



Libraries survey

Our new vision for our libraries service and our priority focus areas have been developed following the first stage of engagement with the public, partners and stakeholders and the wider needs assessment. You told us what was important, what you thought could be improved and where you thought there could be new activity or programmes developed:

'We will have a vibrant, thriving, inclusive and engaging library service that enriches people's lives and enables a range of connection and engagement points for our communities.'

In order to realise this vision, we have identified a number of priority focus areas:

- Strengthen delivery and create programmes of work that support the Universal Offer – Reading, Information and Digital, Culture and Creativity, Health and Wellbeing; and The Children's Promise and The Vision and Print Impaired People's Promise.
- Relaunch and market the library to users and non-users to increase engagement and awareness.
- Develop an ambitious plan for outreach and partnerships
- Provide a strong literacy, reading and engagement offer for all ages, but with a strong focus on Children and Young. This also includes new book stock and an increase in book budgets.
- Increase the quality of the activities and programmes delivered.
- Create and deliver an offer that supports the Health and Wellbeing of our communities. Funding has been secured to employ a Health and Wellbeing Development Officer who will be able to drive this forward and work with the community to cocurate activity and programmes.
- Develop a more sustainable and resilient library service. This will include the development of external funding bids to deliver programmes of work and the creation of more partnership working. It will also look to secure funding both internally and externally to improve the physical library buildings. It will also look at a volunteer and ambassador scheme.



Q1. Please indicate to what extent you agree or disagree that we are focussing on the right priorities for the future of the service, as listed above?

Strongly agree

☐

Agree

☐

Neither agree nor disagree

☐

Disagree

☐

Strongly disagree

☐

Don't feel able to say

☐

If you have any further comments regarding the priorities, please state below.

2. How people would be able to access our library services

We propose to offer library services in eight physical locations, a reduction from 13 currently – although we propose that three of these venues will be repurposed to be led by the community, and therefore still accessible as a community space. The remaining libraries will still have a good geographical spread across the borough. For the libraries we propose to close, there is another physical library facility within 2 – 4 miles, with an average 15 – 30 – minute journey time via public transport.

We will introduce a community and outreach library offer to deliver 'pop-up' sessions in different communities linked to the Universal Offer, particularly in those where we are proposing to close libraries.

We will also review and improve our home delivery offer to ensure that everyone across the borough is able to access services, particularly if they face barriers in accessing the physical library network.

We will continue to deliver a digital library offer, which will continue to expand and be improved as part of the future libraries strategy, as we recognise that engagement continues to increase with this method of delivery.

Q2. Please indicate to what extent you agree or disagree that our proposals provide a suitable range of options for people using the service according to how they wish or need to use the service?

Strongly agree

☐

Agree

☐

Neither agree nor disagree

☐

Disagree

☐

Strongly disagree

☐

Don't feel able to say

☐

If you have any further comments regarding the priorities, please state below.



3. Reduction of the Physical Library Network

We are proposing to close Brotton and Roseberry Library, and facilitate Laburnum, Dormanstown and Grangetown Libraries to become community led facilities. Therefore, the three community facilities would remain in use, but without a statutory library service offer.

The evidence shows that the libraries we are proposing to close have lower levels of usage and have another library within close proximity with public transport links.

Q3. Have you used any of the following libraries in the last 12 months or has someone used them on your behalf?

- | | | |
|--|---|---|
| <input type="checkbox"/> Brotton Library | <input type="checkbox"/> Roseberry Library | <input type="checkbox"/> Laburnum Library |
| <input type="checkbox"/> Dormanstown Library | <input type="checkbox"/> Grangetown Library | |

Q4. If the 2 libraries stated were to close, and the other three were to be led by the community, would you be able to access the following libraries/services and if so, which would you use? (Tick all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Redcar Library | <input type="checkbox"/> Guisborough Library | <input type="checkbox"/> Loftus Library |
| <input type="checkbox"/> South Bank Library | <input type="checkbox"/> Saltburn Library | <input type="checkbox"/> Marske Library |
| <input type="checkbox"/> Ormesby Library | <input type="checkbox"/> Skelton Library | <input type="checkbox"/> Home Delivery |
| <input type="checkbox"/> Online Library Service | <input type="checkbox"/> None of the Above | |

Q5. If you answered, 'None of the above' and would be unable to access any of the services listed above, which of the below options best explain the reason why you would not be able to access other services?

- ☐ I am unable to travel to any of the other libraries
- ☐ I don't have computer access to access the online library
- ☐ I don't know how to access the home delivery/online library services (please indicate which)

Other – please specify

Q6. Do you feel that the introduction of the community outreach service would present you and others with options to engage in and access services?

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



Q7. Would you like to see this offer pop up in:

- ☐ Village halls ☐ Family hubs ☐ Parks ☐ Schools ☐ Community centres

Q7a. Please tell us if you would value any of these as an outreach offer:

- ☐ Pop up select and collect book borrowing sessions – where you can order books and collect at a future session
- ☐ Digital/IT sessions/In School literacy - sessions or programmes linked to children's promise
- ☐ Rhyme time
- ☐ Activities linked to the Universal Offer
-

4. Getting Involved

In the first phase of consultation a lot of people told us they would like to volunteer within the library service. We value the input of our residents in supporting the service and we would now like to explore a range of volunteering opportunities across the library network. This would give an opportunity not only to support the service and your local community, but to be a part of the delivery of our new libraries' strategy; helping to shape the way our libraries are delivered in the future.

Q8. Please indicate if you would be interested in volunteering for the service?

- ☐ Yes ☐ No
-

Q9. If you were to volunteer, which areas of the service would you be interested in supporting?

- ☐ Supporting others to access the digital library
- ☐ Supporting others in using the IT facilities within libraries
- ☐ Supporting with the home delivery service
- ☐ Support with the home and community delivery service
- ☐ Meeting and greeting customers in one of our physical libraries
- ☐ Events and Sessions – providing support with the delivery of a range of activities for both children and adults
-

Q10. How often may you be interested in volunteering?

- ☐ Weekly ☐ Monthly ☐ Ad-hoc or for one off events only

If you would be interested in volunteering and would like us to contact you to discuss any opportunities further, please leave your name and contact details below. By providing this information, you are consenting to us contacting you about potential volunteering opportunities. For more information on how we will protect your personal data, please refer to the Council Privacy Policy.

Name:.....

Telephone:.....

Email:.....



Q11. If you are part of a community or voluntary community sector organisation, would you be interested in taking over the existing Laburnum or Dormanstown libraries to run this as a community-led facility?

☐ Yes

☐ No

If so, which:

☐ Laburnum

☐ Dormanstown

If you have indicated you would be interested, please leave your name, organisation and contact details, below. By providing this information, you are consenting to us contacting you about your expression of interest. For more information on how we will protect your personal data, please refer to the Council Privacy Policy.

Name:.....

Organisation:.....

Telephone:.....

Email:.....

5. Opening Hours Consultation

Our libraries currently operate a range of opening hours – based on usage, location and facilities. As part of the consultation, there is a proposal to reduce opening hours across our libraries. The consultation on opening hours will consider the eight libraries which we are not proposing to close or transfer to become a community asset.

The proposal to reduce opening hours is necessary in order to deliver against the principles of our future vision of the service, with a focus on quality rather than quantity. The proposals will consider some of the themes from the first phase of consultation, through which a desire for more flexibility in opening times was evident, and also be informed by current usage to ensure we are correctly resourcing our libraries in order to best meet user needs. This is also necessary in order to balance a target for significant efficiency savings with the need to deliver a service which is best suited to our residents.

The current opening hours, along with the proposed new reduced opening hours for each library is detailed below:

Library	Current Opening Hours (per week)	Proposed Opening Hours (per week)	Change
Redcar Library	47	40	-7
Guisborough Library	47	40	-7
South Bank Library	47	40	-7
Loftus Library	31	31	0
Skelton Library	31	26.5	-4.5
Marske Library	31	26.5	-4.5
Ormesby Library	31	26.5	-4.5
Saltburn Library	31	26.5	-4.5



Based on these proposed reductions, we have provided two options for changes to opening times for each library – this reflects the need for a reduction in overall opening hours but provides different scheduling options which could see libraries open later on an evening, or longer at the weekend.

The options for each library are below, for each library you use, or for as many as you wish, please indicate whether you believe Option A or Option B would be the most suitable opening schedule for the library.

Please note, these options have been developed based on a proposed schedule we believe could work and what we know so far from the initial public engagement, the new opening hours will be finalised once we have received and analysed all responses to the consultation and could look slightly different to the proposed options based on user need.

Library Type A

Proposed Opening Hours: 40

Option A						
Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Redcar Library	9am – 5pm	10am – 2pm	9am – 5pm	11am – 7pm	9am – 5pm	10am – 2pm
South Bank Library	11am – 7pm	9am – 5pm	10am – 2pm	9am – 5pm	9am – 5pm	10am – 2pm
Guisborough Library	10am – 2pm	9am – 5pm	11am – 7pm	9am – 5pm	9am – 5pm	10am – 2pm
Option B						
Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Redcar Library	9am – 5pm	10am – 7pm	9am – 5pm	CLOSED	9am – 5pm	9.30am – 4.30pm
South Bank Library	9am – 5pm	CLOSED	10am – 7pm	9am – 5pm	9am – 5pm	9.30am – 4.30pm
Guisborough Library	10am – 7pm	9am – 5pm	CLOSED	9am – 5pm	9am – 5pm	9.30am – 4.30pm

Q12. Please select which option you think is the most suitable for Library Type A?

☐ Option A ☐ Option B

Q13. Please indicate at which of the above times you would be most likely to use the library (select up to three)?

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.....

.....



Library Type B
Proposed Opening Hours: 26.5

Option A						
Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Skelton Library	9.30am – 5pm	9.30am – 5pm	CLOSED	10am – 2pm	9.30am – 5pm	CLOSED
Saltburn Library	9.30am – 5pm	CLOSED	10am – 2pm	9.30am – 5pm	9.30am – 5pm	CLOSED
Ormesby Library	9.30am – 5pm	9.30am – 5pm	CLOSED	10am – 2pm	9.30am – 5pm	CLOSED
Marske Library	9.30am – 5pm	10am – 2pm	9.30am – 5pm	CLOSED	9.30am – 5pm	CLOSED
Option B						
Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Skelton Library	11am – 7pm	9.30am – 5pm	CLOSED	9.30am – 2.30pm	10am – 4pm	CLOSED
Saltburn Library	9.30am – 5pm	CLOSED	9.30am – 2.30pm	11am – 7pm	10am – 4pm	CLOSED
Ormesby Library	9.30am – 5pm	11am – 7pm	CLOSED	9.30am – 2.30pm	10am – 4pm	CLOSED
Marske Library	9.30am – 5pm	9.30am – 2.30pm	11am – 7pm	CLOSED	10am – 4pm	CLOSED

Q14. Please select which option you think is the most suitable for Library Type B?

☐ Option A ☐ Option B

Q15. Please indicate at which of the above times you would be most likely to use the library (select up to three)?

.....
.....
.....



Library Type C
Proposed Opening Hours: 31

Option A						
Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Loftus Library	9am– 5pm	CLOSED	10am - 5pm	11am – 7pm	10am - 2pm	10am – 2pm

Option B						
Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Loftus Library	9am – 5pm	CLOSED	9am – 5pm	10am - 6pm	9am – 4pm	CLOSED

Q16. Please select which option you think is the most suitable for Library Type C?

☐ Option A ☐ Option B

Q17. Please indicate at which of the above times you would be most likely to use the library (select up to three)?

.....
.....
.....

In order for us to understand your desired usage times for the library or libraries that you visit, we want to understand which times of the day/week are most suitable/important to you for using the library. We recognise some users may use more than one of our libraries, so have provided the option for you to comment on your usage for up to three libraries.

Please pick up to six options for each of the libraries, selecting which days of the week and which times of the day it is most important for you to use those libraries. Please mark the selected boxes for your options with an X.

Library: _____

Day	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			



Library: _____

Day	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			

Library: _____

Day	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			

Please use the space below to provide any additional comments about your desired library opening hours, this could be any comments you have about the options above, anything we may not have thought of that you think may be good to consider or explaining if there could be any negative impact on the way you use libraries if we were unable to provide these hours.



6. Have Your Say

Q18. If there is anything you haven't had chance to say, or you have some ideas we may not have considered as part of the consultation, please feel free to provide any further suggestions or comments below that you think would be helpful for us to consider when reviewing responses:

7. About you

We wish to make sure that everyone is treated fairly and equally and that no one gets left out. That is why we ask you these questions. We will not share the information you give us with anyone else. We will only use it to help us make informed decisions about our services and their likely impacts.

For further information on how we will handle and protect your personal information please refer to our corporate privacy policy: <https://www.redcar-cleveland.gov.uk/about-the-council/data-protection/data-protection-policy> If you would rather not answer any of these questions, you do not have to.

Please specify your gender

☐ Female ☐ Male ☐ Transgender ☐ Prefer not to say

Please specify your age group

☐ Under 18 ☐ 18 – 24 ☐ 25 – 44 ☐ 45 – 59 ☐ Over 60 years ☐ Prefer not to say

Please provide the first part of your postcode (e.g. TS10)

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered disabled from the point that they are diagnosed.

Do you consider yourself to be disabled as set out in the Equality Act 2010?

☐ Yes ☐ No ☐ Prefer not to say ☐ Not sure

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last at least 12 months?

☐ Yes ☐ No ☐ Prefer not to say ☐ Not sure



What is your ethnic group

- ☐ English/Welsh/Scottish/ Northern Irish/ British
- ☐ Irish
- ☐ Gypsy or Irish traveller
- ☐ Any other white background
- ☐ Mixed/Multiple Ethnic Groups
- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other mixed background
- ☐ Asian or Asian British
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background
- ☐ Black/African/Caribbean/Black British
- ☐ Caribbean
- ☐ African
- ☐ Any other Black background
- ☐ If your ethnic group was not specified in the list, please describe your ethnic group:

Alongside this survey there are a range of focus groups taking place throughout the 12 week consultation period. The dates will be listed on the front page of the EngagementHQ platform and advertised via our social media, on our website and in libraries.

**Please ensure your paper survey is completed and returned to us by
Wednesday 7th February 2024.**

**If you have any queries regarding the survey, please contact
libraries.consultation@redcar-cleveland.gov.uk
or call us on 01642 774774**



this is Redcar & Cleveland