

Penkridge Parish Council and the Friends of Penkridge Library

PUBLIC MEETING

Thursday 22nd March at 7pm; Haling Dene, Room 1

Penkridge Library Consultation

Proposals by SCC to downgrade Penkridge library from a County-managed to community-managed service means the **removal of our librarians**; placing our village under pressure to find **skilled volunteers to run the daily service, plan events, coordinate longer-term services, fund additional costs, and potentially compete against private organisations** that may bid to manage services within our Grade II listed building.

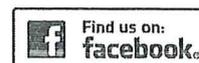
If you are concerned about the future of Penkridge Library in our growing community, please come along to find out more, share your opinion and help us respond on behalf of the village.

Consultation documents can be completed at this meeting, at Penkridge library, or online at:

<http://www.staffordshire.gov.uk/connectedlibraries>

For more information, contact us at:
friendsofpenkridgelibrary@gmail.com

Telephone: 01785 713419



Reshaping Libraries Consultation 2018

Please have your say on the future shape of the Library Service in Staffordshire and tell us how the proposed changes may affect you. Please read the supporting information before completing the survey. The survey should take about 15-20 minutes to complete. We would like to thank you in advance for your time.

Please return your completed paper survey by **Sunday 1st April 2018** to:
Libraries Consultation, Libraries and Arts Service, Staffordshire County Council,
Staffordshire Place 1, Tipping Street, Stafford, ST16 2DH. You can also hand in your survey to any library.

Q1 What is your home postcode (This will help with our analysis and will not be used to identify your house).

In what capacity are you responding to this consultation?

Q2 I am responding to this consultation because... (Please select all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> I am a resident not currently using the library service | <input type="checkbox"/> I am a member of library staff | <input type="checkbox"/> I represent a school |
| <input type="checkbox"/> I am a resident using the library service | <input type="checkbox"/> I am an employee of Staffordshire County Council | <input type="checkbox"/> I am a parish/town councillor |
| <input type="checkbox"/> I am a static library (building based) user | <input type="checkbox"/> I am a library volunteer | <input type="checkbox"/> I represent a district council/other public sector organisation |
| <input type="checkbox"/> I am a Mobile/Travelling library user | <input type="checkbox"/> I represent a community group | <input type="checkbox"/> I am a district/borough councillor |
| <input type="checkbox"/> I am answering on behalf of a Mobile/Travelling Library user | <input type="checkbox"/> I represent a voluntary organisation | <input type="checkbox"/> I am an MP |
| | <input type="checkbox"/> I represent/own a local business | <input type="checkbox"/> I am a county councillor |
| | | <input type="checkbox"/> Other (please state below) |

If you indicated a councillor or MP, please state your name:

If you indicated a business, community/voluntary organisation or other, please state the name and provide your contact details:

Your Library Service

Q3 Which of the following libraries, if any, do you use most often? (Please select up to THREE)

- | | | | |
|--|---------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Never used | <input type="checkbox"/> Cheslyn Hay | <input type="checkbox"/> Knutton | <input type="checkbox"/> Stafford |
| <input type="checkbox"/> Audley | <input type="checkbox"/> Clayton | <input type="checkbox"/> Leek | <input type="checkbox"/> Stone |
| <input type="checkbox"/> Barton-under-Needwood | <input type="checkbox"/> Codsall | <input type="checkbox"/> Lichfield | <input type="checkbox"/> Talke |
| <input type="checkbox"/> Baswich | <input type="checkbox"/> Eccleshall | <input type="checkbox"/> Loggerheads | <input type="checkbox"/> Tamworth |
| <input type="checkbox"/> Biddulph | <input type="checkbox"/> Glascote | <input type="checkbox"/> Newcastle | <input type="checkbox"/> Uttoxeter |
| <input type="checkbox"/> Blythe Bridge | <input type="checkbox"/> Gnosall | <input type="checkbox"/> Norton Canes | <input type="checkbox"/> Werrington |
| <input type="checkbox"/> Brereton | <input type="checkbox"/> Great Wyrley | <input type="checkbox"/> Penkridge | <input type="checkbox"/> Wilnecote |
| <input type="checkbox"/> Brewood | <input type="checkbox"/> Heath Hayes | <input type="checkbox"/> Perton | <input type="checkbox"/> Wombourne |
| <input type="checkbox"/> Burntwood | <input type="checkbox"/> Hednesford | <input type="checkbox"/> Rising Brook | <input type="checkbox"/> Mobile and Travelling library |
| <input type="checkbox"/> Burton | <input type="checkbox"/> Holmcroft | <input type="checkbox"/> Rugeley | <input type="checkbox"/> A library not listed here |
| <input type="checkbox"/> Cannock | <input type="checkbox"/> Kidsgrove | <input type="checkbox"/> Shenstone | |
| <input type="checkbox"/> Cheadle | <input type="checkbox"/> Kinver | <input type="checkbox"/> Silverdale | |

If you selected a 'library not listed here' please write in the library name below:

Q4 How often do you visit a public library in Staffordshire? (Please select ONE only)

- | | |
|---|---|
| <input type="radio"/> Several times a week | <input type="radio"/> About once a year |
| <input type="radio"/> At least once a week | <input type="radio"/> Less than once a year |
| <input type="radio"/> At least once a month | <input type="radio"/> N/A - Never used |
| <input type="radio"/> About once every few months | |

Q5 If you have not used a Staffordshire public library in the last 12 months, please tell us why and what would encourage you to use them more often?

The future Staffordshire's Library Service

Staffordshire library service is very important to us. However, the way people are using it is changing all the time and we must change to be able to provide a flexible service which meets the current and future needs of our residents.

We are considering a greater use of technology to extend opening hours, increasing the number of Community Managed Libraries, encouraging volunteers to support a community focussed service and remodelling the Mobile and Travelling Library Service to ensure that we have a sustainable library service for the future.

Our Self-Service Libraries Proposals

Under this idea, county council Managed and Delivered Libraries would be staffed for core periods but after a short induction session, members of the library could also access the building outside of these hours. This would mean that the library would be accessible for longer. During the hours when the library is accessible but not staffed, you would still be able to access your library in safety and comfort.

Q6 We are exploring the introduction of self-service at the following Staffordshire County Council Managed Libraries. Please indicate if you would be interested in using self-service facilities at any of the below libraries (Please select up to TWO)

- | | | |
|------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> Biddulph | <input type="checkbox"/> Eccleshall | <input type="checkbox"/> Rugeley |
| <input type="checkbox"/> Burntwood | <input type="checkbox"/> Kidsgrove | <input type="checkbox"/> Stafford |
| <input type="checkbox"/> Burton | <input type="checkbox"/> Leek | <input type="checkbox"/> Stone |
| <input type="checkbox"/> Cannock | <input type="checkbox"/> Lichfield | <input type="checkbox"/> Tamworth |
| <input type="checkbox"/> Cheadle | <input type="checkbox"/> Newcastle | <input type="checkbox"/> Uttoxeter |
| <input type="checkbox"/> Clayton | <input type="checkbox"/> Penkridge | <input type="checkbox"/> Wombourne |
| <input type="checkbox"/> Codsall | <input type="checkbox"/> Perton | <input type="checkbox"/> N/A - don't use any of these libraries - please go to Q10 |

Q7 When would you want to use self-service? (Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Before 9am on weekdays | <input type="checkbox"/> 7pm to 9pm weekdays |
| <input type="checkbox"/> 9am to 12 noon on weekdays | <input type="checkbox"/> 9am to 1pm Saturday mornings |
| <input type="checkbox"/> 12 noon to 2pm on weekdays | <input type="checkbox"/> 1pm to 5pm Saturday afternoons |
| <input type="checkbox"/> 2pm to 5pm on weekdays | <input type="checkbox"/> 9am to 1pm Sunday mornings |
| <input type="checkbox"/> 5pm to 7pm on weekdays | <input type="checkbox"/> 1pm to 5pm Sunday afternoons |

Q8 Please tell us how our self-service proposal would affect you? (Please select ONE only)

- It would make it easier for me to use the service
- It would make little or no difference to me
- It would make it more difficult for me to use the service

Q9 If you would be impacted by our proposal for self-service, please explain how in the space provided below. Please also explain what we could do to reduce the impact upon you.

Q10 Overall, to what extent do you agree or disagree with our approach to introducing 'self-service' in county council Managed and Delivered Libraries? (Please select ONE only)

- | | |
|--|---|
| <input type="radio"/> Strongly agree | <input type="radio"/> Disagree |
| <input type="radio"/> Agree | <input type="radio"/> Strongly disagree |
| <input type="radio"/> Neither agree nor disagree | <input type="radio"/> Don't know |

Community Managed Libraries Proposals

During our transformation which began in 2014 we wanted to ensure that libraries did not just 'survive', but flourished, and made an even greater difference within local communities. Our vision is to work with organisations to develop a thriving and exciting library offer. Our ambition has been to develop a sustainable library offer where all libraries remain part of the county council's statutory service and the community is encouraged to become more involved in co-producing services that are relevant to local need.

To ensure that communities are confident and equipped to take on the management of their local library, the county council developed a strong package of support. Staffordshire County Council continues to maintain all library buildings and pays agreed running costs including cleaning and grounds maintenance. Also provided is the book stock, support with the recruitment and training of volunteers, access to the library management system, online subscriptions, public internet access and WiFi.

By April 2018 Staffordshire County Council will have 23 libraries that have successfully transferred to community management. As part of the consultation we want to explore the potential to transfer more libraries to community management.

Q11 To what extent do you agree or disagree that the following libraries could be community managed? (Please select ONE per ROW)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Clayton	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cheadle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eccleshall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Penkridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 Please tell us how our proposals for one or more of the above four libraries may affect you or your family. Please also tell us what we could do to reduce the impact upon you.

Mobile and Travelling Library Service

Staffordshire County Council currently provides a Mobile and Travelling Library Service which delivers a library service to 151 communities. To ensure that the Mobile & Travelling Library Service can continue to deliver a library service to rural or isolated communities we are asking communities, individuals, stakeholders and the Mobile & Travelling Library Service staff to share their views on our principles to inform future route planning and proposed routes.

Q13 Have you used a Mobile or Travelling Library in the last 12 months? (Please select ONE only)

Yes

No, please go to Q17

Q14 Which Mobile or Travelling Library stop do you most use?

Town/Village name

Stop name/Street

Q15 How often do you visit this stop? (Please select ONE only)

- Once every 2-3 weeks Once every 6 months
 Once every 4-6 weeks Less often
 Once every 3 months

Q16 If you use a Mobile or Travelling Library, is this for..? (Please select all that apply)

- Yourself Neighbour
 Another adult in your household Someone else
 Children in your household

If someone else, please specify

Q17 Please tell us to what extent you agree or disagree with the principles that have been used to review our Mobile and Travelling Library Service.

The Mobile and Travelling Library Service should... (Please select ONE per row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
...be outside a two mile radius from a static library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...have a minimum of five visitors at each community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...visit each stop at least once every four weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...base its stop time on use with a minimum of 15 minutes per stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...be continued for those in greatest need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...review all its routes and stops on an annual basis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Please tell us how the proposed changes to the Mobile and Travelling Library service would impact on your ability to use the service? (Please select ONE only)

- It would make it easier for me to use the service
 It would make little or no difference to me
 It would make it more difficult for me to use the service

Q19 Please tell us what impact, if any, the proposals for the Mobile or Travelling Library Service would have on how you use Staffordshire Library services in the future? (please select all that apply)

- I would continue to use the Mobile Library Service
 I would use my nearest static library
 I would be housebound and would request a home delivery visit
 I would borrow e-books and/or e-audio books from the library online
 I would stop using the library service altogether

Q20 If you would be impacted in any other ways, please explain how in the space provided below. Please also tell us what we could do to reduce the impact upon you.

Q21 If you are housebound and would like a home delivery visit, please write in your contact details below:

Your name:

Your telephone number:

Your email address:

Your postal address:

Individuals/Organisations/Groups interested in volunteering and/or supporting Community Managed Libraries

We have over 784 volunteers who support the Library Service across Staffordshire. Our volunteers play a vital role in supporting the staff at the 20 County Council Managed Libraries and at 23 Community Managed Libraries, our volunteers manage and deliver the library service directly. To continue to encourage the use of libraries as places where people can feel connected, we will explore as part of this consultation if there is potential for more people to volunteer to deliver the library offer alongside paid staff at the County Council Managed Libraries.

Q22 If you are interested in volunteering to support your local library, which library might you support? (Please select all that apply)

- | | | | |
|------------------------------------|-------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Biddulph | <input type="checkbox"/> Clayton | <input type="checkbox"/> Lichfield | <input type="checkbox"/> Stafford |
| <input type="checkbox"/> Burntwood | <input type="checkbox"/> Codsall | <input type="checkbox"/> Newcastle | <input type="checkbox"/> Stone |
| <input type="checkbox"/> Burton | <input type="checkbox"/> Eccleshall | <input type="checkbox"/> Penkridge | <input type="checkbox"/> Tamworth |
| <input type="checkbox"/> Cannock | <input type="checkbox"/> Kidsgrove | <input type="checkbox"/> Perton | <input type="checkbox"/> Uttoxeter |
| <input type="checkbox"/> Cheadle | <input type="checkbox"/> Leek | <input type="checkbox"/> Rugeley | <input type="checkbox"/> Wombourne |

Other library: (Please specify)

Q23 If you are interested in volunteering, on average how many hours each week would you be willing to volunteer? (Please select ONE only)

- | | |
|---|--|
| <input type="radio"/> Less than 2 hours | <input type="radio"/> 6-10 hours |
| <input type="radio"/> 2-4 hours | <input type="radio"/> More than 10 hours |
| <input type="radio"/> 4-6 hours | <input type="radio"/> Don't know |

Q24 If you represent an organisation/group interested in supporting Community Managed Libraries in the future, to what extent might you want to be involved in helping to run a local community library in your area? (Please select ONE only)

- A great deal
- To some extent
- Not at all
- N/A - I am not an organisation/group interested in supporting Community Managed Libraries

Q25 Do any of the following statements apply to you/your organisation or group? (Please select all that apply)

- We currently share space in a library building
- We are interested in having a library service occupy space in our premises
- We are interested in moving our business/service/group into an existing library building
- We have a building that could be available to host a community led library
- We are interested in setting up a community organisation to manage a community managed library
- N/A/These don't apply to me
- Other

If 'other', please state

Q26 If you would like us to contact you about volunteering opportunities or if you would like to register your interest to support community managed libraries please email your details to volunteerlibrary@staffordshire.gov.uk or leave your contact details here:

Your name:

Your telephone number:

Your email address:

Your address:

Suggestions/ideas

Q27 Do you have any suggestions for running a better, more efficient library service that we could consider?

About you

Giving the following information is optional, but it will help the county council to use the information you have provided more effectively.

Any personal information which you choose to share will only be used for research purposes by Staffordshire County Council. It will not be used for any other purposes and will not be passed onto any other organisations. Your information will be treated in confidence in line with the Data Protection Act 1998 and also the General Data Protection Regulation from 25th May 2018.

Q28 Are you...?

- Male Female

Q29 How old are you?

- Under 16 20-34 45-59 75+
 16-19 35-44 60-74

Q30 I would describe myself as...

White (British, Irish, Other)

Black/African/Caribbean/Black British

Mixed/Multiple Ethnic Group

Other ethnic group

Asian/Asian British

Please specify if other ethnic group:

Q31 Do you consider yourself to have a disability?

Yes

No

Q32 If you consider yourself to have a disability, which of the below do you consider yourself to have...? (Please select all that apply)

Social/communications impairment, such as Asperger's or autism

Deaf or hearing impairment

Blind or serious visual impairment

Long-standing illness or health condition, e.g. leukaemia or epilepsy

Mental health condition, e.g. depression, anxiety or schizophrenia

Learning difficulty, such as dyslexia

Physical impairment or mobility issue

Other

Other, please tell us:

Q33 Do you look after someone in your family who has an illness or a disability?

Yes

No

Q34 Do you have regular access to a car?

Yes

No

Q35 Do you have regular access to public transport which could get you to a static library?

Yes

No

Q36 Do you have access to the internet, from home?

Yes

No

Q37 If you would like to be kept informed about the consultation, please provide your email address below. If you do not have access to email please provide your postal address.

Email/postal address:

• Thank you very much for taking the time to complete this survey.

• Please return your completed paper survey by **1st April 2018** to:
Libraries Consultation, Libraries and Arts Service, Staffordshire County Council,
Staffordshire Place 1, Tipping Street, Stafford, ST16 2DH.

• You can also hand in your survey at any library.