

# Libraries consultation

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## Introduction

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A significant proportion of the resources the council use to provide services to the Island's community are received from the government in the form of an annual grant. As a result of the national austerity agenda the amount of grant funding available to the council is reducing to the extent that it needs save some £28 million over the period 2014/15 to 2016/17 in order to stay within its predicted budget in each of these years.

Consequently, the council is prioritising its spending to those services which it must provide by law but without going beyond what is required. The council's view is that it could save some 19% of the current spend on the library service (£280,000) whilst still meeting its obligations if it were to change the way it delivers the service.

The Isle of Wight Council is seeking the views of local people on a plan to change the way it delivers its library service with greater community involvement in the running of local

libraries. The council is proposing that Cowes, Freshwater and Ventnor libraries operate in premises which are shared by and funded by local partners.

This is a third kind of library, a '**community supported**' library. This will be a cross between a '**full community**' library, entirely managed and paid for by the community and a '**full branch**' library which is entirely funded by the council.

The council is also reducing the amount of money spent on library books across the Island, streamlining and reducing its managerial, administration and support functions, and reducing staffing in its libraries.

### The three proposals we are consulting on are:

- 1 community supported libraries;
- 2 changes to the mobile library service;
- 3 reduction in opening hours in the three proposed community supported libraries.

## Libraries you use

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### 1 Please tell us which of our council-run libraries you use?

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Cowes Library                | <input type="checkbox"/> Ryde Library    | <input type="checkbox"/> Mobile Library         |
| <input type="checkbox"/> Freshwater Library           | <input type="checkbox"/> Sandown Library | <input type="checkbox"/> Home Library Service   |
| <input type="checkbox"/> Newport (Lord Louis) Library | <input type="checkbox"/> Ventnor Library | <input type="checkbox"/> Online Library Service |
| <input type="checkbox"/> None                         |  |   |

*(If you selected any of the libraries, please skip question 2)*

### 2 Could you please explain why you don't currently use any of our library services in the box below. *(please go to question 8)*

**3 Please tell us which days of the week you use the library/libraries.**

- Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday

**4 What is your preferred time of the day for using the library/libraries?**

- Morning  Afternoon  Evening

**5 How long does it take you to travel to the nearest library you use, including the mobile library?**

- Under 10 minutes  Between 20 and 30 minutes  
 Between 10 and 20 minutes  More than 30 minutes

**6 How do you usually travel to the library/libraries you use?**

- Walk  Drive  
 Cycle  Public transport  
 Other (please specify)

**7 What facilities do you use at the library/libraries? (Please tick all that apply)**

- Book loans and book browsing  Reading group  
 CD/DVDs  Educational classes and/or informal courses  
 Events and activities  Meeting room provision  
 Newspapers  Contacting the council  
 Community and public information  Local history and family history resources  
 Internet access and computer facilities  Study facilities  
 Employment support services (eg, job searches and CV help)  Relaxing, safe spaces to use  
 Children's activities  Other (please specify)
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You can enjoy a variety of free online resources and entertainment, including the services listed below (with links to each).

**Online resources:** [iow.spydus.co.uk/cgi-bin/spydus.exe/MSGTRN/OPAC/HOME?HOMEPRMS=HOMEPARAMS](http://iow.spydus.co.uk/cgi-bin/spydus.exe/MSGTRN/OPAC/HOME?HOMEPRMS=HOMEPARAMS)

**Music downloads:** [www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Enjoy/Online-Music](http://www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Enjoy/Online-Music)

**eBooks and eAudiobooks:** [www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Enjoy/eBooks](http://www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Enjoy/eBooks)

**Digital newspapers:** [www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Enjoy/eNewspapers](http://www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Enjoy/eNewspapers)

**Digital magazines:** [www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Enjoy/eMagazines](http://www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Enjoy/eMagazines)

**Reference online resources:** [www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Discover/Library-Catalogue1](http://www.iwight.com/Residents/Libraries-Cultural-and-Heritage/Library-Discover/Library-Catalogue1)

**8 Please tell us about any library services you use from home (using a computer, smartphone, e-reader or similar)**

- Online resources (eg, 24 hour library)  Digital newspapers  
 Music downloads  Digital magazines  
 E-books/downloadable books  Online reference resources  
 Other (please specify)

**9 Please tell us what are the most important areas of the library service to you.**

**10 Please tell us if there are any areas of the library service that you feel could be improved.**

**11 Do you have children in your family who use the library service?**

Yes (please go to question 12)

No (please go to question 15)

**12 How old is/are your child(ren) who use the library service?**

**13 What services do they use at the library?** *(Please state below)*

**14 Is your child(ren) taking part in the Summer Reading Challenge?**

Yes

No

**15 Do you have access to the internet at home?**

Yes

No

**16 Are there any other services you use within the library?** *(eg, events, advice sessions, etc.)*

**17 What would you require, if anything, to continue using the library?** *(Please tick all that apply)*

Accessible entrances/services which are easy to use.

More ebooks and online services.

Opening times which meet my needs.

Materials in different languages.

Printed books that reflect my interests.

Materials in different formats.

Information in the library that meets my needs.

Welcoming and knowledgeable staff or volunteers.

Services which are free or at a very low cost.

Spaces in libraries for events and activities.

Libraries in the exact locations they are now.

A reservation and inter-library loan service.

Libraries in the area I live in but not necessarily in the same location as they are now.

Other *(please specify)*

## Mobile Library Service

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### 18 Do you use the Mobile Library Service?

Yes (please go to question 19)

No (please go to question 21)

### 19 Do you use any of our libraries as well as the mobile library?

Yes

No

If yes, please tell us which libraries you also use.

### 20 Which services do you use within the mobile library? (Please tick all that apply)

Books/audio books

Council information

DVDs

Ordering books from other libraries

## Home Library Service

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If you are housebound and are unable to get to your local library, the Home Library Service is there to help you. It is a service which brings books and audiobooks of your choice, directly to your front door.

You can find out more about the service here: [www.iwight.com/Council/OtherServices/Home-Library-Service/Introduction1](http://www.iwight.com/Council/OtherServices/Home-Library-Service/Introduction1)

### 21 Would you, or anyone you know, benefit from being a member of the Home Library Service?

Yes

No

## Different ways of providing library services

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The council is proposing to introduce a third type of branch library in Cowes, Freshwater and Ventnor, which continues to support you, with the council continuing to provide new and existing stock, computer access, information provision, professionally staffed events and activities. These libraries would be 'community supported' libraries with a council member of staff supplemented by volunteers on a day to day basis, and with community groups funding the existing buildings or the library moving to another community venue.

### 22 Would you use a community supported library?

Yes

No

**23 Would you be interested in volunteering to help a community supported library with any of the following?**

Volunteering in a library

Sponsorship

Digital champion, helping others to learn how to use the internet

Offering a skill or service (e.g. committee membership, grounds maintenance etc.)

Other (please specify)

If you are interested, please send your contact details and any supporting information (eg, how many hours you might wish to volunteer and in which areas) to email [library.volunteer@iow.gov.uk](mailto:library.volunteer@iow.gov.uk)

**24 Would you accept a community supported library reducing its opening times from their current opening hours to 21 hours per week, in order to maintain its book stock and service levels in Cowes (24½hrs), Freshwater(24½hrs) and Ventnor (24hrs)?**

Yes

No

**25 Please tell us your postcode. (This is for statistical purposes only)**

## Equality monitoring questions

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**You may feel some of the questions below are a little personal. They are completely optional and you are not obliged to answer them. However, the information we collect will be confidential and any data published cannot be traced back to you.**

The Isle of Wight Council is committed to being an equal opportunities provider of services and to making improvements in service delivery and service redesign. We want to make sure that the right services are reaching the right people at the right time. In addition, we are required by law to ensure our policies do not disadvantage any particular groups in our community. To help us achieve this it would be helpful if you would please answer the following questions.

**26 Please tell us your gender.**

Male

Female

Prefer not to say

**27 Are you pregnant or have recently given birth?**

Yes

No

Prefer not to say

**28 What age group do you belong to?**

Under 16

16 to 24

25 to 34

35 to 44

45 to 54

55 to 64

65 to 74

75 and over

Prefer not to say

**29 Do you consider yourself to have a disability, or a longterm illness, physical or mental health conditions?**

(The Disability Discrimination Act 1995 and the Equality Act 2010 define a person as disabled if they have a physical or mental impairment, which has a substantial and long term effect (ie, has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal daytoday activities).

Yes

No

Prefer not to say

**30 Which of the following options best describes how you think of yourself?**

- Heterosexual                       Homosexual                       Bisexual
- Prefer not to say                       Other (*please specify*)

**31 Have you undertaken, or are you undertaking, gender reassignment?**

- Yes                       No                       Prefer not to say

**32 To which of these groups do you consider you belong to?**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> White British           | <input type="checkbox"/> Asian – British  | <input type="checkbox"/> Black – Caribbean               |
| <input type="checkbox"/> Irish                   | <input type="checkbox"/> Indian           | <input type="checkbox"/> Black – African                 |
| <input type="checkbox"/> White European          | <input type="checkbox"/> Pakistani        | <input type="checkbox"/> Chinese                         |
| <input type="checkbox"/> White – Black Caribbean | <input type="checkbox"/> Bangladeshi      | <input type="checkbox"/> Arab                            |
| <input type="checkbox"/> White – Black African   | <input type="checkbox"/> Black – British  | <input type="checkbox"/> Prefer not to say               |
| <input type="checkbox"/> White and Asian         | <input type="checkbox"/> Black – European | <input type="checkbox"/> Other ( <i>please specify</i> ) |

**33 Do you have a religious belief?**

- Yes (*please specify*)                       No                       Prefer not to say

## Thank you

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Thank you for taking the time to complete this questionnaire, the results will be made available online and in libraries in September 2015.

If you would like to submit additional comments please email: [library.review@iow.gov.uk](mailto:library.review@iow.gov.uk)

If you would like to enquire about volunteering opportunities in community managed libraries, or register your interest in volunteering, please email: [library.volunteer@iow.gov.uk](mailto:library.volunteer@iow.gov.uk)

Once completed please return you questionnaire to any Island library, or post it to:

**Library Headquarters,  
Lord Louis Library,  
Orchard Street,  
Newport,  
Isle of Wight  
PO30 1LL**