

Everyone's Library Service

2022-2026
consultation



The world has changed significantly in the last few years, particularly during the pandemic.

With a new administration and new plan for Essex in place, ECC is evolving its vision for Essex Libraries to provide a service that is modern, vibrant, and sustainable; one which our residents can be proud of.

We want people to get involved and have their say about our draft Library Plan (www.essex.gov.uk/everyoneslibrary) and the things we will be working on over the next four years. These centre around three key aims:

1. Library Service and Literacy
2. Infrastructure & Communications
3. Supporting our communities and levelling up

You have until 21 January 2022 to reply to this online survey.

Alternatively:

- Ask at your local library for help to complete this survey online
- Complete the survey by phone on 0345 603 7633, or
- Ask for a large print, Easy Read, or paper version to be sent to you. Please call 0345 603 7633

All feedback will be gathered by an independent company. This will help inform the final plan. We expect to decide on the final plan in Spring 2022.

Data protection

Essex County Council fully complies with information legislation. If you would like the full details of how we use personal data, and the rights you have about its use, please go to www.essex.gov.uk/privacy-community or call 03457 430430.



Section 1

1. Are you responding as an:

- ☐ Individual
- ☐ Group or organisation

If you are responding as an individual, please complete our consultation for Essex residents (<https://consultations.essex.gov.uk/rci/libraries-survey>).

2. If you are responding on behalf of an organisation, please select which organisation type:

- ☐ Town or parish council
- ☐ Registered charity
- ☐ Community group
- ☐ Other public body
- ☐ Private business

3. Does your organisation primarily work with or represent people from any of these groups? Please tick all that apply.

- ☐ Older people
- ☐ Children/young people
- ☐ Disabled people
- ☐ Transgender people
- ☐ Pregnant women and new mothers
- ☐ Black and ethnic minority people
- ☐ Religious or faith communities
- ☐ Women
- ☐ Men
- ☐ Lesbian, gay or bisexual people

4. Which district(s), borough(s) or city does your organisation cover? Please tick all that apply

- ☐ Basildon
- ☐ Braintree
- ☐ Brentwood
- ☐ Castle Point
- ☐ Chelmsford
- ☐ Colchester
- ☐ Epping Forest
- ☐ Harlow
- ☐ Maldon
- ☐ Rochford
- ☐ Tendring
- ☐ Uttlesford
- ☐ Southend
- ☐ Thurrock
- ☐ Another neighbouring county (please state)

- ☐ Prefer not to say
- ☐ Other (please state)

Section 1

5. What is the name of your organisation?

6. Please provide an email address for your organisation:

7. Does your organisation currently do any of the following? Please tick all that apply.

- ☐ 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

Section 2

In this section you can have your say about our three key aims:

1. Library Service and Literacy
2. Infrastructure & Communications
3. Supporting our communities and levelling up

Please read our full plan 'Everyone's Library Service 2022-2026' for more information about each of these aims.

Please tell us to what extent you agree or disagree with the proposed aims.

8. Aim one: Library Services and Literacy

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Support children to be ready for school and develop their reading skills					
Help adults to improve their literacy for everyday life					
Deliver a new and exciting programme of events and activities					
Provide books and resources in formats that meet changing needs					
Keep our stock and resources up to date and appealing					
Get residents more involved in shaping the service					
Ensure that our staff have the right skills and support to deliver the best possible service					
Explore new roles and opportunities for volunteers to enhance our service					
Explore new opportunities to generate additional income					

Section 2

9. Do you have any other comments related to Aim one?

10. Aim two: Infrastructure & Communications

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Develop a planned programme of improvements for our buildings					
Look at options to reduce the carbon footprint of our library buildings					
Develop our mobile library offer to support our service outreach and community engagement					
Launch a new online library platform					
Update our printing services on offer to customers					
Rollout better mobile technology for staff and volunteers					
Improve our communications to help engage with our existing users and new audiences					
Improve communications and engagement with our staff and volunteers					

Section 2

11. Do you have any other comments related to Aim two?

12. Aim three: Supporting Communities and Levelling Up

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Expand our outreach services further for other users and communities who need it					
Provide support for people to improve their employability					
Support residents to improve their health and wellbeing					
Help reduce digital exclusion and improve digital skills					
Connect residents with other services that can support and enable them to live better lives					
Explore options for providing chargeable activities alongside the existing free activities					

Section 2

13. If you support the provision of chargeable activities (alongside existing free activities), which chargeable activities would you like to see, if any?

14. Do you have any other comments related to Aim three?

15. Do you have any other comments related to the plan for Essex Libraries?

Section 3

What would your organisation like to see from Essex Libraries in the future?



Thank you

very much for
taking the time
to share your
views with us.

**Please return this survey in
the envelope provided by
Friday 21 January 2022.**

All responses will be analysed
by an independent company.
This will help inform the final
plan. We will share the results
with you and we expect to
decide on the final plan in
Spring 2022.

For more information about
Essex Libraries, please visit:
libraries.essex.gov.uk



Essex County Council