- Those with a disability tend to be less likely than non-disabled respondents to say that a community centre will be suitable for them to access activities, events and courses (26% vs 36%).
- Respondents who currently use libraries which are proposed for closure as their main library (23%) tend to be less likely to say that to say that a community centre will be suitable for them to access activities, events and courses than those who currently use community libraries (36%) and library hubs (39%).

School (26% overall)
- Female respondents tend to be more likely than males to say a school will be suitable (28% vs 22%).
- Respondents aged 25-34 years tend to be the most likely age group to say that a school will be suitable for them to access activities, events and courses and this is the most popular venue for this age group. The oldest respondents are least likely:

Under 25	25-34	35-64	65-74	75+
26%	43%	33%	19%	11%

- Respondents with children tend to be more likely than those without to say that a school will be suitable for them to access activities, events and courses (42% vs 21%).
- Those with a disability tend to be less likely than non-disabled respondents to say that a school will be suitable for them to access activities, events and courses (13% vs 30%).

Box 6 - Popularity of proposed venues for events, activities and courses by different groups of respondents

Leisure Centre (17% overall)
- Responses vary by age group and again the oldest age groups tend to be least likely to say that a leisure centre will be suitable for them to access activities, events and courses:

Under 25	25-34	35-44	45-54	55-64	65-74	75+
24%	31%	28%	25%	20%	12%	7%

- Respondents with children tend to be more likely than those without to say that a leisure centre will be suitable for them to access activities, events and courses (27% vs 15%).
- Respondents living in Washington tend to be more likely than those in other areas of Sunderland to say to say that a leisure centre will be suitable for them to access activities, events and courses (24% vs 17%).
- Respondents who currently use proposed library hubs as their main library (24%) tend to be more likely to say that a leisure centre will be suitable for them to access activities, events and courses than those who currently use proposed community libraries (16%) and libraries proposed for closure (11%).
- Those with a disability tend to be less likely than non-disabled respondents to say that a leisure centre will be suitable for them to access activities, events and courses (11% vs 20%).

Place of worship (13% overall)
- Respondents who currently use proposed library hubs as their main library (15%) tend to be more likely to say that to say that a place of worship will be suitable for them to access activities, events and courses than those who currently use libraries proposed for closure (8%).

Children's centre (9% overall)
- Female respondents tend to be more likely than males to say a children's centre will be suitable (12% vs 6%), although interest is still relatively low.
- Respondents aged 25-34 years tend to be more likely than other age groups to say that a children's centre will be suitable for them to access activities, events and courses and propensity to say so decreases with age from 35 years onwards with those aged 65+ being least likely:

Under 25	25-34	35-44	45-54	55-64	65+
15%	34%	20%	11%	8%	3%

- Respondents with children tend to be more likely than those without to say that to say that a children's centre will be suitable for them to access activities, events and courses (21% vs 6%).
- Those with a disability tend to be less likely than non-disabled respondents to say that a children's centre will be suitable for them to access activities, events and courses (3% vs 12%).

Respondents were asked to list any events, activities or courses they might be interested in getting involved in. The most popular suggestions are detailed below, a number of which were suggested in the phase one consultation in terms of services/activities respondents would be interested that are not currently offered:
- Computer/IT courses (148 respondents)
- Arts and craft activities and classes (117 respondents)
- Activities and events for children and young people such as craft, reading schemes, story times etc (100 respondents)

- Book clubs/reading groups (74 respondents)
- Learning courses and taster sessions including languages, maths, English, vocational etc (61 respondents)
- Family history (54 respondents)
- Local history courses/talks (48 respondents)
- Fitness/health activities (27 respondents)
- Photography including digital photography (22 respondents)
- Writing groups/creative writing (21 respondents)
- Author events/talks (17 respondents)

Suggested courses at the young people's group include digital photography, first aid, languages and research and information skills.

Promotion of library services

Respondents were also asked the best ways to let them know about library services and the programme of events, activities and courses. The most popular responses are:
- Through libraries via for example leaflets, notice boards, posters (329 respondents)
- Via email including e-newsletters (289 respondents)
- Letters/leaflets by post/though the door (229 respondents)
- Local press including a number of mentions of the Sunderland Echo (170 respondents)
- Local posters/leaflets (115 respondents)
- Via the internet including the council website (110 respondents)
- Telephone/text (65 respondents)
- Local newsletters (37 respondents)
- In shops via for example brochures, notices and posters (25 respondents)
- Radio (18 respondents)
- Social media (12 respondents)
- TV (11 respondents)
- In schools (11 respondents).

It should however be borne in mind that this is largely based on existing library users.

In common with findings from phase one of the consultation and previous qualitative work, the need for better promotion of library services was highlighted at the open days and discussion groups. This was in general and in terms of aspects such as Books on Wheels and Community Book Collections and to ensure the isolated and vulnerable are aware.

Further comments

Respondents were invited to provide any additional comments about the proposals including the proposed closures and any alternative options we should consider. The main themes arising are summarised below and full listings are available on request.

The greatest number of comments relate to respondents not wanting libraries to close, either in general or in relation to specific libraries (179 respondents). In terms of specific libraries this is most commonly Silksworth Library (39), Hendon Library (14), Washington Green (11), corresponding with comments on page 23 and Doxford (10). Where concerns and/or alternative suggestions are also given they are discussed in the following sections.

There are concerns that the proposals negatively impact on those most in need (116 respondents) including older people, those with disabilities, the unemployed, children and young people and those living in more deprived areas of the city where libraries will be closed such as Hendon, Southwick and Easington. There is also a criticism on the Facebook page that the poorest areas have been targeted. Survey comments acknowledge the value of libraries as not only places to borrow books but for social interaction, access to computers, learning, education, family time and quiet study in addition to help and expertise from staff. There are concerns that proposals may mean that people will lose these opportunities and they may be unable to access alternatives due to for example health issues, transport issues and inability to use/lack of access to computers, as discussed in sections below. Example comments include:

- *Closing the libraries will isolate a lot of people, old, young and teenagers.*
- *I think it's appalling that you intend to close Hendon Library. This library is used by local children, elderly and disabled people who are unable to commute to City Centre. What are you thinking?*
- *If you are closing libraries in the areas most in need of this facility eg Hendon , Southwick, Monkwearmouth – in fact deprived areas, rather than the more affluent areas - Fulwell, Kayll Road*

There are also concerns about the impact on communities overall where in some instances the library is perceived to be at the heart of the community (73 respondents).

A number of respondents (75) make comments about opening hours including suggestions to keep all libraries open but on reduced hours (28) and some thoughts around how the use of volunteers and charges could facilitate this, the need for longer opening hours at community libraries (26) and concerns that the opening times do not cater for those who work full time (11).

As in previous sections there are also concerns (42 respondents) around travel in terms of travel costs, limited availability of transport, inability to travel and carry books particularly for the young, elderly, carers and those with health problems/disabilities.

A number of comments (83 respondents) relate to making cuts elsewhere in general terms and specifically around aspects such as councillors and their expenses, council wages and perceived waste, in order to retain the library offer.

There are 27 comments around the possibility of keeping libraries open or extending open hours through the use of volunteers, also suggested at the open days and discussions. This includes a very specific offer from Age UK in terms of using the Washington Green Library building which could include some part time library provision. A further 10 expressions of interest have been received in

terms of libraries proposed for closure which could be explored further. The expressions cover all libraries except Fence Houses Library.

There are 37 comments where people indicate that they understand the need to make savings and 26 comments where respondents state agreement with the proposals.

There are 26 responses around the future of the buildings where libraries are proposed for closure, including questions about what will happen to them, concerns that they do not become derelict, the need to preserve historic buildings such a Washington Green, Southwick and the Carnegie libraries at Hendon and Monkwearmouth and for careful consideration of future uses. A number of concerns were also raised at the discussion groups and open days that buildings should be not be left to go derelict.

Some respondents (15) make suggestions around generating income to protect libraries such as charging for computer use and activities, selling books, café facilities, joining, admin and reservation fees. This was a popular suggestion identified in phase one of the consultation in terms of meeting the budget challenge.

Conclusions and recommendations

This section considers some of the main aspects arising and possible options going forward.

Opening times
A key issue raised is around difficulties in accessing library services due to proposed opening times. Commonly mentioned areas of concern are in relation to a lack of evening and weekend availability, particularly for those who work and for those with children.

It is suggested that the proposed opening hours for community libraries are reviewed and refined:
- to include later evening and/or Saturday opening in community libraries, particularly for those who work full time and children and young people and investigating preferred opening times further with these groups
- by considering the findings alongside current usage patterns but also considering the impact of closures and usage patterns of libraries proposed for closure from which customers may migrate
- pursuing any appropriate opportunities for volunteers to support in extending opening hours.

It is also suggested that opening hours are reviewed after implementation including any impacts of seasonal usage or usage coinciding with exam times for example.

It will also be necessary to consider opening hours of any alternative provision where it is organised in terms of groups likely to use that provision, in conjunction with the above.

Libraries proposed for closure
Both phase one and phase two consultations highlight the value of library services to both individuals and communities. This is beyond providing access to books but also as a place for computer access, social interaction, learning, education, family time and quiet study.

Clearly those who currently use libraries proposed for closure as their main library are most likely to feel a significant impact from the proposals. There are also concerns that closures will negatively impact on those most in need and on communities as whole. A key issue raised is around travel including lack of transport, poor transport, increased travel costs and time and ability to carry books.

Where libraries are proposed for closure, appropriate opportunities to keep library buildings open and in use from the expressions of interest received should be considered, including the possibility of retaining a library presence via another provider and the use of volunteers.

At the same time there is a need to continue to investigate alternative provision in local areas for computer/internet use, social interaction including informal and more organised activities, places to study/do homework and to browse and borrow books and collect books that have been reserved online. This should include recognition that different settings will be suitable for different types of respondents, for example schools seem to be more appropriate for 25 to 34 year olds and those with children.

Being able to continue to access services
Thirteen percent of respondents say they will be unable to access library services. There is a need to follow up with those who have provided contact details in phase 2, to understand the issues they might face and explore possible alternatives. It is also recommended that there be further exploration with older respondents and respondents with disabilities to understand their needs and reluctance to use alternative venues in the local area, which was also found in phase one of the consultation.

Promotion of library services
It will be particularly important to effectively promote the new service to existing users, including aspects around Books on Wheels, opening hours and alternative provision. This should include particular efforts to engage those whose libraries will be closed to understand issues and explore alternatives.

There is also a need to investigate how best to promote the service amongst non-users including those who will most benefit from increased access and support. Both phase one and two of the consultation suggest that online library services might hold greater appeal for non-users.

In more general terms it will be important to monitor usage of library services and user profiles to be able to identify any impacts of the changes on usage and access.

Appendix one

Methodology

As part of the consultation a survey was undertaken from 20 June to 21 July, a copy of which is included in Appendix Two. It was available in online and hardcopy format and promoted widely, including:

- Via libraries including those recommended for decommissioning and affected by proposed changes to opening hours
- Via the council's Consultation Calendar, www.sunderland.gov.uk/consultationcalendar
- To library groups, learning courses and activities through specialist librarians
- Communication with the voluntary and community sector including VCS Area Networks and Equality Forums
- To those who registered an interest in getting involved in library services during phase 1 of the consultation
- Schools, Connexions and the youth service
- To the citizens' panel, Community Spirit
- Via elected members through ward meetings and People Boards
- Via retail outlets and leisure centres
- Through partners and stakeholders.

Discussion groups were also held with:

- Ward members
- People boards
- Voluntary and Community Sector (VCS) Network Groups consisting of representatives from a range of local organisations and groups from each area of the city
- Equality forums.

The groups were asked about suggested locations for community book collections and reservations, outreach opportunities and programmes and those who would be unable to access future library services based on the proposals.

Open days were held in the five proposed Library Hubs between 1 July and 20 July, to which around 20 people attended.

Future library services in Sunderland– Have your say on proposals

In February and March 2013 we asked for views and ideas about future library services, to help us make sure that our services meet the needs of our residents and communities and are fit for purpose and affordable. Over 2,700 people took part in this consultation.

Some of the main things that respondents told us are:
- Library services are greatly valued by individuals and communities who use them
- They agree with the proposed vision for future services
- Books and information continue to be a priority
- Computers and online technology such as e-books and online services are important for the future, particularly amongst those who don't currently use library services, families and young people
- Social activities and opportunities are also important, particularly for children and families
- Late mornings and afternoons on weekdays are the most popular times to visit
- Venues such as community centres, leisure centres and children's centres offer opportunities to provide books and other services, particularly for potential new users, families and younger respondents. Such venues should be accessible and appropriate
- It is important to continue to provide services from library buildings for many older library users. Library ambience and staff expertise is valued
- Some popular suggested ways of making savings include changing opening hours, closing smaller or lesser used libraries and charging for some services.

We have used the views and ideas captured above and combined these with other evidence including usage patterns to develop proposals for future library services which are sustainable over the long term. These proposals would help us to ensure that everyone can access library services, whilst at the same time target those residents who need or would benefit from increased access and support.

The proposals are to:
- keep a network of 11 high-quality libraries spread across the city which would offer a range of services. This would mean that all residents would have access to a static library within two miles of their home. The proposed libraries accounted for almost 88% of total library visits in 2012/13
- review opening hours in all libraries according to community need and usage
- expand library services into children's centres, community centres and other community venues to enable more people to access books and get involved with library services
- introduce a free community reservation service so people can request books via an online catalogue and pick them up from a local venue
- modernise services to include access to e-books and e-audio book collections via the library website, improved online access including membership registration, loan of digital devices and access to wi-fi services
- refurbish the City Library and Local Studies Centre

Below we set out our proposals in more detail and ask for your feedback. It should take about 20 minutes to read and complete the questionnaire.

You can find out more about the first stage of the consultation process and the proposals themselves by visiting www.sunderland.gov.uk/consultationcalendar

There are three ways you can have your say in this second phase of the consultation process:
- Fill out an online survey at www.sunderland.gov.uk/consultationcalendar by 21 July 2013
- Fill in this paper copy of the survey and hand it in at your local library or post it back free to Library Proposals Survey, Freepost NEA 834, Sunderland, SR2 1BR by 19 July 2013
- Come and meet us to share your views at one of our library service open days:
-

City Library and Arts Centre	Monday 1 July 2013	10am – 6pm
Houghton Library and Customer Service Centre	Thursday 4 July 2013	10am – 6pm
Sandhill Library and Customer Service Centre	Friday 5 July 2013	10am – 6pm
Bunnyhill Library and Customer Service Centre	Monday 8 July 2013	10am – 6pm
Washington Town Centre Library and Customer Service Centre	Thursday 11 July 2013	10am – 6pm
City Library and Arts Centre	Saturday 20 July 2013	10am – 1pm

Thank you for your help.
Cllr J Kelly
Portfolio Holder for Public Health, Wellness and Culture

The Proposals

We want to ensure that each of the five areas of the city has a similar level of choice and access to quality library services that are tailored to local need.

There would be a key library within each of the five areas of the city, this would be a Library Hub. It would offer the full range of high quality library services and be open for more than 40 hours a week over six days. Arrangements for evening opening would reflect local demand and would ensure there is access to services each weekday evening across the city.

Each Library Hub would be supported by:
- Community libraries that would continue to provide a variety of services. These would open for a minimum of 15 hours a week, with opening hours reflecting local community needs and consultation findings
- A wide range of activities delivered within communities would provide alternative ways to access library services. These activities would be targeted at the people who will benefit most from library services. The activities could include events for families and children such as World Book Day, Summer Reading Scheme, book groups, taster learning sessions, ICT events, local and family history, story times and adult and children's craft sessions
- A community reservation service would mean that library members can request books online and then collect them from a venue local to them

- The extension of the Books on Wheels service. This is provided in partnership with the Women's Royal Voluntary Service and involves the delivery of books directly to the homes of customers who are unable to access library services, due to for example health reasons. It would be re-launched to raise awareness, improve uptake and increase the number of volunteers who help provide the service
- Computers and online services would be improved, including e-books, e-audio books, online information resources and online reservations.

The five proposed Library Hubs and six community libraries are shown in the table below together with proposed opening times. Proposed opening times have been developed using the information respondents gave us during the last period of consultation about preferred opening times for individual libraries, as well as current usage patterns:

Area	Library	Proposed opening times
	Library Hub	
East	City Library and Arts Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 4pm Plus one evening to be determined
West	Sandhill Centre Library and Customer Service Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 2pm Plus one evening to be determined
North	Bunny Hill Library and Customer Service Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 2pm Plus one evening to be determined
Coalfields	Houghton Library and Customer Service Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 2 pm Plus one evening to be determined
Washington	Washington Town Centre Library and Customer Service Centre	Monday - Friday 9.30am - 5pm Saturday 10am - 4pm Plus one evening to be determined
	Community Libraries	
East	Ryhope Library and Customer Service Centre	Monday 11am – 5pm Wednesday 10am – 1pm Friday 11am – 5pm
West	Kayll Road Library	Monday 12noon – 6pm Tuesday 10am – 1pm Friday 11am – 5pm
North	Fulwell Library	Monday 10am – 1pm Tuesday 2pm- 6pm Wednesday 10am - 1pm Friday 2pm – 5pm Saturday 10am – 12noon
Coalfields	Hetton Library and Customer Service Centre	Monday 12noon – 5pm Wednesday 10am – 1pm Thursday 2pm – 6pm Friday 10am- 1pm
Coalfields	Shiney Row Library and Customer Service Centre	Monday 1pm – 5pm Tuesday 10am – 1pm Thursday 2pm-6pm Friday 1pm – 5pm
Washington	Washington Millennium Centre Library	Monday 10am - 6pm Tuesday 10am - 1pm Friday 1pm - 5pm

We propose to close the following libraries that we consider to be no longer sustainable and replace them with the alternative provision detailed above:
- o Doxford Park
- o East Herrington
- o Easington Lane
- o Fence Houses
- o Hendon
- o Monkwearmouth
- o Silksworth
- o Southwick
- o Washington Green
- o LIAZe (Libraries Information Access Zone – mobile ICT bus)
- o Mobile library.

What are the reasons for these proposals?

We want to keep as many library services as possible and increase the number of people using these services. At the same time we need to make savings of £850,000; these proposals would help us to do this.

We have looked carefully at the current cost, usage and performance of library services, the local population, the quality of library buildings, the range of services at each library, existing or potential partnership links and accessibility, including through public transport. This information is available at www.sunderland.gov.uk/consultationcalendar.

We know that there has been a significant decline in the use of traditional static library services and in the use of the mobile library. Research tells us mobile library users tend to also use other libraries or Books on Wheels.

The Library Hubs and community libraries that we propose to offer in the future accounted for almost 88% of all library visits in 2012/13.

We want to have a consistent service across all areas of Sunderland that allows all customers a similar level of choice and access but also meets local needs.

All residents would live within two miles of a static library. Services provided from static libraries would be supplemented by the community outreach programmes, an enhanced online and e-offer and opportunities to request and borrow books from other community venues.

Consultation and other evidence tells us that improved online services and community outreach will help to encourage access by a wider range of residents including children and families.

Next steps

During the consultation period we will also be meeting with a wide range of groups and organisations across the city including councillors, partner organisations and voluntary and community sector groups.

The findings from the consultation will be used with other evidence to inform a report of recommendations about future library services. This will be presented to Cabinet in September 2013 to decide what proposals are taken forward.

Tell us your views on the proposals

Having read our proposals please give us your feedback by answering the following questions.

Q1 **Please tell us your postcode:**

[ ]

Q2 **Which, if any, of the following public library services do you and members of your household currently use?** (Please cross ALL that apply)

Bunny Hill .... ☐	Kayll Road .... ☐	Washington Millennium .... ☐
City Library & Arts Centre.................... ☐	Monkwearmouth ...... ☐	Books On Wheels (books delivered to homes).................... ☐
Doxford Park........... ☐	Ryhope .... ☐	
Easington Lane........ ☐	Sandhill View .... ☐	Mobile Library .... ☐
East Herrington........ ☐	Shiney Row .... ☐	LIAZe (Mobile ICT bus).......................... ☐
Fence Houses .... ☐	Silksworth .... ☐	
Fulwell .... ☐	Southwick .... ☐	Internet subscription services .... ☐
Hendon .... ☐	Washington Town Centre..................... ☐	Do not use (please go to Q4) .... ☐
Hetton .... ☐	Washington Green... ☐	
Houghton .... ☐		

Q3 **And which ONE of the above libraries do you and members of your household use most often?** (Please write in one library)

[ ]

Q4 **Thinking about the proposed changes to library services in Sunderland, please tell us to what extent you agree or disagree with the following statements.** (Please cross ONE box only on each line)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I understand why the Council needs to make changes to library services	☐	☐	☐	☐	☐
I will be able to access library services	☐	☐	☐	☐	☐
I will be able to access library services online such as e-books and online information	☐	☐	☐	☐	☐

Q5 **And based on the proposed changes to library services in Sunderland, which of the following library services would you access in the future?** (Please cross ALL that apply)

Bunny Hill Library and Customer Service Centre .... ☐

City Library and Arts Centre .... ☐

Fulwell Library .... ☐

Hetton Library and Customer Service Centre .... ☐

Houghton Library and Customer Service Centre .... ☐

Kayll Road Library .... ☐

Ryhope Library and Customer Service Centre .... ☐

Sandhill Centre Library and Customer Service Centre .... ☐

Shiney Row Library and Customer Service Centre .... ☐

Washington Town Centre Library and Customer Service Centre .... ☐

Washington Millennium Centre Library .... ☐

Order books online and collect from a location in my local area .... ☐

Take part in activities organised by the library service in my local community ...... ☐

Use online library services such as e-books and online information resources ..... ☐

Use the Books on Wheels Service for those unable to access library services due to for example health reasons .... ☐

I would be unable to access library services (please go to Q6) .... ☐

Something else (please specify) .... ☐

☐

Q6 **If you would be unable to access library services based on the proposed changes, what difficulties would you face and how can we help you to access library services?** (Please write in)

☐

If you have completed Q6 above, please also provide contact details at the end of this questionnaire so that we can contact you about this.

Q7a **Which of the following statements best describe the impact you feel the proposed changes to the library service will have on you?** (Please cross ONE box only)

The proposed changes will **not** affect me .... ☐

The proposed changes will have **some impact** on me....................................... ☐

The proposed changes will have a **significant impact** on me .... ☐

I don't know .... ☐

Q7b **If you feel that the proposed changes to the library service will have some or a significant impact on you, please provide details below:**

[ ]

Q8a **We propose to open each of the Library Hubs one weekday evening per week from 5pm to 7pm. Please indicate which evening you would prefer for each of the hubs you would use or select 'would not visit' if this is the case.** (Please cross ONE box only on each line)

	Monday	Tuesday	Wednes-day	Thursday	Friday	Would not visit
Bunny Hill Library and Customer Service Centre	☐	☐	☐	☐	☐	☐
City Library and Arts Centre	☐	☐	☐	☐	☐	☐
Houghton Library and Customer Service Centre	☐	☐	☐	☐	☐	☐
Sandhill Centre Library and Customer Service Centre	☐	☐	☐	☐	☐	☐
Washington Town Centre Library and Customer Service Centre	☐	☐	☐	☐	☐	☐

Q8b **Thinking about the libraries you might use in the future, are the proposed opening times (on page 3) suitable for you?** (Please cross ONE box only on each line by answering yes or no. For libraries you would not use, select 'not applicable')

	Yes	No	Not applicable
Bunny Hill Library and Customer Service Centre	☐	☐	☐
City Library and Arts Centre	☐	☐	☐
Fulwell Library	☐	☐	☐
Hetton Library and Customer Service Centre	☐	☐	☐
Houghton Library and Customer Service Centre	☐	☐	☐
Kayll Road Library	☐	☐	☐
Ryhope Library and Customer Service Centre	☐	☐	☐
Sandhill Centre Library and Customer Service Centre	☐	☐	☐
Shiney Row Library and Customer Service Centre	☐	☐	☐
Washington Town Centre Library and Customer Service Centre	☐	☐	☐
Washington Millennium Centre Library	☐	☐	☐

Q8c **If no, what alternative changes to the opening hours do you suggest?** (Please write in and specify which library you are referring to in your answer)

> [blank box]

Q9 **If you were to reserve books online and then collect them from a location in your local area, which, if any, of the following places would you be willing to collect them from?** (Please cross ALL that apply)

Community Centre .... ☐   Shop/supermarket .... ☐

Leisure Centre............................... ☐   School .... ☐

Children's Centre .... ☐   I would not reserve and collect books.. ☐

Place of worship............................. ☐   Other (Please specify)..................... ☐

> [blank box]

A wide range of events, activities and courses could be delivered such as the Summer Reading Scheme, book groups, learning taster sessions, ICT events, story times and craft sessions.

Q10a **If you were to access such events, activities and courses in your local area which, if any, of the following places would be suitable for you?** (Please cross ALL that apply)

Community Centre .... ☐   School .... ☐

Leisure Centre............................... ☐   I would not attend events, activities or courses .... ☐

Children's Centre .... ☐   Other (Please specify)..................... ☐

Place of worship............................. ☐

> [blank box]

Q10b **Please list below any events, activities or courses that you would be interested in getting involved in.** (Please write in)

> [blank box]

Q11 **What are the best ways to let you know about library services and the programme of events, activities and courses?** (Please write in)

> [blank box]

Q12 **Please use this box to add any further comments about the proposals, including the proposal to close the libraries listed on page 4, and any alternative options we should consider.** (Please write in)

If you or your organisation would like to be involved in an alternative way of providing library services please email library.consultation@sunderland.gov.uk or write to the freepost address on page 2 with an expression of interest and your contact details by 21 July 2013.

About You

Q13 **Which of the following best describes you?** (Please cross ALL that apply)

A library customer .... ☐

A Sunderland resident..................... ☐

Someone who lives outside the city and works/studies in Sunderland .... ☐

A representative from a business based in Sunderland .... ☐

A representative from a voluntary or Community Sector organisation.. ☐

A representative from a partner organisation..................................... ☐

Other (please specify) .... ☐

Q14 **Are you completing this questionnaire on behalf of?** (Please cross ONE box only)

Yourself .... ☐

A group or organisation .... ☐

Both .... ☐

Q15 **If you are representative from a group, business or organisation, please write in which one below.**

You do not need to complete the following questions, and you will not be affected in any way if you choose not to. Any information you do give will be used to see if there are any differences in views for different people, and to check if services are being delivered in a fair and accessible way. The information will not be held along side your name or personal details and it will remain confidential.
If you are completing this questionnaire, <u>solely</u> on behalf of an organisation, you do not need to complete Questions 16 to 23.

Q16 **What is your gender?** (Please cross one box only)

Male .... ☐   Female.................... ☐   Prefer not to say ...... ☐

Q17 How old are you? (Please cross one box only)

Under 16.................. ☐	35-44 .... ☐	65-74 .... ☐
16-24 .... ☐	45-54 .... ☐	75+.......................... ☐
25-34 .... ☐	55-64 .... ☐	

Q18 Do you consider yourself to be a person with a disability (a physical or mental impairment with a substantial long term effect on normal day to day activities)? (Please cross one box only)

Yes .... ☐	No .... ☐	Prefer not to say ...... ☐

Q19 If yes, please select from the following options, which most closely match your disability? (Please cross all boxes that apply)

Ability to hear............................... ☐	Mobility impairment .... ☐
Ability to see .... ☐	Long-standing illness or diagnosed health condition .... ☐
Learning or developmental disability... ☐	Speech impairment .... ☐
Physical disability .... ☐	Mental ill-health .... ☐
Impaired memory/concentration or ability to understand .... ☐	Prefer not to say .... ☐

Q20 What is your ethnic group? (Please cross one box only)

White

English/Welsh/Scottish/Northern Irish/British .... ☐	Irish .... ☐
Gypsy or Irish Traveller .... ☐	Any other white background............ ☐

Asian/Asian British

Bangladeshi .... ☐	Pakistani.. ☐
Chinese .... ☐	Any other Asian background .... ☐
Indian .... ☐	

Mixed/Multiple ethnic groups

White and Black African .... ☐	White and Black Caribbean............. ☐
White and Asian .... ☐	Any other mixed/multiple ethnic background .... ☐

Black/African/Caribbean/Black British

African .... ☐	Any other Black/African/Caribbean background .... ☐
Caribbean....................................... ☐	

Other ethnic group

Arab.. ☐	Any other ethnic group (please state) .... ☐

[ ]

Q21 **Do you have or look after/care for children aged 17 or under?** (Please cross one box only)

Yes .... ☐   No.. ☐

Q22 **What is your religion or belief?** (Please cross one box only)

Christianity (including Church of
England, Catholic, Protestant and
all other Christian denominations)... ☐   Sikhism.. ☐

Hinduism .... ☐   Buddhism .... ☐

Judaism... ☐   Other religion or belief .... ☐

Islam.. ☐   No religion or belief .... ☐

                                                 Prefer not to say .... ☐

Q23 **What is your sexual orientation?** (Please cross one box only)

Heterosexual/straight .... ☐   Other .... ☐

Gay/Lesbian .... ☐   Prefer not to say .... ☐

Bisexual... ☐

If you completed Question 6, please provide your contact details so that we can get in touch with you to help you access services. If you prefer, you can send them separately - by email to library.consultation@sunderland.gov.uk or to the freepost address below.

Name

Address

Email

Telephone

Mobile

Thank you for completing this questionnaire. Please return it to your local library or post it back to: Library Proposals Survey, Freepost NEA 834, Sunderland, SR2 1BR by 19 July 2013.

Appendix 3

**Library services that respondents would use
in the future based on proposed changes -**

City Library and Arts Centre

Sunderland
City Council
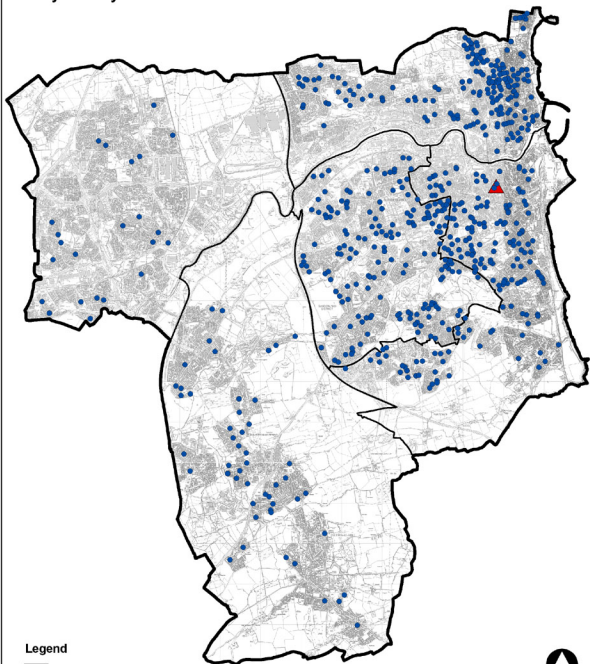
Legend

▢ ARF Boundaries

▲ City Library and Arts Centre

● Respondents

Base: 745

0   800   1,600   3,200
                              Meters

**Library services that respondents would use
in the future based on proposed changes -**

Washington Town Centre Library and Customer Service Centre
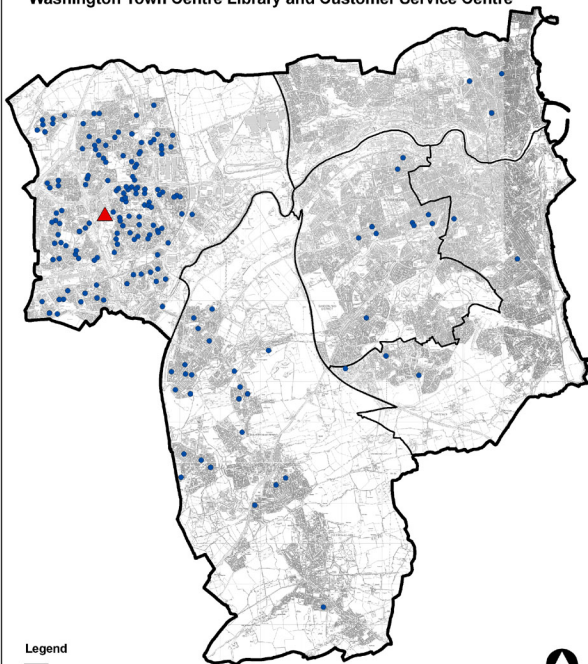
Legend

▭ ARF Boundaries

▲ Washington Town Centre Library

● Respondents

Base: 202

Library services that respondents would use in the future based on proposed changes -

Houghton Library and Customer Service Centre

Sunderland
City Council
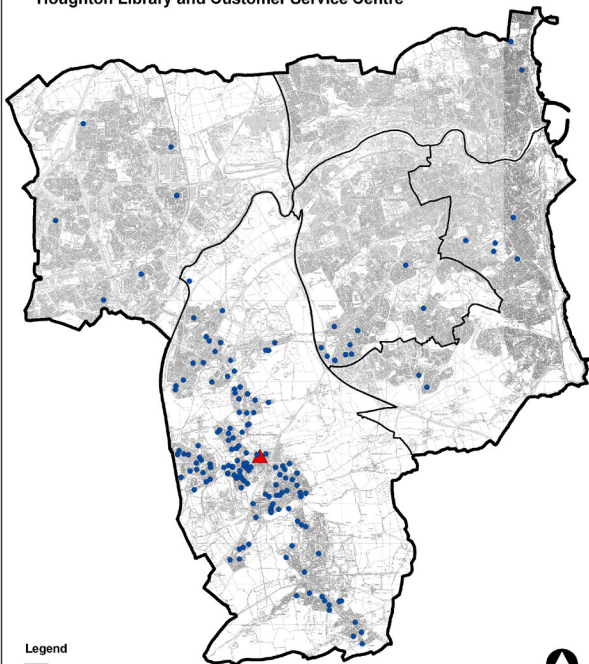
Legend

▭ ARF Boundaries

▲ Houghton Library

● Respondents
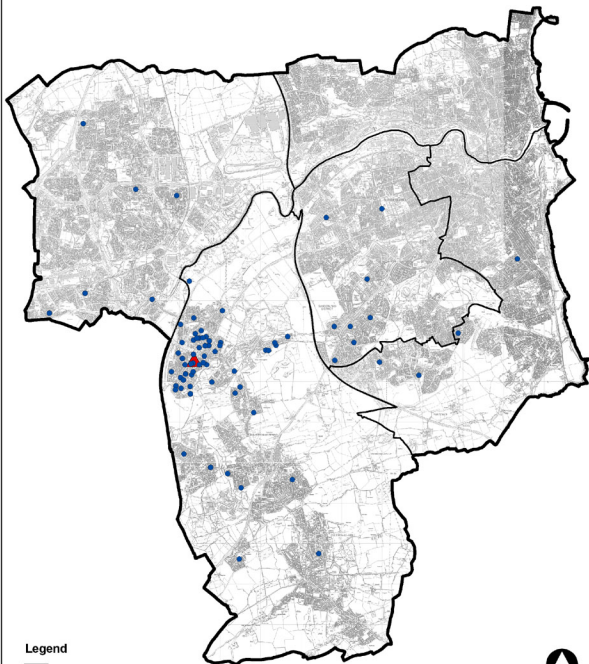
Base: 196

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0   800   1,600   3,200
                              Meters

Library services that respondents would use in the future based on proposed changes -

Sandhill Centre Library and Customer Service Centre

Sunderland
City Council
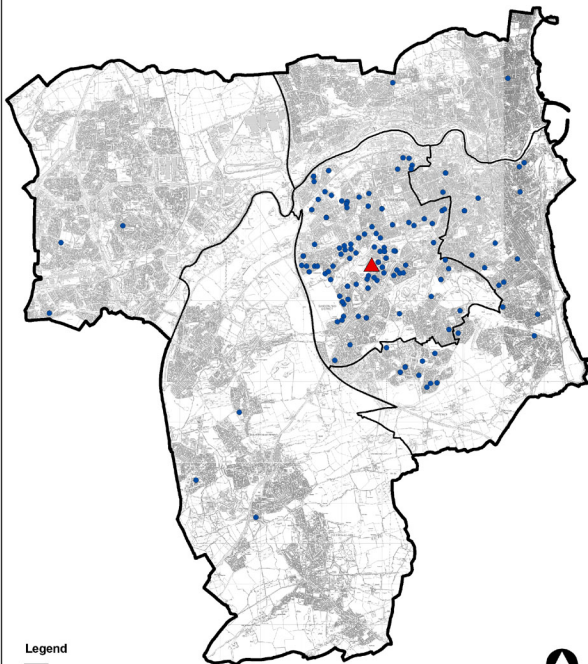
Legend

▢ ARF Boundaries

▲ Sandhill View Library

● Respondents

Base: 154

0   800   1,600   3,200 Meters

Library services that respondents would use in the future based on proposed changes -

Bunny Hill Library and Customer Service Centre

Sunderland
City Council

Legend

ARF Boundaries

▲ Bunny Hill Library

● Respondents

Base: 115
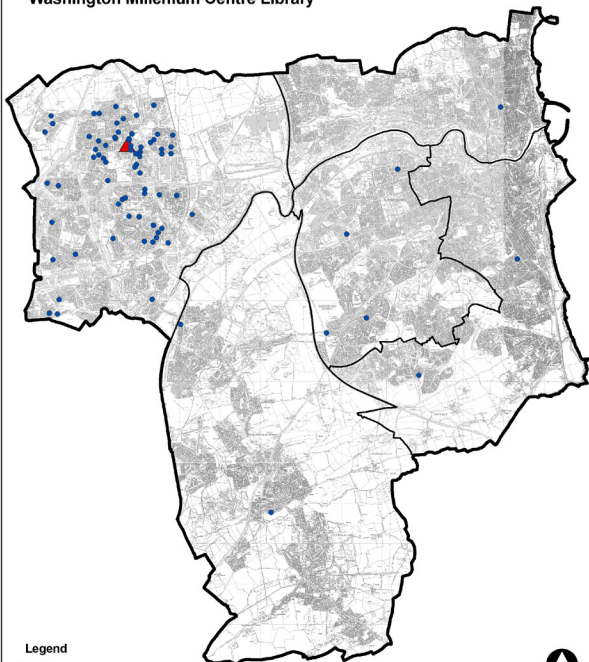
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0   900   1,800   3,600
Meters
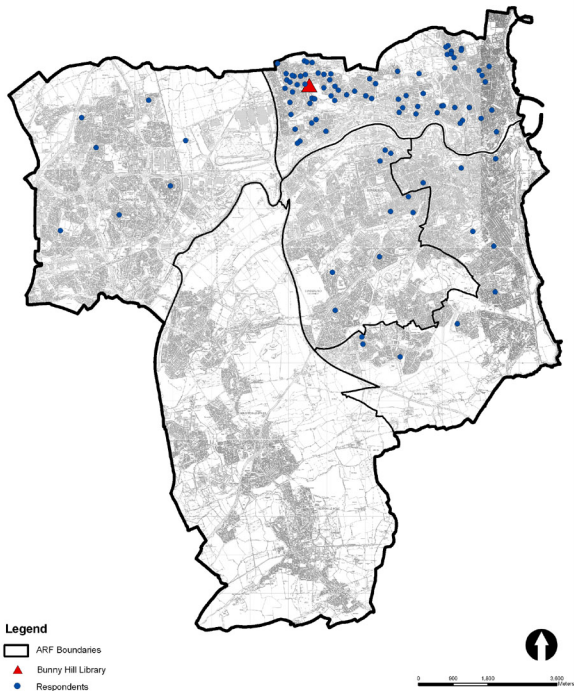
Library services that respondents would use in the future based on proposed changes -

Fulwell Library

Sunderland
City Council
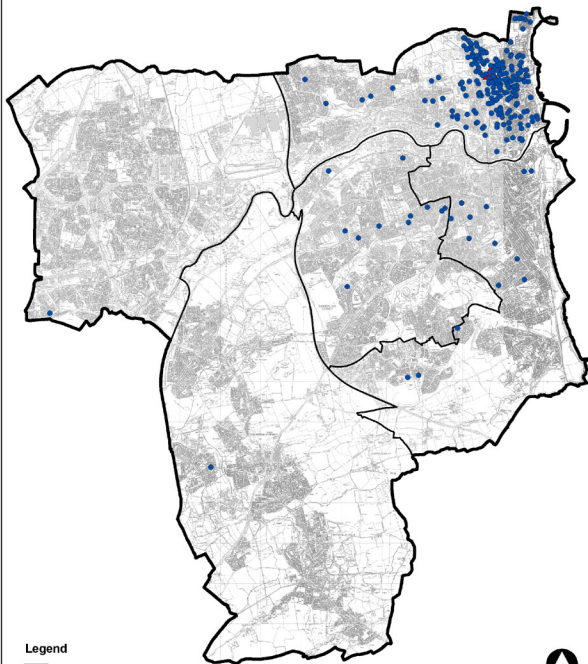
Legend

▭ ARF Boundaries

▲ Fulwell Library

● Respondents

Base: 325

0   800   1,600   3,200
Meters

Library services that respondents would use in the future based on proposed changes -

Kayll Road Library
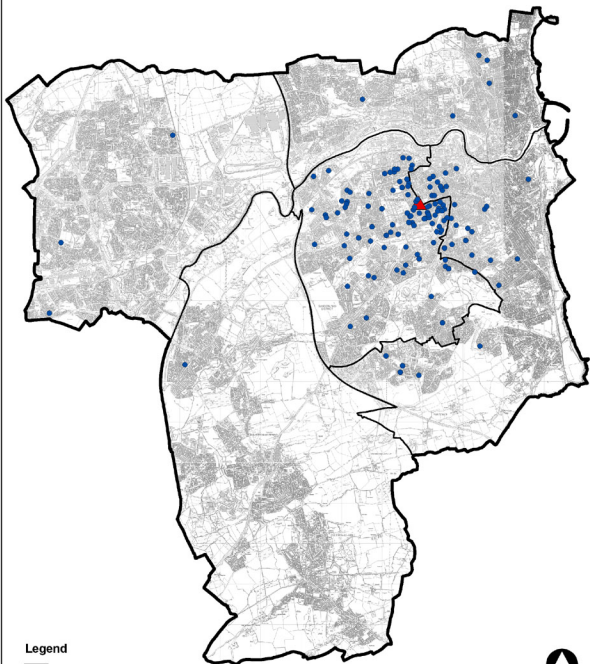
Legend

☐ ARF Boundaries

▲ Kayll Road Library

● Respondents

Base: 175

0   800   1,600   3,200
Meters

Library services that respondents would use in the future based on proposed changes -

Ryhope Library and Customer Service Centre
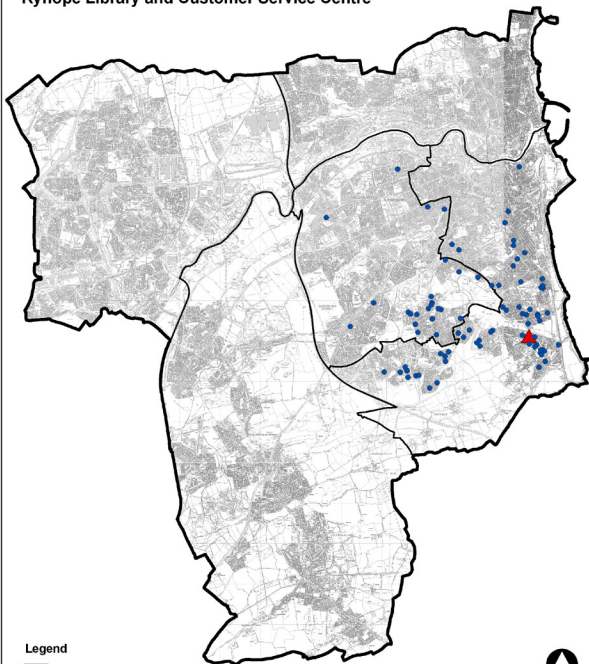
Legend
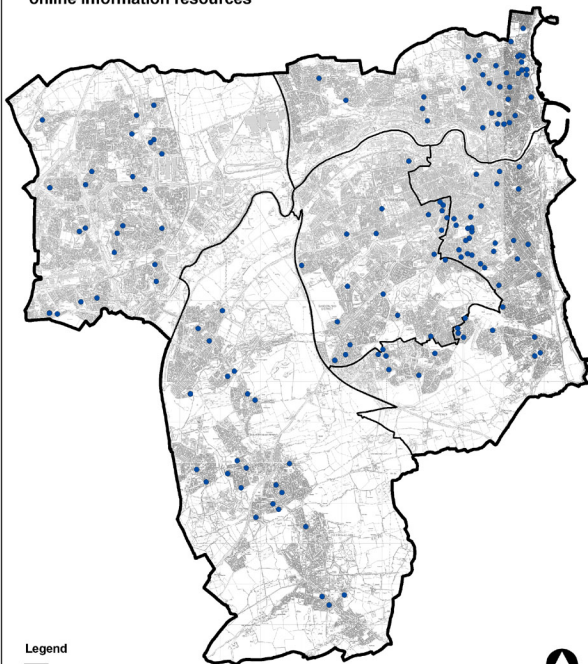
▭ ARF Boundaries

▲ Ryhope Library

● Respondents

Base: 100

0   800   1,600   3,200
                                 Meters

Library services that respondents would use in the future based on proposed changes -

Shiney Row Library and Customer Service Centre

Legend

☐ ARF Boundaries

▲ Shiney Row Library

● Respondents

Base: 96

Library services that respondents would use in the future based on proposed changes -

Washington Millenium Centre Library

Legend

☐ ARF Boundaries

▲ Washington Millenium Centre Library

● Respondents

Base: 87

Library services that respondents would use in the future based on proposed changes -

Hetton Library and Customer Service Centre

Sunderland
City Council
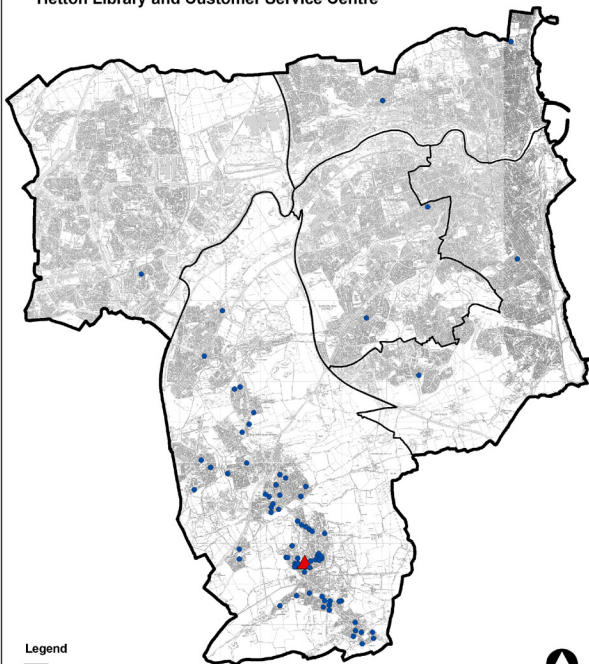
Legend

ARF Boundaries

▲ Hetton Library

● Respondents

Base: 81

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0   800   1,600   3,200
                                 Meters

Library services that respondents would use in the future based on proposed changes -

Use online library services such as e-books and online information resources

Sunderland
City Council

Legend

☐ ARF Boundaries

● Respondents

Base: 156

0   800   1,600   3,200
                                     Meters

Library services that respondents would use in the future based on proposed changes -

Take part in activities organised by the library service in my local area

Sunderland
City Council

Legend

☐ ARF Boundaries

● Respondents

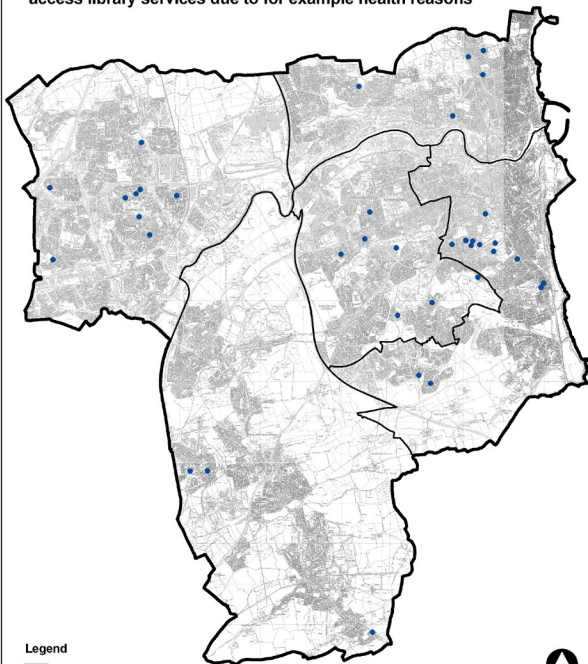Base: 143
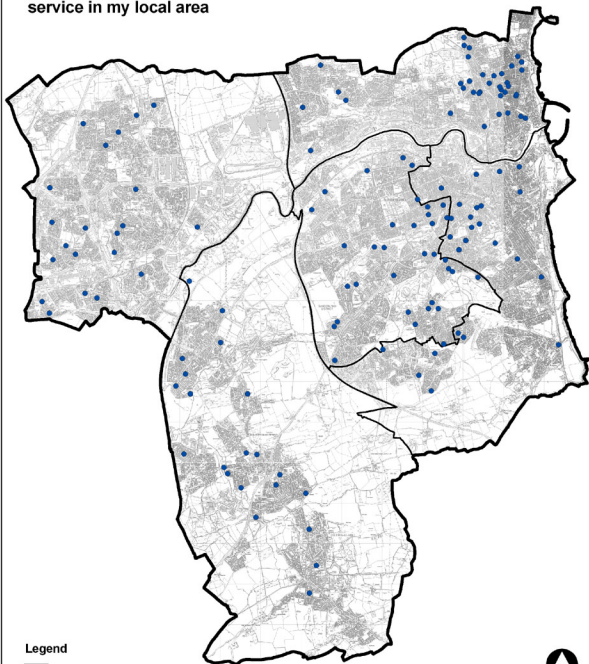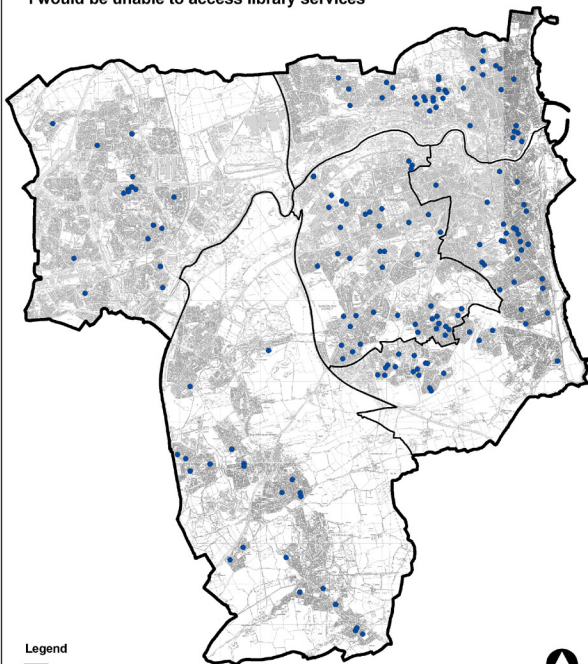
0   800   1,600   3,200
                               Meters

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Library services that respondents would use in the future based on proposed changes -

Order books online and collect from a location in my local area

Sunderland
City Council

Legend

☐ ARF Boundaries

● Respondents

Base: 108

0   800   1,600   3,200
                                    Meters

Library services that respondents would use
in the future based on proposed changes -

Use the Books on Wheels Service for those unable to
access library services due to for example health reasons

Sunderland
City Council

Legend

ARF Boundaries

Respondents

Base: 39

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Library services that respondents would use in the future based on proposed changes -

I would be unable to access library services

Sunderland
City Council

Legend

◻ ARF Boundaries

● Respondents

Base: 193

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Appendix Four – Library services respondents would use in the future by those whose main library is proposed for closure

	Doxford Park	Easington Lane	East Herrington	Fence Houses	Hendon	Monkwear -mouth	Southwick	Silksworth	Washington Green
Base:	65	17	19	27	55	51	54	75	64
Bunny Hill Library and Customer Service Centre	2%	0%	5%	0%	2%	4%	22%	0%	0%
City Library & Arts Centre	39%	6%	37%	0%	46%	41%	48%	35%	2%
Fulwell Library	2%	0%	0%	0%	2%	47%	32%	0%	0%
Hetton Library and Customer Service Centre	2%	59%	0%	4%	4%	0%	0%	0%	0%
Houghton Library and Customer Service Centre	6%	35%	16%	59%	6%	0%	2%	1%	0%
Kayll Road Library	8%	0%	0%	0%	6%	0%	4%	8%	0%
Ryhope Library and Customer Service Centre	23%	0%	5%	0%	11%	0%	0%	31%	2%
Sandhill Centre Library and Customer Service Centre	12%	0%	32%	0%	2%	0%	0%	8%	0%
Shiney Row Library and Customer Service Centre	3%	0%	5%	0%	4%	0%	0%	0%	0%
Washington Town Centre Library and Customer Service Centre	5%	0%	0%	7%	2%	0%	0%	0%	52%
Washington Millennium Centre Library	2%	0%	0%	0%	2%	0%	0%	0%	17%
Order books online and collect from a location in my local area	9%	0%	11%	7%	4%	10%	0%	8%	8%
Take part in activities	5%	0%	5%	0%	2%	4%	2%	7%	3%
Use online library services such as e-books and online information resources	9%	0%	11%	7%	4%	6%	4%	8%	9%
Use the Books on Wheels Service	2%	12%	5%	11%	4%	0%	0%	1%	5%
I would be unable to access library services	2%	41%	37%	26%	47%	16%	41%	32%	30%
Something else/other	15%	0%	16%	4%	15%	24%	7%	16%	16%