

Have your say on future library services

Sunderland's public library service

Each year Sunderland's public library service lends over 1 million items, handles over 163,000 enquiries, provides over 167,000 hours of public access computers and a range of services to residents of the city from both static libraries and through mobile and outreach services.

Why do things need to change?

Due to the recent strides in technology, changes in reading habits and the wide availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally.

Though Libraries are a statutory service under The Public Libraries & Museums Act 1964, in response to this declining demand and budget challenges many councils, nationally and regionally are reducing the number of libraries and/or changing the way libraries operate in the future in particular, targeting resources towards our residents who need the most support.

The way local councils across the country are funded is changing and there is much less money available. We therefore need to review the services we deliver and how we deliver them so that we have a library service that is fit for purpose, affordable and meets need.

We need your help

To help make sure that the library service meets the needs of all our communities in the most efficient way possible, we want to hear the views of library users, non-users, residents and partners. Your opinions and ideas will help us make these important decisions. A report will be presented to Cabinet in April 2013, which will make recommendations about future library services based on the findings from this consultation and other evidence such as usage patterns. We will then consult further on specific proposals during April and May.

We are particularly interested in your views if you do not use library services and the reasons why, so that we can be sure that services in the future have something to offer everyone.

Thank you for your help.

Councillor John Kelly

Portfolio Holder for Public Health, Wellness and Culture

Library Services

Q1 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	<input type="checkbox"/>	Sandhill View	<input type="checkbox"/>
City Library & Arts Centre	<input type="checkbox"/>	Shiney Row	<input type="checkbox"/>
Doxford Park	<input type="checkbox"/>	Silksworth	<input type="checkbox"/>
Easington Lane	<input type="checkbox"/>	Southwick	<input type="checkbox"/>
East Herrington	<input type="checkbox"/>	Washington Town Centre	<input type="checkbox"/>
Fence Houses	<input type="checkbox"/>	Washington Green	<input type="checkbox"/>
Fulwell	<input type="checkbox"/>	Washington Millennium	<input type="checkbox"/>
Hendon	<input type="checkbox"/>	Books On Wheels (housebound)	<input type="checkbox"/>
Hetton	<input type="checkbox"/>	Mobile Library	<input type="checkbox"/>
Houghton	<input type="checkbox"/>	LIAZe (mobile ICT bus)	<input type="checkbox"/>
Kayll Road	<input type="checkbox"/>	Internet subscription services	<input type="checkbox"/>
Monkwearmouth	<input type="checkbox"/>	Do not use (please go to Q6)	<input type="checkbox"/>
Ryhope	<input type="checkbox"/>		

Q2 Which one of the above libraries or library services do you and members of your household use most often? (Please write in)

Q3 On average how often do you and members of your household use public library services? (Please cross one box only)

Once per week or more	<input type="checkbox"/>	Occasionally	<input type="checkbox"/>
At least once per month	<input type="checkbox"/>		

Q4 What do you and members of your household use the library service for? (Please cross ALL that apply)

Activities for adults. <input type="checkbox"/>	Information	<input type="checkbox"/>	Social meeting place.....	<input type="checkbox"/>
Activities for children.....	<input type="checkbox"/>	Learning/Study/Research	<input type="checkbox"/>	Talking books
Books	<input type="checkbox"/>	Local/Family history.....	<input type="checkbox"/>	Volunteering
CDs	<input type="checkbox"/>	Reading groups	<input type="checkbox"/>	Other (please state)
Computers/Internet <input type="checkbox"/>				
DVDs	<input type="checkbox"/>			

Q5 How do you usually travel to access the library service you most often use? (Please cross ALL that apply)

Walk	<input type="checkbox"/>	Bus	<input type="checkbox"/>	Access services online.....	<input type="checkbox"/>
Bike	<input type="checkbox"/>	Metro	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>
Car.....	<input type="checkbox"/>	Train	<input type="checkbox"/>		

Please go to Q7

Q6 If you and members of your household do not currently use public library services, what stops you from doing so? (Please cross ALL that apply)

Lack of time	<input type="checkbox"/>	Inconvenient time of activities	<input type="checkbox"/>
Lack of interest	<input type="checkbox"/>	Poor location of library buildings	<input type="checkbox"/>
I buy my own books	<input type="checkbox"/>	I find everything I need online	<input type="checkbox"/>
I have an 'e-reader'	<input type="checkbox"/>	Not aware of what is on offer	<input type="checkbox"/>
Inconvenient opening times	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>

Q7 Which, if any, of the following library services would you be interested in using? (Please cross ALL that apply)

Books on Wheels (for housebound/people with mobility problems).....	<input type="checkbox"/>	One-to-one support to improve your computer skills	<input type="checkbox"/>
Non accredited learning courses.....	<input type="checkbox"/>	Reading groups	<input type="checkbox"/>
Children's activities and programme	<input type="checkbox"/>	Running a group that meets in a library	<input type="checkbox"/>
Help with reading (for children) ...	<input type="checkbox"/>	Accessing books from a collection in a named community location	<input type="checkbox"/>
Help with reading (for adults)	<input type="checkbox"/>	Home postal deliveries (at a small charge)	<input type="checkbox"/>
Adult craft related activities	<input type="checkbox"/>	None of the above.....	<input type="checkbox"/>
Family/Local history	<input type="checkbox"/>	Something else (please state).....	<input type="checkbox"/>

Q8 In the future, which FIVE of the following aspects of the library service will be most important to you? (Please cross up to the FIVE most important to you)

Having a wide range of books and information to choose from... ☐

Having access to computers and the Internet in the library ☐

Online services (being able to renew your books, reserve items) ☐

Online reference and information resources ☐

CD loans ☐

DVD loans ☐

E-books and E-audio services ☐

Being able to use the library space to read or study in..... ☐

Being able to attend activities ☐

Being able to access the library as a community meeting space... ☐

Children and family based activities ☐

Disabled access and facilities ☐

Digital access to local history records and information ☐

None of the above..... ☐

Other (please state) ☐

Q9 What services or activities would you be interested in that we do not currently offer? (Please write in)

Future Library Services

We have drafted a vision for future library services

“The Library Service will become a beacon of excellence in the community for reading, learning and information. Library Services will support the development of confident individuals and communities who can realise their full potential and contribute to the broader vision of the city”.

Q10 Do you agree with the vision? (Please cross one box)

Yes ☐

No ☐

Q11 Is there anything in the vision that we need to add or change?
(Please write in)

We are proposing to establish library hubs in the centre of local communities, some of which will provide a range of other services such as Customer Services. These hubs will provide an extended offer over the current provision with:-

- enhanced opening hours to reflect the local community needs
- a comprehensive range of reading materials in a variety of formats
- access to high quality learning environments, support and materials
- information and advice, customer service and digital services including ICT provision
- access to community space
- providing opportunities for volunteers to add value to the overall service offer
- providing support for community outreach programmes and other local service provision

Q12 Are there any other services/activities we could include in library hubs?
(Please write in)

Q13 We are considering offering library services both online and from non-traditional venues. These may include the following. Would you be happy to access library services in this way? (Please cross one box only on each line)

	Yes	No	Not sure
Community Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Would you have any problems accessing library services in these ways?
(Please write in)

Q15 Are there any other venues that you would use to access library services? (Please write in)

Q16 To help inform any decisions around service access, which days and times of the week are you MOST likely to access library services in the future? (Please cross ALL that apply)

	Monday	Tuesday	Wednes- day	Thursday	Friday	Saturday	Sunday
Early Morning 8.00-10.00 am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Late Morning 10.00-12.00 pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lunchtime 12.00-2.00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon 2.00-6.00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early Evening 6.00-8.00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unlikely to visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 Which, if any, of the following services would you pay a reasonable charge to use? (Please cross one box only on each line)

	Yes	No	N/A
Events and activities for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events and activities for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Posting books to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Would you be willing to support your local library by volunteering to help in any of the following activities? (Please cross one box only on each line)

	Yes	No	Not sure
Assisting with events and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivering books to housebound adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping people to learn basic computer skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing and promoting the library service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cataloguing and digitising local history resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting reading groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Are there any other aspects of the library service you would like to get involved in? (Please write in)

If you are interested in getting involved in libraries through volunteering or using library buildings, please complete the contact details at the end of this questionnaire.

Q20 In light of the budget challenges faced by Sunderland City Council where do you think savings should be made in library services?

(Please write in)

About You

Q21 Are you completing this questionnaire on behalf of... (Please cross ONE box only)

Yourself (please go to Q24) ☐

A group or organisation (please go to Q22) ☐

Q22 What type or organisation do you represent? (Please cross one box only)

A business based in Sunderland. ☐

A partner organisation..... ☐

A Voluntary or Community Sector organisation ☐

Other (please state) ☐

Q23 If you are a representative from a group, business or organisation, please write in which one below.

If you are completing this questionnaire on behalf of a group or organisation, please omit Q24 to Q35 and go to the 'Can you help?' section on the last page.

Q24 Which of the following describes you? (Please cross ALL that apply)

A library customer ☐

A Sunderland City Council employee ☐

A Sunderland resident ☐

Other (please state) ☐

Q25 How often do you or members of your household read books, magazines, newspapers, e-books and other reading materials? (Please cross one box only on each line)

	Daily	Weekly	Monthly	Never
Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Magazines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26 How or where do you get your reading materials? (Please cross ALL that apply)

Library.....	<input type="checkbox"/>	From friends/family	<input type="checkbox"/>
Buy from bookshop or supermarket.....	<input type="checkbox"/>	From a book collection at your workplace.....	<input type="checkbox"/>
Buy online	<input type="checkbox"/>	Do not use any reading materials	<input type="checkbox"/>
Charity shop.....	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>

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.

Q27 What is your postcode? (Please write in)

Q28 What is your gender? (Please cross one box only)

Male.....	<input type="checkbox"/>	Female	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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Q29 How old are you? (Please cross one box only)

Under 16.....	<input type="checkbox"/>	35-44	<input type="checkbox"/>	65-74	<input type="checkbox"/>
16-24	<input type="checkbox"/>	45-54	<input type="checkbox"/>	75+	<input type="checkbox"/>
25-34	<input type="checkbox"/>	55-64	<input type="checkbox"/>		

Q30 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 (please go to Q31) ☐ Prefer not to say ☐
No (please go to Q32)..... ☐

Q31 If yes, please select from the following options, which most closely match your disability? (Please cross all boxes that apply)

Ability to hear	<input type="checkbox"/>	Mobility impairment	<input type="checkbox"/>
Ability to see	<input type="checkbox"/>	Long-standing illness or diagnosed health condition	<input type="checkbox"/>
Learning or developmental disability	<input type="checkbox"/>	Speech impairment	<input type="checkbox"/>
Physical disability	<input type="checkbox"/>	Mental ill-health	<input type="checkbox"/>
Impaired memory/concentration or ability to understand	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Q32 Do you have or look after/care for children aged 17 or under? (Please cross one box only)

Yes ☐ No ☐

Q33 What is your ethnic group? (Please cross one box only)

White

English/Welsh/Scottish/ Northern Irish/British	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Gypsy or Irish Traveller	<input type="checkbox"/>	Any other white background	<input type="checkbox"/>

Asian/Asian British

Bangladeshi	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Any other Asian background	<input type="checkbox"/>
Indian	<input type="checkbox"/>		

Mixed/Multiple ethnic groups

White and Black African	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>	Any other mixed/multiple ethnic background	<input type="checkbox"/>

Black/African/Caribbean/Black British

African	<input type="checkbox"/>	Any other Black/African/Caribbean background	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>		

Other ethnic group

Arab	<input type="checkbox"/>	Any other ethnic group (please state)	<input type="checkbox"/>
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Q34 What is your religion or belief? (Please cross one box only)

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

☐

Hinduism

☐

Judaism

☐

Islam

☐

Sikhism

☐

Buddhism

☐

Other religion or belief

☐

No religion or belief

☐

Prefer not to say

☐

Q35 What is your sexual orientation? (Please cross one box only)

Heterosexual/straight

☐

Gay/Lesbian

☐

Bisexual

☐

Other

☐

Prefer not to say

☐

Please continue to the last page.

Can you help?

You do not need to complete this section to have your say. If, however, you are interested in supporting activities and events, setting up or joining a group, using the library building or as an organisation hosting library collections, please give your details below. If you prefer, you can send them separately - by email to libraries@sunderland.gov.uk or hand in at any library. This is not a commitment on your part at this stage, just a request for further information when it becomes available.

Name

Name of organisation (if applicable)

Telephone

Email

What might you be interested in getting involved in?

Thank you for completing this questionnaire. Please return it to your local library by Friday 22 March 2013.

