Essex County Council

Place Services and Economic Growth Policy and Scrutiny Committee

10:30	Thursday, 08 August 2019	Council Chamber, County Hall, Chelmsford, CM1 1QH

For information about the meeting please ask for:
Lisa Siggins, Democratic Services Officer
Telephone: 033301 34594
Email: democratic.services@essex.gov.uk

Pages

1 **Membership, Apologies, Substitutions and Declarations of Interest**   4 - 4

2 **Minutes**
To approve as a correct record the Minutes of the meeting held on 18 July 2019. These will be distributed in advance of the meeting.

3 **Questions from the Public**
A period of up to 15 minutes will be allowed for members of the public to ask questions or make representations on any item on the agenda for this meeting.

On arrival, and before the start of the meeting, please register with the Democratic Services Officer. Please be aware that registering to ask a question does not guarantee that you will be called to ask it; this is at the Chairman's discretion and is subject to the time limitation specified above. Each individual public question will be limited to a maximum of 3 minutes.

            Members calling-in the decision will have half an hour to set
            out their reasons for the call-in. The Cabinet Member will
            then be given half an hour to respond. Following this,
            members of the Committee will ask questions and discuss
            before ruling on the call-in. The full call in procedure is set
            out in Appendix B to item 4.

5   **Date of Next Meeting**
            To note that the next Committee activity day will be on
            Thursday, 26th September 2019.

6   **Urgent Business**
            To consider any matter which in the opinion of the Chairman
            should be considered in public by reason of special
            circumstances (to be specified) as a matter of urgency.

Exempt Items

(During consideration of these items the meeting is not likely to be open to the press
and public)

The following items of business have not been published on the grounds that they
involve the likely disclosure of exempt information falling within Part I of Schedule
12A of the Local Government Act 1972. Members are asked to consider whether or
not the press and public should be excluded during the consideration of these
items.   If so it will be necessary for the meeting to pass a formal resolution:

**That the press and public are excluded from the meeting during the
consideration of the remaining items of business on the grounds that they
involve the likely disclosure of exempt information falling within Schedule 12A to
the Local Government Act 1972, the specific paragraph(s) of Schedule 12A
engaged being set out in the report or appendix relating to that item of business.**

7   **Urgent Exempt Business**
            To consider in private any other matter which in the opinion
            of the Chairman should be considered by reason of special
            circumstances (to be specified) as a matter of urgency.

Essex County Council and Committees Information

All Council and Committee Meetings are held in public unless the business is exempt
in accordance with the requirements of the Local Government Act 1972. If there is
exempted business, it will be clearly marked as an Exempt Item on the agenda and

members of the public and any representatives of the media will be asked to leave the meeting room for that item.

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Committee: Place Services and Economic Growth Policy and Scrutiny Committee

Enquiries to: Peter Randall, Senior Democratic Services Officer

Membership, Apologies, Substitutions and Declarations of Interest

Recommendations:

To note

1. Membership as shown below
2. Apologies and substitutions
3. Declarations of interest to be made by Members in accordance with the Members' Code of Conduct

    Membership
    (Quorum: 5)

    Councillor I Grundy   Chairman
    Councillor B Aspinell
    Councillor T Cutmore
    Councillor A Erskine
    Councillor I Henderson
    Councillor S Hillier
    Councillor P Honeywood
    Councillor D Kendall
    Councillor B Massey
    Councillor R Moore
    Councillor C Pond
    Councillor R Pratt
    Councillor W Schmitt
    Councillor C Weston

AGENDA ITEM 4		**PSEG/14/19**
Committee:	**Place Services and Economic Growth Scrutiny Committee**	
Date:	**08/08/2019**	
Report title:	**Call in of decision FP/461/06/19: Future Library Services Strategy 2019-2024**	
Enquiries to:	**Peter Randall, Senior Democratic Services Officer** **Peter.randall@essex.gov.uk**	

On 25 July 2019 the Cabinet Decision **FP/461/06/19: Future Library Services Strategy 2019-2024** was called-in by Councillor Mike Mackrory, Councillor Chris Pond and Councillor Julie Young.

A copy of the Notification of Call-in is attached as **Appendix A**.

Appendix B is the procedure agreed with the Chairman for managing this call-in item at the meeting.

A copy of the cabinet decision paper is also attached as **Appendix C**.

Having considered the decision, the Committee:

(i) may allow the decision to be implemented without further delay;
(ii) refer it back to the decision taker setting out in writing its concerns;
(iii) or refer the matter to Full Council also with a record of its concerns.

Upon a referral to a decision taker, the decision shall be reconsidered within five clear working days amending the decision or not before adopting a final decision.

If the Committee does not refer a decision to either the decision taker or the Council, the decision shall take effect at the conclusion of the meeting of the Committee.

Notification of Call-in

Decision title and reference number	
Future Library Services Strategy 2019-2024 - FP/461/06/19	
Cabinet Member responsible Cllr Susan Barker	**Date decision published** 23 July 2019
Last day of call in period 26 June 2019	**Last day of 10-day period to resolve the call-in** 8 August 2019

Reasons for Making the Call in

The strategy document approved by Cabinet and the responses to questions at Cabinet:

- Failed to give assurances about delivery /reservation/courier service
- Failed to assure how suitability of volunteers will be achieved
- Failed to provide a development scheme for the professional development of permanent staff/library assistants
- Failed to address the need to have at least one permanent member of staff during opening times at all service points
- Failed to give assurance that all stock on catalogue/all loans reckoned for public lending right, will be available at all service points
- Failed to explain how the wish to sell certain existing buildings squares with the impossibility of volunteer libraries having the funds to acquire suitable premises.
- Failed to give clarity regarding the criteria for revisiting the strategy in the event of "continuing decline"
- Failed to give assurances regarding equivalent shelf and floor space in the event of a move to other premises
- Failed to give assurances on ECC funding assistance in years 4/5
- Failed to explain if community groups would receive a discounted purchase price or rental cost if taking over an ECC property
- Failed to give clarity around the minimum number of opening hours required to qualify for ECC support
- Failed to acknowledge the flawed consultation process in that the questions were 'loaded' in such a way as to lead a respondent to answer in a way that favoured the ECC strategy
- Failed to explain how possible arrears of maintenance will be met
- Failed to have any safeguards in place to ensure that library services would be continuously maintained by a genuine community operator.
- Disguised the intention to close and only partially re-provide Loughton Library under guise of "Land for Housing Development, Epping Forest "
- Misled the public and Members as to the true meaning of keeping a library "open" by quoting Ramsey Community Library, which in fact is only open on one day a week for two hours only.

Signed: Mike Mackrory, Chris Pond, Julie Young	Dated: 25th July 2019
For completion by the Governance Officer	
Date call in Notice Received 25/07/19	**Date of informal meeting** N/A
Date of Audit and General Scrutiny Committee Meeting (if applicable) 08/08/19	**Date call in withdrawn / resolved**

Appendix B

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Essex County Council
Call-in item procedure note

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Procedure for the Committee's consideration of this call-in

A call-in may be withdrawn by the author at any time. If the call-in is withdrawn before this call-in item is held, this process will not be necessary.

The focus of the Committee for the call-in item at today's meeting is the Cabinet Member's decision **FP/461/06/19: Future Library Services Strategy 2019-2024** as set out at Appendix *C* to this report, and the debate should be limited to the specific reasons given for the call-in itself as set out by Councillor Mike Mackrory, Councillor Chris Pond and Councillor Julie Young in the notification of call-in (appendix A).

1. A procedure for the meeting is set out below. However the Committee may decide (as a committee) to depart from this process.

2. Any questions from the public will be asked at the start of the meeting, not at the start of this item.   If any member of the public wishes to ask a question they must make their intention known to the Democratic Services Officer or Senior Democratic Services Officer before the start of the meeting. The Chairman may allow the question to be answered immediately, or during the call-in item as part of the debate, or may arrange for a written response to be provided after the meeting. If written answers are to be supplied after the meeting then the person must ensure their contact details are known to the Democratic Services Officer or Senior Democratic Services Officer.

3. At the start of the Call-in item the Chairman will:
   a. Introduce and welcome members and contributors.
   b. Remind members and contributors of the Committee's expectation that only the issues raised in the call-in notice (Appendix A) will be considered and that if anyone wishes to raise new matters then they may only do so with the permission of the Chairman.
   c. Indicate the proposed order of business (ie this procedure note)
   d. Remind the Committee of the three courses of action open to them which are:
      i. To allow the decision to be implemented without further delay.
      ii. To refer the decision back to the person who made the decision with such recommendations as the Committee think appropriate (noting that the decision-maker may then amend the decision or not within 5 working days - it cannot be called in again).
      iii. To refer the decision to full Council (noting that full Council cannot overturn the decision. Full Council can either allow the decision to be implemented or refer it back to the decision maker).

4. As the originators of the call-in, Councillors Mackrory, Pond and Young will be allowed a total of 30 minutes to present the call-in with up to 3 supporting contributors of their invitation sharing that time. Where there is more than one call-in of any one item of business this time will be shared between them.

Everyone speaking must ensure that their speech is relevant to an issue in the call-in notice, unless the Chairman agrees otherwise.

Time spent dealing with interjections or questions do not count towards the 30 minutes.

Thereafter, at the Chairman's discretion, there may be some limited questioning on points of clarification around the case for the call-in.

5. As the decision-maker, Councillor Barker will be allowed 30 minutes to present a response to the call-in with up to 3 supporting contributors of their invitation sharing that time.

Everyone speaking must ensure that their speech is relevant to an issue in the call-in notice, unless the Chairman agrees otherwise or they are responding to an issue already raised during the call-in item.

Time spent dealing with interjections or questions do not count towards the 30 minutes.

Thereafter, at the Chairman's discretion, there may be some limited questioning on points of clarification around the decision made by Councillor Barker.

6. There will then be a period during which the Committee may ask questions of anyone who has provided information in support of or in opposition to the call-in and may discuss any issues.

7. Any member of the Committee may then propose either:
   a. To allow the decision to be implemented without further delay.
   b. To refer the decision back to the person who made the decision with such recommendations as the Committee think appropriate.
   c. To refer the decision to full Council.

8. This motion must be seconded. The Committee will then vote upon that motion.

9. In the case that the Committee agrees option b or c, the chairman should describe arrangements for the committee's concerns to be recorded for the attention of the decision-maker or full Council as appropriate.

Extract from Essex County Council's constitution

10. The Essex County Council Constitution sets out the full call-in procedure as below:

'20.15 Call-In

   (i)   Call-in should only be used in exceptional circumstances. Day-to-day management decisions or routine operational decisions should not be subject to call-in.

   (ii)   Subject to paragraph (xix) any decision taken by
            (a) the Cabinet;
            (b) any Member of the Cabinet; or
            (c) any joint body or partnership specified in paragraph 13.3

may be called in to the Overview and Scrutiny Committee whose remit includes the subject matter of the decision. A decision may be called in by

> (a) any Member of the relevant Overview and Scrutiny Committee;
> (b) any Member of the Council who has the support of a further three Members of the Council; or
> (c) with the agreement of the Chairman of the relevant Overview and Scrutiny Committee, any Member of the Council who represents a Division which is particularly affected by the decision in question.

(iii) Where a decision is made by the Cabinet or an individual Cabinet Member the decision shall be published (including where possible by electronic means) and shall be available at the main offices of the Council within three clear working days of being made. Members of the relevant Overview and Scrutiny Committee shall be sent copies of the notice of all such decisions also within three clear working days.

(iv) The notice publishing such decision shall bear the date upon which it is published and will specify that the decision will come into force and may then be implemented on the expiry of three clear working days after publication unless called in.

(v) A decision is called in if during the period specified in (iv) above a valid written call in notice is received which specifies the reasons for the call in. The proper officer shall then call a meeting of the Committee on such date as he decides (where possible after consultation with the Chairman of the Committee) and in any case within ten clear working days of receipt of the request to call in.

(vi) On receipt of a notice of call-in the Scrutiny Officer will:

(a) arrange for the notice to be acknowledged in writing;
(b) for the decision taker to be formally notified in writing of the receipt of a notice of call-in; and
(c) for the Chairman of the Overview and Scrutiny Committee to be informed where the Chairman is not a party to the call-in.

(vii) Prior to the meeting of the Committee arranged under (v) above, the Chairman may, with the agreement of the Member calling the matter in, arrange an informal meeting between him, the Member calling in the decision and the decision taker to discuss the issue.

(viii) Where the call-in has been made as the result of representations from a Member who is not a member of the Committee, that Member will be invited to attend the informal meeting. The Scrutiny Officer will attend the informal meeting and will within 24 hours produce a note for circulation to all parties to the meeting for approval.

(ix)   Where at the informal meeting stage assurances are given by, or agreements reached with Cabinet Members, then those assurances or agreements must subsequently be confirmed in writing.

(x)   A report of any call-ins that are withdrawn as a result of an informal meeting will be included on the Agenda for the next meeting of the Committee.

(xi)   If the call-in is not withdrawn as a result of the informal meeting or an informal meeting is not held it will go to the Committee. The Committee should meet within 10 clear working days of the notice of call-in. Wherever possible scheduled meetings of the Committee will be used. Where this is not possible the Scrutiny Officer will liaise with the parties concerned and the Group Spokespersons on the Committee to arrange a special meeting.

(xii)   The Scrutiny Officer will liaise with the parties concerned on behalf of the Chairman of the Committee to ensure that all those with a reasonable interest in the decision have an opportunity to be represented at the meeting, including any Member whose representations have led to the call-in.

(xiii)   Having considered the decision, the Committee may refer it back to the decision taker setting out in writing its concerns or refer the matter to the full Council also with a record of its concerns. Upon a referral to a decision taker, the decision shall be reconsidered within five clear working days amending the decision or not before adopting a final decision.

(xiv)   If the Committee does not refer a decision to either the decision taker or the Council, the decision shall take effect at the conclusion of the meeting of the Committee.

(xv)   Following consideration of a call-in by the Committee, the Scrutiny Officer will liaise with the Chairman and Group Spokespersons to agree the formal notification of its decision to go to the interested parties and, if the call-in is referred to Council, to agree the wording of the report to Council.

(xvi)   If, following a reference of a decision from an Overview and Scrutiny Committee, the Council objects to that decision it will be referred to the decision taker together with the Council's views. The decision taker will reconsider the decision within five clear working days deciding whether or not to amend the decision before implementing it.

(xvii)   If the Council does not refer a decision to a decision taker then the decision shall take effect at the conclusion of the meeting of the Council.

(xviii) A request to call-in a decision may be withdrawn at any time by those making the request.

(xix) The call-in procedure set out above does not apply where the decision being taken is urgent. A decision is urgent if any delay is likely to prejudice the Council's, the public's or individuals' interests. The record of a decision and the notice by which it shall be made public shall state whether in the opinion of the decision taker (if an individual) or the Leader of the Council it is an urgent one and therefore not subject to call in. The Chairman of the Council must agree both that the decision proposed is reasonable and that it should be treated as a matter of urgency. In the absence of the Chairman the Vice-Chairman's agreement is required. In the absence of both, the agreement of the Head of the Paid Service (or his nominee) must be obtained. Decisions taken as a matter of urgency shall be reported to the next available meeting of the Council together with the reasons for urgency.

All parties will be advised of this procedure each time an executive decision is called in.'

Report title: Future Library Services Strategy 2019-2024
Report to: Cabinet
Report author: Suzanna Shaw, Director, Customer Services
Date: 23 July 2019   **For:** Decision
Enquiries to: Suzanna Shaw, Director, Customer Services email suzanna.shaw@essex.gov.uk
County Divisions affected: All Essex

1. Purpose of Report

1.1 This report asks the Cabinet to agree the Essex Future Library Services Strategy 2019-2024 as amended following public consultation. The revised strategy does not envisage the closure of any library during the life of the strategy. The revised strategy focuses on developing libraries with local communities so that the library service can thrive and that the decline in usage is addressed.

2. Recommendations

2.1 To note the strong public engagement with the consultation on the draft Essex Future Library Services Strategy 2019-2024, and the results of that consultation as set out in section 4, detailed in appendices 1 and 2.

2.2 To agree to adopt the Essex Future Library Services Strategy 2019-2024 at appendix 3.

2.3 To support the people of Essex to reinvigorate and reverse the downward trend in library use and in particular to work closely with, and support community groups or organisations to implement viable and sustainable community-run libraries according to the support offer set out in section 5.13.

2.4 To note that the revised strategy does not envisage the closure of any library during the life of the strategy

2.5 To authorise the draw down of £3m from the Transformation Reserve as set out in paragraph 6.1.3 to set up and support Community-run Libraries and invest in modernising libraries and technology. Further draw downs to be considered in the normal budget process in later years

3. Summary

3.1 In early 2018 we surveyed 25,000 Essex residents on what they thought about our library service. We also visited libraries and spoke to people there and held community events to gather ideas. Following this we drew up a draft

library strategy and needs assessment to consider the future of the Essex library service. This proposed investment in main libraries and encouraging the community to take over responsibility for smaller libraries, if there was interest.

3.2   In November 2018, Cabinet approved a 12-week public consultation on that draft strategy. There was an impressive response to the consultation. We received nearly 22,000 survey responses and 80 expressions of interest to run community libraries. Nearly 3,000 people told us that they would be interested in volunteering to work in or support libraries.

3.3   The Council welcomes these responses. We have analysed and responded to the feedback received – which is set out in appendices 1 and 2. The draft strategy has been updated in the light of the feedback and the Cabinet is now asked to agree the strategy attached to this report at appendix 3.

3.4   People have told us that they value libraries not just for the books but also as spaces for people to meet, learn and exchange ideas.

3.5   The updated strategy doesn't take a 'one-size-fits-all' approach, recognising that different communities may want different things. It aims to transform the service to make it more relevant to the way we live now and fit for the future.

3.6   There was significant interest from the community in taking over responsibility for delivery of library services in many places – we received 80 expressions of interest from communities and several libraries received more than one expression of interest. The interest from the community in volunteering and in taking over the delivery of library services is extremely encouraging. Coupled with the large response to the consultation it suggests that the community may now be more engaged with their library service than was previously the case. We would like to use this enthusiasm to see if we can together reverse the decline in library usage.

3.7   We need to ensure we spend money wisely and we believe the expressions of interest shown will help ensure this by reversing the decline in the usage of the library resources. If this does not prove to be the case and the decline continues then there will be a time when it will be difficult to justify continuing with the same level of service, and at that point, and if that happens we will need to reconsider the approach.

3.8   The draft strategy proposes support and time for communities who wish to take over the running of the library service in their location. This will allow communities to develop the facilities in the way most appropriate to them, and for the services to be provided in locations alongside other local facilities, such as village halls, local shops, parish council offices. The updated strategy proposes:

- Developing a plan to invest in and improve libraries prioritising, at least initially, larger libraries. This will be the subject of a further Cabinet report.

- Investing in support to help communities develop proposals to run their local library facilities in a way that suits the local community, where the

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Council is satisfied that the community will provide an inclusive and high quality library services in a location.

- Opportunities to further embrace digital technology to reflect the way many people live their lives and be more responsive to customer needs and expectations;

- Providing more library outreach and encouraging community libraries to do the same, taking the library service into a wider number of people;

3.9 The vision is for a library service which is inclusive and enables all users to engage with a wide range of reading materials, participate in learning activities and connect with their community.

3.10 The proposed support for the creation of community libraries includes the offer of grant funding over three years, an initial donation and a regular quarterly refresh of books, as well as continuing support from ECC libraries employees.

3.11 The need to develop a new strategy for library services was driven by a significant and continuing decline in library usage over the last 10 years (see section 4.5 below). What this means for the long-term viability of the current library network remains a concern. However, having listened to what people have told us and seen how many are passionate about libraries, we believe the best way forward is for the Council and communities to work together. The public response has shown that communities have the energy and expertise to revitalise local libraries as community-run facilities with Council support.

4. Background

4.1 The Council's aim in having a strategy for future delivery of library services is and always has been to create a modern service that is more relevant to the way we live now, responds to the needs of local communities, is open to new and creative ideas, that works with employees, volunteers and communities and is fit for the future.

4.2 In Spring 2018 the Council ran a programme of public engagement and research, including sending a survey to 25,000 households to find out people's views about libraries and inform the development of the strategy. Key findings were that:

- Books and reading are the top priority, for library users and non-users alike
- People use libraries more at different stages of life: as children, as new parents, if they lose a job or when they retire; women use libraries more than men
- Libraries are valued as safe social spaces where people can meet, get help, read, learn or just pass the time
- People want to get involved

- People have different ideas about what libraries should be: some want more activities and services under one roof; others want quiet spaces, where books and reading are the absolute priority.

4.3   People's top six priorities for libraries (the levels of support are shown in brackets) were:

> 1. Quality and range of books and other stock (89%)
> 2. Well informed staff or volunteers to assist (70%)
> 3. A local library (66%)
> 4. Convenient opening times (62%)
> 5. A range of children's events and activities (35%)
> 6. Access to computers (34%)

4.4   Using this information, Cabinet authorised a consultation on a draft strategy and needs assessment in November 2018. This originally placed libraries into four tiers, based on an assessment of need.

4.5   The main driver for a new strategy was the significant decline in library usage over recent years, which reflects a national trend. It is clear that libraries aren't being used in the way they used to be. Updated figures show that the trend is continuing. In Essex, over the 10 years to 2018/19:

- Book borrowing more than halved, down from 8.4m loans a year to 3.9m loans

- Demand to use public network computers in libraries fell 38%, from 805,000 sessions to 495,000 sessions

- The number of active library members (members who have used their library card for any purpose in the last year) fell 33% from 331,482 in March 2009 to 221,640 in March 2019 (this figure excludes mobile library and online only services). This includes a fall of almost 5% in 2018/19 alone. Active members now equate to 15% of the total Essex population.

- Visits fell by 43% from 7.9m visits a year to 4.5m a year 2018/19.

- One library in the county has bucked the downward trend in usage: Springfield. This volunteer-run library opened in 2013 and has seen its membership grow by 216% from 382 to 825; the number of loans has held steady at nearly 47,000 a year. However, the number of visits fell by 33% from 35,307 to 23,802.

4.6   It should be noted that the rolling annual figure of loan issues increased by 1% during the consultation - between October 2018 and March 2019, but the March 2019 figure was still 3% lower than that for March 2018.

4.7   The rise in use of the internet and availability of mobile devices has transformed the way we access information, reading materials and entertainment. Whilst demand for books and reading materials in society remains strong, far fewer people are now using libraries to borrow or read them.

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4.8   We remain concerned by the decline in library usage. We want to work with the community, particularly with those people who have expressed such strong support for libraries. We want a library service which is thriving and supported, where usage is maintained or increasing. We continue to consider that community run libraries is the best way to produce the engagement and community interest to do this. If this does not prove to be the case and the decline continues, then there will be a time when it will be difficult to justify continuing with the same level of service, and at that point, we will need to reconsider the approach.

Consultation on draft strategy and needs assessment

4.9   The public were able to respond to the 12-week consultation via a survey available online, by phone or on paper. Large print and Easy Read versions were available. It was open to individual adults and children (with parental permission), families with children under 11 and organisations. A report analysing the consultation responses is set out at appendix 1.

4.10   The Council was keen to hear from as many people as possible and the consultation received wide publicity. All active library members as at 29 October 2018, were notified by letter or email, as were Essex MPs, District, City, Borough, Town and Parish Councils, 700 groups who use libraries, community organisations, and interested stakeholders, such as the Department of Digital, Culture, Media and Sport (DCMS), Chartered Institute of Library and Information Professionals (CILIP) and Arts Council England. Briefing sessions were held for county and district councillors.

4.11   Drop-in sessions to further inform people were held at all libraries. An estimated 2,500 people attended these sessions.

4.12   Some 600 items of print and online coverage plus at least 12 pieces of regional radio and TV coverage were generated. More than 100 social media posts across the Council's corporate and library service social media channels reached 273,000 people and targeted posts reached 74,000 working age adults on Facebook. Coverage in 17 Council e-bulletins reached 127,000 subscribers.

4.13   The survey received 21,961 responses. Eighty nine percent of these (19,485) were completed online, 11% (2,442) on paper and less than 1% by phone (34). Of the paper questionnaires, 189 were completed on the Easy Read form. The response rate equates to 2% of the Essex population and 9% of active library members.

4.14   The survey responses were analysed by a specialist company and their report is at appendix 1. Many survey responses raised individual issues which have been grouped together in appendix 2. The Council has listened and the updated strategy responds to views expressed.

4.15   Ninety seven percent of the individual and family respondents said they had visited a library in the last year. One in ten indicated that they use library buildings without using a library card. The response rate was higher among

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people over 60 and users of libraries identified as tier 3 and 4 (where the most significant changes were proposed). Percentages below relate to the number of respondents to the relevant question, not the total number of respondents. For full detail see appendix 1.

4.16   Among individuals and families who responded:

- 90% have internet access at home, work or on a mobile device

- 70% said they use at least one library identified as tier 3 or 4 frequently (compared to overall usage statistics which show libraries identified as tier 3 and 4 were used by 29% of library users in 2018/19)

- 62% of users of libraries identified as tier 4 said they would be able to use an alternative library service if tier 4 libraries were not retained. The most popular alternative was to use another library

- 52% use more than one library frequently

- 47% were aged over 60 (people in this age group make up 22% of active library members)

- 1,280 (6% of 21,633 individual and family respondents) said they used a library identified as tier 4, did not classify that they use a library in another tier and said they would be unable to access any alternatives.

- 5% said they only access the internet in a library or public café.

4.17   Among organisations:

- 89% of organisations had visited an Essex library, 61% had used a library card.

- 80% said withdrawal of their nearest library/ies would have an impact on their organisation, and 97% said it would have an impact on their members/people they serve

- Colchester and West Mersea were the libraries most frequently used by the organisations that responded

- 38% had used a library which was proposed for classification within tier 4 in the draft needs assessment with Stansted, Galleywood, Kelvedon, Thaxted and Tye Green being the most used

4.18   Survey respondents were asked the extent to which they agreed or disagreed with the ambitions and other elements of the strategy.

- A majority of individuals and families agreed overall with the ambitions, evaluation criteria used in the draft needs assessment, and proposals to support community-run libraries in the locations where this was proposed in the draft needs assessment.

- A majority of individuals and families disagreed that the proposals provided a reasonable range of ways to access library services according to needs.

- An equal percentage of individuals and families agreed as disagreed with proposals for outreach.

- Agreement was generally higher among non-library users, 17-30 year olds, over 60s, males, non-disabled respondents and those who do not use a library identified as tier 3 or 4.

- Disagreement was generally higher among groups and organisations, Easy Read form users, users of libraries which were identified as tier 3 and 4 libraries in the draft needs assessment, disabled people and those who do not have access to the internet at home, work or on mobile devices. More detailed equality breakdowns are contained in appendices 2 and 4.

4.19 Unlike individuals and families, more organisations disagreed than agreed with the ambitions, evaluation criteria, community libraries and outreach proposals, and 61% of organisations didn't agree that the proposals provided a reasonable range of ways to access the service, although it should be noted that only 6% of consultation respondents individual and family respondents who said they used a library identified as tier 4, did not identify that they use a library in another tier and said they would be unable to access any alternatives.

4.20 A clear message from comments made is that many people value the library service, not just for books or access to computers, but for the opportunity for people to meet and learn, exchange ideas, meet new people and talk.

4.21 The top three preferences for opening hours were fully staffed opening, volunteer-supported opening and self-service access using smart library technology. This supports the recommended direction in the strategy.

4.22 Encouragingly, the consultation revealed that 2,842 individuals and families and 84 organisations are interested in finding out more about volunteering to support library services. Customer services and home library service roles were the most popular. 105 of the potential volunteers were aged under 16 (20% of all under 16s who did the survey). This shows the volunteering culture in Essex remains strong and that young people want to help libraries thrive.

4.23 There were many comments and suggestions made as part of the consultation and the Council's response to these is detailed in appendix 2.

4.24 The Council wishes to provide an inclusive library service and there were some differences between responses from people from different equality groups:

- Respondents with a disability or impairment were more likely to say that they would be unable to travel to an alternative library.

- Black, Asian, or Minority Ethnic (BAME) respondents were significantly underrepresented in comparison to the proportion of active library members who identify as BAME.

- Consultation respondents aged 60 or over were significantly overrepresented in the consultation response compared to active members generally.

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- Consultation respondents aged 16 or under were significantly underrepresented in comparison to active members, although 22% of responses were from families with children under 11, on behalf of their family.

    Other feedback

4.25 The volume and content of emails and letters to the Council demonstrates the interest in libraries within communities. The Council received 1,094 emails and letters; 844 of these included comments or suggestions which were analysed alongside the survey responses. Some comments fell outside those themes and were grouped under a new theme or listed separately.

4.26 Comments and correspondence arising from the consultation, and the Council's responses, are included in appendix 2.

4.27 We also received 57 petitions containing approximately 60,000 signatures from people in Essex and from other places too.

4.28 The petitions generally had a similar message, either to keep a particular library open, to keep some or all libraries open or, in the case of Waltham Abbey proposed as tier 2, not to cut opening hours. Petitions are listed in appendix 2.

4.29 After the consultation closed, an extraordinary Full Council meeting was held on 12 March 2019. Thirteen members of the public asked questions at the meeting. Council resolved to call on the Cabinet member to continue to explore the opportunity to use all libraries as community hubs and to maximise the use of the buildings and sites to generate income for the Library Service. Although this motion does not have legal effect, it has helped to shape the proposed strategy and will be borne in mind through implementation, by working with partners and supporting communities to develop community hubs where appropriate.

4.30 Fourteen of the county's 16 MPs submitted various comments and letters during the consultation period. Details of these letters and the Council's response to the points made are in appendix 2.

4.31 Most District, Borough and City Councils submitted an identifiable response to the consultation Responses were also received from 51 Town and Parish Councils. Other authorities' comments are listed in appendix 2.

4.32 Points made by other authorities echoed the comments made by other respondents that libraries are important community hubs where people can access a range of services and activities beyond core library services. They expressed concerns that closing libraries could impact particularly on older users and those who rely on public transport or find it difficult to travel. Some argued that significant new housing is planned in their area and therefore population forecasts should be considered. Those in more deprived areas said that closure would have a greater effect on their residents or that a wider catchment area should be used to measure deprivation. Some in more rural areas said that the deprivation measure did not take account of pockets of deprivation.

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4.33 Many of the Parish or Town Councils are involved in expressions of interest in setting up community-run libraries in their towns or villages. See 4.36 for more information about the levels of interest in this.

4.34 Comments or suggestions that did not fit the analysis themes or were specific to their local library are listed in appendix 2.

4.35 In addition to the consultation responses, 24 community organisations submitted written responses. Their responses generally echoed the themes of the survey and other representations above. Where they did not, or where the organisation made a comment or suggestion specific to their local library, these are listed in appendix 2.

Expressions of Interest in setting up community-run library services

4.36 The Council invited community organisations to express interest in setting up community-run library services in proposed tier 3 or tier 4 locations. As at 25 June, 80 valid expressions of interest (EOIs) had been received for 39 current ECC libraries with libraries receiving up to four expressions of interest.

4.37 This level of interest, coupled with the experience at Springfield, is encouraging and the Council is keen to ensure that this energy and enthusiasm is given the best possible chance to succeed by working with the interested groups to help them develop their ideas and proposals to have a community-run library in their area. We believe that communities are best placed to develop, nurture and grow the library service

4.38 Engagement with communities that may be interested has continued with meetings, correspondence, showcase events and briefings for interested groups, arranged in partnership with Essex Association of Local Councils (EALC), the Rural Community Council for Essex (RCCE) and existing community libraries.

4.39 The Council remains open to new expressions of interest and will work with the interested groups to help implement these new community-run libraries. The level of community interest suggests that Essex could be the home of one of the largest networks of community-run libraries in the country.

4.40 As a result of this strong interest in providing community-run libraries, the strategy proposes to offer a package of support to organisations which wish to take over the running of library services in any current library location.

Scrutiny

4.41 Place Services and Economic Growth Policy Scrutiny Committee (PSEG) has been engaged on a number of occasions. The meeting of 30 May 2019 made a number of recommendations which are shown in appendix 6. In brief these are:

  o That the reservation and distribution service continues in all libraries
  o That Council functions collaborate to maximise use of library spaces

- o That there be universal principles set out for community library services and a service level agreement with each
- o Greater clarity on the forward vision and future-proofing of the strategy
- o Evidence of engagement with the Education Service to clarify relationships between the libraries service and schools,
- o Revisit previous conversations with districts which have experienced a change in political control following local elections in May 2019.

4.42 The recommendations from PSEG Scrutiny Committee have either already been addressed or will be during the strategy period.

4.43 The offer to encourage the development of proposals for the community to take over library provision in locations served by an existing library which Cabinet is asked to agree is set out in section 5.13 below. There will be an agreement in place with each provider. All community-run libraries will be offered a community library card which would allow them to reserve titles and receive a regular distribution of new stock. It will be up to each community run library to determine if they will offer reservations to their members. The reservations service, including a review of the current fees and charging will be reviewed during the Strategy period.

4.44 The library service has a working relationship with schools and the education service and intends to build on this through outreach and new initiatives during the strategy period. More information about current and ongoing work to support children's literacy, learning and development is contained in appendix 2.

4.45 The service will continue to work with other Council functions to support initiatives to address social isolation and loneliness and is liaising closely with officers leading on this area of work. The Cabinet member with responsibility for libraries has already met the new Leader of Rochford District Council and is seeking to meet other councils over the coming weeks and months.

5. Recommended strategy

5.1 In response to the consultation feedback (appendices 1 and 2), the Council has produced an updated proposed strategy (appendix 3) and conducted a detailed equality impact assessment (appendix 5).

5.2 The Council has listened to the feedback. It is very clear the community has responded to the consultation to say that libraries are valued by those who use them, as safe social spaces and hubs for a range of activities. The community has expressed strong support and interest for libraries and community organisations have expressed an interest in taking over running many libraries in many locations. Whilst some people responded to the consultation to say that they wished to see libraries run by paid staff and trained staff, the experience of Springfield, which is run by volunteers and where usage is being maintained demonstrates that these models can be very effective, and this has also been seen elsewhere in the country. We would support community-run libraries to ensure there is appropriate training

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provided to those running libraries so they are able to train their volunteers to ensure a good service.

5.3   In addition to the provision of a network of Council-run libraries the strategy makes it clear that the Council wants to work with communities to support the creation of as many community-run library services as possible. The Council will support the development of these community run libraries through a funding and support package. This is set out in more detail at para 5.13.

5.4   The proposed strategy will also see:

- Work across the Council and with partners to make the best use of public buildings and assets and provide access to library services outside stand-alone library buildings

- Enhance the current eLibrary and further embrace digital technology to improve the service to customers. This includes exploring options to introduce smart library technology in Council-run libraries, to increase access to them outside staffed opening hours

- Develop a robust outreach programme to take library services and activities into community venues, according to need.

5.5   The revised strategy is driven by the need to respond to changing use and customer demands, as well as public feedback demonstrating support for local library services. However, it does have financial implications as set out in section 6.1.3

5.6   The proposals in this report, the Strategy and supporting documents will enable the Council to meet its statutory duty and modernise the service to meet needs and expectations in the future.

Investment Programme

5.7   The Council proposes a package of investment to modernise the service. This comprises an investment programme for County run libraries to radically transform the experience of using these library services by refurbishing them to deliver a consistent high-quality look and feel across the network and by continuing to develop staff skills to improve the service provided to library service users.

5.8   Planning of this work will start in 2019-20 and it is expected that delivery will start later in 2019-2020. Proposals will be the subject of another Cabinet report.

5.9   Current library services may be moved to different buildings to take advantage of opportunities to share space with others or provide the service more efficiently in new locations and alongside other public services.

5.10   In addition, the proposed strategy responds to the enthusiasm and energy in some communities to run their own libraries in their own way, provided that this is an inclusive service and continues to maintain access to free loans of reading material.

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5.11   Council will aim to support the community to take on the provision of a community library service, and this will be particularly appropriate in smaller locations.

5.12   The Council will provide training to those running community libraries so that they can train and cascade information to their volunteers, provide information and advice to help groups set up and manage a library service run by community groups and volunteers. This will include advice on ensuring DBS (safeguarding) checks - which are free - are completed on community-run library volunteers if necessary.

5.13   The support offered to organisations wishing to take responsibility for community-run library services includes:

- A grant of £18,000, paid over three years to help meet costs for furniture/furnishings, property, additional stock and computers internet access and software. This would be paid as follows:
  - Year 1: £8,000
  - Year 2: £7,000
  - Year 3: £3,000
- A one-off donation of books to be determined on a case by case basis and proportionate to usage
- A quarterly bulk loan of books from Council stock, proportionate to usage to be delivered to and collected from the Community-run library by Essex library staff.
- A system to allow the Community-run library to reserve and collect Essex Libraries stock from Council-run libraries on behalf of its users
- Ongoing support and visits by Essex Library staff to run outreach activities for children and adults, based on local need
- Ongoing advice, guidance and training from Essex Library Service, such as how to manage services and collaboration between community-run library services and how to ensure volunteers are trained.

5.14   Community libraries will be required to open for a minimum number of opening hours which will be agreed on a case by case basis. Detailed information about the support available to groups to develop their proposals and get started will be published on the [Community Library Services](#) web pages.

Property Issues

5.15   The Council's preference is for community-run library services to be run from other community premises, but it is open to other innovative suggestions and viable options will be explored including co-locating, re-development, using the existing property in different ways and new locations.

5.16   The Council will welcome proposals from community groups that wish to purchase the existing library building. Some groups interested in setting up community-run library services have expressed interest in taking on the existing building, and this may also apply to future expressions of interest.

5.17   Options and solutions will be explored on a case by case basis

5.18   Where libraries have been taken over by the community and are run from other buildings, we may be left with vacant premises which are no longer required by the Council and these will be considered under usual Essex County Council policies and procedures for dealing with surplus assets.

6.   Options (including financial implications)

6.1.   Option One: (Recommended) Adopt the new draft strategy as amended in light of consultation

6.1.1   Impact: The service would be modernised in a way that responds to changing public behaviour and expectations. This takes into consideration the feedback received during public consultation and the equality impacts identified, as well as the considerable community interest in supporting local library services. It also minimises the equality impacts by committing to support a library service in all current locations, either Council-run or community-run; continuing to run all current libraries while supporting communities to develop their proposals; and offering a stronger programme of outreach to bring library activities to local communities. This will:

- Support reducing social isolation and loneliness by empowering communities and keeping a library service in as many communities as possible, either run by the Council or by communities

- Respond to the interest within communities in setting up community-run library services, by offering enhanced support to help them get off to the best start possible.

This option is considered to have the best chance of growing library usage – by enabling the Council to invest in modernising the service it provides and broadening its appeal to new audiences, whilst also empowering communities to shape and deliver community-run library services in some locations, and allow the local community to develop the services alongside other facilities in a way that sits that community. The service will be more able to flex to meet changing usage, which will be monitored closely over time.

6.1.2   Risks: There is a risk that some users of libraries may not wish to use a community-run library. However we will support the organisations and provide refreshed stock with a view to ensuring that the libraries remain attractive. We believe that this risk is small, given the experience at Springfield.

There is a risk that a community-run library organisation will cease to operate or not prove possible to develop in some locations. However, such libraries

have proved very successful elsewhere. The support offered aims to help the libraries become sustainable quickly and the fact that almost 3,000 residents indicated a preparedness to volunteer suggests that this risk is low.

6.1.3 Financial Implications: The financial implications of adopting the new strategy is set out in the table below, this equates to £3m over the life of the strategy.

	2019/20 £000	2020/21 £000	2021/22 £000	2022/23 £000	2023/24 £000
Set up and support for Community-run Libraries	0	399	351	159	15
Investment in modernising libraries and technology	1,320	380	380	0	0
Total cost	**1,320**	**779**	**731**	**159**	**15**

6.2 Option two: Adopt the original draft strategy and needs assessment (as used in the consultation)

6.2.1 Impact: This would not take account of the responses to the consultation and would not provide the time or the support which we consider is required to maximise the opportunities to realise the community interest in those libraries identified tier 3 and 4 locations. The initial draft needs assessment also did not reflect some important local issues to which our attention was drawn during the consultation. It would also be a departure from the Council's commitment to listen to what people tell us during consultations.

6.2.2 The table below sets out the anticipated investment and savings that would be realised should the draft strategy as originally proposed be adopted.

	2019/20 £000	2020/21 £000	2021/22 £000	2022/23 £000	2023/24 £000
Support for Community-run Libraries	320	15	15	15	15
Costs associated with changes in delivery model	412	1,283	127	0	0
Procurement of Libraries Management System	0	180	0	0	0
Saving from withdrawal of County-run provision	0	(965)	(1,696)	(1,786)	(1,907)
Net cost/(saving)	**732**	**512**	**(1,554)**	**(1,771)**	**(1,892)**

6.2.3 This option is not recommended.

6.3 Option three: Reject the strategy and continue to run the current library service with no changes (do nothing)

6.3.1 Impact: Evidence over the last 10 years, as outlined in section 4 demonstrates the significant and continuing decline in library usage. This trajectory shows that if nothing is done the decline in usage of libraries would continue as the service would not be modernised and made relevant to new users or be flexible to adapt to changing trends over time. Communities would have less opportunity to be involved in shaping local services to suit their needs, as resources would not be available to develop the outreach and community support envisaged in option one. Efficiencies and greater convenience associated with sharing space, embracing digital technology and other planned improvements would not be achieved.

6.3.2 Continuing to run the current library service as is would mean the service would operate within its existing financial envelope of £12.4m.

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6.3.3   This option is not recommended

7. 1   Delivery Approach

7.1.1   If the strategy is approved, the aim is to deliver the proposals in two parts (which will overlap) as described below.

7.2.1   part 1 –Help to support the establishment of community run-libraries. Invest in technology and implement an updated library management system.

7.3.1   part 2 – Invest in the refurbishment of Council-run libraries, introduce 'smart' technology, enhance customer service and enhance eLibrary service.

7.2   Communicating the changes and marketing the service

7.2.1   The approach to communicating the recommended strategy will focus on and be characterised by three themes:

- Early engagement where possible
- Creating advocacy
- Localised approaches supporting a County-wide message

7.2.2   Advice and guidance will be provided to groups wishing to develop a community-run library and regular updates on progress towards setting up this network will be published.

7.2.3   Significant marketing has been done and is ongoing to promote the range of library services on offer, to appeal to existing and new audiences. This includes marketing materials in libraries, e-bulletins, social media, website, support for events such as Essex Book Festival and the Summer Reading Challenge. A new marketing plan will be developed to build on this and promote new initiatives such as outreach.

7.3   Technology plan

7.3.1   Over the life of the strategy we will invest in technology to support and enable a modern and flexible service, to use data and customer insight effectively to respond to changing customer demands and deliver excellent service. Proposed Technology improvements in Council-run Libraries are to include:

- Replacement of outdated self-service machines (already planned)

- Replacement of the library management system, through which memberships and stock are managed, with an up to date and flexible system that can provide greater insight

- Embracing new technology and 'smart' libraries functionality that enables users to choose when and how they access books and learning materials. We will need to pilot this to ensure that libraries are appropriately

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protected and that people are safe when accessing the building when unstaffed.

7.4   People plan

7.4.1   The current workforce is comprised of ECC employed staff and volunteers. There are 666 employees (225.2 full time equivalent), including peak relief resources, and 679 volunteers, with more volunteers over the summer to support the Summer Reading Challenge. 90% of the workforce are part-time and 83% are female. The workforce is the heart of the library service and the face of the Council to library users.

7.4.2   Work has been undertaken to review current operating model of libraries. That review and the implementation of the Libraries Strategy will help define the future target operating model and the future size and shape of the library workforce. This will result in the redefining of some roles to create new roles that will be required by the future library services strategy.

7.4.3   Volunteers play a vital role in supporting and enhancing the library service and will continue to do so in any future model. It is important to engage with volunteers to ensure they also fully understand the vision for the future library service and their role in that. The library service will work to ensure that volunteers are well trained and supported to ensure that customers experience a consistent level of service. The Council ensures DBS (safeguarding) checks are done as needed on its volunteers and will provide advice to community-run library services to ensure DBS (safeguarding) checks, which are free, are done on their volunteers as necessary. Every opportunity will be taken to recognise and celebrate the contribution that volunteers make.

8.   Issues for consideration

8.1   Legal implications

8.1.1   Section 7 of the Public Libraries and Museums Act 1964 places ECC under a duty to provide a comprehensive and efficient library service for all persons desiring to make use thereof, although borrowing facilities only have to be made available to people whose residence or place of work or study is in Essex.

8.1.2   The law says that in fulfilling its duty ECC must have regard to the desirability—

(a)   of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and

(b)   of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available

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such bibliographical and other information as may be required by persons using it; and

(c) of securing, full co-operation with other authorities in relation to any matter which concerns both library functions and the functions of another authority.

8.1.3 The Courts have made it clear that this does not mean that everyone must live within walking distance of a library or that a library has to be provided in every settlement. There is a frequently quoted paragraph from a judgement which says:

'A comprehensive service cannot mean that every resident lives close to a library. This has never been the case. Comprehensive has therefore been taken to mean delivering a service that is accessible to all residents using reasonable means, including digital technologies. An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources.'

'The availability of resources is highly material to the question of what constitutes a comprehensive and efficient library service. The section 7 duty cannot be exempt or divorced from resource issues and cannot in law escape the reductions which have been rendered inevitable in the light of the financial crisis engulfing the country.

"The key is reasonable ability to access the service by all residents of the county. This means that distances and time taken to reach a library must be reasonable and any particular problems, whether physical disabilities, or created by age or family considerations, must be capable of being met'

8.1.4 It is for the local authority to decide how the duty is to be discharged based on the need for services. If usage of services declines significantly, as has been the case in Essex, the Council may reasonably conclude that the need for library facilities is reduced. In this report, the Cabinet is proposing to retain all libraries and is therefore not assessing the need for any library.

8.1.5 The Council may lawfully provide more libraries than would be needed to discharge the duty if it is satisfied that to do so represents an appropriate use of public funds.

8.1.6 The proposals in the strategy are clearly designed to encourage children and adults to use libraries.

8.1.7 It is important that the Cabinet to consider the equality impact assessment and the consultation response appendices.

8.2   Equality and Diversity implications

8.2.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:

a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.

8.2.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

8.2.3 The Equality Impact Assessment (EIA) has looked at the results of the consultation, usage and demographic data to identify equality impacts of the draft strategy as consulted on. It provides an overview at Essex wide level, tier level including a detailed analysis in relation to each proposed tier 4 location. The assessment recommended measures to minimise any disproportionate negative impacts on people with protected characteristics under the Equality Act 2010.

8.2.4 The EIA looked in more detail at proposed tier 4 locations, based on the draft strategy that originally proposed withdrawal of these libraries. It has now been updated to consider the equality impacts of the recommended strategy to assess impact of a community-run delivery model.

8.2.5 The recommended strategy removes any disproportionate negative impacts on people with protected characteristics by aiming to keep a library facility in all the current locations, with community support. Library stock can still be accessed through the network of Council-run libraries, mobile libraries, elibrary, and home library service. In addition, library services and activities can be delivered via the Outreach programme based on community need.

8.2.6 The EIA recommends that individual EIAs are undertaken on each community-run proposal to assess the impacts for that community

8.2.7 In addition, equality and diversity training will also be offered to community-run libraries in two parts ('understanding your local communities needs' (one session) and an 'introduction to diversity' (second session)

9. List of appendices

1. Essex Future Library Services Consultation 2019 report (Enventure)
2. Consultation Response Report
3. Essex Future Library Services Strategy 2019-2024
4. Library usage data, 2008/09 to 2018/19
5. Essex Future Library Services Equality Impact Assessment 2019

6. Place Services and Economic Growth Policy Scrutiny Committee report, 30/05/2019

10. List of Background papers

Essex Libraries, engagement summary report, 2018: <u>Your community, libraries and you</u>

Essex Future Library Services Consultation

Essex County Council

May 2019

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Contents

1. How to read the report

1.1 Interpreting the consultation findings

1.1.1   This report contains several tables and charts that present the consultation findings. In some instances, responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart; detailed data tables and lists of comments and suggestions are attached as appendices
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of between 0% and 0.5% will be shown as <1%.

1.1.2   As the questionnaire was completed by respondents themselves (self-completion), not all respondents have answered all of the questions. Therefore, the base size (the number of people answering a question) varies by question. Where a percentage figure is quoted the number of respondents the percentage refers to is shown. The percentages shown are of the total number of people answering each question, except in the case of the Headline findings in 2.3.

1.1.3   To ensure inclusivity, the questionnaire was open for anyone to take part. The results, therefore, can provide considerable information about the views of particular groups and individuals at very local levels and, in particular, the views of library users (97% of respondents had visited an Essex library within the last 12 months). Only approximately 16% of the Essex population are active library users[1].

1.1.4   This report includes subgroup analysis that has been undertaken to explore the results provided by different groups to the consultation. This includes subgroup analysis by gender, age group, ethnic group, district, usage of a tier 3 or 4 library, and internet access, amongst others at an overall level and amongst tier 4 library users. It should be noted, however, that the base size can be small for some groups, particularly for the users of some tier 4 libraries, so these differences should be interpreted with caution.

1.1.5   **Differences that are statistically significant according to the z-test at the 95% confidence level are highlighted in bold**. The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By this we mean that we can say with 95% confidence that we would see a difference if all people in the group took part in the consultation. It should be noted that the percentages shown in the subgroup analysis reflect the proportion of the subgroup who answered the question and gave a particular response.

1.1.6   Overleaf is an example subgroup analysis box. In the example "85% of males (4,303)" and "90% of females (10,384)" means that 85% of all males who answered the question had used an Essex Library Card within the last 12 months, as had 90% of all females who answered the question. The **bold typeface** indicates that the difference between the percentage of males and the percentage of females is statistically different (see above), with the percentage of females higher than the percentage of males.

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[1] Source: Essex Library Services Needs Assessment, November 2018

> **Subgroup analysis – use of library services (overall level)**
>
> **88%** (18,659) **had used** an Essex Library Card within the last 12 months. The percentage of each subgroup who had used an Essex Library Card within the last 12 months was (differences between subgroups are shown in **bold**):
>
> 85% of males (4,303)
> **90% of females** (10,384)

1.1.7 For the analysis of some questions, some response options have been grouped together to provide a level of agreement or satisfaction. For example, in some instances 'strongly agree' and 'agree' have been grouped and shown as 'agree overall'.

1.1.8 For the analysis of open-end responses, all comments have been read through and a coding frame developed based on themes emerging. This then allows for categorisation of the themes emerging in the comments.

1.2 Terminology and clarifications

1.2.1 Throughout this report, those who completed the questionnaire are referred to as 'respondents'. This includes those who answered as individuals, families with children aged 11 and under, and on behalf of organisations.

1.2.2 Respondents who said they had visited an Essex library within the last 12 months (Q3) are referred to as 'library users'. Those who had not are referred to as 'non-users'.

1.2.3 Respondents who had visited a library listed as being in tier 4 in the last 12 months (Q11) are referred to as 'tier 4 library users'.

1.2.4 Respondents who said they used a library listed as being in tier 3 frequently (Q3) are referred to as 'tier 3 library users'.

1.2.5 Respondents who said they were responding to the consultation as a representative of a family with children under 11 are referred to as 'family respondents', those who said they were responding as an individual are referred to as 'individual respondents' and those who said they were responding on behalf of an organisation are referred to as 'organisation respondents' (Q1).

1.2.6 Respondents who said they only accessed the internet in a library or a public internet café are referred to as 'library internet users' (Q6).

1.2.7 Respondents who had used an Easy Read form to take part in the consultation are referred to as 'Easy Read form users'.

1.2.8 Respondents who said they had a disability or impairment (Q28) are referred to as 'disabled'.

1.2.9 The word 'pregnant' refers to respondents who said they were pregnant or said they had been pregnant in the last year.

2. Executive Summary

2.1 Introduction

2.1.1   This report sets out the findings from the public consultation on the draft Essex Future Library Services 2019-2024 Strategy (the draft strategy), which sets out a strategy for providing library services in the county of Essex (excluding Southend and Thurrock, which are unitary authorities providing their own library services) over the next five years.

2.1.2   The draft strategy is informed by an assessment of need for library services within the county, a draft equality impact assessment, engagement and research with the Essex public conducted by Essex County Council (the Council) in spring 2018 and national library policy data and guidance. It sets out a future approach that the Council considers will meet its statutory duty to provide a comprehensive and efficient library service.

2.2 Public consultation approach

2.2.1   Essex County Council launched the consultation on 29 November 2018 and it closed on 21 February 2019.

2.2.2   The consultation consisted of a self-completion survey for individuals, including children and young people aged under 16 who could take part with parental permission, and families with children aged 11 or under.

2.2.3   The survey was available in online and paper formats or could be completed over the phone to a council customer services advisor.

2.2.4   An Easy Read version of the survey was made available for people with learning disabilities or communication difficulties.

2.2.5   Organisations were invited to take part in the consultation via an online survey.

2.2.6   In total, 21,961 responses were received to the consultation. This consisted of 16,642 (76%) responses from individuals, 4,901 (22%) from families with children aged 11 and under, and 328 (1%) from organisations. 90 respondents (<1%) did not identify themselves in any of the three categories.

2.2.7   19,485 responses (89%) were received to the online consultation, 2,442 from paper questionnaires (11%) and 34 by telephone (<1%). Of the paper questionnaires received back, 189 were Easy Read consultation forms (<1% of all respondents).

2.2.8   Information drop-in sessions were held at all 74 libraries across the county for people to find out more about the consultation and the strategy proposals before completing the survey. These sessions were for information only, not to gather feedback.

2.2.9   The Council also received a large volume of queries and comments about the consultation via email and letters from members of the public, MPs, school pupils and parents, organisations and groups.

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2.2.10   The Council commissioned Enventure Research to analyse and evaluate the responses to the consultation and the comments from the letters and emails received.

2.3   Summary of key findings

2.3.1   A summary of the key findings from the consultation is outlined below and overleaf. Detailed findings are provided in Chapter 4 and Chapter 5.

2.3.2   Percentages shown relate to the number of people who have answered each question.

Use of library services

2.3.3   The majority of those who took part in the consultation had used an Essex Library within the last 12 months – 97% (20,857) of individual and family respondents and 89% (285) of organisation respondents (Q3). Sixteen percent of the Essex population are active library users[2]. It seems that despite extensive publicity and media coverage given to the consultation, the number of survey respondents who said that they didn't use the library was low compared to those who said they did. There could be a number of reasons for this. We would comment that the overall number of responses suggest that this survey was very well known in the Essex community.

2.3.4   Chelmsford (13% 2,682) and Colchester (13% 2,548) libraries were used most frequently by individual and family respondents (Q3). These libraries have the largest proportions of active users[3].

2.3.5   Three in ten (30% 5,967) individual and family respondents said they frequently used at least one tier 4 library. Four in ten (40% 7,978) said they frequently used at least one tier 3 library (Q3).

2.3.6   Out of the tier 4 libraries which the Council proposes to close, Prettygate Library had the largest proportion of individual and family respondents (5% 1,012) saying they were a frequent user (Q3). Out of the tier 3 libraries which the Council proposes to transfer to community or partner organisations to run, Hadleigh was most frequently used (6% 1,104).

2.3.7   Over half (52% 10,299) of individual and family respondents chose two or three libraries that they use frequently, whereas 48% (9,598) only chose one (Q3).

2.3.8   Colchester (7% 19) and West Mersea (7% 18) libraries were most frequently used by organisation respondents (Q3).

2.3.9   The majority of individual and family respondents (88% 18,535) had used an Essex Library Card in the last 12 months. However, 61% (191) of organisation respondents had used an Essex Library Card in the last 12 months (Q4). Organisations can hold a membership card and borrow items for their members or service users. Examples include playgroups, care homes and book groups.

Travelling to the library

2.3.10   The most common way of travelling to libraries was on foot, with 62% (13,025) of individual and family respondents saying this was how they usually accessed the

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[2] Source: Essex Library Services Needs Assessment, November 2018
[3] Source: Essex Library Services Needs Assessment, November 2018

library they used most frequently. Four in ten (39% 8,106) said they used their own vehicle and one in ten (10% 2,134) used public transport (Q5).

Internet access

2.3.11 Nine in ten (90% 19,281) individual and family respondents said they accessed the internet at home, work or on a mobile device. However, 5% (1,134) said they only accessed it in a library or public internet café and 4% (908) said they did not access it at all (Q6).

Views on the ambitions

2.3.12 A larger proportion of individual and family respondents agreed with the five ambitions listed (44% 8,530) than disagreed (41% 7,764). A further 12% (2,370) said they neither agreed nor disagreed (Q7).

2.3.13 Amongst organisation respondents, a larger proportion disagreed (42% 110) than agreed (38% 100) with the five ambitions. A further 17% (44) neither agreed nor disagreed (Q7).

Views on the evaluation criteria

2.3.14 Four in ten (41% 8,063) individual and family respondents agreed with the evaluation criteria that the Council proposes to use to assess need, which is larger than the proportion who disagreed (38% 7,277). One in six (17% 3,346) said they neither agreed nor disagreed (Q8).

2.3.15 A larger proportion of organisation respondents disagreed (46% 125) with the evaluation criteria than agreed with them (34% 93) (Q8).

2.3.16 Respondents were asked if there were any other criteria that they proposed the Council should use to assess need (Q9).

2.3.17 The table below shows the top ten themes put forward by individual and family respondents. For the full list of themes see Chapter 4.

Figure A – Are there any other criteria you think we should use to assess need? (Coded responses)
Base: All individual/family respondents providing a comment (8,544)

Theme	Number	%
Usage by local community groups/other activities and services based in libraries as a central community hub	2,264	26%
Social benefits provided by libraries/effect on social isolation/mental health	1,737	20%
Footfall/type of usage - not used by card	1,101	13%
Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people)	1,044	12%
Impact on older/retired users	1,036	12%
Proximity to local schools/colleges/universities/impact on education and performance figures	994	12%
Impact on children/young families	940	11%

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Theme	Number	%
Projected population growth/planned housing developments	884	10%
Availability/reliability of public transport	827	10%
Distance to/length of journey to nearest alternate library	719	8%

2.3.18 The table below shows the top ten themes mentioned by organisation respondents. For a full list of themes see Chapter 4.

Figure B – Are there any other criteria you think we should use to assess need? (Coded responses)
Base: All organisation respondents providing a comment (172)

Theme	Number	%
Usage by local community groups/other activities and services based in libraries as a central community hub	49	28%
Social benefits provided by libraries/effect on social isolation/mental health	35	20%
Proximity to local schools/colleges/universities/impact on education and performance figures	28	16%
Footfall/type of usage - not used by card	26	15%
Disagree with assessment criteria/weightings used	26	15%
Impact on older/retired users	24	14%
Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people)	23	13%
Impact on children/young families	20	12%
Distance to/length of journey to nearest alternate library	20	12%
Availability/reliability of public transport	18	10%

Views on proposals and ways to access services

2.3.19 Half (51% 9,746) of individual and family respondents disagreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs. This was larger than the proportion who agreed (32% 6,071). One in seven (15% 2,784) neither agreed nor disagreed (Q10).

2.3.20 Six in ten (59% 161) organisation respondents disagreed that it would provide a reasonable range of different ways. By contrast, 22% (58) agreed that it would (Q10).

Views on tier 4 proposals and impact

2.3.21 A third (32% 6,942) of individual and family respondents had used a tier 4 library in the last 12 months (Q11), whereas tier 4 libraries are used by 11% of active library users[4] (members who had used their library card within the last year).

2.3.22 Amongst individual and family respondents who had used a tier 4 library in the last 12 months, Prettygate Library was used by the largest proportion (18% 1,223) (Q11).

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[4] Source: Essex Library Services Needs Assessment, November 2018

2.3.23 Seven in ten (69% 10,514) of all individual and family respondents said they would be able to use another library service if the libraries in tier 4 were no longer retained. Amongst these, the eLibrary was the most popular alternative service they would use (19% 1,868), followed by Chelmsford Library (12% 1,202). However, three in ten (31% 4,646) said they would not be able to use another library (Q12).

2.3.24 Amongst those individual and family respondents who said they would not be able to use an alternative, the most popular reason was that they did not want to use any of the alternatives (68% 2,419). Four in ten (41% 1,451) said they could not use an alternative because they were unable to travel to any of the remaining libraries. A further 16% (571) said they could not use one because they did not know how to access the eLibrary (Q13).

2.3.25 However, further analysis found that six percent of all individual and family respondents (1,280) said they had used a tier 4 library in the last year (Q11), did not identify that they used a library in another tier frequently (Q3) and said they would be unable to access any alternative library services (Q12). Of these:

- 980 do not use their own vehicle to travel to the library (Q5)
- 104 can only access the internet in a library or public café (Q6)
- 90 do not use their own vehicle (Q5) and can only access the internet in a library or public café (Q6).

2.3.26 Four in ten (38% 124) organisation respondents had used a tier 4 library in the last 12 months, with the largest proportion saying that they had used Stansted (11% 14) library (Q11).

Views on tier 3 proposals and community libraries

2.3.27 Over four in ten (45% 8,618) individual and family respondents agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. However, a third (34% 6,543) disagreed and a further 16% (3,027) neither agreed nor disagreed (Q14).

2.3.28 In contrast, a larger proportion of organisation respondents disagreed with the proposal (43% 118) than agreed (36% 100) (Q14).

Views on outreach activities

2.3.29 When asked if they agreed or disagreed with the idea of some library services being available in places other than libraries, the same proportion of individual and family respondents disagreed (42% 8,193) as agreed (42% 8,043). One in eight (13% 2,589) said they neither agreed nor disagreed (Q15).

2.3.30 However, almost half (47% 131) of organisation respondents said they disagreed with the idea, a larger proportion than those who agreed (36% 100) (Q15).

Impact of proposals for organisations and the people they serve or represent

2.3.31 Eight in ten (79% 174) organisation respondents said that it would have an impact on their organisation if the library service was withdrawn from their nearest library or libraries. One in eight (13% 29) said it would not and a further 8% (18) were not sure whether it would (Q21).

2.3.32   Almost all (97% 221) organisation respondents said withdrawing library services would have an impact on the people their organisation serves or represents. When asked what the impact would be, the most popular response was that groups and clubs might stop meeting or be cancelled because of difficulties in accessing materials or finding somewhere to meet (27% 57), followed by that there would be a negative impact for children and families (23% 47) (Q21).

Opening hours and access

2.3.33   Respondents were shown a list of six options relating to opening hours and access and asked to rank them in terms of importance. Scores were assigned to each ranking – 6 for 1st choice, 5 for 2nd choice etc. and mean scores were calculated (Q16).

2.3.34   Fully staffed library opening hours scored highest (4.44 out of 6 13,743) amongst individual and family respondents, followed by more volunteer and community supported opening (4.15 12,852). Improved eLibrary scored the lowest (2.77 out of 6 15,000) (Q16).

2.3.35   As with individual and family respondents, amongst organisation respondents fully staffed library opening hours received the highest score (4.64 174), followed by more volunteer and community supported opening (4.03 170). An improved eLibrary again scored the lowest (2.78 209) (Q16).

Digital services

2.3.36   Individual and family respondents were most likely to have used digital services to renew a loaned item (69% 11,532) and request an item (65% 10,612). These were followed by conducting a catalogue search (58% 9,490) and joining the library (58% 8,779). By contrast, nine in ten had not used digital services for the Libraries website Livechat (92% 13,586) or to do an online course (92% 13,479) (Q17).

2.3.37   Amongst individual and family respondents there was high awareness that digital services could be used to renew a loaned item (82% 13,623), request an item (81% 13,139), for a catalogue search (75% 12,128) and to join the library (74% 11,140). Seven in ten (68% 10,186) were also aware that they could use them to update their details. Individual and family respondents were most likely to not be aware of the Libraries website Livechat (37% 5,399), but 35% (5,146) also said they were not interested in this (Q17).

2.3.38   Smaller proportions of organisation respondents had used digital services to request an item (53% 108), join the library (52% 104), for a catalogue search (50% 101) and to renew a loaned item (49% 97). Like with individual and family respondents, the majority of organisation respondents had not used digital services for an online course (87% 167) and not used the Libraries website Livechat (89% 168) (Q17).

2.3.39   Organisation respondents also reported high levels of awareness that digital services could be used to request an item (82% 166), to renew a loaned item (81% 162), and to join the library (80% 160). Three quarters were also aware that they could use them for a catalogue search (75% 153), to book a computer in a library (72% 146) and to update their details (73% 143) (Q17).

Getting involved

2.3.40 One in eight (13% 2,842) individual and family respondents were interested in finding out more about volunteering roles, with the role of Customer Services volunteer the most popular (45% 1,279) (Q18).

2.3.41 A quarter (26% 84) of organisation respondents were interested in finding out more about volunteering roles. Amongst these respondents, half (51% 43) were interested in the role of Library Activity volunteer, followed by 45% (38) in the role of Customer Services volunteer (Q18).

Key subgroup differences – overall level

2.3.42 Family respondents were more likely than individual respondents to:

- Have visited an Essex Library within the last 12 months (99% 4,816 compared to 97% 15,965) (Q3)
- Have used an Essex Library Card in the last 12 months (93% 4,505 compared to 87% 14,082) (Q4)
- Usually travel to their library on foot (68% 3,275 compared to 60% 9,693) and using their own vehicle (43% 2,070 compared to 37% 6,016) (Q5)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (44% 1,868 compared to 39% 5,863) (Q7)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (54% 2,320 compared to 50% 7,386) (Q10)
- Disagree with the idea of some library services being available in places other than libraries (45% 1,906 compared to 42% 6,249) (Q15).

2.3.43 Individual respondents were more likely than family respondents to:

- Choose only one library that they use frequently (49% 7,472 compared to 45% 2,085) (Q3)
- Usually travel to their library using public transport (12% 1,883 compared to 5% 236) (Q5)
- Only access the internet in a library or public internet café (6% 1,008 compared to 2% 114) and not have access to the internet (5% 873 compared to <1% 15) (Q6)
- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (35% 5,115 compared to 33% 1,401) (Q14).

2.3.44 Respondents aged 81+ were more likely than respondents from other age groups to:

- Choose only one library that they use frequently (63% 642) (Q3)
- Have used an Essex Library Card in the last 12 months (91% 979) (Q4)
- Usually travel to the library using public transport (18% 178) (Q5)
- Only access the internet in a library or public internet café (8% 93) and not have access to the internet (33% 358) (Q6).

2.3.45 Respondents aged 16 or under were more likely than respondents from other age groups to have used an Essex Library Card in the last 12 months (93% 492) (Q4).

2.3.46 Respondents who had an impairment or disability were more likely than respondents who did not have one to:

- Choose only one library that they used frequently (50% 1,118 compared to 47% 6,665) (Q3)
- Usually travel to their library using public transport (16% 352 compared to 9% 1,393) (Q5)
- Only access the internet in a library or public internet café (11% 264 compared to 4% 618) and not have access to the internet (14% 330 compared to 3% 430) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (46% 1,066 compared to 39% 5,719) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (45% 1,056 compared to 36% 5,283) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (56% 1,311 compared to 50% 7,271) (Q10)
- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (39% 904 compared to 33% 4,835) (Q14)
- Disagree with the idea of some library services being available in places other than libraries (47% 1,114 compared to 41% 6,100) (Q15).

2.3.47   Respondents who were pregnant or had been in the last 12 months were more likely than respondents who were not to:

- Usually travel to their library on foot (71% 410 compared to 61% 8,657) (Q5)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (43% 241 compared to 39% 5,407) (Q7)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (55% 310 compared to 49% 6,916) (Q10).

2.3.48   Respondents who were from Black, Asian and minority ethnic (BAME) groups were more likely than respondents who were from a White ethnic background to:

- Usually travel to the library using public transport (18% 93 compared to 10% 1,520) (Q5)
- Only access the internet in a library or public internet café (8% 41 compared to 5% 772) (Q6).

2.3.49   Respondents who had used an Easy Read form to take part in the consultation were more likely than respondents who had not used one to:

- Choose only one library that they used frequently (70% 115 compared to 48% 9,483) (Q3)
- Only access the internet in a library or public internet café (28% 46 compared to 5% 1,088) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (62% 101 compared to 40% 7,663) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (76% 122 compared to 37% 7,155) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (78% 123 compared to 51% 9,623) (Q10)

- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (56% 94 compared to 34% 6,449) (Q14)
- Disagree with the idea of some library services being available in places other than libraries (65% 112 compared to 42% 8,081) (Q15).

Tier 4 users

2.3.50 In comparison to those who had not used one, individual and family respondents who had used a tier 4 library in the last 12 months were more likely to:

- Usually travel to their library on foot (63% 4,300 compared to 62% 8,686) (Q5)
- Only access the internet in a library or public internet café (6% 434 compared to 5% 694) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (51% 3,401 compared to 35% 4,345) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (49% 3,294 compared to 32% 3,953) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (66% 4,434 compared to 43% 5,287) (Q10)
- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (37% 2,473 compared to 33% 4,051) (Q14)
- Disagree with the idea of some library services being available in places other than libraries (48% 3,230 compared to 40% 4,939) (Q15).

2.3.51 Almost four in ten (38% 2,548) individual and family respondents who had used a tier 4 library in the last 12 months said they would not use another library if tier 4 libraries were no longer retained by the Council. This was particularly high for users of Great Wakering (53% 111) and Stansted (52% 190) libraries (Q12).

2.3.52 Of the individual and family respondents who were tier 4 library users and did not use another library in another tier (2,225) (Q3), 58% (1,280) said they could not use another library if tier 4 libraries were no longer retained by the Council (Q12). Of these 1,280, 36% (456) said this was because they were unable to travel to any of the remaining libraries (Q13).

Tier 3 users

2.3.53 In comparison to those who did not frequently use one, individual and family respondents who said they frequently use a tier 3 library were more likely to:

- Usually travel to their library on foot (66% 5,161 compared to 60% 7,830) (Q5)
- Only access the internet in a library or public internet café (6% 494 compared to 5% 632) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (50% 3,585 compared to 35% 4,161) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (47% 3,357 compared to 32% 3,900) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (64% 4,562 compared to 43% 5,166) (Q10)

- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (48% 3,392 compared to 27% 3,141) (Q14)
- Disagree with the idea of some library services being available in places other than libraries (56% 4,019 compared to 35% 4,153) (Q15).

Key subgroup differences amongst tier 4 users

2.3.54   Family respondents were more likely than individual respondents to:

- Usually travel to their library on foot (67% 1,228 compared to 61% 3,054) and using their own vehicle (44% 797 compared to 38% 1,892) (Q5)
- Say that they would not use another library if tier 4 libraries were not retained (42% 747 compared to 37% 1,793) (Q12).

2.3.55   Individual respondents were more likely than family respondents to:

- Choose only one library that they use frequently (34% 1,627 compared to 30% 533) (Q3)
- Usually travel to their library using public transport (11% 571 compared to 6% 110) (Q5)
- Only access the internet in a library or public internet café (7% 369 compared to 3% 59) and not have access to the internet (5% 249 compared to <1% 8) (Q6)
- Disagree with the evaluation criteria (50% 2,461 compared to 45% 818) (Q8).

2.3.56   Respondents aged 81+ were more likely than respondents from other age groups to:

- Choose only one library that they use frequently (54% 155) (Q3)
- Only access the internet in a library or public internet café (11% 33) and not have access to the internet (33% 104) (Q6)
- Amongst those who could not use an alternative service, say that they would not be able to travel to any of the remaining libraries if tier 4 libraries were not retained (58% 57) (Q13)
- Amongst those who could not use an alternative service, say they do not know how to use the eLibrary (42% 41) or do not have access to a computer or mobile device to use the eLibrary (44% 43) (Q13).

2.3.57   Respondents aged 16 or under were more likely than respondents from other age groups to:

- Say they could not use another library if tier 4 libraries were not retained by the Council (42% 91) (Q12)
- Amongst those who could not use alternatives, say that they would not be able to travel to any of the remaining libraries if tier 4 libraries were not retained (67% 50) (Q13).

2.3.58   Respondents who had an impairment or disability were more likely than respondents who did not have one to:

- Choose only one library that they used frequently (36% 303 compared to 32% 1,595) (Q3)
- Usually travel to their library using public transport (15% 126 compared to 9% 478) (Q5)

- Only access the internet in a library or public internet café (14% 121 compared to 4% 223) and not have access to the internet (12% 107 compared to 2% 119) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (55% 480 compared to 50% 2,501) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (58% 497 compared to 47% 2,384) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (71% 617 compared to 65% 3,292) (Q10)
- Say that they could not use another library if tier 4 libraries were not retained (47% 400 compared to 36% 1,815) (Q12)
- Amongst those who could not use an alternative service, say they would not be able to travel to any of the remaining libraries if tier 4 libraries were not retained (59% 197 compared to 35% 504) (Q13)
- Amongst those who could not use an alternative service, say they do not know how to use the eLibrary (28% 93 compared to 13% 184) (Q13)
- Disagree with the idea of some library services being available in places other than libraries (52% 454 compared to 46% 2,374) (Q15).

2.3.59 Respondents who were pregnant or had been in the last 12 months were more likely than respondents who were not to usually travel to their library on foot (70% 184 compared to 62% 3,056) (Q5).

2.3.60 Respondents who were from BAME groups were more likely than respondents who were from a White ethnic background to:

- Usually travel to their library on foot (70% 159 compared to 63% 3,365) (Q5)
- Usually travel to their library using public transport (19% 44 compared to 9% 509) (Q5)
- Only access the internet in a library or public internet café (11% 25 compared to 5% 290) (Q6).

2.3.61 Respondents who had used an Easy Read form to take part in the consultation were more likely than respondents who had not used one to:

- Not have access to the internet (15% 5 compared to 4% 258) (Q6)
- Amongst those who could not use an alternative service, say they do not know how to use the eLibrary (57% 4 compared to 16% 320) (Q13).

Additional comments, ideas and suggestions

2.3.62 At the end of the survey, respondents were asked if they had anything else to add about the Council's proposals, as well as provide any ideas they might have to improve the service or reduce the cost of it.

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2.3.63   The table below shows the top ten themes mentioned by individual and family respondents. The full list of themes can be found in Chapter 4.

Figure C – Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service. (Coded responses)
Base: All individual/family respondents providing a comment (10,397)

Theme	Number	%
Don't make cuts/invest more in the library service	2,416	23%
Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub	2,153	21%
Libraries are important for children/reading habits/education/long term outcomes	2,075	20%
I/others would have to travel further/reduce usage/stop using libraries	2,071	20%
Libraries provide a variety of important services/are not just about books	1,929	19%
Trained staff are important/jobs would be lost/reservations about using volunteers	1,738	17%
Alternative suggestions - ideas for reducing the cost of the service	1,713	16%
Not everyone can access online services/eBooks/smart technology/physical books are important	1,415	14%
Reconsider tier proposals/recategorise libraries	1,321	13%
Alternative suggestions - ideas for improving the service	1,308	13%

2.3.64   The table below shows the top ten themes mentioned by organisation respondents. The full list of themes can be found in Chapter 4.

Figure D – Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service. (Coded responses)
Base: All organisation respondents providing a comment (184)

Theme	Number	%
Libraries provide a variety of important services/are not just about books	67	36%
Alternative suggestions - ideas for reducing the cost of the service	48	26%
Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub	42	23%
Don't make cuts/invest more in the library service	42	23%
Trained staff are important/jobs would be lost/reservations about using volunteers	39	21%
I/others would have to travel further/reduce usage/stop using libraries	36	20%
Libraries are important for children/reading habits/education/long term outcomes	28	15%
Reconsider tier proposals/recategorise libraries	24	13%

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Theme	Number	%
Use volunteers to keep libraries open/would be willing to volunteer	21	11%
Not everyone can access online services/eBooks/smart technology/physical books are important	18	10%

Additional consultation feedback

2.3.65 A total of 741 emails and letters were received by the Council that had comments on the consultation and the proposals. Seven in ten (71% 529) of these were from residents, with the rest received from MPs, county councillors, district councillors, parish councillors and community groups.

2.3.66 In the additional correspondence, Brightlingsea (11% 85) and Manningtree (7% 52) libraries were most mentioned, both of which are proposed tier 3 libraries.

2.3.67 The letters and emails were themed. The top ten themes are shown below. The full list of themes can be found in Chapter 6.

Figure E – Themes from letters and emails received
Base: Letters and emails received (741)

Theme	Number	%
Libraries provide a variety of important services/are not just about books	399	54%
Don't make cuts/invest more in the library service	342	46%
Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub	324	44%
Libraries are important for children/reading habits/education/long term outcomes	307	41%
I/others will find it difficult to travel/reduce usage/stop using libraries	257	35%
Reconsider tier proposals/recategorise libraries/consider other factors/based on inaccurate data	249	34%
Not everyone has access to the internet/eBooks and digital technology not suitable for all	179	24%
Library staff are helpful/trained staff are important/reservations about using volunteers	178	24%
Decisions already made/flawed consultation/badly designed questionnaire/leading questions	169	23%
Libraries are paid for by taxpayers/a statutory requirement/should be available to all equally	143	19%

2.3.68 260 letters and posters from schools in areas affected were received. These stressed the importance of libraries and reading, that libraries are used for many different purposes and asked the Council to not close them. For details see Chapter 6.

3. Consultation programme

3.1 Background

3.1.1 Through 74 library buildings, eLibrary services, two mobile libraries and home library service volunteers, Essex Libraries serve a population of 1.5m.

3.1.2 With falling demand for library services and limited resources, Essex County Council has concluded that it needs to change the way the services are provided to make it relevant to modern life and fit for the future.

3.1.3 The Council has developed a draft strategy for the future of the library services. The strategy was informed by public engagement and research carried out in March 2018 with Essex residents, and an assessment of need for library services that took account of usage, demographics and other data. The draft strategy has five ambitions:

1. Have books and reading at the heart of the library service offer

2. Have a class-leading eLibrary and embrace digital technology

3. Have a smaller number of libraries more effectively focused on meeting the needs of communities

4. Work in partnership with our communities to run and improve library services

5. Offer a consistently good customer experience.

3.1.4 To inform the draft strategy, the Council is developing a Needs Assessment based on library usage data and the communities they serve. This proposes five criteria, along with the weighting to assess the need for a library service in each of the 74 locations:

1. Location: The proximity to other libraries. Libraries clustered within a two mile walk of each other will be ranked at lower need (Weighting: 30%)

2. Usage: The number of active users (members who have used their library card in the last 12 months) (Weighting: 25%)

3. Population: The number of libraries per head of population in each district, based on current population figures – locations with more people per library are ranked higher for needs (Weighting: 25%)

4. Deprivation: The deprivation level of the lower-layer super output area (LSOA) the library's postcode is in, as identified in the Index of Multiple Deprivation (IMD) (Weighting: 15%)

5. Social isolation: Prevalence in the district of new parents (measured by fertility rates) and the percentage of residents over 65 as indicators of higher risk of social isolation (Weighting: 5%).

3.1.5 The assessment then provides an overall priority ranking for each library location based on the combined criteria.

3.1.6   Using this proposed ranking, library locations have been placed into four tiers, which are outlined below.

Figure 1 – Proposed tiers for Essex libraries from the draft strategy

- **Tier 1**: main or 'hub' libraries, at least one in each city, district or borough, managed by Essex County Council as part of the statutory provision of a comprehensive network. These are usually located in main towns where there are good transport links and access to other facilities. These libraries will be managed by the Council with volunteer support, provide a core offer and be open for at least 40 hours a week.

  Fifteen libraries are proposed for this tier: Basildon, Billericay, Braintree, Brentwood, Canvey Island, Chelmsford, Clacton, Colchester, Harlow, Loughton, Maldon, Rayleigh, Saffron Walden, Wickford, and Witham.

- **Tier 2**: library services in areas that rank highest on the needs assessment. These libraries will be managed by Essex County Council with volunteer support where possible and will provide a core offer and a range of opening hours, typically between 16 and 32 per week.

  Fifteen libraries are proposed for this tier: Burnham, Chipping Ongar, Epping, Great Baddow, Great Dunmow, Greenstead, Halstead, Harwich, Laindon, North Melbourne, Old Harlow, Pitsea, Rochford, South Woodham Ferrers, and Waltham Abbey.

- **Tier 3**: libraries in locations where Essex County Council considers it not necessary to provide library services in order to meet its statutory duty, but where it could support the provision of library services run by a community or partner organisation. If no suitable offer for a location is made within six months of the Cabinet accepting the strategy, the Council will re-consult on the library's future. This could be extended to 12 months if proposals have been received but not agreed or if the Council believes proposals are still likely to be forthcoming.

  Nineteen libraries are proposed for this tier: Brightlingsea, Coggeshall, Earls Colne, Frinton, Great Parndon, Great Tarpots, Hadleigh, Hockley, Ingatestone, Manningtree, Shenfield, South Benfleet, Springfield, Stanway, Tiptree, Walton, West Clacton, West Mersea, and Wivenhoe.

- **Tier 4**: libraries that are in locations where Essex County Council considers there is no need for one as part of a comprehensive service. The Council plans to close these libraries, but will consider proposals for community libraries in these locations, if a suitable proposal is received.

  Twenty five libraries are proposed for this tier: Broomfield, Buckhurst Hill, Chigwell, Danbury, Debden, Fryerns, Galleywood, Great Wakering, Hatfield Peverel, Holland, Hullbridge, Kelvedon, Mark Hall, North Weald, Prettygate, Sible Hedingham, Silver End, Southminster, Stansted, Stock, Thaxted, Tye Green, Vange, Wickham Bishops, and Writtle.

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3.1.7   The draft strategy proposes that the home library service, friends and family membership and eLibrary services will continue to be available in all areas of the county for those who want to use them.

3.1.8   The Council will continue to review mobile library stops to meet the changing needs of the population.

3.1.9   To seek views from service users, residents, stakeholders and organisations about their views on the proposals set out in the draft strategy, identify the proposals' potential impact and ask for suggestions for alternative ideas for cost effective service delivery, the Council conducted a public consultation.

3.1.10   To ensure independent and impartial analysis of the consultation responses, the Council commissioned Enventure Research to analyse and evaluate the responses to the consultation and prepare a report.

3.1.11   The Cabinet is expected to adopt a final version of the strategy in summer 2019, informed by the consultation feedback.

3.2 Public consultation approach

3.2.1   The consultation was launched on 29 November 2018 and closed on 21 February 2019. The consultation consisted of the following:

- An online survey hosted on the Essex Insight website
- The draft strategy, supporting documents and explanatory information published at essex.gov.uk/libraries-consultation
- A survey available for individuals, families with children aged 11 and under and organisations to take part
- Paper copies, large print versions and an Easy Read version of the questionnaire made available upon request
- The questionnaire can be found as an appendix
- Responses to the consultation provided by telephone upon request
- Active library service users notified and invited to respond to the consultation by text, phone, email or letter
- District, borough and city leaders, town and parish councils, partner organisations and stakeholders notified and invited to respond to the consultation and share information about it
- Widespread publicity of the consultation in libraries, via council channels, media and social media
- Both library service users and non-users could take part (for example, 578 individual and family respondents took part who had not visited an Essex Library in the last 12 months)
- Information drop-in sessions held at libraries across the county for people to find out more about responding to the consultation and raise questions. Feedback to the consultation was not captured at these events.

3.3 Response to the consultation

3.3.1   A total of **21,961 responses** to the consultation were received.

3.3.2   19,485 (89%) responses were received via the online survey, 2,442 (11%) were from paper questionnaires and 34 (<1%) were received by telephone. 189 of the paper questionnaires were received via the Easy Read form, 75 of which were from Hockley Library users.

3.3.3   The consultation asked for demographic information from consultation respondents related to the protected characteristics to comply with the Equality Act.

3.3.4   It should be noted that some of the demographic questions were asked differently on the Easy Read form in comparison to the main consultation survey.

3.3.5   The profile of respondent types is shown in the figure below.

Figure 2 – Respondent type (Q1)
Base: All (21,961)

Respondent type	Number	%
Individual	16,642	76%
Family with children aged 11 and under	4,901	22%
Organisation	328	1%
Not identified	90	<1%

3.3.6   The profile of individuals and families with children aged 11 and under who completed the consultation questionnaire is shown in the following figures.

Figure 3 – Gender (Q30)
Base: Individual/family respondents (17,338)

Gender	Number	%
Male	5,141	30%
Female	11,700	67%
Prefer not to say	497	3%

3.3.7   Six respondents specified their gender as non-binary or no gender and two identified as transgender.

Figure 4 – Age group (Q27)
Base: Individual/family respondents (17,642)

Age group	Number	%
16 or under	535	3%
17 - 20	136	1%
21 - 30	573	3%
31 - 40	2,475	14%
41 - 50	2,739	16%

Age group	Number	%
51 - 60	2,557	14%
61 - 70	4,056	23%
71 - 80	3,044	17%
81 - 90	1,025	6%
91 or over	92	1%
Prefer not to say	410	2%

Figure 5 – Ethnic group (Q29)
Base: Individual/family respondents (16,486)

Ethnic group	Number	%
White British	15,166	92%
White Irish	166	1%
White Other	549	3%
Gypsy/Roma	10	<1%
Traveller of Irish Heritage	0	-
Black/Black British African	72	<1%
Black/Black British Caribbean	25	<1%
Black Other	6	<1%
Mixed White/Black African	19	<1%
Mixed White/Black Caribbean	28	<1%
Mixed White/Asian	49	<1%
Mixed Other	72	<1%
Asian/Asian British Pakistani	19	<1%
Asian/Asian British Indian	100	1%
Asian/Asian British Other	39	<1%
Asian Other	30	<1%
Chinese	56	<1%
Not known	80	<1%

3.3.8   3% (525) identified as being from BAME groups.

3.3.9   19 respondents specified their ethnicity as European and 10 as Mixed Heritage.

Figure 6 – Impairment or disability (Q28)
Base: Individual/family respondents (17,503)

Impairment or disability	Number	%
Yes	2,457	14%
No	15,046	86%

Figure 7 – Type of impairment or disability (Q28)
Base: Individual/family respondents (1,938)

Type of impairment or disability	Number	%
Physical impairment/disability	1,348	70%

Type of impairment or disability	Number	%
Sensory impairment	470	24%
Mental health needs	246	13%
Learning difficulty or disability	123	6%

Figure 8 – Gender identity (Q31)
Base: Individual/family respondents (16,836)

Gender identity	Number	%
Gender identity same as at birth	16,015	95%
Gender identity not same as at birth	76	<1%
Prefer not to say	745	4%

Figure 9 – Pregnancy/maternity (Q32)
Base: Individual/family respondents (15,719)

Pregnancy/maternity	Number	%
Pregnant or given birth in last year	577	4%
No	14,421	92%
Prefer not to say	721	5%

Figure 10 – Marital status (Q33)
Base: Individual/family respondents (16,858)

Marital status	Number	%
Co-habiting	1,025	6%
Married	10,570	63%
In a civil partnership	84	<1%
Divorced or civil partnership dissolved	944	6%
Separated (but still legally married or in a civil partnership)	142	1%
Widowed or a surviving partner from a civil partnership	1,209	7%
Single (never married or never in a civil partnership)	1,568	9%
Prefer not to say	1,316	8%

Figure 11 – Religion/faith (Q34)
Base: Individual/family respondents (15,811)

Religion/faith	Number	%
Christian	10,141	64%
Muslim	53	<1%
Hindu	69	<1%
Buddhist	95	1%
Sikh	19	<1%

Religion/faith	Number	%
Jewish	126	1%
None	4,986	32%
Not sure	322	2%

3.3.10   A few respondents specified other religions and faiths including Catholicism, Protestantism, Quaker, Methodism, Baptist, Jehovah's Witness, atheism, agnosticism, paganism, spiritualism, humanism, and Jedi, amongst others. Some of those who mentioned Christian denominations also said they were Christian in the question and some did not (Q34).

Figure 12 – Sexual orientation (Q35)
Base: Individual/family respondents (15,691)

Sexual orientation	Number	%
Bisexual	141	1%
Heterosexual	13,493	86%
Gay	102	1%
Lesbian	49	<1%
Prefer not to say	1,906	12%

Figure 13 – Where respondents live (Q2)
Base: Individual/family respondents (21,529)

District, borough or city	Number	%
Basildon	1,506	7%
Braintree	1,865	9%
Brentwood	1,656	8%
Castle Point	1,690	8%
Chelmsford	2,476	12%
Colchester	3,525	16%
Epping Forest	1,463	7%
Harlow	749	3%
Maldon	909	4%
Rochford	1,552	7%
Tendring	1,928	9%
Uttlesford	1,431	7%
Other authority areas		
Southend	274	1%
Thurrock	43	<1%
Suffolk	68	<1%
Hertfordshire	60	<1%
Redbridge	50	<1%
Other authority area	284	1%

3.3.11   The profile of consultation respondents has been compared to the library user profile[5]. In the consultation response, females are over-represented (58% of users compared

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[5] Source: Essex Library Services Needs Assessment, November 2018

to 67% of respondents) and those aged 60 and over (22% of users compared to 47% of respondents). Those who identify as Black, Asian and other ethnic minorities are under-represented (11% of users compared to 3% of respondents).

3.3.12   The profile of organisations that took part is shown in the figures below.

Figure 14 – Type of organisation (Q1)
Base: Organisation respondents (328)

Type of organisation	Number	%
Community group	92	28%
Registered charity	57	17%
Town or parish council	47	14%
District or borough council	13	4%
Other public body	15	5%
Other	96	29%
Not identified	8	2%

3.3.13   "Other" included schools, adult education or U3A (28), book groups and clubs (26), nurseries, childcare and pre-schools (8), library service volunteers (2), trade unions (2), churches (2) and political parties (5).

Figure 15 – Groups worked with or represented (Q23)
Base: Organisation respondents (203)

Groups worked with or represented	Number	%
Older people	139	68%
Children/young people	129	64%
Women	120	59%
Disabled people	100	49%
Men	91	45%
Black and ethnic minority people	73	36%
Pregnant women or new mothers	72	35%
Religious or faith community/ies	67	33%
Lesbian, gay or bisexual people	66	33%
Transgender people	60	30%

Figure 16 – Where the organisation works in or serves (Q2)
Base: Organisation respondents (317)

District, borough or city covered	Number	%
Basildon	31	10%
Braintree	54	17%
Brentwood	30	9%
Castle Point	37	12%
Chelmsford	58	18%
Colchester	65	21%
Epping Forest	32	10%
Harlow	38	12%

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District, borough or city covered	Number	%
Maldon	38	12%
Rochford	38	12%
Tendring	58	18%
Uttlesford	43	14%
Other authority areas		
Southend	15	5%
Thurrock	7	2%
Suffolk	7	2%
Hertfordshire	4	1%
Redbridge	4	1%
Outside boundary of Essex County Council	16	5%

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4. Consultation findings – individuals and families

4.1 Use of library services

Visiting an Essex library (Q3)

4.1.1   Those responding to the consultation were asked whether they had visited an Essex library in the last 12 months.

4.1.2   The majority of individual and family respondents (97% 20,857) said they had visited an Essex library in the last 12 months and only a small proportion (3% 583) had not.

Figure 17 – Have you visited an Essex library within the last 12 months? (Q3)
Base: Individual/family respondents (21,440)
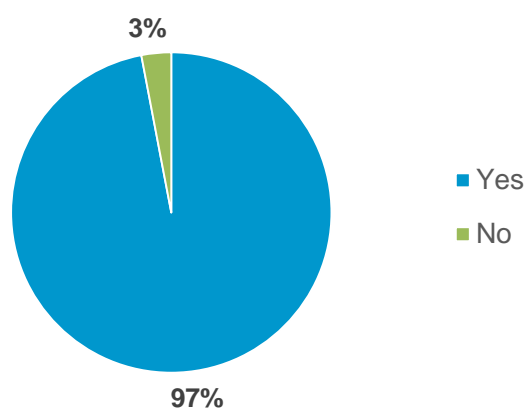
4.1.3   Family respondents were more likely to say they had visited an Essex library in the last 12 months (99% 4,816) compared to individual respondents (97% 15,965).

Figure 18 – Have you visited an Essex library within the last 12 months? (Q3) By respondent type
Base: Individual/family respondents (Individuals: 16,495; Families: 4,868)

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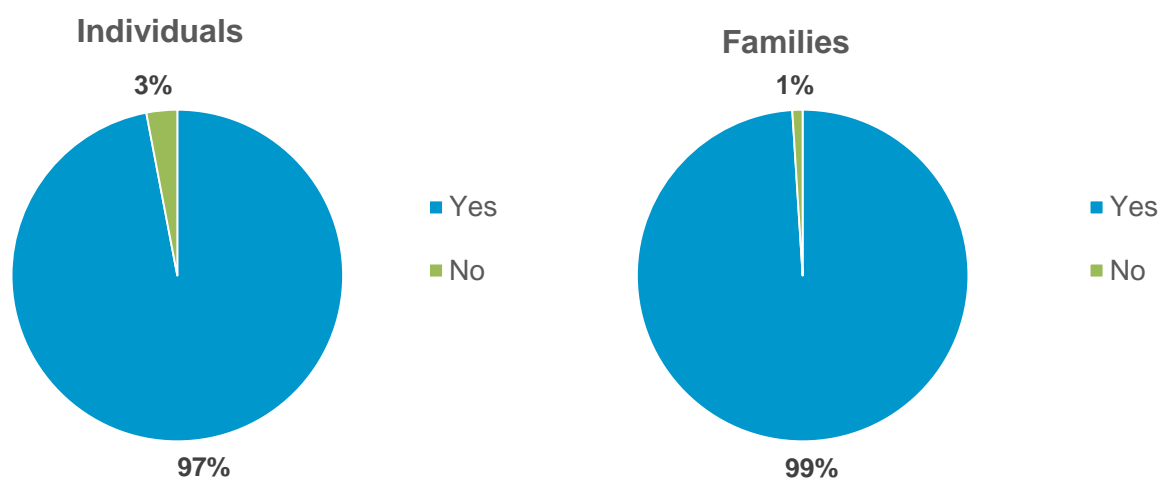
4.1.4   By district, almost all (99% 1,644) of the respondents from Castle Point said they had visited a library in the last 12 months. By comparison, 95% (1,346) of respondents from Uttlesford and the same proportion from Harlow (706) said they had visited a library in the same time period.

Figure 19 – Have you visited an Essex library within the last 12 months? (Q3) By where respondents live
Base: Individual/family respondents (21,440)

District, borough or city	Yes	No
Basildon	98% (1,471)	2% (23)
Braintree	97% (1,786)	3% (63)
Brentwood	97% (1,600)	3% (42)
Castle Point	99% (1,644)	1% (22)
Chelmsford	97% (2,384)	3% (75)
Colchester	98% (3,423)	2% (71)
Epping Forest	98% (1,426)	2% (26)
Harlow	95% (706)	5% (39)
Maldon	97% (881)	3% (25)
Rochford	98% (1,515)	2% (29)
Tendring	98% (1,875)	2% (46)
Uttlesford	95% (1,346)	5% (76)
Other authority areas*	94% (726)	6% (45)

* 'Other' includes Southend, Thurrock, Suffolk, Hertfordshire, Redbridge and other authority areas

Subgroup analysis – use of library services (overall level; Q3)

97% (20,857) **had visited** an Essex library within the last 12 months. The percentage of each subgroup who had visited was (differences between subgroups are shown in **bold**):

   97% of males (4,937)
   98% of females (11,363)

   95% of under 17 year olds (506)
   96% of 17-30 year olds (679)
   98% of 31-60 year olds (7,547)
   98% of 61-80 year olds (6,889)
   97% of 81+ year olds (1,071)

   98% of White ethnic group (15,384)
   97% of BAME groups (504)

   97% of disabled respondents (2,357)
   98% of non-disabled respondents (14,597)

   98% of pregnant respondents (563)
   97% of non-pregnant respondents (13,958)

   99% of Easy Read form users (170)
   97% of non-Easy Read form users (20,687)

3% (583) **had not visited** an Essex library within the last 12 months. The percentage of each subgroup who had not visited was (differences between subgroups are shown in **bold**):

3% of males (176)
2% of females (246)

5% of under 17 year olds (27)
4% of 17-30 year olds (27)
2% of 31-60 year olds (177)
2% of 61-80 year olds (157)
3% of 81+ year olds (34)

2% of White ethnic group (387)
3% of BAME groups (16)

3% of disabled respondents (77)
2% of non-disabled respondents (352)

2% of pregnant respondents (11)
3% of non-pregnant respondents (362)

1% of Easy Read form users (2)
3% of non-Easy Read form users (581)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

Which libraries people use (Q3)

4.1.5   Respondents were asked to provide the name of up to three Essex libraries they used most frequently. Respondents were able to select up to three libraries.

4.1.6   Individual and family respondents had used Chelmsford (13% 2,682) and Colchester (13% 2,548) libraries most frequently. These libraries also have the largest proportions of active users across the Essex Library Services (Chelmsford 10% and Colchester 8%).

4.1.7   Three in ten (30% 5,967) individual and family respondents chose at least one tier 4 library. However, this is fewer respondents than those who had used one in the last 12 months (6,942 Q11).

4.1.8   Four in ten (40% 7,978) individual and family respondents chose at least one tier 3 library.

4.1.9   Out of the tier 4 libraries which the Council proposes to close, Prettygate received the largest proportion of individual and family respondents saying they used it frequently (5% 1,012). Prettygate library also has the largest proportion of active users of any tier 4 library, according to library service membership data[6] as shown in the figure below.

4.1.10   Out of the tier 3 libraries which the Council proposes are run by community or partner organisations, Hadleigh (6% 1,104) received the largest proportion of individual and family respondents saying they used it frequently, followed by Shenfield (5% 1,052). These libraries also had the largest proportions of active users amongst tier 3 libraries.

4.1.11   Tier 4 libraries are marked in the table below with * and tier 3 libraries with ^.

Figure 20 – Please provide the name of up to three Essex libraries or services you use the most frequently (Q3), compared to percentage of active users
Base: Individual/family respondents (19,897)

Library/service used	Number of respondents	% of respondents	% of active users who used each library in the year to March 2018[7]
Basildon	708	4%	3%
Billericay	888	4%	3%
Braintree	723	4%	4%
Brentwood	985	5%	3%
Brightlingsea^	408	2%	1%
Broomfield*	286	1%	<1%
Buckhurst Hill*	388	2%	1%
Burnham	177	1%	1%
Canvey	332	2%	2%
Chelmsford	2,682	13%	10%
Chigwell*	206	1%	<1%

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[6] Source: Essex Library Services Needs Assessment, November 2018.
[7] Source: Essex Library Services Needs Assessment, November 2018.

Library/service used	Number of respondents	% of respondents	% of active users who used each library in the year to March 2018[7]
Chipping Ongar	217	1%	1%
Clacton	639	3%	3%
Coggeshall^	364	2%	<1%
Colchester	2,548	13%	8%
Danbury*	292	1%	1%
Debden*	116	1%	<1%
Dunmow	427	2%	2%
Earls Colne^	213	1%	<1%
Epping	417	2%	1%
Frinton^	429	2%	1%
Fryerns*	136	1%	1%
Galleywood*	329	2%	1%
Great Baddow	395	2%	1%
Great Parndon^	130	1%	1%
Great Tarpots^	394	2%	1%
Great Wakering*	161	1%	<1%
Greenstead	236	1%	1%
Hadleigh^	1,104	6%	2%
Halstead	340	2%	1%
Harlow	730	4%	3%
Harwich	383	2%	1%
Hatfield Peverel*	215	1%	<1%
Hockley^	863	4%	1%
Holland*	303	2%	<1%
Hullbridge*	310	2%	<1%
Ingatestone^	381	2%	<1%
Kelvedon*	363	2%	<1%
Laindon	262	1%	2%
Loughton	675	3%	3%
Maldon	768	4%	3%
Manningtree^	577	3%	1%
Mark Hall*	159	1%	1%
North Melbourne	159	1%	1%
North Weald*	231	1%	<1%
Old Harlow	191	1%	1%
Pitsea	142	1%	1%
Prettygate*	1,012	5%	2%
Rayleigh	893	4%	3%
Rochford	321	2%	1%
Saffron Walden	775	4%	3%
Shenfield^	1,052	5%	2%
Sible Hedingham*	188	1%	<1%
Silver End*	93	<1%	<1%
South Benfleet^	610	3%	1%
South Woodham Ferrers	246	1%	2%
Southminster*	120	1%	<1%
Springfield^	326	2%	1%

Library/service used	Number of respondents	% of respondents	% of active users who used each library in the year to March 2018[7]
Stansted*	287	1%	<1%
Stanway^	423	2%	1%
Stock*	71	<1%	<1%
Thaxted*	269	1%	<1%
Tiptree^	482	2%	1%
Tye Green*	165	1%	1%
Vange*	120	1%	1%
Waltham Abbey	224	1%	1%
Walton^	239	1%	<1%
West Clacton^	76	<1%	<1%
West Mersea^	533	3%	1%
Wickford	414	2%	2%
Wickham Bishops*	218	1%	<1%
Witham	704	4%	2%
Wivenhoe^	582	3%	1%
Writtle*	299	2%	<1%

4.1.12   Over half (52% 10,299) of individual and family respondents chose two or three libraries that they use frequently. By contrast 48% (9,598) only chose one library.

4.1.13   A larger proportion of individual respondents chose only one library (49% 7,472) compared to family respondents (45% 2,085).

Figure 21 – Number of libraries selected (Q3) by respondent type
Base: Individual/family respondents (Overall: 19,897; Individuals: 15,149; Families: 4.678)
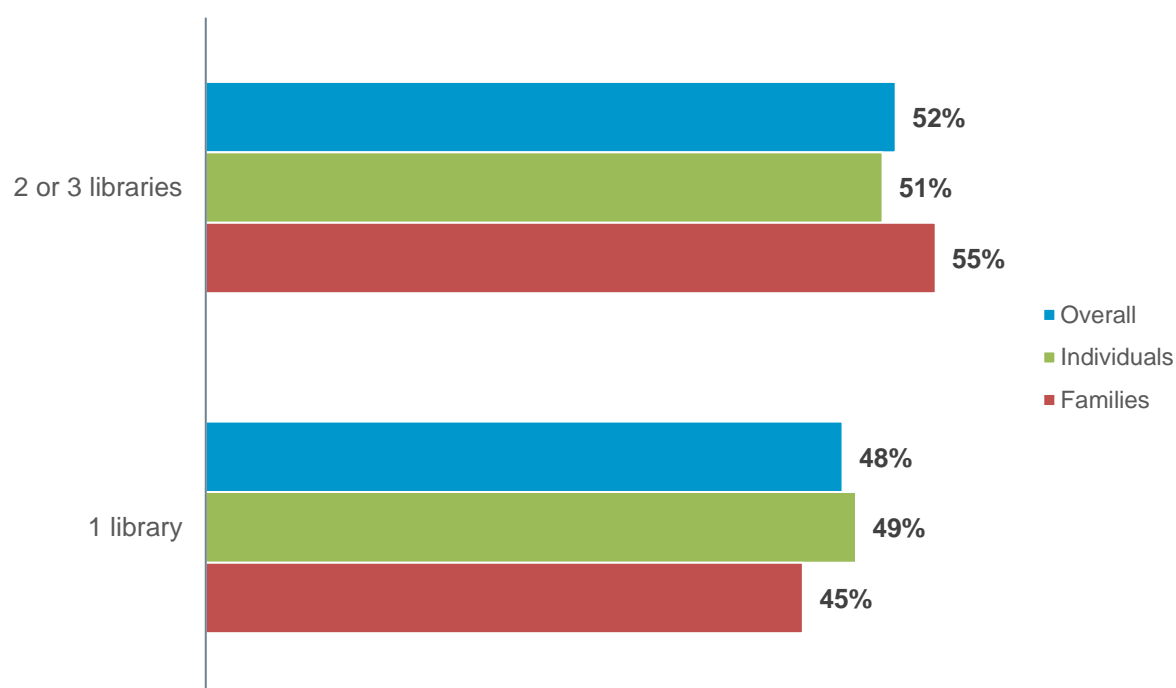
Subgroup analysis – use of library services (overall level; Q3)

52% (10,299) frequently **used two or three libraries**. The percentage of each subgroup who used two or three libraries was (differences between subgroups are shown in **bold**):

67% of tier 4 users (4,418)
44% of non-tier 4 users (5,864)

60% of tier 3 users (4,779)
46% of non-tier 3 users (5,505)

53% of males (2,499)
52% of females (5,671)

53% of under 17 year olds (265)
63% of 17-30 year olds (424)
57% of 31-60 year olds (4,184)
49% of 61-80 year olds (3,166)
37% of 81+ year olds (374)

52% of White ethnic group (7,679)
64% of BAME groups (311)

50% of disabled respondents (1,119)
53% of non-disabled respondents (7,394)

61% of pregnant respondents (338)
53% of non-pregnant respondents (7,066)

30% of Easy Read form users (49)
52% of non-Easy Read form users (10,250)

48% (9,598) frequently **used only one library**. The percentage of each subgroup who used only one library was (differences between subgroups are shown in **bold**):

33% of tier 4 users (2,172)
56% of non-tier 4 users (7,397)

40% of tier 3 users (3,199)
54% of non-tier 3 users (6,374)

47% of males (2,235)
48% of females (5,249)

47% of under 17 year olds (235)
37% of 17-30 year olds (246)
43% of 31-60 year olds (3,144)
51% of 61-80 year olds (3,357)
63% of 81+ year olds (642)

48% of White ethnic group (7,100)
36% of BAME groups (175)

50% of disabled respondents (1,118)
47% of non-disabled respondents (6,665)

39% of pregnant respondents (214)
47% of non-pregnant respondents (6,334)

70% of Easy Read form users (115)
48% of non-Easy Read form users (9,483)

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Subgroup analysis – use of library services (tier 4 level; Q3)

67% (4,418) frequently **used two or three libraries**. The percentage of each subgroup who used two or three libraries was (differences between subgroups are shown in **bold**):

66% of individuals (3,156)
70% of families (1,250)

69% of males (1,123)
67% of females (2,625)

67% of under 17 year olds (143)
78% of 17-30 year olds (232)
71% of 31-60 year olds (2,114)
64% of 61-80 year olds (1,253)
46% of 81+ year olds (133)

67% of White ethnic group (3,493)
77% of BAME groups (169)

64% of disabled respondents (534)
68% of non-disabled respondents (3,378)

70% of pregnant respondents (180)
68% of non-pregnant respondents (3,218)

56% of Easy Read form users (20)
67% of non-Easy Read form users (4,398)

33% (2,172) frequently **used only one library**. The percentage of each subgroup who used only one library was (differences between subgroups are shown in **bold**):

34% of individuals (1,627)
30% of families (533)

31% of males (497)
33% of females (1,290)

33% of under 17 year olds (70)
22% of 17-30 year olds (64)
29% of 31-60 year olds (852)
36% of 61-80 year olds (719)
54% of 81+ year olds (155)

33% of White ethnic group (1,693)
23% of BAME groups (50)

36% of disabled respondents (303)
32% of non-disabled respondents (1,595)

30% of pregnant respondents (76)
32% of non-pregnant respondents (1,523)

43% of Easy Read form users (15)
33% of non-Easy Read form users (2,157)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

Using an Essex Library Card (Q4)

4.1.14 Almost nine in ten (88% 18,659) individual and family respondents had used an Essex Library Card in the last 12 months, whereas 12% (2,510) had not.

Figure 22 – Have you used an Essex Library Card e.g. to borrow a book or access wi-fi, in the last 12 months? (Q4)
Base: Individual/family respondents (21,169)
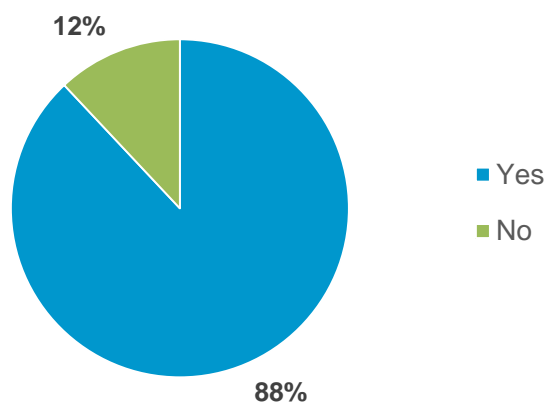
4.1.15 Family respondents were more likely to say they had used an Essex Library Card in the last 12 months (93% 4,505) compared to individual respondents (87% 14,082).

Figure 23 – Have you used an Essex Library Card e.g. to borrow a book or access wi-fi, in the last 12 months? (Q4) By respondent type
Base: Individual/family respondents (Individuals: 16,250; Families: 4,841)
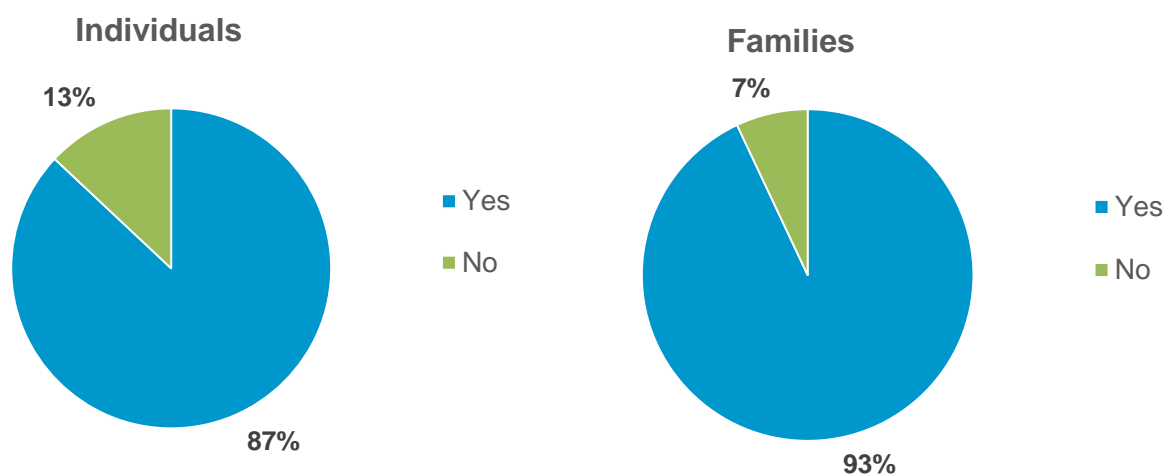
4.1.16   Larger proportions of respondents from Uttlesford (17% 240) and Harlow (17% 122) reported that they had not used a library card in the last 12 months, compared to respondents from other districts.

Figure 24 – Have you used an Essex Library Card e.g. to borrow a book or access wi-fi, in the last 12 months? (Q4) By where respondents live
Base: Individual/family respondents (21,169)

District, borough or city	Yes	No
Basildon	90% (1,342)	10% (142)
Braintree	88% (1,618)	12% (216)
Brentwood	88% (1,421)	12% (193)
Castle Point	89% (1,466)	11% (181)
Chelmsford	89% (2,186)	11% (260)
Colchester	88% (3,037)	12% (409)
Epping Forest	88% (1,266)	12% (173)
Harlow	83% (608)	17% (122)
Maldon	91% (810)	9% (85)
Rochford	90% (1,369)	10% (155)
Tendring	89% (1,686)	11% (207)
Uttlesford	83% (1,161)	17% (240)
Other authority areas*	84% (623)	16% (123)

* 'Other' includes Southend, Thurrock, Suffolk, Hertfordshire, Redbridge and other Authority areas

Subgroup analysis – use of library services (overall level; Q4)

88% (18,659) **had used** an Essex Library Card within the last 12 months. The percentage of each subgroup who had used an Essex Library Card within the last 12 months was (differences between subgroups are shown in **bold**):

85% of males (4,303)
90% of females (10,384)

93% of under 17 year olds (492)
88% of 17-30 year olds (623)
88% of 31-60 year olds (6,789)
88% of 61-80 year olds (6,160)
91% of 81+ year olds (979)

88% of White ethnic group (13,861)
90% of BAME groups (465)

88% of disabled respondents (2,115)
88% of non-disabled respondents (13,161)

91% of pregnant respondents (523)
88% of non-pregnant respondents (12,577)

91% of Easy Read form users (154)
88% of non-Easy Read form users (18,505)

12% (2,510) **had not used** an Essex Library Card within the last 12 months. The percentage of each subgroup who had not used an Essex Library Card within the last 12 months was (differences between subgroups are shown in **bold**):

15% of males (761)
10% of females (1,179)

7% of under 17 year olds (39)
12% of 17-30 year olds (86)
12% of 31-60 year olds (928)
12% of 61-80 year olds (824)
9% of 81+ year olds (96)

12% of White ethnic group (1,820)
10% of BAME groups (53)

12% of disabled respondents (291)
12% of non-disabled respondents (1,716)

9% of pregnant respondents (53)
12% of non-pregnant respondents (1,688)

9% of Easy Read form users (15)
12% of non-Easy Read form users (2,495)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.2 Travelling to the library

Mode of transport (Q5)

4.2.1 Individual and family respondents were asked how they usually travel to the library they use most frequently and were able to select more than one method of transport.

4.2.2 In total, 87% of individual and family respondents (18,197) chose only one method of transport. In comparison, 86% (5,845) of tier 4 users chose only one. However, this should be interpreted with caution as some respondents may not have realised they could choose more than one.

4.2.3 Overall, by far the most popular way of getting to libraries was on foot (62% 13,025), followed by using their own vehicle (39% 8,106). A further one in ten (10% 2,134) said they used public transport.

4.2.4 Family respondents were more likely than individual respondents to travel on foot (68% 3,275 compared to 60% 9,693) and travel using their own vehicle (43% 2,070 compared to 37% 6,016). In contrast, individual respondents were more likely to travel by public transport (12% 1,883 compared to 5% 236).

Figure 25 – How do you usually travel to the library you use most frequently? (Q5) By respondent type
Base: Individual/family respondents (Overall: 20,981; Individuals: 16,060; Families: 4,843)
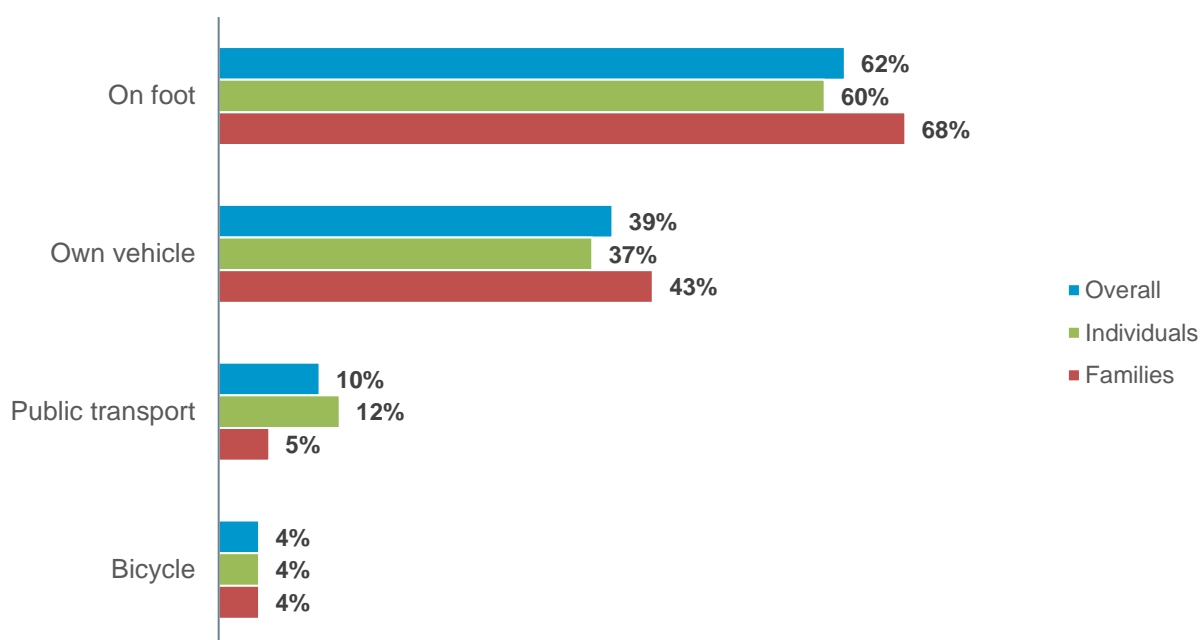
4.2.5 There was an option for respondents to identify other forms of transport - 341 respondents provided alternatives. Amongst these, the most mentioned other forms of transport were mobility scooters and wheelchairs (23% 80) and getting a lift with someone else (20% 68). A further 12% (42) said they walked, 11% (38) mentioned using a car and 9% (29) public transport. Another 8% (26) said they had not visited a library recently or that they could not visit a library.

Subgroup analysis – travelling to the library (overall level; Q5)

62% (13,025) travelled **on foot** to the library they use most frequently. The percentage of each subgroup who travelled on foot was (differences between subgroups are shown in **bold**):

68% of library internet users (750)
62% of those who used the internet elsewhere (11,736)

63% of tier 4 users (4,300)
62% of non-tier 4 users (8,686)

66% of tier 3 users (5,161)
60% of non-tier 3 users (7,830)

62% of males (3,121)
62% of females (7,081)

63% of under 17 year olds (324)
69% of 17-30 year olds (485)
65% of 31-60 year olds (5,011)
59% of 61-80 year olds (4,129)
52% of 81+ year olds (524)

62% of White ethnic group (9,617)
66% of BAME groups (340)

57% of disabled respondents (1,273)
63% of non-disabled respondents (9,378)

71% of pregnant respondents (410)
61% of non-pregnant respondents (8,657)

72% of Easy Read form users (122)
62% of non-Easy Read form users (12,903)

39% (8,106) travelled **using their own vehicle** to the library they use most frequently. The percentage of each subgroup who used their own vehicle was (differences between subgroups are shown in **bold**):

22% of library internet users (238)
40% of those who used the internet elsewhere (7,631)

39% of tier 4 users (2,694)
38% of non-tier 4 users (5,397)

37% of tier 3 users (2,925)
40% of non-tier 3 users (5,172)

35% of males (1,779)
40% of females (4,572)

36% of under 17 year olds (182)
35% of 17-30 year olds (247)
40% of 31-60 year olds (3,098)
37% of 61-80 year olds (2,540)
38% of 81+ year olds (388)

38% of White ethnic group (5,976)
36% of BAME groups (185)

37% of disabled respondents (831)
38% of non-disabled respondents (5,713)

38% of pregnant respondents (216)

39% of non-pregnant respondents (5,546)

37% of Easy Read form users (62)
39% of non-Easy Read form users (8,044)

10% (2,134) travelled **by public transport** to the library they use most frequently. The percentage of each subgroup who travelled by public transport was (differences between subgroups are shown in **bold**):

20% of library internet users (226)
9% of those who used the internet elsewhere (1,735)

10% of tier 4 users (686)
10% of non-tier 4 users (1,438)

8% of tier 3 users (619)
12% of non-tier 3 users (1,504)

12% of males (605)
9% of females (1,058)

7% of under 17 year olds (36)
16% of 17-30 year olds (109)
6% of 31-60 year olds (467)
13% of 61-80 year olds (922)
18% of 81+ year olds (178)

10% of White ethnic groups (1,520)
18% of BAME groups (93)

16% of disabled respondents (352)
9% of non-disabled respondents (1,393)

6% of pregnant respondents (32)
10% of non-pregnant respondents (1,403)

11% of Easy Read form users (19)
10% of non-Easy Read form users (2,115)

87% (18,197) selected only **one method of transport**. The percentage of each subgroup who used only one method of transport was (differences between subgroups are shown in **bold**):

88% of library internet users (968)
86% of those who used the internet elsewhere (16,419)

86% of tier 4 users (5,845)
87% of non-tier 4 users (12,309)

86% of tier 3 users (6,770)
87% of non-tier 3 users (11,381)

88% of individuals (14,103)
83% of families (4,029)

86% of males (4,325)
87% of females (10,007)

88% of under 17 year olds (449)
78% of 17-30 year olds (546)
86% of 31-60 year olds (6,586)
89% of 61-80 year olds (6,156)
91% of 81+ year olds (918)

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87% of White ethnic group (13,567)
79% of BAME groups (407)

89% of disabled respondents (1,995)
87% of non-disabled respondents (12,886)

84% of pregnant respondents (482)
87% of non-pregnant respondents (12,309)

78% of Easy Read form users (131)
87% of non-Easy Read form users (18,066)

Subgroup analysis – travelling to the library (tier 4 level; Q5)

63% (4,300) travelled **on foot** to the library they use most frequently. The percentage of each subgroup who travelled on foot was (differences between subgroups are shown in **bold**):

61% of individuals (3,054)
67% of families (1,228)

65% of males (1,080)
62% of females (2,523)

64% of under 17 under olds (136)
66% of 17-30 year olds (204)
65% of 31-60 year olds (1,979)
62% of 61-80 year olds (1,276)
56% of 81+ year olds (159)

63% of White ethnic groups (3,365)
70% of BAME groups (159)

57% of disabled respondents (474)
64% of non-disabled respondents (3,318)

70% of pregnant respondents (184)
62% of non-pregnant respondents (3,056)

56% of Easy Read form users (19)
63% of Non-Easy Read form users (4,281)

39% (2,694) travelled **using their own vehicle** to the library they use most frequently. The percentage of each subgroup who used their own vehicle was (differences between subgroups are shown in **bold**):

38% of individuals (1,892)
44% of families (797)

34% of males (573)
42% of females (1,704)

35% of under 17 year olds (75)
38% of 17-30 year olds (116)
42% of 31-60 year olds (1,300)
35% of 61-80 year olds (730)
41% of 81+ year olds (116)

40% of White ethnic group (2,137)
34% of BAME groups (78)

38% of disabled respondents (320)

40% of non-disabled respondents (2,049)

40% of pregnant respondents (105)
40% of non-pregnant respondents (1,986)

47% of Easy Read form user (16)
39% of non-Easy Read form users (2,678)

10% (686) travelled **by public transport** to the library they use most frequently. The percentage of each subgroup who travelled by public transport was (differences between subgroups are shown in **bold**):

11% of individuals (571)
6% of families (110)

12% of males (207)
9% of females (357)

9% of under 17 year olds (19)
18% of 17-30 year olds (56)
7% of 31-60 year olds (202)
13% of 61-80 year olds (272)
12% of 81+ year olds (34)

9% of White ethnic group (509)
19% of BAME groups (44)

15% of disabled respondents (126)
9% of non-disabled respondents (478)

7% of pregnant respondents (18)
10% of non-pregnant respondents (483)

21% of Easy Read form users (7)
10% of non-Easy Read form users (679)

86% (5,845) selected only **one method of transport**. The percentage of each subgroup who used only one method of transport was (differences between subgroups are shown in **bold**):

87% of library internet users (365)
85% of those who used the internet elsewhere (5,249)

87% of individuals (4,324)
82% of families (1,499)

86% of males (1,435)
86% of females (3,473)

87% of under 17 year olds (185)
76% of 17-30 year olds (232)
84% of 31-60 year olds (2,586)
88% of 61-80 year olds (1,814)
92% of 81+ year olds (264)

86% of White ethnic group (4,620)
76% of BAME groups (174)

88% of disabled respondents (735)
85% of non-disabled respondents (4,405)

82% of pregnant respondents (216)
86% of non-pregnant respondents (4,211)

76% of Easy Read form users (26)
**86% of non-Easy Read form users** (5,819)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.3 Internet access

Accessing the internet (Q6)

4.3.1   Individual and family respondents were asked if they had access to the internet and, if so, where they access it.

4.3.2   Overall, nine in ten (90% 19,281) said they have access to the internet at home, at work or on their mobile device. One in twenty (5% 1,134) said they can only use it in a library or in a public internet café and 4% (908) said they did not access it at all.

4.3.3   Individual respondents were more likely than family respondents to say they could only use the internet in the library or in a public internet café (6% 1,008 compared to 2% 114) and that they do not have access to the internet (5% 873 compared to <1% 15).

Figure 26 – Do you have access to the internet? (Q6) By respondent type
Base: Individual/family respondents (Overall: 21,323; Individuals: 16,386; Families: 4,856)
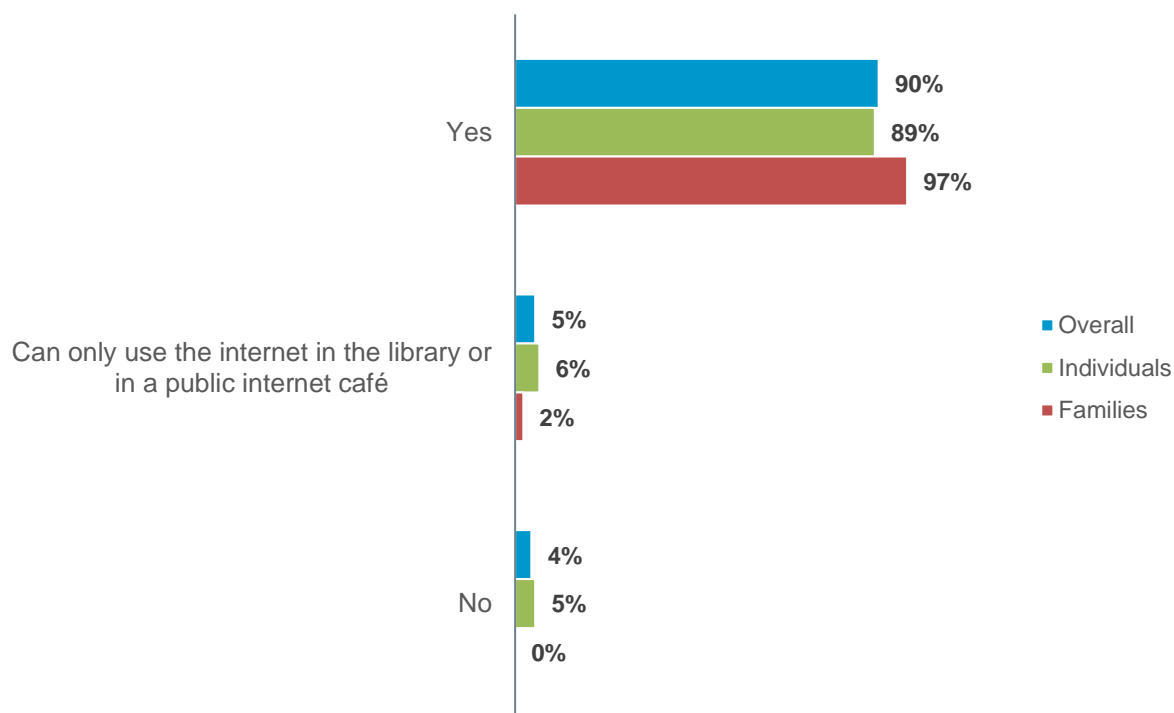
Subgroup analysis – internet access (overall level; Q6)

5% (1,134) could only use the internet **in the library or in a public internet café**. The percentage of each subgroup who could only use the internet in the library or in a public internet café was (differences between subgroups are shown in **bold**):

6% of tier 4 users (434)
5% of non-tier 4 users (694)

6% of tier 3 users (494)
5% of non-tier 3 users (632)

7% of males (374)
4% of females (466)

3% of under 17 year olds (14)
4% of 17-30 year olds (29)
4% of 31-60 year olds (301)
6% of 61-80 year olds (406)
8% of 81+ year olds (93)

5% of White ethnic group (772)
8% of BAME groups (41)

11% of disabled respondents (264)
4% of non-disabled respondents (618)

2% of pregnant respondents (11)
5% of non-pregnant respondents (663)

28% of Easy Read form users (46)
5% of non-Easy Read form users (1,088)

4% (908) did **not have access to the internet**. The percentage of each subgroup who did not have access to the internet was (differences between subgroups are shown in **bold**):

4% of tier 4 users (263)
4% of non-tier 4 users (631)

4% of tier 3 users (294)
4% of non-tier 3 users (600)

4% of males (203)
5% of females (541)

2% of under 17 year olds (9)
<1% of 17-30 year olds (2)
1% of 31-60 year olds (52)
5% of 61-80 year olds (344)
33% of 81+ year olds (358)

5% of White ethnic group (715)
2% of BAME groups (12)

14% of disabled respondents (330)
3% of non-disabled respondents (430)

1% of pregnant respondents (8)
4% of non-pregnant respondents (542)

6% of Easy Read form users (10)
4% of non-Easy Read form users (898)

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Subgroup analysis – internet access (tier 4 level; Q6)

6% (434) could only use the internet **in the library or in a public internet café**. The percentage of each subgroup who could only use the internet in the library or in a public internet café was (differences between subgroups are shown in **bold**):

7% of individuals (369)
3% of families (59)

8% of males (140)
4% of females (179)

6% of under 17 year olds (13)
5% of 17-30 year olds (16)
4% of 31-60 year olds (136)
7% of 61-80 year olds (144)
11% of 81+ year olds (33)

5% of White ethnic group (290)
11% of BAME groups (25)

14% of disabled respondents (121)
4% of non-disabled respondents (223)

2% of pregnant respondents (4)
5% of non-pregnant respondents (263)

12% of Easy Read form users (4)
6% of non-Easy Read form users (430)

4% (263) did not have access to the internet. The percentage of each subgroup who did not have access to the internet was (differences between subgroups are shown in **bold**):

5% of individuals (249)
<1% of families (8)

3% of males (53)
4% of females (161)

2% of under 17 year olds (5)
1% of 17-30 year olds (2)
1% of 31-60 year olds (21)
4% of 61-80 year olds (93)
33% of 81+ year olds (104)

4% of White ethnic groups (204)
3% of BAME groups (8)

12% of disabled respondents (107)
2% of non-disabled respondents (119)

1% of pregnant respondents (2)
3% of non-pregnant respondents (153)

15% of Easy Read form users (5)
4% of non-Easy Read form users (258)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.4 Views on the ambitions

Agreement with the ambitions (Q7)

4.4.1   Respondents were instructed to read the five ambitions from the draft strategy (listed below) and asked the extent to which they agreed or disagreed that they were the right place to focus Essex County Council's limited resources.

Figure 27 – Ambitions from the draft strategy

1. **Have books and reading at the heart of the library service offer**

2. **Have a class-leading eLibrary and embrace digital technology**

3. **Have a smaller number of libraries more effectively focused on meeting the needs of communities**

4. **Work in partnership with our communities to run and improve library services**

5. **Offer a consistently good customer experience.**

4.4.2   A larger proportion (44% 8,530) of individual and family respondents agreed overall that the ambitions are the right place to focus the Council's limited resources than disagreed overall (41% 7,764). A further 12% (2,370) said they neither agreed nor disagreed and 3% (507) felt unable to say.

4.4.3   Family respondents were more likely to disagree overall (44% 1,868) with the ambitions than individual respondents (39% 5,863).

Figure 28 – To what extent do you agree or disagree that our five ambitions are the right place on which to focus our limited resources? (Q7) By respondent type
Base: Individual/family respondents (Overall: 19,171; Individuals: 14,835; Families: 4,263)
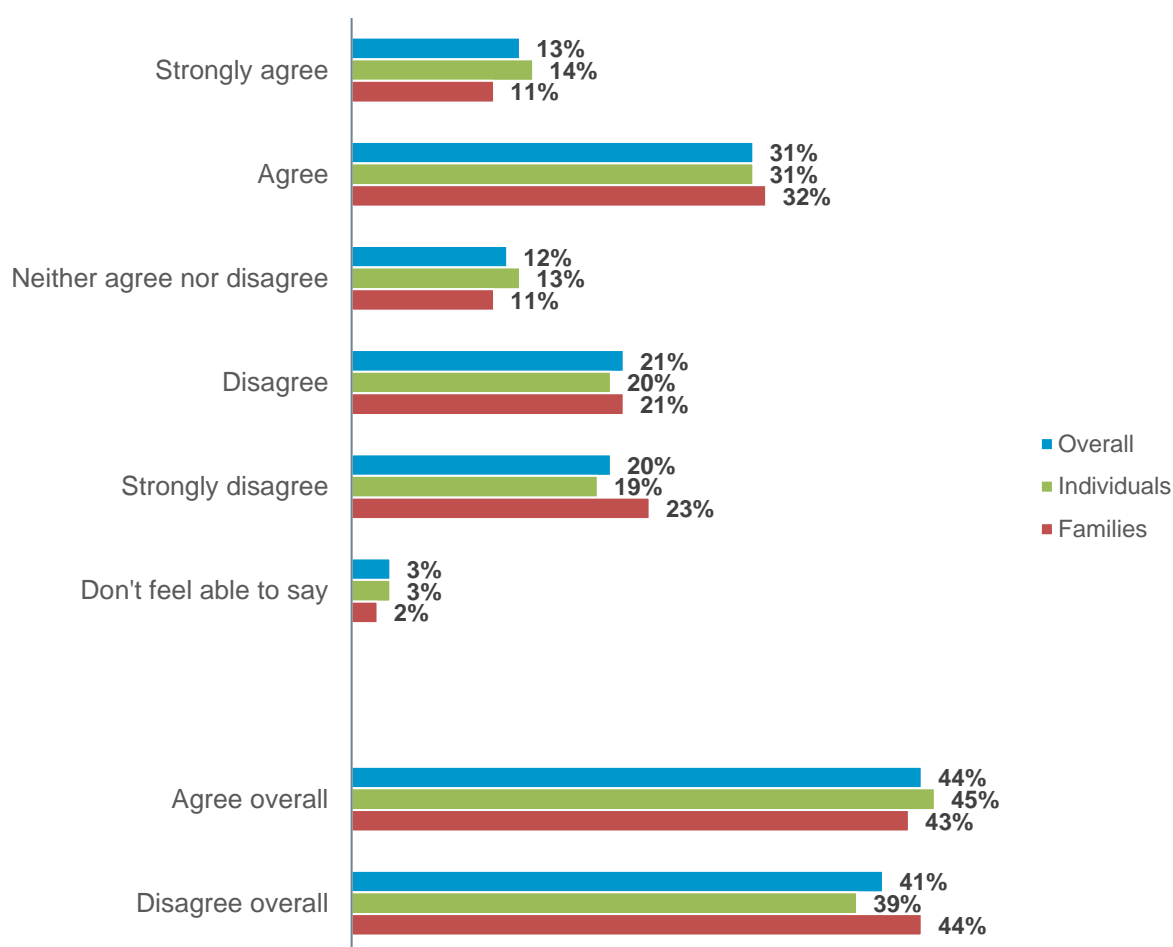
4.4.4   As shown below, respondents who had used a tier 4 library in the last 12 months were more likely to disagree with the ambitions (51% 3,401) than those who had not used one (35% 4,345).

Figure 29 – To what extent do you agree or disagree that our five ambitions are the right place on which to focus our limited resources? (Q7) By tier 4 library usage
Base: Individual/family respondents (19,171)
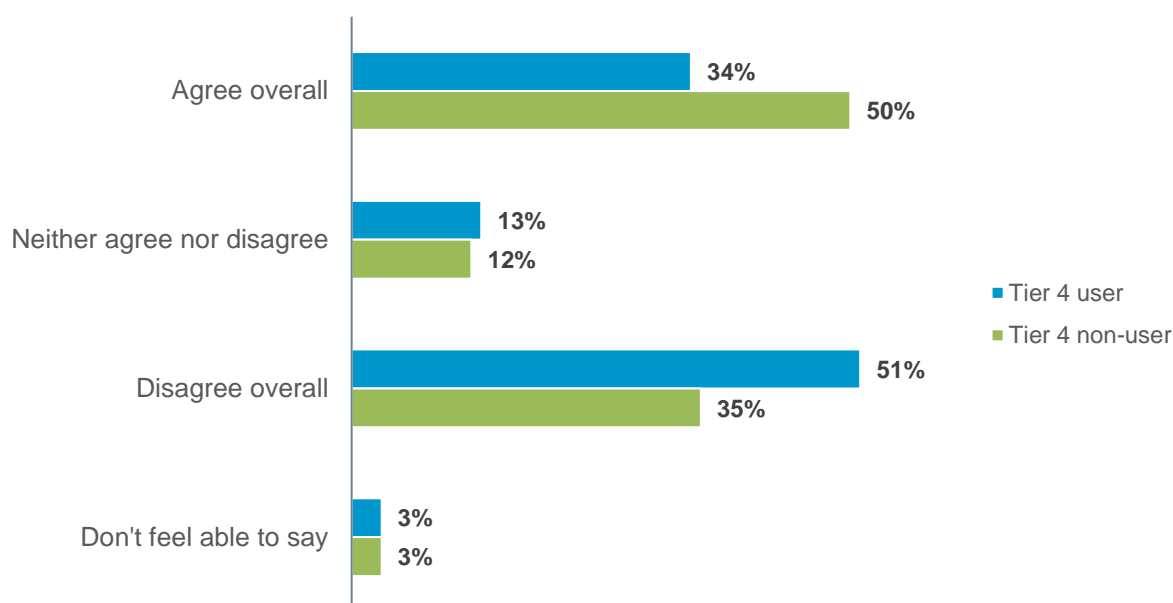
Subgroup analysis – views on the ambitions (overall; Q7)

44% (8,530) **agreed** that the five ambitions are the right place to focus limited resources. The percentage of each subgroup who agreed that the five ambitions are the right place to focus limited resources was (differences between subgroups are shown in **bold**):

32% of library internet users (324)
46% of those who used the internet elsewhere (7,882)

34% of tier 3 users (2,462)
51% of non-tier 3 users (6,048)

45% of individuals (6,674)
43% of families (1,826)

46% of males (2,270)
47% of females (5,252)

48% of under 17 year olds (245)
46% of 17-30 year olds (322)
43% of 31-60 year olds (3,274)
49% of 61-80 year olds (3,310)
45% of 81+ year olds (464)

46% of White ethnic group (7,068)
50% of BAME groups (255)

37% of disabled respondents (863)
47% of non-disabled respondents (6,794)

44% of pregnant respondents (245)
47% of non-pregnant respondents (6,512)

36% of Easy Read form users (59)
45% of non-Easy Read form users (8,471)

41% (7,764) **disagreed** that the five ambitions are the right place to focus limited resources. The percentage of each subgroup who disagreed that the five ambitions are the right place to focus limited resources was (differences between subgroups are shown in **bold**):

54% of library internet users (551)
40% of those who used the internet elsewhere (6,824)

50% of tier 3 users (3,585)
35% of non-tier 3 users (4,161)

40% of individuals (5,863)
44% of families (1,868)

42% of males (2,074)
38% of females (4,305)

34% of under 17 years old (173)
41% of 17-30 year olds (289)
44% of 31-60 year olds (3,335)
36% of 61-80 year olds (2,451)
35% of 81+ year olds (367)

39% of White ethnic group (6,059)
37% of BAME groups (186)

46% of disabled respondents (1,066)
39% of non-disabled respondents (5,719)

43% of pregnant respondents (241)
39% of non-pregnant respondents (5,407)

62% of Easy Read form users (101)
40% of non-Easy Read form users (7,663)

Subgroup analysis – views on the ambitions (tier 4 level; Q7)

34% (2,278) **agreed** that the five ambitions are the right place to focus limited resources. The percentage of each subgroup who agreed that the five ambitions are the right place to focus limited resources was (differences between subgroups are shown in **bold**):

34% of individuals (1,667)
34% of families (604)

34% of males (554)
36% of females (1,455)

39% of under 17 year olds (84)
39% of 17-30 year olds (119)
33% of 31-60 year olds (994)
37% of 61-80 year olds (755)
32% of 81+ year olds (96)

35% of White ethnic group (1,863)
39% of BAME groups (88)

28% of disabled respondents (243)
36% of non-disabled respondents (1,812)

38% of pregnant respondents (98)
36% of non-pregnant respondents (1,722)

47% of Easy Read form users (14)
34% of non-Easy Read form users (2,264)

51% (3,401) **disagreed** that the five ambitions are the right place to focus limited resources. The percentage of each subgroup who disagreed that the five ambitions are the right place to focus limited resources was (differences between subgroups are shown in **bold**):

50% of individuals (2,451)
52% of families (935)

54% of males (887)
48% of females (1,902)

41% of under 17 year olds (90)
49% of 17-30 year olds (150)
53% of 31-60 year olds (1,601)
47% of 61-80 year olds (940)
49% of 81+ year olds (147)

50% of White ethnic group (2,642)
50% of BAME groups (111)

55% of disabled respondents (480)
50% of non-disabled respondents (2,501)

47% of pregnant respondents (121)
50% of non-pregnant respondents (2,394)

50% of Easy Read form users (15)
51% of non-Easy Read form users (3,386)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

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4.5 Views on the evaluation criteria

Agreement with the evaluation criteria (Q8)

4.5.1   Respondents were then asked whether they agreed with the evaluation criteria that the Council proposes to use to assess need, as set out in the draft strategy.

4.5.2   A larger proportion agreed overall (41% 8,063) than disagreed overall (38% 7,277). A further 17% (3,346) neither agreed nor disagreed and 3% (571) felt unable to say.

4.5.3   As shown below, there was little difference between responses from individual and family respondents.

Figure 30 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8) By respondent type
Base: Individual/family respondents (Overall: 19,257; Individuals: 14,868; Families: 4,316)
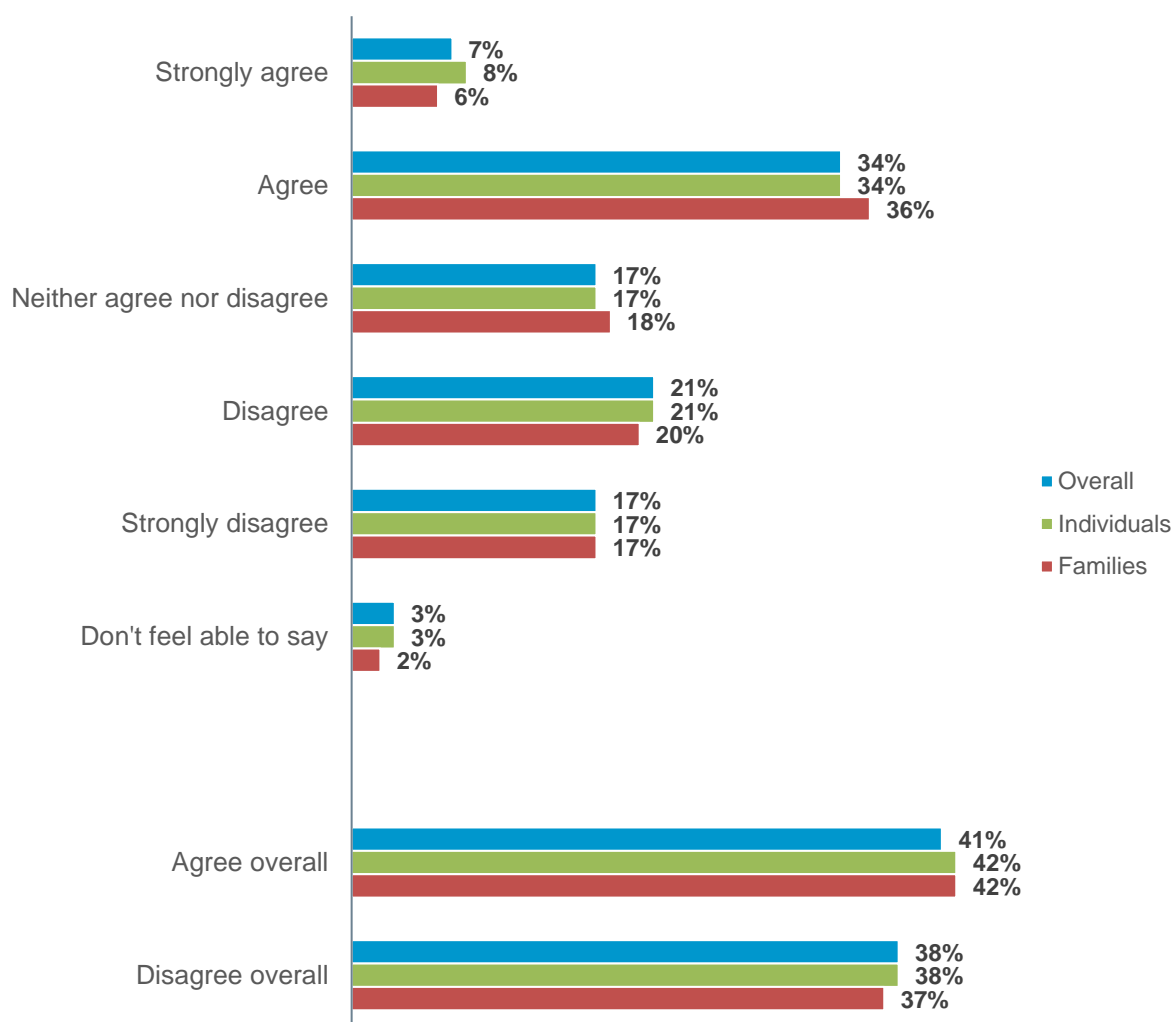
4.5.4   Again, respondents who had used a tier 4 library in the last 12 months were more likely to disagree (49% 3,294) with the evaluation criteria than those who had not used one (32% 3,953).

Figure 31 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8) By tier 4 library usage
Base: Individual/family respondents (19,257)
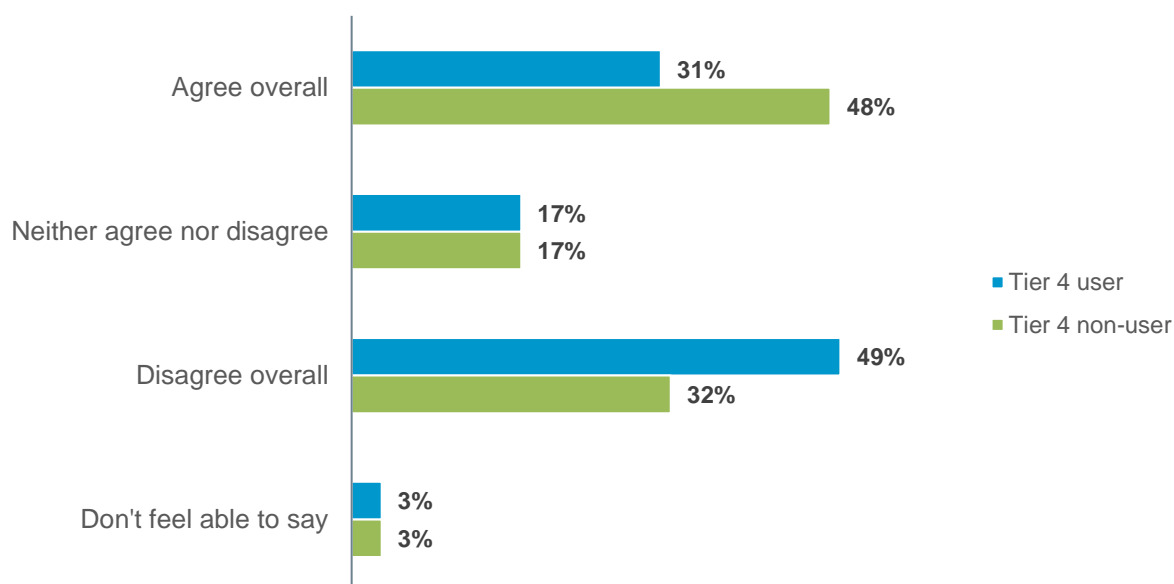
Subgroup analysis – views on the evaluation criteria (overall level; Q8)

41% (8,063) **agreed** overall with the evaluation criteria. The percentage of each subgroup who agreed with the evaluation criteria was (differences between subgroups are shown in **bold**):

> 41% of library users (7,719)
> **59% of non-users** (285)
>
> 28% of library internet users (289)
> **43% of those who used the internet elsewhere** (7,477)
>
> 33% of tier 3 users (2,343)
> **47% of non-tier 3 users** (5,703)
>
> 43% of males (2,138)
> **44% of females** (5,049)
>
> 45% of under 17 year olds (235)
> **46% of 17-30 year olds** (324)
> 42% of 31-60 year olds (3,183)
> **45% of 61-80 year olds** (3,095)
> 42% of 81+ year olds (427)
>
> 44% of White ethnic group (6,785)
> 43% of BAME groups (223)
>
> 33% of disabled respondents (758)
> **44% of non-disabled respondents** (6,538)
>
> 43% of pregnant respondents (246)
> 44% of non-pregnant respondents (6,262)

22% of Easy Read form users (35)
42% of non-Easy Read form users (8,028)

38% (7,277) **disagreed** overall with the evaluation criteria. The percentage of each subgroup who disagreed with the evaluation criteria was (differences between subgroups are shown in **bold**):

38% of library users (7,127)
23% of non-users (109)

54% of library internet users (561)
36% of those who used the internet elsewhere (6,323)

47% of tier 3 users (3,357)
32% of non-tier 3 users (3,900)

39% of males (1,947)
35% of females (3,999)

30% of under 17 year olds (155)
37% of 17-30 year olds (257)
40% of 31-60 year olds (3,044)
34% of 61-80 year olds (2,364)
34% of 81+ year olds (341)

36% of White ethnic group (5,618)
36% of BAME groups (184)

45% of disabled respondents (1,056)
36% of non-disabled respondents (5,283)

37% of pregnant respondents (207)
36% of non-pregnant respondents (5,001)

76% of Easy Read form users (122)
37% of non-Easy Read form users (7,155)

Subgroup analysis – views on the evaluation criteria (tier 4 level; Q8)

31% (2,095) **agreed** overall with the evaluation criteria. The percentage of each subgroup who agreed with the evaluation criteria was (differences between subgroups are shown in **bold**):

20% of library internet users (82)
32% of those who used the internet elsewhere (1,961)

30% of individuals (1,476)
34% of families (613)

30% of males (497)
34% of females (1,370)

37% of under 17 year olds (81)
35% of 17-30 year olds (106)
32% of 31-60 year olds (959)
33% of 61-80 year olds (665)
29% of 81+ year olds (84)

33% of White ethnic group (1,748)
32% of BAME groups (71)

23% of disabled respondents (196)
33% of non-disabled respondents (1,700)

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36% of pregnant respondents (95)
33% of non-pregnant respondents (1,602)

32% of Easy Read form users (9)
31% of non-Easy Read form users (2,086)

49% (3,294) **disagreed** overall with the evaluation criteria. The percentage of each subgroup who disagreed with the evaluation criteria was (differences between subgroups are shown in **bold**):

66% of library internet users (273)
47% of Used internet elsewhere (2,841)

50% of individuals (2,461)
45% of families (818)

52% of males (862)
45% of females (1,824)

38% of under 17 year olds (83)
49% of 17-30 year olds (150)
49% of 31-60 year olds (1,501)
47% of 61-80 year olds (957)
50% of 81+ year olds (143)

48% of White ethnic group (2,530)
49% of BAME groups (110)

58% of disabled respondents (497)
47% of non-disabled respondents (2,384)

44% of pregnant respondents (114)
47% of non-pregnant respondents (2,294)

64% of Easy Read form users (18)
49% of non-Easy Read form users (3,276)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

Other criteria (Q9)

4.5.5   Respondents were asked if there were any other criteria that they proposed the Council should use to assess need. Comments from respondents were themed and are presented below.

4.5.6   A quarter (26% 2,264) felt that usage by local community groups or other activities and services based in libraries or how the library is used as a central community hub should be taken into account. A further one in five (20% 1,737) suggested the social benefits provided by libraries or their impact on social isolation and mental health should be taken into account. A further 13% (1,101) suggested footfall and other types of usage other than card usage should be evaluation criteria. The full list of suggestions is shown below.

Figure 32 – Are there any other criteria you think we should use to assess need? (Q9) (Coded responses)
Base: Individual/family respondents (8,544)

Theme	Number	%
Usage by local community groups/other activities and services based in libraries as a central community hub	2,264	26%
Social benefits provided by libraries/effect on social isolation/mental health	1,737	20%
Footfall/type of usage - not used by card	1,101	13%
Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people)	1,044	12%
Impact on older/retired users	1,036	12%
Proximity to local schools/colleges/universities/impact on education and performance figures	994	12%
Impact on children/young families	940	11%
Projected population growth/planned housing developments	884	10%
Availability/reliability of public transport	827	10%
Distance to/length of journey to nearest alternate library	719	8%
Home computer/internet access/local broadband coverage	609	7%
Disagree with assessment criteria/weightings used	568	7%
Views of the local community - their needs and values	543	6%
Accessibility of other libraries/availability of car parking	541	6%
Libraries should not be closed	476	6%
Age profile of local community/library users	429	5%
Impact on deprived areas/demographics resulting in deprivation	425	5%
Impact on disabled users/those with reduced mobility	404	5%
Impact on geographically isolated communities	389	5%
Right of equal access to local libraries/books	376	4%
Long term effect of closing libraries (e.g. impact on reading levels, life chances, economic impact)	364	4%
Availability of alternate community hubs/safe spaces	305	4%
Don't use historic figures as lack of investment has resulted in poor usage - need more funding/advertising to attract more users	283	3%

Theme	Number	%
Cost of visiting another library (e.g. public transport, fuel, parking)	234	3%
Proximity to other local amenities/services	234	3%
Potential to generate income in libraries - utilise libraries more	221	3%
IT literacy/ability to use online services and eBooks	211	2%
Other negative comment	198	2%
Importance of reading books/reducing screen time	191	2%
Opening days/times - be more flexible as restricts usage	185	2%
Impact on vulnerable users (e.g. those with special needs, learning disabilities)	177	2%
Need for trained library staff	146	2%
Amount of money which can be saved - how much it actually costs	124	1%
Other positive comment	106	1%
Number of active/regular users	92	1%
Quality/availability/sustainability of mobile library service	80	1%
Impact of closing libraries on high streets/local businesses	79	1%
Environmental impact of travelling further (e.g. congestion, pollution)	78	1%
Financial/working/employment status	78	1%
Don't know/more information needed/don't understand the criteria	77	1%
Views of those unable to respond to the survey (e.g. children, those without internet access)	38	<1%
Difficulty of finding/maintaining volunteer base	33	<1%
Safety of area/route	33	<1%
Impact of closing libraries on other council services	31	<1%
Borrowing figures	29	<1%
Usage by home workers/home educators	27	<1%
Ethnic origin/non-speaking English residents	17	<1%
Toilet facilities available	14	<1%

4.5.7   198 comments (2%) were coded as 'other negative comment' and 106 (1%) as 'other positive comment'. These did not fit with any of the other themes and can be found in the appendices.

4.6 Views on proposals and ways to access services

Agreement that proposals provide a reasonable range ways for people to access library services (Q10)

4.6.1 Respondents were asked the extent to which they agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs.

4.6.2 Overall, half of respondents (51% 9,746) disagreed overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. This was larger than the proportion that agreed overall (32% 6,071). A further 15% (2,784) neither agreed nor disagreed.

4.6.3 More than half (54% 2,320) of family respondents disagreed overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs, which was a larger proportion than individual respondents (50% 7,386).

Figure 33 – To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs? (Q10) By respondent type
Base: Individual/family respondents (Overall: 19,126; Individuals: 14,769; Families: 4,284)
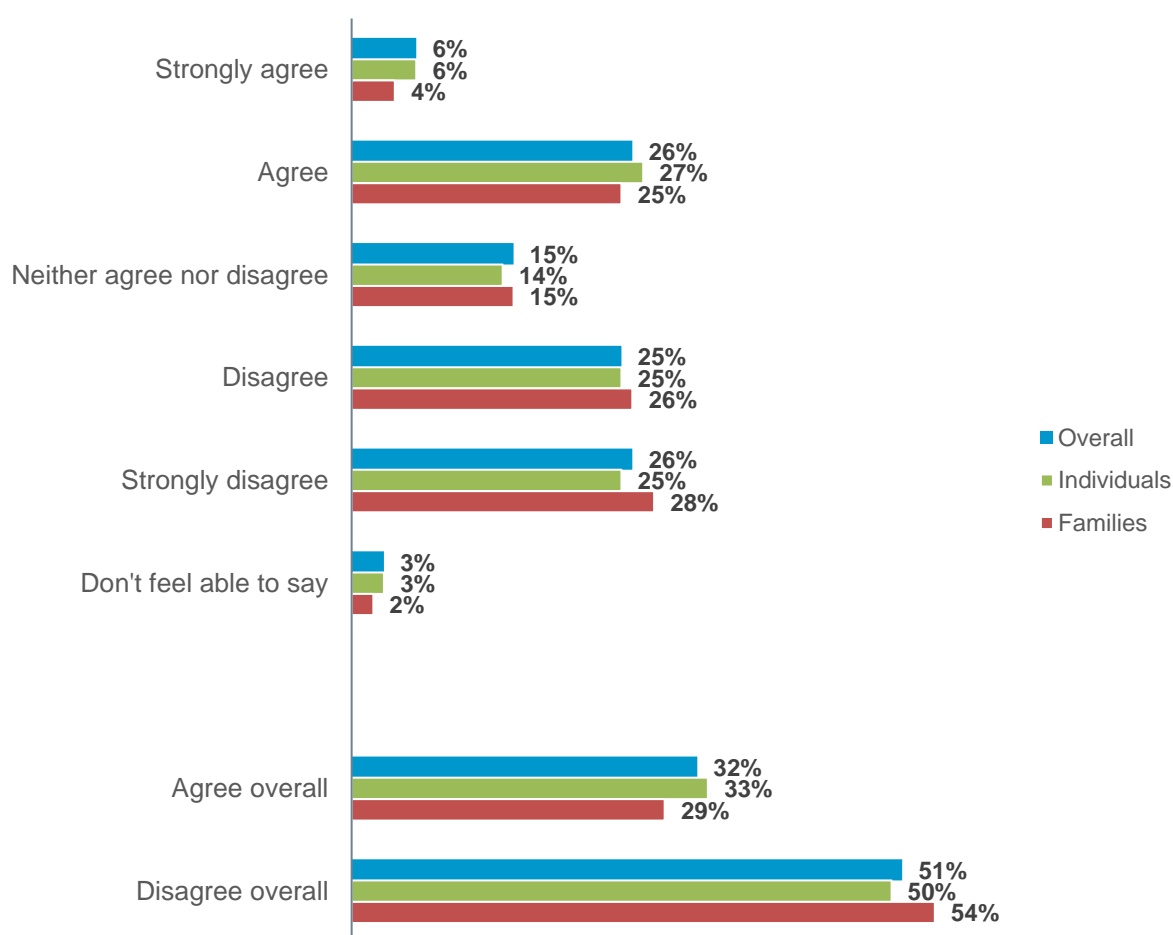
4.6.4 Amongst tier 4 library users, two thirds (66% 4,434) disagreed to some extent that the proposals provide a reasonable range of different ways for people to access library services according to their needs. By comparison, 43% (5,287) of those who had not used a tier 4 library in the last 12 months disagreed to some extent.

Figure 34 – To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs? (Q10) By tier 4 library usage
Base: Individual/family respondents (19,126)
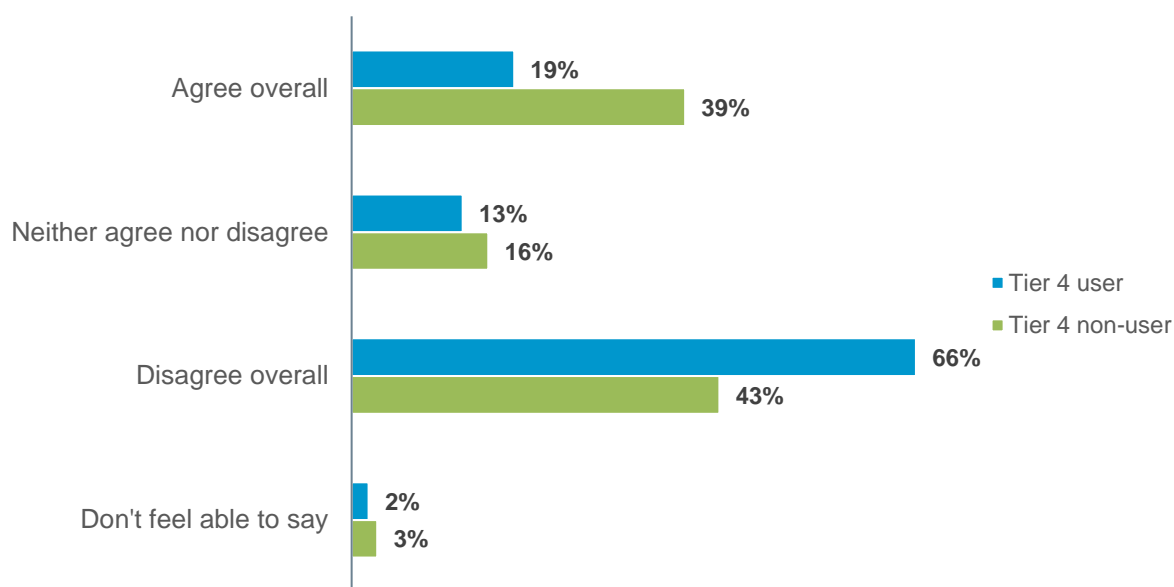
Subgroup analysis – views on proposals and ways to access services (overall level; Q10)

32% (6,071) **agreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was (differences between subgroups are shown in **bold**):

24% of library internet users (243)
32% of those who used the internet elsewhere (5,526)

20% of tier 3 users (1,434)
39% of non-tier 3 users (4,621)

35% of males (1,747)
32% of females (3,660)

34% of under 17 year olds (176)
33% of 17-30 year olds (227)
30% of 31-60 year olds (2,273)
35% of 61-80 year olds (2,397)
40% of 81+ year olds (410)

33% of White ethnic group (5,086)
39% of BAME groups (197)

27% of disabled respondents (630)
33% of non-disabled respondents (4,869)

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28% of pregnant respondents (156)
33% of non-pregnant respondents (4,690)

9% of Easy Read form users (14)
32% of non-Easy Read form users (6,057)

51% (9,746) **disagreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who disagreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was (differences between subgroups are shown in **bold**):

62% of library internet users (628)
51% of those who used the internet elsewhere (8,717)

64% of tier 3 users (4,562)
43% of non-tier 3 users (5,166)

50% of males (2,478)
50% of females (5,644)

42% of under 17 year olds (215)
49% of 17-30 year olds (345)
54% of 31-60 year olds (4,160)
48% of 61-80 year olds (3,248)
40% of 81+ year olds (414)

50% of White ethnic group (7,700)
43% of BAME groups (218)

56% of disabled respondents (1,311)
50% of non-disabled respondents (7,271)

55% of pregnant respondents (310)
49% of non-pregnant respondents (6,916)

78% of Easy Read form users (123)
51% of Non-Easy Read form users (9,623)

Subgroup analysis – views on proposals and ways to access services (tier 4 level; Q10)

19% (1,273) **agreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was (differences between subgroups are shown in **bold**):

19% of individuals (927)
19% of families (339)

20% of males (339)
20% of females (795)

27% of under 17 year olds (57)
20% of 17-30 year olds (61)
19% of 31-60 year olds (570)
20% of 61-80 year olds (395)
26% of 81+ year olds (78)

20% of White ethnic group (1,043)
27% of BAME groups (60)

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16% of disabled respondents (141)
20% of non-disabled respondents (1,017)

17% of pregnant respondents (44)
20% of non-pregnant respondents (976)

4% of Easy Read form users (1)
19% of non-Easy Read form users (1,272)

66% (4,434) **disagreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who disagreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was (differences between subgroups are shown in **bold**):

66% of individuals (3,238)
66% of families (1,181)

67% of males (1,117)
64% of females (2,563)

51% of under 17 year olds (110)
63% of 17-30 year olds (190)
68% of 31-60 year olds (2,052)
66% of 61-80 year olds (1,324)
58% of 81+ year olds (172)

66% of White ethnic group (3,488)
56% of BAME groups (123)

71% of disabled respondents (617)
65% of non-disabled respondents (3,292)

65% of pregnant respondents (169)
65% of non-pregnant respondents (3,158)

78% of Easy Read form users (21)
66% of non-Easy Read form users (4,413)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.7 Views on tier 4 proposals and impact

Usage of tier 4 libraries in last 12 months (Q11)

4.7.1 Respondents were shown a list of the 25 tier 4 libraries that the Council proposes to close in the draft strategy and were asked if they had used any of them, or if someone else had on their behalf, in the last 12 months. Respondents were able to select more than one library from the list.

4.7.2 6,942 individual and family respondents said they had used at least one of the libraries listed, 32% of those that took part in the consultation. Active user figures[8] show that 11% of active users use tier 4 libraries. Therefore tier 4 users are over-represented in the consultation response sample.

4.7.3 The number of individual and family respondents who said they used a tier 4 library in the last 12 months (6,942) (Q11) is larger than the number who said they used one frequently (5,967) (Q3).

4.7.4 Overall, individual and family respondents were most likely to say they had used Prettygate Library (18% 1,223) in the last 12 months. This is larger than the number who said they use it frequently (1,012) (Q3). The full list of tier 4 libraries that individual and family respondents had used in the last 12 months is shown below.

4.7.5 One in six (16% 1,095) chose more than one tier 4 library that they had used in the last 12 months, whereas 84% (5,847) chose only one.

Figure 35 – Have you used any of the following libraries in the last 12 months, or has someone else used any of them on your behalf? (Q11)
Base: Individual/family respondents (6,942)

Tier 4 library used in last 12 months	Number	Percentage
Prettygate	1,223	18%
Writtle	514	7%
Galleywood	503	7%
Kelvedon	489	7%
Broomfield	445	6%
Buckhurst Hill	443	6%
Danbury	434	6%
Hullbridge	403	6%
Stansted	380	5%
Holland	368	5%
Thaxted	339	5%
North Weald	319	5%
Hatfield Peverel	317	5%
Tye Green	309	4%
Mark Hall	299	4%
Wickham Bishops	287	4%
Chigwell	284	4%
Sible Hedingham	236	3%
Vange	225	3%

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[8] Source: Essex Library Services Needs Assessment 2018.

Great Wakering	216	3%
Fryerns	215	3%
Debden	198	3%
Southminster	167	2%
Silver End	152	2%
Stock	149	2%

Usage of alternative services (Q12)

4.7.6 Respondents were asked if they would be able to use an alternative service instead if the tier 4 libraries were not retained. This question was asked to all individual and family respondents, but was most relevant to tier 4 users.

4.7.7 At an overall level, seven in ten (69% 10,514) individual and family respondents said they would be able to use another library and three in ten (31% 4,646) said they would not.

Figure 36 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)
Base: Individual/family respondents (15,160)
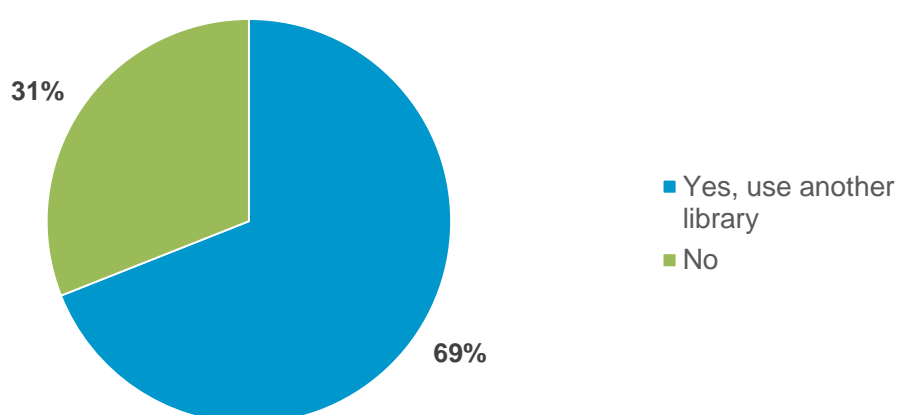
4.7.8   As shown below, there was little difference in the responses from family respondents and individual respondents.

Figure 37 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12) By respondent type
Base: Individual/family respondents (Individuals: 11,438; Families: 3,662)
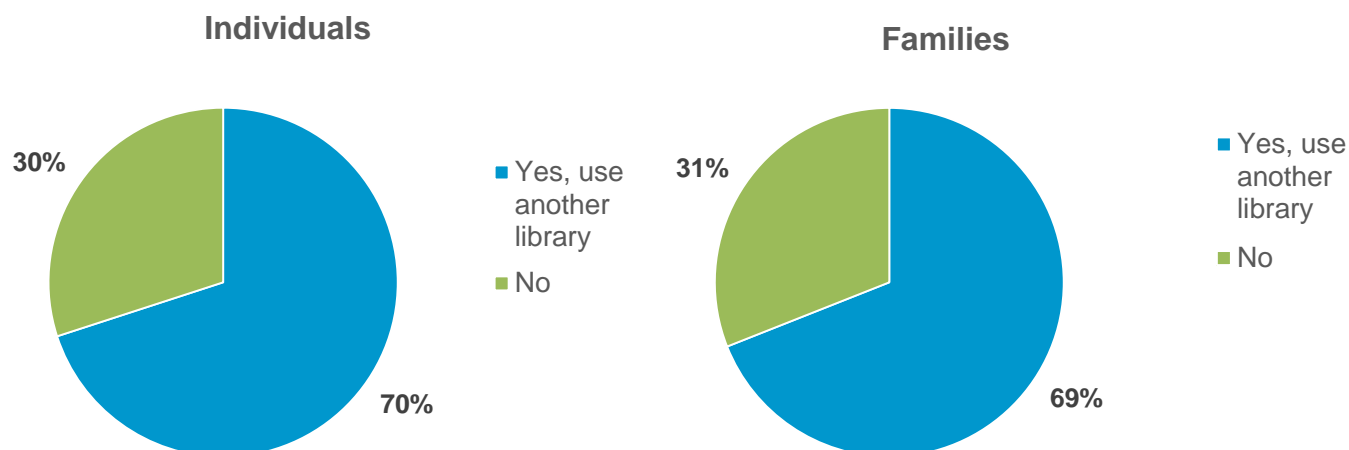
4.7.9   Districts where respondents were most likely to say they would not be able to use an alternative service included Castle Point (38% 388), Uttlesford (37% 376) and Rochford (38% 426). By contrast, 78% (781) of respondents in Basildon and 75% (515) in Maldon said they would be able to use an alternative service.

Figure 38 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12) By where respondents live
Base: Individual/family respondents (15,160)

District, borough or city	Yes, use another library	No
Basildon	78% (781)	22% (226)
Braintree	70% (973)	30% (421)
Brentwood	74% (725)	26% (250)
Castle Point	62% (639)	38% (388)
Chelmsford	74% (1,420)	26% (492)
Colchester	68% (1,688)	32% (778)
Epping Forest	67% (751)	33% (364)
Harlow	69% (422)	31% (186)
Maldon	75% (515)	25% (171)
Rochford	62% (705)	38% (426)
Tendring	71% (868)	29% (363)
Uttlesford	63% (635)	37% (376)
Other authority areas*	64% (343)	36% (190)

*'Other' includes Southend, Thurrock, Suffolk, Hertfordshire, Redbridge and other authority areas

Subgroup analysis – usage of alternative services (overall level; Q12)

69% (10,514) said they **would be able** to use another library. The percentage of each subgroup who would be able to use another library was (differences between subgroups are shown in **bold**):

50% of library internet users (428)
70% of those who used the internet elsewhere (9,541)

70% of males (2,819)
71% of females (6,308)

69% of under 17 year olds (314)
73% of 17-30 years old (459)
70% of 31-60 years old (4,459)
70% of 61-80 years old (3,495)
73% of 81+ years old (582)

71% of White ethnic group (8,607)
67% of BAME groups (296)

64% of disabled respondents (1,242)
71% of non-disabled respondents (8,184)

70% of pregnant respondents (342)
71% of pregnant respondents (7,918)

40% of Easy Read form users (56)
70% of non-Easy Read form users (10,458)

31% (4,646) said they **would not be able** to use another library. The percentage of each subgroup who would not be able to use another library was (differences between subgroups are shown in **bold**):

50% of library internet users (423)
30% of those who used the internet elsewhere (3,996)

30% of males (1,209)
29% of females (2,624)

31% of under 17 years old (144)
27% of 17-30 year olds (172)
30% of 31-60 year olds (1,888)
30% of 61-80 year olds (1,501)
27% of 81+ year olds (219)

29% of White ethnic group (3,590)
33% of BAME groups (148)

36% of disabled respondents (700)
29% of non-disabled respondents (3,331)

30% of pregnant respondents (146)
29% of non-pregnant respondents (3,264)

60% of Easy Read form users (83)
30% of non-Easy Read form users (4,563)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.7.10 Individual and family respondents were asked to identify which alternative service they would use, choosing from a list. Respondents were able to choose more than one service listed.

4.7.11 As shown below, the eLibrary was the most popular alternative, selected by 19% (1,868) of individual and family respondents. This was followed by Chelmsford Library (12% 1,202). One in ten (10% 979) said they would use Colchester Library and the same proportion said they would use the mobile library service (1,013). Friends and family membership, where others can collect and return items on behalf of the member, was the fifth most popular alternative (5% 491). The full list is shown in the figure below.

Figure 39 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)
Base: Individual/family respondents who would use another library (9,658)

Alternative service	Number	%
eLibrary	1,868	19%
Chelmsford	1,202	12%
Mobile library service	1,013	10%
Colchester	979	10%
Friends and family membership	491	5%
Rayleigh	441	5%
Witham	424	4%
Basildon	407	4%
Loughton	400	4%
Maldon	397	4%
Brentwood	391	4%
Home library service	389	4%
Shenfield	384	4%
Billericay	381	4%
Hadleigh	353	4%
Harlow	350	4%
Saffron Walden	322	3%
Braintree	321	3%
Clacton	317	3%
Hockley	284	3%
Stanway	261	3%
Great Baddow	254	3%
Tiptree	230	2%
South Benfleet	229	2%
Epping	226	2%
Dunmow	206	2%
Manningtree	196	2%
Wickford	189	2%
Halstead	186	2%
Wivenhoe	184	2%
Springfield	177	2%
Frinton	176	2%
West Mersea	168	2%
Ingatestone	167	2%
Rochford	167	2%

Alternative service	Number	%
Coggeshall	164	2%
Great Tarpots	156	2%
Laindon	144	1%
Old Harlow	139	1%
Brightlingsea	136	1%
Harwich	136	1%
Canvey	130	1%
Chipping Ongar	123	1%
South Woodham Ferrers	122	1%
Pitsea	121	1%
Burnham	112	1%
Walton	110	1%
North Melbourne	102	1%
Waltham Abbey	100	1%
Greenstead	96	1%
Earls Colne	96	1%
Great Parndon	91	1%
West Clacton	58	1%

Usage of alternative services amongst tier 4 users (Q12)

4.7.12   The figure below shows responses from individual and family respondents who indicated they had used a tier 4 library in the last 12 months.

4.7.13   As seen previously, 69% (10,514) of individual and family respondents said they would be able to use an alternative service. However, this was lower amongst tier 4 users (62% 4,099). This includes respondents who identified that they used a library from another tier, as well as those who did not (Q3).

4.7.14   It should be noted that 67% (4,418) of individual and family respondents who had used a tier 4 library in the last 12 months chose more than one library that they use frequently (Q3), however, 62% (4,099) said they can use an alternative service (Q12).

4.7.15   It should also be noted that 30% (1,288) of those that said they could not use an alternative chose more than one library they use frequently (Q3).

4.7.16   Three in ten (31% 4,646) individual and family respondents said they would not be able to use an alternative service at an overall level. However, amongst tier 4 users this was higher (38% 2,548).

Figure 40 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months (6,647)
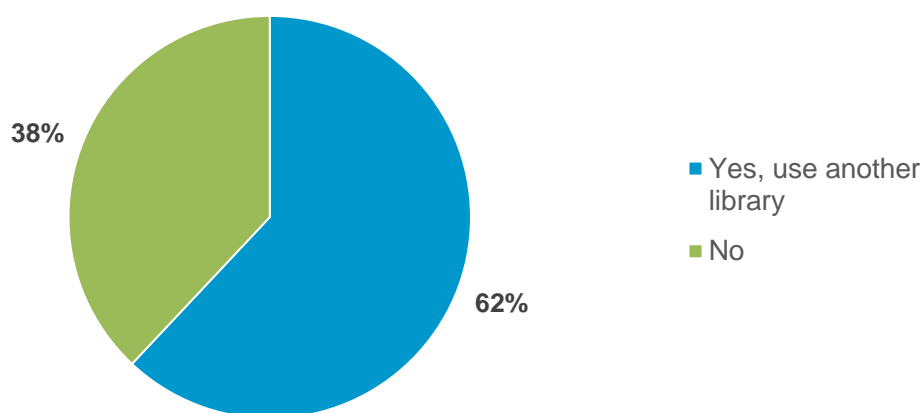
4.7.17   Of the individual and family respondents who were tier 4 library users who did not use another library in another tier (2,225) (Q3), 58% (1,280) said they could not use another library if tier 4 libraries were no longer retained by the Council.

4.7.18   Of these 1,280 respondents:

- 36% (456) said they could not travel to any of the remaining libraries (Q13), however, it should be noted that 19% of these respondents said they use their own vehicle to travel to their library (Q5)).
- 77% (980) do not use their own vehicle to travel to the library (Q5)
- 8% (104) can only access the internet in a library or public café (Q6)
- 7% (90) do not use their own vehicle (Q5) and can only access the internet in a library or public café (Q6).

Subgroup analysis – usage of alternative services (tier 4 level; Q12)

62% (4,099) said they **would be able** to use another library. The percentage of each subgroup who said they would be able to use another library was (differences between subgroups are shown in **bold**):

69% of those who used their own vehicle (1,790)
74% of those who used public transport (483)
57% of those who travelled on foot (2,350)
67% of those who used a bicycle (178)

44% of library internet users (176)
63% of those who used the internet elsewhere (3,775)

61% of males (1,003)
64% of females (2,529)

58% of under 17 year olds (125)
60% of 17-30 year olds (182)
61% of 31-60 year olds (1,827)
65% of 61-80 year olds (1,305)
64% of 81+ year olds (185)

63% of White ethnic group (3,316)
58% of BAME groups (132)

53% of disabled respondents (454)
64% of non-disabled respondents (3,218)

60% of pregnant respondents (158)
63% of non-pregnant respondents (3,037)

71% of Easy Read form users (20)
62% of non-Easy Read form users (4,079)

38% (2,548) said they **would not be able** to use another library. The percentage of each subgroup who said they would not be able to use another library was (differences between subgroups are shown in **bold**):

31% of those who used their own vehicle (807)
26% of those who used public transport (173)
43% of those who travelled on foot (1,762)
33% of those who used a bicycle (86)

56% of library internet users (224)
37% of those who used the internet elsewhere (2,210)

39% of males (643)
36% of females (1,431)

42% of under 17 year olds (91)
40% of 17-30 year olds (121)
39% of 31-60 year olds (1,170)
35% of 61-80 year olds (695)
36% of 81+ year olds (106)

37% of White ethnic group (1,941)
42% of BAME groups (95)

47% of disabled respondents (400)
36% of non-disabled respondents (1,815)

40% of pregnant respondents (106)
37% of non-pregnant respondents (1,777)

29% of Easy Read form users (8)
38% of non-Easy Read form users (2,540)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.7.19 Looking at the responses amongst tier 4 library users, more than half of those who had used Great Wakering (53% 111) and Stansted (52% 190) libraries in the last 12 months said that they would not be able to use another library. Almost half (48% 130) of Chigwell users said the same. By comparison, 74% (319) of those who had used Broomfield Library and 71% (116) of those who had used Southminster in the last 12 months were most likely to say they would be able to use another library.

Figure 41 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12) By tier 4 library used
Base: Individual/family respondents who had used a tier 4 library in the last 12 months (6,647)

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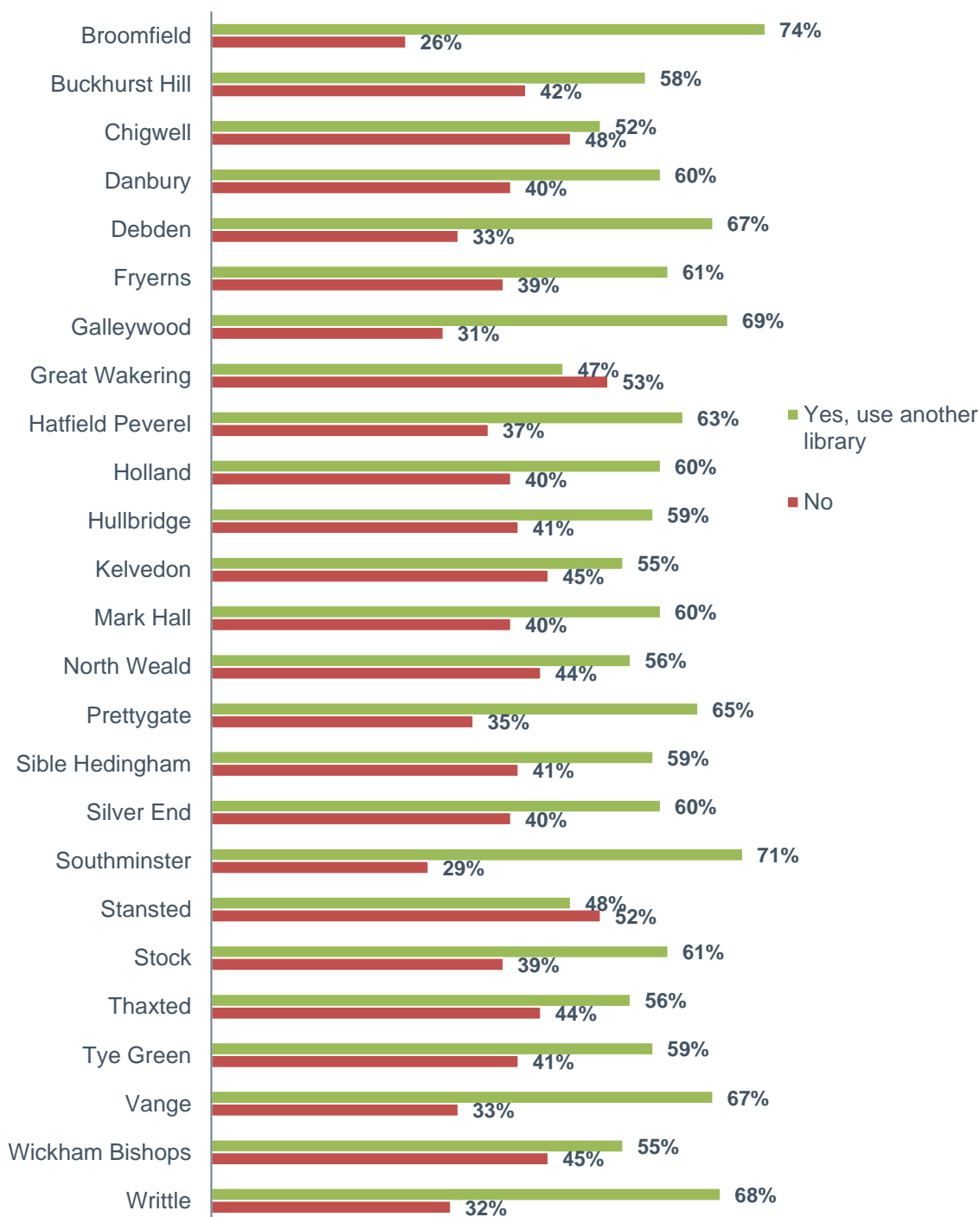
4.7.20 As seen previously, 2,548 tier 4 users said they would not be able to use an alternative service. The profile of these users is shown below:

Figure 42 – Have you used any of the following libraries in the last 12 months, or has someone else used any of them on your behalf? (Q11)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,548)

Tier 4 library used in last 12 months	Number	Percentage
Broomfield	114	4%
Buckhurst Hill	178	7%
Chigwell	130	5%
Danbury	169	7%
Debden	63	2%
Fryerns	81	3%
Galleywood	150	6%
Great Wakering	111	4%
Hatfield Peverel	113	4%
Holland	137	5%
Hullbridge	157	6%
Kelvedon	214	8%
Mark Hall	113	4%
North Weald	133	5%
Prettygate	408	16%
Sible Hedingham	93	4%
Silver End	57	2%
Southminster	47	2%
Stansted	190	7%
Stock	56	2%
Thaxted	143	6%
Tye Green	121	5%
Vange	72	3%
Wickham Bishops	125	5%
Writtle	160	6%

Figure 43 – Number of libraries selected (Q3)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,409)

Number of libraries selected	Number	%
One	1,121	47%
Two or three	1,288	53%

Figure 44 – How do you usually travel to the library you use most frequently? (Q5)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,503)

Number of libraries selected	Number	%
On foot	1,762	70%
Own vehicle	807	32%
Public transport	173	7%
Bicycle	86	3%

Figure 45 – Do you have access to the internet? (Q6)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,539)

Number of libraries selected	Number	%
Yes	2,210	87%
Can only use the internet in the library or in a public café	224	9%
No	105	4%

Figure 46 – Where respondents live (Q2)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,544)

District, borough or city	Number	%
Basildon	102	4%
Braintree	304	12%
Brentwood	38	1%
Castle Point	30	1%
Chelmsford	400	16%
Colchester	416	16%
Epping Forest	315	12%
Harlow	147	6%
Maldon	127	5%
Rochford	185	7%
Tendring	126	5%
Uttlesford	266	10%
Other authority areas		
Southend	32	1%
Thurrock	5	<1%
Suffolk	3	<1%
Hertfordshire	5	<1%
Redbridge	16	1%
Other authority area	27	1%

Figure 47 – Gender (Q30)
Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (2,177)

Gender	Number	%
Male	643	30%
Female	1,431	66%
Prefer not to say	103	5%

Figure 48 – Age group (Q27)
Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (2,260)

Age group	Number	%
16 or under	91	4%
17 - 20	22	1%
21 - 30	99	4%
31 - 40	436	19%
41 - 50	401	18%
51 - 60	333	15%
61 - 70	427	19%
71 - 80	268	12%
81 - 90	99	4%
91 or over	7	<1%
Prefer not to say	77	3%

Figure 49 – Impairment or disability (Q28)
Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (2,215)

Impairment or disability	Number	%
Yes	400	18%
No	1,815	82%

Figure 50 – Easy Read form users
Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (2,548)

Easy Read form user	Number	%
Yes, Easy Read form user	8	<1%
No	2,540	100%

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4.7.21   Amongst tier 4 library users who would be able to use another service, using the eLibrary was most popular (19% 727), followed by Chelmsford library (16% 602) and Colchester (13% 512). A further 12% (445) said they would use the mobile library. The full list is shown below.

Figure 51 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)
Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (3,811)

Alternative service	Number	%
eLibrary	727	19%
Chelmsford	602	16%
Colchester	512	13%
Mobile library service	445	12%
Witham	255	7%
Loughton	246	6%
Maldon	201	5%
Harlow	199	5%
Stanway	189	5%
Friends and family membership	180	5%
Great Baddow	179	5%
Basildon	162	4%
Rayleigh	143	4%
Home library service	141	4%
Saffron Walden	138	4%
Clacton	136	4%
Epping	124	3%
Braintree	106	3%
Old Harlow	93	2%
Dunmow	89	2%
Tiptree	88	2%
Billericay	87	2%
Pitsea	80	2%
Halstead	79	2%
Springfield	78	2%
Burnham	74	2%
Coggeshall	73	2%
Hockley	69	2%
North Melbourne	66	2%
Great Parndon	63	2%
Frinton	56	1%
Rochford	56	1%
Brentwood	55	1%
West Mersea	53	1%
Chipping Ongar	52	1%
South Woodham Ferrers	50	1%
Ingatestone	49	1%
Greenstead	49	1%
Shenfield	46	1%
Laindon	45	1%
Hadleigh	44	1%

Alternative service	Number	%
Wivenhoe	44	1%
Wickford	43	1%
Waltham Abbey	34	1%
Brightlingsea	32	1%
Walton	30	1%
Earls Colne	27	1%
Canvey	26	1%
Great Tarpots	26	1%
Manningtree	26	1%
South Benfleet	25	1%
West Clacton	23	1%
Harwich	20	1%

Reasons for not being able to use alternative services (Q13)

4.7.22   Respondents who answered that they would not be able to use an alternative service if the tier 4 libraries were no longer retained by the Council were asked to explain why, choosing from a list of reasons. Respondents were able to select more than one explanation.

4.7.23   This question was asked to all individual and family respondents, but the chart below shows responses from those who answered that they would not be able to use an alternative service exclusively i.e. they selected "none" in the survey and did not select another service listed.

4.7.24   Two thirds (68% 2,419) of individual and family respondents did not want to use any of the alternatives, which was the most popular response. This was followed by 41% (1,451) who said that they were unable to travel to any of the remaining 49 libraries. A further 16% (571) did not know how to use the eLibrary and 12% (420) did not have access to a computer or mobile device to use the eLibrary.

Figure 52 – If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services listed? (Q13)
Base: Individual/family respondents who would not use another service (3,543)
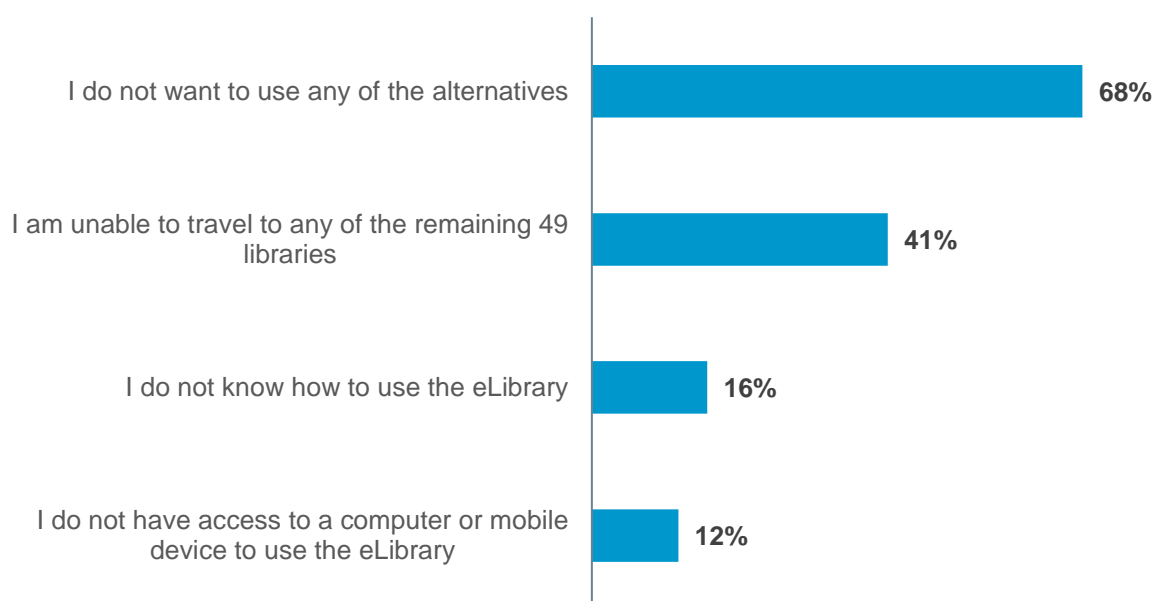
Subgroup analysis – reasons for not being able to use alternative services (overall level; Q13)

68% (2,419) said they **did not want to use any of the alternatives**. The percentage of each subgroup who said they did not want to use any of the alternatives was (differences between subgroups are shown in **bold**):

49% of library internet users (182)
72% of those who used the internet elsewhere (2,134)

68% of individuals (1,802)
70% of families (608)

68% of males (610)
69% of females (1,420)

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53% of under 17 year olds (59)
72% of 17-30 year olds (106)
72% of 31-60 year olds (1,015)
69% of 61-80 year olds (793)
58% of 81+ year olds (104)

69% of White ethnic group (1,914)
58% of BAME groups (66)

55% of disabled respondents (311)
72% of non-disabled respondents (1,826)

69% of pregnant respondents (81)
70% of non-pregnant respondents (1,740)

47% of Easy Read form users (36)
69% of non-Easy Read form users (2,383)

41% (1,451) said they were **unable to travel to any of the remaining libraries**. The percentage of each subgroup who said they were unable to travel to any of the remaining libraries was (differences between subgroups are shown in **bold**):

61% of library internet users (228)
37% of those who used the internet elsewhere (1,105)

41% of individuals (1,091)
41% of families (351)

39% of males (345)
41% of females (835)

63% of under 17 year olds (71)
47% of 17-30 year olds (69)
37% of 31-60 year olds (526)
37% of 61-80 year olds (422)
59% of 81+ year olds (105)

40% of White ethnic group (1,104)
54% of BAME groups (62)

60% of disabled respondents (341)
36% of non-disabled respondents (910)

38% of pregnant respondents (45)
40% of pregnant respondents (986)

68% of Easy Read form users (52)
40% of non-Easy Read form users (1,399)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.7.25 A number of respondents (1,313) provided a comment in relation to the question. These were collated and coded. Almost a quarter of these (23% 301) mentioned that there were no alternatives in their local area, alternatives were too far away, not readily available or they were inconvenient to get to. A further 21% (276) said the question was not relevant to them as they did not use a tier 4 library and one in ten (11% 144) highlighted that walking was their only means of getting to a library, that having a library within walking distance was important to them and their family, or that using another form of transport, such as a car, was damaging to the environment. The full range of themes is presented below.

Figure 53 – Other reasons for not being able to use another service (Q13)
Base: Individual/family respondents who would not use another service (1,313)

Theme	Number	%
Alternatives not in local area/too far away/not available/inconvenient	301	23%
Can't answer question/don't know/not applicable	276	21%
Walking is only means of travel/being able to walk is important/cars damage environment	144	11%
Don't focus on digital services/physical books important/not interested in eBooks	119	9%
Libraries are important to local communities/decrease social isolation/closures will impact vulnerable	114	9%
Parking/traffic issues going elsewhere	99	8%
Cost of going elsewhere is an issue	91	7%
Want to visit library/peruse bookshelves/take child there/have access to trained staff	71	5%
Don't support proposals/generally negative comment/flawed consultation	62	5%
Mobility issues/disability/medical condition makes accessing elsewhere difficult	53	4%
Alternatives do not offer same service, facilities, events or opening hours/unfamiliar with staff	48	4%
Public transport issues	34	3%
Issues with mobile library/lack of awareness about it	33	3%
Will/may stop using libraries altogether	19	1%
Would use another library not listed i.e. not ECC run	12	1%
Need library for computer facilities	9	1%
Other	87	7%

Reasons for not being able to use alternative services amongst tier 4 users (Q13)

4.7.26   The chart below shows the response amongst tier 4 users who said they would not be able to use another service.

4.7.27   Seven in ten (71% 1,449) said they did not want to use any of the alternatives, again the most popular response. Four in ten (40% 819) said they were unable to travel to any of the 49 remaining libraries. One in six (16% 324) said they did not know how to use the eLibrary.

Figure 54 – If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services listed? (Q13)
Base: Individual/family respondents who would not use another service and are tier 4 library users (2,049)
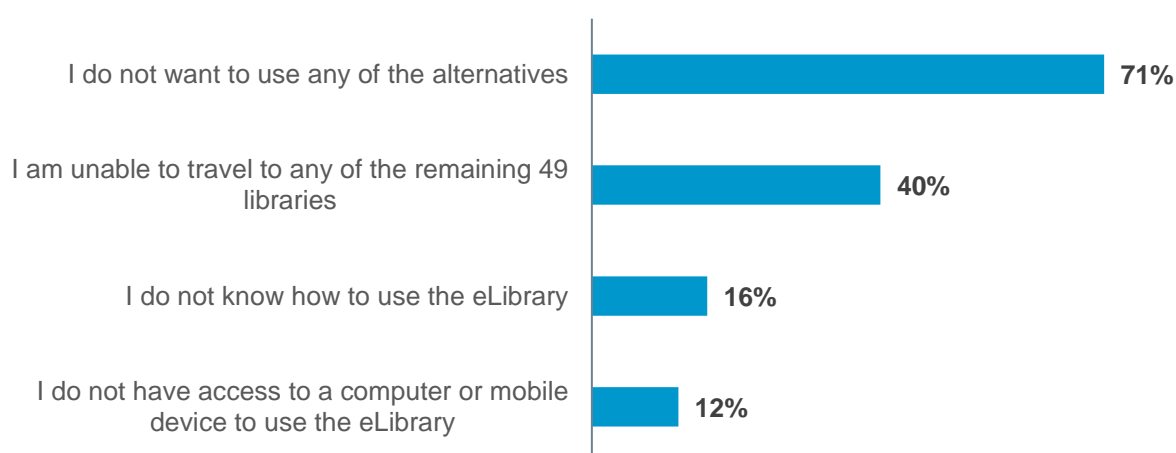
4.7.28   A number of tier 4 library users (750) who said they were not able to use an alternative provided other reasons than those listed in the consultation. Three in ten (29% 215) of these mentioned that alternatives were too far away, were not available or inconvenient to get to. One in seven (15% 113) said that walking was their only means of getting to a library, that having a library within walking distance was important to them and their family, or that other forms of transport were damaging to the environment. A further 12% (91) said they were not interested in eBooks, felt that access to physical books was important or thought that the Council should not focus on eBooks instead of physical books. The full list is shown below.

Figure 55 – Other reasons for not being able to use another service (Q13)
Base: Individual/family respondents who would not use another service and are tier 4 library users (750)

Theme	Number	%
Alternatives not in local area/too far away/not available/inconvenient	215	29%
Walking is only means of travel/being able to walk is important/cars damage environment	113	15%
Don't focus on digital services/physical books important/not interested in eBooks	91	12%
Parking/traffic issues going elsewhere	84	11%

Theme	Number	%
Libraries are important to local communities/decrease social isolation/closures will impact vulnerable	82	11%
Cost of going elsewhere is an issue	71	9%
Want to visit library/peruse bookshelves/take child there/have access to trained staff	50	7%
Alternatives do not offer same service, facilities, events or opening hours/unfamiliar with staff	43	6%
Mobility issues/disability/medical condition makes accessing elsewhere difficult	38	5%
Don't support proposals/generally negative comment/flawed consultation	35	5%
Issues with mobile library/lack of awareness about it	29	4%
Public transport issues	24	3%
Will/may stop using libraries altogether	15	2%
Can't answer question/don't know/not applicable	9	1%
Would use another library not listed i.e. not ECC run	6	1%
Need library for computer facilities	5	1%

Subgroup analysis – reasons for not being able to use alternative services amongst tier 4 users (tier 4 level; Q13)

71% (1,449) said they **did not want to use any of the alternatives**. The percentage of each subgroup who said they did not want to use any of the alternatives was (differences between subgroups are shown in **bold**):

51% of library internet users (106)
75% of those who used the internet elsewhere (1,293)

70% of individuals (1,031)
73% of families (415)

71% of males (360)
73% of females (847)

51% of under 17 year olds (38)
77% of 17-30 year olds (80)
74% of 31-60 year olds (663)
74% of 61-80 year olds (426)
56% of 81+ year olds (55)

72% of White ethnic group (1,136)
61% of BAME groups (46)

57% of disabled respondents (192)
76% of non-disabled respondents (1,099)

74% of pregnant respondents (60)
72% of non-pregnant respondents (1,036)

29% of Easy Read form users (2)
71% of non-Easy Read form users (1,447)

40% (819) said they were **unable to travel to any of the remaining libraries**. The percentage of each subgroup who said they were unable to travel to any of the remaining libraries was (differences between subgroups are shown in **bold**):

63% of library internet users (130)
36% of those who used the internet elsewhere (623)

40% of individuals (583)
41% of families (232)

38% of males (194)
39% of females (453)

67% of under 17 year olds (50)
42% of 17-30 year olds (44)
37% of 31-60 year olds (336)
35% of 61-80 year olds (202)
58% of 81+ year olds (57)

39% of White ethnic group (606)
51% of BAME groups (39)

59% of disabled respondents (197)
35% of non-disabled respondents (504)

33% of pregnant respondents (27)
39% of non-pregnant respondents (564)

57% of Easy Read form users (4)

40% of non-Easy Read form users (815)

16% (324) said they **did not know how to use the eLibrary**. The percentage of each subgroup who said they did not know how to use the eLibrary was (differences between subgroups are shown in **bold**):

29% of library internet users (60)
13% of those who used the internet elsewhere (218)

17% of individuals (249)
13% of families (73)

13% of males (64)
16% of females (192)

19% of under 17 year olds (14)
15% of 17-30 year olds (16)
11% of 31-60 year olds (100)
17% of 61-80 year olds (100)
42% of 81+ year olds (41)

16% of White ethnic group (245)
12% of BAME groups (9)

28% of disabled respondents (93)
13% of non-disabled respondents (184)

11% of pregnant respondents (9)
15% of non-pregnant respondents (220)

57% of Easy Read form users (4)
16% of non-Easy Read form users (320)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.7.29　As seen previously, 819 tier 4 users said that they were unable to use an alternative service because they were unable to travel. The profile of these respondents is shown below:

Figure 56 – Have you used any of the following libraries in the last 12 months, or has someone else used any of them on your behalf? (Q11)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (819)

Tier 4 library used in last 12 months	Number	Percentage
Broomfield	28	3%
Buckhurst Hill	71	9%
Chigwell	46	6%
Danbury	48	6%
Debden	26	3%
Fryerns	22	3%
Galleywood	42	5%
Great Wakering	43	5%
Hatfield Peverel	34	4%

Holland	62	8%
Hullbridge	51	6%
Kelvedon	67	8%
Mark Hall	42	5%
North Weald	38	5%
Prettygate	106	13%
Sible Hedingham	34	4%
Silver End	15	2%
Southminster	17	2%
Stansted	69	9%
Stock	15	2%
Thaxted	44	5%
Tye Green	39	5%
Vange	20	2%
Wickham Bishops	41	5%
Writtle	39	5%

Figure 57 – Where respondents live (Q2)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (818)

District, borough or city	Number	%
Basildon	32	4%
Braintree	91	11%
Brentwood	8	1%
Castle Point	11	1%
Chelmsford	106	13%
Colchester	107	13%
Epping Forest	124	15%
Harlow	54	7%
Maldon	42	5%
Rochford	65	8%
Tendring	59	7%
Uttlesford	93	11%
Other authority areas		
Southend	11	1%
Thurrock	1	<1%
Suffolk	1	<1%
Hertfordshire	0	-
Redbridge	2	<1%
Other authority area	11	1%

Figure 58 – Gender (Q30)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (684)

Gender	Number	%
Male	194	28%

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Gender	Number	%
Female	453	66%
Prefer not to say	37	5%

Figure 59 – Age group (Q27)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (715)

Age group	Number	%
16 or under	50	7%
17 - 20	5	1%
21 - 30	39	5%
31 - 40	132	18%
41 - 50	113	16%
51 - 60	91	13%
61 - 70	131	18%
71 - 80	71	10%
81 - 90	54	8%
91 or over	3	<1%
Prefer not to say	26	4%

Figure 60 – Impairment or disability (Q28)
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (701)

Impairment or disability	Number	%
Yes	197	28%
No	504	72%

Figure 61 – Easy Read form users
Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (819)

Easy Read form user	Number	%
Yes, Easy Read form user	4	<1%
No	815	100%

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4.7.30 The figure below shows the proportions of those who said they would not be able to travel to any of the remaining libraries by the tier 4 libraries they used in the last 12 months.

4.7.31 Six in ten (60% 26) Debden users, 53% (71) of Buckhurst Hill users and 52% (62) of Holland users said that they would not be able to travel to any of the remaining libraries. Half (48% 42) of Mark Hall users and 47% (43) of Great Wakering users said the same. By comparison, 31% (39) of those who had used Writtle Library and 34% (20) of those who had used Vange Library said they would not be able to travel to another one.

Figure 62 – If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services listed? (Q13) – Unable to travel to any of the remaining 49 libraries by tier 4 library used
Base: Individual/family respondents who would not use another service and are tier 4 library users (2,049)

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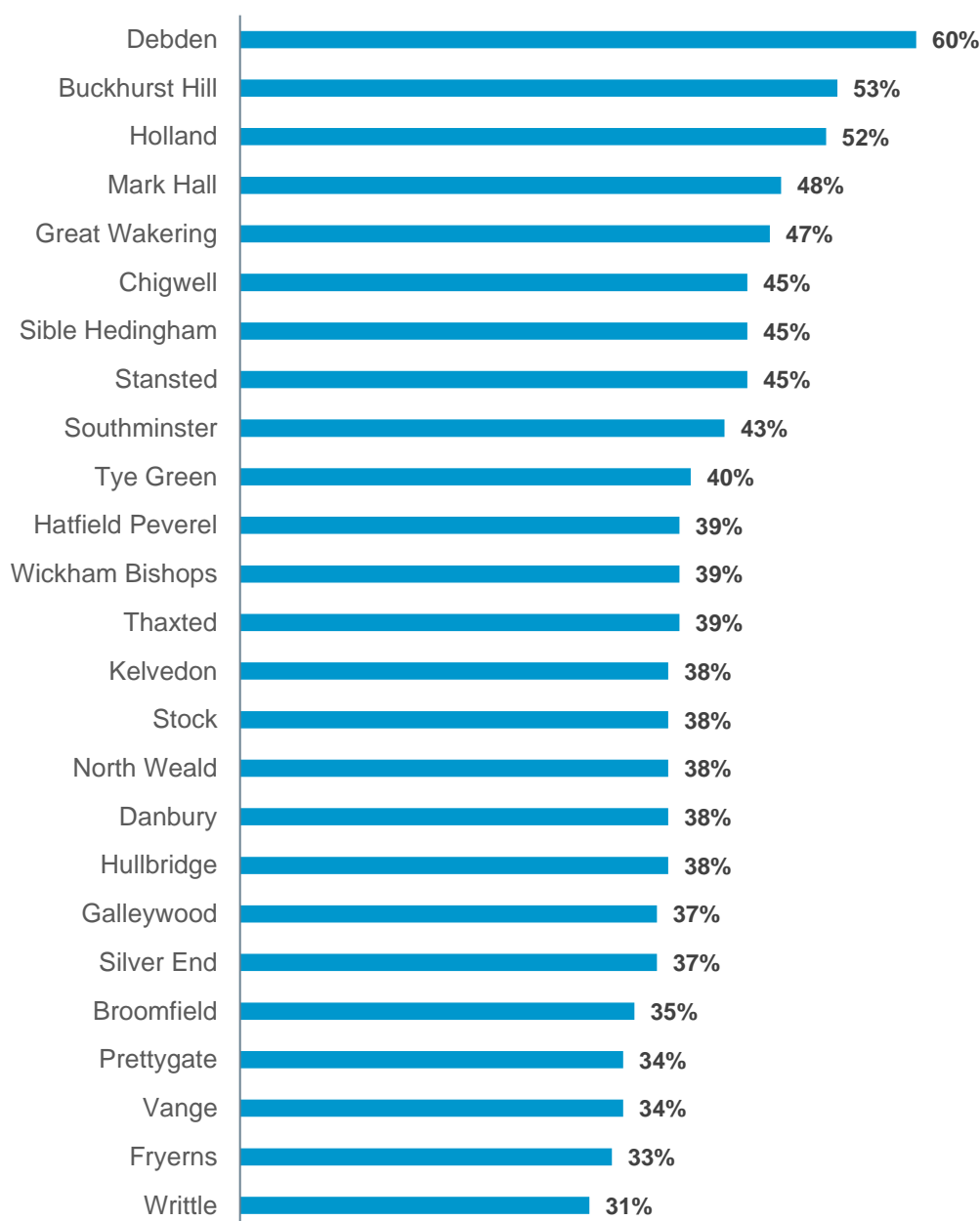
4.8 Views on tier 3 proposals and community libraries

Agreement with the proposal to invite community groups or other organisations to run tier 3 libraries (Q14)

4.8.1 All respondents were asked the extent to which they agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining.

4.8.2 Overall, over four in ten (45% 8,618) individual and family respondents agreed with the proposal to invite community groups or other organisations to run libraries in tier 3 locations, a larger proportion than those who disagreed overall (34% 6,543). A further 16% (3,027) neither agreed nor disagreed.

4.8.3 Individual respondents were more likely to disagree overall (35% 5,115) than family respondents (33% 1,401), as shown below.

Figure 63 – To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining? (Q14) By respondent type
Base: Individual/family respondents (Overall: 19,005; Individuals: 14,698; Families: 4,234)
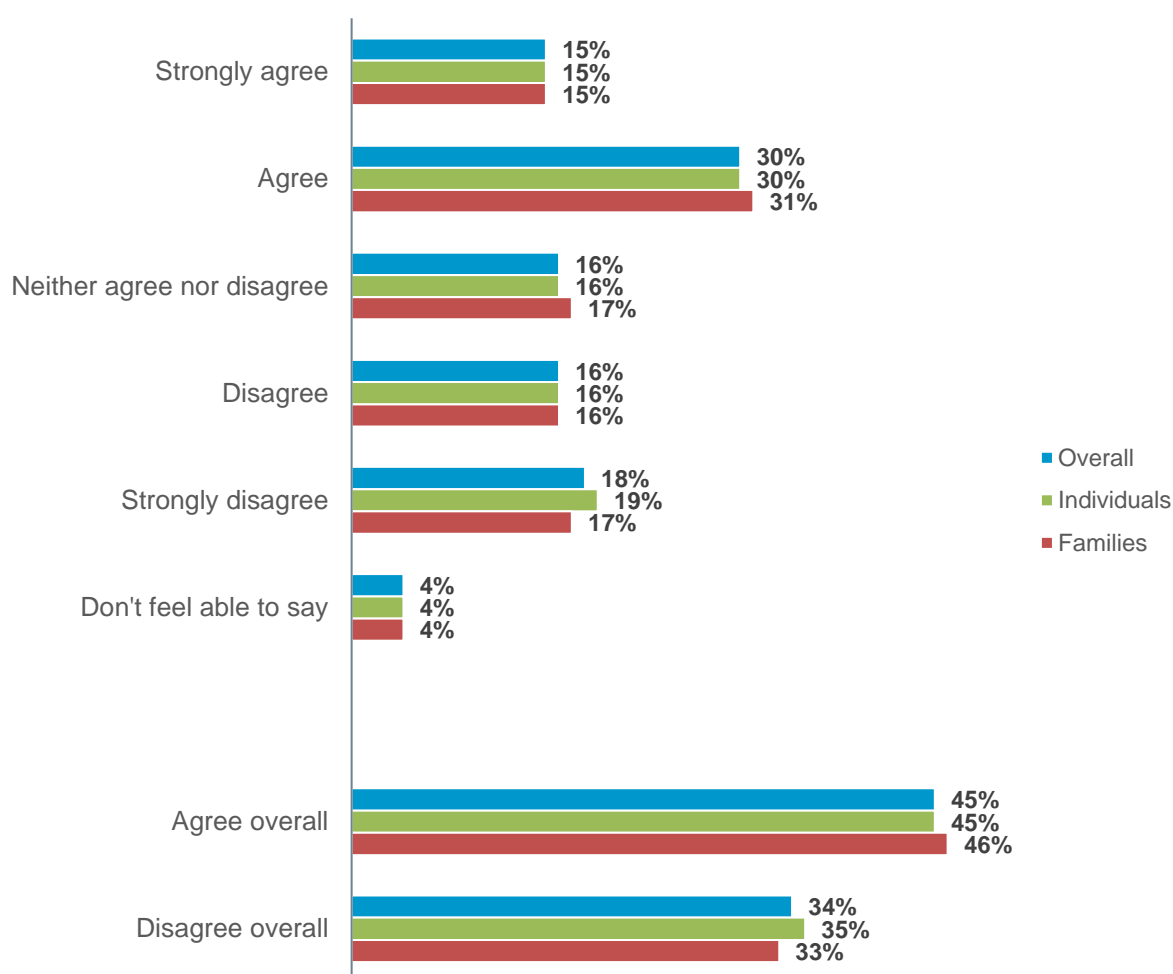
4.8.4 Amongst tier 4 library users, 41% (2,790) agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining and 37% (2,473) disagreed. By comparison, 33% (4,051) of those who had not used a tier 4 library in the last 12 months disagreed.

Figure 64 – To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining? (Q14) By tier 4 library usage
Base: Individual/family respondents (19,005)
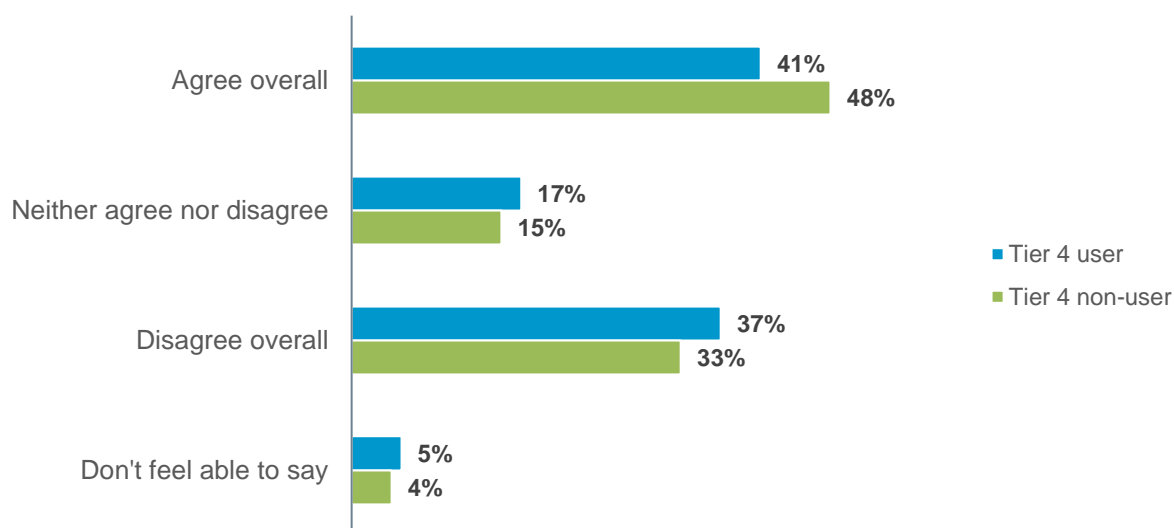
4.8.5 Looking at the results by tier 3 library usage, 35% (2,481) agreed and 48% (3,392) disagreed with the proposal. By comparison, 27% (3,141) of those who did not use a tier 3 library frequently disagreed.

Figure 65 – To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining? (Q14) By tier 3 library usage
Base: Individual/family respondents (19,005)

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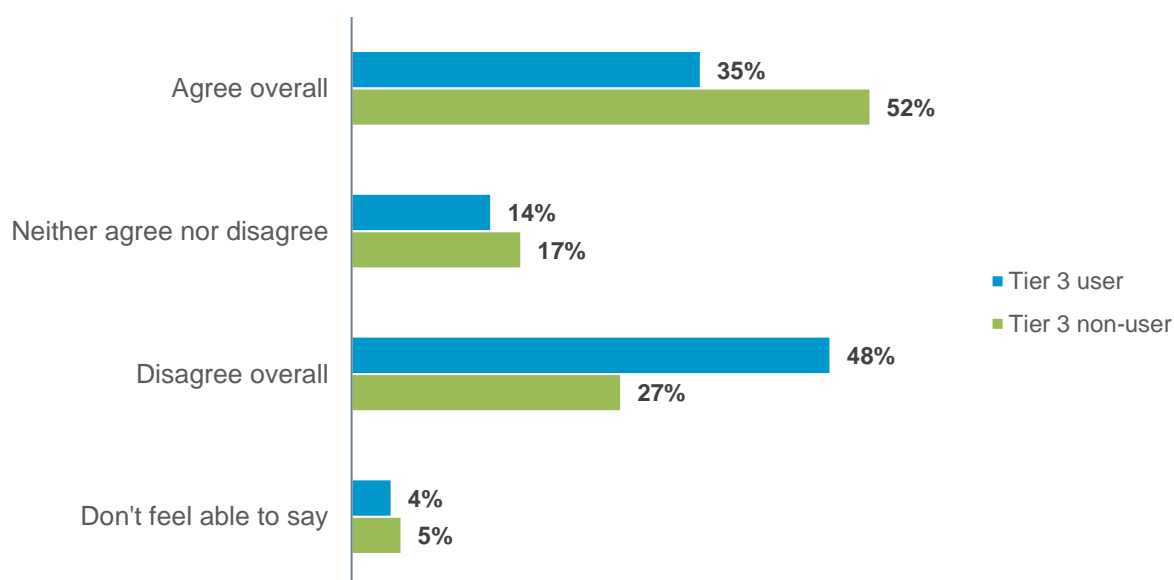
Subgroup analysis – views on tier 3 proposals and community libraries (overall level; Q14)

45% (8,618) **agreed** overall with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. The percentage of each subgroup who agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining was (differences between subgroups are shown in **bold**):

45% of library users (8,278)
59% of non-users (281)

33% of library internet users (340)
46% of those who used the internet elsewhere (7,882)

35% of tier 3 users (2,481)
52% of non-tier 3 users (6,116)

47% of males (2,367)
47% of females (5,328)

49% of under 17 year olds (252)
46% of 17-30 year olds (322)
44% of 31-60 year olds (3,340)
49% of 61-80 year olds (3,372)
50% of 81+ year olds (513)

47% of White ethnic group (7,267)
47% of BAME groups (242)

41% of disabled respondents (962)
47% of non-disabled respondents (6,884)

49% of pregnant respondents (276)
48% of non-pregnant respondents (6,680)

24% of Easy Read form users (40)
46% of non-Easy Read form users (8,578)

34% (6,543) **disagreed** overall with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. The percentage of each subgroup who disagreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining was (differences between subgroups are shown in **bold**):

35% of library users (6,393)
21% of non-users (100)

49% of library internet users (496)
33% of those who used the internet elsewhere (5,720)

48% of tier 3 users (3,392)
27% of non-tier 3 users (3,141)

34% of males (1,714)
33% of females (3,701)

27% of under 17 year olds (139)
35% of 17-30 year olds (244)
36% of 31-60 year olds (2,767)
32% of 61-80 year olds (2,163)

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27% of 81+ year olds (270)

33% of White ethnic group (5,098)
32% of BAME groups (167)

39% of disabled respondents (904)
33% of non-disabled respondents (4,835)

32% of pregnant respondents (182)
33% of non-pregnant respondents (4,604)

56% of Easy Read form users (94)
34% of non-Easy Read form users (6,449)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

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4.9 Views on outreach activities

Agreement with some library services being available in other places (Q15)

4.9.1   Respondents were asked the extent to which they agreed with the idea of some library services being available in places other than libraries, for example storytimes in village halls or community centres, or the ability to pick up library books from a local shop or leisure centre.

4.9.2   Overall, the same proportion agreed (42% 8,043) as disagreed (42% 8,193). A further 13% (2,589) neither agreed nor disagreed.

4.9.3   As shown below, family respondents were more likely to disagree overall (45% 1,906) compared to individual respondents (42% 6,249).

Figure 66 – To what extent do you agree with the idea of some library services being available in places other than libraries? (Q15) By respondent type
Base: Individual/family respondents (Overall: 19,293; Individuals: 14,932; Families: 4,284)
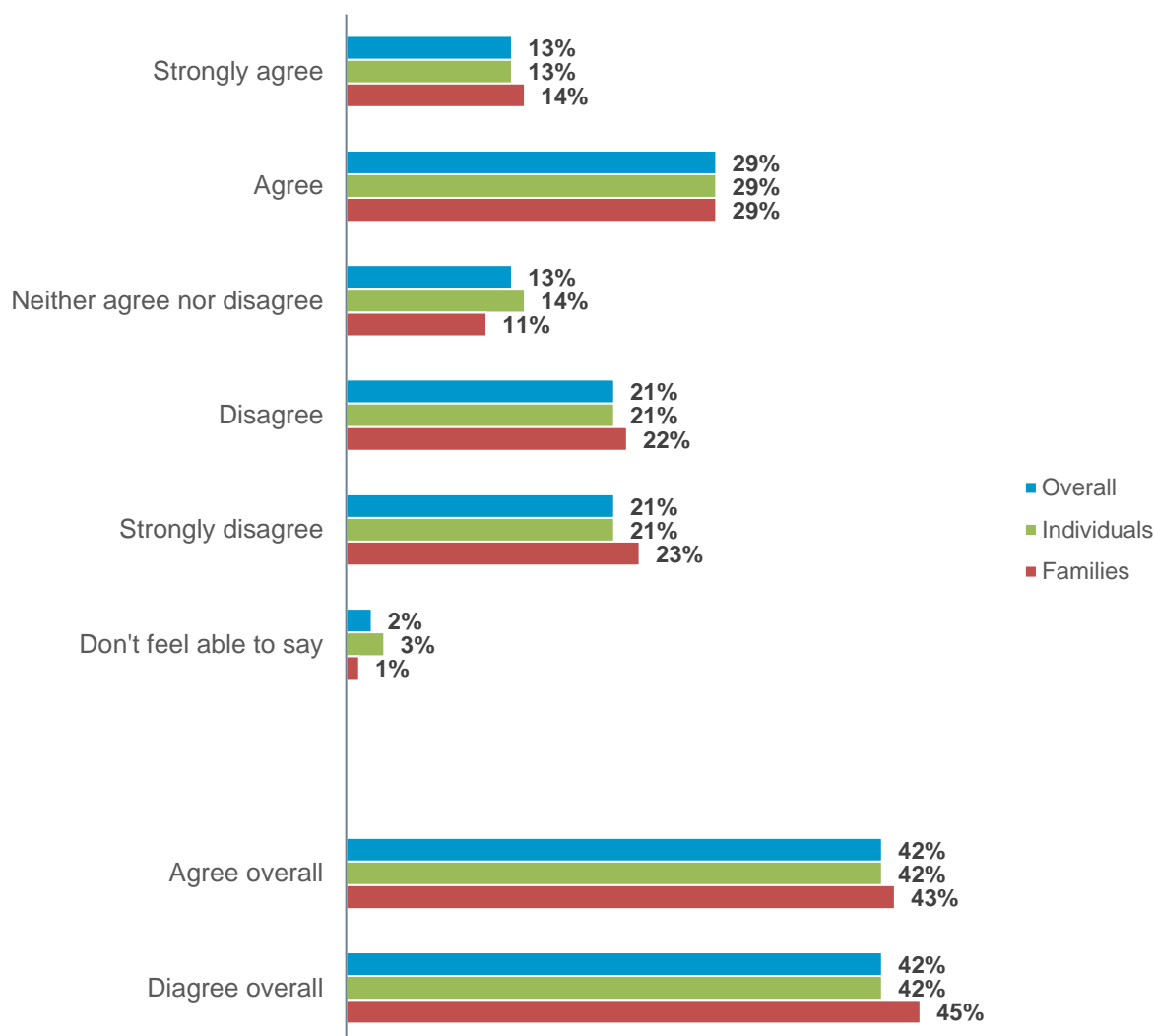
4.9.4   Respondents who had used a tier 4 library in the last 12 months were more likely to disagree (48% 3,230) than those who had not used one (40% 4,939).

Figure 67 – To what extent do you agree with the idea of some library services being available in places other than libraries? (Q15) By tier 4 library usage
Base: Individual/family respondents (19,293)
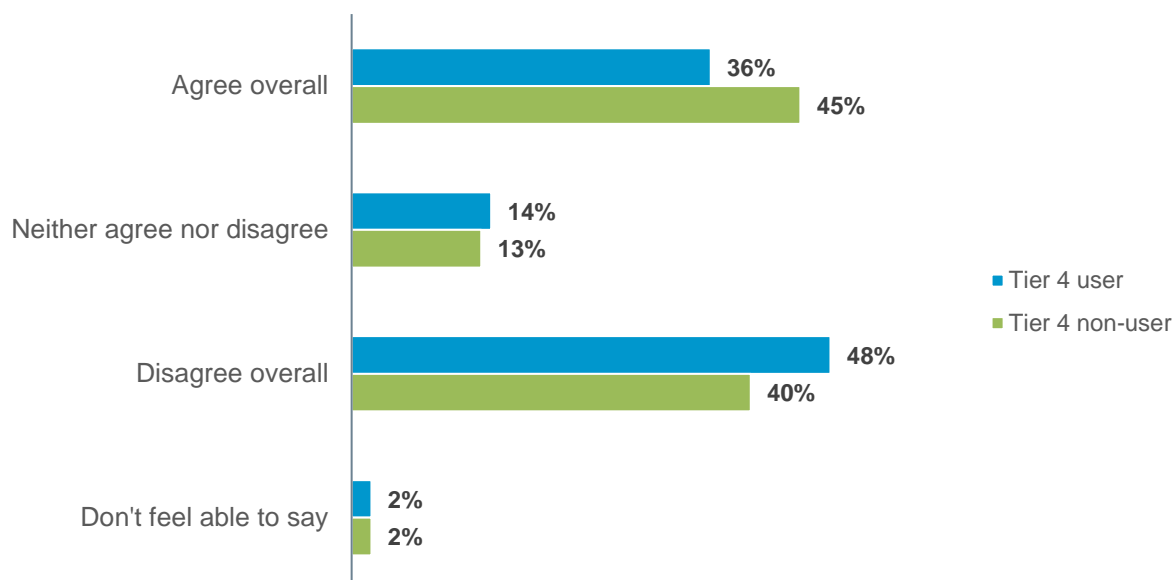
Subgroup analysis – views on outreach activities (overall level; Q15)

42% (8,043) **agreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who agreed with the idea of some library service being available in other places was (differences between subgroups are shown in **bold**):

41% of library users (7,702)
59% of non-users (289)

24% of library internet users (252)
43% of those who used the internet elsewhere (7,465)

29% of tier 3 users (2,118)
49% of non-tier 3 users (5,904)

44% of males (2,233)
43% of females (4,947)

39% of under 17 year olds (204)
45% of 17-30 year olds (316)
42% of 31-60 year olds (3,255)
44% of 61-80 year olds (3,047)
43% of 81+ year olds (456)

43% of White ethnic group (6,747)
43% of BAME groups (225)

36% of disabled respondents (853)
44% of non-disabled respondents (6,482)

48% of pregnant respondents (278)

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44% of non-pregnant respondents (6,204)

23% of Easy Read form users (39)
42% of non-Easy Read form users (8,004)

42% (8,193) **disagreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who disagreed with the idea of some library service being available in other places was (differences between subgroups are shown in **bold**):

43% of library users (8,023)
23% of non-users (113)

61% of library internet users (639)
41% of those who used the internet elsewhere (7,109)

56% of tier 3 users (4,019)
35% of non-tier 3 users (4,153)

39% of males (1,968)
42% of females (4,851)

42% of under 17 year olds (222)
42% of 17-30 year olds (300)
44% of 31-60 year olds (3,422)
39% of 61-80 year olds (2,711)
36% of 81+ year olds (379)

41% of White ethnic group (6,457)
42% of BAME groups (221)

47% of disabled respondents (1,114)
41% of non-disabled respondents (6,100)

41% of pregnant respondents (233)
41% of non-pregnant respondents (5,807)

65% of Easy Read form users (112)
42% of non-Easy Read form users (8,081)

Subgroup analysis – views on outreach activities (tier 4 level; Q15)

36% (2,425) **agreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who agreed with the idea of some library service being available in other places was (differences between subgroups are shown in **bold**):

34% of individuals (1,704)
39% of families (714)

37% of males (622)
38% of females (1,533)

37% of under 17 year olds (81)
37% of 17-30 year olds (114)
37% of 31-60 year olds (1,137)
37% of 61-80 year olds (760)
37% of 81+ year olds (112)

37% of White ethnic group (2,012)
37% of BAME groups (84)

30% of disabled respondents (266)
38% of non-disabled respondents (1,948)

44% of pregnant respondents (116)
37% of non-pregnant respondents (1,845)

34% of Easy Read form users (12)
36% of non-Easy Read form users (2,413)

48% (3,230) **disagreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who disagreed with the idea of some library service being available in other places was (differences between subgroups are shown in **bold**):

48% of individuals (2,363)
47% of families (853)

45% of males (760)
46% of females (1,887)

40% of under 17 year olds (89)
51% of 17-30 year olds (158)
49% of 31-60 year olds (1,494)
44% of 61-80 year olds (918)
42% of 81+ year olds (127)

46% of White ethnic group (2,504)
44% of BAME groups (102)

52% of disabled respondents (454)
46% of non-disabled respondents (2,374)

44% of pregnant respondents (115)
46% of non-pregnant respondents (2,273)

43% of Easy Read form users (15)
48% of Non-Easy Read form users (3,215)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.10 Opening hours and access

Options for opening hours and access (Q16)

4.10.1 Respondents were shown a list of six options for opening hours and access to libraries and asked to rank them in order of importance. The six options were:

- Fully staffed library opening hours (this would mean libraries would be open for fewer hours overall)
- More volunteer and community supported opening (this would mean libraries would be open for more hours overall, so you could serve yourself or seek help from volunteers)
- Self-service access using smart library technology (this would mean libraries would be open for more hours overall, so you could serve yourself)
- More evening opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were available to increase overall opening hours)
- Improved eLibrary so I can access library services any time I want.

4.10.2 For analysis purposes, each response was assigned a score, for example first choice was assigned 6, second choice 5 etc. Mean scores were then calculated.

4.10.3 Fully staffed library opening hours scored the highest amongst individual and family respondents with a mean score of 4.44 out of 6 (13,743), closely followed by more volunteer and community supported opening (4.15 12,852). Self-service access using smart library technology received a mean score of 3.75 (12,401), closely followed by more weekend opening (3.73 13,924). More evening opening received a lower mean score (3.05 12,216) and improved eLibrary received the lowest score (2.77 15,000).

Figure 68 – Please rank these options for opening hours and access in the order you think we should prioritise them (Q16)
Base: Individual/family respondents (varies)

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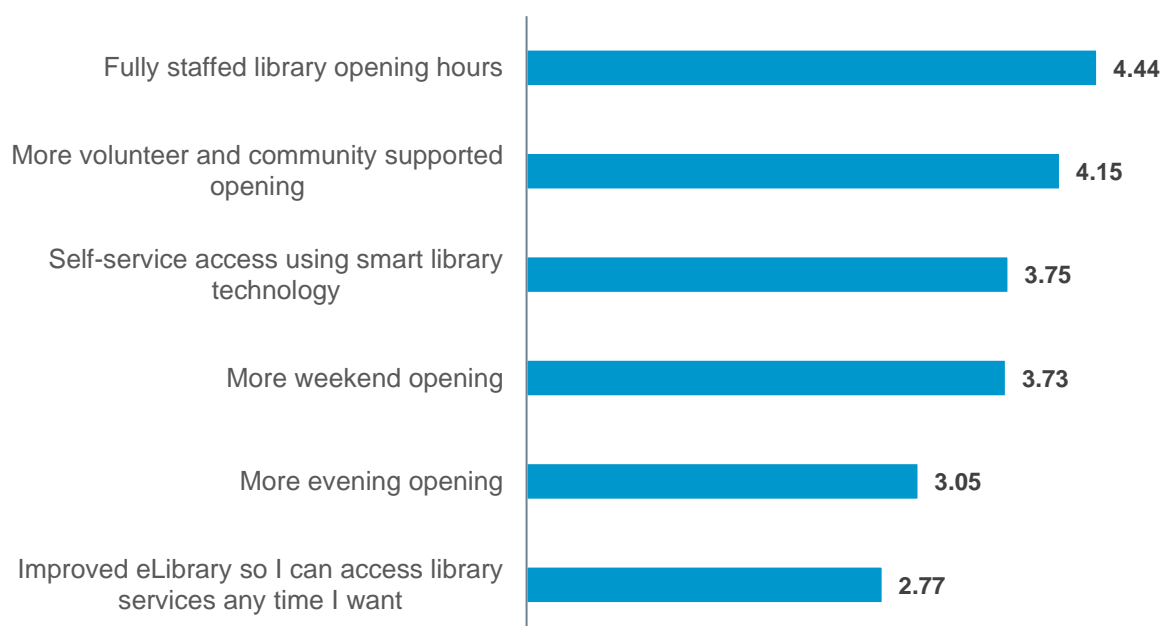
4.11 Digital services

Usage and awareness of digital services (Q17)

4.11.1 Respondents were shown a list of digital (online) services provided by the Council and asked whether they had used them, were aware of them or were interested in them, choosing from a list of response options.

4.11.2 The figure below shows the digital services ordered by usage from individual and family respondents inside and outside libraries.

4.11.3 Individual and family respondents were most likely to say they had used digital services to renew a loaned item (69% 11,532), followed by to request an item (65% 10,612). A further 58% (9,490) had used digital services for a catalogue search and the same proportion (58% 8,779) had joined the library this way. At the other end of the scale, individual and family respondents were least likely to have used digital services to complete an online course (8% 1,205) and for the Libraries website Livechat (8% 1,119).

Figure 69 – Have you used any of the following digital (online) services provided by Essex County Council? (Q17)
Base: Individual/family respondents (varies)
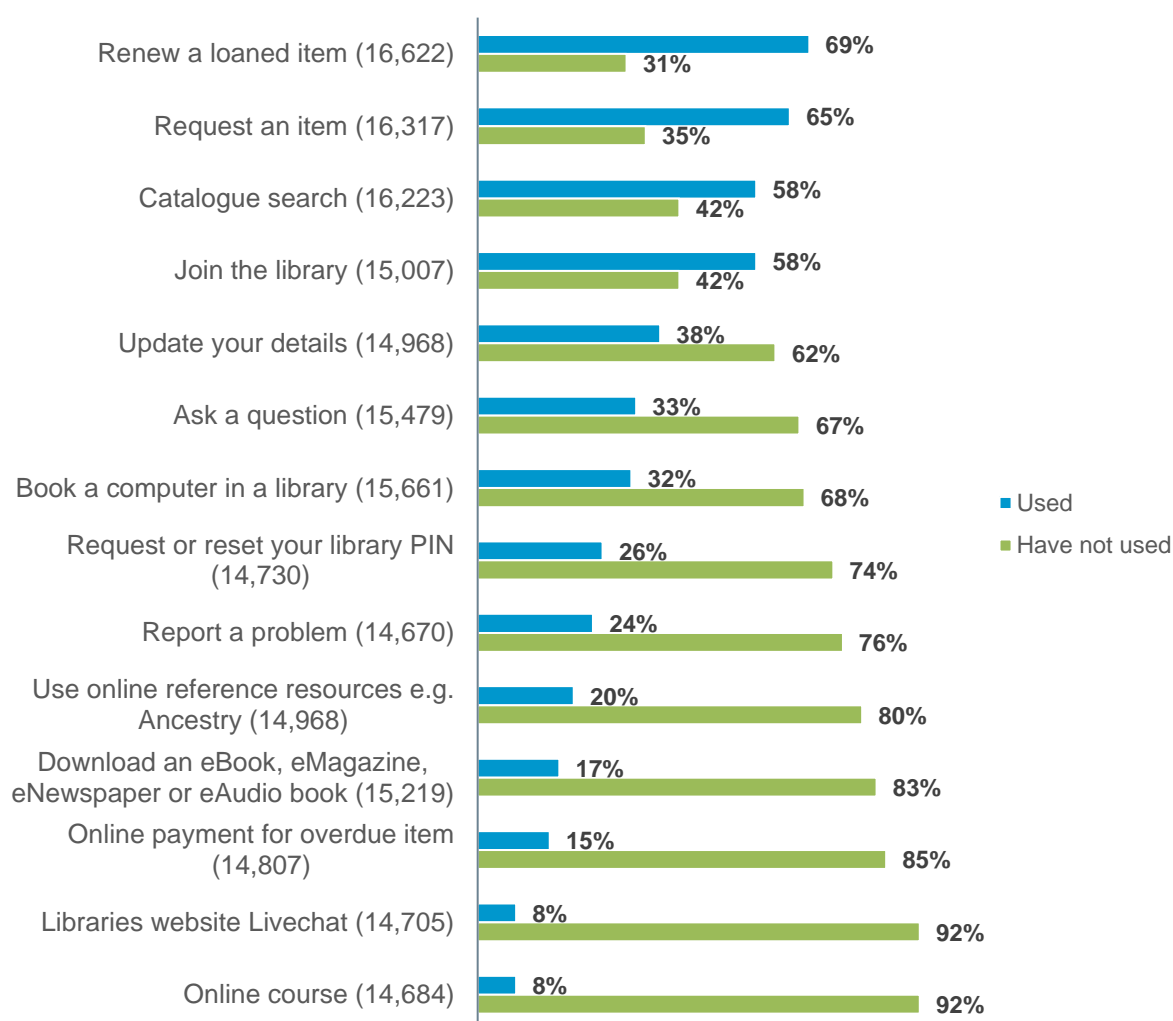
4.11.4   If respondents had not used a digital service they were asked to indicate if they were aware of it or not, if they would like to use it, or if they were not interested. The figure below shows the digital services ordered by awareness amongst individual and family respondents.

4.11.5   Family and individual respondents were most likely to be aware of being able to use digital services to renew a loaned item (82% 13,623) and request an item (81% 13,139). A further 75% (12,128) were aware that digital services could be used for a catalogue search and 74% (11,140) were aware that someone can join the library this way. By contrast, respondents were most likely to be unaware that they could use the Libraries website Livechat (37% 5,399), however respondents were also most likely to say they were not interested in this (35% 5,146). It should also be noted that more than a quarter (27% 4,107) said they were not interested in downloading eBooks, eMagazines, eNewspapers and eAudio books.

Figure 70 – Are you aware of any of the following digital (online) services provided by Essex County Council? (Q17)
Base: Individual/family respondents (varies)
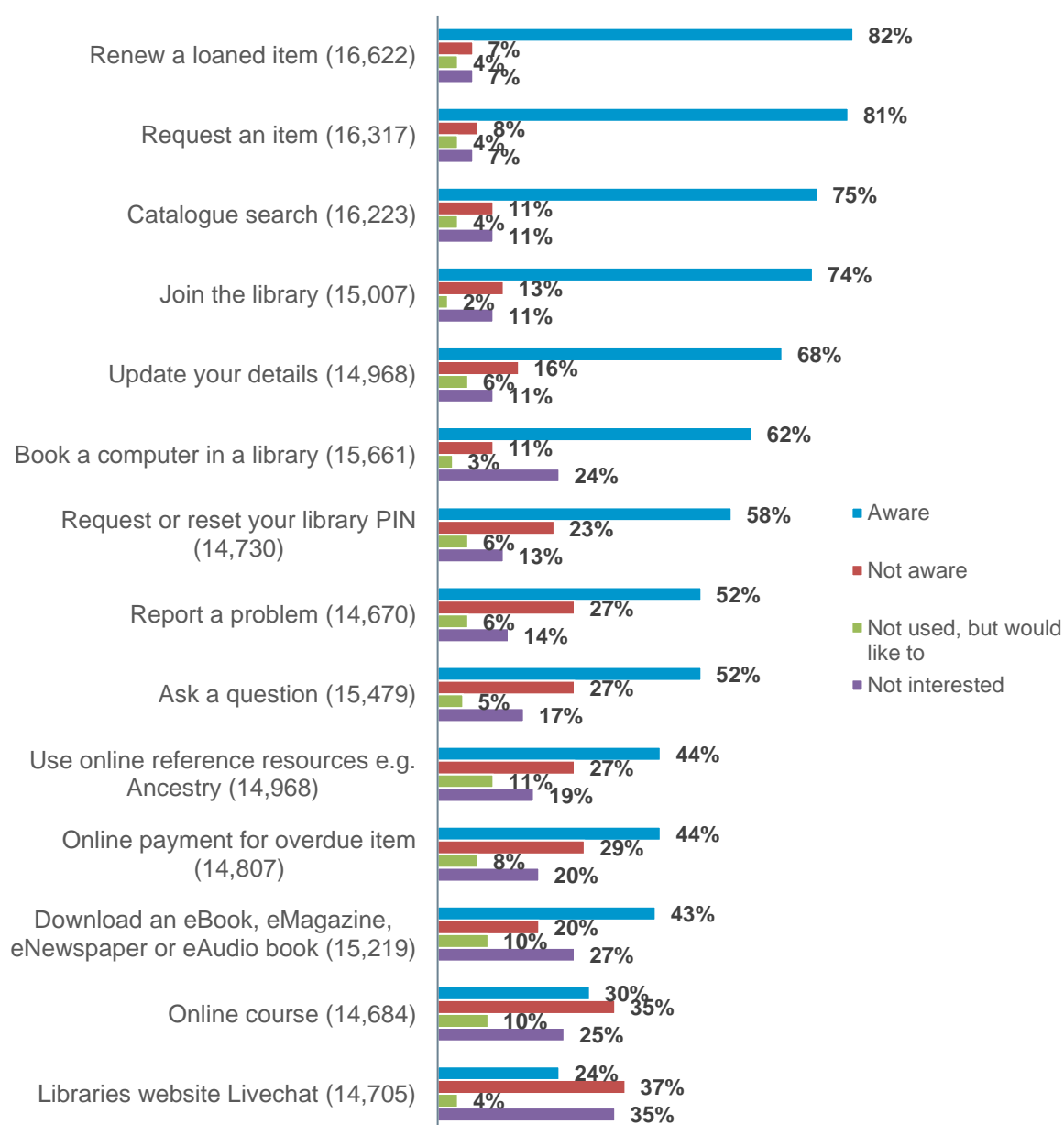
4.12 Getting involved

Interest in volunteering (Q18)

4.12.1 Individual and family respondents were asked if they would be interested in finding out more about any volunteering roles either on an occasional or regular basis. Respondents were able to choose roles from a list and select more than one.

4.12.2 One in eight (13%) individual and family respondents were interested in finding out more about volunteering roles (2,842 respondents). Amongst these, the role of Customer Services volunteer was most popular (45% 1,279), followed by Home Library Service volunteer (29% 831). More than a quarter (27% 777) would be interested in finding out more about the role of Library Activity volunteer and 22% (625) in the role of Mobile Library Support volunteer. The roles of CreatorSpace volunteer and Code Club volunteer were least popular (4% 119 and 5% 152 respectively).

Figure 71 – Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis? (Q18)
Base: Individual/family respondents who are interested in finding out more about roles (2,842)

Role	Number	%
Customer Services volunteer	1,279	45%
Home Library Service volunteer	831	29%
Library Activity volunteer	777	27%
Mobile Library Support volunteer	625	22%
Baby and Toddler Rhymetime volunteer	601	21%
Computer Support volunteer	417	15%
Computer Training volunteer	415	15%
Library Ambassador (for 13 to 18 year olds)	258	9%
Work Club volunteer	217	8%
Sensory Wall volunteer	194	7%
Code Club volunteer	152	5%
CreatorSpace volunteer	119	4%

4.12.3 105 respondents aged under 16 were interested in volunteering. Over half of these (54% 57) were interested in the role of Library Ambassador (for 13-18 year olds).

4.13 Additional comments, ideas and suggestions

Additional comments, ideas and suggestions (Q19)

4.13.1 Family and individual respondents were asked if they had anything else to add about the Council's proposals that had not been covered in the consultation, as well as provide any ideas they might have to improve the service or reduce the cost of it. 10,397 made comments, 48% of all individual and family respondents. Comments from respondents were themed and coded and are presented below.

4.13.2 Almost a quarter (23% 2,416) suggested the Council should not make cuts to the service or should invest more money in it. A further 21% (2,153) felt that closing libraries would increase social isolation and have a negative effect on people's wellbeing or mentioned that libraries are a social hub for their community. One in five (20% 2,075) comments also stressed how important libraries were for children, their reading habits and education, and that closing them would have long term negative effects. The same proportion (20% 2,071) highlighted that they would have to travel further to use libraries and this might lead to reductions in how much they use the service or having to stop using it altogether. Just under a fifth (19% 1,929) mentioned that libraries provide a variety of important services and are not just there for borrowing books.

Figure 72 – Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service. (Coded responses) (Q19)
Base: Individual/family respondents providing a comment (10,397)

Theme	Number	%
Don't make cuts/invest more in the library service	2,416	23%
Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub	2,153	21%
Libraries are important for children/reading habits/education/long term outcomes	2,075	20%
I/others would have to travel further/reduce usage/stop using libraries	2,071	20%
Libraries provide a variety of important services/are not just about books	1,929	19%
Trained staff are important/jobs would be lost/reservations about using volunteers	1,738	17%
Alternative suggestions - ideas for reducing the cost of the service (see below for more information)	1,713	16%
Not everyone can access online services/eBooks/smart technology/physical books are important	1,415	14%
Reconsider tier proposals/recategorise libraries	1,321	13%
Alternative suggestions - ideas for improving the service (see below for more information)	1,308	13%
Alternative suggestions - ideas for generating income for the service (see below for more information)	1,046	10%
It's a done deal/pointless consultation/badly designed questionnaire/leading questions	857	8%
Encourage people to use libraries/promote library services and activities	779	7%

Theme	Number	%
Libraries are paid for by taxpayers/a statutory requirement/should be available to all equally	763	7%
Don't rely on borrowing figures - doesn't necessarily reflect how libraries are used	597	6%
Use volunteers to keep libraries open/would be willing to volunteer	549	5%
Manage budgets more wisely/make savings elsewhere/lobby government for funding	495	5%
Reduce/change opening hours instead of closing libraries	256	2%
Don't know/more information needed	186	2%
Support proposals/generally positive comment	161	2%
Closures will increase pressure on remaining libraries/increase traffic in surrounding areas	125	1%
Other	118	1%

4.13.3   As shown above, 16% (1,713) of comments mentioned ideas and suggestions for reducing the cost of library services. These covered the following:

- Close all but tier 1 libraries/close all but town centre libraries
- Close town centre libraries/focus on local libraries
- Decrease use of/stop mobile library service
- Encourage book donations/buy second hand books
- Focus on physical books/reduce focus on other services
- Follow up on unreturned books/charge a deposit to ensure returns
- Greater focus on online services/more eBooks/buy fewer physical books
- Greater investment in/focus on mobile libraries
- Greater use of technology/self-service/unmanned libraries
- Increase delivery times for reserved items
- Limit ordering of books
- More focus on book reservations/have a central bank for books
- Offer work placements/internships/apprenticeships
- Outsource library services
- Reduce energy costs (e.g. turning down heating/turning off lights)
- Reduce number of libraries/combine libraries
- Reduce opening times/number of days open
- Reduce staff wages
- Reduce the number of events/activities held at libraries
- Reduce the number of paid staff
- Relocate to smaller premises/cheaper areas
- Run libraries like businesses
- Seek ideas from librarians/successful library services elsewhere
- Seek ideas from the local community/community groups
- Send email/text reminders rather than posting letters
- Share premises/resources/staff with other libraries/services/councils
- Stop allowing phone/laptop charging
- Stop buying foreign language books
- Stop buying/reduce buying of hardback books
- Stop offering CD/DVD rental
- Stop providing computers/internet access
- Stop purchasing newspapers

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- Stop/reduce Bookstart scheme
- Stop throwing away/selling book stock/redistribute books from closed libraries.
- Use volunteers and community groups to run libraries/supplement paid staff

4.13.4   A further 13% (1,308) of the comments included ideas and suggestions for improving library services. These covered the following:

- Allow card payments
- Allow computers to be used for more than one hour
- Allow greater use by community (e.g. groups, exhibition space)
- Automatic enrolment at birth
- Ban food consumption in libraries
- Better computers/wi-fi provision/internet security
- Better online facilities (e.g. online renewals, access to summer reading challenge, access to online reference materials, access to online newspapers)
- Better organisation of books/library space (e.g. categorise by age, sort all fiction alphabetically, promote new items)
- Better rotation of books from other libraries
- Ensure libraries are accessible for disabled users/those with special needs
- Expand library catalogue/more new books
- Free CD/DVD borrowing
- Get more young people/ethnic minorities involved to increase diversity
- Greater focus on sustainability/green issues
- Greater links with libraries in other areas (e.g. sharing of books)
- Improve access to libraries (e.g. investment in public transport)
- Improve/more investment in home library service
- Improve/more investment in mobile library service (e.g. more stops, greater choice of books, more frequent visits)
- Improve/simplify the reservation system
- Improve website/online search facilities/provide a mobile app
- Increase length of borrowing period
- Increase opening times/weekend opening/evening opening
- Introduce family membership cards
- Introduce library ambassadors
- Invest in technology so those with Kindles can borrow eBooks
- Lend more types of items (e.g. toys, baby equipment, tools, mobility scooters, e-readers)
- Make it easier to contact the library (e.g. via telephone, email)
- Make libraries more attractive to children to encourage use
- Modernise/refurbish library buildings
- More academic/reference books
- More alternative book collection and drop off points/click and collect service/postbox for out of hours returns
- More audiobooks/large print books
- More car parking/free car parking/validated parking
- More clubs/social activities/events
- More helpful library staff
- More integration with local schools (e.g. share libraries, book collection from schools, mobile service to schools)
- More investment in eLibrary/greater range of eBooks/increase number of licences for eBooks
- More security/enforcement of behavioural standards

- No reduction of any library services
- Offer bilingual children's sessions
- Offer courses/training events/adult learning
- Offer a greater selection of CDs/DVDs
- Offer postal book service
- Offer printing/scanning/photocopying facilities
- Partner with local high streets/shops (e.g. discount schemes)
- Promote/encourage people to use libraries/use social media
- Provide accessible toilet facilities/baby changing facilities
- Provide children only libraries/separate areas for children
- Provide more daily newspapers/a greater range of newspapers
- Provide more electrical ports for charging phones/laptops
- Provide quiet study areas/introduce quiet periods/adult only periods
- Publish eBooks written by local authors
- Reinvestment of funds from closed libraries into remaining libraries
- Relocate libraries to more accessible locations
- Remove borrowing restrictions for teenagers
- Remove fines/introduce alternate fines (e.g. time penalties)
- Restrict computer use/don't allow use for games
- Share resources with other libraries/allow ordering from other libraries
- Specialised libraries (e.g. IT centres)
- Take suggestions from library users to find out what types of books are needed.

4.13.5 One in ten (10% 1,046) provided ideas and suggestions for generating income for library services. These covered the following:

- Charge book clubs to borrow books
- Charge for borrowing/reserving books
- Charge for computer use/internet access
- Charge for key fobs to access libraries out of hours
- Charge for/encourage donations for activities (e.g. Rhymetime, craft sessions etc.)
- Charge for parking
- Crowdfunding
- Encourage/allow cash donations
- Ensure fines are paid/increase late fees
- Hire out car parks (e.g. for fruit/vegetable stalls)
- Hire out CDs/DVDs/games
- Hire out meeting equipment (e.g. projectors)
- Hold fundraising events/run a lottery
- Increase Council Tax
- Introduce a joining fee/annual membership fee
- Offer venue hire for events/meetings etc Partner with local businesses (e.g. selling items/sponsorship/advertising opportunities)
- Pursue grants/charity status etc.
- Put on fee paying events (e.g. author Q&As, lectures etc.)
- Run a café/sell refreshments
- Run a play area
- Run a shop/sell items in the library
- Seek additional funding from parish councils
- Seek contributions from land developers
- Sell closed library buildings/unused land

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- Sell unwanted books/CDs/DVDs etc.
- Work with publishers to promote books/authors.

4.13.6   118 (1%) comments were categorised as 'other'. See the appendices for the full list of these verbatim comments.

5. Consultation findings – organisations

5.1 Responses from organisations

5.1.1   In total 328 organisations took part in the consultation, including community groups, registered charities, town and parish councils, and district and borough councils, amongst others. For the full breakdown see Chapter 3.

5.1.2   Organisation respondents were asked the majority of the same questions as individual and family respondents, with a few questions that were applicable to organisations only such as the impact on them and the people they represent or serve.

5.2 Use of library services

Visiting an Essex library (Q3)

5.2.1   Nine in ten (89% 285) organisation respondents said their organisation had visited an Essex Library within the last 12 months and 10% had not.

Figure 73 – Have you visited an Essex Library within the last 12 months? (Q3)
Base: Organisation respondents (322)

11%

■ Yes

■ No

89%
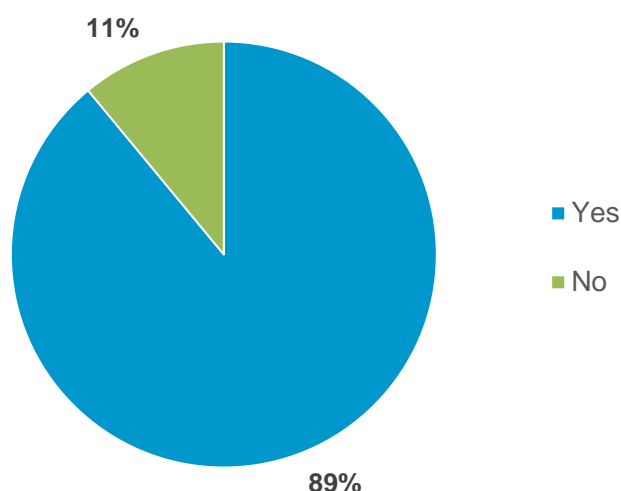
Subgroup analysis (Q3)

89% (285) **had visited** an Essex library within the last 12 months. The percentage of each subgroup who had visited was:

> 80% of town or parish councils (36)
> 100% of district or borough councils (11)
> 80% of other public bodies (12)
> 89% of community groups (82)
> 91% of registered charities (52)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

Which libraries organisations use (Q3)

5.2.2 Organisation respondents were asked to provide the name of up to three Essex libraries or services they had used most frequently.

5.2.3 As shown below, these respondents reported using Colchester (7% 19) and West Mersea (7% 18) most frequently.

5.2.4 Out of the tier 4 libraries which the Council proposes to close, Broomfield (3% 9) and Stansted (3% 8) libraries received the largest proportions of organisation respondents saying they used it frequently.

5.2.5 Out of the tier 3 libraries which the Council proposes are run by community or partner organisations, West Mersea Library received the largest proportion of organisation respondents saying they used it frequently (7% 18), followed by Hadleigh (5% 14).

5.2.6 Tier 4 libraries are marked in the table below with * and tier 3 libraries with ^.

Figure 74 – Please provide the name of up to three Essex libraries or services you use the most frequently (Q3)
Base: Organisation respondents (266)

Library/service used	Number	Percentage
Basildon	11	4%
Billericay	7	3%
Braintree	8	3%
Brentwood	8	3%
Brightlingsea^	8	3%
Broomfield*	9	3%
Buckhurst Hill*	4	2%
Burnham	1	<1%
Canvey	3	1%
Chelmsford	12	5%
Chigwell*	1	<1%
Chipping Ongar	3	1%
Clacton	9	3%
Coggeshall^	7	3%
Colchester	19	7%
Danbury*	5	2%
Debden*	5	2%
Dunmow	7	3%
Earls Colne^	5	2%
Epping	0	-
Frinton^	6	2%
Fryerns*	3	1%
Galleywood*	8	3%
Great Baddow	4	2%
Great Parndon^	1	<1%
Great Tarpots^	5	2%
Great Wakering*	1	<1%
Greenstead	3	1%
Hadleigh^	14	5%

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Library/service used	Number	Percentage
Halstead	5	2%
Harlow	9	3%
Harwich	10	4%
Hatfield Peverel*	4	2%
Hockley^	7	3%
Holland*	2	1%
Hullbridge*	7	3%
Ingatestone^	1	<1%
Kelvedon*	7	3%
Laindon	4	2%
Loughton	3	1%
Maldon	11	4%
Manningtree^	9	3%
Mark Hall*	2	1%
North Melbourne	0	-
North Weald*	1	<1%
Old Harlow	2	1%
Pitsea	1	<1%
Prettygate*	3	1%
Rayleigh	12	5%
Rochford	6	2%
Saffron Walden	11	4%
Shenfield^	9	3%
Sible Hedingham*	2	1%
Silver End*	1	<1%
South Benfleet^	8	3%
South Woodham Ferrers	4	2%
Southminster*	1	<1%
Springfield^	1	<1%
Stansted*	8	3%
Stanway^	4	2%
Stock*	4	2%
Thaxted*	7	3%
Tiptree^	5	2%
Tye Green*	5	2%
Vange*	2	1%
Waltham Abbey	1	<1%
Walton^	5	2%
West Clacton^	0	-
West Mersea^	18	7%
Wickford	4	2%
Wickham Bishops*	6	2%
Witham	9	3%
Wivenhoe^	8	3%
Writtle*	3	1%

Using an Essex Library Card (Q4)

5.2.7   Just over six in ten organisation respondents (61% 191) had used an Essex Library Card in the last 12 months, whereas 39% (120) had not.

Figure 75 – Have you used an Essex Library Card e.g. to borrow a book or access wi-fi, in the last 12 months? (Q4)
Base: Organisation respondents (311)
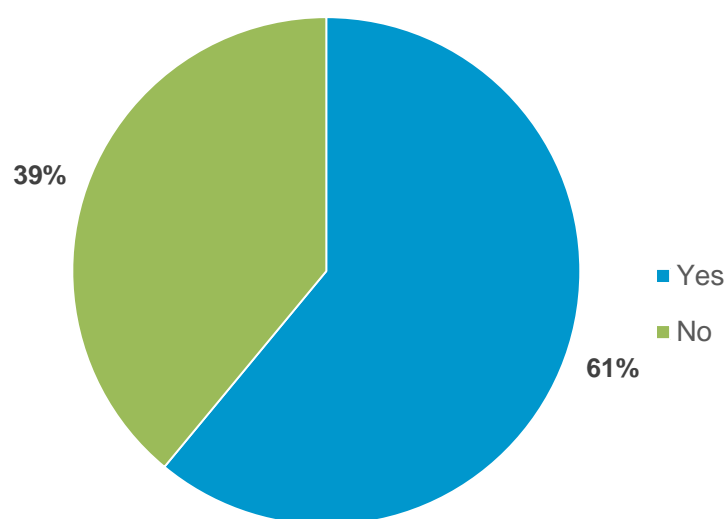
Subgroup analysis (Q4)

61% (191) **had used an Essex Library Card** an Essex library in the last 12 months. The percentage of each subgroup who had used an Essex Library Card within the last 12 months was:

> 31% of town or parish councils (14)
> 57% of district or borough councils (4)
> **73% of other public bodies** (11)
> **73% of community groups** (65)
> 45% of registered charities (25)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

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5.3 Views on the ambitions

Agreement with the ambitions (Q7)

5.3.1   Almost four in ten (38% 100) organisation respondents said they agreed overall that the ambitions are the right place to focus the Council's limited resources. However, a larger proportion disagreed overall (42% 110) and a further 17% (44) neither agreed nor disagreed.

Figure 76 – To what extent do you agree or disagree that our five ambitions are the right place on which to focus our limited resources? (Q7)
Base: Organisation respondents (266)

Strongly agree	12%
Agree	26%
Neither agree nor disagree	17%
Disagree	19%
Strongly disagree	23%
Don't feel able to say	5%
Agree overall	38%
Disagree overall	42%
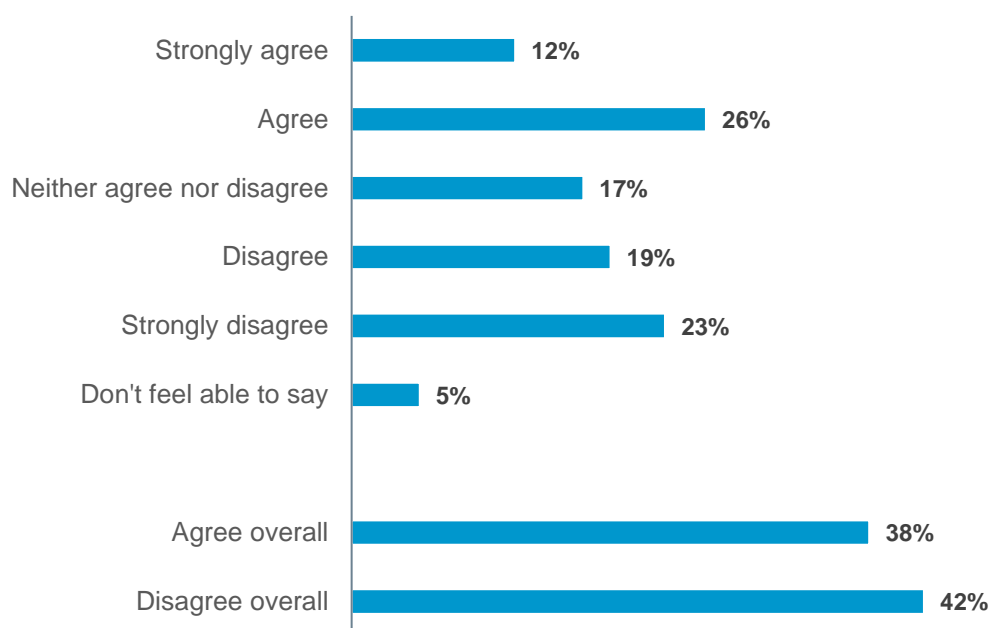
Subgroup analysis (Q7)

38% (100) **agreed** overall that the five ambitions are the right place on which to focus limited resources. The percentage of each subgroup who agreed that the five ambitions are the right place to focus limited resources:

23% of town or parish councils (9)
33% of district or borough councils (3)
58% of other public bodies (7)
36% of community groups (26)
39% of registered charities (18)

32% of tier 4 users (38)
42% of non-tier 4 users (62)

42% (110) **disagreed** overall that the five ambitions are the right place on which to focus limited resources. The percentage of each subgroup who disagreed that the five ambitions are the right place to focus limited resources:

50% of town or parish councils (20)
44% of district or borough councils (4)
25% of other public bodies (3)
40% of community groups (29)

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37% of registered charities (17)

50% of tier 4 users (59)

34% of non-tier 4 users (51)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

5.4 Views on the evaluation criteria

Agreement with the evaluation criteria (Q8)

5.4.1 Organisation respondents were then asked the extent to which they agreed with the evaluation criteria that the Council proposes to use to assess need, as set out in the draft strategy.

5.4.2 A larger proportion of organisation respondents (46% 125) disagreed overall than agreed overall (34% 93). A further 16% (43) neither agreed nor disagreed.

Figure 77 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8)
Base: Organisation respondents (275)
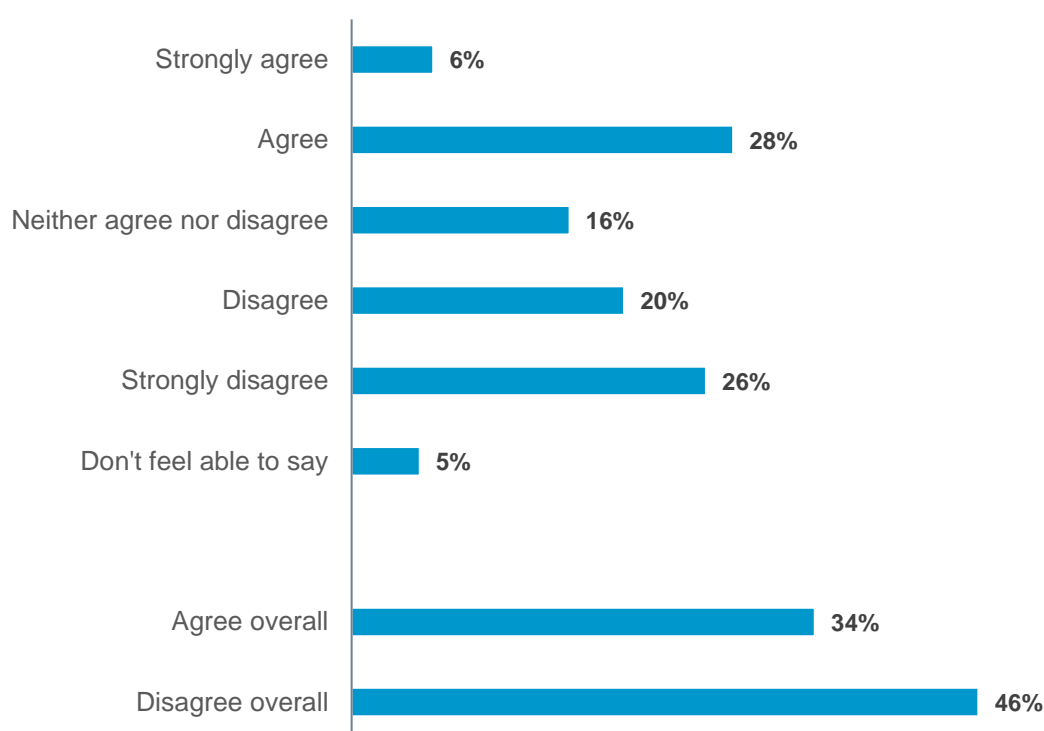
Subgroup analysis (Q8)

34% (93) **agreed** overall with the evaluation criteria. The percentage of each subgroup who agreed with the evaluation criteria was:

> 19% of town or parish councils (8)
> 40% of district or borough councils (4)
> 46% of other public bodies (6)
> 31% of community groups (23)
> 35% of registered charities (17)
>
> 31% of tier 4 users (38)
> 36% of non-tier 4 users (55)

46% (125) **disagreed** overall with the evaluation criteria. The percentage of each subgroup who disagreed with the evaluation criteria was:

> 52% of town or parish councils (22)
> 50% of district or borough councils (5)
> 38% of other public bodies (5)
> 48% of community groups (36)
> 42% of registered charities (20)
>
> 50% of tier 4 users (62)
> 42% of non-tier 4 users (63)
>
> For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

Other criteria (Q9)

5.4.3 Organisation respondents were asked if there were any other criteria that they proposed the Council should use to assess need. Comments from respondents were themed and are presented below.

5.4.4 More than a quarter (28% 49) felt that usage by local community groups or other activities and services based in libraries should be taken into account or mentioned how the library is used as a central community hub. A further 20% (35) suggested the social benefits provided by libraries or their impact on social isolation and mental health should be taken into account. These were also the top two themes mentioned by individual and family respondents.

Figure 78 – Are there any other criteria you think we should use to assess need? (Coded responses) (Q9)
Base: Organisation respondents providing a comment (172)

Theme	Number	%
Usage by local community groups/other activities and services based in libraries as a central community hub	49	28%
Social benefits provided by libraries/effect on social isolation/mental health	35	20%
Proximity to local schools/colleges/universities/impact on education and performance figures	28	16%
Disagree with assessment criteria/weightings used	26	15%
Footfall/type of usage - not used by card	26	15%
Impact on older/retired users	24	14%
Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people)	23	13%
Impact on children/young families	20	12%
Distance to/length of journey to nearest alternate library	20	12%
Availability/reliability of public transport	18	10%
Impact on geographically isolated communities	17	10%
Impact on disabled users/those with reduced mobility	13	8%
Impact on deprived areas/demographics resulting in deprivation	11	6%
Projected population growth/planned housing developments	10	6%
Home computer/internet access/local broadband coverage	10	6%
Views of the local community - their needs and values	10	6%
Right of equal access to local libraries/books	9	5%
Age profile of local community/library users	7	4%
Accessibility of other libraries/availability of car parking	7	4%
IT literacy/ability to use online services and eBooks	7	4%
Impact on vulnerable users (e.g. those with special needs, learning disabilities)	5	3%
Potential to generate income in libraries - utilise libraries more	4	2%
Libraries should not be closed	3	2%
Proximity to other local amenities/services	2	1%

Theme	Number	%
Accessibility to public transport/poor public transport provision	2	1%
Usage by home workers/home educators	1	1%
Availability of alternate community hubs/safe spaces	1	1%
Impact of closing libraries on other council services	1	1%
Need for trained library staff	1	1%
Number of active/regular users	1	1%
Borrowing figures	1	1%
Views of those unable to respond to the survey (e.g. children, those without internet access)	1	1%
Increases in population	1	1%
Number of school aged children in an area	1	1%
Social value contribution of services	1	1%

5.5 Views on the proposals and ways to access services

Agreement that proposals provide a reasonable range ways for people to access library services (Q10)

5.5.1 Organisation respondents were asked the extent to which they agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs.

5.5.2 As with individual and family respondents, a larger proportion of organisation respondents disagreed overall (59% 161) than agreed overall (22% 58). A further 14% (38) neither agreed nor disagreed.

Figure 79 – To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs? (Q10) Base: Organisation respondents (271)
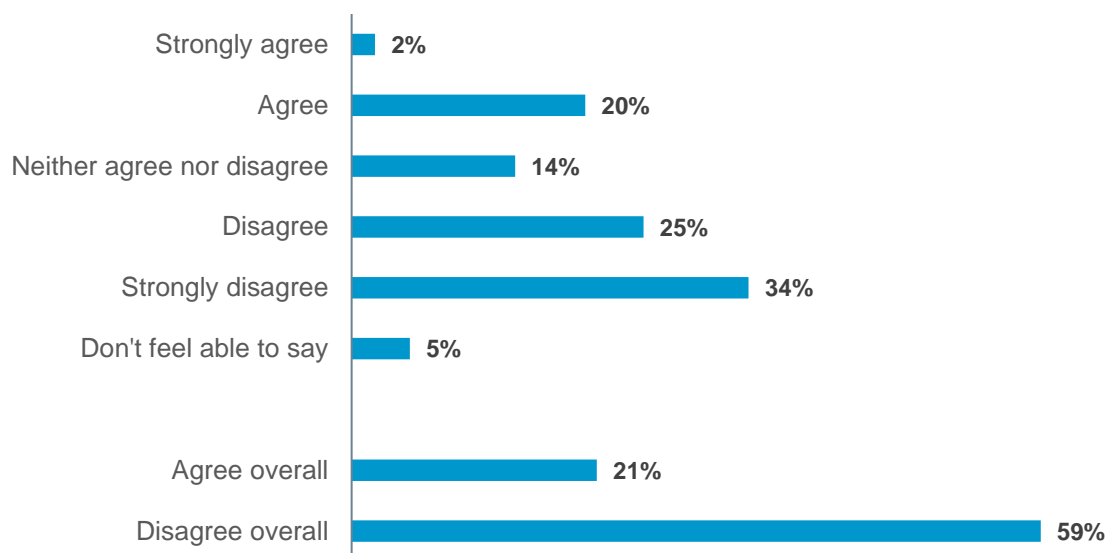
Subgroup analysis (Q10)

22% (58) **agreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was:

12% of town or parish councils (5)
10% of district or borough councils (1)
42% of other public bodies (5)
15% of community groups (11)
30% of registered charities (14)

15% of tier 4 users (17)
26% of non-tier 4 users (41)

59% (161) **disagreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who

disagreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was:

> 66% of town or parish councils (27)
> 60% of district or borough councils (6)
> 50% of other public bodies (6)
> 61% of community groups (46)
> 53% of registered charities (25)
>
> **70% of tier 4 users** (81)
> 52% of non-tier 4 users (80)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

5.6 Views on tier 4 proposals and impact

Usage of tier 4 libraries in last 12 months (Q11)

5.6.1 Organisation respondents were also shown the list of tier 4 libraries that the Council proposes to close in the draft strategy and were asked if they had used any of them or if someone else had on their behalf in the last 12 months.

5.6.2 124 organisation respondents said they had used at least one of the libraries, 38% of those that took part in the consultation.

5.6.3 Organisation respondents were most likely to say they had used Stansted (11% 14), Galleywood (10% 13), Kelvedon (10% 13), Thaxted (10% 13) and Tye Green (10% 13) libraries in the last 12 months. The full list is shown below.

Figure 80 – Have you used any of the following libraries in the last 12 months, or has someone else used any of them on your behalf? (Q11)
Base: Organisation respondents (124)

Tier 4 library used in last 12 months	Number	Percentage
Stansted	14	11%
Galleywood	13	10%
Kelvedon	13	10%
Thaxted	13	10%
Tye Green	13	10%
Broomfield	12	10%
Prettygate	12	10%
Sible Hedingham	12	10%
Wickham Bishops	12	10%
Danbury	11	9%
Hatfield Peverel	11	9%
Hullbridge	9	7%
Mark Hall	9	7%
Silver End	9	7%
Writtle	9	7%
Debden	8	6%
Vange	7	6%
Buckhurst Hill	6	5%
North Weald	6	5%
Fryerns	5	4%
Great Wakering	5	4%
Holland	5	4%
Southminster	5	4%
Stock	4	3%
Chigwell	3	2%

5.6.4 The profile of organisation respondents (124) who had used a tier 4 library in the last 12 months is shown below:

Figure 81 – Type of organisation (Q1)
Base: Organisation respondents who had used a tier 4 library in the last 12 months (124)

Type of organisation	Number	%
Community group	33	27%
Registered charity	23	19%
Town or parish council	23	19%
District or borough council	4	3%
Other public body	7	6%
Other	30	24%
Not identified	4	3%

Figure 82 – Groups worked with or represented (Q23)
Base: Organisation respondents who had used a tier 4 library in the last 12 months (93)

Groups worked with or represented	Number	%
Children/young people	68	73%
Older people	63	68%
Women	58	62%
Disabled people	53	57%
Men	48	52%
Black and ethnic minority people	39	42%
Pregnant women or new mothers	37	40%
Religious or faith community/ies	36	39%
Lesbian, gay or bisexual people	36	39%
Transgender people	34	37%

5.7 Views on tier 3 proposals and community libraries

Agreement with the proposal to invite community groups or other organisations to run tier 3 libraries (Q14)

5.7.1 Organisation respondents were asked the extent to which they agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining.

5.7.2 As with previous questions, the proportion who disagreed overall (43% 118) is larger than the proportion who agreed overall (36% 100). A further 17% (47) neither agreed nor disagreed.

Figure 83 – To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining? (Q14)
Base: Organisation respondents (275)
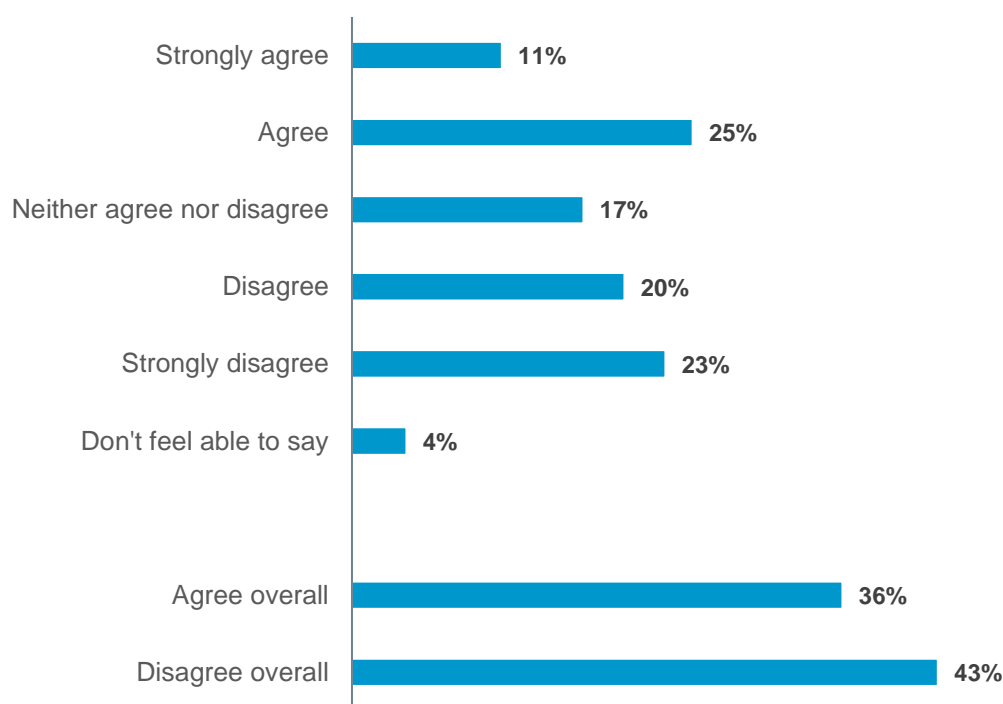
Subgroup analysis (Q14)

36% (100) **agreed** overall with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. The percentage of each subgroup who agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining was:

 36% of town or parish councils (15)
 20% of district or borough councils (2)
 54% of other public bodies (7)
 28% of community groups (20)
 51% of registered charities (24)

 36% of tier 4 users (43)
 37% of non-tier 4 users (57)

43% (118) **disagreed** overall with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. The percentage of each subgroup who disagreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining was:

 40% of town or parish councils (17)
 50% of district or borough councils (5)
 23% of other public bodies (3)
 54% of community groups (39)
 28% of registered charities (13)

 44% of tier 4 users (53)
 42% of non-tier 4 users (65)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

5.8 Views on outreach activities

Agreement with some library services being available in other places (Q15)

5.8.1   Organisation respondents were asked the extent to which they agreed with the idea of some library services being available in places other than libraries, for example storytimes in village halls or community centres, or the ability to pick up library books from a local shop or leisure centre.

5.8.2   Almost half (47% 131) of organisation respondents disagreed overall. This was larger than the proportion who agreed overall (36% 100). A further 14% (39) said they neither agreed nor disagreed.

Figure 84 – To what extent do you agree with the idea of some library services being available in places other than libraries? (Q15)
Base: Organisation respondents (280)
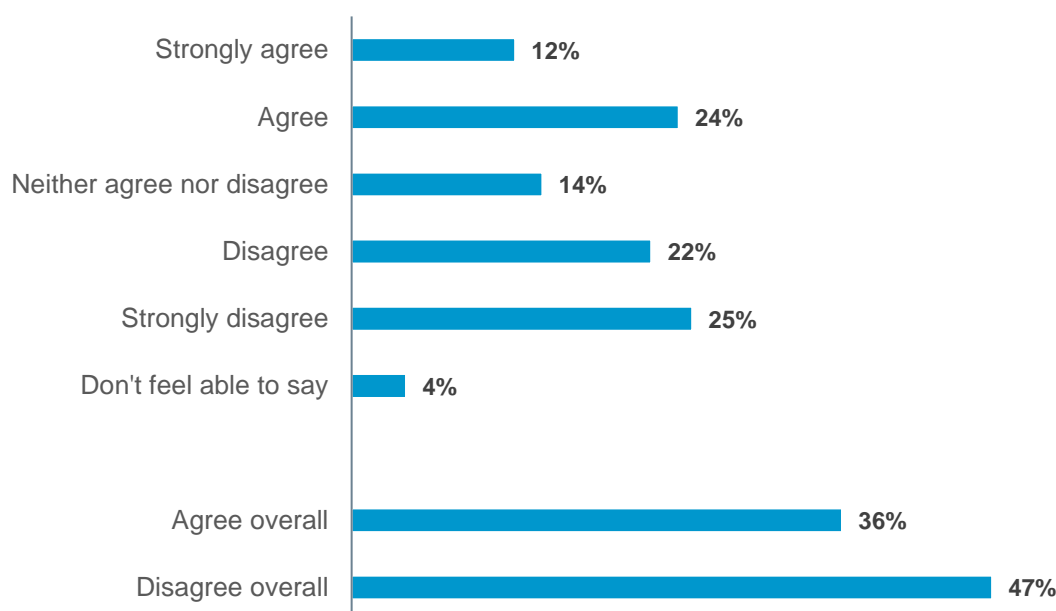
Subgroup analysis (Q15)

36% (100) **agreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who agreed with the idea of some library service being available in other places was:

36% of town or parish councils (15)
40% of district or borough councils (4)
62% of other public bodies (8)
26% of community groups (20)
46% of registered charities (22)

35% of tier 4 users (43)
36% of non-tier 4 users (57)

47% (131) **disagreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who disagreed with the idea of some library service being available in other places was:

40% of town or parish councils (17)
60% of district or borough councils (6)
31% of other public bodies (4)
48% of community groups (37)
46% of registered charities (22)

48% of tier 4 users (58)
46% of non-tier 4 users (73)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

5.9 Impact of proposals

Impact of proposals on organisations (Q21)

5.9.1   Organisation respondents were asked if there would be any impact on their organisation if the library service was withdrawn from the nearest library or libraries.

5.9.2   Eight in ten (79% 174) organisation respondents said there would be an impact on their organisation and 13% (29) said there would not. A further 8% (18) were not sure.

Figure 85 – If the library service was withdrawn from your nearest library/libraries, would it have an impact on your organisation? (Q21)
Base: Organisation respondents (221)
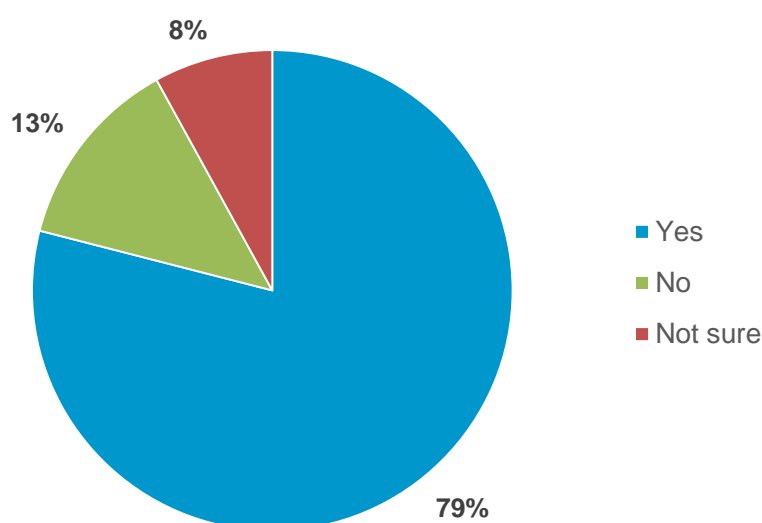
Subgroup analysis (Q21)

79% (174) said it **would have an impact** on the organisation. The percentage of each subgroup who said it would have an impact on the organisation was:

46% of town or parish councils (16)
60% of district or borough councils (3)
100% of other public bodies (12)
90% of community groups (52)
78% of registered charities (31)

77% of tier 4 users (76)
80% of non-tier 4 users (98)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

Impact of proposals on the people served or represented by organisations (Q21)

5.9.3   Organisation respondents were also asked if there would be any impact on the people their organisation represents or serves if the library service was withdrawn from the nearest library or libraries.

5.9.4   Almost all (97% 221) organisation respondents said that if the library service was withdrawn from a nearby library or libraries it would have an impact on the people their organisation represents or serves.

Figure 86 – If the library service was withdrawn from your nearest library/libraries, would it have an impact on the people your organisation represents/serves? (Q21) Base: Organisation respondents (227)
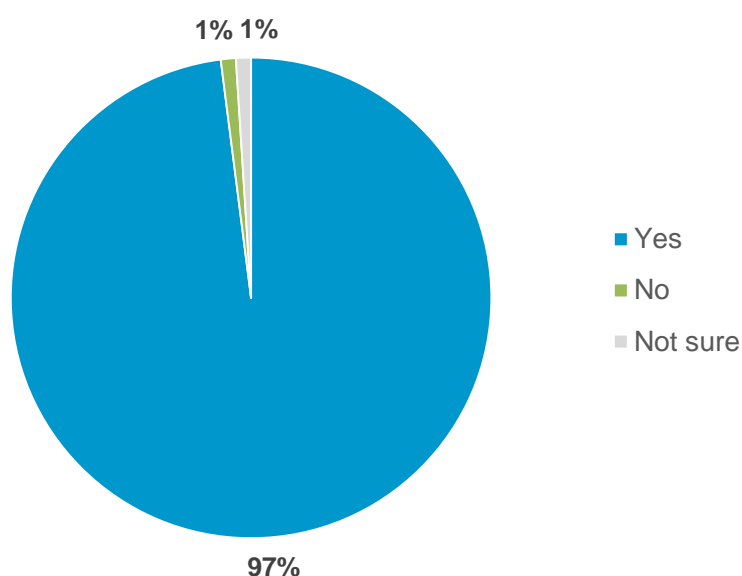
Subgroup analysis (Q21)

97% (221) said it **would have an impact** on the organisation. The percentage of each subgroup who said it would have an impact on the organisation was:

> 97% of town or parish councils (35)
> 100% of district or borough councils (9)
> 91% of other public bodies (10)
> 97% of community groups (57)
> 100% of registered charities (41)
>
> 95% of tier 4 users (97)
> 99% of non-tier 4 users (124)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

Impact of proposals on the people served or represented amongst tier 4 users (Q21)

5.9.5   As shown below, 95% (97) of organisation respondents who had used a tier 4 library in the last 12 months said it would have an impact on the people their organisation represents or serves, which is lower than the overall proportion of organisation respondents as seen previously (97% 221).

Figure 87 – If the library service was withdrawn from your nearest library/libraries, would it have an impact on the people your organisation represents/serves? (Q21) Base: Organisation respondents who had used a tier 4 library in last 12 months (102)
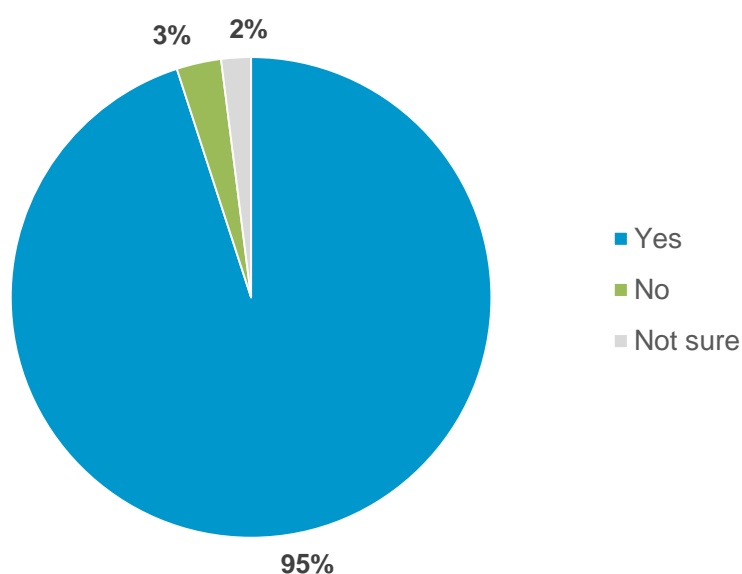
Details of the impacts (Q22)

5.9.6   Respondents who said that it would have an impact on their organisation or the people their organisation represents or serves were asked to provide more detail about the impact. Comments were themed and coded and are presented below.

5.9.7   More than a quarter (27% 57) of the comments mentioned groups and clubs that might stop operating because of loss of access to materials (such as books and playscripts etc.), or because of difficulty in finding meeting space or recruiting new members. A further 23% (47) suggested the proposals would have a negative impact for children and families that currently access libraries to borrow books, do homework or take part in events and activities. One in six (17% 35) highlighted that the proposals would have a negative impact for those at risk of social isolation, such as new parents and the elderly. The full range of themes from the comments is shown in the figure below.

Figure 88 – How would it impact your organisation or the people it serves? (Q22)
Base: Organisation respondents providing a comment (208)

Theme	Number	%
Group(s) will stop meeting/be cancelled/numbers will fall/difficult to find alternative arrangements for meeting	57	27%
Negative impact for children and families	47	23%
Effect those at risk of social isolation, such as the elderly and new parents	35	17%
Problems with accessing alternatives	32	15%
Negative impact for those with limited finances/deprived	27	13%
Negative impact on community	25	12%
Loss of access to IT facilities	17	8%
Negative impact for service users/residents	17	8%
Negative impact on service provision	9	4%
Loss of access to reference materials	7	3%
Negative impact on mental health	6	3%
Negative impact on disabled people	6	3%
Impact on food banks	5	2%
Reconsider tier proposals/recategorise libraries	4	2%
Negative impact on young people	4	2%
Negative impact on environment	4	2%
Negative impact on staff	3	1%
Issue with survey/consultation	2	1%
Population set to increase and will need library	1	<1%
Other	14	7%

5.9.8   7% (14) of the comments were categorised as 'other'. One referred to a separate briefing submitted and another to previous comments made in the survey. The other verbatim comments were:

- We use The Performing Arts Service regularly.
- Please see Q 19. There is a community library being set up in Marks Tey Parish Hall, but volunteers there have already told me they could not supply the books in numbers we would need - even though we would compromise wherever possible.

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- This would impact as some individuals come into the library to use their space and realize that we are there and become interested after their initial visit was for the library itself.
- Mersea Island wants to keep the building, staff and contents but most people feel that the books on offer have dwindled, especially reference and language books
- I would not be able to pick up, organise and speak to staff bout ordering a book loan to be used by our students who attend the educational courses run by wea.
- We raise money for Essex Air Ambulance
- We currently run a fortnightly advice service from Thaxted library and also use this space for ad hoc emergency appointments if a client cannot travel to saffron Walden. We also had an agreement in place to provide a service in Stansted when the new libr
- See free text comments in previous section for detailed answers to this. Briefly, for our organisation it would destroy opportunities for working together, for example on an exhibition and utilising library contacts and resources for this. The library als
- We are aware of parishioners who use the library and we would like to ensure these services are still available to them, albeit at a different location.
- The people of Harwich and Dovercourt would have lost their most important access point to the staff member and volunteers of Harwich Festival of the Arts. The relationship with Essex Library Service has worked very well in my judgement.
- Accommodation at Loughton Library is critical to the ongoing survival of the National Jazz Archive
- Without our local library service and the use that is currently made of the building, the Parish Council would not be able to either provide the space for activities nor advice, local information etc. that currently occur at the Library.

Details of the impacts amongst tier 4 users (Q22)

5.9.9 Amongst organisation respondents who had used a tier 4 library in the last 12 months, 22% (20) of the comments mentioned negative impacts for children and families. A further 21% (19) mentioned that groups and clubs that might stop operating because of loss of access to materials (such as books and playscripts etc.), or because of difficulty in finding meeting space or recruiting new members.

Figure 89 – How would it impact your organisation or the people it serves? (Q22)
Base: Organisation respondents providing a comment who had used a tier 4 library in the last 12 months (91)

Theme	Number	%
Negative impact for children and families	20	22%
Group(s) will stop meeting/be cancelled/numbers will fall/difficult to find alternative arrangements for meeting	19	21%
Effect those at risk of social isolation, such as the elderly and new parents	17	19%
Negative impact for those with limited finances/deprived	17	19%
Problems with accessing alternatives	11	12%
Loss of access to IT facilities	9	10%
Negative impact for service users/residents	9	10%
Negative impact on community	8	9%
Loss of access to reference materials	5	5%
Impact on food banks	5	5%
Negative impact on mental health	4	4%
Negative impact on service provision	3	3%

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Theme	Number	%
Negative impact on disabled people	3	3%
Negative impact on young people	3	3%
Negative impact on environment	3	3%
Negative impact on staff	2	2%
Reconsider tier proposals/recategorise libraries	1	1%
Other	5	6%

5.9.10   6% (5) of the comments were categorised as 'other'. One referred to a separate briefing submitted. The other four verbatim comments were:

- I would not be able to pick up, organise and speak to staff bout ordering a book loan to be used by our students who attend the educational courses run by wea.
- We currently run a fortnightly advice service from Thaxted library and also use this space for ad hoc emergency appointments if a client cannot travel to saffron Walden. We also had an agreement in place to provide a service in Stansted when the new library
- We are aware of parishioners (of Stock Parish Council) who use the library and we would like to ensure these services are still available to them, albeit at a different location.
- Without our local library service and the use that is currently made of the building, the Parish Council (Broomfield Parish Council) would not be able to either provide the space for activities nor advice, local information etc. that currently occur at the Library.

5.10 Opening hours and access

Options for opening hours and access (Q16)

5.10.1 Organisation respondents were shown a list of six options for opening hours and access to libraries and asked to rank them in order of importance. The six options were:

- Fully staffed library opening hours (this would mean libraries would be open for fewer hours overall)
- More volunteer and community supported opening (this would mean libraries would be open for more hours overall, so you could serve yourself or seek help from volunteers
- Self-service access using smart library technology (this would mean libraries would be open for more hours overall, so you could serve yourself)
- More evening opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were available to increase overall opening hours)
- Improved eLibrary so I can access library services any time I want.

5.10.2 For analysis purposes, each response was assigned a score, for example first choice was assigned 6, second choice 5 etc. Mean scores were then calculated.

5.10.3 Fully staffed library opening hours received the highest mean score amongst organisation respondents (4.64 174), as it also did amongst individual and family respondents. This was followed by more volunteer and community supported opening (4.03 170). As with family and individual respondents, an improved eLibrary received the lowest mean score (2.78 209).

Figure 90 – Please rank these options for opening hours and access in the order you think we should prioritise them (Q16)
Base: Organisation respondents (varies)
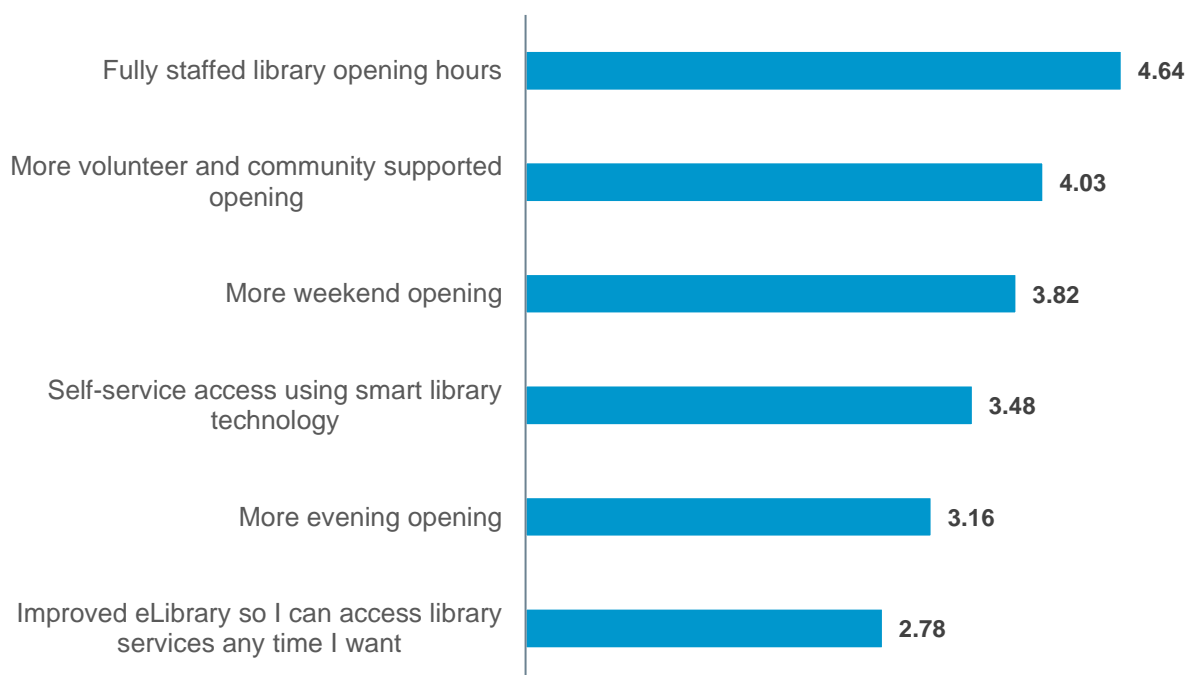
5.11 Digital services

Usage of digital services (Q17)

5.11.1 Organisation respondents were also shown a list of digital (online) services provided by the Council and asked whether they had used them, were aware of them or were interested in them, choosing from a list of response options.

5.11.2 The chart below shows the digital services ordered by usage by organisation respondents inside and outside libraries.

5.11.3 Organisation respondents were most likely to say they had used digital services to request an item (53% 108), followed by to join the library (52% 104) and to conduct a catalogue search (50% 101). As with individual and family respondents, organisation respondents were most likely to have not used digital services for the Libraries website Livechat (89% 168).

Figure 91 – Have you used any of the following digital (online) services provided by Essex County Council? (Q17)
Base: Organisation respondents (varies)
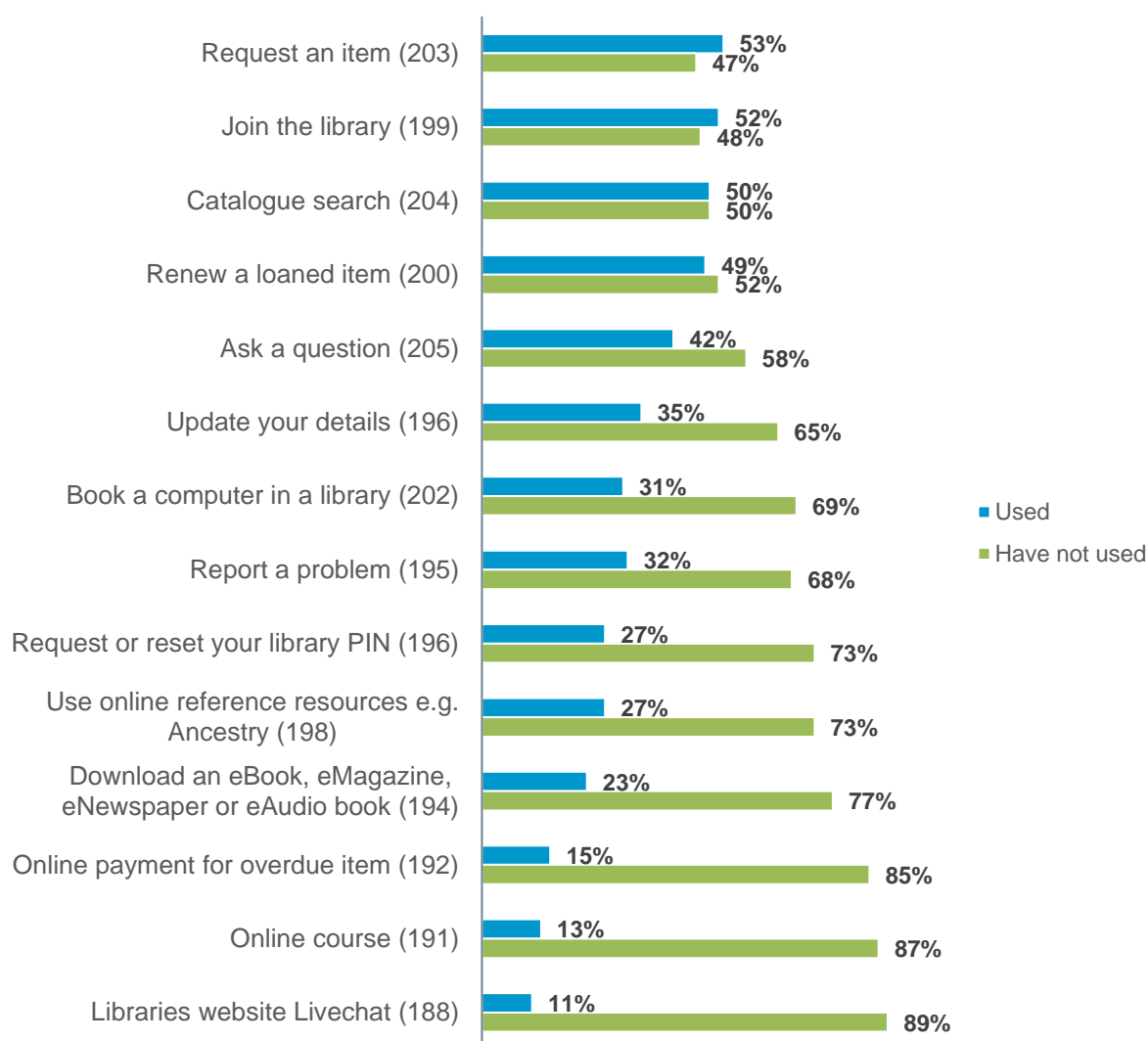
Awareness of digital services (Q17)

5.11.4   The chart below shows the digital services ordered by awareness amongst organisation respondents.

5.11.5   Organisation respondents were most likely to be aware of being able to use digital services to request an item (82% 166), followed by to renew a loaned item (81% 162) and to join the library (80% 160). A further 75% (153) were aware that digital services could be used for a catalogue search. By contrast, respondents were most likely to not be aware that they could use the Libraries website Livechat (30% 57), however they were also most likely to say they were not interested in this (24% 46).

Figure 92 – Are you aware of any of the following digital (online) services provided by Essex County Council? (Q17)
Base: Organisation respondents (varies)
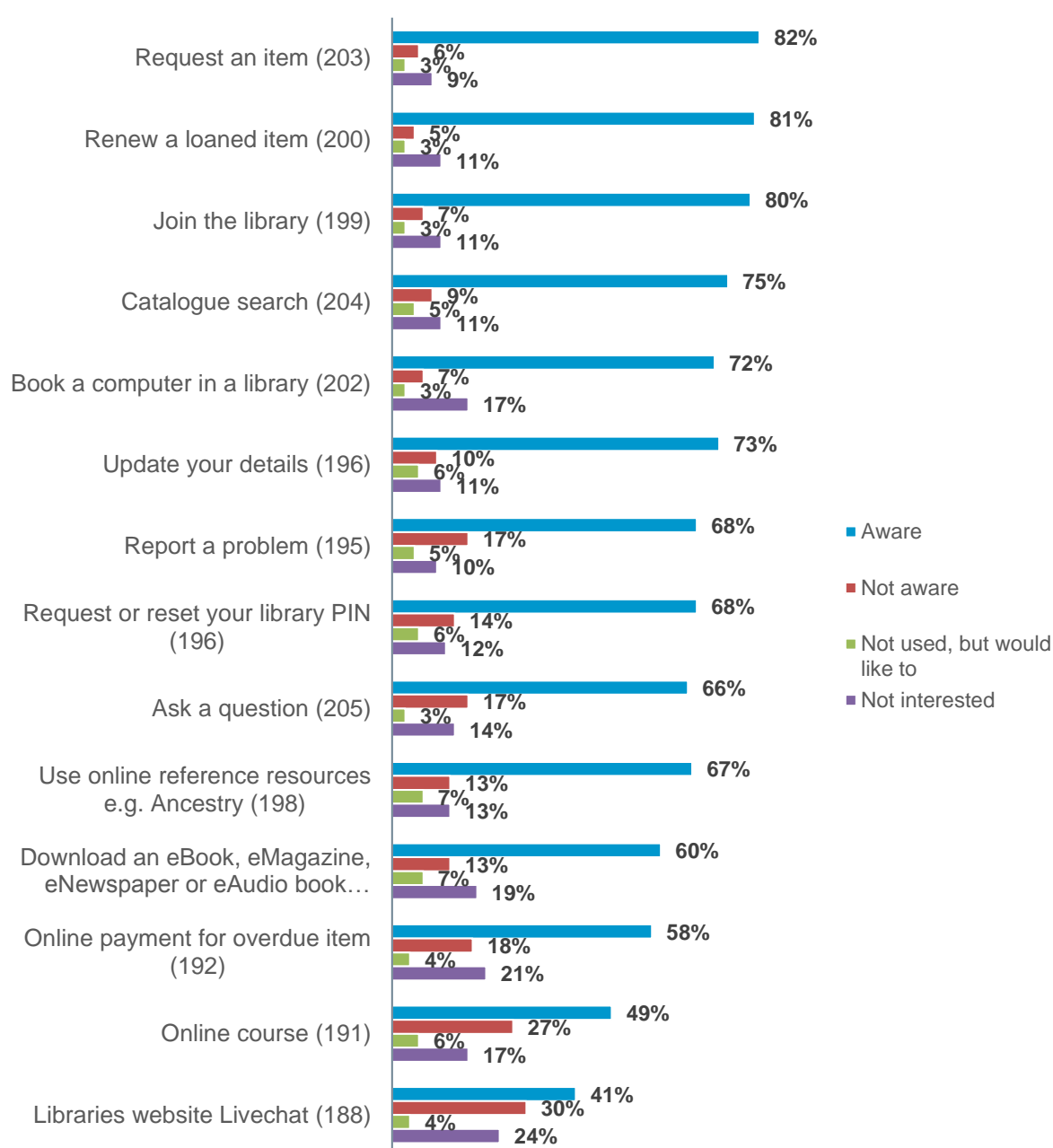
5.12 Involvement

Interest in volunteering (Q18)

5.12.1   Organisation respondents were also asked if they would be interested in finding out more about any volunteering roles either on an occasional or a regular basis. Respondents were able to choose roles from a list and select more than one.

5.12.2   Amongst those who were interested in finding out more about volunteering roles (84 respondents, 26%), the role of Library Activity volunteer was most popular (51% 43), followed by Customer Services volunteer (45% 38). A further 37% (31) were interested in the role of Baby and Toddler Rhymetime volunteer. The roles of CreatorSpace volunteer (15% 13) and Code Club volunteer (14% 12) were least popular, as they were amongst individual and family respondents.

Figure 93 – Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis? (Q18)
Base: Organisation respondents who are interested in finding out more about roles (84)

Role	Number	%
Library Activity volunteer	43	51%
Customer Services volunteer	38	45%
Baby and Toddler Rhymetime volunteer	31	37%
Home Library Service volunteer	29	35%
Computer Training volunteer	26	31%
Computer Support volunteer	25	30%
Work Club volunteer	24	29%
Library Ambassador (for 13 to 18 year olds)	22	26%
Mobile Library Support volunteer	19	23%
Sensory Wall volunteer	16	19%
CreatorSpace volunteer	13	15%
Code Club volunteer	12	14%

Sharing a building with a library or using space in one (Q20)

5.12.3   Organisation respondents were asked if their organisation shared a library building, used space in a library for service delivery or activities, or provided space in their building to the Council for a council run library or library activities.

5.12.4   More than a third (36% 76) said they used space in a library for regular service delivery/activities and a further 35% (67) said they used space for occasional service delivery/activities. One in eight (12% 24) said they were interested in sharing a library building and a similar proportion (14% 27) were interested in providing space in their building to the Council for a council run library or library activities.

5.12.5   Tier 4 users were more likely than non-tier 4 users to say that they shared a library building (22% 19 compared to 13% 14), although the difference is not significant. They were also more likely than non-tier 4 users to use space in a library for occasional service delivery/activities (39% 34 compared to 31% 33) and for regular service delivery/activities (39% 36 compared to 34% 40), although again these differences are not significant.

5.12.6   Tier 3 users were also more likely to say they used space in a library for occasional service delivery/activities (37% 24) than non-tier 3 users (33% 43), although again this difference is not significant. The same proportion of tier 3 users said they used space for regular service delivery/activities (36% 25) as non-tier 3 users (36% 51).

Figure 94 – Does your organisation…? (Q20)
Base: Organisation respondents (varies)
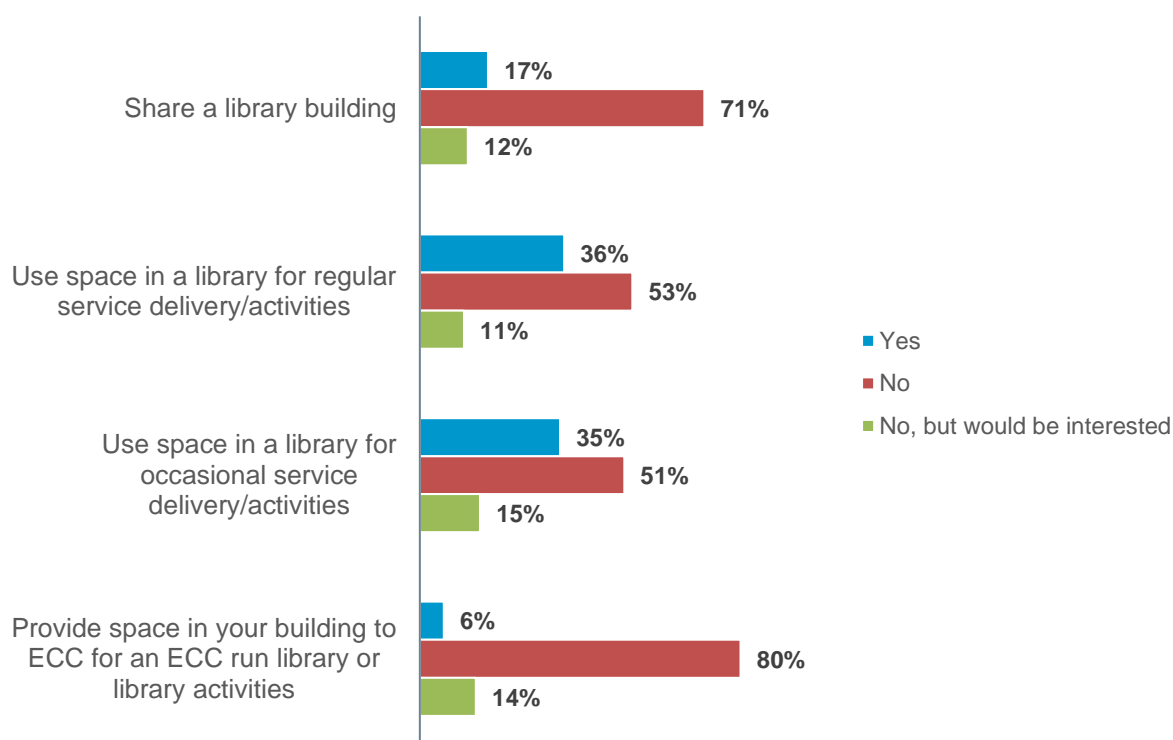
5.13 Additional comments, ideas and suggestions

Additional comments, ideas and suggestions (Q19)

5.13.1   Organisation respondents were also asked if they had anything else to add about the Council's proposals that had not been covered in the consultation, as well as provide any ideas they might have to improve the service or reduce the cost of it. Comments from respondents were themed and coded and are presented below.

5.13.2   As seen with individuals and family respondents, the majority of the comments from organisation respondents were also negative. However, the most mentioned theme amongst organisation respondents was that libraries provide a variety of important services and are not just about books (36% 67), which was fifth most mentioned by family and individual respondents. A further 26% (48) provided ideas for reducing the cost of the service. Just under a quarter (23% 42) thought that the Council should not cut the service or should invest in it instead and the same proportion (23% 42) felt that closing libraries would increase social isolation or have a detrimental effect on wellbeing, or highlighted that they are important social hubs. The full range of themes is shown below.

Figure 95 – Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service. (Coded responses) (Q19)
Base: All organisation respondents providing a comment (184)

Theme	Number	%
Libraries provide a variety of important services/are not just about books	67	36%
Alternative suggestions - ideas for reducing the cost of the service (see below for more information)	48	26%
Don't make cuts/invest more in the library service	42	23%
Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub	42	23%
Trained staff are important/jobs would be lost/reservations about using volunteers	39	21%
I/others would have to travel further/reduce usage/stop using libraries	36	20%
Libraries are important for children/reading habits/education/long term outcomes	28	15%
Reconsider tier proposals/recategorise libraries	24	13%
Use volunteers to keep libraries open/would be willing to volunteer	21	11%
Not everyone can access online services/eBooks/smart technology/physical books are important	18	10%
It's a done deal/pointless consultation/badly designed questionnaire/leading questions	18	10%
Alternative suggestions - ideas for improving the service (see below for more information)	12	7%
Libraries are paid for by taxpayers/a statutory requirement/should be available to all equally	10	5%
Don't rely on borrowing figures - doesn't necessarily reflect how libraries are used	9	5%

Theme	Number	%
Alternative suggestions - ideas for generating income for the service (see below for more information)	8	4%
Manage budgets more wisely/make savings elsewhere/lobby government for funding	6	3%
Encourage people to use libraries/promote library services and activities	6	3%
Don't know/more information needed	5	3%
Closures will increase pressure on remaining libraries/increase traffic in surrounding areas	2	1%
Reduce/change opening hours instead of closing libraries	1	1%
Other	2	1%

5.13.3   As shown above, 26% (48) of comments mentioned ideas and suggestions for reducing the cost of library services. These covered the following:

- Use volunteers and community groups to run libraries/supplement paid staff
- Reduce the number of books offered
- Offer apprenticeships
- Reduce Bookstart scheme provision
- Reduce opening hours
- Share premises/resources/staff with other libraries/services/councils
- Save money elsewhere
- Local collection points for books in the community.

5.13.4   A further 7% (12) of the comments included ideas and suggestions for improving library services. These covered the following:

- Improve/more investment in mobile library service
- Better book selection – ask librarians for suggestions
- Improve digital services
- Greater use of library for other purposes – multi-purpose use
- Run reading sessions for children
- Make libraries wheelchair accessible
- Longer opening hours
- Provide mobile library service to schools
- Provide coffee facilities
- Offer training for using smart technology.

5.13.5   4% (8) provided ideas and suggestions for generating income for library services. These covered the following:

- Run a café
- Run a shop
- Charge for computer use
- Offer venue hire for events/meetings etc.
- Hire out meeting equipment (e.g. projectors).

5.13.6   Two comments (1%) were categorised as 'other'. The verbatim comments were:

- For many people over dependence is frustrating and impractical

- See separate letter dated 18 Feb 2019 from Book Talk Book Club, Buckhurst Hill.

6. Additional consultation feedback

6.1 Letter and email correspondence

6.1.1 Additional feedback and correspondence in relation to the consultation was received by the Council in email and letter formats. Whilst some of this correspondence was queries relating to the consultation, 741 contained comments about the consultation and the proposed changes to library services and these were provided to Enventure Research for analysis.

6.1.2 The majority of letters and emails received were from Essex residents (71% 529). Letters and emails were also received from a variety of organisations and community groups, MPs and councillors from district and parish councils. A breakdown by correspondent type can be seen in the figure below.

Figure 96 – Correspondent type
Base: Letters and emails received (741)

Correspondent type	Number	%
Resident	529	71%
Town or parish councillor (on behalf of organisation)	44	6%
Member of Parliament (on behalf of resident)	37	5%
Member of Parliament	28	4%
Community group	27	4%
Essex County Council councillor	15	2%
Borough, city or district councillor	10	1%
Borough, city or district councillor (on behalf of organisation)	9	1%
School	9	1%
Essex County Council staff	8	1%
Town or parish councillor	8	1%
Essex County Council councillor (on behalf of resident)	4	1%
National body	2	<1%
Member of Parliament (on behalf of organisation)	1	<1%
Town or parish councillor (on behalf of resident)	1	<1%
Not identified	9	1%

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6.1.3   The comments from the letters and emails referred to a number of libraries. One in nine (11% 85) referred to Brightlingsea library, which was followed by Manningtree (7% 52), both of which are proposed tier 3 libraries. A quarter (24% 181) did not mention specific libraries.

6.1.4   Amongst tier 4 libraries no comments were received about Southminster and Stock libraries.

6.1.5   Amongst tier 3 libraries no comments were received about Earls Colne and West Clacton libraries.

6.1.6   Tier 4 libraries are marked in the table below with * and tier 3 libraries with ^.

Figure 97 – Library concerned
Base: Letters and emails received (741)

Library	Number	%
Brightlingsea^	85	11%
Manningtree^	52	7%
Thaxted*	35	5%
Hockley^	25	3%
Prettygate*	25	3%
Buckhurst Hill*	22	3%
Shenfield^	22	3%
West Mersea^	21	3%
Harlow	19	3%
Stansted*	19	3%
Hadleigh^	18	2%
Wickham Bishops*	18	2%
Wivenhoe^	17	2%
Holland*	12	2%
Ingatestone^	11	1%
Wickford	11	1%
Coggeshall^	9	1%
Kelvedon*	9	1%
Tiptree^	9	1%
Sible Hedingham*	8	1%
Danbury*	7	1%
Hullbridge*	7	1%
Saffron Walden	7	1%
Chelmsford	6	1%
Chigwell*	6	1%
Galleywood*	6	1%
Tye Green*	6	1%
North Weald*	5	1%
Broomfield*	4	1%
Dunmow	4	1%
Hatfield Peverel*	4	1%
Walton^	4	1%
Maldon	3	<1%
Mark Hall*	3	<1%
Silver End*	3	<1%

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Library	Number	%
Witham	3	<1%
Canvey	2	<1%
Castle Point	2	<1%
Clacton	2	<1%
Frinton^	2	<1%
Great Parndon^	2	<1%
Halstead	2	<1%
Harwich	2	<1%
Laindon	2	<1%
Loughton	2	<1%
Rayleigh	2	<1%
Basildon	1	<1%
Colchester	1	<1%
Debden*	1	<1%
Fryerns*	1	<1%
Great Baddow	1	<1%
Great Wakering*	1	<1%
Hadleigh and Benfleet	1	<1%
Manningtree, Wivenhoe and West Mersea^	1	<1%
North Melbourne	1	<1%
Rochford	1	<1%
Springfield^	1	<1%
Stanway^	1	<1%
South Benfleet^	1	<1%
Vange*	1	<1%
Writtle*	1	<1%
Not applicable/none specified	181	24%

6.1.7 Letters and emails that the Council received were categorised and themed. These themes are presented in the table below.

6.1.8 As can be seen in the table below, over half (54% 399) suggested that libraries provide a variety of important services and are not just about books. A further 46% (342) asked the Council to not make cuts to library services or to invest more money in it. A similar proportion (44% 324) explained that closing libraries will increase social isolation, have a negative impact on wellbeing or that libraries provide a social hub for people. Four in ten (41% 307) also highlighted that libraries are important for children and their reading habits and that closing them could have negative long term outcomes. Just over a third (35% 257) suggested that they or others would have difficulty in travelling to another library and this could reduce or stop library service usage. The full range of themes from the letters and emails are shown below.

Figure 98 – Themes from letters and emails received
Base: Letters and emails received (741)

Theme	Number	%
Libraries provide a variety of important services/are not just about books	399	54%
Don't make cuts/invest more in the library service	342	46%

Theme	Number	%
Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub	324	44%
Libraries are important for children/reading habits/education/long term outcomes	307	41%
I/others will find it difficult to travel/reduce usage/stop using libraries	257	35%
Reconsider tier proposals/recategorise libraries/re-think evaluation criteria	249	34%
Not everyone has access to the internet/eBooks and digital technology not suitable for all	179	24%
Library staff are helpful/trained staff are important/reservations about using volunteers	178	24%
Libraries are paid for by taxpayers/a statutory requirement/should be available to all equally	143	19%
Don't rely on borrowing figures/footfall more relevant	135	18%
Flawed consultation/badly designed questionnaire/leading questions	119	16%
Will campaign against cuts/challenge proposals/sign petition	79	11%
More information needed/request for information/response	79	11%
Ideas for reducing the cost of the service (see below for more information)	76	10%
Decision already made/a done deal	63	9%
Ideas for generating income for the service (see below for more information) (see below for more information)	60	8%
Manage budgets more wisely/make savings elsewhere/lobby government for funding	53	7%
Ideas for improving the service (see below for more information)	52	7%
Offer to get involved/request for meeting	43	6%
Encourage people to use libraries/promote library services and activities	42	6%
Provided link to copy of press release/news report/petitions/articles/attached email response	41	6%
Libraries do not cost much to run/potential savings from proposals insignificant	34	5%
Closures will increase pressure on remaining libraries/increase traffic in surrounding areas	33	4%
Closing libraries will damage high streets/town centres	28	4%
Little promotion of consultation/survey/meetings	25	3%
Complaint about consultation meeting/drop-in session	22	3%
Query about what will happen to library buildings/concern that buildings or land will be sold	22	3%
Library buildings/service needs to change/modernise	22	3%
Proposals are a money saving exercise/little to do with needs	9	1%
No other community buildings/space available	7	1%
Libraries are outdated/a waste of money/close libraries	3	<1%

6.1.9   As shown above, 10% (76) of the letters and emails mentioned ideas and suggestions for reducing the cost of library services. These covered:

- Allow book donations
- Buy fewer new books
- Focus on physical books
- Greater use of technology/self-service
- More community libraries
- More focus on eLibrary
- Reduce opening hours/number of days library is open
- Seek ideas from other libraries
- Share premises with other services
- Stop providing books for book clubs
- Use volunteers to run libraries/supplement paid staff
- Work in partnership with other councils.

6.1.10 A further 8% (60) provided ideas and suggestions for generating income for library services. These covered:

- Allow donations
- Charge a small amount for borrowing books
- Charge for attending events, speakers etc.
- Have a café/sell refreshments
- Introduce annual subscription fees
- Offer venue hire for events/meetings etc.
- Raise taxes/increase Council Tax
- Seek alternate funding/grants etc.

6.1.11 A further 7% (52) of the letters and emails detailed ideas and suggestions for improving library services. These covered:

- Allow card payments
- Allow online renewals
- Better stock management/greater rotation of stock
- Fewer restrictions on IT use
- Longer opening times/more accessible opening times
- Make libraries a community hub
- Modernise/refurbish library buildings
- More activities
- More investment in mobile libraries
- Provide toilet/baby changing facilities
- Provide greater range of books/more new books
- Provide greater range of eBooks
- Provide greater range of audio books
- Provide quiet study spaces.

6.1.12 16% (169) of the letters and emails suggested that the consultation was flawed or the questionnaire was badly designed or contained leading questions. These covered the following points:

- 3000 character limit on end comments box too restrictive
- Ambiguous wording used

- Children need a separate version – too complex for a child to understand/not child-friendly
- Consultation only offered in English – excludes some residents
- Consultation page down – unable to complete survey
- Easy Read survey and strategy too long and fail to meet government guidance
- Figures manipulated to show what the council wants
- Forced choices offers no flexibility of response
- Inaccurate information in supporting documents – will skew responses
- Incorrect graphics used in Easy Read version
- Insensitive image used for transgender option in Easy Read version of survey
- Irrelevant questions asked on online survey – poor routing
- Lack of paper copies of questionnaire excludes those without internet access (particular mention of children and elderly)
- Misleading charts used in Easy Read version
- Misleading statistics used
- Misleading wording used
- No general comments box
- No option to go back and change answers on online questionnaire
- No option to respond as a 'single' person on paper version of survey (Q33)
- No paper copies of questionnaire in libraries/hard to access paper copies
- No promotion/publicity around survey
- No way to print the questionnaire
- Not enough information given in supporting documents to make a reasoned decision
- Not enough questions asked
- Nowhere to provide additional comments for specific points/questions
- Online consultation closed early/before stated date
- Paper questionnaire differs to online questionnaire
- Problem with ranking questions (Q16 and 17) – giving ranking of 6 (least important) doesn't mean that the option is unimportant
- Q6 – can't choose more than one option but might access the internet in more than one way
- Q7 impossible to answer – only one question asked about agreement with five different ambitions
- Questionnaire designed to collect data to support the proposals
- Questionnaire times out if respondent takes too long to answer
- Questions are biased towards desired outcome/leading
- Sentences/wording too complex on Easy Read strategy
- Sex, not gender is a protected characteristic – error in strategy document
- Shouldn't ask monitoring questions such as sexual orientation/gender identity – not relevant to use of a library
- Some people excluded from completing the survey – could be seen as discrimination (e.g. difficulty accessing paper copies)
- Survey link broken/doesn't work/in wrong place – couldn't access online survey
- Survey poorly laid out
- Survey takes too long to complete
- Survey too time consuming
- Survey/questions too complicated/hard to complete
- Time frame for completing survey should be extended.

6.2 Letters and posters from children and parents

6.2.1 The Council received a number of letters and posters from schools in areas affected by the proposals, with some received via MPs, county councillors, town councillors and parish councillors. These covered:

- The importance of libraries to school children and others in the community
- The importance of books and reading
- The fact that libraries are used for many different purposes other than just borrowing books and using computers
- The wish for the Council to reconsider the proposals and keep their local library open.

6.2.2 18 letters were received from pupils at Danbury Park Community Primary School about Danbury Library (proposed tier 4 library).

6.2.3 32 letters were received from pupils at St. Peters Church of England Primary School about Coggeshall Library (proposed tier 3 library).

6.2.4 154 letters were received from pupils and parents/guardians from Hadleigh Junior School about Hadleigh Library (proposed tier 3 library). Pupils from the school also created a number of posters to highlight the importance of their library.

6.2.5 26 letters were received from Thaxted School about Thaxted Library (proposed tier 4 library).

6.2.6 Eight letters and posters were received from pupils at St. James' Church of England Primary School and 10 from St. Luke's Catholic Academy regarding Mark Hall and Tye Green libraries (proposed tier 4 libraries).

6.2.7 Five letters were received from pupils at Plumberbow Primary Academy Hockley, seven from Ashingdon Primary Academy and six from Hockley Primary School about Hockley Library (proposed tier 3 library).

6.2.8 Seven letters were received from pupils at Brightlingsea Primary School and Nursery about Brightlingsea library (proposed tier 3 library).

6.2.9 In addition to the letters from schools, 24 letters and posters were also received from the 4th Hutton Brownies regarding Shenfield library (proposed tier 3 library).

7. List of figures

8. Acknowledgments

9. Appendices

1. Consultation summary booklet

2. Consultation survey form

3. Additional survey questions for organisations

4. Easy Read survey form

5. Individual & family tables – overall level

6. Individual & family tables – tier 4 level

7. Organisation tables

8. Evaluation criteria (Q9) – 'other' comments

9. Ideas, suggestions & comments (Q19) – 'other' comments

Essex Future Library Services
Consultation summary and survey form

2019 - 2024

Essex County Council

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Essex Future Library Services 2019-2024
Consultation summary and survey form

Essex County Council would like your views on its proposed strategy for future library services over the next five years.

Before completing this survey please read the summary here or view the draft strategy online at essex.gov.uk/libraries-consultation.

You can also find out about the proposals at information drop-in sessions in Essex libraries throughout the consultation period. See online or ask in your library for details.

When you are ready complete the survey and return it to us in the enclosed reply envelope by Wednesday 20 February 2019.

If you require a large print or Easy Read version or would like help to complete the survey ask at your local library or phone 0345 603 7639.

What is the strategy about?

Our vision for library services over the next five years is a 21st century library service that is inclusive and vibrant, and enables users to learn, engage and remain connected to their communities.

Over the lifetime of this strategy, our ambition is that we will:

- Have books and reading at the heart of our library service offer

- Have a class-leading eLibrary and embrace digital technology

- Have a smaller number of libraries more effectively focused on meeting the needs of communities

- Work in partnership with our communities to run and improve library services

- Offer a consistently good customer experience.

The strategy is about library services not buildings. It focuses on how best to provide library services, both physical and online. What we provide will be based on need and will be provided in different ways and in different locations and spaces than currently.

For instance, library shelves and study spaces could be in community centres or other public buildings, children's story-times or library events could take place in village halls, smart access and self-service technology could make it much easier for you to browse, study, borrow and return books outside regular opening hours.

In the future, we think community groups and volunteers are much more likely to be involved in delivering library services, taking the opportunity for people who live and work in the community and who best understand the unique needs of their community to run services in ways that fit local needs.

Library services are integral to society, helping people to thrive and prosper. They help create great places to grow up, live and work and help people get a good start in life and age well.

But customer expectations are changing, our population is growing, and we need to make sure that we offer the best possible value for money. Essex County Council (ECC) also needs to ensure it meets its statutory duty and provides a library service that is fit for the future, financially sustainable and fits with people's lives and expectations.

Essex Libraries serve a population of 1.5m through 74 library buildings, eLibrary services, two mobile libraries and home library service volunteers. It also supports eight volunteer-run community libraries that are not part of the core offer. The location and spread of libraries are the result of historical decisions rather than design and do not reflect current demographics or need.

In 2016-17, Essex was the second largest library authority in England, with a higher than average number of outlets and the fourth highest spending per head of population.

But in the last six years, here in Essex and across the country, use of libraries has sharply declined.

Essex Libraries' loans decreased 43% from over 7.1m loans a year in 2011/12 to less than 4.1m loans in 2017/18. Demand for public network computers in libraries fell 22% between 2012/13 and 2017/18. The equivalent of 16% of Essex residents – fewer than one in five – are active library users. Meanwhile, technology has transformed how people consume information and entertainment. Loans of eBooks, eAudio and eMagazines rose 205%, from 61,000 to 186,000 in five years. And with 85% of UK adults now owning a smartphone and 10% using an eReader daily, we expect that trend to continue.

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In March 2018, we asked Essex residents and library users for their views on libraries. Your feedback informs this strategy and the results are published in Your Community, Libraries and You. Our priorities, with books and reading at the top, reflect your priorities.

These are challenging times for all of local government. We can no longer afford to spend as much on services as before and we must take opportunities to do things in new and more efficient ways. In the future we will look to reduce the number of library buildings that we manage, so that we can focus our attention on meeting needs.

The strategy sets out the priorities for library services, based on what you have told us. It also defines a 'core offer' you can expect from library services and a future approach that will meet our statutory duty to provide a comprehensive and efficient library service.

Key points

- Keep books and reading at the heart of our comprehensive library offer, as this is the top priority for the people of Essex

- Invest in eLibrary and online services to respond to changing demand, particularly among younger users, and make services more accessible, for instance offering easier browsing, ordering and downloads on mobile devices

- Explore the potential of smart libraries – offering members swipe card access outside staffed opening hours - to increase opening hours and the ways people can use libraries, and introduce them where viable

- Seek investment to modernise library spaces to a consistent standard, so they are welcoming, easy to use and meet diverse user needs

- Focus on outreach, working closely with other ECC services and partners to reach communities and individuals with the greatest needs and promote and deliver our offer more closely with other services in different settings, such as community hubs and other community settings

- Provide future library services based on evidence of need, taking into account distance between locations, usage, population size, deprivation and social isolation

- This strategy places current libraries in four tiers, based on evidence of need, as described under Ways to access the service, below.

This strategy is about the service, not the buildings. However, it is worth noting that as the strategy develops, we will work in partnership to make the most efficient use of public buildings, whether owned by the council, public bodies or community organisations. This includes considering the most appropriate building for the service. Most library services will be in shared spaces, not their current buildings by 2024.

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Ways to access library services

We propose that Essex library services be delivered, according to need for them, through a range of physical and online services:

- Enhanced eLibrary services to make it easier for customers to access library materials anywhere, anytime from their own devices

- A network of libraries across the county, run by ECC alone or in partnership with other groups or organisations

- Outreach to bring some library services and activities out to communities according to need, such as running a children's story time in a village hall

- Mobile libraries, which currently serve 217 stops around the county but could see more stops added depending on need

- Home Library Service, where volunteers bring books and other loan items to people in their own homes

- Friends and family membership, where friends or family members can collect and return books and other items for you.

A needs-based approach

With falling demand and limited resources, ECC cannot continue to support the 74 libraries it currently runs. In future we propose to provide library services around the county based on evidence of need for them.

We propose using five criteria to assess need for each current library. Each library will be scored, with higher weighting given to location, usage and population. The five criteria are listed below, with the weighting for each in brackets:

Location: Proximity to other libraries. Libraries clustered within a two mile walk of each other will be ranked at lower need (30%).

Usage: the number of active users (members who have used their library card in the last year) the library has (25%).

Population: The number of libraries per head of population in each district. Based on current figures, not projected growth. Districts with more people per library ranked higher for need (25%).

Deprivation: The deprivation level of the lower-layer super output area (LSOA) the library's postcode is in, as identified in the Index of Multiple Deprivation (IMD) (15%).

Social isolation: Prevalence in the district of new parents (measured by fertility rates) and % of residents over 65 as indicators of higher risk of social isolation) (5%).

According to those identified needs, we propose placing libraries into tiers.

Tier 1: main or 'hub' libraries, at least one in each city, district or borough, managed by ECC as part of our statutory provision of a comprehensive network. These will normally be in a main town or other population and employment centre with good transport links and other facilities.
Fifteen libraries are proposed for tier 1. These are

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Basildon, Billericay, Braintree, Brentwood, Canvey Island, Chelmsford, Clacton, Colchester, Harlow, Loughton, Maldon, Rayleigh, Saffron Walden, Wickford, Witham.

Tier 2: Library services in areas where there is a need for them, managed by ECC as part of our statutory provision of a comprehensive network and delivered in partnership with the community or other partner.

Fifteen libraries are proposed for tier 2. These are Burnham, Chipping Ongar, Epping, Great Baddow, Great Dunmow, Greenstead, Halstead, Harwich, Laindon, North Melbourne, Old Harlow, Pitsea, Rochford, South Woodham Ferrers, Waltham Abbey.

Tier 3: Locations where no library service is needed in order to have a comprehensive and efficient network, but where ECC could support the provision of library services run by a community or partner organisation with ECC support. If no suitable offer for a location is received and accepted within six months of Cabinet approval of the strategy we intend to re-consult on the future of that library. This period may be extended to 12 months if proposals have been received but not agreed - or if we believe that deliverable proposals are likely to be forthcoming during that period.

Nineteen libraries are proposed for tier 3. These are Brightlingsea, Coggeshall, Earls Colne, Frinton, Great Parndon, Great Tarpots, Hadleigh, Hockley, Ingatestone, Manningtree, Shenfield, South Benfleet, Springfield, Stanway, Tiptree, Walton, West Clacton, West Mersea, Wivenhoe.

Just under 90% of library users currently use one or more of the libraries in tiers 1-3.

The remaining libraries will be closed.

Tier 4: This fourth tier includes locations where a library service is not required as part of a comprehensive service. This is based on evidence of need in those areas compared to other areas, proximity to other libraries within a two mile walk and the spread of library services across the district and across the county. We propose to close these libraries but will consider proposals for community libraries in these locations.

Twenty five libraries are proposed for tier 4. These are Broomfield, Buckhurst Hill, Chigwell, Danbury, Debden, Fryerns, Galleywood, Great Wakering, Hatfield Peverel, Holland, Hullbridge, Kelvedon, Mark Hall, North Weald, Prettygate, Sible Hedingham, Silver End, Southminster, Stansted, Stock, Thaxted, Tye Green, Vange, Wickham Bishops and Writtle.

Home library, friends and family membership and eLibrary services will be available to anybody in these areas who wants to use them. We will consider adding mobile library stops according to need.

Tier 1 libraries will act as hubs for their area. ECC will meet its statutory duty to provide a comprehensive and efficient library service through a combination of library services in tiers 1 and 2, the online eLibrary, mobile libraries and the home library service. Tier 3 community-run libraries will supplement the core offer. Partners could include community groups or other agencies. ECC will review mobile library stops to meet changing needs.

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Survey

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Data protection and your privacy

By completing this survey, you will be consenting to your data being used to inform decisions about future library services in Essex.

Under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 we have a legal duty to protect any information we collect from you.

The information will only be used for the purposes described above and will not be kept longer than is necessary to do so, up to a maximum of two years.

We will not share your personal details with any other agency unless we have concerns that you or another individual may be at risk of harm or if it is required by law. We will not use the information you give us in this survey for commercial purposes.

This survey is about proposed changes to library services in Essex.

The survey is open for 12 weeks and closes on Wednesday 20 February 2019.

It can be completed by individuals. If you are under 16 years old we require your parent or guardian's permission. Please answer as many questions as you can.

If you wish to respond on behalf of an organisation, please complete the questionnaire online at Essex. gov.uk/libraries-consultation.

Most of the questions ask for specific information but at the end of the survey you can make any comment you would like which has not been covered by the other questions.

About your use of Essex Library Services Section 1

Are you under 16 years of age?

☐ Yes   ☐ No

If you are under the age of 16, we firstly need a confirmation from your parent/guardian that they are happy for you to take part.

I (parent/guardian) give permission for my child to take part in this survey:

Name of child/young person:

....

Relationship to child/young person:

....

Parent/guardian's name:

....

1. I am responding as:

☐ An individual

☐ A representative of a family with children under 11

2. Which district, borough or city do you live in?

☐ Basildon   ☐ Epping Forest

☐ Braintree   ☐ Harlow

☐ Brentwood   ☐ Maldon

☐ Castle Point   ☐ Rochford

☐ Chelmsford   ☐ Tendring

☐ Colchester   ☐ Uttlesford

None of the above. I live in:

☐ Southend

☐ Thurrock

☐ Suffolk

☐ Hertfordshire

☐ Redbridge

☐ Other authority area

3. Have you visited an Essex Library in the last 12 months?

☐ Yes   ☐ No

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Please provide the name of up to three Essex libraries or services you use the most frequently:

- [ ] Basildon
- [ ] Billericay
- [ ] Braintree
- [ ] Brentwood
- [ ] Brightlingsea
- [ ] Broomfield
- [ ] Buckhurst Hill
- [ ] Burnham-on-Crouch
- [ ] Canvey Island
- [ ] Chelmsford
- [ ] Chigwell
- [ ] Chipping Ongar
- [ ] Clacton
- [ ] Coggeshall
- [ ] Colchester
- [ ] Danbury
- [ ] Debden
- [ ] Dunmow
- [ ] Earls Colne
- [ ] Epping
- [ ] Frinton
- [ ] Fryerns
- [ ] Galleywood
- [ ] Great Baddow
- [ ] Great Parndon
- [ ] Great Tarpots

- [ ] Great Wakering
- [ ] Greenstead
- [ ] Hadleigh
- [ ] Halstead
- [ ] Harlow
- [ ] Harwich
- [ ] Hatfield Peverel
- [ ] Hockley
- [ ] Holland
- [ ] Hullbridge
- [ ] Ingatestone
- [ ] Kelvedon
- [ ] Laindon
- [ ] Loughton
- [ ] Maldon
- [ ] Manningtree
- [ ] Mark Hall
- [ ] North Melbourne
- [ ] North Weald
- [ ] Old Harlow
- [ ] Pitsea
- [ ] Prettygate
- [ ] Rayleigh
- [ ] Rochford
- [ ] Saffron Walden
- [ ] Shenfield

- [ ] Sible Hedingham
- [ ] Silver End
- [ ] South Benfleet
- [ ] South Woodham Ferrers
- [ ] Southminster
- [ ] Springfield
- [ ] Stansted
- [ ] Stanway
- [ ] Stock
- [ ] Thaxted
- [ ] Tiptree

- [ ] Tye Green
- [ ] Vange
- [ ] Waltham Abbey
- [ ] Walton
- [ ] West Clacton
- [ ] West Mersea
- [ ] Wickford
- [ ] Wickham Bishops
- [ ] Witham
- [ ] Wivenhoe
- [ ] Writtle

4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?

- [ ] Yes
- [ ] No

5. How do you usually travel to the library you use most frequently? (Tick one)

- [ ] Own vehicle
- [ ] Public transport
- [ ] On foot
- [ ] by cycle
- [ ] Other

6. Do you have access to the internet?

- [ ] Yes, at home
- [ ] Yes, at work
- [ ] Yes on my mobile device
- [ ] I can only use the internet in the library or in a public internet café
- [ ] No

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Strategy Proposals Section 2

We are asking for your views on our draft strategy for Essex Library Services over the next five years, from 2019 to 2024.

7. To what extent do you agree or disagree that our five ambitions, set out in the summary, are the right place on which to focus our limited resources?

☐ Strongly agree ☐ Agree

☐ Neither agree nor disagree ☐ Disagree

☐ Strongly disagree ☐ Don't feel able to say

Ways to access the library

8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

☐ Strongly agree ☐ Agree

☐ Neither agree nor disagree ☐ Disagree

☐ Strongly disagree ☐ Don't feel able to say

9. Are there any other criteria you think we should use to assess need?

_____

_____

_____

_____

_____

10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to to their needs?

☐ Strongly agree ☐ Agree

☐ Neither agree nor disagree ☐ Disagree

☐ Strongly disagree ☐ Don't feel able to say

11. Have you used any of the following libraries in the last 12 months, or has someone used any of them on your behalf? Please tick all that apply.

☐ Broomfield ☐ North Weald

☐ Buckhurst Hill ☐ Prettygate

☐ Chigwell ☐ Sible Hedingham

☐ Danbury ☐ Silver End

☐ Debden ☐ Southminster

☐ Fryerns ☐ Stansted

☐ Galleywood ☐ Stock

☐ Great Wakering ☐ Thaxted

☐ Hatfield Peverel ☐ Tye Green

☐ Holland ☐ Vange

☐ Hullbridge ☐ Wickham Bishops

☐ Kelvedon ☐ Writtle

☐ Mark Hall

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12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Please tick all that apply)

☐ Use of a library in another location

If yes please tick the one you are most likely to use

☐ Basildon ☐ Harwich

☐ Billericay ☐ Hockley

☐ Braintree ☐ Ingatestone

☐ Brentwood ☐ Laindon

☐ Brightlingsea ☐ Loughton

☐ Burnham-on-Crouch ☐ Maldon

☐ Canvey Island ☐ Manningtree

☐ Chelmsford ☐ North Melbourne

☐ Chipping Ongar ☐ Old Harlow

☐ Clacton ☐ Pitsea

☐ Coggeshall ☐ Rayleigh

☐ Colchester ☐ Rochford

☐ Dunmow ☐ Saffron Walden

☐ Earls Colne ☐ Shenfield

☐ Epping ☐ South Benfleet

☐ Frinton ☐ South Woodham Ferrers

☐ Great Baddow ☐ Springfield

☐ Great Parndon ☐ Stanway

☐ Great Tarpots ☐ Tiptree

☐ Greenstead ☐ Waltham Abbey

☐ Hadleigh ☐ Walton

☐ Halstead ☐ West Clacton

☐ Harlow

☐ West Mersea ☐ Witham

☐ Wickford ☐ Wivenhoe

☐ eLibrary (to browse the catalogue, borrow books, magazines and audio online, download eBooks, eMagazines and eAudio, use online reference and training materials)

☐ Home Library Service (for anybody who is unable to get to a library owing to age, disability or caring responsibilities)

☐ Mobile library service (vehicles full of books and other materials which visit more than 200 designated stops around the county on a three-weekly cycle)

☐ Friends and family membership (a membership card which enables other people to collect and return books or other loan items on your behalf)

☐ None of these

13. If you answered 'none of these in question 12, which of the following best explain why you would not be able to use one of our other services instead? Please tick all that apply

☐ I am unable to travel to any of the remaining 49 libraries

☐ I do not have access to a computer or mobile device to use the eLibrary

☐ I do not know how to use the eLibrary

☐ I do not want to use any of the alternatives

☐ Other (please specify)

_____

14. To what extent do you agree with the proposal to invite community groups or other organisations to run the 19 libraries in tier 3, to maximise the number of libraries remaining?

☐ Strongly agree ☐ Agree

☐ Neither agree nor disagree ☐ Disagree

☐ Strongly disagree ☐ Don't feel able to say

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15. To what extent do you agree with the idea of some library services being available in places other than libraries? For example children's storytimes in village halls or community centres; or the ability to pick up library books from a local shop or leisure centre

☐ Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree

☐ Strongly disagree ☐ Don't feel able to say

Opening hours and smart libraries

16. Please rank these options for opening hours and access in the order you think we should prioritise them. Choose 1 for the most important, 6 for least important

	1	2	3	4	5	6
Fully staffed library opening hours (this would mean libraries would be open for fewer hours over all)						
More volunteer and community supported opening (this would mean libraries would be open for more hours over all, so you could serve yourself or seek help from volunteers)						
Self-service access using smart library technology (this would mean libraries would be open for more hours over all, so you could serve yourself)						
More evening opening (this could mean libraries would be open less in daytimes, unless volunteers or smart library tech were available to increase overall opening hours)						
More weekend opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were available to increase overall opening hours)						
Improved eLibrary so I can access library services any time I want						

Our eLibrary

17. Are you aware of or have you used any of the following digital (online) services provided by Essex County Council? (please tick in the chart below)

	Used In a library	Used outside a library	Not used, but aware of	Not used, and not aware of	Not used, but would like to use	Not interested
Ask a question						
Book a computer in a library						
Catalogue search						
Download an eBook, eMagazine, eNewspaper or eAudio book						
Join the library						
Libraries website Livechat						
Online course						
Online payment for an overdue item						
Renew a loaned item						
Report a problem						
Request an item						
Request or reset your library PIN						
Update your details						
Use online reference resources e.g. Ancestry						

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Getting involved

We are proposing ways that individuals and organisations can get more involved to support and help deliver library services. This includes more volunteering opportunities in libraries, to support activities such as the Summer Reading Challenge and to help deliver library services to people who are unable to visit libraries, through the Home Library Services.

We would also like to hear from community groups or other organisations who are interested in partnering with us to support library services provided by Essex County Council or in running community libraries in locations where a library is not required as part of a comprehensive and efficient network but where one may be desirable. Groups and organisations interested in supporting libraries should complete the questionnaire online.

18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

☐ Baby and Toddler Rhymetime Volunteer

☐ Code Club Volunteer

☐ Computer Training Volunteer

☐ Computer Support Volunteer

☐ CreatorSpace Volunteer

☐ Customer Services Volunteer

☐ Home Library Service volunteer

☐ Library Activity Volunteer

☐ Library Ambassador (for 13 to 18 year olds)

☐ Mobile Library Support Volunteer

☐ Sensory Wall Volunteer

☐ Work Club Volunteer

Please tell us your name and a contact email address or phone number so we can get in touch about volunteering.

Ideas and suggestions

19. Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service.

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For organisations
Section 3

This section is only available online at Essex.gov.uklibraries-consultation. If you are completing this survey on behalf of an organisation, please do so online.

About you
Section 4

26. What is your post code

You do not have to answer the questions below but it will help us to measure the equality impact of our proposals and meet our obligations under the Public Sector Equality Duty of the Equality Act 2010. When making decisions, Essex County Council must have regard to:

- eliminating unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Act

- advancing equality of opportunity between people who share a protected characteristic and those who do not

- fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

The characteristics protected by the Equality Act are:

- age
- disability
- gender reassignment
- marriage/civil partnership
- pregnancy/maternity
- race
- religion/belief
- sex/gender
- sexual orientation.

The questions below relate to those protected characteristics. Your answers will be treated in the strictest confidence, and will be processed in accordance with our privacy policy and the GDPR and Data Protection Act 2018.

27. What is your age

☐ 16 or under ☐ 17 – 20 ☐ 21 – 30

☐ 31 – 40 ☐ 41 – 50 ☐ 51 – 60

☐ 61 – 70 ☐ 71 – 80 ☐ 81 – 90

☐ 91 or over ☐ Prefer not to say

28. Do you consider yourself to have an impairment and/or a disability?

☐ Yes ☐ No

If yes, which of the following would best describe your impairment/disability?

☐ Physical impairment/disability

☐ Sensory impairment

☐ Learning difficulty or disability

☐ Mental health needs

Other

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29. What is your ethnicity?

☐	White British	☐	Asian or Asian British Indian
☐	White Irish	☐	Asian or Asian British Other
☐	White Other	☐	Mixed White/Asian
☐	Gypsy / Roma	☐	Asian Other
☐	Traveller of Irish Heritage	☐	Chinese
☐	Black or Black British African	☐	Mixed Other
☐	Black or Black British Caribbean	☐	Not Known
☐	Mixed White/Black African	☐	Prefer not to say
☐	Mixed White/Black Caribbean	☐	Black Other
☐	Asian or Asian British Pakistani	☐	Prefer not to say

☐ Other, please specify: _____

30. What is your gender?

☐ Male   ☐ Female   ☐ Prefer not to say

☐ Prefer to use my own term _____

31. Does your gender identity match your sex as registered at birth?

☐ Yes   ☐ Prefer not to say

32. Pregnancy/maternity: Are you currently pregnant or have you been pregnant in the last year?

☐ Yes   ☐ No   ☐ Prefer not to say

33. Marital status: Are you currently?

☐	Cohabiting	☐	Separated (but still legally married or in a civil partnership)
☐	Married		
☐	In a civil partnership	☐	Widowed or a surviving partner from a civil partnership
☐	Divorced or civil partnership dissolved	☐	Prefer not to say

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34. What is your religion/faith?

☐	Christian	☐	Sikh
☐	Muslim	☐	Jewish
☐	Hindu	☐	None
☐	Buddhist	☐	Not sure

☐ Other, please state: _____

35. What is your sexual orientation?

☐	Bisexual	☐	Gay
☐	Heterosexual	☐	Prefer not to say

☐ Prefer to use my own term _____

Thank you for completing this survey.

Please return it in the envelope provided by 20 February 2019 or to your local library.

This information is issued by:
Essex County Council
Essex Libraries Service

Contact us:
libraries@essex.gov.uk
www.libraries.essex.gov.uk
0345 603 7639

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Published November 2018

Appendix 3 – Additional survey questions for organisations

Organisations were invited to take part in the consultation online and were asked Q1 to Q6, Q7 to Q11, Q14 to Q18 and the additional questions below. Respondents were asked to respond on behalf of their organisation, rather than as individuals.

Section 3 - For organisations

Q 20. Does your organisation currently do any of the following?

	Yes	No	No, but would be interested in this in the future
share a library building			
use space in a library for regular service delivery/activities			
use space in a library for occasional service delivery/activities			
provide space in your building to ECC for an ECC-run library or library activities			
provide space in your building to ECC for an ECC run library or library activities			

Q 21. If the library service was withdrawn from your nearest library/libraries would it have an impact on
    a) Your organisation
    b) The people your organisation represents/ serves?
(Yes/No/Not Sure)

Q 22. If you answered yes to Q19 how would it impact your organisation or the people it serves?
[Free text box]

Q23. Does your organisation primarily work with or represent people with any of these groups of people who have protected characteristics under the Equality Act 2010?
Older people [ ]
Children/ young people [ ]
Disabled people [ ]
Transgender people [ ]
Pregnant women or new mothers [ ]
Black and ethnic minority people [ ]
Religious or faith community/ies [ ]

Women [ ]
Men [ ]
Lesbian, gay or bisexual people [ ]

Q 24. Would your organisation be interested in partnering to support the delivery of library services run by Essex County Council in tier 2? Examples include providing space for us to run groups and activities outside libraries, providing space to house libraries, providing staff or volunteers to increase our capacity and help meet more needs
(Yes/No)

If you answered yes to Q24 please provide the following information:
Your name
Organisation name
Location you are interested in
Contact email
Contact phone number

Q 25. Would your organisation be interested in running or being involved with a community-run library in a tier 3 or tier 4 location?
(Yes/No)

If you answered yes to Q25, Please completer one of these forms accessible via the link below

Expression of Interest - Tier 3

Expression of Interest - Tier 4

Future Library Services Strategy 2019 – 2024 Questionnaire

EasyRead Version

Essex County Council

This survey is about changes to Essex Libraries.

Your answers can help Essex County Council decide what the service should look like in the future.

You do not have to answer all of the questions, but it will help us more if you do.

We will not tell anyone else what you have answered.

We will not share your personal information with anyone else.

We will take out your personal information when we write a report.

Permission

Are you under the age of 16?

Please tick ✅

☐ Under 16   ☐ Over 16

Parental permissions for Under 16s

If you're under 16 we will need permission from your parents.

I (parent/guardian) give permission for my child to take part in this survey.

Child's name: _____

Parent's name: _____

Are you the parent or guardian?

Please tick ✅

☐ Parent   ☐ Guardian

2. Which area do you live in?

Please tick ✅
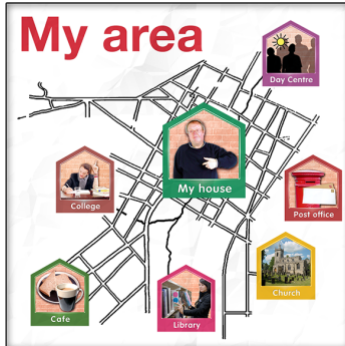
☐	Basildon	☐	Braintree
☐	Brentwood	☐	Castle Point
☐	Chelmsford	☐	Colchester
☐	Epping Forest	☐	Harlow
☐	Maldon	☐	Rochford
☐	Tendring	☐	Uttlesford
☐	None of the above		

If you live outside of Essex, where do you live?

Please tick ✅

☐ Southend

☐ Thurrock

☐ Suffolk

☐ Hertfordshire

☐ Redbridge

Any other (please tell us where)

☐

3. Have you visited an Essex Library in the last year?

Please tick ✔

☐ Yes   ☐ No

If yes, which library have you visited?

Please tick ✔

☐ Basildon   ☐ Billericay

☐ Braintree   ☐ Brentwood

☐ Brightlingsea   ☐ Broomfield

☐ Buckhurst Hill   ☐ Burnham-on-Crouch

☐ Canvey Island   ☐ Chelmsford

☐ Chigwell   ☐ Chipping Ongar

Library

- [ ] Clacton
- [ ] Coggeshall
- [ ] Colchester
- [ ] Danbury
- [ ] Debden
- [ ] Earls Colne
- [ ] Epping
- [ ] Frinton-on-Sea
- [ ] Fryerns
- [ ] Galleywood
- [ ] Great Baddow
- [ ] Great Dunmow
- [ ] Great Parndon
- [ ] Great Tarpots
- [ ] Greenstead
- [ ] Hadleigh
- [ ] Harlow
- [ ] Harwich
- [ ] Hatfield Peverel
- [ ] Hockley
- [ ] Holland-on-Sea
- [ ] Hullbridge

Library

- [ ] Ingatestone
- [ ] Kelvedon
- [ ] Laindon
- [ ] Loughton
- [ ] Maldon
- [ ] Manningtree
- [ ] Mark Hall
- [ ] North Melbourne
- [ ] North Weald
- [ ] Old Harlow
- [ ] Pitsea
- [ ] Prettygate
- [ ] North Weald
- [ ] Old Harlow
- [ ] Rayleigh
- [ ] Rochford
- [ ] Saffron Walden
- [ ] Shenfield
- [ ] Sible Heddingham
- [ ] Silver End
- [ ] South Benfleet
- [ ] South Woodham Ferrers
- [ ] Southminster
- [ ] Springfield
- [ ] Stansted
- [ ] Stanway

Library

☐ Stock   ☐ West Clacton

☐ Thaxted   ☐ West Mersea

☐ Tiptree   ☐ Wickford

☐ Tye Green   ☐ Wickham Bishops

☐ Vange   ☐ Witham

☐ Waltham Abbey   ☐ Wivenhoe

☐ Walton   ☐ Writtle

4. Have you used an Essex Library card in the last 12 months?

Please tick ✔

☐ Yes   ☐ No

5. How do you get to your local library?

Please tick ✔

☐ By car

☐ Public transport

☐ Walk

☐ Bicycle

Other (please tell us how)

☐

6. Do you have access to the internet?

If "yes" please tell us where.

Please tick ✅

☐ At home

☐ At work

☐ On my mobile device

☐ Only at the library or an internet café

Please read Pages 14 and 15 of the library strategy.

7. Do you agree with the 5 Priorities for the future of Essex Libraries?

Please tick ✔

| Agree | Disagree |

We have assessed each library in Essex to find out if they meet the needs of the community.

Please read page 24 of the library strategy.

8. Do you agree with our assessment?

Please tick ✔

| Agree | Disagree |

9. Is there any other need we have missed?

Please tick ✔

☐ Yes   ☐ No

If yes, please write it below.

_____

_____

_____

10. Do you agree with our proposed changes to Essex libraries?

Please tick ✔

☐ Yes, I agree   ☐ I am not sure   ☐ No, I do not agree

11. Have you used any of the following libraries listed below in the last year?

Please tick ✅

☐ Broomfield	☐ Buckhurst Hill	☐ Chigwell
☐ Danbury	☐ Debden	☐ Fryerns
☐ Galleywood	☐ Great Wakering	☐ Hatfield Peverel
☐ Holland	☐ Hullbridge	☐ Kelvedon
☐ Mark Hall	☐ North Weald	☐ Prettygate
☐ Sible Hedingham		☐ Silver End
☐ Southminster	☐ Stansted	☐ Stock
☐ Thaxted	☐ Tye Green	☐ Vange
☐ Wickham Bishops		☐ Writtle

12. If these libraries are closed, what services will you still be able to use?

Please tick ✔

☐ Another library

☐ eLibrary

☐ Mobile library

☐ Friends and family membership. This is a card that lets other people borrow and return books for you.
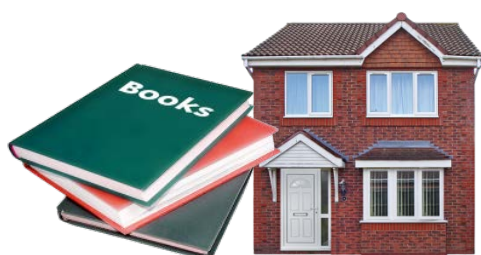
☐ Home library. This is where a volunteer brings books to your home if you are disabled and can't go to the library.

☐ None of the above

13. If you answered 'none of the above' to Question 12, please tell us why.

Please tick ✅

☐ I am unable to get to any other library

☐ I do not have access to the internet

☐ I do not know how to use the eLibrary

☐ I do not want to use these services

If there any other reason?
Please write below.

_____

_____

14. What do you think about other community groups running some of our libraries? Do you think it's a good idea?

Please tick ✅

☐ Yes   ☐ No   ☐ I'm not sure

15. Do you think running a library service in a community centre is a good idea?

Please tick ✅

☐ Yes   ☐ No   ☐ I'm not sure

16. Do you think being able to pick up library books from places like shops is a good idea?

Please tick

Yes

No

I'm not sure

17. Which of these options do you prefer? If you like more than 1 option please write the number for your choice. Eg 1 for first choice, 2 for 2nd choice.

Please tick ✅

or write the number in the box | 2 |

☐ Fully staffed opening hours. This means libraries would always have staff when they are open. This would also mean libraries are open less hours.

☐ Libraries run by volunteers. This would mean libraries are open more hours.

☐ Self-service libraries. This would mean libraries are open more hours and you would check out the books yourself.

☐ Open more in the evening. This would mean libraries are open less hours in the day unless run by volunteers.
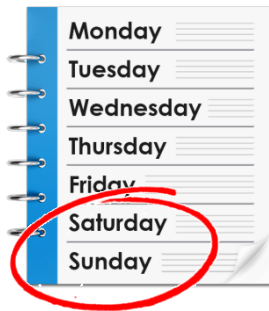
Open during the weekend. This would mean libraries are open less during the week days unless run by volunteers.
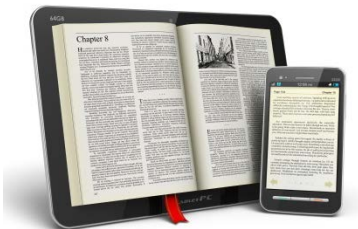
A better eLibrary that is open all hours

Library

18. Have you used any of the following online services provided by Essex Libraries?

Please tick ✔

Have you asked a question about the library?

Yes ☐

No ☐
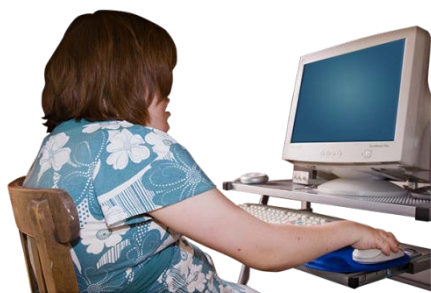
Have you ever booked to use a computer in the library?

Yes ☐

No ☐

Have you ever searched the library catalogue?

☐	Yes	☐	No
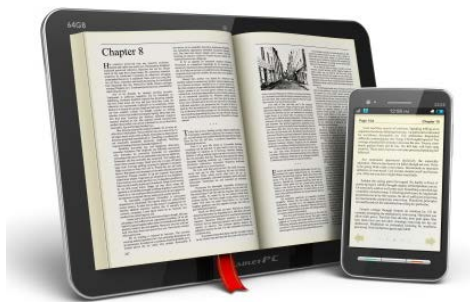
Have you ever downloaded an eBook, eMagazine, eNewspaper or eAudio book?

☐	Yes	☐	No

Have you joined the library?

☐	Yes	☐	No

Have you ever used the Essex Library's Livechat?

Yes

No

Have you ever done an online course?

Yes

No

Have you paid fines online for overdue items?

Yes

No

Have you renewed a loaned item?

☐ Yes   ☐ No

Have you ever reported a problem?

☐ Yes   ☐ No

Have you requested an item at your local library?

☐ Yes   ☐ No

Have you ever had your library PIN reset?

☐ Yes   ☐ No

Was this done at a library or online?

☐ At the library   ☐ Online

18. Would you be interested in volunteering at Essex Libraries?

☐ Yes   ☐ No

19. Are there any ideas you'd like to share?

Please write them below.

_____

_____

_____

_____

We'd like to ask you about yourself

The questions are optional. You do not have to tell us if you don't want to.

Please tick the box ✅

Are you:

☐ A Man	☐ A Woman
☐ Prefer to use my own term	☐ Prefer not to say

What is your background? Please tick the box ✅

☐ Asian	☐ Black: Caribbean	☐ White
☐ Asian: Bangladeshi	☐ Black: Other	☐ Other
☐ Asian: Indian	☐ Chinese	☐ Mixed ethnic background
☐ Asian: Other	☐ Black: African	

Are you disabled?

☐ **Yes**   ☐ **No**

If you need help with this survey please telephone us on 0345 603 7639

You can email us at libraries@essex.gov.uk

Please send your completed survey in the pre-paid envelope it came with. If you do not have that envelope please send to:

Essex Libraries Consultation
County Hall
Chelmsford
CM1 1QH

Thank you for taking part in our survey.

Essex Libraries Consultation

Individuals and family tables - at overall level

This report shows tables for each question and has been filtered to show the responses for 'All Respondents' amongst individual and family respondents.

Are you aged under 16?

Counts Break % Respondents	
Base	21633
Are you aged under 16?	
Yes	743 3%
No	20890 97%

Q1. I am responding as:

Counts Break % Respondents	
Base	21633
Q1. I am responding as:	
An Individual	16642 77%
A family with children under 11	4901 23%
Not known	90 0%

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Q2. Which district, borough or city do you live in?

Counts Break % Respondents	
Base	21529
Q2. Which district, borough or city do you live in?	
Basildon	1506 7%
Braintree	1865 9%
Brentwood	1656 8%
Castle Point	1690 8%
Chelmsford	2476 12%
Colchester	3525 16%
Epping Forest	1463 7%
Harlow	749 3%
Hertfordshire	60 0%
Maldon	909 4%
Redbridge	50 0%
Rochford	1552 7%
Southend	274 1%
Suffolk	68 0%
Tendring	1928 9%

Counts Break % Respondents	
Base	21529
Thurrock	43 0%
Uttlesford	1431 7%
Other authority area	284 1%

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Q3. Have you visited an Essex Library within the last 12 months?

Counts Break % Respondents		All	Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age		
	Total	All	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60
Base	21440	21440	19152	1124	898	6903	14485	7978	13415	16495	4868	5113	11609	533	706	7724
Q3. Have you visited an Essex Library within the last 12 months?																
Yes	20857 97%	20857 97%	18614 97%	1121 100%	872 97%	6822 99%	13984 97%	7976 100%	12835 96%	15965 97%	4816 99%	4937 97%	11363 98%	506 95%	679 96%	7547 98%
No	583 3%	583 3%	538 3%	3 0%	26 3%	81 1%	501 3%	2 0%	580 4%	530 3%	52 1%	176 3%	246 2%	27 5%	27 4%	177 2%

Counts Break % Respondents		Age		Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
	Total	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest
Base	21440	7046	1105	15771	520	2434	14949	574	14320	1494	1849	1642	1666	2459	3494	1452
Q3. Have you visited an Essex Library within the last 12 months?																
Yes	20857 97%	6889 98%	1071 97%	15384 98%	504 97%	2357 97%	14597 98%	563 98%	13958 97%	1471 98%	1786 97%	1600 97%	1644 99%	2384 97%	3423 98%	1426 98%
No	583 3%	157 2%	34 3%	387 2%	16 3%	77 3%	352 2%	11 2%	362 3%	23 2%	63 3%	42 3%	22 1%	75 3%	71 2%	26 2%

Q3. Have you visited an Essex Library within the last 12 months?

Counts Break % Respondents		District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital s...
	Total	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g
Base	21440	745	906	1544	1921	1422	771	172	21268	291	13399	1896	15906	76	738	1017
Q3. Have you visited an Essex Library within the last 12 months?																
Yes	20857	706	881	1515	1875	1346	726	170	20687	269	13076	1846	15514	73	720	984
	97%	95%	97%	98%	98%	95%	94%	99%	97%	92%	98%	97%	98%	96%	98%	97%
No	583	39	25	29	46	76	45	2	581	22	323	50	392	3	18	33
	3%	5%	3%	2%	2%	5%	6%	1%	3%	8%	2%	3%	2%	4%	2%	3%

Counts Break % Respondents		Marital status							Religion/Faith							
	Total	Married	Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	21440	10494	84	937	140	1195	1564	1309	10064	53	68	94	18	125	4964	318
Q3. Have you visited an Essex Library within the last 12 months?																
Yes	20857	10272	80	917	133	1158	1515	1275	9835	51	67	90	18	122	4821	305
	97%	98%	95%	98%	95%	97%	97%	97%	98%	96%	99%	96%	100%	98%	97%	96%
No	583	222	4	20	7	37	49	34	229	2	1	4	-	3	143	13
	3%	2%	5%	2%	5%	3%	3%	3%	2%	4%	1%	4%	-	2%	3%	4%

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Q3. Essex libraries or services used most frequently (Descending)

Counts Break % z-test Respondents		Counts Break % z-test Respondents		Counts Break % z-test Respondents		Counts Break % z-test Respondents		Counts Break % z-test Respondents	
Base	19897	Base	19897	Base	19897	Base	19897	Base	19897
Q3. Essex libraries or services used most frequently		Witham	704 4%	Great Tarpots	394 2%	Stansted	287 1%	Sible Hedingham	188 1%
Chelmsford	2682 13%	Loughton	675 3%	Buckhurst Hill	388 2%	Broomfield	286 1%	Burnham	177 1%
Colchester	2548 13%	Clacton	639 3%	Harwich	383 2%	Thaxted	269 1%	Tye Green	165 1%
Hadleigh	1104 6%	South Benfleet	610 3%	Ingatestone	381 2%	Laindon	262 1%	Great Wakering	161 1%
Shenfield	1052 5%	Wivenhoe	582 3%	Coggeshall	364 2%	South Woodham Ferrers	246 1%	Mark Hall	159 1%
Prettygate	1012 5%	Manningtree	577 3%	Kelvedon	363 2%	Walton	239 1%	North Melbourne	159 1%
Brentwood	985 5%	West Mersea	533 3%	Halstead	340 2%	Greenstead	236 1%	Pitsea	142 1%
Rayleigh	893 4%	Tiptree	482 2%	Canvey	332 2%	North Weald	231 1%	Fryerns	136 1%
Billericay	888 4%	Frinton	429 2%	Galleywood	329 2%	Waltham Abbey	224 1%	Great Parndon	130 1%
Hockley	863 4%	Dunmow	427 2%	Springfield	326 2%	Wickham Bishops	218 1%	Southminster	120 1%
Saffron Walden	775 4%	Stanway	423 2%	Rochford	321 2%	Chipping Ongar	217 1%	Vange	120 1%
Maldon	768 4%	Epping	417 2%	Hullbridge	310 2%	Hatfield Peverel	215 1%	Debden	116 1%
Harlow	730 4%	Wickford	414 2%	Holland	303 2%	Earls Colne	213 1%	Silver End	93 0%
Braintree	723 4%	Brightlingsea	408 2%	Writtle	299 2%	Chigwell	206 1%	West Clacton	76 0%
Basildon	708 4%	Great Baddow	395 2%	Danbury	292 1%	Old Harlow	191 1%	Stock	71 0%

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Q3. Essex libraries or services used most frequently (Alphabetical)

Counts Break % z-test Respondents			Counts Break % z-test Respondents			Counts Break % z-test Respondents			Counts Break % z-test Respondents			Counts Break % z-test Respondents		
Base	19897		Base	19897		Base	19897		Base	19897		Base	19897	
Q3. Essex libraries or services used most frequently			Colchester	2548 13%		Halstead	340 2%		North Weald	231 1%		Stanway	423 2%	
Basildon	708 4%		Danbury	292 1%		Harlow	730 4%		Old Harlow	191 1%		Stock	71 0%	
Billericay	888 4%		Debden	116 1%		Harwich	383 2%		Pitsea	142 1%		Thaxted	269 1%	
Braintree	723 4%		Dunmow	427 2%		Hatfield Peverel	215 1%		Prettygate	1012 5%		Tiptree	482 2%	
Brentwood	985 5%		Earls Colne	213 1%		Hockley	863 4%		Rayleigh	893 4%		Tye Green	165 1%	
Brightlingsea	408 2%		Epping	417 2%		Holland	303 2%		Rochford	321 2%		Vange	120 1%	
Broomfield	286 1%		Frinton	429 2%		Hullbridge	310 2%		Saffron Walden	775 4%		Waltham Abbey	224 1%	
Buckhurst Hill	388 2%		Fryerns	136 1%		Ingatestone	381 2%		Shenfield	1052 5%		Walton	239 1%	
Burnham	177 1%		Galleywood	329 2%		Kelvedon	363 2%		Sible Hedingham	188 1%		West Clacton	76 0%	
Canvey	332 2%		Great Baddow	395 2%		Laindon	262 1%		Silver End	93 0%		West Mersea	533 3%	
Chelmsford	2682 13%		Great Parndon	130 1%		Loughton	675 3%		South Benfleet	610 3%		Wickford	414 2%	
Chigwell	206 1%		Great Tarpots	394 2%		Maldon	768 4%		South Woodham Ferrers	246 1%		Wickham Bishops	218 1%	
Chipping Ongar	217 1%		Great Wakering	161 1%		Manningtree	577 3%		Southminster	120 1%		Witham	704 4%	
Clacton	639 3%		Greenstead	236 1%		Mark Hall	159 1%		Springfield	326 2%		Wivenhoe	582 3%	
Coggeshall	364 2%		Hadleigh	1104 6%		North Melbourne	159 1%		Stansted	287 1%		Writtle	299 2%	

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Library usage

Counts Break % Respondents		All	Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age		
	Total	All	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60
Base	19897	19897	17885	1069	834	6590	13261	7978	11879	15149	4678	4734	10920	500	670	7328
Library usage																
1 library	**9598**	9598	8555	443	540	2172	7397	3199	6374	7472	2085	2235	5249	235	246	3144
	48%	48%	48%	41%	65%	33%	56%	40%	54%	49%	45%	47%	48%	47%	37%	43%
2 libraries	**4509**	4509	4158	184	139	1612	2888	1876	2624	3358	1137	1083	2514	105	142	1776
	23%	23%	23%	17%	17%	24%	22%	24%	22%	22%	24%	23%	23%	21%	21%	24%
3 libraries	**5790**	5790	5172	442	155	2806	2976	2903	2881	4319	1456	1416	3157	160	282	2408
	29%	29%	29%	41%	19%	43%	22%	36%	24%	29%	31%	30%	29%	32%	42%	33%

Counts Break % Respondents		Age		Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
	Total	61 - 80	81+	White Bri-tish/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest
Base	19897	6523	1016	14779	486	2237	14059	552	13400	1415	1709	1519	1569	2287	3270	1369
Library usage																
1 library	**9598**	3357	642	7100	175	1118	6665	214	6334	643	855	691	831	881	1381	647
	48%	51%	63%	48%	36%	50%	47%	39%	47%	45%	50%	45%	53%	39%	42%	47%
2 libraries	**4509**	1472	210	3402	114	467	3271	153	3080	306	348	387	301	669	904	328
	23%	23%	21%	23%	23%	21%	23%	28%	23%	22%	20%	25%	19%	29%	28%	24%
3 libraries	**5790**	1694	164	4277	197	652	4123	185	3986	466	506	441	437	737	985	394
	29%	26%	16%	29%	41%	29%	29%	34%	30%	33%	30%	29%	28%	32%	30%	29%

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Library usage

Counts Break % Respondents		District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital s...
	Total	**Harlow**	**Maldon**	**Rochford**	**Tendring**	**Uttlesford**	**Other**	**Yes**	**No**	**LGBT**	**Heterose-xual**	**Prefer not to say**	**Yes**	**No**	**Prefer not to say**	**Cohabitin-g**
Base	**19897**	**673**	**838**	**1448**	**1800**	**1284**	**648**	**164**	**19733**	**264**	**12563**	**1768**	**14908**	**72**	**692**	**961**
Library usage																
1 library	**9598**	268	327	880	925	869	356	115	9483	108	5948	809	7067	30	322	417
	48%	40%	39%	61%	51%	68%	55%	70%	48%	41%	47%	46%	47%	42%	47%	43%
2 libraries	**4509**	121	191	255	384	204	98	26	4483	56	2906	399	3437	17	145	219
	23%	18%	23%	18%	21%	16%	15%	16%	23%	21%	23%	23%	23%	24%	21%	23%
3 libraries	**5790**	284	320	313	491	211	194	23	5767	100	3709	560	4404	25	225	325
	29%	42%	38%	22%	27%	16%	30%	14%	29%	38%	30%	32%	30%	35%	33%	34%

Counts Break % Respondents		Marital status							Religion/Faith							
	Total	**Married**	**Civil part-nership**	**Divorced or CP dissolved**	**Separated**	**Widowed**	**Single**	**Prefer not to say**	**Christian**	**Muslim**	**Hindu**	**Buddhist**	**Sikh**	**Jewish**	**None**	**Not sure**
Base	**19897**	**9850**	**79**	**874**	**127**	**1102**	**1477**	**1226**	**9432**	**49**	**65**	**88**	**18**	**113**	**4648**	**296**
Library usage																
1 library	**9598**	4732	32	407	53	677	587	535	4582	17	21	33	4	49	2174	106
	48%	48%	41%	47%	42%	61%	40%	44%	49%	35%	32%	38%	22%	43%	47%	36%
2 libraries	**4509**	2339	19	197	27	214	322	270	2108	12	19	24	6	21	1132	69
	23%	24%	24%	23%	21%	19%	22%	22%	22%	24%	29%	27%	33%	19%	24%	23%
3 libraries	**5790**	2779	28	270	47	211	568	421	2742	20	25	31	8	43	1342	121
	29%	28%	35%	31%	37%	19%	38%	34%	29%	41%	38%	35%	44%	38%	29%	41%

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Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?

Counts Break % Respondents	Total	All	Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age		
		All	Yes	Library/cafe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60
Base	21169	21169	19097	1117	883	6862	14253	7891	13230	16250	4841	5064	11563	531	709	7717
Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?																
Yes	**18659** **88%**	18659 88%	16734 88%	1050 94%	812 92%	6100 89%	12510 88%	7136 90%	11479 87%	14082 87%	4505 93%	4303 85%	10384 90%	492 93%	623 88%	6789 88%
No	**2510** **12%**	2510 12%	2363 12%	67 6%	71 8%	762 11%	1743 12%	755 10%	1751 13%	2168 13%	336 7%	761 15%	1179 10%	39 7%	86 12%	928 12%

Counts Break % Respondents	Total	Age		Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
		61 - 80	81+	White British/Irish/Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest
Base	21169	6984	1075	15681	518	2406	14877	576	14265	1484	1834	1614	1647	2446	3446	1439
Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?																
Yes	**18659** **88%**	6160 88%	979 91%	13861 88%	465 90%	2115 88%	13161 88%	523 91%	12577 88%	1342 90%	1618 88%	1421 88%	1466 89%	2186 89%	3037 88%	1266 88%
No	**2510** **12%**	824 12%	96 9%	1820 12%	53 10%	291 12%	1716 12%	53 9%	1688 12%	142 10%	216 12%	193 12%	181 11%	260 11%	409 12%	173 12%

Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?

Counts Break % Respondents	Total	District						Easy Read v non easy read		Sexual orientation			Gender identity match birth		Marital s...	
		Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g
Base	21169	730	895	1524	1893	1401	746	169	21000	287	13342	1878	15825	72	735	1019
Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?																
Yes	**18659** **88%**	608 83%	810 91%	1369 90%	1686 89%	1161 83%	623 84%	154 91%	18505 88%	221 77%	11765 88%	1666 89%	13978 88%	62 86%	653 89%	882 87%
No	**2510** **12%**	122 17%	85 9%	155 10%	207 11%	240 17%	123 16%	15 9%	2495 12%	66 23%	1577 12%	212 11%	1847 12%	10 14%	82 11%	137 13%

Counts Break % Respondents	Total	Marital status							Religion/Faith							
		Married	Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	21169	10459	83	935	141	1174	1556	1292	9999	53	69	93	19	126	4946	319
Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?																
Yes	**18659** **88%**	9257 89%	76 92%	823 88%	121 86%	1036 88%	1373 88%	1148 89%	8862 89%	46 87%	62 90%	79 85%	19 100%	107 85%	4329 88%	290 91%
No	**2510** **12%**	1202 11%	7 8%	112 12%	20 14%	138 12%	183 12%	144 11%	1137 11%	7 13%	7 10%	14 15%	- -	19 15%	617 12%	29 9%

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Q5. How do you usually travel to the library you use most frequently?

Counts Break % Respondents		All		User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
	Total	All	User	Non user	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30
Base	20981	20981	20372	463	18991	1105	821	6821	14107	7859	13072	16060	4843	5015	11456	511	699
Q5. How do you usually travel to the library you use most frequently?																	
On foot	13025 62%	13025 62%	12707 62%	232 50%	11736 62%	750 68%	496 60%	4300 63%	8686 62%	5161 66%	7830 60%	9693 60%	3275 68%	3121 62%	7081 62%	324 63%	485 69%
Own vehicle	8106 39%	8106 39%	7858 39%	195 42%	7631 40%	238 22%	218 27%	2694 39%	5397 38%	2925 37%	5172 40%	6016 37%	2070 43%	1779 35%	4572 40%	182 36%	247 35%
Public transport	2134 10%	2134 10%	2074 10%	40 9%	1735 9%	226 20%	164 20%	686 10%	1438 10%	619 8%	1504 12%	1883 12%	236 5%	605 12%	1058 9%	36 7%	109 16%
Bicycle	881 4%	881 4%	852 4%	21 5%	797 4%	61 6%	18 2%	277 4%	602 4%	399 5%	482 4%	704 4%	175 4%	319 6%	356 3%	34 7%	39 6%

Counts Break % Respondents		Age			Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
	Total	31 - 60	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest
Base	20981	7687	6947	1008	15523	518	2246	14869	574	14135	1479	1819	1609	1628	2414	3428	1430
Q5. How do you usually travel to the library you use most frequently?																	
On foot	13025 62%	5011 65%	4129 59%	524 52%	9617 62%	340 66%	1273 57%	9378 63%	410 71%	8657 61%	913 62%	1206 66%	1179 73%	1131 69%	1405 58%	2030 59%	908 63%
Own vehicle	8106 39%	3098 40%	2540 37%	388 38%	5976 38%	185 36%	831 37%	5713 38%	216 38%	5546 39%	626 42%	653 36%	535 33%	566 35%	965 40%	1223 36%	585 41%
Public transport	2134 10%	467 6%	922 13%	178 18%	1520 10%	93 18%	352 16%	1393 9%	32 6%	1403 10%	150 10%	137 8%	123 8%	137 8%	361 15%	477 14%	105 7%
Bicycle	881 4%	356 5%	258 4%	14 1%	623 4%	31 6%	78 3%	631 4%	16 3%	594 4%	35 2%	49 3%	44 3%	35 2%	169 7%	279 8%	20 1%

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Q5. How do you usually travel to the library you use most frequently?

Counts Break % Respondents	Total	District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status	
		Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married
Base	20981	724	886	1504	1869	1378	739	169	20812	280	13233	1849	15671	75	725	1011	10421
Q5. How do you usually travel to the library you use most frequently?																	
On foot	13025 62%	452 62%	485 55%	1053 70%	1114 60%	825 60%	283 38%	122 72%	12903 62%	187 67%	8119 61%	1184 64%	9687 62%	47 63%	480 66%	677 67%	6419 62%
Own vehicle	8106 39%	277 38%	427 48%	476 32%	756 40%	597 43%	393 53%	62 37%	8044 39%	83 30%	5234 40%	649 35%	6074 39%	28 37%	230 32%	406 40%	4267 41%
Public transport	2134 10%	88 12%	57 6%	127 8%	153 8%	65 5%	141 19%	19 11%	2115 10%	48 17%	1286 10%	197 11%	1581 10%	9 12%	85 12%	77 8%	838 8%
Bicycle	881 4%	28 4%	33 4%	35 2%	98 5%	24 2%	30 4%	10 6%	871 4%	9 3%	512 4%	115 6%	635 4%	4 5%	51 7%	51 5%	414 4%

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	20981	81	922	137	1124	1534	1272	9904	53	67	95	19	126	4895	307
Q5. How do you usually travel to the library you use most frequently?															
On foot	13025 62%	57 70%	539 58%	78 57%	645 57%	992 65%	808 64%	5985 60%	35 66%	42 63%	60 63%	9 47%	69 55%	3167 65%	187 61%
Own vehicle	8106 39%	24 30%	337 37%	56 41%	382 34%	482 31%	389 31%	3914 40%	13 25%	31 46%	39 41%	11 58%	62 49%	1791 37%	124 40%
Public transport	2134 10%	7 9%	122 13%	17 12%	181 16%	255 17%	186 15%	1026 10%	9 17%	12 18%	12 13%	2 11%	12 10%	440 9%	37 12%
Bicycle	881 4%	4 5%	37 4%	7 5%	25 2%	91 6%	67 5%	338 3%	5 9%	2 3%	10 11%	2 11%	4 3%	258 5%	20 7%

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Q6. Do you have access to the internet?

Counts Break % Respondents	Total	All	User v non user		Tier 4		Tier 3		Respondent Type		Gender		Age					Ethnic groups		Disabled v non disabled	
		All	User	Non user	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+	White British/Irish/- Other	BAME	Disabled	Non disabled
Base	21323	21323	20607	567	6910	14358	7926	13345	16386	4856	5119	11625	534	709	7753	7045	1096	15790	522	2430	14974
Q6. Do you have access to the internet?																					
Yes, at home	17109 80%	17109 80%	16523 80%	469 83%	5478 79%	11598 81%	6315 80%	10765 81%	13154 80%	3908 80%	4148 81%	9331 80%	454 85%	546 77%	6267 81%	5920 84%	618 56%	12746 81%	390 75%	1647 68%	12364 83%
Yes, at work	305 1%	305 1%	295 1%	7 1%	104 2%	200 1%	122 2%	182 1%	246 2%	58 1%	76 1%	164 1%	- -	7 1%	170 2%	62 1%	1 0%	222 1%	10 2%	30 1%	217 1%
Yes on my mobile device	1867 9%	1867 9%	1796 9%	62 11%	631 9%	1235 9%	701 9%	1166 9%	1105 7%	761 16%	318 6%	1123 10%	57 11%	125 18%	963 12%	313 4%	26 2%	1335 8%	69 13%	159 7%	1345 9%
I can only use the internet in the library or in a public internet cafe	1134 5%	1134 5%	1121 5%	3 1%	434 6%	694 5%	494 6%	632 5%	1008 6%	114 2%	374 7%	466 4%	14 3%	29 4%	301 4%	406 6%	93 8%	772 5%	41 8%	264 11%	618 4%
No	908 4%	908 4%	872 4%	26 5%	263 4%	631 4%	294 4%	600 4%	873 5%	15 0%	203 4%	541 5%	9 2%	2 0%	52 1%	344 5%	358 33%	715 5%	12 2%	330 14%	430 3%

Counts Break % Respondents	Total	Pregnancy & maternity v non		District													Easy Read v non easy read		Sexual orientation		
		Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterosexual	Prefer not to say
Base	21323	577	14354	1492	1845	1629	1654	2458	3471	1445	743	903	1531	1908	1409	757	167	21156	290	13435	1891
Q6. Do you have access to the internet?																					
Yes, at home	17109 80%	459 80%	11678 81%	1198 80%	1525 83%	1314 81%	1261 76%	2051 83%	2853 82%	1133 78%	550 74%	746 83%	1186 77%	1499 79%	1191 85%	567 75%	102 61%	17007 80%	217 75%	10984 82%	1500 79%
Yes, at work	305 1%	7 1%	207 1%	19 1%	28 2%	35 2%	20 1%	22 1%	57 2%	25 2%	9 1%	11 1%	22 1%	24 1%	21 1%	11 1%	2 1%	303 1%	5 2%	183 1%	41 2%
Yes on my mobile device	1867 9%	92 16%	1264 9%	139 9%	151 8%	154 9%	153 9%	227 9%	294 8%	156 11%	85 11%	71 8%	127 8%	134 7%	100 7%	74 10%	7 4%	1860 9%	40 14%	1189 9%	161 9%
I can only use the internet in the library or in a public internet cafe	1134 5%	11 2%	663 5%	76 5%	80 4%	78 5%	126 8%	82 3%	146 4%	88 6%	62 8%	33 4%	119 8%	120 6%	46 3%	66 9%	46 28%	1088 5%	15 5%	581 4%	124 7%
No	908 4%	8 1%	542 4%	60 4%	61 3%	48 3%	94 6%	76 3%	121 3%	43 3%	37 5%	42 5%	77 5%	131 7%	51 4%	39 5%	10 6%	898 4%	13 4%	498 4%	65 3%

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Q6. Do you have access to the internet?

Counts Break % Respondents	Total	Gender identity match birth			Marital status								Religion/Faith							
		Yes	No	Prefer not to say	Cohabiting	Married	Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	21323	15936	76	738	1023	10525	84	940	142	1195	1564	1302	10081	53	69	95	19	126	4975	319
Q6. Do you have access to the internet?																				
Yes, at home	17109 80%	12879 81%	56 74%	570 77%	813 79%	8962 85%	63 75%	708 75%	106 75%	796 67%	1125 72%	969 74%	8062 80%	32 60%	56 81%	75 79%	15 79%	104 83%	4124 83%	255 80%
Yes, at work	305 1%	221 1%	- -	21 3%	25 2%	127 1%	2 2%	17 2%	5 4%	4 0%	33 2%	28 2%	141 1%	1 2%	1 1%	1 1%	- -	2 2%	67 1%	8 3%
Yes on my mobile device	1867 9%	1390 9%	4 5%	66 9%	139 14%	872 8%	12 14%	83 9%	14 10%	43 4%	200 13%	107 8%	791 8%	12 23%	9 13%	7 7%	3 16%	13 10%	491 10%	34 11%
I can only use the internet in the library or in a public internet cafe	1134 5%	753 5%	9 12%	60 8%	38 4%	295 3%	7 8%	64 7%	17 12%	92 8%	152 10%	138 11%	511 5%	6 11%	3 4%	9 9%	1 5%	4 3%	195 4%	12 4%
No	908 4%	693 4%	7 9%	21 3%	8 1%	269 3%	- -	68 7%	- -	260 22%	54 3%	60 5%	576 6%	2 4%	- -	3 3%	- -	3 2%	98 2%	10 3%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	All	User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
		All	User	Non user	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30
Base	19171	19171	18567	480	17240	1017	822	6698	12426	7161	11965	14835	4263	4983	11286	515	704
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?																	
Strongly Agree	2498	2498	2379	107	2286	118	86	678	1816	700	1794	2020	472	714	1470	73	88
	13%	13%	13%	22%	13%	12%	10%	10%	15%	10%	15%	14%	11%	14%	13%	14%	13%
Agree	6032	6032	5805	182	5596	206	207	1600	4413	1762	4254	4654	1354	1556	3782	172	234
	31%	31%	31%	38%	32%	20%	25%	24%	36%	25%	36%	31%	32%	31%	34%	33%	33%
Neither agree nor disagree	2370	2370	2296	62	2134	111	114	842	1526	913	1454	1878	487	542	1440	72	81
	12%	12%	12%	13%	12%	11%	14%	13%	12%	13%	12%	13%	11%	11%	13%	14%	12%
Disagree	3943	3943	3852	62	3531	235	159	1595	2336	1732	2196	3026	895	977	2317	82	136
	21%	21%	21%	13%	20%	23%	19%	24%	19%	24%	18%	20%	21%	20%	21%	16%	19%
Strongly Disagree	3821	3821	3744	52	3293	316	188	1806	2009	1853	1965	2837	973	1097	1988	91	153
	20%	20%	20%	11%	19%	31%	23%	27%	16%	26%	16%	19%	23%	22%	18%	18%	22%
Don't feel able to say	507	507	491	15	400	31	68	177	326	201	302	420	82	97	289	25	12
	3%	3%	3%	3%	2%	3%	8%	3%	3%	3%	3%	3%	2%	2%	3%	5%	2%
TOTAL AGREE	8530	8530	8184	289	7882	324	293	2278	6229	2462	6048	6674	1826	2270	5252	245	322
	44%	44%	44%	60%	46%	32%	36%	34%	50%	34%	51%	45%	43%	46%	47%	48%	46%
TOTAL DISAGREE	7764	7764	7596	114	6824	551	347	3401	4345	3585	4161	5863	1868	2074	4305	173	289
	40%	40%	41%	24%	40%	54%	42%	51%	35%	50%	35%	40%	44%	42%	38%	34%	41%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	Age			Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
		31 - 60	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest
Base	19171	7584	6820	1035	15358	506	2330	14587	561	13961	1329	1669	1424	1453	2209	3114	1299
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?																	
Strongly Agree	**2498** **13%**	891 12%	1035 15%	144 14%	2040 13%	94 19%	295 13%	1924 13%	59 11%	1915 14%	240 18%	234 14%	163 11%	170 12%	336 15%	347 11%	180 14%
Agree	**6032** **31%**	2383 31%	2275 33%	320 31%	5028 33%	161 32%	568 24%	4870 33%	186 33%	4597 33%	580 44%	539 32%	459 32%	359 25%	797 36%	794 25%	432 33%
Neither agree nor disagree	**2370** **12%**	825 11%	895 13%	142 14%	1866 12%	58 11%	308 13%	1750 12%	63 11%	1713 12%	152 11%	229 14%	187 13%	168 12%	225 10%	381 12%	173 13%
Disagree	**3943** **21%**	1584 21%	1342 20%	193 19%	3133 20%	87 17%	499 21%	2956 20%	131 23%	2754 20%	200 15%	323 19%	303 21%	319 22%	438 20%	676 22%	256 20%
Strongly Disagree	**3821** **20%**	1751 23%	1109 16%	174 17%	2926 19%	99 20%	567 24%	2763 19%	110 20%	2653 19%	125 9%	305 18%	278 20%	401 28%	370 17%	817 26%	231 18%
Don't feel able to say	**507** **3%**	150 2%	164 2%	62 6%	365 2%	7 1%	93 4%	324 2%	12 2%	329 2%	32 2%	39 2%	34 2%	36 2%	43 2%	99 3%	27 2%
TOTAL AGREE	**8530** **44%**	3274 43%	3310 49%	464 45%	7068 46%	255 50%	863 37%	6794 47%	245 44%	6512 47%	820 62%	773 46%	622 44%	529 36%	1133 51%	1141 37%	612 47%
TOTAL DISAGREE	**7764** **40%**	3335 44%	2451 36%	367 35%	6059 39%	186 37%	1066 46%	5719 39%	241 43%	5407 39%	325 24%	628 38%	581 41%	720 50%	808 37%	1493 48%	487 37%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status	
		Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married
Base	19171	663	813	1422	1750	1304	655	162	19009	283	13068	1861	15481	73	732	1002	10235
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?																	
Strongly Agree	2498 13%	97 15%	130 16%	155 11%	170 10%	172 13%	91 14%	1 1%	2497 13%	40 14%	1850 14%	181 10%	2132 14%	14 19%	42 6%	142 14%	1369 13%
Agree	6032 31%	206 31%	312 38%	369 26%	508 29%	435 33%	224 34%	58 36%	5974 31%	91 32%	4399 34%	466 25%	5115 33%	18 25%	137 19%	329 33%	3399 33%
Neither agree nor disagree	2370 12%	92 14%	97 12%	163 11%	263 15%	152 12%	87 13%	- -	2370 12%	28 10%	1586 12%	218 12%	1905 12%	4 5%	72 10%	105 10%	1217 12%
Disagree	3943 21%	117 18%	126 15%	384 27%	390 22%	270 21%	122 19%	101 62%	3842 20%	65 23%	2537 19%	441 24%	3039 20%	17 23%	209 29%	202 20%	2073 20%
Strongly Disagree	3821 20%	128 19%	131 16%	310 22%	365 21%	240 18%	110 17%	- -	3821 20%	52 18%	2418 19%	489 26%	2921 19%	18 25%	241 33%	202 20%	1987 19%
Don't feel able to say	507 3%	23 3%	17 2%	41 3%	54 3%	35 3%	21 3%	2 1%	505 3%	7 2%	278 2%	66 4%	369 2%	2 3%	31 4%	22 2%	190 2%
TOTAL AGREE	8530 44%	303 46%	442 54%	524 37%	678 39%	607 47%	315 48%	59 36%	8471 45%	131 46%	6249 48%	647 35%	7247 47%	32 44%	179 24%	471 47%	4768 47%
TOTAL DISAGREE	7764 40%	245 37%	257 32%	694 49%	755 43%	510 39%	232 35%	101 62%	7663 40%	117 41%	4955 38%	930 50%	5960 38%	35 48%	450 61%	404 40%	4060 40%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	19171	80	908	136	1136	1536	1277	9755	49	69	91	19	118	4878	309
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?															
Strongly Agree	2498	15	134	25	170	207	118	1402	7	17	14	3	18	601	29
	13%	19%	15%	18%	15%	13%	9%	14%	14%	25%	15%	16%	15%	12%	9%
Agree	6032	15	293	37	372	523	287	3247	17	27	35	6	31	1572	76
	31%	19%	32%	27%	33%	34%	22%	33%	35%	39%	38%	32%	26%	32%	25%
Neither agree nor disagree	2370	9	120	16	161	207	146	1220	2	8	10	2	13	572	30
	12%	11%	13%	12%	14%	13%	11%	13%	4%	12%	11%	11%	11%	12%	10%
Disagree	3943	16	181	26	190	280	310	1882	11	7	9	7	23	997	86
	21%	20%	20%	19%	17%	18%	24%	19%	22%	10%	10%	37%	19%	20%	28%
Strongly Disagree	3821	21	156	29	183	275	361	1778	12	8	21	1	29	1010	78
	20%	26%	17%	21%	16%	18%	28%	18%	24%	12%	23%	5%	25%	21%	25%
Don't feel able to say	507	4	24	3	60	44	55	226	-	2	2	-	4	126	10
	3%	5%	3%	2%	5%	3%	4%	2%	-	3%	2%	-	3%	3%	3%
TOTAL AGREE	8530	30	427	62	542	730	405	4649	24	44	49	9	49	2173	105
	44%	38%	47%	46%	48%	48%	32%	48%	49%	64%	54%	47%	42%	45%	34%
TOTAL DISAGREE	7764	37	337	55	373	555	671	3660	23	15	30	8	52	2007	164
	40%	46%	37%	40%	33%	36%	53%	38%	47%	22%	33%	42%	44%	41%	53%

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Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	All	User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
		All	User	Non user	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30
Base	19257	19257	18655	483	17329	1036	806	6746	12463	7199	12014	14868	4316	5018	11361	524	700
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?																	
Strongly Agree	**1440** **7%**	1440 7%	1346 7%	87 18%	1317 8%	58 6%	62 8%	338 5%	1099 9%	371 5%	1065 9%	1159 8%	277 6%	402 8%	884 8%	52 10%	71 10%
Agree	**6623** **34%**	6623 34%	6373 34%	198 41%	6160 36%	231 22%	211 26%	1757 26%	4856 39%	1972 27%	4638 39%	5033 34%	1575 36%	1736 35%	4165 37%	183 35%	253 36%
Neither agree nor disagree	**3346** **17%**	3346 17%	3262 17%	68 14%	3073 18%	147 14%	115 14%	1169 17%	2173 17%	1283 18%	2058 17%	2549 17%	790 18%	817 16%	1985 17%	97 19%	105 15%
Disagree	**3975** **21%**	3975 21%	3884 21%	67 14%	3526 20%	251 24%	182 23%	1657 25%	2297 18%	1768 25%	2191 18%	3092 21%	853 20%	1017 20%	2308 20%	73 14%	121 17%
Strongly Disagree	**3302** **17%**	3302 17%	3243 17%	42 9%	2797 16%	310 30%	170 21%	1637 24%	1656 13%	1589 22%	1709 14%	2563 17%	724 17%	930 19%	1691 15%	82 16%	136 19%
Don't feel able to say	**571** **3%**	571 3%	547 3%	21 4%	456 3%	39 4%	66 8%	188 3%	382 3%	216 3%	353 3%	472 3%	97 2%	116 2%	328 3%	37 7%	14 2%
TOTAL AGREE	**8063** **42%**	8063 42%	7719 41%	285 59%	7477 43%	289 28%	273 34%	2095 31%	5955 48%	2343 33%	5703 47%	6192 42%	1852 43%	2138 43%	5049 44%	235 45%	324 46%
TOTAL DISAGREE	**7277** **38%**	7277 38%	7127 38%	109 23%	6323 36%	561 54%	352 44%	3294 49%	3953 32%	3357 47%	3900 32%	5655 38%	1577 37%	1947 39%	3999 35%	155 30%	257 37%

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Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	Age			Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
		31 - 60	61 - 80	81+	White Bri-tish/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest
Base	19257	7651	6877	1010	15443	513	2331	14702	567	14072	1336	1683	1439	1459	2213	3122	1297
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?																	
Strongly Agree	**1440** **7%**	516 7%	572 8%	94 9%	1195 8%	59 12%	178 8%	1118 8%	40 7%	1110 8%	147 11%	150 9%	82 6%	96 7%	191 9%	201 6%	89 7%
Agree	**6623** **34%**	2667 35%	2523 37%	333 33%	5590 36%	164 32%	580 25%	5420 37%	206 36%	5152 37%	626 47%	606 36%	505 35%	362 25%	851 38%	936 30%	479 37%
Neither agree nor disagree	**3346** **17%**	1279 17%	1213 18%	180 18%	2622 17%	93 18%	406 17%	2521 17%	105 19%	2430 17%	213 16%	301 18%	264 18%	250 17%	395 18%	529 17%	258 20%
Disagree	**3975** **21%**	1592 21%	1399 20%	182 18%	3140 20%	93 18%	512 22%	2977 20%	124 22%	2758 20%	193 14%	343 20%	315 22%	351 24%	425 19%	666 21%	248 19%
Strongly Disagree	**3302** **17%**	1452 19%	965 14%	159 16%	2478 16%	91 18%	544 23%	2306 16%	83 15%	2243 16%	126 9%	233 14%	241 17%	356 24%	293 13%	684 22%	194 15%
Don't feel able to say	**571** **3%**	145 2%	205 3%	62 6%	418 3%	13 3%	111 5%	360 2%	9 2%	379 3%	31 2%	50 3%	32 2%	44 3%	58 3%	106 3%	29 2%
TOTAL AGREE	**8063** **42%**	3183 42%	3095 45%	427 42%	6785 44%	223 43%	758 33%	6538 44%	246 43%	6262 44%	773 58%	756 45%	587 41%	458 31%	1042 47%	1137 36%	568 44%
TOTAL DISAGREE	**7277** **38%**	3044 40%	2364 34%	341 34%	5618 36%	184 36%	1056 45%	5283 36%	207 37%	5001 36%	319 24%	576 34%	556 39%	707 48%	718 32%	1350 43%	442 34%

Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status	
		Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married
Base	19257	671	816	1441	1755	1296	662	160	19097	280	13174	1872	15594	74	731	1008	10332
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?																	
Strongly Agree	1440	50	85	79	113	92	58	1	1439	26	1086	94	1256	5	16	84	792
	7%	7%	10%	5%	6%	7%	9%	1%	8%	9%	8%	5%	8%	7%	2%	8%	8%
Agree	6623	207	335	398	554	507	235	34	6589	100	4954	506	5699	21	141	352	3838
	34%	31%	41%	28%	32%	39%	35%	21%	35%	36%	38%	27%	37%	28%	19%	35%	37%
Neither agree nor disagree	3346	117	130	235	335	181	134	1	3345	36	2266	317	2688	9	114	174	1775
	17%	17%	16%	16%	19%	14%	20%	1%	18%	13%	17%	17%	17%	12%	16%	17%	17%
Disagree	3975	134	130	377	399	256	121	122	3853	56	2556	412	3070	18	189	198	2081
	21%	20%	16%	26%	23%	20%	18%	76%	20%	20%	19%	22%	20%	24%	26%	20%	20%
Strongly Disagree	3302	135	114	316	296	218	84	-	3302	53	1993	469	2457	17	240	174	1635
	17%	20%	14%	22%	17%	17%	13%	-	17%	19%	15%	25%	16%	23%	33%	17%	16%
Don't feel able to say	571	28	22	36	58	42	30	2	569	9	319	74	424	4	31	26	211
	3%	4%	3%	2%	3%	3%	5%	1%	3%	3%	2%	4%	3%	5%	4%	3%	2%
TOTAL AGREE	8063	257	420	477	667	599	293	35	8028	126	6040	600	6955	26	157	436	4630
	42%	38%	51%	33%	38%	46%	44%	22%	42%	45%	46%	32%	45%	35%	21%	43%	45%
TOTAL DISAGREE	7277	269	244	693	695	474	205	122	7155	109	4549	881	5527	35	429	372	3716
	38%	40%	30%	48%	40%	37%	31%	76%	37%	39%	35%	47%	35%	47%	59%	37%	36%

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Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	19257	82	914	135	1125	1543	1287	9815	52	69	95	18	122	4912	315
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?															
Strongly Agree	1440	10	81	10	96	144	63	804	5	17	11	2	8	356	12
	7%	12%	9%	7%	9%	9%	5%	8%	10%	25%	12%	11%	7%	7%	4%
Agree	6623	21	333	55	394	548	306	3656	17	23	40	3	43	1731	96
	34%	26%	36%	41%	35%	36%	24%	37%	33%	33%	42%	17%	35%	35%	30%
Neither agree nor disagree	3346	10	154	20	210	252	226	1659	7	14	13	2	28	862	48
	17%	12%	17%	15%	19%	16%	18%	17%	13%	20%	14%	11%	23%	18%	15%
Disagree	3975	15	178	23	206	286	297	1947	12	9	14	7	16	972	74
	21%	18%	19%	17%	18%	19%	23%	20%	23%	13%	15%	39%	13%	20%	23%
Strongly Disagree	3302	21	146	25	156	248	334	1500	10	5	17	2	22	845	74
	17%	26%	16%	19%	14%	16%	26%	15%	19%	7%	18%	11%	18%	17%	23%
Don't feel able to say	571	5	22	2	63	65	61	249	1	1	-	2	5	146	11
	3%	6%	2%	1%	6%	4%	5%	3%	2%	1%	-	11%	4%	3%	3%
TOTAL AGREE	8063	31	414	65	490	692	369	4460	22	40	51	5	51	2087	108
	42%	38%	45%	48%	44%	45%	29%	45%	42%	58%	54%	28%	42%	42%	34%
TOTAL DISAGREE	7277	36	324	48	362	534	631	3447	22	14	31	9	38	1817	148
	38%	44%	35%	36%	32%	35%	49%	35%	42%	20%	33%	50%	31%	37%	47%

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Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	All	User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
		All	User	Non user	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30
Base	19126	19126	18522	484	17211	1021	806	6702	12376	7164	11918	14769	4284	5004	11314	516	697
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...																	
Strongly Agree	1085	1085	1011	71	980	41	61	213	870	245	837	898	183	342	607	44	46
	6%	6%	5%	15%	6%	4%	8%	3%	7%	3%	7%	6%	4%	7%	5%	9%	7%
Agree	4986	4986	4787	164	4546	202	221	1060	3915	1189	3784	3916	1054	1405	3053	132	181
	26%	26%	26%	34%	26%	20%	27%	16%	32%	17%	32%	27%	25%	28%	27%	26%	26%
Neither agree nor disagree	2784	2784	2683	85	2545	119	107	853	1926	984	1795	2141	636	667	1713	89	110
	15%	15%	14%	18%	15%	12%	13%	13%	16%	14%	15%	14%	15%	13%	15%	17%	16%
Disagree	4778	4778	4673	79	4315	258	184	1973	2786	2141	2622	3645	1104	1146	2916	88	147
	25%	25%	25%	16%	25%	25%	23%	29%	23%	30%	22%	25%	26%	23%	26%	17%	21%
Strongly Disagree	4968	4968	4861	70	4402	370	168	2461	2501	2421	2544	3741	1216	1332	2728	127	198
	26%	26%	26%	14%	26%	36%	21%	37%	20%	34%	21%	25%	28%	27%	24%	25%	28%
Don't feel able to say	525	525	507	15	423	31	65	142	378	184	336	428	91	112	297	36	15
	3%	3%	3%	3%	2%	3%	8%	2%	3%	3%	3%	3%	2%	2%	3%	7%	2%
TOTAL AGREE	6071	6071	5798	235	5526	243	282	1273	4785	1434	4621	4814	1237	1747	3660	176	227
	32%	32%	31%	49%	32%	24%	35%	19%	39%	20%	39%	33%	29%	35%	32%	34%	33%
TOTAL DISAGREE	9746	9746	9534	149	8717	628	352	4434	5287	4562	5166	7386	2320	2478	5644	215	345
	51%	51%	51%	31%	51%	62%	44%	66%	43%	64%	43%	50%	54%	50%	50%	42%	49%

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Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	Age			Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
		31 - 60	61 - 80	81+	White Bri-tish/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest
Base	19126	7639	6833	1025	15396	503	2331	14643	567	14017	1322	1668	1423	1460	2203	3107	1288
Q10. To what extent do you agree that our pro-posals provide a reas-onable range of differ-ent ways for people to access library servic...																	
Strongly Agree	1085 6%	386 5%	425 6%	69 7%	874 6%	55 11%	146 6%	825 6%	23 4%	817 6%	125 9%	107 6%	63 4%	77 5%	150 7%	128 4%	63 5%
Agree	4986 26%	1887 25%	1972 29%	341 33%	4212 27%	142 28%	484 21%	4044 28%	133 23%	3873 28%	590 45%	440 26%	348 24%	238 16%	688 31%	586 19%	375 29%
Neither agree nor disagree	2784 15%	1060 14%	1023 15%	135 13%	2232 14%	74 15%	313 13%	2145 15%	87 15%	2062 15%	204 15%	265 16%	229 16%	181 12%	319 14%	419 13%	206 16%
Disagree	4778 25%	1919 25%	1712 25%	232 23%	3849 25%	100 20%	548 24%	3677 25%	156 28%	3393 24%	205 16%	418 25%	396 28%	390 27%	530 24%	856 28%	300 23%
Strongly Disagree	4968 26%	2241 29%	1536 22%	182 18%	3851 25%	118 23%	763 33%	3594 25%	154 27%	3523 25%	157 12%	386 23%	345 24%	540 37%	470 21%	1037 33%	313 24%
Don't feel able to say	525 3%	146 2%	165 2%	66 6%	378 2%	14 3%	77 3%	358 2%	14 2%	349 2%	41 3%	52 3%	42 3%	34 2%	46 2%	81 3%	31 2%
TOTAL AGREE	6071 32%	2273 30%	2397 35%	410 40%	5086 33%	197 39%	630 27%	4869 33%	156 28%	4690 33%	715 54%	547 33%	411 29%	315 22%	838 38%	714 23%	438 34%
TOTAL DISAGREE	9746 51%	4160 54%	3248 48%	414 40%	7700 50%	218 43%	1311 56%	7271 50%	310 55%	6916 49%	362 27%	804 48%	741 52%	930 64%	1000 45%	1893 61%	613 48%

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Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status	
		Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married
Base	19126	662	817	1424	1752	1283	655	158	18968	282	13128	1863	15538	72	724	999	10289
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...																	
Strongly Agree	1085	42	61	65	74	79	42	1	1084	25	784	72	921	7	19	65	563
	6%	6%	7%	5%	4%	6%	6%	1%	6%	9%	6%	4%	6%	10%	3%	7%	5%
Agree	4986	184	289	328	382	345	177	13	4973	77	3773	351	4317	17	90	276	2812
	26%	28%	35%	23%	22%	27%	27%	8%	26%	27%	29%	19%	28%	24%	12%	28%	27%
Neither agree nor disagree	2784	107	110	182	257	186	116	18	2766	31	1913	273	2295	9	78	136	1514
	15%	16%	13%	13%	15%	14%	18%	11%	15%	11%	15%	15%	15%	13%	11%	14%	15%
Disagree	4778	148	166	405	502	290	151	121	4657	60	3195	453	3762	15	204	225	2591
	25%	22%	20%	28%	29%	23%	23%	77%	25%	21%	24%	24%	24%	21%	28%	23%	25%
Strongly Disagree	4968	161	166	412	483	339	150	2	4966	81	3168	648	3853	21	306	274	2616
	26%	24%	20%	29%	28%	26%	23%	1%	26%	29%	24%	35%	25%	29%	42%	27%	25%
Don't feel able to say	525	20	25	32	54	44	19	3	522	8	295	66	390	3	27	23	193
	3%	3%	3%	2%	3%	3%	3%	2%	3%	3%	2%	4%	3%	4%	4%	2%	2%
TOTAL AGREE	6071	226	350	393	456	424	219	14	6057	102	4557	423	5238	24	109	341	3375
	32%	34%	43%	28%	26%	33%	33%	9%	32%	36%	35%	23%	34%	33%	15%	34%	33%
TOTAL DISAGREE	9746	309	332	817	985	629	301	123	9623	141	6363	1101	7615	36	510	499	5207
	51%	47%	41%	57%	56%	49%	46%	78%	51%	50%	48%	59%	49%	50%	70%	50%	51%

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Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	19126	84	910	139	1124	1540	1278	9796	51	66	92	19	122	4889	312
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...															
Strongly Agree	1085	8	64	8	71	119	49	604	6	11	7	2	5	250	9
	6%	10%	7%	6%	6%	8%	4%	6%	12%	17%	8%	11%	4%	5%	3%
Agree	4986	13	264	42	353	450	209	2818	19	24	26	3	33	1240	67
	26%	15%	29%	30%	31%	29%	16%	29%	37%	36%	28%	16%	27%	25%	21%
Neither agree nor disagree	2784	12	129	19	158	223	186	1443	4	9	17	1	20	722	52
	15%	14%	14%	14%	14%	14%	15%	15%	8%	14%	18%	5%	16%	15%	17%
Disagree	4778	17	232	30	264	304	327	2383	7	12	17	7	26	1202	75
	25%	20%	25%	22%	23%	20%	26%	24%	14%	18%	18%	37%	21%	25%	24%
Strongly Disagree	4968	30	198	37	220	391	451	2313	15	8	24	5	35	1340	100
	26%	36%	22%	27%	20%	25%	35%	24%	29%	12%	26%	26%	29%	27%	32%
Don't feel able to say	525	4	23	3	58	53	56	235	-	2	1	1	3	135	9
	3%	5%	3%	2%	5%	3%	4%	2%	-	3%	1%	5%	2%	3%	3%
TOTAL AGREE	6071	21	328	50	424	569	258	3422	25	35	33	5	38	1490	76
	32%	25%	36%	36%	38%	37%	20%	35%	49%	53%	36%	26%	31%	30%	24%
TOTAL DISAGREE	9746	47	430	67	484	695	778	4696	22	20	41	12	61	2542	175
	51%	56%	47%	48%	43%	45%	61%	48%	43%	30%	45%	63%	50%	52%	56%

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Tier 4 library used

Counts Break % Respondents		All	User v non user		Internet use			Tier 4	Tier 3		Respondent Type		Gender		Age		
	Total	All	User	Non user	Yes	Library/c-afe only	No	User	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60
Base	6942	6942	6822	81	6213	434	263	6942	1340	5581	5079	1837	1701	4125	223	310	3089
Tier 4 library used																	
Prettygate	**1223** **18%**	1223 18%	1209 18%	8 10%	1132 18%	55 13%	28 11%	1223 18%	472 35%	750 13%	928 18%	294 16%	292 17%	714 17%	45 20%	58 19%	540 17%
Writtle	**514** **7%**	514 7%	509 7%	2 2%	481 8%	21 5%	11 4%	514 7%	120 9%	392 7%	336 7%	176 10%	144 8%	301 7%	14 6%	29 9%	264 9%
Galleywood	**503** **7%**	503 7%	495 7%	4 5%	442 7%	36 8%	22 8%	503 7%	92 7%	408 7%	366 7%	134 7%	112 7%	310 8%	10 4%	26 8%	224 7%
Kelvedon	**489** **7%**	489 7%	476 7%	11 14%	439 7%	33 8%	16 6%	489 7%	163 12%	326 6%	354 7%	134 7%	130 8%	278 7%	25 11%	31 10%	246 8%
Broomfield	**445** **6%**	445 6%	434 6%	9 11%	412 7%	21 5%	11 4%	445 6%	107 8%	338 6%	284 6%	161 9%	111 7%	260 6%	13 6%	29 9%	230 7%
Buckhurst Hill	**443** **6%**	443 6%	436 6%	3 4%	397 6%	33 8%	12 5%	443 6%	25 2%	417 7%	288 6%	154 8%	115 7%	257 6%	12 5%	26 8%	233 8%
Danbury	**434** **6%**	434 6%	430 6%	3 4%	393 6%	27 6%	13 5%	434 6%	73 5%	360 6%	295 6%	138 8%	101 6%	258 6%	25 11%	25 8%	206 7%
Hullbridge	**403** **6%**	403 6%	401 6%	2 2%	329 5%	45 10%	22 8%	403 6%	142 11%	259 5%	320 6%	79 4%	106 6%	223 5%	5 2%	18 6%	147 5%
Stansted	**380** **5%**	380 5%	363 5%	17 21%	351 6%	17 4%	11 4%	380 5%	25 2%	354 6%	282 6%	97 5%	97 6%	231 6%	9 4%	15 5%	164 5%
Holland	**368** **5%**	368 5%	363 5%	5 6%	292 5%	35 8%	39 15%	368 5%	122 9%	244 4%	329 6%	37 2%	92 5%	214 5%	10 4%	7 2%	108 3%
Thaxted	**339** **5%**	339 5%	337 5%	2 2%	301 5%	21 5%	15 6%	339 5%	22 2%	315 6%	260 5%	77 4%	82 5%	177 4%	10 4%	16 5%	151 5%
North Weald	**319** **5%**	319 5%	312 5%	2 2%	270 4%	34 8%	13 5%	319 5%	27 2%	290 5%	238 5%	79 4%	72 4%	189 5%	7 3%	13 4%	138 4%
Hatfield Peverel	**317** **5%**	317 5%	311 5%	2 2%	292 5%	15 3%	9 3%	317 5%	52 4%	265 5%	231 5%	86 5%	82 5%	181 4%	12 5%	17 5%	145 5%
Tye Green	**309** **4%**	309 4%	300 4%	6 7%	264 4%	36 8%	8 3%	309 4%	77 6%	231 4%	234 5%	74 4%	82 5%	170 4%	24 11%	23 7%	145 5%
Mark Hall	**299** **4%**	299 4%	293 4%	5 6%	243 4%	41 9%	15 6%	299 4%	56 4%	242 4%	229 5%	69 4%	87 5%	155 4%	21 9%	28 9%	123 4%

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Tier 4 library used

Counts Break % Respondents	Total	Age		Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District							
		61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow
Base	6942	2098	316	5459	231	902	5208	265	4987	323	755	113	84	1265	1227	778	423
Tier 4 library used																	
Prettygate	1223 18%	368 18%	38 12%	943 17%	51 22%	164 18%	913 18%	29 11%	901 18%	2 1%	20 3%	1 1%	1 1%	15 1%	1106 90%	3 0%	2 0%
Writtle	514 7%	123 6%	25 8%	416 8%	16 7%	47 5%	414 8%	27 10%	370 7%	13 4%	20 3%	34 30%	5 6%	377 30%	13 1%	8 1%	5 1%
Galleywood	503 7%	154 7%	25 8%	389 7%	22 10%	80 9%	357 7%	19 7%	370 7%	15 5%	14 2%	25 22%	7 8%	395 31%	9 1%	2 0%	4 1%
Kelvedon	489 7%	113 5%	14 4%	385 7%	16 7%	59 7%	372 7%	24 9%	363 7%	4 1%	315 42%	8 7%	1 1%	14 1%	102 8%	3 0%	3 1%
Broomfield	445 6%	106 5%	15 5%	337 6%	26 11%	57 6%	337 6%	25 9%	320 6%	6 2%	30 4%	15 13%	6 7%	347 27%	11 1%	2 0%	4 1%
Buckhurst Hill	443 6%	90 4%	14 4%	328 6%	40 17%	48 5%	340 7%	31 12%	307 6%	3 1%	3 0%	13 12%	1 1%	7 1%	1 0%	369 47%	10 2%
Danbury	434 6%	96 5%	20 6%	337 6%	16 7%	41 5%	338 6%	22 8%	309 6%	5 2%	18 2%	14 12%	9 11%	284 22%	11 1%	3 0%	3 1%
Hullbridge	403 6%	138 7%	32 10%	320 6%	7 3%	60 7%	288 6%	7 3%	274 5%	10 3%	2 0%	4 4%	26 31%	13 1%	4 0%	- -	3 1%
Stansted	380 5%	129 6%	18 6%	310 6%	10 4%	51 6%	294 6%	21 8%	272 5%	2 1%	5 1%	5 4%	2 2%	5 0%	13 1%	3 0%	6 1%
Holland	368 5%	159 8%	36 11%	290 5%	6 3%	95 11%	231 4%	6 2%	259 5%	1 0%	2 0%	5 4%	2 2%	4 0%	28 2%	- -	3 1%
Thaxted	339 5%	85 4%	9 3%	250 5%	9 4%	33 4%	247 5%	18 7%	218 4%	1 0%	15 2%	2 2%	4 5%	6 0%	7 1%	2 0%	3 1%
North Weald	319 5%	89 4%	15 5%	227 4%	17 7%	41 5%	232 4%	13 5%	215 4%	2 1%	3 0%	17 15%	1 1%	11 1%	2 0%	230 30%	30 7%
Hatfield Peverel	317 5%	96 5%	11 3%	249 5%	8 3%	40 4%	240 5%	15 6%	234 5%	4 1%	144 19%	4 4%	2 2%	78 6%	18 1%	- -	3 1%
Tye Green	309 4%	64 3%	13 4%	230 4%	23 10%	51 6%	222 4%	12 5%	218 4%	1 0%	5 1%	- -	1 1%	4 0%	1 0%	10 1%	273 65%
Mark Hall	299 4%	71 3%	12 4%	219 4%	23 10%	57 6%	213 4%	11 4%	217 4%	1 0%	2 0%	1 1%	- -	5 0%	3 0%	7 1%	261 62%

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Tier 4 library used

Counts Break % Respondents	Total	District					Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6942	394	434	374	566	183	35	6907	118	4624	742	5538	36	322	391	3665	34
Tier 4 library used																	
Prettygate	1223 18%	9 2%	4 1%	48 13%	2 0%	9 5%	6 17%	1217 18%	30 25%	782 17%	159 21%	958 17%	7 19%	64 20%	68 17%	627 17%	4 12%
Writtle	514 7%	6 2%	8 2%	7 2%	11 2%	4 2%	4 11%	510 7%	11 9%	361 8%	49 7%	422 8%	2 6%	25 8%	34 9%	295 8%	4 12%
Galleywood	503 7%	11 3%	6 1%	3 1%	5 1%	5 3%	2 6%	501 7%	4 3%	345 7%	53 7%	402 7%	- -	22 7%	30 8%	267 7%	2 6%
Kelvedon	489 7%	19 5%	4 1%	5 1%	2 0%	7 4%	- -	489 7%	13 11%	327 7%	60 8%	393 7%	2 6%	25 8%	29 7%	262 7%	- -
Broomfield	445 6%	3 1%	8 2%	1 0%	10 2%	2 1%	3 9%	442 6%	7 6%	297 6%	46 6%	356 6%	3 8%	18 6%	31 8%	234 6%	4 12%
Buckhurst Hill	443 6%	1 0%	3 1%	5 1%	2 0%	25 14%	4 11%	439 6%	10 8%	285 6%	48 6%	346 6%	4 11%	21 7%	26 7%	216 6%	1 3%
Danbury	434 6%	70 18%	5 1%	1 0%	5 1%	5 3%	- -	434 6%	5 4%	281 6%	55 7%	345 6%	3 8%	20 6%	24 6%	235 6%	- -
Hullbridge	403 6%	3 1%	311 72%	- -	2 0%	21 11%	3 9%	400 6%	3 3%	260 6%	46 6%	309 6%	5 14%	22 7%	21 5%	205 6%	5 15%
Stansted	380 5%	1 0%	3 1%	2 1%	313 55%	20 11%	- -	380 6%	6 5%	263 6%	40 5%	310 6%	1 3%	25 8%	8 2%	217 6%	4 12%
Holland	368 5%	2 1%	5 1%	306 82%	2 0%	5 3%	1 3%	367 5%	8 7%	227 5%	50 7%	285 5%	1 3%	20 6%	18 5%	185 5%	3 9%
Thaxted	339 5%	1 0%	3 1%	3 1%	280 49%	12 7%	- -	339 5%	6 5%	196 4%	49 7%	244 4%	2 6%	25 8%	17 4%	155 4%	3 9%
North Weald	319 5%	1 0%	3 1%	2 1%	6 1%	10 5%	11 31%	308 4%	8 7%	187 4%	42 6%	243 4%	1 3%	18 6%	22 6%	155 4%	- -
Hatfield Peverel	317 5%	41 10%	6 1%	6 2%	4 1%	5 3%	- -	317 5%	6 5%	210 5%	35 5%	251 5%	2 6%	19 6%	15 4%	167 5%	- -
Tye Green	309 4%	1 0%	3 1%	1 0%	4 1%	5 3%	- -	309 4%	18 15%	192 4%	32 4%	234 4%	2 6%	25 8%	29 7%	126 3%	3 9%
Mark Hall	299 4%	1 0%	5 1%	1 0%	6 1%	6 3%	1 3%	298 4%	12 10%	182 4%	46 6%	226 4%	2 6%	34 11%	26 7%	120 3%	2 6%

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Tier 4 library used

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6942	304	47	345	580	550	3435	26	33	32	10	65	1751	134
Tier 4 library used														
Prettygate	1223 18%	58 19%	19 40%	44 13%	109 19%	118 21%	565 16%	1 4%	3 9%	11 34%	3 30%	2 3%	348 20%	28 21%
Writtle	514 7%	23 8%	2 4%	16 5%	35 6%	37 7%	248 7%	2 8%	- -	2 6%	1 10%	4 6%	151 9%	18 13%
Galleywood	503 7%	16 5%	2 4%	27 8%	49 8%	36 7%	276 8%	3 12%	3 9%	3 9%	- -	2 3%	112 6%	12 9%
Kelvedon	489 7%	21 7%	5 11%	18 5%	58 10%	32 6%	266 8%	3 12%	- -	2 6%	- -	1 2%	113 6%	11 8%
Broomfield	445 6%	20 7%	4 9%	9 3%	44 8%	28 5%	210 6%	1 4%	2 6%	2 6%	1 10%	3 5%	119 7%	13 10%
Buckhurst Hill	443 6%	17 6%	2 4%	12 3%	57 10%	41 7%	188 5%	2 8%	9 27%	1 3%	3 30%	15 23%	112 6%	7 5%
Danbury	434 6%	20 7%	2 4%	13 4%	39 7%	31 6%	217 6%	2 8%	1 3%	4 13%	- -	2 3%	108 6%	9 7%
Hullbridge	403 6%	16 5%	4 9%	27 8%	16 3%	41 7%	190 6%	1 4%	- -	4 13%	- -	3 5%	105 6%	6 4%
Stansted	380 5%	20 7%	3 6%	23 7%	26 4%	35 6%	191 6%	1 4%	- -	4 13%	- -	3 5%	88 5%	15 11%
Holland	368 5%	17 6%	3 6%	28 8%	25 4%	32 6%	203 6%	1 4%	- -	2 6%	- -	1 2%	76 4%	6 4%
Thaxted	339 5%	12 4%	3 6%	14 4%	24 4%	41 7%	158 5%	- -	- -	4 13%	- -	3 5%	73 4%	8 6%
North Weald	319 5%	12 4%	2 4%	15 4%	26 4%	32 6%	141 4%	2 8%	1 3%	6 19%	- -	2 3%	80 5%	5 4%
Hatfield Peverel	317 5%	16 5%	2 4%	21 6%	27 5%	24 4%	173 5%	1 4%	- -	1 3%	- -	1 2%	67 4%	6 4%
Tye Green	309 4%	8 3%	3 6%	12 3%	48 8%	30 5%	107 3%	5 19%	1 3%	4 13%	- -	3 5%	104 6%	9 7%
Mark Hall	299 4%	11 4%	2 4%	11 3%	46 8%	46 8%	117 3%	5 19%	1 3%	2 6%	- -	3 5%	95 5%	8 6%

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Tier 4 library used

Counts Break % Respondents	Total	All	User v non user		Internet use			Tier 4	Tier 3		Respondent Type		Gender		Age		
		All	User	Non user	Yes	Library/c-afe only	No	User	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60
Base	6942	6942	6822	81	6213	434	263	6942	1340	5581	5079	1837	1701	4125	223	310	3089
Wickham Bishops	287 4%	287 4%	281 4%	5 6%	254 4%	26 6%	6 2%	287 4%	53 4%	234 4%	214 4%	73 4%	71 4%	168 4%	11 5%	17 5%	125 4%
Chigwell	284 4%	284 4%	275 4%	7 9%	240 4%	34 8%	9 3%	284 4%	24 2%	260 5%	224 4%	60 3%	74 4%	152 4%	10 4%	24 8%	134 4%
Sible Hedingham	236 3%	236 3%	234 3%	1 1%	221 4%	11 3%	3 1%	236 3%	33 2%	203 4%	170 3%	66 4%	52 3%	145 4%	5 2%	17 5%	103 3%
Vange	225 3%	225 3%	223 3%	2 2%	183 3%	30 7%	11 4%	225 3%	48 4%	177 3%	177 3%	46 3%	65 4%	122 3%	3 1%	20 6%	112 4%
Great Wakering	216 3%	216 3%	212 3%	4 5%	186 3%	17 4%	12 5%	216 3%	69 5%	147 3%	170 3%	46 3%	54 3%	120 3%	8 4%	15 5%	90 3%
Fryerns	215 3%	215 3%	212 3%	2 2%	183 3%	20 5%	11 4%	215 3%	28 2%	187 3%	167 3%	48 3%	57 3%	126 3%	2 1%	25 8%	109 4%
Debden	198 3%	198 3%	195 3%	3 4%	176 3%	19 4%	3 1%	198 3%	18 1%	179 3%	134 3%	63 3%	44 3%	114 3%	3 1%	15 5%	100 3%
Southminster	167 2%	167 2%	162 2%	5 6%	150 2%	14 3%	3 1%	167 2%	22 2%	144 3%	128 3%	38 2%	34 2%	100 2%	5 2%	17 5%	74 2%
Silver End	152 2%	152 2%	148 2%	1 1%	143 2%	3 1%	6 2%	152 2%	37 3%	114 2%	111 2%	40 2%	40 2%	88 2%	4 2%	15 5%	72 2%
Stock	149 2%	149 2%	148 2%	1 1%	132 2%	12 3%	5 2%	149 2%	46 3%	103 2%	97 2%	52 3%	33 2%	84 2%	3 1%	11 4%	76 2%

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Tier 4 library used

Counts Break % Respondents	Total	Age		Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District							
		61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow
Base	6942	2098	316	5459	231	902	5208	265	4987	323	755	113	84	1265	1227	778	423
Wickham Bishops	287	87	8	227	8	27	223	16	206	1	23	1	3	14	17	1	3
	4%	4%	3%	4%	3%	3%	4%	6%	4%	0%	3%	1%	4%	1%	1%	0%	1%
Chigwell	284	61	9	187	38	43	202	12	192	4	4	13	4	8	3	202	7
	4%	3%	3%	3%	16%	5%	4%	5%	4%	1%	1%	12%	5%	1%	0%	26%	2%
Sible Hedingham	236	73	3	185	8	29	181	13	172	3	186	5	-	4	12	2	3
	3%	3%	1%	3%	3%	3%	3%	5%	3%	1%	25%	4%	-	0%	1%	0%	1%
Vange	225	48	7	173	14	42	157	10	156	151	2	1	31	4	5	1	3
	3%	2%	2%	3%	6%	5%	3%	4%	3%	47%	0%	1%	37%	0%	0%	0%	1%
Great Wakering	216	60	11	162	12	30	160	5	158	3	1	-	14	5	1	-	3
	3%	3%	3%	3%	5%	3%	3%	2%	3%	1%	0%	-	17%	0%	0%	-	1%
Fryerns	215	45	10	167	15	41	152	7	151	167	3	1	17	5	4	-	3
	3%	2%	3%	3%	6%	5%	3%	3%	3%	52%	0%	1%	20%	0%	0%	-	1%
Debden	198	38	5	132	18	31	136	15	129	2	3	4	-	7	4	135	7
	3%	2%	2%	2%	8%	3%	3%	6%	3%	1%	0%	4%	-	1%	0%	17%	2%
Southminster	167	42	5	133	5	13	135	8	126	2	1	8	4	13	2	1	2
	2%	2%	2%	2%	2%	1%	3%	3%	3%	1%	0%	7%	5%	1%	0%	0%	0%
Silver End	152	40	2	120	8	25	112	9	114	4	104	4	-	5	16	1	3
	2%	2%	1%	2%	3%	3%	2%	3%	2%	1%	14%	4%	-	0%	1%	0%	1%
Stock	149	28	5	108	10	21	108	7	104	32	2	20	4	70	5	-	2
	2%	1%	2%	2%	4%	2%	2%	3%	2%	10%	0%	18%	5%	6%	0%	-	0%

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Tier 4 library used

Counts Break % Respondents	Total	District					Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6942	394	434	374	566	183	35	6907	118	4624	742	5538	36	322	391	3665	34
Wickham Bishops	287 4%	208 53%	4 1%	2 1%	2 0%	7 4%	- -	287 4%	5 4%	193 4%	34 5%	230 4%	1 3%	16 5%	13 3%	165 5%	2 6%
Chigwell	284 4%	1 0%	4 1%	2 1%	3 1%	29 16%	2 6%	282 4%	10 8%	174 4%	38 5%	214 4%	2 6%	21 7%	7 2%	125 3%	- -
Sible Hedingham	236 3%	1 0%	3 1%	3 1%	6 1%	8 4%	1 3%	235 3%	4 3%	162 4%	29 4%	193 3%	1 3%	10 3%	18 5%	127 3%	- -
Vange	225 3%	4 1%	6 1%	1 0%	1 0%	14 8%	1 3%	224 3%	7 6%	143 3%	28 4%	176 3%	2 6%	19 6%	10 3%	93 3%	3 9%
Great Wakering	216 3%	1 0%	140 32%	- -	1 0%	47 26%	- -	216 3%	5 4%	135 3%	30 4%	167 3%	- -	14 4%	16 4%	100 3%	1 3%
Fryerns	215 3%	2 1%	6 1%	- -	1 0%	5 3%	- -	215 3%	7 6%	149 3%	28 4%	175 3%	2 6%	15 5%	11 3%	94 3%	2 6%
Debden	198 3%	1 0%	3 1%	3 1%	15 3%	14 8%	1 3%	197 3%	3 3%	121 3%	24 3%	141 3%	1 3%	14 4%	5 1%	86 2%	- -
Southminster	167 2%	120 30%	7 2%	1 0%	1 0%	5 3%	- -	167 2%	1 1%	109 2%	24 3%	132 2%	- -	12 4%	8 2%	79 2%	1 3%
Silver End	152 2%	5 1%	3 1%	2 1%	3 1%	1 1%	- -	152 2%	6 5%	95 2%	22 3%	122 2%	- -	10 3%	10 3%	79 2%	2 6%
Stock	149 2%	3 1%	9 2%	- -	1 0%	1 1%	- -	149 2%	4 3%	97 2%	16 2%	118 2%	- -	10 3%	6 2%	75 2%	1 3%

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Tier 4 library used

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6942	304	47	345	580	550	3435	26	33	32	10	65	1751	134
Wickham Bishops	287 4%	10 3%	2 4%	12 3%	24 4%	22 4%	140 4%	- -	- -	1 3%	- -	1 2%	68 4%	10 7%
Chigwell	284 4%	10 3%	1 2%	9 3%	44 8%	36 7%	98 3%	6 23%	9 27%	2 6%	6 60%	27 42%	57 3%	6 4%
Sible Hedingham	236 3%	12 4%	2 4%	9 3%	22 4%	16 3%	120 3%	- -	1 3%	2 6%	- -	2 3%	59 3%	5 4%
Vange	225 3%	12 4%	1 2%	10 3%	34 6%	33 6%	105 3%	2 8%	2 6%	5 16%	- -	- -	57 3%	3 2%
Great Wakering	216 3%	9 3%	3 6%	14 4%	20 3%	20 4%	101 3%	- -	2 6%	2 6%	1 10%	3 5%	50 3%	3 2%
Fryerns	215 3%	13 4%	2 4%	10 3%	34 6%	24 4%	96 3%	2 8%	1 3%	1 3%	- -	1 2%	59 3%	4 3%
Debden	198 3%	8 3%	2 4%	5 1%	28 5%	26 5%	83 2%	2 8%	3 9%	1 3%	1 10%	5 8%	41 2%	7 5%
Southminster	167 2%	7 2%	3 6%	6 2%	17 3%	21 4%	76 2%	- -	- -	2 6%	- -	1 2%	39 2%	10 7%
Silver End	152 2%	10 3%	1 2%	3 1%	15 3%	12 2%	77 2%	1 4%	1 3%	1 3%	- -	- -	35 2%	4 3%
Stock	149 2%	3 1%	1 2%	4 1%	18 3%	15 3%	75 2%	- -	- -	1 3%	- -	2 3%	32 2%	3 2%

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Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?

Counts Break % Respondents		All		User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
	Total	All	User	Non user	Yes	Library/cafe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30
Base	15160	15160	14643	426	13537	851	694	6647	8475	5253	9867	11438	3662	4028	8932	458	631
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?																	
Use another library	10514 69%	10514 69%	10143 69%	305 72%	9541 70%	428 50%	486 70%	4099 62%	6390 75%	3641 69%	6844 69%	7966 70%	2509 69%	2819 70%	6308 71%	314 69%	459 73%
None exclusively	4646 31%	4646 31%	4500 31%	121 28%	3996 30%	423 50%	208 30%	2548 38%	2085 25%	1612 31%	3023 31%	3472 30%	1153 31%	1209 30%	2624 29%	144 31%	172 27%

Counts Break % Respondents		Age			Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
	Total	31 - 60	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest
Base	15160	6347	4996	801	12197	444	1942	11515	488	11182	1007	1394	975	1027	1912	2466	1115
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?																	
Use another library	10514 69%	4459 70%	3495 70%	582 73%	8607 71%	296 67%	1242 64%	8184 71%	342 70%	7918 71%	781 78%	973 70%	725 74%	639 62%	1420 74%	1688 68%	751 67%
None exclusively	4646 31%	1888 30%	1501 30%	219 27%	3590 29%	148 33%	700 36%	3331 29%	146 30%	3264 29%	226 22%	421 30%	250 26%	388 38%	492 26%	778 32%	364 33%

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Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?

Counts Break % Respondents	Total	District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status	
		Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married
Base	15160	610	686	1131	1231	1011	533	139	15021	239	10410	1456	12346	58	567	832	8042
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?																	
Use another library	10514	422	515	705	868	635	343	56	10458	185	7465	911	8782	42	308	588	5695
	69%	69%	75%	62%	71%	63%	64%	40%	70%	77%	72%	63%	71%	72%	54%	71%	71%
None exclusively	4646	188	171	426	363	376	190	83	4563	54	2945	545	3564	16	259	244	2347
	31%	31%	25%	38%	29%	37%	36%	60%	30%	23%	28%	37%	29%	28%	46%	29%	29%

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	15160	64	712	108	885	1311	1029	7740	50	62	75	16	107	3879	259
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?															
Use another library	10514	32	506	82	631	971	609	5477	34	42	51	11	65	2773	178
	69%	50%	71%	76%	71%	74%	59%	71%	68%	68%	68%	69%	61%	71%	69%
None exclusively	4646	32	206	26	254	340	420	2263	16	20	24	5	42	1106	81
	31%	50%	29%	24%	29%	26%	41%	29%	32%	32%	32%	31%	39%	29%	31%

Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Those who would use another library)

Counts Break % z-test Respondents			Counts Break % z-test Respondents			Counts Break % z-test Respondents			Counts Break % z-test Respondents	
Base	9658		Base	9658		Base	9658		Base	9658
Q12. If we no longer re-tain the libraries listed in tier 4 above, will you be able to use one of t-he following alternativ-e services instead? (...			Billericay	381 4%		Halstead	186 2%		South Woodham Ferrers	122 1%
eLibrary	1868 19%		Hadleigh	353 4%		Wivenhoe	184 2%		Pitsea	121 1%
Chelmsford	1202 12%		Harlow	350 4%		Springfield	177 2%		Burnham	112 1%
Mobile library service	1013 10%		Saffron Walden	322 3%		Frinton	176 2%		Walton	110 1%
Colchester	979 10%		Braintree	321 3%		West Mersea	168 2%		North Melbourne	102 1%
Friends and family membership	491 5%		Clacton	317 3%		Ingatestone	167 2%		Waltham Abbey	100 1%
Rayleigh	441 5%		Hockley	284 3%		Rochford	167 2%		Earls Colne	96 1%
Witham	424 4%		Stanway	261 3%		Coggeshall	164 2%		Greenstead	96 1%
Basildon	407 4%		Great Baddow	254 3%		Great Tarpots	156 2%		Great Parndon	91 1%
Loughton	400 4%		Tiptree	230 2%		Laindon	144 1%		West Clacton	58 1%
Maldon	397 4%		South Benfleet	229 2%		Old Harlow	139 1%			
Brentwood	391 4%		Epping	226 2%		Brightlingsea	136 1%			
Home Library Service	389 4%		Dunmow	206 2%		Harwich	136 1%			
Shenfield	384 4%		Manningtree	196 2%		Canvey	130 1%			
			Wickford	189 2%		Chipping Ongar	123 1%			

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Q13 If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services instead? (Those who answered none of the above exclusively in Q12

Counts Break % Respondents	Total	All	User v non user		Internet use			Tier 4		Respondent Type		Gender		Age					Ethnic groups	
		All	User	Non user	Yes	Library/cafe only	No	User	Non user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+	White British/Irish/-Other	BAME
Base	3543	3543	3434	89	2972	374	185	2049	1484	2664	863	894	2044	112	147	1414	1142	179	2770	114
Q13 If you answered '-none of these' in question 12, which of the f-ollowing best explain why you would not be able to use one of o...																				
I do not want to use any of the alternatives	2419 68%	2419 68%	2343 68%	65 73%	2134 72%	182 49%	93 50%	1449 71%	964 65%	1802 68%	608 70%	610 68%	1420 69%	59 53%	106 72%	1015 72%	793 69%	104 58%	1914 69%	66 58%
I am unable to travel to any of the remaining 49 libraries	1451 41%	1451 41%	1417 41%	25 28%	1105 37%	228 61%	111 60%	819 40%	627 42%	1091 41%	351 41%	345 39%	835 41%	71 63%	69 47%	526 37%	422 37%	105 59%	1104 40%	62 54%
I do not know how to use the eLibrary	571 16%	571 16%	560 16%	8 9%	367 12%	121 32%	76 41%	324 16%	244 16%	475 18%	91 11%	126 14%	344 17%	22 20%	20 14%	147 10%	198 17%	71 40%	447 16%	17 15%
I do not have access to a computer or mobile device to use the eLibrary	420 12%	420 12%	416 12%	3 3%	111 4%	197 53%	105 57%	244 12%	175 12%	364 14%	53 6%	96 11%	244 12%	14 13%	17 12%	103 7%	134 12%	73 41%	321 12%	12 11%

Counts Break % Respondents	Total	Disabled v non disabled		Pregnancy & maternity v non		District													Easy Read v non easy read	
		Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No
Base	3543	568	2520	117	2491	162	319	187	307	349	577	287	154	132	355	281	289	134	76	3467
Q13 If you answered '-none of these' in question 12, which of the f-ollowing best explain why you would not be able to use one of o...																				
I do not want to use any of the alternatives	2419 68%	311 55%	1826 72%	81 69%	1740 70%	103 64%	230 72%	131 70%	203 66%	242 69%	410 71%	186 65%	109 71%	92 70%	248 70%	171 61%	201 70%	85 63%	36 47%	2383 69%
I am unable to travel to any of the remaining 49 libraries	1451 41%	341 60%	910 36%	45 38%	986 40%	58 36%	112 35%	63 34%	133 43%	127 36%	221 38%	139 48%	65 42%	49 37%	163 46%	137 49%	119 41%	60 45%	52 68%	1399 40%
I do not know how to use the eLibrary	571 16%	159 28%	336 13%	13 11%	382 15%	26 16%	53 17%	27 14%	41 13%	45 13%	75 13%	47 16%	25 16%	23 17%	87 25%	57 20%	36 12%	23 17%	40 53%	531 15%
I do not have access to a computer or mobile device to use the eLibrary	420 12%	131 23%	238 9%	5 4%	267 11%	23 14%	31 10%	15 8%	35 11%	37 11%	53 9%	36 13%	17 11%	13 10%	57 16%	50 18%	31 11%	19 14%	23 30%	397 11%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents		All		User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
	Total	All	User	Non user	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30
Base	19005	19005	18398	480	17086	1018	803	6726	12228	7133	11828	14698	4234	5028	11317	518	700
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...																	
Strongly agree	2825	2825	2704	103	2601	101	112	971	1851	858	1962	2193	627	840	1721	95	116
	15%	15%	15%	21%	15%	10%	14%	14%	15%	12%	17%	15%	15%	17%	15%	18%	17%
Agree	5793	5793	5574	178	5281	239	248	1819	3958	1623	4154	4470	1302	1527	3607	157	206
	30%	30%	30%	37%	31%	23%	31%	27%	32%	23%	35%	30%	31%	30%	32%	30%	29%
Neither agree nor disagree	3027	3027	2931	82	2800	134	84	1145	1875	998	2023	2282	734	787	1793	95	108
	16%	16%	16%	17%	16%	13%	10%	17%	15%	14%	17%	16%	17%	16%	16%	18%	15%
Disagree	3056	3056	2977	52	2699	211	125	1104	1939	1428	1620	2360	680	752	1836	55	99
	16%	16%	16%	11%	16%	21%	16%	16%	16%	20%	14%	16%	16%	15%	16%	11%	14%
Strongly disagree	3487	3487	3416	48	3021	285	155	1369	2112	1964	1521	2755	721	962	1865	84	145
	18%	18%	19%	10%	18%	28%	19%	20%	17%	28%	13%	19%	17%	19%	16%	16%	21%
Don't feel able to say	817	817	796	17	684	48	79	318	493	262	548	638	170	160	495	32	26
	4%	4%	4%	4%	4%	5%	10%	5%	4%	4%	5%	4%	4%	3%	4%	6%	4%
TOTAL AGREE	8618	8618	8278	281	7882	340	360	2790	5809	2481	6116	6663	1929	2367	5328	252	322
	45%	45%	45%	59%	46%	33%	45%	41%	48%	35%	52%	45%	46%	47%	47%	49%	46%
TOTAL DISAGREE	6543	6543	6393	100	5720	496	280	2473	4051	3392	3141	5115	1401	1714	3701	139	244
	34%	34%	35%	21%	33%	49%	35%	37%	33%	48%	27%	35%	33%	34%	33%	27%	35%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	Age			Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
		31 - 60	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest
Base	19005	7624	6848	1018	15417	514	2336	14644	566	14034	1281	1664	1415	1439	2200	3100	1288
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...																	
Strongly agree	2825	1080	1137	171	2401	95	337	2269	95	2223	221	331	191	162	431	413	180
	15%	14%	17%	17%	16%	18%	14%	15%	17%	16%	17%	20%	13%	11%	20%	13%	14%
Agree	5793	2260	2235	342	4866	147	625	4615	181	4457	521	557	428	318	779	762	443
	30%	30%	33%	34%	32%	29%	27%	32%	32%	32%	41%	33%	30%	22%	35%	25%	34%
Neither agree nor disagree	3027	1255	1029	142	2437	85	344	2350	86	2202	214	277	199	202	374	448	237
	16%	16%	15%	14%	16%	17%	15%	16%	15%	16%	17%	17%	14%	14%	17%	14%	18%
Disagree	3056	1232	1082	125	2428	72	345	2347	83	2164	133	223	250	273	296	570	188
	16%	16%	16%	12%	16%	14%	15%	16%	15%	15%	10%	13%	18%	19%	13%	18%	15%
Strongly disagree	3487	1535	1081	145	2670	95	559	2488	99	2440	142	210	293	415	240	793	157
	18%	20%	16%	14%	17%	18%	24%	17%	17%	17%	11%	13%	21%	29%	11%	26%	12%
Don't feel able to say	817	262	284	93	615	20	126	575	22	548	50	66	54	69	80	114	83
	4%	3%	4%	9%	4%	4%	5%	4%	4%	4%	4%	4%	4%	5%	4%	4%	6%
TOTAL AGREE	8618	3340	3372	513	7267	242	962	6884	276	6680	742	888	619	480	1210	1175	623
	45%	44%	49%	50%	47%	47%	41%	47%	49%	48%	58%	53%	44%	33%	55%	38%	48%
TOTAL DISAGREE	6543	2767	2163	270	5098	167	904	4835	182	4604	275	433	543	688	536	1363	345
	34%	36%	32%	27%	33%	32%	39%	33%	32%	33%	21%	26%	38%	48%	24%	44%	27%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status	
		Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married
Base	19005	669	808	1412	1738	1271	653	167	18838	284	13148	1856	15556	72	725	1003	10306
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...																	
Strongly agree	2825	94	159	153	225	166	90	1	2824	44	2130	221	2488	12	59	147	1625
	15%	14%	20%	11%	13%	13%	14%	1%	15%	15%	16%	12%	16%	17%	8%	15%	16%
Agree	5793	214	294	370	453	422	208	39	5754	90	4295	400	4942	20	121	311	3305
	30%	32%	36%	26%	26%	33%	32%	23%	31%	32%	33%	22%	32%	28%	17%	31%	32%
Neither agree nor disagree	3027	112	133	198	278	242	106	26	3001	39	2070	297	2456	9	108	156	1606
	16%	17%	16%	14%	16%	19%	16%	16%	16%	14%	16%	16%	16%	13%	15%	16%	16%
Disagree	3056	91	98	288	326	198	112	94	2962	37	1997	354	2387	13	143	150	1607
	16%	14%	12%	20%	19%	16%	17%	56%	16%	13%	15%	19%	15%	18%	20%	15%	16%
Strongly disagree	3487	126	98	336	384	174	106	-	3487	66	2156	487	2662	13	249	203	1779
	18%	19%	12%	24%	22%	14%	16%	-	19%	23%	16%	26%	17%	18%	34%	20%	17%
Don't feel able to say	817	32	26	67	72	69	31	7	810	8	500	97	621	5	45	36	384
	4%	5%	3%	5%	4%	5%	5%	4%	4%	3%	4%	5%	4%	7%	6%	4%	4%
TOTAL AGREE	8618	308	453	523	678	588	298	40	8578	134	6425	621	7430	32	180	458	4930
	45%	46%	56%	37%	39%	46%	46%	24%	46%	47%	49%	33%	48%	44%	25%	46%	48%
TOTAL DISAGREE	6543	217	196	624	710	372	218	94	6449	103	4153	841	5049	26	392	353	3386
	34%	32%	24%	44%	41%	29%	33%	56%	34%	36%	32%	45%	32%	36%	54%	35%	33%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil part- nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	19005	81	908	138	1125	1533	1286	9797	51	68	93	19	123	4890	315
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...															
Strongly agree	2825	13	165	24	179	247	151	1645	6	22	9	3	19	675	46
	15%	16%	18%	17%	16%	16%	12%	17%	12%	32%	10%	16%	15%	14%	15%
Agree	5793	22	276	44	382	482	257	3245	11	13	30	8	46	1428	88
	30%	27%	30%	32%	34%	31%	20%	33%	22%	19%	32%	42%	37%	29%	28%
Neither agree nor disagree	3027	13	141	27	168	271	209	1479	7	14	14	3	19	804	52
	16%	16%	16%	20%	15%	18%	16%	15%	14%	21%	15%	16%	15%	16%	17%
Disagree	3056	9	141	18	166	206	248	1492	9	9	13	2	13	798	45
	16%	11%	16%	13%	15%	13%	19%	15%	18%	13%	14%	11%	11%	16%	14%
Strongly disagree	3487	20	155	19	159	261	348	1533	15	5	21	2	24	998	72
	18%	25%	17%	14%	14%	17%	27%	16%	29%	7%	23%	11%	20%	20%	23%
Don't feel able to say	817	4	30	6	71	66	73	403	3	5	6	1	2	187	12
	4%	5%	3%	4%	6%	4%	6%	4%	6%	7%	6%	5%	2%	4%	4%
TOTAL AGREE	8618	35	441	68	561	729	408	4890	17	35	39	11	65	2103	134
	45%	43%	49%	49%	50%	48%	32%	50%	33%	51%	42%	58%	53%	43%	43%
TOTAL DISAGREE	6543	29	296	37	325	467	596	3025	24	14	34	4	37	1796	117
	34%	36%	33%	27%	29%	30%	46%	31%	47%	21%	37%	21%	30%	37%	37%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents		All	User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
	Total	All	User	Non user	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30
Base	19293	19293	18677	487	17305	1044	837	6788	12452	7215	12030	14932	4284	5075	11506	526	706
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?																	
Strongly agree	**2519** **13%**	2519 13%	2378 13%	124 25%	2370 14%	58 6%	86 10%	764 11%	1751 14%	594 8%	1920 16%	1899 13%	615 14%	687 14%	1578 14%	86 16%	133 19%
Agree	**5524** **29%**	5524 29%	5324 29%	165 34%	5095 29%	194 19%	210 25%	1661 24%	3847 31%	1524 21%	3984 33%	4281 29%	1221 29%	1546 30%	3369 29%	118 22%	183 26%
Neither agree nor disagree	**2589** **13%**	2589 13%	2496 13%	75 15%	2361 14%	116 11%	100 12%	965 14%	1619 13%	922 13%	1664 14%	2098 14%	484 11%	760 15%	1456 13%	88 17%	76 11%
Disagree	**4105** **21%**	4105 21%	4013 21%	58 12%	3662 21%	255 24%	166 20%	1534 23%	2551 20%	1847 26%	2238 19%	3133 21%	939 22%	959 19%	2543 22%	102 19%	126 18%
Strongly disagree	**4088** **21%**	4088 21%	4010 21%	55 11%	3447 20%	384 37%	218 26%	1696 25%	2388 19%	2172 30%	1915 16%	3116 21%	967 23%	1009 20%	2308 20%	120 23%	174 25%
Don't feel able to say	**468** **2%**	468 2%	456 2%	10 2%	370 2%	37 4%	57 7%	168 2%	296 2%	156 2%	309 3%	405 3%	58 1%	114 2%	252 2%	12 2%	14 2%
TOTAL AGREE	**8043** **42%**	8043 42%	7702 41%	289 59%	7465 43%	252 24%	296 35%	2425 36%	5598 45%	2118 29%	5904 49%	6180 41%	1836 43%	2233 44%	4947 43%	204 39%	316 45%
TOTAL DISAGREE	**8193** **42%**	8193 42%	8023 43%	113 23%	7109 41%	639 61%	384 46%	3230 48%	4939 40%	4019 56%	4153 35%	6249 42%	1906 44%	1968 39%	4851 42%	222 42%	300 42%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents	Total	Age			Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
		31 - 60	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest
Base	19293	7703	6965	1055	15636	521	2380	14843	575	14215	1308	1682	1434	1468	2217	3139	1315
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?																	
Strongly agree	2519 13%	1046 14%	914 13%	125 12%	2123 14%	87 17%	245 10%	2065 14%	119 21%	1959 14%	231 18%	264 16%	140 10%	114 8%	383 17%	346 11%	156 12%
Agree	5524 29%	2209 29%	2133 31%	331 31%	4624 30%	138 26%	608 26%	4417 30%	159 28%	4245 30%	511 39%	563 33%	378 26%	290 20%	757 34%	752 24%	406 31%
Neither agree nor disagree	2589 13%	916 12%	1026 15%	157 15%	2089 13%	65 12%	322 14%	1968 13%	59 10%	1906 13%	165 13%	236 14%	178 12%	178 12%	299 13%	406 13%	213 16%
Disagree	4105 21%	1639 21%	1465 21%	189 18%	3318 21%	112 21%	480 20%	3163 21%	117 20%	2938 21%	215 16%	304 18%	351 24%	377 26%	399 18%	715 23%	254 19%
Strongly disagree	4088 21%	1783 23%	1246 18%	190 18%	3139 20%	109 21%	634 27%	2937 20%	116 20%	2869 20%	158 12%	266 16%	364 25%	465 32%	329 15%	848 27%	250 19%
Don't feel able to say	468 2%	110 1%	181 3%	63 6%	343 2%	10 2%	91 4%	293 2%	5 1%	298 2%	28 2%	49 3%	23 2%	44 3%	50 2%	72 2%	36 3%
TOTAL AGREE	8043 42%	3255 42%	3047 44%	456 43%	6747 43%	225 43%	853 36%	6482 44%	278 48%	6204 44%	742 57%	827 49%	518 36%	404 28%	1140 51%	1098 35%	562 43%
TOTAL DISAGREE	8193 42%	3422 44%	2711 39%	379 36%	6457 41%	221 42%	1114 47%	6100 41%	233 41%	5807 41%	373 29%	570 34%	715 50%	842 57%	728 33%	1563 50%	504 38%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents		District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status	
	Total	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married
Base	19293	674	827	1440	1760	1293	664	172	19121	286	13305	1886	15776	74	734	1016	10428
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?																	
Strongly agree	2519	102	166	140	184	180	108	1	2518	45	1925	184	2204	9	52	162	1438
	13%	15%	20%	10%	10%	14%	16%	1%	13%	16%	14%	10%	14%	12%	7%	16%	14%
Agree	5524	192	277	334	445	420	181	38	5486	84	4085	434	4702	17	156	290	3162
	29%	28%	33%	23%	25%	32%	27%	22%	29%	29%	31%	23%	30%	23%	21%	29%	30%
Neither agree nor disagree	2589	87	94	181	264	200	79	14	2575	39	1783	228	2115	12	74	118	1380
	13%	13%	11%	13%	15%	15%	12%	8%	13%	14%	13%	12%	13%	16%	10%	12%	13%
Disagree	4105	129	153	366	415	252	152	111	3994	54	2714	440	3278	14	166	211	2174
	21%	19%	19%	25%	24%	19%	23%	65%	21%	19%	20%	23%	21%	19%	23%	21%	21%
Strongly disagree	4088	147	127	377	406	214	124	1	4087	61	2530	549	3137	21	255	222	2075
	21%	22%	15%	26%	23%	17%	19%	1%	21%	21%	19%	29%	20%	28%	35%	22%	20%
Don't feel able to say	468	17	10	42	46	27	20	7	461	3	268	51	340	1	31	13	199
	2%	3%	1%	3%	3%	2%	3%	4%	2%	1%	2%	3%	2%	1%	4%	1%	2%
TOTAL AGREE	8043	294	443	474	629	600	289	39	8004	129	6010	618	6906	26	208	452	4600
	42%	44%	54%	33%	36%	46%	44%	23%	42%	45%	45%	33%	44%	35%	28%	44%	44%
TOTAL DISAGREE	8193	276	280	743	821	466	276	112	8081	115	5244	989	6415	35	421	433	4249
	42%	41%	34%	52%	47%	36%	42%	65%	42%	40%	39%	52%	41%	47%	57%	43%	41%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	19293	84	926	140	1166	1550	1299	9968	52	69	93	19	125	4933	319
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?															
Strongly agree	2519 13%	12 14%	127 14%	22 16%	143 12%	238 15%	124 10%	1374 14%	6 12%	18 26%	14 15%	2 11%	16 13%	692 14%	27 8%
Agree	5524 29%	19 23%	268 29%	44 31%	348 30%	456 29%	278 21%	2988 30%	13 25%	20 29%	19 20%	9 47%	36 29%	1452 29%	95 30%
Neither agree nor disagree	2589 13%	10 12%	126 14%	30 21%	171 15%	229 15%	155 12%	1351 14%	5 10%	8 12%	7 8%	4 21%	17 14%	643 13%	47 15%
Disagree	4105 21%	18 21%	195 21%	24 17%	233 20%	292 19%	297 23%	2137 21%	7 13%	13 19%	20 22%	1 5%	19 15%	986 20%	59 18%
Strongly disagree	4088 21%	24 29%	190 21%	19 14%	223 19%	297 19%	395 30%	1902 19%	19 37%	9 13%	31 33%	3 16%	34 27%	1062 22%	81 25%
Don't feel able to say	468 2%	1 1%	20 2%	1 1%	48 4%	38 2%	50 4%	216 2%	2 4%	1 1%	2 2%	- -	3 2%	98 2%	10 3%
TOTAL AGREE	8043 42%	31 37%	395 43%	66 47%	491 42%	694 45%	402 31%	4362 44%	19 37%	38 55%	33 35%	11 58%	52 42%	2144 43%	122 38%
TOTAL DISAGREE	8193 42%	42 50%	385 42%	43 31%	456 39%	589 38%	692 53%	4039 41%	26 50%	22 32%	51 55%	4 21%	53 42%	2048 42%	140 44%

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Rankings

Counts Analysis % Respondents	Total	Mean	1	2	3	4	5	6
Base	80136	3.64	15613 19%	13830 17%	13940 17%	12167 15%	11898 15%	12688 16%
Fully staffed library opening hours (this would mean libraries would be open for fewer hours over all)	13743	4.44	5970 43%	1924 14%	1869 14%	1399 10%	1281 9%	1300 9%
More volunteer and c-ommunity supported opening (this would m-ean libraries would be open for more hours o-ver all, so you could ...	12852	4.15	3300 26%	3352 26%	1996 16%	1655 13%	1336 10%	1213 9%
Self-service access us-ing smart library tech-nology (this would me-an libraries would be open for more hours o-ver all, so you could ...	12401	3.75	2073 17%	2643 21%	2531 20%	1816 15%	1946 16%	1392 11%
More weekend openin-g (this could mean libr-aries would be open le-ss on weekdays, unle-ss volunteers or smart library tech were av...	13924	3.73	1908 14%	2809 20%	3165 23%	2644 19%	2441 18%	957 7%
More evening opening (this could mean libra-ries would be open les-s in daytimes, unless volunteers or smart li-brary tech were avail...	12216	3.05	611 5%	1569 13%	2440 20%	2869 23%	2674 22%	2053 17%
Improved eLibrary so I can access library services any time I want	15000	2.77	1751 12%	1533 10%	1939 13%	1784 12%	2220 15%	5773 38%

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Q17. Digital services

Counts Analysis % Respondents	Total	Total used	Total not used	Total aware	Not aware	Not used, would li...	Not interested
Base	214060	73522 34%	140538 66%	121799 57%	43852 20%	12143 6%	36266 17%
Ask a question - aware or used	15479	5059 33%	10420 67%	7995 52%	4216 27%	699 5%	2569 17%
Book a computer in a library - aware or used	15661	5008 32%	10653 68%	9760 62%	1741 11%	468 3%	3692 24%
Catalogue search - aware or used	16223	9490 58%	6733 42%	12128 75%	1709 11%	593 4%	1793 11%
Download an eBook, eMagazine, eNewspaper or eAudio book - aware or used	15219	2560 17%	12659 83%	6543 43%	3104 20%	1465 10%	4107 27%
Join the library - aware or used	15007	8779 58%	6228 42%	11140 74%	1949 13%	311 2%	1607 11%
Libraries website Livechat - aware or used	14705	1119 8%	13586 92%	3569 24%	5399 37%	591 4%	5146 35%
Online course - aware or used	14684	1205 8%	13479 92%	4377 30%	5181 35%	1403 10%	3723 25%
Online payment for overdue item - aware or used	14807	2153 15%	12654 85%	6534 44%	4225 29%	1126 8%	2922 20%
Renew a loaned item - aware or used	16622	11532 69%	5090 31%	13623 82%	1229 7%	643 4%	1127 7%
Report a problem - aware or used	14670	3515 24%	11155 76%	7630 52%	4027 27%	922 6%	2091 14%
Request an item - aware or used	16317	10612 65%	5705 35%	13139 81%	1371 8%	664 4%	1143 7%
Request or reset you library PIN - aware or used	14730	3838 26%	10892 74%	8592 58%	3375 23%	837 6%	1926 13%
Update your details - aware or used	14968	5690 38%	9278 62%	10186 68%	2350 16%	835 6%	1597 11%

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Q17. Digital services

Counts Analysis % Respondents	Total	Total used	Total not used	Total aware	Not aware	Not used, would li...	Not interested
Base	214060	73522 34%	140538 66%	121799 57%	43852 20%	12143 6%	36266 17%
Use online reference resources e.g. Ancestry - aware or used	14968	2962 20%	12006 80%	6583 44%	3976 27%	1586 11%	2823 19%

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Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	All	User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
		All	User	Non user	Yes	Library/c-afe only	No	User	Non user	User	Non-user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30
Base	2842	2842	2761	65	2672	117	43	1148	1691	1104	1734	2159	679	638	1959	105	154
Q18																	
Customer Services Volunteer	1279 45%	1279 45%	1254 45%	23 35%	1213 45%	43 37%	22 51%	468 41%	810 48%	568 51%	710 41%	1082 50%	196 29%	288 45%	891 45%	16 15%	57 37%
Home Library Service volunteer	831 29%	831 29%	805 29%	19 29%	786 29%	30 26%	11 26%	315 27%	516 31%	317 29%	514 30%	691 32%	140 21%	147 23%	618 32%	17 16%	34 22%
Library Activity Volunteer	777 27%	777 27%	756 27%	15 23%	725 27%	34 29%	14 33%	341 30%	436 26%	313 28%	464 27%	577 27%	200 29%	144 23%	573 29%	35 33%	54 35%
Mobile Library Support Volunteer	625 22%	625 22%	604 22%	19 29%	587 22%	25 21%	11 26%	257 22%	367 22%	216 20%	408 24%	517 24%	107 16%	110 17%	463 24%	10 10%	25 16%
Baby and Toddler Rhymetime Volunteer	601 21%	601 21%	589 21%	9 14%	568 21%	19 16%	12 28%	290 25%	311 18%	232 21%	368 21%	277 13%	323 48%	32 5%	518 26%	24 23%	62 40%
Computer Support Volunteer	417 15%	417 15%	396 14%	17 26%	388 15%	23 20%	5 12%	167 15%	249 15%	166 15%	250 14%	343 16%	73 11%	182 29%	194 10%	11 10%	39 25%
Computer Training Volunteer	415 15%	415 15%	391 14%	20 31%	386 14%	22 19%	7 16%	178 16%	236 14%	160 14%	254 15%	326 15%	88 13%	193 30%	181 9%	12 11%	43 28%
Library Ambassador (for 13 to 18 year olds)	258 9%	258 9%	248 9%	9 14%	243 9%	8 7%	6 14%	117 10%	140 8%	86 8%	171 10%	171 8%	86 13%	43 7%	190 10%	57 54%	17 11%
Work Club Volunteer	217 8%	217 8%	204 7%	12 18%	197 7%	14 12%	6 14%	91 8%	126 7%	58 5%	159 9%	161 7%	56 8%	57 9%	145 7%	11 10%	24 16%
Sensory Wall Volunteer	194 7%	194 7%	188 7%	5 8%	179 7%	8 7%	7 16%	101 9%	93 5%	70 6%	124 7%	104 5%	90 13%	17 3%	159 8%	10 10%	30 19%
Code Club Volunteer	152 5%	152 5%	138 5%	11 17%	140 5%	6 5%	6 14%	64 6%	88 5%	54 5%	98 6%	102 5%	50 7%	54 8%	82 4%	17 16%	19 12%
CreatorSpace Volunteer	119 4%	119 4%	113 4%	5 8%	107 4%	7 6%	5 12%	52 5%	67 4%	42 4%	77 4%	90 4%	29 4%	28 4%	79 4%	9 9%	15 10%

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Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents		Age			Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District						
	Total	31 - 60	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest
Base	2842	1219	1092	85	2399	143	317	2364	128	2319	183	302	221	187	311	482	205
Q18																	
Customer Services Volunteer	1279	477	605	37	1102	47	151	1067	23	1074	75	139	121	99	129	222	87
	45%	39%	55%	44%	46%	33%	48%	45%	18%	46%	41%	46%	55%	53%	41%	46%	42%
Home Library Service volunteer	831	336	370	26	720	32	74	710	17	701	55	94	63	49	92	129	49
	29%	28%	34%	31%	30%	22%	23%	30%	13%	30%	30%	31%	29%	26%	30%	27%	24%
Library Activity Volunteer	777	354	268	24	667	44	95	653	36	652	38	87	68	51	76	124	58
	27%	29%	25%	28%	28%	31%	30%	28%	28%	28%	21%	29%	31%	27%	24%	26%	28%
Mobile Library Support Volunteer	625	241	298	15	540	23	63	526	14	534	39	84	37	38	86	94	47
	22%	20%	27%	18%	23%	16%	20%	22%	11%	23%	21%	28%	17%	20%	28%	20%	23%
Baby and Toddler Rhymetime Volunteer	601	359	113	8	500	41	66	507	99	434	36	63	38	42	60	97	51
	21%	29%	10%	9%	21%	29%	21%	21%	77%	19%	20%	21%	17%	22%	19%	20%	25%
Computer Support Volunteer	417	175	152	6	340	33	64	329	11	346	27	43	31	37	46	64	29
	15%	14%	14%	7%	14%	23%	20%	14%	9%	15%	15%	14%	14%	20%	15%	13%	14%
Computer Training Volunteer	415	199	118	8	328	41	61	334	12	339	28	41	28	30	46	64	37
	15%	16%	11%	9%	14%	29%	19%	14%	9%	15%	15%	14%	13%	16%	15%	13%	18%
Library Ambassador (for 13 to 18 year olds)	258	131	33	5	208	27	20	224	10	222	19	29	20	17	24	52	23
	9%	11%	3%	6%	9%	19%	6%	9%	8%	10%	10%	10%	9%	9%	8%	11%	11%
Work Club Volunteer	217	113	52	5	173	25	39	171	10	181	12	27	16	19	28	28	11
	8%	9%	5%	6%	7%	17%	12%	7%	8%	8%	7%	9%	7%	10%	9%	6%	5%
Sensory Wall Volunteer	194	117	28	4	158	17	30	162	28	143	17	28	13	15	29	23	14
	7%	10%	3%	5%	7%	12%	9%	7%	22%	6%	9%	9%	6%	8%	9%	5%	7%
Code Club Volunteer	152	83	24	2	121	14	23	124	11	114	13	17	17	7	18	23	10
	5%	7%	2%	2%	5%	10%	7%	5%	9%	5%	7%	6%	8%	4%	6%	5%	5%
CreatorSpace Volunteer	119	59	27	3	88	16	17	99	7	100	10	18	11	9	13	15	9
	4%	5%	2%	4%	4%	11%	5%	4%	5%	4%	5%	6%	5%	5%	4%	3%	4%

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Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	District						Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status	
		Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married
Base	2842	119	140	163	245	186	92	1	2841	59	2183	252	2523	15	92	185	1565
Q18																	
Customer Services Volunteer	1279	39	56	77	128	72	34	1	1278	24	999	114	1140	8	44	59	713
	45%	33%	40%	47%	52%	39%	37%	100%	45%	41%	46%	45%	45%	53%	48%	32%	46%
Home Library Service volunteer	831	31	51	44	81	59	31	-	831	15	643	74	741	2	24	53	463
	29%	26%	36%	27%	33%	32%	34%	-	29%	25%	29%	29%	29%	13%	26%	29%	30%
Library Activity Volunteer	777	30	41	49	77	47	31	-	777	18	601	73	703	4	33	63	416
	27%	25%	29%	30%	31%	25%	34%	-	27%	31%	28%	29%	28%	27%	36%	34%	27%
Mobile Library Support Volunteer	625	21	36	27	56	37	22	-	625	8	482	61	560	-	16	37	346
	22%	18%	26%	17%	23%	20%	24%	-	22%	14%	22%	24%	22%	-	17%	20%	22%
Baby and Toddler Rhymetime Volunteer	601	30	31	42	43	45	22	-	601	12	475	57	540	3	19	72	366
	21%	25%	22%	26%	18%	24%	24%	-	21%	20%	22%	23%	21%	20%	21%	39%	23%
Computer Support Volunteer	417	21	16	17	45	29	11	-	417	17	307	46	370	2	20	26	210
	15%	18%	11%	10%	18%	16%	12%	-	15%	29%	14%	18%	15%	13%	22%	14%	13%
Computer Training Volunteer	415	21	16	21	52	22	9	-	415	16	304	45	368	1	19	30	199
	15%	18%	11%	13%	21%	12%	10%	-	15%	27%	14%	18%	15%	7%	21%	16%	13%
Library Ambassador (for 13 to 18 year olds)	258	20	10	12	8	13	11	-	258	9	181	29	224	4	8	24	112
	9%	17%	7%	7%	3%	7%	12%	-	9%	15%	8%	12%	9%	27%	9%	13%	7%
Work Club Volunteer	217	13	14	11	20	12	6	-	217	5	163	24	193	2	10	12	107
	8%	11%	10%	7%	8%	6%	7%	-	8%	8%	7%	10%	8%	13%	11%	6%	7%
Sensory Wall Volunteer	194	9	5	11	16	8	6	-	194	4	152	21	170	1	14	25	92
	7%	8%	4%	7%	7%	4%	7%	-	7%	7%	7%	8%	7%	7%	15%	14%	6%
Code Club Volunteer	152	14	4	6	10	9	4	-	152	5	106	25	127	1	14	13	66
	5%	12%	3%	4%	4%	5%	4%	-	5%	8%	5%	10%	5%	7%	15%	7%	4%
CreatorSpace Volunteer	119	11	6	4	5	5	3	-	119	3	91	10	106	-	7	16	55
	4%	9%	4%	2%	2%	3%	3%	-	4%	5%	4%	4%	4%	-	8%	9%	4%

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Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil part- nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	2842	21	166	29	167	303	192	1576	14	22	18	4	24	791	50
Q18															
Customer Services Volunteer	1279 45%	4 19%	88 53%	16 55%	91 54%	125 41%	92 48%	739 47%	4 29%	8 36%	7 39%	1 25%	13 54%	338 43%	23 46%
Home Library Service volunteer	831 29%	7 33%	55 33%	11 38%	55 33%	71 23%	48 25%	456 29%	3 21%	3 14%	6 33%	2 50%	7 29%	236 30%	15 30%
Library Activity Volunteer	777 27%	5 24%	39 23%	12 41%	48 29%	102 34%	52 27%	430 27%	7 50%	9 41%	6 33%	1 25%	7 29%	226 29%	13 26%
Mobile Library Support Volunteer	625 22%	5 24%	44 27%	7 24%	46 28%	49 16%	42 22%	350 22%	4 29%	2 9%	8 44%	1 25%	3 13%	166 21%	13 26%
Baby and Toddler Rhymetime Volunteer	601 21%	5 24%	21 13%	3 10%	14 8%	48 16%	35 18%	317 20%	5 36%	2 9%	6 33%	- -	3 13%	179 23%	19 38%
Computer Support Volunteer	417 15%	6 29%	19 11%	4 14%	16 10%	67 22%	42 22%	205 13%	3 21%	10 45%	3 17%	2 50%	5 21%	123 16%	10 20%
Computer Training Volunteer	415 15%	2 10%	20 12%	7 24%	16 10%	74 24%	39 20%	192 12%	3 21%	11 50%	3 17%	1 25%	7 29%	132 17%	12 24%
Library Ambassador (for 13 to 18 year olds)	258 9%	1 5%	5 3%	3 10%	8 5%	59 19%	20 10%	118 7%	6 43%	5 23%	3 17%	2 50%	2 8%	80 10%	13 26%
Work Club Volunteer	217 8%	2 10%	8 5%	2 7%	7 4%	43 14%	24 13%	107 7%	3 21%	4 18%	3 17%	1 25%	2 8%	63 8%	7 14%
Sensory Wall Volunteer	194 7%	1 5%	9 5%	4 14%	6 4%	33 11%	16 8%	95 6%	2 14%	3 14%	3 17%	- -	2 8%	52 7%	8 16%
Code Club Volunteer	152 5%	- -	4 2%	2 7%	4 2%	31 10%	20 10%	54 3%	2 14%	3 14%	2 11%	1 25%	2 8%	55 7%	9 18%
CreatorSpace Volunteer	119 4%	1 5%	4 2%	5 17%	3 2%	20 7%	6 3%	48 3%	2 14%	3 14%	4 22%	- -	1 4%	41 5%	5 10%

Q27. What is your age?

Counts Break % z-test Respondents	
Base	17642
V27	
16 or under	535 3%
17 - 20	136 1%
21 - 30	573 3%
31 - 40	2475 14%
41 - 50	2739 16%
51 - 60	2557 14%
61 - 70	4056 23%
71 - 80	3044 17%
81 - 90	1025 6%
91 or over	92 1%
Prefer not to say	410 2%
Total 61+	8217 47%

Q28. Do you consider yourself to have an impairment and/or a disability?

Counts Break % z-test Respondents	
Base	17503
Q28	
Yes	2457 14%
No	15046 86%

Q28. If yes, which of the following would best describe your impairment/disability?

Counts Break % z-test Respondents	
Base	1938
Q28a	
Physical impairment/disability	1348 70%
Sensory Impairment	470 24%
Mental Health Needs	246 13%
Learning Difficulty or Disability	123 6%

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Q29. What is your ethnicity?

Counts Break % z-test Respondents	
Base	16486
V29	
White British	15166 92%
White Irish	166 1%
White Other	549 3%
Gypsy / Roma	10 0%
Black or Black British African	72 0%
Black or Black British Caribbean	25 0%
Mixed White/Black African	19 0%
Mixed White/Black Caribbean	28 0%
Asian or Asian British Pakistani	19 0%
Asian or Asian British Indian	100 1%
Asian or Asian British Other	39 0%
Mixed White/Asian	49 0%
Asian Other	30 0%
Chinese	56 0%
Mixed Other	72 0%

Q29. What is your ethnicity?

Counts Break % z-test Respondents	
Base	16486
Not Known	80 0%
Black Other	6 0%
Total BAME	525 3%

Q30. What is your gender?

Counts Break % z-test Respondents	
Base	17338
Q30	
Male	5141 30%
Female	11700 67%
Prefer not to say	497 3%

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Q31. Does your gender identity match your sex as registered at birth?

Counts Break % z-test Respondents	
Base	16836
Q31	
Yes	16015 95%
No	76 0%
Prefer not to say	745 4%

Q32. Pregnancy/maternity: Are you currently pregnant or have you been pregnant in the last year?

Counts Break % z-test Respondents	
Base	15719
Q32	
Yes	577 4%
No	14421 92%
Prefer not to say	721 5%

Q33. Marital status: Are you currently?

Counts Break % z-test Respondents	
Base	16858
Q33	
Cohabiting	1025 6%
Married	10570 63%
In a civil partnership	84 0%
Divorced or civil partnership dissolved	944 6%
Separated (but still legally married or in a civil partnership)	142 1%
Widowed or a surviving partner from a civil partnership	1209 7%
Single (never married or never in a civil partnership)	1568 9%
Prefer not to say	1316 8%

Q34. What is your Religion/Faith?

Q35. What is your sexual orientation?

Counts Break % z-test Respondents	
Base	15811
Q34	
Christian	10141 64%
Muslim	53 0%
Hindu	69 0%
Buddhist	95 1%
Sikh	19 0%
Jewish	126 1%
None	4986 32%
Not sure	322 2%

Counts Break % z-test Respondents	
Base	15691
Q35	
Bisexual	141 1%
Heterosexual	13493 86%
Gay	102 1%
Lesbian	49 0%
Prefer not to say	1906 12%

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Essex Libraries Consultation

Individuals and family tables - tier 4 library users

This report shows tables for each question and has been filtered to show the responses for 'Tier 4=User' amongst individual and family respondents.

Are you aged under 16?

Counts Break % Respondents	
Base	6942
Are you aged under 16?	
Yes	251 4%
No	6691 96%

Q1. I am responding as:

Counts Break % Respondents	
Base	6942
Q1. I am responding as:	
An Individual	5079 73%
A family with children under 11	1837 26%
Not known	26 0%

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Q2. Which district, borough or city do you live in?

Counts Break % Respondents	
Base	6919
Q2. Which district, borough or city do you live in?	
Basildon	323 5%
Braintree	755 11%
Brentwood	113 2%
Castle Point	84 1%
Chelmsford	1265 18%
Colchester	1227 18%
Epping Forest	778 11%
Harlow	423 6%
Hertfordshire	16 0%
Maldon	394 6%
Redbridge	32 0%
Rochford	434 6%
Southend	59 1%
Suffolk	9 0%
Tendring	374 5%

Counts Break % Respondents	
Base	6919
Thurrock	7 0%
Uttlesford	566 8%
Other authority area	60 1%

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Q3. Have you visited an Essex Library within the last 12 months?

Counts Break % Respondents		All	Internet use			Respondent Type		Gender		Age					Ethnic groups	
	Total	All	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+	White Bri-tish/Irish/-Other	BAME
Base	6903	6903	6179	433	260	5052	1826	1696	4101	223	308	3073	2086	315	5429	230
Q3. Have you visited an Essex Library within the last 12 months?																
Yes	6822	6822	6110	431	251	4980	1817	1672	4054	216	298	3045	2070	304	5365	223
	99%	99%	99%	100%	97%	99%	100%	99%	99%	97%	97%	99%	99%	97%	99%	97%
No	81	81	69	2	9	72	9	24	47	7	10	28	16	11	64	7
	1%	1%	1%	0%	3%	1%	0%	1%	1%	3%	3%	1%	1%	3%	1%	3%

Counts Break % Respondents		Disabled v non disabled		Pregnancy & maternity v non		District										
	Total	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon	Rochford	Tendring
Base	6903	897	5182	263	4959	322	749	110	84	1259	1220	770	421	393	434	374
Q3. Have you visited an Essex Library within the last 12 months?																
Yes	6822	882	5125	261	4899	321	741	107	84	1246	1215	764	412	387	431	369
	99%	98%	99%	99%	99%	100%	99%	97%	100%	99%	100%	99%	98%	98%	99%	99%
No	81	15	57	2	60	1	8	3	-	13	5	6	9	6	3	5
	1%	2%	1%	1%	1%	0%	1%	3%	-	1%	0%	1%	2%	2%	1%	1%

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Q3. Have you visited an Essex Library within the last 12 months?

Counts Break % Respondents		District		Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status				
	Total	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership	Divorced or CP dissolved	Separated
Base	6903	566	182	35	6868	117	4599	736	5508	36	318	388	3643	34	302	47
Q3. Have you visited an Essex Library within the last 12 months?																
Yes	6822	549	177	35	6787	114	4547	726	5445	35	313	383	3611	33	298	46
	99%	97%	97%	100%	99%	97%	99%	99%	99%	97%	98%	99%	99%	97%	99%	98%
No	81	17	5	-	81	3	52	10	63	1	5	5	32	1	4	1
	1%	3%	3%	-	1%	3%	1%	1%	1%	3%	2%	1%	1%	3%	1%	2%

Counts Break % Respondents		Marital status			Religion/Faith							
	Total	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6903	342	580	546	3413	26	33	32	9	65	1744	133
Q3. Have you visited an Essex Library within the last 12 months?												
Yes	6822	335	567	540	3373	25	32	31	9	65	1724	132
	99%	98%	98%	99%	99%	96%	97%	97%	100%	100%	99%	99%
No	81	7	13	6	40	1	1	1	-	-	20	1
	1%	2%	2%	1%	1%	4%	3%	3%	-	-	1%	1%

Q3. Essex libraries or services used most frequently (Descending)

Counts Break % z-test Respondents		Counts Break % z-test Respondents		Counts Break % z-test Respondents		Counts Break % z-test Respondents		Counts Break % z-test Respondents	
Base	6590	Base	6590	Base	6590	Base	6590	Base	6590
Q3. Essex libraries or services used most frequently		Stansted	261 4%	Sible Hedingham	165 3%	Debden	95 1%	South Woodham Ferrers	67 1%
Chelmsford	1044 16%	Stanway	248 4%	Great Wakering	149 2%	Brentwood	94 1%	Stock	65 1%
Colchester	945 14%	Thaxted	238 4%	Tye Green	147 2%	Southminster	94 1%	Ingatestone	61 1%
Prettygate	872 13%	Broomfield	232 4%	Hockley	139 2%	Greenstead	90 1%	Wickford	61 1%
Harlow	385 6%	Saffron Walden	224 3%	Mark Hall	139 2%	Hadleigh	87 1%	Waltham Abbey	48 1%
Buckhurst Hill	349 5%	Great Baddow	219 3%	Dunmow	138 2%	North Melbourne	85 1%	Manningtree	45 1%
Loughton	342 5%	Basildon	218 3%	Billericay	137 2%	Chipping Ongar	83 1%	Brightlingsea	42 1%
Kelvedon	325 5%	North Weald	207 3%	Fryerns	124 2%	Frinton	83 1%	Laindon	42 1%
Witham	325 5%	Clacton	195 3%	Springfield	116 2%	West Mersea	83 1%	South Benfleet	41 1%
Maldon	307 5%	Braintree	193 3%	Tiptree	112 2%	Great Parndon	82 1%	Earls Colne	40 1%
Galleywood	295 4%	Wickham Bishops	191 3%	Vange	109 2%	Burnham	80 1%	Great Tarpots	40 1%
Writtle	273 4%	Hatfield Peverel	190 3%	Old Harlow	102 2%	Silver End	80 1%	Walton	39 1%
Hullbridge	269 4%	Rayleigh	185 3%	Coggeshall	99 2%	Rochford	74 1%	Canvey	34 1%
Danbury	264 4%	Chigwell	180 3%	Wivenhoe	99 2%	Shenfield	70 1%	Harwich	29 0%
Holland	263 4%	Epping	174 3%	Halstead	96 1%	Pitsea	69 1%	West Clacton	29 0%

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Q3. Essex libraries or services used most frequently (Alphabetical)

Counts Break % z-test Respondents	
Base	6590
Q3. Essex libraries or services used most frequently	
Basildon	218 3%
Billericay	137 2%
Braintree	193 3%
Brentwood	94 1%
Brightlingsea	42 1%
Broomfield	232 4%
Buckhurst Hill	349 5%
Burnham	80 1%
Canvey	34 1%
Chelmsford	1044 16%
Chigwell	180 3%
Chipping Ongar	83 1%
Clacton	195 3%
Coggeshall	99 2%

Counts Break % z-test Respondents	
Base	6590
Colchester	945 14%
Danbury	264 4%
Debden	95 1%
Dunmow	138 2%
Earls Colne	40 1%
Epping	174 3%
Frinton	83 1%
Fryerns	124 2%
Galleywood	295 4%
Great Baddow	219 3%
Great Parndon	82 1%
Great Tarpots	40 1%
Great Wakering	149 2%
Greenstead	90 1%
Hadleigh	87 1%

Counts Break % z-test Respondents	
Base	6590
Halstead	96 1%
Harlow	385 6%
Harwich	29 0%
Hatfield Peverel	190 3%
Hockley	139 2%
Holland	263 4%
Hullbridge	269 4%
Ingatestone	61 1%
Kelvedon	325 5%
Laindon	42 1%
Loughton	342 5%
Maldon	307 5%
Manningtree	45 1%
Mark Hall	139 2%
North Melbourne	85 1%

Counts Break % z-test Respondents	
Base	6590
North Weald	207 3%
Old Harlow	102 2%
Pitsea	69 1%
Prettygate	872 13%
Rayleigh	185 3%
Rochford	74 1%
Saffron Walden	224 3%
Shenfield	70 1%
Sible Hedingham	165 3%
Silver End	80 1%
South Benfleet	41 1%
South Woodham Ferrers	67 1%
Southminster	94 1%
Springfield	116 2%
Stansted	261 4%

Counts Break % z-test Respondents	
Base	6590
Stanway	248 4%
Stock	65 1%
Thaxted	238 4%
Tiptree	112 2%
Tye Green	147 2%
Vange	109 2%
Waltham Abbey	48 1%
Walton	39 1%
West Clacton	29 0%
West Mersea	83 1%
Wickford	61 1%
Wickham Bishops	191 3%
Witham	325 5%
Wivenhoe	99 2%
Writtle	273 4%

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Library usage

Counts Break % Respondents		All	Internet use			Respondent Type		Gender		Age					Ethnic groups	
	Total	All	Yes	Library/cafe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+	White British/Irish/-Other	BAME
Base	6590	6590	5905	415	241	4783	1783	1620	3915	213	296	2966	1972	288	5186	219
Library usage																
1 library	2172	2172	1903	121	136	1627	533	497	1290	70	64	852	719	155	1693	50
	33%	33%	32%	29%	56%	34%	30%	31%	33%	33%	22%	29%	36%	54%	33%	23%
2 libraries	1612	1612	1501	62	39	1135	472	412	976	48	65	755	501	67	1297	48
	24%	24%	25%	15%	16%	24%	26%	25%	25%	23%	22%	25%	25%	23%	25%	22%
3 libraries	2806	2806	2501	232	66	2021	778	711	1649	95	167	1359	752	66	2196	121
	43%	43%	42%	56%	27%	42%	44%	44%	42%	45%	56%	46%	38%	23%	42%	55%

Counts Break % Respondents		Disabled v non disabled		Pregnancy & maternity v non		District										
	Total	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon	Rochford	Tendring
Base	6590	837	4973	256	4741	310	721	102	83	1196	1165	741	396	380	418	358
Library usage																
1 library	2172	303	1595	76	1523	70	293	18	13	327	278	269	117	102	201	123
	33%	36%	32%	30%	32%	23%	41%	18%	16%	27%	24%	36%	30%	27%	48%	34%
2 libraries	1612	181	1261	77	1165	67	151	8	14	329	363	211	67	85	80	85
	24%	22%	25%	30%	25%	22%	21%	8%	17%	28%	31%	28%	17%	22%	19%	24%
3 libraries	2806	353	2117	103	2053	173	277	76	56	540	524	261	212	193	137	150
	43%	42%	43%	40%	43%	56%	38%	75%	67%	45%	45%	35%	54%	51%	33%	42%

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Library usage

Counts Break % Respondents	Total	District		Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status				
		Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership	Divorced or CP dissolved	Separated
Base	**6590**	**529**	**172**	**35**	**6555**	**112**	**4393**	**702**	**5265**	**34**	**305**	**379**	**3477**	**32**	**284**	**44**
Library usage																
1 library	**2172** **33%**	276 52%	74 43%	15 43%	2157 33%	26 23%	1395 32%	237 34%	1693 32%	11 32%	102 33%	107 28%	1138 33%	7 22%	95 33%	8 18%
2 libraries	**1612** **24%**	126 24%	24 14%	8 23%	1604 24%	27 24%	1096 25%	156 22%	1316 25%	8 24%	65 21%	85 22%	927 27%	6 19%	63 22%	9 20%
3 libraries	**2806** **43%**	127 24%	74 43%	12 34%	2794 43%	59 53%	1902 43%	309 44%	2256 43%	15 44%	138 45%	187 49%	1412 41%	19 59%	126 44%	27 61%

Counts Break % Respondents	Total	Marital status			Religion/Faith							
		Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	**6590**	**320**	**554**	**529**	**3244**	**24**	**31**	**31**	**9**	**63**	**1680**	**131**
Library usage												
1 library	**2172** **33%**	154 48%	146 26%	163 31%	1091 34%	5 21%	7 23%	5 16%	1 11%	18 29%	520 31%	35 27%
2 libraries	**1612** **24%**	69 22%	111 20%	118 22%	783 24%	5 21%	11 35%	9 29%	3 33%	16 25%	453 27%	21 16%
3 libraries	**2806** **43%**	97 30%	297 54%	248 47%	1370 42%	14 58%	13 42%	17 55%	5 56%	29 46%	707 42%	75 57%

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Library usage

Counts Break % Respondents	Total	All	Internet use			Respondent Type		Gender		Age					Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non	
		All	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+	White Bri-tish/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non
Base	6590	6590	5905	415	241	4783	1783	1620	3915	213	296	2966	1972	288	5186	219	837	4973	256	4741
Library usage																				
1 library 2172	2172	2172	1903	121	136	1627	533	497	1290	70	64	852	719	155	1693	50	303	1595	76	1523
33%	33%	33%	32%	29%	56%	34%	30%	31%	33%	33%	22%	29%	36%	54%	33%	23%	36%	32%	30%	32%
2+ libraries 4418	4418	4418	4002	294	105	3156	1250	1123	2625	143	232	2114	1253	133	3493	169	534	3378	180	3218
67%	67%	67%	68%	71%	44%	66%	70%	69%	67%	67%	78%	71%	64%	46%	67%	77%	64%	68%	70%	68%

Counts Break % Respondents	Total	District												Easy Read v non easy read		Sexual orientation			Gender i...
		Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes
Base	6590	310	721	102	83	1196	1165	741	396	380	418	358	529	172	35	6555	112	4393	702	5265
Library usage																				
1 library 2172	2172	70	293	18	13	327	278	269	117	102	201	123	276	74	15	2157	26	1395	237	1693
33%	33%	23%	41%	18%	16%	27%	24%	36%	30%	27%	48%	34%	52%	43%	43%	33%	23%	32%	34%	32%
2+ libraries 4418	4418	240	428	84	70	869	887	472	279	278	217	235	253	98	20	4398	86	2998	465	3572
67%	67%	77%	59%	82%	84%	73%	76%	64%	70%	73%	52%	66%	48%	57%	57%	67%	77%	68%	66%	68%

Counts Break % Respondents	Total	Gender identity mat...		Marital status									Religion/Faith							
		No	Prefer not to say	Cohabitin-g	Married	Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure	
Base	6590	34	305	379	3477	32	284	44	320	554	529	3244	24	31	31	9	63	1680	131	
Library usage																				
1 library 2172	2172	11	102	107	1138	7	95	8	154	146	163	1091	5	7	5	1	18	520	35	
33%	33%	32%	33%	28%	33%	22%	33%	18%	48%	26%	31%	34%	21%	23%	16%	11%	29%	31%	27%	
2+ libraries 4418	4418	23	203	272	2339	25	189	36	166	408	366	2153	19	24	26	8	45	1160	96	
67%	67%	68%	67%	72%	67%	78%	67%	82%	52%	74%	69%	66%	79%	77%	84%	89%	71%	69%	73%	

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Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?

Counts Break % Respondents	Total	All	Internet use			Respondent Type		Gender		Age					Ethnic groups	
		All	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+	White British/Irish/-Other	BAME
Base	6862	6862	6157	431	258	5008	1830	1682	4081	220	310	3069	2064	308	5405	226
Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?																
Yes	**6100** **89%**	6100 89%	5438 88%	411 95%	236 91%	4354 87%	1723 94%	1443 86%	3669 90%	207 94%	271 87%	2716 88%	1827 89%	283 92%	4786 89%	205 91%
No	**762** **11%**	762 11%	719 12%	20 5%	22 9%	654 13%	107 6%	239 14%	412 10%	13 6%	39 13%	353 12%	237 11%	25 8%	619 11%	21 9%

Counts Break % Respondents	Total	Disabled v non disabled		Pregnancy & maternity v non		District										
		Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon	Rochford	Tendring
Base	6862	887	5158	265	4936	319	751	113	82	1256	1215	766	413	391	425	369
Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?																
Yes	**6100** **89%**	784 88%	4579 89%	238 90%	4370 89%	294 92%	661 88%	103 91%	75 91%	1143 91%	1099 90%	674 88%	355 86%	353 90%	386 91%	335 91%
No	**762** **11%**	103 12%	579 11%	27 10%	566 11%	25 8%	90 12%	10 9%	7 9%	113 9%	116 10%	92 12%	58 14%	38 10%	39 9%	34 9%

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Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?

Counts Break % Respondents		District		Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status				
	Total	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership	Divorced or CP dissolved	Separated
Base	6862	560	181	35	6827	115	4585	730	5483	34	315	391	3631	33	303	47
Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?																
Yes	6100 **89%**	442 79%	159 88%	29 83%	6071 89%	90 78%	4053 88%	657 90%	4860 89%	30 88%	286 91%	337 86%	3228 89%	31 94%	267 88%	40 85%
No	762 **11%**	118 21%	22 12%	6 17%	756 11%	25 22%	532 12%	73 10%	623 11%	4 12%	29 9%	54 14%	403 11%	2 6%	36 12%	7 15%

Counts Break % Respondents		Marital status			Religion/Faith								
	Total	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6862	338	573	537	3395	26	33	30	10	65	1737	133
Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?												
Yes	6100 **89%**	300 89%	503 88%	489 91%	3004 88%	23 88%	30 91%	27 90%	10 100%	56 86%	1533 88%	124 93%
No	762 **11%**	38 11%	70 12%	48 9%	391 12%	3 12%	3 9%	3 10%	- -	9 14%	204 12%	9 7%

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Q5. How do you usually travel to the library you use most frequently?

Counts Break % Respondents		All		User v non user		Internet use			Respondent Type		Gender		Age				
	Total	All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6821	6821	6719	64	6150	421	236	4966	1830	1671	4053	212	307	3065	2059	286
Q5. How do you usually travel to the library you use most frequently?																
On foot	**4300**	4300	4246	30	3855	280	155	3054	1228	1080	2523	136	204	1979	1276	159
	63%	63%	63%	47%	63%	67%	66%	61%	67%	65%	62%	64%	66%	65%	62%	56%
Own vehicle	**2694**	2694	2654	27	2538	94	59	1892	797	573	1704	75	116	1300	730	116
	39%	39%	39%	42%	41%	22%	25%	38%	44%	34%	42%	35%	38%	42%	35%	41%
Public transport	**686**	686	673	7	554	92	38	571	110	207	357	19	56	202	272	34
	10%	10%	10%	11%	9%	22%	16%	11%	6%	12%	9%	9%	18%	7%	13%	12%
Bicycle	**277**	277	273	3	249	24	2	202	75	92	127	11	20	135	66	3
	4%	4%	4%	5%	4%	6%	1%	4%	4%	6%	3%	5%	7%	4%	3%	1%

Counts Break % Respondents		Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
	Total	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon
Base	6821	5362	228	834	5169	264	4910	319	749	113	83	1242	1213	768	413	388
Q5. How do you usually travel to the library you use most frequently?																
On foot	**4300**	3365	159	474	3318	184	3056	204	535	72	53	777	641	526	286	223
	63%	63%	70%	57%	64%	70%	62%	64%	71%	64%	64%	63%	53%	68%	69%	57%
Own vehicle	**2694**	2137	78	320	2049	105	1986	133	249	49	31	543	520	282	138	181
	39%	40%	34%	38%	40%	40%	40%	42%	33%	43%	37%	44%	43%	37%	33%	47%
Public transport	**686**	509	44	126	478	18	483	36	38	19	15	145	172	55	54	20
	10%	9%	19%	15%	9%	7%	10%	11%	5%	17%	18%	12%	14%	7%	13%	5%
Bicycle	**277**	205	13	32	204	9	195	10	16	1	3	74	88	9	16	16
	4%	4%	6%	4%	4%	3%	4%	3%	2%	1%	4%	6%	7%	1%	4%	4%

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Q5. How do you usually travel to the library you use most frequently?

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6821	418	360	555	179	34	6787	117	4554	719	5445	36	312	389	3627	32
Q5. How do you usually travel to the library you use most frequently?																
On foot	4300	308	228	375	60	19	4281	77	2841	462	3433	23	201	263	2279	21
	63%	74%	63%	68%	34%	56%	63%	66%	62%	64%	63%	64%	64%	68%	63%	66%
Own vehicle	2694	128	132	203	99	16	2678	32	1869	259	2170	10	107	166	1505	12
	39%	31%	37%	37%	55%	47%	39%	27%	41%	36%	40%	28%	34%	43%	41%	38%
Public transport	686	33	28	30	37	7	679	24	428	79	539	3	42	32	293	1
	10%	8%	8%	5%	21%	21%	10%	21%	9%	11%	10%	8%	13%	8%	8%	3%
Bicycle	277	9	14	10	11	1	276	5	171	40	207	2	22	19	133	4
	4%	2%	4%	2%	6%	3%	4%	4%	4%	6%	4%	6%	7%	5%	4%	13%

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6821	298	46	323	568	531	3372	26	33	32	10	65	1726	128
Q5. How do you usually travel to the library you use most frequently?														
On foot	4300	179	27	193	361	332	2075	19	22	20	6	39	1116	78
	63%	60%	59%	60%	64%	63%	62%	73%	67%	63%	60%	60%	65%	61%
Own vehicle	2694	116	22	123	191	162	1389	7	15	11	5	29	651	53
	39%	39%	48%	38%	34%	31%	41%	27%	45%	34%	50%	45%	38%	41%
Public transport	686	36	3	35	103	88	337	3	8	4	2	5	159	18
	10%	12%	7%	11%	18%	17%	10%	12%	24%	13%	20%	8%	9%	14%
Bicycle	277	8	3	5	31	30	112	1	1	4	1	4	84	12
	4%	3%	7%	2%	5%	6%	3%	4%	3%	13%	10%	6%	5%	9%

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Q6. Do you have access to the internet?

Counts Break % Respondents		All		User v non user		Respondent Type		Gender		Age					Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District
	Total	All	User	Non user	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon
Base	6910	6910	6792	80	5050	1834	1696	4104	222	310	3082	2085	312	5435	229	894	5192	265	4968	322
Q6. Do you have access to the internet?																				
Yes, at home	5478 79%	5478 79%	5388 79%	61 76%	4010 79%	1454 79%	1356 80%	3291 80%	181 82%	235 76%	2477 80%	1742 84%	169 54%	4368 80%	165 72%	600 67%	4271 82%	213 80%	4021 81%	242 75%
Yes, at work	104 2%	104 2%	101 1%	2 3%	82 2%	22 1%	35 2%	55 1%	- -	4 1%	74 2%	16 1%	- -	82 2%	4 2%	9 1%	85 2%	4 2%	75 2%	6 2%
Yes on my mobile device	631 9%	631 9%	621 9%	6 8%	340 7%	291 16%	112 7%	418 10%	23 10%	53 17%	374 12%	90 4%	6 2%	491 9%	27 12%	57 6%	494 10%	42 16%	456 9%	28 9%
I can only use the internet in the library or in a public internet cafe	434 6%	434 6%	431 6%	2 3%	369 7%	59 3%	140 8%	179 4%	13 6%	16 5%	136 4%	144 7%	33 11%	290 5%	25 11%	121 14%	223 4%	4 2%	263 5%	31 10%
No	263 4%	263 4%	251 4%	9 11%	249 5%	8 0%	53 3%	161 4%	5 2%	2 1%	21 1%	93 4%	104 33%	204 4%	8 3%	107 12%	119 2%	2 1%	153 3%	15 5%

Counts Break % Respondents		District												Easy Read v non easy read		Sexual orientation			Gender identity mat...	
	Total	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterosexual	Prefer not to say	Yes	No
Base	6910	754	113	83	1261	1220	774	422	393	427	372	564	183	33	6877	118	4607	739	5517	36
Q6. Do you have access to the internet?																				
Yes, at home	5478 79%	629 83%	84 74%	48 58%	1039 82%	1005 82%	595 77%	301 71%	325 83%	316 74%	272 73%	471 84%	140 77%	22 67%	5456 79%	90 76%	3734 81%	580 78%	4433 80%	25 69%
Yes, at work	104 2%	13 2%	3 3%	2 2%	14 1%	22 2%	14 2%	4 1%	5 1%	7 2%	2 1%	7 1%	5 3%	- -	104 2%	4 3%	70 2%	12 2%	86 2%	- -
Yes on my mobile device	631 9%	60 8%	11 10%	14 17%	115 9%	111 9%	85 11%	50 12%	31 8%	40 9%	26 7%	42 7%	17 9%	2 6%	629 9%	12 10%	443 10%	58 8%	509 9%	3 8%
I can only use the internet in the library or in a public internet cafe	434 6%	38 5%	13 12%	18 22%	48 4%	48 4%	58 7%	47 11%	23 6%	36 8%	35 9%	22 4%	14 8%	4 12%	430 6%	9 8%	224 5%	63 9%	298 5%	4 11%
No	263 4%	14 2%	2 2%	1 1%	45 4%	34 3%	22 3%	20 5%	9 2%	28 7%	37 10%	22 4%	7 4%	5 15%	258 4%	3 3%	136 3%	26 4%	191 3%	4 11%

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Q6. Do you have access to the internet?

Counts Break % Respondents	Total	Gender i... Prefer not to say	Marital status Cohabitin- g	Married	Civil part- nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Religion/Faith Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6910	320	391	3650	34	303	47	343	579	545	3417	26	33	32	10	65	1749	134
Q6. Do you have access to the internet?																		
Yes, at home	5478 79%	240 75%	306 78%	3080 84%	26 76%	225 74%	38 81%	228 66%	417 72%	394 72%	2711 79%	11 42%	26 79%	26 81%	8 80%	52 80%	1431 82%	108 81%
Yes, at work	104 2%	6 2%	11 3%	51 1%	1 3%	6 2%	1 2%	2 1%	13 2%	6 1%	58 2%	1 4%	- -	- -	- -	1 2%	26 1%	2 1%
Yes on my mobile device	631 9%	30 9%	54 14%	327 9%	3 9%	25 8%	5 11%	10 3%	74 13%	46 8%	282 8%	7 27%	5 15%	- -	1 10%	9 14%	191 11%	12 9%
I can only use the internet in the library or in a public internet cafe	434 6%	34 11%	16 4%	117 3%	4 12%	23 8%	3 6%	32 9%	61 11%	76 14%	211 6%	5 19%	2 6%	3 9%	1 10%	2 3%	70 4%	8 6%
No	263 4%	10 3%	4 1%	75 2%	- -	24 8%	- -	71 21%	14 2%	23 4%	155 5%	2 8%	- -	3 9%	- -	1 2%	31 2%	4 3%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	All	User v non user		Internet use			Respondent Type		Gender		Age				
		All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6698	6698	6582	80	6011	411	248	4889	1783	1647	3987	217	307	3001	2021	297
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?																
Strongly Agree	**678**	678	661	14	628	35	11	515	161	176	423	29	28	282	246	29
	10%	10%	10%	18%	10%	9%	4%	11%	9%	11%	11%	13%	9%	9%	12%	10%
Agree	**1600**	1600	1565	27	1495	63	38	1152	443	378	1032	55	91	712	509	67
	24%	24%	24%	34%	25%	15%	15%	24%	25%	23%	26%	25%	30%	24%	25%	23%
Neither agree nor disagree	**842**	842	827	12	773	40	26	631	208	175	524	34	36	331	280	39
	13%	13%	13%	15%	13%	10%	10%	13%	12%	11%	13%	16%	12%	11%	14%	13%
Disagree	**1595**	1595	1571	11	1428	95	66	1158	427	362	981	38	67	723	482	76
	24%	24%	24%	14%	24%	23%	27%	24%	24%	22%	25%	18%	22%	24%	24%	26%
Strongly Disagree	**1806**	1806	1784	13	1538	165	92	1293	508	525	921	52	83	878	458	71
	27%	27%	27%	16%	26%	40%	37%	26%	28%	32%	23%	24%	27%	29%	23%	24%
Don't feel able to say	**177**	177	174	3	149	13	15	140	36	31	106	9	2	75	46	15
	3%	3%	3%	4%	2%	3%	6%	3%	2%	2%	3%	4%	1%	2%	2%	5%
TOTAL AGREE	**2278**	2278	2226	41	2123	98	49	1667	604	554	1455	84	119	994	755	96
	34%	34%	34%	51%	35%	24%	20%	34%	34%	34%	36%	39%	39%	33%	37%	32%
TOTAL DISAGREE	**3401**	3401	3355	24	2966	260	158	2451	935	887	1902	90	150	1601	940	147
	51%	51%	51%	30%	49%	63%	64%	50%	52%	54%	48%	41%	49%	53%	47%	49%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon
Base	6698	5288	223	865	5051	256	4836	315	728	110	83	1222	1186	747	405	383
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?																
Strongly Agree	678	553	38	83	528	22	521	42	62	8	8	132	104	90	53	40
	10%	10%	17%	10%	10%	9%	11%	13%	9%	7%	10%	11%	9%	12%	13%	10%
Agree	1600	1310	50	160	1284	76	1201	96	154	20	9	364	270	184	91	111
	24%	25%	22%	18%	25%	30%	25%	30%	21%	18%	11%	30%	23%	25%	22%	29%
Neither agree nor disagree	842	654	21	114	619	30	607	43	108	13	6	131	140	85	61	52
	13%	12%	9%	13%	12%	12%	13%	14%	15%	12%	7%	11%	12%	11%	15%	14%
Disagree	1595	1269	48	208	1202	61	1152	57	184	26	18	286	283	182	85	79
	24%	24%	22%	24%	24%	24%	24%	18%	25%	24%	22%	23%	24%	24%	21%	21%
Strongly Disagree	1806	1373	63	272	1299	60	1242	67	204	39	40	283	354	189	103	94
	27%	26%	28%	31%	26%	23%	26%	21%	28%	35%	48%	23%	30%	25%	25%	25%
Don't feel able to say	177	129	3	28	119	7	113	10	16	4	2	26	35	17	12	7
	3%	2%	1%	3%	2%	3%	2%	3%	2%	4%	2%	2%	3%	2%	3%	2%
TOTAL AGREE	2278	1863	88	243	1812	98	1722	138	216	28	17	496	374	274	144	151
	34%	35%	39%	28%	36%	38%	36%	44%	30%	25%	20%	41%	32%	37%	36%	39%
TOTAL DISAGREE	3401	2642	111	480	2501	121	2394	124	388	65	58	569	637	371	188	173
	51%	50%	50%	55%	50%	47%	50%	39%	53%	59%	70%	47%	54%	50%	46%	45%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6698	411	363	549	174	30	6668	117	4465	731	5360	34	316	383	3543	33
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?																
Strongly Agree	678	29	27	55	22	-	678	10	501	55	582	6	16	53	361	7
	10%	7%	7%	10%	13%	-	10%	9%	11%	8%	11%	18%	5%	14%	10%	21%
Agree	1600	74	79	100	45	14	1586	26	1137	143	1344	8	45	93	901	3
	24%	18%	22%	18%	26%	47%	24%	22%	25%	20%	25%	24%	14%	24%	25%	9%
Neither agree nor disagree	842	58	61	60	23	-	842	12	556	81	675	1	27	40	430	4
	13%	14%	17%	11%	13%	-	13%	10%	12%	11%	13%	3%	9%	10%	12%	12%
Disagree	1595	118	79	152	40	15	1580	35	1056	184	1260	8	95	87	850	10
	24%	29%	22%	28%	23%	50%	24%	30%	24%	25%	24%	24%	30%	23%	24%	30%
Strongly Disagree	1806	119	105	166	37	-	1806	32	1114	241	1369	10	121	100	930	7
	27%	29%	29%	30%	21%	-	27%	27%	25%	33%	26%	29%	38%	26%	26%	21%
Don't feel able to say	177	13	12	16	7	1	176	2	101	27	130	1	12	10	71	2
	3%	3%	3%	3%	4%	3%	3%	2%	2%	4%	2%	3%	4%	3%	2%	6%
TOTAL AGREE	2278	103	106	155	67	14	2264	36	1638	198	1926	14	61	146	1262	10
	34%	25%	29%	28%	39%	47%	34%	31%	37%	27%	36%	41%	19%	38%	36%	30%
TOTAL DISAGREE	3401	237	184	318	77	15	3386	67	2170	425	2629	18	216	187	1780	17
	51%	58%	51%	58%	44%	50%	51%	57%	49%	58%	49%	53%	68%	49%	50%	52%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6698	294	46	323	568	538	3313	25	33	31	10	62	1705	129
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?														
Strongly Agree	678	28	8	43	63	39	388	1	8	2	3	9	154	12
	10%	10%	17%	13%	11%	7%	12%	4%	24%	6%	30%	15%	9%	9%
Agree	1600	72	10	76	145	88	824	8	11	10	2	13	418	22
	24%	24%	22%	24%	26%	16%	25%	32%	33%	32%	20%	21%	25%	17%
Neither agree nor disagree	842	40	7	44	76	60	428	-	3	3	1	7	198	10
	13%	14%	15%	14%	13%	11%	13%	-	9%	10%	10%	11%	12%	8%
Disagree	1595	74	11	70	123	145	766	6	4	3	4	13	418	42
	24%	25%	24%	22%	22%	27%	23%	24%	12%	10%	40%	21%	25%	33%
Strongly Disagree	1806	71	10	75	146	182	835	10	6	11	-	18	471	37
	27%	24%	22%	23%	26%	34%	25%	40%	18%	35%	-	29%	28%	29%
Don't feel able to say	177	9	-	15	15	24	72	-	1	2	-	2	46	6
	3%	3%	-	5%	3%	4%	2%	-	3%	6%	-	3%	3%	5%
TOTAL AGREE	2278	100	18	119	208	127	1212	9	19	12	5	22	572	34
	34%	34%	39%	37%	37%	24%	37%	36%	58%	39%	50%	35%	34%	26%
TOTAL DISAGREE	3401	145	21	145	269	327	1601	16	10	14	4	31	889	79
	51%	49%	46%	45%	47%	61%	48%	64%	30%	45%	40%	50%	52%	61%

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Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents		All		User v non user		Internet use			Respondent Type		Gender		Age				
	Total	All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6746	6746	6633	77	6061	414	243	4906	1815	1665	4013	219	305	3035	2039	288
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?																
Strongly Agree	**338**	338	326	11	313	17	7	273	64	90	219	21	22	139	112	20
	5%	5%	5%	14%	5%	4%	3%	6%	4%	5%	5%	10%	7%	5%	5%	7%
Agree	**1757**	1757	1719	25	1648	65	36	1203	549	407	1151	60	84	820	553	64
	26%	26%	26%	32%	27%	16%	15%	25%	30%	24%	29%	27%	28%	27%	27%	22%
Neither agree nor disagree	**1169**	1169	1157	9	1096	47	24	818	348	271	715	38	45	514	366	48
	17%	17%	17%	12%	18%	11%	10%	17%	19%	16%	18%	17%	15%	17%	18%	17%
Disagree	**1657**	1657	1625	20	1469	102	81	1221	427	391	1004	34	65	758	520	78
	25%	25%	24%	26%	24%	25%	33%	25%	24%	23%	25%	16%	21%	25%	26%	27%
Strongly Disagree	**1637**	1637	1621	9	1372	171	82	1240	391	471	820	49	85	743	437	65
	24%	24%	24%	12%	23%	41%	34%	25%	22%	28%	20%	22%	28%	24%	21%	23%
Don't feel able to say	**188**	188	185	3	163	12	13	151	36	35	104	17	4	61	51	13
	3%	3%	3%	4%	3%	3%	5%	3%	2%	2%	3%	8%	1%	2%	3%	5%
TOTAL AGREE	**2095**	2095	2045	36	1961	82	43	1476	613	497	1370	81	106	959	665	84
	31%	31%	31%	47%	32%	20%	18%	30%	34%	30%	34%	37%	35%	32%	33%	29%
TOTAL DISAGREE	**3294**	3294	3246	29	2841	273	163	2461	818	862	1824	83	150	1501	957	143
	49%	49%	49%	38%	47%	66%	67%	50%	45%	52%	45%	38%	49%	49%	47%	50%

Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon
Base	**6746**	**5326**	**225**	**863**	**5098**	**261**	**4877**	**321**	**739**	**112**	**84**	**1228**	**1192**	**746**	**411**	**385**
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?																
Strongly Agree	**338**	285	16	43	269	12	262	21	38	4	6	66	51	39	18	19
	5%	5%	7%	5%	5%	5%	5%	7%	5%	4%	7%	5%	4%	5%	4%	5%
Agree	**1757**	1463	55	153	1431	83	1340	91	181	30	12	379	287	206	94	119
	26%	27%	24%	18%	28%	32%	27%	28%	24%	27%	14%	31%	24%	28%	23%	31%
Neither agree nor disagree	**1169**	919	37	139	894	47	862	52	134	16	12	231	197	141	72	71
	17%	17%	16%	16%	18%	18%	18%	16%	18%	14%	14%	19%	17%	19%	18%	18%
Disagree	**1657**	1304	48	222	1252	76	1182	69	199	25	20	287	298	173	103	83
	25%	24%	21%	26%	25%	29%	24%	21%	27%	22%	24%	23%	25%	23%	25%	22%
Strongly Disagree	**1637**	1226	62	275	1132	38	1112	80	163	37	33	227	325	167	111	87
	24%	23%	28%	32%	22%	15%	23%	25%	22%	33%	39%	18%	27%	22%	27%	23%
Don't feel able to say	**188**	129	7	31	120	5	119	8	24	-	1	38	34	20	13	6
	3%	2%	3%	4%	2%	2%	2%	2%	3%	-	1%	3%	3%	3%	3%	2%
TOTAL AGREE	**2095**	1748	71	196	1700	95	1602	112	219	34	18	445	338	245	112	138
	31%	33%	32%	23%	33%	36%	33%	35%	30%	30%	21%	36%	28%	33%	27%	36%
TOTAL DISAGREE	**3294**	2530	110	497	2384	114	2294	149	362	62	53	514	623	340	214	170
	49%	48%	49%	58%	47%	44%	47%	46%	49%	55%	63%	42%	52%	46%	52%	44%

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Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6746	419	366	546	176	28	6718	115	4523	728	5411	34	314	383	3593	32
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?																
Strongly Agree	338	18	18	23	14	-	338	8	242	31	303	3	5	24	176	6
	5%	4%	5%	4%	8%	-	5%	7%	5%	4%	6%	9%	2%	6%	5%	19%
Agree	1757	69	78	154	50	9	1748	30	1297	141	1496	7	41	93	1025	4
	26%	16%	21%	28%	28%	32%	26%	26%	29%	19%	28%	21%	13%	24%	29%	13%
Neither agree nor disagree	1169	71	65	67	40	-	1169	15	806	110	955	4	42	64	631	3
	17%	17%	18%	12%	23%	-	17%	13%	18%	15%	18%	12%	13%	17%	18%	9%
Disagree	1657	122	100	139	35	18	1639	27	1090	187	1309	8	90	94	896	8
	25%	29%	27%	25%	20%	64%	24%	23%	24%	26%	24%	24%	29%	25%	25%	25%
Strongly Disagree	1637	128	92	149	31	-	1637	31	993	225	1216	11	118	98	796	9
	24%	31%	25%	27%	18%	-	24%	27%	22%	31%	22%	32%	38%	26%	22%	28%
Don't feel able to say	188	11	13	14	6	1	187	4	95	34	132	1	18	10	69	2
	3%	3%	4%	3%	3%	4%	3%	3%	2%	5%	2%	3%	6%	3%	2%	6%
TOTAL AGREE	2095	87	96	177	64	9	2086	38	1539	172	1799	10	46	117	1201	10
	31%	21%	26%	32%	36%	32%	31%	33%	34%	24%	33%	29%	15%	31%	33%	31%
TOTAL DISAGREE	3294	250	192	288	66	18	3276	58	2083	412	2525	19	208	192	1692	17
	49%	60%	52%	53%	38%	64%	49%	50%	46%	57%	47%	56%	66%	50%	47%	53%

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Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6746	293	45	323	570	540	3333	26	33	32	9	62	1729	133
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?														
Strongly Agree	338 5%	14 5%	5 11%	21 7%	41 7%	18 3%	193 6%	1 4%	6 18%	2 6%	2 22%	2 3%	78 5%	7 5%
Agree	1757 26%	81 28%	12 27%	84 26%	155 27%	87 16%	941 28%	4 15%	11 33%	11 34%	1 11%	23 37%	442 26%	30 23%
Neither agree nor disagree	1169 17%	44 15%	9 20%	67 21%	83 15%	93 17%	569 17%	3 12%	5 15%	6 19%	1 11%	11 18%	309 18%	15 11%
Disagree	1657 25%	78 27%	11 24%	71 22%	126 22%	137 25%	826 25%	8 31%	5 15%	4 13%	3 33%	8 13%	421 24%	38 29%
Strongly Disagree	1637 24%	69 24%	8 18%	70 22%	139 24%	176 33%	730 22%	9 35%	5 15%	9 28%	1 11%	16 26%	431 25%	37 28%
Don't feel able to say	188 3%	7 2%	- -	10 3%	26 5%	29 5%	74 2%	1 4%	1 3%	- -	1 11%	2 3%	48 3%	6 5%
TOTAL AGREE	2095 31%	95 32%	17 38%	105 33%	196 34%	105 19%	1134 34%	5 19%	17 52%	13 41%	3 33%	25 40%	520 30%	37 28%
TOTAL DISAGREE	3294 49%	147 50%	19 42%	141 44%	265 46%	313 58%	1556 47%	17 65%	10 30%	13 41%	4 44%	24 39%	852 49%	75 56%

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Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	All	User v non user		Internet use			Respondent Type		Gender		Age				
		All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6702	6702	6588	78	6021	409	244	4877	1800	1660	3992	215	302	3031	2021	299
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...																
Strongly Agree	213 3%	213 3%	206 3%	6 8%	188 3%	13 3%	10 4%	170 3%	41 2%	69 4%	121 3%	13 6%	13 4%	86 3%	72 4%	8 3%
Agree	1060 16%	1060 16%	1035 16%	18 23%	971 16%	55 13%	32 13%	757 16%	298 17%	270 16%	674 17%	44 20%	48 16%	484 16%	323 16%	70 23%
Neither agree nor disagree	853 13%	853 13%	834 13%	15 19%	785 13%	35 9%	30 12%	599 12%	252 14%	174 10%	553 14%	37 17%	45 15%	362 12%	271 13%	32 11%
Disagree	1973 29%	1973 29%	1942 29%	20 26%	1785 30%	104 25%	77 32%	1443 30%	520 29%	456 27%	1217 30%	37 17%	77 25%	869 29%	644 32%	97 32%
Strongly Disagree	2461 37%	2461 37%	2430 37%	18 23%	2167 36%	196 48%	84 34%	1795 37%	661 37%	661 40%	1346 34%	73 34%	113 37%	1183 39%	680 34%	75 25%
Don't feel able to say	142 2%	142 2%	141 2%	1 1%	125 2%	6 1%	11 5%	113 2%	28 2%	30 2%	81 2%	11 5%	6 2%	47 2%	31 2%	17 6%
TOTAL AGREE	1273 19%	1273 19%	1241 19%	24 31%	1159 19%	68 17%	42 17%	927 19%	339 19%	339 20%	795 20%	57 27%	61 20%	570 19%	395 20%	78 26%
TOTAL DISAGREE	4434 66%	4434 66%	4372 66%	38 49%	3952 66%	300 73%	161 66%	3238 66%	1181 66%	1117 67%	2563 64%	110 51%	190 63%	2052 68%	1324 66%	172 58%

Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/ Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon
Base	6702	5304	221	869	5072	259	4854	318	741	108	83	1229	1184	735	404	381
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...																
Strongly Agree	213	174	13	29	165	5	159	15	18	2	6	39	30	23	17	8
	3%	3%	6%	3%	3%	2%	3%	5%	2%	2%	7%	3%	3%	3%	4%	2%
Agree	1060	869	47	112	852	39	817	78	104	13	5	254	150	120	75	85
	16%	16%	21%	13%	17%	15%	17%	25%	14%	12%	6%	21%	13%	16%	19%	22%
Neither agree nor disagree	853	674	33	95	661	39	627	35	94	12	6	162	145	102	59	56
	13%	13%	15%	11%	13%	15%	13%	11%	13%	11%	7%	13%	12%	14%	15%	15%
Disagree	1973	1581	52	240	1515	83	1427	92	233	35	23	364	362	209	110	100
	29%	30%	24%	28%	30%	32%	29%	29%	31%	32%	28%	30%	31%	28%	27%	26%
Strongly Disagree	2461	1907	71	377	1777	86	1731	91	278	46	41	381	482	264	130	123
	37%	36%	32%	43%	35%	33%	36%	29%	38%	43%	49%	31%	41%	36%	32%	32%
Don't feel able to say	142	99	5	16	102	7	93	7	14	-	2	29	15	17	13	9
	2%	2%	2%	2%	2%	3%	2%	2%	2%	-	2%	2%	1%	2%	3%	2%
TOTAL AGREE	1273	1043	60	141	1017	44	976	93	122	15	11	293	180	143	92	93
	19%	20%	27%	16%	20%	17%	20%	29%	16%	14%	13%	24%	15%	19%	23%	24%
TOTAL DISAGREE	4434	3488	123	617	3292	169	3158	183	511	81	64	745	844	473	240	223
	66%	66%	56%	71%	65%	65%	65%	58%	69%	75%	77%	61%	71%	64%	59%	59%

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Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6702	414	360	546	178	27	6675	115	4501	726	5383	34	312	384	3576	34
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...																
Strongly Agree	213	13	10	21	8	-	213	8	139	24	177	5	6	14	106	4
	3%	3%	3%	4%	4%	-	3%	7%	3%	3%	3%	15%	2%	4%	3%	12%
Agree	1060	42	42	55	32	1	1059	16	788	83	915	3	26	72	587	1
	16%	10%	12%	10%	18%	4%	16%	14%	18%	11%	17%	9%	8%	19%	16%	3%
Neither agree nor disagree	853	40	45	60	36	4	849	12	595	86	702	4	28	51	468	6
	13%	10%	13%	11%	20%	15%	13%	10%	13%	12%	13%	12%	9%	13%	13%	18%
Disagree	1973	139	119	143	39	20	1953	29	1328	196	1573	8	89	92	1090	7
	29%	34%	33%	26%	22%	74%	29%	25%	30%	27%	29%	24%	29%	24%	30%	21%
Strongly Disagree	2461	172	137	249	60	1	2460	47	1567	317	1908	14	151	148	1277	14
	37%	42%	38%	46%	34%	4%	37%	41%	35%	44%	35%	41%	48%	39%	36%	41%
Don't feel able to say	142	8	7	18	3	1	141	3	84	20	108	-	12	7	48	2
	2%	2%	2%	3%	2%	4%	2%	3%	2%	3%	2%	-	4%	2%	1%	6%
TOTAL AGREE	1273	55	52	76	40	1	1272	24	927	107	1092	8	32	86	693	5
	19%	13%	14%	14%	22%	4%	19%	21%	21%	15%	20%	24%	10%	22%	19%	15%
TOTAL DISAGREE	4434	311	256	392	99	21	4413	76	2895	513	3481	22	240	240	2367	21
	66%	75%	71%	72%	56%	78%	66%	66%	64%	71%	65%	65%	77%	63%	66%	62%

Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6702	289	47	319	567	536	3324	24	32	32	10	63	1710	131
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...														
Strongly Agree	213 3%	9 3%	2 4%	11 3%	33 6%	9 2%	129 4%	1 4%	2 6%	1 3%	1 10%	2 3%	39 2%	2 2%
Agree	1060 16%	41 14%	10 21%	66 21%	107 19%	53 10%	577 17%	6 25%	13 41%	6 19%	- -	12 19%	245 14%	23 18%
Neither agree nor disagree	853 13%	42 15%	7 15%	32 10%	64 11%	64 12%	422 13%	2 8%	5 16%	7 22%	1 10%	9 14%	230 13%	20 15%
Disagree	1973 29%	92 32%	13 28%	99 31%	136 24%	153 29%	993 30%	4 17%	5 16%	5 16%	5 50%	15 24%	497 29%	35 27%
Strongly Disagree	2461 37%	98 34%	14 30%	100 31%	209 37%	234 44%	1145 34%	11 46%	5 16%	13 41%	2 20%	23 37%	660 39%	46 35%
Don't feel able to say	142 2%	7 2%	1 2%	11 3%	18 3%	23 4%	58 2%	- -	2 6%	- -	1 10%	2 3%	39 2%	5 4%
TOTAL AGREE	1273 19%	50 17%	12 26%	77 24%	140 25%	62 12%	706 21%	7 29%	15 47%	7 22%	1 10%	14 22%	284 17%	25 19%
TOTAL DISAGREE	4434 66%	190 66%	27 57%	199 62%	345 61%	387 72%	2138 64%	15 63%	10 31%	18 56%	7 70%	38 60%	1157 68%	81 62%

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Tier 4 library used

Counts Break % Respondents		All	User v non user		Internet use			Respondent Type		Gender		Age				
	Total	All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6942	6942	6822	81	6213	434	263	5079	1837	1701	4125	223	310	3089	2098	316
Tier 4 library used																
Prettygate	1223 18%	1223 18%	1209 18%	8 10%	1132 18%	55 13%	28 11%	928 18%	294 16%	292 17%	714 17%	45 20%	58 19%	540 17%	368 18%	38 12%
Writtle	514 7%	514 7%	509 7%	2 2%	481 8%	21 5%	11 4%	336 7%	176 10%	144 8%	301 7%	14 6%	29 9%	264 9%	123 6%	25 8%
Galleywood	503 7%	503 7%	495 7%	4 5%	442 7%	36 8%	22 8%	366 7%	134 7%	112 7%	310 8%	10 4%	26 8%	224 7%	154 7%	25 8%
Kelvedon	489 7%	489 7%	476 7%	11 14%	439 7%	33 8%	16 6%	354 7%	134 7%	130 8%	278 7%	25 11%	31 10%	246 8%	113 5%	14 4%
Broomfield	445 6%	445 6%	434 6%	9 11%	412 7%	21 5%	11 4%	284 6%	161 9%	111 7%	260 6%	13 6%	29 9%	230 7%	106 5%	15 5%
Buckhurst Hill	443 6%	443 6%	436 6%	3 4%	397 6%	33 8%	12 5%	288 6%	154 8%	115 7%	257 6%	12 5%	26 8%	233 8%	90 4%	14 4%
Danbury	434 6%	434 6%	430 6%	3 4%	393 6%	27 6%	13 5%	295 6%	138 8%	101 6%	258 6%	25 11%	25 8%	206 7%	96 5%	20 6%
Hullbridge	403 6%	403 6%	401 6%	2 2%	329 5%	45 10%	22 8%	320 6%	79 4%	106 6%	223 5%	5 2%	18 6%	147 5%	138 7%	32 10%
Stansted	380 5%	380 5%	363 5%	17 21%	351 6%	17 4%	11 4%	282 6%	97 5%	97 6%	231 6%	9 4%	15 5%	164 5%	129 6%	18 6%
Holland	368 5%	368 5%	363 5%	5 6%	292 5%	35 8%	39 15%	329 6%	37 2%	92 5%	214 5%	10 4%	7 2%	108 3%	159 8%	36 11%
Thaxted	339 5%	339 5%	337 5%	2 2%	301 5%	21 5%	15 6%	260 5%	77 4%	82 5%	177 4%	10 4%	16 5%	151 5%	85 4%	9 3%
North Weald	319 5%	319 5%	312 5%	2 2%	270 4%	34 8%	13 5%	238 5%	79 4%	72 4%	189 5%	7 3%	13 4%	138 4%	89 4%	15 5%
Hatfield Peverel	317 5%	317 5%	311 5%	2 2%	292 5%	15 3%	9 3%	231 5%	86 5%	82 5%	181 4%	12 5%	17 5%	145 5%	96 5%	11 3%
Tye Green	309 4%	309 4%	300 4%	6 7%	264 4%	36 8%	8 3%	234 5%	74 4%	82 5%	170 4%	24 11%	23 7%	145 5%	64 3%	13 4%

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Tier 4 library used

Counts Break % Respondents	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon
Base	6942	5459	231	902	5208	265	4987	323	755	113	84	1265	1227	778	423	394
Tier 4 library used																
Prettygate	1223 18%	943 17%	51 22%	164 18%	913 18%	29 11%	901 18%	2 1%	20 3%	1 1%	1 1%	15 1%	1106 90%	3 0%	2 0%	9 2%
Writtle	514 7%	416 8%	16 7%	47 5%	414 8%	27 10%	370 7%	13 4%	20 3%	34 30%	5 6%	377 30%	13 1%	8 1%	5 1%	6 2%
Galleywood	503 7%	389 7%	22 10%	80 9%	357 7%	19 7%	370 7%	15 5%	14 2%	25 22%	7 8%	395 31%	9 1%	2 0%	4 1%	11 3%
Kelvedon	489 7%	385 7%	16 7%	59 7%	372 7%	24 9%	363 7%	4 1%	315 42%	8 7%	1 1%	14 1%	102 8%	3 0%	3 1%	19 5%
Broomfield	445 6%	337 6%	26 11%	57 6%	337 6%	25 9%	320 6%	6 2%	30 4%	15 13%	6 7%	347 27%	11 1%	2 0%	4 1%	3 1%
Buckhurst Hill	443 6%	328 6%	40 17%	48 5%	340 7%	31 12%	307 6%	3 1%	3 0%	13 12%	1 1%	7 1%	1 0%	369 47%	10 2%	1 0%
Danbury	434 6%	337 6%	16 7%	41 5%	338 6%	22 8%	309 6%	5 2%	18 2%	14 12%	9 11%	284 22%	11 1%	3 0%	3 1%	70 18%
Hullbridge	403 6%	320 6%	7 3%	60 7%	288 6%	7 3%	274 5%	10 3%	2 0%	4 4%	26 31%	13 1%	4 0%	- -	3 1%	3 1%
Stansted	380 5%	310 6%	10 4%	51 6%	294 6%	21 8%	272 5%	2 1%	5 1%	5 4%	2 2%	5 0%	13 1%	3 0%	6 1%	1 0%
Holland	368 5%	290 5%	6 3%	95 11%	231 4%	6 2%	259 5%	1 0%	2 0%	5 4%	2 2%	4 0%	28 2%	- -	3 1%	2 1%
Thaxted	339 5%	250 5%	9 4%	33 4%	247 5%	18 7%	218 4%	1 0%	15 2%	2 2%	4 5%	6 0%	7 1%	2 0%	3 1%	1 0%
North Weald	319 5%	227 4%	17 7%	41 5%	232 4%	13 5%	215 4%	2 1%	3 0%	17 15%	1 1%	11 1%	2 0%	230 30%	30 7%	1 0%
Hatfield Peverel	317 5%	249 5%	8 3%	40 4%	240 5%	15 6%	234 5%	4 1%	144 19%	4 4%	2 2%	78 6%	18 1%	- -	3 1%	41 10%
Tye Green	309 4%	230 4%	23 10%	51 6%	222 4%	12 5%	218 4%	1 0%	5 1%	- -	1 1%	4 0%	1 0%	10 1%	273 65%	1 0%

Tier 4 library used

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6942	434	374	566	183	35	6907	118	4624	742	5538	36	322	391	3665	34
Tier 4 library used																
Prettygate	**1223** 18%	4 1%	48 13%	2 0%	9 5%	6 17%	1217 18%	30 25%	782 17%	159 21%	958 17%	7 19%	64 20%	68 17%	627 17%	4 12%
Writtle	**514** 7%	8 2%	7 2%	11 2%	4 2%	4 11%	510 7%	11 9%	361 8%	49 7%	422 8%	2 6%	25 8%	34 9%	295 8%	4 12%
Galleywood	**503** 7%	6 1%	3 1%	5 1%	5 3%	2 6%	501 7%	4 3%	345 7%	53 7%	402 7%	- -	22 7%	30 8%	267 7%	2 6%
Kelvedon	**489** 7%	4 1%	5 1%	2 0%	7 4%	- -	489 7%	13 11%	327 7%	60 8%	393 7%	2 6%	25 8%	29 7%	262 7%	- -
Broomfield	**445** 6%	8 2%	1 0%	10 2%	2 1%	3 9%	442 6%	7 6%	297 6%	46 6%	356 6%	3 8%	18 6%	31 8%	234 6%	4 12%
Buckhurst Hill	**443** 6%	3 1%	5 1%	2 0%	25 14%	4 11%	439 6%	10 8%	285 6%	48 6%	346 6%	4 11%	21 7%	26 7%	216 6%	1 3%
Danbury	**434** 6%	5 1%	1 0%	5 1%	5 3%	- -	434 6%	5 4%	281 6%	55 7%	345 6%	3 8%	20 6%	24 6%	235 6%	- -
Hullbridge	**403** 6%	311 72%	- -	2 0%	21 11%	3 9%	400 6%	3 3%	260 6%	46 6%	309 6%	5 14%	22 7%	21 5%	205 6%	5 15%
Stansted	**380** 5%	3 1%	2 1%	313 55%	20 11%	- -	380 6%	6 5%	263 6%	40 5%	310 6%	1 3%	25 8%	8 2%	217 6%	4 12%
Holland	**368** 5%	5 1%	306 82%	2 0%	5 3%	1 3%	367 5%	8 7%	227 5%	50 7%	285 5%	1 3%	20 6%	18 5%	185 5%	3 9%
Thaxted	**339** 5%	3 1%	3 1%	280 49%	12 7%	- -	339 5%	6 5%	196 4%	49 7%	244 4%	2 6%	25 8%	17 4%	155 4%	3 9%
North Weald	**319** 5%	3 1%	2 1%	6 1%	10 5%	11 31%	308 4%	8 7%	187 4%	42 6%	243 4%	1 3%	18 6%	22 6%	155 4%	- -
Hatfield Peverel	**317** 5%	6 1%	6 2%	4 1%	5 3%	- -	317 5%	6 5%	210 5%	35 5%	251 5%	2 6%	19 6%	15 4%	167 5%	- -
Tye Green	**309** 4%	3 1%	1 0%	4 1%	5 3%	- -	309 4%	18 15%	192 4%	32 4%	234 4%	2 6%	25 8%	29 7%	126 3%	3 9%

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Tier 4 library used

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6942	304	47	345	580	550	3435	26	33	32	10	65	1751	134
Tier 4 library used														
Prettygate	1223 18%	58 19%	19 40%	44 13%	109 19%	118 21%	565 16%	1 4%	3 9%	11 34%	3 30%	2 3%	348 20%	28 21%
Writtle	514 7%	23 8%	2 4%	16 5%	35 6%	37 7%	248 7%	2 8%	- -	2 6%	1 10%	4 6%	151 9%	18 13%
Galleywood	503 7%	16 5%	2 4%	27 8%	49 8%	36 7%	276 8%	3 12%	3 9%	3 9%	- -	2 3%	112 6%	12 9%
Kelvedon	489 7%	21 7%	5 11%	18 5%	58 10%	32 6%	266 8%	3 12%	- -	2 6%	- -	1 2%	113 6%	11 8%
Broomfield	445 6%	20 7%	4 9%	9 3%	44 8%	28 5%	210 6%	1 4%	2 6%	2 6%	1 10%	3 5%	119 7%	13 10%
Buckhurst Hill	443 6%	17 6%	2 4%	12 3%	57 10%	41 7%	188 5%	2 8%	9 27%	1 3%	3 30%	15 23%	112 6%	7 5%
Danbury	434 6%	20 7%	2 4%	13 4%	39 7%	31 6%	217 6%	2 8%	1 3%	4 13%	- -	2 3%	108 6%	9 7%
Hullbridge	403 6%	16 5%	4 9%	27 8%	16 3%	41 7%	190 6%	1 4%	- -	4 13%	- -	3 5%	105 6%	6 4%
Stansted	380 5%	20 7%	3 6%	23 7%	26 4%	35 6%	191 6%	1 4%	- -	4 13%	- -	3 5%	88 5%	15 11%
Holland	368 5%	17 6%	3 6%	28 8%	25 4%	32 6%	203 6%	1 4%	- -	2 6%	- -	1 2%	76 4%	6 4%
Thaxted	339 5%	12 4%	3 6%	14 4%	24 4%	41 7%	158 5%	- -	- -	4 13%	- -	3 5%	73 4%	8 6%
North Weald	319 5%	12 4%	2 4%	15 4%	26 4%	32 6%	141 4%	2 8%	1 3%	6 19%	- -	2 3%	80 5%	5 4%
Hatfield Peverel	317 5%	16 5%	2 4%	21 6%	27 5%	24 4%	173 5%	1 4%	- -	1 3%	- -	1 2%	67 4%	6 4%
Tye Green	309 4%	8 3%	3 6%	12 3%	48 8%	30 5%	107 3%	5 19%	1 3%	4 13%	- -	3 5%	104 6%	9 7%

Tier 4 library used

Counts Break % Respondents		All		User v non user		Internet use			Respondent Type		Gender		Age				
	Total	All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6942	6942	6822	81	6213	434	263	5079	1837	1701	4125	223	310	3089	2098	316
Mark Hall	299 4%	299 4%	293 4%	5 6%	243 4%	41 9%	15 6%	229 5%	69 4%	87 5%	155 4%	21 9%	28 9%	123 4%	71 3%	12 4%
Wickham Bishops	287 4%	287 4%	281 4%	5 6%	254 4%	26 6%	6 2%	214 4%	73 4%	71 4%	168 4%	11 5%	17 5%	125 4%	87 4%	8 3%
Chigwell	284 4%	284 4%	275 4%	7 9%	240 4%	34 8%	9 3%	224 4%	60 3%	74 4%	152 4%	10 4%	24 8%	134 4%	61 3%	9 3%
Sible Hedingham	236 3%	236 3%	234 3%	1 1%	221 4%	11 3%	3 1%	170 3%	66 4%	52 3%	145 4%	5 2%	17 5%	103 3%	73 3%	3 1%
Vange	225 3%	225 3%	223 3%	2 2%	183 3%	30 7%	11 4%	177 3%	46 3%	65 4%	122 3%	3 1%	20 6%	112 4%	48 2%	7 2%
Great Wakering	216 3%	216 3%	212 3%	4 5%	186 3%	17 4%	12 5%	170 3%	46 3%	54 3%	120 3%	8 4%	15 5%	90 3%	60 3%	11 3%
Fryerns	215 3%	215 3%	212 3%	2 2%	183 3%	20 5%	11 4%	167 3%	48 3%	57 3%	126 3%	2 1%	25 8%	109 4%	45 2%	10 3%
Debden	198 3%	198 3%	195 3%	3 4%	176 3%	19 4%	3 1%	134 3%	63 3%	44 3%	114 3%	3 1%	15 5%	100 3%	38 2%	5 2%
Southminster	167 2%	167 2%	162 2%	5 6%	150 2%	14 3%	3 1%	128 3%	38 2%	34 2%	100 2%	5 2%	17 5%	74 2%	42 2%	5 2%
Silver End	152 2%	152 2%	148 2%	1 1%	143 2%	3 1%	6 2%	111 2%	40 2%	40 2%	88 2%	4 2%	15 5%	72 2%	40 2%	2 1%
Stock	149 2%	149 2%	148 2%	1 1%	132 2%	12 3%	5 2%	97 2%	52 3%	33 2%	84 2%	3 1%	11 4%	76 2%	28 1%	5 2%

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Tier 4 library used

Counts Break % Respondents	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon
Base	6942	5459	231	902	5208	265	4987	323	755	113	84	1265	1227	778	423	394
Mark Hall	299 4%	219 4%	23 10%	57 6%	213 4%	11 4%	217 4%	1 0%	2 0%	1 1%	- -	5 0%	3 0%	7 1%	261 62%	1 0%
Wickham Bishops	287 4%	227 4%	8 3%	27 3%	223 4%	16 6%	206 4%	1 0%	23 3%	1 1%	3 4%	14 1%	17 1%	1 0%	3 1%	208 53%
Chigwell	284 4%	187 3%	38 16%	43 5%	202 4%	12 5%	192 4%	4 1%	4 1%	13 12%	4 5%	8 1%	3 0%	202 26%	7 2%	1 0%
Sible Hedingham	236 3%	185 3%	8 3%	29 3%	181 3%	13 5%	172 3%	3 1%	186 25%	5 4%	- -	4 0%	12 1%	2 0%	3 1%	1 0%
Vange	225 3%	173 3%	14 6%	42 5%	157 3%	10 4%	156 3%	151 47%	2 0%	1 1%	31 37%	4 0%	5 0%	1 0%	3 1%	4 1%
Great Wakering	216 3%	162 3%	12 5%	30 3%	160 3%	5 2%	158 3%	3 1%	1 0%	- -	14 17%	5 0%	1 0%	- -	3 1%	1 0%
Fryerns	215 3%	167 3%	15 6%	41 5%	152 3%	7 3%	151 3%	167 52%	3 0%	1 1%	17 20%	5 0%	4 0%	- -	3 1%	2 1%
Debden	198 3%	132 2%	18 8%	31 3%	136 3%	15 6%	129 3%	2 1%	3 0%	4 4%	- -	7 1%	4 0%	135 17%	7 2%	1 0%
Southminster	167 2%	133 2%	5 2%	13 1%	135 3%	8 3%	126 3%	2 1%	1 0%	8 7%	4 5%	13 1%	2 0%	1 0%	2 0%	120 30%
Silver End	152 2%	120 2%	8 3%	25 3%	112 2%	9 3%	114 2%	4 1%	104 14%	4 4%	- -	5 0%	16 1%	1 0%	3 1%	5 1%
Stock	149 2%	108 2%	10 4%	21 2%	108 2%	7 3%	104 2%	32 10%	2 0%	20 18%	4 5%	70 6%	5 0%	- -	2 0%	3 1%

Tier 4 library used

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6942	434	374	566	183	35	6907	118	4624	742	5538	36	322	391	3665	34
Mark Hall	299 4%	5 1%	1 0%	6 1%	6 3%	1 3%	298 4%	12 10%	182 4%	46 6%	226 4%	2 6%	34 11%	26 7%	120 3%	2 6%
Wickham Bishops	287 4%	4 1%	2 1%	2 0%	7 4%	- -	287 4%	5 4%	193 4%	34 5%	230 4%	1 3%	16 5%	13 3%	165 5%	2 6%
Chigwell	284 4%	4 1%	2 1%	3 1%	29 16%	2 6%	282 4%	10 8%	174 4%	38 5%	214 4%	2 6%	21 7%	7 2%	125 3%	- -
Sible Hedingham	236 3%	3 1%	3 1%	6 1%	8 4%	1 3%	235 3%	4 3%	162 4%	29 4%	193 3%	1 3%	10 3%	18 5%	127 3%	- -
Vange	225 3%	6 1%	1 0%	1 0%	14 8%	1 3%	224 3%	7 6%	143 3%	28 4%	176 3%	2 6%	19 6%	10 3%	93 3%	3 9%
Great Wakering	216 3%	140 32%	- -	1 0%	47 26%	- -	216 3%	5 4%	135 3%	30 4%	167 3%	- -	14 4%	16 4%	100 3%	1 3%
Fryerns	215 3%	6 1%	- -	1 0%	5 3%	- -	215 3%	7 6%	149 3%	28 4%	175 3%	2 6%	15 5%	11 3%	94 3%	2 6%
Debden	198 3%	3 1%	3 1%	15 3%	14 8%	1 3%	197 3%	3 3%	121 3%	24 3%	141 3%	1 3%	14 4%	5 1%	86 2%	- -
Southminster	167 2%	7 2%	1 0%	1 0%	5 3%	- -	167 2%	1 1%	109 2%	24 3%	132 2%	- -	12 4%	8 2%	79 2%	1 3%
Silver End	152 2%	3 1%	2 1%	3 1%	1 1%	- -	152 2%	6 5%	95 2%	22 3%	122 2%	- -	10 3%	10 3%	79 2%	2 6%
Stock	149 2%	9 2%	- -	1 0%	1 1%	- -	149 2%	4 3%	97 2%	16 2%	118 2%	- -	10 3%	6 2%	75 2%	1 3%

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Tier 4 library used

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6942	304	47	345	580	550	3435	26	33	32	10	65	1751	134
Mark Hall	299	11	2	11	46	46	117	5	1	2	-	3	95	8
	4%	4%	4%	3%	8%	8%	3%	19%	3%	6%	-	5%	5%	6%
Wickham Bishops	287	10	2	12	24	22	140	-	-	1	-	1	68	10
	4%	3%	4%	3%	4%	4%	4%	-	-	3%	-	2%	4%	7%
Chigwell	284	10	1	9	44	36	98	6	9	2	6	27	57	6
	4%	3%	2%	3%	8%	7%	3%	23%	27%	6%	60%	42%	3%	4%
Sible Hedingham	236	12	2	9	22	16	120	-	1	2	-	2	59	5
	3%	4%	4%	3%	4%	3%	3%	-	3%	6%	-	3%	3%	4%
Vange	225	12	1	10	34	33	105	2	2	5	-	-	57	3
	3%	4%	2%	3%	6%	6%	3%	8%	6%	16%	-	-	3%	2%
Great Wakering	216	9	3	14	20	20	101	-	2	2	1	3	50	3
	3%	3%	6%	4%	3%	4%	3%	-	6%	6%	10%	5%	3%	2%
Fryerns	215	13	2	10	34	24	96	2	1	1	-	1	59	4
	3%	4%	4%	3%	6%	4%	3%	8%	3%	3%	-	2%	3%	3%
Debden	198	8	2	5	28	26	83	2	3	1	1	5	41	7
	3%	3%	4%	1%	5%	5%	2%	8%	9%	3%	10%	8%	2%	5%
Southminster	167	7	3	6	17	21	76	-	-	2	-	1	39	10
	2%	2%	6%	2%	3%	4%	2%	-	-	6%	-	2%	2%	7%
Silver End	152	10	1	3	15	12	77	1	1	1	-	-	35	4
	2%	3%	2%	1%	3%	2%	2%	4%	3%	3%	-	-	2%	3%
Stock	149	3	1	4	18	15	75	-	-	1	-	2	32	3
	2%	1%	2%	1%	3%	3%	2%	-	-	3%	-	3%	2%	2%

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Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?

Counts Break % Respondents		All	User v non user		Internet use			Respondent Type		Gender		Age				
	Total	All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6647	6647	6533	76	5985	400	237	4830	1795	1646	3960	216	303	2997	2000	291
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?																
Use another library	4099 62%	4099 62%	4027 62%	49 64%	3775 63%	176 44%	132 56%	3037 63%	1048 58%	1003 61%	2529 64%	125 58%	182 60%	1827 61%	1305 65%	185 64%
None exclusively	2548 38%	2548 38%	2506 38%	27 36%	2210 37%	224 56%	105 44%	1793 37%	747 42%	643 39%	1431 36%	91 42%	121 40%	1170 39%	695 35%	106 36%

Counts Break % Respondents		Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
	Total	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon
Base	6647	5257	227	854	5033	264	4814	308	723	107	83	1225	1175	735	403	384
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?																
Use another library	4099 62%	3316 63%	132 58%	454 53%	3218 64%	158 60%	3037 63%	206 67%	419 58%	69 64%	53 64%	825 67%	759 65%	420 57%	256 64%	257 67%
None exclusively	2548 38%	1941 37%	95 42%	400 47%	1815 36%	106 40%	1777 37%	102 33%	304 42%	38 36%	30 36%	400 33%	416 35%	315 43%	147 36%	127 33%

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Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6647	411	349	543	179	28	6619	115	4463	711	5344	31	303	379	3539	32
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?																
Use another library	4099	226	223	277	91	20	4079	76	2842	398	3385	22	146	229	2241	14
	62%	55%	64%	51%	51%	71%	62%	66%	64%	56%	63%	71%	48%	60%	63%	44%
None exclusively	2548	185	126	266	88	8	2540	39	1621	313	1959	9	157	150	1298	18
	38%	45%	36%	49%	49%	29%	38%	34%	36%	44%	37%	29%	52%	40%	37%	56%

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6647	287	46	319	566	527	3302	26	33	32	10	62	1688	132
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?														
Use another library	4099	196	32	197	362	274	2098	14	21	20	6	29	1051	84
	62%	68%	70%	62%	64%	52%	64%	54%	64%	63%	60%	47%	62%	64%
None exclusively	2548	91	14	122	204	253	1204	12	12	12	4	33	637	48
	38%	32%	30%	38%	36%	48%	36%	46%	36%	38%	40%	53%	38%	36%

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Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Those who would use another library)

Counts Break % z-test Respondents	
Base	3811
Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (...	
eLibrary	727 19%
Chelmsford	602 16%
Colchester	512 13%
Mobile library service	445 12%
Witham	255 7%
Loughton	246 6%
Maldon	201 5%
Harlow	199 5%
Stanway	189 5%
Friends and family membership	180 5%
Great Baddow	179 5%
Basildon	162 4%
Rayleigh	143 4%

Counts Break % z-test Respondents	
Base	3811
Home Library Service	141 4%
Saffron Walden	138 4%
Clacton	136 4%
Epping	124 3%
Braintree	106 3%
Old Harlow	93 2%
Dunmow	89 2%
Tiptree	88 2%
Billericay	87 2%
Pitsea	80 2%
Halstead	79 2%
Springfield	78 2%
Burnham	74 2%
Coggeshall	73 2%
Hockley	69 2%

Counts Break % z-test Respondents	
Base	3811
North Melbourne	66 2%
Great Parndon	63 2%
Frinton	56 1%
Rochford	56 1%
Brentwood	55 1%
West Mersea	53 1%
Chipping Ongar	52 1%
South Woodham Ferrers	50 1%
Greenstead	49 1%
Ingatestone	49 1%
Shenfield	46 1%
Laindon	45 1%
Hadleigh	44 1%
Wivenhoe	44 1%
Wickford	43 1%

Counts Break % z-test Respondents	
Base	3811
Waltham Abbey	34 1%
Brightlingsea	32 1%
Walton	30 1%
Earls Colne	27 1%
Canvey	26 1%
Great Tarpots	26 1%
Manningtree	26 1%
South Benfleet	25 1%
West Clacton	23 1%
Harwich	20 1%

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Q13 If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services instead? (Those who answered none exclusively in Q12)

Counts Break % Respondents	Total	All	User v non user		Internet use			Respondent Type		Gender		Age					Ethnic groups		Disabled v non disabled		Pregnancy & mat...
		All	User	Non user	Yes	Library/cafe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+	White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat
Base	2049	2049	2010	24	1733	208	102	1471	572	507	1165	75	104	902	576	98	1571	76	334	1455	81
Q13 If you answered '-none of these' in question 12, which of the f-ollowing best explain why you would not be able to use one of o...																					
I do not want to use any of the alternatives	1449 / 71%	1449 / 71%	1425 / 71%	15 / 63%	1293 / 75%	106 / 51%	45 / 44%	1031 / 70%	415 / 73%	360 / 71%	847 / 73%	38 / 51%	80 / 77%	663 / 74%	426 / 74%	55 / 56%	1136 / 72%	46 / 61%	192 / 57%	1099 / 76%	60 / 74%
I am unable to travel to any of the remaining 49 libraries	819 / 40%	819 / 40%	806 / 40%	7 / 29%	623 / 36%	130 / 63%	63 / 62%	583 / 40%	232 / 41%	194 / 38%	453 / 39%	50 / 67%	44 / 42%	336 / 37%	202 / 35%	57 / 58%	606 / 39%	39 / 51%	197 / 59%	504 / 35%	27 / 33%
I do not know how to use the eLibrary	324 / 16%	324 / 16%	318 / 16%	3 / 13%	218 / 13%	60 / 29%	42 / 41%	249 / 17%	73 / 13%	64 / 13%	192 / 16%	14 / 19%	16 / 15%	100 / 11%	100 / 17%	41 / 42%	245 / 16%	9 / 12%	93 / 28%	184 / 13%	9 / 11%
I do not have access to a computer or mobile device to use the eLibrary	244 / 12%	244 / 12%	243 / 12%	1 / 4%	70 / 4%	110 / 53%	61 / 60%	201 / 14%	41 / 7%	54 / 11%	134 / 12%	13 / 17%	14 / 13%	66 / 7%	67 / 12%	43 / 44%	177 / 11%	10 / 13%	75 / 22%	134 / 9%	2 / 2%

Counts Break % Respondents	Total	Pregnancy & mat...	District													Easy Read v non easy read		Sexual orientation			Gender i...
		Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes
Base	2049	1431	87	247	33	26	297	318	246	121	109	163	114	219	65	7	2042	35	1300	254	1574
Q13 If you answered '-none of these' in question 12, which of the f-ollowing best explain why you would not be able to use one of o...																					
I do not want to use any of the alternatives	1449 / 71%	1036 / 72%	58 / 67%	179 / 72%	27 / 82%	18 / 69%	211 / 71%	240 / 75%	160 / 65%	88 / 73%	75 / 69%	125 / 77%	72 / 63%	149 / 68%	44 / 68%	2 / 29%	1447 / 71%	20 / 57%	952 / 73%	175 / 69%	1145 / 73%
I am unable to travel to any of the remaining 49 libraries	819 / 40%	564 / 39%	32 / 37%	91 / 37%	8 / 24%	11 / 42%	106 / 36%	107 / 34%	124 / 50%	54 / 45%	42 / 39%	65 / 40%	59 / 52%	93 / 42%	26 / 40%	4 / 57%	815 / 40%	17 / 49%	478 / 37%	123 / 48%	610 / 39%
I do not know how to use the eLibrary	324 / 16%	220 / 15%	17 / 20%	40 / 16%	7 / 21%	1 / 4%	38 / 13%	39 / 12%	43 / 17%	22 / 18%	21 / 19%	27 / 17%	26 / 23%	28 / 13%	13 / 20%	4 / 57%	320 / 16%	3 / 9%	197 / 15%	40 / 16%	239 / 15%
I do not have access to a computer or mobile device to use the eLibrary	244 / 12%	154 / 11%	14 / 16%	22 / 9%	2 / 6%	4 / 15%	32 / 11%	27 / 8%	32 / 13%	17 / 14%	11 / 10%	27 / 17%	22 / 19%	22 / 10%	11 / 17%	2 / 29%	242 / 12%	5 / 14%	122 / 9%	37 / 15%	171 / 11%

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Q13 If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services instead? (Those who answered none exclusively in Q12)

Counts Break % Respondents	Total	Gender identity mat...		Marital status								Religion/Faith							
		No	Prefer not to say	Cohabitin-g	Married	Civil part-nership	Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	2049	6	133	128	1014	16	80	12	112	168	208	981	11	9	11	3	29	511	42
Q13 If you answered '-none of these' in ques-tion 12, which of the f-ollowing best explain why you would not be able to use one of o...																			
I do not want to use any of the alternatives	1449 71%	2 33%	94 71%	100 78%	750 74%	12 75%	53 66%	10 83%	72 64%	109 65%	147 71%	704 72%	4 36%	4 44%	10 91%	1 33%	20 69%	381 75%	23 55%
I am unable to travel to any of the remaining 49 libraries	819 40%	5 83%	54 41%	45 35%	355 35%	7 44%	33 41%	3 25%	54 48%	82 49%	95 46%	378 39%	7 64%	4 44%	3 27%	2 67%	13 45%	197 39%	23 55%
I do not know how to use the eLibrary	324 16%	- -	24 18%	18 14%	139 14%	1 6%	18 23%	1 8%	32 29%	23 14%	37 18%	178 18%	1 9%	2 22%	1 9%	- -	5 17%	55 11%	10 24%
I do not have access to a computer or mobile device to use the eLibrary	244 12%	- -	23 17%	13 10%	68 7%	3 19%	13 16%	- -	35 31%	25 15%	39 19%	116 12%	2 18%	1 11%	1 9%	- -	3 10%	47 9%	6 14%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	All	User v non user		Internet use			Respondent Type		Gender		Age				
		All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6726	6726	6608	80	6047	410	242	4909	1795	1681	4029	218	308	3050	2049	292
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...																
Strongly agree	971	971	944	23	904	40	24	697	272	276	598	45	49	424	331	41
	14%	14%	14%	29%	15%	10%	10%	14%	15%	16%	15%	21%	16%	14%	16%	14%
Agree	1819	1819	1786	24	1669	85	60	1284	530	423	1176	59	83	836	567	87
	27%	27%	27%	30%	28%	21%	25%	26%	30%	25%	29%	27%	27%	27%	28%	30%
Neither agree nor disagree	1145	1145	1133	9	1058	53	31	815	326	264	702	41	48	511	352	49
	17%	17%	17%	11%	17%	13%	13%	17%	18%	16%	17%	19%	16%	17%	17%	17%
Disagree	1104	1104	1080	11	974	81	43	816	285	255	669	20	40	515	353	33
	16%	16%	16%	14%	16%	20%	18%	17%	16%	15%	17%	9%	13%	17%	17%	11%
Strongly disagree	1369	1369	1353	10	1167	133	60	1056	308	397	693	38	76	644	353	45
	20%	20%	20%	13%	19%	32%	25%	22%	17%	24%	17%	17%	25%	21%	17%	15%
Don't feel able to say	318	318	312	3	275	18	24	241	74	66	191	15	12	120	93	37
	5%	5%	5%	4%	5%	4%	10%	5%	4%	4%	5%	7%	4%	4%	5%	13%
TOTAL AGREE	2790	2790	2730	47	2573	125	84	1981	802	699	1774	104	132	1260	898	128
	41%	41%	41%	59%	43%	30%	35%	40%	45%	42%	44%	48%	43%	41%	44%	44%
TOTAL DISAGREE	2473	2473	2433	21	2141	214	103	1872	593	652	1362	58	116	1159	706	78
	37%	37%	37%	26%	35%	52%	43%	38%	33%	39%	34%	27%	38%	38%	34%	27%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon
Base	6726	5352	226	875	5113	259	4907	316	736	111	84	1225	1192	750	415	384
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...																
Strongly agree	971	802	41	104	788	33	768	51	131	9	6	226	153	111	50	75
	14%	15%	18%	12%	15%	13%	16%	16%	18%	8%	7%	18%	13%	15%	12%	20%
Agree	1819	1506	55	207	1431	89	1376	95	213	31	15	386	271	227	113	107
	27%	28%	24%	24%	28%	34%	28%	30%	29%	28%	18%	32%	23%	30%	27%	28%
Neither agree nor disagree	1145	910	33	155	867	51	818	49	125	15	9	220	196	127	70	63
	17%	17%	15%	18%	17%	20%	17%	16%	17%	14%	11%	18%	16%	17%	17%	16%
Disagree	1104	861	34	120	856	32	805	37	115	14	17	179	220	115	66	62
	16%	16%	15%	14%	17%	12%	16%	12%	16%	13%	20%	15%	18%	15%	16%	16%
Strongly disagree	1369	1028	56	239	944	47	925	72	117	33	35	165	316	122	100	64
	20%	19%	25%	27%	18%	18%	19%	23%	16%	30%	42%	13%	27%	16%	24%	17%
Don't feel able to say	318	245	7	50	227	7	215	12	35	9	2	49	36	48	16	13
	5%	5%	3%	6%	4%	3%	4%	4%	5%	8%	2%	4%	3%	6%	4%	3%
TOTAL AGREE	2790	2308	96	311	2219	122	2144	146	344	40	21	612	424	338	163	182
	41%	43%	42%	36%	43%	47%	44%	46%	47%	36%	25%	50%	36%	45%	39%	47%
TOTAL DISAGREE	2473	1889	90	359	1800	79	1730	109	232	47	52	344	536	237	166	126
	37%	35%	40%	41%	35%	31%	35%	34%	32%	42%	62%	28%	45%	32%	40%	33%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	6726	413	356	547	178	32	6694	116	4548	733	5437	34	315	387	3608	33
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...																
Strongly agree	971	38	38	61	20	-	971	17	708	87	842	4	25	51	555	7
	14%	9%	11%	11%	11%	-	15%	15%	16%	12%	15%	12%	8%	13%	15%	21%
Agree	1819	85	93	129	49	15	1804	30	1339	133	1540	9	44	113	1044	6
	27%	21%	26%	24%	28%	47%	27%	26%	29%	18%	28%	26%	14%	29%	29%	18%
Neither agree nor disagree	1145	69	63	103	36	6	1139	13	783	114	918	5	51	63	612	4
	17%	17%	18%	19%	20%	19%	17%	11%	17%	16%	17%	15%	16%	16%	17%	12%
Disagree	1104	80	57	100	38	8	1096	18	715	141	875	7	59	65	566	5
	16%	19%	16%	18%	21%	25%	16%	16%	16%	19%	16%	21%	19%	17%	16%	15%
Strongly disagree	1369	109	85	114	30	-	1369	34	810	210	1020	6	114	82	673	10
	20%	26%	24%	21%	17%	-	20%	29%	18%	29%	19%	18%	36%	21%	19%	30%
Don't feel able to say	318	32	20	40	5	3	315	4	193	48	242	3	22	13	158	1
	5%	8%	6%	7%	3%	9%	5%	3%	4%	7%	4%	9%	7%	3%	4%	3%
TOTAL AGREE	2790	123	131	190	69	15	2775	47	2047	220	2382	13	69	164	1599	13
	41%	30%	37%	35%	39%	47%	41%	41%	45%	30%	44%	38%	22%	42%	44%	39%
TOTAL DISAGREE	2473	189	142	214	68	8	2465	52	1525	351	1895	13	173	147	1239	15
	37%	46%	40%	39%	38%	25%	37%	45%	34%	48%	35%	38%	55%	38%	34%	45%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6726	291	45	328	574	540	3354	25	33	32	10	64	1730	131
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...														
Strongly agree	971	49	9	53	91	50	556	2	14	1	1	7	224	23
	14%	17%	20%	16%	16%	9%	17%	8%	42%	3%	10%	11%	13%	18%
Agree	1819	71	11	93	171	87	999	4	6	8	4	23	434	33
	27%	24%	24%	28%	30%	16%	30%	16%	18%	25%	40%	36%	25%	25%
Neither agree nor disagree	1145	56	8	55	91	93	553	6	5	2	1	11	294	19
	17%	19%	18%	17%	16%	17%	16%	24%	15%	6%	10%	17%	17%	15%
Disagree	1104	50	8	55	82	115	521	3	2	4	2	5	309	19
	16%	17%	18%	17%	14%	21%	16%	12%	6%	13%	20%	8%	18%	15%
Strongly disagree	1369	54	7	50	115	158	575	10	3	12	1	16	390	30
	20%	19%	16%	15%	20%	29%	17%	40%	9%	38%	10%	25%	23%	23%
Don't feel able to say	318	11	2	22	24	37	150	-	3	5	1	2	79	7
	5%	4%	4%	7%	4%	7%	4%	-	9%	16%	10%	3%	5%	5%
TOTAL AGREE	2790	120	20	146	262	137	1555	6	20	9	5	30	658	56
	41%	41%	44%	45%	46%	25%	46%	24%	61%	28%	50%	47%	38%	43%
TOTAL DISAGREE	2473	104	15	105	197	273	1096	13	5	16	3	21	699	49
	37%	36%	33%	32%	34%	51%	33%	52%	15%	50%	30%	33%	40%	37%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents		All		User v non user		Internet use			Respondent Type		Gender		Age				
	Total	All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	6788	6788	6672	79	6087	420	251	4952	1812	1689	4074	220	310	3071	2071	299
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?																
Strongly agree	**764** **11%**	764 11%	739 11%	20 25%	722 12%	26 6%	15 6%	532 11%	231 13%	199 12%	483 12%	31 14%	45 15%	359 12%	242 12%	26 9%
Agree	**1661** **24%**	1661 24%	1630 24%	22 28%	1550 25%	62 15%	44 18%	1172 24%	483 27%	423 25%	1050 26%	50 23%	69 22%	778 25%	518 25%	86 29%
Neither agree nor disagree	**965** **14%**	965 14%	951 14%	9 11%	880 14%	46 11%	37 15%	748 15%	215 12%	268 16%	559 14%	46 21%	35 11%	382 12%	338 16%	40 13%
Disagree	**1534** **23%**	1534 23%	1509 23%	15 19%	1366 22%	94 22%	64 25%	1109 22%	412 23%	334 20%	954 23%	35 16%	64 21%	701 23%	479 23%	64 21%
Strongly disagree	**1696** **25%**	1696 25%	1679 25%	9 11%	1423 23%	180 43%	81 32%	1254 25%	441 24%	426 25%	933 23%	54 25%	94 30%	793 26%	439 21%	63 21%
Don't feel able to say	**168** **2%**	168 2%	164 2%	4 5%	146 2%	12 3%	10 4%	137 3%	30 2%	39 2%	95 2%	4 2%	3 1%	58 2%	55 3%	20 7%
TOTAL AGREE	**2425** **36%**	2425 36%	2369 36%	42 53%	2272 37%	88 21%	59 24%	1704 34%	714 39%	622 37%	1533 38%	81 37%	114 37%	1137 37%	760 37%	112 37%
TOTAL DISAGREE	**3230** **48%**	3230 48%	3188 48%	24 30%	2789 46%	274 65%	145 58%	2363 48%	853 47%	760 45%	1887 46%	89 40%	158 51%	1494 49%	918 44%	127 42%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwoo-d	Castle Point	Chelmsfo-rd	Colchest-er	Epping Forest	Harlow	Maldon
Base	6788	5403	230	880	5161	264	4942	317	742	112	83	1237	1197	763	414	387
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?																
Strongly agree	**764**	639	30	77	628	44	591	38	93	6	4	178	124	81	49	62
	11%	12%	13%	9%	12%	17%	12%	12%	13%	5%	5%	14%	10%	11%	12%	16%
Agree	**1661**	1373	54	189	1320	72	1254	93	198	16	9	370	254	185	99	101
	24%	25%	23%	21%	26%	27%	25%	29%	27%	14%	11%	30%	21%	24%	24%	26%
Neither agree nor disagree	**965**	759	39	128	727	30	715	46	108	9	9	166	164	115	52	46
	14%	14%	17%	15%	14%	11%	14%	15%	15%	8%	11%	13%	14%	15%	13%	12%
Disagree	**1534**	1229	41	184	1189	61	1103	58	164	27	15	252	299	164	84	89
	23%	23%	18%	21%	23%	23%	22%	18%	22%	24%	18%	20%	25%	21%	20%	23%
Strongly disagree	**1696**	1275	61	270	1185	54	1170	77	159	53	43	236	334	195	120	83
	25%	24%	27%	31%	23%	20%	24%	24%	21%	47%	52%	19%	28%	26%	29%	21%
Don't feel able to say	**168**	128	5	32	112	3	109	5	20	1	3	35	22	23	10	6
	2%	2%	2%	4%	2%	1%	2%	2%	3%	1%	4%	3%	2%	3%	2%	2%
TOTAL AGREE	**2425**	2012	84	266	1948	116	1845	131	291	22	13	548	378	266	148	163
	36%	37%	37%	30%	38%	44%	37%	41%	39%	20%	16%	44%	32%	35%	36%	42%
TOTAL DISAGREE	**3230**	2504	102	454	2374	115	2273	135	323	80	58	488	633	359	204	172
	48%	46%	44%	52%	46%	44%	46%	43%	44%	71%	70%	39%	53%	47%	49%	44%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	**6788**	**421**	**360**	**553**	**180**	**35**	**6753**	**118**	**4584**	**732**	**5485**	**35**	**315**	**390**	**3633**	**34**
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?																
Strongly agree	**764**	24	27	44	31	-	764	19	567	68	664	5	22	49	451	6
	11%	6%	8%	8%	17%	-	11%	16%	12%	9%	12%	14%	7%	13%	12%	18%
Agree	**1661**	76	86	125	45	12	1649	24	1215	136	1412	2	55	107	931	6
	24%	18%	24%	23%	25%	34%	24%	20%	27%	19%	26%	6%	17%	27%	26%	18%
Neither agree nor disagree	**965**	68	61	96	23	5	960	12	658	97	777	8	31	46	520	3
	14%	16%	17%	17%	13%	14%	14%	10%	14%	13%	14%	23%	10%	12%	14%	9%
Disagree	**1534**	115	84	134	43	14	1520	26	1006	192	1225	10	85	82	817	8
	23%	27%	23%	24%	24%	40%	23%	22%	22%	26%	22%	29%	27%	21%	22%	24%
Strongly disagree	**1696**	118	94	143	34	1	1695	37	1035	216	1283	9	108	102	841	11
	25%	28%	26%	26%	19%	3%	25%	31%	23%	30%	23%	26%	34%	26%	23%	32%
Don't feel able to say	**168**	20	8	11	4	3	165	-	103	23	124	1	14	4	73	-
	2%	5%	2%	2%	2%	9%	2%	-	2%	3%	2%	3%	4%	1%	2%	-
TOTAL AGREE	**2425**	100	113	169	76	12	2413	43	1782	204	2076	7	77	156	1382	12
	36%	24%	31%	31%	42%	34%	36%	36%	39%	28%	38%	20%	24%	40%	38%	35%
TOTAL DISAGREE	**3230**	233	178	277	77	15	3215	63	2041	408	2508	19	193	184	1658	19
	48%	55%	49%	50%	43%	43%	48%	53%	45%	56%	46%	54%	61%	47%	46%	56%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	6788	295	46	339	575	543	3396	26	33	32	10	65	1740	133
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?														
Strongly agree	764	35	7	35	70	39	417	1	8	2	2	5	212	12
	11%	12%	15%	10%	12%	7%	12%	4%	24%	6%	20%	8%	12%	9%
Agree	1661	75	14	84	146	96	882	6	8	3	3	15	413	37
	24%	25%	30%	25%	25%	18%	26%	23%	24%	9%	30%	23%	24%	28%
Neither agree nor disagree	965	41	9	53	90	64	494	2	4	1	3	11	242	17
	14%	14%	20%	16%	16%	12%	15%	8%	12%	3%	30%	17%	14%	13%
Disagree	1534	62	12	77	111	153	769	2	5	5	1	8	398	28
	23%	21%	26%	23%	19%	28%	23%	8%	15%	16%	10%	12%	23%	21%
Strongly disagree	1696	75	4	71	143	170	757	14	7	19	1	23	433	35
	25%	25%	9%	21%	25%	31%	22%	54%	21%	59%	10%	35%	25%	26%
Don't feel able to say	168	7	-	19	15	21	77	1	1	2	-	3	42	4
	2%	2%	-	6%	3%	4%	2%	4%	3%	6%	-	5%	2%	3%
TOTAL AGREE	2425	110	21	119	216	135	1299	7	16	5	5	20	625	49
	36%	37%	46%	35%	38%	25%	38%	27%	48%	16%	50%	31%	36%	37%
TOTAL DISAGREE	3230	137	16	148	254	323	1526	16	12	24	2	31	831	63
	48%	46%	35%	44%	44%	59%	45%	62%	36%	75%	20%	48%	48%	47%

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Rankings

Counts Analysis % Respondents	Total	Mean	1	2	3	4	5	6
Base	28741	3.62	5487 19%	4930 17%	4988 17%	4397 15%	4346 15%	4593 16%
Fully staffed library opening hours (this would mean libraries would be open for fewer hours over all)	**4873**	4.38	2034 42%	681 14%	687 14%	515 11%	470 10%	486 10%
More volunteer and c-ommunity supported opening (this would m-ean libraries would be open for more hours o-ver all, so you could ...	**4675**	4.17	1261 27%	1175 25%	698 15%	614 13%	513 11%	414 9%
More weekend openin-g (this could mean libr-aries would be open le-ss on weekdays, unle-ss volunteers or smart library tech were av...	**5004**	3.81	720 14%	1097 22%	1119 22%	955 19%	806 16%	307 6%
Self-service access us-ing smart library tech-nology (this would me-an libraries would be open for more hours o-ver all, so you could ...	**4433**	3.75	749 17%	939 21%	849 19%	708 16%	714 16%	474 11%
More evening opening (this could mean libra-ries would be open les-s in daytimes, unless volunteers or smart li-brary tech were avail...	**4417**	3.11	236 5%	577 13%	952 22%	1002 23%	985 22%	665 15%
Improved eLibrary so I can access library services any time I want	**5339**	2.57	487 9%	461 9%	683 13%	603 11%	858 16%	2247 42%

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Q17. Digital services

Counts Analysis % Respondents	Total	Total used	Total not used	Total aware	Not aware	Not used, would li...	Not interested
Base	77050	27375 36%	49675 64%	44433 58%	15268 20%	3881 5%	13468 17%
Ask a question - aware or used	5563	1881 34%	3682 66%	2858 51%	1479 27%	228 4%	998 18%
Book a computer in a library - aware or used	5641	1930 34%	3711 66%	3537 63%	650 12%	176 3%	1278 23%
Catalogue search - aware or used	5803	3413 59%	2390 41%	4351 75%	612 11%	180 3%	660 11%
Download an eBook, eMagazine, eNewspaper or eAudio book - aware or used	5479	1014 19%	4465 81%	2407 44%	1079 20%	407 7%	1586 29%
Join the library - aware or used	5456	3255 60%	2201 40%	4069 75%	680 12%	109 2%	598 11%
Libraries website Livechat - aware or used	5308	430 8%	4878 92%	1343 25%	1919 36%	196 4%	1850 35%
Online course - aware or used	5297	517 10%	4780 90%	1699 32%	1788 34%	463 9%	1347 25%
Online payment for overdue item - aware or used	5341	853 16%	4488 84%	2478 46%	1430 27%	356 7%	1077 20%
Renew a loaned item - aware or used	5908	4068 69%	1840 31%	4818 82%	448 8%	211 4%	431 7%
Report a problem - aware or used	5316	1378 26%	3938 74%	2854 54%	1352 25%	306 6%	804 15%
Request an item - aware or used	5814	3804 65%	2010 35%	4673 80%	490 8%	216 4%	435 7%
Request or reset you library PIN - aware or used	5316	1497 28%	3819 72%	3171 60%	1155 22%	257 5%	733 14%
Update your details - aware or used	5421	2170 40%	3251 60%	3703 68%	847 16%	265 5%	606 11%

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Q17. Digital services

Counts Analysis % Respondents	Total	Total used	Total not used	Total aware	Not aware	Not used, would li...	Not interested
Base	77050	27375 36%	49675 64%	44433 58%	15268 20%	3881 5%	13468 17%
Use online reference resources e.g. Ancestry - aware or used	5387	1165 22%	4222 78%	2472 46%	1339 25%	511 9%	1065 20%

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Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	All	User v non user		Internet use			Respondent Type		Gender		Age				
		All	User	Non user	Yes	Library/c-afe only	No	Individual	Family with kids under 11	Male	Female	16 or under	17 - 30	31 - 60	61 - 80	81+
Base	1148	1148	1127	14	1068	62	15	814	333	250	776	61	69	535	364	32
Q18																
Customer Services Volunteer	468 41%	468 41%	463 41%	5 36%	437 41%	23 37%	8 53%	379 47%	89 27%	96 38%	319 41%	9 15%	25 36%	189 35%	190 52%	8 25%
Library Activity Volunteer	341 30%	341 30%	334 30%	4 29%	316 30%	18 29%	6 40%	233 29%	108 32%	54 22%	245 32%	25 41%	24 35%	161 30%	99 27%	7 22%
Home Library Service volunteer	315 27%	315 27%	309 27%	3 21%	292 27%	15 24%	6 40%	250 31%	65 20%	54 22%	227 29%	14 23%	12 17%	135 25%	119 33%	11 34%
Baby and Toddler Rhymetime Volunteer	290 25%	290 25%	286 25%	3 21%	274 26%	11 18%	5 33%	123 15%	166 50%	17 7%	241 31%	12 20%	29 42%	175 33%	50 14%	4 13%
Mobile Library Support Volunteer	257 22%	257 22%	253 22%	3 21%	237 22%	15 24%	5 33%	204 25%	53 16%	43 17%	193 25%	6 10%	14 20%	107 20%	111 30%	6 19%
Computer Training Volunteer	178 16%	178 16%	171 15%	6 43%	159 15%	15 24%	4 27%	137 17%	41 12%	80 32%	77 10%	9 15%	18 26%	82 15%	50 14%	5 16%
Computer Support Volunteer	167 15%	167 15%	161 14%	5 36%	151 14%	13 21%	3 20%	135 17%	32 10%	68 27%	75 10%	8 13%	19 28%	71 13%	50 14%	4 13%
Library Ambassador (for 13 to 18 year olds)	117 10%	117 10%	113 10%	3 21%	110 10%	4 6%	3 20%	75 9%	42 13%	17 7%	85 11%	34 56%	5 7%	58 11%	11 3%	2 6%
Sensory Wall Volunteer	101 9%	101 9%	99 9%	2 14%	93 9%	5 8%	3 20%	47 6%	54 16%	5 2%	84 11%	6 10%	17 25%	61 11%	11 3%	2 6%
Work Club Volunteer	91 8%	91 8%	87 8%	4 29%	81 8%	7 11%	3 20%	62 8%	29 9%	21 8%	61 8%	8 13%	11 16%	44 8%	22 6%	2 6%
Code Club Volunteer	64 6%	64 6%	57 5%	5 36%	58 5%	3 5%	3 20%	44 5%	20 6%	18 7%	36 5%	12 20%	9 13%	27 5%	11 3%	1 3%
CreatorSpace Volunteer	52 5%	52 5%	50 4%	2 14%	45 4%	4 6%	3 20%	38 5%	14 4%	8 3%	37 5%	8 13%	6 9%	23 4%	9 2%	2 6%

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Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon
Base	1148	943	71	143	935	71	908	52	151	20	14	197	202	138	72	71
Q18																
Customer Services Volunteer	468 41%	384 41%	22 31%	64 45%	374 40%	16 23%	378 42%	17 33%	71 47%	9 45%	8 57%	77 39%	95 47%	55 40%	22 31%	25 35%
Library Activity Volunteer	341 30%	279 30%	23 32%	44 31%	279 30%	23 32%	263 29%	11 21%	48 32%	6 30%	6 43%	57 29%	57 28%	45 33%	17 24%	22 31%
Home Library Service volunteer	315 27%	262 28%	18 25%	34 24%	262 28%	9 13%	260 29%	12 23%	43 28%	3 15%	3 21%	51 26%	57 28%	29 21%	21 29%	24 34%
Baby and Toddler Rhymetime Volunteer	290 25%	237 25%	24 34%	40 28%	237 25%	55 77%	194 21%	10 19%	39 26%	11 55%	5 36%	44 22%	47 23%	39 28%	19 26%	15 21%
Mobile Library Support Volunteer	257 22%	225 24%	13 18%	33 23%	212 23%	8 11%	223 25%	5 10%	43 28%	3 15%	4 29%	52 26%	41 20%	27 20%	12 17%	16 23%
Computer Training Volunteer	178 16%	138 15%	21 30%	25 17%	144 15%	7 10%	141 16%	8 15%	27 18%	2 10%	7 50%	32 16%	20 10%	22 16%	13 18%	7 10%
Computer Support Volunteer	167 15%	130 14%	17 24%	26 18%	130 14%	7 10%	131 14%	9 17%	24 16%	2 10%	8 57%	31 16%	19 9%	18 13%	14 19%	6 8%
Library Ambassador (for 13 to 18 year olds)	117 10%	90 10%	17 24%	13 9%	101 11%	9 13%	95 10%	7 13%	16 11%	1 5%	5 36%	15 8%	27 13%	15 11%	12 17%	5 7%
Sensory Wall Volunteer	101 9%	78 8%	13 18%	19 13%	82 9%	21 30%	66 7%	4 8%	21 14%	5 25%	4 29%	24 12%	10 5%	9 7%	7 10%	1 1%
Work Club Volunteer	91 8%	72 8%	12 17%	20 14%	68 7%	8 11%	70 8%	4 8%	19 13%	2 10%	4 29%	12 6%	13 6%	4 3%	9 13%	5 7%
Code Club Volunteer	64 6%	49 5%	8 11%	14 10%	46 5%	7 10%	44 5%	4 8%	12 8%	1 5%	2 14%	11 6%	9 4%	4 3%	10 14%	- -
CreatorSpace Volunteer	52 5%	37 4%	9 13%	12 8%	38 4%	7 10%	38 4%	4 8%	12 8%	2 10%	2 14%	8 4%	4 2%	6 4%	6 8%	3 4%

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Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	District				Easy Read v non easy read		Sexual orientation			Gender identity match birth			Marital status		
		Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterose-xual	Prefer not to say	Yes	No	Prefer not to say	Cohabitin-g	Married	Civil part-nership
Base	1148	56	49	92	33	1	1147	26	878	107	1006	6	42	76	627	10
Q18																
Customer Services Volunteer	468 41%	19 34%	23 47%	35 38%	12 36%	1 100%	467 41%	9 35%	351 40%	48 45%	402 40%	3 50%	22 52%	22 29%	255 41%	1 10%
Library Activity Volunteer	341 30%	18 32%	20 41%	25 27%	9 27%	-	341 30%	10 38%	247 28%	39 36%	295 29%	1 17%	21 50%	27 36%	182 29%	1 10%
Home Library Service volunteer	315 27%	13 23%	22 45%	25 27%	11 33%	-	315 27%	5 19%	244 28%	29 27%	275 27%	2 33%	11 26%	26 34%	167 27%	1 10%
Baby and Toddler Rhymetime Volunteer	290 25%	19 34%	10 20%	24 26%	8 24%	-	290 25%	7 27%	225 26%	29 27%	253 25%	-	15 36%	34 45%	182 29%	3 30%
Mobile Library Support Volunteer	257 22%	13 23%	15 31%	19 21%	7 21%	-	257 22%	2 8%	200 23%	30 28%	234 23%	-	9 21%	17 22%	143 23%	1 10%
Computer Training Volunteer	178 16%	10 18%	13 27%	13 14%	4 12%	-	178 16%	6 23%	135 15%	16 15%	156 16%	-	12 29%	10 13%	87 14%	2 20%
Computer Support Volunteer	167 15%	6 11%	11 22%	14 15%	5 15%	-	167 15%	7 27%	124 14%	17 16%	142 14%	1 17%	12 29%	12 16%	83 13%	4 40%
Library Ambassador (for 13 to 18 year olds)	117 10%	4 7%	2 4%	6 7%	2 6%	-	117 10%	7 27%	79 9%	16 15%	100 10%	-	7 17%	11 14%	51 8%	1 10%
Sensory Wall Volunteer	101 9%	5 9%	6 12%	4 4%	1 3%	-	101 9%	1 4%	80 9%	14 13%	88 9%	-	11 26%	16 21%	49 8%	-
Work Club Volunteer	91 8%	5 9%	5 10%	6 7%	3 9%	-	91 8%	3 12%	66 8%	15 14%	79 8%	1 17%	8 19%	5 7%	48 8%	-
Code Club Volunteer	64 6%	4 7%	1 2%	5 5%	1 3%	-	64 6%	2 8%	45 5%	10 9%	51 5%	1 17%	8 19%	5 7%	26 4%	-
CreatorSpace Volunteer	52 5%	1 2%	-	3 3%	1 3%	-	52 5%	1 4%	40 5%	4 4%	46 5%	-	4 10%	5 7%	26 4%	-

Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	Marital status					Religion/Faith							
		Divorced or CP dissolved	Separated	Widowed	Single	Prefer not to say	Christian	Muslim	Hindu	Buddhist	Sikh	Jewish	None	Not sure
Base	1148	52	19	54	141	82	622	7	12	9	3	10	305	23
Q18														
Customer Services Volunteer	468 41%	28 54%	11 58%	25 46%	48 34%	37 45%	253 41%	3 43%	4 33%	3 33%	- -	3 30%	121 40%	9 39%
Library Activity Volunteer	341 30%	11 21%	9 47%	13 24%	50 35%	25 30%	179 29%	4 57%	5 42%	6 67%	- -	4 40%	84 28%	9 39%
Home Library Service volunteer	315 27%	16 31%	8 42%	23 43%	33 23%	15 18%	169 27%	1 14%	1 8%	4 44%	1 33%	2 20%	85 28%	8 35%
Baby and Toddler Rhymetime Volunteer	290 25%	7 13%	1 5%	4 7%	22 16%	20 24%	154 25%	2 29%	1 8%	4 44%	- -	3 30%	81 27%	10 43%
Mobile Library Support Volunteer	257 22%	15 29%	6 32%	19 35%	24 17%	18 22%	149 24%	2 29%	- -	4 44%	- -	1 10%	65 21%	7 30%
Computer Training Volunteer	178 16%	7 13%	6 32%	4 7%	30 21%	21 26%	88 14%	1 14%	5 42%	2 22%	- -	2 20%	47 15%	6 26%
Computer Support Volunteer	167 15%	6 12%	2 11%	1 2%	28 20%	20 24%	77 12%	1 14%	5 42%	2 22%	1 33%	1 10%	48 16%	5 22%
Library Ambassador (for 13 to 18 year olds)	117 10%	1 2%	1 5%	2 4%	31 22%	8 10%	49 8%	2 29%	2 17%	3 33%	1 33%	- -	38 12%	7 30%
Sensory Wall Volunteer	101 9%	2 4%	4 21%	1 2%	16 11%	12 15%	50 8%	- -	2 17%	2 22%	- -	1 10%	25 8%	6 26%
Work Club Volunteer	91 8%	1 2%	2 11%	1 2%	18 13%	13 16%	45 7%	1 14%	- -	2 22%	- -	1 10%	23 8%	5 22%
Code Club Volunteer	64 6%	3 6%	2 11%	1 2%	16 11%	8 10%	25 4%	1 14%	1 8%	2 22%	- -	1 10%	18 6%	5 22%
CreatorSpace Volunteer	52 5%	- -	3 16%	1 2%	9 6%	5 6%	23 4%	1 14%	1 8%	3 33%	- -	- -	12 4%	3 13%

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Q27. What is your age?

Counts Break % z-test Respondents	
Base	6204
V27	
16 or under	223 4%
17 - 20	65 1%
21 - 30	245 4%
31 - 40	1094 18%
41 - 50	1054 17%
51 - 60	941 15%
61 - 70	1254 20%
71 - 80	844 14%
81 - 90	289 5%
91 or over	27 0%
Prefer not to say	168 3%
Total 61+	2414 39%

Q28. Do you consider yourself to have an impairment and/or a disability?

Counts Break % z-test Respondents	
Base	6110
Q28	
Yes	902 15%
No	5208 85%

Q28. If yes, which of the following would best describe your impairment/disability?

Counts Break % z-test Respondents	
Base	718
Q28a	
Physical impairment/disability	497 69%
Sensory Impairment	164 23%
Mental Health Needs	111 15%
Learning Difficulty or Disability	60 8%

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Q29. What is your ethnicity?

Counts Break % z-test Respondents	
Base	5721
V29	
White British	5224 91%
White Irish	53 1%
White Other	182 3%
Gypsy / Roma	5 0%
Black or Black British African	25 0%
Black or Black British Caribbean	13 0%
Mixed White/Black African	9 0%
Mixed White/Black Caribbean	13 0%
Asian or Asian British Pakistani	11 0%
Asian or Asian British Indian	44 1%
Asian or Asian British Other	19 0%
Mixed White/Asian	19 0%
Asian Other	19 0%
Chinese	21 0%
Mixed Other	30 1%

Q29. What is your ethnicity?

Counts Break % z-test Respondents	
Base	5721
Not Known	31 1%
Black Other	3 0%
Total BAME	231 4%

Q30. What is your gender?

Counts Break % z-test Respondents	
Base	6038
Q30	
Male	1701 28%
Female	4125 68%
Prefer not to say	212 4%

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Q31. Does your gender identity match your sex as registered at birth?

Counts Break % z-test Respondents	
Base	5896
Q31	
Yes	5538 94%
No	36 1%
Prefer not to say	322 5%

Q32. Pregnancy/maternity: Are you currently pregnant or have you been pregnant in the last year?

Counts Break % z-test Respondents	
Base	5572
Q32	
Yes	265 5%
No	4987 90%
Prefer not to say	320 6%

Q33. Marital status: Are you currently?

Counts Break % z-test Respondents	
Base	5916
Q33	
Cohabiting	391 7%
Married	3665 62%
In a civil partnership	34 1%
Divorced or civil partnership dissolved	304 5%
Separated (but still legally married or in a civil partnership)	47 1%
Widowed or a surviving partner from a civil partnership	345 6%
Single (never married or never in a civil partnership)	580 10%
Prefer not to say	550 9%

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Q34. What is your Religion/Faith?

Counts Break % z-test Respondents	
Base	5486
Q34	
Christian	3435 63%
Muslim	26 0%
Hindu	33 1%
Buddhist	32 1%
Sikh	10 0%
Jewish	65 1%
None	1751 32%
Not sure	134 2%

Q35. What is your sexual orientation?

Counts Break % z-test Respondents	
Base	5484
Q35	
Bisexual	58 1%
Heterosexual	4624 84%
Gay	40 1%
Lesbian	20 0%
Prefer not to say	742 14%

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Essex Libraries Consultation
Organisation tables

This report shows tables for each question and has been filtered to show the responses for 'All Respondents'.

Organisation type

Counts Break % Respondents	
Base	328
Organisation type	
Other	96 29%
Community group	92 28%
Registered charity	57 17%
Town or parish council	47 14%
Other public body	15 5%
District or borough council	13 4%
Not identified	8 2%

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Q2. Which district(s), borough(s) or city does your organisation cover?

Counts Break % Respondents	
Base	317
Q2. Which district(s), borough(s) or city does your organisation cover?	
Basildon	31 10%
Braintree	54 17%
Brentwood	30 9%
Castle Point	37 12%
Chelmsford	58 18%
Colchester	65 21%
Epping Forest	32 10%
Harlow	38 12%
Maldon	38 12%
Rochford	38 12%
Tendring	58 18%
Uttlesford	43 14%
We support people outside the boundary of Essex County Council	16 5%
We support people who live in Southend	15 5%

Counts Break % Respondents	
Base	317
We support people who live in Thurrock	7 2%
We support people who live in Suffolk	7 2%
We support people who live in Hertfordshire	4 1%
We support people who live in Redbridge	4 1%

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Q3. Has your organisations visited an Essex Library within the last 12 months?

Counts Break % Respondents	Total	All	Organisation Type					Organisation Tier 4 user		Representation of organisation				
		All	Town or parish council	District or borough council	Other public body	Community group	Registered charity	Tier 4 user	Non user	Older people	Children/ young people	Disabled people	Transgend- er people	Pregnant women or new mot...
Base	322	322	45	11	15	92	57	121	201	136	126	98	58	70
Q3. Has your organisations visited an Essex Library within the last 12 months?														
Yes	285 89%	285 89%	36 80%	11 100%	12 80%	82 89%	52 91%	112 93%	173 86%	124 91%	110 87%	89 91%	51 88%	61 87%
No	37 11%	37 11%	9 20%	- -	3 20%	10 11%	5 9%	9 7%	28 14%	12 9%	16 13%	9 9%	7 12%	9 13%

Counts Break % Respondents	Total	Representation of organisation				
		Black and ethnic min- ority peo...	Religious or faith co- mmunity/...	Women	Men	Lesbian, g- ay or bise- xual people
Base	322	71	65	117	89	64
Q3. Has your organisations visited an Essex Library within the last 12 months?						
Yes	285 89%	64 90%	58 89%	107 91%	80 90%	57 89%
No	37 11%	7 10%	7 11%	10 9%	9 10%	7 11%

Q3. Name of up to three Essex libraries or services organisation uses most frequently (Descending)

Counts Break % z-test Respondents	
Base	266
Q3. Name of up to three Essex libraries or services organisation uses most frequently	
Colchester	19 7%
West Mersea	18 7%
Hadleigh	14 5%
Chelmsford	12 5%
Rayleigh	12 5%
Basildon	11 4%
Maldon	11 4%
Saffron Walden	11 4%
Harwich	10 4%
Broomfield	9 3%
Clacton	9 3%
Harlow	9 3%
Manningtree	9 3%

Counts Break % z-test Respondents	
Base	266
Shenfield	9 3%
Witham	9 3%
Braintree	8 3%
Brentwood	8 3%
Brightlingsea	8 3%
Galleywood	8 3%
South Benfleet	8 3%
Stansted	8 3%
Wivenhoe	8 3%
Billericay	7 3%
Coggeshall	7 3%
Dunmow	7 3%
Hockley	7 3%
Hullbridge	7 3%
Kelvedon	7 3%

Counts Break % z-test Respondents	
Base	266
Thaxted	7 3%
Frinton	6 2%
Rochford	6 2%
Wickham Bishops	6 2%
Danbury	5 2%
Debden	5 2%
Earls Colne	5 2%
Great Tarpots	5 2%
Halstead	5 2%
Tiptree	5 2%
Tye Green	5 2%
Walton	5 2%
Buckhurst Hill	4 2%
Great Baddow	4 2%
Hatfield Peverel	4 2%

Counts Break % z-test Respondents	
Base	266
Laindon	4 2%
South Woodham Ferrers	4 2%
Stanway	4 2%
Stock	4 2%
Wickford	4 2%
Canvey	3 1%
Chipping Ongar	3 1%
Fryerns	3 1%
Greenstead	3 1%
Loughton	3 1%
Prettygate	3 1%
Writtle	3 1%
Holland	2 1%
Mark Hall	2 1%
Old Harlow	2 1%

Counts Break % z-test Respondents	
Base	266
Sible Hedingham	2 1%
Vange	2 1%
Burnham	1 0%
Chigwell	1 0%
Great Parndon	1 0%
Great Wakering	1 0%
Ingatestone	1 0%
North Weald	1 0%
Pitsea	1 0%
Silver End	1 0%
Southminster	1 0%
Springfield	1 0%
Waltham Abbey	1 0%

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Q3. Name of up to three Essex libraries or services organisation uses most frequently (Alphabetical)

Counts Break % z-test Respondents	
Base	266
Q3. Name of up to three Essex libraries or services organisation uses most frequently	
Basildon	11 4%
Billericay	7 3%
Braintree	8 3%
Brentwood	8 3%
Brightlingsea	8 3%
Broomfield	9 3%
Buckhurst Hill	4 2%
Burnham	1 0%
Canvey	3 1%
Chelmsford	12 5%
Chigwell	1 0%
Chipping Ongar	3 1%
Clacton	9 3%

Counts Break % z-test Respondents	
Base	266
Coggeshall	7 3%
Colchester	19 7%
Danbury	5 2%
Debden	5 2%
Dunmow	7 3%
Earls Colne	5 2%
Frinton	6 2%
Fryerns	3 1%
Galleywood	8 3%
Great Baddow	4 2%
Great Parndon	1 0%
Great Tarpots	5 2%
Great Wakering	1 0%
Greenstead	3 1%
Hadleigh	14 5%

Counts Break % z-test Respondents	
Base	266
Halstead	5 2%
Harlow	9 3%
Harwich	10 4%
Hatfield Peverel	4 2%
Hockley	7 3%
Holland	2 1%
Hullbridge	7 3%
Ingatestone	1 0%
Kelvedon	7 3%
Laindon	4 2%
Loughton	3 1%
Maldon	11 4%
Manningtree	9 3%
Mark Hall	2 1%
North Weald	1 0%

Counts Break % z-test Respondents	
Base	266
Old Harlow	2 1%
Pitsea	1 0%
Prettygate	3 1%
Rayleigh	12 5%
Rochford	6 2%
Saffron Walden	11 4%
Shenfield	9 3%
Sible Hedingham	2 1%
Silver End	1 0%
South Benfleet	8 3%
South Woodham Ferrers	4 2%
Southminster	1 0%
Springfield	1 0%
Stansted	8 3%
Stanway	4 2%

Counts Break % z-test Respondents	
Base	266
Stock	4 2%
Thaxted	7 3%
Tiptree	5 2%
Tye Green	5 2%
Vange	2 1%
Waltham Abbey	1 0%
Walton	5 2%
West Mersea	18 7%
Wickford	4 2%
Wickham Bishops	6 2%
Witham	9 3%
Wivenhoe	8 3%
Writtle	3 1%

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Q4. Has your organisation used a Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?

Counts Break % Respondents		All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
	Total	All	Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	311	311	45	7	15	89	55	274	36	119	192	136	126	97
Q4. Has your organisation used a Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?														
Yes	**191** **61%**	191 61%	14 31%	4 57%	11 73%	65 73%	25 45%	184 67%	6 17%	73 61%	118 61%	84 62%	72 57%	58 60%
No	**120** **39%**	120 39%	31 69%	3 43%	4 27%	24 27%	30 55%	90 33%	30 83%	46 39%	74 39%	52 38%	54 43%	39 40%

Counts Break % Respondents		Representation of organisation						
	Total	Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people
Base	311	57	70	70	65	117	88	64
Q4. Has your organisation used a Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?								
Yes	**191** **61%**	28 49%	35 50%	38 54%	33 51%	74 63%	48 55%	34 53%
No	**120** **39%**	29 51%	35 50%	32 46%	32 49%	43 37%	40 45%	30 47%

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Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
			Town or parish council	District or borough council	Other public body	Community group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	266	266	40	9	12	72	46	233	29	118	148	134	125	94
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?														
Strongly Agree	**31** **12%**	31 12%	3 8%	- -	3 25%	8 11%	5 11%	24 10%	6 21%	12 10%	19 13%	14 10%	16 13%	13 14%
Agree	**69** **26%**	69 26%	6 15%	3 33%	4 33%	18 25%	13 28%	61 26%	7 24%	26 22%	43 29%	31 23%	32 26%	19 20%
Neither agree nor disagree	**44** **17%**	44 17%	7 18%	1 11%	2 17%	12 17%	11 24%	39 17%	5 17%	17 14%	27 18%	22 16%	17 14%	15 16%
Disagree	**50** **19%**	50 19%	11 28%	2 22%	1 8%	14 19%	10 22%	44 19%	6 21%	25 21%	25 17%	32 24%	24 19%	21 22%
Strongly Disagree	**60** **23%**	60 23%	9 23%	2 22%	2 17%	15 21%	7 15%	55 24%	3 10%	34 29%	26 18%	29 22%	33 26%	24 26%
Don't feel able to say	**12** **5%**	12 5%	4 10%	1 11%	- -	5 7%	- -	10 4%	2 7%	4 3%	8 5%	6 4%	3 2%	2 2%
TOTAL AGREE	**100** **38%**	100 38%	9 23%	3 33%	7 58%	26 36%	18 39%	85 36%	13 45%	38 32%	62 42%	45 34%	48 38%	32 34%
TOTAL DISAGREE	**110** **41%**	110 41%	20 50%	4 44%	3 25%	29 40%	17 37%	99 42%	9 31%	59 50%	51 34%	61 46%	57 46%	45 48%

Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?

Counts Break % Respondents		Representation of organisation						
	Total	Transgend- er people	Pregnant women or new mot...	Black and ethnic min- ority peo...	Religious or faith co- mmunity/...	Women	Men	Lesbian, g- ay or bise- xual people
Base	266	57	69	69	65	114	87	62
Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?								
Strongly Agree	31 12%	6 11%	6 9%	7 10%	6 9%	14 12%	11 13%	5 8%
Agree	69 26%	8 14%	15 22%	13 19%	17 26%	22 19%	16 18%	11 18%
Neither agree nor disagree	44 17%	9 16%	9 13%	11 16%	9 14%	17 15%	13 15%	11 18%
Disagree	50 19%	14 25%	17 25%	16 23%	13 20%	26 23%	20 23%	16 26%
Strongly Disagree	60 23%	18 32%	20 29%	20 29%	18 28%	30 26%	24 28%	17 27%
Don't feel able to say	12 5%	2 4%	2 3%	2 3%	2 3%	5 4%	3 3%	2 3%
TOTAL AGREE	100 38%	14 25%	21 30%	20 29%	23 35%	36 32%	27 31%	16 26%
TOTAL DISAGREE	110 41%	32 56%	37 54%	36 52%	31 48%	56 49%	44 51%	33 53%

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Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
			Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/young people	Disabled people
Base	275	275	42	10	13	75	48	241	31	124	151	136	127	99
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?														
Strongly Agree	**16** 6%	16 6%	- -	1 10%	- -	5 7%	2 4%	14 6%	2 6%	9 7%	7 5%	7 5%	6 5%	7 7%
Agree	**77** 28%	77 28%	8 19%	3 30%	6 46%	18 24%	15 31%	69 29%	8 26%	29 23%	48 32%	35 26%	36 28%	27 27%
Neither agree nor disagree	**43** 16%	43 16%	8 19%	1 10%	2 15%	11 15%	7 15%	37 15%	6 19%	19 15%	24 16%	22 16%	16 13%	13 13%
Disagree	**54** 20%	54 20%	10 24%	1 10%	4 31%	16 21%	11 23%	45 19%	8 26%	23 19%	31 21%	28 21%	27 21%	18 18%
Strongly Disagree	**71** 26%	71 26%	12 29%	4 40%	1 8%	20 27%	9 19%	65 27%	5 16%	39 31%	32 21%	37 27%	36 28%	30 30%
Don't feel able to say	**14** 5%	14 5%	4 10%	- -	- -	5 7%	4 8%	11 5%	2 6%	5 4%	9 6%	7 5%	6 5%	4 4%
TOTAL AGREE	**93** 34%	93 34%	8 19%	4 40%	6 46%	23 31%	17 35%	83 34%	10 32%	38 31%	55 36%	42 31%	42 33%	34 34%
TOTAL DISAGREE	**125** 45%	125 45%	22 52%	5 50%	5 38%	36 48%	20 42%	110 46%	13 42%	62 50%	63 42%	65 48%	63 50%	48 48%

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Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

Counts Break % Respondents	Total	Representation of organisation						
		Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people
Base	275	59	70	72	66	116	90	65
Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?								
Strongly Agree	16 6%	2 3%	2 3%	2 3%	3 5%	5 4%	4 4%	3 5%
Agree	77 28%	11 19%	18 26%	17 24%	17 26%	31 27%	21 23%	14 22%
Neither agree nor disagree	43 16%	9 15%	8 11%	11 15%	9 14%	16 14%	14 16%	10 15%
Disagree	54 20%	13 22%	15 21%	15 21%	13 20%	22 19%	17 19%	14 22%
Strongly Disagree	71 26%	22 37%	25 36%	24 33%	21 32%	37 32%	30 33%	22 34%
Don't feel able to say	14 5%	2 3%	2 3%	3 4%	3 5%	5 4%	4 4%	2 3%
TOTAL AGREE	93 34%	13 22%	20 29%	19 26%	20 30%	36 31%	25 28%	17 26%
TOTAL DISAGREE	125 45%	35 59%	40 57%	39 54%	34 52%	59 51%	47 52%	36 55%

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Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
			Town or parish council	District or borough council	Other public body	Community group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	271	271	41	10	12	75	47	239	29	116	155	136	123	97
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...														
Strongly Agree	5 2%	5 2%	1 2%	- -	1 8%	2 3%	- -	5 2%	- -	2 2%	3 2%	2 1%	3 2%	2 2%
Agree	53 20%	53 20%	4 10%	1 10%	4 33%	9 12%	14 30%	48 20%	5 17%	15 13%	38 25%	22 16%	24 20%	16 16%
Neither agree nor disagree	38 14%	38 14%	6 15%	1 10%	1 8%	13 17%	7 15%	31 13%	7 24%	15 13%	23 15%	17 13%	15 12%	12 12%
Disagree	69 25%	69 25%	10 24%	4 40%	5 42%	21 28%	13 28%	62 26%	6 21%	33 28%	36 23%	41 30%	32 26%	29 30%
Strongly Disagree	92 34%	92 34%	17 41%	2 20%	1 8%	25 33%	12 26%	82 34%	8 28%	48 41%	44 28%	50 37%	46 37%	36 37%
Don't feel able to say	14 5%	14 5%	3 7%	2 20%	- -	5 7%	1 2%	11 5%	3 10%	3 3%	11 7%	4 3%	3 2%	2 2%
TOTAL AGREE	58 21%	58 21%	5 12%	1 10%	5 42%	11 15%	14 30%	53 22%	5 17%	17 15%	41 26%	24 18%	27 22%	18 19%
TOTAL DISAGREE	161 59%	161 59%	27 66%	6 60%	6 50%	46 61%	25 53%	144 60%	14 48%	81 70%	80 52%	91 67%	78 63%	65 67%

Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?

Counts Break % Respondents	Total	Representation of organisation						
		Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people
Base	271	57	70	71	65	117	88	64
Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...								
Strongly Agree	5 2%	1 2%	2 3%	2 3%	1 2%	3 3%	3 3%	3 5%
Agree	53 20%	7 12%	12 17%	11 15%	10 15%	17 15%	12 14%	9 14%
Neither agree nor disagree	38 14%	8 14%	8 11%	8 11%	8 12%	14 12%	12 14%	8 13%
Disagree	69 25%	15 26%	16 23%	20 28%	19 29%	31 26%	23 26%	17 27%
Strongly Disagree	92 34%	25 44%	31 44%	29 41%	26 40%	48 41%	37 42%	26 41%
Don't feel able to say	14 5%	1 2%	1 1%	1 1%	1 2%	4 3%	1 1%	1 2%
TOTAL AGREE	58 21%	8 14%	14 20%	13 18%	11 17%	20 17%	15 17%	12 19%
TOTAL DISAGREE	161 59%	40 70%	47 67%	49 69%	45 69%	79 68%	60 68%	43 67%

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Q11. Has your organisation used any of the following libraries in the last 12 months, or has someone used any of them on your behalf?

Counts Break % z-test Respondents	
Base	124
Q11. Has your organis- ation used any of the f- ollowing libraries in th- e last 12 months, or h- as someone used any of them on your beh...	
Stansted	14 11%
Galleywood	13 10%
Kelvedon	13 10%
Thaxted	13 10%
Tye Green	13 10%
Broomfield	12 10%
Prettygate	12 10%
Sible Hedingham	12 10%
Wickham Bishops	12 10%
Danbury	11 9%
Hatfield Peverel	11 9%
Hullbridge	9 7%
Mark Hall	9 7%

Counts Break % z-test Respondents	
Base	124
Silver End	9 7%
Writtle	9 7%
Debden	8 6%
Vange	7 6%
Buckhurst Hill	6 5%
North Weald	6 5%
Fryerns	5 4%
Great Wakering	5 4%
Holland	5 4%
Southminster	5 4%
Stock	4 3%
Chigwell	3 2%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
			Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	275	275	42	10	13	72	47	242	29	120	155	137	128	100
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...														
Strongly agree	30 11%	30 11%	4 10%	1 10%	1 8%	6 8%	9 19%	25 10%	5 17%	19 16%	11 7%	15 11%	17 13%	13 13%
Agree	70 25%	70 25%	11 26%	1 10%	6 46%	14 19%	15 32%	65 27%	5 17%	24 20%	46 30%	34 25%	26 20%	24 24%
Neither agree nor disagree	47 17%	47 17%	9 21%	3 30%	3 23%	10 14%	8 17%	40 17%	6 21%	21 18%	26 17%	24 18%	22 17%	17 17%
Disagree	55 20%	55 20%	7 17%	4 40%	3 23%	19 26%	8 17%	49 20%	5 17%	20 17%	35 23%	28 20%	28 22%	19 19%
Strongly disagree	63 23%	63 23%	10 24%	1 10%	- -	20 28%	5 11%	55 23%	6 21%	33 28%	30 19%	34 25%	31 24%	26 26%
Don't feel able to say	10 4%	10 4%	1 2%	- -	- -	3 4%	2 4%	8 3%	2 7%	3 3%	7 5%	2 1%	4 3%	1 1%
TOTAL AGREE	100 36%	100 36%	15 36%	2 20%	7 54%	20 28%	24 51%	90 37%	10 34%	43 36%	57 37%	49 36%	43 34%	37 37%
TOTAL DISAGREE	118 43%	118 43%	17 40%	5 50%	3 23%	39 54%	13 28%	104 43%	11 38%	53 44%	65 42%	62 45%	59 46%	45 45%

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Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	Representation of organisation						
		Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people
Base	275	60	72	73	67	120	91	66
Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...								
Strongly agree	30 11%	9 15%	9 13%	9 12%	9 13%	12 10%	11 12%	10 15%
Agree	70 25%	9 15%	15 21%	16 22%	16 24%	25 21%	19 21%	12 18%
Neither agree nor disagree	47 17%	14 23%	13 18%	15 21%	14 21%	23 19%	20 22%	14 21%
Disagree	55 20%	11 18%	14 19%	12 16%	10 15%	26 22%	17 19%	11 17%
Strongly disagree	63 23%	16 27%	20 28%	20 27%	17 25%	32 27%	23 25%	18 27%
Don't feel able to say	10 4%	1 2%	1 1%	1 1%	1 1%	2 2%	1 1%	1 2%
TOTAL AGREE	100 36%	18 30%	24 33%	25 34%	25 37%	37 31%	30 33%	22 33%
TOTAL DISAGREE	118 43%	27 45%	34 47%	32 44%	27 40%	58 48%	40 44%	29 44%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents		All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
	Total	All	Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	280	280	42	10	13	77	48	245	31	122	158	139	128	100
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?														
Strongly agree	**34** **12%**	34 12%	3 7%	1 10%	3 23%	8 10%	7 15%	27 11%	7 23%	16 13%	18 11%	12 9%	15 12%	10 10%
Agree	**66** **24%**	66 24%	12 29%	3 30%	5 38%	12 16%	15 31%	58 24%	7 23%	27 22%	39 25%	29 21%	26 20%	19 19%
Neither agree nor disagree	**39** **14%**	39 14%	8 19%	- -	- -	16 21%	4 8%	32 13%	6 19%	15 12%	24 15%	22 16%	17 13%	13 13%
Disagree	**62** **22%**	62 22%	4 10%	5 50%	3 23%	20 26%	16 33%	56 23%	6 19%	22 18%	40 25%	35 25%	29 23%	25 25%
Strongly disagree	**69** **25%**	69 25%	13 31%	1 10%	1 8%	17 22%	6 13%	64 26%	4 13%	36 30%	33 21%	37 27%	37 29%	30 30%
Don't feel able to say	**10** **4%**	10 4%	2 5%	- -	1 8%	4 5%	- -	8 3%	1 3%	6 5%	4 3%	4 3%	4 3%	3 3%
TOTAL AGREE	**100** **36%**	100 36%	15 36%	4 40%	8 62%	20 26%	22 46%	85 35%	14 45%	43 35%	57 36%	41 29%	41 32%	29 29%
TOTAL DISAGREE	**131** **47%**	131 47%	17 40%	6 60%	4 31%	37 48%	22 46%	120 49%	10 32%	58 48%	73 46%	72 52%	66 52%	55 55%

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Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?

Counts Break % Respondents	Total	Representation of organisation						
		Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people
Base	280	60	72	73	67	120	91	66
Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?								
Strongly agree	**34** **12%**	5 8%	6 8%	5 7%	6 9%	9 8%	9 10%	7 11%
Agree	**66** **24%**	12 20%	14 19%	14 19%	14 21%	22 18%	18 20%	13 20%
Neither agree nor disagree	**39** **14%**	12 20%	11 15%	12 16%	12 18%	19 16%	13 14%	12 18%
Disagree	**62** **22%**	8 13%	14 19%	15 21%	12 18%	33 28%	23 25%	10 15%
Strongly disagree	**69** **25%**	21 35%	25 35%	25 34%	21 31%	34 28%	26 29%	22 33%
Don't feel able to say	**10** **4%**	2 3%	2 3%	2 3%	2 3%	3 3%	2 2%	2 3%
TOTAL AGREE	**100** **36%**	17 28%	20 28%	19 26%	20 30%	31 26%	27 30%	20 30%
TOTAL DISAGREE	**131** **47%**	29 48%	39 54%	40 55%	33 49%	67 56%	49 54%	32 48%

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Rankings

Counts Analysis % Respondents	Total	Mean	Standard Error	1	2	3	4	5	6
Base	1076	3.63	0.05	206 19%	185 17%	187 17%	165 15%	170 16%	163 15%
Fully staffed library opening hours (this would mean libraries would be open for fewer hours over all)	174	4.64	0.13	85 49%	29 17%	19 11%	12 7%	11 6%	18 10%
More volunteer and c-ommunity supported opening (this would m-ean libraries would be open for more hours o-ver all, so you could ...	170	4.03	0.14	46 27%	42 25%	18 11%	21 12%	21 12%	22 13%
More weekend openin-g (this could mean libr-aries would be open le-ss on weekdays, unle-ss volunteers or smart library tech were av...	195	3.82	0.10	22 11%	47 24%	47 24%	38 19%	35 18%	6 3%
Self-service access us-ing smart library tech-nology (this would me-an libraries would be open for more hours o-ver all, so you could ...	163	3.48	0.12	21 13%	27 17%	34 21%	29 18%	31 19%	21 13%
More evening opening (this could mean libra-ries would be open les-s in daytimes, unless volunteers or smart li-brary tech were avail...	165	3.16	0.11	8 5%	20 12%	41 25%	38 23%	37 22%	21 13%
Improved eLibrary so I can access library services any time I want	209	2.78	0.12	24 11%	20 10%	28 13%	27 13%	35 17%	75 36%

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Q17. Digital services

Counts Analysis % z-test Respondents	Total	Total used	Total not used	Total aware	Not aware	Not used, would li...	Not interested
Base	2763	914 **33%**	1849 **67%**	1864 **67%**	376 **14%**	127 **5%**	396 **14%**
A. Ask a question - aware or used	205	87 42% FGH-JKL-N	118 58% FGH-JKL-N	135 66% ;-EFG-I-K---	34 17% EFG-I-K-m-	7 3% --------------	29 14% -----F--------
B. Book a computer in a library - aware or used	202	63 31% lEFGHI-K---	139 69% lEFGHI-K---	146 72%)eFGHi-K---	14 7% ı-FGH-J-L-n	7 3% --------------	35 17% ----e---ijK---
C. Catalogue search - aware or used	204	101 50% FGH-J-LMN	103 50% FGH-J-LMN	153 75% D-FGH------	18 9% ---FGH-J----	10 5% --------------	23 11% --D-F-H------
D. Download an eBook, eMagazine, eNewspaper or eAudio book - aware or used	194	45 23% EFGHIjK-M-	149 77% EFGHIjK-M-	117 60% EFG-I-K-M-	26 13% --EFG-I-K---	14 7% ----e---i-k---	37 19%)-E---IJKlM-
E. Join the library - aware or used	199	104 52% FGH-J-LMN	95 48% FGH-J-LMN	160 80% -FGH-J-L-N	13 7% ı-FGH-J-L-n	5 3% ---d---------n	21 11% -D-FgH------
F. Libraries website Livechat - aware or used	188	20 11% E---IJKLMN	168 89% E---IJKLMN	77 41% :--HIJKLMN	57 30% :--HIJKLMN	8 4% --------------	46 24% E---IJKLMN
G. Online course - aware or used	191	24 13% E---IJKLMN	167 87% E---IJKLMN	94 49% E---IJKLMN	52 27% :--HIJKLMN	12 6% --------------	33 17% ----e----jK---
H. Online payment for overdue item - aware or used	192	28 15% E---IJKLMN	164 85% E---IJKLMN	111 58% EF--IJKLMn	34 18% EFG-I-K-M-	7 4% --------------	40 21% E---IJKLMn
I. Renew a loaned item - aware or used	200	97 49% FGH-J-LMN	103 52% FGH-J-LMN	162 81% FGH-J-LmN	10 5% FGH-J-LmN	6 3% ---d----------	22 11% ı-D-F-H------
J. Report a problem - aware or used	195	62 32% lEFGHI-K---	133 68% lEFGHI-K---	133 68% -EFGHI-K---	33 17% EFG-I-K-m-	9 5% --------------	20 10% -D-FgH------

Q17. Digital services

Counts Analysis % z-test Respondents	Total	Total used	Total not used	Total aware	Not aware	Not used, would li...	Not interested
Base	2763	914 33%	1849 67%	1864 67%	376 14%	127 5%	396 14%
K. Request an item - aware or used	203	108 53% FGH-J-LMN	95 47% FGH-J-LMN	166 82% FGH-J-LMN	13 6% -FGH-J-L-n	6 3% ---d---------n	18 9% D-FGH------
L. Request or reset you library PIN - aware or used	196	53 27% -EFGHI-K---	143 73% EFGHI-K---	134 68% EFGHI-K---	27 14% --EFG-I-K---	11 6% --------------	24 12% --d-f-H------
M. Update your details - aware or used	196	69 35% EFGHI-K--n	127 65% EFGHI-K--n	143 73% D-FGHI-K---	20 10% ----FGHij----	11 6% --------------	22 11% --D-F-H------
N. Use online reference resources e.g. Ancestry - aware or used	198	53 27% EFGHI-K-m-	145 73% EFGHI-K-m-	133 67% -EFGHI-K---	25 13% --eFG-I-k---	14 7% ----e-----k---	26 13% -----F-h------

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Q18. Would members of your organisation be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
			Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	84	84	14	2	8	19	21	76	6	43	41	42	48	35
Q49														
Library Activity Volunteer	43	43	9	2	3	11	10	40	1	24	19	27	28	22
	51%	51%	64%	100%	38%	58%	48%	53%	17%	56%	46%	64%	58%	63%
Customer Services Volunteer	38	38	7	1	3	10	10	36	1	19	19	25	19	20
	45%	45%	50%	50%	38%	53%	48%	47%	17%	44%	46%	60%	40%	57%
Baby and Toddler Rhymetime Volunteer	31	31	7	1	1	8	7	28	2	22	9	17	23	13
	37%	37%	50%	50%	13%	42%	33%	37%	33%	51%	22%	40%	48%	37%
Home Library Service volunteer	29	29	9	1	-	7	7	25	3	16	13	19	17	15
	35%	35%	64%	50%	-	37%	33%	33%	50%	37%	32%	45%	35%	43%
Computer Training Volunteer	26	26	6	1	2	6	6	24	1	17	9	18	18	17
	31%	31%	43%	50%	25%	32%	29%	32%	17%	40%	22%	43%	38%	49%
Computer Support Volunteer	25	25	6	1	2	6	6	23	1	16	9	18	17	18
	30%	30%	43%	50%	25%	32%	29%	30%	17%	37%	22%	43%	35%	51%
Work Club Volunteer	24	24	7	1	2	6	6	22	1	16	8	16	18	15
	29%	29%	50%	50%	25%	32%	29%	29%	17%	37%	20%	38%	38%	43%
Library Ambassador (for 13 to 18 year olds)	22	22	5	1	1	7	5	19	1	15	7	13	18	13
	26%	26%	36%	50%	13%	37%	24%	25%	17%	35%	17%	31%	38%	37%
Mobile Library Support Volunteer	19	19	7	1	3	3	3	18	-	12	7	12	12	13
	23%	23%	50%	50%	38%	16%	14%	24%	-	28%	17%	29%	25%	37%
Sensory Wall Volunteer	16	16	5	1	-	2	2	14	1	11	5	10	12	12
	19%	19%	36%	50%	-	11%	10%	18%	17%	26%	12%	24%	25%	34%
CreatorSpace Volunteer	13	13	5	1	-	3	2	12	-	9	4	9	9	9
	15%	15%	36%	50%	-	16%	10%	16%	-	21%	10%	21%	19%	26%
Code Club Volunteer	12	12	5	1	2	1	1	9	2	10	2	9	10	10
	14%	14%	36%	50%	25%	5%	5%	12%	33%	23%	5%	21%	21%	29%

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Q18. Would members of your organisation be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

Counts Break % Respondents	Total	Representation of organisation						
		Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people
Base	84	20	30	26	25	36	29	21
Q49								
Library Activity Volunteer	43 51%	13 65%	17 57%	17 65%	19 76%	22 61%	19 66%	13 62%
Customer Services Volunteer	38 45%	12 60%	16 53%	14 54%	14 56%	19 53%	16 55%	13 62%
Baby and Toddler Rhymetime Volunteer	31 37%	11 55%	17 57%	15 58%	12 48%	18 50%	15 52%	11 52%
Home Library Service volunteer	29 35%	11 55%	14 47%	12 46%	12 48%	15 42%	13 45%	11 52%
Computer Training Volunteer	26 31%	12 60%	14 47%	12 46%	12 48%	15 42%	15 52%	12 57%
Computer Support Volunteer	25 30%	12 60%	14 47%	14 54%	14 56%	15 42%	15 52%	12 57%
Work Club Volunteer	24 29%	12 60%	14 47%	14 54%	13 52%	16 44%	15 52%	12 57%
Library Ambassador (for 13 to 18 year olds)	22 26%	10 50%	14 47%	11 42%	10 40%	13 36%	11 38%	10 48%
Mobile Library Support Volunteer	19 23%	9 45%	10 33%	11 42%	10 40%	10 28%	10 34%	9 43%
Sensory Wall Volunteer	16 19%	10 50%	10 33%	9 35%	8 32%	9 25%	9 31%	10 48%
CreatorSpace Volunteer	13 15%	8 40%	8 27%	8 31%	7 28%	8 22%	8 28%	8 38%
Code Club Volunteer	12 14%	8 40%	8 27%	8 31%	7 28%	8 22%	8 28%	8 38%

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Q20. Does your organisation currently do any of the following? - Share a library building

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
			Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	198	198	34	5	12	48	35	175	19	88	110	120	114	92
V51a														
Yes	**33** **17%**	33 17%	6 18%	5 100%	1 8%	4 8%	7 20%	30 17%	1 5%	19 22%	14 13%	23 19%	21 18%	21 23%
No	**141** **71%**	141 71%	20 59%	- -	8 67%	43 90%	26 74%	125 71%	14 74%	55 63%	86 78%	84 70%	77 68%	56 61%
No, but interested in the future	**24** **12%**	24 12%	8 24%	- -	3 25%	1 2%	2 6%	20 11%	4 21%	14 16%	10 9%	13 11%	16 14%	15 16%

Counts Break % Respondents	Total	Representation of organisation							Organisation Tier 3 user vs non user	
		Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people	Tier 3 user	Tier 3 non user
Base	198	56	68	68	63	104	81	62	65	133
V51a										
Yes	**33** **17%**	14 25%	16 24%	14 21%	12 19%	21 20%	18 22%	15 24%	7 11%	26 20%
No	**141** **71%**	32 57%	41 60%	42 62%	41 65%	68 65%	52 64%	37 60%	53 82%	88 66%
No, but interested in the future	**24** **12%**	10 18%	11 16%	12 18%	10 16%	15 14%	11 14%	10 16%	5 8%	19 14%

Q20. Does your organisation currently do any of the following? - Use space in a library for regular service delivery/activities

Counts Break % Respondents		All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
	Total	All	Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	209	209	33	4	12	53	39	185	20	93	116	124	116	90
V51b														
Yes	76 36%	76 36%	11 33%	3 75%	2 17%	21 40%	15 38%	71 38%	2 10%	36 39%	40 34%	51 41%	42 36%	38 42%
No	111 53%	111 53%	17 52%	1 25%	7 58%	26 49%	22 56%	95 51%	15 75%	45 48%	66 57%	61 49%	60 52%	41 46%
No, but interested in the future	22 11%	22 11%	5 15%	- -	3 25%	6 11%	2 5%	19 10%	3 15%	12 13%	10 9%	12 10%	14 12%	11 12%

Counts Break % Respondents		Representation of organisation							Organisation Tier 3 user vs non user	
	Total	Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people	Tier 3 user	Tier 3 non user
Base	209	54	67	66	61	106	81	59	69	140
V51b										
Yes	76 36%	24 44%	29 43%	29 44%	24 39%	45 42%	35 43%	25 42%	25 36%	51 36%
No	111 53%	22 41%	27 40%	28 42%	28 46%	50 47%	37 46%	26 44%	38 55%	73 52%
No, but interested in the future	22 11%	8 15%	11 16%	9 14%	9 15%	11 10%	9 11%	8 14%	6 9%	16 11%

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Q20. Does your organisation currently do any of the following? - Use space in a library for occasional service delivery/activities

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
		All	Town or parish council	District or borough council	Other public body	Community group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	194	194	32	4	11	46	37	171	19	87	107	114	113	86
V51c														
Yes	**67** **35%**	67 35%	9 28%	3 75%	3 27%	15 33%	17 46%	66 39%	1 5%	34 39%	33 31%	40 35%	41 36%	34 40%
No	**98** **51%**	98 51%	18 56%	- -	4 36%	22 48%	17 46%	84 49%	11 58%	36 41%	62 58%	56 49%	53 47%	37 43%
No, but interested in the future	**29** **15%**	29 15%	5 16%	1 25%	4 36%	9 20%	3 8%	21 12%	7 37%	17 20%	12 11%	18 16%	19 17%	15 17%

Counts Break % Respondents	Total	Representation of organisation							Organisation Tier 3 user vs non user	
		Transgender people	Pregnant women or new mot...	Black and ethnic minority peo...	Religious or faith community/...	Women	Men	Lesbian, gay or bisexual people	Tier 3 user	Tier 3 non user
Base	194	52	65	64	60	99	79	57	65	129
V51c										
Yes	**67** **35%**	18 35%	24 37%	24 38%	19 32%	40 40%	33 42%	20 35%	24 37%	43 33%
No	**98** **51%**	23 44%	27 42%	28 44%	29 48%	44 44%	34 43%	26 46%	35 54%	63 49%
No, but interested in the future	**29** **15%**	11 21%	14 22%	12 19%	12 20%	15 15%	12 15%	11 19%	6 9%	23 18%

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Q20. Does your organisation currently do any of the following? - Provide space in your building to ECC for an ECC-run library or library activities

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
		All	Town or parish council	District or borough council	Other public body	Community group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	189	189	33	4	11	42	36	165	20	86	103	115	111	87
V51d														
Yes	11 6%	11 6%	3 9%	- -	1 9%	2 5%	2 6%	10 6%	1 5%	8 9%	3 3%	6 5%	10 9%	5 6%
No	151 80%	151 80%	22 67%	3 75%	7 64%	37 88%	27 75%	134 81%	14 70%	65 76%	86 83%	94 82%	81 73%	66 76%
No, but interested in the future	27 14%	27 14%	8 24%	1 25%	3 27%	3 7%	7 19%	21 13%	5 25%	13 15%	14 14%	15 13%	20 18%	16 18%

Counts Break % Respondents	Total	Representation of organisation							Organisation Tier 3 user vs non user	
		Transgender people	Pregnant women or new mot...	Black and ethnic minority peo...	Religious or faith community/...	Women	Men	Lesbian, gay or bisexual people	Tier 3 user	Tier 3 non user
Base	189	54	67	67	62	100	78	60	61	128
V51d										
Yes	11 6%	2 4%	5 7%	3 4%	2 3%	5 5%	4 5%	3 5%	2 3%	9 7%
No	151 80%	41 76%	48 72%	50 75%	48 77%	79 79%	59 76%	46 77%	54 89%	97 76%
No, but interested in the future	27 14%	11 20%	14 21%	14 21%	12 19%	16 16%	15 19%	11 18%	5 8%	22 17%

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Q20. Does your organisation currently do any of the following? - Provide space in your building to ECC for an ECC run library or library activities

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
		All	Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	182	182	30	3	10	41	35	158	20	82	100	110	105	83
V51e														
Yes	9 5%	9 5%	2 7%	- -	1 10%	2 5%	- -	6 4%	2 10%	5 6%	4 4%	5 5%	8 8%	5 6%
No	144 79%	144 79%	20 67%	2 67%	6 60%	36 88%	26 74%	129 82%	13 65%	62 76%	82 82%	89 81%	75 71%	62 75%
No, but interested in the future	29 16%	29 16%	8 27%	1 33%	3 30%	3 7%	9 26%	23 15%	5 25%	15 18%	14 14%	16 15%	22 21%	16 19%

Counts Break % Respondents	Total	Representation of organisation							Organisation Tier 3 user vs non user	
		Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people	Tier 3 user	Tier 3 non user
Base	182	51	63	63	58	96	75	56	60	122
V51e										
Yes	9 5%	2 4%	3 5%	2 3%	2 3%	4 4%	3 4%	3 5%	2 3%	7 6%
No	144 79%	38 75%	45 71%	47 75%	43 74%	76 79%	57 76%	42 75%	53 88%	91 75%
No, but interested in the future	29 16%	11 22%	15 24%	14 22%	13 22%	16 17%	15 20%	11 20%	5 8%	24 20%

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Q21. If the library service was withdrawn from your nearest library/libraries would it have an impact on...Your organisation

Counts Break % Respondents		All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
	Total	All	Town or parish council	District or borough council	Other public body	Community group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	221	221	35	5	12	58	40	195	22	99	122	130	122	93
V52a														
Yes	174 79%	174 79%	16 46%	3 60%	12 100%	52 90%	31 78%	162 83%	9 41%	76 77%	98 80%	103 79%	92 75%	73 78%
No	29 13%	29 13%	13 37%	2 40%	- -	2 3%	7 18%	19 10%	10 45%	12 12%	17 14%	18 14%	18 15%	12 13%
Not sure	18 8%	18 8%	6 17%	- -	- -	4 7%	2 5%	14 7%	3 14%	11 11%	7 6%	9 7%	12 10%	8 9%

Counts Break % Respondents		Representation of organisation						
	Total	Transgender people	Pregnant women or new mot...	Black and ethnic minority peo...	Religious or faith community/...	Women	Men	Lesbian, gay or bisexual people
Base	221	58	69	69	64	115	86	62
V52a								
Yes	174 79%	40 69%	52 75%	50 72%	48 75%	93 81%	64 74%	45 73%
No	29 13%	12 21%	10 14%	13 19%	10 16%	14 12%	14 16%	11 18%
Not sure	18 8%	6 10%	7 10%	6 9%	6 9%	8 7%	8 9%	6 10%

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Q21. If the library service was withdrawn from your nearest library/libraries would it have an impact on...The people your organisation represents/ serves

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Library within last 12 m...		Organisation Tier 4 user		Representation of organisation		
			Town or parish council	District or borough council	Other public body	Communit-y group	Registered charity	User	Non user	Tier 4 user	Non user	Older people	Children/ young people	Disabled people
Base	227	227	36	9	11	59	41	200	23	102	125	136	129	97
V52b														
Yes	221 97%	221 97%	35 97%	9 100%	10 91%	57 97%	41 100%	196 98%	22 96%	97 95%	124 99%	133 98%	126 98%	96 99%
No	3 1%	3 1%	1 3%	- -	- -	1 2%	- -	2 1%	1 4%	3 3%	- -	3 2%	1 1%	1 1%
Not sure	3 1%	3 1%	- -	- -	1 9%	1 2%	- -	2 1%	- -	2 2%	1 1%	- -	2 2%	- -

Counts Break % Respondents	Total	Representation of organisation						
		Transgend-er people	Pregnant women or new mot...	Black and ethnic min-ority peo...	Religious or faith co-mmunity/...	Women	Men	Lesbian, g-ay or bise-xual people
Base	227	59	72	72	65	115	89	65
V52b								
Yes	221 97%	59 100%	70 97%	70 97%	65 100%	112 97%	87 98%	63 97%
No	3 1%	- -	1 1%	1 1%	- -	2 2%	1 1%	1 2%
Not sure	3 1%	- -	1 1%	1 1%	- -	1 1%	1 1%	1 2%

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Q23. Does your organisation primarily work with or represent people with any of these groups of people?

Counts Break % z-test Respondents	
Base	203
Q54	
Older people	139 68%
Children/ young people	129 64%
Women	120 59%
Disabled people	100 49%
Men	91 45%
Black and ethnic minority people	73 36%
Pregnant women or new mothers	72 35%
Religious or faith community/ies	67 33%
Lesbian, gay or bisexual people	66 33%
Transgender people	60 30%

Q24. Would your organisation be interested in partnering to support the delivery of library services run by Essex County Council in tier 2, 3 or 4? Examples include providing space for us to run groups and activities outside libraries, providing space to house libraries, providing staff or volunteers to increase our capacity and help meet more needs?

Counts Break % z-test Respondents	
Base	201
Q55	
Yes	58 29%
No	143 71%

Q25. Would your organisation be interested in running or being involved with a community-run library in a tier 3 or tier 4 location?

Counts Break % z-test Respondents	
Base	207
Q56	
Yes	46 22%
No	161 78%

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Appendix 8 – Evaluation criteria (Q9) – 'other' comments

Individuals and family respondents

- My local library in Stansted was knocked down circa 2 years ago in order to build a bigger & better library. Since it was demolished a very temporary mobile library was available, when it showed up, and now a temporary base in the old mother & baby site is being used to facilitate this, it's on a much smaller site, limited books & no computer resource. Is it any wonder the numbers have reduced when the service has deteriorated so much during this period? I am a regular library user & would have to drive to saffron Walden on a Saturday, my only day off, which won't be convenient. How on earth are the elderly & less able going to cope with this monumental change? Stansted is increasing its population year on year, yet more house have been built, there is no other library within a 2 mile walk, to close it down would be madness.
- Schools. Many students use the library spaces for study in Saffron Walden, and libraries can provide advice and further reading for pupils. An area with more schools has a greater need of a library. Also, areas of high unemployment, where people may not be able to afford a computer, but need to learn new skills. You have not provided the option of agreeing with certain of your aims and not others.1) Have books and reading at the heart of our library service offer Books and reading may be separating. Books have, in many cases, the veracity of being publisher and peer-reviewed, which gives them an advantage over internet content from unspecified sources, and the perennial problem of fake news. The library as a source of reliable, verified information has great potential which merits further exploration. Reading can also be extended to programming languages, which the BBC reports will soon be taught to each child. A librarian with the ability to compile a reading list on Ruby, Java or Python will surely be of great value to children, schools and children's employment prospects. However, books now sold in bookshops are increasingly beautifully, intricately designed novelty items divorced from the act of reading. Books are moving toward designed artefacts - there is scope here for art, design and a cafe culture. Caffe Nero opposite Cambridge rail station cleverly combines an extensive bookcase with classical music and a comfortable study space. It is very popular, and prospers.2) Have a class-leading eLibrary and embrace digital technology. This is essential. Information is now readily accessible online - but it is not moderated or verified online. The challenge today is not finding an ebook, but establishing the veracity of its information. Libraries could be a major and wonderful resource in recommending reliable sources of information and filtering out the tall tales and unreliable news sources. This is the resource vitally needed in the present internet age. People come to library reference sections to find truth - truth may have become abstract online, but readers are still searching for it.3) Have a smaller number of libraries more effectively focused on meeting the needs of communities This can be read to mean you are going to fire a large number of librarians and quite probably sell or repurpose some wonderful old buildings. Please note how you will redistribute these staff and who exactly you propose to sell the buildings to before asking library user to agree to this. My local library's librarians are a dedicated, community-focussed staff. They deserve more respect than this casual bulletpoint awards them.4) Work in partnership with our communities to run and improve library services a) Have you thought about partnering with rail stations? The station at Newport, Essex has a small collection of books to be borrowed and exchanged by passengers.

There's also a station in Japan that has a whole wall of books for commuters. Rail stations are community hubs, so these books are very accessible. Cafes and places of worship also tend to have good book collections) Q15 is a nice idea, but does running a library next to a swimming pool really sound practicable? Leisure centre and village hall staff have no library or catalogue training - you are likely to lose track of books.c) If a community group chooses to run a library, who will retain ownership of the books? Will they belong to you, to the physical library, or to the community group? If they belong to you, will you write a contract to note you have ownership of the books, but not the space in which they are stored or the way in which they are used? Are you lending them to the community as a group? d) This bullet pointed ambition is vague, but can be read to imply relying on unpaid staff and volunteers, which again may mean firing a number of librarians. Volunteers, though well-intentioned, are low on time. In the current economic climate, people will need to work to eat - they are unlikely to have time to staff a library full-time for free. This will not be an improvement - it is likely to lead to the abandonment or dissolution of volunteer libraries. Also, do you really believe community volunteers will have specialist conservation training for the handling of antique books? Or are you planning to sell those? 5) Offer a consistently good customer experience. It would be good to include more detail here. With reduced funding, staff and buildings, how exactly are you planning to accomplish this? A warm smile and a great reading list go a long way - but there have to be staff to smile and write the list, or at the very least to program the website. Training all staff in web development would be a huge step forward, both for the libraries and the individuals. There are successful websites which rely on the curation of lists and maintenance of online collections - skills in which librarians excel. Developing a virtual online space for library users with forums and dialogues, with a physical community meeting space is one way forward. The key question here is: why do people read? Your summary includes a lot of information about the libraries, but what about the readers? Successful businesses know the customer or user is key - the business is designed around their needs, not vice versa. If you are truly interested in good customer experience, you must survey your customers. What are they reading? Where are they reading it? How are they reading it? Why are they reading it? What do they want that they don't have, and how can you provide it? Don't give me a list of things you think you might be able to provide - ask me what I actually need, and then tell me how much of it can be achieved. Regarding question 10: I would need to see a more detailed proposal regarding further development of the ebooks section of the library before answering this question. The fact that only one person can borrow an ebook at any one time is, for example, ridiculous in practical terms. Please note: You have not mentioned how you will use the Deprivation index - whether higher or lower deprivation will be of greater need of a library. You also have not mentioned how you will use the Social isolation index. Therefore, how is it possible for a surveyed library member to agree or disagree with your unspecified usage of these criteria?

- Qualitative survey
- The social aspect of (no doubt) all these libraries is totally lacking in all your proposals!!. This survey makes no reference to the fact that these libraries (Shenfield, in my case) act as a focal point for the community at large, be it somewhere warm and dry for a person to visit, to read the paper, meet and converse with other (perhaps lonely, infirm or disabled) people. Our library is a place where all people, young and old feel welcome by the staff and other users. A place to browse and not necessarily take out a book. A place to sit quietly, a place to listen to children enjoying reading or looking at books that they read in situ and not necessarily taking out on loan. These libraries are historically somewhere local to pop into to find out local information that would not be possible in larger libraries because of the cost of parking, bus fares etc. Your proposals take no note of the number of PEOPLE who enter their libraries each week, instead you base all your criteria on book loans -

which is totally missing the point! Local libraries, also act as distribution points for (in my case) hearing aid batteries and I have to visit mine 18 to 20 times a year to replace my batteries! My nearest alternate distribution points are Brentwood Community Hospital and/or Brentwood Library, both of which are much more difficult to get to, not to mention my carbon footprint getting there by car that number of time - as I currently walk to Shenfield. Likewise Shenfield library is the only local outlet for free orange and white waste sacks which are heavy items that older people would not relish carting all the way from Brentwood! Likewise, if I want to buy something I can consult the Which magazine more easily and conveniently in Shenfield than Brentwood. As a former childminder I could borrow up to 15 children's books at one time, I and my minded children could choose from a great number of books held in Shenfield Library without knowing what we wanted - these could be loaded onto my pushchair and walked home. This ease of choice and accessibility would no longer be available under your proposals - thereby depriving children of choice and the chance to explore books. There would be no way I would ever contemplate taking 3 young children into Brentwood to do this and still retain my sanity! Shenfield is a thriving town, its population is increasing all the time, it has main line links to London and beyond. It will continue to grow and yet you deem it right to replace its library with an inferior example. Your proposals are flawed because they do not take account of local needs, all you care about is saving money, and I might add that according to our Prime Minister austerity is over! If you want to make money, employ more parking wardens and catch all those who park on pavements, double yellow lines and in disabled parking bays. That could easily offset the cost of retaining Shenfield Library.

- There is only criteria and that is providing education and free access to books for the community as was intended by the creation of the library service there is more to life than costs and your assumptions are a continued fall in library use which will definitely happen if you close libraries. You are creating a self-fulfilling prophecy

- Community needs, valuing staff, Not wasting money on other less important projects.

- Consider late fees more ethically. By this I mean under 16s are not charged late fees. However if they take out an adult book for example an A Level education book and keep it passed the allowed time they will be charged late fees for it. This either needs to be stopped because under 16s are not supposed to pay late fees or at least inform the child that the policy does not apply to taking adults books out on a child card. This shouldn't even be a possibility anyway as the Library workers should not allow children to take out adult books anyway.

- In my view you have covered the main criteria

- Whether provision of associated services would be affected by a change in the library estate. For example, some third party lenders on interlibrary loan will only lend some books for use in a public library building.

- Offering CD hire is also an important service for people to try new types of music. I do feel that £1.10 is a suitable rate, but feel that 7 days is little time to try the CD and then return it, especially as some libraries do not offer the night drop off box service (South Woodham Ferrers). I cannot understand why the Chelmsford library has so much empty space when it could be used to stock more books.

- Both me and my wife are in our seventies as are many users of the library in Walton all of which pay a hefty community charge and receive very little in return perhaps the council can explain in closing Walton library just where saving will be spent as for the disabled young and old this is catastrophic

- Bring in the private sector, to create other needs.

- Yes please tell me if there is another free community premises within our community where we can go feel safe, don't have to buy anything and it is something that over 60 years I have paid for, especially as I have paid for this service AND NO OTHER COUNTY FACILITY is available unless I want to go swimming, use a gym AND I

DON'T either swim or need to use a gym because I haven't smoked like a chimney or drunk like a fish!

- The amount of money paid in council tax for the area so as Billericay is a major contributor to the money received by local government means we should have a decent library and resources without having to travel long distances and if you close a library you should think of the environmental issues this causes in extra car journeys on ever increasing congested roads and the wear and tear to road surfaces and also all the new housing developments planned around Essex hundredfold of thousands of more residents

- I use the library as a meeting place for our group at Galleywood.........people talk to us while we are there.......so you get to know other people in the area to keep the village feel of Galleywood. The next nearest library is at the vineyards not easy to get to when people are disabled/elderly. I personally would find it difficult to use the library in Chelmsford as there is no disabled parking nearby. I pay the same council tax as people in Chelmsford but will not get the same access to a library that's not fair nor right or will l get a reduction in council tax to reflect my reduced library service?

- How about a person pays over a £1000 council tax a year and should get his rubbish taken away once a week and be able to walk in to a library where someone has bought some books in the last decade as a criteria?

- Mental health referrals in the area. Usage should not be defined by card use but by numbers of people in the library (attending organised children's events or going to the library to socialise while reading). Essex county council should also consider reducing wages of senior staff or redundancies of senior high paid positions to pay for libraries because libraries are the only free social place left in towns and villages.

- Do they provide a service?

- Basildon Library is just ripping off peoples.... they are most daylight robbery from taxpayers.... did you seen for children.... they have to pay 20pence per day for late submission of books... that's ridiculous... you have to entertain children's for reading books... no one happy with Basildon council library they just ripping off peoples... I never seen this kind of horrible charges like criminal type of fines of young generations and old age people who forgotten to return library books.... if you use any library service they charge like they providing 5 start hotel facility... sooner no one going to use Basildon library ... that's main reason Basildon local people and students prefer to use another county's library and avoiding even enter in Basildon council operated any library

- You can't assess need in this way. The fewer people using the libraries these days are needing them twice as much – e.g. people who aren't familiar with computers having to wrestle with them for Universal Credit applications. Instead of assessing need why not concentrate your efforts in seeing what added offers libraries can provide. Give, not take away. The major need is for the Government to spend loads more on public services!! They're vital!!

- Libraries are community hubs. To close them down is to take away an important asset which brings people together. Libraries aren't just books and the internet (self-evidently important in the age of austerity). They are a refuge for single mothers, for older people. That is why we won't let you take them away. You don't provide street lights.....you don't fix potholes...you don't support transport investment (buses going...no money into Epping Ongar railway). You are a disgrace......you won't take this away from residents.

- I do not think that population should be considered.

- Areas of deprivation and those people/families who suffer isolation need to be targeted. So often reading is not part of a family's routine and libraries can sometimes appear off-putting and not very welcoming. Parents can often be working at weekends and evenings so encouraging them to spend time with their child at a

library can be very difficult. Maybe an approach via supermarkets such as a book corner as a welcoming introduction. For people who can feel so isolated, possible out-reach/ tea and biscuit for £1? Advertise not just on the library notice board but at/through medical centres, post offices etc.?

- If you reduce the libraries overall, or spread them further apart, or open them for less days per week, then you are bound to get reduction in users. A five year reduction is very abrupt for something in public use. The library service should take a hard look at what they have done that is different in the past five years because, I believe, therein will be found the sudden and 'apparently ?' inexplicable reason why they have less customers. If the ECC is looking to save money on library use, then I would suggest that the internet facility in public libraries is superfluous. There are very few homes that do not have the internet these days and even fewer people who would take a trip to the library to use the internet

- It seems pointless and a waste of tax payers money to keep open small libraries than nobody uses

- You should certainly be looking at future development in an area, not current population. In the case of Silver End the number of houses being built is high, 350 on one estate alone. Not only that money was spent on moving the library only 2 years ago, I would consider this a waste of Council taxpayers' money and a short action in view of the growth in the area. You should also consider that Libraries are a very important need in an area to help combat isolation.

- Although it might not be within the library service remit the fact that this is one of the few areas of community left, I think it is important to acknowledge the fact that the library is a very important part of many people's lives. Could they not include a bookshop for instance, a cafe (with decent coffee - you need to be as good as the chains!!). In Brentwood there are already many activities bringing families in - but the existence of the smaller, very local libraries is really really important. I would like to be told how much the saving is compared with savings in other council expenditure areas. Is it really worth chipping away at the fabric of society for minimal savings?

- If a library is closed then it will mean that there is another empty building in the village. Village shops are disappearing and local independent businesses are struggling. What strategy does the council have for these empty buildings after it has closed the libraries?

- Home delivery is an essential service, as so many local residents are unable to travel to their local library and rely on volunteers selecting and delivering reading and listening material,

- I do not think there is a need for any libraries and the money would be better spent on the police or other services. There is already a mobile library service, which I agree is still needed, whether council or voluntary run, and maybe this service should be expanded.

- Future Use /Future Population growth /Future population changes. The absolute best case scenario is that in the short term reducing the number of libraries may save some money, but that will only be in the short term. Should any change occur which may mean reinstating a library the cost saved will be completely lost and result in a cost many times greater than what was saved. This is without taking into consideration the damage done to the community the library servers when it is closed. I strongly believe that cost saving policies should not be allowed to be considered only in the short term, or more specifically only over the amount of time an official making the decision will be in office. There are many real examples I can give of this short sightedness, the most obvious being the closure and relocation of Passmores school, on for it have to be reopened and refurbished again at a significant cost loss over any savings made. I also strong feel that the officials who make those decisions should have to pay a penalty as a matter of principle

- Proximity of library to high schools and colleges maybe not for the lending of books but a quiet space to do homework, projects and access internet. Until I saw a piece about this survey from our residents assoc. I didn't realise there was a library in Debden thought it closed when Epping college was rebuilt, an idea maybe to have alternate openings days between Loughton and Debden libraries? I noted with interest your idea of swipe card entry I would be concerned about security of individuals, theft and vandalism which is rife in Loughton/Debden.
- We the rate payers do not get much for our money, we demand our libraries stay.
- There should be a library in every town, many families rely on it. Perhaps also base it on the success of events from the libraries. For example, for Manningtree library the numbers are high for participation in the summer reading challenge. The council will take away many kids enthusiasm for this event and numbers will fall as families can't go to other places to join it. Also the staff members that will lose their jobs.
- access to toilets
- In the case of Stansted Mountfitchet, you may or may not know that the redevelopment of the library has been delayed by poor a council survey leading to a forced closure over past few years. There is an elderly population in the area which would benefit from the new library once opened. The site will also include parish council offices and if not allowed to continue to function will be a waste of £400,000.
- The opportunity to have access to other libraries outside the Essex Libraries system without having to pay such high fees I believe it is £7 per loan at present.
- I have to pay taxes and expect to have a local library. If you want to remove services you should remove them whole scale. Why should I have to pay for other people to have a library when our local community wouldn't?
- I'm probably in a minority but local history writing has been an interest for 50 years and I wonder what will happen to all the little odd booklets and local village histories tucked in corners I so often consulted, there for years and nowhere else, good for research and not on the internet. Will they vanish in the sands of time in the changes? I remember a time when many sat in that quiet corner.
- Close libraries in Conservative voting areas
- The ebook aspect for range and choice is very poor compared with the physical copies available in the library - if the reduction of libraries is to take place the ebooks facilities would need to greatly improve
- I don't think deprivation should be used as an indicator. There could be a relatively affluent area but with some residents who are deprived. It is wrong that library services should be withdrawn on the assumption that most don't need them as you could be depriving the few who rely on them
- What other services Essex County Council provide in that area. Why are only people who live in towns being catered for when we ALL pay council tax? Some get all manner of services, village residents get roads/nothing
- You need to keep Wivenhoe Library open as a proper functioning library. Among other things it has a car park so those of us who are no longer able to walk very far can use it, which is more than be said for Brightlingsea. We will be watching for how our Councillor votes and a vote for closure will ensure that our vote at the next election will go elsewhere.
- The rate of council tax paid for the borough and the element for individual villages. i.e. Tiptree is very high but no street lights at night, no police station and is now facing the prospect of having their library closed.
- The proposals are good in theory but the practicalities of letting people know about services and supporting the setting up of such services will need a trained team with clear vision and drive. I run the (name removed) at Braintree and it has taken a while to get this up and running. It's well supported now but it needs constant updating to keep it fresh and relevant. I am constantly trying to bring in new visitors.

- It is extremely important to acknowledge that not everyone has IT equipment, which is expensive and difficult to some people to use. The libraries are a very important social centre especially, as is pointed out, for the elderly, young mothers and those who are less well-off. If they are not being used so much, perhaps measures should be taken to promote and publicise their services. Surely the expense of running them is, comparatively speaking, not a major county expenditure. Start by reducing overblown salaries at the top of the heap, for example.
- Think of young family with no car and couple of kids under 5. I would not bother getting on a bus or tube to get to the library, it would need to be walking distance to our home. For people it is a meeting point, young children see other children reading books, old people socialise. I would prefer my council tax money go towards this than another MP sitting in the office.
- Rural nature of the area where the service is provided, which can act as a restriction to use. If you close Stansted library, the nearest library is in the neighbouring county of Hertfordshire, so council tax would have to be reduced, as you would not be providing a service to an Essex community. Harlow is 10 miles away, Saffron Walden has limited transport links.
- need to do some outreach - and focus on lived experiences and value
- Compare salaries of Essex county council's executives and managers in 2001 vs 2018, then compare spending on libraries across Essex in 2001 vs 2018 - let us know which has grown by the most.
- Yes. I use a mobile Library in Tollesbury. It's not mentioned in your survey. Therefore the survey is not valid. I shall be commenting about this on social media.
- I feel that what's missing here is the old idea of a library as a quiet space. I think this is still very important. A designated quiet space in an increasingly noisy world. A space for quiet study - I used the library for quiet study when I was an OU student. A space for quiet reading - a haven from e.g. mobile phone chatter and the general intrusive/inconsiderate/rude noisiness of the modern world. (Whatever happened to Shhhhhh!)The library has lost its way here over the last years - in an effort perhaps to be an inclusive multi-purpose open community space. I think this loses sight of what makes/made the library so vital.
- It is stated above that you are using current population statistics, not projected growth. Essex local authorities, over many years, have consistently failed to forecast the needs of the local population. Take traffic forecasts, although this is only one example. Local authorities in Essex have failed abysmally over the years to get this right. Moreover, planning permission is, almost without exception, granted without regard to the demands placed upon resources. Needless to say police stations are another example. So why do you think you'll get this one right? On a constructive note you could probably save quite a bit of money by reducing the size of the library in Chelmsford.
- Library closures. Have you considered the users of libraries who do not take books on loan but use it as a source of reference? As I presume you have no way of measuring this (unless you use footfall monitoring) how can you not include this as one of the criteria? On a similar note how many people access County council services, offices, facilities, Councillors? Are they in the same range as has been used for deciding on library closures? If this is not measured should it not be? If they are surely we should get rid of a percentage of wasteful County Council Operatives and buildings? I look forward to a response but very much doubt that I will receive anything other than a standard letter, possibly grammatically incorrect and probably misspelled in places.
- Hadleigh Library is local and the staff are friendly and helpful
- Social isolation should have a higher percentage. I also feel if community is paying for a service it should receive a service irrelevant of its financial status

- For the older person and people with mental health issues libraries are somewhere to go and meet people a reason to go out keep the smaller libraries get rid of the larger ones keep communities alive the older person will walk to the library but we will not go on a bus to one sometimes it not about money if you want to save money look at the way the councils are run get the people working for the council we the tax payer are paying them to stay at home it will be good for their mental health please leave Writtle Library open
- An outdated service
- It is critical that ECC provides a reading, loan and on-line service to all the residents of the county and it is beholden upon them to provide this service without resorting to closures. Perhaps the closure of overlapping and under capacity council offices should be given higher consideration, I'm especially minded of the duplication, even triplication, in the Tendring area!
- Much higher rating for social isolation and much lower for location. 2 miles is as good as 100 miles if people can't walk far/don't drive/don't have - or can't access a public bus service etc. - which is the case in my village. Using deprivation as a metric is obviously a very right and PC thing to do - however - what I suspect this means is that libraries in locations scoring highly on the deprivation scale will be kept open - and the deprived families still won't use them. Just like the children's centres, that provided free support and events for families and were clearly designed for deprived families, but ended up being used by middle class families while the target audience didn't attend. That's obviously a really big social issue - but I just don't want libraries to fall in to this trap of providing for the people that one thinks *should* use them - when whatever interventions are put in place - they still won't (sadly)
- Any assessment must consider that reduced usage of libraries is coming in a context of lack of investment in comprehensive and accessible public services of all kinds, libraries included. It does not in any way demonstrate reduced need; rather, it frequently speaks to a lack of outreach and integration of libraries with their communities that come with poorly supported service. The need is greater than ever, as inequalities deepen and support for individuals and families decreases. It is not logically nor ethically sound to spend years under-funding and weakening a service, only to then deem it inefficient or unneeded. The council has a duty of care to provide needed services to its constituency, and these assessments of usage tell us nothing about how well the council is making its services known and accessible.
- Leave the libraries alone - we pay for this service, you have taken away street lighting and many other services - just what services are we paying for. The elderly are unable to travel to the libraries not affected and the majority do not have access to computers let alone use them.
- Yes. I live in Leigh-on-Sea, within walking distance to Leigh Library. However due to this library now coming out of ECC, it is no longer fit for purpose. Less titles available to reserve from the catalogue within the Southend network, meaning they need to be ordered from SELMS at a cost of £3 per book. Fewer ebooks and audio books are available on Borrowbox on the Southend instance than in ECC. As a result I have to use my nearest local Essex Library, accessible by a direct bus, which is Hadleigh and I note that has been classified as Tier 3. I am extremely concerned that I won't have a library service I can use if this consultation results in another closure.
- Quality of service and acting as a community hub
- The common sense one. You should think how can I consider shutting Tiptree library when I have already greatly reduced the library buses in the smaller surrounding villages of Tiptree and then I have the cheek to consider shutting Tiptree library. Not everyone is interested in this hideous digital age especially the aging population of villages. I am not old but like the old school way and appreciate how it's a meeting place for elderly who would be otherwise lonely. When you consider the appalling amount of waste age and greedy higher up positions held by government's and

councils it makes the average person shake their head in disgust when you start mentioning that these things need to close to save money.

- Using criteria such as the ones proposed in the strategy are inadequate to truly measure the impact and difference a good library service makes. You are looking to apply hard target measures to something that is primarily a soft target enterprise. You will always be able to find numbers to justify cuts, but that does not mean the service should be cut. It is a service, not a profit making business. Therefore those standards do not apply and will always give a skewed picture.
- No need for library
- Libraries are portals to all of the world's knowledge. Only a tiny fraction of the world's information is available for free on the internet. But all of it is available through libraries.
- Connection and integration with public needs. More awareness of out-reach, your social media group seem lacking.
- This is a retrograde step I have worked in and used the library service for 40 years and the value they bring to a community are tenfold I am in a private library at the moment for children, and the necessity of the summer reading challenge which is accessible in the branch libraries is paramount to getting children off of computers and involved with books. These small branch libraries will never be replaced and it is something our grandparents fought long and hard to obtain I use the library weekly to borrow collect or return books as do many others in the village I know the amount of council funds which are wasted every year. The libraries should not be under attack no matter how the user numbers fluctuate. Parents will not be bothered to take children to main libraries, Chelmsford, Maldon, Witham as this will involve time cart travel and expense for most at a point when time is at a premium. I went into Hatfield Peverel this morning for the consultation brief. What a waste of time, the salaries of the poor staff having to listen to our moans could have been put to better use running a library. Shame on you Essex County Council stand up for your library service and make it pay by involving local groups running homework sessions and renting the premises. Look at Woolwich it can be done
- We need more libraries and not to use the ones we have access to as a means so that money can be spend on services which are irrelevant and no important. Perhaps libraries should be taken out of the hands of ECC and placed with organisations who want higher educational needs in their community.
- whether there is a local group willing/able to take over a library premises (with help from ECC) to run a local library in a locality which is destined to lose its ECC-run library
- Social isolation is main factor. With less and less places for people to meet and interact, the library is important and a service you should support. How about flattening management levels, outsourcing and putting more funds in supporting community facilities?
- Providing a speciality resource, maybe with other counties in east Anglia, so specialist subjects can be dedicated to certain libraries. All these resources should be accessible online, but it would mean that across the country specialist librarians could be involved in resourcing and maintaining material in their subject area.
- Review which libraries have already been cut back in the past few years (eg Danbury has already had its hours cut back) - so this is a double whammy.
- Why don't you think about what makes a community and how to attract more people in? The council and the Government constantly cut what they perceive as high cost/low usage facilities available to the public. I doubt if any of the council use the library very regularly and highly doubt that any one instigating this plan does either. Why don't you invest in Hadleigh instead of putting the rents up so high that none of the public have an interest in coming to Hadleigh as a decent shopping village with a great library facility. You have let the buildings run down i.e. The Crown, agree fast

food outlets, put parking up, and just build more flats - it is a disgrace how the Council have destroyed Hadleigh. Why don't you step back, think how you can make Hadleigh work instead of ripping out its heart which is the Library. Why don't people use it? Because you do not market it correctly or communicate its strengths. It is an utter disgrace that you are unable to support a vital community hub because you do not have strategic expertise or marketing professionalism within your council team to save the Library and make it a successful thriving business platform.

- How easy is it to access the area where the library is, congestion, and parking. How many people would lose their jobs as a result if this? Will they get alternative jobs?
- The criteria that the library is an essential part of everyday living and the reduced hours it is open are restrictive already without the library as a disabled person I would be even more isolated than I already am. The online emagazine are minimal and not up to date. More up to date choice please and more open hours I am in ingatestone
- I feel that, in the Colchester Borough certainly, we need to take projected population into account when assessing the need for library provision. Two of your proposed closures, Prettygate and Stanway, are on the West side of the town. This area is currently subject to numerous high density residential building projects, which will increase the population dramatically. The housing includes an amount of low cost 'starter homes' which will provide accommodation for precisely the type of young families likely to become active library users. Two miles, as a measure of walking distance, is significant to those with mobility issues and disabilities. This would be compounded by the closure of Prettygate and Stanway, which have parking, in favour of Colchester town library, which does not. I suspect that this will cause significant accessibility issues for those reliant on driving to the library. I agree that socially deprived areas should retain their libraries. The risk of social isolation is a given, especially in West Colchester, with a significant elderly population. I feel that you should be using projected population and disabled access as further criteria in your assessment. I also feel that, as a whole, the visible presence of a library within a community increases awareness, hence usage of, the service. Naturally, more libraries will spread the amount of users more thinly, but it is likely to increase usage overall. It would be tragic to deprive the coming generation of children of a library in their neighbourhood that they can pop in to. Siting it several miles away, such as in the town centre, changes its role from a community facility to a specific destination; likely to be visited less often. Please note that getting to such a destination is likely to incur cost for transportation; whereas a facility in the neighbourhood does not. One also should not be too short sighted. We believe, now, that technology and the internet will shape the entirety of the future, that progressively more of life will transfer online and the old ways of reading on paper will fall away. We cannot know such a thing for certain. Looking to the past suggests numerous things: radio, telephones, the car etc. were going to be 'the future' but they had their time and faded away. The one constant has been reading real books; and there are no precedents to suggest they will ever become insignificant or 'have their day'. Electronic book sales have fallen recently and real books are enjoying a surge in popularity. Perhaps you ought not to stake everything on the one horse?
- Why don't you propose to keep the libraries open on the areas that contribute the most to council tax? We pay an awful lot of money on council tax, do not use that fact against us and take away our library. Local children use the library, people with special needs walk into the library and find it to be a special and secure environment, you cannot replace that by choosing criteria. Shame on you for boxing residents rights to a library.
- Local taxpayers' wishes. People want a LOCAL library. How can a teenager travel several miles along busy roads to another library? Or a mother with a toddler? Or someone old? More weighting to location. Omit social deprivation - social engineering is not your job; it's the Government's Number of libraries per population

in each district is meaningless if your nearest library is miles away. This item should be omitted. It means nothing. What about ranking libraries by retention of active members? All your 'criteria' are highly subjective and are deliberately designed to close by some head office accountant to close small libraries. The library budget is minimal and it is a highly cost-efficient way of learning for everyone, especially poorer people. Your proposals will destroy what is a brilliant library service. Your bosses clearly know nothing about libraries.

- Desire for a library by local people. Your statement 'a library service is not required' for tier 4 libraries is unsupported and arrogant. Cost of running the library. Small libraries cost very little to run and are excellent value for money. Deprivation is not your concern - it's the Government's. Omit it from your criteria. Libraries per district is not a valid measure - it depends how accessible they are. Districts vary in their geography. Measure the effect on different groups - the elderly, the young. LISTEN to what your taxpayers want. The library service cost is minimal. Your proposed savings for destroying the service are less than 1% of your council budget.

- Just think what incredible damage you are doing to the infrastructure of the county of Essex. Do you want to go down as the Council that destroyed a vital part of our society? As Conservatives do you think that voters will forget this shambles when it comes to the next county elections?

- You don't seem to be taking loneliness in to consideration. Libraries need to be close to home, Children need to be encouraged to read more hard books with others as well as on their own. The so called suite for gaming in Basildon Library is scarcely use

- Home access monthly.

- Car pollution, children's independent access to community services, the ridiculous 'austerity' constraints on public funds, when corruption like Carillion and the public bailout of the criminal behaviour of the banks that still haunt the 'small' citizenry of our towns and villages goes unrectified. Everything for the social good is being swept away in order to divert funds to the rich who don't need it, away from those who do. How dare you classify Brightlingsea as a tier 3 when your description of tier 3 is called locations where no library service is needed. The Colne high school should be a red flag that there is a need to have a 'Comprehensive and efficient network'. The fact that Brightlingsea is a cul-de-sac without a train service and very poor bus service should immediately boost us to Tier 2

- Prioritise having the books that people are more likely to read (dystopians, horror and fantasy are popular in the young adult range).

- Your own internal efficiency and costs. There are many staff at Colchester library who are really nice but do not look busy.

- You should base all your criteria on what people want and need rather than what you think they need. There are 23000 people in Castle Point over 65, a lot of whom are not mobile and do not have Internet access so rely on a local library. Suggesting that a library is within a 2 mile walk of home does not address this issue. It is interesting that your banner headline against the Strategy page says To fit to people's lives. Shame you don't read your own material. I suspect that the above 23000 people (and others who are opposed) will think very seriously about who they vote for at the next County Elections.

- If libraries were able to order books relevant to customer needs then I believe foot flow would increase. For instance, just over 12mths ago I attempted to obtain a book on timber frame buildings from Brentwood library. Not one was available to either collect immediately or order from another library. With many timber framed buildings in Essex I do not believe this was a tall order and purely emphasises the need for improvement. This is not the first occasion where Brentwood library has not been able to assist.

- Usage needs to be considered in conjunction with other factors i.e. reduction in opening hours. Historical lack of investment in buildings and fittings. Extent to which interior design has remained essentially unchanged over last 30-40 years.
- Just because an area is not deprived or hugely populated, why should it not have access to a library? You are discriminating against people who work hard as usual.
- what about my wife & i we are in our 80s we go to Staple the library at least weekly mainly because of access we can at least park & not have to walk far, to close this branch would be a catastrophic proportions for us & would lead to US just sitting watching Another gov , thing BBC go even further downhill taking us with it (name removed)
- If the space taken up by the library would be better used to extend the car park provision
- There is too much weight given to Location. Libraries clustered within a two mile walk of each other is a loaded statement, as if everyone should be willing and able to walk 2 miles to a library. The sort of people who need libraries the most are ones least able to walk 2 miles, whether due to age, disability or due to young children. This statement sounds condescending and indicates a lack of care and understanding. I think your cover has been blown.
- Closing 25+ libraries out of 74 is not the way to improve services, cutting unnecessary jobs in councils offices is the way forward, not cutting services for taxpayers
- Ask security to remove all noisy and badly behaved people immediately
- yes, people in the I'm afraid ultimately be the losers
- The suitability of the present building for example the Hullbridge library is mainly worth facing: unwelcoming (vs the Wickford library), has horrendous sound deadening properties, has to be heated from a cold state four days a week (we now import half of
- The average age of residents of Shenfield and surrounding local areas tend to be quite elderly and an amenity like a library can be a lifeline for them. The council tax paid by lots of high value houses perhaps should be considered when removing an existing amenity which will obviously never be reinstated. Just because usage is low, doesn't mean it will stay that way as bookshop use has recently increased. We are being urged not to let children have so much screen time yet we are closing a perfectly serviceable building, recently having had new windows.
- Your criteria seems to be all of the small libraries, regardless of anything else. Perhaps these properties will make most money for ECC. Mental health appears to have been ignored - perhaps no data as we are talking about real people here, not statistics. What about the huge numbers of visually impaired customers who need large print or spoken word? Not everything can be quantified. If councillors actually spent a week in a library observing those who visit daily, or experienced life without the internet themselves, they would see why they are so desperately needed by the most vulnerable.
- Needs of disabled and children. Numbers of available books have been so reduced it is not surprising fewer books have been borrowed.
- We have waited 20 years for our library in Springfield and now after 5 years you are suggesting closing it. I can't express how disappointed I feel and let down by the new City Council. I am 67 and have to walk or use bus services so would miss this severely.
- Teresa May has made a statement saying AUSTERITY is over, so why are there more cuts to the libraries? Libraries are a very important of our historical civilised culture and have been for many years so why more cut backs. Every time I visit a library there are young mothers with their children. An early start with a love of reading and learning is so important to their education. What will you do with the

money saved.??? I suggest cut back on Councillors robotic computers could do the work with less cost and more facts to hand. sincerely

- Change the way you ask questions
- Use by children from close by schools not taken into account. Not taken into account the proximity to bus routes. Not taken into account that the Registration service is co-located in buildings. Recent expenditure on moving services e.g. Registration into existing library buildings.
- Look at the cost effectiveness of each unit, the new home developer contributions, the fact the Uttlesford is one of the UKs fastest expanding area for homes growth. Modernise the service, allow them to generate revenue, you can't keep increasing taxes and stripping services, this will speed up the breakdown of communities.
- Your statement that Essex County Council cannot continue to support the 74 libraries it currently runs. 'suggests that the whole consultation process is flawed. It is misleading to call this a consultation when the outcome is pre-decided.
- No library should be closing how is one supposed to learn? Buying of news books is impossible with the cost of living as it is. This is all to do with this Tory Government trying to save money and we the Council Tax payers have to bear the brunt of these cutback because this government is all about saving money at whatever cost Even though the council is going up again. And could end up with not having another public service at a reduced level.
- This survey and its objectives seek to provide a 21st Century relevant service in the information technology age yet seeks to finance this by shutting down facilities to focus resources yet the decline in usage if the service lays with Essex County Council in not developing a relevant service or seeking to make the service relevant. Frankly crippling what we already have and focusing facilities remotely for many residents of the county is a recipe for further decline. Where are the commercial partnerships where is the imagination where us the setting up of facilities for U3As etc instead of them renting church halls etc.?? When they should be in a hub with everything at hand. Amazon make billions from readers where is the gumption to engage with them or others like Google Apple Publishing houses etc. You are steering this survey to get the result you want. I am a Conservative local politician and find the effort and direction frankly to lack lustre. Look outside yourselves as no doubt you have convinced yourselves that you are on the ball and getting it right.
- In North Weald there an above average number of Homeless facilities than in most other EPFDC areas. (Norway House houses a number of families with children, Cunningham House, the hotel near Ashlyn's Farm). Car ownership is lower here. There are a large number of older residents who do not drive. We have two gypsy communities (most other EPFDC areas do not house anyone in this group and their needs are greater than most). North Weald residents without cars have to take a bus or taxi to visit the GP in Epping or Loughton (The Limes Medical Centre is oversubscribed). There is no surgery here. A number of the residents are arguably less financially affluent than in the surrounding areas. Ebooks - great idea. However, does everyone own a smart devices which they can download ebooks onto? Are older residents computer literate enough to be able to use this technology? Does everyone have wifi? Is it fair or reasonable to expect that parents buy a device for each of their children in order to facilitate a joy in reading and future success in life?
- The moral one perhaps?
- Likelihood of alternative use supporting the wider community or just being turned into residential buildings. More flats are not needed
- Need to look at how to increase reading and knowledge within the general population. The library service should be expanding not contracting, particularly for young people and the elderly. Changes do need to be made but not just to save money. Why go into ebooks? You cannot compete with Amazon - why try to do it.

- There are no algorithms to determine the way forward. Your proposal for Castle Point is outrageous with the plan to keep Canvey open and provide a cut down service for the other three libraries. How can Canvey cater for the whole of Castle Point and people that live outside Canvey will not travel there? You need to consider peoples' wants and not monetary issues only as so much is being cutback and the public services provided are becoming worse each year. Why should volunteers have to work free to keep the libraries open? Councils are trying to get everything for nothing and residents pay huge Council Tax already and receive nothing in return.
- Just keep all libraries open! Save the money by cutting your over inflated salaries!
- You need to keep libraries open and modernise the service. At the moment this is simply a cost cutting exercise dressed up as modernisation. Prettygate Library is not Tier 4. It's the second most used Library in Colchester!
- Projected population growth should be taken into account as well as actual growth. (The planning inspector appears to ignore local representations about lack of infrastructure etc.) The possibility of moving back office tasks from other departments together with staff to library buildings and dispensing with some central office accommodation should be considered.
- You have not thought about the other functions of the library, for instance how the library is used for activities by sections of the community, for e.g. toddler mornings, knit and knatter groups. You have failing to see the role the library has in small rural communities that are not sucked into the conurbation of Chelmsford. Remember your tax payers because they will remember you.
- A lack of historical investment and forecasting has created the current library problem. I do not agree that having a smaller number of libraries is the most proactive step to take. That coupled with population based on current not projected growth is extremely short sighted. The needs of growing communities such as South Woodham Ferrers (100s of new houses to be built infrastructure and investment by Essex Council decreasing) and other such towns should be taken into account, not the current needs as a result of previous lack of investment, planning or growth strategy.
- Hullbridge library has had the opening hours cut so that any working person is unable to attend the library except on Saturday, which is not always convenient. No thought is given to the people that need the library. One can only think that it has been engineered this way so to have a reason to close it down
- Be aware of a `self-fulfilling' prophesy where a running down of services leads to reduced `evidence' of need. This aspect needs to be factored in somehow. For example, I will use the library service to some extent if it is readily accessible, but if less accessible I probably won't. This will then `evidence' still more `reducing need'....and so the cycle continues.
- So basically - shut more services and pay the same amount of council tax? Trust you will reduce our council tax bill accordingly, or perhaps make some council staff redundant to accommodate
- You should be promoting and investing in libraries that is your job. If there is low participation it is your role to see that it is increased. You should aim to have all school age and pre-school children in Essex belonging to and using the library. It is your job to promote reading and learning throughout all age groups. If you do not believe that then you should not be in charge of the library service. It vital that these services are used and promoted throughout the county. As the population increases library activity should be increasing. If it is not then that is your failure. If you have funding issues you should be lobbying the government for more funding not spending time and money on a strategy of failure and contraction. The service is vital for early years development and there is accredited research to verify this fact. It cannot be replaced by e-readers. Also, it should be part of the County council's policy to promote libraries as part of an anti-loneliness and social isolation strategy across all

age groups. This is important if the costs of running the NHS are to be contained. Your strategy is short sighted, poorly researched and defeatist. It makes no reference to the cultural and literary heritage of this country which if it is to be maintained must be supported by an extensive library system.

- Common sense, the amount of money this would save is minimal in the budget. I cannot believe that you are removing these essential services. What kind of people are you, do you think the public cannot see through these prettily printed words above. Just another loss in the community, shame on you

- Value for Money. The accommodation costs of providing a library service in a town or village. Do the buildings used provide Value for Money? Holland Library's accommodation costs are only £9k a year - peanuts! Other libraries are in excess of £250,000 a year - a quarter of a million! Should find another building in the town or village and SAVE - without closing the town or village provision.

- The Usage figures need to reflect more than use of a library card. People visit libraries, for example, children's sing along groups, Knitting groups, etc. These activities can have a positive impact on social isolation which ECC see as a key priority. More emphasis should be given, in particular, to activities that encourage children to visit the library. They are the next generation of library users and will be most affected by the changes. Getting them into an environment where they are surrounded by books will encourage them to develop their reading and understanding of the world they are growing up in. The population figures should reflect the projected population in 2024. These figures should be available from the local plans in each district. Libraries are one of the few places where residents come into face to face contact with the Council. Closing so many libraries will make the council seem more remote and impersonal.

- The number of people who will just no longer visit a library if you close the one nearest to them.

- Longer time on google for emails it is currently one hour (or use of other information services)

- Housebound, the housebound service is a wonderful service, how can you deal with the service if you shut all the libraries in Castle Point, except Canvey. I order books online but need a library to collect them and it will never be at Canvey Library 'no-

- How is the person on the street supposed to know what the LSOA *means*?

- Yes - stop pay top brass loads of money, & keep the libraries open.

- Jobs ought be a criterion. By closing libraries and cutting back on funding, you are showing a level of ignorance about the value of professionally trained librarians. At a time when the population of the Borough of Colchester is expanding at an alarming rate, why are there ongoing cuts to jobs in the area? That would also include other jobs relating to libraries, e.g. cleaning staff. Furthermore, more houses being built ought to mean more council tax, surely?? We need to continue to invest in our public libraries. Cuts to schools mean that plenty of children will find their local library to be a useful learning resource. You give great weight to the criterion of Location. It is just daft to think that children or young families will have the wherewithal to travel outside of their local area to go to a library. It needs to be readily accessible.

- The most off putting thing is having to use the computer gadget to take out & return books. You are shown & you go back next time & have forgotten & it is awful feeling stupid & people wanting to do their books being impatient so you feel you cannot go again.

- ALL AS Q7.TO ALL COUNCILLORS: DO NOT CLOSE ANY LIBRARIES, INSTEAD TAKE A PAY CUT AND PAY CAR PARKING CHARGES

- School children and young adults, use the internet for research and fact finding. News is available from many sources, so needs have changed there. Books for pleasure reading are available cheaply from charity shops, and local book swaps. I agree totally with your proposals.

- It's ridiculous expecting Joe Public to decide on criteria for closing libraries. 'The deprivation level of the lower-layer super output area (LSOA)' seems like gobbledegook. Are our governments national and local not able to cope their jobs properly?
- What the impact on the local community will be, what happens to the building will it be left to rot or squatters to gain access, will the building cost more money being empty
- Quality study - beneficial impact on users rather than being all about quantity of users, etc.
- Libraries have reinvented themselves to provide services that were not previously offered. Flexible community usage with access to Internet should be a primary consideration. In addition the charges for acquiring obscure books have gone so high that the service has become less attractive. It is somewhat dising3nuous to levy high charges and then consider closing libraries because of the amount of the charges.
- We cannot answer five questions with one answer as some are good and others not so. The library is used for many things - not just using our ticket to have a book out but the use of learning computers, exhibitions of local arts, taking a group of children in to teach reading and showing them how to use books. If all our amenities are taken away - no further housing should be built as there will be not community. The Government should stop wasting money and we would not need to close everything down. Hadleigh is an important centre - no one would go all the way to Canvey for a book!!! We need our library.
- I agree with it all
- Keep all libraries even in small places for convenience not just for customers but for the staff whose jobs are at stake
- Actual number of people who visit the library for other reasons which don't involve using a library card. Have staff in libraries been consulted for this information?
- To see the situation less ligixsllt and less robot-like and add some human feelings into the equation
- If volunteers are proposed to 'staff' a local library, then the library will in effect become a 'charity type' service. If this is the case, can we expect the 'Borough or County Councils' to reduce the 'council tax' for a less complete service? Also, when can we expect the Councils to be operated with volunteers in the future? Will the Public Libraries Act 1850 and later be amended? I have a library card for the Kent County Council, but I cannot access their 'family history resources' for my research. Similarly, I need to access the East Sussex Resources in Lewes, but I cannot because there is no link. Please explain how a 'Public Library Service' is being controlled by Private Organisations or/and Landlords? Surely, such libraries should be 'compulsory purchased to bring such assets into the relevant Council Ownership and Control. Furthermore, why is the Disability and other toilets in such an unhealthy mess? When will these toilets receive A Health Inspection?
- You are treating Council Tax Payers with complete and total contempt. You have no consideration whatsoever for the Elderly, who don't drive and cannot walk 2 miles to the next library
- The ambience of the building is very important. Where this services shared (post office, police) the place is so off putting that one tries to find ways of avoiding it or stop using it altogether
- Consideration of vast building projects by Essex in Ingatestone yet you plan to lessen facilities. While families may have one computer (if lucky) not everyone can access at the same time yet homework etc. time sensitive. Library as a community hub is imp
- Consider the needs of villages where Libraries provide so much more than books. They are crucial centres for the community. Often the only place of contact for lonely elderly people who find the journey to towns hard and also the challenge of

computers too much to deal with. The librarians in the smaller libraries know their customers well; they are familiar faces whom people trust; they are the eyes and ears of the neighbourhood; they know when support is needed; they nurture a love of books in young and old alike. The smaller libraries are places where all can feel at ease and not daunted by the vastness of the main hubs.

- Stop cutting funding to this important area - with child poverty on the increase providing libraries is increasingly necessary to enable those in poverty access to educational resources .To educate is to enable - the wealthy don't use libraries and yet they are the ones making these decisions - leave the libraries alone and stop spending our council tax on your own 'greed' projects....

- Lack of printed local newspaper

- I think you should also be considering the relative cost per transaction - for example look at footfall relative to staff and building costs. Town centre libraries may not be best value for money, or particularly of those that use them are for example councillors at County Hall who can afford I-pads, kindles and taxi's to an out of town library, best value added. Footfall indicates all users, I put all the kids items on one of their cards to save time at the machine while I am also toddler wrangling and wondering what to get for lunch. Three users counting as only one for the purposes of your statistics. That's convenient...for you.

- Does it provide other services that are not covered in this survey? Is it used within the community? Take it away and what else is left for communities to use? Are there other perceived underused services which can be considered for cost saving? Do residents think that Essex Council spends their money wisely?

- Broaden definition of usage e.g. I visit a library weekly to read with my daughter but don't borrow books. This is a valuable introduction for her to her community and to literature, but not at all captured in your figures. I also notice the libraries being used differently e.g. a community space for young people, but again wouldn't be captured in your figures. Rhyme times in village halls misses the point- having them in libraries does something unique to other classes. It introduces children to having fun in libraries, to learning in diverse groups, to being around books. Until becoming a mum I would have been daunted to visit libraries- rhyme time as an accessible free fun class, meant I signed me and my daughter up to the library. This took weeks of me dipping my toe into the library- now we have lifelong love of libraries together (I hope!). I no longer go to rhyme time due to work- so my data isn't captured, yet the library is so important to us. The fact the librarians know who I am helps me feel connected to others on days I feel low.

- If our local library is closed will reservation service be delivered by the royal like Amazon?

- I don't understand why Essex county council cannot afford to run the libraries as it has been for numerous years, does it no longer value community and education? (1) council tax has been increasing. (2) how and where are funds being wasted or mismanaged?

- Use by families with young children. Many families cannot afford to buy books but getting used to having and reading books is vital to young people's longterm enjoyment and creativity - and that is what we are going to need as the country gets itself into an ever greater mess with austerity economics and Brexit chaos.

- Cut waste elsewhere. Closing libraries is cultural vandalism and the sign of a diseased mind.

- Time and consideration should be given to improving the use for libraries. Before you determine the 'need' for a library within the existing use, more should be done to think about their potential use and efforts should be made to make each library readable. You should not define the 'need' for a specific library by past and present use but encourage its use first and then assess its usefulness. There is nothing like the threat of closure to make a community value something they 'might' lose. The

- options given fail to take this as its first step and looks only like a money saving exercise which insulting to people like myself who has worked hard and paid full taxes for the last 34 years of my working life.
- The library provides a social space for residents to come together and communicate so the online approach takes the community spirit and lifeline to many deprived and socially isolated people. If this service is going to be provided are we then going to see council tax cost decrease. You will be saving a lot of money using this new structure and from selling the libraries to developers. I would be keen to see the proposed cost prediction as you will now be spending so much by your own admission above.
- There's been a library in Benfleet for more than. 65 years and it's a service which is much valued. Based on the huge amount of council tax paid, more weight ought to be given on the allocation of budget to continue providing the service.
- I think Social Isolation should have a greater weighting as should Deprivation. Use of resources to continue with the libraries is a political decision and unfortunately Tory Councillors are probably not the best politicians to make these decision because of their policies.
- Tier 1 Brentwood Library doesn't have community closeness but Tier 3 Shenfield Library has warm community atmosphere. It's important for me to know that high grade Council Tax I have to pay is well spent for us residents, young and old
- Quality Experienced
- The whole of the fabric of society is collapsing and libraries need to be repurposed to adapt to the changing circumstances including the 5 criteria, but also to project future needs of an increasingly poverty stricken working class: including internet access and educational support.
- The computers software is very out of date. Flash needs to be updated frequently to allow use of any web-site, including those offering jobs! Why is it impossible to communicate with IT staff - requests are made and NOTHING EVER HAPPENS. This is another example - you will ignore these comments.
- One Library per town as a minimum use the space better don't give any planning permission to any Costa or Starbuck unless they support or operate within. I pick on these because they don't pay proper UK Tax. Also an Amazon drop off point because they don't pay proper tax either. Govt must make these B****** pay some how
- no...just do not close the libraries....they're essential for the children to actually make them visit a library in person, enough of this online technology, you intend to put the council tax up beyond many people's means, you have cut and cut, the cut in the bin collection is causing rats, we can't park to support the small shops because you have put yellow lines everywhere and take in a fortune in fines, we have no police, and now you want to get rid of libraries and bus passes for the elderly...this is as everyone says a rich country, is this a joke? it is becoming a third world country, you are an utter disgrace and provide no care for the elderly, just keep penalising the young, poor and elderly, you have gone too far and people are getting more and more angry, so can you do those little children a favour and keep the libraries open, as we are getting nothing for the exorbitant council tax rise.
- Transport links which control the ability of potential users to use libraries may be a factor in reduced use. In this context we have seen a reduction in bus services in particular. In Chelmsford in particular the poor cycle path network is also a factor
- Cut council staff wages instead of libraries!
- The budget required to provide the library service should take into account the surplus of funds (excluding emergency reserves) which ECC has and which it continues to misuse in retaining expensive car registration plates and unnecessarily providing taxi services for councillors who are wealthy enough to not require this

service. This consultation should also be mindful that while Brightlingsea library may be near to West Mersea as the crow flies, it is considerably further by foot.

- The council seems to forget they are supposed to provide a service to the public so far Halstead have lost the Police station we have no railway station and the bus service is so unreliable it's a joke, with the population of Halstead growing and council tax increasing Halstead is receiving less and less everything seems to go to Braintree .....

- I understand that you are in a very difficult situation due to continued cuts to funding, but then again, the public who voted Conservative are only getting what they voted for.

- There are no other options for some people and the current online library is missing many books

- The need of normal, ordinary, people to be able to access REAL (physical) books for education, entertainment and enrichment. Even if to do so requires additional central government funding. If there is money to rebuild the Brentwood Council Offices then there is simply no excuse on financial grounds not to keep our Libraries open!

- Housebound Service.

- yes in Wickford there are more residents than ever paying their community charge we need our library in this growing community and its resources without cuts so tier 1 ok

- You should be taking into account future population growth - Colchester has and will continue to grow enormously. Not taking this into account is poor planning - you wouldn't ignore future projections for any other decision. What if the future levels showed usage would fall due to a falling population? You'd take that into account for certain. This is a political decision not a budgetary decision. You've under invested in many of these libraries for years, showing the desire to sustain them is not a long term one. You should also ensure usage is not judged solely on people taking out books. People use libraries and don't take out books - they use them for reference purposes/ study, where all work is done at the library. It gives poorer people a place to go and they don't necessarily take out books but enjoy reading them in the warmth of the library.

- How many regular users have stopped using the library due to cuts in the service?

- How in God's name is an ordinary member of the public expected to understand where the boundaries of a lower-layer super output area are? I put it to you that more than 99 people in 100 will abandon answering these questions muttering b****t baffles brains. I have tried to relate this hogwash to actual geographical areas before and it requires the investment of hours of effort so this means the so-called survey is probably meaningless.

- Sorry, I believe in universal provision of services and don't wish to play one library off against another. Already I feel your questions and criteria are loaded. I also don't think for a minute that you will act fairly over this consultation.

- You should consider: 1. The cost of travelling to a library. Your 2 mile criteria would mean that it would not be possible to walk to a library. This would have a severe detrimental impact on health and make it very expensive to visit a library due to fuel costs, high costs of public transport and car parking costs. 2. You have not considered the impact on the budget of other departments in the overall budget. For example, the cost of property reorganisation and disposal should be taken into account.

- Usage shouldn't just be based on loans and card usage, but on footfall and engagement. Also, you should use a consistent process for assessing data rather than scoring the libraries individually and the community based on borough averages. Statistics should be fair and objective, with a relative and consistent application of the ways in which this information is gathered. Results shouldn't be gathered in an inconsistent way as this consultation has found.

- You ought to consider it your duty to keep all libraries running, seeking funds to improve and maintain, rather than seeking to cut funds for services and resources. The mere fact that I have to fill out this survey to recommend how to do your job is an insult. I would never consider shortening opening hours in order to then claim that the current services are not viable because less people are using the libraries - that shows how nasty some of you councillors can be, I won't let you get away with this.
- ECC has promoted the brand 'Essex Libraries- at the heart of our Communities' - yet there has been little investment in or promotion of Libraries in response to alleged falling usage. I say alleged because I understand that the data available is on books only, so my time there reading the range of free and other newspapers would not be registered. Running down a service then claiming it is less used seems to be the modus operandi. Proposals to put ALL of the three Benfleet Libraries in Tier 3 make no sense whatsoever.
- Need to consider what else takes place in libraries. Shenfield library is well used by loads of people. My husband and I both have mobility problems but we can walk to this library. We also get our earring aid batteries as well as books. We are having so many houses, flats and retirement homes built in the area that this consultation is inappropriate at this time. You are trying to rush this through to the detriment of the community. Schools visit this library. Toddler sessions take place. Crime prevention people give advice from here and book clubs meet up. When our grandchildren visit we take them to the library to look at books not necessarily getting books out. Instead of getting rid of libraries get rid of 1 or 2 councillors in each district we have far too many. There wages could keep our libraries open.
- Ensure homeless people, drug addicts, and individuals are not allowed to enter any library and those who are, should speak quietly and not disturb the atmosphere of the library.
- How did Hadleigh and Canvey score the same yet you want to close Hadleigh? Location wise Hadleigh is in more major bus roots and is more accessed than Canvey. Hadleigh gets used more than Canvey and population wise Hadleigh is easier to get to so will be more available to a greater number of people than Canvey. With Canvey's deprivation levels it must retain a publicly funded library but Hadleigh's location, usage and population scores it must also be kept open and fully funded. Please don't destroy our community for the sake of money. So shortsighted. Cancel the private healthcare scheme for ECC staff and invest in the future and communities. Introduce a coffee shop etc. so it pays more for itself, perhaps people could hire the space to provide more funds.
- Qualitative not quantitative measures should be used
- If this is NOT the end, heralding the demise of hub libraries, the plan appears to be reasonable, in these days of austerity.
- Where will the staff go?
- Re-direct the money ECC wastes on ? not? means testing both the free bus passes and winter fuel allowance. Those in genuine need already on benefits who have been means tested would qualify, this is not discrimination, it is discrimination for ECC to put u
- Use common sense and stop following right-wing doctorates. Closing libraries is a disgrace. They've been doing it for years in the USA. The result is Trump. Wake up!
- To tidy, some books out as people mix them and let book code numbers to public
- Transportation for instance living in Brightlingsea the only major public transport is to Colchester, where the library is in the town centre, old people are not going to carry weighty books from there to the bus stop and then from bus stop to home. Home broadband rates, the older generation are less likely to have this and more likely to use library facilities for any electronic data needs. Carbon footprint - making people drive/use public transport to a centralised library will increase pollution. You would be better placed de-centralising the libraries 'Have a smaller number of libraries more

effectively focused on meeting the needs of communities' and not putting big libraries in the centre of the big towns where really people will only go to from work.

- instead of sending letters confirming availability for collection send an email if one is available as it is quicker notification and probably cheaper
- I use Witham library which you have not mentioned so could not put it on the list. I rarely use Chelmsford or Braintree but you needed an answer?
- Library should be an e service. If you want to borrow a book order it via email & pick up at a council facility & return the same way. Create a reference library 1 per council. I suspect it would not be used as the majority of the population would use the WWW
- Walking to the library is good exercise for all who do not drive and therefore need to be able to walk to it. Living in a village makes you walk, you would not be able or feel inclined to walk to another town. If the library wants to save money they could ask for more volunteers. This does not seem to be advertised.
- Suitability of the proposed new building to provide similar or same services.
- Restore the access to the full library network, rather than have two separate systems. Why not have libraries for a larger area, so it is easier to get and share materials which are not available locally? I feel it is not a good practice to have to go out of the area served to take back borrowed items, or pay more to do so. Perhaps better ebook access also would be useful?
- Allowing students to loan books even if they are not from this area. Lots of higher education books I am unable to loan or access. Yet the university I study my masters degree at is 200miles away. Not an easy pop over when it's an independent learning courses and I do not attend the university. I know many others also effected.
- I think that the main benefit by far that I personally get from our local libraries has been seemingly overlooked in the above - we are now members of our local library but it took us years to actually sign up as we very rarely borrow books - the reality is that it's the environment we've always gone for. We visit our local library at least twice a week, sometimes more - some days just for 15mins, others for a couple of hours. We also often 'pop-in' to other town libraries when we're out and about and I find myself looking them up when heading somewhere new... The reason: they are consistently a safe haven for myself and the kids. They all provide a calm, safe place we can go into to spend proper time together with clean facilities and endless supplies of books (and toys) to browse through at random. There's no record of any of our visits as we don't generally take out books or logon to any of the online facilities, but we're so often there whether that be just us (mum + two kids), or for a group toddler storytime, or more and more often just dad or grandma + kids... We all benefit from that same safe zone that nowhere other than the library can offer - and of course the children absolutely love it - it really is a homely haven of discovery that provides a hugely understated support for parents and children alike.
- Libraries should be looked at individually because our library is used by people living in another district I.e. Leigh on Sea
- Academic support for users involved in academic projects not necessarily linked to the local University, and therefore not serviced by its library.
- Mental Health - the role that the community library plays in alleviating stress (children, teenagers etc., similar to social isolation argument but not the same) it's a safe and positive environment to nurture learning but also removing the pressures of screen time e.g. ebooks do not produce the same level of serotonin in the brain as researching for a book in the library. Nor do ebooks provide a level of social interaction or responsibility for the books they have borrowed. For many young children (pre-teens) it's a place they may be allowed to visit unaccompanied by an adult and gain a sense of independence. Coggeshall library is an excellent example of this.

- I often borrow ordnance survey maps when I am going on holiday to take with me. I'm not sure if I would be able to access them digitally.
- Before the end of the consultation all council members SHOULD NOT have a personnel opinion
- The trend is that more books are being sold therefore there is a greater interest in reading. This point should be considered.
- I think you need to look at each community and what minimal services that it already has that brings people together. Hadleigh has lost the community hall at John Burrows and desperately lacks opportunities other than church fetes and summer fayres (which are great). Don't take our library too 🙏 Also I know Canvey is an area of greater deprivation but Hadleigh residents cannot travel to the 'Castlepoint' facilities there with ease and would not use the libraries there. I work on Canvey as a school nurse and I certainly wouldn't say that there are good transport links. You'd need to look at parking at the library sites too. There is none at Canvey!
- I think that you have covered all the criteria
- Location, especially if it is in a central area with a relatively high footfall & if uses could be increased e.g. hiring out of a room or section to help add to revenue & ideal for many teenagers who wish to do voluntary work
- Keep Buckhurst Hill library open & give the building listed status.
- The two mile walk between libraries is no indicator of need. I couldn't get to any library without a car. I certainly couldn't access Colchester town branch. You should forget all about percentages and acronyms and go by each library's individual usage. Why can you not think of ways to bring income into the library service? A small payment per book or ebook borrowed. Fining borrowers substantial amounts for not returning books, you know where they live! Obviously not for hearing books etc. Why not take donations of users own books. The criteria of using present data and not future developments etc. is ridiculous. You know what housing developments are in the pipe works and should be thinking of future rate payers' income. Just in our village there will be another 150 houses built. And with the constant house building going on in Colchester future council revenue will increase substantially. Finally your assertion that ebooks etc. are more in fashion, please see the recent news article refuting this claim.
- Buy more books and make bigger libraries
- If local schools are offered a strong library service, together with 'book sale' days where a selection of books are brought in for sale, and other events like authors coming into school to speak to students with the option to purchase their books, then I believe this would lessen the need for library services & should be taken into account.
- Provide an online remote facility to search for books held by the county library service. I.e. so that you can go to a website and search for specific books or topics held by Essex libraries.
- A library should be an essential part of the community. Regardless.
- Better use of existing space. Sometimes too much space is given to view books. Smaller access areas should be acceptable. Definitely applies to Witham Library. Keep the building but utilise the space better.
- A given area that NEEDS a library.
- Fairly new and well stocked library like Springfield.
- Community Health & Wellbeing will be sadly diminish should the Holland on Sea library close. The Holland Library has fantastic staff who help with all sorts of queries and offer the personal touch. It may be a small library but it has a massive heart within the local community - please, please re-consider closing this library.
- Visit the library and monitor the use over a period of time.
- Visit the library in person and monitor over a period of time.

- Books available for all free. The staff are more than just librarians they are councillors, social workers, a friend to the lonely. Always very helpful when you need to locate a book, pick up rubbish bag or photocopy something. They offer so many services and they have been an important part of my children's love of reading, and they know them by first name still and they are 16 and 13. It fulfil the role of community centre, council office, well as a library,
- Consider using volunteers in the libraries.
- You should look at educational attainment in particular areas. Also, availability of access to alternative sources of information such as school/college libraries, community centres/hubs or even privately run bookshops. You should give more weight to social isolation and deprivation.
- A library should also act as a focus for meetings and discussion, both formal and informal.
- availability and success of bookshops in the area (if people can afford and are buying books, they won't go to the library - like me)
- Remove the most unpopular libraries and add new ones in more places that are in need of a library. The library books are great!
- I understand that footfall was not included as part of usage. Libraries are so much more than books and computers. They are safe places, community spaces and it is this that will be keenly missed in those areas where we lose our libraries
- Love of books!
- To make the use of the Internet for a longer period of time. More computers in the junior section. More activities in libraries for young people and adults to highlight the services of a public library.
- More BSL DVD's.
- If an area has a lot of young people, there should be more libraries. Not only to encourage reading but also as an area in which they can volunteer to build experience and give back to their community. Libraries are integral in providing volunteering opportunities for awards such as DofE. They should also be in areas where a significant number of people do not have access to the internet and may be falling on hard times.
- Aspirational criteria, the potential of changing lives through the impact of libraries functioning in new ways. If you count pennies then the unknown opportunities could be lost. Grab the chance to reinvigorate.
- Agree
- Increase stock of music books of popular songs
- Areas that have the least strong postal service
- use volunteers(but adequately trained and vetted) Going in partnership is great-lots of churches are used as meeting places and could be approached
- Tourism. Locally our museum is in Manningtree library and we get a lot of tourists come through. Some use the internet in the library and visit the museum
- All over Essex there is some demand for library services - libraries and library staff should be made a funding priority.
- Book sales are on the increase. Beancounters know the cost of everything and the value of nothing. Libraries are vital part of education.
- A central library is an excellent idea which is funded well rather than 6 or seven poorly funded libraries in one 1 town. Also perhaps adding a mobile library to the system for those less mobile than others.
- To ensure that the libraries that remain often have good public transport facilities for their access and they have the opportunities to study and revise quietly within the building
- I use sometimes library, Uttlesford Council, The Poplars

- Your criteria sounds to me like you are planning to close smaller libraries and just keep the large ones in larger towns and cities. Could you not utilise some Town Halls to incorporate a library because in most cases our Town Halls are much too large. You have done this for our Police Department in Maldon, so why not for our Library - after all it is only one room that is required.
- You should actually VISIT the libraries and monitor in person how much they're used. The library isn't just used for getting books out and internet access.
- I think an on line library would be good.
- Consider whether any deficiency in the current provision at any particular library might be the cause of its under use, and address that, rather than place it on an endangered list.
- You should look at the data compiled by borrow box to see how many people have signed up to download from the library
- What are the criteria for a voluntary run library in a village hall or other suitable building? Information to assist Parish Councillors and others to think about opting for this form of library.
- I think it's a good idea to take the library service into homes where people are house bound or unable to access library services either the mobile service or the library building.
- Questionnaires on types of books
- Some libraries, like Debden are poorly visited, a library in the Broadway would be busier & therefore more needed.
- Community needs, social contact, reading groups especially for children to discover books and all that these stimulate about the world, society and imagination and ideas - human advice from trained librarians and enthusiastic assistants can provide an invaluable stimulus to reading and discovering the world of books.
- You should try to keep as many libraries as possible open and be run by volunteers it's got a lot of potential to be run or part run on a voluntary basis
- Anecdotal evidence from actual people in actual libraries. Survey of librarians and library card holders Information from schools and parents. Research from reading agency and other expert bodies
- Yes, the County Council should utilise existing buildings to provide volunteer supported book groups & learning facilities to improve overall literacy rates & child engagement with books & learning.
- I feel that the mobile library is a good idea on paper, as it's important to reach people who live out in the sticks, as they tend to be in greater need of social mobility. A library being an integral part of opportunity to advance your position in society. However I think it would need heavy advertisement, as I could see it being underutilised if no one knows about it. Additionally, across the board, library fines should be abolished. Wracking up a fine can cause poorer library users to end up avoiding the library altogether, and let's face it. Fines are in no way a significant contribution to the library's running cost. Announcing the abolishment of fines would double your foot traffic. And it would trigger a tidal wave of returned overdue books.
- Perhaps to provide more of an isolated area for parents and toddlers as it does get rather noisy.
- I think you need to consider many more social aspects to libraries and the fact they provide a core village service. There are a massive influence on children and families that can meet read have story time and generally immerse themselves in books. It is a relaxation and quietness that is unique to a library and an important start in many lives. At the other end of the scale for adults how attend and socialise in book clubs with books the loan from the library. It is very short sighted to even think about closing Manningtree library it is too far from other facilities and with all the new housing the library use is likely to increase hugely.

- The value of Colchester Library is of historical significance. The weakling of our local history I not acceptable. Libraries should offer a wide range of quality material, not just tanker to popular trends, which inevitably dampen poor service.
- Look to move local, smaller libraries rather than smaller number of libraries.
- Strongly disagree with having smaller number of libraries and agree potential for all libraries should be explored and focus on benefits for the community now and the future.
- 1. Income Generation potential 2. Opportunities to offer criss-cutting services to members 3. Potential to improve the service and thereby become more useful to residents/library members. E.g., improve customer interaction, environment, the times people can access the service.
- The community hub that our local library creates. Many schools and pre-schools/nurseries are located within the Queens Road area which enables children to visit the library by foot, so no costs are incurred by schools or parents. The library in Buckhurst Hill is a beautiful looking building, it would be an absolute crime to close this and no doubt have it turned into flats or a coffee shop!
- Some criteria cannot be measured e.g. the pleasure it gives children to go to the library or take part in the Summer Read.
- Yes. 1. Over the next few years the population of North Weald will more than double and you should not deprive those probably younger people from reading books. 2. The use of e-readers has declined among older users, and more bookshops have opened during this time. 3. You have not taken into account the proposed doubling of the population. 4. You have not taken into account those library users who do not take out books but use the sources of reference books and papers as well as advice from Staff
- A silent library (at times) for quiet research, reading and writing
- Use of Kindle books is declining and people are gradually returning to the printed book. Libraries are a community facility, providing services such hearing aid battery supply for NHS, Waste collection bags for local Council, Art display space for local art groups, space for children's groups to help young parents. As such, local Council's should recognise the need and provide funding accordingly.
- How many accessible and affordable bookstores are in the area (the less there are, the stronger need for a library)
- Usage is no guidance to need. Libraries should look at accessibility and providing what's useful to the customer. Look at examples of good practice in other counties/countries. The more deprived will tend to have accessibility issues so find it hard to use a library. Look at working across counties - we live in North Essex and use a library regularly but it's in Suffolk as it's nearer.
- Wakering is a rural area only getting bigger by the day. To visit my next nearest Essex library is an hour bus journey. I use Wakering library, not just to borrow books but to entertain my granddaughter on a Friday afternoon with their preschool group which is always very busy. I've met other members of the community I otherwise wouldn't. I absolutely disagree that social isolation is only 5%. Who did you ask? Certainly not me. Every time I visit the library, there's other people there, I'm never alone. If anything, the library should be expanded, not closed down. I propose the old headmasters cottage at the old school. Don't ecc own this any way? Surely selling the current building and using the money to refurb and relocate would make more monetary sense? Or is sense something that ecc have totally lost?
- I think you are missing something rather significant here. I like many others use our library regularly, however, we do not take books home so would not fit your criteria! Instead the library is a special, quiet, one to one place where I take my kids to get away from the distractions of life, where we can sit and read together, maybe join in an activity session etc.... the use of a library card is not a true reflection on the use of a library!

- I think like I live in Leigh on Sea. There a library in Leigh on Sea, Kent Elms, and West Cliff, not far from. But if they need to save money, the biggies library in Southend. It a shame but why not shut the other three just keep main one in Southend. People can get bus there. I think we should a one per regain. For books, Music, DVD, Computers. People computer brake, some do not have one.
- The significance of the library building itself. Ie is it an important historic library building - is it listed, was the building constructed as a library - have important event happened at that building. If it is - it has a heritage value within the community for its use within that particular building. Some libraries are beautiful and important buildings in themselves and if made better - then great.
- The need to accept donated books.
- Are you aware that the sales of books have actually risen this year? I believe that the popularity of libraries will rise with this trend.
- The quality of the building in which the library is housed.
- If there is a children's centre in the village / Town they should be encouraged to get all children signed and using the libary. Limited access to shops selling books within walking distance.
- Can't some public libraries be based in schools so as to keep children engaged and optimise the local nature of the service?
- A friendly place to meet
- Advertisement for youngsters & elderly in some way. Making people aware of their local library.
- Working with other departments within ECC to ensure residents access to educational support for less economically residents are met. No provision for economically challenged residents in our area to have equal access to books, technology and support with further education.
- I would like to see more possibilities for fiction recommendations. Library members / readers may even like to donate a copy of their own favourite book (to save costs).
- The pleasure and happiness that libraries bring to people...it can't be measured crudely.
- That all libraries should remain not only open but to also have new books
- Importance of the Library in the social fabric of the Community. Libraries often offer a vital place of community, especially for the elderly and the very young. By reducing the amount of sites available for this important function, Essex County Council would be failing in its duty to provide a community service. Many people feel that money is significantly wasted at local and county council level at the expense of vital public services such as the library service. The headline reason given for this plan is that Essex has more libraries than any other county and spends more per head on the library service than any other county. This is a fact to be celebrated rather than be embarrassed on an accounting basis. By having these statistics Essex should be proudly saying that it offers one of the best services to its communities in the country. I feel that Essex CC is looking at this from the wrong angle.
- The role of the library to the local community e.g. used by elderly, child reading groups. The architectural significance of the building to the community.
- It's unfortunate that in Benfleet, there have previously been 2 libraries and now the plans are to remove them both. Has anyone combined the usage of these two libraries to consider that one may be needed?
- More childrens inclusive activities- we use the library to socialise with other families and created a network in the local area. Rhyme time on more than once a week, easl story groups, or small group, audio story times as I've witnessed and from personal experience not all adults can read. May be have a read along with headphones etc. ....so can reduce any embarrassment/ stigma. Plus many people would enjoy this resource if near comfy seating. Have more visual signs so are more inclusive of routine or things to assess. Have available and signposted toilets and changing

facilities. Make wall displays brighter and more inviting .Hold groups for i.e. children's nannies not child minders as would use the library as a hub. Important part of assessing community. Allow children an active role at stamping out their own books etc. (Names removed) at old Harlow are outstanding. They make everyone from the old to the young feel special always giving them the time of day, library always clean etc x the best library around my far, the others are dirty (stained floors) not inviting for children to sit on. Plus un friendly librarians without young children attending young they wouldn't attend as grow up x

- Access should be made available to libraries online from people's homes.
- My grandchildren love trips to the library and it encourages them to explore books and their imagination! We enjoy going go to our local library at Waltham Abbey and would find it difficult finding time to travel further to find another one. Ours is next to the museum and Waltham Abbey is full of exciting history!
- Your figures aren't accurate; There are deprived areas just off the boundary of undeprived areas. Vange is ranked as the third most deprived area but you want to close the library; Fyrns is the 11th. Car ownership has been overestimated and increased fuel costs not taken into consideration. You have not done an impact assessment on disabled people. You have not counted users who refer to reference books in libraries (you can't borrow these books!).You have ignored footfall because it went up March 2017-2018 in several libraries you want to shut or downgrade. Your previous survey was too limited and did not reach many library users. You have not included the needs of children in your criteria, e.g. how many children go into libraries for essential quiet study (the ECC rep described such children as fluff ; you have not assessed children's access to books (e.g. closure of school libraries; recent figures on how few books are available in family homes). You have not looked at literacy or the word gap and examined the needs of pre-school children. You have not included criteria around the decreasing popularity of ebooks and increased popularity of print books; you have not considered criteria around the growing alarm around screen reading leading to grooming and mental health issues (such as suicide around social media). Your figures aren't up to date. You have not considered the impact on other consultations and how they will be distributed and help given by librarians on filling them in. For example, the first page of this survey says you can get help from your librarian filling it in - so this consultation would have been impossible at a town with library closure or not librarian.
- I would like to see regular interchange of books from one library branch to others, so that I can read all the books by my favourite authors.
- Clacton Library is over 2 miles away. Holland staff are very efficient and do a very good job. They are kind and helpful.
- Amount of summer visitors requiring help during summer time period i.e. Tourism help - in places such as Frinton, Brightlingsea, Manningtree and West Mersea
- Myself, my wife and 2 children all one members since 2009
- A meeting place for everyone

Appendix 9 – Ideas, suggestions & comments (Q19) – 'other' comments

Individuals and family respondents

- The measures used to determine which libraries are in which tier are not exhaustive or thorough enough. Use of a physical library is indicated in more ways than just membership. The distance to another library is also unreasonable - people with disabilities, young children and low incomes should not be expected to walk 2 miles to a library when at present they have one in their community. Volunteers are brilliant, but staff have training and are reliable in a way volunteers cannot be expected to be. Volunteers that are currently supporting library services may well not find it convenient to continue with their support if the library they are affiliated to is closed. This will lose the library a percentage of their current volunteers, and I would like there to be some investigation into this number as gleaned from discussions with volunteers.
- My own view is that more books should be purchased and held in libraries or in a reserve location. I am perfectly content to see the number of libraries actually halve across Essex if the actual library stock was maintained and slightly improved. Hence fully support the move to cut library locations. In fact it should have been done 5 years ago when kindle became a major feature in book distribution.
- I understand why this needs to be looked at in the context of shrinking budgets. Feels a shame that the education budget is first call - education is the solution to most of our problems. Some more transparency on the costs of running a library would be useful. Could libraries establish closer links with schools to increase usage and revenues?
- If the council is looking to redevelop the Shenfield site I don't object per se but whatever is developed then should incorporate a redesigned library. I particularly like the smart library idea however there should be some sort of CCTV in place to discourage antisocial activity when no person of authority is in place.
- Decisions affecting the library must be taken holistically, and council departments must communicate with one another. For example, one of the issues I have with the library at Great Dunmow is parking. I have to travel two miles from a village outside the town to visit the library. The only parking available in Dunmow town centre (unless I am very lucky and can find one of the very few free spaces) is the pay and display car parks. I am very reluctant to pay for parking just to return or borrow a book, which is a process of just a few minutes. It is therefore important to establish why people are not visiting the library as often; in my case it is the parking issue and it's likely that it applies to other people in the district. The pay and display pricing tiers should include a short free parking period (say 30 minutes) to allow people to use the services in the town centre, including the library, which I believe would increase footfall into the library. I understand that this comment relates to parking in Dunmow town centre and not specific to the library services, but it highlights the need to look at the wider picture.
- The survey does not permit multiple answers in some questions where this would be appropriate. In others, the questions appear designed to elicit a particular response. One must therefore assume that you have designed the survey to support your proposals. As mentioned above, your choice to fail to provide many services to working adults will have directly reduced library use.
- Schools have not been included, maybe opening times of existing libraries could be looked at.

- The staff at mark hall library are really friendly and remember mine and my brother's names as we have been going there since we were little, and we both do the summer read every year.
- Since the huge cuts to library funding I am sure usage has changed. Now austerity is over(!) and other authorities are reopening libraries this could be a very bad move at the wrong time. That said I would welcome a labour council
- Separate school visits could be managed by school staff e.g. Danbury
- Q11 includes Stansted but it has been closed for rebuilding. I have used this one in the past but now go to Saffron Walden
- I am dyslexic. I don't know what support the library can give me, as I struggle to read books, and even though I love having them read to me by mummy I would like to not have to wait for her.
- We use the mobile library service and because of living in a rural area with no public transportation, we find this system vital for us to borrow books. Using the online service to order these is very efficient and convenient.
- Obviously it is not ideal to close some libraries but I do understand budgets are tight
- I see no reason to keep a library open in an area where less than 15% of the local population use it. Close the library and spend the funds in improving other more popular libraries and other critical frontline services such as Social care, schools and roads.
- We use Billericay library on a regular basis, but have been concerned that homeless people have been using it during the day. This prevents others sitting to read newspapers etc. Although sympathetic, this is not the place for them.
- The people who need libraries the most are the elderly, people with disabilities of all kinds including learning disabilities, school age students, toddlers and parents of toddlers. Access to libraries is a mark of a civilized society and I fear that we are being philistines by putting money above free at the point of access education and entertainment. In my local area (Colchester area) the mobile library service currently operates out of staff car boots at the moment as the vans do not cover all routes. This is dangerous for staff and vulnerable users. I understand that OD arrangements are separate to this consultation - it's unfair to leave staff with the threat of job losses hanging over them. As a library volunteer I now feel undervalued and demoralized. Finally, as a volunteer myself at a tier 3 library this proposal makes me feel undervalued.
- I just think it's incredibly sad it's come to this.
- Community libraries should receive funding to cover costs of heating and lighting
- I used to design computer systems and have an MSc in information science. I once applied for a job with Essex cc but withdrew because the people interviewing me were totally incompetent. Two years ago I provided 5 pages of feedback on the revamped library system - no acknowledgement, no effec. Are my opinions/ideas of ant use this time?
- Question 15 is a step back in time to over 50 years ago!
- Not surprised perpetuate earmarked for closure, rude staff, they always seem to be chatting and not to customers, returned items shelves frequently full to overflowing, to busy chatting to return items to shelves also when I used library in the evenings doors were locked and machines switched off before 7pm and I was informed they had to get home, so I now use Colchester branch staff are more helpful and much friendlier
- I cannot find either of the libraries I use in your lists, these being Southend and Southchurch??
- I have not used the library due to the fact I am working full time from next April I will be working part time so will have time to visit the library
- Things NOT covered:1) In the past, library staff have failed to deal with disruptive individuals - mainly through cowardice, using the excuse that 'the library is for all'.

One disruptive or intimidating person can easily put off 20+ decent readers and, (as a person whose family have been in business for 40 years) once lost these readers have gone for good. People will find other things to do or other ways of getting their information or reading material. 2) I DO NOT use the libraries when there are Job Clubs on because I am the victim of bullying and abuse by Jobcentre staff (as are a lot of people). I don't like to see these people bullying others (in the guise of 'helping' them). You will probably find that the number of people that are put off using the library during this time outweighs the use from the number of people they 'help', and the 'community service' they provide.3) The cost of printouts has doubled recently (from 10p to 20p for black and white, and from 50p to £1.20 for colour) as have the cost of inter-library loans - from £1 to £7 or £22 depending on the order. 4) The cost of council car parking for people travelling from out of town is off-putting. Arguably, not a library issues but the increased cost of parking has a knock-on effect for people using town-centre services.

- This is nothing but a cost cutting exercise, whilst ECC if busy buying up expensive proposed building plots to then sell on with a profit. I think it is time to pass on the evidence I have to the press.
- I note your general lead in comments mentions Library usage falling to 'just' 1 in 5 of population (20% of public), this is major amount of use??
- Thinking & acting more for disabled people in the community.
- Maybe local Churches could be used for community events?
- I am not sure why I have been sent this survey as we are based in Hertfordshire though my children have used the Library in Harlow with my mother.
- As Broomfield is in Tier 4 I do not expect our library to remain open in its present form. However, I would like to be assured that the building will be used in a constructive manner sooner rather than later. A 5 year wait would not be an acceptable option for me.
- If library series are reduced in Essex I'm more likely to use the very good & active library services in Haverhill
- Lots of my friends won't get to have their say because they won't know about this survey or have access to it. I only know about it because of my Mum and she only knows about it because of her job.
- It's a pity the surrounding area of Maldon library is not kept litter & weed free, as does not look very appealing from the outside.
- There is no justification for running libraries at the public's expense. Just about everyone has a PC or mobile phone where there are millions of pages of online fiction, fact and digital entertainment. If people want a paper book, every high street has a charity shop where books can be picked up for a few pence. The internet has changed everything. It's time to close ALL libraries, and use the money for more important things like tackling crime and homelessness.
- We are thinking about the second item locally'
- Close all the libraries they are just a waste of money with the easy access of the internet
- I had to rush through this because of the limited time allowed. Not good!
- Close the libraries and build affordable housing on the plots
- Unfortunately there are some staff who still seem to have a very outdated view of customer service. In particular (name removed) seems to have a very low low opinion of children being let loose in what she clearly feels is her domain, which is a shame as all the other staff are excellent.
- Our library in Earls Colne has a garden at the rear which could be a perfect spot to read or study to perhaps enjoy a cup of tea.
- Specialist healthcare professionals. Expand continuous professional development CPD for all library employees and volunteers.

- Please ensure toddler story time librarians are trained properly - some are totally unaware of how to speak to or deal with pre-school children, and service is dire.
- I am a trustee of (name removed) and sometime volunteer to run the library. We have hardly any customers on a regular basis.
- Demolish library in Coggeshall and use the land to increase number of parking spaces in the adjoining car park
- I have used the library less as I feel guilty about ordering books
- By supplying survey forms to library - thus saving £2.04 on each survey
- I feel that the result of this survey will depend on financial matters rather than the benefit to the local community.
- I also use the Library in Southend.
- On a Saturday recently I picked up 2 books from the sale trolley at our library, on paying for them I was surprised to learn it will be shutting!! On talking to someone in there (staff) she mentioned a survey & I said ok. What I received is not at all what I thought it would be BUT has given me reason to write. To be truthful I have not used the place or any other library service it all changed to do your own check-in & out. I am 85yrs old and do not use or want to use that sort of thing, also I'm very very dear (not stupid), it is not everyone who works with the public will spend time helping. I must admit there is a very nice young man in Rayleigh who is good but I didn't go there enough. As for our little library, many years ago it was held in the school, was lovely. Surveys? Not interested.
- Tier 3 libraries need to be supported by ECC in the provision and management of books to ensure that they continue to provide adequate services. The quantity and refreshment of book stocks should be agreed with the community group. ECC should provide facilities for withdrawing and returning books using the standard library card. The community group could provide other computer services, including catalogue search and renewals, etc.
- As I live in and use the Maldon library I do not want to add any suggestions that might influence decisions that will affect others.
- Smart libraries are an excellent idea. However, there must times when a librarian will be present. Furthermore, inter-lending is important to me. Regarding Ingatestone Library I understand the building was donated to the parish by an individual provided it was used as a library or for educational purposes. At a recent parish council meeting, several councillors had also heard this but said the Deed could not be found. Surely it has to be somewhere!
- Would be pleased to contribute further, however not got time right now.
- Link to Live Well and Connect Well yo 8mproce social prescribing
- I'm not sure if 'customer services volunteer' is what I have in mind i.e. to give assistance in my local library - e.g. replacing books, helping customers, giving advice etc. I have had some experience in library work when I was in charge of a college library - but that was some time ago!
- Spelling of `constraints' wrong on earlier page!
- At our coffee morning at Ramsden Heath 2nd Monday in the month, we have 2 6ft tables of books for the villagers to reach and exchange. This could happen elsewhere and does i.e. Downham WI
- Buckhurst hill has two awful community centres urgent need for a nice modern building as Theydon Bois already has. I'm sure it would not be
- I ran a creative writers group in Manningtree and intend to do the same in West Mersea. We put together an anthology of the work submitted by the group which is now available from Amazon. (Name removed) by (name removed) group. The proceeds of the royalties will be donated to The British Red Cross
- You have made no mention of current Sunday openings
- I chaired public meetings when Suffolk CC proposed changes and was in a good position to evaluate the consequences

- No mention of libraries in Southend Borough, is this maybe because they are not provided by E.C.C.?
- I will never vote for (name removed) again or any of the other Conservative councillors.
- I have absolutely no faith or confidence in the council running a service efficiently. I have phoned the council several times to renew by books and found staff absolutely useless. Tried to fine be £5 on arrears. Fortunately, I was able to prove my innocence. I found the entire proceeding very upsetting and demeaning, being accused of something I had not done and worst of all nobody believing you.
- I have a degree in PPE, and now I know about economics: investment under growth, due to the multiplying effect, and the investment. Also, the council in getting power in having no limit in the funding on building new homes.
- Need to support the local plans.

APPENDIX 2

Essex Future Library Services Strategy - Consultation Response Report

Comments received on Essex Future Library Services Strategy 2019-2024 and Essex County Council's response

Contents   Page

Future Library Services Cabinet report: Appendix 2 Consultation Response Report.

1. Introduction

This report is produced as an appendix to the Cabinet report on the Future Library Services Strategy 2019-2024 (Forward Plan number FP/461/06/19). It is intended to inform decision-makers and others about the range of comments and suggestions received during the public consultation on the draft future library services strategy 2019-2024 (draft strategy). It lists comments received through the consultation survey and other correspondence sent to the Council that are not included in the consultation analysis report, *Essex Future Library Services Consultation 2019*.

1.1 How to read this report

This report should be read in conjunction with the analysis report mentioned above. That report lists the most common comments and suggestions received. It groups comments on the evaluation criteria (survey question 9) and additional comments (survey question 19) into themes.

Section two of this report identifies some overall themes that have emerged from those comments.

Section 3 of this report lists comments and suggestions that fall outside the themes identified in the analysis report. It also groups the suggestions made in response to question 19 into lists, to show things the Council is already doing, ideas that are in the strategy, ideas that may be considered later and ideas that are not appropriate due to law or Council policy.

Sections 4 to 7 contain comments and suggestions from key stakeholder groups: MPs, borough, city and district councils within Essex, town and parish councils within Essex and interested community groups and organisations. Where one of these respondents commented about a specific library or place this is listed in section 9 or 10.

Sections 9 and 10 provide a summary of common comments for each library identified in tier 3 or 4 in the draft strategy, consistent with the themes identified and responded to in sections 2 and 3. Where respondents made comments or suggestions that did not fall into those themes, these are listed in sections 9 and 10.

If you made a particular comment and do not see it spelt out, it will have been captured under one of the themes.

1.2 The Council's Response

The Council has changed the strategy significantly in response to the consultation responses. It is now proposed that all libraries will stay open, and that we will encourage the community to take over running of some libraries as we believe that this is the best way to reinvigorate libraries – Springfield has seen an increase, or at least no drop, in usage and that is largely run by volunteers.

The experience of volunteering to support libraries is positive: the service has around 700 regular volunteers and several hundred more volunteers come forward to support the Summer Reading Challenge each year. The county currently has seven volunteer-run community libraries and 80 expressions of interest in running community libraries were received from local groups in response to the consultation. Nearly 3,000 survey respondents said they were interested in finding out about volunteering roles. Together, these responses demonstrate public engagement in volunteering and support for library services. Some people responded to the consultation to suggest that increased use of well-trained volunteers would be positive for libraries as set out below.

That has to be viewed in the context that some people responded to the consultation to say that they wanted libraries staffed by paid staff as they considered that volunteers would not be sustainable or offer a high-quality service and may lead to libraries not being opened. Our view is that volunteers can provide a sustainable high-quality service and they are already doing so. The community can benefit significantly from having library services which they design to suit their needs and the consultation response shows that there is a lot of interest from the community in volunteering. We recognise that it is important that volunteers do need to be trained in order to provide high quality library services and we ensure that this is the case. Even with paid staff libraries sometimes have to close if an employee is taken ill an volunteers can provide a service which is at least as resilient.

2.   Overall themes

2.1   The survey received 21,961 responses. Nearly half (48%) of the 21,543 individual and family respondents and around a third of the 328 organisations that responded provided additional comments. (90 respondents did not identify as any of the three categories.) Many of those made multiple comments.

2.2   Two survey questions invited comments. Question 9 asked "Are there any other criteria you think we should use to assess need [for library services]?" Question 19 asked "Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service."

2.3   The survey analysis grouped the responses to each question into themes and identified the volume of responses on those themes. A similar approach was used to analyse comments in letters and emails, using the same themes as question 19 where applicable and creating additional themes for comments not already covered.

2.4   In addition to the survey, the Council received 1,094 emails and letters directly. Many of these were asking for more information, to enable the enquirer to respond to the consultation. Those including comments or suggestions, 844, were included in analysis (741 by Enventure, 103 by the Council's consultation team after identifying them during a quality audit to ensure no comments had been missed). The same themes as identified for Q19 were applied to the analysis of emails and letters as far as possible. Some comments fell outside those themes and were grouped under a new theme or listed separately.

2.5   Some overarching themes have been identified from all the responses and these are set out in the paragraphs below. These group together the detailed themes used by Enventure Research in their analysis. Detailed themes and number of responses for each are set out in the analysis report, appendix 1.

2.6   Many of the comments referred to the value of libraries in promoting learning and literacy, for both children and adults. Respondents provided the Council with many examples of the value of their library or libraries to their community and to their own or their family's education, literacy and wellbeing. The Council runs several key services in this area, which it is proposed will continue through the life of the strategy.

- Free Bookstart packs will continue to be provided to all children at age 0-6 months and age 3-4 years, including packs for children with disabilities or special educational needs. Bookstart supports home learning, early speech, language and communication skills.

- Baby and toddler Rhymetimes, storytelling and other activities for children and young people will continue, both in Council-run libraries and at outreach sessions in community-run libraries, schools, village halls or other community venues depending on need.

- The annual Summer Reading Challenge, which thousands of children take part in, will also continue.

- Other programmes to support children's and adults' learning and literacy include reading recommendations and book groups.

- The Council will continue to invest in new book stock and will review its reservations and stock rotation policies.

- Schools will still be able to arrange visits to the comprehensive library service which the Council will continue to provide, and outreach will bring library activities into schools and other education settings.

- Library services will continue to liaise with other Council functions such as Education and Children and Families to target library activities and outreach according to need.

2.7   The needs assessment process and evaluation criteria

Survey respondents were given a summary of the proposed process for assessing the need for each of the current libraries and of the criteria to be used. A draft needs assessment had been done and libraries had been placed into four tiers, based on the results.

Survey question 9 asked: **"Are there any other criteria you think we should use to assess need?"**

In the survey, 8,554 individuals and 172 organisations responded to this question. Together they made 20,387 comments about the draft needs assessment. 297 letters and emails also commented on the draft needs assessment, about the methodology or suggesting additional evidence or factors that they felt should be considered. In some cases, respondents argued for a recategorization of one or more library. The draft needs assessment evaluated need for each library against five criteria:

- Location: proximity to other libraries

- Usage: the number of active users (people who had used their library card in that library in the previous 12 months)

- Population: the number of libraries per head of population in each district, based on current figures not projected growth.

- Deprivation: deprivation levels in the area immediately around the library's postcode (known as the 'lower layer super output area' (LSOA) as identified in the national Index of Multiple Deprivation)

- Social isolation: the prevalence of new parents and of residents over 65 years old in the district.

These are explained in the draft [needs assessment.](#)

The most common suggestions for other criteria were:

- Footfall/usage by local community groups/other activities and services based in libraries as a central community hub as well as library card use

- Distance to/length of journey to nearest alternate library and/or availability/reliability of public transport

- Impact on geographically isolated communities

- Projected population growth/planned housing developments.

There were also disagreements with the way the existing criteria had been measured. Common comments included:

- Population should be measured at a lower level, eg town, village, ward or library catchment area

- Population should consider projected population growth in the library area

- Adopt lower or higher weightings for the deprivation and social isolation criteria, relative to the others

- Deprivation should consider wider catchment area of the library, not just the Lower-Level Super Output Area in which it was situated.

2.8   Opposition to closures because of the value of libraries to the community

Survey question 19 asked: **"Would you like to add anything else about the Council's proposals that has not been covered above?"**

In the survey, 10,397 individuals and 184 organisations responded to this question. Together they made 7,727 comments citing the value of the library service to the community, as perceived by them or set forth in research. In letters and emails, 1,377 comments were about the community value of library service provision. For many respondents, the value was embodied in their local library and imperilled by the proposed programme of closures.

Common views expressed included:

- Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub

- Libraries are important for children/reading habits/education/long term outcomes

- Closing libraries will have an impact on older/retired users, disabled users/those with reduced mobility and people using online services to search for jobs and claim benefits.

2.9   Financial considerations

A range of comments related to the costs of running libraries, the relative benefits they provide and the potential savings that could or could not be made through the strategy.

Question 19 of the survey asked: **"Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service."**

Altogether 1,713 individuals and 48 organisations completing the survey and 83 letters and emails provided suggestions for reducing cost; 1,308 individuals and 12 organisations completing the survey and 63 letters and emails, provided suggestions for improving the service; 1,046 individuals and eight organisations completing the survey, and 70 letters and emails, provided suggestions for generating income.

Some said the potential impact of closing libraries outweighed the potential savings benefits, and that taxpayers should receive the service they have paid for. Others were in favour of libraries generating income, using existing

funding from developments, such as Section 106 funding or lobbying the Government for more money.

3.   Detailed themes

3.1 Question 9: Comments on evaluation criteria

The analysis report grouped comments on the evaluation criteria into 48 themes. These are listed, together with the number of respondents making these comments, in the analysis report (p59 for individuals and families, p115 for organisations). Additional comments that are not captured under the analysis themes are listed below. In some cases, several comments have been grouped together.

Suggested evaluation criteria
I do not think that population should be considered.
Qualitative not quantitative measures should be used.
Some criteria cannot be measured, eg the pleasure it gives children to go to the library or take part in the Summer Read.   The pleasure and happiness that libraries bring to people...it can't be measured crudely.
Tourism. Locally our museum is in Manningtree Library and we get a lot of tourists come through. Some use the internet in the library and visit the museum.   Amount of summer visitors requiring help during summer time period ie Tourism help - in places such as Frinton, Brightlingsea, Manningtree and West Mersea.
How many accessible and affordable bookstores are in the area (the less there are, the stronger need for a library).   Availability and success of bookshops in the area (if people can afford and are buying books, they won't go to the library - like me)
Areas that have the least strong postal service.
Some libraries, like Debden are poorly visited, a library in the Broadway would be busier and therefore more needed.
The number of people who will just no longer visit a library if you close the one nearest to them.
The quality of the building in which the library is housed.   The significance of the library building itself, ie is it an important historic library building - is it listed, was the building constructed as a library - have important events happened at that building. If it is - it has a heritage value within the community for its use within that particular building. Some libraries are beautiful and important buildings in themselves and if made better - then great.
In my view you have covered the main criteria.

Suggested evaluation criteria
How about a person pays over £1000 council tax a year and should get his rubbish taken away once a week and be able to walk in to a library where someone has bought some books in the last decade as a criteria?

3.2 Question 19: Would you like to add anything else about the Council's proposals that has not been covered above?

This question included a request for ideas for improving the service or reducing the cost of the service.

The analysis report grouped these comments into 21 themes, which are shown, together with the number of people making each comment, on p102 of that report (for individuals and families) and p136 (for organisations).

Additional comments that did not fall under those themes are listed below.

Theme and comment
Centralisation   Buy more books and make bigger libraries.   A central library is an excellent idea which is funded well rather than six or seven poorly funded libraries in one town. Also, perhaps adding a mobile library to the system for those less mobile than others.   **Council response:** Mobile libraries currently serve 217 stops and the service will be regularly reviewed in response to need.
Decentralisation   Your criteria sound to me like you are planning to close smaller libraries and just keep the large ones in larger towns and cities. Could you not utilise some Town Halls to incorporate a library because in most cases our Town Halls are much too large. You have done this for our Police Department in Maldon, so why not for our Library - after all it is only one room that is required.   Look to move local, smaller libraries rather than smaller number of libraries.   **Council response**: Essex County Council was not involved in the relocation of Maldon police station. This was agreed between Essex Police the Police, Fire and Crime Commissioner for Essex and Maldon District Council.
Buildings   The value of Colchester Library is of historical significance. The weakening of our local history is not acceptable. Libraries should offer a wide range of quality material, not just tanker to popular trends, which inevitably dampen poor service.   [Consider] suitability of the proposed new building to provide similar or same services.

Theme and comment
Promotion If there is a children's centre in the village / town they should be encouraged to get all children signed and using the library. Limited access to shops selling books within walking distance.
Funding It seems pointless and a waste of taxpayers' money to keep open small libraries that nobody uses. I do not think there is a need for any libraries and the money would be better spent on the police or other services. There is already a mobile library service, which I agree is still needed, whether council or voluntary run, and maybe this service should be expanded. Compare salaries of Essex County Council's executives and managers in 2001 vs 2018, then compare spending on libraries across Essex in 2001 vs 2018 - let us know which has grown by the most. So basically - shut more services and pay the same amount of council tax? Trust you will reduce our council tax bill accordingly, or perhaps make some council staff redundant to accommodate. Cut council staff wages instead of libraries! How many regular users have stopped using the library due to cuts in the service? Re-direct the money ECC wastes on not means testing both the free bus passes and winter fuel allowance. Those in genuine need already on benefits who have been means tested would qualify, this is not discrimination, it is discrimination for ECC to put u *(Comment incomplete)* **Council response**: The Council is unable to redirect funding as suggested. Budgets for free bus passes and winter fuel allowance cannot be used for library services.)
Range of books The trend is that more books are being sold therefore there is a greater interest in reading. This point should be considered. Prioritise having the books that people are more likely to read (dystopians, horror and fantasy are popular in the young adult range). If libraries were able to order books relevant to customer needs, then I believe foot flow would increase. For instance, just over 12 months ago I attempted to obtain a book on timber frame buildings from Brentwood Library. Not one was available to either collect immediately or order from another library. With many timber framed buildings in Essex I do not believe this was a tall order and purely emphasises the need for improvement. This is not the first occasion where Brentwood Library has not been able to assist.

Theme and comment
Consider whether any deficiency in the current provision at any particular library might be the cause of its underuse, and address that, rather than place it on an endangered list. I would like to see more possibilities for fiction recommendations. Library members / readers may even like to donate a copy of their own favourite book (to save costs). (**Council response**: Libraries regularly recommend both fiction and non-fiction through book displays using both inhouse and publisher-produced promotional materials, in addition to monthly reading ideas promoted on the Council's social media channels, newsletters and the Reading Ideas page of the libraries catalogue.) I would like to see regular interchange of books from one library branch to others, so that I can read all the books by my favourite authors. Increase stock of music books of popular songs.
Approval of strategy I agree with it all. If this is NOT the end, heralding the demise of hub libraries, the plan appears to be reasonable, in these days of austerity.
Access to service We use the mobile library service and because of living in a rural area with no public transportation, we find this system vital for us to borrow books. Using the online service to order these is very efficient and convenient. Thinking and acting more for disabled people in the community. I often borrow Ordnance Survey maps when I am going on holiday to take with me. I'm not sure if I would be able to access them digitally. Provide an online remote facility to search for books held by the county library service, i.e. so that you can go to a website and search for specific books or topics held by Essex Libraries. Access should be made available to libraries online from people's homes. **Council response**: There is already online access to both the library catalogue and a range of online resources such as newspapers, magazines, e-books, encyclopaedias and other reference materials. These can be accessed remotely via PCs and mobile devices. The strategy proposes enhancing e-library services so that they are easier to use.
Charges Consider late fees more ethically. By this I mean under 16s are not charged late fees. However, if they take out an adult book for example an A Level education book and keep it past the allowed time they will be charged late fees for it. This either needs to be stopped because under 16s are not supposed to pay late fees or at least inform the child that the policy does not apply to taking adults' books out on a child card. This shouldn't even be a possibility anyway as the library

Theme and comment
workers should not allow children to take out adult books anyway. (**Council response**: The library management system does not allow adult books to be borrowed using a children's card.)
Offering CD hire is also an important service for people to try new types of music. I do feel that £1.10 is a suitable rate, but feel that 7 days is little time to try the CD and then return it, especially as some libraries do not offer the night drop off box service (South Woodham Ferrers). I cannot understand why Chelmsford Library has so much empty space when it could be used to stock more books.
Basildon Library is just ripping off people.... they are most daylight robbery from taxpayers.... did you seen for children's.... they have to pay 20 pence per day for late submission of books... that's ridiculous... you have to entertain children's for reading books... no one happy with Basildon council library they just ripping off peoples... I never seen this kind of horrible charges like criminal type of fines of young generations and old age people who forgotten to return library books.... if you use any library service they charge like they providing 5 star hotel facility... sooner no one going to use Basildon Library ... that's main reason Basildon local people and students prefer to use another county's library and avoiding even enter in Basildon council operated any library. (**Council response**: Basildon Library is run by Essex County Council, not Basildon Council. Items borrowed on children's cards are not liable for any overdue charges.)
Community library services
[Consider] whether provision of associated services would be affected by a change in the library estate. For example, some third-party lenders on interlibrary loan will only lend some books for use in a public library building.
What are the criteria for a voluntary run library in a village hall or other suitable building? Information to assist Parish Councillors and others to think about opting for this form of library.
Facilities
Access to toilets.
The ambience of the building is very important. Where this service is shared (post office, police) the place is so off putting that one tries to find ways of avoiding it or stop using it altogether.
Provide more of an isolated area for parents and toddlers as it does get rather noisy.
Education
I'm probably in a minority but local history writing has been an interest for 50 years and I wonder what will happen to all the little odd booklets and local village histories tucked in corners I so often consulted, there for years and nowhere else, good for research and not on the internet. Will they vanish in the sands of time in the changes? I remember a time when many sat in that quiet corner.

Theme and comment
Libraries are portals to all the world's knowledge. Only a tiny fraction of the world's information is available for free on the internet. But all of it is available through libraries.
Political
Close libraries in Conservative voting areas.
E-services
The e-book aspect for range and choice is very poor compared with the physical copies available in the library - if the reduction of libraries is to take place the e-book facilities would need to greatly improve.
Library should be an e-service. If you want to borrow a book, order it via email and pick up at a council facility and return the same way. Create a reference library, one per council. I suspect it would not be used as the majority of the population would use the WWW.
You should look at the data compiled by BorrowBox to see how many people have signed up to download from the library.
Outreach
Need to do some outreach - and focus on lived experiences and value.
Staff
Hadleigh Library is local, and the staff are friendly and helpful.
Interlibrary loans
Providing a speciality resource, maybe with other counties in east Anglia, so specialist subjects can be dedicated to certain libraries. All these resources should be accessible online, but it would mean that across the country specialist librarians could be involved in resourcing and maintaining material in their subject area.
Opening hours
Review which libraries have already been cut back in the past few years (eg Danbury has already had its hours cut back) - so this is a double whammy.
Parking
[Consider] if the space taken up by the library would be better used to extend the car park provision.
Security
Ask security to remove all noisy and badly-behaved people immediately.
Stop tramps sleeping in the library.
Ensure homeless people, drug addicts, and individuals are not allowed to enter any library and those who are, should speak quietly and not disturb the atmosphere of the library.
Consultation process

Theme and comment
Your statement that Essex County Council cannot continue to support the 74 libraries it currently runs suggests that the whole consultation process is flawed. It is misleading to call this a consultation when the outcome is pre-decided.
Property
Likelihood of alternative use supporting the wider community or just being turned into residential buildings. More flats are not needed.
Volunteers
Consider using volunteers in the libraries.
Use volunteers (but adequately trained and vetted). Going in partnership is great – lots of churches are used as meeting places and could be approached.
Council response: Essex Libraries have around 700 regular volunteers and several hundred more in summer to support the Summer Reading Challenge.
Quiet space
A silent library (at times) for quiet research, reading and writing.
Promotion and publicity
Advertisement for youngsters and elderly in some way. Making people aware of their local library.
Council response: Marketing will continue as a major element of the implementation plan for the strategy, to promote library services to new and existing audiences.

3.3   Additional correspondence

The analysis report grouped comments via email or letter into 31 themes, many of which are substantially the same as those in 3.2 above. They are shown, together with the number of correspondents making each comment, on p141 of the analysis report.

Listed here are comments and suggestions submitted via email or letter that were not captured in the analysis report.

Theme	Comment
Evaluation criterion: Population	Using district level data does not present a true picture of local communities' needs; Population should be measured at a lower level, eg town, village, ward or library catchment area.
Evaluation criterion: Deprivation	Needs assessment should consider wider catchment area of the library, not just Lower-Level Super Output Area in which it was situated. Evaluating using LSOA has led to

Theme	Comment
	inconsistencies in scoring. Examples were given of deprivation around libraries, outside the LSOA.
Rural communities	The strategy is biased against rural communities.
Partnerships	Partnerships with parish councils and / or community groups should be encouraged to help with running costs and improve the offer.
Role of community archive	The library is a valuable source of local historical information, much of it not digitised, encouraging community identity.
Library closures	Closures aren't inevitable, as other councils facing similar pressures are opening new libraries.
Social justice	Libraries are an essential tool in the fight for social justice / equality.
Finance	Strategy is financially unsound because there have been no calculations of the costs of implementing the proposals.

3.4   Suggestions for reducing the cost of library services

The analysis report lists (on p103 for individuals and families and p137 for organisations) suggestions made for reducing the cost of services. The lists below group these into things the Council already does, suggestions that are already in the strategy, suggestions that could be looked at in future and suggestions that are not appropriate due to law or council policy. Additional suggestions identified by the project team have been included.

3.4.1 Suggestions for things the Council already does.

Analysis code	Comment	The Council response
R.1	Offer work placements / internships / apprenticeships	The Council already offers work experience placements for young people with special educational needs and disability to support their route into employment and develop skills and intends to do more of this in the county.
R.2	Reduce energy costs (eg turning down heating / turning off lights)	The Council already takes action to reduce its own energy use and emissions and encourage lower energy use across the county. See

Analysis code	Comment	The Council response
		https://www.essex.gov.uk/reducing-carbon-emissions
R.3	Seek ideas from librarians / successful library services elsewhere	There are leads in the service who are members of national professional bodies and regularly meet colleagues in the region and nationally to exchange ideas and keep up-to-date with service developments.
R.4	Seek ideas from the local community / community groups	The engagement and research in spring 2018 and the draft strategy consultation did this. The service will continue to engage with communities through the Strategy period.
R.5	Send email / text reminders rather than posting letters	The library service emails, texts or writes letters to members according to individual preferences and encourages people to sign-up to electronic communications.

3.4.2 Suggestions received for ideas that are already proposed in the strategy

Analysis code	Comment
R.6	Greater use of technology / self-service / unmanned libraries
R.7	Reduce number of libraries / combine libraries
R.8	Share premises / resources / staff with other libraries / services / councils
R.9	Stop throwing away / selling book stock / redistribute books from closed libraries
R.10	Use volunteers and community groups to run libraries / supplement paid staff

3.4.3 Other suggestions for reducing the cost of the service.

Analysis code	Comment
R.11	Accept second-hand equipment from other government departments
R.12	Adopt Open Source software
R.13	Close all but Tier 1 libraries / close all but town centre libraries
R.14	Close town centre libraries / focus on local libraries
R.15	Decrease use of / stop mobile library service
R.16	Encourage book donations / buy second-hand books
R.17	Encourage friends' groups to contribute to costs
R.18	Focus on physical books / reduce focus on other services
R.19	Follow up on unreturned books
R.20	Greater focus on online services / more e-books / buy fewer physical books
R.21	Greater investment in / focus on mobile libraries
R.22	Increase delivery times for reserved items
R.23	Limit ordering of books
R.24	Local collection points for books in the community
R.25	More focus on book reservations / have a central bank for books
R.26	Outsource library services / bring in private sector
R.27	Partner with universities / colleges
R.28	Receive endorsements from companies
R.29	Reduce opening times / number of days open
R.30	Reduce staff wages
R.31	Reduce the number of books offered
R.32	Reduce the number of events / activities held at libraries
R.33	Reduce the number of paid staff
R.34	Relocate to smaller premises / cheaper areas
R.35	Run libraries like businesses
R.36	Save money elsewhere / use reserves
R.37	Stop allowing phone / laptop charging
R.38	Stop buying foreign language books
R.39	Stop buying / reduce buying of hardback books
R.40	Stop offering CD/DVD rental
R.41	Stop providing computers / internet access
R.42	Stop purchasing newspapers

Analysis code	Comment
R.43	Use refillable ink cartridges

3.4.4 Suggestions that are not appropriate due to law or Council policy

Analysis code	Comment	The Council response
R.44	Charge a deposit to ensure returns of books	It would be unlawful to charge for borrowing books in Essex Libraries as the Council has a statutory duty to provide free loans.
R.45	Stop / reduce Bookstart scheme	This is a national scheme that makes a Bookstart pack available to every child at age 0-6 months and at 3-4 years. The resources given to the Council by Bookstart are worth in retail value up to £600,000 a year. The Council currently contributes £15,000 a year to enable onward distribution to families. Balancing the cost and benefits of this we believe that it would not be appropriate to stop this.

3.5 Suggestions for improving library services

The analysis report lists (on p104 for individuals and families and p137 for organisations) suggestions made for improving library services. The lists below group these into things the Council already does, suggestions that are already in the strategy, suggestions that could be looked at in future and suggestions that are not appropriate due to law or council policy. Additional suggestions identified by the project team have been included.

3.5.1 Suggestions for things the Council already does.

Where more information is appropriate the Council's response is given.

Analysis code	Comment	The Council response
IS.1	Encourage better book selection by asking librarians for suggestions	Library staff and volunteers already suggest books to stock.
IS.2	Encourage parents to get babies their own library card: combine with booklists / incentives scheme.	The Council already does this through Bookstart, baby and toddler Rhymetimes and information for new parents.
IS.3	Ensure libraries are accessible for disabled users / wheelchair users/ those with special needs	Libraries are already largely accessible to users with physical, sensory or learning disabilities or impairments or mental health needs, with a range of relevant books, materials and activities. Information about the accessibility of current libraries is on the website.
		Access membership cards give users free access to all audio and DVD collections; Memory Support membership cards for adults who have memory problems do not incur any late fees; Access for disabled users and those with special needs will be considered as plans are brought forward for developing or improving Council-run libraries.
		Community-run libraries will be expected to comply with legislation on disabled access.
IS.4	Introduce library ambassadors	There is a library ambassador scheme, currently limited to 13 to 18-year-olds.
IS.5	More integration with local schools, eg share libraries, book collection from schools, mobile service to schools	Three libraries – North Melbourne, South Woodham Ferrers and Stock – are currently shared with schools. The mobile library service visits several schools. All schools have their own book collections for reading for pleasure and can subscribe to the School Library

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Analysis code	Comment	The Council response
		Service provided by EES for Schools.
IS.6	Offer bilingual children's sessions	Bilingual Rhymetimes have been run from time to time in various libraries.
IS.7	Offer printing / scanning / photocopying facilities	Printers and photocopiers are available in all static libraries, and scanners in several.
IS.8	Promote / encourage people to use libraries / use social media	Marketing will continue as a major element of the implementation plan for the strategy, to promote library services to new and existing audiences.
IS.9	Provide accessible toilet facilities / baby changing facilities	These are available in some libraries and will be considered when planning improvements to Council-run libraries.
IS.10	Provide children only libraries / separate areas for children	Many libraries have designated children's zones. Chelmsford Library has a separate children and young people's library. Provision of designated areas in Council-run libraries will be considered as part of plans to modernise and improve them.
IS.11	Provide coffee facilities	These are already available in some libraries and will be considered when planning improvements to Council-run libraries.
IS.12	Refund volunteers' out-of-pocket expenses	Volunteers are already encouraged to claim for expenses.
IS.13	Remove borrowing restrictions for teenagers	Subject to permission from parent / guardian being obtained for a Young Adult card, young people aged 12-14 can borrow anything except DVDs classified "15" or "18" which we cannot legally allow them to borrow.

Analysis code	Comment	The Council response
IS.14	Run reading sessions for children	Reading activities for children are a major part of library activities already and will continue within libraries and as outreach activities in local communities.
IS.15	Share resources with other libraries / allow ordering from other libraries	Customers can already reserve items from other library authorities. The Council also lends to other authorities.
IS.16	Suggestion boxes / suggestions email address	The Council already has suggestion boxes in libraries and an online feedback form.
IS.17	Take suggestions from library users to find out what types of books are needed.	This already happens. Better IT systems and customer service will enable greater use of customer insight to inform the type of stock held in libraries in future.
IS.18	Direct delivery for disabled people	The Home Library Service or Friends and Family Membership are available to anyone unable to get to a library due to age, disability or caring responsibilities. Volunteers or friends/family bring books and other items to people in their own homes.

3.5.2 Suggestions for ideas already proposed in the strategy.

Analysis code	Comment
IS.19	Better rotation of books from other libraries
IS.20	Greater use of library for other purposes – multi-purpose use
IS.21	Improve digital services
IS.22	Improve / more investment in Home Library Service
IS.23	Improve / simplify the reservation system
IS.24	Improve website / online search facilities / provide a mobile app
IS.25	Increase opening times / weekend opening / evening opening

Analysis code	Comment
IS.26	Introduce sensory areas
IS.27	Modernise / refurbish library buildings
IS.28	Reinvestment of funds from closed libraries into remaining libraries
IS.29	Relocate libraries to more accessible locations

3.5.3 Other suggestions for improving the service

Analysis code	Comment
IS.30	Allow card payments
IS.31	Allow computers to be used for more than one hour
IS.32	Allow greater use by community (eg groups, exhibition space)
IS.33	Approach publishers for permission to make available more e-books / audiobooks
IS.34	Automatic enrolment at birth
IS.35	Ban food consumption in libraries
IS.36	Better computers / wi-fi provision / internet security
IS.37	Better online facilities (eg online renewals, access to Summer Reading Challenge, access to online reference materials, access to online newspapers)
IS.38	Better organisation of books / library space (eg categorise by age, sort all fiction alphabetically, promote new items)
IS.39	Ensure collection points (in shops etc.) have good parking and people don't have to queue
IS.40	Expand library catalogue / more new books
IS.41	Extend reading challenge to other times besides summer
IS.42	Free CD / DVD borrowing
IS.43	Get more young people / ethnic minorities involved to increase diversity
IS.44	Greater focus on sustainability / green issues
IS.45	Greater links with libraries in other areas, eg sharing of books.
IS.46	Improve access to libraries, eg investment in public transport
IS.47	Improve / more investment in mobile library service, eg more stops, greater choice of books, more frequent visits

Analysis code	Comment
IS.48	Increase length of borrowing period
IS.49	Introduce family membership cards
IS.50	Lend more types of items, eg toys, baby equipment, tools, mobility scooters, e-readers.
IS.51	Make it easier to contact the library, eg via telephone, email
IS.52	Make libraries more attractive to children to encourage use
IS.53	More academic / reference books
IS.54	More alternative book collection and drop-off points / click and collect service / post-box for out-of-hours returns
IS.55	More audiobooks / large print books
IS.56	More car parking / free car parking / validated parking
IS.57	More clubs / social activities / events
IS.58	More helpful library staff
IS.59	More investment in e-library / greater range of e-books / increase number of licences for e-books
IS.60	More security / enforcement of behavioural standards
IS.61	No reduction of any library services
IS.62	Offer courses / training events / adult learning
IS.63	Offer a greater selection of CDs / DVDs
IS.64	Offer postal book service
IS.65	Offer training for using smart technology
IS.66	Partner with community groups
IS.67	Partner with local high streets / shops, eg discount schemes
IS.68	Provide more daily newspapers / a greater range of newspapers
IS.69	Provide more electrical ports for charging phones / laptops
IS.70	Provide quiet study areas / introduce quiet periods / adult only periods
IS.71	Remove fines / introduce alternative fines, eg time penalties
IS.72	Restrict computer use / don't allow use for games
IS.73	Seek ideas from successful library services elsewhere
IS.74	Specialised libraries, eg IT centres

3.5.4 Suggestion that is not appropriate due to law or Council policy

Analysis code	Comment	The Council response
IS.75	Invest in technology so those with Kindles can borrow e-books.	This has been explored before but is currently not possible due to Amazon's closed digital rights system. The Council is unable to purchase eBooks in Kindle format. Library e-books can be accessed via Borrowbox and read on a range of devices and operating systems including iOS (eg iPad, iPhone, iPod), Android (eg tablet, smartphone, Kindle Fire), Kobo, Nook, Sony Reader. E-magazines, newspapers and comics can be read using Press Reader or RBDigital e-reading apps. For information on the e-library see https://libraries.essex.gov.uk/e-books-e-audio-e-magazines-and-book-groups/.

3.6   Suggestions for generating income for library services

The analysis report lists (on p105 for individuals and families and p137 for organisations) suggestions made for generating income for library services. The lists below group these into things the Council already does, suggestions that are already in the strategy, suggestions that could be looked at in future and suggestions that are not appropriate due to law or council policy. Additional suggestions identified by the project team have been included.

3.6.1 Suggestions for things the Council already does.

Where more information is appropriate the Council's response is given.

Analysis code	Comment	The Council response
G.1	Hire out CDs/DVDs/games	Libraries already lend CDs and DVDs, for a small fee
G.2	Offer venue hire for events / meetings etc.	Many library spaces are already offered for hire . A new initiative offers library spaces for hire for birthday parties. Plans to

Analysis code	Comment	The Council response
		modernise Council-run libraries during the strategy period will include making the spaces flexible for hire and use for a range of activities.
G.3	Pursue grants eg Future High Streets Fund / charity status etc.	
G.4	Put on fee-paying events, eg author Q&As, lectures, community cinema etc.	Some events in libraries are free, some are fee-paying.
G.5	Run a café / sell refreshments / use for community tearoom	Some libraries already have a café area.
G.6	Sell unwanted books / CDs / DVDs etc.	
G.7	Work with publishers to promote books / authors	The Council works with the Reading Agency and publishers to promote new books, book prizes, etc. via publishers' promotional materials. Publishers also provide copies of new titles for the Council to offer to book groups. The Council holds several author events throughout the year with the key focus on the Essex Book Festival.

3.6.2 Other suggestions for generating income

Analysis code	Comment
G.8	Charge book clubs to borrow books
G.9	Charge for reserving books
G.10	Charge for computer use / internet access
G.11	Charge for key fobs to access libraries out of hours
G.12	Charge for / encourage donations for activities, e.g. Rhymetime, craft sessions etc.
G.13	Charge for parking

Analysis code	Comment
G.14	Crowdfunding
G.15	Encourage / allow cash donations
G.16	Ensure fines are paid/increase late fees
G.17	Hire out car parks, eg for fruit/vegetable stalls
G.18	Hire out meeting equipment, eg projectors
G.19	Hold fundraising events / run a lottery
G.20	Increase Council Tax
G.21	Introduce drop-off points for parcels
G.22	Partner with community groups to pursue funding opportunities
G.23	Partner with local businesses, eg selling items / sponsorship / advertising opportunities
G.24	Provide advertising space for rent
G.25	Reduce current venue hire fees to make them more attractive
G.26	Run a play area
G.27	Run a shop / sell items in the library
G.28	Seek additional funding from parish councils
G.29	Seek contributions from land developers
G.30	Sell closed library buildings / unused land

3.6.3 Suggestions that are not appropriate due to law or Council policy

Analysis code	Comment	The Council response
G.31	Charge for borrowing books	It would be unlawful to charge for borrowing books in Essex Libraries as the Council has a statutory duty to provide free loans of books.
G.32	Introduce a joining fee / annual membership fee	This would also be unlawful - see response to G.31 above.

4.   Responses from MPs

4.1   Checklist of responses

The Council received correspondence from the MP's set out below. A summary of the points raised by them and the Councils response are provided within the paragraphs that follow:

1	Letter from 12 Essex MPs
2	Alex Burghart MP, Brentwood and Ongar
3	James Duddridge MP, Rochford and Southend East
4	Vicky Ford MP, Chelmsford
5	Rt Hon Mark Francois MP, Rayleigh and Wickford
6	Rt Hon Robert Halfon MP, Harlow
7	Rebecca Harris MP, Castle Point
8	Sir Bernard Jenkin MP, Harwich and North Essex
9	Rt Hon Priti Patel MP, Witham
10	Will Quince MP, Colchester
11	Giles Watling MP, Clacton

4.2   Summaries of the responses

4.2.1 A letter from 12 Essex MPs (Rt Hon Robert Halfon MP, Stephen Metcalfe MP, Giles Watling MP, Will Quince MP, Vicky Ford MP, Rebecca Harris MP, Kemi Badenoch MP, Rt Hon Mark Francois MP, James Cleverly MP, Rt Hon Priti Patel MP, Rt Hon John Whittingdale MP, and Alex Burghart MP). A summary of the points raised is set out below:

- •...Not opposed to the aims of the Council proposals but take issue with the suggestion that modernising services and retaining buildings are mutually exclusive.

- •...Libraries hold an important social value.

- •...Partnerships with district and parish councils and community groups should be explored to share running costs and improve the offer.

- •...Other county councils are expanding their library services.

- •...Needs assessment is deeply flawed. By focussing on decline in book lending, the Council is not considering other library uses.

- •...Computers and tablets in libraries enable work on educational and life skills courses, Internet browsing and applications for universal credit. If

libraries are closed, other public spaces with free computer access will need to be made available.

- …Libraries and the library offer can be better marketed, and this should be tried before libraries are closed.

- …The weighting of the needs assessment criteria is concerning. Conclusions are motivated by statistics rather than social value.

- …Location doesn't consider public transport networks. Free access is important for people and that includes getting to the library.

- …Deprivation and social isolation should be weighted higher given that these are the people libraries can benefit most. Without the groups that libraries host, there may be more pressure on public services.

- …We should be encouraging children from disadvantaged backgrounds to take up reading and improve literacy levels. We should encourage people to take advantage of free careers advice in libraries.

- …Closing libraries in deprived areas will have a damaging effect on the fight for social justice.

4.2.2 **Alex Burghart MP** (Brentwood and Ongar)

- …The online survey takes too long to fill in, is not easy for older people to take part in because it is only online and has been virtually impossible to access as a hard copy. This causes difficulties for older, less computer-literate or time-poor people.

- …Activities which don't require use of library cards appear to have been excluded from the consultation criteria.

- …North Weald: three temporary hostels are situated in North Weald. These have poor internet connections. The deprivation score may not include these, and overall the score seems very low.

- …North Weald Parish Council is concerned that closure will leave them without a base of operations.

- …Shenfield should be Tier 2, given its level of deprivation, and a high number of active users and community groups using it.

- …Ingatestone hosts a popular sight-impaired group.

- …There is concern that local business might suffer if it closes.

- …There's concern that the libraries may be sold for development. It would be possible to redevelop both Shenfield and North Weald to generate additional revenue while leaving a library in situ.

4.2.3 **James Duddridge MP** (Rochford and Southend East)

- …Great Wakering Library should be retained. It serves a large elderly population with relatively little public transport. A large number rely on these services; closure could cause them to become isolated as the nearest alternatives are many miles away.

- …Should changes be required, please consider moving these key services into the old school. Please look at all options available.

4.2.4 **Vicky Ford MP** (Chelmsford)

- …Galleywood and Springfield Libraries provide vital community hubs, used for much more than traditional library services.

- …They're vitally important educational work spaces, used by children as homework and study areas.

- …Urges us to work with Chelmsford City Council and parish councils to ensure these community assets are maintained.

4.2.5 **Rt Hon Mark Francois MP** (Rayleigh and Wickford)

- …Held meetings with local communities at Hockley and Hullbridge both of which are determined they shouldn't close.

- …Hockley should be upgraded to Tier 2 because:

  o It only fell 2 points short of achieving Tier 2 status.

  o It is a highly popular library with an important role in the community – also in Hawkwell. Hosts many community groups and exhibitions.

  o Location: Hockley is almost 3 miles from nearest library and served by one bus route which is itself under consultation.

  o Population: There has been considerable building in the area in the last few years.

  o Usage: This has gone down partly because of cuts in opening hours. However the recent book raid shows how popular Hockley is capable of being.

- …Hullbridge should be upgraded to Tier 2 because:

  o Used by many community groups.

  o Location: Over 3 miles to Rayleigh Library. Walking route far from ideal and served by one intermittent bus service.

  o Social Isolation: Has one of the highest proportions of senior citizens in Essex. The mobile home parks are overwhelmingly populated with senior citizens, many of whom rely on Hullbridge for their community services.

- …Libraries generally have an extremely important role in combatting social isolation and have great community benefits. They should be invested in not cut back.

- …Advises the Council that the Department for Digital, Culture, Media and Sport (DCMS) is ready to step in with a local enquiry if needed.

- …It is nonsensical that a council with £250million in reserves should be seeking to save £1m a year in this way, given the benefits stated. Whatever the economics it is very bad politics!

- …We should listen to the strong opinions of residents and drop the closure programme altogether.

4.2.6 **Rt Hon Robert Halfon MP** (Harlow)

- …Not clear what level of response would be necessary to keep the libraries in Harlow open. Summarises his other actions including joint MPs' letter, school's petition, correspondence with Michael Ellis MP and question in the House.

- …If the libraries in Great Parndon, Tye Green and Mark Hall are closed it is questionable whether we're fulfilling our statutory duty. This is principally because of the following flaws in the way the proposals have been developed:

    o Loan statistics do not provide true picture of level of need for libraries eg computers for learning, welfare and leisure, community groups, book clubs.

    o E-libraries can aid efficiency but are no substitute for physical buildings in the locality. They are often used for printing eg homework, CVs, other important documents. Digital library no use for people without home computer access or printers. Therefore equal access to information is lost.

    o Hub libraries rely on transport, difficult through limited mobility, poor parking availability, poor or unaffordable public transport or no car ownership. Alternatives such as mobiles or Home Library Service fail to provide social benefits that libraries do and are unsustainable.

    o Community activities could take place in alternative locations if there is space available, otherwise they will disappear (or not remain free). The Council should investigate such availability before deciding whether to close libraries.

    o Social isolation is recognised to a certain extent by the Council but not enough. Staffed neighbourhood libraries provide face-to-face support and social contact. Live chat is no substitute with regard to these aspects.

- o Social isolation and deprivation should have been weighted higher. The Council should do all it can to improve life prospects and literacy. Many cannot afford books, computers and learning resources. They need quiet space away from home. Library access can also be a bulwark against anti-social behaviour, not considered in the consultation. Ready access to computers is a life-line to those struggling on low incomes.

- o Location does not take into account poor public transport routes – Harlow has recently been subject to a reduction in bus transport – the cost of travel or limited parking. Reliance on a hub library would also increase traffic congestion. The overall effect of the proposals may be to discourage library use.

- •…Acknowledges that the Council is under pressure to save but closing libraries is not the answer. Other councils under similar pressures are opening new ones. Suggestions:

  - o Reduce staffing costs

  - o Partner with community groups eg by hiring out spaces

  - o Reduce number of staffed hours and introduce smart out-of-hours access

- •…Would be pleased to work with the Council and assist community engagement in any way he can.

- •…"Number of libraries per head" statistics presented in a misleading way in the strategy. As the Council serves one of the largest populations these statistics are correlative and don't justify closures.

- •…Statutorily the Council is obliged to encourage use of the library service, but marketing could be much better.

- •…Ends with suggestions for making offer more multi-functional and appealing:

  - o Café; create additional income and jobs

  - o House art exhibitions eg by local school children

  - o Celebrate local news and achievements

  - o Hosting sales of work and second-hand goods

  - o Hosting themed nights

  - o Introduce sensory spaces

  - o Introduce specific devices such as memory boxes and sound booths

  - o Host health and wellbeing events and courses

- •…Encloses many comments from constituents.

In additional comments Mr Halfon argues against closure of Tye Green and Mark Hall because of their close proximity to secondary schools, and that libraries have a key role to play in the fight for equality.

4.2.7 **Rebecca Harris MP** (Castle Point)

- ...Libraries help tackle loneliness, provide an outlet for community groups and help residents access council services.

- ...It's right that Canvey should be retained as Tier 1 but unacceptable to leave mainland Castle Point without a static library. Residents of Benfleet, Thundersley and Hadleigh find Canvey inaccessible and use Hadleigh and Benfleet Libraries well.

- ...Any solution should ensure a continued base of operations for the registrar service and the Home Library Service.

- ...Mainland Castle Point deserves at the very least a Tier 1 library. Supports Castle Point Council's statistical analysis demonstrating why. Ms Harris's preference is for the current provision to be maintained in partnership with the local community. Benfleet councillors are bringing forward a solution for South Benfleet. Hadleigh "island" is being redeveloped and there's an expectation that library provision would be included there. Holy Family Catholic Church is developing a proposal for Great Tarpots.

- ...Essex County Council has Ms Harris's support in pursuing any option to keep Castle Point libraries open.

4.2.8 **Sir Bernard Jenkin MP** (Harwich and North Essex)

- ...Wishes the Council to look closely at the future of the County libraries in Manningtree, Wivenhoe, West Mersea and Harwich. Refers to response from Library supporters in Manningtree.

- ...The Council accounts for the cost of its libraries but does not see the value of all the ancillary benefits of their buildings and facilities to communities and in the delivery of other public sector provided services, such as access through computers to the benefits system.

- ...Many public libraries in other counties are being transferred to charitable trusts and community groups. What consideration is being given to this?

- ...Why should the Department for Work & Pensions (DWP) not be required to contribute something to the cost of facilities which are provided for benefit claimants? This is particularly important in rural areas where people often live far from their DWP Job Centre Plus.

4.2.9 **Rt Hon Priti Patel MP** (Witham)

- …There is strong opposition and concerns regarding the draft strategy from residents across the Witham constituency, but some appetite for community-based solutions.

- …Seven out of eight libraries in the constituency will potentially be lost as will two libraries sitting just outside it.

- …In other local authority areas libraries are being transformed by a mixture of community management, co-location and the introduction of new services.

- …The MP would be glad to explore with local communities the opportunities for new library models and pilot them, and to that end will contact parish councils where Tier 3 and 4 libraries are based seeking views on prospects for developing community models. She will share this feedback and map out some options.

- …Sought information on what new and different models the Council has considered introducing to improve the viability of local libraries, what alternative models are available and how communities in the Witham constituency can work constructively with the Council and with her to set up some viable working pilots.

4.2.10 **Will Quince MP** (Colchester)

- …Closing Prettygate would have a detrimental effect on the community. Alternatives mean driving into Colchester centre and parking – leisure use of the library being difficult if an eye has to be kept on the parking meter – or taking the bus. Neither option is easy with young children.

- … It's important to get children interested in reading and this will be hampered by closure of Prettygate. Please explore other options.

- …There's no central meeting place in Prettygate other than the library and the churches.

- …A coffee shop alongside the library would prove popular and encourage use of the library.

4.2.11 **Giles Watling MP (Clacton)**

- …Approves ECC's appreciation of the need to change radically. Would have appreciated a pre-consultation meeting so he and colleagues could feed into the emerging options.

- …His constituency has an older population who are more reliant on community facilities, and its remoteness from urban centres makes it more liable to be overlooked.

- …**Clacton:** approves Tier 1 status but argues it's in need of investment.

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- •...**Frinton** and **Walton:** downgrade to Tier 3 is worrying. Frinton in particular serves as a focal point for many large wards with few public facilities. Suggests a merger to create one full hub would be capable of serving the entire area.

- •...**Holland:** other constituencies have at least one Tier 2 library. His constituency is amongst the most economically inactive.

- •...**Deprivation** and **social isolation** should have been weighted higher. His constituency contains the most deprived ward in the nation, Jaywick.

- •...Suggests:

  - o   Co-location of libraries with school library services where appropriate

  - o   Facilitating health and community groups via libraries

- •...The three Tier 3 libraries in his constituency (**Frinton, Walton** and **West Clacton**) are vital to local communities. To survive they need to turn to local organisations and community groups. He would be willing to help in this matter.

5.   Responses from district, borough and city councils

This section, and those following, includes responses submitted by survey, email or letter, and motions passed at council meetings.

5.1   Checklist of responses and motions

	Council	Response method
1	Basildon Borough Council	Survey, letter and motion
2	Brentwood Borough Council	Motions
3	Castle Point Borough Council	Letter
4	Chelmsford City Council	Motion
5	Colchester Borough Council	Survey, letter and motions
6	Harlow Council	Letter and motion
7	Rochford District Council	Motion
8	Tendring District Council	Survey
9	Uttlesford District Council	Survey and motion

5.2   Summaries of the responses

5.2.1   Basildon Borough Council

Basildon Council submitted a survey response, a letter providing more detailed responses to survey questions and passed a motion at its full council on 28 March 2019.

Future Library Services Cabinet report: Appendix 2 Consultation Response Report.

The [motion](#), in relation to a report on changes to the scheme of Council Tax Discounts and Premiums, was: "To support the maximum increases to the long term empty property premium starting from 1 April 2019. That the Council make the strongest possible representations to colleagues at Essex County Council to seek unequivocal agreement to ring fence their share of this additional income to prevent both Vange and Fryerns Libraries from closing or changing existing operational terms and conditions, although this would not be conditional on these technical changes being agreed and implemented from 1 April 2019. Full Council receives a report no later than the first full Council of the municipal year in 2019."

To date the Council has received no direct representation from Basildon Council in relation to this motion; we have learnt about this motion from other sources.

Basildon Council's key arguments in its survey response and letter were:

An assessment of the social value contribution of existing library services should be included in the criteria and weighted accordingly. This would capture the breadth of other activity delivered from libraries and the social return on investment achieved from the library service. Gathering such information may also inform a more collaborative approach across the Council with regards to the future of local libraries.

Strongly disagree with the five ambitions of the draft strategy. They should be broadened to reflect:

- ... The evolution of library services and the role that libraries play in modern society, their social value and contribution, and relationship to the Council's broader responsibilities and priorities as set out in Essex Vision.

- ... Libraries' use as community hubs hosting a range of community activities which benefit the Council, particularly regarding social care and education.

- ... The range of other services currently provided from the libraries in both Vange and Fryerns.

Basildon Council would be keen to work with the Council to ensure such valuable community resources continue to be available in the locality.

Strongly disagree with the evaluation criteria.

- ... Using district-level data masks the significant disadvantage experienced in communities supported by Vange and Fryerns libraries and does not provide a true representation of the needs of these areas.

- ... The lack of locality-based EqIAs further increases the risk of decisions being based on unrepresentative data.

- ... Greater effort should be made to use data available at a LSOA level, where available; where not, be proactive in obtaining relevant insight eg by collecting protected characteristic data as part of library membership.

- ... Usage - does not capture true footfall or reflect library usage

- ...Location - does not give due consideration to barriers that would prevent residents accessing other library services.

- ...Needs assessment assumes that 78% of households in the borough have access to one or more car or van. Using Acorn segmentation data it is predicted that only 66% of Vange residents and 69% of Fryerns residents would have access to a car. In addition, lower levels of income may also act as a barrier to using public transport.

- ...Population – does not provide additional weighting where the proposals will further increase the ratio of people per library.

- ...The borough's libraries already serve a higher number of residents than the national average. Loss of 2 libraries would leave a managed library for every 37,419 residents. This ratio is above the national average figure and 5,000 residents per library more than the county of Worcestershire's average (which had the highest level of residents per managed library in the CIPFA population per library comparator English counties 2016-17).

- ...Assumptions have been based on current population figures which do not reflect that Basildon will grow in population far more rapidly than other areas in Essex, nor does it consider the projected increase in population anticipated as result of the Local Plan.

- ...Deprivation – 15% weighting is too low, dismissive of the negative impact deprivation has on life chances, does not recognise differences in deprivation levels nor seeks to address disadvantage.   Fryerns and Vange wards both rank in the most deprived 5% of wards in Essex (Vange 3rd and Fryerns 11th out of 258 wards); have a low percentage of school-ready children, higher than average persistent secondary school absenteeism, high rates of children in care, high rates of child poverty and fewer pupils than average that aspire to go to university.

- ...Social Isolation – A further indicator of the risk of social isolation is the number of pensioners who live alone. 32.2% of Basildon borough pensioners live alone (worse than the England average of 31.5% and the Essex average of 29.9%). 41% of pensioners live alone in Vange and 34% in Fryerns.

- ...In Vange the population estimate for under 9s is higher than the Essex average at 7.6% and 8.1% in Fryerns. This would suggest that there are more parents with young families in these communities and potentially a greater risk of social isolation.

- ...Social isolation weighting is too low given the consequences to local authorities and communities of contributing to increased social isolation through service reduction.

- ...Suggested criterion to assess need: social value contribution of existing library services

Disagree that the proposals provide a reasonable range of different ways for people to access library services according to their needs.

- … Unclear whether the services that remain will be accessible to existing users of Vange and Fryerns libraries due to a lack of accurate user data as set out in the EqIA.

Strongly disagree with proposal to invite community groups or other organisations to run 19 libraries in tier 3.

- … Basildon Council unaffected as no tier 3 libraries in the borough.

- … Had sought to explore capacity of local communities to run Fryerns and Vange libraries. It is evident that capacity is significantly reduced in communities facing multiple challenges when compared to communities that have the capacity to organise, such as those that have a Parish council. It should not be assumed that all communities are willing or able to take on responsibility for service provision and delivery.

Disagree with idea of some library services being available in places other than libraries (outreach).

- … Idea has merit in principle but the proposal relies on availability of suitable locations within communities. In deprived areas in cannot be assumed that village halls, community halls, leisure centres or even shops exist or have capacity to accommodate the service.

Basildon Council would be interested to explore how the council's existing community hall provision could be developed to accommodate those aspects of the existing library service that are utilised and valued by the community. This could facilitate the growth of community spaces and allow flexibility for our residents to continue to use books and access library services.

Having longer opening hours would be a priority for those libraries in the borough identified as tier 1 and 2. Given the potential closure of two libraries in the borough, it would seem sensible and necessary to increase the accessibility of remaining libraries by increasing open hours and extending this across the weekend.

Vange and Fryerns are two of the most deprived areas in Essex. The withdrawal of a library service in these areas would have adverse effects on the local communities. Access to digital technology, cars, books and a safe work environment is significantly lower in deprived areas, which will inadvertently affect education, attainment, employment opportunities, community cohesion, happiness, and social isolation.

The proposal also appears to disproportionately impact on groups with protected characteristics including older people, children/young people and pregnant women/new mothers who make up a significant majority of existing users.

There also appears to be a lack of insight on the part of the Council on how the proposals will impact on those with a disability or from a BME group.

Basildon Borough Council would not be interested in partnering to support the delivery of library services run by Essex County Council in tier 2, 3 or 4.

Basildon Borough Council would not be interested in running or being involved with a community-run library in a tier 3 or tier 4 location. However, should the Council receive notification of community interest in running either Vange or Fryerns libraries, Basildon Council would welcome the opportunity to discuss the council's potential contribution.

5.2.2 Brentwood Borough Council

Council meeting 5 December 2018

The following motion was carried:

"This Council welcomes the review and public consultation that has been launched by Essex County Council in regards to library provision across the county, including within the borough of Brentwood. We recognise and agree that the current library service is outdated and needs modernising. Therefore, Brentwood Borough Council pledges to work with our County Council partners in this regard and will consider options around location, service access and opening hours as part of this review. We will support efforts to involve the local community in both shaping and delivering future library provision in the borough, with particular focus on both Shenfield and Ingatestone libraries, identified as "tier 3" in the review."

Council meeting 27 February 2019

The following motion was carried:

"This Council is concerned about the methodology and information relied on by the County Council to list Shenfield Library as tier 3. We call on Essex County Council to reconsider its findings and recognise that Shenfield Library should be listed as tier 2."

The following arguments were advanced in support of the above motion.

- ...Residents of Shenfield and Hutton could lose a book lending service that is more used than any other ECC tier 2 or 3 library

- ...Could lose an asset that is highly valued by the community, a valuable hub and service beyond traditional library use with 75,000 visits, support for children's reading and young mothers, meeting place for groups including elderly and use as a polling station

- ...Over 8,000 residents signed a petition, believed to be the largest ever in Brentwood

- ...Flaws in the needs assessment and grounds for re-examining Shenfield's ranking in tier 3:

  o Usage should have highest weighting, above location and population

- o Arbitrary weighting given to population and inconsistent scoring; Shenfield and Ingatestone have third highest head of population per library [in the county] but second lowest score

- o Compares population scores for Shenfield and Ingatestone against those for libraries in other boroughs and districts to illustrate point above, using data from the needs assessment.

Explanatory note from Essex County Council: Libraries were scored in two rounds in the needs assessment. In round 1, they were allocated a score for population based on the number of libraries in the district per head of population. Tier 4 libraries were identified in round 1. Libraries were then scored again, based on the impact on the number of libraries per head of population if tier 4 libraries were closed. As Brentwood did not have any libraries that were identified as tier 4, the scores for Ingatestone and Shenfield did not change. In other districts that did have libraries identified in tier 4, the population scores for the remaining libraries increased in round 2.

The following motion was also carried

"This Council supports the level of response from the local community in regards to Ingatestone Library, including on questioning the information in the consultation document and calls upon ECC to give detailed consideration to all responses, including those which have challenged the underpinning data. Furthermore, it should be remembered that that the library is used out of library hours by the local community and the parish council. And that proper use of the available assets has not been considered."

Community, Health and Housing Committee meeting 5 March 2019

It was resolved unanimously that Shenfield and Ingatestone Libraries be listed as Assets of Community Value.

5.2.3 Castle Point Borough Council

Recognises that library service must remain fit for purpose.

Supports the proposal that Canvey is a Tier 1 library.

Unless sustainable community management solutions are agreed, the other three libraries could be under threat of closure. This would leave a community of 50,000 people without any local library provision.

Hadleigh Library should be at least Tier 2 because:

- •.... In the first round of scoring it scored second out of 59 libraries

- •.... The process by which it sunk to 17th in the second round was arbitrary. In particular the second round took account of the loss of Tier 4 libraries but not Tier 3. The criterion of libraries per head of population per district also

> fails to take account of a library's true catchment area: a main consideration in Castle Point.

- •…The usage figures were not similarly adjusted in the second round, suggesting that full and proper analysis has been undertaken [sic].

There should be a Tier 1 library on the Castle Point mainland because:

- •…By aggregating the three Tier 3 communities on the Castle Point mainland and comparing them with Billericay, Wickford and Witham (each with a Tier 1 library) it can be seen there's enough usage, population and demographics to justify one.

Further work is required to better explore the impact of closures not only on the core services libraries provided, but also services such as the Registry Office and Home Library Services Volunteers base at South Benfleet, their use as community spaces, associations with schools and early years groups and the impact on vulnerable groups and older people.

Castle Point Council would welcome discussions with the County Council to find a sustainable solution to the library service within the Borough.

5.2.4 Chelmsford City Council

<u>Council meeting 5 December 2018</u>

The following motion was carried:

"This Council has been briefed on the review and public consultation that has been launched by Essex County Council in regards to library provision across the county, including within the City of Chelmsford. We recognise and agree that the current library service is in need of modernising in the light of changing usage by the public. Therefore, Chelmsford City Council pledges to work with our County Council partners in this regard and will consider options around location, service access and opening hours as part of this review. We will support efforts to involve the local community in both shaping and delivering future library provision in the City, with particular focus on Springfield Library, shown as Tier 3 and the five libraries identified as Tier 4."

5.2.5 Colchester Borough Council

Health & Wellbeing

- • Libraries provide a local community-based space that supports and contributes to improved health and wellbeing outcomes for the residents of Colchester. Community groups and individuals can use these spaces to meet up, make new connections and socialise which in turn contributes to reducing social isolation and loneliness.

- Young people can do their homework in a library (and improve their life chances as a result) which isn't always possible at home for many reasons. People who don't have a computer or only have limited access, can become digitally excluded. People who have literacy / numeracy issues can develop those skills in a safe space within a library.

- A proposed reduction in the existing library service provision coincides with key programmes of work in Colchester and North East Essex looking to maximise existing community assets and resources. The potential for the existing libraries to contribute to and support this emerging programme of work needs to be fully explored and understood before any changes are implemented.

- Libraries already help people access a wide range of local services, either by operating out of the same building, providing space for regular drop-ins or advice sessions, or by sign-posting people to other services. Libraries are at the heart of our communities, where people go for advice, information or to see other service providers such as local councils, Citizens Advice or job clubs.

Reduced Accessibility

- Reduced opening times would be less accessible for all, but having members of the public as 'key holders,' would provide out of hours access for the working population.

- The proposal to close the library in Mersea will have an adverse effect on the higher than average elderly population there. Isolation is an issue in this locality for this specific cohort of people

- Removing the library in Wivenhoe would impact the high number of students in the locality.

Prettygate Library

- Population has increased in Prettygate between 2011-2017 by 40.8%, over 6,000 being aged 40 years and over.

- This library has a higher usage amongst 0-9 years (28%) compared to the Essex Library average for 0-9 years (23%). Additionally, Prettygate Library also has a higher usage amongst 0-19 years (43%) compared to the Essex Library average for 0-19 years (37%)

- Within the library sits Colchester Toy Library.

- A range of other nearby community assets is listed. Home Farm Primary School could be used as an alternative library and community space. Straight Road Community Centre, Kingsland Church and St Leonards Church Hall are all in proximity and could provide alternative community space.

Survey response asked us to consider

- The foot fall into the library, the home delivered books and the difficulty in getting to the remaining library in the event of closure

<u>Council meeting 6 December 2018</u>

The following motions were both carried:

1 **"**This Council notes with sadness, the review and public consultation that has been launched by Essex County Council in regards to library provision across the county, including within the borough of Colchester to meet the modern day demands of our residents. We recognise and agree that some library buildings are outdated and should be modernised. Therefore, Colchester Borough Council pledges to work with our County Council partners. We will ensure the local community is involved in shaping, improving and enhancing future library service provision across our borough."

2 ""This Council notes with sadness the public consultation launched by Essex County Council to close libraries across the county, including within the borough of Colchester. Whether complete closure or transition to volunteer run services, this Council cannot accept the irreversible impact such plans have upon the social mobility and educational opportunities of our residents. This Council believes that education and information are fundamental for individuals to be socially mobile. For centuries, Libraries have provided people with available and accessible books, information and educational resources. This historic principle is now under threat in our borough. Colchester Borough residents access many services provided at our libraries, not just books, but free Internet, DVDs, audio texts, a range of Council Services, CAB support and much more. Libraries form a bedrock of our communities and their social fabric. Therefore, we call upon the Leader of the Council to write directly to the Leader of Essex County Council to suspend the consultation and halt the closure plans and enter into a meaningful dialogue to shape, improve and enhance library services in our Borough. The Council calls upon the Leader of the Council to also write to the Chancellor of the Exchequer, the Secretary of State for Education and Secretary of State for Housing, Communities and Local Government to truly end austerity and provide local government with the resources it needs to fund vital services in the future."

5.2.6 Harlow Council

<u>Council meeting 18 December 2018</u>

The following motion was carried:

"This Council is concerned by Essex County Council's plans to close public libraries in Harlow. Libraries are vital to promoting literacy and fostering a love of reading amongst all people. They are used by pre-school children taking their first steps towards reading, those at the other end of the school journey and by young adults studying for their exams. Libraries also provide essential services for the least well off in society, providing computer access to people looking for jobs and accommodation, completing Universal Credit forms and for those filling out online

school admission applications. This Council believes that library closures run counter to the County's health and wellbeing agenda and therefore requests that the Leader of the Council writes to the County Council urging it to keep all of Harlow's libraries open and invites the Leader of the Opposition to sign the letter."

The subsequent letter from Cllr Ingall, Leader of Harlow Council, and Cllr Johnson, Leader of the Opposition, made the following points:

Libraries provide:

- Reading, guidance and quiet study space

- Free broadband – least well off who cannot afford it at home rely on this

- Meeting points for the community – an essential service in combatting social isolation

- Community hubs, gallery spaces and places for public meetings

Libraries cannot change if they are closed. Closing three out of five would run counter to the needs of the town.

Council meeting 4 April 2019

The following motion was carried:

"Essex County Council (ECC) have not responded adequately to the letter of concern about library closures sent by the Leader of Harlow District Council and co-signed by the Leader of the opposition on 7 January 2019.

At the meeting of ECC on 12 March 2019, that council had concluded that as the libraries consultation had only just closed, it was too early to put forward a decision to their Cabinet on the matter and therefore a final closure decision has yet to be taken;

and this council urges:

i) the Leader to write again to the Portfolio Holder responsible for the consultation around library closures asking for ECC to reconsider particularly in light of the (disproportionate) effect the proposed closures in this and immediately surrounding areas; and

ii) Members to support the motion and this council's position, both at district level and ECC members when the matter comes before them for decision."

To date Essex County Council has received no direct representation from Harlow Council in relation to this latter motion.

5.2.7 Rochford District Council

Council meeting 11 December 2018

The following motion was carried:

"This Council has noted the review and public consultation that has been launched by Essex County Council in regard to the library provision across the County, including the District of Rochford. The District Council also recognise that the current library service is outdated and needs modernising. We encourage all to respond to the consultation as this will shape the way the future service will be delivered. However, we are mindful that the County Council also has a duty under the 1964 Libraries and Museums Act to provide a library service for our residents. We are largely rural communities and we will endeavour to ensure that Essex County Council also considers this within its review, taking into account the Equality Act 2010 and access to services. Therefore, this Council pledges to work alongside Essex County Council and the local community in both shaping and delivering future library provision throughout the District and will support the retention of a library service in all the current five existing areas in the District."

5.2.8 Tendring District Council

Usage - we do not consider that it is an accurate reflection of the use of libraries just to rely on where a library card has been used. Many people use the library for other reasons including research, social engagement and access to IT. Social Isolation - in many communities the library is a place where people can go to engage with others. With loneliness as an ever-growing issue, particularly, amongst the elderly population, Tendring Council feels it is counter intuitive to be considering closing libraries when these are often the places that are at the heart of communities. Population - Tendring District Council is disappointed that no account has been taken of projected population. There is in Tendring, as in many other areas, an extensive range of house building taking place with a consequent growth in local population and we feel that this should be taken account of.

It is felt that using volunteers is not always reliable and could result in libraries not being manned or not being open. There is also a loss of knowledge which experienced librarians have. It is also felt that the strategy has been developed without the full assessment of responses to the consultation and that the thrust of the approach should be about how to keep libraries open rather than potential for closure.

5.2.9 Uttlesford District Council

Council meeting 4 December 2018

The following motion was carried:

"This Council asks the Cabinet member for communities and partnerships to work with Essex County Council, parish/town councils, voluntary organisations and residents to explore ways in which the library service in Uttlesford is maintained and enhanced, in light of the county council's major consultation on the proposed future strategy for the county's libraries."

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Council meeting 9 April 2019

The following motion was carried:

"This Council recognises that libraries make a significant contribution to education, well-being and community activities. Any library closures or reductions in services could potentially affect the well-being of children and young families, the elderly, the unemployed and other vulnerable groups and increase their social isolation. At the December Council meeting, it was 'RESOLVED this Council asks the Cabinet Member for Communities and Partnerships to work with Essex County Council, parish/town councils, voluntary organisations and residents to explore ways in which the library service in Uttlesford is maintained and enhanced, in light of the County Council's major consultation on the proposed future strategy for the county's libraries' and we will continue to do this."

Survey response: In a relatively sparsely populated predominantly rural area like Uttlesford using the number of libraries per head of population underplays accessibility issues. It is not appropriate to expect users to travel 10 miles to reach their nearest library. The criteria need to reflect the diverse character of Essex and avoid weighting the assessment towards the needs of urban areas.

At the UDC Council Meeting in December 2018 it was resolved that the Cabinet Member for Communities and Partnerships would work with ECC, parish/ town councils, voluntary organisations and residents to explore ways in which the library service in Uttlesford is maintained and enhanced in the light of the county council's major consultation on the proposed future strategy for the county's libraries, and we will continue to do this.

Loss of library services in Stansted Mountfitchet and Thaxted would have adverse impacts in particular on the wellbeing of children and young families, older persons, the unemployed and other vulnerable groups at risk of social isolation.

6. Responses from town and parish councils

6.1 Checklist of responses

Comments made by town and parish councils about libraries that were identified as tier 3 or tier 4 in the original draft strategy are listed and responded to in sections 9 and 10 below. General comments not covered in the tables and sections above are listed below this table.

	Council	Response method
1	Ashingdon Parish Council	Email

Future Library Services Cabinet report: Appendix 2 Consultation Response Report.

	Council	Response method
2	Bradwell on Sea Parish Council	Survey
3	Brightlingsea Town Council	Letter
4	Broomfield Parish Council	Survey
5	Buckhurst Hill Parish Council	Survey
6	Canewdon Parish Council	Survey and email
7	Clavering Parish Council	Survey
8	Coggeshall Parish Council	Letter
9	Colne Engaine Parish Council	Letter
10	Danbury Parish Council	Survey
11	Elsenham Parish Council	Survey and letter
12	Farnham Parish Council	Letter
13	Feering Parish Council	Survey
14	Galleywood Parish Council	Survey
15	Great Baddow Parish Council	Survey
16	Great Burstead and South Green Parish Council	Survey
17	Great Dunmow Town Council	Survey and letter
18	Harwich Town Council	Letter
19	Hatfield Broad Oak Parish Council	Survey
20	Hatfield Peverel Parish Council	Survey
21	Hawkwell Parish Council	Letter
22	Hockley Parish Council	Survey and letter
23	Hullbridge Parish Council	Survey and email
24	Kelvedon Parish Council	Survey
25	Kelvedon and Feering Parish Councils	Email
26	Langford and Ulting Parish Council	Survey
27	Lawford Parish Council	Survey
28	Little Baddow Parish Council	Survey
29	Little Braxted Parish Council	Survey
30	Loughton Town Council	Letter
31	Manningtree Town Council	Survey and letter
32	Mistley Parish Council	Letter
33	Noak Bridge Parish Council	Survey
34	North Fambridge Parish Council	Survey

	Council	Response method
35	North Weald Parish Council	Survey and email
36	Rayleigh Town Council	Survey
37	Saffron Walden Town Council	Letter
38	South Woodham Ferrers Town Council	Survey
39	Springfield Parish Council	Survey and letter
40	St Osyth Parish Council	Survey
41	Stansted Mountfitchet Parish Council	Survey, letter and email
42	Stock Parish Council	Survey
43	Thaxted Parish Council (incorporates formal complaint to Michael Ellis MP)	Survey and letter
44	Tiptree Parish Council	Survey and email
45	Toppesfield Parish Council	Letter
46	West Mersea Parish Council	Survey and letter
47	Wickham Bishops Parish Council	Survey
48	Winstred Hundred and East Mersea Parish Councils	Email
49	Witham Town Council	Letter
50	Wivenhoe Town Council	Survey and email
51	Woodham Walter Parish Council	Survey
52	Joint evidential response by councillors from Manningtree, Mistley and Lawford Parish Councils, and from Tendring District Council	Letter

6.2 Summaries of the responses

Comments by town and parish councils echoed the themes listed above and therefore will not be repeated or responded to in detail. Where a council raised a point not covered above, they are listed below. Where a council has only made comments that are specific to a named community-run library, these are shown in sections 9 and 10 below.

6.2.1 Canewdon Parish Council

Suggest that the County Council consider what hard copy books are available throughout Essex given that hard copy books can be transferred from one library to another.

6.2.2 Coggeshall Parish Council

Note that parish clerks and councils could be involved in running community libraries and feel that this conflicts with Section 101 of Local Government Act 1972 prohibiting a local authority from discharging its functions to another local authority.

6.2.3 Farnham Parish Council

The mobile library visit time was altered by the county council without consultation with the Parish Council. (Note: The change to the mobile stop in Farnham came about in April 2018 following an extensive consultation about the mobile service. All town and parish councils on the Council's comprehensive list were sent notifications about this consultation in September 2017. The Council is likely to be reviewing mobile stops later in the year and will do so regularly thereafter, adjusting the routes and timetable according to need for the service.)

6.2.4 Galleywood Parish Council

All needs assessment criteria should be used in relation to each other, e.g. usage to population, deprivation to population.

The five measurement criteria should not be used to set communities against each other in a battle for resources showing division and discord. The Carnegie UK Shining A Light report says we should measure the impact of public libraries on wellbeing, a shift away from measuring inputs (costs) towards methods for measuring participation and impact (measuring participation in all programmes of activity and courses). Policies based on outcomes will better guide decision makers. Library services must align services with community needs and the priorities and policies of funders and public policy decision makers. The replacement by dispersal of the offering runs a higher risk to the public service failure or deterioration. Any add-on service should be seen as supplementary and not replacement, online offering will exclude many of the current user community of they have no access to online suite of tools.

The Parish Council would like to see the Council adopt, invest and expand the strategy.

It would like to see the Council actively promote, increase the range of services, become creative not destructive with public service library services by way of the following: longer opening hours, encouraging a larger footfall, improving investment and use of technology. Improve service link up with the Council's well-being and mental health policies. Reduce cost of the service by looking at overhead costs e.g. cleaning and staff costs.

6.2.5 Great Baddow Parish Council

- …PC expects to be consulted as part of any future discussions on the future level of services at Great Baddow Library.

- … Withdrawal of service from Great Baddow Library would destroy opportunities for working together, for example on an exhibition and utilising library contacts and resources for this. The library also acts as a point of contact for people to find out about contact points and services offered by the council.

6.2.6 Great Dunmow Town Council

- … Business opportunities should be included as a criterion in the needs assessment.

- … Tourist Information Centre is sited in the library.

- … Suggestions: commercial partnerships, refreshments/coffee machine, room lettings at commercial rate, use outside regular opening hours, book signings, virtual reality gaming.

6.2.7 Hatfield Broad Oak Parish Council

Uttlesford has a greater number of smaller primary schools often serving a larger catchment area. These are often in groups and depend upon smaller libraries - not only Dunmow but Thaxted and Stansted - for introduction to the library and what it can offer. Mobile library services to Hatfield Broad Oak have been reduced from 1 hour every week to half an hour every 3 weeks. Public transport is concentrated on Stansted Airport and Bishop's Stortford and access to libraries is only feasible by car.

6.2.8 Loughton Town Council

Shorter opening hours at Loughton Library would affect opening hours of Citizens Advice and Loughton Town Council which have their offices there. Comments about Debden Library are shown in section 10.

6.2.9 Manningtree Town Council

The Assessment carried out in Spring 2018 which has formed the basis on which the Strategy has been formulated is not robust, comprehensive, nor informative enough to justify its proposals. Most of the crucial information will be supplied as a result of this current consultation, only then should a meaningful strategy have been put in place and shared with the public.

The population in our two closest neighbouring parishes Lawford and Mistley is estimated to increase by 42% over the next few years.

6.2.10 North Fambridge Parish Council

No bus service to Maldon and only once a week bus to South Woodham Ferrers.

6.2.11 South Woodham Ferrers Town Council

In the Social Isolation criterion, the age bracket is not suitable. From public research within our area parents of all ages use the library for their reading challenges, nursery rhyme and singing sessions and themed days and nights.

Concern that outreach activities in other buildings (eg Rhymetimes) will be charged for, excluding those who can't afford them.

6.2.12   Tiptree Parish Council

The strategy may end up with people paying twice over, once via their ECC charge and again via the precept required to cover capital and running costs of a volunteer library.

6.2.13 Willingale Parish Council

The Parish Council does not own or manage any premises.

6.2.14 Witham Town Council

With the closure of neighbouring libraries there will be additional footfall in Witham's library. It was therefore felt important that at least local papers should be available in the library.

7.   Responses from community and other organisations

7.1   Checklist of responses

Comments made organisations about particular community-run libraries are listed and responded to in sections 9 and 10 below. General comments not covered in the tables and sections above are listed below this table.

	Organisation	Category	Response method
1	1st Coggeshall Scout Group	Youth group	Survey
2	Acorn Village	Residential home	Survey
3	Age UK Essex Befriending	Social	Survey
4	All Saints' Reading Group	Book group	Survey
5	Appetite Book Club	Book group	Survey
6	Archives	History	Survey
7	Arterial Culture CIC	Arts	Survey
8	Ashingdon Primary Academy	School	Survey
9	Barnardo's	Public body	Survey
10	Barnardo's, Saffron Walden (Essex Child & Family Wellbeing Service)	Public body	Survey
11	Beacon Hill Rovers FC	Sports	Survey
12	Becca's Book Club	Book group	Survey
13	Benfleet Community Archive	History	Survey
14	Benfleet U3A (University of the Third Age)	U3A	Survey

	Organisation	Category	Response method
15	Bentfield Primary School	School	Survey
16	Billericay Methodist Preschool	Preschool	Survey
17	Book Club, Galleywood	Book group	Survey
18	Book Group, Kelvedon	Book group	Survey
19	Book Group, Shenfield	Book group	Survey
20	Book Talk Book Club, Buckhurst Hill	Book group	Survey
21	Book Talk Book Group	Book group	Survey
22	Booklets Book Group, Brightlingsea	Book group	Survey
23	Boxted Mobile Library Van Users	Library	Survey
24	Bradfield WI Book Group	Book group	Survey
25	Braintree Area Foodbank Ltd	Foodbank	Survey
26	Brentwood Choral Society	Music and theatre	Survey
27	Brightlingsea Book Club	Book group	Survey
28	Brightlingsea Playreading Group	Book group	Survey
29	Broomfield Green Zone	Environment	Survey
30	Broomfield SOLE (Save Our Libraries Essex)	Library	Survey
31	Broomfield U3A	U3A	Survey
32	Cheeky Monkeys Nursery, Earls Colne	Preschool	Survey
33	Chelmsford Community Transport	Community	Survey
34	Chicken and Frog Bookshop / Brentwood Children's Literary Festival	Literary	Survey
35	Childminder, Harlow	Preschool	Survey
36	Childminding	Preschool	Survey
37	Chipping Hill Book Club	Book group	Survey
38	Chipping Hill Primary School	School	Survey
39	Citizens' Advice Essex	Citizens advice	Survey
40	Citizens' Advice South Essex	Citizens advice	Survey
41	Coastliners	Book group	Survey
42	Coffee Mates Ladies' Club	Social	Survey
43	Coggeshall Community Library Group	Library	Survey

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	Organisation	Category	Response method
44	Colchester Sixth Form College	School	Survey
45	Colne Place Residential Home	Residential home	Survey
46	Cygnets Mothers and Toddlers	Preschool	Survey
47	Dedham Primary School	School	Survey
48	Dovercourt Choral Society	Music and theatre	Survey
49	Earls Colne Community Library Group	Library	Survey
50	Edward Bear, Wickham Bishops	Preschool	Survey
51	Elsenham Village Hall	Community	Survey
52	Emma Durrant Childcare	Preschool	Survey
53	Epping Forest Conservative Association, Buckhurst Hill Branch	Political party	Survey
54	Epping Forest Foodbank	Foodbank	Survey
55	EPUT (Essex Partnership University NHS Trust)	Public body	Survey
56	Essex and Harlow Symphony Orchestras	Music and theatre	Survey
57	Essex Cares Ltd (ECL)	Public body	Survey
58	Essex Child and Family Wellbeing Service	Public body	Survey
59	Essex Knitters and Stitchers	Arts	Survey
60	Essex Lifestyle Service	Public body	Survey
61	Essex Partnership NHS Trust (Brockfield House)	Public body	Survey
62	Essex Society for Archaeology and History	History	Letter
63	Essex Society for Family History	History	Survey
64	Feering WI	Community	Survey
65	Finchingfield Community Library	Library	Survey
66	French Club, West Mersea	Adult Learning	Survey
67	Friends of Hullbridge Library Group	Library	Survey
68	Frinton Chapel Preschool	Preschool	Survey
69	Fryatt in Harwich	Community	Survey
70	Fyfield Book Club	Book group	Survey

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	Organisation	Category	Response method
71	George Book Lovers, Braintree	Book group	Survey
72	Great Baddow Booktalk	Book group	Survey
73	Great Baddow Village Market	Community	Survey
74	Great Tey Women's Institute Book Club	Book group	Survey
75	Grove Preschool, Stanway	Preschool	Survey
76	H&TCA (Hadleigh and Thundersley Community Archive)	History	Survey
77	Hadleigh Castle U3A	U3A	Survey
78	Hadleigh Community Group	Community	Survey
79	Halstead and District U3A	U3A	Survey
80	Hamelin Trust	Residential home	Survey
81	Hands Off Thaxted	Library	Letter
82	Hanover Court, Dovercourt	Residential home	Survey
83	Harlow Alliance Party	Political party	Survey
84	Harlow Civic Society	Community	Letter and survey
85	Harlow Common Residents' Forum	Residents	Survey
86	Harlow Ethnic Minority Umbrella	Community	Survey
87	Harlow Talking News	Community	Survey
88	Harwich Festival of the Arts	Arts	Survey
89	Harwich Reading Group	Book group	Survey
90	Hawkwell Residents' Association	Residents	Survey
91	Hazelmere Infant School and Nursery	School	Survey
92	Helping Hands Essex	Community	Survey
93	Holland Residents' Association	Residents	Email and survey
94	HomeStart Essex	Community	Survey
95	HPFT (Hertfordshire Partnership Foundation Trust)	Public body	Survey
96	Hullbridge Residents' Association	Residents	Letter
97	Hundred Parishes Society	History	Survey
98	Inform Galleywood	Community	Survey

	Organisation	Category	Response method
99	Integration Support Services	Community	Survey
100	Islanders Book Group	Book group	Survey
101	Jack and Jill Preschool, Brentwood	Preschool	Survey
102	Jean's Book Club	Book group	Survey
103	Kayte's House	Preschool	Survey
104	Kelvedon and Feering Heritage Society	History	Letter
105	Kelvedon Roman Catholic Church	Church	Survey
106	Kelvedon St Mary's Primary Academy and Autism Hub	School	Survey
107	Kingston Primary School	School	Survey
108	Kool Carers South East Ltd	Care	Survey
109	Layer de la Haye Primary School	School	Email
110	Lindsell Bookclub	Book group	Survey
111	Little Pickles Nursery	Preschool	Survey
112	Little Smarties Nursery	Preschool	Survey
113	Longridge and Literary Friendship Book Club	Book group	Survey
114	Loughton Voluntary Care Association	Care	Survey
115	Love Stanway	Community	Survey
116	Macmillan	Care	Survey
117	Magna Carta Primary Academy	School	Survey
118	Manningtree Museum & Local History Group	History	Letter
119	Maylandsea Primary School	School	Survey
120	Meadows Montessori	Preschool	Survey
121	Mersea and Pyefleet Branch, Labour Party	Political party	Survey
122	Mersea Community Support	Community	Survey
123	Mersea Island Library Enthusiasts	Library	Survey
124	Mersea Island School	School	Survey
125	Mersea Island Society	Community	Email and survey
126	Mersea Island Trust (Mersea Court)	Residential home	Survey

	Organisation	Category	Response method
127	MICA (Mersea Island Community Association)	Community	Survey
128	Millfields Primary School	School	Survey
129	Monday Shakespeare Group, Old Harlow	Book group / Literary	Survey
130	Mulberry Book Club	Book group	Survey
131	Mulberry Bush Montessori Ltd	Preschool	Survey
132	Mum and Toddler Group, Hadleigh	Preschool	Survey
133	Museums Essex	History	Survey
134	National Education Union North East Essex	Trade union	Letter
135	National Education Union North Essex	Trade union	Survey
136	National Education Union West Essex	Trade union	Survey
137	National Jazz Archive	Arts	Survey
138	Normski Readers	Book group	Survey
139	NWES (Norfolk and Waveney Enterprise Services)	Business support	Survey
140	NWR Bookworms	Book group	Survey
141	OWLs (Older Wiser Links) Brightlingsea	Social	Letter
142	Parish Church of St Mary the Virgin, Shenfield	Church	Letter
143	Passmores Academy	School	Survey
144	Paycockes WI	Community	Survey
145	Plume Academy	School	Survey
146	Prettygate Baptist Church	Church	Survey
147	Prettygate Reading Group	Book group	Email
148	Puffins Reading Group	Book group	Survey
149	Purford Green School	School	Survey
150	Rainbow Pre-School, Stansted	Preschool	Email and survey
151	Ramsden Hall School	School	Survey
152	Rayleigh Library (Tuesday) Writers' Group	Literary	Survey
153	Rayleigh Mount WI	Community	Survey
154	Reading Between the Lines	Book group	Survey

	Organisation	Category	Response method
155	Realise Futures	Employment	Survey
156	Recorders of Uttlesford History	History	Letter
157	Residents 4 Uttlesford	Political party	Letter and survey
158	Richmond Preschool	Preschool	Survey
159	Riverside Primary School	School	Survey
160	Rochford and Southend East Constituency Labour Party	Political party	Survey
161	Save Coggeshall Library Campaign	Library	Survey
162	Save Manningtree Library Action Group	Library	Letter
163	Saxon Amateur Theatre Group	Music and theatre	Survey
164	SeeHistory	Literary	Survey
165	Shenfield and Hutton Morning WI	Community	Survey
166	Shenfield Library Friday Book Group	Book group	Survey
167	Shenfield Readers	Book group	Survey
168	Sible Hedingham Book Group	Book group	Survey
169	Sible Hedingham Save Our Libraries	Library	Survey
170	Sid Bolan Big Band	Music and theatre	Survey
171	Signpost (Colchester) Ltd	Community	Survey
172	Singing Book Club, Brightlingsea	Book group	Survey
173	Smiles Montessori Preschool	Preschool	Survey
174	Sounds Right Phonics for Kids	Preschool	Survey
175	South Woodham Ferrers U3A Play Reading Group	Book group	Survey
176	Southminster CE Primary School	School	Survey
177	St Cedd's Reading Group	Book group	Survey
178	St John's Buckhurst Hill Book Club	Book group	Survey
179	St John's C of E Primary School	School	Survey
180	St Luke's Church, Tiptree	Church	Survey
181	St Mary's CE Church, Ardleigh	Church	Survey
182	St Mary's Music Association	Music and theatre	Survey

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	Organisation	Category	Response method
183	St Mary's Primary School, Stansted	School	Survey
184	St Michael and All Angels Church, Galleywood	Church	Letter and survey
185	St Michael's CE Junior School, Galleywood	School	Survey
186	St Peter's Church Reading Group	Book group	Survey
187	St Peter's Primary School	School	Survey
188	Stambridge Primary School	School	Survey
189	Stansted Free Church	Church	Survey
190	Stansted is Well Read Book Group	Book group	Survey
191	Stanway Village Hall Management Committee	Community	Survey
192	Stondon Singers	Music and theatre	Survey
193	Team to Save Hockley Library	Library	Letter
194	Teen Talk, Clacton/Walton	Community	Survey
195	Thaxted Primary School	School	Email
196	Thaxted Society	History	Letter and survey
197	Thorpe le Soken WI	Community	Survey
198	Tiptree Choral Society	Music and theatre	Letter
199	Tiptree Preschool Playgroup	Preschool	Survey
200	Tiptree U3A	U3A	Email
201	Toad Hall Day Nursery, Castle Point	Preschool	Survey
202	Tolleshunt d'Arcy Book Group	Book group	Survey
203	Totham Hill Book Club	Book group	Survey
204	Twinkling Tots	Preschool	Survey
205	Tye Green Leisure and Community Association	Community	Letter
206	U3A Book Group, Shenfield	Book group	Survey
207	U3A Essex	U3A	Survey
208	U3A Family History, Hockley	History	Survey
209	U3A Play Readers, Hadleigh	Book group	Survey

	Organisation	Category	Response method
210	U3A Playreading 2, Hadleigh	Book group	Survey
211	UNISON Essex County Branch	Trade union	Letter
212	Uplanders Book Group, West Mersea	Book group	Survey
213	Uttlesford Citizens Advice (incorporates formal complaint to Michael Ellis MP)	Citizens advice	Letter and survey
214	Walkers Book Group	Book group	Survey
215	Walton Community Forum	Community	Survey
216	Water Lane Primary Academy	School	Survey
217	West Horndon Art Group	Arts	Survey
218	Westcliff High School for Girls	School	Survey
219	Westerings Primary Academy	School	Survey
220	WI Book Group, Manuden	Book group	Survey
221	WI Orchard Springs Reading Group	Book group	Survey
222	Wickford Community Projects	Community	Survey
223	Wickham Bishops Baby and Toddler Rhymetime Group	Preschool	Survey
224	Wickham Bishops with Little Braxted Parish Church Council	Church	Survey
225	Willingale Book Club	Book group	Email and survey
226	Witham Choral	Music and theatre	Survey
227	Wivenhoe Open Air Shakespeare	Music and theatre	Survey
228	Wivenhoe Orchestra	Music and theatre	Survey
229	Workers' Educational Association Essex	Adult education	Survey
230	Workers' Educational Association Brightlingsea	Adult education	Survey
231	Workers' Educational Association Halstead	Adult education	Survey
232	Workers' Educational Association Writtle	Adult education	Survey
233	Writtle Infant School	School	Survey

There were also 21 survey responses from unidentified organisations.

7.2   Summaries of the responses

Comments by organisations echoed the themes listed in section 3 and therefore will not be listed again here. Where an organisation raised a point not covered above, they are listed below.

Two classes of organisation have specific needs, involving dealing with large numbers of books, which were often iterated in their responses. These are book groups, of which Essex Libraries supports over 700, and performing arts groups, 102 of whom subscribe to Essex Libraries' Performing Arts Service.

7.2.1 Book groups

48 book groups responded to the consultation. Frequent comments included:

- … Assumption or apprehension that book group loans will not be available from community library services

- … Book group management typically involves one person in the group collecting from and returning to the library multiple copies of books. This will become difficult / impossible if they're obliged to travel further to an alternative library. The difficulties already considered under 3.1 (distance, parking, availability of public transport, cost) are exacerbated by the weight of the multiple copies.

- … Many book group members are elderly.

- … Book group loans are issued on one card per group. By not counting book groups supported per library, the active user criterion in the needs assessment ignores the fact that several people are actively using the same card.

- … The potential closure of many libraries implies considerable reduction of the overall bookstock. This will make it difficult, and in some cases no doubt impossible, to gather together enough copies of a requested book to satisfy book group needs.

- … Many groups rely upon staff knowledge for their reading choices, and it's felt that volunteers will lack the knowledge to assist them in this.

- … Most book groups who responded stated that they would have to close if their local library were closed, or if the book group loan service were made unavailable there.

Book Talk Book Club, Buckhurst Hill

Book groups are a great way to contribute to the fabric of society and motivate and galvanise people about local issues. In ours, we regularly discuss all manner of community topics from policing, schools, transport, high streets and in doing so, we play a more active part in local issues. Book groups can provide a vital role in helping people with mental health issues and dementia.

It's important from a cultural point of view that authors are supported, and book groups have a key role to play in doing this.

Booktalk Book Group

Responses to the consultation should have been used as criteria for the needs assessment.

Great Baddow Booktalk

Please look at what the Thimblemill Library, Sandwell, West Midlands, is doing to see the potential of community involvement in activities and social evenings held there varying from folk evenings, talks, small theatre groups etc.

NWR Bookworms, Harwich

Suggested needs assessment criterion: Distance of libraries from other libraries where that distance is more than 3 miles. Libraries further than 3 miles from their closest library should be given a higher priority, especially in semi-rural areas with poor public transport as that will prevent many customers from visiting libraries.

Uplanders Book Group, West Mersea

Cultural education should have been included as a criterion in the needs assessment.

Willingale Book Club

There's currently a book swap in the village hall and they were wondering if they should expand and enhance this. Not offering to run a community library.

7.2.2 Performing arts groups

11 music and theatre groups responded to the consultation. (Play reading groups, which belong to both classes, have been included with book groups above.) Frequent comments included:

- …Assumption or apprehension that performing arts loans will not be available from community library services

- …Typically, one person in the group collects from and returns to the library multiple copies of books or scores. In the case of the largest choirs, this may amount to several boxes full of heavy hardback scores. This will become difficult / impossible if they're obliged to travel further to an alternative library.

7.2.3 Archives, archaeology and historical societies

Archives

Metrics on how the Libraries are also being used creatively should be included in the needs assessment.

Essex Society for Archaeology and History

It's important we recognise the social and health value of walking to a library, especially when many other facilities such as shops or banks are closing.

Essex Society for Family History

Family historians make extensive use of the reference materials currently only available in libraries. There include Ancestry, Find My Past, National Newspaper Archive, Dictionary of National Biography, Who was Who etc. As the number of libraries is to be significantly reduced can these reference sources be available using a library card from home computers? (Note: The Guardian, Observer and Times archives, the Dictionary of National Biography and Who Was Who are currently available online to library users from home. Ancestry, Find My Past, and the British Newspaper Archive are currently available online in libraries only, but the possibility of making them accessible from home will be explored during the strategy period.)

Recorders of Uttlesford History (signed by representatives of 20 parishes in Uttlesford)

Access to the Town Library with its valuable role in research would be compromised by reduced opening hours at Saffron Walden; out-of-hours access would be no good for the Town Library. Reduced opening hours would also affect the Essex Record Office Access Point at Saffron Walden.

7.2.4 Foodbanks

Braintree Area Foodbank Ltd

Confidential space for emergency help would be a tremendous benefit to clients in crisis and needing food. Foodbanks could have volunteers working out of libraries maybe a couple of hours each day.

The library is a safe space for those who need to access computers for benefit links and to use the Turn2Us link for benefit advice and information.

Epping Forest Foodbank

Epping Forest Foodbank serves 3-day emergency food parcels to local people in crisis, referred to the Foodbank by front line professionals. If you close Debden Library the Distribution Centre that the Foodbank runs from there would also have to close/relocate creating problems for people who desperately need supplies and who rely on being able to access them via the service run from Debden Library. Debden Library is the 2nd most visited distribution centre out of the 3 in Epping Forest.

7.2.5 Chelmsford Community Transport

Suggestion: Memory Cafes where people can reminisce about the local community.

7.2.6 Childminder, Harlow

Suggestion: Having post offices in libraries to generate income to support the libraries.

7.2.7 Citizens Advice Essex

We would like to offer to be one of the community groups running some of the tier 3 and possibly tier 4 libraries. We plan to prepare for you a more comprehensive business case to explain how we work with volunteers, how Citizens Advice is running libraries elsewhere in the Country and different models available. We feel we are well placed with a wide Essex network, a brand the public recognise and trust to provide Essex County Council a viable alternative community offer for some libraries. We would welcome an opportunity to discuss this with you further.

7.2.8 Citizens Advice South Essex

Citizens Advice South Essex would like to discuss working with the Council particularly regarding the Tier 2 and 3 libraries.

7.2.9 Colchester Sixth Form College

The loss of our weekly delivery van was regrettable and has substantially reduced the amount of inter library loans we place. Extra time is required by our staff to return books, usually individually. Statistically this means although we value the service, we are unable to use it as much. We value the ability to borrow books but are unable to maintain it as a promoted service, therefore reducing issue stats.

7.2.10 Dedham Primary School

Suggestions: Is it possible to get involved with NCT groups/playgroups/nurseries so that the message about the importance of making time for children's reading gets out as early as possible? Lots of our children sign up to the Summer Reading Challenge and therefore perhaps something ongoing throughout the year to encourage reading would be possible? Our parents are always looking for after school clubs/childcare opportunities and therefore perhaps there are possibilities for book clubs/holiday clubs etc?

7.2.11 Elsenham Village Hall

If the nearest library building closes and the Council needs to find alternative spaces to run activities, our organisation (village hall) will need to consider stepping in to offer a venue. However, we feel strongly that library services should be provided by professional trained staff in a purpose-designed space

7.2.12 Essex Knitters and Stitchers

Knitters and Stitchers groups meet in various libraries including Tiptree, Kelvedon and Hatfield Peverel, making items for local charities. Many of the

ladies involved would possibly not see or talk to anyone if they did not come along to the knitting groups.

7.2.13 Essex Partnership University NHS Trust (Brockfield House, Wickford)

Mental health organisations such as Brockfield House in Wickford have patients who undergo extensive rehabilitation and re-integrate them with the real world. Many of our patients have IT skills, customer service skills and volunteer in community organisations before discharge. Some of them also do paid employment. It will be useful for libraries to partner with us to identify and utilise such talent as it is mutually beneficial. Also, our unit will be willing to host a part of library services within our unit by providing space, utilise any smart services library can offer for our service users and staff. Being a 98 bedded unit, at any time, we have 98 patients and 100 staff on the unit. As such, it's a community of 200 people at any point of day or night! Having a 'library hub' on site in collaboration with Essex library services will be a useful way of extending this vital service to our community, increase uptake of library services and thus contributing to improving our communities.

7.2.14 Harlow Alliance Party

The Harlow Alliance Party would like to see Harlow Council decentralise some of its services to neighbourhoods and we are now making the case that they look to offer to share space in libraries (and costs) so that the library service can remain where it is now.

7.2.15 Home-Start Essex

School readiness should have been used as a needs assessment criterion.

7.2.16 Integration Support Services, Harlow

The majority of our users speak English as a Second Language (ESL). They are therefore reliant upon libraries to improve their English and integrate.

7.2.17 Millfields Primary School

No weighting is given to the number of school age children in a community.

7.2.18 National Education Union, North Essex

Suggested needs assessment criterion: The use of libraries by children and by secondary and sixth form students as peaceful places in which to study or do homework, especially students who do not live near a tier 1 library.

7.2.19 National Jazz Archive (NJA)

The criteria are for the most part entirely appropriate. However, they do not include important criteria relevant to the NJA which is based at Loughton Library. NJA holds a collection of national and international significance. It receives visitors and enquiries from around the UK and around the world.

It is a remarkable tribute to Essex County Council that it has hitherto provided generous support to such an important institution. This has enabled NJA to

achieve its current status and has helped to raise the profile of Essex County Council. NJA keeps a detailed record of visitors and enquiries and its outreach work. NJA also engages a number of volunteers. These are all important criteria which should be taken into account in deciding on the value of retaining Loughton Library and retaining NJA at Loughton Library.

The National Jazz Archive hopes that the consultation will take into account the importance of NJA as a national and international institution. Accommodation at Loughton Library is critical to its ongoing survival.

7.2.20 Ramsden Hall School

Suggested needs assessment criterion: Community access for pupils and students that are not in full time school. Without access to a library it would be increasingly difficult to tutor the most vulnerable young people in our community.

7.2.21 Rayleigh Library Writers' Group

Rayleigh Writers meets each month at Rayleigh Library. Formed in 2002, following an initiative by the library, it has provided a valuable resource for local writers, helping many of them to develop their skills and become published authors. The Group has produced eight anthologies of short stories and poems which it sells in support of the Essex and Herts Air Ambulance. In 2013 the Group was awarded a 'Special Certificate' for its services to Rayleigh by Rayleigh Town Council. None of this would have happened without the help and support of Rayleigh Library. Closure would deprive us of our meeting place and the help and support of library staff.

7.2.22 Reading Between the Lines

Suggestion: Reduce the number of new books into smaller libraries. Ask the staff to pick a small selection from the books being sent to the larger ones. The librarians know what their customers want.

7.2.23 Realise Futures

As an example of space sharing for drop-in sessions, in Colchester Library there could be space for Realise Futures, Signpost, Purple, Citizens Advice, Mencap and Shelter to offer advice and expertise on Employment/Training/Job Searching/Disability, CV writing and skills, finance queries and advice, mental ill health and homelessness.

The use of the cafeteria area would be increased bringing in more money, and volunteering is a huge part of building work experience, so it would even be possible for us to source suitable volunteers locally from a Realise Futures perspective. Would be willing to discuss further.

7.2.24 Residents 4 Uttlesford

- .... Libraries are more important in remote rural communities. Saffron Walden and Dunmow are 14 miles apart; Stansted and Thaxted are in the middle

of the district serving villages between. Proportionally more important due to poor physical connectivity, poor rural broadband and remoteness from other services.

- .... Using a measure of local fertility rates [for the social isolation criterion] is wholly inadequate as it fails to measure the number of new people moving to the area.

- .... Financial case not proven and identified costs do not outweigh benefits

- .... Thaxted and Stansted libraries have already been paid for by developer contributions paid to Essex County Council when new homes are built, and ought to have been generating a surplus for ECC.

- .... Uttlesford is disproportionately underfunded, receiving 4% of library funding for 6% of Essex residents.

- .... When Thaxted Library building was sold residents were told the proceeds would guarantee provision for many years; in fact using figures provided under FOI it should be guaranteed for over 100 years.

7.2.25 SeeHistory

SeeHistory produces books in hard copy and e-book versions. We would love to be able to expand this in conjunction with the library to include books for the poorly sighted etc.

7.2.26 Shenfield and Hutton Morning WI

Suggested criterion for needs assessment: Main criterion should be education and public service.

7.2.27 Shenfield Readers

Suggestions: Classes on all manner of subjects could be held. Why was the orange sack service withdrawn from Shenfield?

7.2.28 Signpost (Colchester) Ltd

Signpost is a registered charity that helps Colchester residents back in to work by providing employability support services. We based ourselves on the first floor of Greenstead Library due to high unemployment in the area and the need for our support - our model is to base ourselves in areas of deprivation. As we have use of the first floor of the building two days a week when the library is closed, it seems sensible to explore ways of joint working with Essex Libraries to help deliver services as a partner organisation.

7.2.29 Singing Book Club, Brightlingsea

Suggested criterion for needs assessment: Manual handling - book groups have to carry larger numbers of books.

7.2.30 Southminster C of E Primary School

Suggested needs assessment criterion: Active outreach to schools.

As a school we are keen to actively engage in the new model of library services, from hosting activities to lending space and encouraging volunteers. Southminster School and St Cedd's Primary in Bradwell on Sea work closely together, sharing resources & staff and would therefore be able to support in 2 communities. We are also interested in exploring how our 2 minibuses might find a role within this model.

7.2.31 Stanway Village Hall Management Committee

Suggestion: Have you asked the financial sector if they would be willing to support libraries and have some banking facilities available? It cannot always be about cost of the individual facility as closure often leads to problems elsewhere that eventually cost the Council more money.

7.2.32 Tolleshunt d'Arcy Book Group

Maldon Library, our next nearest library would need more staff to take on other book groups from libraries which have closed.   I think they already have in excess of 30 groups.

7.2.33 Twinkling Tots

Suggestion: Make the Rhymetime sessions interactive - allow children to dress up and encourage them to act out parts of a story - this would also encourage more participation from groups/ schools/ childminders/ nurseries and greatly help disadvantaged children to love books.

7.2.34 UNISON Essex County Branch

- …Urges further investment (including technology) to deliver new and more efficient ways of working.

- …Online and digital challenges:

  o Issues with the current market for eBooks – both in terms of extent to which publishers support and issues with compatibility of current platforms.

  o How digital access and increased knowledge/skills in this area will be supported given this will be limited to tier 1 & 2 libraries.

- …Learning: Recommends more joined up working with Adult Community Learning (ACL) to support learning needs.

- …Concerned that it is a "cash raising plan" to use funds from sale of buildings etc. to "defray costs such as redundancy, or to bail out other services".

- …Concerned that proposals to raise local funds for tier 1 & 2 libraries be used as additional income not to prop up core service provision.

- …Concerned that Smart libraries risk effectively excluding children and literacy levels will suffer.

●...Concerned that increasing revenue by charging for services will drive people away.

7.2.35 Uttlesford Citizens Advice

Suggestion: A model of encouraging second hand exchange or purchase could be a viable alternative, possibly run in conjunction with like-minded charities; this could save money, whilst preserving the social space. Lending services could then focus on specialized materials such as large print, Braille and talking books.

Having worked locally in Thaxted and Stansted, we know there are no alternative sites for free public access to computers or the internet in these villages.

Made a formal complaint to Michael Ellis MP, Minister for Libraries, expressing concern about proposals to close Thaxted and Stansted libraries.

●...The consultation and business planning process used by the Council was flawed

●...Asked for a Local Inquiry by the Department for Digital Culture Media and Sport to stop the consultation process.

●...The assessment criteria and weighting in the needs assessment take no account of the rural nature of Thaxted or Stansted and the surrounding villages; therefore the outcome of the proposal promotes a bias against rural library provision.

●...Needs assessment used book borrowing statistics only; Stansted library was operating a reduced service from temporary premises prior to a move into a new community hub.

●...needs assessment fails to consider library use for other purposes, eg internet access; a safe, warm place to sit; a meeting place; a source of local information; for research or homework.

●...Loss of library services in our rural area will disproportionately affect the elderly, the young, those on low incomes and those who are already socially isolated and lonely.

●...Nearest alternative libraries are between 6 and 10 miles away. Public transport in Uttlesford is already prohibitively expensive for many clients, so closure would mean a complete loss of access to library services.

●...A large number of Citizens Advice clients do not have a computer or access to the internet at home so they use the library and support of the librarians to apply for jobs, manage their finances and household bills and apply for welfare benefits. No other locations provide free access to computers in Thaxted or Stansted.

●...Clients struggling or unable to heat their homes are encouraged to use libraries as safe, warm, free places to spend time and find companionship.

66

- …CA Uttlesford uses Thaxted and Stansted libraries to meet and advise clients unable to travel to Great Dunmow and Saffron Walden currently provide a fortnightly service from Thaxted, which has been identified as a 'Model Community Library' by Essex County Council and have an agreement in place to provide our service from the new community hub in Stansted once it is reopened.

- …Libraries are so much more than just a place to borrow books. They provide a vital service to rural communities, facilitating social interaction, reducing disadvantage and improving access to other services.

7.2.36 Water Lane Primary Academy, Harlow

Would like mobile service to continue, but to remain at school for longer than 30 minutes to an hour, as this limits the number of children who can make use of the service. The pupils would not otherwise be able to access library books.

7.2.37 West Horndon Art Group

Our Art Group regularly exhibits at Essex Libraries (8, over the years). This is not just a cosmetic function but represents an essential part of the painting process - the artist needs to accept that their work will be viewed by strangers - and challenges their creative and compositional skills. The Libraries have provided a valuable aid to Essex residents in this regard over the years. The inability to exhibit undermines a 'well-being' activity for groups of Essex residents (mostly pensioners) and takes away an opportunity for confidence boosting & self-esteem enhancement.

7.2.38 Westerings Academy, Hockley

The lasting impact of its closure would be felt for generations, as we would be unable to facilitate a three mile walk to our next local library for our pupils. (Other schools made a similar point.)

7.2.39 Anonymous response:

One response suggested the five-year time frame for the strategy is too short.

8   Petitions

Fifty-seven petitions were received during the consultation period, containing 60,000 signatures. Where petitions were from the same organisation or about the same library they were pooled, with permission of the lead petitioner. Petitions are listed below in order of size. Please note that the Council can only consider petitions that have been closed and submitted to the Council. Petitions that are still open cannot be considered.

Library/area	Petition title	Number of signatures
All libraries	SOLE Save our Libraries Essex (5 petitions) We oppose the downgrading and closure of libraries in Essex. All libraries must remain open and with paid staff to ensure a safe and proper service. The proposed saving of less than £3.50 per household per year is not justified against the loss to the community.	15,382
Shenfield	Save Shenfield Library (3 petitions) We call on ECC to maintain Shenfield Library as at present. Using ECC tiering methodology, this would require ECC to upgrade Shenfield Library from a tier 3 library to a tier 2 library.	8,789
Hockley	Save Hockley Library (2 petitions) We call on ECC to retain Hockley Library as a fully funded library service with full digital access, funded, staffed and serviced by ECC.	8,028
Buckhurst Hill	Save Buckhurst Hill Library (2 petitions) Buckhurst Hill Library is an essential part of our community encouraging reading and learning for the young, providing access to computers for the poorest, used as a community hub providing classes for mums and toddlers and safe meeting spaces. Instead of thinking creatively about how to use the space ECC just want to close the library to save money. We call on ECC to remove Buckhurst Hill Library from their list of libraries earmarked for potential closure.	3,043
Great Tarpots	Save Great Tarpots Library (2 petitions)	2,538

Library/area	Petition title	Number of signatures
	We object to the closure of Great Tarpots Library.	
Coggeshall	Save Coggeshall Library (2 petitions) We wish the council to retain Coggeshall Library as a fully funded library service with full digital access; funded, staffed and serviced by ECC.	2,278
All libraries	Save our Essex Libraries (Lib Dem) We call on ECC to abandon its plan to close 24 libraries and possibly 19 more.	2,259
Manningtree	Manningtree Library (2 petitions) Manningtree Library has been highlighted as at risk of closure in the next two years. It is a vital community hub, we cannot afford to lose it. We urge our council leaders to act now to save Manningtree Library.	1,852
Hadleigh	Save Hadleigh Library (3 petitions) ECC propose to change Hadleigh to a community run establishment with no guarantee of it staying open if a suitable partner cannot be found. Hadleigh is a busy and well-run library used by various local community groups and a vital hub of the area. We urge our leaders to act now to keep Hadleigh Library open and within ECC to maintain its quality of service to the community.	1,730
Chigwell	Chigwell Library (2 petitions) ECC wants to close Chigwell Library, but it is an essential part of our community. It encourages children, young people, elderly and people with learning disabilities to have space and time to learn and meet others in a learning environment. We call on ECC to save Chigwell Library from closure.	1,662

Library/area	Petition title	Number of signatures
Fryerns and Vange	Fryerns and Vange Libraries (2 petitions) We are concerned that Fryerns and Vange Libraries are threatened with closure. We call upon the council to ensure that these libraries remain open under ECC management.	1,620
South Benfleet	South Benfleet Library (3 petitions) We call on ECC to retain South Benfleet Library as a fully funded library service with full digital access, funded, staffed and serviced by ECC.	1,232
Wivenhoe	Save Wivenhoe Library and Librarians (2 petitions) Essex libraries are threatened with closure, Wivenhoe to be downgraded to volunteer-run. ECC and MP Bernard Jenkin, please fund our libraries. For learning, love of reading and community, nothing can replace a thriving library.	1,226
Hullbridge	Hullbridge Library (2 petitions) We call on ECC to retain Hullbridge Library as a fully funded library service with full digital access funded, staffed and serviced by ECC. We believe that further use of the existing library premises should be explored and call on ECC to retain this important community hub.	1,141
Thaxted	Thaxted Library We are appalled that ECC has announced that 25 libraries are earmarked for closure and we wish to make a particular plea to oppose the closure of Thaxted Library. This is a model of what a good, modern community library should be, and it is serving the people of Thaxted well. It is more than just a building, it	898

Library/area	Petition title	Number of signatures
	provides a service that is inclusive and vibrant, and enables users to learn, engage and remain connected to the community. The library has already been forcibly down-sized from larger premises so that Clarence House could be sold by ECC. Since this was an important educational centre for Thaxted, some of the proceeds from this sale should have been reinvested in Thaxted's educational infrastructure to compensate for its loss. [Other points repeat those listed in section 3 above, and in the submissions by Uttlesford District Council and Thaxted Parish Council.]	
Tendring libraries	Save Tendring's public libraries ECC have announced a list of 44 libraries across the county which are at risk of closing including the four in Tendring. Libraries are a part of the fabric of our local community which have provided generations of families with access to literature, education, knowledge, learning and support. Libraries are an essential part of public services, enabling poor children from disadvantaged families to access information, knowledge and skills to give them a decent chance in life. Libraries are fantastic assets to the community and need to be saved for future generations.	877
Holland	Holland-on-Sea Library (2 petitions) We demand that Holland Library remains open. It provides vital services for the local community which help to reduce social costs such as reliance on the NHS and other publicly funded organisations. It provides access to a variety of	755

Library/area	Petition title	Number of signatures
	learning materials for people of all age groups in an area that is expanding and attracting many young families. We sincerely hope that ECC will reconsider its intentions to significantly reduce the number of libraries in Essex, particularly small ones like ours, which provide a service that is unique and not found elsewhere in the community.	
Writtle	Writtle Library Writtle Library is a valuable resource for the villagers. It fosters a love of reading within the youngest to the oldest in our community, is a meeting space for various local groups and organisations and provides IT resources for those who do not have their own. It is central to village life and without it the village and residents will be substantially worse off.	695
Silver End	Silver End Library The current Silver End Library was opened by ECC less than 2 years ago. It would be a waste of that investment to close it now. The library is part of the hub services at the Village Hall that help to support the local community. With Silver End set to have over 1000 more residents within the next 10 years, it will need better, not reduced services. We call on ECC to keep Silver End Library open and to withdraw the closure proposal.	650
Great Wakering	Save Great Wakering Library (3 petitions) We object to the closure of Great Wakering Library. We remind ECC of their statutory duty under the Public	532

Library/area	Petition title	Number of signatures
	Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons.' Also that ECC must legally take into consideration section 149 of the Equalities Act 2010 - when applying the Equality Duty, consideration should be given to certain data sets, for example, accessibility (analysed by public transport).	
Brightlingsea	Save Brightlingsea Library (2 petitions) We call on ECC to stop the 12-week consultation to close 25 libraries across the county.	527
Mark Hall	Mark Hall Library Please don't close Mark Hall Library. Books are very important to us, and our library is a place where we can read and discover them. Walt Disney once said. "There is more treasure in books than in all the pirate's loot on treasure island." Please don't take away our treasure.	444
Kelvedon	Save Kelvedon Library (2 petitions) Kelvedon Library is a much-valued local community asset used by young and old for a variety of community activities. We call upon ECC to reconsider its closure plan and keep Kelvedon Library open.	407
Ingatestone	Save Ingatestone Library Under this proposal and with adjacent Shenfield, Writtle, Galleywood and Stock Libraries also under threat, and with a shrinking public transport service, people of all ages who rely on Ingatestone library will struggle to find alternative opportunities for guaranteed access to books and	310

Library/area	Petition title	Number of signatures
	computers, and will suffer from increased social isolation. The library is one of the only safe, quiet public spaces to study in Ingatestone. For the youngest villagers, there is no substitute for picking out new picture books. It offers choice over reading topics and encourages a love of the physical element of reading. These are vital building blocks of literacy. Ingatestone is a growing village, so more people will need access to these services in future. We call on ECC to guarantee the future of Ingatestone Library, by accepting responsibility for its funding and by designating it as a tier 2 service.	
West Mersea	Save West Mersea Library We call on ECC not to reduce funding to West Mersea Library, and to withdraw the consultation regarding libraries.	284
Nine libraries **(Coggeshall, Earls Colne, Hatfield Peverel, Kelvedon, Sible Hedingham, Silver End, Stanway, Tiptree and Wickham Bishops)**	Defend your local library ECC plans to decimate library services across the county with libraries in Coggeshall, Earls Colne, Hatfield Peverel, Kelvedon, Sible Hedingham, Silver End, Stanway, Tiptree and Wickham Bishops under threat of closure. These plans are unimaginative, short sighted and further undermine community life in our small towns and villages. We call upon ECC to rethink their closure plans and develop proposals for an inclusive and properly supported library service fit for future needs.	246
Hatfield Peverel	Hatfield Peverel Library We wish to express our concern at the proposed closure of our library. We feel that this has been actioned	227

Library/area	Petition title	Number of signatures
	without due consideration for the social consequences for our younger residents and our older and less able residents. Our community will have nowhere to meet, and we fear it will cause social isolation for young mothers and the older generation in need of a social hub. We have successful groups meeting within the library and are concerned that there appears to be no room for consultation on alternatives such as a volunteer led library.	
All libraries	Stop the loss of our libraries	139
Mark Hall and Tye Green	Mark Hall and Tye Green We call on ECC to stop the 12-week consultation to close 25 libraries across the county.	79
Waltham Abbey	Waltham Abbey Library ECC has announced plans to close 25 libraries and to turn a further 19 over to be run by local communities to save money. Waltham Abbey's library could have its hours cut from the current 48 per week to just 16, with the majority of staff expected to be volunteers. This could drastically reduce accessibility for working families, put community facilities such as drop-ins under threat and throw away years of experience gained by our paid, dedicated librarians. We call on ECC to preserve Waltham Abbey Library's current hours, services and paid staffing levels.	73
All libraries	Essex Libraries We call on ECC to stop the 12-week consultation to close 25 libraries across the county.	36
Prettygate	Prettygate Library	28

Library/area	Petition title	Number of signatures
	We ask that you stop the plan to close Prettygate Library and that the consultation process is halted because the information in the document provided is wrong. Councillor Sue Lissimore has already publicly agreed that Prettygate Library has the highest use of all, after Colchester Central Library. The strategy document places Prettygate Library within Tier 4 "low evidence of need". This is clearly false. [Other points repeat those listed in section 3 above, and in the paragraph on book groups in section 7.]	
Rochford	Rochford Library We call on ECC to retain Rochford Library as a fully funded 'hub' library service with full digital access; funded, staffed, and serviced by Essex County Council.	13

In addition, Kelvedon St Mary's Primary Academy submitted a petition with 422 signatures requesting that the Council retain Kelvedon Library as a fully funded service with funded staff, full digital access and serviced by the Council. The signatories were all primary school children. This petition has been excluded from the main table above in accordance with the provision in the Council's petitions policy, 'A person signing should normally be at least 12 years of age'."

9   Responses by Tier 3 library

In their responses to question 3 of the survey, individual respondents to the survey cited specific tier 3 libraries 9,186 times as libraries they visited frequently. Organisations responding to the survey cited specific tier 3 libraries 121 times. Hadleigh Library had the greatest number of mentions (1,118), followed by Shenfield with 1,061. Letters and emails cited specific Tier 3 libraries 340 times, of which Brightlingsea had the greatest number of mentions (88).

9.1   Key comments about specific libraries

Below, under each library are listed the key overall concerns that consultation respondents raised. Additional analysis identified the three most suggested criteria for the needs assessment by users of the library, based on answers to question 9 of the survey; the three classes of comment most often made in responses to question 19 of the survey; and the three classes of comment most often made by people who submitted emails and letters (where nine or more mentioning that library have been received). When reading the entry for an individual library it is also worth referring to sections 4 to 7 to see comments from MPs, local councils or community groups that may be relevant to that library.

Brightlingsea

416 survey respondents use this library (2% of survey respondents).

Key overall concerns

Concerns about capability and longevity of a volunteer-run service; high percentage of elderly people; distance to and accessibility of alternative libraries if Brightlingsea closed; challenge to lack of recognition of soft evidence (eg book clubs); planned housing and population growth in local area.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (62 individuals, 1 organisation), Availability /reliability of public transport (37 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (38 individuals, 0 organisations).

Question 19

Most frequent comments: Libraries are important for children/reading habits/education/long term outcomes (55 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (51 individuals, 1 organisations), I/others would have to travel further/reduce usage/stop using libraries (47 individuals, 1 organisations).

Emails and letters (88 correspondents)

Most frequent comments: Libraries provide a variety of important services/are not just about books (66 correspondents), Don't make cuts/invest more in the library service (42), I/others will find it difficult to travel/reduce usage/stop using libraries (41).

Specific comments not covered above.

Usage as recorded is not a true picture of usage. Books reserved online should have been counted twice

Coggeshall

371 survey respondents use this library (2%).

Key overall concerns

Challenge to lack of recognition of soft evidence (eg book clubs); concerns about capability and longevity of a volunteer-run service.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (54 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (36 individuals, 0 organisations), Footfall/type of usage-not used by card (25 individuals, 1 organisation).

Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (46 individuals, 2 organisations), Don't make cuts/invest more in the library service (39 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (36 individuals, 1 organisations).

Emails and letters (12)

Libraries provide a variety of important services/are not just about books (7), Library staff are helpful/trained staff are important/reservations about using volunteers (7), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (5).

Specific comments not covered above.

1st Coggeshall Scout Group

- …Withdrawal of the service at Coggeshall would mean they wouldn't be able to do some badge work.

Save Coggeshall Library Campaign

- …We would be interested in volunteering if it meant the library staying open; however currently the libraries have trained librarians for obvious reasons.

Earls Colne

218 survey respondents use this library (1%).

Key overall concerns

No specific enquiries raised against library.

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (15 individuals, 0 organisations), Usage by local community groups/other activities services

based in libraries as a central community hub (13 individuals, 1 organisation), Impact on children/young families (13 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (24 individuals, 0 organisations), Alternative suggestions - ideas for reducing the cost of the service (21 individuals, 2 organisations), Not everyone can access online services/eBooks/smart technology/physical books are important (18 individuals, 1 organisation).

There were two emails and letters mentioning this library.

Specific comments not covered above.

Cheeky Monkeys Nursery, Earls Colne

Where can we put a library facility in Earls Colne? We have already lost our post office and preschool. Not sure there is anywhere else. We would be happy to support it at the nursery but there is no public transport to our site.

Frinton

435 survey respondents use this library (2%).

Key overall concerns

Challenge to lack of recognition of soft evidence (eg book clubs).

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (46 individuals, 2 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (34 individuals, 0 organisations), Impact on older/retired users (25 individuals, 1 organisation).

Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (42 individuals, 2 organisations), I/others would have to travel further/reduce usage/stop using libraries (40 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (39 individuals, 2 organisations).

There were three emails and letters mentioning this library.

There are no additional comments about this library.

Great Parndon

131 survey respondents use this library (1%).

Key overall concerns

No specific enquiries raised against library.

Question 9

Criteria the Council should use to measure need: Proximity to local schools/colleges/universities/impact on education and performance figures (15 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (13 individuals, 0 organisations), Footfall/type of usage-not used by card (13 individuals, 0 organisations).

Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (13 individuals, 0 organisations), Alternative suggestions - ideas for improving the service (13 individuals, 0 organisations), Don't make cuts/invest more in the library service (11 individuals, 0 organisations).

Emails and letters (20)

Libraries provide a variety of important services/are not just about books (12), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (12), Libraries are important for children/reading habits/education/long term outcomes (12).

There are no additional comments about this library.

Great Tarpots

399 survey respondents use this library (2%).

Key overall concerns

Consider impact of Great Tarpots and South Benfleet, both in Benfleet, both being community-run libraries.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (56 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (27 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (23 individuals, 1 organisation).

Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (49 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (36 individuals, 0 organisations), Don't make cuts/invest more in the library service (34 individuals, 1 organisation).

There were eight emails and letters mentioning this library.

Specific comments not covered above.

See comments for Hadleigh.

Hadleigh

1,118 survey respondents use this library (6%).

Key overall concerns

Challenge to lack of recognition of soft evidence (eg book clubs); accessibility of Canvey Island alternative in the event of closure; challenge to close scoring in Needs Assessment compared with Canvey Island (tier 1); relatively high percentage of elderly people; Castle Point Local Plan has referenced provision of a new library service.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (196 individuals, 3 organisations), Social benefits provided by libraries/effect on social isolation/mental health (109 individuals, 1 organisation), Impact on older/retired users (75 individuals, 1 organisation).

Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (150 individuals, 1 organisation), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (114 individuals, 1 organisation), Don't make cuts/invest more in the library service (112 individuals, 1 organisation).

Emails and letters (29)

Libraries provide a variety of important services/are not just about books (19), Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (18), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (15).

Specific comments not covered above.

- ...Canvey was deemed to be the Tier 1 for Castle Point and Hadleigh Tier 3. The Benfleet Creek which divides the two major parts of the Borough is a very serious "divide" both in terms of the community and from the perspective of accessibility. The roads onto and off the island are dire for car drivers, and the buses are not that frequent and from Hadleigh the route is a lengthy one via the A13 and Tarpots.

- ...Hadleigh has an ageing population. The Mean Age is 43.2 as opposed to the UK Mean Age 39.3. The population of Hadleigh as a whole is older than the national average.

81

- ...There is a need to have a library facility both on Canvey Island and on the mainland. Since Hadleigh scored the highest on the mainland of the three libraries, it would seem logical for it to be Hadleigh that remains.

H&TCA (Hadleigh and Thundersley Community Archive)

o The proximity of Hadleigh to Benfleet and Tarpots has been used to propose that all three be considered Tier 3 sites. This appears illogical, as the absence of one, presumably, should allow the others to be retained. As Tarpots lease is not being renewed, Benfleet and Hadleigh Libraries should, therefore, be (at least) upgraded to Tier 2.

o Hadleigh and Canvey libraries score the same on the strategic criteria but this is not apparently reflected in the evaluation. 'Hadleigh is the busiest library in this district for physical visits and loans and renewals' is a quote from the Castle Point infographic sent to Castle Point councillors, but this does not appear to have formed part of the evaluation criteria.

o Canvey has weaker transport links on the extreme edge of Castle Point, logistically a Tier 2 location. Hadleigh has excellent transport links, growth initiatives and focus on community which should be imbedded in the Library strategy. Our archive group's view of Hadleigh Library as deserving of Tier 1 status reflects the dynamic interplay between the Library and the Archive, working together to promote successful Local History days, integrating several local groups and speakers. Along with other groups, we also conduct drop-in opportunities which both benefit from existing Library footfall and bring additional people to the library. In addition, Hadleigh Library already achieves the community contact which should be part of the strategy.

Hockley

870 survey respondents use this library (4%).

Key overall concerns

Challenge to lack of recognition of soft evidence (eg book clubs); concern about capability and longevity of volunteer run service; proximity to and usage by nearby schools; concern about accuracy of population data used against wider conurbation.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (106 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (85 individuals, 0 organisations), Footfall/type of usage-not used by card (60 individuals, 0 organisations).

Question 19

82

Most frequent comments: Don't make cuts/invest more in the library service (93 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (87 individuals, 0 organisations), Libraries are important for children/reading habits/education/long term outcomes (73 individuals, 2 organisations).

Emails and letters (30)

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (17), Libraries provide a variety of important services/are not just about books (16), Don't make cuts/invest more in the library service (12).

Specific comments not covered above.

- …Hockley has higher usage, footfall and population than Rochford but is a tier less. The difference between Canvey and Hockley also seems to be minimal, despite the former's Tier 1 rating.

- …Hockley is only one point below tier 2 in the needs assessment scoring.

- …Needs assessment is flawed as it uses 2015 population data and does not take account of housing growth, does not consider pockets of deprivation outside LSOA in which the library is based

- …Location: The nearest library to Hockley is Rayleigh, 3.3 miles away. Some areas of Ashingdon are also nearer to Hockley Library than to Rochford Library.

- …Population: Arguably part of Ashingdon should also be classed as Hockley.

- …Social isolation: there is greater social isolation in Hockley than in Rochford. New births also appear not to have been calculated correctly.

- …Hockley has more facilities near the library than Rochford.

- …Use the High Street Initiative to keep Hockley library

- …The true intention is to knock the library down and replace it with flats.

Ashingdon Parish Council: Owing to parking issues and the presence at Hockley of a surgery, social centre and shopping facilities, Hockley Library has become as important as Rochford to parishioners.

Hockley Parish Council

Hockley Library belongs to J9 scheme [a domestic abuse initiative] for vulnerable people.

Should ECC be looking at developing current library site, provision needs to be made for an alternative community hub in Hockley which would incorporate library facilities and enable the community to have a point of contact for other

services such, Police, health, social services, a meeting area for local groups and public toilets.

Team to Save Hockley Library

- The assertion that funding will run out in five years hasn't been substantiated.

- The survey is generalised. If you're proposing to close a library, you need to consult on that particular library.

- There are five schools within a mile of the library, with 2,905 pupils, all of whom need access to a library to research, borrow books and seek information.

- Maintenance costs of Hockley library should be lower than others because it is a modern building

Ingatestone

382 survey respondents use this library (2%).

Key overall concerns

Concern about capability and longevity of volunteer run service; distance to and accessibility of alternative libraries if Ingatestone closed; challenge to lack of recognition of soft evidence (e.g. book clubs); high percentage of elderly people.

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (51 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (43 individuals, 0 organisations), Impact on older/retired users (21 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (21 individuals, 0 organisations), Footfall/type of usage-not used by card (21 individuals, 0 organisations).

Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (37 individuals,0 organisations), Libraries are important for children/reading habits/education/long term outcomes (36 individuals, 0 organisations), Alternative suggestions - ideas for generating income for the service (33 individuals, 0 organisations).

Emails and letters (17)

Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (10), Libraries provide a variety of important services/are not just about books (9), I/others will find it difficult to travel/reduce usage/stop

using libraries (9), Library staff are helpful/trained staff are important/reservations about using volunteers (9).

Specific comments not covered above.

Ingatestone Parish Council

The parish council holds all its meetings in the library due to a lack of meeting space owned by the parish council. We would therefore have to source meeting space that equals the library's accessibility. It affects the community as other support groups meet in the library due to its location and accessibility.

Manningtree

586 survey respondents use this library (3%).

Key overall concerns

Distance to and accessibility of alternative libraries if Manningtree closed; planned housing and population growth in local area; challenge to lack of recognition of soft evidence (e.g. book clubs); serves a number of villages in surrounding area - suggestion of 'urban bias'; concern about capability and longevity of volunteer run service; proximity to and usage by nearby schools; impact on disabled people - used by Acorn Village Care Home.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (94 individuals, 3 organisations), Social benefits provided by libraries/effect on social isolation/mental health (68 individuals, 0 organisations), Footfall/type of usage-not used by card (47 individuals, 2 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (66 individuals, 4 organisations), Trained staff are important/jobs would be lost/reservations about using volunteers (67 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (66 individuals, 2 organisations).

Emails and letters (63)

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (44), Libraries provide a variety of important services/are not just about books (42), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (37).

Specific comments not covered above.

- From the consultation web pages and documents some residents think that the library will not exist in the same premises after five years. The High Street

location is ideal, and they would like to see a library presence in the same building.

- o There's no evidence in the strategy documents to show why Tendring should have only one Tier 1 and one Tier 2 library.

- o In rural areas such as Manningtree, location should have been given a higher weighting than 30%

- o Usage should have been calculated on the basis of all footfall given the range of activities, which for Manningtree would have produced a figure twice what was recorded

Joint evidential response by councillors from Manningtree, Mistley and Lawford Parish Councils, and from Tendring District Council

- o A large proportion of Manningtree's catchment area lies in Suffolk and was not considered in the population metric.

- o Usage by under 9s and over 60s is well above the county average.

Manningtree Museum & Local History Group

- o Museum based in library premises (old Corn Exchange building) since early days of the library service in Manningtree. Only able to operate thanks to support in kind from ECC.

- o Would be pleased to work with any community organisation ECC decides to partner with, but unclear as to whether such an organisation would have the benefit of the current building. The Museum could not operate on anything close to commercial rates (and would thus be unable to pay for the building themselves).

- o Manningtree has no public or village hall, nor have ECC or the Town Council any premises in the village.

- o Unless ECC is able to provide ongoing annual support directly or indirectly, a move to a more commercial arrangement is not sustainable and the Museum would be forced to close.

Museums Essex

- o Supports the submission of Manningtree Museum (above) regarding the retention of Manningtree Library in its current form.

Shenfield

1,061 survey respondents use this library (5%).

Key overall concerns

Concern about capability and longevity of volunteer run service; challenge to lack of recognition of soft evidence (eg book clubs).

Question 9

86

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (163 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (85 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (80 individuals, 1 organisation).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (132 individuals, 0 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (103 individuals, 0 organisations), Libraries are important for children/reading habits/education/long term outcomes (103 individuals, 1 organisation).

Emails and letters (33)

Libraries provide a variety of important services/are not just about books (20), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (20), Libraries are important for children/reading habits/education/long term outcomes (20).

Specific comments not covered above.

There has been significant feedback about Shenfield area, with challenge on the scoring system, particularly the second round of scoring. The deprivation score has been challenged as not taking account of deprivation within areas of Hutton.

South Benfleet

618 survey respondents use this library (3%).

Key overall concerns

Challenge to lack of recognition of soft evidence (eg book clubs); consider impact of Great Tarpots and South Benfleet, both in Benfleet, both being community-run; more would use South Benfleet than Canvey - consider relative populations; consider merging with Great Tarpots and Hadleigh at Castle Point Borough Council office.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (96 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (46 individuals, 1 organisation), Proximity to local schools/colleges/universities/impact on education and performance figures (40 individuals, 1 organisation).

Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (65 individuals, 0 organisations), Don't make cuts/invest more in the library service (54 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (54 individuals, 0 organisations).

Emails and letters (11)

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (10), Libraries provide a variety of important services/are not just about books (7), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (7).

Specific comments not covered above.

Also see comments for Hadleigh.

- …A geographical divide exists in the minds of most people in Castle Point. It is very rare that people from Benfleet travel to Canvey to access community facilities (with the exception of the local leisure centre which is literally a short walking distance from Benfleet Station) and vice versa. Many residents in the mainland of Castle Point will simply go without a library service as they do not view the library on Canvey as easily accessible.

- …Some form of library service should also be maintained by the Council on the site of the South Benfleet library. The Council should fully explore the option of keeping a library space on the majority of the ground floor of the current South Benfleet Library site, fully staffed and maintained by the Council, and realise the rest of the space, and the vertical space above it, for residential purposes. This would allow residents to continue to access and enjoy a library service at the heart of the South Benfleet community. It would also allow the Council to create a modern purpose built library space with reduced building operation and maintenance costs. It would be in keeping with the Council's policy of helping realise its own and other public sector land to help meet the housing need of local authorities and provide a capital receipt to spend on other council projects. It would have the added benefit of growing the customer pool of our local convenience based High Road economy.

- …Provision for a registration service in Castle Point, currently based in South Benfleet Library, is required whatever the outcome of the consultation.

- …The library is used as a base for the local Home Library Service

Benfleet Community Archive

South Benfleet Library is our access to the public and we would be lost without it, putting the future of our site (set up by Essex Libraries) at risk.

Springfield

327 survey respondents use this library (2%).

Key overall concerns

Planned housing and population growth in local area; provides volunteering opportunities for disabled people (via MENCAP).

Question 9

Criteria the Council should use to measure need: Projected population growth/planned housing developments (27 individuals, 1 organisation), Usage by local community groups/other activities services based in libraries as a central community hub (24 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (22 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (23 individuals, 0 organisations), Alternative suggestions - ideas for reducing the cost of the service (22 individuals, 1 organisation), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (22 individuals, 0 organisations), Libraries are important for children/reading habits/education/long term outcomes (22 individuals, 0 organisations), Alternative suggestions - ideas for improving the service (22 individuals, 0 organisations).

There were three emails and letters mentioning this library.

Specific comments not covered above.

Springfield Parish Council

Usage figures have been increasing, reversing the trend elsewhere.

Any changes will involve renegotiation of 99-year lease agreed with ECC.

Survey response: The parish council is keen to explore a working partnership with ECC that will keep its library open. The possibilities of extended opening hours and revenue support may be considered by the parish council, but within this consideration the vital support of ECC continuing with IT/loan supported software and supply of books will need to be guaranteed. The suggested number of 200 books being supplied every 6 months to a community library serving a population of 20,000 residents will in no circumstance accommodate the 46,000 loans per year currently issued. The parish council is led to believe that the completion of this consultation document will lead to further discussion and negotiation with ECC to retain a library in Springfield. If this is not the case please can the parish council be notified of such and advised of the procedure needed to be undertaken to enable further discussions with the Council.

Springfield has a growing population with predicted influx of residents in new areas development such as Beaulieu Park (3,500 homes), Channels (1,500 homes) in the next 10-year period, this is in addition to some 20,000 residents.

Stanway

427 survey respondents use this library (2%).

Key overall concerns

No specific enquiries raised against library.

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (37 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (31 individuals, 0 organisations), Footfall/type of usage-not used by card (31 individuals, 0 organisations).

Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (50 individuals, 0 organisations), Don't make cuts/invest more in the library service (40 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (38 individuals, 1 organisation).

There were three emails and letters mentioning this library.

Specific comments not covered above.

Love Stanway

As an organisation we have an interest to possibly get involved to keep this service running in Stanway come what may.

Tiptree

487 survey respondents use this library (2%).

Key overall concerns

Concern about capability and longevity of volunteer run service.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (50 individuals, 0 organisations), Impact on older/retired users (27 individuals, 1 organisation), Availability /reliability of public transport (27 individuals, 0 organisations).

Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (50 individuals, 0 organisations), Don't make cuts/invest more in the library service (41 individuals, 0 organisations), Alternative suggestions - ideas for reducing the cost of the service (38 individuals, 1 organisation).

Emails and letters (9)

Libraries provide a variety of important services/are not just about books (5), Libraries are important for children/reading habits/education/long term outcomes (4), Library staff are helpful/trained staff are important/reservations about using volunteers (4).

There are no additional comments about this library.

Walton

244 survey respondents use this library (1%).

Key overall concerns

High percentage of elderly people; distance to and accessibility of alternative libraries if Walton closed.

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (27 individuals, 1 organisation), Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people) (23 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (21 individuals, 0 organisations).

Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (23 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (23 individuals, 1 organisation), Not everyone can access online services/eBooks/smart technology/physical books are important (20 individuals, 2 organisations).

There were five emails and letters mentioning this library.

Specific comments not covered above.

- …Walton has a very high percentage of elderly people who also live alone and whose main source of social interaction is the library, it has a very high population of deprived and poor residents, it is an extremely needy town with much of its population falling in to the disadvantaged and requiring additional support and approximately 50% of the Walton primary school pupils are pupil premium.

Walton Community Forum

We believe the town library has an important role to play in creating a strong and vibrant community and are willing to work with ECC to ensure that this facility continues to contribute.

West Clacton

76 survey respondents use this library (<1%).

Key overall concerns

No specific enquiries raised against library.

Question 9

Criteria the Council should use to measure need: Impact on older/retired users (4 individuals, 0 organisations), Impact on disabled users/those with reduced mobility (4 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (4 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (4 individuals, 0 organisations).

Question 19

Most frequent comments: Trained staff are important/jobs would be lost/reservations about using volunteers (8 individuals, 0 organisations), I/others would have to travel further/reduce usage/stop using libraries (7 individuals, 0 organisations), Don't make cuts/invest more in the library service (7 individuals, 0 organisations), Not everyone can access online services/eBooks/smart technology/physical books are important (7 individuals, 0 organisations).

No emails or letters mentioned this library.

There are no additional comments about this library.

West Mersea

551 survey respondents use this library (3%).

Key overall concerns

High percentage of elderly people; deprivation levels questioned; semi-permanent population base not accounted for (eg holiday homes, caravans); distance to and accessibility of alternative libraries if West Mersea closed; lack of alternative community buildings; challenge to lack of recognition of soft evidence (e.g. book clubs); concern about capability and longevity of volunteer run service.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (64 individuals, 2 organisations), Social benefits provided by libraries/effect on

social isolation/mental health (54 individuals, 2 organisations), Impact on older/retired users (48 individuals, 0 organisations).

Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (74 individuals, 2 organisations), Don't make cuts/invest more in the library service (64 individuals, 4 organisations), Reconsider tier proposals/re-categorise libraries (66 individuals, 0 organisations).

Emails and letters (25)

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (16), Libraries provide a variety of important services/are not just about books (13), Don't make cuts/invest more in the library service (13).

Specific comments not covered above.

- …Mersea is an island frequently cut off by the tide and /or traffic for several hours. It is 9.2 miles from central Colchester. There is no lateral communication due to the geography of rivers and estuaries so in the absence of Mersea library there would be no provision in the whole of the Winstree Hundred. The bus takes 45 mins to get to Colchester and costs £5 for a single ticket, a car journey would cost a minimum of £6 including parking.

- …the demographics of Mersea are not the same as the rest of Colchester, it is a retirement community. The statistics used in the needs assessment are those of Colchester Borough as a whole. The percentage of over 65s in Mersea are twice that of Colchester as a whole.

- …Deprivation:- 10% of our older population are affected by income deprivation according to 2015 IMD

  o Social isolation:- in Mersea and Pyefleet ward the number of people over 65 is 33% of the total of 10,000, significantly higher that Colchester as a whole. Many of the elderly rely on mobility scooters that prevent the use of public transport. We have blind folk who rely on talking books from the library. There are parts of the island that have no internet access, the library provides the only means to access the now paperless local government.

  o Usage:- As well as the books, CDs and talking books collected in person, there are the home delivery books, I do not know the figures for these but with the age demographics it will be sizeable. The library is also used by Children's French Club, Baby and Toddler Rhyme Time, Book Club, Stretch and Tone, internet access and picking up recycling bags. The zone warden also holds a drop-in session to assist

those needing help with the internet. There is no alternative venue for these and other groups as everything is heavily subscribed.

West Mersea Parish Council

o Mersea is regularly inaccessible during high tides.

French Club, West Mersea

o It was not viable to hire the library space to run a French group for children, so the club has been running voluntarily for a year at West Mersea Library with the support of librarians there. This means it has been open to all children aged 4-9 as a resource.

Mersea Island Library Enthusiasts

o Mersea Library should be larger to allow for all the different groups that use it to function without having an impact on other library users. In the last two months, two new groups have formed that take place in the library. All the parents of the Rhymetime group believe that it should not take place in a different building as the whole point of Rhymetime is to introduce the next generation to books and develop a love of books.

o Suggestion: Get paid library staff into schools to encourage the use of libraries.

Mersea Island School

o Classification of community, eg hamlet, village, town, should have been used as a criterion in the needs assessment.

Mersea Island Society

o Location: Mersea is regularly cut off from the mainland. (Many Mersea Island organisations made this point.)

o Social Isolation: the population of over 65s across Colchester District was used for the Needs Assessment, but Mersea has fully twice the average across the district as a whole.

o Usage: The strategy quoted an active use figure across the county of 16% of the population. In Mersea however the figure is 21.5% indicating that the local library is popular. It's also used by groups and individuals for a variety of purposes.

Wivenhoe

590 survey respondents use this library (3%).

Key overall concerns

No specific enquiries raised against library.

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (70 individuals, 1 organisation), Usage by local community groups/other activities services based in libraries as a central community hub (68 individuals, 1 organisation), Impact on children/young families (48 individuals, 1 organisation).

Question 19

Most frequent comments: Trained staff are important/jobs would be lost/reservations about using volunteers (93 individuals, 0 organisations), Don't make cuts/invest more in the library service (88 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (71 individuals, 1 organisation).

Emails and letters (17)

Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (9), Don't make cuts/invest more in the library service (8), Libraries are important for children/reading habits/education/long term outcomes (7).

Specific comments not covered above.

Wivenhoe Town Council

If there is anything the Town Council can do to support Wivenhoe Library, Town Councillors have made it clear that they will be fully motivated to do so.

Wivenhoe Orchestra

Wivenhoe Library is the venue where Wivenhoe Orchestra rehearses every other week. We have also given concerts in the library so that would be lost to the local community as well were the library to close.

10. Responses by Tier 4 library

In their responses to question 3 of the survey, individual respondents to the survey cited specific tier 4 libraries 6,337 times as libraries they visited frequently. Organisations responding to the survey cited specific tier 4 libraries 101 times. Prettygate Library had the greatest number of mentions (1,015). It was followed by Buckhurst Hill with 392 mentions. Letters and emails cited specific Tier 4 libraries 270 times, of which Thaxted had the greatest number of mentions (38).

10. 1 Key comments about specific libraries

Below, under each library are listed the key overall concerns that consultation respondents raised. Additional analysis identified the three most suggested criteria for the needs assessment by users of each library, based on answers to question 9 of the survey; the three classes of comment most often made in responses to question 19 of the survey; and the three classes of comment

most often made by people who submitted emails and letters (where nine or more mentioning that library have been received). When reading the entry for an individual library it is also worth referring to sections 4 to 7 to see comments from MPs, local councils or community groups that may be relevant to that library.

Broomfield

295 survey respondents use this library frequently (1% of survey respondents).

Key overall concerns

Consider footfall/other uses, value to community: children/social isolation.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (61 individuals, 1 organisation), Footfall/type of usage-not used by card (40 individuals, 1 organisation), Proximity to local schools/colleges/universities/impact on education and performance figures (37 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (37 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (65 individuals, 3 organisations), Libraries are important for children/reading habits/education/long term outcomes (64 individuals, 3 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (54 individuals, 1 organisation).

Five emails and letters mentioned this library.

Specific comments not covered above.

Broomfield Parish Council: There is no capacity to be able to host groups (eg Children's activities, several book groups and board games groups etc.) elsewhere in the village. The Village Hall is currently used to capacity.

Without our local library service and the use that is currently made of the building, the Parish Council would not be able to either provide the space for activities nor advice, local information etc that currently occur at the Library.

Broomfield Green Zone

Suggestion: Gift the library building to the community to run as a hub with cafe/shop etc.

Broomfield SOLE (Save Our Libraries Essex)

A 2-mile walk carrying books is far too far. Average walking speed is put at 1 mile in 20 minutes so that is a round trip of 80 minutes or 1 hour 20 minutes

96

for an average fit healthy walker not someone with mobility problems or walking with 1 or more small children. Planners think that people will only use a bus if it is within a ½ mile or 10-minute walk of their house. Therefore 1 mile is the most users should be expected to walk.

More qualified librarians should be employed specially to help those not computer literate.

Buckhurst Hill

392 survey respondents use this library frequently (2%).

Key overall concerns

Consider footfall/other uses; don't make cuts/invest more.

Issues: Regularly used by school children (convenience).

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (81 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (57 individuals, 0 organisations), Footfall/type of usage-not used by card (46 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (102 individuals, 2 organisations), Libraries are important for children/reading habits/education/long term outcome (67 individuals, 0 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (57 individuals, 1 organisation).

Emails and letters (23)

Libraries are important for children/reading habits/education/long term outcomes (15), Don't make cuts/invest more in the library service (12), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (10).

There are no additional comments about this library.

Chigwell

207 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses; don't make cuts/invest more.

Issues: Access issues for elderly / disabled at other alternatives due to lack of parking and poor public transport.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (46 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (29 individuals, 0 organisations), Footfall/type of usage-not used by card (25 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (59 individuals, 2 organisations), I/others would have to travel further/reduce usage/stop using libraries (48 individuals, 0 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (40 individuals, 1 organisation).

Emails and letters (7).

There are no additional comments about this library.

Danbury

297 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses, value to community: social isolation.

Parish Council submitted Expression of Interest in community-run library.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (60 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (51 individuals, 1 organisation), Footfall/type of usage-not used by card (44 individuals, 1 organisation).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (70 individuals, 3 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (57 individuals, 2 organisations), I/others would have to travel further/reduce usage/stop using libraries (55 individuals, 1 organisation).

Eight emails and letters mentioned this library.

There are no additional comments about this library.

Debden

121 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses; don't make cuts/invest more.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (37 individuals, 1 organisation), Proximity to local schools/colleges/universities/impact on education and performance figures (21 individuals, 0 organisations), Footfall/type of usage-not used by card (21 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (36 individuals, 4 organisations), Libraries provide a variety of important services/are not just about books (23 individuals, 5 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (25 individuals, 2 organisations).

Two emails and letters mentioned this library.

Specific comments not covered above

Loughton Town Council: Opposes closure of Debden Library which if relocated to a more convenient site would sustain doubling of usage and lending.

Fryerns

139 survey respondents use this library frequently (1%).

Key overall concerns

Social benefits – proximity to schools/colleges; don't make cuts/invest more.

Issues: Basildon Council in favour of giving greater weight to deprivation.

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (25 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (23 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (19 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (33 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (29 individuals, 0 organisations), Libraries provide a variety of important services/are not just about books (28 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (28 individuals, 1 organisation).

Three emails and letters mentioned this library.

Specific comments not covered above

See also comments from Basildon Council.

Essex Cares Ltd (ECL)

ECL work with vulnerable older people and people with learning/physical disabilities and sensory impairment. The library at Fryerns is next door to our Ashleigh Wellbeing Centre. There is real opportunity for people with Learning Disabilities to use this library. ECL are interested in having a conversation with the Council regarding the running of Fryerns Library.

Galleywood

337 survey respondents use this library frequently (2%).

Key overall concerns

Consider footfall/other uses, social benefits; impact on social isolation, would have to travel/stop using, don't make cuts/invest more.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (91 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (75 individuals, 0 organisations), Footfall/type of usage-not used by card (61 individuals, 2 organisations).

Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (71 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (68 individuals, 3 organisations), Don't make cuts/invest more in the library service (67 individuals, 4 organisations).

Emails and letters (11)

Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (6), Libraries are important for children/reading habits/education/long term outcomes (6), Don't make cuts/invest more in the library service (6).

Specific comments not covered above

●...Travel to the north of Chelmsford from the south is difficult due to the lack of south-north communication infrastructure.

Galleywood Parish Council made some general comments, covered in section 6.

St Michael and All Angels Church, Galleywood

- …Although the documents give little idea what kind of proposal might be sought from communities, or what potential costings are, the church would be prepared to support in considering any proposal the parish council might put forward to keep the library open.

Great Wakering

162 survey respondents use this library frequently (1%).

Key overall concerns

Would have to travel/stop using; consider footfall/other uses.

Issues: High percentage of elderly people; access issues for elderly / disabled at other alternatives due to lack of parking and poor public transport.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (37 individuals, 0 organisations), Projected population growth/planned housing developments (24 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (24 individuals, 0 organisations).

Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (43 individuals, 1 organisation), Don't make cuts/invest more in the library service (33 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (33 individuals, 0 organisations).

Six emails and letters mentioned this library.

Specific comments not covered above

o Usage has not been calculated on a pro-rata basis, based on the number of hours a library is open

The main factor in the case of **Great Wakering** is premises costs. Once these are removed the library provides value for money.

ECC is sole trustee of the Old Caretaker's House next to the current Community Centre. This is an ideal location, easy to access with easy parking. The Old Caretaker's House should be refurbished at a cost to ECC and offered to the Community Association within their lease on the condition they house the library within it. The Community Association are open to this suggestion. Suggests ECC looks to work with the Community Association as the latter may be able to lever in funding streams that ECC cannot access.

Hatfield Peverel

219 survey respondents use this library frequently (1%).

Key overall concerns

Don't make cuts/invest more, important for children; consider footfall/other uses.

Issues: Impact on village as library is seen as community hub.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (47 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (34 individuals, 1 organisation), Projected population growth/planned housing developments (22 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (46 individuals, 4 organisations), Libraries are important for children/reading habits/education/long term outcomes (45 individuals, 1 organisation), Libraries provide a variety of important services/are not just about books (41 individuals, 3 organisations).

Five emails and letters mentioned this library.

Specific comments not covered above

Hatfield Peverel Parish Council

- ...LOCATION: The closest library to Hatfield Peverel is Witham - over a two-mile walk, but also this walk would have to encounter the A12 which is not practical. There have also been recent bus route cancellations which further prevents access to Witham unless you have a car.

- ...Hatfield Peverel has many elderly residents and young families - these groups meet regularly at the library for various clubs and activities. It is not an option for them to meet elsewhere as these are free clubs and if held elsewhere, would incur a hire charge.

Holland-on-Sea

305 survey respondents use this library frequently 1%).

Key overall concerns

Would have to travel/stop using, impact on social isolation etc.; don't make cuts/invest more; social benefits; impact on elderly.

Issues: High percentage of elderly people; distance contested as greater than 2 miles from nearest library.

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (54 individuals, 0

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organisations), Impact on older/retired users (49 individuals, 1 organisation), Ability to travel two miles independently (eg non-drivers, disabled users, vulnerable people (36 individuals, 1 organisation).

Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (58 individuals, 1 organisation), I/others would have to travel further/reduce usage/stop using libraries (58 individuals, 0 organisations), Don't make cuts/invest more in the library service (56 individuals, 1 organisation).

Emails and letters (18)

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (13), I/others will find it difficult to travel/reduce usage/stop using libraries (8), Libraries provide a variety of important services/are not just about books (7), Libraries are important for children/reading habits/education/long term outcomes (7).

Specific comments that are not covered above.

- …the distance measure between Holland-on-Sea library and Clacton library was contested. By Trumeter measure it was more than a two-mile walk.

- …Holland-on-Sea has a high elderly population who would be negatively impacted if it closed

Holland Residents' Association

- o We have arranged for CAB sessions to start in the Holland on Sea library in January together with computer training and access to on line services for those unable to do so themselves. Closure would result in residents not able to access CAB services locally.

- o The Association would welcome the opportunity to work with ECC to seek new and innovative ways of providing a library service in Holland.

Hullbridge

317 survey respondents use this library frequently (2%).

Key overall concerns

Don't make cuts/invest more; consider footfall/other uses.

Issues: Planned population growth in area.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (68 individuals, 0 organisations), Projected population growth/planned housing developments (52 individuals, 0 organsations), Footfall/type of usage-not used by card (38 individuals, 0 organisations).

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Question 19

Most frequent comments: Don't make cuts/invest more in the library service (66 individuals, 3 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (58 individuals, 2 organisations), Libraries provide a variety of important services/are not just about books (52 individuals, 3 organisations).

Emails and letters (11)

I/others will find it difficult to travel/reduce usage/stop using libraries (8), Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (8), Libraries provide a variety of important services/are not just about books (7), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (7).

Specific comments that are not covered above.

- ... The amount of social housing in Hullbridge has not been considered in the population figures used in the needs assessment.

Hullbridge Parish Council: Hullbridge Library has an active Library Committee [Friends of Hullbridge Library] who organise an array of activities at the Library including games nights, book sales etc. which are well attended.

Hullbridge Residents Association

- Supports Friends of Hullbridge Library in their call for a review of proposal to close the library

- Projected population growth of 119% by 2034 would change Hullbridge from a village to a town. This would have implications for local government and the status of the parish council. Their understanding is that a town should have a library as part of a statutory service

- Applaud and agree with the Council's perceived ambition to improve the services provided by our libraries to facilitate services for all ages.

Kelvedon

370 survey respondents use this library frequently (2%).

Key overall concerns

Don't make cuts/invest more, would have to travel/stop using; consider footfall/other uses, social benefits.

Issues: Proximity to and usage by nearby schools; planned housing and population growth in local area.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (76 individuals, 1 organisation), Social benefits provided by libraries/effect on

social isolation/mental health (49 individuals, 2 organisations), Impact on children/young families (42 individuals, 2 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (83 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (72 individuals, 2 organisations), Libraries are important for children/reading habits/education/long term outcomes (69 individuals, 2 organisations).

Emails and letters (11)

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (6), Libraries provide a variety of important services/are not just about books (5), Don't make cuts/invest more in the library service (5).

Specific comments that are not covered above.

Feering Parish Council: Working with Kelvedon Parish Council and residents of both villages to save Kelvedon Library. Would welcome the opportunity to discuss the next steps and options with ECC.

Kelvedon and Feering Parish Councils

Kelvedon should be recategorized as Tier 3 because:

- ...As around half of Braintree District is empty, the relatively populous area in the south of the District loses out when this statistic is measured at district level

- ...Kelvedon and Feering set to add 1,600 dwellings in the not too distant future

- ...ECC do not own Kelvedon Library, so there's no asset for them to sell

- ...A bank of over 60 volunteers has been identified who are willing to assist with staffing and activities

- ...Building owner Ayletts Foundation Trust has offered assistance in setting up a community library.

Kelvedon Roman Catholic Church

- ...Kelvedon Library is rented from a Trust for a peppercorn rent. £50 per annum is not too much to ask from the local authority if it can be kept open with community support.

Kelvedon St Mary's Primary Academy and Autism Hub

- ...The Autism Hub try to visit Kelvedon Library every term for a sensory story.

Mark Hall

161 survey respondents use this library frequently (1%).

Key overall concerns

Important for children, don't make cuts/invest more; social benefits.

Issues: Deprivation levels.

Question 9

Criteria the Council should use to measure need: Impact on deprived areas/demographics resulting in deprivation (32 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (30 individuals, 0 organisations), Ability to travel two miles independently (eg non-drivers, disabled users, vulnerable people) (24 individuals, 1 organisation), Footfall/type of usage-not used by card (24 individuals, 1 organisation).

Question 19

Most frequent comments: Libraries are important for children/reading habits/education/long term outcomes (47 individuals, 1 organisation), Don't make cuts/invest more in the library service (43 individuals, 4 organisations), I/others would have to travel further/reduce usage/stop using libraries (37 individuals, 1 organisation).

Emails and letters (26)

Libraries provide a variety of important services/are not just about books (17), Libraries are important for children/reading habits/education/long term outcomes (17), Don't make cuts/invest more in the library service (16),

Specific comments that are not covered above.

See also responses from Rt Hon Robert Halfon MP and Harlow Council.

Harlow Civic Society

Mark Hall and Tye Green libraries should not close because two neighbourhood libraries aren't enough for a town the size of Harlow, and is detrimental to its design as an interconnected set of local communities, serving needs from cradle to grave.

North Weald

232 survey respondents use this library frequently (1%).

Key overall concerns

Don't make cuts/invest more, would have to travel/stop using; consider footfall/other uses.

Issues: Shared premises with and volunteer opening by North Weald Parish Council; deprivation levels queried - 3 homeless hostels in North Weald (Norway House, the Phoenix Hotel and Bassetfields).

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (42 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (37 individuals, 1 organisation), Projected population growth/planned housing developments (25 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (39 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (37 individuals, 1 organisation), Libraries provide a variety of important services/are not just about books (33 individuals, 4 organisations).

Emails and letters (9)

Libraries provide a variety of important services/are not just about books (6), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (6), I/others will find it difficult to travel/reduce usage/stop using libraries (3), Decision already made/a done deal (3), Don't rely on borrowing figures/footfall more relevant (3).

Specific comments that are not covered above.

North Weald Parish Council: The parish Council has run North Weald Library since 2010, for 4 hours a day, 3 days a week. If closure was implemented there would be an impact on the administration of North Weald Bassett Cemetery. The Parish Council would not have an office and there is no alternative meeting place for the Parish Council or Planning Committee Meetings.

Prettygate

1,015 survey respondents use this library frequently (5%).

Key overall concerns

Social benefits, consider footfall/other uses, ability to travel.

Issues: Poor facilities (e.g. toilet); lack of alternative community buildings; high percentage of elderly people; used by multiple groups/clubs/schools etc.; high usage; serves Lexden and Shrub End; strong campaign; already co-located; access restrictions with Colchester alternative (parking).

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (134 individuals, 1 organisation), Usage by local community groups/other activities services based in libraries as a central community hub (124 individuals, 1

organisation), Footfall/type of usage-not used by card (84 individuals, 0 organisations).

Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (163 individuals, 4 organisations), I/others would have to travel further/reduce usage/stop using libraries (163 individuals, 2 organisations), Libraries are important for children/reading habits/education/long term outcomes (160 individuals, 1 organisation).

Emails and letters (30)

I/others will find it difficult to travel/reduce usage/stop using libraries (23), Libraries provide a variety of important services/are not just about books (22), Libraries are important for children/reading habits/education/long term outcomes (20).

Specific comments not covered above

See also response from Will Quince MP and Colchester Borough Council.

Layer de la Haye Primary School

- o Visiting the local library (Prettygate) with their parents provides young people with valuable lessons on how to behave in public places.

Prettygate Baptist Church

- o It's suggested that present library services of libraries in Tier 4 could be made available from other premises. But in Prettygate the only premises are the Prettygate Pub, inappropriate for this use. Apart from local churches and the activities we provide, the Library provides the only community space in Prettygate.

- o If the library had toilets, families and the elderly would use the library services far more. If there was a volunteer community cafe it would be vastly more attractive (as we have discovered in our once a month cafe at Prettygate Baptist Church). There is a real need to strengthen community in Prettygate. Removing the library would be damaging.

Prettygate Reading Group

- o The library houses the Registrar and a toy library.

Sible Hedingham

190 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses, social benefits - isolation; provides variety of important services, effect on social isolation.

Issues: Planned housing and population growth in local area.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (44 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (32 individuals, 1 organisation), Projected population growth/planned housing developments (27 individuals, 0 organisations).

Question 19

Most frequent comments: Libraries provide a variety of important services/are not just about books (37 individuals, 4 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (34 individuals, 4 organisations), Don't make cuts/invest more in the library service (33 individuals, 3 organisations).

Emails and letters (10)

Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (7), Libraries provide a variety of important services/are not just about books (6), Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (5), Don't make cuts/invest more in the library service (5).

Specific comments that are not covered above.

Sible Hedingham Book Group

People from Sible Hedingham gravitate to Sudbury, Haverhill and Bury for shopping, eating out, music and theatre, not the proposed hub areas of Halstead and Braintree. If Sible Hedingham Library closes, Essex County Council will seem even more remote and irrelevant to people's lives.

One anonymous response said the Gosfield Shop is over-subscribed for volunteers, many of whom would like to assist in the running of [Sible Hedingham] library to keep it open.

Silver End

94 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses, social benefits – isolation; important for children, don't make cuts/invest more.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (24 individuals, 2 organisations), Social benefits provided by libraries/effect on

social isolation/mental health (21 individuals, 1 organisation), Footfall/type of usage-not used by card (15 individuals, 2 organisations).

Question 19

Most frequent comments: Libraries are important for children/reading habits/education/long term outcomes (30 individuals, 2 organisations), Don't make cuts/invest more in the library service (28 individuals, 4 organisations), I/others would have to travel further/reduce usage/stop using libraries (25 individuals, 1 organisation).

Four emails and letters mentioned this library.

Specific comments that are not covered above.

- ... The petition handed in by Cllr James Abbott at Full Council on 11 December 2018 made the point that Silver End library was only moved to the village hall less than two years ago and it would be a waste of investment to close it now.

- ... As a result of the move the library is already co-located in a large community hub with the Children's Centre, a pre-school and the parish council office.

- ... Silver End residents receive little for the taxes they pay.

- ... The village has lost other services over recent years.

- ... Lack of paper copies of the survey until late in the consultation period may have affected potential respondents who do not have internet access

- ... Silver End also serves Cressing; planning consents have been granted for 61 new homes in Silver End and 421 in Cressing.

- ... Compared to 10 years ago, Silver End has retained 84% of active membership and 64% of visits.

- ... If Silver End, Kelvedon and Coggeshall libraries were to close the nearest library access for villages in the area would be Braintree or Witham. Suggesting that residents should walk more than two miles across rural rights of way, which tend to be muddy, or roads with no footways and 60mph speed limits is unacceptable.

Southminster

121 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses, social benefits – isolation; don't make cuts/invest more, would have to travel/stop using.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (18 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (16 individuals, 1 organisation), Footfall/type of usage-not used by card (13 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (29 individuals, 1 organisation), I/others would have to travel further/reduce usage/stop using libraries (25 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (23 individuals, 2 organisations).

There were no emails or letters mentioning this library.

There are no additional comments about this library.

Stansted

295 survey respondents use this library frequently (1%).

Key overall concerns

Deprivation levels - highest in Uttlesford; temporary arrangements while library moved and impact on usage not accounted for?; planned population growth in area (Foresthall & Wcommunity-run libraryole Farm Developments); high percentage of elderly people; alternative nearby libraries in Herts (Bishops Stortford) only available to those who live, work or study in Herts.

Question 9

Criteria the Council should use to measure need: Projected population growth/planned housing developments (39 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (30 individuals, 2 organisations), Impact on children/young families (25 individuals, 0 organisations).

Question 19

Most frequent comments: Reconsider tier proposals/re-categorise libraries (94 individuals, 1 organisation), Don't make cuts/invest more in the library service (61 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (59 individuals, 3 organisations).

Emails and letters (26)

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (18), Libraries provide a variety of important services/are not just about books (12), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (11).

Specific comments not covered above

Elsenham Parish Council: Stansted has one of the highest levels of child poverty in Uttlesford, with 26.2% of children in poverty after housing costs. £1.2 million had been spent on Mountfitchet Exchange with no indication from ECC that it would withdraw support from library.

Stansted Mountfitchet Parish Council

Deprivation

- ...Needs assessment score suffers because Stansted Library is in quite an affluent LSOA. Other nearby LSOAs including one just over 100m away, have much greater levels of deprivation. Taking these into account would add 7.5 to the score.

Usage

- ...Needs assessment score suffers because during period when usage data was gathered a mobile library was providing the service, followed by a small room in the parish council offices. This was poorly publicised. Data from before the temporary relocation would support the addition of another 7.5 points to the score.

Access to a comprehensive service

- ...Closure of two out of four Uttlesford libraries would leave one library per 4nji2000 residents (1 per 50000 if projected population increase is taken into account) – worst in England.

Addition of 15 points to first round score as earlier discussed would make Stansted a Tier 3, not 4, library.

Stansted Mountfitchet PC was not informed of the March 2018 public engagement. The proposals in the engagement report for creating community hubs, reducing social isolation and extending the service offer would all be enhanced by the hub planned for Stansted prior to the consultation.

Hub as proposed in discussions with parish council and as partly staffed by them could create a vibrant multi-functional cultural and creative facility. A range of existing groups plus Business Forum would support. It already fits "What does a good community library look like?" on p40 of draft strategy. Uttlesford already receives less funding for the library service than its population warrants.

Stansted also pays the same in rates as larger conurbations, but sees less in the way of cultural and community support.

They would not have committed public money to the hub project, had they known the Council would not support a library service there.

The parish council had almost completed the process of partnering with the Council to deliver library and community services under one roof for Stansted and surrounding area and believe the Council has an overwhelming obligation to see this project through to completion.

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Stock

75 survey respondents use this library frequently (<1%).

Key overall concerns

Proximity to schools and colleges, social benefits.

Question 9

Criteria the Council should use to measure need: Proximity to local schools/colleges/universities/impact on education and performance figures (17 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (17 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (15 individuals, 0 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (21 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (19 individuals, 1 organisation), Not everyone can access online services/eBooks/smart technology/physical books are important (19 individuals, 1 organisation).

There were no emails or letters mentioning this library.

There are no additional comments about this library.

Thaxted

276 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses, reconsider proposals/recategorize.

Issues: Parish Council lodged formal complaint with DCMS: consultation and business planning processes flawed; sought halt to consultation; DCMS replied, will await decision; functions already as a Community Hub (co-located with other services); distance to other libraries & public transport deficiencies; increasing population yet declining local amenities; distance to Saffron Walden & Dunmow; level of usage by schools and other groups not accounted for; most cost effective library in Essex - little financial sense in closing; Uttlesford receives 4% of library funding yet serves 6% of county households; rural deprivation in surrounding areas.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (43 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (34 individuals, 3 organisations), Footfall/type of usage-not used by card (26 individuals, 2 organisations).

Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (48 individuals, 4 organisations), Libraries provide a variety of important services/are not just about books (46 individuals, 5 organisations), Don't make cuts/invest more in the library service (44 individuals, 4 organisations).

Emails and letters (38)

Libraries provide a variety of important services/are not just about books (23), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (22), Libraries are important for children/reading habits/education/long term outcomes (21), I/others will find it difficult to travel/reduce usage/stop using libraries (21).

Specific comments not covered above

Thaxted Parish Council

Thaxted is the least expensive ECC library to operate.

Cites UNESCO manifesto: "Freedom, Prosperity and the Development of society and individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information."
Survey response:

We disagree with the factor that more affluent areas are identified by having use of more than one car. The proposal to place 2 of the 4 libraries within UDC in Tier 4 equates to 50% of Libraries in UDC being at risk of closure which is against policy. The Food bank run from here, the CAB use an office, a social worker regularly meets vulnerable clients and the Parish Council and Community information centre are also based within the Library. Uttlesford is set to have the highest percentage forecast growth, at 32.2%. The statement 'There is no reason to keep a library if it is the only community service in the area if there is no need for a library service' is utterly ridiculous.

Thaxted Parish Council subsequently made a **formal complaint** to Michael Ellis MP, Parliamentary Under-Secretary of State for the Arts, Tourism and Heritage.

- ...The consultation survey is biased and the questions are designed to elicit the answer ECC wants

- ...Previous requests to ECC to review and reconsider have been ignored

- ...Needs assessment is based on limited data and over-reliant on borrowing statistics

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- … In addition to the arguments presented earlier, the deprivation catchment area should have been expanded to include the areas of rural hinterland around Thaxted

- … The population demographics are changing, contributing more young users and potential book group members.

Thaxted Society

- 149 Thaxted homes currently lack superfast broadband.

- We stand ready to target a community-based solution where there is robust and well-intentioned support from ECC.

Tye Green

170 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses, proximity to schools/colleges; don't make cuts/invest more, important for children.

Issues: Deprivation levels.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (27 individuals, 1 organisation), Proximity to local schools/colleges/universities/impact on education and performance figures (26 individuals, 1 organisation), Footfall/type of usage-not used by card (22 individuals, 2 organisations).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (43 individuals, 4 organisations), Libraries are important for children/reading habits/education/long term outcomes (42 individuals, 2 organisations), Trained staff are important/jobs would be lost/reservations about using volunteers (30 individuals, 3 organisations).

Emails and letters (27)

Libraries are important for children/reading habits/education/long term outcomes (19), Libraries provide a variety of important services/are not just about books (18), Don't make cuts/invest more in the library service (15).

Specific comments not covered above

See also comments for Mark Hall and comments from Robert Halfon MP and Harlow Council.

Purford Green School

We take Year 1 and 2 children to Tye Green Library every three weeks. Without the library being in walking distance this will stop.

Tye Green Leisure and Community Association

Expressing an interest in taking over the property to enhance their community services, providing after school clubs, breakfast clubs, perhaps full day care.

Vange

122 survey respondents use this library frequently (1%).

Key overall concerns

Don't make cuts/invest more; consider footfall/other uses, social benefits.

Issues: Deprivation levels; poor literacy levels / educational attainment?; Basildon Council wish higher weight to be given to deprivation.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (31 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (27 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (17 individuals, 0 organisations), Ability to travel two miles independently (eg non-drivers, disabled users, vulnerable people) (17 individuals, 0 organisations) .

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (44 individuals, 1 organisation), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (30 individuals, 1 organisation), Libraries provide a variety of important services/are not just about books (29 individuals, 2 organisations), Trained staff are important/jobs would be lost/reservations about using volunteers (29 individuals, 2 organisations).

Four emails and letters mentioned this library.

There are no additional comments about this library but see the response from Basildon Council, above.

Wickham Bishops

224 survey respondents use this library frequently (1%).

Key overall concerns

Don't make cuts/invest more, impact on social isolation etc.; consider footfall/other uses, social benefits.

Issues: Poor infrastructure (lack of footpaths) or decent transport links to alternatives: Maldon/Witham; high percentage of elderly people; village location: cannot walk to nearest alternative – Witham.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (42 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (41 individuals, 2 organisations), Impact on children/young families (24 individuals, 1 organisation).

Question 19

Most frequent comments: Don't make cuts/invest more in the library service (54 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (47 individuals, 2 organisations), I/others would have to travel further/reduce usage/stop using libraries (40 individuals, 0 organisations).

Emails and letters (19)

Don't make cuts/invest more in the library service (15), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (13), Libraries are important for children/reading habits/education/long term outcomes (13).

Specific comments not covered above

Wickham Bishops Parish Council

Specific comments on the criteria used and weighting of categories:

Location: If the footfall measure is set against the population at a district level this is essentially double counting in favour of densely populated areas and against less populated villages

Usage: It is unclear if PC usage has been considered. Instead there is a count for book renewals and Wi-Fi usage. Many older parishioners don't use Wi-Fi but do use the PCs as a lifeline.

Deprivation: Is there any evidence of a proven link between deprivation and library usage? If not, then the selection of it as a criterion distraught the assessment of need.

Social Isolation: reference to new parents (i.e. the very young) and those over 65. This should be based on the catchment area and actual usage. The libraries have records of the actual members so more accurate data could have been used. Instead the data at a district level is used.

ECC's own statistics in the needs assessment showed that 71% of Wickham Bishops library users are under the age of 19, or over 60. The same figure for Maldon is 62%.

Would welcome the opportunity to discuss with the Council ways in which costs could be saved.

Question 14 ought to have offered organisations the opportunity to run Tier 4 libraries, not just Tier 3 libraries, as community libraries.

Writtle

302 survey respondents use this library frequently (1%).

Key overall concerns

Consider footfall/other uses, social benefits; important for children, don't make cuts/invest more, impact on social isolation etc.

Issues: Expression of Interest in buying building.

Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (87 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (65 individuals, 0 organisations), Footfall/type of usage-not used by card (52 individuals, 0 organisations).

Question 19

Most frequent comments: Libraries are important for children/reading habits/education/long term outcomes (85 individuals, 1 organisation), Don't make cuts/invest more in the library service (82 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (81 individuals, 1 organisation).

One email or letter mentioned this library.

Specific comments not covered above

Workers' Educational Association Writtle

- Using the library for community use is important as other halls in the village are booked. Need library within walking distance as traffic in area is often gridlocked. Subjects close to lectures being taken in village hall.

Writtle Infant School

- Suggested needs assessment criterion: Whether the existing library building can be used for anything else.

- Writtle is due to have about 600 new houses. In addition, the existing building cannot be sold as it has a covenant on it.

11. Website feedback

A further 361 items of feedback were received via the dedicated website during the consultation. Of these, 141 were about the survey, mostly about

difficulties finding or accessing it via the site. There were 130 comments about the strategy: 97 that information was unclear, lacking or misleading, 17 that it was clear/easy to understand, nine negative comments about the consultation approach, three positive comments in agreement with the strategy, three about design issues and one technical issue.

The Council response: The Council will take on board the comments to improve the way information and consultations are written and presented on the website in future.

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Essex Future Library Services Strategy

2019 - 2024

Essex County Council

This is a strategy for the provision of library services in Essex over the next five years, from 2019/20 to 2023/24. This document was considered by Essex County Council's Cabinet in July 2019, in the context of a range of supporting documents including a Equalities Impact Assessment, and the Essex Future Libraries Consultation Report. All these documents can be found here.

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Foreword

Libraries educate, entertain and inform. They play a unique role in our society, providing us with learning resources, safe community spaces and digital access. They are both an entrance way to fictional new destinations and help us to gain greater knowledge of our own world.

I am incredibly proud of the public library service in Essex and both the employees and volunteers who deliver it.

The use of libraries in Essex has declined over the last ten years – book borrowing has almost halved, fewer than one in five Essex residents are active library members and memberships, visits and demand for library computers are all down by a third or more. Customers' expectations have continued to evolve as more of us read, learn, shop and seek entertainment online.

I take my role as Cabinet Member with responsibility for library services incredibly seriously. I have visited every library in Essex to understand the challenges they face. What quickly became clear was that the library service needs to be more ambitious in order to better meet the needs of its users.

Between November 2018 and February 2019, Essex County Council conducted one of our largest consultations ever when we asked the people of Essex to comment on the draft Future Library Services Strategy. Nearly 22,000 people responded to the survey, with many more sending in letters and e-mails expressing their views on the new ambitions and what the library service means to them.

I am grateful to all the individuals, families and organisations that took the time to respond to the consultation. I am grateful to the schoolchildren who sent in pictures of what a library of the future would look like. I am grateful to every single person who expressed their views.

We have listened and the final strategy reflects this.

We will work with our communities, employees and volunteers to ensure that we create a modern library service that is fit for the 21st century, whilst also continuing to explore the opportunities that innovative technology affords and being open to new and creative ideas.

We have heard that libraries are not just about books or computers – but that they are spaces too for people to meet, learn and exchange ideas. And we have heard and seen the passion of communities that want to keep a local library. So, we have changed the strategy.

We will invest in the library service to create new vibrant, modern spaces in council-run libraries in towns, villages and suburbs across the county. And we will work strenuously with local people to set up community-run libraries and provide funding and support to help make them a success.

We are convinced that there are better ways to run the service and by working with communities we can keep a library service in every current location. The passion and energy of local people can also revitalise library services and community spaces, bring communities together and help tackle social isolation and loneliness. So, we will keep all libraries open while we work together to transform the service. We are still concerned about the declining use but believe a combination of council-run and community-run libraries offer the best hope to reverse the trend.

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We have received 80 expressions of interest already from communities to manage community-run libraries. These community groups and organisations include parish councils, residents associations, pre-schools and village hall trusts.

We will provide guidance to each of those who have submitted an expression of interest and welcome any new ones, so that they can develop a robust proposal. This document also details the significant support offer we will provide, which includes grant funding, an initial donation of books and stock rotation, to get these proposals off to the best start.

We will also develop a wide-ranging outreach programme, to provide library services and activities where they are needed most, including schools, playgroups, village halls and other community venues. We will use our mobile libraries and Home Library Service to reach those who may otherwise struggle to access library services.

I am excited to see a library service that communities are part of too; that continues to play a role in the lives of people of all ages and that appeals to new and old users alike.

Cllr Susan Barker
Cabinet Member for Customer, Corporate, Culture and Communities

Summary

Essex County Council (the council) has a statutory duty under the Public Libraries and Museums Act 1964 to deliver a comprehensive and efficient free library service to all who live, work or study in the county and who desire to use it. It currently meets this duty through a network of 74 libraries, two mobile library vehicles, eLibrary services and a home library service delivered by volunteers to people unable to get to a library due to age, disability or caring responsibilities. The council is the second largest library authority in the country, serving a population of approximately 1.5 million.

Over the last 10 years (2009-2019), as part of a national trend, use of Essex libraries has declined, with loans more than halved and membership down by a third. Loans fell 53%, from just under 8.4m in 2008-09 to 3.9m in 2018-19. Active membership fell 33% over the same period, from 331,482 to 221,640 (this figure excludes mobile library and online only services); this includes a fall of 5% in 2018/19 alone. Usage and visitor numbers continued to fall in 2018-19.

In early 2018 we asked Essex residents what they thought about the service. What Essex people say is set out on p20. We used this to produce a draft strategy for library services.

Between 29 November 2018 and 21 February 2019 we consulted Essex residents and library users on a draft strategy for future library services. This was informed by previous research and engagement to find out people's views and priorities for libraries, national policy and examples from other authorities, and a needs assessment of each current library.

To help identify where the council needs to provide library services in future, the needs assessment took account of proximity to other libraries, usage, population, social deprivation and social isolation. The assessment then drew a conclusion on the overall priority ranking (need) for a library location.

There was a significant response to the consultation. More than 21,900 people and organisations completed the survey, giving their detailed views. You can read a summary of the results on p21 and full details here [link to Enventure report]. During the consultation, the council also received more than 1,000 letters and emails and 57 petitions containing around 60,000 signatures.

Every response, comment and representation has been read and carefully considered and the insight, ideas and suggestions have been valuable in helping to prepare this final version of the strategy (the Strategy).

We also invited groups to express interest in running community libraries. By the end of June 2019, 80 expressions of interest had been received, covering 39 existing locations and two new locations that don't have libraries. These came from a range of groups including town and parish councils, residents' associations, pre-schools and trusts.

The council has listened to the feedback received from the consultation - it is very clear that libraries are valued by those who use them not just for books but also as safe social spaces and hubs for a range of activities. In many locations there is community support for retaining some form of library service.

While the provision of council-run library services must be driven by evidence of need for them, our intention is that by working with communities, we can together keep a library service in every current location.

Taking account of all this feedback, national policy and what Essex people have previously told us, our strategy will be to focus on:

- developing an investment plan to improve libraries prioritising, at least initially, larger libraries, and

working with and supporting community groups or other partner organisations to set up community run libraries, with the aim of ensuring a library service is retained in every current location.

Over the life of this strategy, 2019 -2024 (the strategy period), we will continue to deliver our core offer, whilst also seeking new ways of working to ensure we achieve the following ambitions:

- Place books and reading at the heart of our library service offer

- Provide a modern library service and library spaces, which are fit for both now and the future

- Empower and support communities and groups to shape and manage community-run library services that best meet the needs of the community they serve

- Offer a consistently good customer experience

- Have a comprehensive eLibrary offer and embrace digital technology.

The council will also continue to explore opportunities for community hubs, either within its own libraries or through community-run libraries.

The council will offer a significant support package to organisations wishing to take over delivery of library services in a location served by a current library. This includes grant funding over three years, an initial donation of books, quarterly refresh of reading materials and support to community-run library groups to train their volunteers and cascade information

Proposals for community-run-libraries with council support

We will maintain a comprehensive and efficient library service across Essex. We will retain a network of council run libraries, particularly in larger towns but it is evident that there is community interest in running libraries in locations where this council currently runs them. From the start of the strategy, we will work closely with community groups or partners to transition libraries to community-run where there is local support for that. We do not envisage that libraries will close as a result of this strategy.

In the next few years, we hope that, with our support, community-run libraries will have been established or will be in the process of being established in many locations. It may be that early adopters will encourage others to come forward and the trend in the decline in usage may have changed.

We need to ensure we spend money wisely and we believe the expressions of interest shown will help ensure this by reversing the decline in the usage of the library resources. If this does not prove to be the case and the decline continues, then there will be a time when it will be difficult to justify continuing with the same level of service, and at that point, we will need to reconsider the approach

This new strategy also commits to:

- Developing an investment plan to improve libraries prioritising, at least initially, larger libraries to deliver a consistent high-quality look and feel across libraries in the council-run network

- Implementing an up to date and flexible library management computer system

- Upskilling staff and volunteers to improve the service to users

- Embracing new technology and 'smart libraries' functionality that enables users to choose when and how they access books and learning materials.

- Deliver more outreach than ever before – taking the library service into a wide range of communities.

Our vision and ambitions

Our vision over the next five years is to create a 21st century library service that is inclusive and efficient, which enables all users to engage with a wide range of reading materials, participate in learning activity and connect with their community.

Over the strategy period, we will continue to deliver our core offer, whilst also seeking new ways of working to ensure that we achieve the following ambitions:

- Place books and reading at the heart of our library service offer

- Provide a modern library service and spaces, which are fit for both now and the future

- Empower and support communities and groups to shape and manage community-run library services that best meet the needs of the community they serve

- Offer a consistently good customer experience

- Have a comprehensive eLibrary offer and embrace digital technology.

Public services do not operate in isolation – they are greater than the sum of their individual parts and this strategy has a key role to play in enabling the council to deliver on its strategic aims, be that through providing spaces and resources to help people in Essex to increase their skills and prosper, or through providing safe, welcoming and stimulating spaces for users to engage with others.

This strategy helps to meet the four key strategic aims in the council's Organisation Strategy 2017-21.

ENABLE INCLUSIVE ECONOMIC GROWTH

HELP CREATE GREAT PLACES TO GROW UP, LIVE AND WORK

HELP PEOPLE GET THE BEST START AND AGE WELL
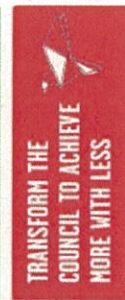
TRANSFORM THE COUNCIL TO ACHIEVE MORE WITH LESS

The Essex Joint Health and Wellbeing Strategy 2018-22, a strategy owned by a range of organisations across the county including the council, identifies the challenge and priority of social isolation.

Social isolation can affect any age and can affect older people, young parents, carers, disabled people and people living with mental health issues.

The library service will continue to play an important role in tackling isolation, as places to meet or through outreach work in communities. However, it is important to recognise that this is only one part of a response to tackling isolation from across the service, the voluntary sector and within the community. Library services will continue to work closely with education services and schools to contribute to children's literacy, school-readiness, learning and development.

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What will be different in five years?

We will consider this strategy to have achieved our ambitions for libraries if by 2024:

- Essex residents and community groups are much more involved, with many libraries run by or run jointly with community groups/partners and volunteers

- We have transformed how people access library services and how reading materials are borrowed and distributed

- People are able to access library services online more easily 24 hours a day via the eLibrary

- We make much better use of insight from our customers and systems to ensure that the quality and range of books, eBooks and materials on offer is high and books are rotated when possible to ensure choice

- We have a strong programme of outreach, providing library services and activities where they are most needed, including schools, playgroups, day care centres, village halls and other community venues

- We have extended opening hours through volunteer support and the introduction of smart library technology, where viable and in line with local community need, to enable people to use libraries at times that are convenient to them

- Customers understand the core library offer and make good use of it, as measured by customer surveys and user insight

- Customers receive consistently good service

- Income from activities helps to reduce costs or to enhance the service we provide

- The service is reaching new communities, increasing service usage and bringing in new customers through outreach, marketing and providing a service that is appealing and relevant to them

- The library service helps people to live full and independent lives

- We have increased effectiveness through co-location with community-based services such as Job Centres, Citizens Advice Bureaux, Post Offices and voluntary and community groups.

National context

The council has a statutory duty under the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient library service that lends books and other materials free to people who live, work or study in Essex and want to use it.

We have looked at best practice around the country and guidance from the Government's Libraries Taskforce, which includes the seven ambitions below.

The 7 Outcomes: Ambition for Public Libraries in England (Libraries Taskforce). [1]

- Cultural and creative enrichment

- Increased reading and literacy

- Increased digital access and literacy

- Helping everyone achieve their full potential

- Healthier and happier lives

- Greater prosperity

- Stronger, more resilient communities.

Library services in Essex in 2019

Essex Libraries serve a population of approximately 1.5m through 74 library buildings, an eLibrary service, two mobile libraries, home library service volunteers and support for seven volunteer-run community libraries. The location and spread of libraries are a result of historical decisions rather than design and do not reflect current demographics or community need. In 2016-17 (the most recent comparison available), Essex was the second largest library authority in England, with a higher than average number of outlets and the fourth highest spending per head of population.

The national average ratio in 2016/17 was one library per 22,425 people; in Essex the ratio was one per 17,325. [2] The comparison with other local authorities reflects a point in time and cannot be used to forecast future comparison with other local authorities. This is is a strategy for the next five years and other local authorities have already started to review or will review their service offers during this period.

Most importantly we have listened to the views of Essex residents and their needs. This is a library strategy for them.

The mobile library service was reviewed and changed after public consultation in 2017-18. This strategy does not propose another review of mobile libraries, but routes and timetables may be adjusted over the strategy period to meet changing needs.

Library services have evolved and changed over recent years. As well as being a source and lender of books, magazines and other learning materials, libraries play a role in preventing health and social problems by providing safe spaces where people can access or find out about other services, meet others and socialise or simply spend time.

Some of the many things that happen in libraries

Books and magazines

Job clubs and job search help

Free public network computers

Baby and Toddler Rhymetimes

Book readings, music and events

Language books and classes

Code Clubs

Wifi access

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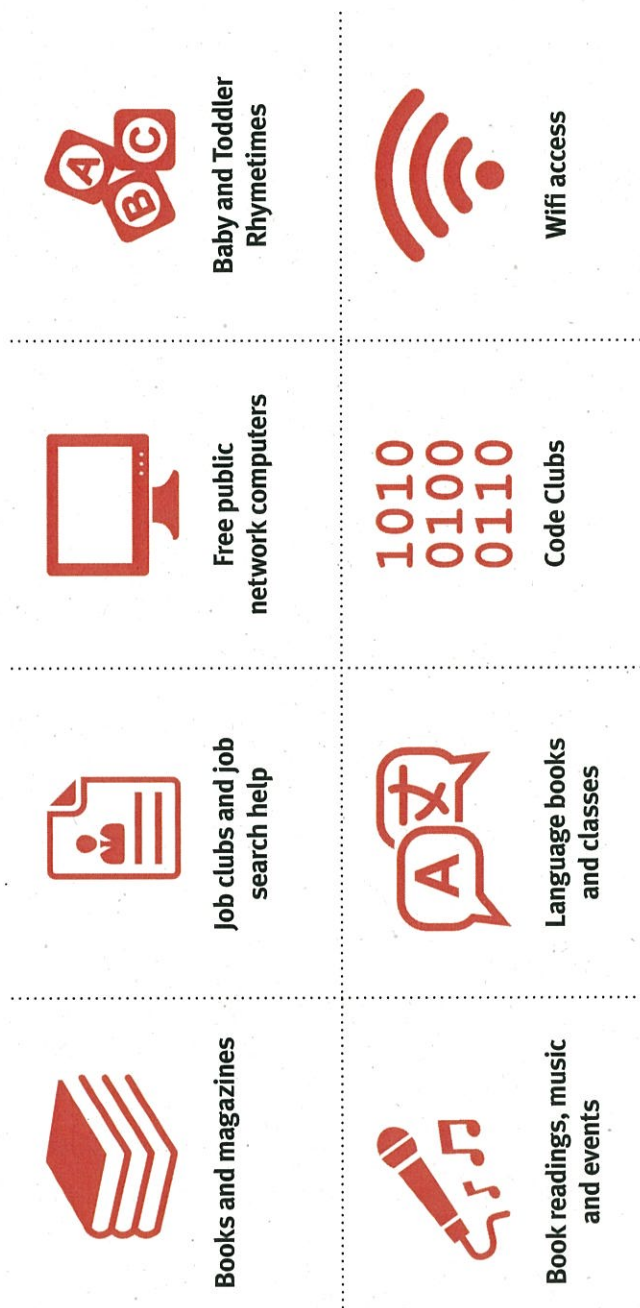
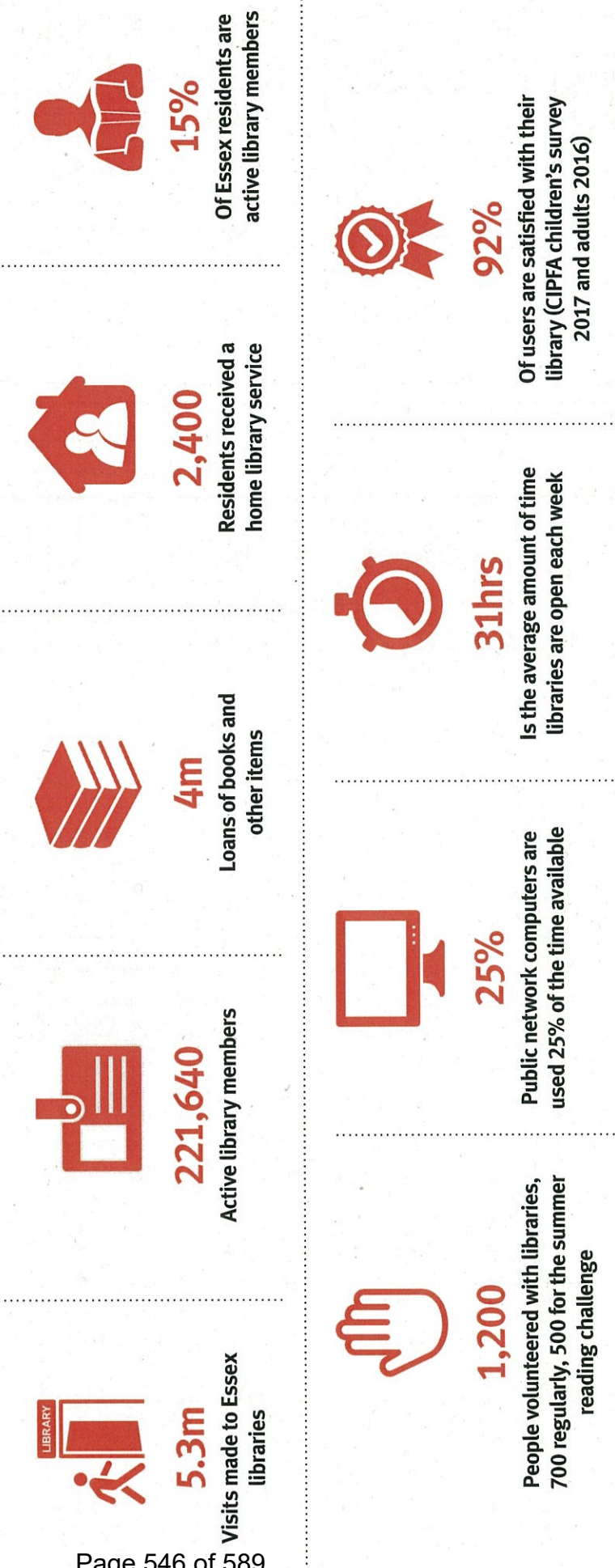## How Essex compares with other counties 2016-17[3]

This comparison is from 2016-17, the latest year for which comparison figures are available. It is a snapshot in time and cannot be used to compare what we and other counties provide now as populations have changed and other authorities are reviewing or have reviewed and changed their own library services.
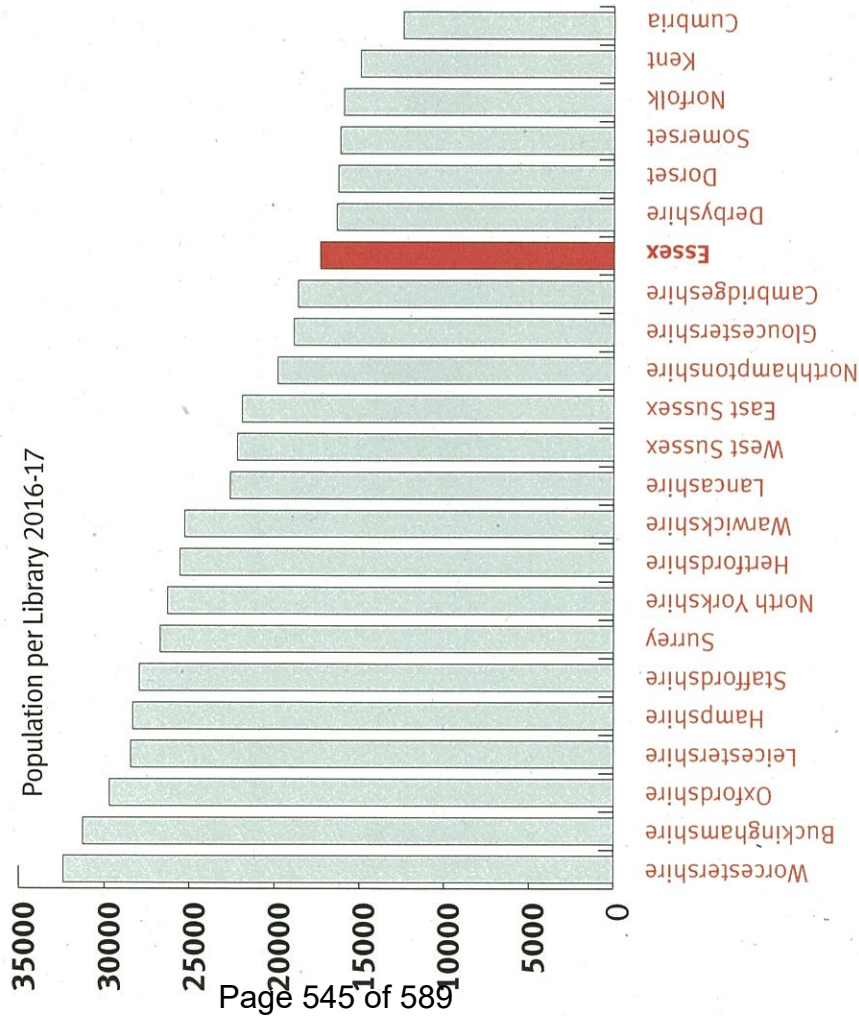
County	Total Population	No of libraries	Council run libraries	Population per library based on current number of libraries	Population per library based on number of council run libraries
Lincolnshire	743,400	51	2	14576.47	371700.00
Worcestershire	583,100	23	18	25352.17	32394.44
Buckinghamshire	534,700	30	17	17823.33	31452.94
Oxfordshire	683,200	43	23	15888.37	29704.35
Leicestershire	683,000	51	24	13392.16	28458.33
Hampshire	1,360,400	53	48	25667.92	28341.67
Staffordshire	867,100	43	31	20165.12	27970.97
Surrey	1,176,500	54	44	21787.04	26738.64
North Yorkshire	604,900	43	23	14067.44	26300.00
Hertfordshire	1,176,700	48	46	24514.58	25580.43
Warwickshire	556,800	31	22	17961.29	25309.09
Lancashire	1,198,800	47	53	25506.38	22618.87
West Sussex	843,800	36	38	23438.89	22205.26
East Sussex	547,800	26	25	21069.23	21912.00
Northamptonshire	733,100	36	37	20363.89	19813.51
Gloucestershire	623,100	40	33	15577.50	18881.82
Cambridgeshire	651,900	42	35	15521.43	18625.71
Essex	**1,455,300**	**75**	**84**	**19404.00**	**17325.00**
Derbyshire	785,800	46	48	17082.61	16370.83
Dorset	422,700	33	26	12809.09	16257.69
Somerset	549,400	34	34	16158.82	16158.82
Norfolk	892,900	47	56	18997.87	15944.64
Kent	1,541,900	99	103	15574.75	14969.90
Cumbria	497,900	40	40	12447.50	12447.50
Suffolk	745,300	45	0	16562.22	
Devon	779,800	50	0	15596.00	
Nottinghamshire	810,700	60	0	13511.67	

Population per Library 2016-17

Worcestershire, Buckinghamshire, Oxfordshire, Leicestershire, Hampshire, Staffordshire, Surrey, North Yorkshire, Hertfordshire, Warwickshire, Lancashire, West Sussex, East Sussex, Northamptonshire, Gloucestershire, Cambridgeshire, **Essex**, Derbyshire, Dorset, Somerset, Norfolk, Kent, Cumbria

Our foundations - Essex Libraries in 2018/19

5.3m
Visits made to Essex libraries

221,640
Active library members

4m
Loans of books and other items

2,400
Residents received a home library service

15%
Of Essex residents are active library members

1,200
People volunteered with libraries, 700 regularly, 500 for the summer reading challenge

25%
Public network computers are used 25% of the time available

31hrs
Is the average amount of time libraries are open each week

92%
Of users are satisfied with their library (CIPFA children's survey 2017 and adults 2016)

Why do we need a need a new strategy?

90% of the consultation respondents said they had internet access at home, work or on a mobile device; 5% said they could only access it in a library or public café; 4% did not use the internet.

"The way people use libraries and their expectations of public services are changing. Financial and demographic challenges are increasing. Standing still is not an option."

Libraries Deliver: Ambition for Public Libraries in England, 2016-2021, Department for Digital, Culture, Media and Sport. [4]

Libraries remain a valued part of the communities they serve. We have continued to invest in the service, including opening a new children's library in Chelmsford, offering eBooks and eComics and improving our online catalogue. But in the last ten years, traditional use of libraries has significantly fallen.

We know there are significant budget pressures ahead. As such, the council must consider all options to deliver library provision in new and more efficient ways to create an active and sustainable service.

The use of the library service has dropped by 53% from almost 8.4m loans a year in 2008/09 to 3.9m loans in 2018/19. Demand to use public network computers in libraries has also fallen 38% over the same period. This reducing demand for libraries follows the national trend as people have greater access to alternative information sources with improvements to broadband and mobile technologies. In March 2019, 221,640 people, were active members of Essex libraries (this figure excludes mobile library and online only services), down 33% in ten years. An active member is defined as somebody who has used their library card in the last year. [5]

At the same time, we have seen growth in our online services. Loans of eBooks, eAudio and eMagazines have increased almost six-fold since records began in 2013/14, from 61,000 loans to 350,000 loans in 2018/19.

According to an annual survey of electronic device use in the UK, 87% of adults owned a smartphone in 2018, up from 52% in 2012; 79% owned a laptop (up from 73%) and 64% owned a tablet (up from 16%). The study also found that 33% of adults use an eReader daily and the percentage of 55 to 75 year olds that own smartphones rose from 40% to 77% between 2013 and 2018. It forecast that this upward trend would continue. [6]

Graph 1: E-loans

Year	Amount
2013-14	61,018
2014-15	41,571
2015-16	126,042
2016-17	138,620
2017-18	186,099
2018-19	350,064
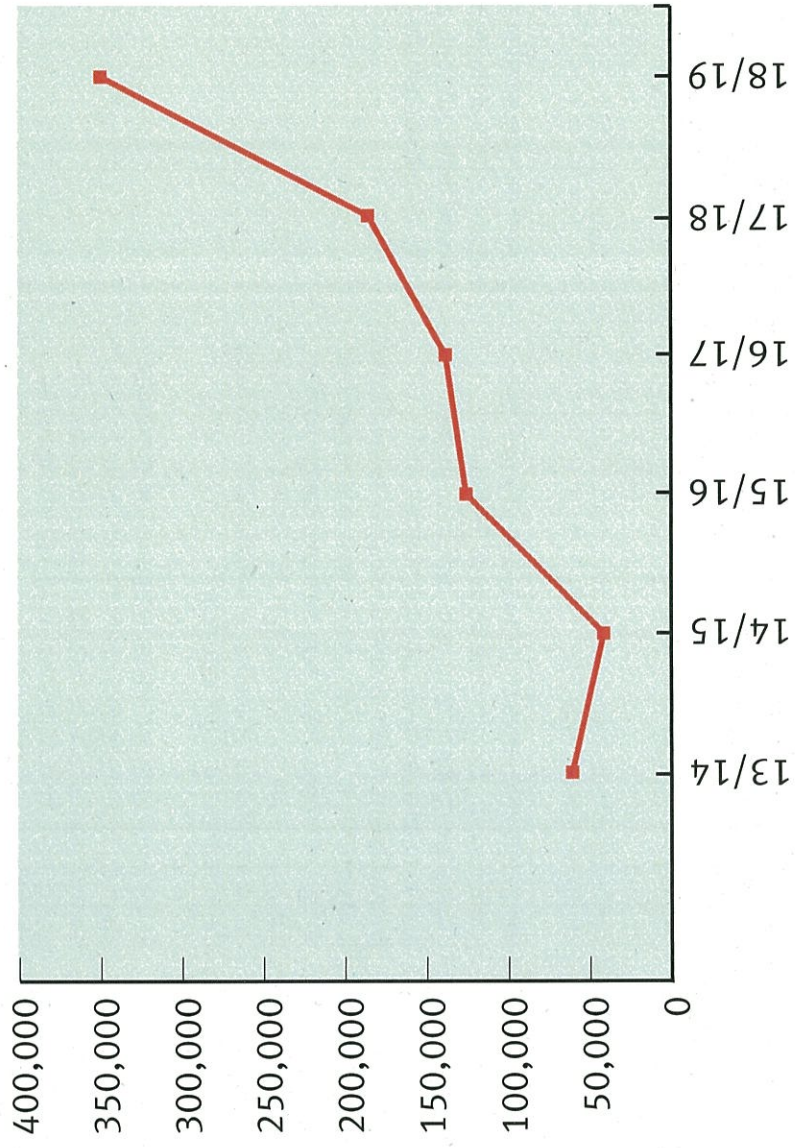
The population of Essex is changing too. The county's population is forecast to grow by 20% between 2014 and 2039, to 1.7m. [7] It is currently approximately 1.5m. One in five of the population are aged over 65. By 2039 it is predicted that there will be 61% more over 65 year olds and 16% more under 16 year olds.

The challenges facing Essex communities are varied and not consistently spread across the county, so our library service therefore needs to be able to 'flex' to recognise and respond to differing needs.

We know that many Essex residents experience feelings of loneliness or isolation. These feelings do not discriminate by age or gender but we know people in rural areas, older people and new parents can be particularly affected. Library services have a vital role to play in this. For example, Rhymetime sessions for babies and toddlers are activities where new parents can meet and socialise, be that in library buildings or other community venues.

We will work with other council functions and partner organisations as part of a joined up response to tackle loneliness and isolation.

Libraries reach and support the whole community regardless of age, gender, socioeconomic status or educational attainment. This is reflected in what people want from their library, be that a quiet place to study, a shared space for community events, or access to books to encourage a love of reading from early years to old age. This does however create challenges. We need spaces that work for all these audiences and needs.

Whilst we do not underestimate these challenges, the opportunities to create a sustainable service that has a lasting impact on the lives of Essex residents are great.

The financial outlook for all local government is challenging and as a public body it is important we spend taxpayers' money wisely. Demand for many services is increasing and becoming more complex, whilst government funding is reducing.

Over the last four years the council has generated savings to taxpayers of £311m and is budgeting to deliver a further £60m of new savings by the end of 2019/20 (6% of net budget). The council has an outstanding track record both in terms of delivering savings, generating income and delivering value to our residents, with a constant focus on strategic outcomes

Rhymetime in Southminster

Continuing to deliver Baby and Toddler Rhymetimes for local families was a priority as Southminster Library moved to smaller premises. The library sessions attracted an average of five families.

The Head Teacher at Southminster Primary was delighted to offer a light and airy space with access to outside space and tea making facilities for a small renumeration and also offered support to promote Rhymetime within the school networks.

The new school based Rhymetime is building gradually and after just a few weeks is attended by a similar number of families as when it took place in the library and is now also enjoyed by staff and children visiting from the Pre-School next to the Primary School.

Essex Libraries budget	2018/19	2019/20 [8]
Gross expenditure	£12,953,000	£14,067,000
Income	£1,590,000	£1,607,000
Net expenditure	£11,363.000	£12,460.000

How it is spent	
Employees	59%
Premises	22%
Books	14%
Supplies and services	3%
Transport related	2%

and financial prudence. This track record has enabled the council to maintain services and invest for the future. However, we still face substantial challenges.

By 2021/22 the council will need to identify £100 million a year of savings, of which £72m must be found in 2020/21. We are fully aware of the challenges that we face but are determined to continue to transform how we operate to tackle this enormous financial shift. It is important that the library service contributes along with other council services to achieving this by implementing new delivery models.

We also expect the costs to maintain and refurbish the aging estate of library buildings will increase over the next five years. We need to target investment towards improving the library spaces that are most in demand and and to take opportunities to generate financial benefits.

Doing nothing is not an option. If we did not transform the service, within five years it is highly likely that the decline in usage would continue; the service and buildings would not be modernised or be fit for purpose and communities would have less opportunity to be involved in shaping local services to suit their needs, as less resources would be available to them. Efficiencies and greater convenience associated with sharing space, embracing digital technology and other planned improvements would not be achieved.

Essex libraries are currently delivered in-house and managed by the council. There are alternative delivery models that some other authorities use, such as setting up a local authority trading company, transferring the whole service to a commercial company or charitable trust, or partnering in a joint venture. The council intends to keep the council-run service in-house and support community-run libraries. We will continue to review options over the strategy period.
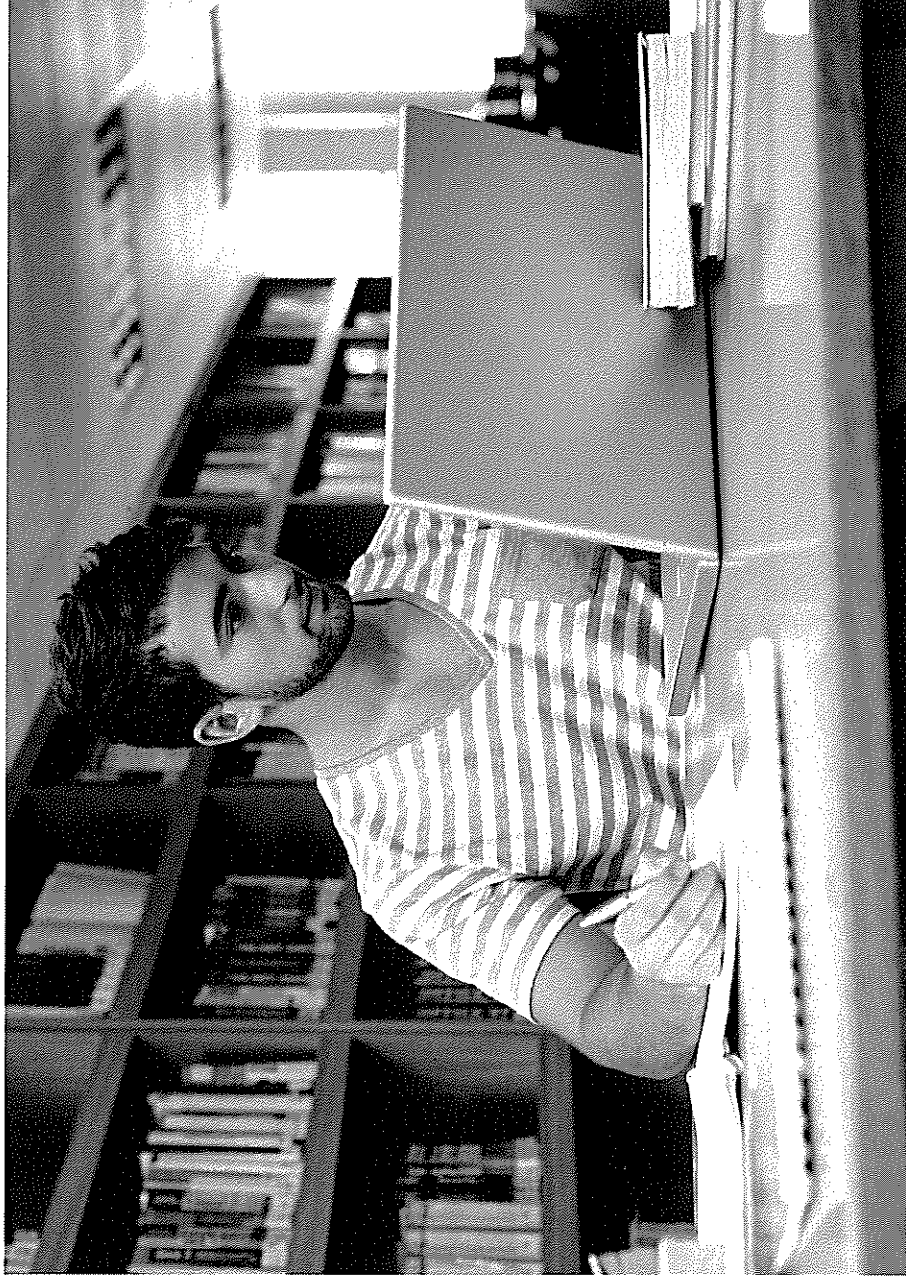
What Essex people say

The development of this strategy has been informed by two important and wide-ranging engagement activities.

2018 Engagement Sessions

In spring 2018, the council ran public engagement and research to find out what people think about libraries, what they value and what their priorities were for future library services (the 2018 Engagement). This included a countywide survey, interviews with users, focus groups with young people and public events for community groups, elected representatives and the public. More than 3,000 people responded. A summary of the research and engagement can be found here.

Key points from the 2018 Engagement:

- **Books and reading** are still far and away the top priority: that's what 90% of users visit libraries for and what survey respondents said is a priority for the future

- **People use library services at different stages of their lives.** Children and young people are most likely to use them; women use them more than men. Life changes such as becoming a parent, losing a job or retiring are triggers for using them more. People who don't use library services say they either don't need them or don't have time. Working age men are least likely to use them

- **People value well-informed employees and volunteers** to help them. Users are satisfied with the service they get

- **People value having a local library.** Two out of five visit more than one library, either because they are near home and work, to access the books or materials they are interested in or, because the opening hours at different libraries are convenient to them

- **Libraries are valued as safe social spaces** to find quiet space, help, information, learning, social activities or simply shelter

- **People want to get involved.** Around 1,200 people already volunteer in libraries. One in four would consider volunteering and seven community-run libraries are now open

- **Some people want activities, some want quiet.** Some people want to be able to access more services and do more things in libraries; others worry that too many activities take the focus away from books and reading and libraries are no longer the quiet spaces they value. They suggested having quiet booths, zones, days or designated 'quiet libraries'

- **Libraries are seen as valuable public spaces** that could be hired for community use in the evenings and at weekends: as rehearsal spaces or performance venues, for art exhibitions, for meetings and public celebrations

- **Many recognise the budget constraints** and that hiring out spaces generates income to support the service. But there is a tension between this and the impact that charging for space might have on voluntary groups

- **Young people do not feel libraries are designed and delivered to meet their needs.** The layout of libraries is a priority for them, to give space for study, reading, games and chilling out. They also want more digital provision and libraries open in the evenings.

Consultation on Draft Future Library Service Strategy

The proposals in the draft version of the new Future Library Service Strategy (the draft strategy) were consulted on between November 2018 and February 2019. This proposed placing libraries into four tiers, based on an assessment of need for them.

More than 21,900 people and organisations responded to the consultation survey. The response rate equated to 1.5% of the Essex population and 9% of active library members.

The consultation on the draft strategy provided many important messages to help shape our work:

- 52% of consultation respondents use more than one library frequently

- The majority - 97% of individuals and families, 90% of organisations - had visited an Essex library in the previous year and most had used a library card to borrow items, use the wi-fi or use the public computers

- 62% of users of tier 4 libraries said they would be able to use an alternative library service if tier 4 libraries were not retained

- 6% of respondents said that they used only one tier 4 library and would be unable to access any alternatives

- 90% of respondents have internet access at home, work or on a mobile device

- More individuals and families agreed overall with the ambitions of the draft strategy, evaluation criteria for assessing need for libraries, and community library proposals

- More respondents felt that the draft strategy, which proposed closing some libraries, did not provide a reasonable range of ways to access the service

- The preferences expressed for opening hours support the strategic intention to combine staffed opening with volunteer supported opening, and to explore the potential of smart library technology to enable library users to access libraries outside staffed opening hours

- From comments in the survey and correspondence, library users value the use of libraries as social hubs for a range of activities beyond borrowing books, the social benefits they provide and how they contribute to mental health and wellbeing

- Community groups and organisations were invited to express interest in setting up community libraries in locations identified as tier 3 and 4. By end of June 2019, the council had received 80 such expressions

- Nearly 3,000 respondents, 13% of individual and 26% of organisational respondents, were interested in finding out more about volunteering roles.

Through the consultation survey and other correspondence, the council received thousands of comments including suggestions for ways to improve the service, generate income or make savings. The full consultation findings can be found here.

Our priorities

The council is committed to delivering the strategy's ambitions and our priorities over the strategy period are aligned to them.

These priorities are informed by our data about library usage, the results of our public engagement and the consultation exercise.

Put books and reading at the heart of what we do
Despite the decline in number of books borrowed, books are still at the top of the list of things people expect from libraries. Book borrowing remains by far and away the main activity that people use libraries for: 90% of users say they come in to borrow books and one in four do so at least every two weeks.

Create great social spaces where people can read and study quietly or socialise and do activities without disrupting each other
Whilst some engagement respondents stated that they would like to be able to access more services and do more in library spaces, others worried that they would lose the quiet space that is so important to them. A clear message from the consultation was that users value libraries as social spaces. Our priority is to

understand these views and to develop a plan to invest in and improve libraries prioritising, at least initially, larger libraries to create flexible spaces that can meet a whole range of needs.

Invest in and support our employees and volunteers so they remain well informed and have the right skills and equipment
We heard about the value that people place on well-informed employees and volunteers. People are at the heart of the library service and ensuring that they have the right skills and equipment is a priority (see p35 for more about this priority).

Enhance the service to attract more Essex residents
Good customer experience is fundamental to this. Users of Essex libraries rated customer satisfaction highly: 88% of library users in the 2018 household survey are satisfied with their local library service. But satisfaction varies from site to site and we know we can improve the online service.

Create a library service that fits people's lives and is convenient
Opening hours and convenience are important to library customers. Our priority is to work with communities, as well as to use eLibrary and 'smart library' technology to create library services that continue to meet the needs of current users, whilst also encouraging new and returning users. We will review the current reservations system, management systems and logistics network to ensure our service is provided as efficiently as possible.

Support community-run libraries to get off to the best start possible
A passion for local libraries and interest in running community libraries or volunteering to support the service came across loud and clear in the consultation. We believe that communities hold the key to revitalising the service and have the expertise to run community libraries in ways that work best for their local residents. Our priority for the first part of this strategy will be ensuring that these individuals and groups are supported in the best way possible to contribute to library services in Essex. The details of this support offer to community libraries can be found at p28.

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Work seamlessly with other service providers, organisations and communities to ensure that the positive impacts of library outreach services are maximised

In 2018/19 Essex library services provided outreach services in settings including schools, playgroups, daycare centres, village halls, community settings and other community venues. As part of delivering the strategy, we aim to also work closely with both district, town and parish councils and other service providers to deliver a more joined up service.

Better engage with residents

We will review our communication channels and develop a communication and marketing approach that complements our outreach offer, maximises digital communication and makes accurate and timely information about our services, activities and events available to customers to easily access in a self-service way. We will market library services to attract new customers and improve the future sustainability of the service.

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Our core offer

We propose to deliver a core offer through a range of physical and online services through council-run libraries.

Over time, the range of activities taking place in libraries has expanded. We think it is useful to redefine our core offer, which is available to everyone and free at the point of use.

The council's future library service core offer will reflect the national Universal Offers [9] from libraries and the priorities that our customers told us about.

As we work to support community-run libraries we will offer guidance, resources and support to help them reflect the core offer but it will be up to each community-run library to determine their offer to best suit local needs.

The core offer comprises:

Books, DVDs and audio – we will use data on what our customers want to inform the range available. We will review the library stock and how we spend the Book Fund to keep our stock modern, fresh, available in a range of formats and responsive to customer needs and trends. We will use insight from customer usage and best practice to define stock levels for each service and to target our spending on books. We will provide access to the library catalogue to search available materials, request materials, make payments and renew loans.

Children's promise – we will continue to inspire children from their earliest years to discover a love of reading and to learn and develop. This includes free Bookstart packs for babies, toddlers and school-starters, work with schools, Summer Reading Challenge, Rhymetimes, story times, clubs and activities for children as well as books for all ages and dedicated study zones and online resources.

Space and place – we will seek investment to provide modern, fresh, flexible spaces where people can easily find the information and resources they need, and which are welcoming and practical for a range of age groups and diverse needs.

eLibrary (includes online services) – customers can already access a wealth of eBooks and reference material, browse our catalogue, reserve items and book events online. We will explore new technologies and how we can optimise current technologies to make it easier for customers to access library materials anywhere, anytime from their own devices. We will continue to invest in e-Content, using data and insight to ensure customers can access material that is relevant to them

Digital access – We will continue to offer public computers – targeting the resources where there is the highest need – and help people to develop their digital skills and confidence.

People – employees and/or volunteers will help people access library services and materials, and signpost services offered by partners. We will support employees and volunteers to develop new skills and work in different ways as library services evolve.

Activities – our employees will continue to deliver activities for the community that provide cultural and creative experiences such as the Essex Book Festival and will encourage community-run libraries to get involved with this too. We will continue to provide story times, Rhymetimes for young families, Summer Reading Challenge and other activities for children. We will look to continue to provide space for community-led activities such as knit and natter and local book groups.

- newspapers - physical and digital

- access to online courses.

In addition, the home library service will be available to all library users who are unable to access alternative library services due to age, disability and caring responsibilities

We will manage and maintain council-run libraries and offer a significant support package to communities to assist them in setting up and running community-run libraries around the county. This creates the opportunity for library services to be run by people who live and work in the community and who best understand the unique needs of their area. You can find out more about this package of support on p28.

The council will actively work with the parties that have submitted an expression of interest (EOI) to develop proposals and any new community groups or organisations wishing to set up a community-run library.

Learning – our employees will signpost learners to reference materials and our libraries will provide great space for study.

This core offer will be delivered through the following network:

- council-run libraries

- eLibrary services

- mobile libraries

- home library service.

Community run libraries may wish to run these core offer activities, and this will be discussed and developed with the relevant communities

To ensure best value and best fit of our future service, we will review non-core services, for example:

- interlibrary loans (loans from library services outside Essex)

- performance sets (music scores and play sets) including collection at any location

Essex Book Festival

Originally developed by Essex Libraries and now in its twentieth year, Essex Book Festival is a month-long series of arts events held in venues across the county each March. Essex Libraries works in partnership with the Festival partners, hosting a variety of author events in libraries across the county.

These feature both established and debut authors writing in a variety of genres and appealing to broad audiences. From small town libraries, to flagship venues, the Festival takes culture directly to people's communities and is extremely valued by library customers.

Table 2: Library core offer

	Council-run	Community-run
Brief description	Libraries normally in a main town, may also rent/lease space to other service provider.	Library services where the council supports community organisations or other partners to set up community-run libraries.
Management and Support	Managed by the council and could be delivered in partnership with the community or other partners.	Managed and run by the community or other partners with council support as set out in our offer.
Opening times	Current opening hour range is 12 - 24 hours a week for the smallest libraries and 31 – 59 hours a week for larger libraries. We will look to extend opening hours (where there is community need), including into the evening, through smart library access or resourced by volunteers where-possible or can be made affordable. No change for the first year to allow time to review, then set hours based on usage data and insight.	To be agreed by community-run library but there will be a negotiated minimum number of hours if the community-run library is to receive council support.
Range of books and stock	Mid to wide range of stock with opportunity to search and request stock from other libraries in the council-run network.	To be agreed in partnership with community-run library.
Digital access (computers and advice)	Yes.	To be agreed by community-run library.

The council's offer to community-run libraries

Many community-run libraries already operate successfully across the country. Seven community-run libraries currently exist in Essex. They are volunteer-run and owned and managed by local groups, not the council. Some have existed for many years, others are new. In 2017 alongside the mobile libraries review, we supported some communities to set up community-run libraries in places that didn't already have one.

Current community-run libraries are based in: Chrishall, Finchingfield, Great Bromley, Jaywick Library Access Point, Lamarsh, Ramsey and Steeple Bumpstead.

We recognise that there are challenges in setting up a community-run library. This is why we have developed a comprehensive support offer, rather than a simple one-off grant, to support the formation of all new community-run libraries.

Interested parties are encouraged to submit a formal proposal setting out their case for running a community-run library. Upon adoption of the strategy, the process will begin to agree and set up as many community-run libraries as possible. The submission and agreement process will be published on the Essex Community Library Services website.

Table 3: Support offered to community-run libraries

Item	Offer description		Detail
Grant	3-year grant to assist with establishing a community-run library. Could be used for: • maintenance • furniture/furnishings costs • property rent/associated costs • purchasing additional stock • purchasing/funding public computers and internet access.		Grant for 3 years - Year 1: £8,000 Year 2: £7,000 Year 3: £3,000
Stock	**Initial donation** - one-off donation of book stock.		The number of books will be agreed on a case by case basis and proportionate to usage.
	Regular refresh - An additional ongoing bulk-loan of books from the council's stock, in proportion to usage which will be rotated quarterly.		The council deliver to and collect from community-run library.
	Community library card - Access to full ECC library stock.		The council will provide a library card allowing the community-run library to reserve and collect from the council's stock from council-run locations on behalf of its users.
ECC Outreach & Engagement	**Activities** - Ongoing support and visits by council staff to deliver outreach activities in the best place for children and adults.		Designed on the basis of community need.
	Support and guidance - Ongoing Council support through advice, guidance and training to the community-run library to train and cascade information to their volunteers such as Equality and Diversity training, stock editing & management, collaboration between community-runlibrary services and delivery of activities such as Rhymetime.		Included.
	Sharing of best practice - The council will create a community library forum/network which will be available for community-run library representatives.		Included.

Resources and investment

In the context of significant budget pressure over the coming years, the council needs to do more than simply identify savings each year. It must transform services to make them sustainable and fit for the future. We need to think very differently about how we operate, be more innovative, entrepreneurial and commercially minded.

As plans develop, we will seek investment to modernise and enhance library spaces in council-run library services. These will prioritise, at least initially, larger libraries.

During the strategy period we will invest in new technology and library space by:

- refurbishing council-run libraries to deliver a consistent high-quality look and feel across the Council-run network

- implementing an up to date and flexible library management system

- upskilling staff to improve the service to users

- embracing new technology and 'smart libraries' functionality that enables users to choose when and how they access books and learning materials.

We will explore additional sources of funding for our services, including:

- grants for specific projects such as the recent redevelopment of Chelmsford Children's Library funded by Chelmsford City Council through the Community Infrastructure Levy and Arts Council England/ Libraries Taskforce

- encouraging local fundraising to support local delivery of library services

- generating income from hire of library space, chargeable events, sale of complementary products and by reviewing our current chargeable services

- moving some services to lower cost digital delivery channels where appropriate

- seeking contributions from developers such as section 106 funding.

What about the buildings

This strategy is about the service, not the buildings. But we know that library buildings are often seen as valuable community assets and many people will be concerned about their future use. We will work to make the most efficient use of public buildings, whether owned by the council, other public bodies or community organisations. Most library services will be in shared spaces by 2024.

We will review running costs and the condition of library buildings in council-run libraries, with a view to bringing all services up to a consistent, modern standard and finding the most effective ways to respond to local needs. This includes considering the most appropriate location for the service.

In the future, library services could be provided from a range of outlets, such as shared locations with other services, new spaces provided as part of housing or retail developments or co-located in community centres, shops, leisure centres or other locations. In most cases, we would expect library services to be provided in alternative, better locations.

We would expect community libraries would be run from premises owned or paid for by the community groups. Buildings that are no longer required by the library service because the community has opened a library in other premises will be considered under the council's usual way for dealing with properties no longer required for their current use.

Our eLibrary

We use the term eLibrary to cover a range of online services. Customers can currently browse the catalogue and reserve books online to collect at their local library. They can download ebooks, read newspapers and magazines, book events, volunteer or find out about the home library service or mobile library timetable.

Public engagement has highlighted a need to target and tailor our services to new generations of tech-savvy users. Younger users in particular have told us they use technology on a daily basis and want to be able to study and access services online.

To make this a reality, we will review our processes and technology to make it easy to do as much as possible online: access our stock and services, communicate with our employees, book and pay for things we charge for, such as room bookings and some events (core services are all free).

New digital library service

In early May 2019, Essex Libraries launched a new digital service comprising over 180 comics and graphic novels that customers can download in the same way as our existing emagazines, either online through a browser, or via a mobile application.

This fantastic service has been launched in response to customer interest in this genre and format and allows access to a great range of top comics from the publishers Marvel, IDW, Disney and Dark Horse which we hope will be of appeal to all ages, but particularly to a younger audience.

Early statistics show a daily increase in subscribers to the RBdigital e-reader (which includes emagazines).

Improving our digital offer will include:

- Improving our management system to enable efficient operating processes and deliver a high-quality customer experience

- Bringing e-content, such as eBooks, into the main library catalogue so that all resources can be searched and accessed in one place

- Exploring "smart library" technology to enable access to library buildings, materials and services outside of staffed opening hours (see highlight box below)

- Improving the range of payment options available to customers

- Updating our website

- Reviewing our electronic communication channels and 'online chat with a librarian' service

- Reviewing the content and availability of eBooks and eAudio Books

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- Investing in our public computers and more responsive digital access so that it is more flexible to need; and reviewing print services

- Exploring the option of loaning eReaders to increase the range of accessible materials and access to eBooks

Exploring options for improving access to library services on mobile devices such as smart phones

Helping customers to access eLibrary services by reviewing our help and guidance, which may include adding step by step video guides on the website e.g. downloading eBooks, searching the catalogue.

Smart libraries

Smart libraries can increase opening hours and use of library services by enabling customers to use their library card to enter the library outside staffed hours. It is similar to the secure ATM lobbies some banks have. People could browse, study, borrow and return books using self-service machines or even hire the library for meetings or activities. We will explore the potential this technology offers.

Several other authorities are already running successful smart libraries, such as Leicestershire and Peterborough.

Opening hours and access

Opening hours are important to our customers: 62% of respondents to our 2018 engagement said convenient opening hours were important to them. Alternative opening hours, for example, evening or weekend opening, would encourage 39% of respondents to use libraries more.

In the draft strategy consultation, respondents were asked to rank a range of options for opening hours in order of preference. Fully staffed opening, even if that meant libraries were open less overall was the top choice, with volunteer supported opening a close second and self-service access using smart library technology third. More evening opening and 24/7 eLibrary access were least favoured. Individuals and families were more in favour than organisations of the idea of self-service access using 'smart library' technology outside staffed opening hours, whilst organisation respondents preferred more weekend opening hours.

It is not financially viable for the council to provide more staffed opening hours and if we change opening hours to suit some users, they won't necessarily suit others. Since we last reviewed opening hours in 2011, technology and lifestyles have changed, affecting what library users need and what they see as convenient.

Our aim is to create an overall pattern of library opening in council-run libraries that will maximise access to libraries through a combination of:

- staffed opening hours

- volunteer supported opening hours

- smart library technology

- improved eLibrary which people can access 24 hours a day.

By staffed hours, we mean paid council employees and unpaid Essex library volunteers. Some libraries are already opened outside the staffed hours by volunteers from other groups or organisations that share space with libraries. We will seek to encourage more of this where there is demand.

We will not make any changes to opening hours in council-run libraries for the first year of this strategy. [10]

We will then draw on a wide evidence base, including usage data, to develop a consistent approach to opening hours across the council-run service and to respond to changes in demand over time, including the impact on locations where nearby libraries may have become community-run libraries.

Community-run libraries will be able to set their own opening hours, subject to a negotiated minimum number of hours

You can access library services in the following ways:

- library building

- mobile library

- home library service

- outreach including schools, early years settings and care homes

- e-library.

Our people

Employees

Our library employees are at the heart of our business. Research and engagement feedback shows they are hugely valued and trusted by our customers. Having well informed staff or volunteers was the 2nd highest priority for respondents (70%) to the countywide engagement exercise in 2018. This was the view of both library users and non-users.

Essex Library Service is committed to ensuring that our employees have the skills and competencies they need to help deliver our future vision.

The key skills and capabilities required are:

- Delivering excellent customer service – putting needs of library users at heart of what we do

- Digital knowledge and expertise to support customers in accessing information

- Outreach and Engagement with community members and organisations

- Collaborative working – working with partner organisations to deliver the library service.

To support new ways of working, we will provide support, training and development for the community-run libraries so that they can train their volunteers. This approach will enable us to offer a consistent experience for our customers across library services.

A review of the current operating model of libraries and work to define the future target operating model will inform the future size and shape of the council-run library workforce.

We also intend to create new roles that will specialise in engaging with partners and communities. These will support the upskilling of our workforce.

Volunteers and community involvement

Essex library services are intrinsically connected to the communities they serve. This includes a wide variety of volunteering opportunities and close work with community groups and partner organisations across the county.

In 2017-18, 1,200 residents, aged from 14 to 94, volunteered in our libraries, delivering services ranging from running the library outside staffed opening hours to supporting the home library service, to running clubs and activities and supporting the annual Summer Reading Challenge. [11]

Public engagement shows there is an appetite among residents to be more involved with libraries, be that shaping our approach to stock purchasing to volunteering in libraries. Through draft strategy consultation, encouragingly there were strong levels of interest shown in volunteering opportunities with 13% of individual and family respondents (nearly 3,000 people) expressing an interest to volunteer in future library services in Essex.

Volunteers play a vital role in supporting and enhancing the library service in council-run and will continue to do so in the future. It is important to Essex libraries that our volunteers complement the work delivered by our paid employees and work alongside them, enabling us to develop and improve the experience of our customers whilst helping to meet our budgetary challenges. Training and guidance will be offered to community-run libraries in how to recruit, train and support volunteers. This will include advice on ensuring DBS (safeguarding) checks - which are free - are completed on community-run library volunteers if necessary

We aim to ensure our volunteers feel valued and get something worthwhile from the time they give us. In order to do this, we will work closely with Volunteer Essex to ensure their interests and skills are well matched to our opportunities and that they are fully trained and properly supported by our paid employees and fellow volunteers.

We will also take every opportunity to recognise and celebrate the contribution they make to the library service and our customers.

Our volunteers will also be supported to ensure that our customers experience a consistent level of service wherever they access our services.

Customers

We know that our customers are diverse. They are of all ages, backgrounds and abilities and have different aspirations. Equally each has their own preference for how and when to access services, and the types of services they access.

We will continue to provide our services in a way that has regard to our duty under the Equalities Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations. An equalities impact assessment has been prepared to inform the development and ongoing implementation of this strategy and can be found here.

This includes having a range of stock that reflects and celebrates our diverse community in Essex, and promotes good relations across all equality areas, including race, disability, gender, religion and sexual orientation.

We will make library spaces and services accessible to all and provide a home library service for people who can't easily access libraries owing to age, disability or caring responsibilities. We will continue to seek feedback and use insight about customer preferences to update our stock and services over time.

Glossary

CIPFA
The Chartered Institute of Public Finance and Accountancy; collates bi-annual survey data from library users across England and Wales; analyses data from library authorities and provides benchmarking information for library authorities.

Community-run library
Defined by the Government's Libraries Taskforce as community led and largely community delivered libraries, rarely with paid staff (but with some professional support) and some form of council support.

Digital access
Ability to see and use library services and information online; within a library: access to public network computers and help or advice to learn digital skills.

eBooks
Books available in digital format online.

eLibrary
Essex Libraries' online offer; includes the website, online catalogue, eBooks and eMagazines to download.

Expression of Interest (EOI
Initial, non-binding online form submitted to express an interest in providing community-run library.

Online services
Another term for eLibrary. Also refers to being able to access other websites and services.

Proposal
A formal application or business case made by the community to manage and run a community-run library - may also be known as 'formal expression of interest' (EOI).

Smart library
Technology that enables card holders to swipe in to gain secure access to libraries outside staffed opening hours; connects membership, security, power and lighting systems so they can operate without employees present.

Appendices

1 Source: Libraries Deliver: Ambition for Public Libraries in England, 2016-2021, Libraries Taskforce.

2 Source: CIPFA Library Statistics 2017-18.

3 Source: The number of Essex council-run libraries in 2016/17 included 9 mobile vehicles. The number of static libraries is listed as 75, as this table included Jaywick library in their figures, which is already community-run.

4 Source: Department for Culture, Media and Sport, Libraries Deliver, 2016.

5 Source: Source: Essex Library Services Needs Assessment 2018-2019.

6 Source: https://www2.deloitte.com/uk/en/pages/technology-media-and-telecommunications/articles/mobile-consumer-survey.html

7 Source: Headline statistics from Sub-National Population Projections 2014, Essex Insight, www.essexinsight.org.uk/Resource.aspx?GroupID=40&ResourceID=1314

8 Source: The Council Organisation Plan and Budget, Approved by Full Council in February 2019.

9 Source: www.librariesconnected.org.uk

10 Source: Until July 2020.

11 All volunteering opportunities are advertised online at www.volunteeressex.org.uk/news/library-volunteers

FLS 2019-2024 Appendix 4:

How to read this appendix

Please read these notes before looking at the tables on the following pages.

The tables show the records of usage and borrowing for every current library run by Essex County Council over the last ten years. They do not include usage of mobile libraries or elibrary services.

The page titled 'Usage 2009 to 2019' , pages 2 -7, covers the period from 1 April 2009 to 31 May 2019.
The page titled 'Usage Apr-May 2019, pages 8-10, provides figures for the first two months of the current financial year.

"Active membership" shows the number of library users who are registered at each library and used their library card in the year reported. They may have used their card at any library or online, not necessarily in the library where they are registered.

Springfield library was opened in 2013/14 and therefore is no data available before this period.

FLS 2019-2024 Appendix 4:

Data: Apr 2009 - Mar 2019	Active Membership										
Library	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Basildon	10,700	10,688	10,146	9,438	9,666	9,944	9,381	9,159	8,946	8,590	8,346
Billericay	11,065	10,861	10,563	9,587	9,073	8,805	8,260	7,631	7,205	7,038	6,658
Braintree	15,567	15,651	15,094	13,729	12,948	12,270	11,597	10,936	10,508	9,817	9,063
Brentwood	12,528	12,063	11,290	10,226	9,642	9,617	9,069	8,550	8,226	7,816	7,549
Brightlingsea	2,127	2,173	1,925	1,889	1,805	1,711	1,670	1,631	1,627	1,545	1,552
Broomfield	1,009	1,084	978	1,036	1,048	1,019	937	898	975	994	977
Buckhurst Hill	2,054	1,988	1,988	1,791	1,708	1,554	1,454	1,385	1,359	1,408	1,370
Burnham	2,115	2,108	2,036	1,838	1,802	1,708	1,558	1,487	1,395	1,346	1,294
Canvey	6,665	6,782	6,608	6,482	6,414	6,286	5,747	5,590	5,126	4,995	4,558
Chelmsford	27,198	26,705	24,910	22,942	22,069	22,219	20,947	19,935	19,123	18,964	18,254
Chigwell	1,178	1,350	1,359	1,217	1,113	1,061	1,040	995	1,025	983	973
Chipping Ongar	2,651	2,690	2,577	2,294	2,284	2,169	2,126	2,118	2,052	1,954	1,852
Clacton	13,551	13,227	12,642	11,405	10,761	10,752	9,841	8,886	8,772	7,741	7,222
Coggeshall	1,273	1,358	1,298	1,272	1,192	1,201	1,102	1,089	1,086	1,036	970
Colchester	27,761	28,027	26,516	24,697	23,776	23,326	23,834	23,146	20,998	19,976	18,771
Danbury	1,181	1,194	1,148	1,120	1,062	1,044	1,202	1,203	1,074	1,061	1,079
Debden	1,242	1,209	1,173	982	772	738	633	587	546	471	386
Dunmow	2,920	6,000	5,535	5,142	5,007	5,144	4,885	4,599	4,352	4,319	3,975
Earls Colne	1,039	1,052	1,074	1,065	962	1,000	908	956	865	877	801
Epping	3,397	3,417	3,320	3,005	2,926	2,777	2,611	2,554	2,531	2,480	2,415
Frinton	3,938	3,848	3,824	3,421	3,043	2,904	2,581	2,410	2,241	2,134	1,949
Fryerns	1,978	1,913	1,892	1,794	1,707	1,745	1,591	1,510	1,544	1,720	1,440
Galleywood	1,102	1,091	1,120	1,051	942	897	889	846	803	832	860
Great Baddow	3,707	3,641	3,434	3,223	3,031	2,912	2,855	2,658	2,682	2,697	2,503
Great Parndon	2,366	2,600	2,458	2,282	2,122	2,204	2,046	2,029	1,947	1,868	1,989
Great Tarpots	2,722	2,728	2,647	2,525	2,421	2,355	2,096	2,073	1,882	1,759	1,643
Great Wakering	672	671	656	629	583	594	551	537	549	567	611
Greenstead	2,712	2,686	2,807	2,606	2,743	2,709	2,658	2,626	2,382	2,216	1,979
Hadleigh	4,301	4,601	4,475	4,431	4,413	4,329	4,027	3,898	3,517	3,520	3,397
Halstead	4,239	4,191	3,981	3,815	3,611	3,468	3,110	3,021	2,846	2,866	2,563

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FLS 2019-2024 Appendix 4:

Data: Apr 2009 - Mar 2019	Active Membership										
Library	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Harlow	15,005	15,318	14,746	13,151	12,927	13,097	12,311	11,688	10,924	10,492	9,900
Harwich	5,760	5,670	5,462	5,131	4,603	4,409	4,072	3,923	3,965	3,786	3,493
Hatfield Peverel	1,178	1,197	1,151	1,084	1,011	946	855	828	796	756	753
Hockley	4,358	4,537	4,152	3,844	3,598	3,281	3,140	2,889	2,791	2,547	2,700
Holland	897	899	882	813	727	671	636	569	542	567	587
Hullbridge	1,352	1,453	1,396	1,302	1,106	1,108	1,013	927	915	915	934
Ingatestone	1,493	1,479	1,440	1,326	1,224	1,174	1,117	1,024	1,068	1,034	1,019
Kelvedon	776	887	855	894	820	817	758	705	664	627	607
Laindon	5,185	5,221	5,225	5,252	5,203	5,100	4,916	4,787	4,429	4,064	4,112
Loughton	11,741	11,690	11,041	9,578	9,427	9,388	8,641	8,186	7,858	7,551	6,908
Maldon	9,263	9,166	8,917	8,239	7,792	7,581	7,199	6,569	6,369	6,069	5,574
Manningtree	3,772	3,576	3,577	3,267	3,052	3,082	2,922	2,809	2,791	2,811	2,812
Mark Hall	1,324	1,399	1,302	1,110	1,073	1,055	1,200	1,159	1,164	1,119	1,074
North Melbourne	2,274	2,252	2,362	2,228	2,110	1,974	1,878	1,821	1,615	1,555	1,421
North Weald	888	864	954	896	831	820	747	684	615	583	549
Old Harlow	2,063	2,080	1,931	1,808	1,733	1,702	1,648	1,460	1,363	1,485	1,467
Pitsea	3,468	3,505	3,289	3,010	2,958	2,881	2,632	2,499	2,573	2,310	2,303
Prettygate	3,981	3,974	3,790	3,427	3,245	3,162	3,026	2,943	2,849	2,904	2,762
Rayleigh	10,255	9,789	9,666	8,717	8,283	8,037	7,429	7,001	6,522	6,561	6,349
Rochford	3,871	4,048	3,766	3,323	3,036	3,060	2,834	2,675	2,532	2,346	2,288
Saffron Walden	11,973	11,646	11,115	10,100	9,573	9,290	8,830	8,275	7,619	7,309	6,990
Shenfield	5,992	6,260	6,129	5,747	5,440	5,368	5,085	4,722	4,422	4,347	4,213
Sible Hedingham	1,020	1,049	1,109	967	893	826	802	726	801	742	742
Silver End	554	604	574	584	545	523	507	486	485	463	429
South Benfleet	3,687	3,622	3,458	3,231	2,989	2,695	2,462	2,358	2,324	2,248	2,140
South Woodham Ferrers	5,457	5,361	5,155	4,897	4,749	4,633	4,573	4,487	4,315	4,400	4,049
Southminster	958	1,018	1,087	989	971	840	857	812	672	607	498
Springfield							382	421	450	450	633	825
Stansted	1,235	1,389	1,407	1,317	1,238	1,110	1,075	1,060	679	552	611
Stanway	1,197	1,291	1,308	1,310	1,348	1,338	1,298	1,313	1,248	1,280	1,275

FLS 2019-2024 Appendix 4:

Data: Apr 2009 - Mar 2019	Active Membership										
Library	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Stock	330	331	331	322	313	310	317	278	259	237	228
Thaxted	475	521	659	547	523	498	513	483	489	424	443
Tiptree	2,523	2,487	2,389	2,272	2,113	2,080	1,939	1,839	1,785	1,723	1,686
Tye Green	1,911	1,950	2,061	2,013	1,903	1,886	1,735	1,727	1,823	1,796	1,649
Vange	2,199	2,123	2,049	1,886	1,825	1,867	1,756	1,679	1,712	1,594	1,559
Waltham Abbey	4,297	4,344	4,008	3,826	3,574	3,784	3,577	3,326	3,295	3,099	2,896
Walton	1,372	1,434	1,420	1,257	1,156	1,164	1,049	986	944	866	800
West Clacton	593	633	700	650	629	489	400	417	500	416	455
West Mersea	2,258	2,236	2,165	2,093	1,959	1,951	1,816	1,635	1,598	1,528	1,522
Wickford	8,063	8,163	7,625	7,332	7,035	7,013	6,473	6,292	6,029	6,020	5,768
Wickham Bishops	410	452	429	467	427	406	384	362	397	416	408
Witham	8,192	8,079	7,316	6,865	6,784	6,769	6,353	6,028	5,950	5,778	5,548
Wivenhoe	1,612	1,695	1,799	1,719	1,690	1,651	1,478	1,386	1,391	1,304	1,403
Writtle	1,312	1,409	1,251	1,367	1,210	1,125	1,027	948	884	833	892
Total	331,482	334,698	320,922	297,092	284,292	279,805	264,907	252,164	240,600	232,287	221,640

FLS 2019-2024 Appendix 4:

Data: Apr 2009 - Mar 2019	Loans and Renewals										
Library	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Basildon	228,162	214,816	203,364	185,206	153,857	138,501	127,204	117,859	105,796	87,425	81,530
Billericay	289,146	270,876	273,912	240,255	222,460	199,449	177,248	157,208	147,781	133,827	123,384
Braintree	380,469	355,299	335,280	292,592	253,273	231,689	200,193	174,728	163,191	139,980	129,738
Brentwood	288,928	287,295	273,745	243,476	211,798	193,467	172,448	160,558	155,330	137,741	129,800
Brightlingsea	56,400	58,525	54,117	49,828	42,800	42,094	38,225	33,646	32,374	31,343	31,805
Broomfield	35,613	37,774	28,190	32,441	28,210	22,704	21,534	19,820	19,671	19,643	19,631
Buckhurst Hill	37,318	36,787	36,489	33,145	30,944	25,377	25,607	24,110	24,645	24,626	27,416
Burnham	58,912	56,622	56,844	50,424	43,137	41,096	34,978	31,072	28,953	27,782	27,470
Canvey	151,116	144,052	139,182	126,511	115,038	105,589	91,227	84,757	78,223	72,737	68,987
Chelmsford	740,927	732,401	692,616	638,084	563,216	503,233	441,716	378,939	332,197	322,688	317,724
Chigwell	34,178	36,059	38,654	37,150	28,997	29,451	27,752	24,936	26,074	23,333	22,721
Chipping Ongar	66,732	65,558	61,030	54,910	50,132	47,281	46,024	42,193	39,166	36,922	32,482
Clacton	323,180	307,902	287,954	263,073	224,404	208,289	184,338	161,877	149,690	124,219	114,136
Coggeshall	39,901	42,460	42,049	38,021	34,379	31,438	30,645	28,340	26,185	22,883	22,457
Colchester	549,901	570,036	522,598	478,420	429,362	346,784	333,828	298,217	277,151	249,332	235,602
Danbury	42,887	43,904	42,653	36,093	31,214	29,782	30,624	29,193	28,095	28,597	32,066
Debden	19,827	17,514	18,485	16,244	13,695	13,618	10,020	9,635	8,552	6,537	6,101
Dunmow	74,717	121,510	122,629	112,634	100,571	97,377	89,007	78,686	76,876	69,611	63,646
Earls Colne	32,637	36,602	31,876	29,897	25,165	26,347	24,194	24,063	24,108	23,707	22,221
Epping	81,415	81,905	79,081	71,976	66,098	59,192	52,168	47,320	46,421	46,432	44,903
Frinton	117,521	112,833	106,362	91,258	77,384	70,974	63,169	56,542	55,079	50,636	46,654
Fryerns	53,198	44,764	51,238	42,297	36,201	35,280	28,597	26,803	26,197	24,324	21,818
Galleywood	40,486	42,122	40,070	34,886	30,594	27,040	28,332	23,007	22,755	23,149	25,261
Great Baddow	115,076	117,053	111,307	103,775	94,833	85,634	79,170	71,410	66,187	59,384	55,325
Great Parndon	51,140	55,149	51,145	50,599	40,721	41,002	37,836	33,462	30,437	29,037	30,954
Great Tarpots	65,341	67,425	64,408	59,696	56,986	46,741	45,734	42,350	34,391	29,602	27,463
Great Wakering	22,327	18,856	19,877	20,464	18,041	14,568	15,401	12,355	12,424	11,872	16,045
Greenstead	77,657	75,644	72,979	69,933	64,115	59,842	51,039	45,946	45,470	43,736	38,716
Hadleigh	120,700	128,468	124,985	117,228	109,095	104,861	94,850	90,251	85,995	82,502	82,342
Halstead	105,177	100,166	94,185	87,389	80,000	77,724	71,756	61,229	59,617	50,193	48,415

Data: Apr 2009 - Mar 2019	Loans and Renewals										
Library	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Harlow	310,966	294,909	284,020	242,686	201,049	173,866	142,812	122,025	112,025	95,231	83,834
Harwich	154,934	143,419	138,888	123,742	104,468	91,839	71,645	70,628	65,362	56,215	58,721
Hatfield Peverel	48,757	51,288	47,319	42,045	37,972	29,854	27,077	25,633	25,115	24,067	22,489
Hockley	112,238	111,119	107,391	95,439	84,391	79,687	73,866	68,172	64,065	56,496	66,786
Holland	36,345	35,600	34,675	28,633	24,809	22,223	20,415	19,122	19,206	18,498	18,686
Hullbridge	42,907	44,128	43,607	40,230	30,715	30,938	29,823	25,400	24,455	23,191	26,681
Ingatestone	41,460	42,198	39,932	35,052	30,333	32,909	29,020	26,253	26,324	25,825	26,192
Kelvedon	23,289	27,759	29,452	27,393	27,046	24,868	22,994	20,276	19,630	18,784	18,096
Laindon	131,381	125,155	120,185	115,689	99,289	92,995	82,739	73,727	68,986	64,433	63,851
Loughton	311,675	291,921	274,325	236,458	209,669	195,563	170,925	160,071	148,591	137,403	125,516
Maldon	235,255	235,274	220,530	196,688	174,331	165,046	146,288	128,509	122,027	111,492	105,794
Manningtree	98,346	85,876	87,197	81,509	66,785	71,082	68,757	63,348	61,047	57,557	57,308
Mark Hall	32,965	33,559	35,483	27,156	21,172	18,498	18,005	19,052	20,651	17,477	15,427
North Melbourne	73,873	70,612	79,712	68,360	57,472	54,044	49,267	42,772	41,253	37,726	37,447
North Weald	29,281	23,535	26,283	22,606	19,828	19,024	17,326	15,661	13,099	13,136	12,040
Old Harlow	50,937	53,295	50,237	49,086	46,298	39,146	38,070	28,097	23,726	34,088	32,746
Pitsea	79,074	73,937	70,424	59,822	52,551	43,167	36,491	30,647	32,067	29,546	28,307
Prettygate	159,901	150,148	145,355	132,484	115,656	115,648	103,454	90,393	85,900	82,718	82,697
Rayleigh	262,029	237,967	242,822	217,890	196,434	177,345	164,565	146,499	137,417	123,475	120,033
Rochford	85,943	97,214	90,769	77,402	61,509	62,416	57,330	52,542	51,692	45,101	42,462
Saffron Walden	302,349	292,667	272,140	240,870	213,349	191,019	175,016	158,794	147,409	136,356	127,821
Shenfield	165,955	172,559	168,282	153,666	136,721	128,652	114,951	101,221	92,247	90,821	88,652
Sible Hedingham	35,533	34,363	34,686	25,893	21,214	20,633	19,569	17,852	18,308	17,410	18,972
Silver End	12,623	13,825	14,063	13,433	12,300	11,227	11,742	10,482	7,445	7,214	7,450
South Benfleet	86,867	85,613	87,069	79,766	68,508	62,541	53,752	45,672	44,476	39,747	39,708
South Woodham Ferrers	141,119	133,384	127,993	120,709	105,054	98,772	94,698	88,196	84,444	82,135	76,814
Southminster	26,359	26,444	28,034	25,169	24,888	21,793	18,122	16,159	10,447	7,296	7,451
Springfield						46,707	51,248	50,388	50,218	46,303	46,831
Stansted	36,165	38,190	41,366	39,610	36,422	34,177	32,982	29,778	15,618	11,940	15,506
Stanway	40,533	43,890	44,902	43,511	42,729	44,667	39,401	37,898	34,145	34,924	35,688

FLS 2019-2024 Appendix 4:

Data: Apr 2009 - Mar 2019	Loans and Renewals										
Library	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Stock	11,997	12,634	14,078	14,323	14,826	13,088	11,983	9,807	8,768	7,987	7,359
Thaxted	14,464	13,643	13,667	12,672	11,759	11,783	11,287	11,923	10,669	10,453	11,050
Tiptree	63,841	62,219	54,754	57,909	54,570	52,286	45,999	41,787	37,913	37,267	36,560
Tye Green	45,004	42,160	46,040	38,201	36,996	31,929	26,799	27,495	27,080	24,687	22,210
Vange	46,366	42,898	38,018	35,463	28,083	26,069	23,581	20,016	18,989	17,956	16,685
Waltham Abbey	85,331	84,926	78,591	75,750	66,190	60,806	55,509	46,921	43,637	39,041	36,350
Walton	47,988	47,698	41,667	36,807	32,556	31,280	28,405	24,395	22,676	20,210	18,350
West Clacton	16,182	18,072	18,329	14,329	13,924	14,265	16,011	12,634	12,436	11,959	12,080
West Mersea	71,642	73,215	66,985	64,298	54,230	51,213	49,623	44,657	42,631	41,379	37,745
Wickford	197,460	195,029	179,441	169,514	154,418	145,159	131,589	117,087	110,737	102,545	97,652
Wickham Bishops	15,020	17,243	16,636	15,845	15,229	15,012	13,398	11,845	11,345	11,372	11,612
Witham	186,035	191,858	179,931	168,082	153,214	140,263	121,566	110,123	104,778	94,717	86,934
Wivenhoe	49,622	49,541	50,432	47,959	42,745	43,106	38,597	34,957	36,205	33,438	41,313
Writtle	48,219	47,974	37,640	37,920	33,332	30,761	28,437	27,913	26,427	26,717	29,487

| Total | 8,369,219 | 8,249,335 | 7,900,654 | 7,159,974 | 6,311,754 | 5,823,790 | 5,259,998 | 4,717,339 | 4,410,717 | 4,060,133 | 3,922,206 |

FLS 2019-2024 Appendix 4:

Data: Apr-May 2019	LOANS & RENEWALS		ACTIVE MEMBERSHIP	
Library	Apr-19	May-19	Apr-19	May-19
Basildon	6,500	6,461	8,342	8,364
Billericay	10,135	9,953	6,628	6,596
Braintree	10,403	11,114	9,058	9,002
Brentwood	10,219	10,121	7,521	7,549
Brightlingsea	2,668	2,658	1,539	1,539
Broomfield	1,184	1,503	972	970
Buckhurst Hill	2,393	2,384	1,388	1,387
Burnham	2,159	2,092	1,292	1,281
Canvey	5,273	5,819	4,534	4,584
Chelmsford	24,822	23,431	18,252	18,238
Chigwell	1,653	1,837	960	945
Chipping Ongar	2,581	2,661	1,847	1,868
Clacton	9,200	9,135	7,117	7,115
Coggeshall	2,043	2,251	985	1,004
Colchester	18,846	18,986	18,636	18,656
Danbury	2,360	2,768	1,067	1,067
Debden	469	607	389	382
Dunmow	5,520	5,156	3,956	3,924
Earls Colne	1,796	1,720	787	787
Epping	3,295	3,208	2,404	2,378
Frinton	3,603	4,214	1,942	1,914
Fryerns	1,538	1,949	1,423	1,428
Galleywood	1,980	2,115	836	836
Great Baddow	4,401	4,220	2,487	2,484
Great Parndon	2,561	2,429	2,009	2,005
Great Tarpots	2,295	2,093	1,645	1,635
Great Wakering	1,141	1,263	596	592

FLS 2019-2024 Appendix 4:

Library	LOANS & RENEWALS		ACTIVE MEMBERSHIP	
Data: Apr-May 2019	Apr-19	May-19	Apr-19	May-19
Greenstead	3,241	3,146	1,993	1,990
Hadleigh	6,722	6,405	3,358	3,350
Halstead	4,046	3,965	2,552	2,568
Harlow	6,447	6,462	9,911	9,870
Harwich	4,518	4,751	3,451	3,472
Hatfield Peverel	1,941	2,140	748	769
Hockley	4,593	4,891	2,696	2,696
Holland	1,432	1,484	585	586
Hullbridge	1,987	2,201	928	933
Ingatestone	2,186	2,049	1,016	1,021
Kelvedon	1,450	1,241	610	601
Laindon	5,023	4,684	4,100	4,132
Loughton	10,030	10,372	6,916	6,929
Maldon	8,309	8,157	5,552	5,520
Manningtree	4,364	4,636	2,801	2,794
Mark Hall	965	1,146	1,063	1,049
North Melbourne	2,988	3,291	1,420	1,415
North Weald	950	977	543	528
Old Harlow	2,589	2,625	1,482	1,495
Pitsea	2,178	2,149	2,313	2,296
Prettygate	6,460	6,508	2,740	2,714
Rayleigh	9,505	9,593	6,284	6,235
Rochford	3,434	3,576	2,269	2,260
Saffron Walden	9,895	9,462	6,981	6,944
Shenfield	7,217	6,948	4,220	4,215
Sible Hedingham	1,482	1,343	729	727
Silver End	671	644	429	427

Data: Apr-May 2019

Library	LOANS & RENEWALS		ACTIVE MEMBERSHIP	
	Apr-19	May-19	Apr-19	May-19
South Benfleet	3,063	3,281	2,144	2,129
South Woodham Ferrers	6,235	6,105	4,013	3,977
Southminster	693	590	503	498
Springfield	3,649	3,624	824	837
Stansted	1,425	1,619	624	624
Stanway	2,712	2,643	1,264	1,254
Stock	352	502	226	227
Thaxted	1,006	1,006	442	449
Tiptree	3,050	3,057	1,690	1,697
Tye Green	1,361	2,002	1,607	1,638
Vange	1,442	1,223	1,557	1,553
Waltham Abbey	2,930	3,019	2,885	2,872
Walton	1,463	1,368	789	776
West Clacton	974	848	463	464
West Mersea	3,288	3,155	1,508	1,497
Wickford	7,427	7,618	5,729	5,733
Wickham Bishops	994	873	410	409
Witham	6,892	7,028	5,556	5,530
Wivenhoe	3,060	3,151	1,407	1,403
Writtle	2,379	2,460	878	871
Total	310,056	312,166	220,821	220,504

Essex County Council

Future Libraries Services Strategy

Final Equalities Impact Assessment

Contents

Introduction

This Equality Impact Assessment (EIA) has been prepared to inform political decision-making about Essex County Council's (the Council) strategy for the Delivery of Library Services in Essex between 2019-2024.

A draft strategy setting out the proposals for the future of library services in Essex was published for public consultation on 29 November 2018. The consultation closed on 21 February 2019 and the results of this, as well as other evidence such as active library card users, and community activities that take place within individual libraries across Essex, have been used to inform this EIA.

What is the future libraries strategy?

The Strategy proposes to ensure that the Council continues to run a comprehensive and efficient library service, containing both Council-run libraries and community libraries. The Strategy proposes that the Council works with community organisations to run some libraries themselves, with support from the Council including one-off payments, book loans, and training.

How did we engage with the public on the future of libraries?

- Consultation was carried out via a number of formats; a survey available online, on paper, in large print, to complete over the phone and in an easy read version for people with learning disabilities or communication difficulties.
- The survey was suitable for completion by adults, children and young people 16 or under (with parental consent), families with children under 11, and organisations.
- It was widely publicised in Essex media and via the Council's website, social media and e-bulletins. The proposals generated more than 600 items of media coverage, the bulletins reached 127,000 subscribers and social media posts reached 273,000.
- All active library user households (library members who had used their library card in the year to 29/10/2018) were notified by letter or email, as were c700 user groups, partner organisations and other stakeholders.
- All county councillors and borough, city and district councillors were invited to briefing sessions at the start of the consultation.
- Information drop-in sessions were held at each of the 74 libraries run by the Council, for people to ask questions and get help to access the survey (not to gather feedback). These were attended by an estimated 2,500 people.
- The survey asked for respondents' views on the Draft Strategy's ambitions, evaluation criteria, proposed ways people could access library services in future, proposals for community libraries and proposals for outreach as well as their preferences for library opening hours. It also asked people to give information about themselves, in confidence and voluntarily, in relation to the nine protected characteristics identified in the Equality Act 2010.[1] This was requested because such detailed identity information is not being routinely collected by the library service. Without it, it would be difficult for the Council to assess the equality impacts on people with those protected characteristics. This data has been used to inform this EIA.
- 21,961 responses were received, 16,642 (76%) from individuals, 4,901 (22%) from families with children under 11 years old, 328 from organisations and 90 unidentified.
- In addition, more than 1,000 items of correspondence were received, 844 of which contained comments and suggestions about the proposals or the consultation (the rest were seeking information).
- A report on the analysis to the consultation is at appendix 1 of the cabinet report.
- Prior to launching the consultation, the Council conducted research and engagement in spring 2018 into Essex residents' views and use of libraries and their priorities for them in future. This research informed development of the draft strategy and has been further

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[1] The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

considered in preparing this EIA. A summary of that research and engagement can be viewed here.
What is the purpose of this document?
By law, the Council, as a public body, is required to pay due regard to equality, as set out within section 149 the Equality Act 2010. More details of the equality duty is set out in the report to the Cabinet. To have due regard means that, in making decisions and in its other day-to-day activities, the Council must consciously consider the need to do the things set out in the general equality duty: eliminate discrimination, advance equality of opportunity and foster good relations. In order to pay due regard and meet our legal requirements, an EIA has been written. This takes into account the proposed changes in the Future Libraries Strategy and aims to assess how these changes may impact people with the nine protected characteristics and how any adverse impact could be addressed. This is an important document as it outlines how these people may be affected by the proposals, and what can happen to ensure that the impact is limited.

Overview of Essex

Please be aware when reading the tables below that percentages have been rounded. Percentages for consultation responses relate to the number of people who answered the relevant question, not to the total number of survey respondents.

Protected Characteristic	Essex Population	Active Library Users	Consultation Responses
Total	1,468,200 (2017)[2]	221,640 active members (15% of Essex population)	21,961 (1.5% of Essex population)
Age	16 or under: 21% (2,017 estimate)[2]	16 or under: 40%	16 or under: 3%
	Over 60: 20% (2017 estimate)[2]	Over 60: 27%	Over 60: 47%
Disability/Impairment - learning disability	2% (2017 estimate)[3]	Data not collected	1%
Disability/Impairment – mental health issues	20% (2017 estimate)[3]	Data not collected	1%
Disability/Impairment – physical impairment	6%[3]	Data not collected	8%
Disability/Impairment – sensory impairment	6%[3]	Data not collected	3%
Gender/Sex	Female: 51%[2]	Female: 59%	Female: 67%
	Male: 49%[2]	Male: 37%	Male: 30%
Gender Reassignment	0.5-0.7% estimated to experience gender dysmorphia	Data not collected	0.5% indicated that their gender does not match their sex registered at birth
Marriage/Civil Partnership	51% aged 16+ in marriage/civil partnership.[4]	Data not collected	63% in marriage or civil partnership
Pregnancy/Maternity	Total fertility rate: 1.91[2]	Data not collected	4% were currently pregnant or pregnant within the last year
Race	9% Black, Asian and minority ethnic[4]	10% Black, Asian and minority ethnic	3% Black, Asian and minority ethnic
Religion/Belief	65% religious[2]	Data not collected	66% religious
	4% religious minority (non-Christian)[2]		3% religious minority (non-Christian)
Sexual Orientation	Estimated 4-10% define as not heterosexual.[2]	Data not collected	2% define as lesbian, gay, or bisexual.

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[2] ONS
[3] POPPI/PANSI
[4] 2011 Census

Conclusion

The completion of this revised Equalities Impact Assessment has drawn the following conclusions set out below. Please note that a blank section in the table means that the assessment has not found a potential significant impact.

The recommended strategy removes any disproportionate negative impacts on people with protected characteristics by aiming to keep a library facility in all the current locations, with community support. Library stock can still be accessed through the network of Council-run libraries, mobile libraries, elibrary, and home library service. In addition, library services and activities can be delivered via the Outreach programme based on community need.

In the event of a community group taking control of a library, a separate Equalities Impact Assessment will follow for that specific library before any decision is taken.

Protected Characteristic	Impact	Comments and Response
Age		
Disability/Impairment - learning disability	A community organisation may choose to run a community library from an inaccessible building. This would have an adverse impact on some people with a disability and may make it difficult or impossible for them to access the library.	The Council will ensure that there is a requirement for community libraries to be hosted in accessible locations.
Disability/Impairment – mental health issues		
Disability/Impairment – physical impairment		
Disability/Impairment – sensory impairment		
Gender/Sex	See impact on all users below	
Gender Reassignment	None	
Marriage/Civil Partnership	None	
Pregnancy/Maternity	See impact on all users below	
Race	See impact on all users below	
Religion/Belief	None	
Sexual Orientation	None	

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Protected Characteristic	Impact	Comments and Response
All users (note that children, mothers, women. People from BME communities and older people are more likely to use libraries than the generality of the population, so any adverse impact on library services will have a greater impact on these groups.	There is a perceived risk that Community libraries may have shorter opening hours than council run libraries. There is a perceived risk that there may be reduced stock in a community library compared with council run libraries. There is a perceived risk that customer service levels may decline if community libraries are staffed by community groups rather than paid employee. Community libraries may potentially lose or have reduced digital access including the use of computers.	The Council will ensure that there is a minimum number of opening hours in each community library. Community organisations will be given a regular refresh of stock from the Council, and they will also be able to order specific books from the Essex Library Service. The Council will ensure that all library volunteers including those in community libraries will be given customer service and equalities training. A digital offer will be decided by the community library itself. The Council will provide grant funding to community libraries and the funding could be used to purchase or fund public computers and internet access. This impact will be assessed on a case by case basis via subsequent EIAs.

Appendix 6:   Recommendations from PSEG Scrutiny Task and Finish Review, 30 May 2019

1. Greater clarity is requested around proposed changes to the current courier, delivery and reservation service. Members of this committee strongly recommend that it continues to operate.

2. Cllr Barker should hold high level conversations around inter-departmental collaboration and internal enterprising opportunities with a view to determining how ECC can maximise library spaces.

3. Members are concerned that there is little information provide around the offer from ECC to community run library projects. While this may take the form of a bespoke relationship with each site, there must be universal principles to underline any working relationship. Service Level Agreements should be put in place for each for each community run library, outlining clear expectations and offer from both the libraries service (ECC) and the community.

4. PSEG members need to see how a community library runs in practice. The cabinet member should provide more information and facilitate a trip to one of the sites currently in operation so members can more effectively engage with the practical implication of proposed changes.

5. PSEG members felt strongly that the plans as they currently see them lack a clear forward vision - how will our libraries service be used in the future? How is this strategy future-proofed. This should be included in the cabinet paper.

6. The Cabinet Member should ensure that the cabinet paper contains evidence that engagement has taken place with the Education Service in Essex to clarify the relationship between the libraries service and schools.

7. Co-partnership conversations t with districts and boroughs took place a significant time ago. Political realities in many districts have changed significantly. These conversations may need to be revisited and assured.