

Library Service Transformation: Draft Strategy to 2020

Consultation Questionnaire

Hampshire County Council has published a **Draft Strategy to 2020** for the Library Service which reflects the changing needs of the community. Many people access library services very differently now to when libraries first opened, so the County Council needs a clear focus for the future of the Service. The County Council also expects that it will need to save money in the future, but that is not the only reason for change.

You can read the Strategy at your local library or online at: www.hants.gov.uk/library
The document is also available in large print, Braille, or in other languages if required.
Please call **0300 555 1387** for details.

This consultation questionnaire gives you the opportunity to give your views about the Strategy, and it may also be completed by organisation representatives and individuals from Hampshire and elsewhere.

There is an online version of this questionnaire which we encourage you to complete. Please visit: www.hants.gov.uk/library to complete the questionnaire online.

Completed questionnaires will be processed by Opinion Research Services (ORS), an independent research company. Feedback from individuals will be completely anonymous, but views from organisations may be published in full.

All consultation questionnaires should be returned by **Saturday 16 January 2016**.

A summary of the responses to this consultation and the analysis will be made available to the public on the Hampshire County Council's website before any decisions are made.

The Executive Member for Culture, Recreation and Countryside will consider the feedback from this consultation at the Decision Day in April 2016.

ABOUT THE HAMPSHIRE LIBRARY SERVICE

Hampshire runs one of the largest library services in England.

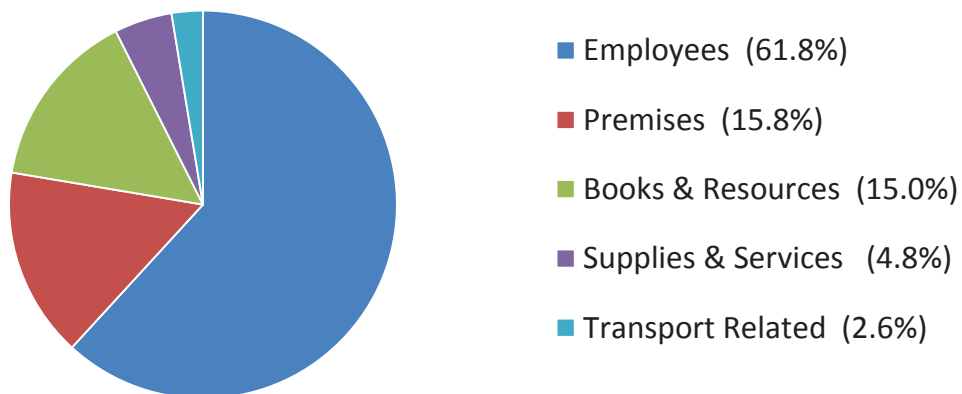
Last year, around a fifth of Hampshire's population used library services: there were 6 million visits; 6.9 million books and other items were borrowed; and visitors spent 360,000 hours using the free public Wi-Fi and internet-ready computers.

The Library Service includes:

- » **Public Library Service** delivered through 48 static libraries, including three Discovery Centres
- » **Online Library** providing eBook, eMagazine and other eResources
- » **Mobile Library Service** operated with five vehicles over 250 stops, many in rural communities
- » **Home Library Service** for vulnerable and isolated customers who are unable to visit a library
- » **Community Libraries** managed by community organisations with support from the Library Service
- » **School Library Service** to support child learning and education
- » **Prison Library Service** providing a library service at Winchester Prison

County Council funding for the Library Service was £12.4 million in 2015/16, including £160,000 to support adult learning. The Library Service also generates an annual income of around £1.5 million. A breakdown of how the money is spent is set out below.

Library Service Expenditure 2015/16



Measure	Static Libraries	Mobile Library Service	Home Library Service	Community Library Service
Cost of service 2014/15	£12,000,000	£360,000	£117,000	£50,000
Number of active members	203,409	2,230	828	2,392
Cost per book or other item	£2.23	£3.95	£1.47	£1.35
Cost per visit	£2.02	£11.44	N/A	N/A
Cost per hour	£112	£103	N/A	£26
Cost per active member	£58	£161	£141	£25

An active member is someone who has used the library to borrow something at least once in a 12 month period

ABOUT YOUR USE OF THE LIBRARY SERVICE

During the last year, how often have you visited any of the static libraries in Hampshire?

PLEASE TICK ✓ ONE BOX ONLY

Twice a week or more <input type="checkbox"/>	At least once a week <input type="checkbox"/>	At least once a month <input type="checkbox"/>	6 times or more in the last year <input type="checkbox"/>	At least once in the last year <input type="checkbox"/>	Not at all in the last year <input type="checkbox"/>
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Which, if any, of these other library services have you used in the last year?

PLEASE TICK ✓ ALL BOXES THAT APPLY

<i>Library Services provided by Hampshire County Council</i>			Another Library Service not provided by Hampshire CC <input type="checkbox"/>	None of these <input type="checkbox"/>
Online Library or library web pages <input type="checkbox"/>	Mobile Library Service <input type="checkbox"/>	Home Library Service <input type="checkbox"/>		

If you have visited a library in Hampshire in the last year, which library do you use most often?

PLEASE ANSWER IN THE BOX BELOW

If you have used the Mobile Library Service in the last year, which stop do you normally use?

PLEASE ANSWER IN THE BOX BELOW

DRAFT STRATEGY to 2020

Our Strategy sets out the challenges, considerations and direction of travel over the next four years to ensure the Library Service is run efficiently and positioned to meet the changing demands it faces. As part of the central Government reduction to local authority funding, the Library Service expects that it will need to reduce its budget by a further 14% by 2020; that is about £1.7 million. Our Strategy demonstrates a commitment to the delivery of a broad range of modern, affordable library services that meets people's changing needs in reading, information, learning, literacy, health and wellbeing, business and leisure.

To what extent do you agree or disagree that Hampshire's Library Service needs to change to meet the changing demands placed on it? PLEASE TICK ✓ ONE BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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To what extent do you agree or disagree that the County Council should seek to make savings to ensure that the Library Service is financially sustainable? PLEASE TICK ✓ ONE BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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Our Draft Strategy will...

- » Place our libraries into four tiers to provide a standardised approach to services
- » Invest £500,000 every year for four years from the £2 million Book Fund to make our library buildings modern and vibrant, making best use of new technology and digital systems
- » Permanently reduce the Book Fund by £500,000 from 2020 onwards
- » Share library buildings with partner organisations for several services to be accessed in one visit
- » Develop our library staff and increase the use of trained volunteers
- » Phase a withdrawal of poorly used library collections (e.g. CDs, games, and DVDs) and transfer specialist collections to other providers

To what extent do you agree or disagree with each of these key aims?

PLEASE TICK ✓ ONE BOX IN EACH ROW

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Provide a standardised approach to services with four tiers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Invest £500,000 every year for four years from the Book Fund to improve buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permanently reduce the Book Fund by £500,000 from 2020 onwards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Share library buildings with complementary partner organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase the use of trained volunteers to support the work of the Library service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phase a withdrawal of poorly used library collections (e.g. CDs, games, DVDs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer specialist library collections to other providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our Draft Strategy proposes to place Hampshire's libraries into four tiers:

- » **Tier 1:** the largest and busiest libraries, providing the widest range of services.
- » **Tier 2:** other libraries in towns that will all open 5 days each week.
- » **Tier 3:** libraries located in smaller towns and villages that typically open fewer days each week.
- » **Tier 4:** Community Libraries that are managed by community organisations.

The proposed tier for each of Hampshire's static libraries is set out on the next page.

The County Council is proposing to reduce the number of smaller, Tier 3 libraries that we run.

Some may become Tier 4 libraries that are run by local community groups, while others may have to close. This could save from around £25,000 to more than £50,000 a year per library.

No decisions have been taken and we will consult on specific proposals before making any changes.

Tier 1 Libraries		
Andover	Farnborough	Petersfield
Basingstoke	Fleet	Waterlooville
Chandler's Ford	Gosport	Winchester
Fareham	Lymington	

Tier 3 Libraries		
Alresford	Fordingbridge	Odiham
Bishops Waltham	Horndean	Overton
Blackfield	Lee on the Solent	South Ham
Bridgemary	Leigh Park	West End
Elson	Liphook	Whitchurch
Emsworth	Lyndhurst	Yateley
Fair Oak	Netley	

Tier 2 Libraries		
Aldershot	Hayling Island	Ringwood
Alton	Hedge End	Romsey
Bordon	Hythe	Stubbington
Chineham	Lockwood	Tadley
Eastleigh	New Milton	Totton
Havant	Portchester	

Tier 4 Libraries		
Community Libraries:	Bursledon	North Baddesley
	Kingsclere	Stanmore
	Milford-on-Sea	

To what extent do you agree or disagree with the tier proposed for each of the static libraries?

PLEASE TICK ✓ ONE BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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To what extent do you agree or disagree that the County Council should review the future viability of smaller, Tier 3 libraries? PLEASE TICK ✓ ONE BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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If you disagree, please tell us why. PLEASE ANSWER IN THE BOX BELOW

Decisions about individual libraries would be based on the following criteria:

- » **USAGE:** the number of users at the library and patterns of library services used
- » **COMMUNITY NEEDS:** taking account of educational, ethnic, social and economic backgrounds
- » **ACCESS:** whether there are any other libraries nearby
- » **BUILDING:** the quality and location of buildings
- » **VALUE FOR MONEY:** running costs compared to similar libraries

Please rate how important you think each of these criteria are when taking decisions about libraries, where '10' means the criteria is critically important and '0' means the criteria is of no importance.

PLEASE WRITE IN A NUMBER BETWEEN '0' AND '10' IN EACH BOX

Usage <input type="text"/>	Community Needs <input type="text"/>	Access <input type="text"/>	Building <input type="text"/>	Value for Money <input type="text"/>
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FUTURE OF THE MOBILE LIBRARY SERVICE

The Mobile Library Service is by far the most expensive part of the Library Service. The mobile library vehicles are nearing the end of their leases and we have to decide whether or not to replace them. New vehicles would cost more, and we need to consider if that would be the best use of resources.

The Mobile Library Service currently costs £360,000 a year to run; but it is only used by around 2,230 people (less than 1% of Hampshire's library customers) and demand continues to decline with over 100 of the mobile stops having fewer than 4 customers. The cost currently represents £161 per customer and £3.95 per book issued. These average costs will increase if demand continues to fall.

Therefore, the County Council is proposing to close the Mobile Library Service from summer 2016 and that a range of alternative options are provided for residents that currently use the service.

To what extent do you agree or disagree that the Mobile Library Service should be closed from summer 2016 with a range of alternative options provided for residents? PLEASE TICK ✓ ONE BOX ONLY

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

If you disagree, please tell us why. PLEASE ANSWER IN THE BOX BELOW

We have identified the following alternative options for residents that currently use the service:

- » **Visiting the nearest static library:** over a quarter of mobile library customers already do this.
- » **Free loan of an eReader** and free training to download eBooks. eReaders are light to carry and would make a much larger selection of books available than could be carried on a library vehicle. This is a good alternative for many people.
- » **Home Library Service** visits by a trained volunteer. Taking books to residents in a one-on-one visit can be more efficient and more personal than operating a mobile library vehicle.
- » **New community library exchange service** managed by community organisations in smaller villages (of around 500 homes) with support provided by the Library Service. A business case would need to be agreed between the County Council and an appropriate community organisation.

To what extent do you agree or disagree that these options could provide an effective alternative to the Mobile Library Service?

PLEASE TICK ✓ ONE BOX IN EACH ROW

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Visiting the nearest static library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free loan of an eReader	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Library Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New community library exchange service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FURTHER COMMENTS

Are there any further comments that you would like to make?

PLEASE ANSWER IN THE BOX BELOW AND CONTINUE ON A SEPARATE SHEET IF NECESSARY

CONSIDERING EQUALITIES

Hampshire County Council has a duty to take into account the impact of their decisions on people with protected characteristics under the Equality Act 2010 (age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy, maternity, race, religion or belief, and sexual orientation).

Are there any positive or negative impacts relating to equalities that you believe that the County Council should take into account in the decision making process?

If so, are you able to provide any supporting evidence and suggest any ways to reduce or remove any potential negative impact and increase any positive impact?

PLEASE ANSWER IN THE BOX BELOW AND CONTINUE ON A SEPARATE SHEET IF NECESSARY

INFORMATION ABOUT YOU

What is your full postcode?

This will help us understand views in different areas

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If you are responding on behalf of an ORGANISATION, which organisation do you represent?

Please give us the name of the organisation and any specific group or department.

Please also tell us who the organisation represents, what area the organisation covers and how you gathered the views of members.

PLEASE ANSWER IN THE BOX BELOW AND CONTINUE ON A SEPARATE SHEET IF NECESSARY

If you are providing your own PERSONAL RESPONSE, please answer the questions below...

Hampshire County Council has a duty to promote equality and we want to make sure that we include all parts of the community in our consultation, but these questions are optional. We will take all consultation responses fully into account when making decisions, regardless of whether you provide your details.

PLEASE TICK ✓ ONLY ONE BOX FOR EACH QUESTION

What was your age on your last birthday?

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 16 to 24 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45 to 54 | |
| <input type="checkbox"/> Prefer not to say | |

What is your ethnic group?

- White
- Mixed or multiple ethnic groups
- Asian or Asian British
- Black, African, Caribbean or Black British
- Any other ethnic group
- Prefer not to say

What is your gender?

- Male
- Female
- Prefer not to say

Are you employed by Hampshire Library Service?

- Yes
- No
- Prefer not to say

Do you consider yourself to be disabled?

- Yes
- No
- Prefer not to say

Do you volunteer at one of the county's libraries?

- Yes
- No
- Prefer not to say

THANK YOU FOR YOUR TIME

Please return the consultation questionnaire by Saturday 16 January 2016 to:

Opinion Research Services

FREEPOST SS1018 · PO Box 530 · Swansea · SA1 1ZL