

BCP Library Strategy – Creating a Sustainable Future

Appendix 2

Library consultation

Methodology

We will use a mixture of quantitative and qualitative methods to consult with residents and stakeholders on the library strategy consultation. Our aim will be to understand how residents and stakeholders are using the library service now and how they would like to see the library service develop in the future. It is important that we engage with people who are currently using the service but also those who are not, to understand if there are any barriers for them in accessing the service.

Open consultation

Adult online and paper questionnaire - We will design a paper and online version of the questionnaire which will be hosted on the council's engagement platform. Paper copies will be available in all our libraries. As with most of our consultations, Library Assistants will be able to offer support should anyone require assistance.

Easy Read questionnaire – We will turn the consultation information and questionnaire into an easy read version.

Children and young people online and paper questionnaire - We will design an online and paper version questionnaire aimed at children and young people. This will be available in libraries and promoted through schools and early years settings.

Stakeholder questionnaire – We will design a questionnaire for organisations and groups who use the library service and library staff, friend's groups and other interested organisations including partner organisations e.g. NHS, Police etc.

Stakeholder workshops - We would like to run workshops with different stakeholder groups to discuss the future library service. The groups would include but not limited to library staff, library volunteers, friends of libraries, community and voluntary sector, partner organisations and Town and Parish Councils.

Sample survey

There is an option to undertake a representative random sample survey. This would be used to reach a representative sample of residents who may or may not use the library service. This would be a useful guide to overall public opinion on the library service across the area.

Consultation promotion

All methods of consultation will be supported by a full communications plan which will aim to reach as many library users and non-users as possible and encourage participation in the consultation.

Consultation content

The consultation will include questions that cover the following areas*:

Current use of the library service

- Which library/ libraries do you use (to include options for respondents to select libraries outside of the BCP area where they are currently most convenient to them)
- Frequency of visit.
- How do you travel to libraries.
- Main purposes for using library.
- Other purposes for using library.
- Which activities and events have you attended at your library.
- Satisfaction with current library building and facilities.
- Importance of the library and the services it offers to you and your community.

Future use of library

- Describe your ideal library service
- Opportunity to refer to libraries elsewhere in the country or internationally that are thought to be great examples of a highly effective library service
- What do you think should be the focus of the library service?
- What other services do you think could be delivered alongside a library service? (council or services provided by another organisation)
- Appetite for using volunteers from the community to help run libraries/deliver activities when the library would otherwise be shut.
- Views on the use of technology within the library service to offer extended opening hours when the library would otherwise be shut.
- Views on outsourcing the library service to a third party.
- Could your library have better facilities?
- Levels of support and opposition for relocation and redevelopment of library service.

Those who don't use the library.

- Why do you not use the library service?
- What services could be offered that would make you want to use the library service?
- Levels of support and opposition for relocation and redevelopment of library service.

Volunteering

- Would you be willing to volunteer at your local library?
- How often would you be willing to volunteer?

*Please note this is not a complete list and in the design phase we may include further service specific questions as the content evolves.