

Consultation on Ealing Council's Draft Library Strategy 2019-23

We are asking for your views on our draft strategy for Ealing's libraries over the next four years (2019-23).

The draft strategy sets out our proposed approach to providing a modern, sustainable library service for the future, recognising the financial constraints that Ealing council faces and also the changes in the way people are using libraries.

Our strategy presents proposals for a needs-based library service. This means a library service where we prioritise our resources to achieve outcomes that will best meet the needs of those who live, work and study in Ealing.

We would like to hear from you whether you currently use a library in the borough or not. We particularly want to hear from you if you are interested in supporting local library services either as a volunteer or as a community organisation.

The public consultation is open for 12 weeks, from 22 February to 17 May 2019.

Information collected through this survey will be used in summary form to help us finalise our library strategy and the equality analysis assessment. Individual responses will be treated as confidential and used/ stored in accordance with the Data Protection Act 2018 (which incorporates the EU's General Data Protection Regulation - GDPR).

*** 1. Are you completing this survey as:**

- A current user of a library in Ealing
- A former user of a library in Ealing
- A resident of Ealing
- An employee of a library in Ealing
- A representative of an organisation
- Other (please specify)

Consultation on Ealing Council's Draft Library Strategy 2019-23

The council has based its library strategy on six key principles (*Please see page 8 of the draft strategy*). These are:

- **Ensure that we maintain and grow our main library service of providing books, as well as spaces and opportunities for reading, learning and creativity**
- **Provide good quality and fast digital access in our libraries**
- **Provide opportunities for libraries to be located in the same building as other public and community services**
- **Ensure our main town centre libraries act as the central hub for branch libraries and also support new community managed libraries**
- **Partner with the local community, the not for profit social sector and other agencies, to grow sustainable community managed libraries and maximise the benefits for residents**
- **Adopt a more commercial approach to make the best use of our libraries and generate income to support our library services**

2. To what extent do you agree or disagree that the principles listed above will achieve an efficient and sustainable library service for the borough?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know / Can't say

Please state the reasons for your response

Consultation on Ealing Council's Draft Library Strategy 2019-23

3. To what extent do you agree or disagree with each of the following proposals for the future of libraries in the borough? (Please refer to page 23 of the draft strategy for more details)

Neither
Tend agree
Strongly to nor Tend to Strongly
agree agree disagree disagree disagree

That the council continues to provide four main town centre libraries i.e. Acton, Ealing, Northolt, and Southall libraries, and two branch libraries i.e. Jubilee Gardens and Northolt Leisure

Please state the reasons for your response

That the other seven libraries are offered to the community to manage i.e. Greenford, Hanwell, Northfields, Perivale, Pitzhanger, West Ealing and Wood End libraries

Please state the reasons for your response

That the seven libraries proposed to be community managed could close if no suitable community can be found to run them

Please state the reasons for your response

4. As part of the new strategy we also propose to change opening hours of our libraries to bring them in line with when most customers use them. To what extent do you agree or disagree with this proposal? (Please refer to page 27 the draft strategy for more details of opening hours of each library)

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know / Can't say

Please state the reasons for your response

5. Considering all our proposals in the new library strategy, what impact do you think they might have on you and your household?

	Will have significant impact	Will have some impact	Will have no impact	Don't know/ can't say
On me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On my household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please state the reasons for your response

Consultation on Ealing Council's Draft Library Strategy 2019-23

The focus of our new strategy is on how we consolidate our library offer in fewer buildings and at the same time provide opportunities for communities to get involved in shaping and delivering local community managed libraries (CMLs). CMLs are not new and there are as many as 400 in the UK. They thrive in other London boroughs and across the country. The principle is the same, but they are all managed differently, shaped by the communities and individuals who are involved.

Seven branch libraries (Greenford, Hanwell, Northfields, Perivale, Pitshanger, West Ealing, and Wood End) are proposed to become CMLs run by community organisations/ partners.

6. If you wish to provide further comments on any of the seven libraries proposed to be community managed libraries (CMLs) in future, please select from the list below.

- Greenford library
- Hanwell library
- Northfields library
- Perivale library
- Pitshanger library
- West Ealing library
- Wood End library

Consultation on Ealing Council's Draft Library Strategy 2019-23

7. Please provide your comments about your selected library(ies) below.

Greenford library

Hanwell library

Northfields library

Perivale library

Pitshanger library

West Ealing library

Wood End library

Consultation on Ealing Council's Draft Library Strategy 2019-23

* 8. Which library in Ealing do you use most often?

- | | |
|--|---|
| <input type="radio"/> Acton library | <input type="radio"/> Northolt library |
| <input type="radio"/> Ealing Central library | <input type="radio"/> Perivale library |
| <input type="radio"/> Greenford library | <input type="radio"/> Pitshanger library |
| <input type="radio"/> Hanwell library | <input type="radio"/> Southall library |
| <input type="radio"/> Jubilee Gardens branch library | <input type="radio"/> West Ealing library |
| <input type="radio"/> Northfields library | <input type="radio"/> Wood End library |
| <input type="radio"/> Northolt Leisure Centre branch library | <input type="radio"/> I don't use any library in Ealing |

Thinking about the library you chose in question 8:

9. How often do you ...

	Every day	Several times a week	Once a week	Several times a month	Once a month	Less than once a month	Never
... visit the library?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... borrow books?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... use the public network computers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... use your own electronic device on the WIFI?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
.. go to public events?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. If you go to public events at that library, please let us know what types of events/ activities you have attended.

11. What other types of events/ activities would you like to attend that are not already provided?

12. How do you normally travel to that library?

- Walk
- Cycle
- Use a car/ van
- Use public transport
- Other (please specify)

13. How long does it normally take you to travel there?

- Less than 5 minutes
- 5 to 10 minutes
- 10 to 20 minutes
- 20 to 40 minutes
- Over 40 minutes

Please answer questions 14 and 15 if you selected Greenford, Hanwell, Northfields, Perivale, Pitshanger, West Ealing or Wood End libraries as the library you use most often. Otherwise please skip to question 16.

14. If the library you chose were at risk of closing because a suitable community partner couldn't be found to run it, which of the following are you most likely to do with regards to this library?

- I would be interested in volunteering in order to keep it open
- It won't matter, I will use another library in the borough
- I would stop using library services
- Other (please specify)

15. If the same library were at risk of closing because a suitable community partner could not be found to run it, how easy or difficult would it be for you/ your household to use one of the remaining libraries (Acton, Ealing, Northolt, Southall, Jubilee Gardens and Northolt Leisure)?

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Don't know /Can't say

Consultation on Ealing Council's Draft Library Strategy 2019-23

16. How often do you use Ealing's online library services?

- Every day
- Several times a week
- Once a week
- Several times a month
- Once a month
- Less than once a month
- Never

17. Please tick below if you have used the following library services in the last 12 months.

- The home library service
- The hospital library service (a service commissioned by West London NHS Trust for staff and patients of St Bernard's hospital)

Consultation on Ealing Council's Draft Library Strategy 2019-23

18. Would you be interested in volunteering in any of the libraries in Ealing?

- | | |
|---|--|
| <input type="checkbox"/> Acton library | <input type="checkbox"/> Northolt library |
| <input type="checkbox"/> Ealing Central library | <input type="checkbox"/> Perivale library |
| <input type="checkbox"/> Greenford library | <input type="checkbox"/> Pitshanger library |
| <input type="checkbox"/> Hanwell library | <input type="checkbox"/> Southall library |
| <input type="checkbox"/> Jubilee Gardens branch library | <input type="checkbox"/> West Ealing library |
| <input type="checkbox"/> Northfields library | <input type="checkbox"/> Wood End library |
| <input type="checkbox"/> Northolt Leisure Centre branch library | |

19. In what ways would you be able to help?

- Volunteer your time at the library
- Provide funds for the library
- Raise funds for the library
- Other (please specify)

Consultation on Ealing Council's Draft Library Strategy 2019-23

20. Please use the box below for further comments about any aspect of this consultation, including any suggestions for further improving library services in Ealing.

Consultation on Ealing Council's Draft Library Strategy 2019-23

Ealing recognises the importance of promoting equality and inclusion to improve public services for everyone. Within the library consultation, we have carried out what is called an Equality Analysis Assessment which means we had a look at the diversity of people in the borough and how the changes might affect certain groups. We did this to ensure that any changes made to services recognised the importance of ensuring equality of access to services for all groups.

The Equality Analysis Assessment looks at:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

21. From the list above, do you feel that any particular group of people is affected more than others by the proposed changes? If so please let us know below:

22. We have carried out a draft Libraries Needs Assessment to help us assess what a comprehensive and efficient service for Ealing should be, and to inform the future vision and strategy for the library service within the available resources.

If you think there are any other needs we should still take into account when finalising the Libraries Needs Assessment, please tell us in the space below.

Consultation on Ealing Council's Draft Library Strategy 2019-23

23. The proposed changes to library services will save the Council £1.6 million. If these changes aren't made the Council will have to make savings of the same amount from other services.

Do you think these savings should be made from library services or other frontline services?

- Library services
- Other (please specify)

Consultation on Ealing Council's Draft Library Strategy 2019-23

If you are completing this survey as a current / former user of a library in Ealing, a resident of Ealing or an employee of a library in Ealing please go to **question 24**.

If you are completing this survey as a representative of an organisation please go to **question 29**.

Please tell us a little about yourself. The information you provide will only be used for the purposes of this consultation; your response will not impact on any services you may be receiving from Ealing Council. All the information will be handled in accordance with the Data Protection Act 2018, which incorporates the EU's General Data Protection Regulation (GDPR).

In accordance with the Equality Act 2010, this information will help us in understanding how views and experiences of different groups of people may differ.

24. Please tell us your full postcode. This will allow us to link your responses to your closest library and also understand how views from different parts of the borough vary.

25. Are you....

- Male
- Female
- Prefer not to say
- Prefer to self-describe

26. Which category below includes your age?

- | | |
|-----------------------------------|---|
| <input type="radio"/> 18 or below | <input type="radio"/> 45 - 54 |
| <input type="radio"/> 19 - 24 | <input type="radio"/> 55 - 64 |
| <input type="radio"/> 25 - 34 | <input type="radio"/> 65 or above |
| <input type="radio"/> 35 - 44 | <input type="radio"/> Prefer not to say |

Disability

The Equality Act 2010 defines a person as having a disability if s/he 'has a long term physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities'.

27. Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

28. Which ethnic group do you consider you belong to?

- White** - English, Welsh, Scottish, Northern Irish, British
- White** - Irish
- White** - Gypsy/Irish Traveller
- White** - Other
- Any other White background
- Mixed/ multiple ethnic groups** - White and Black Caribbean
- Mixed/ multiple ethnic groups** - White and Black African
- Mixed/ multiple ethnic groups** - White and Asian
- Any other Mixed/ multiple ethnic background
- Asian/ Asian British** - Indian
- Asian/ Asian British** - Pakistani
- Asian/ Asian British** - Bangladeshi
- Asian/ Asian British** - Chinese
- Any other Asian background
- Black/ African/ Caribbean/ Black British** - African
- Black/ African/ Caribbean/ Black British** - Caribbean
- Any other Black/ African/ Caribbean background
- Other ethnic group** – Arab
- Any other ethnic group

Consultation on Ealing Council's Draft Library Strategy 2019-23

Please tell us a little about your organisation. By providing your contact details, you are consenting for the Council to contact you about any interest you expressed in helping to run a community managed library in Ealing or about the opinions you shared as part of this consultation.

29. With regard to your organisation, please tell us:

Contact name	<input type="text"/>
Organisations name	<input type="text"/>
Organisations post code	<input type="text"/>
Organisations E-mail address	<input type="text"/>
Organisations phone number	<input type="text"/>

30. If your organisation would be interested in running a community managed library please tell us which one(s).

- Greenford library
- Hanwell library
- Perivale library
- Northfields library
- Pitshanger library
- West Ealing library
- Wood End library

Please provide further details about your response