

Lancashire libraries consultation 2016

This consultation can be completed online at www.lancashire.gov.uk/haveyoursay. However, if you would prefer to complete a paper copy then:

1. Please read the instructions carefully and use blue or black pen to fill in the questionnaire.
2. Please check you have answered all the appropriate questions.
3. Return your completed questionnaire to a library staff member, or mail it to 'Have your say, Lancashire County Council, PO Box 100, Preston, PR1 0LD'.

The county council continues to face an unprecedented financial challenge. Over the next five years to 2020/21 the council needs to make savings of £262m on top of those agreed within previous budget processes. This extremely difficult financial picture is the result of continued cuts in funding by Government, rising costs and rising demand for key services.

Based on current spending and forecast demand for services, the council will not have sufficient financial resources to meet its statutory obligations by April 2018, even if we no longer continue to deliver any of the non-statutory services. The council will need to rely heavily on reserves in order to set a balanced budget for 2016/17 and 2017/18.

Lancashire County Council will continue to provide a library service for the communities of Lancashire. Our vision of the library service for Lancashire is a place for people across generations to use for personal and community wellbeing, which offers flexible, physical, virtual, creative, spaces for the community. They will promote access to and use of the resources needed to encourage personal development, learning and community engagement.

Lancashire County Council wants to understand what you would like from this space.

This space will be developed in response to individual community need. We are passionate about creating opportunities which give people the potential to develop in areas they choose themselves. These physical flexible spaces will be used to promote learning, arts, performance, social activity, digital inclusion, families, heritage and wellbeing. The spaces we aim to provide will enable our communities to enjoy an environment which has been tuned to their needs. The spaces need to be safe for everyone and comfortable.

We value your views about the library service you want and encourage you to fill in this questionnaire and express your comments in the space provided in question 15.

Your use of the library service

1

Which of the following best describes you?

PLEASE TICK ONE OPTION ONLY

- I am a current library member
- I am a current member of a library outside Lancashire
- I used to be a library member, but I'm not anymore
- I've never been a library member
- Don't know

2

How often, if at all, have you visited any of the static libraries provided by Lancashire County Library Service, in the last 12 months?

PLEASE TICK ONE OPTION ONLY

- More than once a week
- About once a week
- About once a month
- About once every six months
- About once in the last 12 months
- Not visited in the last 12 months → go to Q4

3

On your last visit did you visit...?

PLEASE TICK AS MANY AS APPLY

- Alone → go to Q7
- With adults → go to Q7
- With children or young people (aged under 20) → go to Q7
- With a young person with a disability (aged 20-25) → go to Q7

4

If you have not visited a library in Lancashire in the last 12 months, when was the last time you visited one?

PLEASE TICK ONE OPTION ONLY

- More than 12 months ago but less than 2 years ago
- More than 2 years ago but less than 5 years ago
- Longer than 5 years ago
- Never
- Don't know

5**Why haven't you visited a library in Lancashire in the last 12 months?**

PLEASE TICK AS MANY AS APPLY

- Inconvenient opening times
- I didn't find what I was looking for on my last visit
- Nearest library is too far away
- Difficulty getting to the library
- Prefer to buy books/ebooks online
- Prefer to buy books from a bookshop
- Have the internet at home so no need to use the library
- Nothing of interest in the library
- Don't like reading
- No time or too busy
- Other
- Don't know

6**What, if anything, would encourage you to use the libraries in Lancashire more?**

PLEASE TICK AS MANY AS APPLY

- If there was computer or internet access there
- If one was nearer to me
- A wider range of books or other loan materials
- A wider range and frequency of activities and events
- Nearer to other local facilities, eg shops, café, post office, bank
- Nearer to a bus stop
- Nearer to a train station
- Improved baby changing facilities
- Improved car parking facilities
- Opened when I need it
- Other
- Nothing
- Don't know

(Go to Q8)

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

PLEASE TICK ONE OPTION ONLY

Accrington	<input type="checkbox"/>	Eccleston	<input type="checkbox"/>	Ormskirk	<input type="checkbox"/>
Adlington	<input type="checkbox"/>	Euxton	<input type="checkbox"/>	Oswaldtwistle	<input type="checkbox"/>
Ansdell	<input type="checkbox"/>	Fleetwood	<input type="checkbox"/>	Padiham	<input type="checkbox"/>
Bacup	<input type="checkbox"/>	Freckleton	<input type="checkbox"/>	Parbold	<input type="checkbox"/>
Bamber Bridge	<input type="checkbox"/>	Fulwood	<input type="checkbox"/>	Penwortham	<input type="checkbox"/>
Barnoldswick	<input type="checkbox"/>	Garstang	<input type="checkbox"/>	Pike Hill	<input type="checkbox"/>
Barrowford	<input type="checkbox"/>	Great Harwood	<input type="checkbox"/>	Poulton	<input type="checkbox"/>
Bolton-le-Sands	<input type="checkbox"/>	Halton	<input type="checkbox"/>	Rawtenstall	<input type="checkbox"/>
Briercliffe	<input type="checkbox"/>	Harris (Preston)	<input type="checkbox"/>	Read	<input type="checkbox"/>
Brierfield	<input type="checkbox"/>	Haslingden	<input type="checkbox"/>	Ribbleton	<input type="checkbox"/>
Burnley	<input type="checkbox"/>	Heysham	<input type="checkbox"/>	Rishton	<input type="checkbox"/>
Burnley Campus	<input type="checkbox"/>	Ingol	<input type="checkbox"/>	Rosegrove	<input type="checkbox"/>
Burscough	<input type="checkbox"/>	Kingsfold	<input type="checkbox"/>	Savick	<input type="checkbox"/>
Carnforth	<input type="checkbox"/>	Kirkham	<input type="checkbox"/>	Sharoe Green	<input type="checkbox"/>
Chatburn	<input type="checkbox"/>	Knott End	<input type="checkbox"/>	Silverdale	<input type="checkbox"/>
Chorley	<input type="checkbox"/>	Lancaster	<input type="checkbox"/>	Skelmersdale	<input type="checkbox"/>
Clayton Green	<input type="checkbox"/>	Leyland	<input type="checkbox"/>	St.Annes	<input type="checkbox"/>
Clayton-le-Moors	<input type="checkbox"/>	Longridge	<input type="checkbox"/>	Tarleton	<input type="checkbox"/>
Cleveleys	<input type="checkbox"/>	Longton	<input type="checkbox"/>	Thornton	<input type="checkbox"/>
Clitheroe	<input type="checkbox"/>	Lostock Hall	<input type="checkbox"/>	Trawden	<input type="checkbox"/>
Coal Clough	<input type="checkbox"/>	Lytham	<input type="checkbox"/>	Upholland	<input type="checkbox"/>
Colne	<input type="checkbox"/>	Mellor	<input type="checkbox"/>	Whalley	<input type="checkbox"/>
Coppull	<input type="checkbox"/>	Morecambe	<input type="checkbox"/>	Wheatley Lane	<input type="checkbox"/>
Crawshawbooth	<input type="checkbox"/>	Nelson	<input type="checkbox"/>	Whitworth	<input type="checkbox"/>
Earby	<input type="checkbox"/>	Northfleet	<input type="checkbox"/>		

9**When was the last time, if at all, you used each of the following library services?**

PLEASE TICK ONE OPTION ONLY FOR EACH SERVICE

	In the last week	In the last month	In the last year	Longer ago	Never	Don't know
Mobile Library Service	<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"/>
A library not provided by Lancashire County Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10**In the last 12 months, have you used any of these digital (online) library services in a library, outside a library, or not at all?**

PLEASE TICK ONE OPTION ONLY FOR EACH SERVICE

	In a library	Outside of a library	Not used, but aware of	Not used, and not aware of
Catalogue search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renewed a loaned item	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Requested an item	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asked a question	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reported a problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joined the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Updated your details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requested or reset your PIN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Downloaded an ebook or audiobook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booked a computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Checked social media account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Searched online reference resources e.g, Ancestry, British Library Newspapers, Newsbank, British Standards, Cobra Business Advisor, World Book and Oxford Dictionaries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11

Overall, how satisfied or dissatisfied are you with the library service in Lancashire?

PLEASE TICK ONE OPTION ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

12

Overall, which of the following library services do you consider to be the most important?

PLEASE TICK UP TO FIVE SERVICES

- Borrowing a book from a library
- Using a computer in a library

- Using free wi-fi in a library
- Borrowing a CD, DVD or talking book from a library

- Reading a newspaper or magazine in a library
- Attending a children's event or activity at a library

- Attending a social or group activity at a library
- Using the library for reference or research purposes

- Using the online library service
- Reserving a book online

- Picking up other information from a library
- Using the Mobile Library Service

- Hiring a room at a library for a social or group function
- Using the Home Library Service

- Something else

14

When would you be most likely to visit a library if the following times were available?

PLEASE TICK AS MANY AS APPLY

	8am- 9:59am	10am- 11:59am	12pm- 13:59pm	2pm- 3:59pm	4pm- 5:59pm	6pm- 8pm
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15

Do you have any suggestions or other comments about the Lancashire County Library Service?

PLEASE WRITE IN THE BOX BELOW

20

Are you a deaf person or do you have a disability?

The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities.

PLEASE TICK ONE OPTION ONLY

Yes

No

21

Are there any children in your household aged under 20?

PLEASE TICK AS MANY AS APPLY

No, but expecting	Yes, aged under 5	Yes, aged 5-8	Yes, aged 9-11	Yes, aged 12-16	Yes, aged 17-19	No children aged under 20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22

Are there any children with a disability in your household aged 20-25?

PLEASE TICK ONE OPTION

Yes

No

23

Which best describes your ethnic background?

PLEASE TICK ONE OPTION ONLY

White

English/Welsh/Scottish/Northern

Irish/British

Irish

Gypsy or Irish Traveller

Any other White background

Black or Black British

Caribbean

African

Other

Arab

Any other ethnic group (write in below)

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Mixed

White and Black Caribbean

White and Black African

White and Asian

24**What is your religion?**

PLEASE TICK ONE OPTION ONLY

- | | | | |
|--|--------------------------|--------------------|--------------------------|
| No religion | <input type="checkbox"/> | Hindu | <input type="checkbox"/> |
| Christian (including CofE,
Catholic, Protestant and all other
denominations) | <input type="checkbox"/> | Jewish | <input type="checkbox"/> |
| Buddhist | <input type="checkbox"/> | Muslim | <input type="checkbox"/> |
| | | Sikh | <input type="checkbox"/> |
| | | Any other religion | <input type="checkbox"/> |

25**Are you in a marriage or civil partnership?**

PLEASE TICK ONE OPTION ONLY

- | | |
|-------------------|--------------------------|
| Marriage | <input type="checkbox"/> |
| Civil partnership | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |
| None of these | <input type="checkbox"/> |

26**How would you describe your sexual orientation?**

PLEASE TICK ONE OPTION ONLY

- | | | | |
|-------------------------|--------------------------|-------------------|--------------------------|
| Straight (heterosexual) | <input type="checkbox"/> | Lesbian/gay woman | <input type="checkbox"/> |
| Bisexual | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Gay man | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |

27**What is your postcode?**

PLEASE WRITE IN

Thank you for taking part.

Please return your completed questionnaire to a library staff member,
or mail it to 'Have your say, Lancashire County Council, PO Box 100, Preston,
PR1 0LD'. Alternatively you can complete it online at
www.lancashire.gov.uk/haveyoursay