

## Consultation on proposed changes to Hampshire's Library Service

### Introduction

This consultation is open from **midday on 9 January - 11:59pm on 18 March 2020**.

Hampshire County Council is asking for residents' and stakeholders' views on the emerging future vision for Hampshire Libraries; proposed changes to the Library Service and related impacts; and any alternative options respondents may wish to propose.

The proposed changes to the Library Service include:

- **changes to how council-run library services are delivered, including:**
  - closing up to 10 libraries and/ or
  - reducing and standardising staffed opening hours;
- **delivering library services differently within local communities, through:**
  - transitioning Tier Four council-supported, community-managed libraries into independent community-managed libraries; and
  - exploring better ways to deliver library services in Hampshire's most deprived communities;
- **making further efficiencies;** and
- **generating additional income.**

Before completing this Response Form the County Council strongly advises that you read the accompanying **Information Pack**.

If you have any queries about this consultation please contact the County Council by emailing **insight@hants.gov.uk**, or by calling 0300 555 1387\*

*\*(Calls from a landline will be charged at the local rate, although mobile phone charges may vary.)*

This box is for office use only. Please **do not** write in the box.

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## Completing this Response Form

This Response Form should take about **10-15 minutes** to complete. You will be asked to provide your views on each of the options proposed, and also be given the opportunity to write about the impacts that these may have, and any alternatives that the Library Service could consider.

Please use a black or blue pen and mark your responses by putting a cross within the appropriate box. If you make a mistake, please fill in the entire box and put a cross in the correct box, as shown below.

Correct response      Incorrect response



All questions in this Response Form are **optional**. Should you require more space for written answers please continue on a separate sheet of paper.

Alternatively if you have access to the internet then you can complete this Response Form online at:

**[www.hants.gov.uk/library-consultation](http://www.hants.gov.uk/library-consultation)**

Completing the Response Form online ensures that your response is received instantly and securely, and the online form is simple to use on devices such as computers, tablets and smartphones.

## Your data

### Privacy notice

*Hampshire County Council is seeking your views, comments and information about you in order to inform its approach to re-provisioning the Library Service. The information you provide in this Response Form is being collected for the performance of a task carried out in the public interest in the exercise of official authority vested in the County Council, and for reasons of substantial public interest. We will use the information to understand what people think about, and the perceived impact of, the proposed options. All data will remain within the UK, and will not be shared with any third parties. We will keep your personal information securely for one year, after which it will be deleted or destroyed.*

*You have some legal rights in respect of the personal information we collect from you. Please see **[www.hants.gov.uk/dataprotection](http://www.hants.gov.uk/dataprotection)** for further details. You can contact the County Council's Data Protection Officer at **[data.protection@hants.gov.uk](mailto:data.protection@hants.gov.uk)**. If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at **<https://ico.org.uk/concerns/>**.*

## Section 1: About your response

The County Council is committed to improving its services, eliminating unlawful discrimination, and promoting equality of opportunity for all people. We would be grateful if you could answer the following questions so that we can analyse the results overall and by different groups of people. This will help us to understand the impacts of the consultation proposals and the views on them by different groups.

**Q1 Is this a personal response, or are you responding on behalf of an organisation, group or business or as a Democratically Elected Representative?** *(Please choose one option)*

- I am responding as an individual
- I am providing the official response of an organisation, group or business
- I am responding as a Democratically Elected Representative (e.g. as a county, district, borough, parish or town council Member or MP)

**Q2 Do you currently work or volunteer for the Hampshire Library Service or Hampshire County Council?** *(Please choose all that apply)*

- Yes - as an employee of Hampshire Library Service
- Yes - as a volunteer for Hampshire Library Service
- Yes - as an employee of Hampshire County Council
- No - I used to work/ volunteer for Hampshire Library Service
- No
- Prefer not to say

## Section 2: Library use

We would be grateful if you could answer the following questions about your use of the Hampshire Library Service to help us understand how opinions may vary in the context of how people use the Library Service.

If you are responding as an organisation, group or business, please answer within this context.

When answering these questions, please consider all aspects of the Library Service, including books, collections, digital and online resources, events, space, cafes and retail.

**Q3 Do you have a membership card or borrower number for Hampshire Libraries?** *(Please choose one option)*

- Yes
- No
- Don't know

## Section 2: Library use (continued)

**Q4** In the last year, how often have you used any of the library services in Hampshire?  
(Please choose one option)

**12 or more times** (Go to question 5)

**1-5 times** (Go to question 7)

**6-11 times** (Go to question 7)

**Less often** (Go to question 6)

**Q5** In a typical month, how frequently do you tend to use the library service? (Please choose one option)

**More than once a day**  
(Go to question 7)

**Weekly** (Go to question 7)

**Daily** (Go to question 7)

**Fortnightly** (Go to question 7)

**Q6** When did you last use the library service in Hampshire? (Please choose one option)

**Between 1-5 years ago**

**More than 5 years ago**

**I have never used any library services in Hampshire** (Go to Section 3)

**Q7** Which of the following aspects of the library service have you used in the last year?  
(Please choose all that apply)

**Book resources** (e.g. Fiction, Non-Fiction etc)

**Space** (e.g. Room Hire, Café, Toilets, Study Space, Social Space etc)

**Other resources** (e.g. Newspapers, Magazines, CDs, DVDs etc)

**Digital** (e.g. Go Online, WiFi, IT Support etc)

**Collections** (e.g. Playsets, Vocal Scores, Special collections etc)

**Staff** (e.g. Support with skills or finding information, Social etc)

**Additional loans** (e.g. Inter-library Loans, Reservation Service etc)

**Events and activities** (e.g. Rhyme Time, Art Courses, Knit and Natter, Craft Clubs, Reading Clubs etc)

**Learning** (e.g. Educational Sessions, Go Citizen, Theory Test Pro etc)

## Section 2: Library use (continued)

**Q8** Which of the following Hampshire Libraries do you use? *(Please choose all that apply)*

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> <b>Aldershot</b> (Tier Two)                           | <input type="checkbox"/> <b>Havant</b> (Tier Two)                                    | <input type="checkbox"/> <b>Overton</b> (Tier Three)                          |
| <input type="checkbox"/> <b>Alresford</b> (Tier Three)                         | <input type="checkbox"/> <b>Hayling Island</b><br>(Tier Two)                         | <input type="checkbox"/> <b>Petersfield</b> (Tier One)                        |
| <input type="checkbox"/> <b>Alton</b> (Tier Two)                               | <input type="checkbox"/> <b>Hedge End</b> (Tier Two)                                 | <input type="checkbox"/> <b>Portchester</b><br>(Tier Two)                     |
| <input type="checkbox"/> <b>Andover</b> (Tier One)                             | <input type="checkbox"/> <b>Horndean</b> (Tier Three)                                | <input type="checkbox"/> <b>Ringwood</b> (Tier Two)                           |
| <input type="checkbox"/> <b>Basingstoke<br/>Discovery Centre</b><br>(Tier One) | <input type="checkbox"/> <b>Hythe</b> (Tier Two)                                     | <input type="checkbox"/> <b>Romsey</b> (Tier Two)                             |
| <input type="checkbox"/> <b>Bishops Waltham</b><br>(Tier Three)                | <input type="checkbox"/> <b>Kingsclere<br/>Community Library</b><br>(Tier Four)      | <input type="checkbox"/> <b>South Ham</b><br>(Tier Three)                     |
| <input type="checkbox"/> <b>Blackfield</b><br>(Tier Three)                     | <input type="checkbox"/> <b>Lee-on-the-Solent</b><br>(Tier Three)                    | <input type="checkbox"/> <b>Stubbington</b><br>(Tier Two)                     |
| <input type="checkbox"/> <b>Bordon</b> (Tier Two)                              | <input type="checkbox"/> <b>Leigh Park</b><br>(Tier Three)                           | <input type="checkbox"/> <b>Tadley</b> (Tier Two)                             |
| <input type="checkbox"/> <b>Bridgemary</b><br>(Tier Three)                     | <input type="checkbox"/> <b>Liphook</b> (Tier Three)                                 | <input type="checkbox"/> <b>Totton</b> (Tier Two)                             |
| <input type="checkbox"/> <b>Chandler's Ford</b><br>(Tier One)                  | <input type="checkbox"/> <b>Lockwood/ Locks<br/>Heath</b> (Tier Two)                 | <input type="checkbox"/> <b>Waterlooville</b><br>(Tier One)                   |
| <input type="checkbox"/> <b>Chineham</b> (Tier Two)                            | <input type="checkbox"/> <b>Lowford Community<br/>Library</b> (Tier Four)            | <input type="checkbox"/> <b>West End</b> (Tier Three)                         |
| <input type="checkbox"/> <b>Eastleigh</b> (Tier Two)                           | <input type="checkbox"/> <b>Lymington</b> (Tier One)                                 | <input type="checkbox"/> <b>Whitchurch</b><br>(Tier Three)                    |
| <input type="checkbox"/> <b>Elson</b> (Tier Three)                             | <input type="checkbox"/> <b>Lyndhurst</b><br>(Tier Three)                            | <input type="checkbox"/> <b>Winchester<br/>Discovery Centre</b><br>(Tier One) |
| <input type="checkbox"/> <b>Emsworth</b><br>(Tier Three)                       | <input type="checkbox"/> <b>Milford-on-Sea<br/>Community Library</b><br>(Tier Four)  | <input type="checkbox"/> <b>Yateley</b> (Tier Three)                          |
| <input type="checkbox"/> <b>Fair Oak</b> (Tier Three)                          | <input type="checkbox"/> <b>Netley</b> (Tier Three)                                  | <input type="checkbox"/> <b>Online Library</b>                                |
| <input type="checkbox"/> <b>Fareham</b> (Tier One)                             | <input type="checkbox"/> <b>New Milton</b> (Tier Two)                                | <input type="checkbox"/> <b>Home Library<br/>Service</b>                      |
| <input type="checkbox"/> <b>Farnborough</b><br>(Tier One)                      | <input type="checkbox"/> <b>North Baddesley<br/>Community Library</b><br>(Tier Four) | <input type="checkbox"/> <b>School Library<br/>Service</b>                    |
| <input type="checkbox"/> <b>Fleet</b> (Tier One)                               | <input type="checkbox"/> <b>Odiham</b> (Tier Three)                                  |   |
| <input type="checkbox"/> <b>Fordingbridge</b><br>(Tier Three)                  |  |   |
| <input type="checkbox"/> <b>Gosport Discovery<br/>Centre</b> (Tier One)        |  |   |

## Section 2: Library use (continued)

**Q9** What are your preferred times for visiting the library? *(Please choose all that apply)*

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Morning</b> <i>(8am-10am)</i>	<input type="checkbox"/>						
<b>Mid-morning</b> <i>(10am-12pm)</i>	<input type="checkbox"/>						
<b>Lunch</b> <i>(12pm-2pm)</i>	<input type="checkbox"/>						
<b>Afternoon</b> <i>(2pm-5pm)</i>	<input type="checkbox"/>						
<b>Evening</b> <i>(5pm-7pm)</i>	<input type="checkbox"/>						

## Section 3: Future Vision

Society is changing fast, and Hampshire is no exception. The changes in society are reflected in falling numbers of library users and visitors and an increasing pattern of younger and older age groups using libraries the most. Digital lending, with free online access to books and magazines for library card holders, accessible anywhere, is growing rapidly. The Library Service needs to evolve to reflect these changes and has developed an emerging future vision to guide this work.

The Library Service's future vision focuses on three key priorities:

- promoting reading, with a focus on children's literacy and the Early Years (ages 0-5);
- supporting healthy, creative communities; and
- investing in digital services.

More information about the Library Service's future vision can be found **on pages 9 - 11 of the Information Pack.**

**Q10** To what extent do you agree or disagree that the Library Service needs to adapt to meet the changing demands placed on it? *(Please choose one option)*

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 3: Future Vision (continued)

**Q11 How important or unimportant is it that the Library Service seeks to:** *(Please choose one option per row)*

	Not important at all	Not very important	Neither important nor unimportant	Quite important	Very important	Don't know
<b>provide a service for everyone?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>develop children's literacy, particularly within the Early Years?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>invest in Hampshire's digital book library?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>establish council-run libraries as 'community hubs'?*</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>take the Library Service out into communities?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>deliver a programme of learning and activities that meet the needs of library users?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>provide access to technology, prioritising those at risk of digital exclusion?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\* A community hub is a *public space that brings several community agencies and neighbourhood groups together to offer a range of activities, programmes and services.*

## Section 4: Closing some council-run libraries and reducing and standardising the staffed opening hours of others

The Library Service will be delivering its vision in the context of ongoing budget reductions. Hampshire County Council faces an anticipated budget shortfall of £80 million by April 2021. This is due to national austerity measures, combined with demographic and inflationary pressures.

The Library Service has identified possible ways to reduce service costs by around £1.04 million by either closing some council-run libraries (inviting the community to run these independently) and reducing and standardising the staffed opening hours of others **or** by reducing standardising opening hours across all libraries by around a quarter.

More information about these options and the libraries proposed for closure can be found **on pages 13 - 20 of the Information Pack.**

**Q12 Would you prefer that the £1.04 million operational savings are achieved through:**

*(Please choose one option)*

- closing up to 10 council-run libraries, combined with an average 15% reduction in, and standardisation of, staffed opening hours for all remaining council-run libraries?** *(Go to question 13)*
- keeping all libraries open and applying a 25% reduction in, and standardisation of, staffed operating hours across all council-run libraries?** *(Go to question 13)*
- another approach?** *(Go to question 14)*

**Q13 Please use the box below to tell us why you would prefer this option:**

*Please do not provide any personal details in your response.*

*(Go to section 5)*

## Section 4: Closing some council-run libraries and reducing and standardising the staffed opening hours of others (continued)

**Q14 Please use the box below to detail any alternative suggestions you may have to deliver the £1.04 million operational savings target:**

*Please do not provide any personal details in your response.*

## Section 5: Options for closing some council-run libraries

A detailed assessment of local need and efficiency has been undertaken to understand the level of usage, access, cost, accessibility, inequality, and property ownership at each council-run library as well as the potential of the library to align with the future vision for the Library Service. This review process identified that a comprehensive and efficient library service, that would meet the needs of Hampshire's communities, could currently be delivered with a network of 38 council-run libraries.

More information about the comprehensive review process that was undertaken to identify these libraries is set out **on pages 13 - 16 of the Information Pack**. A detailed summary of the proposal rationale for each library is set out **on pages 39 - 55 of the Information Pack**.

**The 10 council-run libraries identified as potential candidates for closure are:**

- Blackfield (Tier Three)
- Elson (Tier Three)
- Fair Oak (Tier Three)
- Lee-on-the-Solent (Tier Three)
- Odiham (Tier Three)
- Chineham (Tier Two)
- Emsworth (Tier Three)
- Horndean (Tier Three)
- Lyndhurst (Tier Three)
- South Ham (Tier Three)

## Section 5: Options for closing some council-run libraries (continued)

**Q15** Please use the box below if you wish to provide comments about any of the libraries identified in the list (page 9) and/or to suggest alternative ways in which the Service could support the needs of customers whose library may close. If any of your comments relate to a specific library, please state which. *If you do not wish to comment please so go question 17.*

*Please do not provide any personal details in your response.*

**Q16** Which of the libraries identified in the list do your comments relate to? *(Please choose all that apply)*

Blackfield

Fair Oak

Odiham

Chineham

Horndean

South Ham

Elson

Lee-on-the-Solent

Emsworth

Lyndhurst

**Q17** Would you continue to use your local library if it was independent of the County Council and managed by the local community? *(Please choose one option)*

Yes

No

Don't know

**Q18** Would you be interested in running or being involved with an independent community-managed library? *(Please choose one option)*

Yes

No

If you would like to submit an expression of interest, please email [insight@hants.gov.uk](mailto:insight@hants.gov.uk) or contact your local library branch.

## Section 6: Staffed opening hour preferences

The proposed changes to staffed opening hours could be achieved through a range of options including opening later, closing earlier or closing for all or part of a day. The Library Service would like to understand which of these options people would prefer, to help decide when council-run libraries should be open. Any changes to opening hours would then be subject to a second localised consultation (within affected libraries) in Summer 2020.

More information about the options for reducing staffed opening hours can be found **on page 17 of the Information Pack**.

**Q19 Would you support the principle that all libraries within the same tier should have comparable opening hours?** (e.g. all Tier One libraries would be open for the same amount of hours each week, all Tier Two libraries would be open for the same amount of time each week and all Tier Three libraries would be open for the same amount of hours each week.)  
(Please choose one option)

Yes

No

Don't know

**Q20 If opening hour reductions were adopted, how would you prefer these to be applied?**  
(Please rank in order of preference by choosing one option per column)

	1st preference	2nd preference	3rd preference	4th preference	5th preference
<b>Whole day closures</b>	<input type="checkbox"/>				
<b>Half day closures</b>	<input type="checkbox"/>				
<b>Lunch time closures</b>	<input type="checkbox"/>				
<b>Opening at 9:30am</b>	<input type="checkbox"/>				
<b>Closing at 5:00pm</b>	<input type="checkbox"/>				

## Section 7: Delivering library services differently within local communities

The County Council's Library Service network includes four Tier Four community-managed libraries in Kingsclere, Lowford (also known as Bursledon), Milford-on-Sea and North Baddesley which are delivered in partnership with community organisations. These libraries are run by volunteers and supported with a regular visit by a paid member of Hampshire Libraries staff, alongside the provision of books, equipment and public Wi-Fi.

The Library Service is proposing to withdraw its support from these Tier Four libraries, which would help to reduce costs by around £49,000. This could either result in the community organisations having greater autonomy in delivering an independent service (e.g. as an independent community-managed library), or these libraries closing.

More information about different models of delivery can be found **on pages 21 - 23 of the Information Pack.**

**Q21 To what extent do you agree or disagree that:** *(Please choose one option per row)*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
<b>an independent community-managed library model could meet the needs of the local community?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>if Tier Four libraries closed as a result of council support being withdrawn the needs of the community could be met by existing alternative library services?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 7: Delivering library services differently within local communities (continued)

In Hampshire's more deprived communities - such as Leigh Park, Havant and Bridgemarky - there is a specific need for the kind of support that libraries can provide, but current library usage is low. In these cases, the Library Service would like to explore different ways to deliver library services and improve access - for example by offering library services in locations frequently visited by the community, and alongside other services and activities. **These proposals do not link to savings targets** and are included to ensure that the needs of these particular communities are properly met in the future.

**Q22 To what extent do you agree or disagree that Hampshire Library Service should explore different ways to deliver library services in deprived communities?** *(Please choose one option)*

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

Don't know

**Q23 Where else would you like to see library services delivered in your local community?** *(Please choose all that apply)*

At a pre-school

At a school

In a doctor's surgery

In a community building *(please specify)*

Other *(please specify)*

For 'community building' or 'other' please write in the box below:

## Section 8: Delivering efficiencies

The Library Service will continue to deliver an efficient service, thereby maximising savings whilst meeting the changing needs of library users.

Efficiencies have been identified which, taken together, could generate around £146,000 savings each year.

More information about the proposed efficiencies can be found **on pages 24 - 25 of the Information Pack.**

**Q24 To what extent do you agree or disagree that the Library Service should consider:**  
*(Please choose one option per row)*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
removing some under used physical resources such as newspapers, audio book cassettes, CDs (e.g. language packs and music) and DVDs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
withdrawing digital resources for which alternatives are available online (e.g. Public Information Online, Encyclopaedia Britannica Online etc)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
discontinuing the Library Service's subscription to <i>Ancestry</i> (it duplicates <i>Find my Past</i> , to which the Library Service would continue to subscribe)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
combining some smaller local studies collections to consolidate collections in Tier One and Tier Two libraries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
reviewing special collections - to streamline stock and consider if relocation could help increase visibility and use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
reducing the number of Go-Online internet-ready computers, in line with reducing demand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
making it easier for people to manage their account and pay library fees by improving online and contactless payment methods or developing an online app?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
exploring ways to reduce the amount of debt that can be accrued on any one membership card?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
restricting the ability for people to borrow books when they have not cleared their charges?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
reducing the number of daily van drops between council-run libraries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
no longer sending new membership cards to customers in the post?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
reducing the need for plastic library cards by exploring the use of a library app accessed on a mobile device?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 9: Generating income

Alongside operational changes and efficiencies the Library Service will continue to seek ways to generate new income to offset costs.

More information about the options that could raise an additional £355,000 to support the Service are outlined **on pages 26 - 28 of the Information Pack.**

**Q25 To what extent do you agree or disagree that the Library Service should investigate options to generate income in order to contribute to the the running of the service?**  
(Please choose one option)

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(If you strongly agree, agree or don't know please go to question 27)

**Q26 Which, if any, of the proposed ideas for generating income do you disagree with?**  
(Please choose all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Increasing income generated through room hire and leases within council-run libraries | <input type="checkbox"/> Encouraging fundraising, sponsorship and donations |
| <input type="checkbox"/> Reviewing current fees and charges  | <input type="checkbox"/> None of these                                      |

## Section 10: Potential impacts and alternatives

**Q27 Please use the box below to describe the potential impacts these proposals could have on you (or your constituency, organisation, group or business).**

*Please do not provide any personal details in your response.*

## Section 10: Potential impacts and alternatives (continued)

**Q28** If you have any further comments relating to this consultation, or suggestions as to how the Library Service could achieve its future vision whilst delivering around £1.76 million in total savings, please summarise these in the box below.

*Please do not provide any personal details in your response.*

## Section 11: About you - organisation, groups or businesses

**Please only answer this section if you are responding on behalf of an organisation, group or business. After completing the following questions please go to section 14.**

**🔒** *If you are responding officially, the name and details of the organisation, group or business you represent may appear in the final report, and the information you provide may be subject to publication or release to other parties or to disclosure regimes such as the Freedom of Information Act 2000.*

**Q29** Please provide details about the organisation, group or business that you represent:

*(Please write in the boxes below)*

**The name of the organisation,  
group or business:**

**The postcode of the organisation,  
group or business:**

**Your name:**

**Your position in the organisation,  
group or business:**

## Section 11: About you - organisation, groups or businesses (continued)

**Q30 Which of these best describes the function of your organisation, group or business?**  
(Please choose one option)

- |   |   |
|---|---|
| <input type="checkbox"/> Nursery or pre-school  | <input type="checkbox"/> Local business or business representative (e.g. BID)       |
| <input type="checkbox"/> School, college or place of education                                    | <input type="checkbox"/> Not-for-profit charity, voluntary or local community group |
| <input type="checkbox"/> Local authority (e.g. county, district, parish, town or borough council) | <input type="checkbox"/> Organisation working with vulnerable adults or children    |
| <input type="checkbox"/> Other public sector organisation (e.g. Police, Fire, Health Authority)   | <input type="checkbox"/> Other (Please specify)                                     |

**Q31 For 'other' please write in the box below:**

## Section 12: About you - Democratically Elected Representatives

**Please only answer this section if you are responding as a Democratically Elected Representative. After completing the following questions please go to question 44.**

**ⓘ** If you are responding as a Democratically Elected Representative, the name and details of the constituency you represent may appear in the final report, and the information you provide may be subject to publication or release to other parties or to disclosure regimes such as the Freedom of Information Act 2000.

**Q32 Which constituency do you represent? (Please write in the box below)**

**Q33 What is your name? (Please write in the box below)**

**NB: Your name will only be used if we need to contact you to validate your response**

## Section 13: About you - individual respondents

**Please only answer this section if you are responding as an individual. After completing the following questions please go to section 14.**

Hampshire County Council is committed to improving its services, eliminating unlawful discrimination and promoting equality of opportunity for all people. The following questions are optional but we would be grateful if you could answer to help us understand the views of, and potential impacts on, different areas and types of people within Hampshire.

**Q34 Please provide your postcode:**

*Providing your postcode is optional. It would help us to understand the impact of proposed changes if you could provide at least the first five digits of your postcode. If you do provide your full postcode it is possible that in rural areas this might identify your property. By providing your postcode you are consenting to the County Council using this information to profile and analyse the response to the consultation from different areas and to understand how views differ by area.*

**Q35 How do you usually travel around Hampshire? (Please choose all that apply)**

**Private motorised transport**  
(e.g. car, motorbike)

**Active transport**  
(e.g. cycling, walking)

**Public transport** (e.g. bus, train, taxi)

**Other**

**Q36 Do you have access to the internet using any of the following? (Please choose all that apply)**

**A fixed connection** (e.g. a home or work network)

**A device that can connect to Wi-Fi**

**Mobile data** (e.g. on a smartphone/tablet)

**None of these**

**Q37 What was your age on your last birthday? (Please choose one option)**

**Under 16**

**55 to 64**

**16 to 24**

**65 to 74**

**25 to 34**

**75 to 84**

**35 to 44**

**85 or over**

**45 to 54**

**Prefer not to say**

## Section 13: About you - individual respondents (continued)

**Q38** Which of the following best describes your gender? *(Please choose one option)*

- |                                 |  |
|---------------------------------|--|
| <input type="checkbox"/> Male   | <input type="checkbox"/> Prefer to self-describe <i>(Please specify)</i> |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say                               |

**Q39** If you prefer to self-describe, please write in the box below:

**Q40** What is your ethnic group? *(Please choose one option)*

- |  |   |
|--|---|
| <input type="checkbox"/> White                           | <input type="checkbox"/> Black, African, Caribbean or Black British |
| <input type="checkbox"/> Mixed or multiple ethnic groups | <input type="checkbox"/> Any other ethnic group                     |
| <input type="checkbox"/> Asian or Asian British          | <input type="checkbox"/> Prefer not to say                          |

**Q41** Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last at least 12 months? *(Please choose one option)*

- |  |  |
|--|--|
| <input type="checkbox"/> Yes, a lot    | <input type="checkbox"/> No                |
| <input type="checkbox"/> Yes, a little | <input type="checkbox"/> Prefer not to say |

**Q42** Are there any children or young people up to the age of 16 living in your household (including yourself)? *(Please choose all that apply)*

- |  |  |
|--|--|
| <input type="checkbox"/> Yes - aged 0-4  | <input type="checkbox"/> Yes - aged 12-15              |
| <input type="checkbox"/> Yes - aged 5-8  | <input type="checkbox"/> No - none up to the age of 16 |
| <input type="checkbox"/> Yes - aged 9-11 | <input type="checkbox"/> Prefer not to say             |

**Q43** What is your total annual household income, from all sources, before tax and other deductions? *(Please choose one option)*

- |   |  |
|---|--|
| <input type="checkbox"/> Up to £10,000      | <input type="checkbox"/> £70,001 to £80,000  |
| <input type="checkbox"/> £10,001 to £20,000 | <input type="checkbox"/> £80,001 to £90,000  |
| <input type="checkbox"/> £20,001 to £30,000 | <input type="checkbox"/> £90,001 to £100,000 |
| <input type="checkbox"/> £30,001 to £40,000 | <input type="checkbox"/> £100,001 or over    |
| <input type="checkbox"/> £40,001 to £50,000 | <input type="checkbox"/> Don't know          |
| <input type="checkbox"/> £50,001 to £60,000 | <input type="checkbox"/> Prefer not to say   |
| <input type="checkbox"/> £60,001 to £70,000 |  |

## Section 14: About you - all respondents

**Q44** Finally, to help us improve access to future consultations, please tell us where you first heard about this consultation: *(Please choose one option)*

- |  |  |
|--|--|
| <input type="checkbox"/> <b>At the library</b>                               | <input type="checkbox"/> <b>In a resident's newsletter</b> (e.g. printed newsletter or e-newsletter) |
| <input type="checkbox"/> <b>Through a group</b> (e.g. local action group)    | <input type="checkbox"/> <b>Through my employer</b> <i>(Please specify)</i>                          |
| <input type="checkbox"/> <b>On social media</b> (e.g. Facebook, Twitter etc) | <input type="checkbox"/> <b>By word of mouth</b>   |
| <input type="checkbox"/> <b>Online</b> <i>(Please specify)</i>               | <input type="checkbox"/> <b>Reported in the press</b> (e.g. radio, newspaper etc)                    |
| <input type="checkbox"/> <b>Via an email or letter sent to you</b>           | <input type="checkbox"/> <b>Other</b> <i>(Please specify)</i>  |
| <input type="checkbox"/> <b>On a consultation poster or leaflet</b>          |  |

**Please specify where you heard about the consultation below:**

**Thank you for your response.**

Please return your Response Form in the business reply envelope provided **to arrive no later than 18 March 2020**. If you do not have a business reply envelope, please return to **Freepost HAMPSHIRE**, writing *'I and E Unit'* on the back. You do not need to use a stamp.

If you know of anyone else who would be interested in responding to this consultation, please encourage them to do so. The consultation will close at 11:59pm on 18 March 2020.