

North Yorkshire library consultation

We are consulting on proposals to change how library services are run across North Yorkshire. By 2020, the County Council will have seen its library budget fall dramatically from around £7.8m in 2010 to an expected £4.2m for 2019-20. On top of savings of £2m already achieved, the library service has to save a further £1.6m.

The aim of our proposals is to provide the best library service we can with the reduced amount of money available. Building on the success of current community libraries we are proposing that more libraries are managed by communities and that volunteers are involved in **all** libraries. In order to help us make the best decisions, we want to know what you think about our proposals and how you think we can make them work.

The closing date for responses is **8 February 2015**.

Please complete the questionnaire using blue or black ink only.

Please see the consultation document for the detail before completing this questionnaire.
(If you want to respond on behalf of a group and as an individual, please complete two separate questionnaires)

Engagement promise

This consultation has been planned in accordance with the North Yorkshire County Council engagement promise. This sets out what you can expect from us including using plain English and telling you what has been done as a result of the consultation. More details of the promise can be found at <http://www.northyorks.gov.uk/article/23996/Consultation-and-community-engagement> including how to tell us what you think.

Freedom of information

The County Council is subject to the Freedom of Information Act 2000. The County Council may be required to disclose publicly views that have been expressed to it but will take account of your privacy rights. For more information please contact library secretaries on 01609 533826.



Section 1 - Tell us about your use of library services

Q1. How often do you use a library?

(Please select one)

- | | | |
|--|---|--|
| <input type="checkbox"/> More than once a week | <input type="checkbox"/> Monthly | <input type="checkbox"/> Less than once a year |
| <input type="checkbox"/> Weekly | <input type="checkbox"/> A few times per year | <input type="checkbox"/> Never |

Q2. Which is your nearest library?

(Please select one)

- | | |
|--|--|
| <input type="checkbox"/> Supermobile | <input type="checkbox"/> Knaresborough library |
| <input type="checkbox"/> Barlby library and community hub | <input type="checkbox"/> Leyburn library |
| <input type="checkbox"/> Bedale library | <input type="checkbox"/> Malton library |
| <input type="checkbox"/> Bentham library | <input type="checkbox"/> Mashamshire community library |
| <input type="checkbox"/> Bilton and Woodfield community library | <input type="checkbox"/> Northallerton library |
| <input type="checkbox"/> Boroughbridge library | <input type="checkbox"/> Norton library |
| <input type="checkbox"/> Catterick library | <input type="checkbox"/> Pateley Bridge library |
| <input type="checkbox"/> Colburn library | <input type="checkbox"/> Pickering library |
| <input type="checkbox"/> Crosshills library | <input type="checkbox"/> Richmond library |
| <input type="checkbox"/> Derwent Valley Bridge community library | <input type="checkbox"/> Ripon library |
| <input type="checkbox"/> Easingwold library | <input type="checkbox"/> Scalby library |
| <input type="checkbox"/> Eastfield library | <input type="checkbox"/> Scarborough library |
| <input type="checkbox"/> Embsay-with-Eastby community library | <input type="checkbox"/> Selby library |
| <input type="checkbox"/> Filey library | <input type="checkbox"/> Settle library |
| <input type="checkbox"/> Gargrave and Malhamdale community library | <input type="checkbox"/> Sherburn-in-Elmet library |
| <input type="checkbox"/> Grassington hub and community library | <input type="checkbox"/> Skipton library |
| <input type="checkbox"/> Great Ayton Discovery Centre | <input type="checkbox"/> Starbeck library |
| <input type="checkbox"/> Harrogate library | <input type="checkbox"/> Stokesley library |
| <input type="checkbox"/> Hawes library | <input type="checkbox"/> Tadcaster library |
| <input type="checkbox"/> Helmsley library | <input type="checkbox"/> Thirsk library |
| <input type="checkbox"/> Ingleton library | <input type="checkbox"/> Whitby library |
| <input type="checkbox"/> Kirkbymoorside library | <input type="checkbox"/> I don't know |



Q3. Which of the following statements apply to you?

(Please select all that apply)

- I am a library user
- I am a home library service user
- I am a library volunteer
- I am a county councillor
- I am a district councillor
- I am a town councillor
- I am a parish councillor
- I am a representative of a community group, organisation or club (please specify)
- I never use any library services
- I am a member of library staff
- Other (please specify)

Representative of a community group, organisation or club:

Other:

If you have selected 'I never use any library services' please go to page 7 for section 2 of the questionnaire.



Q4. Thinking about the library services you use, which libraries do you use? (Please select all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Digital library | <input type="checkbox"/> Ingleton library |
| <input type="checkbox"/> Supermobile | <input type="checkbox"/> Kirkbymoorside library |
| <input type="checkbox"/> Home library service | <input type="checkbox"/> Knaresborough library |
| <input type="checkbox"/> Library outside of North Yorkshire | <input type="checkbox"/> Leyburn library |
| <input type="checkbox"/> Barlby library and community hub | <input type="checkbox"/> Malton library |
| <input type="checkbox"/> Bedale library | <input type="checkbox"/> Mashamshire community library |
| <input type="checkbox"/> Bentham library | <input type="checkbox"/> Northallerton library |
| <input type="checkbox"/> Bilton and Woodfield community library | <input type="checkbox"/> Norton library |
| <input type="checkbox"/> Boroughbridge library | <input type="checkbox"/> Pateley Bridge library |
| <input type="checkbox"/> Catterick library | <input type="checkbox"/> Pickering library |
| <input type="checkbox"/> Colburn library | <input type="checkbox"/> Richmond library |
| <input type="checkbox"/> Crosshills library | <input type="checkbox"/> Ripon library |
| <input type="checkbox"/> Derwent Valley Bridge community library | <input type="checkbox"/> Scalby library |
| <input type="checkbox"/> Easingwold library | <input type="checkbox"/> Scarborough library |
| <input type="checkbox"/> Eastfield library | <input type="checkbox"/> Selby library |
| <input type="checkbox"/> Embsay-with-Eastby community library | <input type="checkbox"/> Settle library |
| <input type="checkbox"/> Filey library | <input type="checkbox"/> Sherburn-in-Elmet library |
| <input type="checkbox"/> Gargrave and Malhamdale community library | <input type="checkbox"/> Skipton library |
| <input type="checkbox"/> Grassington hub and community library | <input type="checkbox"/> Starbeck library |
| <input type="checkbox"/> Great Ayton Discovery Centre | <input type="checkbox"/> Stokesley library |
| <input type="checkbox"/> Harrogate library | <input type="checkbox"/> Tadcaster library |
| <input type="checkbox"/> Hawes library | <input type="checkbox"/> Thirsk library |
| <input type="checkbox"/> Helmsley library | <input type="checkbox"/> Whitby library |



Q5. Thinking about the library services you use, which library do you use the most?
(Please select one)

- | | |
|--|--|
| <input type="checkbox"/> Digital library | <input type="checkbox"/> Ingleton library |
| <input type="checkbox"/> Supermobile | <input type="checkbox"/> Kirkbymoorside library |
| <input type="checkbox"/> Home library service | <input type="checkbox"/> Knaresborough library |
| <input type="checkbox"/> Library outside of North Yorkshire | <input type="checkbox"/> Leyburn library |
| <input type="checkbox"/> Barlby library and community hub | <input type="checkbox"/> Malton library |
| <input type="checkbox"/> Bedale library | <input type="checkbox"/> Mashamshire community library |
| <input type="checkbox"/> Bentham library | <input type="checkbox"/> Northallerton library |
| <input type="checkbox"/> Bilton and Woodfield community library | <input type="checkbox"/> Norton library |
| <input type="checkbox"/> Boroughbridge library | <input type="checkbox"/> Pateley Bridge library |
| <input type="checkbox"/> Catterick library | <input type="checkbox"/> Pickering library |
| <input type="checkbox"/> Colburn library | <input type="checkbox"/> Richmond library |
| <input type="checkbox"/> Crosshills library | <input type="checkbox"/> Ripon library |
| <input type="checkbox"/> Derwent Valley Bridge community library | <input type="checkbox"/> Scalby library |
| <input type="checkbox"/> Easingwold library | <input type="checkbox"/> Scarborough library |
| <input type="checkbox"/> Eastfield library | <input type="checkbox"/> Selby library |
| <input type="checkbox"/> Embsay-with-Eastby community library | <input type="checkbox"/> Settle library |
| <input type="checkbox"/> Filey library | <input type="checkbox"/> Sherburn-in-Elmet library |
| <input type="checkbox"/> Gargrave and Malhamdale community library | <input type="checkbox"/> Skipton library |
| <input type="checkbox"/> Grassington hub and community library | <input type="checkbox"/> Starbeck library |
| <input type="checkbox"/> Great Ayton Discovery Centre | <input type="checkbox"/> Stokesley library |
| <input type="checkbox"/> Harrogate library | <input type="checkbox"/> Tadcaster library |
| <input type="checkbox"/> Hawes library | <input type="checkbox"/> Thirsk library |
| <input type="checkbox"/> Helmsley library | <input type="checkbox"/> Whitby library |

If you have selected 'Digital library' or 'Home library service', please go to page 6 for question 9.

Otherwise, please continue to page 5 for question 6.



Q6. Thinking about the library service you use the most, what time of day do you usually go there?

(Please select one)

- Morning
- Afternoon
- Lunchtime
- Early evening

Q7. Thinking about the library service you use the most, how long is your journey (one-way) to get there?

(Please select one)

- Less than 15 minutes
- 15 to 30 minutes
- 31 to 45 minutes
- 46 minutes to 1 hour
- Over an hour

Q8. Thinking about the library service you use the most, how do you travel there?

(Please select one)

- Walk
- Cycle
- Bus
- Car
- Train
- Taxi
- Other (please specify)

Other:



Q9. What do you use the library for?

(Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Books | <input type="checkbox"/> Research |
| <input type="checkbox"/> Newspapers/magazines | <input type="checkbox"/> Job hunting |
| <input type="checkbox"/> Using a computer or the internet | <input type="checkbox"/> Socialising |
| <input type="checkbox"/> Wifi | <input type="checkbox"/> Events/activities |
| <input type="checkbox"/> CDs/DVDs | <input type="checkbox"/> Children's activities |
| <input type="checkbox"/> Information about where I live or my community | <input type="checkbox"/> Reading groups |
| <input type="checkbox"/> Information about health | <input type="checkbox"/> Home library service |
| <input type="checkbox"/> Information about business | <input type="checkbox"/> Room hire |
| <input type="checkbox"/> Reference/information | <input type="checkbox"/> Other (please specify) |

Other:

Q10. Which online services provided by the library service do you use from home or in the library?

(Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> E-books | <input type="checkbox"/> 'Find my Past' website |
| <input type="checkbox"/> E-audio | <input type="checkbox"/> Online catalogue |
| <input type="checkbox"/> E-newspapers | <input type="checkbox"/> Renew/reserve facility |
| <input type="checkbox"/> E-magazines | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Online reference | <input type="checkbox"/> I do not use any online services |
| <input type="checkbox"/> Access to research | <input type="checkbox"/> I do not have access to the internet |
| <input type="checkbox"/> Ancestry.com website | |

Other:



Section 2 - Proposals for future library services

The loss of funding from our budget makes it impossible for the council to staff all libraries, even at a most basic level. Nevertheless, we share the view of many members of the public that as many libraries as possible should remain open.

The library service is proposing to run a **core** library in each District Council area and provide a member of staff to work with volunteers in a further five of the busiest libraries (**hybrid libraries**). An additional 20 libraries would need to be **community managed**. You can find more information in the consultation document.

Q11. Do you agree or disagree with the following statement?

(Please select one)

'I understand why the council needs to make changes to the library service'

Yes, I agree

No, I disagree

Q12. How will the proposed changes to the library service affect you/your organisation?

(Please select the statement closest to how you feel)

The proposed changes to the library service **will not** affect me/my organisation

The proposed changes to the library service **will** affect me/my organisation **a little**

The proposed changes to the library service **will** affect me/my organisation **a lot**

I don't know how the proposed changes to the library service will affect me/my organisation

Q13. We need to save £1.6m over the next few years. Given this, what is your opinion of our overall proposals?

(Please select one)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree



Q14. We are looking at a number of ways to maintain a library service for communities. What is your opinion on the following proposals?

(Please select one for each proposal)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Partners and other services sharing our buildings, sharing running costs and offering a wider range of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communities running their local libraries with support from the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving volunteers in all libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extending the 24/7 online services such as e-books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Under our proposals, the future sustainability of library services will depend on volunteers running more of the libraries and working alongside staff in other libraries. This would include a variety of roles such as shelving books, helping people to use computers, maintaining the grounds or being on a management committee.

Q15. North Yorkshire already has a number of community managed libraries staffed by volunteers. Do you think this would work for your local library?

(Please select one)

- Yes
- No
- I don't know
- My library is already community managed

If not, please explain why:



Q16. A number of council-run libraries have services supported by volunteers. Do you agree or disagree that volunteers could undertake more library duties alongside paid staff?

(Please select one)

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree

Q17. How likely would you be to volunteer?

(Please select one)

- Extremely likely
 Likely
 Neither likely nor unlikely
 Unlikely
 Extremely unlikely

Q18. Would you be interested in forming a friends or community management group, or volunteering?

(Please select one)

- Yes
 No

If yes, please provide your contact details:

Q19. If your local library closed, would you do any of the following:

(Please select one for each option)

- | | Yes | No |
|------------------------------------|--------------------------|--------------------------|
| Travel further to another library? | <input type="checkbox"/> | <input type="checkbox"/> |
| Use the online library service? | <input type="checkbox"/> | <input type="checkbox"/> |
| Use alternatives to libraries? | <input type="checkbox"/> | <input type="checkbox"/> |
| Stop using libraries? | <input type="checkbox"/> | <input type="checkbox"/> |

If you would use alternatives to libraries, please specify what these might be:



Q20. If you are responding on behalf of a group or organisation, would your group or business be interested in:

(Please select one for each option)

	Yes	No	I don't know
Having a library service occupying space in your premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving your service/business into an existing library building?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21. Please make any further comments or suggestions.



Section 3 - Tell us about you

Q22. Please provide us with your full UK postcode.

(We will use this information to help us understand if views vary in different areas)

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Q23. What is your gender?

(Please select one)

- Male
- Female
- Prefer not to say

Q24. Which age category are you in?

(Please select one)

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 11 | <input type="checkbox"/> 50 - 64 |
| <input type="checkbox"/> 11 - 15 | <input type="checkbox"/> 65 - 74 |
| <input type="checkbox"/> 16 - 19 | <input type="checkbox"/> 75 - 84 |
| <input type="checkbox"/> 20 - 29 | <input type="checkbox"/> 85+ |
| <input type="checkbox"/> 30 - 39 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 40 - 49 | |



Q25. What is your ethnic group?

(Please tick the box which best describes your ethnic origin)

- White
- Mixed / multiple ethnic groups
- Asian
- Black / African / Caribbean / Black British
- Other ethnic group (please write below)
- Prefer not to say

Other ethnic group:

Q26. Do you consider yourself to be a disabled person or to have a long-term, limiting condition?

(Please select one)

- Yes
- No
- Prefer not to say



Q27. If you consider yourself to be a disabled person or to have a long-term, limiting condition please indicate the type of impairment or impairments which apply to you. Please indicate all that apply. If none of the categories apply, please mark 'other' and tell us briefly about the impairment.

- Physical impairment
- Sensory impairment
- Mental health condition
- Learning disability
- Cognitive impairment
- Long-standing illness or health condition
- Other (please specify)
- Prefer not to say

Other:

Thank you.

Please post your completed questionnaire back to us at: Library consultation, North Yorkshire County Council, Library Headquarters, 21 Grammar School Lane, Northallerton, North Yorkshire, DL6 1DF.

Please make sure that you send your completed questionnaire to arrive by 8 February 2015.

If you have any queries please contact library secretaries at library.secretaries@northyorks.gov.uk or telephone 01609 533826.

