

Essex Future Library Services Consultation

Essex County Council

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Thornhill Brigg Mills, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH

T: 01484 404797

W: www.enventure.co.uk

Report prepared by:

Andrew Cameron
andrew@enventure.co.uk

Report reviewed by:

Matt Thurman
matt@enventure.co.uk

Kayleigh Pickles
kayleigh@enventure.co.uk

Enventure Research

Head Office:

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse West Yorkshire HD6 4AH
T: 01484 404797

London Office:

Smithfield Business Centre, 5 St John's Lane, London, EC1M 4BH
T: 0207 549 1616

W: www.enventure.co.uk E: info@enventure.co.uk

Reg no: 4693096
VAT no: 816927894



Contents

1.	How to read the report	5
1.1	Interpreting the consultation findings.....	5
1.2	Terminology and clarifications.....	6
2.	Executive Summary	7
2.1	Introduction	7
2.2	Public consultation approach	7
2.3	Summary of key findings.....	8
3.	Consultation programme.....	20
3.1	Background.....	20
3.2	Public consultation approach	22
3.3	Response to the consultation.....	23
4.	Consultation findings – individuals and families.....	29
4.1	Use of library services.....	29
4.2	Travelling to the library.....	41
4.3	Internet access	44
4.4	Views on the ambitions	49
4.5	Views on the evaluation criteria.....	55
4.6	Views on proposals and ways to access services	61
4.7	Views on tier 4 proposals and impact.....	65
4.8	Views on tier 3 proposals and community libraries.....	90
4.9	Views on outreach activities.....	94
4.10	Opening hours and access	98
4.11	Digital services.....	99
4.12	Getting involved	101
4.13	Additional comments, ideas and suggestions.....	102
5.	Consultation findings – organisations.....	107
5.1	Responses from organisations.....	107
5.2	Use of library services.....	107
5.3	Views on the ambitions	111
5.4	Views on the evaluation criteria.....	113
5.5	Views on the proposals and ways to access services	117
5.6	Views on tier 4 proposals and impact.....	119
5.7	Views on tier 3 proposals and community libraries.....	121
5.8	Views on outreach activities.....	123

5.9	Impact of proposals.....	125
5.10	Opening hours and access	131
5.11	Digital services.....	132
5.12	Involvement	134
5.13	Additional comments, ideas and suggestions.....	136
6.	Additional consultation feedback.....	139
6.1	Letter and email correspondence.....	139
6.2	Letters and posters from children and parents	145
7.	List of figures	146
8.	Acknowledgments.....	152
9.	Appendices.....	153

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 users¹.
- 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.

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.

- 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 users². 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 users³.
- 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

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%

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 users⁴ (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).

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.

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%

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.

- 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/fait h (Q34)
Base: Individual/family respondents (15,811)

Religion/fait h	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 profile⁵. In the consultation response, females are over-represented (58% of users compared

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%

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

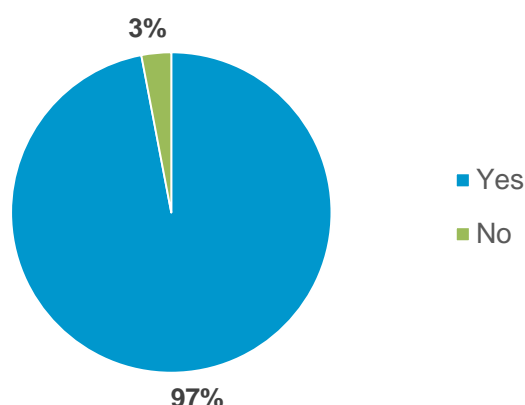
4. Consultation findings – individuals and families

4.1 Use of library services

Visiting an Essex library (Q3)

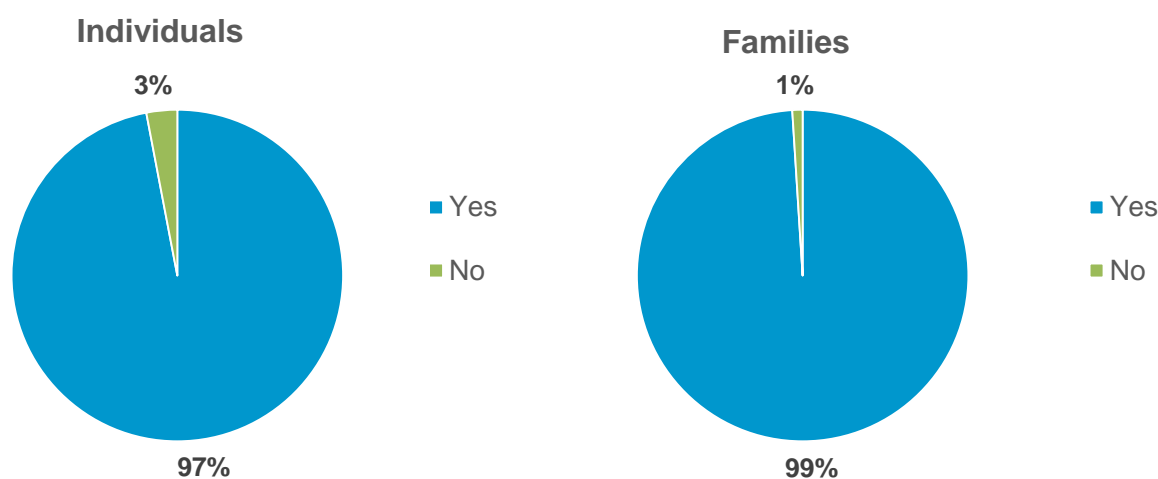
- 4.1.1 Those responding to the consultation were asked whether they had visited an Essex library in the last 12 months.
- 4.1.2 The majority of individual and family respondents (97% 20,857) said they had visited an Essex library in the last 12 months and only a small proportion (3% 583) had not.

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)



- 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 data⁶ 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%

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

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

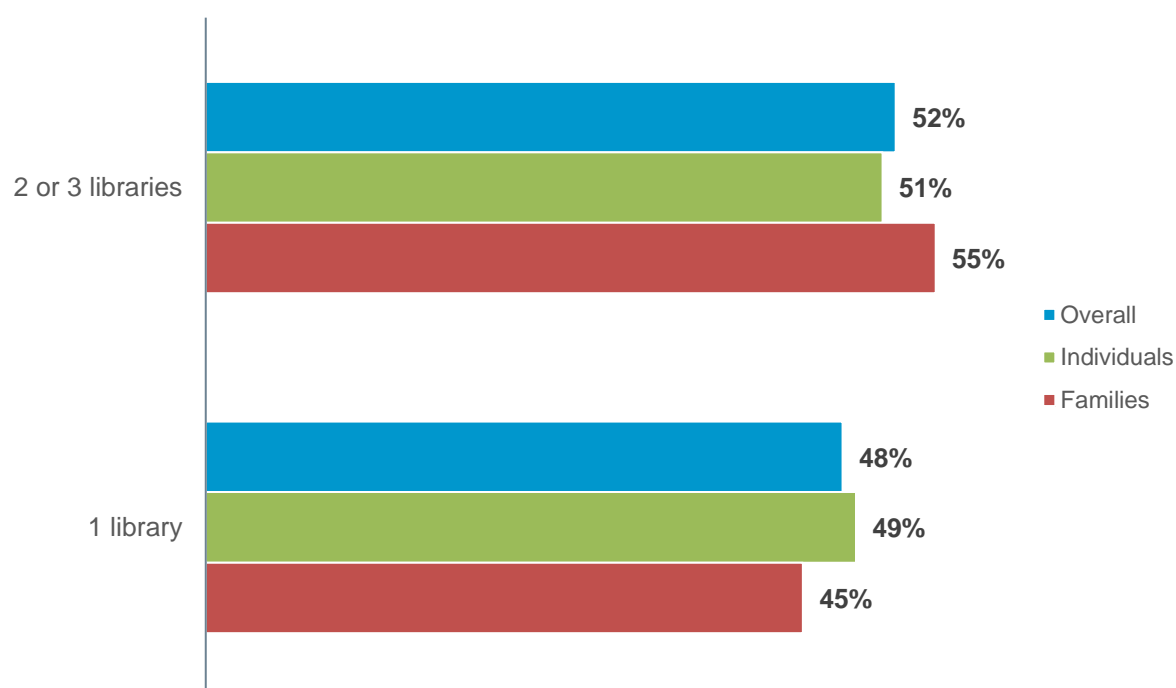
Library/service used	Number of respondents	% of respondents	% of active users who used each library in the year to March 2018 ⁷
Chipping Ongar	217	1%	1%
Clacton	639	3%	3%
Coggeshall^	364	2%	<1%
Colchester	2,548	13%	8%
Danbury*	292	1%	1%
Debden*	116	1%	<1%
Dunmow	427	2%	2%
Earls Colne^	213	1%	<1%
Epping	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)

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)

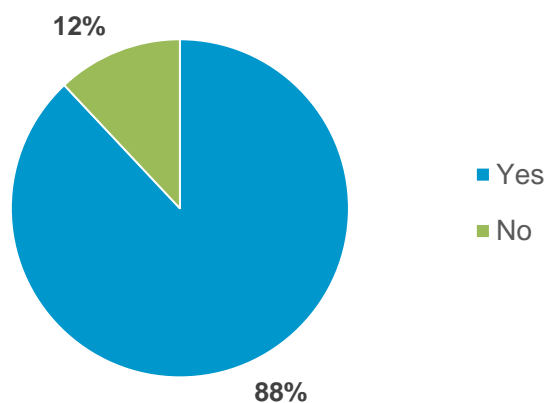
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

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)

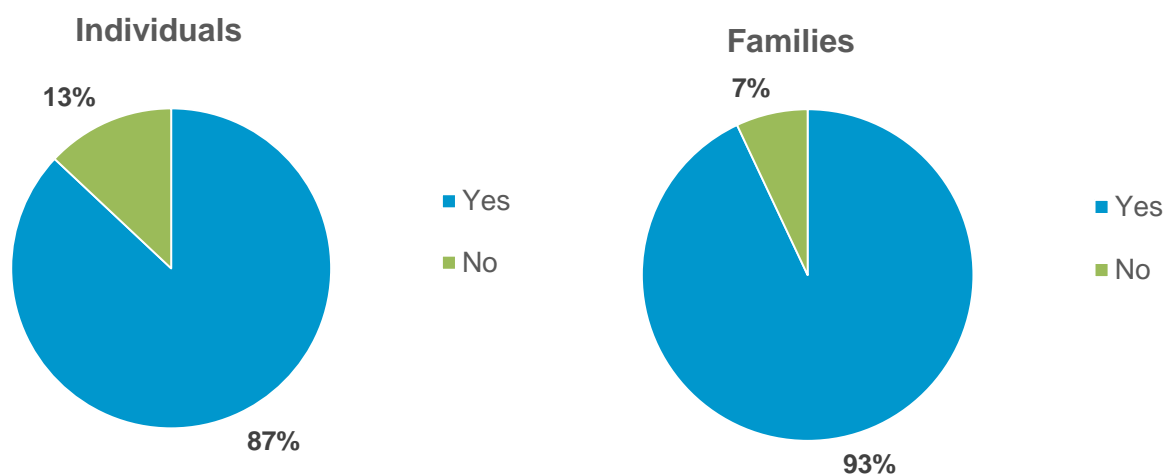
Base: Individual/family respondents (21,169)



- 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.

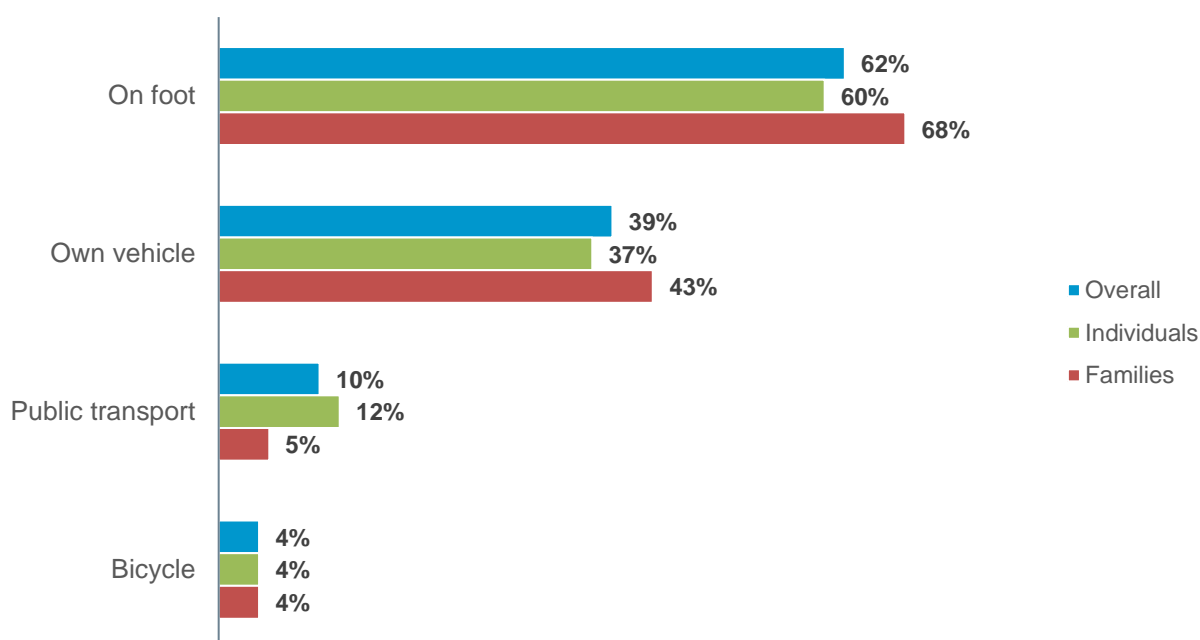
4.2 Travelling to the library

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)

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 year 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)

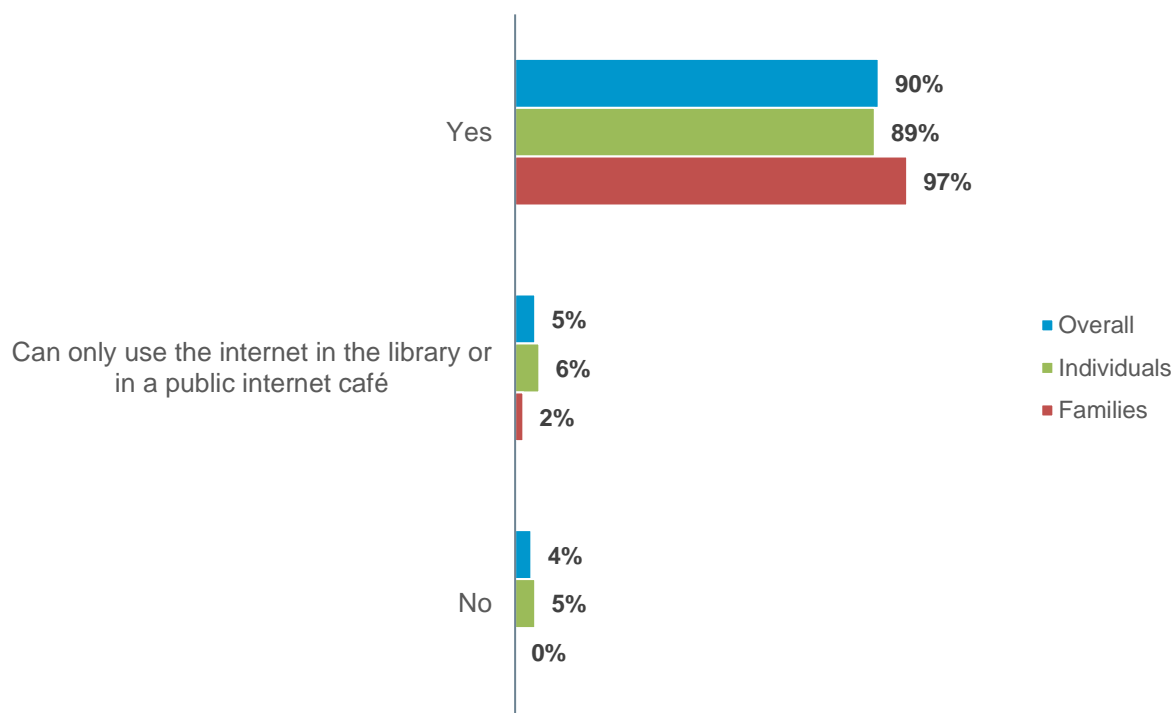
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

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)

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.

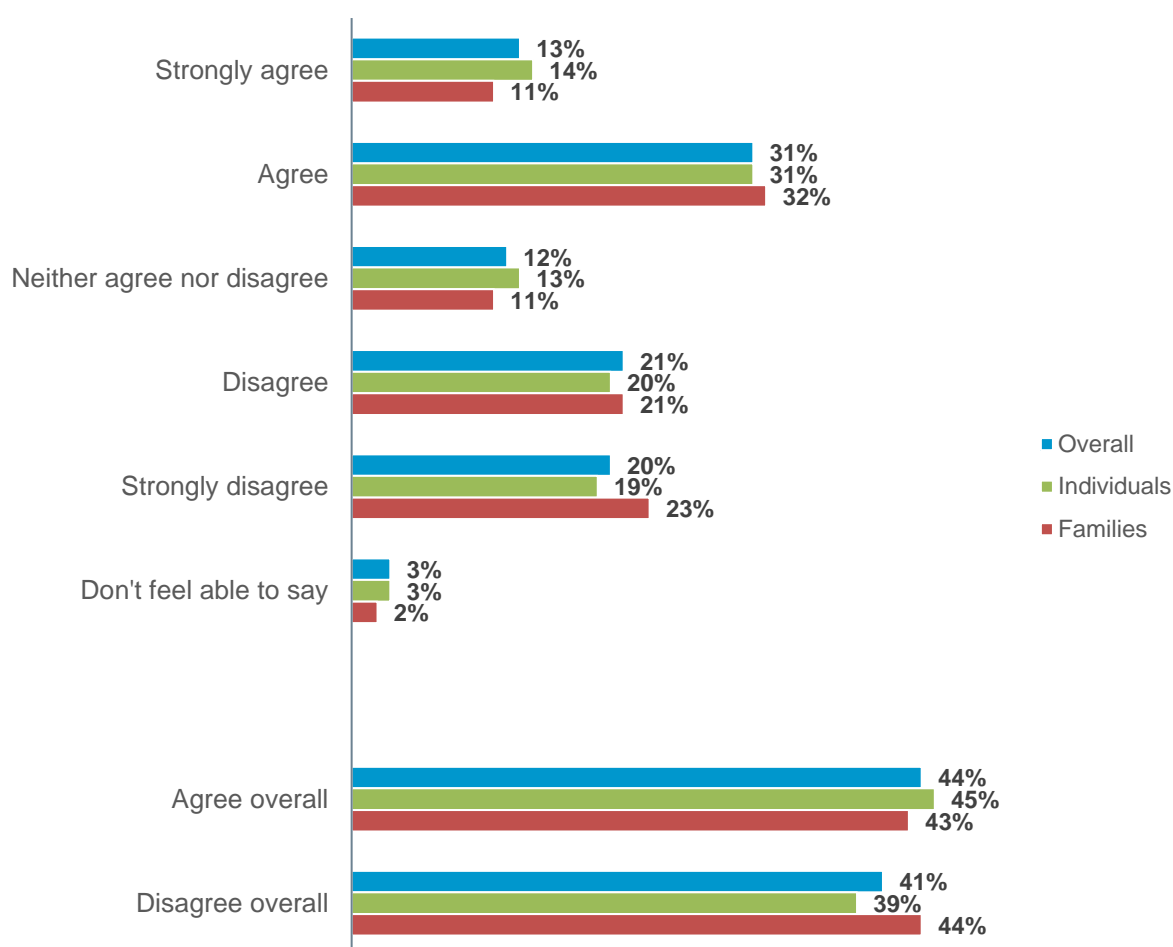
Figure 27 – Ambitions from the draft strategy

- 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).

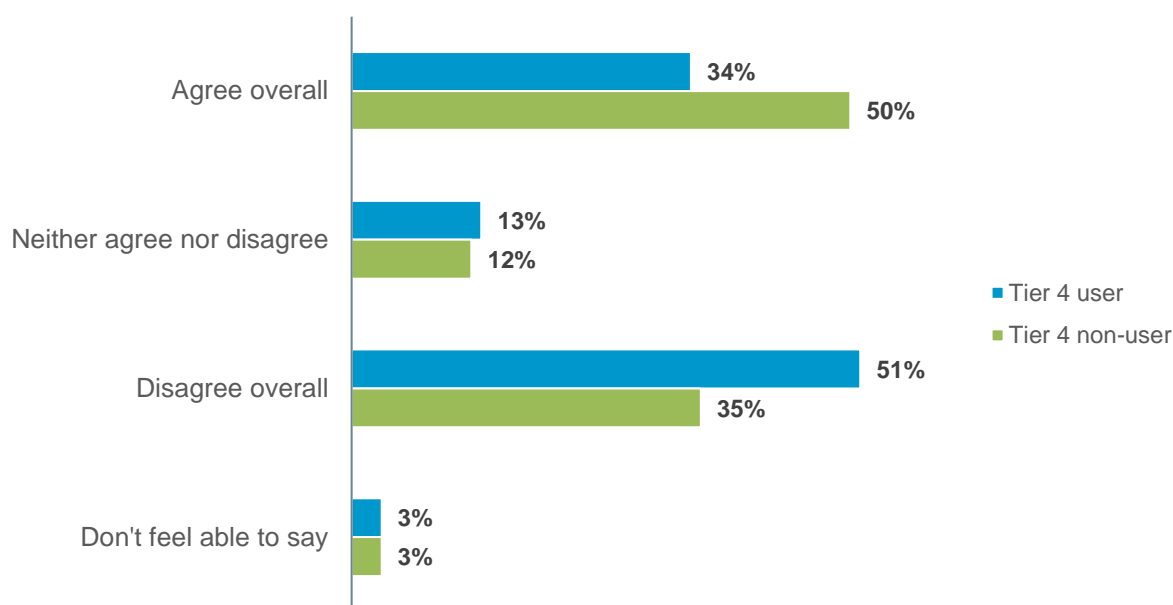
Figure 28 – To what extent do you agree or disagree that our five ambitions are the right place on which to focus our limited resources? (Q7) By respondent type
Base: Individual/family respondents (Overall: 19,171; Individuals: 14,835; Families: 4,263)



- 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.

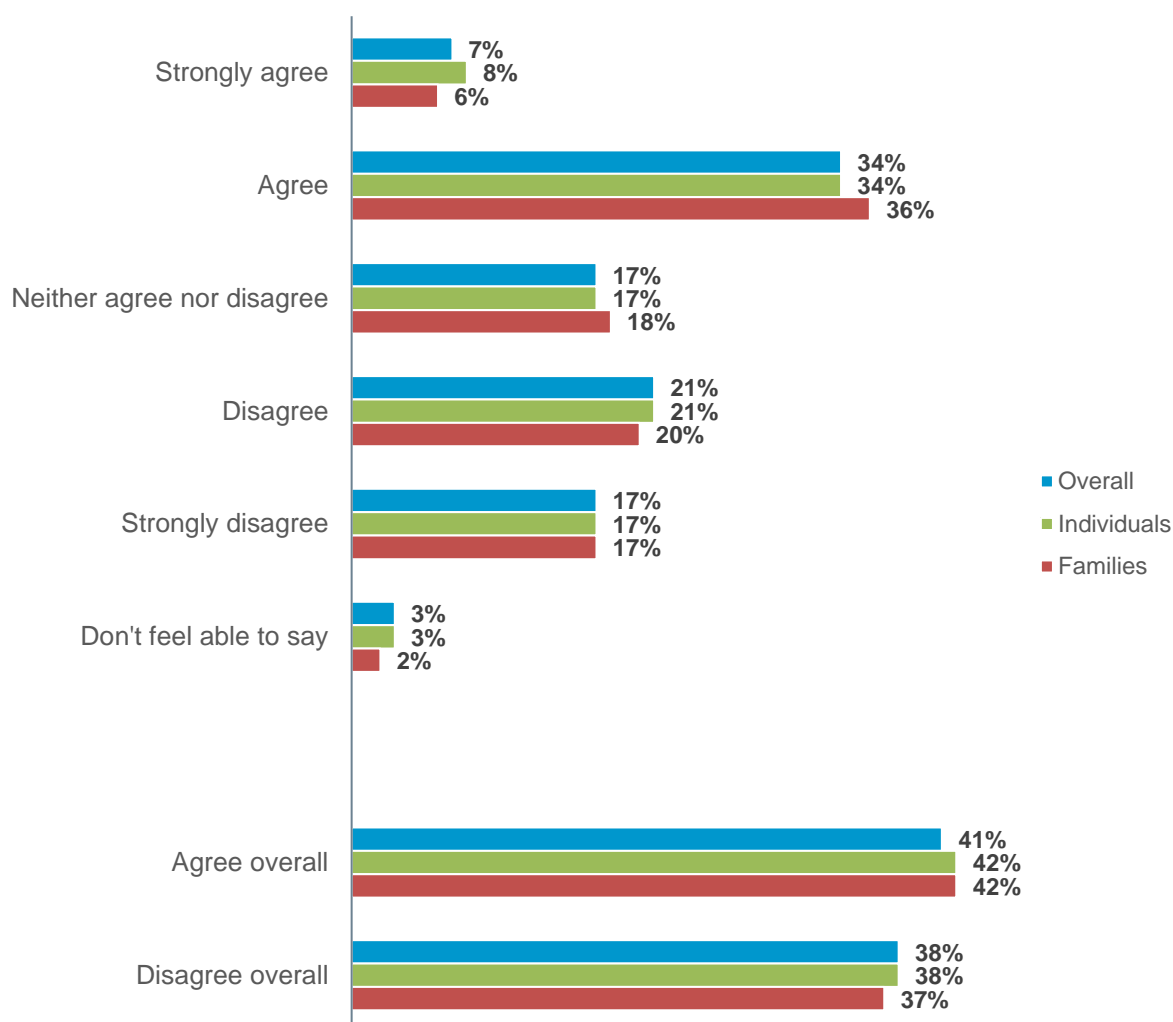
4.5 Views on the evaluation criteria

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.

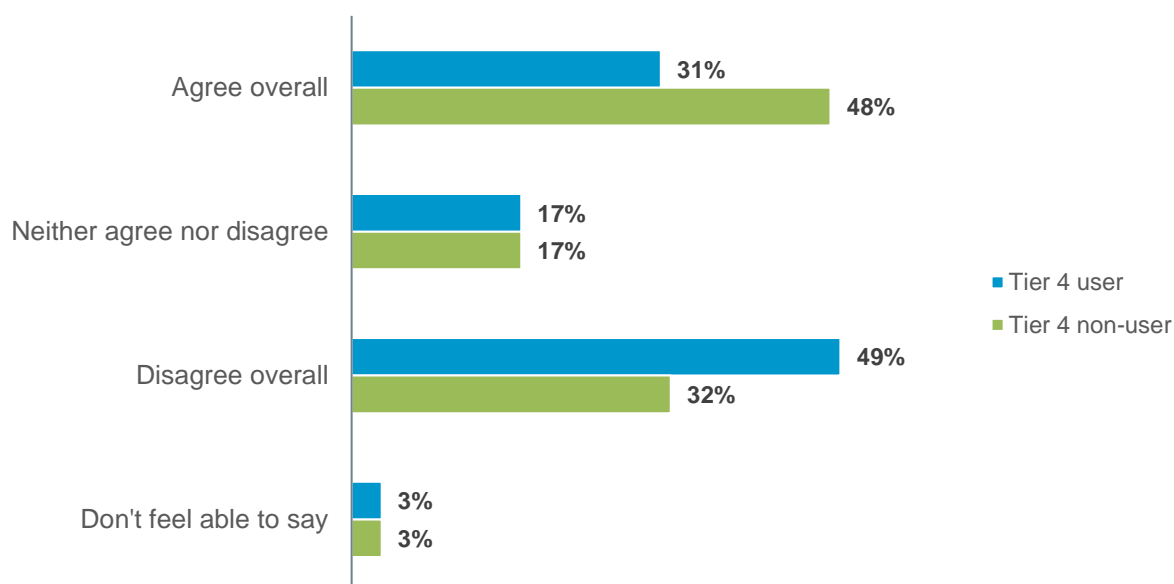
Figure 30 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8) By respondent type

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)

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.

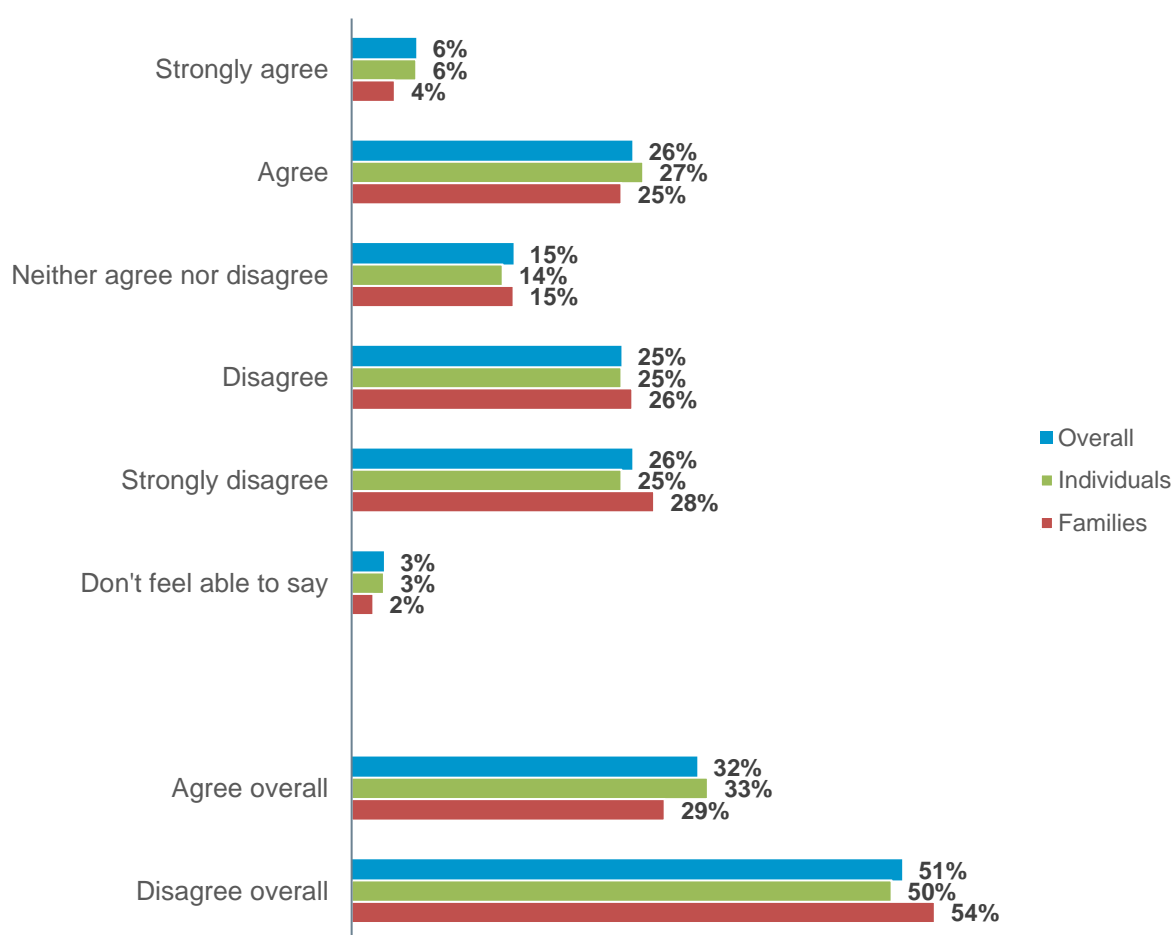
4.6 Views on proposals and ways to access services

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

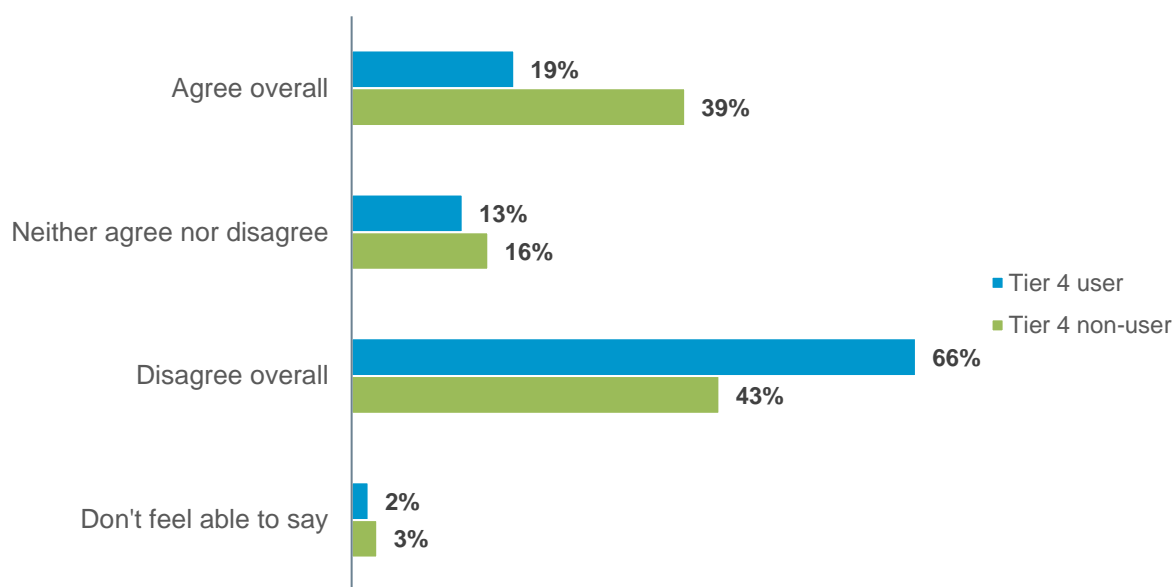
Base: Individual/family respondents (Overall: 19,126; Individuals: 14,769; Families: 4,284)



- 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)

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)

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 figures⁸ 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%

⁸ Source: Essex Library Services Needs Assessment 2018.

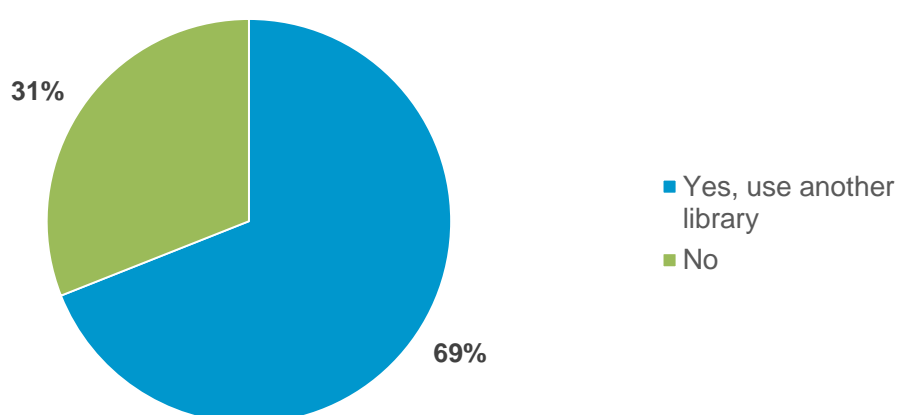
Great Wakering	216	3%
Fryerns	215	3%
Debden	198	3%
Southminster	167	2%
Silver End	152	2%
Stock	149	2%

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.

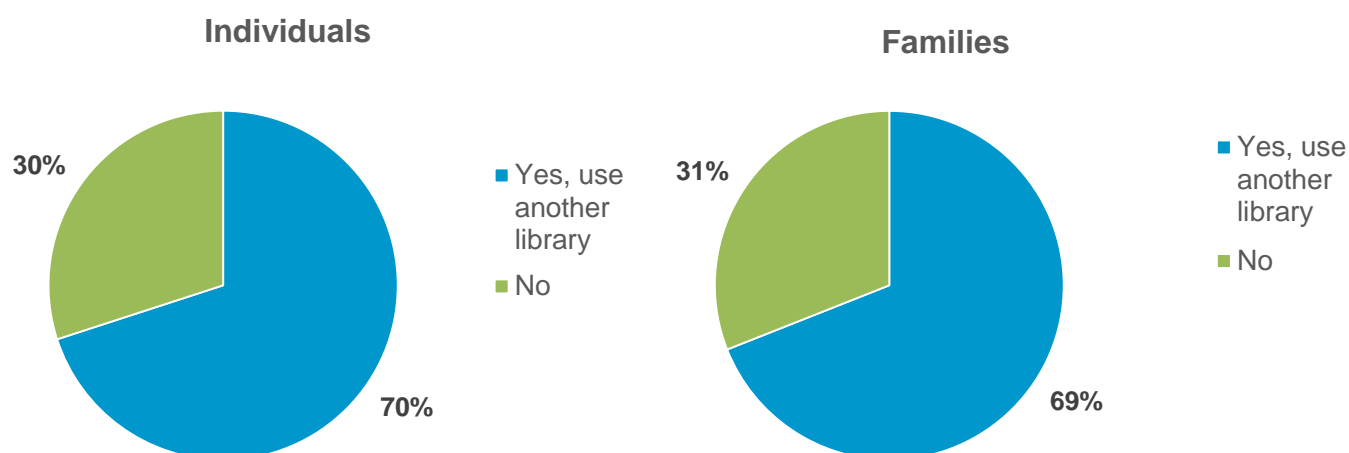
Figure 36 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)

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%

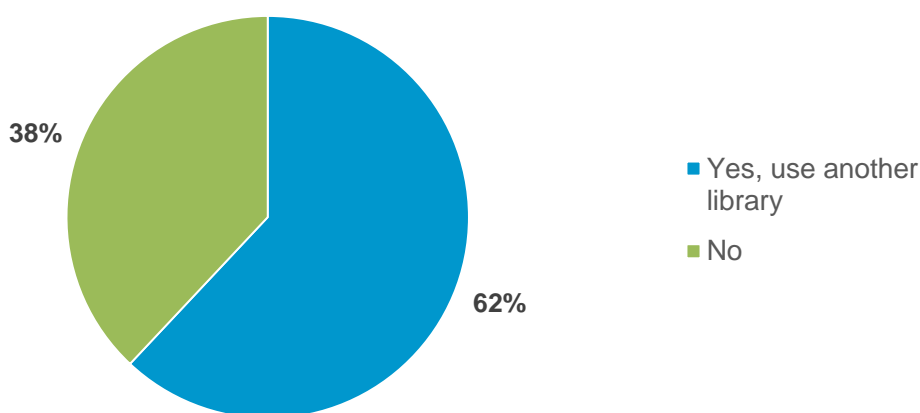
Alternative service	Number	%
Coggeshall	164	2%
Great Tarpots	156	2%
Laindon	144	1%
Old Harlow	139	1%
Brightlingsea	136	1%
Harwich	136	1%
Canvey	130	1%
Chipping Ongar	123	1%
South Woodham Ferrers	122	1%
Pitsea	121	1%
Burnham	112	1%
Walton	110	1%
North Melbourne	102	1%
Waltham Abbey	100	1%
Greenstead	96	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**):

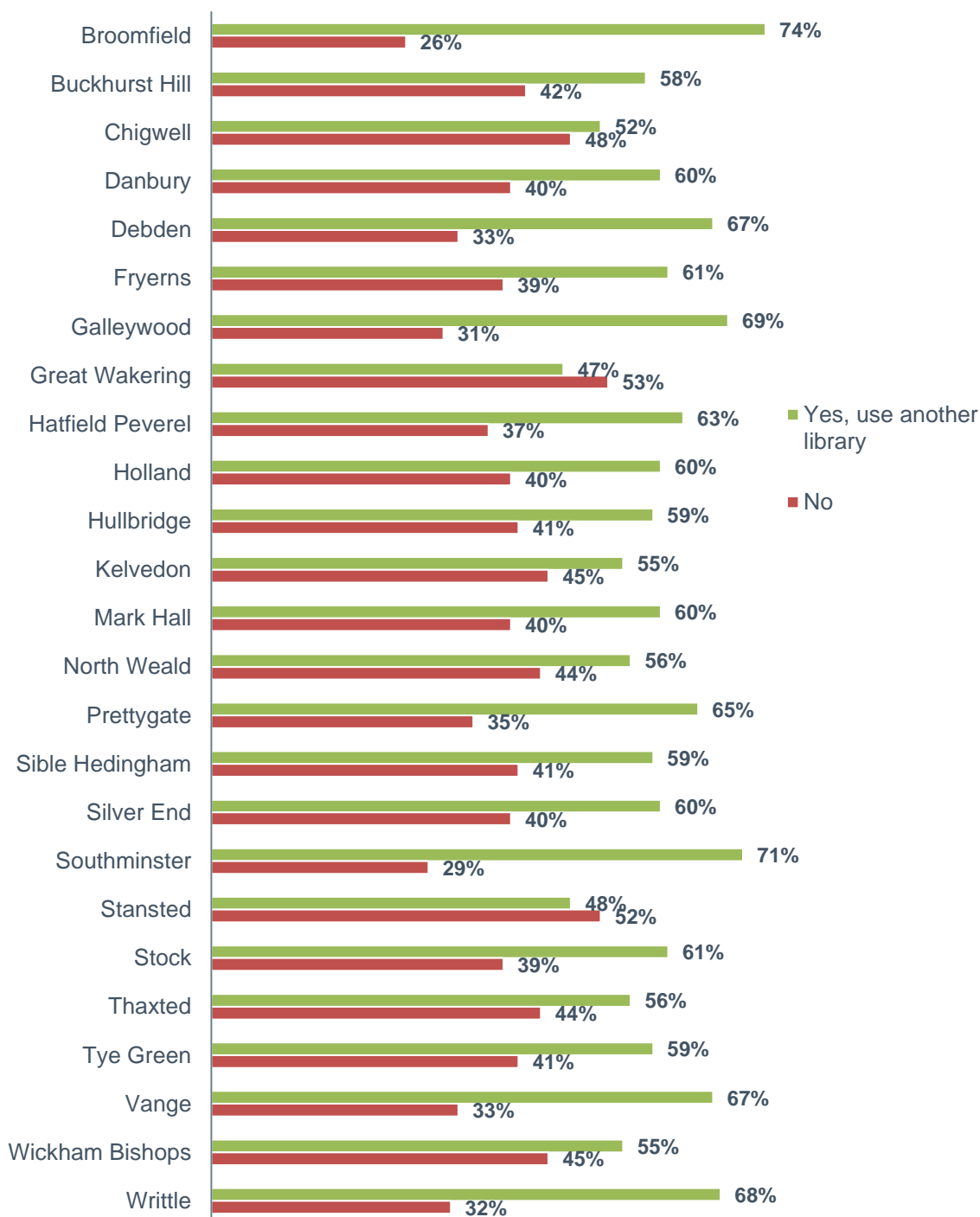
- 31% of those who used their own vehicle (807)
- 26% of those who used public transport (173)
- 43% of those who travelled on foot** (1,762)
- 33% of those who used a bicycle (86)
- 56% of library internet users** (224)
- 37% of those who used the internet elsewhere (2,210)
- 39% of males** (643)
- 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)



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%

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%

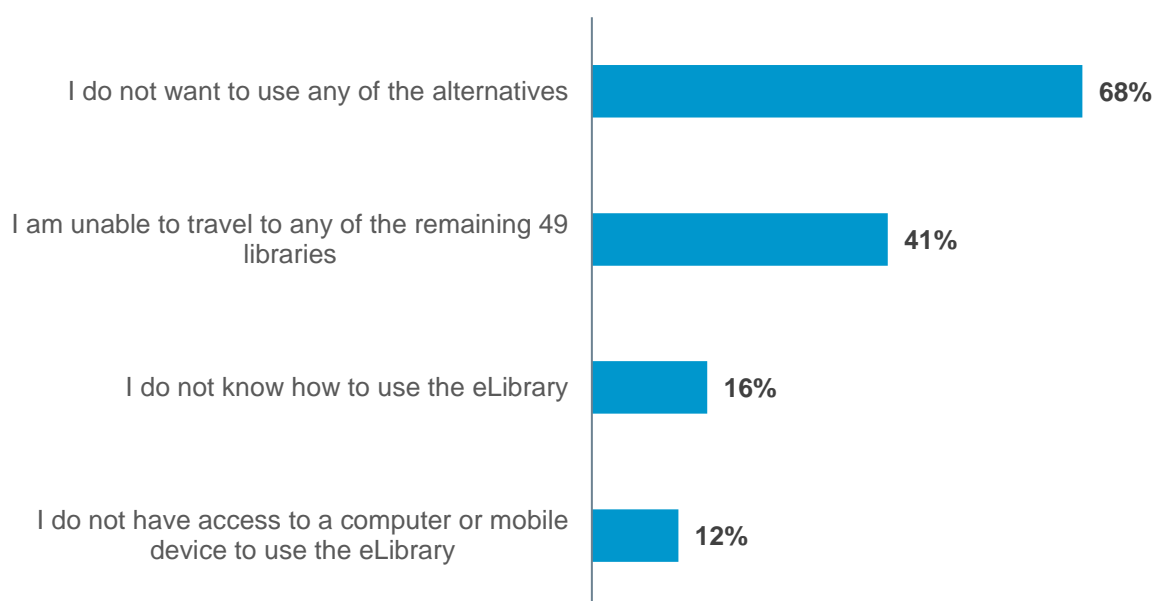
Alternative service	Number	%
Wivenhoe	44	1%
Wickford	43	1%
Waltham Abbey	34	1%
Brightlingsea	32	1%
Walton	30	1%
Earls Colne	27	1%
Canvey	26	1%
Great Tarpots	26	1%
Manningtree	26	1%
South Benfleet	25	1%
West Clacton	23	1%
Harwich	20	1%

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)

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)

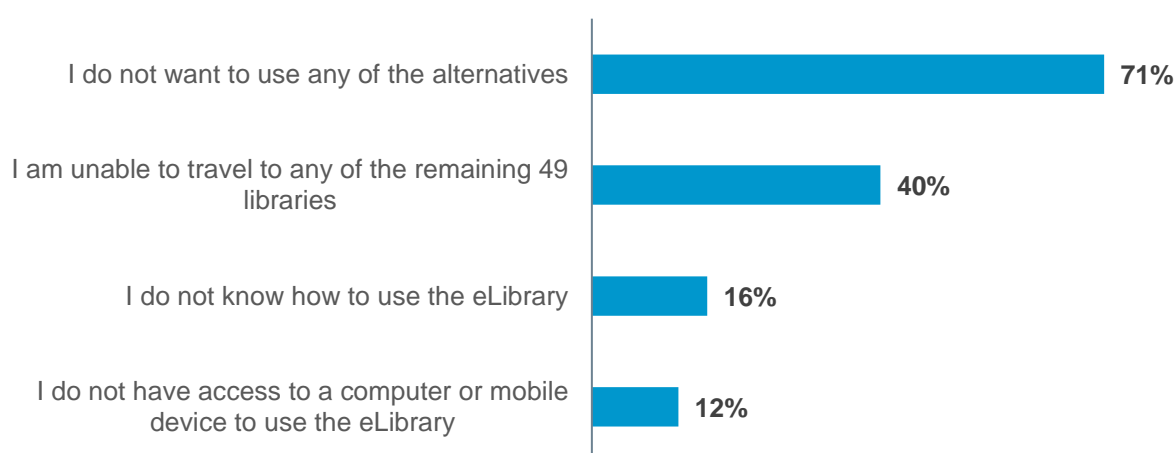
Theme	Number	%
Alternatives not in local area/too far away/not available/inconvenient	301	23%
Can't answer question/don't know/not applicable	276	21%
Walking is only means of travel/being able to walk is important/cars damage environment	144	11%
Don't focus on digital services/physical books important/not 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%

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%

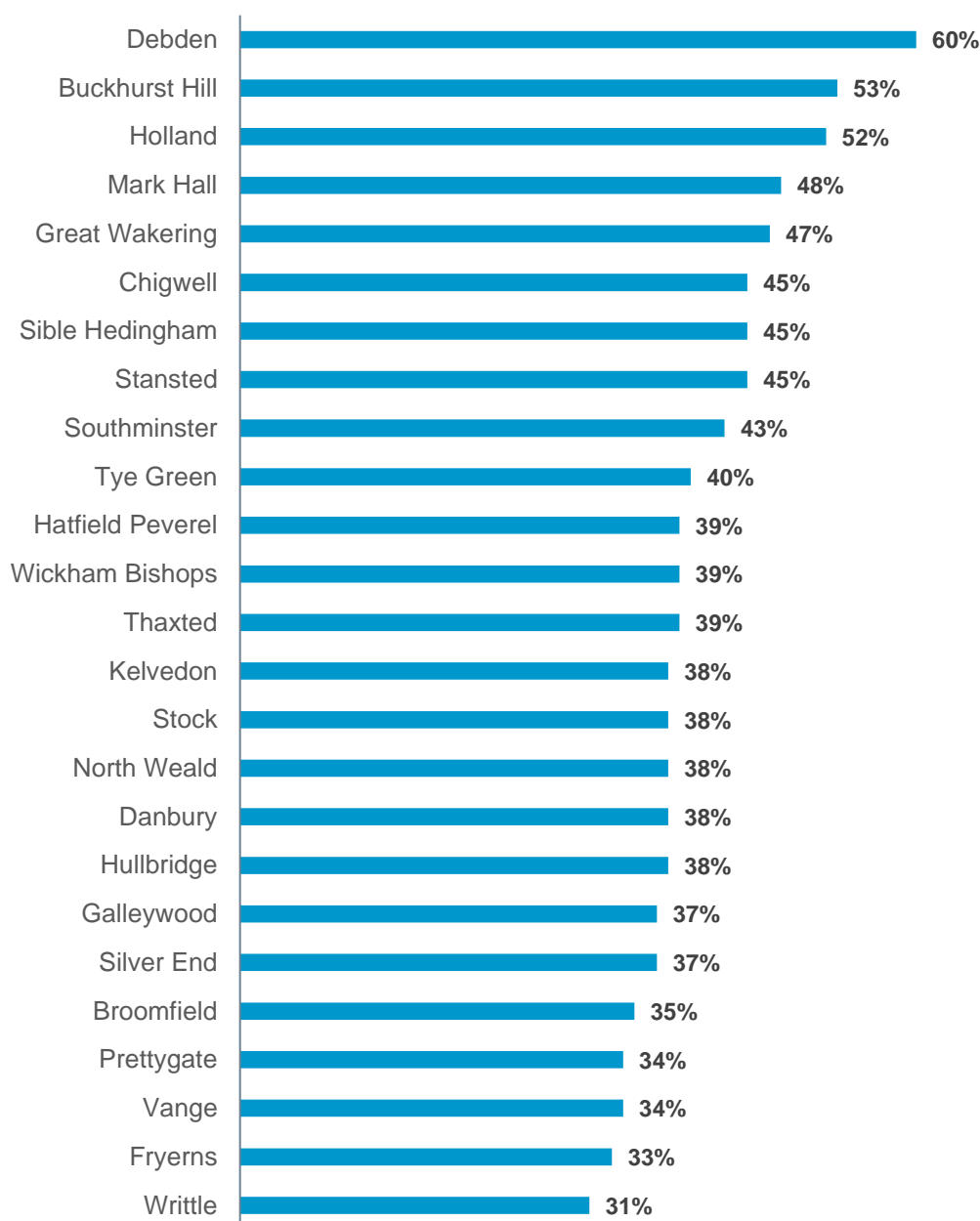
Figure 61 – Easy Read form users

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%

- 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)

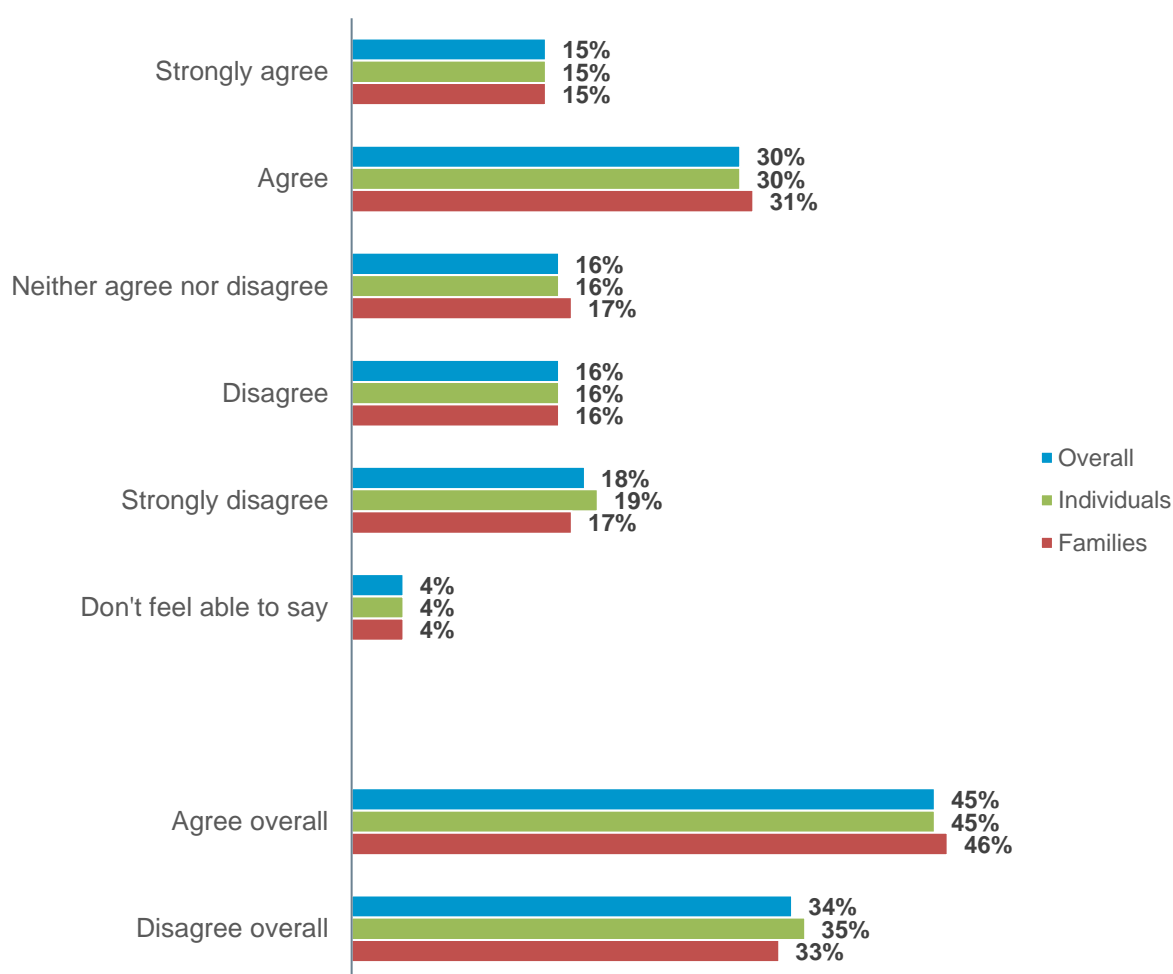


4.8 Views on tier 3 proposals and community libraries

Agreement with the proposal to invite community groups or other organisations to run tier 3 libraries (Q14)

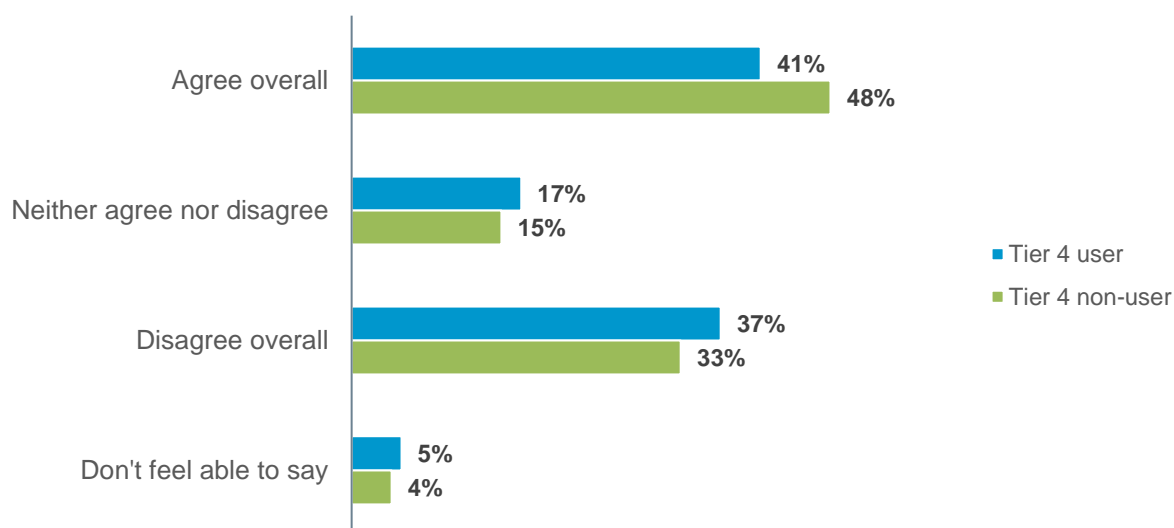
- 4.8.1 All respondents were asked the extent to which they agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining.
- 4.8.2 Overall, over four in ten (45% 8,618) individual and family respondents 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)



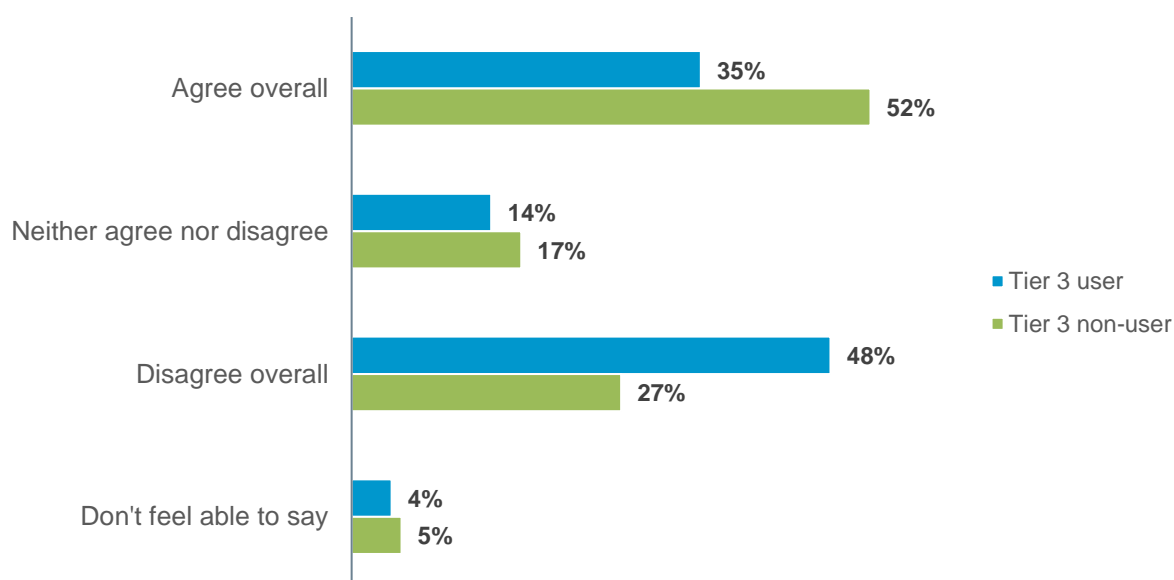
- 4.8.4 Amongst tier 4 library users, 41% (2,790) agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining and 37% (2,473) disagreed. By comparison, 33% (4,051) of those who had not used a tier 4 library 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)



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)

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)

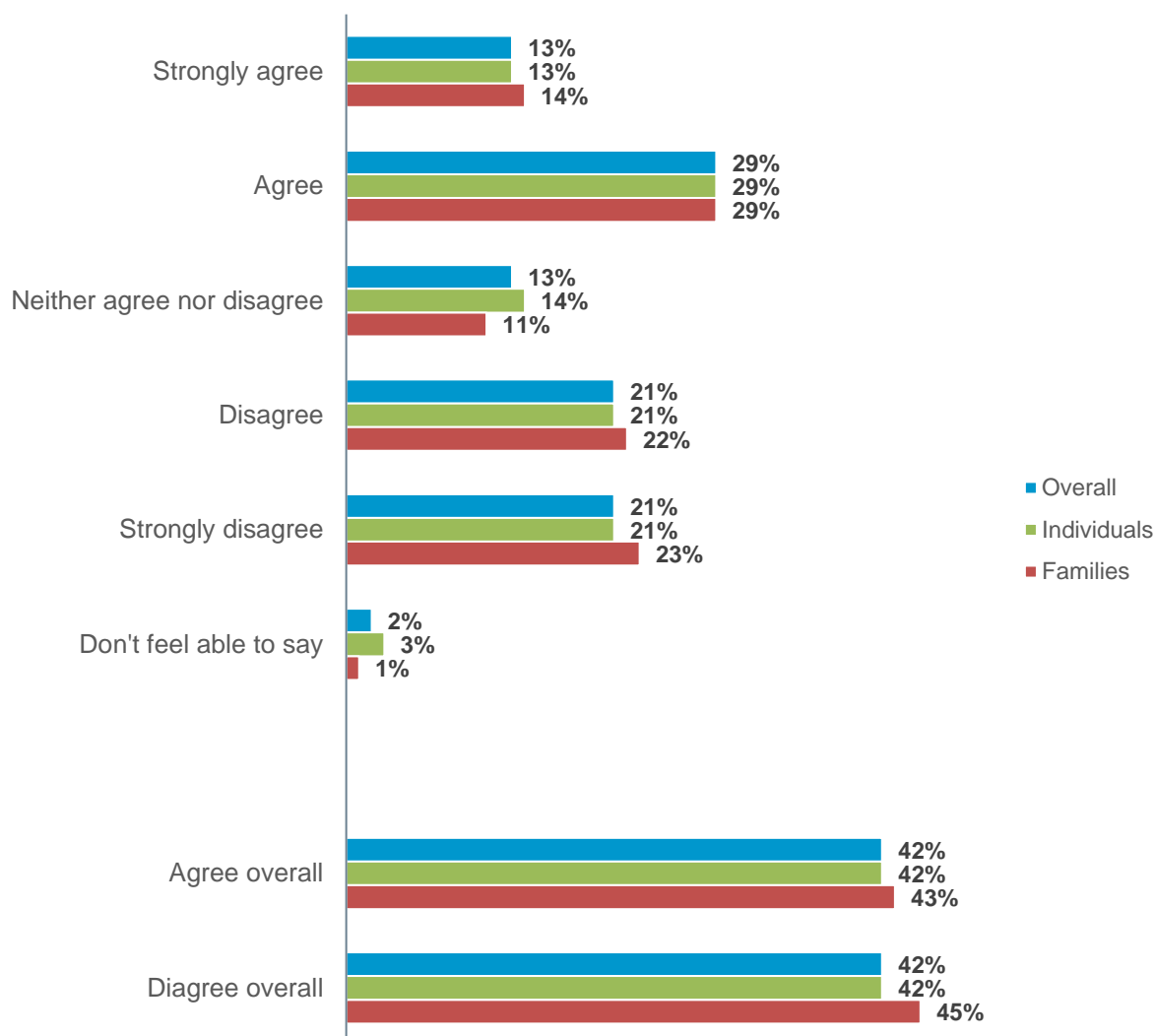
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.9 Views on outreach activities

Agreement with some library services being available in other places (Q15)

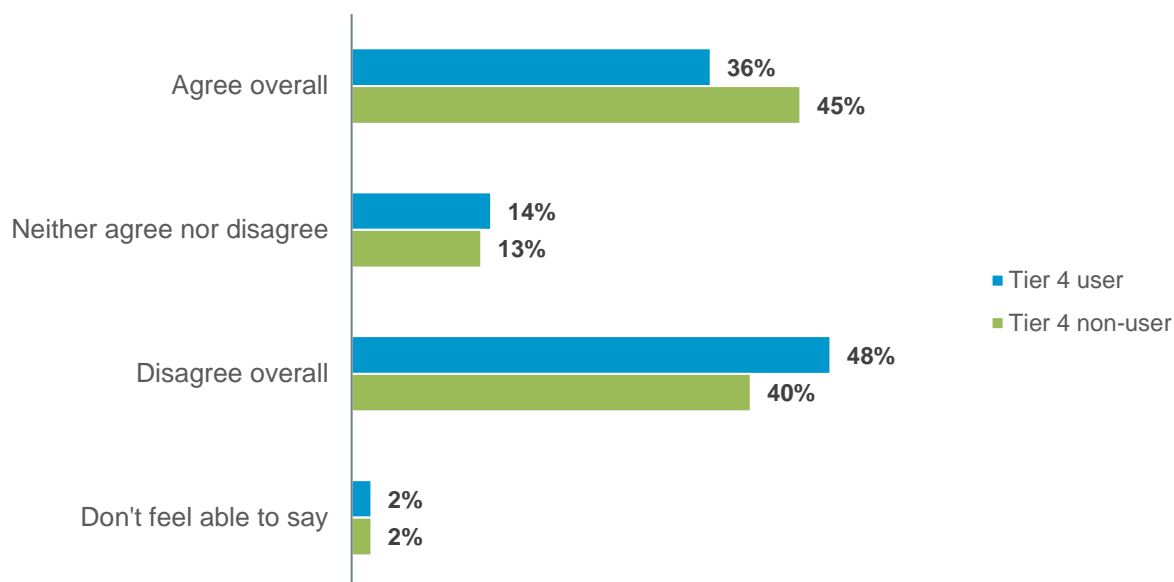
- 4.9.1 Respondents were asked the extent to which they agreed with the idea of some library services being available in places other than libraries, for example storytimes in village halls or community centres, or the ability to pick up library books from a local shop or leisure centre.
- 4.9.2 Overall, 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)

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)

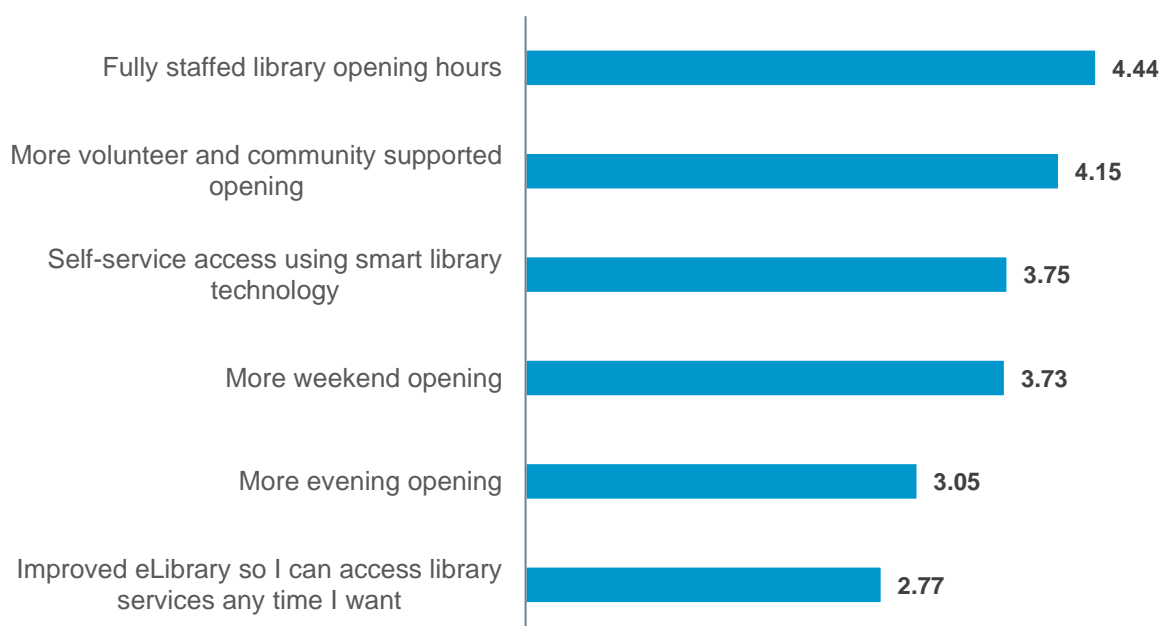
4.10.1 Respondents were shown a list of six options for opening hours and access to libraries and asked to rank them in order of importance. The six options were:

- 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)



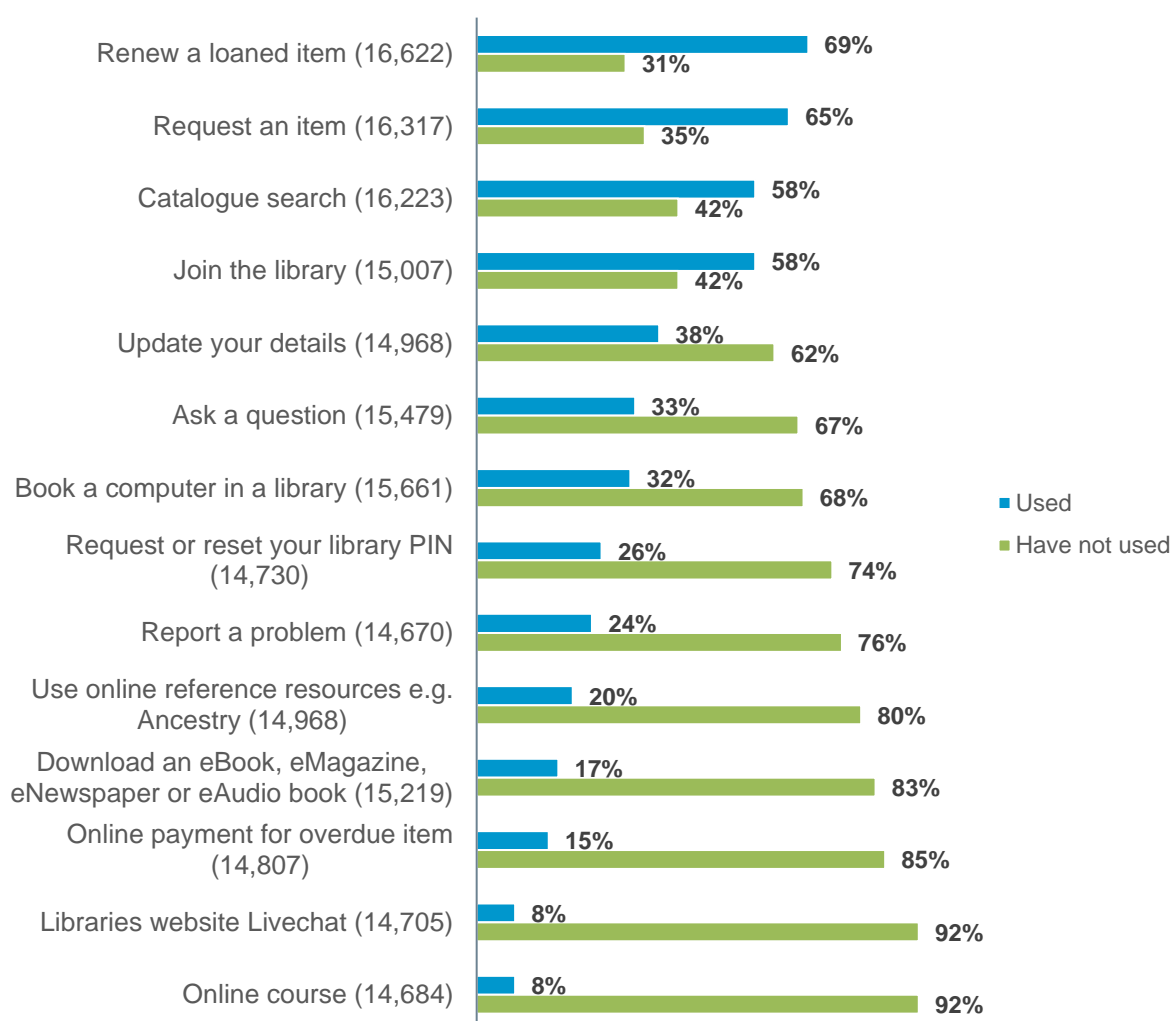
4.11 Digital services

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)

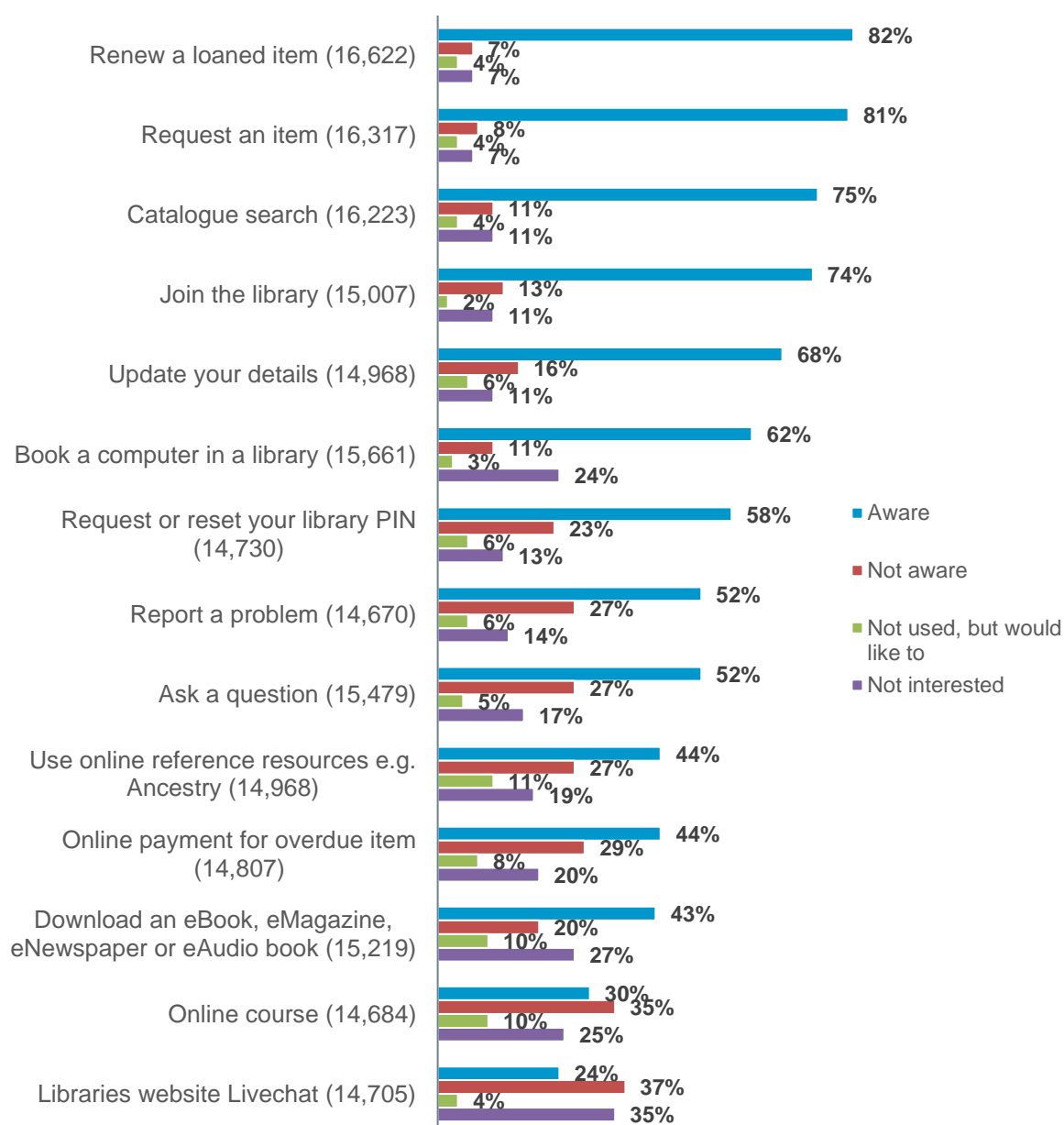
Base: Individual/family respondents (varies)



- 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

- 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

- 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

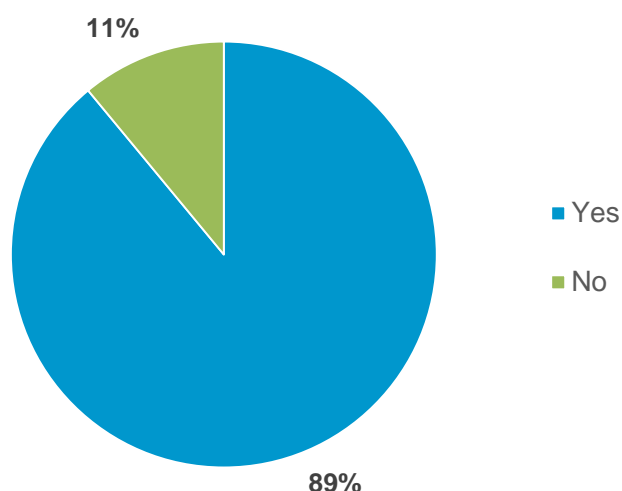
- 5.1.1 In total 328 organisations took part in the consultation, including community groups, registered charities, town and parish councils, and district and borough councils, amongst others. For the full breakdown see Chapter 3.
- 5.1.2 Organisation respondents were asked the majority of the same questions 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)



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%

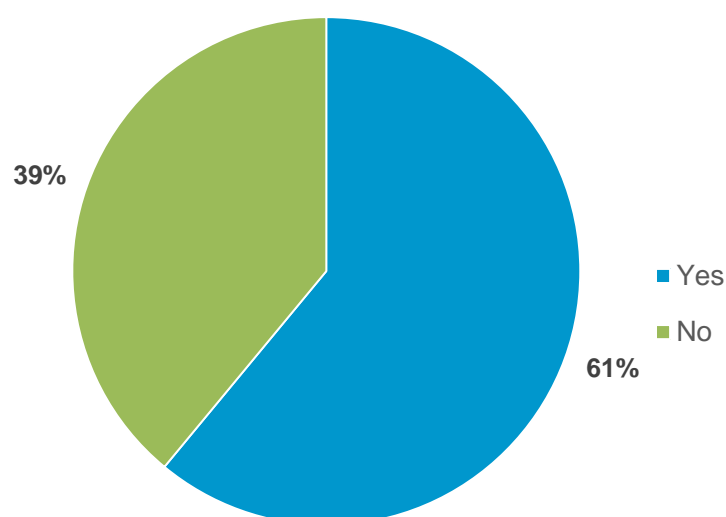
Library/service used	Number	Percentage
Halstead	5	2%
Harlow	9	3%
Harwich	10	4%
Hatfield Peverel*	4	2%
Hockley^	7	3%
Holland*	2	1%
Hullbridge*	7	3%
Ingatestone^	1	<1%
Kelvedon*	7	3%
Laindon	4	2%
Loughton	3	1%
Maldon	11	4%
Manningtree^	9	3%
Mark Hall*	2	1%
North Melbourne	0	-
North Weald*	1	<1%
Old Harlow	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.

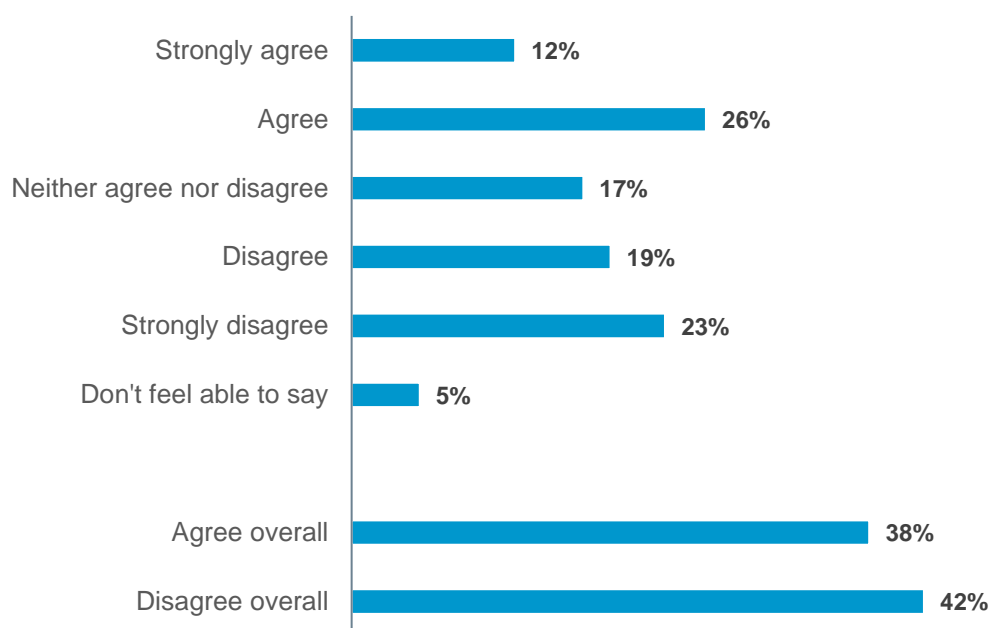
5.3 Views on the ambitions

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)



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)

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.

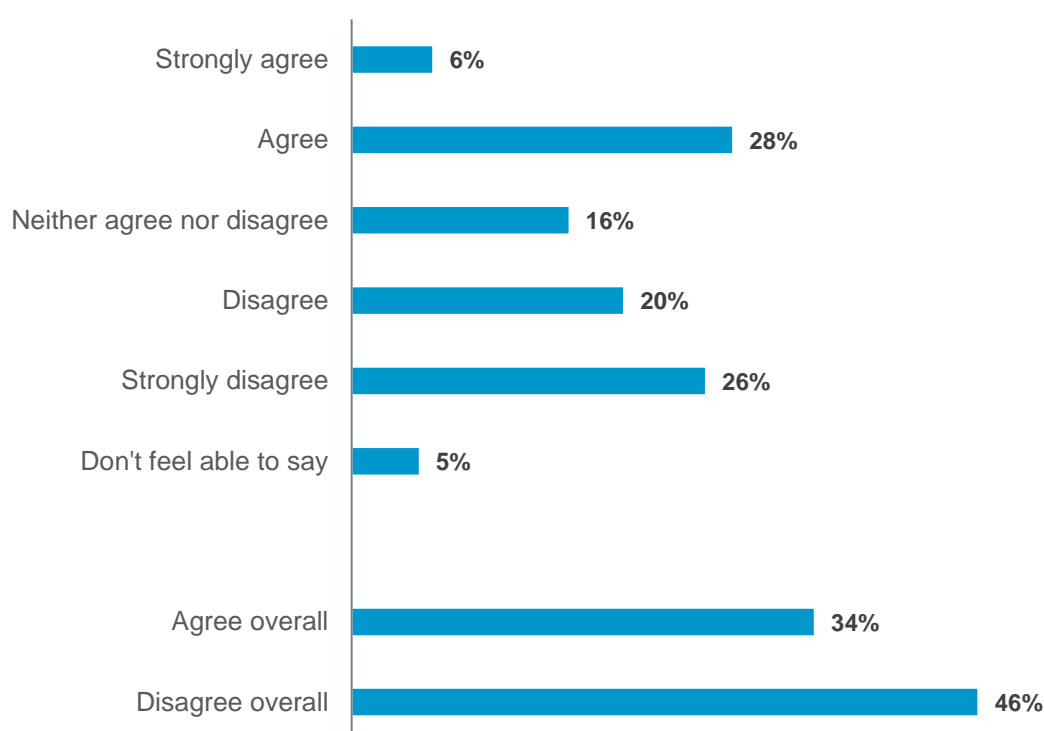
5.4 Views on the evaluation criteria

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%

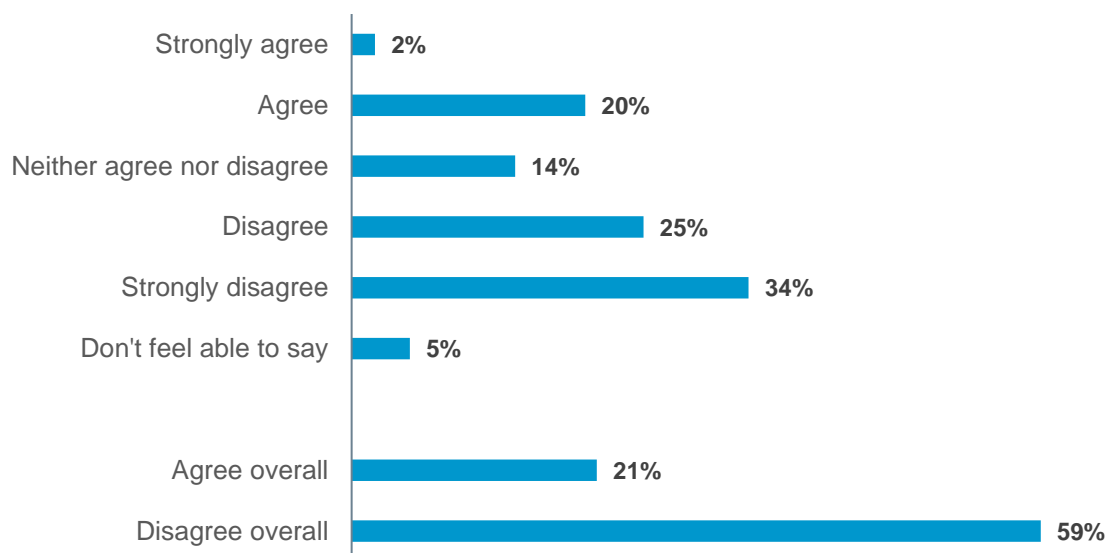
Theme	Number	%
Accessibility to public transport/poor public transport provision	2	1%
Usage by home workers/home educators	1	1%
Availability of alternate community hubs/safe spaces	1	1%
Impact of closing libraries on other council services	1	1%
Need for trained library staff	1	1%
Number of active/regular 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%

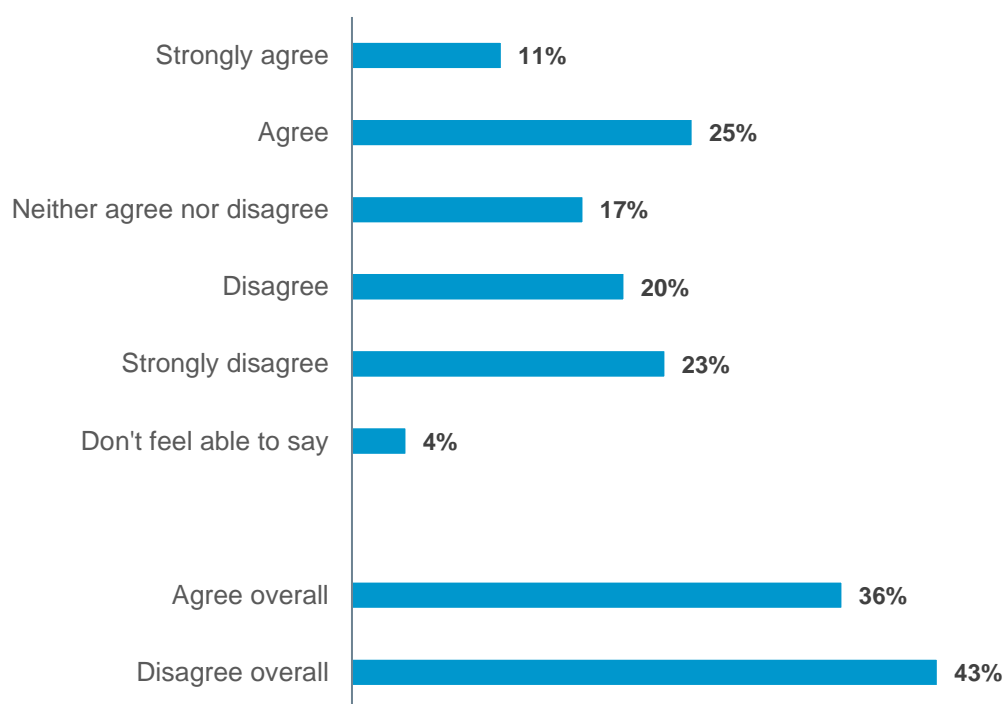
5.7 Views on tier 3 proposals and community libraries

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.

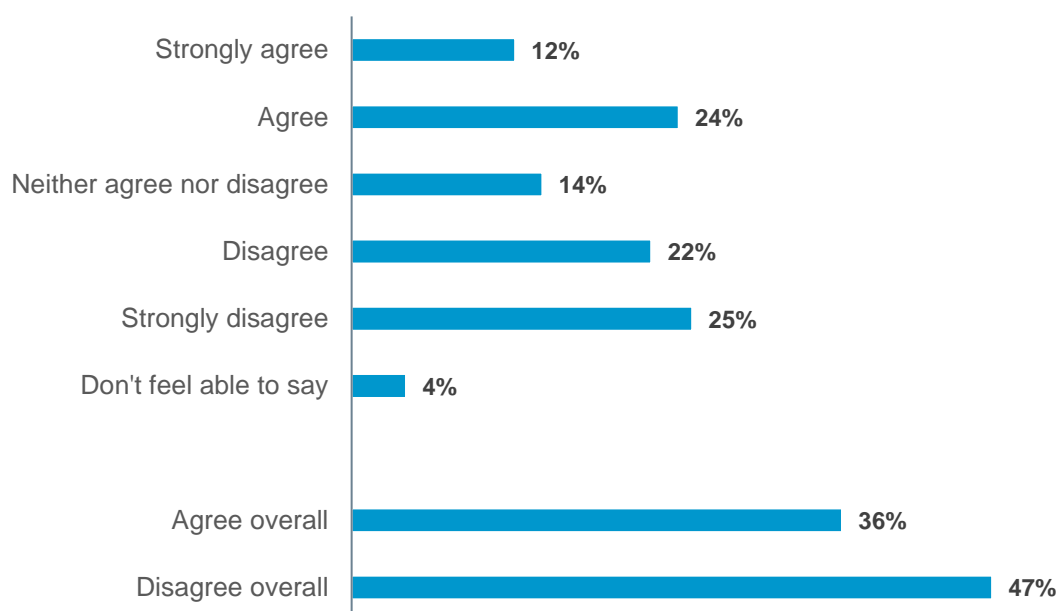
5.8 Views on outreach activities

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.

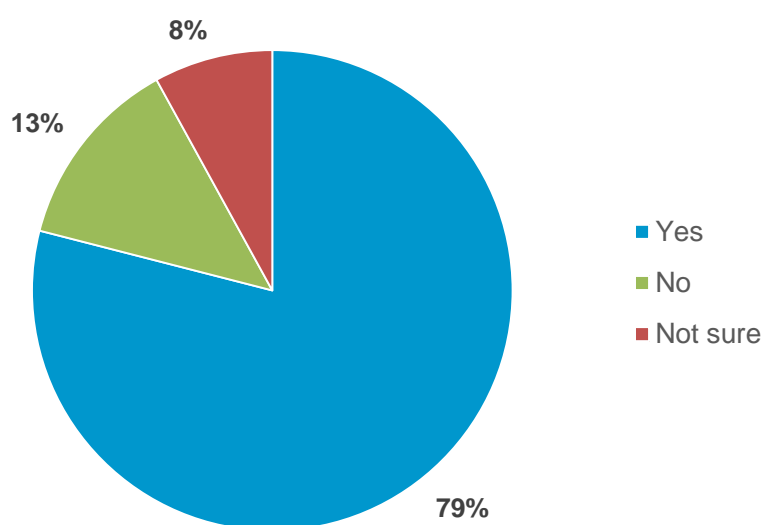
5.9 Impact of proposals

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)

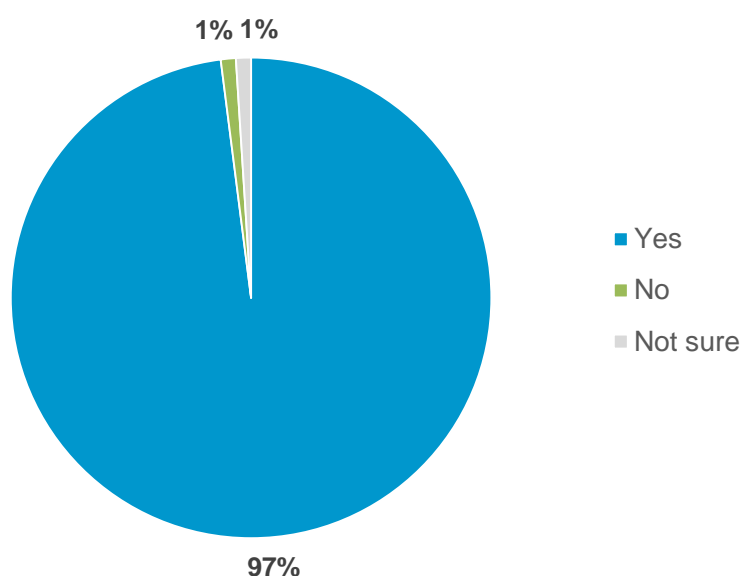
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

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:

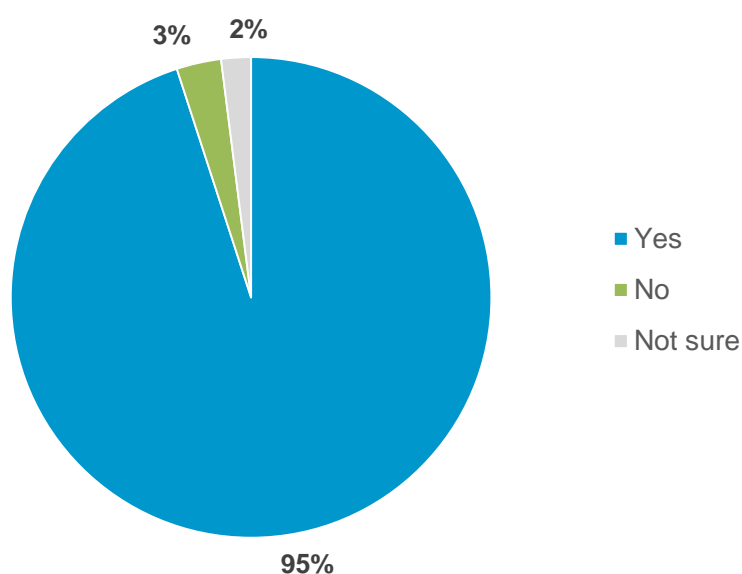
- 97% of town or parish councils (35)
- 100% of district or borough councils (9)
- 91% of other public bodies (10)
- 97% of community groups (57)
- 100% of registered charities (41)
- 95% of tier 4 users (97)
- 99% of non-tier 4 users (124)

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.

- 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 about 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 library opened.
- 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 also
- 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%

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:

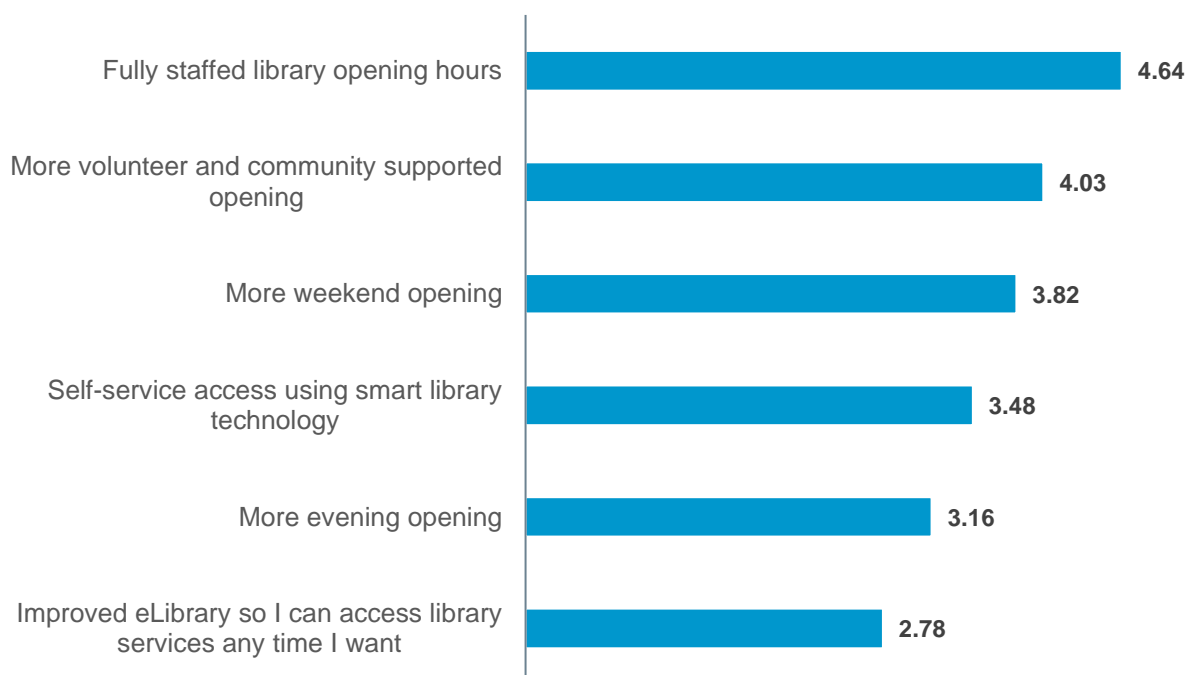
- I would not be able to pick up, organise and speak to staff bout ordering a book loan to be used by our students who attend the educational courses run by wea.
- We currently run a fortnightly advice service from Thaxted library and also use this space for ad hoc emergency appointments if a client 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)



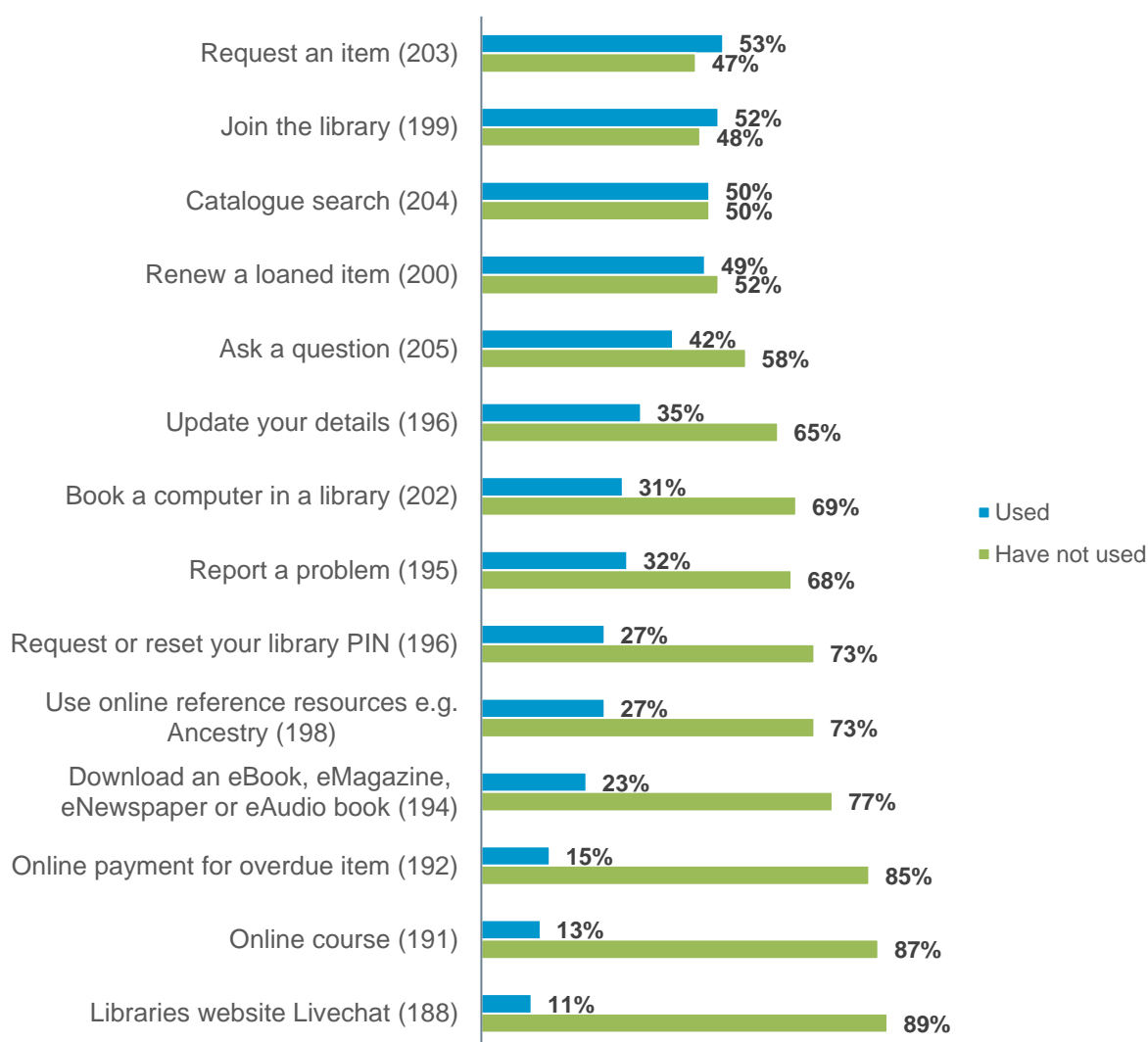
5.11 Digital services

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)

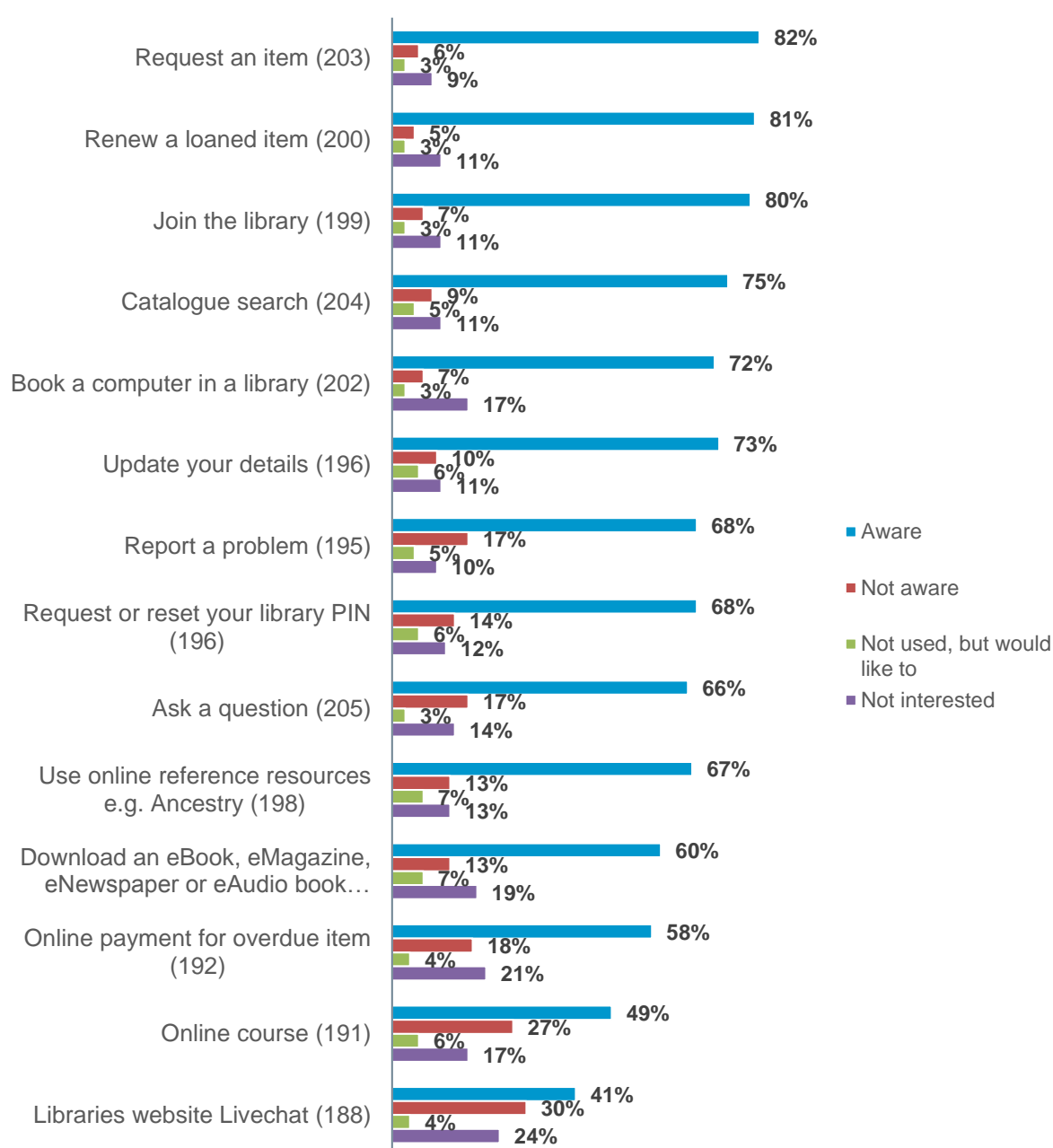


Awareness of digital services (Q17)

- 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)

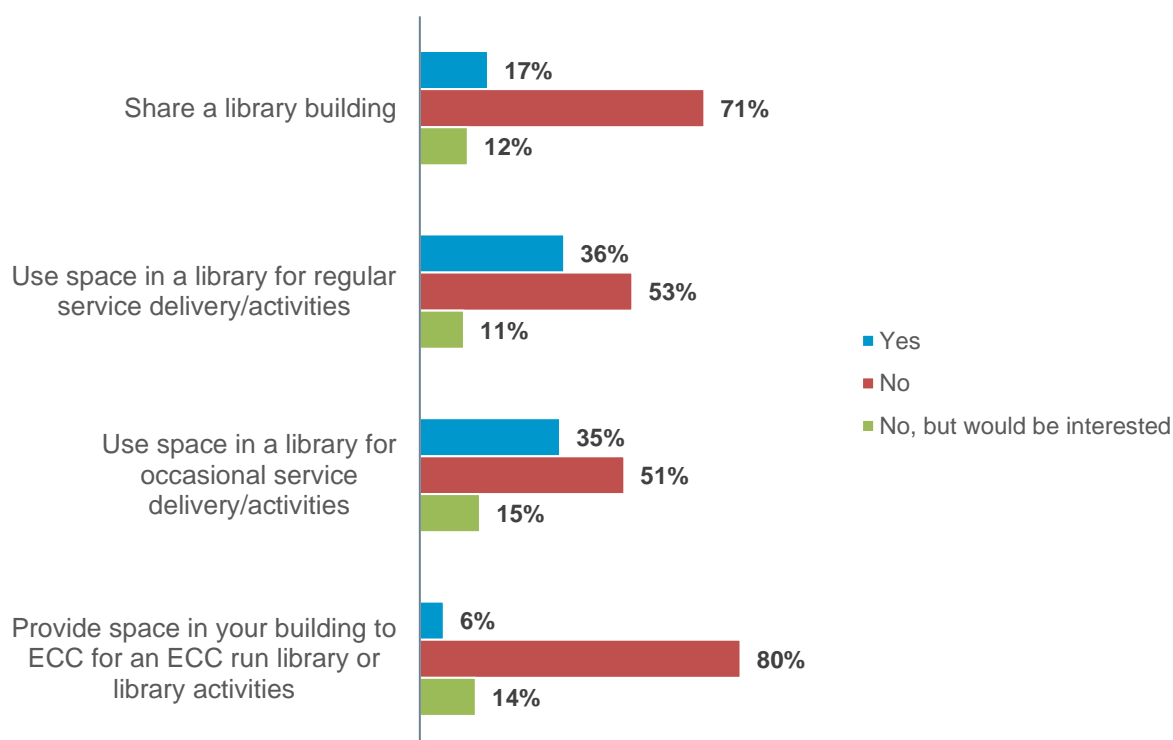
Role	Number	%
Library Activity volunteer	43	51%
Customer Services volunteer	38	45%
Baby and Toddler Rhymetime volunteer	31	37%
Home Library Service volunteer	29	35%
Computer Training volunteer	26	31%
Computer Support volunteer	25	30%
Work Club volunteer	24	29%
Library Ambassador (for 13 to 18 year olds)	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%

- 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%

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

Figure 1 – Proposed tiers for Essex libraries from the draft strategy	21
Figure 2 – Respondent type (Q1) – All	23
Figure 3 – Gender (Q30) – Individual & family respondents	23
Figure 4 – Age group (Q27) – Individual & family respondents.....	23
Figure 5 – Ethnic group (Q29) – Individual & family respondents	24
Figure 6 – Impairment or disability (Q28) – Individual & family respondents.....	24
Figure 7 – Type of impairment or disability (Q28) – Individual & family respondents	24
Figure 8 – Gender identity (Q31) – Individual & family respondents	25
Figure 9 – Pregnancy/maternity (Q32) – Individual & family respondents.....	25
Figure 10 – Marital status (Q33) – Individual & family respondents	25
Figure 11 – Religion/faith (Q34) – Individual & family respondents.....	25
Figure 12 – Sexual orientation (Q35) – Individual & family respondents.....	26
Figure 13 – Where respondents live (Q2) – Individual & family respondents.....	26
Figure 14 – Type of organisation (Q1) – Organisation respondents	27
Figure 15 – Groups worked with or represented (Q23) – Organisation respondents	27
Figure 16 – Where the organisation works in or serves (Q2) – Organisation respondents ...	27
Figure 17 – Have you visited an Essex library within the last 12 months? (Q3) – Individual & family respondents.....	29
Figure 18 – Have you visited an Essex library within the last 12 months? (Q3) By respondent type – Individual & family respondents	29
Figure 19 – Have you visited an Essex library within the last 12 months? (Q3) By where respondents live – Individual & family respondents	30
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 – Individual & family respondents.....	32
Figure 21 – Number of libraries selected (Q3) by respondent type – Individual & family respondents	35
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) – Individual & family respondents	38
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 – Individual & family respondents.....	38
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 – Individual & family respondents.....	39
Figure 25 – How do you usually travel to the library you use most frequently? (Q5) By respondent type – Individual & family respondents	41
Figure 26 – Do you have access to the internet? (Q6) By respondent type – Individual & family respondents.....	47
Figure 27 – Ambitions from the draft strategy.....	50

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 – Individual & family respondents	51
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 – Individual & family respondents	52
Figure 30 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8) By respondent type – Individual & family respondents	55
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 – Individual & family respondents	56
Figure 32 – Are there any other criteria you think we should use to assess need? (Q9) (Coded responses) – Individual & family respondents	59
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 – Individual & family respondents	61
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 – Individual & family respondents	62
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) – Individual & family respondents ..	65
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) – Individual & family respondents ..	66
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 – Individual & family respondents	67
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 – Individual & family respondents	67
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) – Individual & family respondents who would use another library	69
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) – Individual/family respondents who had used a tier 4 library in the last 12 months	71
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 – Individual/family respondents who had used a tier 4 library in the last 12 months	74
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) – 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	75
Figure 43 – Number of libraries selected (Q3) – 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	75

Figure 44 – How do you usually travel to the library you use most frequently? (Q5) – 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	76
Figure 45 – Do you have access to the internet? (Q6) – 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	76
Figure 46 – Where respondents live (Q2) – 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	76
Figure 47 – Gender (Q30) – 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	77
Figure 48 – Age group (Q27) – 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	77
Figure 49 – Impairment or disability (Q28) – 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	77
Figure 50 – Easy Read form users – 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	77
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) – Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months	78
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) – Individual/family respondents who would not use another service	80
Figure 53 – Other reasons for not being able to use another service (Q13) – Individual/family respondents who would not use another service	82
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) – Individual/family respondents who would not use another service and are tier 4 library users	83
Figure 55 – Other reasons for not being able to use another service (Q13) – Individual/family respondents who would not use another service and are tier 4 library users	83
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) – 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	86
Figure 57 – Where respondents live (Q2) – 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	87
Figure 58 – Gender (Q30) – 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	87
Figure 59 – Age group (Q27) – 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	88

Figure 60 – Impairment or disability (Q28) – 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.....	88
Figure 61 – Easy Read form users – 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	88
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 – Individual/family respondents who would not use another service and are tier 4 library users.....	89
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 – Individual & family respondents.....	90
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 – Individual & family respondents	91
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 – Individual & family respondents	91
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 – Individual & family respondents.....	94
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 – Individual & family respondents	95
Figure 68 – Please rank these options for opening hours and access in the order you think we should prioritise them (Q16) – Individual & family respondents.....	98
Figure 69 – Have you used any of the following digital (online) services provided by Essex County Council? (Q17) – Individual & family respondents.....	99
Figure 70 – Are you aware of any of the following digital (online) services provided by Essex County Council? (Q17) – Individual & family respondents.....	100
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) – Individual/family respondents who are interested in finding out more about roles	101
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) – Individual & family respondents	102
Figure 73 – Have you visited an Essex Library within the last 12 months? (Q3) – Organisation respondents	107
Figure 74 – Please provide the name of up to three Essex libraries or services you use the most frequently (Q3) – Organisation respondents	108
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) – Organisation respondents	110

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) – Organisation respondents.....	111
Figure 77 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8) – Organisation respondents	113
Figure 78 – Are there any other criteria you think we should use to assess need? (Coded responses) (Q9) – Organisation respondents.....	115
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) – Organisation respondents	117
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) – Organisation respondents.....	119
Figure 81 – Type of organisation (Q1) – Organisation respondents who had used a tier 4 library in the last 12 months	120
Figure 82 – Groups worked with or represented (Q23) – Organisation respondents who had used a tier 4 library in the last 12 months.....	120
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) – Organisation respondents.....	121
Figure 84 – To what extent do you agree with the idea of some library services being available in places other than libraries? (Q15) – Organisation respondents	123
Figure 85 – If the library service was withdrawn from your nearest library/libraries, would it have an impact on your organisation? (Q21) – Organisation respondents	125
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) – Organisation respondents	126
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) – Organisation respondents who had used a tier 4 library in the last 12 months	127
Figure 88 – How would it impact your organisation or the people it serves? (Q22) – Organisation respondents	128
Figure 89 – How would it impact your organisation or the people it serves? (Q22) – Organisation respondents who had used a tier 4 library in the last 12 months	129
Figure 90 – Please rank these options for opening hours and access in the order you think we should prioritise them (Q16) – Organisation respondents	131
Figure 91 – Have you used any of the following digital (online) services provided by Essex County Council? (Q17) – Organisation respondents	132
Figure 92 – Are you aware of any of the following digital (online) services provided by Essex County Council? (Q17) – Organisation respondents	133
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) – Organisation respondents who are interested in finding out more about roles.....	134
Figure 94 – Does your organisation...? (Q20) – Organisation respondents.....	135
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) – Organisation respondents	136
Figure 96 – Correspondent type – Letters and emails received.....	139
Figure 97 – Library concerned – Letters and emails received	140
Figure 98 – Themes from letters and emails received – Letters and emails received	141

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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



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.

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.

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

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.

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

Essex Libraries Service
 Essex County Council
 County Hall, Chelmsford
 Essex, CM1 1QH

Sign up to Keep Me Posted
 email updates:
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 **Essex_CC**
 facebook.com/essexcountycouncil

The information contained in this document can be translated, and/or made available in alternative formats, on request. It is also available in large print and Easy Read.

Published November 2018.

Survey



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?

<input type="checkbox"/> Basildon	<input type="checkbox"/> Epping Forest
<input type="checkbox"/> Braintree	<input type="checkbox"/> Harlow
<input type="checkbox"/> Brentwood	<input type="checkbox"/> Maldon
<input type="checkbox"/> Castle Point	<input type="checkbox"/> Rochford
<input type="checkbox"/> Chelmsford	<input type="checkbox"/> Tendring
<input type="checkbox"/> Colchester	<input type="checkbox"/> 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

Please provide the name of up to three Essex libraries or services you use the most frequently:

- | | |
|--|---|
| <input type="checkbox"/> Basildon | <input type="checkbox"/> Great Wakering |
| <input type="checkbox"/> Billericay | <input type="checkbox"/> Greenstead |
| <input type="checkbox"/> Braintree | <input type="checkbox"/> Hadleigh |
| <input type="checkbox"/> Brentwood | <input type="checkbox"/> Halstead |
| <input type="checkbox"/> Brightlingsea | <input type="checkbox"/> Harlow |
| <input type="checkbox"/> Broomfield | <input type="checkbox"/> Harwich |
| <input type="checkbox"/> Buckhurst Hill | <input type="checkbox"/> Hatfield Peverel |
| <input type="checkbox"/> Burnham-on-Crouch | <input type="checkbox"/> Hockley |
| <input type="checkbox"/> Canvey Island | <input type="checkbox"/> Holland |
| <input type="checkbox"/> Chelmsford | <input type="checkbox"/> Hullbridge |
| <input type="checkbox"/> Chigwell | <input type="checkbox"/> Ingatestone |
| <input type="checkbox"/> Chipping Ongar | <input type="checkbox"/> Kelvedon |
| <input type="checkbox"/> Clacton | <input type="checkbox"/> Laindon |
| <input type="checkbox"/> Coggeshall | <input type="checkbox"/> Loughton |
| <input type="checkbox"/> Colchester | <input type="checkbox"/> Maldon |
| <input type="checkbox"/> Danbury | <input type="checkbox"/> Manningtree |
| <input type="checkbox"/> Debden | <input type="checkbox"/> Mark Hall |
| <input type="checkbox"/> Dunmow | <input type="checkbox"/> North Melbourne |
| <input type="checkbox"/> Earls Colne | <input type="checkbox"/> North Weald |
| <input type="checkbox"/> Epping | <input type="checkbox"/> Old Harlow |
| <input type="checkbox"/> Frinton | <input type="checkbox"/> Pitsea |
| <input type="checkbox"/> Fryerns | <input type="checkbox"/> Prettygate |
| <input type="checkbox"/> Galleywood | <input type="checkbox"/> Rayleigh |
| <input type="checkbox"/> Great Baddow | <input type="checkbox"/> Rochford |
| <input type="checkbox"/> Great Parndon | <input type="checkbox"/> Saffron Walden |
| <input type="checkbox"/> Great Tarpots | <input type="checkbox"/> Shenfield |

- | | |
|--|--|
| <input type="checkbox"/> Sible Hedingham | <input type="checkbox"/> Tye Green |
| <input type="checkbox"/> Silver End | <input type="checkbox"/> Vange |
| <input type="checkbox"/> South Benfleet | <input type="checkbox"/> Waltham Abbey |
| <input type="checkbox"/> South Woodham Ferrers | <input type="checkbox"/> Walton |
| <input type="checkbox"/> Southminster | <input type="checkbox"/> West Clacton |
| <input type="checkbox"/> Springfield | <input type="checkbox"/> West Mersea |
| <input type="checkbox"/> Stansted | <input type="checkbox"/> Wickford |
| <input type="checkbox"/> Stanway | <input type="checkbox"/> Wickham Bishops |
| <input type="checkbox"/> Stock | <input type="checkbox"/> Witham |
| <input type="checkbox"/> Thaxted | <input type="checkbox"/> Wivenhoe |
| <input type="checkbox"/> Tiptree | <input type="checkbox"/> 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

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

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

- | | |
|--|--|
| <input type="checkbox"/> Basildon | <input type="checkbox"/> Harwich |
| <input type="checkbox"/> Billericay | <input type="checkbox"/> Hockley |
| <input type="checkbox"/> Braintree | <input type="checkbox"/> Ingatestone |
| <input type="checkbox"/> Brentwood | <input type="checkbox"/> Laindon |
| <input type="checkbox"/> Brightlingsea | <input type="checkbox"/> Loughton |
| <input type="checkbox"/> Burnham-on-Crouch | <input type="checkbox"/> Maldon |
| <input type="checkbox"/> Canvey Island | <input type="checkbox"/> Manningtree |
| <input type="checkbox"/> Chelmsford | <input type="checkbox"/> North Melbourne |
| <input type="checkbox"/> Chipping Ongar | <input type="checkbox"/> Old Harlow |
| <input type="checkbox"/> Clacton | <input type="checkbox"/> Pitsea |
| <input type="checkbox"/> Coggeshall | <input type="checkbox"/> Rayleigh |
| <input type="checkbox"/> Colchester | <input type="checkbox"/> Rochford |
| <input type="checkbox"/> Dunmow | <input type="checkbox"/> Saffron Walden |
| <input type="checkbox"/> Earls Colne | <input type="checkbox"/> Shenfield |
| <input type="checkbox"/> Epping | <input type="checkbox"/> South Benfleet |
| <input type="checkbox"/> Frinton | <input type="checkbox"/> South Woodham Ferrers |
| <input type="checkbox"/> Great Baddow | <input type="checkbox"/> Springfield |
| <input type="checkbox"/> Great Parndon | <input type="checkbox"/> Stanway |
| <input type="checkbox"/> Great Tarpots | <input type="checkbox"/> Tiptree |
| <input type="checkbox"/> Greenstead | <input type="checkbox"/> Waltham Abbey |
| <input type="checkbox"/> Hadleigh | <input type="checkbox"/> Walton |
| <input type="checkbox"/> Halstead | <input type="checkbox"/> West Clacton |
| <input type="checkbox"/> Harlow | |

- | | |
|--|-----------------------------------|
| <input type="checkbox"/> West Mersea | <input type="checkbox"/> Witham |
| <input type="checkbox"/> Wickford | <input type="checkbox"/> Wivenhoe |
| <input type="checkbox"/> eLibrary (to browse the catalogue, borrow books, magazines and audio online, download eBooks, eMagazines and eAudio, use online reference and training materials) | |
| <input type="checkbox"/> Home Library Service (for anybody who is unable to get to a library owing to age, disability or caring responsibilities) | |
| <input type="checkbox"/> 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) | |
| <input type="checkbox"/> Friends and family membership (a membership card which enables other people to collect and return books or other loan items on your behalf) | |
| <input type="checkbox"/> 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?

- | | |
|---|---|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Strongly disagree | <input type="checkbox"/> Don't feel able to say |

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						

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.

For organisations

Section 3

This section is only available online at Essex.gov.uk/libraries-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

29. What is your ethnicity?

- | | |
|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Asian or Asian British Indian |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Asian or Asian British Other |
| <input type="checkbox"/> White Other | <input type="checkbox"/> Mixed White/Asian |
| <input type="checkbox"/> Gypsy / Roma | <input type="checkbox"/> Asian Other |
| <input type="checkbox"/> Traveller of Irish Heritage | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Black or Black British African | <input type="checkbox"/> Mixed Other |
| <input type="checkbox"/> Black or Black British Caribbean | <input type="checkbox"/> Not Known |
| <input type="checkbox"/> Mixed White/Black African | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Mixed White/Black Caribbean | <input type="checkbox"/> Black Other |
| <input type="checkbox"/> Asian or Asian British Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 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?

- | | |
|--|---|
| <input type="checkbox"/> Cohabiting | <input type="checkbox"/> Separated
(but still legally married or in a civil partnership) |
| <input type="checkbox"/> Married | <input type="checkbox"/> Widowed or a surviving partner from a civil partnership |
| <input type="checkbox"/> In a civil partnership | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Divorced or civil partnership dissolved | |

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

Essex Libraries Service
Essex County Council
County Hall, Chelmsford
Essex, CM1 1QH

Sign up to Keep Me Posted
email updates:
essex.gov.uk/keepmeposted

 **Essex_CC**
 facebook.com/essexcountycouncil

The information contained in this document can be translated, and/or made available in alternative formats, on request. It is also available in large print and Easy Read.

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 complete 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?

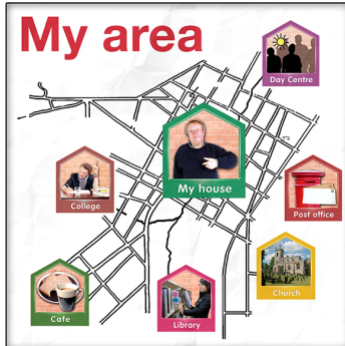
Please tick ☒

☐ 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)

2017

2018



Library

3. Have you visited an Essex Library in the last year?

Please tick ☒

☐ Yes



☐ No

If yes, which library have you visited?

Please tick ☒



<input type="checkbox"/> Basildon	<input type="checkbox"/> Billericay
<input type="checkbox"/> Braintree	<input type="checkbox"/> Brentwood
<input type="checkbox"/> Brightlingsea	<input type="checkbox"/> Broomfield
<input type="checkbox"/> Buckhurst Hill	<input type="checkbox"/> Burnham-on-Crouch
<input type="checkbox"/> Canvey Island	<input type="checkbox"/> Chelmsford
<input type="checkbox"/> Chigwell	<input type="checkbox"/> Chipping Ongar

☐

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

☐

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

☐

Stock

☐

West Clacton

☐

Thaxted

☐

West Mersea

☐

Tiptree

☐

Wickford

☐

Tye Green

☐

Wickham
Bishops

☐

Vange

☐

Witham

☐

Waltham Abbey

☐

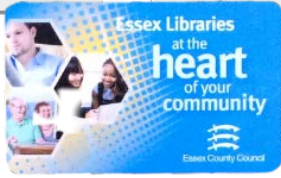
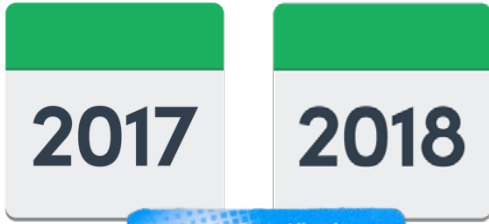
Wivenhoe

☐

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



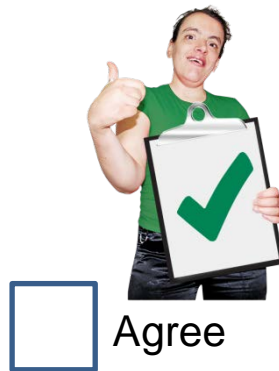
☐ Only at the library or an internet café

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 ☒



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 ☒





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 ☒

<input type="checkbox"/> Broomfield	<input type="checkbox"/> Buckhurst Hill	<input type="checkbox"/> Chigwell
<input type="checkbox"/> Danbury	<input type="checkbox"/> Debden	<input type="checkbox"/> Fryerns
<input type="checkbox"/> Galleywood	<input type="checkbox"/> Great Wakering	<input type="checkbox"/> Hatfield Peverel
<input type="checkbox"/> Holland	<input type="checkbox"/> Hullbridge	<input type="checkbox"/> Kelvedon
<input type="checkbox"/> Mark Hall	<input type="checkbox"/> North Weald	<input type="checkbox"/> Prettygate
<input type="checkbox"/> Sible Hedingham		<input type="checkbox"/> Silver End
<input type="checkbox"/> Southminster	<input type="checkbox"/> Stansted	<input type="checkbox"/> Stock
<input type="checkbox"/> Thaxted	<input type="checkbox"/> Tye Green	<input type="checkbox"/> Vange
<input type="checkbox"/> Wickham Bishops		<input type="checkbox"/> Writtle



Library

12. If these libraries are closed, what services will you still be able to use?

Please tick ☒



Library

☐

Another library

☐

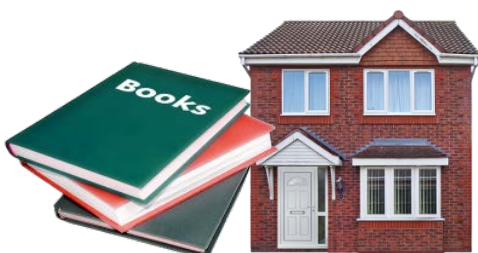
eLibrary

☐

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.

☐

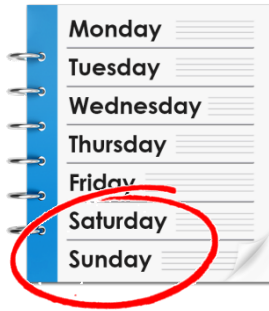
Libraries run by volunteers. This would mean libraries are open more hours.

☐

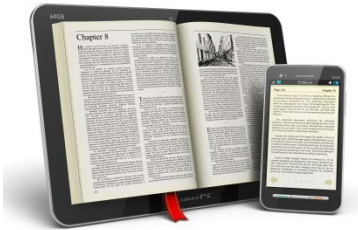
Self-service libraries. This would mean libraries are open more hours and you would check out the books yourself.

☐

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



18. Have you used any of the following online services provided by Essex Libraries?

Please tick ☒

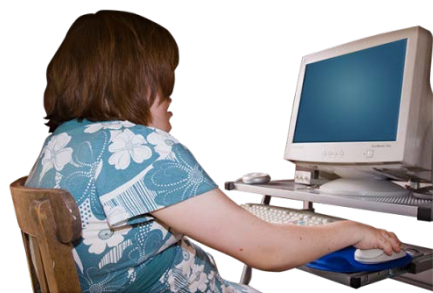
Have you asked a question about the library?

☐

Yes

☐

No



Have you ever booked to use a computer in the library?

☐

Yes

☐

No





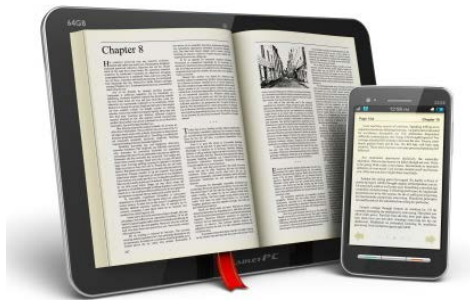
Have you ever searched the library catalogue?

☐

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%

Q2. Which district, borough or city do you live in?

Counts Break % Respondents		Counts Break % Respondents	
Base	21529	Base	21529
Q2. Which district, borough or city do you live in?		Thurrock	43 0%
Basildon	1506 7%	Uttlesford	1431 7%
Braintree	1865 9%	Other authority area	284 1%
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%		

Q3. Have you visited an Essex Library within the last 12 months?

Counts Break % Respondents	Total	All	Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age		
		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	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	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	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	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 97%	706 95%	881 97%	1515 98%	1875 98%	1346 95%	726 94%	170 99%	20687 97%	269 92%	13076 98%	1846 97%	15514 98%	73 96%	720 98%	984 97%
No	583 3%	39 5%	25 3%	29 2%	46 2%	76 5%	45 6%	2 1%	581 3%	22 8%	323 2%	50 3%	392 2%	3 4%	18 2%	33 3%

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	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 97%	10272 98%	80 95%	917 98%	133 95%	1158 97%	1515 97%	1275 97%	9835 98%	51 96%	67 99%	90 96%	18 100%	122 98%	4821 97%	305 96%
No	583 3%	222 2%	4 5%	20 2%	7 5%	37 3%	49 3%	34 3%	229 2%	2 4%	1 1%	4 4%	- -	3 2%	143 3%	13 4%

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%

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%

Library usage

Counts Break % Respondents	Total	All	Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age		
		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 48%	9598 48%	8555 48%	443 41%	540 65%	2172 33%	7397 56%	3199 40%	6374 54%	7472 49%	2085 45%	2235 47%	5249 48%	235 47%	246 37%	3144 43%
2 libraries	4509 23%	4509 23%	4158 23%	184 17%	139 17%	1612 24%	2888 22%	1876 24%	2624 22%	3358 22%	1137 24%	1083 23%	2514 23%	105 21%	142 21%	1776 24%
3 libraries	5790 29%	5790 29%	5172 29%	442 41%	155 19%	2806 43%	2976 22%	2903 36%	2881 24%	4319 29%	1456 31%	1416 30%	3157 29%	160 32%	282 42%	2408 33%

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	19897	6523	1016	14779	486	2237	14059	552	13400	1415	1709	1519	1569	2287	3270	1369
Library usage																
1 library	9598 48%	3357 51%	642 63%	7100 48%	175 36%	1118 50%	6665 47%	214 39%	6334 47%	643 45%	855 50%	691 45%	831 53%	881 39%	1381 42%	647 47%
2 libraries	4509 23%	1472 23%	210 21%	3402 23%	114 23%	467 21%	3271 23%	153 28%	3080 23%	306 22%	348 20%	387 25%	301 19%	669 29%	904 28%	328 24%
3 libraries	5790 29%	1694 26%	164 16%	4277 29%	197 41%	652 29%	4123 29%	185 34%	3986 30%	466 33%	506 30%	441 29%	437 28%	737 32%	985 30%	394 29%

Library usage

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	19897	673	838	1448	1800	1284	648	164	19733	264	12563	1768	14908	72	692	961
Library usage																
1 library	9598 48%	268 40%	327 39%	880 61%	925 51%	869 68%	356 55%	115 70%	9483 48%	108 41%	5948 47%	809 46%	7067 47%	30 42%	322 47%	417 43%
2 libraries	4509 23%	121 18%	191 23%	255 18%	384 21%	204 16%	98 15%	26 16%	4483 23%	56 21%	2906 23%	399 23%	3437 23%	17 24%	145 21%	219 23%
3 libraries	5790 29%	284 42%	320 38%	313 22%	491 27%	211 16%	194 30%	23 14%	5767 29%	100 38%	3709 30%	560 32%	4404 30%	25 35%	225 33%	325 34%

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	19897	9850	79	874	127	1102	1477	1226	9432	49	65	88	18	113	4648	296
Library usage																
1 library	9598 48%	4732 48%	32 41%	407 47%	53 42%	677 61%	587 40%	535 44%	4582 49%	17 35%	21 32%	33 38%	4 22%	49 43%	2174 47%	106 36%
2 libraries	4509 23%	2339 24%	19 24%	197 23%	27 21%	214 19%	322 22%	270 22%	2108 22%	12 24%	19 29%	24 27%	6 33%	21 19%	1132 24%	69 23%
3 libraries	5790 29%	2779 28%	28 35%	270 31%	47 37%	211 19%	568 38%	421 34%	2742 29%	20 41%	25 38%	31 35%	8 44%	43 38%	1342 29%	121 41%

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/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	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	Cohabiting
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%

Q5. How do you usually travel to the library you use most frequently?

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	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	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	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%

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%

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	Basilidon	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%

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	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	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%

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 13%	2498 13%	2379 13%	107 22%	2286 13%	118 12%	86 10%	678 10%	1816 15%	700 10%	1794 15%	2020 14%	472 11%	714 14%	1470 13%	73 14%	88 13%
Agree	6032 31%	6032 31%	5805 31%	182 38%	5596 32%	206 20%	207 25%	1600 24%	4413 36%	1762 25%	4254 36%	4654 31%	1354 32%	1556 31%	3782 34%	172 33%	234 33%
Neither agree nor disagree	2370 12%	2370 12%	2296 12%	62 13%	2134 12%	111 11%	114 14%	842 13%	1526 12%	913 13%	1454 12%	1878 13%	487 11%	542 11%	1440 13%	72 14%	81 12%
Disagree	3943 21%	3943 21%	3852 21%	62 13%	3531 20%	235 23%	159 19%	1595 24%	2336 19%	1732 24%	2196 18%	3026 20%	895 21%	977 20%	2317 21%	82 16%	136 19%
Strongly Disagree	3821 20%	3821 20%	3744 20%	52 11%	3293 19%	316 31%	188 23%	1806 27%	2009 16%	1853 26%	1965 16%	2837 19%	973 23%	1097 22%	1988 18%	91 18%	153 22%
Don't feel able to say	507 3%	507 3%	491 3%	15 3%	400 2%	31 3%	68 8%	177 3%	326 3%	201 3%	302 3%	420 3%	82 2%	97 2%	289 3%	25 5%	12 2%
TOTAL AGREE	8530 44%	8530 44%	8184 44%	289 60%	7882 46%	324 32%	293 36%	2278 34%	6229 50%	2462 34%	6048 51%	6674 45%	1826 43%	2270 46%	5252 47%	245 48%	322 46%
TOTAL DISAGREE	7764 40%	7764 40%	7596 41%	114 24%	6824 40%	551 54%	347 42%	3401 51%	4345 35%	3585 50%	4161 35%	5863 40%	1868 44%	2074 42%	4305 38%	173 34%	289 41%

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%

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 p- lace 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%

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 partnership	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 13%	15 19%	134 15%	25 18%	170 15%	207 13%	118 9%	1402 14%	7 14%	17 25%	14 15%	3 16%	18 15%	601 12%	29 9%
Agree	6032 31%	15 19%	293 32%	37 27%	372 33%	523 34%	287 22%	3247 33%	17 35%	27 39%	35 38%	6 32%	31 26%	1572 32%	76 25%
Neither agree nor disagree	2370 12%	9 11%	120 13%	16 12%	161 14%	207 13%	146 11%	1220 13%	2 4%	8 12%	10 11%	2 11%	13 11%	572 12%	30 10%
Disagree	3943 21%	16 20%	181 20%	26 19%	190 17%	280 18%	310 24%	1882 19%	11 22%	7 10%	9 10%	7 37%	23 19%	997 20%	86 28%
Strongly Disagree	3821 20%	21 26%	156 17%	29 21%	183 16%	275 18%	361 28%	1778 18%	12 24%	8 12%	21 23%	1 5%	29 25%	1010 21%	78 25%
Don't feel able to say	507 3%	4 5%	24 3%	3 2%	60 5%	44 3%	55 4%	226 2%	- -	2 3%	2 2%	- -	4 3%	126 3%	10 3%
TOTAL AGREE	8530 44%	30 38%	427 47%	62 46%	542 48%	730 48%	405 32%	4649 48%	24 49%	44 64%	49 54%	9 47%	49 42%	2173 45%	105 34%
TOTAL DISAGREE	7764 40%	37 46%	337 37%	55 40%	373 33%	555 36%	671 53%	3660 38%	23 47%	15 22%	30 33%	8 42%	52 44%	2007 41%	164 53%

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%

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 British/Irish/-Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	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 7%	50 7%	85 10%	79 5%	113 6%	92 7%	58 9%	1 1%	1439 8%	26 9%	1086 8%	94 5%	1256 8%	5 7%	16 2%	84 8%	792 8%
Agree	6623 34%	207 31%	335 41%	398 28%	554 32%	507 39%	235 35%	34 21%	6589 35%	100 36%	4954 38%	506 27%	5699 37%	21 28%	141 19%	352 35%	3838 37%
Neither agree nor disagree	3346 17%	117 17%	130 16%	235 16%	335 19%	181 14%	134 20%	1 1%	3345 18%	36 13%	2266 17%	317 17%	2688 17%	9 12%	114 16%	174 17%	1775 17%
Disagree	3975 21%	134 20%	130 16%	377 26%	399 23%	256 20%	121 18%	122 76%	3853 20%	56 20%	2556 19%	412 22%	3070 20%	18 24%	189 26%	198 20%	2081 20%
Strongly Disagree	3302 17%	135 20%	114 14%	316 22%	296 17%	218 17%	84 13%	- -	3302 17%	53 19%	1993 15%	469 25%	2457 16%	17 23%	240 33%	174 17%	1635 16%
Don't feel able to say	571 3%	28 4%	22 3%	36 2%	58 3%	42 3%	30 5%	2 1%	569 3%	9 3%	319 2%	74 4%	424 3%	4 5%	31 4%	26 3%	211 2%
TOTAL AGREE	8063 42%	257 38%	420 51%	477 33%	667 38%	599 46%	293 44%	35 22%	8028 42%	126 45%	6040 46%	600 32%	6955 45%	26 35%	157 21%	436 43%	4630 45%
TOTAL DISAGREE	7277 38%	269 40%	244 30%	693 48%	695 40%	474 37%	205 31%	122 76%	7155 37%	109 39%	4549 35%	881 47%	5527 35%	35 47%	429 59%	372 37%	3716 36%

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 partnership	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 7%	10 12%	81 9%	10 7%	96 9%	144 9%	63 5%	804 8%	5 10%	17 25%	11 12%	2 11%	8 7%	356 7%	12 4%
Agree	6623 34%	21 26%	333 36%	55 41%	394 35%	548 36%	306 24%	3656 37%	17 33%	23 33%	40 42%	3 17%	43 35%	1731 35%	96 30%
Neither agree nor disagree	3346 17%	10 12%	154 17%	20 15%	210 19%	252 16%	226 18%	1659 17%	7 13%	14 20%	13 14%	2 11%	28 23%	862 18%	48 15%
Disagree	3975 21%	15 18%	178 19%	23 17%	206 18%	286 19%	297 23%	1947 20%	12 23%	9 13%	14 15%	7 39%	16 13%	972 20%	74 23%
Strongly Disagree	3302 17%	21 26%	146 16%	25 19%	156 14%	248 16%	334 26%	1500 15%	10 19%	5 7%	17 18%	2 11%	22 18%	845 17%	74 23%
Don't feel able to say	571 3%	5 6%	22 2%	2 1%	63 6%	65 4%	61 5%	249 3%	1 2%	1 1%	- -	2 11%	5 4%	146 3%	11 3%
TOTAL AGREE	8063 42%	31 38%	414 45%	65 48%	490 44%	692 45%	369 29%	4460 45%	22 42%	40 58%	51 54%	5 28%	51 42%	2087 42%	108 34%
TOTAL DISAGREE	7277 38%	36 44%	324 35%	48 36%	362 32%	534 35%	631 49%	3447 35%	22 42%	14 20%	31 33%	9 50%	38 31%	1817 37%	148 47%

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 6%	1085 6%	1011 5%	71 15%	980 6%	41 4%	61 8%	213 3%	870 7%	245 3%	837 7%	898 6%	183 4%	342 7%	607 5%	44 9%	46 7%
Agree	4986 26%	4986 26%	4787 26%	164 34%	4546 26%	202 20%	221 27%	1060 16%	3915 32%	1189 17%	3784 32%	3916 27%	1054 25%	1405 28%	3053 27%	132 26%	181 26%
Neither agree nor disagree	2784 15%	2784 15%	2683 14%	85 18%	2545 15%	119 12%	107 13%	853 13%	1926 16%	984 14%	1795 15%	2141 14%	636 15%	667 13%	1713 15%	89 17%	110 16%
Disagree	4778 25%	4778 25%	4673 25%	79 16%	4315 25%	258 25%	184 23%	1973 29%	2786 23%	2141 30%	2622 22%	3645 25%	1104 26%	1146 23%	2916 26%	88 17%	147 21%
Strongly Disagree	4968 26%	4968 26%	4861 26%	70 14%	4402 26%	370 36%	168 21%	2461 37%	2501 20%	2421 34%	2544 21%	3741 25%	1216 28%	1332 27%	2728 24%	127 25%	198 28%
Don't feel able to say	525 3%	525 3%	507 3%	15 3%	423 2%	31 3%	65 8%	142 2%	378 3%	184 3%	336 3%	428 3%	91 2%	112 2%	297 3%	36 7%	15 2%
TOTAL AGREE	6071 32%	6071 32%	5798 31%	235 49%	5526 32%	243 24%	282 35%	1273 19%	4785 39%	1434 20%	4621 39%	4814 33%	1237 29%	1747 35%	3660 32%	176 34%	227 33%
TOTAL DISAGREE	9746 51%	9746 51%	9534 51%	149 31%	8717 51%	628 62%	352 44%	4434 66%	5287 43%	4562 64%	5166 43%	7386 50%	2320 54%	2478 50%	5644 50%	215 42%	345 49%

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 British/Irish/Other	BAME	Disabled	Non disabled	Preg/Mat	Non	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	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 proposals provide a reasonable range of different ways for people to access library services...																	
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%

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 6%	42 6%	61 7%	65 5%	74 4%	79 6%	42 6%	1 1%	1084 6%	25 9%	784 6%	72 4%	921 6%	7 10%	19 3%	65 7%	563 5%
Agree	4986 26%	184 28%	289 35%	328 23%	382 22%	345 27%	177 27%	13 8%	4973 26%	77 27%	3773 29%	351 19%	4317 28%	17 24%	90 12%	276 28%	2812 27%
Neither agree nor disagree	2784 15%	107 16%	110 13%	182 13%	257 15%	186 14%	116 18%	18 11%	2766 15%	31 11%	1913 15%	273 15%	2295 15%	9 13%	78 11%	136 14%	1514 15%
Disagree	4778 25%	148 22%	166 20%	405 28%	502 29%	290 23%	151 23%	121 77%	4657 25%	60 21%	3195 24%	453 24%	3762 24%	15 21%	204 28%	225 23%	2591 25%
Strongly Disagree	4968 26%	161 24%	166 20%	412 29%	483 28%	339 26%	150 23%	2 1%	4966 26%	81 29%	3168 24%	648 35%	3853 25%	21 29%	306 42%	274 27%	2616 25%
Don't feel able to say	525 3%	20 3%	25 3%	32 2%	54 3%	44 3%	19 3%	3 2%	522 3%	8 3%	295 2%	66 4%	390 3%	3 4%	27 4%	23 2%	193 2%
TOTAL AGREE	6071 32%	226 34%	350 43%	393 28%	456 26%	424 33%	219 33%	14 9%	6057 32%	102 36%	4557 35%	423 23%	5238 34%	24 33%	109 15%	341 34%	3375 33%
TOTAL DISAGREE	9746 51%	309 47%	332 41%	817 57%	985 56%	629 49%	301 46%	123 78%	9623 51%	141 50%	6363 48%	1101 59%	7615 49%	36 50%	510 70%	499 50%	5207 51%

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 partnership	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 services...															
Strongly Agree	1085 6%	8 10%	64 7%	8 6%	71 6%	119 8%	49 4%	604 6%	6 12%	11 17%	7 8%	2 11%	5 4%	250 5%	9 3%
Agree	4986 26%	13 15%	264 29%	42 30%	353 31%	450 29%	209 16%	2818 29%	19 37%	24 36%	26 28%	3 16%	33 27%	1240 25%	67 21%
Neither agree nor disagree	2784 15%	12 14%	129 14%	19 14%	158 14%	223 14%	186 15%	1443 15%	4 8%	9 14%	17 18%	1 5%	20 16%	722 15%	52 17%
Disagree	4778 25%	17 20%	232 25%	30 22%	264 23%	304 20%	327 26%	2383 24%	7 14%	12 18%	17 18%	7 37%	26 21%	1202 25%	75 24%
Strongly Disagree	4968 26%	30 36%	198 22%	37 27%	220 20%	391 25%	451 35%	2313 24%	15 29%	8 12%	24 26%	5 26%	35 29%	1340 27%	100 32%
Don't feel able to say	525 3%	4 5%	23 3%	3 2%	58 5%	53 3%	56 4%	235 2%	- -	2 3%	1 1%	1 5%	3 2%	135 3%	9 3%
TOTAL AGREE	6071 32%	21 25%	328 36%	50 36%	424 38%	569 37%	258 20%	3422 35%	25 49%	35 53%	33 36%	5 26%	38 31%	1490 30%	76 24%
TOTAL DISAGREE	9746 51%	47 56%	430 47%	67 48%	484 43%	695 45%	778 61%	4696 48%	22 43%	20 30%	41 45%	12 63%	61 50%	2542 52%	175 56%

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
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%

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%

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%

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%

Tier 4 library used

Counts Break % Respondents		All	User v non user		Internet use			Tier 4	Tier 3		Respondent Type		Gender		Age		
			User	Non user	Yes	Library/c-afe only	No		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%

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
Wickham Bishops	287 4%	87 4%	8 3%	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%
Chigwell	284 4%	61 3%	9 3%	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%
Sible Hedingham	236 3%	73 3%	3 1%	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%
Vange	225 3%	48 2%	7 2%	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%
Great Wakering	216 3%	60 3%	11 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%
Fryerns	215 3%	45 2%	10 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%
Debden	198 3%	38 2%	5 2%	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%
Southminster	167 2%	42 2%	5 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%
Silver End	152 2%	40 2%	2 1%	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%
Stock	149 2%	28 1%	5 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%

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%

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	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%

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	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	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	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	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%

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 69%	422 69%	515 75%	705 62%	868 71%	635 63%	343 64%	56 40%	10458 70%	185 77%	7465 72%	911 63%	8782 71%	42 72%	308 54%	588 71%	5695 71%
None exclusively	4646 31%	188 31%	171 25%	426 38%	363 29%	376 37%	190 36%	83 60%	4563 30%	54 23%	2945 28%	545 37%	3564 29%	16 28%	259 46%	244 29%	2347 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 69%	32 50%	506 71%	82 76%	631 71%	971 74%	609 59%	5477 71%	34 68%	42 68%	51 68%	11 69%	65 61%	2773 71%	178 69%
None exclusively	4646 31%	32 50%	206 29%	26 24%	254 29%	340 26%	420 41%	2263 29%	16 32%	20 32%	24 32%	5 31%	42 39%	1106 29%	81 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 retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (...)		Billericay	381 4%	Halstead	186 2%	South Woodham Ferrers	122 1%
		Hadleigh	353 4%	Wivenhoe	184 2%	Pitsea	121 1%
		Harlow	350 4%	Springfield	177 2%	Burnham	112 1%
eLibrary	1868 19%	Saffron Walden	322 3%	Frinton	176 2%	Walton	110 1%
Chelmsford	1202 12%	Braintree	321 3%	West Mersea	168 2%	North Melbourne	102 1%
Mobile library service	1013 10%	Clacton	317 3%	Ingatestone	167 2%	Waltham Abbey	100 1%
Colchester	979 10%	Hockley	284 3%	Rochford	167 2%	Earls Colne	96 1%
Friends and family membership	491 5%	Stanway	261 3%	Coggeshall	164 2%	Greenstead	96 1%
Rayleigh	441 5%	Great Baddow	254 3%	Great Tarpots	156 2%	Great Parndon	91 1%
Witham	424 4%	Tiptree	230 2%	Laindon	144 1%	West Clacton	58 1%
Basildon	407 4%	South Benfleet	229 2%	Old Harlow	139 1%		
Loughton	400 4%	Epping	226 2%	Brightlingsea	136 1%		
Maldon	397 4%	Dunmow	206 2%	Harwich	136 1%		
Brentwood	391 4%	Manningtree	196 2%	Canvey	130 1%		
Home Library Service	389 4%	Wickford	189 2%	Chipping Ongar	123 1%		
Shenfield	384 4%						

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/c-afe 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 following 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	Brentwood	Castle Point	Chelmsford	Colchester	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 following 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%

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			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	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 15%	2825 15%	2704 15%	103 21%	2601 15%	101 10%	112 14%	971 14%	1851 15%	858 12%	1962 17%	2193 15%	627 15%	840 17%	1721 15%	95 18%	116 17%
Agree	5793 30%	5793 30%	5574 30%	178 37%	5281 31%	239 23%	248 31%	1819 27%	3958 32%	1623 23%	4154 35%	4470 30%	1302 31%	1527 30%	3607 32%	157 30%	206 29%
Neither agree nor disagree	3027 16%	3027 16%	2931 16%	82 17%	2800 16%	134 13%	84 10%	1145 17%	1875 15%	998 14%	2023 17%	2282 16%	734 17%	787 16%	1793 16%	95 18%	108 15%
Disagree	3056 16%	3056 16%	2977 16%	52 11%	2699 16%	211 21%	125 16%	1104 16%	1939 16%	1428 20%	1620 14%	2360 16%	680 16%	752 15%	1836 16%	55 11%	99 14%
Strongly disagree	3487 18%	3487 18%	3416 19%	48 10%	3021 18%	285 28%	155 19%	1369 20%	2112 17%	1964 28%	1521 13%	2755 19%	721 17%	962 19%	1865 16%	84 16%	145 21%
Don't feel able to say	817 4%	817 4%	796 4%	17 4%	684 4%	48 5%	79 10%	318 5%	493 4%	262 4%	548 5%	638 4%	170 4%	160 3%	495 4%	32 6%	26 4%
TOTAL AGREE	8618 45%	8618 45%	8278 45%	281 59%	7882 46%	340 33%	360 45%	2790 41%	5809 48%	2481 35%	6116 52%	6663 45%	1929 46%	2367 47%	5328 47%	252 49%	322 46%
TOTAL DISAGREE	6543 34%	6543 34%	6393 35%	100 21%	5720 33%	496 49%	280 35%	2473 37%	4051 33%	3392 48%	3141 27%	5115 35%	1401 33%	1714 34%	3701 33%	139 27%	244 35%

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 15%	1080 14%	1137 17%	171 17%	2401 16%	95 18%	337 14%	2269 15%	95 17%	2223 16%	221 17%	331 20%	191 13%	162 11%	431 20%	413 13%	180 14%
Agree	5793 30%	2260 30%	2235 33%	342 34%	4866 32%	147 29%	625 27%	4615 32%	181 32%	4457 32%	521 41%	557 33%	428 30%	318 22%	779 35%	762 25%	443 34%
Neither agree nor disagree	3027 16%	1255 16%	1029 15%	142 14%	2437 16%	85 17%	344 15%	2350 16%	86 15%	2202 16%	214 17%	277 17%	199 14%	202 14%	374 17%	448 14%	237 18%
Disagree	3056 16%	1232 16%	1082 16%	125 12%	2428 16%	72 14%	345 15%	2347 16%	83 15%	2164 15%	133 10%	223 13%	250 18%	273 19%	296 13%	570 18%	188 15%
Strongly disagree	3487 18%	1535 20%	1081 16%	145 14%	2670 17%	95 18%	559 24%	2488 17%	99 17%	2440 17%	142 11%	210 13%	293 21%	415 29%	240 11%	793 26%	157 12%
Don't feel able to say	817 4%	262 3%	284 4%	93 9%	615 4%	20 4%	126 5%	575 4%	22 4%	548 4%	50 4%	66 4%	54 4%	69 5%	80 4%	114 4%	83 6%
TOTAL AGREE	8618 45%	3340 44%	3372 49%	513 50%	7267 47%	242 47%	962 41%	6884 47%	276 49%	6680 48%	742 58%	888 53%	619 44%	480 33%	1210 55%	1175 38%	623 48%
TOTAL DISAGREE	6543 34%	2767 36%	2163 32%	270 27%	5098 33%	167 32%	904 39%	4835 33%	182 32%	4604 33%	275 21%	433 26%	543 38%	688 48%	536 24%	1363 44%	345 27%

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 15%	94 14%	159 20%	153 11%	225 13%	166 13%	90 14%	1 1%	2824 15%	44 15%	2130 16%	221 12%	2488 16%	12 17%	59 8%	147 15%	1625 16%
Agree	5793 30%	214 32%	294 36%	370 26%	453 26%	422 33%	208 32%	39 23%	5754 31%	90 32%	4295 33%	400 22%	4942 32%	20 28%	121 17%	311 31%	3305 32%
Neither agree nor disagree	3027 16%	112 17%	133 16%	198 14%	278 16%	242 19%	106 16%	26 16%	3001 16%	39 14%	2070 16%	297 16%	2456 16%	9 13%	108 15%	156 16%	1606 16%
Disagree	3056 16%	91 14%	98 12%	288 20%	326 19%	198 16%	112 17%	94 56%	2962 16%	37 13%	1997 15%	354 19%	2387 15%	13 18%	143 20%	150 15%	1607 16%
Strongly disagree	3487 18%	126 19%	98 12%	336 24%	384 22%	174 14%	106 16%	- -	3487 19%	66 23%	2156 16%	487 26%	2662 17%	13 18%	249 34%	203 20%	1779 17%
Don't feel able to say	817 4%	32 5%	26 3%	67 5%	72 4%	69 5%	31 5%	7 4%	810 4%	8 3%	500 4%	97 5%	621 4%	5 7%	45 6%	36 4%	384 4%
TOTAL AGREE	8618 45%	308 46%	453 56%	523 37%	678 39%	588 46%	298 46%	40 24%	8578 46%	134 47%	6425 49%	621 33%	7430 48%	32 44%	180 25%	458 46%	4930 48%
TOTAL DISAGREE	6543 34%	217 32%	196 24%	624 44%	710 41%	372 29%	218 33%	94 56%	6449 34%	103 36%	4153 32%	841 45%	5049 32%	26 36%	392 54%	353 35%	3386 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 locations, to maximise the number of libraries remaining?

Counts Break % Respondents	Total	Marital status						Religion/Faith							
		Civil partnership	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 15%	13 16%	165 18%	24 17%	179 16%	247 16%	151 12%	1645 17%	6 12%	22 32%	9 10%	3 16%	19 15%	675 14%	46 15%
Agree	5793 30%	22 27%	276 30%	44 32%	382 34%	482 31%	257 20%	3245 33%	11 22%	13 19%	30 32%	8 42%	46 37%	1428 29%	88 28%
Neither agree nor disagree	3027 16%	13 16%	141 16%	27 20%	168 15%	271 18%	209 16%	1479 15%	7 14%	14 21%	14 15%	3 16%	19 15%	804 16%	52 17%
Disagree	3056 16%	9 11%	141 16%	18 13%	166 15%	206 13%	248 19%	1492 15%	9 18%	9 13%	13 14%	2 11%	13 11%	798 16%	45 14%
Strongly disagree	3487 18%	20 25%	155 17%	19 14%	159 14%	261 17%	348 27%	1533 16%	15 29%	5 7%	21 23%	2 11%	24 20%	998 20%	72 23%
Don't feel able to say	817 4%	4 5%	30 3%	6 4%	71 6%	66 4%	73 6%	403 4%	3 6%	5 7%	6 6%	1 5%	2 2%	187 4%	12 4%
TOTAL AGREE	8618 45%	35 43%	441 49%	68 49%	561 50%	729 48%	408 32%	4890 50%	17 33%	35 51%	39 42%	11 58%	65 53%	2103 43%	134 43%
TOTAL DISAGREE	6543 34%	29 36%	296 33%	37 27%	325 29%	467 30%	596 46%	3025 31%	24 47%	14 21%	34 37%	4 21%	37 30%	1796 37%	117 37%

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	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	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%

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%

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	
		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 13%	102 15%	166 20%	140 10%	184 10%	180 14%	108 16%	1 1%	2518 13%	45 16%	1925 14%	184 10%	2204 14%	9 12%	52 7%	162 16%	1438 14%
Agree	5524 29%	192 28%	277 33%	334 23%	445 25%	420 32%	181 27%	38 22%	5486 29%	84 29%	4085 31%	434 23%	4702 30%	17 23%	156 21%	290 29%	3162 30%
Neither agree nor disagree	2589 13%	87 13%	94 11%	181 13%	264 15%	200 15%	79 12%	14 8%	2575 13%	39 14%	1783 13%	228 12%	2115 13%	12 16%	74 10%	118 12%	1380 13%
Disagree	4105 21%	129 19%	153 19%	366 25%	415 24%	252 19%	152 23%	111 65%	3994 21%	54 19%	2714 20%	440 23%	3278 21%	14 19%	166 23%	211 21%	2174 21%
Strongly disagree	4088 21%	147 22%	127 15%	377 26%	406 23%	214 17%	124 19%	1 1%	4087 21%	61 21%	2530 19%	549 29%	3137 20%	21 28%	255 35%	222 22%	2075 20%
Don't feel able to say	468 2%	17 3%	10 1%	42 3%	46 3%	27 2%	20 3%	7 4%	461 2%	3 1%	268 2%	51 3%	340 2%	1 1%	31 4%	13 1%	199 2%
TOTAL AGREE	8043 42%	294 44%	443 54%	474 33%	629 36%	600 46%	289 44%	39 23%	8004 42%	129 45%	6010 45%	618 33%	6906 44%	26 35%	208 28%	452 44%	4600 44%
TOTAL DISAGREE	8193 42%	276 41%	280 34%	743 52%	821 47%	466 36%	276 42%	112 65%	8081 42%	115 40%	5244 39%	989 52%	6415 41%	35 47%	421 57%	433 43%	4249 41%

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 partnership	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%

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 community supported opening (this would mean libraries would be open for more hours over all, so you could ...)	12852	4.15	3300 26%	3352 26%	1996 16%	1655 13%	1336 10%	1213 9%
Self-service access using smart library technology (this would mean libraries would be open for more hours over all, so you could ...)	12401	3.75	2073 17%	2643 21%	2531 20%	1816 15%	1946 16%	1392 11%
More weekend opening (this could mean libraries would be open less on weekdays, unless 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 libraries would be open less in daytimes, unless volunteers or smart library 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%

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 your 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%

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%

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		All	User v non user		Internet use			Tier 4		Tier 3		Respondent Type		Gender		Age	
			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	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
	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%

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	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	2842	1219	1092	85	2399	143	317	2364	128	2319	183	302	221	187	311	482	205
Q18																	
Customer Services Volunteer	1279 45%	477 39%	605 55%	37 44%	1102 46%	47 33%	151 48%	1067 45%	23 18%	1074 46%	75 41%	139 46%	121 55%	99 53%	129 41%	222 46%	87 42%
Home Library Service volunteer	831 29%	336 28%	370 34%	26 31%	720 30%	32 22%	74 23%	710 30%	17 13%	701 30%	55 30%	94 31%	63 29%	49 26%	92 30%	129 27%	49 24%
Library Activity Volunteer	777 27%	354 29%	268 25%	24 28%	667 28%	44 31%	95 30%	653 28%	36 28%	652 28%	38 21%	87 29%	68 31%	51 27%	76 24%	124 26%	58 28%
Mobile Library Support Volunteer	625 22%	241 20%	298 27%	15 18%	540 23%	23 16%	63 20%	526 22%	14 11%	534 23%	39 21%	84 28%	37 17%	38 20%	86 28%	94 20%	47 23%
Baby and Toddler Rhymetime Volunteer	601 21%	359 29%	113 10%	8 9%	500 21%	41 29%	66 21%	507 21%	99 77%	434 19%	36 20%	63 21%	38 17%	42 22%	60 19%	97 20%	51 25%
Computer Support Volunteer	417 15%	175 14%	152 14%	6 7%	340 14%	33 23%	64 20%	329 14%	11 9%	346 15%	27 15%	43 14%	31 14%	37 20%	46 15%	64 13%	29 14%
Computer Training Volunteer	415 15%	199 16%	118 11%	8 9%	328 14%	41 29%	61 19%	334 14%	12 9%	339 15%	28 15%	41 14%	28 13%	30 16%	46 15%	64 13%	37 18%
Library Ambassador (for 13 to 18 year olds)	258 9%	131 11%	33 3%	5 6%	208 9%	27 19%	20 6%	224 9%	10 8%	222 10%	19 10%	29 10%	20 9%	17 9%	24 8%	52 11%	23 11%
Work Club Volunteer	217 8%	113 9%	52 5%	5 6%	173 7%	25 17%	39 12%	171 7%	10 8%	181 8%	12 7%	27 9%	16 7%	19 10%	28 9%	28 6%	11 5%
Sensory Wall Volunteer	194 7%	117 10%	28 3%	4 5%	158 7%	17 12%	30 9%	162 7%	28 22%	143 6%	17 9%	28 9%	13 6%	15 8%	29 9%	23 5%	14 7%
Code Club Volunteer	152 5%	83 7%	24 2%	2 2%	121 5%	14 10%	23 7%	124 5%	11 9%	114 5%	13 7%	17 6%	17 8%	7 4%	18 6%	23 5%	10 5%
CreatorSpace Volunteer	119 4%	59 5%	27 2%	3 4%	88 4%	16 11%	17 5%	99 4%	7 5%	100 4%	10 5%	18 6%	11 5%	9 5%	13 4%	15 3%	9 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	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 45%	39 33%	56 40%	77 47%	128 52%	72 39%	34 37%	1 100%	1278 45%	24 41%	999 46%	114 45%	1140 45%	8 53%	44 48%	59 32%	713 46%
Home Library Service volunteer	831 29%	31 26%	51 36%	44 27%	81 33%	59 32%	31 34%	- -	831 29%	15 25%	643 29%	74 29%	741 29%	2 13%	24 26%	53 29%	463 30%
Library Activity Volunteer	777 27%	30 25%	41 29%	49 30%	77 31%	47 25%	31 34%	- -	777 27%	18 31%	601 28%	73 29%	703 28%	4 27%	33 36%	63 34%	416 27%
Mobile Library Support Volunteer	625 22%	21 18%	36 26%	27 17%	56 23%	37 20%	22 24%	- -	625 22%	8 14%	482 22%	61 24%	560 22%	- -	16 17%	37 20%	346 22%
Baby and Toddler Rhymetime Volunteer	601 21%	30 25%	31 22%	42 26%	43 18%	45 24%	22 24%	- -	601 21%	12 20%	475 22%	57 23%	540 21%	3 20%	19 21%	72 39%	366 23%
Computer Support Volunteer	417 15%	21 18%	16 11%	17 10%	45 18%	29 16%	11 12%	- -	417 15%	17 29%	307 14%	46 18%	370 15%	2 13%	20 22%	26 14%	210 13%
Computer Training Volunteer	415 15%	21 18%	16 11%	21 13%	52 21%	22 12%	9 10%	- -	415 15%	16 27%	304 14%	45 18%	368 15%	1 7%	19 21%	30 16%	199 13%
Library Ambassador (for 13 to 18 year olds)	258 9%	20 17%	10 7%	12 7%	8 3%	13 7%	11 12%	- -	258 9%	9 15%	181 8%	29 12%	224 9%	4 27%	8 9%	24 13%	112 7%
Work Club Volunteer	217 8%	13 11%	14 10%	11 7%	20 8%	12 6%	6 7%	- -	217 8%	5 8%	163 7%	24 10%	193 8%	2 13%	10 11%	12 6%	107 7%
Sensory Wall Volunteer	194 7%	9 8%	5 4%	11 7%	16 7%	8 4%	6 7%	- -	194 7%	4 7%	152 7%	21 8%	170 7%	1 7%	14 15%	25 14%	92 6%
Code Club Volunteer	152 5%	14 12%	4 3%	6 4%	10 4%	9 5%	4 4%	- -	152 5%	5 8%	106 5%	25 10%	127 5%	1 7%	14 15%	13 7%	66 4%
CreatorSpace Volunteer	119 4%	11 9%	6 4%	4 2%	5 2%	5 3%	3 3%	- -	119 4%	3 5%	91 4%	10 4%	106 4%	- -	7 8%	16 9%	55 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							
		Civil partnership	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%

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%

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?

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%

Q35. What is your sexual orientation?

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%

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%

Q2. Which district, borough or city do you live in?

Counts Break % Respondents		Counts Break % Respondents	
Base	6919	Base	6919
Q2. Which district, borough or city do you live in?		Thurrock	7 0%
Basildon	323 5%	Uttlesford	566 8%
Braintree	755 11%	Other authority area	60 1%
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%		

Q3. Have you visited an Essex Library within 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 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 99%	6822 99%	6110 99%	431 100%	251 97%	4980 99%	1817 100%	1672 99%	4054 99%	216 97%	298 97%	3045 99%	2070 99%	304 97%	5365 99%	223 97%
No	81 1%	81 1%	69 1%	2 0%	9 3%	72 1%	9 0%	24 1%	47 1%	7 3%	10 3%	28 1%	16 1%	11 3%	64 1%	7 3%

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	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 99%	882 98%	5125 99%	261 99%	4899 99%	321 100%	741 99%	107 97%	84 100%	1246 99%	1215 100%	764 99%	412 98%	387 98%	431 99%	369 99%
No	81 1%	15 2%	57 1%	2 1%	60 1%	1 0%	8 1%	3 3%	- -	13 1%	5 0%	6 1%	9 2%	6 2%	3 1%	5 1%

Q3. Have you visited an Essex Library within the last 12 months?

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	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 99%	549 97%	177 97%	35 100%	6787 99%	114 97%	4547 99%	726 99%	5445 99%	35 97%	313 98%	383 99%	3611 99%	33 97%	298 99%	46 98%
No	81 1%	17 3%	5 3%	- -	81 1%	3 3%	52 1%	10 1%	63 1%	1 3%	5 2%	5 1%	32 1%	1 3%	4 1%	1 2%

Counts Break % Respondents	Total	Marital status			Religion/Faith							
		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 99%	335 98%	567 98%	540 99%	3373 99%	25 96%	32 97%	31 97%	9 100%	65 100%	1724 99%	132 99%
No	81 1%	7 2%	13 2%	6 1%	40 1%	1 4%	1 3%	1 3%	- -	- -	20 1%	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%

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	6590	Base	6590	Base	6590	Base	6590	Base	6590
Q3. Essex libraries or services used most frequently		Colchester	945 14%	Halstead	96 1%	North Weald	207 3%	Stanway	248 4%
Basildon	218 3%	Danbury	264 4%	Harlow	385 6%	Old Harlow	102 2%	Stock	65 1%
Billericay	137 2%	Debden	95 1%	Harwich	29 0%	Pitsea	69 1%	Thaxted	238 4%
Braintree	193 3%	Dunmow	138 2%	Hatfield Peverel	190 3%	Prettygate	872 13%	Tiptree	112 2%
Brentwood	94 1%	Earls Colne	40 1%	Hockley	139 2%	Rayleigh	185 3%	Tye Green	147 2%
Brightlingsea	42 1%	Epping	174 3%	Holland	263 4%	Rochford	74 1%	Vange	109 2%
Broomfield	232 4%	Frinton	83 1%	Hullbridge	269 4%	Saffron Walden	224 3%	Waltham Abbey	48 1%
Buckhurst Hill	349 5%	Fryerns	124 2%	Ingatestone	61 1%	Shenfield	70 1%	Walton	39 1%
Burnham	80 1%	Galleywood	295 4%	Kelvedon	325 5%	Sible Hedingham	165 3%	West Clacton	29 0%
Canvey	34 1%	Great Baddow	219 3%	Laindon	42 1%	Silver End	80 1%	West Mersea	83 1%
Chelmsford	1044 16%	Great Parndon	82 1%	Loughton	342 5%	South Benfleet	41 1%	Wickford	61 1%
Chigwell	180 3%	Great Tarpots	40 1%	Maldon	307 5%	South Woodham Ferrers	67 1%	Wickham Bishops	191 3%
Chipping Ongar	83 1%	Great Wakering	149 2%	Manningtree	45 1%	Southminster	94 1%	Witham	325 5%
Clacton	195 3%	Greenstead	90 1%	Mark Hall	139 2%	Springfield	116 2%	Wivenhoe	99 2%
Coggeshall	99 2%	Hadleigh	87 1%	North Melbourne	85 1%	Stansted	261 4%	Writtle	273 4%

Library usage

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 Bri- tish/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 33%	2172 33%	1903 32%	121 29%	136 56%	1627 34%	533 30%	497 31%	1290 33%	70 33%	64 22%	852 29%	719 36%	155 54%	1693 33%	50 23%
2 libraries	1612 24%	1612 24%	1501 25%	62 15%	39 16%	1135 24%	472 26%	412 25%	976 25%	48 23%	65 22%	755 25%	501 25%	67 23%	1297 25%	48 22%
3 libraries	2806 43%	2806 43%	2501 42%	232 56%	66 27%	2021 42%	778 44%	711 44%	1649 42%	95 45%	167 56%	1359 46%	752 38%	66 23%	2196 42%	121 55%

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	6590	837	4973	256	4741	310	721	102	83	1196	1165	741	396	380	418	358
Library usage																
1 library	2172 33%	303 36%	1595 32%	76 30%	1523 32%	70 23%	293 41%	18 18%	13 16%	327 27%	278 24%	269 36%	117 30%	102 27%	201 48%	123 34%
2 libraries	1612 24%	181 22%	1261 25%	77 30%	1165 25%	67 22%	151 21%	8 8%	14 17%	329 28%	363 31%	211 28%	67 17%	85 22%	80 19%	85 24%
3 libraries	2806 43%	353 42%	2117 43%	103 40%	2053 43%	173 56%	277 38%	76 75%	56 67%	540 45%	524 45%	261 35%	212 54%	193 51%	137 33%	150 42%

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%

Library usage

Counts Break % Respondents	Total	All	Internet use			Respondent Type		Gender		Age					Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non	
				Library/c-afe only	No	Individual	Family with kids under 11			16 or under	17 - 30	31 - 60	61 - 80	81+	White British/Irish/- Other		Disabled	Non disabled	Preg/Mat	Non
		All	Yes					Male	Female							BAME				
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 33%	2172 33%	1903 32%	121 29%	136 56%	1627 34%	533 30%	497 31%	1290 33%	70 33%	64 22%	852 29%	719 36%	155 54%	1693 33%	50 23%	303 36%	1595 32%	76 30%	1523 32%
2+ libraries	4418 67%	4418 67%	4002 68%	294 71%	105 44%	3156 66%	1250 70%	1123 69%	2625 67%	143 67%	232 78%	2114 71%	1253 64%	133 46%	3493 67%	169 77%	534 64%	3378 68%	180 70%	3218 68%

Counts Break % Respondents	Total	District														Easy Read v non easy read		Sexual orientation			Gender i..
		Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterosexual	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 33%	70 23%	293 41%	18 18%	13 16%	327 27%	278 24%	269 36%	117 30%	102 27%	201 48%	123 34%	276 52%	74 43%	15 43%	2157 33%	26 23%	1395 32%	237 34%	1693 32%	
2+ libraries	4418 67%	240 77%	428 59%	84 82%	70 84%	869 73%	887 76%	472 64%	279 70%	278 73%	217 52%	235 66%	253 48%	98 57%	20 57%	4398 67%	86 77%	2998 68%	465 66%	3572 68%	

Counts Break % Respondents		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
	Total																		
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 33%	11 32%	102 33%	107 28%	1138 33%	7 22%	95 33%	8 18%	154 48%	146 26%	163 31%	1091 34%	5 21%	7 23%	5 16%	1 11%	18 29%	520 31%	35 27%
2+ libraries	4418 67%	23 68%	203 67%	272 72%	2339 67%	25 78%	189 67%	36 82%	166 52%	408 74%	366 69%	2153 66%	19 79%	24 77%	26 84%	8 89%	45 71%	1160 69%	96 73%

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	Brentwood	Castle Point	Chelmsford	Colchester	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%

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 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	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	Total	Marital status			Religion/Faith							
		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%

Q5. How do you usually travel to the library you use most frequently?

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	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 63%	4300 63%	4246 63%	30 47%	3855 63%	280 67%	155 66%	3054 61%	1228 67%	1080 65%	2523 62%	136 64%	204 66%	1979 65%	1276 62%	159 56%
Own vehicle	2694 39%	2694 39%	2654 39%	27 42%	2538 41%	94 22%	59 25%	1892 38%	797 44%	573 34%	1704 42%	75 35%	116 38%	1300 42%	730 35%	116 41%
Public transport	686 10%	686 10%	673 10%	7 11%	554 9%	92 22%	38 16%	571 11%	110 6%	207 12%	357 9%	19 9%	56 18%	202 7%	272 13%	34 12%
Bicycle	277 4%	277 4%	273 4%	3 5%	249 4%	24 6%	2 1%	202 4%	75 4%	92 6%	127 3%	11 5%	20 7%	135 4%	66 3%	3 1%

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	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 63%	3365 63%	159 70%	474 57%	3318 64%	184 70%	3056 62%	204 64%	535 71%	72 64%	53 64%	777 63%	641 53%	526 68%	286 69%	223 57%
Own vehicle	2694 39%	2137 40%	78 34%	320 38%	2049 40%	105 40%	1986 40%	133 42%	249 33%	49 43%	31 37%	543 44%	520 43%	282 37%	138 33%	181 47%
Public transport	686 10%	509 9%	44 19%	126 15%	478 9%	18 7%	483 10%	36 11%	38 5%	19 17%	15 18%	145 12%	172 14%	55 7%	54 13%	20 5%
Bicycle	277 4%	205 4%	13 6%	32 4%	204 4%	9 3%	195 4%	10 3%	16 2%	1 1%	3 4%	74 6%	88 7%	9 1%	16 4%	16 4%

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 63%	308 74%	228 63%	375 68%	60 34%	19 56%	4281 63%	77 66%	2841 62%	462 64%	3433 63%	23 64%	201 64%	263 68%	2279 63%	21 66%
Own vehicle	2694 39%	128 31%	132 37%	203 37%	99 55%	16 47%	2678 39%	32 27%	1869 41%	259 36%	2170 40%	10 28%	107 34%	166 43%	1505 41%	12 38%
Public transport	686 10%	33 8%	28 8%	30 5%	37 21%	7 21%	679 10%	24 21%	428 9%	79 11%	539 10%	3 8%	42 13%	32 8%	293 8%	1 3%
Bicycle	277 4%	9 2%	14 4%	10 2%	11 6%	1 3%	276 4%	5 4%	171 4%	40 6%	207 4%	2 6%	22 7%	19 5%	133 4%	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 63%	179 60%	27 59%	193 60%	361 64%	332 63%	2075 62%	19 73%	22 67%	20 63%	6 60%	39 60%	1116 65%	78 61%
Own vehicle	2694 39%	116 39%	22 48%	123 38%	191 34%	162 31%	1389 41%	7 27%	15 45%	11 34%	5 50%	29 45%	651 38%	53 41%
Public transport	686 10%	36 12%	3 7%	35 11%	103 18%	88 17%	337 10%	3 12%	8 24%	4 13%	2 20%	5 8%	159 9%	18 14%
Bicycle	277 4%	8 3%	3 7%	5 2%	31 5%	30 6%	112 3%	1 4%	1 3%	4 13%	1 10%	4 6%	84 5%	12 9%

Q6. Do you have access to the internet?

Counts Break % Respondents	Total	All	User v non user		Respondent Type		Gender		Age					Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District
		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
		6910	6792	80	5050	1834	1696	4104	222	310	3082	2085	312	5435	229	894	5192	265	4968	322
Base																				
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	Total	District												Easy Read v non easy read		Sexual orientation			Gender identity mat...	
		Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon	Rochford	Tendring	Uttlesford	Other	Yes	No	LGBT	Heterosexual	Prefer not to say	Yes	No
		754	113	83	1261	1220	774	422	393	427	372	564	183	33	6877	118	4607	739	5517	36
Base																				
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%

Q6. Do you have access to the internet?

Counts Break % Respondents	Total	Gender i...	Marital status								Religion/Faith							
		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	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%

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 10%	678 10%	661 10%	14 18%	628 10%	35 9%	11 4%	515 11%	161 9%	176 11%	423 11%	29 13%	28 9%	282 9%	246 12%	29 10%
Agree	1600 24%	1600 24%	1565 24%	27 34%	1495 25%	63 15%	38 15%	1152 24%	443 25%	378 23%	1032 26%	55 25%	91 30%	712 24%	509 25%	67 23%
Neither agree nor disagree	842 13%	842 13%	827 13%	12 15%	773 13%	40 10%	26 10%	631 13%	208 12%	175 11%	524 13%	34 16%	36 12%	331 11%	280 14%	39 13%
Disagree	1595 24%	1595 24%	1571 24%	11 14%	1428 24%	95 23%	66 27%	1158 24%	427 24%	362 22%	981 25%	38 18%	67 22%	723 24%	482 24%	76 26%
Strongly Disagree	1806 27%	1806 27%	1784 27%	13 16%	1538 26%	165 40%	92 37%	1293 26%	508 28%	525 32%	921 23%	52 24%	83 27%	878 29%	458 23%	71 24%
Don't feel able to say	177 3%	177 3%	174 3%	3 4%	149 2%	13 3%	15 6%	140 3%	36 2%	31 2%	106 3%	9 4%	2 1%	75 2%	46 2%	15 5%
TOTAL AGREE	2278 34%	2278 34%	2226 34%	41 51%	2123 35%	98 24%	49 20%	1667 34%	604 34%	554 34%	1455 36%	84 39%	119 39%	994 33%	755 37%	96 32%
TOTAL DISAGREE	3401 51%	3401 51%	3355 51%	24 30%	2966 49%	260 63%	158 64%	2451 50%	935 52%	887 54%	1902 48%	90 41%	150 49%	1601 53%	940 47%	147 49%

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 10%	553 10%	38 17%	83 10%	528 10%	22 9%	521 11%	42 13%	62 9%	8 7%	8 10%	132 11%	104 9%	90 12%	53 13%	40 10%
Agree	1600 24%	1310 25%	50 22%	160 18%	1284 25%	76 30%	1201 25%	96 30%	154 21%	20 18%	9 11%	364 30%	270 23%	184 25%	91 22%	111 29%
Neither agree nor disagree	842 13%	654 12%	21 9%	114 13%	619 12%	30 12%	607 13%	43 14%	108 15%	13 12%	6 7%	131 11%	140 12%	85 11%	61 15%	52 14%
Disagree	1595 24%	1269 24%	48 22%	208 24%	1202 24%	61 24%	1152 24%	57 18%	184 25%	26 24%	18 22%	286 23%	283 24%	182 24%	85 21%	79 21%
Strongly Disagree	1806 27%	1373 26%	63 28%	272 31%	1299 26%	60 23%	1242 26%	67 21%	204 28%	39 35%	40 48%	283 23%	354 30%	189 25%	103 25%	94 25%
Don't feel able to say	177 3%	129 2%	3 1%	28 3%	119 2%	7 3%	113 2%	10 3%	16 2%	4 4%	2 2%	26 2%	35 3%	17 2%	12 3%	7 2%
TOTAL AGREE	2278 34%	1863 35%	88 39%	243 28%	1812 36%	98 38%	1722 36%	138 44%	216 30%	28 25%	17 20%	496 41%	374 32%	274 37%	144 36%	151 39%
TOTAL DISAGREE	3401 51%	2642 50%	111 50%	480 55%	2501 50%	121 47%	2394 50%	124 39%	388 53%	65 59%	58 70%	569 47%	637 54%	371 50%	188 46%	173 45%

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 p- lace on which to focus our limited resources?																
Strongly Agree	678 10%	29 7%	27 7%	55 10%	22 13%	- -	678 10%	10 9%	501 11%	55 8%	582 11%	6 18%	16 5%	53 14%	361 10%	7 21%
Agree	1600 24%	74 18%	79 22%	100 18%	45 26%	14 47%	1586 24%	26 22%	1137 25%	143 20%	1344 25%	8 24%	45 14%	93 24%	901 25%	3 9%
Neither agree nor disagree	842 13%	58 14%	61 17%	60 11%	23 13%	- -	842 13%	12 10%	556 12%	81 11%	675 13%	1 3%	27 9%	40 10%	430 12%	4 12%
Disagree	1595 24%	118 29%	79 22%	152 28%	40 23%	15 50%	1580 24%	35 30%	1056 24%	184 25%	1260 24%	8 24%	95 30%	87 23%	850 24%	10 30%
Strongly Disagree	1806 27%	119 29%	105 29%	166 30%	37 21%	- -	1806 27%	32 27%	1114 25%	241 33%	1369 26%	10 29%	121 38%	100 26%	930 26%	7 21%
Don't feel able to say	177 3%	13 3%	12 3%	16 3%	7 4%	1 3%	176 3%	2 2%	101 2%	27 4%	130 2%	1 3%	12 4%	10 3%	71 2%	2 6%
TOTAL AGREE	2278 34%	103 25%	106 29%	155 28%	67 39%	14 47%	2264 34%	36 31%	1638 37%	198 27%	1926 36%	14 41%	61 19%	146 38%	1262 36%	10 30%
TOTAL DISAGREE	3401 51%	237 58%	184 51%	318 58%	77 44%	15 50%	3386 51%	67 57%	2170 49%	425 58%	2629 49%	18 53%	216 68%	187 49%	1780 50%	17 52%

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 10%	28 10%	8 17%	43 13%	63 11%	39 7%	388 12%	1 4%	8 24%	2 6%	3 30%	9 15%	154 9%	12 9%
Agree	1600 24%	72 24%	10 22%	76 24%	145 26%	88 16%	824 25%	8 32%	11 33%	10 32%	2 20%	13 21%	418 25%	22 17%
Neither agree nor disagree	842 13%	40 14%	7 15%	44 14%	76 13%	60 11%	428 13%	- -	3 9%	3 10%	1 10%	7 11%	198 12%	10 8%
Disagree	1595 24%	74 25%	11 24%	70 22%	123 22%	145 27%	766 23%	6 24%	4 12%	3 10%	4 40%	13 21%	418 25%	42 33%
Strongly Disagree	1806 27%	71 24%	10 22%	75 23%	146 26%	182 34%	835 25%	10 40%	6 18%	11 35%	- -	18 29%	471 28%	37 29%
Don't feel able to say	177 3%	9 3%	- -	15 5%	15 3%	24 4%	72 2%	- -	1 3%	2 6%	- -	2 3%	46 3%	6 5%
TOTAL AGREE	2278 34%	100 34%	18 39%	119 37%	208 37%	127 24%	1212 37%	9 36%	19 58%	12 39%	5 50%	22 35%	572 34%	34 26%
TOTAL DISAGREE	3401 51%	145 49%	21 46%	145 45%	269 47%	327 61%	1601 48%	16 64%	10 30%	14 45%	4 40%	31 50%	889 52%	79 61%

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			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	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 5%	338 5%	326 5%	11 14%	313 5%	17 4%	7 3%	273 6%	64 4%	90 5%	219 5%	21 10%	22 7%	139 5%	112 5%	20 7%
Agree	1757 26%	1757 26%	1719 26%	25 32%	1648 27%	65 16%	36 15%	1203 25%	549 30%	407 24%	1151 29%	60 27%	84 28%	820 27%	553 27%	64 22%
Neither agree nor disagree	1169 17%	1169 17%	1157 17%	9 12%	1096 18%	47 11%	24 10%	818 17%	348 19%	271 16%	715 18%	38 17%	45 15%	514 17%	366 18%	48 17%
Disagree	1657 25%	1657 25%	1625 24%	20 26%	1469 24%	102 25%	81 33%	1221 25%	427 24%	391 23%	1004 25%	34 16%	65 21%	758 25%	520 26%	78 27%
Strongly Disagree	1637 24%	1637 24%	1621 24%	9 12%	1372 23%	171 41%	82 34%	1240 25%	391 22%	471 28%	820 20%	49 22%	85 28%	743 24%	437 21%	65 23%
Don't feel able to say	188 3%	188 3%	185 3%	3 4%	163 3%	12 3%	13 5%	151 3%	36 2%	35 2%	104 3%	17 8%	4 1%	61 2%	51 3%	13 5%
TOTAL AGREE	2095 31%	2095 31%	2045 31%	36 47%	1961 32%	82 20%	43 18%	1476 30%	613 34%	497 30%	1370 34%	81 37%	106 35%	959 32%	665 33%	84 29%
TOTAL DISAGREE	3294 49%	3294 49%	3246 49%	29 38%	2841 47%	273 66%	163 67%	2461 50%	818 45%	862 52%	1824 45%	83 38%	150 49%	1501 49%	957 47%	143 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	Brentwood	Castle Point	Chelmsford	Colchester	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 5%	285 5%	16 7%	43 5%	269 5%	12 5%	262 5%	21 7%	38 5%	4 4%	6 7%	66 5%	51 4%	39 5%	18 4%	19 5%
Agree	1757 26%	1463 27%	55 24%	153 18%	1431 28%	83 32%	1340 27%	91 28%	181 24%	30 27%	12 14%	379 31%	287 24%	206 28%	94 23%	119 31%
Neither agree nor disagree	1169 17%	919 17%	37 16%	139 16%	894 18%	47 18%	862 18%	52 16%	134 18%	16 14%	12 14%	231 19%	197 17%	141 19%	72 18%	71 18%
Disagree	1657 25%	1304 24%	48 21%	222 26%	1252 25%	76 29%	1182 24%	69 21%	199 27%	25 22%	20 24%	287 23%	298 25%	173 23%	103 25%	83 22%
Strongly Disagree	1637 24%	1226 23%	62 28%	275 32%	1132 22%	38 15%	1112 23%	80 25%	163 22%	37 33%	33 39%	227 18%	325 27%	167 22%	111 27%	87 23%
Don't feel able to say	188 3%	129 2%	7 3%	31 4%	120 2%	5 2%	119 2%	8 2%	24 3%	- -	1 1%	38 3%	34 3%	20 3%	13 3%	6 2%
TOTAL AGREE	2095 31%	1748 33%	71 32%	196 23%	1700 33%	95 36%	1602 33%	112 35%	219 30%	34 30%	18 21%	445 36%	338 28%	245 33%	112 27%	138 36%
TOTAL DISAGREE	3294 49%	2530 48%	110 49%	497 58%	2384 47%	114 44%	2294 47%	149 46%	362 49%	62 55%	53 63%	514 42%	623 52%	340 46%	214 52%	170 44%

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 5%	18 4%	18 5%	23 4%	14 8%	- -	338 5%	8 7%	242 5%	31 4%	303 6%	3 9%	5 2%	24 6%	176 5%	6 19%
Agree	1757 26%	69 16%	78 21%	154 28%	50 28%	9 32%	1748 26%	30 26%	1297 29%	141 19%	1496 28%	7 21%	41 13%	93 24%	1025 29%	4 13%
Neither agree nor disagree	1169 17%	71 17%	65 18%	67 12%	40 23%	- -	1169 17%	15 13%	806 18%	110 15%	955 18%	4 12%	42 13%	64 17%	631 18%	3 9%
Disagree	1657 25%	122 29%	100 27%	139 25%	35 20%	18 64%	1639 24%	27 23%	1090 24%	187 26%	1309 24%	8 24%	90 29%	94 25%	896 25%	8 25%
Strongly Disagree	1637 24%	128 31%	92 25%	149 27%	31 18%	- -	1637 24%	31 27%	993 22%	225 31%	1216 22%	11 32%	118 38%	98 26%	796 22%	9 28%
Don't feel able to say	188 3%	11 3%	13 4%	14 3%	6 3%	1 4%	187 3%	4 3%	95 2%	34 5%	132 2%	1 3%	18 6%	10 3%	69 2%	2 6%
TOTAL AGREE	2095 31%	87 21%	96 26%	177 32%	64 36%	9 32%	2086 31%	38 33%	1539 34%	172 24%	1799 33%	10 29%	46 15%	117 31%	1201 33%	10 31%
TOTAL DISAGREE	3294 49%	250 60%	192 52%	288 53%	66 38%	18 64%	3276 49%	58 50%	2083 46%	412 57%	2525 47%	19 56%	208 66%	192 50%	1692 47%	17 53%

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%

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 services...																
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 services...																
Strongly Agree	213 3%	174 3%	13 6%	29 3%	165 3%	5 2%	159 3%	15 5%	18 2%	2 2%	6 7%	39 3%	30 3%	23 3%	17 4%	8 2%
Agree	1060 16%	869 16%	47 21%	112 13%	852 17%	39 15%	817 17%	78 25%	104 14%	13 12%	5 6%	254 21%	150 13%	120 16%	75 19%	85 22%
Neither agree nor disagree	853 13%	674 13%	33 15%	95 11%	661 13%	39 15%	627 13%	35 11%	94 13%	12 11%	6 7%	162 13%	145 12%	102 14%	59 15%	56 15%
Disagree	1973 29%	1581 30%	52 24%	240 28%	1515 30%	83 32%	1427 29%	92 29%	233 31%	35 32%	23 28%	364 30%	362 31%	209 28%	110 27%	100 26%
Strongly Disagree	2461 37%	1907 36%	71 32%	377 43%	1777 35%	86 33%	1731 36%	91 29%	278 38%	46 43%	41 49%	381 31%	482 41%	264 36%	130 32%	123 32%
Don't feel able to say	142 2%	99 2%	5 2%	16 2%	102 2%	7 3%	93 2%	7 2%	14 2%	- -	2 2%	29 2%	15 1%	17 2%	13 3%	9 2%
TOTAL AGREE	1273 19%	1043 20%	60 27%	141 16%	1017 20%	44 17%	976 20%	93 29%	122 16%	15 14%	11 13%	293 24%	180 15%	143 19%	92 23%	93 24%
TOTAL DISAGREE	4434 66%	3488 66%	123 56%	617 71%	3292 65%	169 65%	3158 65%	183 58%	511 69%	81 75%	64 77%	745 61%	844 71%	473 64%	240 59%	223 59%

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 pro- posals provide a reas- onable range of differ- ent ways for people to access library servic...																
Strongly Agree	213 3%	13 3%	10 3%	21 4%	8 4%	- -	213 3%	8 7%	139 3%	24 3%	177 3%	5 15%	6 2%	14 4%	106 3%	4 12%
Agree	1060 16%	42 10%	42 12%	55 10%	32 18%	1 4%	1059 16%	16 14%	788 18%	83 11%	915 17%	3 9%	26 8%	72 19%	587 16%	1 3%
Neither agree nor disagree	853 13%	40 10%	45 13%	60 11%	36 20%	4 15%	849 13%	12 10%	595 13%	86 12%	702 13%	4 12%	28 9%	51 13%	468 13%	6 18%
Disagree	1973 29%	139 34%	119 33%	143 26%	39 22%	20 74%	1953 29%	29 25%	1328 30%	196 27%	1573 29%	8 24%	89 29%	92 24%	1090 30%	7 21%
Strongly Disagree	2461 37%	172 42%	137 38%	249 46%	60 34%	1 4%	2460 37%	47 41%	1567 35%	317 44%	1908 35%	14 41%	151 48%	148 39%	1277 36%	14 41%
Don't feel able to say	142 2%	8 2%	7 2%	18 3%	3 2%	1 4%	141 2%	3 3%	84 2%	20 3%	108 2%	- -	12 4%	7 2%	48 1%	2 6%
TOTAL AGREE	1273 19%	55 13%	52 14%	76 14%	40 22%	1 4%	1272 19%	24 21%	927 21%	107 15%	1092 20%	8 24%	32 10%	86 22%	693 19%	5 15%
TOTAL DISAGREE	4434 66%	311 75%	256 71%	392 72%	99 56%	21 78%	4413 66%	76 66%	2895 64%	513 71%	3481 65%	22 65%	240 77%	240 63%	2367 66%	21 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 services...														
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%

Tier 4 library used

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	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%

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%

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	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	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 Waking	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%

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
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%

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 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%
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 Waking	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%

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	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	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	Total	Ethnic groups		Disabled v non disabled		Pregnancy & maternity v non		District								
		White British/Irish/-Other	BAME							Brentwood	Castle Point	Chelmsford	Colchester	Epping Forest	Harlow	Maldon
				Disabled	Non disabled	Preg/Mat	Non									
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%

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 re- tain the libraries listed in tier 4 above, will you be able to use one of t- he following alternativ- e services instead?																
Use another library	4099 62%	226 55%	223 64%	277 51%	91 51%	20 71%	4079 62%	76 66%	2842 64%	398 56%	3385 63%	22 71%	146 48%	229 60%	2241 63%	14 44%
None exclusively	2548 38%	185 45%	126 36%	266 49%	88 49%	8 29%	2540 38%	39 34%	1621 36%	313 44%	1959 37%	9 29%	157 52%	150 40%	1298 37%	18 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 re- tain the libraries listed in tier 4 above, will you be able to use one of t- he following alternativ- e services instead?														
Use another library	4099 62%	196 68%	32 70%	197 62%	362 64%	274 52%	2098 64%	14 54%	21 64%	20 63%	6 60%	29 47%	1051 62%	84 64%
None exclusively	2548 38%	91 32%	14 30%	122 38%	204 36%	253 48%	1204 36%	12 46%	12 36%	12 38%	4 40%	33 53%	637 38%	48 36%

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	3811	Base	3811	Base	3811	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? (...)		Home Library Service	141 4%	North Melbourne	66 2%	Waltham Abbey	34 1%
		Saffron Walden	138 4%	Great Parndon	63 2%	Brightlingsea	32 1%
		Clacton	136 4%	Frinton	56 1%	Walton	30 1%
eLibrary	727 19%	Epping	124 3%	Rochford	56 1%	Earls Colne	27 1%
Chelmsford	602 16%	Braintree	106 3%	Brentwood	55 1%	Canvey	26 1%
Colchester	512 13%	Old Harlow	93 2%	West Mersea	53 1%	Great Tarpots	26 1%
Mobile library service	445 12%	Dunmow	89 2%	Chipping Ongar	52 1%	Manningtree	26 1%
Witham	255 7%	Tiptree	88 2%	South Woodham Ferrers	50 1%	South Benfleet	25 1%
Loughton	246 6%	Billericay	87 2%	Greenstead	49 1%	West Clacton	23 1%
Maldon	201 5%	Pitsea	80 2%	Ingatstone	49 1%	Harwich	20 1%
Harlow	199 5%	Halstead	79 2%	Shenfield	46 1%		
Stanway	189 5%	Springfield	78 2%	Laindon	45 1%		
Friends and family membership	180 5%	Burnham	74 2%	Hadleigh	44 1%		
Great Baddow	179 5%	Coggeshall	73 2%	Wivenhoe	44 1%		
Basildon	162 4%	Hockley	69 2%	Wickford	43 1%		
Rayleigh	143 4%						

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		Pregnanc- y & mat...
							Library/c- afe only	No		Family with kids under 11			16 or under	17 - 30	31 - 60	61 - 80	81+	White Bri- tish/Irish- Other			
		All	User	Non user	Yes			Individual		Male	Female							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 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%	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	Pregnanc- y & 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
		1431	87	247	33	26	297	318	246	121	109	163	114	219	65	7	2042	35	1300	254	1574
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 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%	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%

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 question 12, which of the following 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%

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 14%	971 14%	944 14%	23 29%	904 15%	40 10%	24 10%	697 14%	272 15%	276 16%	598 15%	45 21%	49 16%	424 14%	331 16%	41 14%
Agree	1819 27%	1819 27%	1786 27%	24 30%	1669 28%	85 21%	60 25%	1284 26%	530 30%	423 25%	1176 29%	59 27%	83 27%	836 27%	567 28%	87 30%
Neither agree nor disagree	1145 17%	1145 17%	1133 17%	9 11%	1058 17%	53 13%	31 13%	815 17%	326 18%	264 16%	702 17%	41 19%	48 16%	511 17%	352 17%	49 17%
Disagree	1104 16%	1104 16%	1080 16%	11 14%	974 16%	81 20%	43 18%	816 17%	285 16%	255 15%	669 17%	20 9%	40 13%	515 17%	353 17%	33 11%
Strongly disagree	1369 20%	1369 20%	1353 20%	10 13%	1167 19%	133 32%	60 25%	1056 22%	308 17%	397 24%	693 17%	38 17%	76 25%	644 21%	353 17%	45 15%
Don't feel able to say	318 5%	318 5%	312 5%	3 4%	275 5%	18 4%	24 10%	241 5%	74 4%	66 4%	191 5%	15 7%	12 4%	120 4%	93 5%	37 13%
TOTAL AGREE	2790 41%	2790 41%	2730 41%	47 59%	2573 43%	125 30%	84 35%	1981 40%	802 45%	699 42%	1774 44%	104 48%	132 43%	1260 41%	898 44%	128 44%
TOTAL DISAGREE	2473 37%	2473 37%	2433 37%	21 26%	2141 35%	214 52%	103 43%	1872 38%	593 33%	652 39%	1362 34%	58 27%	116 38%	1159 38%	706 34%	78 27%

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 14%	802 15%	41 18%	104 12%	788 15%	33 13%	768 16%	51 16%	131 18%	9 8%	6 7%	226 18%	153 13%	111 15%	50 12%	75 20%
Agree	1819 27%	1506 28%	55 24%	207 24%	1431 28%	89 34%	1376 28%	95 30%	213 29%	31 28%	15 18%	386 32%	271 23%	227 30%	113 27%	107 28%
Neither agree nor disagree	1145 17%	910 17%	33 15%	155 18%	867 17%	51 20%	818 17%	49 16%	125 17%	15 14%	9 11%	220 18%	196 16%	127 17%	70 17%	63 16%
Disagree	1104 16%	861 16%	34 15%	120 14%	856 17%	32 12%	805 16%	37 12%	115 16%	14 13%	17 20%	179 15%	220 18%	115 15%	66 16%	62 16%
Strongly disagree	1369 20%	1028 19%	56 25%	239 27%	944 18%	47 18%	925 19%	72 23%	117 16%	33 30%	35 42%	165 13%	316 27%	122 16%	100 24%	64 17%
Don't feel able to say	318 5%	245 5%	7 3%	50 6%	227 4%	7 3%	215 4%	12 4%	35 5%	9 8%	2 2%	49 4%	36 3%	48 6%	16 4%	13 3%
TOTAL AGREE	2790 41%	2308 43%	96 42%	311 36%	2219 43%	122 47%	2144 44%	146 46%	344 47%	40 36%	21 25%	612 50%	424 36%	338 45%	163 39%	182 47%
TOTAL DISAGREE	2473 37%	1889 35%	90 40%	359 41%	1800 35%	79 31%	1730 35%	109 34%	232 32%	47 42%	52 62%	344 28%	536 45%	237 32%	166 40%	126 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 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 14%	38 9%	38 11%	61 11%	20 11%	- -	971 15%	17 15%	708 16%	87 12%	842 15%	4 12%	25 8%	51 13%	555 15%	7 21%
Agree	1819 27%	85 21%	93 26%	129 24%	49 28%	15 47%	1804 27%	30 26%	1339 29%	133 18%	1540 28%	9 26%	44 14%	113 29%	1044 29%	6 18%
Neither agree nor disagree	1145 17%	69 17%	63 18%	103 19%	36 20%	6 19%	1139 17%	13 11%	783 17%	114 16%	918 17%	5 15%	51 16%	63 16%	612 17%	4 12%
Disagree	1104 16%	80 19%	57 16%	100 18%	38 21%	8 25%	1096 16%	18 16%	715 16%	141 19%	875 16%	7 21%	59 19%	65 17%	566 16%	5 15%
Strongly disagree	1369 20%	109 26%	85 24%	114 21%	30 17%	- -	1369 20%	34 29%	810 18%	210 29%	1020 19%	6 18%	114 36%	82 21%	673 19%	10 30%
Don't feel able to say	318 5%	32 8%	20 6%	40 7%	5 3%	3 9%	315 5%	4 3%	193 4%	48 7%	242 4%	3 9%	22 7%	13 3%	158 4%	1 3%
TOTAL AGREE	2790 41%	123 30%	131 37%	190 35%	69 39%	15 47%	2775 41%	47 41%	2047 45%	220 30%	2382 44%	13 38%	69 22%	164 42%	1599 44%	13 39%
TOTAL DISAGREE	2473 37%	189 46%	142 40%	214 39%	68 38%	8 25%	2465 37%	52 45%	1525 34%	351 48%	1895 35%	13 38%	173 55%	147 38%	1239 34%	15 45%

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 14%	49 17%	9 20%	53 16%	91 16%	50 9%	556 17%	2 8%	14 42%	1 3%	1 10%	7 11%	224 13%	23 18%
Agree	1819 27%	71 24%	11 24%	93 28%	171 30%	87 16%	999 30%	4 16%	6 18%	8 25%	4 40%	23 36%	434 25%	33 25%
Neither agree nor disagree	1145 17%	56 19%	8 18%	55 17%	91 16%	93 17%	553 16%	6 24%	5 15%	2 6%	1 10%	11 17%	294 17%	19 15%
Disagree	1104 16%	50 17%	8 18%	55 17%	82 14%	115 21%	521 16%	3 12%	2 6%	4 13%	2 20%	5 8%	309 18%	19 15%
Strongly disagree	1369 20%	54 19%	7 16%	50 15%	115 20%	158 29%	575 17%	10 40%	3 9%	12 38%	1 10%	16 25%	390 23%	30 23%
Don't feel able to say	318 5%	11 4%	2 4%	22 7%	24 4%	37 7%	150 4%	- -	3 9%	5 16%	1 10%	2 3%	79 5%	7 5%
TOTAL AGREE	2790 41%	120 41%	20 44%	146 45%	262 46%	137 25%	1555 46%	6 24%	20 61%	9 28%	5 50%	30 47%	658 38%	56 43%
TOTAL DISAGREE	2473 37%	104 36%	15 33%	105 32%	197 34%	273 51%	1096 33%	13 52%	5 15%	16 50%	3 30%	21 33%	699 40%	49 37%

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	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	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%

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	Brentwood	Castle Point	Chelmsford	Colchester	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 11%	639 12%	30 13%	77 9%	628 12%	44 17%	591 12%	38 12%	93 13%	6 5%	4 5%	178 14%	124 10%	81 11%	49 12%	62 16%
Agree	1661 24%	1373 25%	54 23%	189 21%	1320 26%	72 27%	1254 25%	93 29%	198 27%	16 14%	9 11%	370 30%	254 21%	185 24%	99 24%	101 26%
Neither agree nor disagree	965 14%	759 14%	39 17%	128 15%	727 14%	30 11%	715 14%	46 15%	108 15%	9 8%	9 11%	166 13%	164 14%	115 15%	52 13%	46 12%
Disagree	1534 23%	1229 23%	41 18%	184 21%	1189 23%	61 23%	1103 22%	58 18%	164 22%	27 24%	15 18%	252 20%	299 25%	164 21%	84 20%	89 23%
Strongly disagree	1696 25%	1275 24%	61 27%	270 31%	1185 23%	54 20%	1170 24%	77 24%	159 21%	53 47%	43 52%	236 19%	334 28%	195 26%	120 29%	83 21%
Don't feel able to say	168 2%	128 2%	5 2%	32 4%	112 2%	3 1%	109 2%	5 2%	20 3%	1 1%	3 4%	35 3%	22 2%	23 3%	10 2%	6 2%
TOTAL AGREE	2425 36%	2012 37%	84 37%	266 30%	1948 38%	116 44%	1845 37%	131 41%	291 39%	22 20%	13 16%	548 44%	378 32%	266 35%	148 36%	163 42%
TOTAL DISAGREE	3230 48%	2504 46%	102 44%	454 52%	2374 46%	115 44%	2273 46%	135 43%	323 44%	80 71%	58 70%	488 39%	633 53%	359 47%	204 49%	172 44%

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 11%	24 6%	27 8%	44 8%	31 17%	- -	764 11%	19 16%	567 12%	68 9%	664 12%	5 14%	22 7%	49 13%	451 12%	6 18%
Agree	1661 24%	76 18%	86 24%	125 23%	45 25%	12 34%	1649 24%	24 20%	1215 27%	136 19%	1412 26%	2 6%	55 17%	107 27%	931 26%	6 18%
Neither agree nor disagree	965 14%	68 16%	61 17%	96 17%	23 13%	5 14%	960 14%	12 10%	658 14%	97 13%	777 14%	8 23%	31 10%	46 12%	520 14%	3 9%
Disagree	1534 23%	115 27%	84 23%	134 24%	43 24%	14 40%	1520 23%	26 22%	1006 22%	192 26%	1225 22%	10 29%	85 27%	82 21%	817 22%	8 24%
Strongly disagree	1696 25%	118 28%	94 26%	143 26%	34 19%	1 3%	1695 25%	37 31%	1035 23%	216 30%	1283 23%	9 26%	108 34%	102 26%	841 23%	11 32%
Don't feel able to say	168 2%	20 5%	8 2%	11 2%	4 2%	3 9%	165 2%	- -	103 2%	23 3%	124 2%	1 3%	14 4%	4 1%	73 2%	- -
TOTAL AGREE	2425 36%	100 24%	113 31%	169 31%	76 42%	12 34%	2413 36%	43 36%	1782 39%	204 28%	2076 38%	7 20%	77 24%	156 40%	1382 38%	12 35%
TOTAL DISAGREE	3230 48%	233 55%	178 49%	277 50%	77 43%	15 43%	3215 48%	63 53%	2041 45%	408 56%	2508 46%	19 54%	193 61%	184 47%	1658 46%	19 56%

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 11%	35 12%	7 15%	35 10%	70 12%	39 7%	417 12%	1 4%	8 24%	2 6%	2 20%	5 8%	212 12%	12 9%
Agree	1661 24%	75 25%	14 30%	84 25%	146 25%	96 18%	882 26%	6 23%	8 24%	3 9%	3 30%	15 23%	413 24%	37 28%
Neither agree nor disagree	965 14%	41 14%	9 20%	53 16%	90 16%	64 12%	494 15%	2 8%	4 12%	1 3%	3 30%	11 17%	242 14%	17 13%
Disagree	1534 23%	62 21%	12 26%	77 23%	111 19%	153 28%	769 23%	2 8%	5 15%	5 16%	1 10%	8 12%	398 23%	28 21%
Strongly disagree	1696 25%	75 25%	4 9%	71 21%	143 25%	170 31%	757 22%	14 54%	7 21%	19 59%	1 10%	23 35%	433 25%	35 26%
Don't feel able to say	168 2%	7 2%	- -	19 6%	15 3%	21 4%	77 2%	1 4%	1 3%	2 6%	- -	3 5%	42 2%	4 3%
TOTAL AGREE	2425 36%	110 37%	21 46%	119 35%	216 38%	135 25%	1299 38%	7 27%	16 48%	5 16%	5 50%	20 31%	625 36%	49 37%
TOTAL DISAGREE	3230 48%	137 46%	16 35%	148 44%	254 44%	323 59%	1526 45%	16 62%	12 36%	24 75%	2 20%	31 48%	831 48%	63 47%

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 community supported opening (this would mean libraries would be open for more hours over all, so you could ...	4675	4.17	1261 27%	1175 25%	698 15%	614 13%	513 11%	414 9%
More weekend opening (this could mean libraries would be open less on weekdays, unless 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 using smart library technology (this would mean libraries would be open for more hours over 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 libraries would be open less in daytimes, unless volunteers or smart library 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%

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 your 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%

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%

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%

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%

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%

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%

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%

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%

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%

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%

Q2. Which district(s), borough(s) or city does your organisation cover?

Counts Break % Respondents		Counts Break % Respondents	
Base	317	Base	317
Q2. Which district(s), borough(s) or city does your organisation cover?		We support people who live in Thurrock	7 2%
Basildon	31 10%	We support people who live in Suffolk	7 2%
Braintree	54 17%	We support people who live in Hertfordshire	4 1%
Brentwood	30 9%	We support people who live in Redbridge	4 1%
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%		

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	Communit-y 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 minority peo...	Religious or faith community/...	Women	Men	Lesbian, gay or bisexual 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		Counts Break % z-test Respondents		Counts Break % z-test Respondents		Counts Break % z-test Respondents		Counts Break % z-test Respondents	
Base	266	Base	266	Base	266	Base	266	Base	266
Q3. Name of up to three Essex libraries or services organisation uses most frequently		Shenfield	9 3%	Thaxted	7 3%	Laindon	4 2%	Sible Hedingham	2 1%
		Witham	9 3%	Frinton	6 2%	South Woodham Ferrers	4 2%	Vange	2 1%
Colchester	19 7%	Braintree	8 3%	Rochford	6 2%	Stanway	4 2%	Burnham	1 0%
West Mersea	18 7%	Brentwood	8 3%	Wickham Bishops	6 2%	Stock	4 2%	Chigwell	1 0%
Hadleigh	14 5%	Brightlingsea	8 3%	Danbury	5 2%	Wickford	4 2%	Great Parndon	1 0%
Chelmsford	12 5%	Galleywood	8 3%	Debden	5 2%	Canvey	3 1%	Great Wakering	1 0%
Rayleigh	12 5%	South Benfleet	8 3%	Earls Colne	5 2%	Chipping Ongar	3 1%	Ingatestone	1 0%
Basildon	11 4%	Stansted	8 3%	Great Tarpots	5 2%	Fryerns	3 1%	North Weald	1 0%
Maldon	11 4%	Wivenhoe	8 3%	Halstead	5 2%	Greenstead	3 1%	Pitsea	1 0%
Saffron Walden	11 4%	Billericay	7 3%	Tiptree	5 2%	Loughton	3 1%	Silver End	1 0%
Harwich	10 4%	Coggeshall	7 3%	Tye Green	5 2%	Prettygate	3 1%	Southminster	1 0%
Broomfield	9 3%	Dunmow	7 3%	Walton	5 2%	Writtle	3 1%	Springfield	1 0%
Clacton	9 3%	Hockley	7 3%	Buckhurst Hill	4 2%	Holland	2 1%	Waltham Abbey	1 0%
Harlow	9 3%	Hullbridge	7 3%	Great Baddow	4 2%	Mark Hall	2 1%		
Manningtree	9 3%	Kelvedon	7 3%	Hatfield Peverel	4 2%	Old Harlow	2 1%		

Q3. Name of up to three Essex libraries or services organisation uses 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	266	Base	266	Base	266	Base	266	Base	266
Q3. Name of up to three Essex libraries or services organisation uses most frequently									
Basildon	11 4%	Coggeshall	7 3%	Halstead	5 2%	Old Harlow	2 1%	Stock	4 2%
Billericay	7 3%	Colchester	19 7%	Harlow	9 3%	Pitsea	1 0%	Thaxted	7 3%
Braintree	8 3%	Danbury	5 2%	Harwich	10 4%	Prettygate	3 1%	Tiptree	5 2%
Brentwood	8 3%	Debden	5 2%	Hatfield Peverel	4 2%	Rayleigh	12 5%	Tye Green	5 2%
Brightlingsea	8 3%	Dunmow	7 3%	Hockley	7 3%	Rochford	6 2%	Vange	2 1%
Broomfield	9 3%	Earls Colne	5 2%	Holland	2 1%	Saffron Walden	11 4%	Waltham Abbey	1 0%
Buckhurst Hill	4 2%	Frinton	6 2%	Hullbridge	7 3%	Shenfield	9 3%	Walton	5 2%
Burnham	1 0%	Fryerns	3 1%	Ingatestone	1 0%	Sible Hedingham	2 1%	West Mersea	18 7%
Canvey	3 1%	Galleywood	8 3%	Kelvedon	7 3%	Silver End	1 0%	Wickford	4 2%
Chelmsford	12 5%	Great Baddow	4 2%	Laindon	4 2%	South Benfleet	8 3%	Wickham Bishops	6 2%
Chigwell	1 0%	Great Parndon	1 0%	Loughton	3 1%	South Woodham Ferrers	4 2%	Witham	9 3%
Chipping Ongar	3 1%	Great Tarpots	5 2%	Maldon	11 4%	Southminster	1 0%	Wivenhoe	8 3%
Clacton	9 3%	Great Wakering	1 0%	Manningtree	9 3%	Springfield	1 0%	Writtle	3 1%
		Greenstead	3 1%	Mark Hall	2 1%	Stansted	8 3%		
		Hadleigh	14 5%	North Weald	1 0%	Stanway	4 2%		

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	Total	All	Organisation Type					Organisation visited Li- brary 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	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	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	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%

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 Li- brary 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	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 p- lace 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	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	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 p- lace 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%

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 Li- brary 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	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%

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%

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 Li- brary 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	271	271	41	10	12	75	47	239	29	116	155	136	123	97
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	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 pro- posals provide a reas- onable range of differ- ent 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%

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		Counts Break % z-test Respondents	
Base	124	Base	124
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?		Silver End	9 7%
Stansted	14 11%	Writtle	9 7%
Galleywood	13 10%	Debden	8 6%
Kelvedon	13 10%	Vange	7 6%
Thaxted	13 10%	Buckhurst Hill	6 5%
Tye Green	13 10%	North Weald	6 5%
Broomfield	12 10%	Fryerns	5 4%
Prettygate	12 10%	Great Wakering	5 4%
Sible Hedingham	12 10%	Holland	5 4%
Wickham Bishops	12 10%	Southminster	5 4%
Danbury	11 9%	Stock	4 3%
Hatfield Peverel	11 9%	Chigwell	3 2%
Hullbridge	9 7%		
Mark Hall	9 7%		

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 Li- brary 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	275	275	42	10	13	72	47	242	29	120	155	137	128	100
Q14. To what extent do you agree with the pro- posal to invite commu- nity groups or other o- rganisations 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%

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 pro- posal to invite commu- nity groups or other o- rganisations 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%

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	All	Organisation Type					Organisation visited Li- brary 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	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%

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%

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 community supported opening (this would mean libraries would be open for more hours over all, so you could ...	170	4.03	0.14	46 27%	42 25%	18 11%	21 12%	21 12%	22 13%
More weekend opening (this could mean libraries would be open less on weekdays, unless 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 using smart library technology (this would mean libraries would be open for more hours over 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 libraries would be open less in daytimes, unless volunteers or smart library 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%

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%	118 58%	135 66%	34 17%	7 3%	29 14%
B. Book a computer in a library - aware or used	202	63 31%	139 69%	146 72%	14 7%	7 3%	35 17%
C. Catalogue search - aware or used	204	101 50%	103 50%	153 75%	18 9%	10 5%	23 11%
D. Download an eBook, eMagazine, eNewspaper or eAudio book - aware or used	194	45 23%	149 77%	117 60%	26 13%	14 7%	37 19%
E. Join the library - aware or used	199	104 52%	95 48%	160 80%	13 7%	5 3%	21 11%
F. Libraries website Livechat - aware or used	188	20 11%	168 89%	77 41%	57 30%	8 4%	46 24%
G. Online course - aware or used	191	24 13%	167 87%	94 49%	52 27%	12 6%	33 17%
H. Online payment for overdue item - aware or used	192	28 15%	164 85%	111 58%	34 18%	7 4%	40 21%
I. Renew a loaned item - aware or used	200	97 49%	103 52%	162 81%	10 5%	6 3%	22 11%
J. Report a problem - aware or used	195	62 32%	133 68%	133 68%	33 17%	9 5%	20 10%

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%	95 47%	166 82%	13 6%	6 3%	18 9%
L. Request or reset you library PIN - aware or used	196	53 27%	143 73%	134 68%	27 14%	11 6%	24 12%
M. Update your details - aware or used	196	69 35%	127 65%	143 73%	20 10%	11 6%	22 11%
N. Use online reference resources e.g. Ancestry - aware or used	198	53 27%	145 73%	133 67%	25 13%	14 7%	26 13%

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 Li- brary 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	84	84	14	2	8	19	21	76	6	43	41	42	48	35
Q49														
Library Activity Volunteer	43 51%	43 51%	9 64%	2 100%	3 38%	11 58%	10 48%	40 53%	1 17%	24 56%	19 46%	27 64%	28 58%	22 63%
Customer Services Volunteer	38 45%	38 45%	7 50%	1 50%	3 38%	10 53%	10 48%	36 47%	1 17%	19 44%	19 46%	25 60%	19 40%	20 57%
Baby and Toddler Rhymetime Volunteer	31 37%	31 37%	7 50%	1 50%	1 13%	8 42%	7 33%	28 37%	2 33%	22 51%	9 22%	17 40%	23 48%	13 37%
Home Library Service volunteer	29 35%	29 35%	9 64%	1 50%	- -	7 37%	7 33%	25 33%	3 50%	16 37%	13 32%	19 45%	17 35%	15 43%
Computer Training Volunteer	26 31%	26 31%	6 43%	1 50%	2 25%	6 32%	6 29%	24 32%	1 17%	17 40%	9 22%	18 43%	18 38%	17 49%
Computer Support Volunteer	25 30%	25 30%	6 43%	1 50%	2 25%	6 32%	6 29%	23 30%	1 17%	16 37%	9 22%	18 43%	17 35%	18 51%
Work Club Volunteer	24 29%	24 29%	7 50%	1 50%	2 25%	6 32%	6 29%	22 29%	1 17%	16 37%	8 20%	16 38%	18 38%	15 43%
Library Ambassador (for 13 to 18 year olds)	22 26%	22 26%	5 36%	1 50%	1 13%	7 37%	5 24%	19 25%	1 17%	15 35%	7 17%	13 31%	18 38%	13 37%
Mobile Library Support Volunteer	19 23%	19 23%	7 50%	1 50%	3 38%	3 16%	3 14%	18 24%	- -	12 28%	7 17%	12 29%	12 25%	13 37%
Sensory Wall Volunteer	16 19%	16 19%	5 36%	1 50%	- -	2 11%	2 10%	14 18%	1 17%	11 26%	5 12%	10 24%	12 25%	12 34%
CreatorSpace Volunteer	13 15%	13 15%	5 36%	1 50%	- -	3 16%	2 10%	12 16%	- -	9 21%	4 10%	9 21%	9 19%	9 26%
Code Club Volunteer	12 14%	12 14%	5 36%	1 50%	2 25%	1 5%	1 5%	9 12%	2 33%	10 23%	2 5%	9 21%	10 21%	10 29%

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%

Q20. Does your organisation currently do any of the following? - Share a library building

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Li- brary 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	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	Total	All	Organisation Type					Organisation visited Li- brary 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	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	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	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%

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 Li- brary 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	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	
		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	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%

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 Li- brary 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	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	
		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	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%

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 Li- brary 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%

Q21. If the library service was withdrawn from your nearest library/libraries would it have an impact on...Your organisation

Counts Break % Respondents	Total	All	Organisation Type					Organisation visited Li- brary 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	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	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	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%

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 Li- brary 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	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%

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%

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 houses 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 I 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 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
- 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 serves 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 car 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 disingenuous 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. Their 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 routes 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 ðŸ™ 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. Bean counters 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 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 weakening of our local history is not acceptable. Libraries should offer a wide range of quality material, not just tankard 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. 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 library. 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 unfriendly 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 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 effect. Are my opinions/ideas of any 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 is 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 services 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 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 my 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.