

Providing library and information services to dispersed communities

Cornwall Council is facing budget pressures and despite already saving £170m over the last four years is facing further cuts of up to £195m over the next four. Reductions in Government grants, inflation and greater demands on areas of the Council's budget mean we must re-think the way we deliver services. This means some services will remain, some will be run differently but some will have to stop.

The library service has already looked at what it can do to be more cost-efficient and has saved more than £1m over the past four years. These savings have been achieved, mainly through changes to staffing levels and opening hours. However further significant savings cannot be made in this way, which means that alternative ways of delivering the library service to local people need to be found.

As part of the savings requirement the mobile library service is facing a 50% cut in 2014/15. This questionnaire asks about your current use of mobile library services and the options for the future provision of services to your community.

If you would like any further information on the background of this consultation you can find it here:
www.cornwall.gov.uk/mobilelibraries

1. Are you?

- ☐ A current mobile service user only
- ☐ A current member at any of Cornwall's static or mobile libraries
- ☐ Not a member/user of Cornwall libraries

2. How often do you visit a mobile library?

- ☐ Every fortnight
- ☐ Within last 12 months
- ☐ Every four weeks
- ☐ Never used
- ☐ Within last six months

3. If you are a mobile library user which stop do you normally use?

4. If you use a static library which branch do you normally use?

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5. If you use a mobile library is this for (please select all that apply)

- ☐ Yourself
- ☐ Another adult in your household
- ☐ Children in your household

Other (please specify)

6. How important do you think it is for there to be a library service in your community?

- ☐ Very important
- ☐ Fairly important
- ☐ Important
- ☐ Not very important
- ☐ Not at all important

7. If the mobile library service was withdrawn from your community how much of an effect would this have on you or your household?

- ☐ It would have a major effect
- ☐ It would have a minor effect
- ☐ It would have no effect
- ☐ Don't know

8. If you said that withdrawal of the service would have a minor or a major affect please describe what this would be:

9. If the mobile library service was withdrawn from your community what alternative provision would you seek/use? (please select all that apply)

- ☐ Use an existing branch library
- ☐ Borrow e-books and or e-audio books from the library online
- ☐ Request a home library service visit or transport to a library
- ☐ A local community venue for a micro library i.e. community hall, pub, community café etc

Other (please specify)

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10. The Council has to make savings by reducing the mobile library budget from £309,000 to £155,000 in 2014/15. Please look at the four alternative options we've identified to deliver this service and rank them from one to four (where one is the most preferred option and four the least preferred)

Option one: Increase the role of the voluntary sector to deliver books to those unable to get to branch libraries or to take customers to those libraries

Option two: Investigate the opportunity to have a micro library in a local community venue that is open whenever that venue is open and provides the opportunity to order books to be delivered to that venue on a regular basis

Option three: Retain two mobile library vehicles that will cover the whole of Cornwall on a monthly or bi-monthly basis, stopping for a maximum of 10 minutes

Option four: Provide services online such as e-books and e-audio books

11. Please tell us the reasons for your preferences or any other suggestions you may have for delivering library services to rural communities in the future:

In designing the future provision of library services we are asking the following questions to help us gain an understanding of how people access local facilities.

12. Do you travel to a local shop and if so how? (please select all that apply)

☐ Walk

☐ Use community transport

☐ Cycle

☐ Use taxi

☐ Use own private transport

☐ Rely on others to go shopping for me

☐ Rely on relative's / neighbour's private transport

☐ Don't travel

☐ Use public transport

13. How often do you visit the local shops (within three miles of your home)?

☐ Almost every day

☐ Less frequently but visited 6-12 months ago

☐ At least once a week

☐ Last visited more than 12 months ago

☐ About once a month

☐ Never

☐ Less frequently but visited within the last six months

☐ There are no shops within three miles

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14. How often do you shop in another locality?

- ☐ Almost every day
- ☐ At least once a week
- ☐ About once a month
- ☐ Less frequently but visited within the last 6 months
- ☐ Less frequently but visited 6-12 months ago
- ☐ Last visited more than 12 months
- ☐ Never

please tell us where you would normally obtain your shopping in the space below

15. If you represent an organisation and you are interested in providing community managed library services, please provide details of what you may be able to offer and where.

Under the Equalities Act 2010 we need to ensure we are treating people fairly. Cornwall Council is committed to ensuring that our services, policies and practices are free from discrimination and prejudice and that they meet the needs of all the community. The following questions are to help us check we are doing this. You are under no obligation to provide the information requested, but it would help us if you do.

The information you provide will be treated as confidential.

16. What is your home postcode?

17. What is your sex?

- ☐ Male
- ☐ Female

18. Which age group are you?

- ☐ Under 11
- ☐ 12-18
- ☐ 19-25
- ☐ 26-39
- ☐ 40-59
- ☐ 60-79
- ☐ 80 plus

19. Do you consider yourself to have a disability?

☐ Yes

☐ No

20. Please give further details about your disability if you wish. (Please tick all that apply).

☐ Physical or mobility impairment

☐ Sensory impairment

☐ Long standing illness or health condition (cancer, HIV, diabetes, chronic heart disease or epilepsy)

☐ Learning disability / difficulty

Other (please specify)

Prompt: Please select the ethnic group that you feel most closely reflects your background.

21. How do you describe your ethnic origin?

☐ White (for example, British, Scottish)

☐ Black or Black British

☐ Mixed (for example, White and Asian)

☐ Cornish

☐ Asian or Asian British

Other (please specify)

Thank you for taking part.

Your views are important to us and will be used in shaping the future of this service.

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