Consultation on proposed changes to Slough Library Service

1. Slough Libraries Consultation

This consultation is open for **12** weeks from **Thursday 28th October 2021 to Thursday 20th January 2022.**

This consultation is about proposed changes to Slough libraries statutory services delivered through The Curve, Britwell, Cippenham and Langley libraries, and access to online services.

Slough Library service is asking for residents' and stakeholders' views on several proposed options for the library service. We need your help to know how you use the library service now, what your views are on the proposed changes, and what impact the changes might have on how you use the service. We want to hear from current library users and from people who don't use the services at the moment. We also want your ideas on alternative ways that we can deliver the library service and achieve savings.

Before completing this survey, please read the accompanying **Consultation Pack** available to view at www.slough.gov.uk/libraryconsultation

Completing the survey

This is available online from the 28th October or by emailing libraryconsultation@slough.gov.uk.

- ✓ You can complete the survey between Thursday 28th October and Thursday 20th January 2022.
- ✓ Complete this survey for yourself or on behalf of your children or those you care for and share your views on the options proposed.
- ✓ Paper copies of the survey will also be available from libraries and from other locations across the borough.
- ✓ For children and young people under the age of 13 the survey must be completed by a parent/carer.
- ✓ If have any queries or issues, contact libraryconsultation@slough.gov.uk
- ✓ If you need a copy of the consultation pack /survey in easy read accessible format please visit our website www.slough.gov.uk/libraryconsultation or email libraryconsultation@slough.gov.uk

Attend a drop-in session
- ✓ As well as completing the survey online you can attend a drop-in session at one of the 4 libraries.
- ✓ These will be held at The Curve, Britwell, Cippenham and Langley libraries.
- ✓ These will provide a more informal way for you to feedback your views, and complete the online survey
- ✓ The timetable for drop-in sessions can by visiting the website

Attend an online Consultation event

- ✓ We will also be holding two online consultation events for residents and specific groups

To attend one of the resident's events you will need to book in advance. If you are interested in attending one of these events, or would like to find out more, please email libraryconsultation@slough.gov.uk or book by visiting sloughlibraries.eventbrite.com

These will be themed discussions including guided sessions on completing the survey.

- ✓ There will be a separate series of information sessions with partner organisations.

If you have any queries about this consultation, please contact libraryconsultation@slough.gov.uk

Your Data Privacy notice
Slough Borough Council is seeking your views, comments, and information about you in order to inform its decisions about changes to the library service.
The information you provide in this survey is being collected for the performance of a task carried out in the public interest in the exercise of official authority vested in Slough Borough Council, and for reasons of substantial public interest. We will use the information to understand what people's views are about the proposed options. Your data will not be shared with any third parties. We will keep your personal information securely for one year, after which it will be deleted or destroyed. Data will be stored on Survey Monkey.
You have some legal rights in respect of the personal information we collect from you. Please visit our website www.slough.gov.uk/data-protection-foi/data-protection-2
You can contact the Council's Data Protection Officer dataprotectionofficer@slough.gov.uk
If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance

Please answer the following questions about Slough Library Services. We want to hear from people who use libraries and those who don't.

2. Using the libraries

1. Do you have a membership card or borrower number for Slough Libraries?
(Please choose one option)

Yes	
No	
Don't know	

2. Do you live in Slough? *(Choose one option)*

Yes	
No	

3. Do you currently use any of Slough's libraries? *(choose one option)*

Yes	
No	**Go to Q9**

4. Which of the following Slough libraries do you use? *(Please choose all that apply)*

The Curve	
Britwell	
Cippenham	
Langley	
A library at a Children's Centre	
Online library	

5. In a typical year how often would you use library buildings in Slough? *(Choose one only)*

12 times or more a year	
6-10 times a year	
2-6 times a year	
Seldom, once or twice a year	

6. In a typical year how often would you use online library services in Slough? *(Choose one only)*

Daily	
Weekly	
Monthly	
A few times year	
Seldom, maybe once or twice	

7. When you visit a library, how do you normally travel there? (Choose one that covers most of your journey)

By car	
By bus or train	
Walk	
Cycle	
Other (please specify)	

8. Which of the following library services do you use now?
(please tick all that apply)

Personally visit to browse, borrow or return books	
Borrow books - adults	
Borrow books - children	
Online – ebooks/eaudio books	
Online – magazines and newspapers	
Online learning resources e.g. Theory Test, Slough History Online, Citizenship, learn language	
Online event – e.g. storytime, Curve club, Reading Friends, seated exercises, summer activities	
Library computers, Internet and WiFi	
Attend an event or activity at the library e.g. story and rhyme, seated exercises, Summer Reading Challenge	
Attend a library outreach event – e.g. parks, festival, outdoor events	
Printing or photocopying	
Organised school assembly or nursery visit	
Use space e.g. study or relax, toilets, room hire organised visits	
Meet up with friends	
Collect Bookstart pack	
Research e.g. family history	
Other (please specify)	

9. If you do not use the library service, then what are the main reasons why?
   (Please tick all that apply)

I didn't know there were libraries in Slough/ I don't know where the libraries are	
I didn't know there is an online library	
I don't have time to visit a library	
I don't think there is anything for me at a library	
I'm worried about getting overdue fines	
I can't travel to a library easily	
Libraries aren't open when I need them	
I have computer, WiFi and/or printers at home	
I don't know how to find out when they are open and what they offer	
I don't know about the events and activities	
The choice of books isn't good enough	
I don't feel safe in a library	
I don't feel welcome in libraries	
Other (please specify)	

3. Designing the libraries service

10. Which of the following library services do you use now, and which would you like to use in the future? (please tick)

	Now	Future
Visit a library to browse, borrow or return books from the general library		
Visit a library to browse, borrow or return books from the children's section of a library		
Visit a Children's Centre to browse, borrow or return books		
Visit a library to browse, borrow or return books that are not in English		
Visit a library to browse, borrow or return large print/Talking Books		
Use a library in a location within walking distance from my home		
Use a library in a location within driving distance (10 to 20-minute drive time) from my home		
Use a library in a location that I can get to easily & cheaply on public transport.		
Go on-line to borrow eBooks/eAudio books		
Go on-line to borrow eMagazines/eNewspapers		
Go online to use learning resources – e.g. Driver Theory Test, Slough History Online, Citizenship learning, learn a new language		
Go online to attend an event – e.g. Storytime, Curve Club, Reading Friends, seated exercises, Summer Reading Challenge		
Visit a library to use free computers or to use free Wi-Fi		
Visit a library to attend an event – e,g, Story and Rhyme, seated exercises, Summer Reading Challenge		
Visit a library to do your own printing or photocopying		
Visit a library with a school or nursery visit		
Visit a library to use quiet study spaces		
Visit a library to use the toilets		
Attend an event taking place in a meeting room at a library		
Visit a library to have an informal meet up with friends		
Visit a library to collect a Bookstart pack		
Visit a library to carryout research – e.g. family history		
Library at Home service (volunteers bring library books to you)		
Go online to carryout research – e.g.family history		
Be a library volunteer		
Other (please specify)		

11. From the same list, please score your top 3 most important things that we should make sure we offer in our library service in future. Score 1 for the most important, 2 for the second most and 3 for the third most important.

	1	2	3
Visit a library to browse, borrow or return books from the general library			
Visit a library to browse, borrow or return books from the children's library			
Visit a Children's Centre to browse, borrow or return books			
Visit a library to browse, borrow or return books that are not in English			
Visit a library to browse, borrow or return large print/Talking Books			
Use a library in a location within walking distance from my home			
Use a library in a location within driving distance (10 to 20-minute drive time) from my home			
Use a library in a location that I can get to easily & cheaply on public transport.			
Go on-line to borrow eBooks/eAudio books			
Go on-line to borrow eMagazines/eNewspapers			
Go online to use learning resources – e.g. Driver Theory Test, Slough History Online, Citizenship learning, learn a new language			
Go online to attend an event – for example Storytime, Curve Club, Reading Friends, seated exercises, Summer Reading Challenge			
Visit a library to use free computers or to use free Wi-Fi			
Visit a library to attend an event – for example Story and Rhyme, seated exercises, Summer Reading Challenge			
Visit a library to do your own printing or photocopying			
Visit a library with a school or nursery visit			
Visit a library to use quiet study spaces			
Visit a library to use the toilets			
Attend an event taking place in a meeting room at a library			
Visit a library to have an informal meet up with friends			
Visit a library to collect a Bookstart pack			
Visit a library to carryout research – e.g. family history			
Library at Home service (volunteers bring library books to you)			
Go online to carryout research – e.g., family history			
Be a library volunteer			
Other (please specify)			

12. What are your preferred times for visiting a library?

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Morning 8am-10am							
Mid-morning 10am–12noon							
Lunch 12noon-2pm							
Afternoon 2pm-5pm							
Evening 5pm-7pm							

13. We may be able to offer self-service times in our libraries. You would be able to use your membership card to go into the library and borrow/return/renew books and use the computers, Wi-Fi and printers/photocopiers. There would be no staff available at these times.

Please choose the times you would prefer to have a self-service offer

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Morning 8am-10am							
Mid-morning 10am–12noon							
Lunch 12noon-2pm							
Afternoon 2pm-5pm							
Evening 5pm-7pm							
Other (please specify)							

14. We think we need to take 7 specific considerations into account when designing our future library service. Please tell us how important each of these are to you, score 1 for your most important down to 7 for your least important. All seven considerations need to have a different score.

Please choose a different score for each of the issues we need to consider

	Use this column to score 1 to 7
Make sure the amount of **money spent on buying new hard copy books** is in line with the average amount spent by other councils which are most like Slough.	
Make sure the amount of **money spent on buying new eResources** is in line with the average amount spent by other councils which are most like Slough.	
Make sure that **library buildings are used efficiently**. This will include seeing if other services can be offered from library buildings with, or instead of the current library service.	
Make sure that there is careful consideration of all opportunities to **deliver library services from other locations** in communities if this is efficient and effective.	
Ensure that **library services are open and available at times when they are most needed** and understand that this may reduce the numbers of hours physical libraries are open each week.	
Ensure that **library staff are available to deliver services at times when they are most needed**, and that this may reduce the numbers of hours library staff are available each week whether that is on-line or in person.	
Make sure that wherever possible and practical, **services are provided virtually and online**	

15. **Listed below are 5 possible ways we could continue to deliver a comprehensive, affordable library service that meet our considerations. Please tell us which of these you think are the best ones to try to deliver.**

Please choose the 3 models that you think are the best ones to try to deliver.

A	Reduce the money available to spend on buying publications (both hard copy and eResources).	
B	Keep all library buildings but reduce the hours they are open, the hours they are staffed, and the space dedicated to the library. Attract other users to rent space in the building alongside a reduced library (co-location).	
C	Keep all the main library buildings open but reduce the opening and staffed hours at Langley and Cippenham and reduce the staffed hours at The Curve and Britwell libraries.	
D	Close both Langley and Cippenham library buildings but maintain the staffing and opening hours at The Curve library and at Britwell library.	
E	Move all library services out of the current main library buildings and re-locate services to be delivered from a range of other locations (and online) across the borough.	

16. **Please use the box below to add any further comments or feedback you have including any comments on your choices above or ideas on alternative ways that we can deliver the library service and achieve savings.**

17. **Are you are interested in supporting the service as a library volunteer or just finding out more? Please leave your email address below so we can contact you about our volunteering opportunities.**

(Your email will only be used by the library team to contact you and will not be shared with any third party)

4. Understanding our residents

Thank you for completing this survey. To help us make sure we understand the different people who use the library service or who might use it in the future we'd like you to complete the short monitoring survey.

18. Are you responding as *(choose 1)*

An individual (adult)	
A parent/guardian/carer for someone else	
A representative of a group, school, nursery, business	
A local councillor/MP	
A library volunteer	
An employee of Slough Borough Council	
Other (please specify)	

19. Do have any regular access to the Internet? *(Choose 1)*

Yes	
No	

20. Do have any access to the Internet at home? *(Choose 1)*

Yes	
No	

21. How do you connect to the Internet? *(choose all that apply)*

Computer/smart phone/tablet at home, work, or school	
Public computer or laptop at a library using library Wi-Fi	
Your own laptop/smart phone/tablet using library Wi-Fi	
Your own laptop/smart phone/tablet using Wi-Fi somewhere else like a coffee shop	
Other (please specify)	

22. Please provide your postcode in the box below (optional)

Your postcode will help us to understand the impact of the proposed options on different parts of the borough. By providing your postcode you are consenting to SBC using this information to profile and analyse the response to the consultation to understand how views differ by area.

If you are replying on behalf of a group/school/business, please give the postcode of your main address.

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23. To help us improve access to future consultations, please tell us where you first heard about this consultation *(Please choose one option)*

At a Slough library	
Through a group that I attend	
On social media	
Online (please specify)	
Via an email	
You saw a poster or leaflet	
In a resident's newsletter (printed or online)	
Through my school/nursery, or my child's school/nursery	
Through my employer	
I saw an article in a local paper/heard about it on local radio	
Word of mouth/someone told me about it	
Other (please specify)	

5. Equalities Monitoring

Slough Borough Council is committed to improving its services, eliminating unlawful discrimination, and promoting equality of opportunity for all people. The following questions are optional, but we would be grateful if you could answer to help us understand the views of, and potential impacts on, different people within Slough.

24. I (or the person I am responding on behalf of) describe my sex as

Male	
Female	
Prefer not to say	

25. Is your gender (or the person you are responding on behalf of) the same as that assigned at birth / your sex assigned at birth?

Yes	
No	

26. My age (or the person I am responding on behalf of) is

Under 16	
16 – 24	
25 – 39	
40 – 49	
50 – 59	
60 – 69	
69+	
Prefer not to say	

27. How would you (or the person you are responding on behalf of) describe your ethnic origin?

Arab/British Arab	
Asian/British Asian - Bangladeshi - Chinese - Indian - Pakistani - Other	
Black/Black British - African - Caribbean - Other	
Gypsy/Traveller/Roma	
Mixed Heritage	
White/White British - British - English - Welsh - Scottish - Northern Irish - Irish - Other	
European	
Self-describe as (please specify)	
Prefer not to say	

28. Do you (or the person you are responding on behalf of) consider yourself to have a disability? (please select one option only)

No	
Yes – limits my day-to-day life a lot	
Yes – limits my day-to-day life a little	
Prefer not to say	

29. How would you (or the person you are responding on behalf of) describe your sexual orientation?

Straight/heterosexual	
Lesbian, gay, bi, trans/formerly transgender, + / LGBT+	
Other	
Prefer not to say	
Self-describe as (please specify)	

30. What is your (or the person you are responding on behalf of) religion or belief?

Buddhist	
Christian	
Hindu	
Humanist	
Jewish	
Muslim	
Sikh	
No religion/belief	
Prefer not to say	
Self-describe as (please specify)	

31. Is English the language you (or the person you are responding on behalf of) most comfortable using?

Yes	
Prefer not to say	
No – please specify	