The City of Bradford Metropolitan District Council – the Future of our Libraries

"Your views matter"

SURVEY QUESTIONS

The Council is looking at the future of our library service. We would like to know your views and to help us understand them we would like you to complete this short survey.

We hope before completing this survey, you have read the range of documents we are using to help decide what our library service will look like in the future. These documents contain information on each individual library (Library Profiles), area information, and information from other surveys we have completed (Needs analysis). If you would like a paper copy of the survey or any of the other documents above, you can request these from your nearest library.

OPTIONS FOR CHANGE

During 2019 the Council has made some changes to how the library service is delivered. You may not have noticed these changes as all of them have been in what is called the 'back office' therefore there has been no visible change to your local library.

We understand volunteers are an important part of how we currently deliver our library service. We would like to build on the great value that volunteers can add to a library; including their diverse range of skills, experience, knowledge and enthusiasm.

Volunteers are people in communities who provide their time to the Council free of charge in support of things such as events and other activities and time commitments can vary from as little as a couple of hours as and when required to a set number of hours each day/week.

Use of volunteers

We would like to know your views on using and building our volunteer support for libraries.

1. Do you think we should continue to develop and build our volunteer support to our libraries?

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know/Unsure	I Don't have an opinion

A) Please give a reason for your answer below

2. Would you be interested in becoming one of our volunteers working in a library?

Yes	No	I would like more information

If you answered yes please provide contact details below so that we can send you further information

Title:
Full Name:
Your post code:
Where you would be willing to volunteer:
Which library activity do you have a particular interest in:
Approximately how many hours would you be available to support per week/month:
Contact telephone number:
Contact e-mail address:
When would be the best time to contact you

Increased use of technology

Technology is an important part of modern day life and plays an important part in a 21st Century library service. We have already introduced a range of technology in our libraries such as; free wi-fi, improved computers, digital downloads and self service.

3. To what extent do you agree that we should continue to use technology to provide parts of the library service?

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know/Unsure	I Don't have an opinion

A) Please give a reason for your answer below

Changing opening hours

We know some of our libraries are used more by the public than others. This can be for many reasons including the times local libraries open and close.

There are opportunities to reduce or increase opening times and to ensure our libraries are open when people need them the most or are closed when there is less demand.

4. To what extent do you agree that we should develop proposals that change the opening hours of some libraries based on demand?

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know/Unsure	I Don't have an opinion

A)   Please give a reason for your answer below

Weekend and Bank Holiday opening - As part of understanding how others library services perform, we have seen examples where some libraries are open at weekends and Bank Holidays.

5. To what extent do you agree that we should develop proposals for some of our libraries to open at weekends and Bank Holidays?

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know/Unsure	I Don't have an opinion

A)   Please give a reason for your answer below

Location

We understand that a large percentage of residents (97%) live within two miles of one of our existing libraries and that even a greater percentage (98.5%) live within a five mile radius of a current library.

People have told us that they value a local nearby library, yet many libraries are close to each other (within two or five miles).

6. Would you agree that it is reasonable to use closeness to other libraries when developing proposals that would impact on individual libraries?

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know/Unsure	I Don't have an opinion

A) Please give a reason for your answer below

Community Managed Libraries

Many of our libraries are what we call Community Managed. These libraries are at the heart of the local community, mainly delivered through volunteers and with some professional support from the Council.

7. Do you think that we should continue to explore more opportunities for communities to support us to deliver library services?

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know/Unsure	I Don't have an opinion

A) Please give a reason for your answer below?

8. Are you part of a community group that would be willing to talk to the Council about how you might support our library service in the future? If so then please provide information on the best way to contact you below:-

OVERALL

Importance of Libraries to different groups

We understand that a wide variety of people and groups use our libraries. We also recognise a library should ideally be provided in areas of needs or where a library is able to support a priority.

We have identified a number of priorities that could be used to help us determine the location of a library or the type(s) of services it needs to provide for its community.

We would like you to state your three priorities for library provision and location. For example: If you think a library should be focussed on providing services that support Older People, People with disabilities and in an area of low health levels. Please select those three categories.

9. What do you think that our priorities should be (please tick three) when considering the future of our libraries and the communities they serve?

Supporting and providing services for **Young People (under 17)**	
Supporting and providing services for **Older People (over 65)**	

Supporting and providing services for **People with disabilities**	
Libraries are provided in areas of **higher depravation**	
Libraries are provided in areas where there are greater numbers of **Young People (under 17)**	
Libraries are provided in areas where there are greater numbers of **Older People (over 65)**	
Libraries are provided in areas where **education levels are low**	

If you think we should consider other priorities when considering the future of our libraries please state them below:

Innovation – can we do things differently?

We want libraries to be fit for purpose both now and in the future and we would like to do things differently if that improves the service.

10. Are there any comments that you would like to make?

About you

Please tell us a little bit about yourself. All information will be kept completely confidential in accordance with the relevant legislation.
Where do you live? Your full post code:

_____   _____

Are you responding to the engagement as (tick one box):

Are you one of the following:

- A Bradford District resident
- Library user – you've used a library in the last 12 months
- A non library user – you've not used a library in the last twelve months
- A member of the Bradford Library Service staff
- A person with responsibility of providing a Community Managed Library
- Bradford Council Elected Member

- Other – please specify

Gender:

Male
Female
MX

Age group:

24 or below	55-64
25-34	65-74
35-44	75 and above
45-54	

Disability:

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

Do you consider yourself to have a disability?
(Please select only one option)

Yes
No
I don't know/ can't say

To which one of these ethnic groups do you belong?

White British	Other Black

White Irish	White Asian
Other White	White and Black African
Indian	White and Black
Pakistani	Caribbean
Bangladeshi	Other Mixed
Other Asian	Chinese
Black African	Other – please state below
Black Caribbean	
	Prefer not to say

To find out more about our planned engagement activities and public events please visit our website at www.bradford.gov.uk/libraries