

Individual Questionnaire

# Everyone's Library Service

2022-2026  
consultation



Essex County Council

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

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

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

**These centre around three key aims:**

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

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

Alternatively:

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

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

**Data protection**

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



## Section 1

### 1. Are you responding as an:

- ☐ Individual
- ☐ Group or organisation

If you are under the age of 11, please ensure you have your parent/ carer's permission to take part in this consultation:

Parent/Carer Name:

.....

Signed:

.....

If you are responding as a group or organisation, please complete our consultation for organisations (<https://consultations.essex.gov.uk/rci/library-survey-groups>).

### 2. Have you used any of Essex's library facilities, either in person, via the home delivery service, mobile service or online?

- ☐ Yes, in the last six months
- ☐ Yes, in the last year
- ☐ Yes, in the last two years
- ☐ No, not for at least two years

### 3. Are you aware of the following library services? Please tick all that apply.

- ☐ Borrowing books
- ☐ Borrowing DVDs, CDs or Audio Books
- ☐ My Library app
- ☐ E-resources such as Find My Past, Ancestry, Driving Test Theory Pro
- ☐ Special collections (e.g. jazz archives, local history)
- ☐ Mobile library
- ☐ Home library service
- ☐ Reading newspapers
- ☐ Public computers
- ☐ Printing
- ☐ Library WIFI using own devices such as laptop or mobile phone
- ☐ Health and Wellbeing services, including health visits and Children's Services
- ☐ Baby, toddler, or children's activities
- ☐ Community activities e.g., charity or voluntary groups
- ☐ Social activities including book groups, Knit and Natter etc
- ☐ Applying for jobs
- ☐ Applying for benefits
- ☐ Space for working
- ☐ Space for studying
- ☐ Recycling services

## Section 1

### 4. Have you ever used the library service for any of the following? Please tick all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Borrowing books   | <input type="checkbox"/> Library WIFI using own devices such as laptop or mobile phone                  |
| <input type="checkbox"/> Borrowing DVDs, CDs or Audio Books                                  | <input type="checkbox"/> Health and Wellbeing services, including health visits and Children's Services |
| <input type="checkbox"/> My Library app  | <input type="checkbox"/> Baby, toddler, or children's activities  |
| <input type="checkbox"/> E-resources such as Find My Past, Ancestry, Driving Test Theory Pro | <input type="checkbox"/> Community activities e.g., charity or voluntary groups                         |
| <input type="checkbox"/> Special collections (e.g. jazz archives, local history)             | <input type="checkbox"/> Social activities including book groups, Knit and Natter etc                   |
| <input type="checkbox"/> Mobile library  | <input type="checkbox"/> Applying for jobs  |
| <input type="checkbox"/> Home library service  | <input type="checkbox"/> Applying for benefits  |
| <input type="checkbox"/> Reading newspapers  | <input type="checkbox"/> Space for working  |
| <input type="checkbox"/> Public computers  | <input type="checkbox"/> Space for studying   |
| <input type="checkbox"/> Printing  | <input type="checkbox"/> Recycling services   |
|  | <input type="checkbox"/> Other (please specify below)   |

## Section 1

**5. Only answer this question if you responded 'no, not for at least two years' to question 2. - If you do not currently use Essex Library Services, what are the reasons for this? Please tick all that apply.**

- ☐ I don't need the library service
- ☐ I don't have time
- ☐ I have a health problem or disability
- ☐ I don't feel safe in libraries due to Covid-19

- ☐ They are difficult to get to
- ☐ I don't know what is available
- ☐ I would feel out of place
- ☐ The services available do not meet my needs
- ☐ The opening hours are inconvenient
- ☐ None of these
- ☐ Other (please specify below)

**6. Please tell us what impact the library service has had on your life, if any?**

## Section 2

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

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

Please read our full plan 'Everyone's Library Service 2022-2026' (<https://libraries.essex.gov.uk/everyones-library-service/>) for more information about each of these aims.

Please tell us to what extent you agree or disagree with the proposed aims by ticking the boxes below.

### 7. Aim one: Library Services and Literacy

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

## Section 2

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

### 9. Aim two: Infrastructure & Communications

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



## Section 2

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

### 11. Aim three: Supporting Communities and Levelling Up

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

## Section 2

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

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

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

## Section 3

15. What would you like to see from Essex Libraries in the future?



## Section 4

Thank you for answering the questions so far. This will help us develop our Library Plan. In this final section we ask you to let us know a bit more about you, so we understand who we are hearing from.

All responses are anonymous and your answers will be kept completely confidential. It is voluntary to disclose this information. If you choose not to answer these questions, it will not affect your participation.

### 16. Which Essex district, city or borough do you live in?

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

- ☐ Other (please state)

- ☐ Prefer not to say

### 17. Which age group do you belong to?

- ☐ Under 16
- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to say

### 18. To which gender identity do you most identify?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer to self-describe (option to state below)

- ☐ Prefer not to say

## Section 4

### 19. What is your ethnicity?

- ☐ White British
- ☐ White Irish
- ☐ White Other
- ☐ Gypsy / Roma
- ☐ Traveller of Irish Heritage
- ☐ Black or Black British African
- ☐ Black or Black British Caribbean
- ☐ Mixed White/Black African
- ☐ Mixed White/Black Caribbean
- ☐ Black Other
- ☐ Asian or Asian British Pakistani
- ☐ Asian or Asian British Indian
- ☐ Asian or Asian British Other
- ☐ Mixed White/Asian
- ☐ Asian Other
- ☐ Chinese
- ☐ Mixed Other
- ☐ Not Known
- ☐ Prefer not to say
- ☐ Other, please specify

### 20. Do you consider yourself to have a health condition, disability or impairment? Please tick all that apply.

- ☐ No impairment
- ☐ Hearing impairment/deaf
- ☐ Visual impairment/blind
- ☐ Deafblind
- ☐ Mental health needs
- ☐ Drug or alcohol addiction
- ☐ Physical impairment
- ☐ Learning difficulties/disabilities
- ☐ Autism spectrum disorder
- ☐ Prefer not to say
- ☐ Other (please specify)

## Section 4

### 21. What is your current employment status? Please tick all that apply.

- ☐ Employed full-time
- ☐ Employed part-time
- ☐ Self-employed
- ☐ Employed on flexible/zero hours contract
- ☐ In full-time education or training (e.g. college, university, apprenticeship)
- ☐ Not currently employed
- ☐ Volunteering
- ☐ Retired
- ☐ Prefer not to say
- ☐ Other (please specify)

### 22. Are you a parent/carer of dependent children? (Aged under 18 or up to 25 with additional needs)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

### 23. Do you have any caring responsibilities (either paid or unpaid) not including childcare – e.g. for a friend or elderly relative?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say



## **Thank you**

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

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

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

For more information about  
Essex Libraries, please visit:  
**[libraries.essex.gov.uk](https://libraries.essex.gov.uk)**



Essex County Council