

# Libraries Survey

## Easy Read Version

### Introduction



- We want to know what you think about changes to our libraries service.

- Please answer these questions to tell us what you think.

- We will use your answers to help us make decisions about the libraries service.

### How we will use your information



- We will use the information you give us to help make decisions about our libraries.



- We might use the things you say in reports, but we will not use your name.
- We may contact you if you wanted to volunteer at a library.



- You can find out how we use and keep your information safe on our website:

<https://www.redcar-cleveland.gov.uk/about-the-council/data-protection/data-protection-policy>

We can give you this information in easy read.

# 1. Our Vision for Libraries

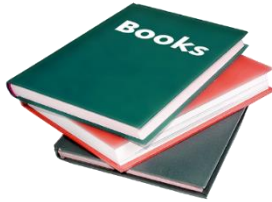
**Our Vision** means our plans for our library services.

We decided on 'Our Vision' for libraries by listening to:



- What people said was important about libraries.
- What people thought could be better about libraries.
- What people would like to see in the future in libraries.

The things we plan to do are:



- Have more activities that support the **Universal Offer**.
- The **Universal Offer** means the things that we offer in libraries that are about:



- Culture
- Being creative



- Health and Wellbeing
- Information and Digital



- Reading

(Question 10 asks about the **Universal Offer**)

- Promote our libraries so that more people know what they offer.



- Bring the library service to new places in the community and work with them.

- Help everyone to read and write – with more books to choose from.



- Offer more health and wellbeing support.



- Have new activities in our libraries.



- Look at ways to find money to improve our libraries.

**Question 1.**

**Do you agree or disagree with our plans for our libraries service?**

**(Please tick ✓ one box)**



I strongly  
agree

I agree

I do not  
agree or  
disagree

I disagree

I strongly  
disagree

**Question 2.**

**What do you think about our plans?**

**(Please write what you think in the box below)**

## 2. Using our Library Services

- We are looking to make some changes to the service.
- Some of the changes are explained below.
- This explains how you could use library services if we made these changes.



- We have 13 libraries but are looking to make changes to 5 libraries.



- This means we might close some libraries.

- If we closed your library, there would be another library 2-4 miles away.



- It might take a 15–30-minute journey on the bus to get to another library.



- We would visit different communities to bring library books and activities to you sometimes.



- We would make our home delivery service better so more people can use it.



- We would provide more digital book services because people like to use these.



**Question 3.**

**Do you think there would be enough ways for people to use library services?**

**(Please tick ✓ one box)**



I strongly agree



I agree



I do not agree or disagree



I disagree



I strongly disagree

**Question 4.**

**What do you think about these ways of using the libraries service?**

### 3. Closing Libraries

- 2 libraries might close.
- 3 libraries might become community spaces instead.
- These libraries are used much less and there is another library nearby.

We are looking to:



- Close Brotton Library
- Close Roseberry Library
- Make Laburnum Library building a community space led by a group.
- This would mean removing the book service and the library offer.





- Grangetown Generations would run Grangetown Library building.
- We might still offer books and a self-service machine in this building.



- Make Dormanstown Library building a community space led by a group.
- This would mean removing the book service and the library offer.

**Question 5.**

**In the last year, have you used any of these 5 libraries?**

**(Tick ✓ all that you have used, or someone has used for you)**

Brotton Library

Roseberry Library

Laburnum Library

Dormanstown Library

Grangetown Library

### Question 6.

If you could not use these 5 libraries, could you use any of the libraries below?

**(Tick ✓ all the libraries that you could use)**

Redcar Library

Guisborough Library

Loftus Library

South Bank Library

Saltburn Library

Marske Library

Ormesby Library

Skelton Library

Home Delivery

Online Library Service

None of these

**Question 7.**

**If you could not use another library, tell us why?**

**(Tick ✓ all boxes that apply to you)**

I cannot travel to any other library.

I do not have a computer so I cannot use the online library.

I do not know how to use the home delivery service.

I do not know how to use online library services.

**If there is another reason, tell us below:**

## 4. Starting a Community Library Service



- We want to start a community library service.
- This means we could bring the library services to you in different places in the community.
- You could borrow books and take part in activities in new places.



**Question 8.**

**Do you think having a community library service would help you to use the service?**

**(Please tick ✓ one box)**



I strongly agree



I agree



I do not agree or disagree



I disagree



I strongly disagree

**Question 9.**

**Where would you like to see a community library service?**

Village halls

Community centres

Family hubs

Parks

Schools



**Question 10.**

**Would you like to see any of the below offered by a community library service?**

Ordering and collecting books

Digital and Computer sessions

Children's and School Sessions

Rhyme Time

**Universal Offer** Activities

## 5. Being a Volunteer



- We want to hear from people who want to volunteer for libraries.

### Question 11.

**Would you like to be a volunteer for the libraries service?**

**(Please tick ✓ one box)**

✓ Yes

✗ No

### Question 12.

**If you said Yes, what would you like to help with?**

Helping people to use the digital library.

Helping people to use the computers.

Helping us with home delivery.

Helping with the community library service.

Meeting and greeting customers.

Helping with events and activities.

**Question 13.**

**How often would you like to volunteer?**

**(Please tick ✓ one box)**

Weekly

Monthly

Sometimes or for one off events

If you would like us to contact you about volunteering, please leave your contact details.

You can leave a phone number, an email address or both.

We will **only** use your information to contact you about volunteering.

We will keep your information safe and not share it.

Name: \_\_\_\_\_



Phone Number: \_\_\_\_\_



Email: \_\_\_\_\_

## 5. Taking over a Library as a Community Space.

### Question 14.

If you run a community group, would you like to take over a library?

• Yes

No

If you said yes, which library are you interested in:

Laburnum Library

Dormanstown Library

If you are interested, please give us your contact details:

We will **only** use your information to contact you about Laburnum or Dormanstown Library.

We will keep your information safe and not share it.

Name: \_\_\_\_\_



Phone Number: \_\_\_\_\_



Email: \_\_\_\_\_

## 6. Changing our Opening Hours



Our libraries are open at different times depending on how much people use them.

- We might need to reduce the number of hours that our libraries are open.
- This will help us to save money but still have a good quality library service.
- We have come up with two different opening hours choices for each library.
- We will not decide on opening hours until we know what will work best.
- Let us know if you think Choice 1 or Choice 2 might work best.
- If you do not use these libraries, you do not have to answer.

## Library Group 1 - Opening Times



- 'Library Group 1' are libraries that open 47 hours a week.
- These libraries are Redcar, South Bank and Guisborough.
- We are looking to open these for 40 hours a week.
- This means they could be open for 7 less hours a week.
- We have come up with two choices for new opening times.



- Look at the two choices.
- Look at the different times for each day.
- Think about which of these two choices would work for you.

| <b>Choice 1</b>            |               |                |                  |                 |               |                 |
|----------------------------|---------------|----------------|------------------|-----------------|---------------|-----------------|
| <b>Library</b>             | <b>Monday</b> | <b>Tuesday</b> | <b>Wednesday</b> | <b>Thursday</b> | <b>Friday</b> | <b>Saturday</b> |
| <b>Redcar Library</b>      | 9am – 5pm     | 10am – 2pm     | 9am – 5pm        | 11am – 7pm      | 9am – 5pm     | 10am – 2pm      |
| <b>South Bank Library</b>  | 11am – 7pm    | 9am – 5pm      | 10am – 2pm       | 9am – 5pm       | 9am – 5pm     | 10am – 2pm      |
| <b>Guisborough Library</b> | 10am – 2pm    | 9am – 5pm      | 11am – 7pm       | 9am – 5pm       | 9am – 5pm     | 10am – 2pm      |

| <b>Choice 2</b>            |               |                |                  |                 |               |                 |
|----------------------------|---------------|----------------|------------------|-----------------|---------------|-----------------|
| <b>Library</b>             | <b>Monday</b> | <b>Tuesday</b> | <b>Wednesday</b> | <b>Thursday</b> | <b>Friday</b> | <b>Saturday</b> |
| <b>Redcar Library</b>      | 9am – 5pm     | 10am – 7pm     | 9am – 5pm        | CLOSED          | 9am – 5pm     | 9.30am-4.30pm   |
| <b>South Bank Library</b>  | 9am – 5pm     | CLOSED         | 10am – 7pm       | 9am – 5pm       | 9am – 5pm     | 9.30am-4.30pm   |
| <b>Guisborough Library</b> | 10am – 7pm    | 9am – 5pm      | CLOSED           | 9am – 5pm       | 9am – 5pm     | 9.30am – 4.30pm |

**Question 15.**

**Which choice do you think would be better?**

**(Please tick ✓ one box)**

Choice 1

Choice 2

**Question 16.**

**When would you use these libraries if we changed our opening times to the choice you picked?**

- You can pick more than one day and time if you would like to.
- You do not have to answer if you do not use these libraries.



## Library Group 2 Opening Times



- Library Group 2 are libraries that open 31 hours a week.
- These libraries are Skelton, Saltburn, Ormesby and Marske.



- We might open these for 26 and a half hours a week.
- This means they could be open for 4 and a half less hours a week.
- We have come up with two choices for new opening times.

- Look at the two choices.
- Look at the different times for each day.
- Think about which of these two choices would work for you.

### Choice 1

| Library                 | Monday       | Tuesday      | Wednesday    | Thursday     | Friday       | Saturday |
|-------------------------|--------------|--------------|--------------|--------------|--------------|----------|
| <b>Skelton Library</b>  | 9.30am - 5pm | 9.30am - 5pm | CLOSED       | 10am - 2pm   | 9.30am - 5pm | CLOSED   |
| <b>Saltburn Library</b> | 9.30am - 5pm | CLOSED       | 10am - 2pm   | 9.30am - 5pm | 9.30am - 5pm | CLOSED   |
| <b>Ormesby Library</b>  | 9.30am - 5pm | 9.30am - 5pm | CLOSED       | 10am - 2pm   | 9.30am - 5pm | CLOSED   |
| <b>Marske Library</b>   | 9.30am - 5pm | 10am - 2pm   | 9.30am - 5pm | CLOSED       | 9.30am - 5pm | CLOSED   |

### Choice 2

| Library                 | Monday       | Tuesday         | Wednesday       | Thursday        | Friday     | Saturday |
|-------------------------|--------------|-----------------|-----------------|-----------------|------------|----------|
| <b>Skelton Library</b>  | 11am – 7pm   | 9.30am – 5pm    | CLOSED          | 9.30am – 2.30pm | 10am – 4pm | CLOSED   |
| <b>Saltburn Library</b> | 9.30am – 5pm | CLOSED          | 9.30am – 2.30pm | 11am – 7pm      | 10am – 4pm | CLOSED   |
| <b>Ormesby Library</b>  | 9.30am – 5pm | 11am – 7pm      | CLOSED          | 9.30am – 2.30pm | 10am – 4pm | CLOSED   |
| <b>Marske Library</b>   | 9.30am – 5pm | 9.30am – 2.30pm | 11am – 7pm      | CLOSED          | 10am – 4pm | CLOSED   |

**Question 17.**

**Which choice do you think would be better?**

**(Please tick ✓ one box)**

Choice 1

Choice 2

**Question 18.**

**When would you use these libraries if we changed our opening times to the choice you picked?**

- You can pick more than one day and time if you would like to.
- You do not have to answer if you do not use these libraries.

## Library Group 3 Opening Times



- 'Library Group 3' are libraries that open 31 hours a week.
- The only library in Group 3 is Loftus.
- We are not looking to reduce the hours for this library.
- We have come up with two choices for new opening times.

- Look at the two choices.
- Look at the different times for each day.
- Think about which of these two choices would work for you.

| <b>Choice 1</b>       |               |                |                  |                 |               |                 |
|-----------------------|---------------|----------------|------------------|-----------------|---------------|-----------------|
| <b>Library</b>        | <b>Monday</b> | <b>Tuesday</b> | <b>Wednesday</b> | <b>Thursday</b> | <b>Friday</b> | <b>Saturday</b> |
| <b>Loftus Library</b> | 9am – 5pm     | CLOSED         | 9am – 5pm        | 10am – 6pm      | 9am – 4pm     | CLOSED          |

| <b>Choice 2</b>       |               |                |                  |                 |               |                 |
|-----------------------|---------------|----------------|------------------|-----------------|---------------|-----------------|
| <b>Library</b>        | <b>Monday</b> | <b>Tuesday</b> | <b>Wednesday</b> | <b>Thursday</b> | <b>Friday</b> | <b>Saturday</b> |
| <b>Loftus Library</b> | 9am – 5pm     | CLOSED         | 10am - 5pm       | 11am – 7pm      | 10am - 2pm    | 10am – 2pm      |

**Question 19.**

**Which choice do you think would be better?**

**(Please tick ✓ one box)**

Choice 1

Choice 2

**Question 20.**

**When would you use these libraries if we changed our opening times to the choice you picked?**

- You can pick more than one day and time if you would like to.
- You do not have to answer if you do not use these libraries.

**Question 21.**

**What do you think about changes to our opening hours?**

## 7. Visiting our Libraries



- We want to know more about when you visit our libraries.
- Tell us which times of the day and days of the week you use libraries.
- Put a **tick** ✓ in each box at the time you use the library.
- You might use more than one library so you can answer for up to 3.
- Please tick ✓ up to six boxes for each library if you use it at different times.

## Question 22.

**Please tell us which library you use.**

Library 1: \_\_\_\_\_

**Please tick ✓ up to six boxes to tell us when you use it.**

| Day       | Morning                  | Afternoon                | Evening                  |
|-----------|--------------------------|--------------------------|--------------------------|
| Monday    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tuesday   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wednesday | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Thursday  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friday    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Saturday  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



**If you use another library, please tell us which library you use.**

Library 2: \_\_\_\_\_

**Please tick ✓ up to six boxes to tell us when you use it.**

| Day       | Morning                  | Afternoon                | Evening                  |
|-----------|--------------------------|--------------------------|--------------------------|
| Monday    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tuesday   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wednesday | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Thursday  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friday    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Saturday  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**If you use another library, please tell us which library you use.**


Library 3: \_\_\_\_\_

**Please tick ✓ up to six boxes to tell us when you use it.**

| Day       | Morning                  | Afternoon                | Evening                  |
|-----------|--------------------------|--------------------------|--------------------------|
| Monday    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tuesday   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wednesday | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Thursday  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friday    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Saturday  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Question 23.**

**Do you have anything else to say about any of our plans for libraries?**



## 8. About You



- Please answer these questions about yourself.
- Your answers will help us to make sure that we are getting the views from all different communities of people.
- You do not have to answer these questions.
- We will keep this information safe and not share it.

## Are you...



Female

Male

Transgender

Non-binary

Do not want to say

Something different

If you said 'something different', please tell us below

## How old are you?



Under 18 years old

18-24 years old

45-59 years old

Over 60 years old

Do not want to say

## What is the first part of your postcode?

(This will be 3 or 4 letters and numbers, for example, TS6 or TS10)

## Are you disabled?



Yes

No

Do not want to say

Not sure

## Do you find day-to-day activities difficult because of a health problem or disability?



Yes

No

Do not want to say

Not sure

## Are you...



### **White**

English, Welsh, Scottish,  
Northern Irish or British

Irish

Gypsy or Irish traveller

Other white background

### **Mixed or multiple ethnic groups**

Mixed/Multiple Ethnic Groups

White and Black Caribbean

White and Black African

White and Asian

Other mixed background

**Asian or Asian British**

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Another Asian background

**Black, African, Caribbean or Black British**

Black/African/Caribbean/Black

Caribbean

African

Any other black background

**Other Ethnic Group**

Another background

Do not want to say



**If you said, 'Another background,' or your background is not on the list, please say below:**

# Thank You!



- Thank you for completing the survey.

- Please send your survey to us by **Thursday 22nd February 2024.**



- If you are having a problem completing or returning the survey please contact us.



- You can email us on:  
[libraries.consultation@redcar-cleveland.gov.uk](mailto:libraries.consultation@redcar-cleveland.gov.uk)



- You can call us on: **01642 774774.**