

## Full Equality Impact Assessment (EIA) Report

*Please refer to the guidance on mySCC to help you complete this Full EIA and speak to the Lead for Equalities and Inclusion.*

*Note: EIAs are published on the SCC website, so ensure content is appropriate.*

A full Equality Impact Assessment is undertaken when the policy or service change will have a significant impact on one or more of the protected characteristics and/or have high political or public interest.

The full EIA should demonstrate how you have considered the impact of the changes on the different protected characteristics in more depth than the EIA screening.

The evidence you collect must inform your assessment. This will help demonstrate that you have met the general duty and have shown due regard to eliminating discrimination, advancing equality and fostering good relations.

Much of your analysis will be to identify differences between groups in need and experience, as well as the barriers they face. You should also seek to identify multiple disadvantages.

Look for practical outcomes and focus on identifying gaps in the current provision. If it is not possible to get this information easily or immediately, highlight the fact in the final action plan.

Details
<b>Department: Public Health and Communities</b>
<b>Lead Person: Belinda Godbold</b>
<b>Date: 22 February 2024</b>
<b>1. Name of the service or policy title:</b>
Provision of the Suffolk library service.
<b>2. Introduction: Briefly describe the aim of the new or revised policy/service, including context and scope.</b>
<p>The Suffolk Library service fulfils statutory requirements in the Public Libraries and Museum Act 1964 “to provide a comprehensive and efficient Library service” for all persons resident, working or in full time education in Suffolk. It provides for the general and special requirements of adults and children. The service is commissioned and needs to be re-procured. The current contract with Suffolk Libraries Industrial and Provident Society will expire on 31 May 2025.</p> <p>Public consultation was held on the future of the library service for 13 weeks from October 2023 to 26 January 2024. The consultation confirmed a high level of satisfaction with the current service and it was concluded that very few changes to service provision were required, so it will continue to offer the following in the new contract:</p> <ul style="list-style-type: none"><li>• Free access to resources: Printed books, digital information resources (e-books, e-magazines, e-newspapers)</li><li>• Free access to internet, Wi-Fi, and access to IT equipment</li><li>• Opportunities for learning and skills development (formal and informal)</li></ul>

- Digital skills development - workshops, drop ins
- Regular activities and services for older people
- Regular activities and services for early years, children and young people
- Activities and services to help with wellness, especially mental health and wellbeing
- Culture and arts activities and experiences for everyone
- Activities which address wider social needs including job seeking, social inclusion etc.
- Printing and copying (charged)

#### **Rural Outreach**

- Continue to provide the mobile library service in areas that are not near one of the 45 library buildings, focussing on books and information. Mobile library vehicles are in need of replacement and the consultation concluded that smaller vehicles will best meet the needs of most mobile library users.
- Continue to provide the Home library service through volunteers.

The procured service will be required to develop a strong communication campaign, so people are aware of activities taking place in libraries and that the Home library service is available for those with mobility issues that cannot get to a library building.

From the engagement and initial consultation analyses it is understood that the library service will see very little change in its delivery model.

### **3. Impact identified:** *Briefly set out the positive or negative impact(s) that arose from the EIA initial screening, i.e. the reason for requiring the full EIA.*

The reason for doing this Full EIA is that there is high political/public interest in the library service. It is important to report on the findings of the public consultation.

The previous screening EIA undertaken 26 October 2023 identified the findings from the engagement work that led to recommendations for highlighting the public consultation to those with Protected characteristics. The impact of the content of the public consultation questions on groups were identified as follows:

#### **Disability:**

##### **Potential positive**

- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time to available to access the services
- Pop-up library services would be in an accessible community building
- Short stop has no new impact as is the same as currently provided
- Smaller vans will have wheelchair access so no impact.

##### **Potential negative**

- Removal of a mobile stop may require longer distance to travel to access the pop-up

#### **Age**

Potential positive impacts for children, working age and older people are:

- Provision of additional drop box opportunities would be helpful to working age people that may not be able to access a library building during opening hours or a mobile stop.

- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to access the services and to be involved in activities
- Pop-up library services would be in an accessible community building
- Short stop has no new impact as is the same as currently provided
- Smaller vehicles could access school and nursery sites safely.
- A review of timings of services could better meet needs of children and those that work during the day.

A potential negative impact is:

- Removal of a mobile stop may require longer distance to travel to access the pop-up

#### **Sex (gender)**

- No differential impacts were identified for men and women.

#### **Gender reassignment**

- A positive impact of longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to develop activities for people who are transgender, non-binary or gender non-conforming.

#### **Sexual orientation**

- A positive impact of longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to develop activities to meet the interests of people with specific sexual orientations e.g. Book clubs.

#### **Race**

- No specific impacts stem from questions in the consultation that relate to race.

#### **Religion or belief**

- No specific impacts stem from questions in the consultation that relate to religion or belief.

#### **Marriage/Civil partnership**

- No specific impacts stem from questions in the consultation that relate to marriage or civil partnerships.

#### **Pregnancy/maternity**

##### **Positive**

- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to run activities to enable those who are pregnant or parents with young children to meet, socialise and start early literacy activities with young children.

##### **Negative**

- Reduction of mobile stops in favour of pop-up libraries may mean further distances to walk with push chair or small children along rural roads with no footways.

## Rurality

### Positive

- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to access the services and introduce more activities and opportunities to socialise.
- Join up with other public services would give greater access to services in rural areas, for example enabling the improvement of digital skills, access to NHS testing
- Pop-up library services would increase the use of rural community buildings
- Short stop has no new impact as it is the same as currently provided
- Smaller vehicles could access more rural locations, schools and nurseries safely than currently
- If SCC were able to fund pop-ups, it would mean communities would not need to find funding.

### Negative

- Removal of a mobile stop may require longer distance to travel to access the pop-up
- Smaller vans would carry fewer books to browse.
- Community funded pop-ups would mean communities would need to find funding from local community fund raising/sponsorship, business sponsorship or developer contributions associated with new housing development.
- SCC funded pop-ups would mean the reduction of mobile library stops

## Socio-economic disadvantage

### Positive

- Longer stops by mobile library vans or the provision of a pop-up library in a community building will mean more time available to access free services and activities
- Join up with other public services would give greater access to services in rural areas, for example enabling the improvement of digital skills, access to NHS testing
- Short stop has no new impact as it is the same as currently provided
- SCC funded pop-ups would mean communities would not need to find funding.

### Negative

- Removal of a mobile stop may require longer distance to travel to access the pop-up
- Community funded pop-ups would mean communities would need to find funding from local community fund raising/sponsorship, business sponsorship or developer contributions associated with new housing development.
- SCC funded pop-ups would mean the reduction of mobile library stops.

**4. Approach:** Describe how the consultation and research was undertaken: the methods used; who was consulted, why and how; plus other sources of data/evidence that were used. Include how the protected characteristics: disability, age, sex (gender), gender reassignment (including those who are transgender, non-binary or gender non-conforming), sexual orientation, race, religion/belief, marriage/civil partnership and pregnancy/maternity were considered.

The public consultation was designed to meet the requirements of the "[Gunning principles](#)":

1. The public consultation is undertaken at a formative stage
2. Sufficient information is given to enable "intelligent consideration"
3. There is adequate time for consideration and response
4. Conscientious consideration will be given to the consultation responses before a decision is made.

The Government's *Statement of Consultation Principles*, which was amended in 2016, the Freedom of Information Act 2000, the General Data Protection Regulation 2018 and the Equality Act 2010 (s.149) which places a duty on the public sector to consider the impact of its proposals and the consultation process on persons with protected characteristics formed the background to developing the consultation. [The Consultation Institute](#) advised on the process at all stages with a view to achieving quality assurance for the consultation.

### **Phase 1: Pre- engagement**

Between August – September 2023, pre-engagement with 40 groups with an interest in library services took place to alert them that funding had been secured to maintain the same level of library service and that there would be a public consultation to consider the future of community outreach, primarily to explore the options for the replacement of aged mobile library vans. Annex 1 shows that speaking with groups comprising/representing those with protected characteristics were a key part of the engagement phase. Annex 1 also shows the range of communication used – face to face meetings, Online meetings using TEAMS and data collection using MS form online questionnaire (emailed out).

The pre- consultation engagement was an opportunity to:

- Inform key stakeholders about the need to procure, to get them on board with the process and understand that funding has been secured to maintain the same level of service
- Get feedback on how the service currently runs
- Get ideas for the future, particularly for community outreach
- Get ideas on how to make the public consultation accessible to those with Protected Characteristics, including if they would or could help promote the public consultation through their organisation and if they would like to speak to us again.

Three Microsoft (MS) Forms were used to get feedback from

- SCC staff network group representing protected characteristics
- Children
- Schools (for teachers views)

Information obtained helped shape the questions used in the public consultation and additional supporting material, identified additional groups to approach and dialogue mechanisms to include in consultation.

A [Needs Assessment](#) for the Library service was published on 19 October 2023. This includes the most up to date data available on protected characteristic groups.

### **Phase 2: Public Consultation**

Using the feedback from the pre-consultation engagement (See Annex 2) and the context provided by the [Needs Assessment](#), a questionnaire survey was designed with preference

statements for people to record their strength of support with an “Other” category to record free text additional comments. There were 29 questions in total. Part 1 asked about use of library buildings; Part 2 covered Outreach services, comparing Mobile libraries, Home library service and Pop-ups; Questions 22 to 29 were optional asking about gender, age, disability, ethnic group, religion and sexual orientation. Contextual information was provided in the questionnaire and a more detailed [Background document](#) was also available giving the reasons for public consultation and supporting information for every question, explaining in more detail specific terms used including the nature of current activities in libraries e.g. “Tot Rock” active songs and rhymes sessions for Pre-school children.

The questionnaire was in two parts and the responder could answer one or both parts.

The public consultation started on 30 October 2023 and ran to 26 January 2024.

The consultation was published on Suffolk County Council’s [website](#). It was communicated in the following ways:

**Media** – Press releases sent out:

- to launch the consultation on 30 October 2023
- Column piece by Cllr Bennett in East Anglian Daily Times 2<sup>nd</sup> week
- To remind people to complete just before Christmas and
- another reminder after Christmas.

**Radio** assisted with the launch of the public consultation. Interview with Cabinet member.

**Social media** – a social media campaign ran during the 13-week period to remind people to fill in the online form. “Boosts” were used to target messaging at men, younger age groups, and geographical areas where we had a lower response according to the postcodes of questionnaires returned - Lowestoft, Ipswich, Great Cornard and Brandon. In January 2024 we used a video clip Facebook post.

**Web landing page** – set out the reasons for the consultation and led to the online form.

**Posters** – with QR code were sent to libraries, Parish Councils via the Suffolk Association for Local Council (SLAC), doctors surgeries and offered to schools via Suffolk Headlines. Posters in 6 different languages (Portuguese, Romanian, Arabic, Polish, Ukrainian and Urdu) were provided to the Wellington Centre in Ipswich and the [Be Well bus](#) and made available for download from the website. Links to the translations were sent to Minority ethnic group emails.

**Bookmarks**– put in library book reservations by library staff and handed out at events so people had the web address to be able to complete the questionnaire in the privacy of their own home.

**Face to face** meetings – meeting library users and non-users in the street with the [Be Well bus](#) in Ipswich and Leiston.

**Email:** The web landing page URL and copy for newsletters was emailed direct to all involved in the engagement phase plus other groups recommended as we spoke to focus groups. Groups representing those with protected characteristics were emailed direct as shown in Annex 3. The email requested them to circulate in their networks as appropriate - social media, newsletters etc.

**On line Focus Groups:** These were held with:

- LGBTQ+ members of the public recruited via [“Together for Suffolk”](#) with the offer of a £10 gift voucher for participation. (6 attended)

- Black and minority ethnic with members of the public recruited via “[Together for Suffolk](#)” with the offer of a £10 gift voucher for participation. Two groups held. (3 & 4 attended)
- Disability - with members of the public recruited via “[Together for Suffolk](#)” with the offer of a £10 gift voucher for participation. (4 attended)
- Home library volunteers with the offer of a £10 gift voucher for participation. (5 attended)
- SCC Deaf network (8 attended)
- Children - Ormiston Denes High School spoke to 8 children
- Over 60s club – spoke to 10 people
- Rural - Mobile library users two trips in different areas - spoke to 24 (Great Wenham – Wherstead) & 19 (Rattlesden) Coffee caravan at Hintlesham Village hall spoke to 11.
- Young mums/maternity –
  - Felixstowe parents Oaks Family centre 5 people
  - Lowestoft Arc Family centre 4 people
  - Bury St Edmunds Parents group 4 people

The survey was available in a range of formats to meet the different needs of the protected characteristic groups:

**Digitally** - the main means of collecting feedback, using an on line form with mostly pre-set options, some free text boxes to allow capture of ideas.

**Translations** - The Questionnaire and background document were translated into Portuguese, Romanian, and Arabic because these are the translations most requested in Suffolk. The Poster was translated into Portuguese, Romanian, Arabic, Polish, Ukrainian and Urdu at the request of the Family Centres in Suffolk. The printed public consultation form included a box with a statement in different languages advising someone in their own language how they can request a full translation. This could be via a translator that would read out the form for them in their language so they complete online. (No translators were requested at any time.)

**Easy read** version was made available on 29 November 2023 on the website. It is was a [word document](#) 48 pages long but could be filled in online, saved and sent to [libraries.consultation@suffolk.gov.uk](mailto:libraries.consultation@suffolk.gov.uk)

**Childrens questionnaire** – after reviewing the easy read version it was agreed that due to the length it was not practical to send that out and expect children to complete. An 8 page version with 15 questions was produced and put into Smartsurvey so children could do complete it online.

**Printed paper copy** of the questionnaire - for library, mobile library users, any other that do not have internet access, particularly meeting the needs of older people. Pre-paid envelopes were provided.

**Audio** – details of how to have the text on the form and the questions read to you on the digital form were explained on the landing page to enable those with lower literacy skills to respond.

**Phone line** – A phone number was provided for people who struggle with literacy or technology to be able to ring Customer Services for them to help them fill in the digital form by reading out the questions and the operator recording the responses in the electronic form on their behalf. This was charged at local call rates.

The **response channels** for easy read or main questionnaire included:

- Online form (filled in on computer, phone or tablet)
- Telephone (to give verbal response that is input into a form by Customer services)

- Free post for paper copies of forms
- Collection in libraries and on mobile vans
- Face to face feedback given at workshops and events
- Voice recordings used at focus groups
- Email of comments to [libraries.consultation@suffolk.gov.uk](mailto:libraries.consultation@suffolk.gov.uk). This was also advertised as the means by which consultees could get additional copies of materials (posters and paper copies of the questionnaire), request translations, alternative formats, ask questions or arrange consultation meetings.

The results were monitored as they came in and efforts were made early on to encourage men to respond, as 33% of active library card holders are men/boys. Materials were provided at a Men's Health Day held at The Hold in Ipswich in November, promotional emails sent to Men's Shed organisations and boosted Facebook messages were sent out.

**5. Findings:** *Describe the key issues that arose and the expected impact on groups by protected characteristic through analysis of all relevant quantitative data and qualitative information. Also include an explanation of missing data.*

The adult questionnaire received 5,415 responses, of which 825 came in as print copies that were inputted by staff. The children's questionnaire received 557 responses, all of which were online. No Easy read or translated versions of the questionnaire were received. (One Easy read was requested but when it was realised it was 48 pages long and they wanted a printed copy, despite us offering to send in the post immediately, someone helped them complete a normal printed version.) A summary of the response to the adult questionnaire can be found in Annex 4 and analysis of the free text answers to questions in Annex 5.

Headline results from the adult questionnaire included:

- 98% answered as individuals.
- The other 2% was made up of schools, town councils, Library Friends Groups and elected councillors.
- 75% female (reflecting 75% of book issues were to women 2022-3)
- 45% aged 65+
- 15% had a disability, of which this was mobility for 39%
- Over 87% of all respondents had used a library building in the last 12 months.
- All 45 static libraries and 3 Pop-ups\* at Rushmere, Red Lodge and Shotley had respondents that had visited. Some respondents used more than one library. Ipswich County, Bury St Edmunds and Woodbridge were the most mentioned with over 500 respondents each.
- Over 90% of respondents thought Free access to printed books, Free access to reference books, free access to internet and Wi Fi in a library building and Opportunities for learning and skills development were very important or important aspects of the library service.
- Less popular services were activities that address wider social needs including job seeking and foodbanks (78% very important or important) and access to financial support (68% very important or important). Overall, a high level of support was expressed for the whole range of current services on offer.
- Over 90% thought better communication of services available was important to develop.

- More services to workers and businesses was the least popular aspect for libraries to develop with only 15% thinking this was very important, although 34% though it was important (49% very important or important).
- Over 90% were Very Satisfied/Satisfied with the current library service in Suffolk, of which nearly 60% were **very satisfied**.
- Nearly one third of the respondents answered the questions about outreach services (1,575) of which 43% had used mobile library vans, 7% the Home library service and 7% Pop-up libraries.
- 97% of those responding on outreach services thought the borrowing of books and reservation service was very important or important and over 95% thought the Home library service very important or important.
- 33% of those responding on outreach services thought mobile library stops should be 16 - 30 mins long while a further 33% thought 31-60 minutes.
- 49% of those responding on outreach services thought smaller mobile library vehicles should replace the aged mobile library vans.
- There was a lack of support for pop- up libraries to replace mobile libraries – most “neither agreed or disagreed” with the 3 options given and 47% strongly disagreed or disagreed with pop-ups replacing mobile library stops. 62% had no preference on pop-up opening times.
- 33% of respondents heard about the consultation on Facebook and 31% from their local library or mobile, reflecting the effectiveness of Facebook and the boosted posts.
- 651 respondents had not used a library building in the last 12 months and of those answering the question what would encourage them to use in the future (527) 17% said nothing and 14% said if a branch or mobile stopped closer to where they live.
- In the free text comments communication was a regular theme - for activities to encourage use by children and young people, for parents, of the Home Library service.

\*Pop-up libraries are funded by the community and operate weekly for 3 – 4 hours from a community building offering free browsing, pick up of reserved books, and regular sessions for preschool and older people.

#### **Main points from free text analysis (Annex 5)**

- Main thing that would encourage people to use a library – if branch/mobile stopped nearer to where live (73 comments)
- Also regarded as important - safe/neutral meeting space (97 comments)
- Important to develop – all important (referring to list provided) (67 comments), still want core library service (47), Share buildings (25 comments)
- Need better publicity (106 comments)
- Outreach link with community services/shops/PO/banking/Council (64 comments)
- Other sized vehicles – mixture of both for flexibility (63 comments)
- Enhance Home Library service by promotion more (206 comments)
- Ensure mobile service/pop ups continue (104 comments)

Subsets of results for those with disabilities, age groups, male, non-white groups, sexual orientation, religious groups, and mobile users were extracted and compared to the total

response and notable differences were significance tested. **In the sections below only aspects that are significantly different to the total response (referred to as All Data) are noted.**

### **Disability**

Disability groups were emailed direct during the consultation to request they passed a link out to the questionnaire, highlight the easy read version available, include in bulletins, Facebook pages etc and were also invited to attend a focus group for those with disabilities. A wide range of response mechanisms were provided and these were detailed in the webpage for the public consultation. No easy read versions of the consultation were returned. Customer services filled one questionnaire in online with someone that phoned.

574 people responded to the adult questionnaire saying they had a disability within the Equalities legislation defining a person as disabled if they have a physical or mental impairment which has a substantial and long term (last or expect to last 12 months) and has an adverse effect on the person's ability to carry out normal day to day activities. However, 680 indicated that they had disability issues: 3% had mobility issues, 36% a long-term health condition, 19% hearing, 19% mental health, and 8% vision, less than 5% for both learning and communication (32 and 27 people respectively making further analysis not statistically significant).

For those with a disability:

- 85% had used libraries in the last 12 months – very similar to All Data. All libraries had been used by people with some form of disability.
- Consistently thought it **very important** to develop all the services to a greater extent than All Data with the single exception of more services to preschool nurseries, schools and colleges
- 8% higher response level (very important/important) for increasing the number of places you can return books
- 7% more strongly disagreed with replacing mobile libraries with pop-ups
- More people aged 35 – 44 through to 65-74 than All Data.

No other results were statistically significantly different to All Data.

**Free text** comments made about disabilities:

- People with ADHD and people with mental health issues find it difficult to manage books so not incur fines – need a reminder system
- Someone with dyslexia wanted longer loan times as their condition means they take longer to read books
- Getting groups together for marginalised groups
- Person with photophobia was refused access to free software to help with this
- More should be done for people with disabilities in rural areas.
- 2 comments about not being able to take dogs into libraries, one of which was for Pet Therapy to help children with reading

A focus group was held with 4 people with disabilities and with 8 people in the SCC Deaf network. Points made relating to disabilities included:

- People with autism need quiet areas so they can concentrate

- Need additional technology to help those with visual disabilities - can aid reading, also more audio books and eBooks.
- App to show how busy the library is so autistic people can avoid busy periods.
- Not always want assistance from staff - better if laid out so they can use without assistance
- Sensory and hearing loss services – want to know what’s available to support them and how advertised
- Deaf people can be sensitive to noise in the library
- Consider more staff training on how to help people with hearing loss - sunflower lanyard
- Raising awareness for hearing loss and other conditions to make space welcoming and users not having to declare as direct.
- Hearing loops are helpful in library buildings (not all library buildings have them)

Impact: The impacts identified in the screening are updated as follows to take into account that Pop-up libraires will not be expanded and the mobile library and Home library services will continue in the new tender with greater publicity of services.

#### **Positive impacts:**

- Publicity of the Home library service will benefit people with physical disabilities.
- Smaller vans will have wheelchair access so no impact.
- The range of ideas raised that can benefit people with disabilities will be considered by the future provider who will respond to locally identified community needs.

#### **Negative impacts**

- The proposed scope of the tender will not have any specific negative impacts for people with disabilities.

All findings from those with disabilities and all with protected characteristics below will be made available to the bidders for them to consider how they can improve service levels in the future.

#### **Age**

Analysis of the adult questionnaire results by the following age groups was undertaken:

- 34 and under
- 35-54
- 55 – 64
- 65 to 74
- 75+

The statistical significance of **differences to All data** was tested and following findings emerged:

#### **34 and under (329 responses)**

- 11% less support for providing other services in library buildings
- 8% Less support for developing digital services
- 11% more support for activities that address wider social needs
- More support for Pop-ups relative to other groups with 55% of this age group Strongly agree/agree with Pop-up funded by a community and 22% preferring After school (22%) but still 45% no preference.
- Also worth noting that 56% of this age group said they had a mental health disability (36% above the total response)

**Free text** – why not use library examples

- Longer opening hours that fit with my schedule
- Knowing what's on
- Transport
- Lack of time

Other comments

- Introduce some creche desks in libraires
- Provide public toilets
- Safe space

**35- 54 age group** (961 responses)

- This age group was more supportive of activities currently on going in library buildings and in particular 6% more supportive for activities that address wider social needs and response to specific local community needs.
- This age group preferred longer mobile library stop times with 6% more preferring 1 -2 hours and -10% for 16 -30 minutes compared with All Data
- 11% more supportive of Pop-ups supported by community funding and 8% more support for after school (20% of 35- 54 age group)
- 10% fewer with hearing disability and 9% more with mental health disability

**Free text – why not use** – same range as under 35

Other comments

- Important as space to work that is not at home
- Catering for people between young mother and OAP
- “library is often the last place people can socialise (and learn) for free is INVALUABLE”
- team up with universities to help people improve their language, essay-writing, critical thinking, communication and research skills
- Warm space
- Provide access to services withdrawn from rural areas
- More advertisement of Home Library service

**55 – 64 age group** (749 responses)

- More “Very important” support for all the existing activities in Library buildings
- 8% less support for larger vehicles and more for smaller and other options.
- Stronger level of feeling for Neither agree not disagree with pop-ups

**Free text – why not use libraries examples**

- Better wheelchair access, quieter not groups shouting
- Calmer environment more academic choice
- Prefer to use mobile library
- Transport

**Other**

- Have facilities for groups in separate rooms as noise can disturb people using computers
- Warm safe space
- Free access to audio books

**65- 74 age group** (1007 responses)

- 5% more support for 31 -60 minute mobile library stops

- 5% more support for providing other public services in library buildings
- 4% more support for developing services providing digital skills and using technology

**Free text – why not use library examples**

- Not live close to library
- Use eBook service so not need buildings

**Other**

- Stick to core services
- More to online service
- Book clubs
- Don't rely on volunteers for Home library service

**75+ (718 responses)**

- 6% less support for free access to digital books and free access to internet and WiFi in libraries
- 9% less support for addressing wider social needs
- 12% more support 16 -30 minute mobile library stops
- 14% more of this age group used mobiles compared to the total response
- 12% more support for larger vehicles (47% of this age group said they wanted larger vans)
- Higher level of Strongly disagree/disagree with pops-ups. 62% of this age group disagreed with Pop-ups replacing mobile stops.

**Free text – why not use library examples**

- Lack of personal mobility or transport

**Other**

- Local information, timetables
- District Council pop up
- Banking hubs where services closed
- Take care not to overstretch themselves
- Larger selection of big print books
- Pleas to keep mobile library service

The key polarities are for pop-ups where there is more support for them in the younger age groups and for longer stops for mobile vans. Also, younger people are supportive of smaller vans while the 75+ group that are a key user of the mobile libraries now, have a higher preference for larger vans but still less than 50% of the age group hence why the decision has been to suggest replacement of the mobile vans with smaller, more environmentally sustainable vehicles.

**Children**

Annex 6 is the summary of the results from the children's questionnaire.

Key results are:

- More even split between boys and girls (41% boys, 45% girls)
- 46% aged 0-11, 48% 12-15 and 6% 16 -24%
- 60% had used a library building in the last 12 months
- Not all libraries were mentioned as ones the respondents had used (9 libraries none)

- 30% had used Newmarket library and 23% Lowestoft
- Borrowing books for free, opportunities to learn to read and write and activities to keep your mind and body healthy were very important/important to 80% of children
- 80% thought it important to offer more services to preschool nurseries, schools and colleges.
- 71% were very satisfied/satisfied with the current library service in Suffolk
- 74% thought it very important/ important for the library to provide activities for children after school, in holidays or at weekends and 72% borrow books.

The results suggested 55% used the Home library service which does not check out with known users of the service, suggesting a misunderstanding in terminology. If you do not live near a library building, continuing the home library service was reported as the most important to children.

Free Text analysis is provided in Annex 7.

A focus group was held with children in Lowestoft school. Points raised included:

- Thinking of getting a library card when go to college, currently most used the school library
- More books on other cultures
- Different range of events for different age groups
- IT in libraries regarded as out of date
- Wanted opening hours that did not overlap with the school day.

**Impact:** The impacts identified in the screening are updated as follows to take into account that Pop-up libraires will not be expanded and the mobile library and Home library services will continue in the new tender with greater publicity of services. No age group expressed a high level of support for more drop box locations (53% of the survey as a whole) or strong views on the timings of service availability so this will be for the provider to consider.

**Positive impacts** for children, working age and older people are:

- Stops by mobile library vans up to 60 minutes will mean time available to access the services and to engage in unstructured social interaction. Timing will be determined by local need.
- Smaller vehicles could access school and nursery sites safely.
- Continuation of the offer of activities for children during holidays, activities for older people in library buildings and the Home Library service for those with temporary or permanent disabilities.

**Negative impacts:**

- Smaller library vehicles will have less book stock for browsing.
- Pop-up libraries will only continue/develop if communities can find funding from local community fund raising/sponsorship, business sponsorship or developer contributions associated with new housing development and the library provider is willing to facilitate.

### **Sex (gender)**

Over 900 men responded to the survey, 87% of which had used a library in the last 12 months (same proportion as women). In terms of the importance of current aspects of library provision:

- men were **less strongly** supportive of access to the internet in libraries, printing and copying services, skills development and activities of children, older people but they did not think they were not important.

- 9% less supportive of making more use of the library
- 11% less supportive of partnership with other services and 10% for information and guidance.
- A higher proportion of men were in the 65+ age groups compared to All Data.

#### **Free text – why not use**

- Not a book reader
- Use eBooks

#### **Other**

- Meeting other people in the community
- Home library should have better integration with NHS Home care arrangements and care homes
- More publicity of home library service

No differential impacts are identified for men and women as a result of the outcome of the public consultation and content of the proposed library tender.

#### **Gender reassignment**

Very low numbers chose to identify themselves as non-binary or gender non-conforming in the questionnaire survey. The focus group with LGBT+ noted:

- Not many books or magazines for gender queer or diversity - more would make them feel more included
- Issues of bullying and harassment from other library users because people stand out from what they wear.

The small sample did not provide any free text comments unique to this group on why not use library.

#### **Other**

- Deliver programmes to help with inclusion and diversity
- Safe, warm space, free
- Provide Non-judgemental services

#### **Positive impact**

- Awareness of potential bullying and harassment issues for those that are gender reassigned can be addressed by appropriate staff training.
- Awareness of the need for diversity in the book stock.

#### **Sexual orientation**

Annex 4 gives the results for the Question 29 on sexual orientation. 83% of respondents were heterosexual. 65% of those responding identified as Bisexual, gay man or woman and no sexuality were **very satisfied** with the library service.

A sub analysis of the adult question excluding those who identified as being heterosexual and having no sexuality showed:

- 91% had used a library building in the last month
- 45 libraries/Pop-ups had been used by a member of this group

- None of the responses to questions were significantly different to the total questionnaire response.
- 58% were under the age of 55 so a younger age demographic compared to the total questionnaire.

#### **Free text comments taken from the focus group and questionnaire**

- Need to develop more opportunities for a sense of community for people with protected characteristics over books. For example, a LGBT+ book club and a neurodivergent book club.
- Not many books or magazines for gender queer or diversity - more would make them feel more included
- Issues of bullying and harassment from other library users because people stand out from what they wear.
- Need for more books about identity and on discrimination law.

#### **Positive impact**

- Awareness of potential bullying and harassment issues for those not heterosexual can be addressed by appropriate staff training.
- Awareness of the need for and monitoring diversity in the book stock.
- Awareness of the potential need to develop book clubs for like-minded people.

Bidders will be made aware of the above and will be expected to address these going forward with appropriate strategies.

#### **Race**

Non white groups were analysed as subgroup of the questionnaire. There were 83 respondents, which was too few to test the statistical significance of differences from the All data set, so the percentage of the group responding to questions are used below instead.

- 95% had used a library building in the last 12 months
- 36 libraries and 1 Pop-ups had been used by non-white responders
- 72% on non-white responders thought free access to digital books was very important (compared to 53% in the total questionnaire)
- 10% more supportive of libraries providing culture and arts
- Only 27% of non-white respondents had used a mobile library service in the last 12 months compared to 44% of the total service.
- More support for longer mobile library stops (14% higher for 31- 60mins and 10% higher for 1 -2 hours)
- Higher level of support for Pop-ups, in particular 50% of non-white group support Pop-up provided by external funding (38% All Data) noted but fewer people use outreach services so does not change the overall conclusion that Pop-ups are not the way forward.
- No non-White respondents were in the 75+ age group (compared to 18% total response).

### **Free text**

- Impartial financial advice
- Opportunities for ESOL
- More access to British Sign Language users, and easier ways to find books while at the library itself
- Libraries in more diverse areas should also develop their services to multilingual users. There are many speakers of additional languages in Ipswich who would benefit from ESOL support, e.g. classes and learning materials.
- Organise a library impact day in each town. Organise roadshow to go to schools, nurseries, factories, offices, care homes.
- Learn from other countries e.g. Sweden class teacher took class to the library every week.
- "...library is open to everyone, so there is no stigma or anxiety attached to going there. This is why libraries play such an important role - they allow connections to be made across a whole community and in doing so they become the heart of that community."
- Not enough books in Cantonese

### **Outreach services**

- Cultural activities for mid age people
- Information on how to claim benefits
- Link to CAB, SEND groups

### **Comments from the 2 focus groups**

- More information on UK cultural background and life in the UK - about ideologies
- Information on getting British citizenship
- Need for parents' group for those with children with autism organised by non-white so appeals to non-white communities.
- More books on other cultures would make non white people feel more included.
- "people may be deterred from using a library due to having difficulty understanding and navigating Public Library policies"

### **Positive impact**

- Awareness of points made above in the future development of the library service to meet community needs.

### **Religion or belief**

A subset of the results were looked at for those with a religious belief that was not Christian. Only 61 people were in this group so understandably not all libraries had been used. None of the trends below relate specifically to religious activities.

- This group had used 27 libraries of the 48 (including pop ups) in Suffolk in the last 12 months
- 8% more supportive of increase in drop boxes
- 16% fewer used mobile library service and none had used home library or pop-ups
- 14% more supportive of partnership with other services in outreach services.

- 10% higher support for smaller vehicles
- Less support of pop ups

#### Free text

- Book club leadership

No specific impacts stem from questions in the consultation that relate to religion or belief.

#### **Marriage/Civil partnership**

Information about people's relationships was not collected in the consultation. People were encouraged to respond as an individual even if they used the same services and shared the same views.

- No specific impacts stem from questions in the consultation that relate to marriage or civil partnerships.

#### **Pregnancy/maternity**

The questionnaire did not ask about this characteristic. Attendance at 3 Parent and toddler groups in different parts of the County, not all held in libraries, were an attempt to engage with this group. Nine parents spoke with us, not all were library users.

- Very low level of knowledge of library services by non-users
- Low knowledge of activities relevant to babies (weighing, activities) by library users
- Concern that toddlers will rip books and parents be charged
- Concern that toddlers will make too much noise in a library

#### Suggestions for the future

- Be good to have a noisy area
- Use damaged books for arts and craft – recycle in a constructive way
- Communicate permission - OK to make noise
- Demonstrate join up with other organisations using the library by advertising their activities on the Library website e.g. Family hub sessions

#### 34 and under age group questionnaire results show:

- 70% of this age group through regular activities for toddlers and parents were very important.
- 86% thought providing better communication of activities was very important/important in the future
- 84% thought providing more services to preschool nurseries, schools and colleges was very important/important in the future
- This age group also showed higher support for Partnership with other services for outreach services

#### Free text themes

- Reasons why this age group don't use services at the moment is lack of time.
- Some suggested longer opening hours would help.

- Safe space and free services are valued
- Childrens clothes swap
- Better use of co-location with Childrens centres e.g. “toys from the children centre could be available in the children's library, varied on different days, to help entertain younger children/babies while toddlers/ older ones are browsing the books or reading.”

### Positive impact

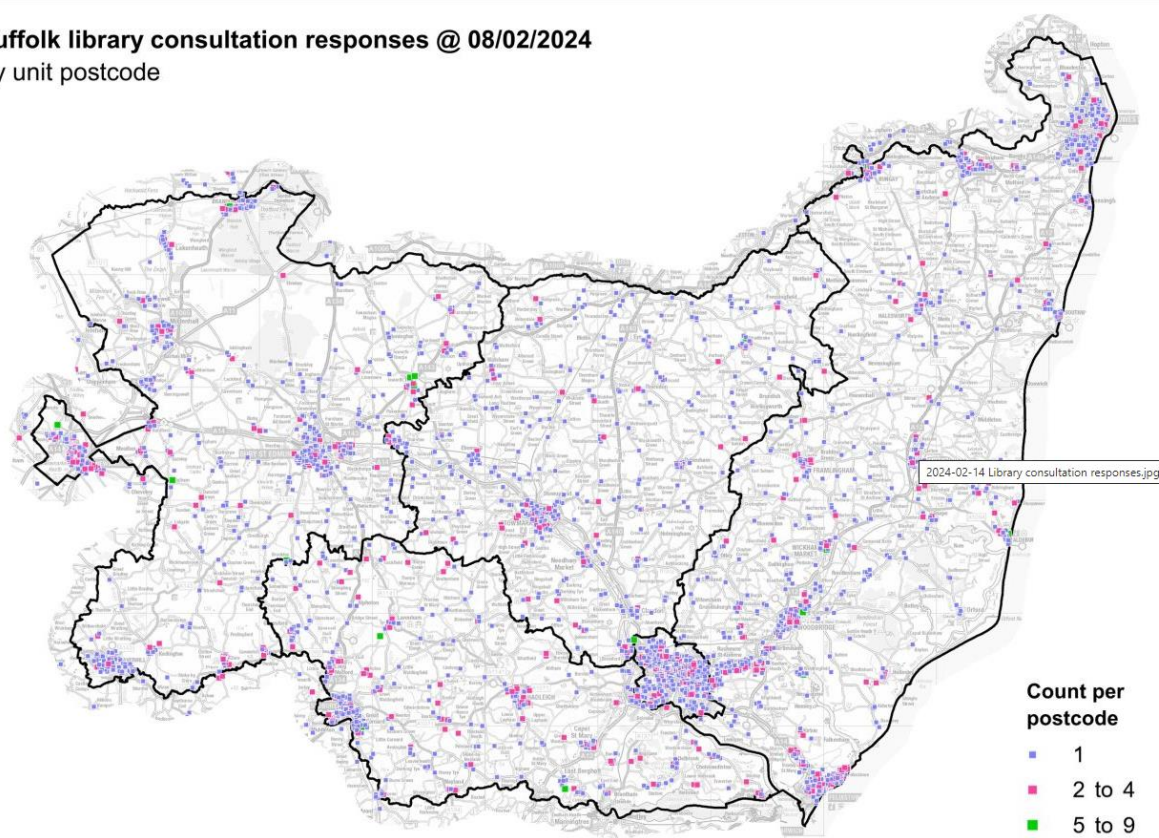
- Better communication of activities taking place at libraries would benefit parents.
- Awareness of comments above will assist the development of services to meet local community needs.
- Communication of the need to better join up services with Family hubs will benefit parents and the use of services.

### Rurality

The map below shows the distribution of responses to the adult questionnaire received across Suffolk.

#### Suffolk library consultation responses @ 08/02/2024

By unit postcode



The adult questionnaire response has been analysed to see if there are any significant differences between All data and mobile library users, as mobile users are largely living in rural areas. Many more people answered the questions about outreach services that did not necessarily live in rural areas or have any knowledge of the current services. 720 responded saying they had used a mobile vehicle in the last 12 months.

- 71% of mobile users had also used a library building in the last 12 months

The significant differences from the total response were:

- 16% fewer mobile users had used a library building in the last 12 months.
- Mobile users rated all activities in library buildings except free access to printed books and quality of information from staff as lower important/very important than the total response. (9% less for printing and copying and 8% less for Culture and arts).
- 6% higher response to increase the number of places you can return books than All data
- 4% higher very satisfied/satisfied with the current library service than All data
- Rated Help with digital equipment and Activities for older people in the outreach service as 12% and 11% less very important/ important than the total response. I.e. 67% of mobile users said Help with Digital equipment was very important/important compared with 79% of the total response. Feedback given by customers on mobile vehicles was that they were aware that this would take more time and they realised there had to be a trade-off - that there is currently a delicate balance between the number of stops and time.
- 15% higher response for 16-30 mins and 9% lower for 1-2 hours. 48% of mobile users opted for 31-60minutes, making it by far the most popular time.
- 15% higher response for LARGER vehicles meaning that 51% of the mobile users responded to larger vehicle compared to 35% of the total response.
- Mobile users were more strongly opposed to the idea of pop-ups, particularly Pop-ups that replaced mobile library stops with 67% of mobile users disagree/storing disagree compared to 47% in the total questionnaire.
- 23% more mobile users heard about the public consultation from the library/mobile and 16% less Facebook compared to the total survey.
- 11% more mobile users were in the 75+ age group.
- 14% more mobile users had mobility issues.

#### **Free text points raised by mobile users**

- 16 responses mentioned linking with schools
- 8 comments about focusing on books
- Over 100 comments asking for the mobile library services to be retained
- Comments from this group cover the full range of things as in the full freetext analysis in Annex 5.

A subset of respondents that gave postcodes was examined using the rural/urban classification following the 2011 Census. (This has not been updated for 2021 yet.) Post codes were assigned to Lower Super Output Areas classified as rural/urban. The percentage of LSOAs within each postcode area that are rural or urban were calculated and where the LSOAs within a postcode area were split exactly 50/50 between rural and urban, they were listed as urban.

No differences were noted when All data was compared with urban. This is to be expected as the sample for Urban is very large (sample of 2584).

1622 respondents had rural postcodes. The following were the biggest differences to All data.

- 87% had used a library building in the last 12 months compared to 88% of all users
- Rural postcode respondents rated the current services in library buildings , and the aspects suggested for development in them 2 -7% lower.
- 21% of the rural postcode respondents had used the mobile library service in the last 12 months compared to 13% of All data.
- Rural postcode respondents were more likely to have heard about the consultation from their local library or mobile. Facebook was the most common means of hearing about the consultation for All Data.

#### **Positive impacts**

- Continuation of the mobile library service and evolution to meet community needs (eg stopping at schools etc)
- Smaller vehicles could access more rural locations, schools and nurseries safely than currently
- Improved communication of services will benefit those living in rural areas and currently unaware of the mobile and home library services.

#### **Negative impacts**

- Smaller vans would carry fewer books to browse.
- Pop-up libraries will only continue/develop if communities can find funding from local community fund raising/sponsorship, business sponsorship or developer contributions associated with new housing development and the library provider is willing to facilitate.

#### **Socio-economic disadvantage**

To try to get comments for those in low-income socio-economic groups, focus group work was undertaken with parents as reported under Pregnancy and Maternity above, and engagement with people in Ipswich town centre and Lowestoft (both areas of deprivation) was undertaken. People were engaged on two occasions in Ipswich using the Be Well bus (Supported by NHS and providing access to different services on different days). At Burlington Road in Ipswich (high multi cultural area) bookmarks were given out to encourage parents coming out of school with children to do the survey online and conversation only got the suggestion that more bilingual books would be helpful in libraires.

In Ipswich on the Cornhill with the Be Well bus for the day afforded opportunities to speak to homeless people and non-library users. Themes mentioned included:

- Library valued as a safe space
- Health issues were mentioned 8 times, including diabetes and cancer and the need for support groups
- Mention made of not being able to afford to buy books
- Good place to take children
- Issues with getting a library card due to having no address

In Lowestoft points included:

- Concern for the cost of fines for not returning items on time

- Need for lessons on computing and digital fraud avoidance

#### **Positive impacts**

- Continuation of the range of services current offered that includes activities to improve mental health, support the development of IT skills and to respond to local needs.
- Smaller vehicles could access more rural locations, schools and nurseries safely than currently
- Improved communication of services will benefit those living in rural areas and currently unaware of the mobile and home library services.

#### **Negative**

- Pop-up libraries will only continue/develop if communities can find funding from local community fund raising/sponsorship, business sponsorship or developer contributions associated with new housing development and the library provider is willing to facilitate. This means fewer opportunities to develop activities to assist those looking for jobs.

**6. Conclusion:** *Explain the outcome(s) of the consultation and research and any mitigation options considered. Include the risks, benefits and social and economic cost analysis. Describe the resulting recommendations/decisions.*

The outcome of the consultation is very little change to the range or timing of services currently provided by the library service. Good ideas have been raised by some individuals, will be for the bidders to consider as they prepare their tender responses on viewing the report on the consultation contained in the 26 March 2024 Cabinet paper.

Key outcomes of the public consultation are:

- Continuation of the range of services offered from the 45 library buildings, mobile libraries and Home library service currently on offer that people have come to value highly.
- There will be no requirement in the library tender to provide weekly pop-up library visits in village halls as there was little enthusiasm for the idea, especially for replacing mobile library stops with Pop-ups. The emphasis on the availability of book borrowing in rural areas allowing some time limited unstructured social interaction is valued more than longer stops with organised activities. The outcome is the mobile van reaches many small communities. Adoption of smaller vehicles will assist this outcome.
- Bidders for the tender will see that the total survey response suggested smaller mobile vehicles should replace larger vehicles enabling greater flexibility in the way they are used and where they can go. However, 51% of current mobile users and 47% of those aged 75+ opted for larger vehicles. It will be for the provider to research the options and consult further on replacement plans, considering if a mixture of vehicles meets needs.
- A strong communication strategy will be requested in the tender so that users and non-users are able to make more use of services available.
- A huge range of suggestions for future development have been received. Bidders for the tender will be asked to demonstrate the way in which they will identify and respond to local community needs recognising that a uniform approach is neither affordable nor necessary.

## **Mitigation**

Negative impacts have been identified for Age, Rurality and Socio-economic:

- Smaller library vehicles will have less book stock for browsing. (Not Socio – economic)
- Pop-up libraries will only continue/develop if communities can find funding from local community fund raising/sponsorship, business sponsorship or developer contributions associated with new housing development and the library provider is willing to facilitate.

The mitigation for smaller library vehicles is to make greater use of the reservation service. The service currently exists, it is available on line 24/7. It is free to reserve a book in the Suffolk catalogue and if people using mobiles lack internet access to do their own reservations, these can be done by the library manager on the mobile van.

Consideration could be given to having a mix of mobile library vehicles. Route timetables could be reviewed that would allow a larger vehicle sometimes during the year. This would better meet the needs of the current mobile library users.

Although Pop- up libraries will not be part of the Library tender going forward, services will be available in the 45 library buildings and information and advice will be available from the mobile libraries.

## **Risks**

1. Bidders are unable respond to any of the suggestions for developments to the library service due to budget availability.  
Mitigation: New provider seeks funding from sources other than SCC, in particular community funding where residents directly benefit.
2. Bidders are unable to provide the current level of service for the budget available and seek reductions in service levels.  
Mitigation: The tender process will be a Competitive Procedure with Negotiation. Areas for negotiation will be established in advance and the results of the public consultation will help guide negotiations.
3. Users of the Pop-up libraries will be disappointed that they will continue to rely on community funding and if they are subsequently closed due to lack of funding.  
Mitigation: Community continues to fund Pop-ups if it meets a local need and SCC looks at securing S106 or CIL funding to provide library buildings for new and emerging communities.
4. The new provider may decide to cease Pop-up libraries as they will not be included in the specification for the library service.  
Mitigation: SCC looks at securing S106 or CIL funding to provide library buildings for new and emerging communities.

## **Benefits**

- Suffolk taxpayers will experience no major changes in library services they so clearly value, as a result of this consultation.

- Bidders for the library tender will have access to results of the public consultation, giving them insight into what matters most to current library users and ideas for how residents in Suffolk think the library service should develop in the future.

### **Social impact**

- Suffolk library users will gain reassurance that the aspects of the service they most value will be continued and the emphasis on meeting community needs continues.

### **Economic cost analysis**

The budget envelope for the library procurement is £82m over the next 12 years. This includes £200,000 pa to cover the replacement of the mobile library vehicles. This is a fixed price. It will be for bidders to demonstrate how they will meet the outcomes required and use the assets over which they would have control to generate additional income.

### **Recommendation/decision**

The recommendation is that the current range of services offered from the 45 library buildings, mobile libraries and Home library service be continued and developed according to local community needs. This means there will not be a universal offer – for example a branch library will not run a toddler group if the church is running a group in the building next to it. The mobile library service will continue with its range of timings to meet community needs and focus on the loan of books. Pop-up libraries will continue not to be part of the County Council funded service. The results of the public consultation will be made available to bidders for the library tender for them to consider how they respond to the ideas raised to meet the needs of library service users in the future.

**7. Proposals:** *Set out the next steps that will be taken including: the systems set up to monitor any resulting impact; timetable for action; how the findings will influence policy and practice.*

The results of the public consultation will be presented to the Cabinet on 26 March 2024 with a timetable for the library procurement and a recommendation to proceed. Following this a “You said, we did” report will be produced and published as part of the consultation response. This cannot be finalised until after the Cabinet meeting. On completion of reporting of the results of the consultation to the satisfaction of the Consultation Institute, the County Council will receive certificate of Quality Assurance for the library consultation.

This EIA will be updated as required to accompany the tender to be published in June 2024.

The findings of the public consultation and Needs Assessment will be used in the procurement process by:

- bidders to formulate their tender responses
- Commissioners to evaluate how they meet the future needs of library users in Suffolk.

The EIA will be further updated for the 5 November Cabinet meeting when the result of the procurement will be reported to Cabinet.

**8. List and embed below any relevant supporting documents or add the link to the external website:** *E.g. action plan*

Link to the Library procurement public consultation webpage

[Shaping the future of library services 2023 - Suffolk County Council](#)

[Needs Assessment for library services in Suffolk](#)

**9. Publication of full EIA:** *Describe how this will be done and interested parties informed (legal minimum is publication on the SCC website). If this cannot be published at this time, please give a reason (for example: protected data or commercial sensitivities).*

This full EIA will be published when the Cabinet paper “Library Procurement Public Consultation outcomes” is published on 11 March 2024.

It will be sent with the Cabinet paper to organisations and individuals that were emailed as part of the consultation or emailed in comments after 11 March.2024.

A link to the EIA will be published on the Shaping the future of library services web page on 11 March 2024.

## Appendix 1: Pre -engagement contacts

Group	Representative of	Type
Suffolk's Libraries staff	Current provider staff including mobile van drivers	Face to face
Suffolk's Libraries Friends Group	Community involvement in delivery of library services	On Teams
Mobile library service users	Mobile library service users	Face to face
Collaborative Communities Board	District Councils, public sector and voluntary organisations officers	On Teams
SCC Adult and Community Services Management team	Adult Services providers, officers	On Teams & MS Forms
SCC Children & Young People Leadership team	Children's services providers, officers	On Teams & MS Forms
SCC The Hold	Suffolk Archives – historical record use	On Teams
NHS	NHS - Suffolk and North East Essex Integrated Care Board	On Teams
District Councils	Each District in Suffolk	On Teams
SCC Directorates (Others)	Officers & organisational priorities	On Teams
Suffolk Association of Local Councils	Parish Councils in Suffolk	On Teams
Community Action Suffolk	Needs of rural communities	On Teams
Voluntary & Community Sector Leaders group	Voluntary sector organisations	On Teams
Children/teenagers	Holiday Club group at Stowmarket library	Face to face
Children in school	Children	MS Form
SEND Young people	Specialist needs	MS Form
Looked after Children	Specialist needs	MS Form
SCC Network groups: Neurodivergent Network Vegan Network Christian Fellowship Women's Network Young Adults' Network Black and Asian Network Mental Health Network disABILITY Network Deaf Network LGBT+ Network Carers Network	Protected characteristics and also asked for their views on are leavers, military veterans, socio-economically deprived and rural communities.	MS Form
Engaged Communities Group	Voluntary sector organisations	On Teams
MPS	Political interest	Letter
Suffolk Chamber of Commerce	Businesses & workers	On Teams
MENTA	Advice and training to businesses	On Teams
Library users	Current library users	On Teams
Library non-users	Non-users of library services	On Teams
Suffolk Parent Carer Forum	Specialist needs SEND carers	On Teams

ACE Anglia Disability Advocacy	Needs of people with disabilities	On Teams
Military veterans	Needs of Military veterans	Face to face
DWP	Workers	On Teams
Colleges	Needs of young people	MS Form
Schools	Needs of teachers and pupils	MS Form

## Appendix 2

### High level messages from library engagement work

Overlap between service redesign/contract specification/wish list from those wishing to make use of the service and content for consultation – need to make sure not too much emphasis on what would be nice to have, but isn't realistic – sense that all organisations engaged with have their own agenda and perhaps not enough knowledge of what the service can do?

#### Children

- CYP -desire to link with family hubs also could do more for Children in Care?
- Children not attending school should be encouraged to use libraries (children absent from school and those being home-educated)
- Suffolk Libraries want to be able to support home educators more
- Range of activities for children beyond standard reading based – e.g. art, craft, competitions etc
- Need to offer more for older children/teenagers - could create teenage hubs, especially for those revising for exams?
- No school library service so could be greater provision for schools going forward
- Provision of books in different languages for asylum seekers (unaccompanied children)

#### Businesses

- Don't currently have a use for libraries – would use online services if required

#### Communication

- Library branches communicate separately – have own Facebook pages so not obvious what is going on overall (website holds details of activities at all branches)
- General lack of knowledge about Home Library Service, mobile library stops and what services libraries offer
- Communication needs to be clear that libraries are not just about borrowing books

#### Adults/general

- Libraries as possible way to provide support for those with learning difficulties for support and networking
- Possibly of further links with CAB
- Services for under-represented groups e.g. GRT, Ukrainian refugees, ethnic minorities – could mobile libraries expand their reach? (some libraries already offer activities aimed at some ethnic groups)
- Possibility of sharing facilities e.g. Mildenhall Hub, Moreton Hall
- Links with archive branches
- Need to promote services for those looking for work

- Libraries could do more for those on benefits – e.g. help with transfer to Universal Credit, host job fairs
- Potential to use libraries as health hubs for various health services e.g. health checks, healthy lifestyle advice (would need space for privacy, also staff to provide information)
- Archive hubs in libraries/train library staff in family history
- Need to recognise role of friends groups/volunteers in running of branches (also running of home library service)
- Need to understand that each branch has its own specific needs – issues around space in branch, inability to expand etc
- Libraries see themselves as filling the gap (not by choice) made by organisations being 'digital by default'
- Closure of Tourist Information Centres mean libraries are trying to fill that gap
- Potential closure of ticket offices at stations - libraries may find themselves being asked to print tickets
- Appointment system may be needed for specific help/services
- Staff recognise a need for providing support to users of IT in libraries, but don't feel they have the skills/feel they need to be upskilled to provide this as a service
- Most activities take place during working hours – seems to be very little for those who work/events in evenings
- Perception that not all events are on libraries' website – County Library has noticeboard advertising several events not shown online (Need to check if these events are run by Suffolk Libraries or are they run by other organisations using a space in the library?)
- Could do more to support adult literacy (reading mentors, spaces where people could go for help in branch)

### **Mobiles/outreach**

- Mobiles could visit community groups rather than villages -potential link with e.g., Rural Coffee Caravan, existing book exchange schemes
- Mobiles could mirror offering of static branches
- Greater promotion of mobile library stops to boost usage
- Potential to link mobiles with Home Library Service (most HLS volunteers linked to a static library) – could extend remit?
- 'Users of mobiles are loyal and don't use statics.' (could be linked to access – lack of public transport from rural areas)
- Mobiles could do more for rural communities - look at Rural Coffee Caravan, also loss of banks in rural areas and digital support for older people
- Gypsy and Roma Travellers do not have access to libraries – could access outreach services (but often have issues with connectivity due to location)
- As above – outreach could link with hard-to-reach communities and provide health services e.g. vaccinations
- Explore potential of village halls for outreach/mobile stops

- Possibility of link between community transport and mobile/outreach – need to recruit more volunteers for this to be effective
- Park and Ride sites as drop-off points for books?
- Mobile useful for social interaction between users/exchange of local information
- Wider choice of materials to borrow
- Better promotion of what is offered on mobiles – could do more for children/families/playgroups
- Some mobile library users also use static libraries – also mobile libraries used to collect reservations
- Mobiles could sell items (e.g. stationery)

### **Consultation**

- On-line by default
- Paper copies for those not comfortable with technology
- Freephone number to complete over the phone
- Organisations happy to promote with posters
- Historically, QR codes not seen as viable
- Need to consider different languages/formats
- Tablets in branches/outreach events to allow people to complete
- Free post envelopes so people can take a paper copy away to complete
- Incentive for people to complete (prize draw for e.g. supermarket vouchers)
- Promote via GPs' surgeries, social prescribers, Women's Aid
- Promote via local/parish magazines
- Posters at Park and Ride, supermarkets, on buses, WI groups
- CYP Engagement Hub could reach young people – offer incentive to complete
- Could tag on to Babergh and Mid Suffolk's Corporate Plan engagement for seldom heard voices October –Also – BMS parish liaison meeting
- Video to promote consultation on website
- Circulate by email to library users (users already receive notifications re reservations etc by email)
- Could put link to survey on bookmarks (placed in reserved items for collection) or leaflets
- Promote through churches, mosques, synagogues

### **Libraries engagement – Children's and Young People's views**

10 children and young people responded in total

#### **About you generally (library usage and where you live)**

All 10 answered this question and results are summarised below:

<b>About you generally</b>	<b>No.</b>
I have used a library in the last year - I live in a town	6
I have used a library in the last year -I live in a village/countryside	2
I have never used a library -I live in a village/countryside	1
I have used a library in the last year	1
<b>Total</b>	<b>10</b>

Only 1 of the children/young people have never used a library.

**What would you like to borrow from the library in the future? (You can include any of the items listed above, or something else. You can list as many or as little as you like)**

9 completed this question and commented they would like to:

- Borrow books (story books, bedtime picture books, books to help with homework, books 'based on real life')
- Borrow ebooks/audio books
- Access to the internet
- Download music with their library card
- Take part in activities
- Have access to a space designed for young people with staff trained in 'youth work'

**What activities could a library offer that would interest you? (You can include any of the activities listed above, or something else. You can list as many or as little as you like)**

7 completed this question and said they would like:

- Storytelling or puppet sessions
- Reading challenge
- Craft clubs
- Lego building
- Children's activities during school holidays/at weekends
- Information area for young people

**How would you like to get to a library service?**

All 10 answered this question – some chose more than 1 option, so total adds up to more than 10.

How would you like to get a library service?	No.
Go to a library building	8
On my phone	3
On a computer	3
Village hall pop up (weekly)	1

**When are you most likely to use a library?**

9 children and young people answered this question, as follows:

When are you most likely to use a library	No.
Saturday	3
After school	2
School holidays	2
Sunday	2

Most popular time is Saturday, and if you add in the figure for Sunday, 5 out of the 9 would visit at the weekend, with after school and school holidays both receiving 2 responses.

**What is the easiest way for you to respond to a survey about libraries?**

All 9 children and young people who answered this question chose 'On my phone (sent a link to a form to fill in)'.

### Annex 3 Consultation distribution

	Stakeholder Group	Communication method	What sent	Date sent 2023
	Press	Email	Press release (PR)	30-Oct
MPS	MPS	Email	Briefing	30-Oct
SCC	County Councillors Posters in Councillor area for pick up	Email	Briefing note	30-Oct
	SCC staff	Inside SCC	News item	01-Nov
	Conservative Group	Online	Meeting	9 Nov
	Conservative Group	Online	Meeting	14 Nov
	Greens, Lib Dems and others	Online	Meeting	9 Nov
	Directorate management teams CYP - sent to all staff	Email	Message	02-Nov
	ACS Directorate management team - Went in ACS update to all staff	Email	Message	02-Nov
	CYP Strategic Commissioners group	Online	Meeting	08 Nov
	Homes for Ukraine newsletter	Email	Newsletter copy	02-Nov
	ACS Provider networks	Email	Newsletter copy	02-Nov
	SCC Network Groups	Email	PR, Newsletter	02-Nov
	Archives service	Email	PR, Newsletter	02-Nov
	Family hubs - Posters & Facebook	Email	Newsletter copy	02-Nov
	Park and Ride	Poster	Posters	01-Nov
Districts	District Councils	Email	Briefing	30-Oct
	West Suffolk	Posters	5 Posters	01-Nov
	East Suffolk District Council	Posters	7 Posters	01-Nov
	BMSDC	Posters	5 Posters	01-Nov
	Ipswich	Posters	5 Posters	01-Nov
	DC Locality officers	Email		01-Nov
Suffolk Libraries	Suffolk's Libraries	Email	Copy of briefing to staff	30-Oct
	Suffolk Libraries staff / mobiles	Internal post	Briefing note	30-Oct
	Suffolk Libraries Friends Group	Email	Press release	02-Nov
	Mobile library users	Posted to SL	Print copies questionnaire	08-Nov
	Home Library	Email	Print copies	03-Nov
Public Sector	Collaborative Communities Board	Verbal	2 Nov Board meeting	02-Nov
	Gypsy & Travellers	Email	Briefing & print copies	06-Nov
	Engaged Communities Group	Email	Briefing	01-Nov
	Social Prescribing teams	Email	Briefing	07-Nov

Groups	Community Action Suffolk	Email	Newsletter and social media copy	30-Oct
	Suffolk Association of Local Councils	Email	Newsletter included in their Bulletin	31-Oct
Health	Integrated Care Board	Email		07-Nov
	NHS - surgeries	Email	Screens for GP surgeries	06-Nov
	NHS	Email	Newsletter copy	07-Nov
	ICB weekly newsletter to public 1,000 recipients	Email	Newsletter copy	16-Nov
	GP surgeries - Sent to East and West	Posters	Posters - laminated	08-Nov
	PPG Patient groups in GPs	Email	Briefing	07-Nov
	Health watch	Email	Press release & newsletter copy	15-Nov
	SNEE Dementia Forum	Email	Newsletter	01-Nov
	SNEE/ICB	Email	Translations and Newsletter	14-Nov
	Ipswich Christchurch mansion Free Wellbeing event	Face to face	Distributed book marks	6 Dec
	St Elizabeth Hospice	Email	Translations and Newsletter	14-Nov
Rural	The Rural Coffee Caravan	Email	Press release	02-Nov
	WI	Email	Press release & newsletter copy	06-Nov
	Communities together	Email	Press release & newsletter copy	06-Nov
	Community Action Suffolk	Email	Translations and Newsletter	14-Nov
Religious	St Edmundsbury & Ipswich Diocese	Email	Press release & newsletter copy	06-Nov
	Together for Suffolk	Email	Social media content	31- Oct
	Together for Ipswich	Email	Press release & newsletter copy	06-Nov
	Emmaus Suffolk.org.uk	Email	Newsletter and social media copy	01-Nov
	East of England Faiths Agency	Email	Translations and Newsletter	14-Nov
	BSC Multicultural services (Muslims)	Email	Newsletter copy	21 Dec

Disability	Suffolk Coalition of Disabled People	email	Press release & newsletter copy	06-Nov
	Suffolk User forum (Disabilities)	Email	Newsletter and social media copy	01-Nov
	Suffolk Parent Carer Forum & SEND	Email	Newsletter and social media copy	01-Nov
	ACE Anglia	Email	Newsletter and social media copy	01-Nov
	Autism and ADHT.org	Email	Newsletter and social media copy	01-Nov
	West Suffolk Disability Forum	Email	Newsletter and social media copy	01-Nov
	Leeway	Email	Translations and Newsletter	14-Nov
LGBT	Outreach Youth for LGBT 16 -21. PRIDE	Email	Newsletter and social media copy	06-Nov
	Suffolk Pride	Email	Newsletter and social media copy	06-Nov
Business	Suffolk Chamber of Commerce	Email	Newsletter	02-Nov
	Menta	Email	Newsletter	02-Nov
	DWP - Put in monthly newsletter to 200 partner organisations	Email	Newsletter and social media copy	01-Nov
	Suffolk Agricultural association	Email	Press release	06-Nov
	Military veterans	Email	Newsletter copy	02-Nov
	<u>Combat coffee</u>	Email	Newsletter copy	02-Nov
Children & Young People	Suffolk's Libraries staff give Q to children in library activities	Email	Face to face by library staff	Dec 2023 - Jan 2024
	CYP Children in care	Email	Child Q link	18 Dec
	Schools	Headlines	Child Q link	12 Dec
	Colleges	Email	Link to Q	18 Dec
	Looked after Children - Foster carers	Email	Child Q link	18 Dec
	Children's centres	Email	Child Q link	18 Dec
	Social care field work children	Email	Child Q link	18 Dec
	SEND Young people -	Email	Child Q link	18 Dec
	daniela@innov8workshops.com	Email	Press release	13-Nov
	Achievers Ipswich	Email	Link to Q (before child version)	23-Nov
Men	Men's Sheds	Email to CAS	Press release	14 Nov
	Suffolk Mind - Men's Day at Hold Sunday 19 Nov	Email	Translations and Newsletter	16-Nov
Minority groups	GYROS (migrant support org)	Email	Translations and Newsletter	14-Nov

	Lets Ipswich	Email	Translations and Newsletter	14-Nov
	Victim Support	Email	Translations and Newsletter	14-Nov
	ACCE Suffolk (Chinese community)	Email	Translations and Newsletter	14-Nov
	Bangladeshi community	Email	Translations and Newsletter	14-Nov
	Indian community	Email	Translations and Newsletter	14-Nov
	Phoebe	Email	Translations and Newsletter	14-Nov
	ISCRE	Email	Translations and Newsletter	14-Nov
	Homes for Ukraine	Email	Translations and Newsletter	2 -Nov
Non users	Newmarket Locality and Youth action Group meetings	Face to face	Press release	23 Dec
	Sudbury CAB	Email	Translations and Newsletter	14-Nov
	Brandon Garden club	Face to face	Distributed book marks	27 Nov
	Brandon Christmas fayre	Face to face	Distributed book marks	02 Dec
Other	DCMS	Online meeting	Web page link	11 Oct
	Chartered Institute of Library and Information Professional (CILIP)& Libraries Connected	Email	Press release and web page	12 Dec

#### Annex 4

## SHAPING THE FUTURE OF LIBRARY SERVICES 2023

### Final results

#### 1. In what capacity are you responding to this consultation?

Answer Choices			Response Percent	Response Total
1	As an individual		98.30%	5323
2	On behalf of an organisation or business		1.74%	94
3	As an elected representative		0.70%	38
			answered	5415
			skipped	0

Please use this box to provide the name and type of organisation or business you are responding on behalf of or, further details if you are responding as an elected representative: (194)




















#### 2. Have you used a library building in Suffolk within the last 12 months?

Answer Choices			Response Percent	Response Total
1	Yes		87.73%	4654
2	No		12.27%	651
			answered	5305
			skipped	110

### 3. If you answered NO can you tell us what would encourage you to use library buildings in the future?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	527
		answered	527
		skipped	4888

### 4. If you answered YES can you tell us which library locations you usually use?The library service in Suffolk has 45 buildings plus 3 Pop-up libraries in community buildings in Red Lodge, Rushmere and Shotley. This question only asks about your use of library buildings. You will be asked about use of the mobile library service later.

Answer Choices			Response Percent	Response Total
1	Aldeburgh		3.27%	152
2	Beccles		3.98%	185
3	Brandon		3.32%	154
4	Broomhill		2.71%	126
5	Bungay		2.54%	118
6	Bury St Edmunds		13.29%	617
7	Capel St Mary		1.74%	81
8	Chantry		1.96%	91
9	Clare		1.96%	91
10	Debenham		1.10%	51
11	Elmswell		1.27%	59
12	Eye		2.13%	99
13	Felixstowe		7.80%	362
14	Framlingham		4.26%	198
15	Gainsborough		2.26%	105
16	Glemsford		0.93%	43
17	Great Cornard		1.72%	80
18	Hadleigh		3.85%	179
19	Halesworth		3.83%	178

**4. If you answered YES can you tell us which library locations you usually use?**The library service in Suffolk has 45 buildings plus 3 Pop-up libraries in community buildings in Red Lodge, Rushmere and Shotley. This question only asks about your use of library buildings. You will be asked about use of the mobile library service later.

20	Haverhill		2.86%	133
21	Ipswich County		14.15%	657
22	Ixworth		4.01%	186
23	Kedington		0.52%	24
24	Kesgrave		4.31%	200
25	Kessingland		1.10%	51
26	Lakenheath		0.95%	44
27	Lavenham		1.92%	89
28	Leiston		2.52%	117
29	Long Melford		1.46%	68
30	Lowestoft		5.32%	247
31	Mildenhall		3.51%	163

32	Moreton Hall		1.29%	60
33	Needham Market		2.00%	93
34	Newmarket		8.01%	372
35	Oulton Broad		1.27%	59
36	Red Lodge Pop-up (Suffolk Libraries Local)		0.26%	12
37	Rosehill		3.21%	149
38	Rushmere Pop-up (Suffolk Libraries Local)		0.54%	25
39	Saxmundham		2.97%	138
40	Shotley Pop-up (Suffolk Libraries Local)		0.37%	17
41	Southwold		2.22%	103
42	Stoke		0.80%	37
43	Stowmarket		5.99%	278
44	Stradbroke		1.85%	86
45	Sudbury		6.98%	324
46	Thurston		2.09%	97
47	Wickham Market		3.06%	142

48	Woodbridge		11.89%	552
49	Another library (please give details):		1.57%	73
			answered	4644
			skipped	771

### 5. How important do you think these aspects of the library service are?

Answer Choices	Very Important	Important	Neither important / not important	Not important	Not important at all	Response Total
Free access to printed books	93.12% 4950	5.47% 291	0.75% 40	0.24% 13	0.41% 22	5316
Free access to reference books	78.64% 4130	16.81% 883	3.31% 174	0.82% 43	0.42% 22	5252
Free access to digital books (e-books, e-magazines, e-newspapers) you can read on your computer, tablet or phone	53.23% 2754	29.26% 1514	12.72% 658	3.32% 172	1.47% 76	5174
Free access to internet, Wi-Fi and access to IT equipment in a library building	66.95% 3490	23.63% 1232	5.91% 308	2.13% 111	1.38% 72	5213
Printing and copying services	46.43% 2411	36.26% 1883	11.96% 621	3.64% 189	1.71% 89	5193
Opportunities for learning and skills development (reading & literacy)	63.80% 3304	27.57% 1428	5.83% 302	1.51% 78	1.29% 67	5179
Help with developing digital skills to use your computer, tablet or phone (drop in and workshops)	50.20% 2595	34.32% 1774	10.64% 550	3.00% 155	1.84% 95	5169
Regular activities for older people (craft, social groups etc.)	60.26% 3146	28.25% 1475	8.16% 426	1.90% 99	1.44% 75	5221
Regular activities for toddlers and parents	62.00% 3212	26.79% 1388	7.28% 377	2.12% 110	1.81% 94	5181
Homework clubs and activities for children (e.g. Summer reading challenge, Lego club)	59.44% 3072	30.01% 1551	7.22% 373	1.72% 89	1.61% 83	5168
Activities that encourage wellness, mental health and physical activity	53.05% 2749	30.61% 1586	11.68% 605	2.91% 151	1.76% 91	5182
Culture and arts activities	46.74% 2414	35.55% 1836	13.34% 689	2.65% 137	1.72% 89	5165
Activities that address wider social needs including jobseeking, food banks	45.87% 2363	32.42% 1670	14.81% 763	4.06% 209	2.83% 146	5151

## 5. How important do you think these aspects of the library service are?







Response to specific local community needs (there is not a standard set of activities across all libraries)	49.67% 2559	35.21% 1814	11.47% 591	2.00% 103	1.65% 85	5152
Quality standard of information given by staff	67.57% 3506	27.81% 1443	3.60% 187	0.40% 21	0.62% 32	5189
Access to financial support (e.g. Bank or Building Society pop ups)	32.99% 1690	34.62% 1773	22.47% 1151	6.23% 319	3.69% 189	5122
					answered	5330
					skipped	85

## 6. Which of the following areas do you think are important for the library service to develop?

Answer Choices	Very Important	Important	Neither important / not important	Not important	Not important at all	Response Total
Better communication of services available	46.96% 2341	43.41% 2164	8.35% 416	0.78% 39	0.50% 25	4985
Providing other public services in library buildings	27.25% 1354	45.91% 2281	21.12% 1049	4.39% 218	1.33% 66	4968
More services available online (e.g. e-books)	26.97% 1331	42.43% 2094	24.32% 1200	4.86% 240	1.42% 70	4935
Digital skills and using technology	31.88% 1574	48.60% 2400	15.96% 788	2.57% 127	0.99% 49	4938
Make more use of library buildings for activities	38.84% 1930	43.31% 2152	13.97% 694	2.64% 131	1.25% 62	4969
More focus on evidenced local community needs	38.07% 1875	44.93% 2213	13.91% 685	1.83% 90	1.26% 62	4925
More services to workers and businesses (e.g. online health and safety training)	15.19% 747	33.56% 1651	36.57% 1799	10.98% 540	3.70% 182	4919
More services to preschool nurseries, schools and colleges	34.92% 1717	41.92% 2061	17.31% 851	3.90% 192	1.95% 96	4917
Increase the number of places you can return books in the county (Drop Box)	20.72% 1021	32.31% 1592	36.15% 1781	8.59% 423	2.23% 110	4927
					answered	5078
					skipped	337

## 7. To what extent are you satisfied with the current library service in Suffolk?

## 6. Which of the following areas do you think are important for the library service to develop?

Answer Choices			Response Percent	Response Total
1	Very Satisfied		59.49%	3057
2	Satisfied		31.08%	1597
3	Neither satisfied nor not Satisfied		4.73%	243
4	Not Satisfied		1.56%	80
5	Not Satisfied at all		0.54%	28
6	I am not a current user of the library service in Suffolk		2.61%	134
			answered	5139
			skipped	276



## 8. Why do you say this?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	4094
		answered	4094
		skipped	1321

## 9. Is there anything else you would like to tell us about library services?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	2472
		answered	2472
		skipped	2943

## 10. Would you like to provide feedback on Outreach Services?

Answer Choices			Response Percent	Response Total
1	Yes		31.89%	1575
2	No		68.11%	3364
			answered	4939

## 10. Would you like to provide feedback on Outreach Services?

skipped 476

## 11. Have you used Suffolk's outreach library services in the last 12 months? These include Mobile libraries, the Home library service and pop-up libraries.

Answer Choices	Yes	No	Response Total
Mobile library vans	43.58% 720	56.42% 932	1652
Home library service	6.95% 93	93.05% 1245	1338
Community funded Pop-up libraries	6.65% 88	93.35% 1235	1323
		answered	1690
		skipped	3725

## 12. How important is it that the following services are offered by library outreach services?

Answer Choices	Very Important	Important	Neither important / not important	Not important	Not important at all	Response Total
Borrowing books, reservation service	87.73% 1437	10.20% 167	1.16% 19	0.24% 4	0.67% 11	1638
Help with digital equipment (tablet, online library services etc)	46.13% 721	32.95% 515	15.16% 237	3.45% 54	2.30% 36	1563
Activities for children & older people	49.78% 781	29.00% 455	15.49% 243	3.51% 55	2.23% 35	1569
Information and guidance, signposting to other services	52.59% 821	35.62% 556	8.52% 133	1.92% 30	1.35% 21	1561
Home Library service where books are brought directly to those with mobility difficulties	74.37% 1184	21.04% 335	3.08% 49	0.50% 8	1.01% 16	1592
Partnership with other services e.g. schools, GPs, NHS, banks, community activities	46.28% 715	34.82% 538	14.56% 225	2.01% 31	2.33% 36	1545
					answered	1654
					skipped	3761

### 13. What other services do you think could be offered by library outreach?

Answer Choices	Response Percent	Response Total
1 Open-Ended Question	100.00%	494
	answered	494
	skipped	4921

### 14. Would you prefer the mobile library to make short stops in a village offering limited services or fewer, longer stops, offering a wider range of services?

Answer Choices	Under 15 minutes	16 – 30mins	31- 60 mins	1 – 2 hours	More than 2 Hours	Response Total
Short stops with fewer services	6.95% 105	32.69% 494	33.36% 504	20.38% 308	6.62% 100	1511
					answered	1511
					skipped	3904

### 15. Would you prefer smaller mobile library vehicles e.g., 3.5 tonnes or larger vehicles e.g., 7.5 tonnes?

Answer Choices	Response Percent	Response Total
1 Smaller vehicles (smaller than current vehicles)	49.38%	751
2 Larger vehicles (current size)	35.31%	537
3 Other (please specify):	15.32%	233
	answered	1521
	skipped	3894






### 16. Would you prefer to have a community funded pop-up library or a pop-up library instead of mobile library in your area?

Answer Choices	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Response Total
Interested in a Pop-up	11.86% 171	15.19% 219	41.05% 592	18.93% 273	12.97% 187	1442
Would support a Pop-up provided by external (e.g. community) funding in addition to existing services	12.24% 174	26.44% 376	38.68% 550	13.64% 194	9.00% 128	1422

### 16. Would you prefer to have a community funded pop-up library or a pop-up library instead of mobile library in your area?

Would support a Pop-up to replace mobile stops (Pop-up not funded by community)	5.62% 79	11.53% 162	35.59% 500	22.42% 315	24.84% 349	1405	
						answered	1465
						skipped	3950

### 17. Do you have any preferences on what time of day pop up libraries should be made available?

Answer Choices			Response Percent	Response Total
1	Morning		12.35%	174
2	After school		11.78%	166
3	Evening		4.26%	60
4	Weekends		9.87%	139
5	No preference		61.75%	870
			answered	1409
			skipped	4006

### 18. Do you have any thoughts on how the Home Library Service could be enhanced?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	600
			answered	600
			skipped	4815













### 19. Is there anything else you would like us to consider when reviewing library outreach services?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	481
			answered	481
			skipped	4934


20. Can you please tell us your post code. This will not be used to identify you in any way and will be used to check the consultation has reached all parts of Suffolk and enable us to analyse results according to location.

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	4362
		answered	4362
		skipped	1053





21. Can you tell us how you heard about this consultation?

Answer Choices			Response Percent	Response Total
1	Facebook		33.40%	1618
2	Twitter (X)		1.28%	62
3	Nextdoor app		4.31%	209
4	Local press		1.98%	96
5	Word of mouth		8.15%	395
6	Radio		0.27%	13
7	Letter		0.25%	12
8	Email		13.99%	678
9	Parish newsletter		2.04%	99
10	Poster or bookmark		5.20%	252
11	Local library branch or mobile library		30.75%	1490
12	Other (please specify):		9.89%	479
			answered	4845
			skipped	570










22. If you choose not to answer any of these questions, please tick the 'Prefer not to disclose' option so that we are aware of your choice.

Answer Choices			Response Percent	Response Total
1	Prefer not to disclose		100.00%	1047
			answered	1047
			skipped	4368




### 23. Are you:

Answer Choices			Response Percent	Response Total
1	Female		75.16%	2938
2	Male		23.59%	922
3	Prefer not to say		0.87%	34
4	Prefer to self-describe (please specify):		0.38%	15
			answered	3909
			skipped	1506

### 24. Which age group do you fit into?

Answer Choices			Response Percent	Response Total
1	Under 16		0.36%	14
2	16-24		1.76%	69
3	25-34		6.37%	249
4	35-44		12.45%	487
5	45-54		12.50%	489
6	55-64		20.43%	799
7	65-74		26.23%	1026
8	75+		18.46%	722
9	Prefer not to say		1.43%	56
			answered	3911
			skipped	1504










25. The provision for disability within Equalities legislation defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities. Do you consider yourself to have a disability according to the terms given in the Equality legislation?

Answer Choices			Response Percent	Response Total
1	Yes		14.80%	574
2	No		83.45%	3236
3	Prefer not to say		1.75%	68








**25. The provision for disability within Equalities legislation defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities. Do you consider yourself to have a disability according to the terms given in the Equality legislation?**

answered	3878
skipped	1537




**26. If you have answered yes to the above question, please indicate the type of impairment which applies to you from the list below. People may experience more than one type of impairment, in which case please select all that apply. If your disability does not fit any of these types, please mark 'Other'**

Answer Choices			Response Percent	Response Total
1	Mobility		39.26%	267
2	Hearing		19.12%	130
3	Vision		7.65%	52
4	Learning		4.71%	32
5	Mental Health		19.12%	130
6	Communication		3.97%	27
7	Long standing health condition		36.47%	248
8	Prefer not to say		6.18%	42
9	Other (please specify):		9.56%	65
			answered	680
			skipped	4735

















**27. Your religion or belief - What group do you most identify with?**

Answer Choices			Response Percent	Response Total
1	No religion		39.71%	1537
2	Baha'i		0.03%	1
3	Buddhist		0.88%	34
4	Christian		49.94%	1933
5	Hindu		0.13%	5
6	Jain		0.00%	0
7	Jewish		0.28%	11
8	Muslim		0.26%	10

## 27. Your religion or belief - What group do you most identify with?

9	Sikh		0.03%	1
10	Prefer not to say		5.73%	222
11	Any other religion or belief (specify if you wish)		3.02%	117
			answered	3871
			skipped	1544

## 28. To which of these groups do you consider you belong?

Answer Choices			Response Percent	Response Total
1	Asian or Asian British: Indian		0.28%	11
2	Asian or Asian British: Pakistani		0.03%	1
3	Asian or Asian British: Bangladeshi		0.08%	3
4	Any other Asian background - please specify in the box below.		0.05%	2
5	Black or Black British: Caribbean		0.25%	10
6	Black or Black British: African		0.31%	12
7	Any other Black background - please specify in the box below.		0.00%	0
8	Chinese		0.23%	9
9	Mixed: White and Black Caribbean		0.08%	3
10	Mixed: White and Black African		0.05%	2
11	Mixed: White and Asian		0.53%	21
12	Any other Mixed background - please specify in the box below.		0.23%	9
13	White: English		58.10%	2281
14	White: Irish		1.53%	60
15	White: Scottish		1.27%	50
16	White: Welsh		0.53%	21
17	White: British		29.27%	1149

## 28. To which of these groups do you consider you belong?

18	Gypsy or Irish Traveller		0.36%	14
19	Other White background - please specify in the box below		0.64%	25
20	Prefer not to say		3.31%	130
21	Other (please specify):		2.88%	113
			answered	3926
			skipped	1489

## 29. What is your sexual orientation?

Answer Choices			Response Percent	Response Total
1	Bisexual		2.65%	100
2	Gay man		0.61%	23
3	Gay woman/Lesbian		0.56%	21
4	Heterosexual		82.82%	3123
5	No sexuality		1.38%	52
6	Same sex relationship with a man		0.32%	12
7	Same sex relationship with a woman		0.24%	9
8	Prefer not to say		9.12%	344
9	Other (please specify):		2.31%	87
			answered	3771
			skipped	1644

## Annex 5: Analysis of Adult questionnaire free text responses

### Q1. In what capacity are you responding to this consultation?

194 people answered this question, although 12 did not provide any further information. The remaining 182 have been categorised as follows:

<b>Capacity</b>	<b>No. of responses</b>
As self	49
A school (pre-school, primary or secondary)	21
A town/parish council	19
A library branch/mobile library	15
Community/social group	12
Other	11
Library friends group	10
Library user	9
County/district/borough Councillor	7
Health/wellbeing organisation /charity	7
Book group	6
A library volunteer	4
Reading charity	3
Church of England group	3
Environmental organisation	3
The Co-op	3

- The most common answer – 49 responses (26.8%) is those who are responding as themselves, for example those who provided their name or occupation
- Second highest with 21 responses (11.5%) was 'A school (pre-school, primary or secondary)'
- Third highest with 19 responses (10.4%) was 'A town/parish council'
- Those categorised as 'Other' – 11 responses or 6.0% were more diverse and included an enterprise agency, a teaching business and a training provider

**Q3. If you answered NO (to Q2 – have you used a library building in Suffolk in the last 12 months) what would encourage you to use library buildings in the future?**

Although 651 answered 'No' to Q2 – Have you used a library building in Suffolk in within the last 12 months?, only 527 chose to answer this question and their responses are shown in the table below:

Comment	No. of comments
Nothing/not sure/no response/would not use/have no need to use a library	88
If branch nearer where I live/if mobile stopped near me	73
Prefer to use mobile library/Home Library Service	72
Specific book/event/activity (e.g. for different age groups)	47
Greater accessibility/more inclusive (for elderly or those with health/disability issues)	38
Don't have time/hope to use when have more time	35
More information about what's available at the library	26
More varied or longer opening hours (e.g. evenings)	25
Easier parking/free parking	25
More books available	21
More welcoming environment (e.g. quieter especially for study)	20
Only use library online	19
If there was a cafe/free food/art gallery/cinema/toilets/something else included	15
Other	13
Wider choice of materials ( e.g. ebooks, videos, music, audio books/newspapers/magazines)	10
<b>Total</b>	<b>527</b>

- Most popular answer with 88 responses (16.7%) was 'Nothing/not sure/no response/would not use/have no need to use a library'

Sample comments:

***'I can think of no reason why I would need to use the library services.'***

***'Nothing if I want a book I go out and by one'***

***'Nothing, waste of tax payers money'***

- Second popular answer was 'If branch nearer where I live/if mobile stopped near me' with 73 responses (13.9%)

Sample comments:

***'I am unable to walk and go everywhere on my mobility scooter and the library is 6 miles away'***

***'My age and transport are no longer suitable to use library buildings'***

***‘No car, stuck in village very few buses’***

- Third most popular answer was ‘Prefer to use mobile library/Home Library Service’ with 72 responses (13.7%)

Sample comments:

***‘I only occasionally use the main library as we have a mobile service for the village’***

***‘A mobile library would be better for me because I do not drive.’***

***‘I live in a village that has an excellent mobile service so I have no need to go to an actual building’***

- The 13 comments categorised as ‘Other’ covered a wide range of more diverse topics unique to only a small number of individuals including:
  - Lower inter-library loan charges
  - The ability to apply for a card online without having to go into a library
  - Don’t want to use a library but want them to be available for others

**Q4. If you answered YES can you tell us which library locations you usually use?**

73 people chose ‘Another library’ but three of these gave no further details. The remaining 70 gave the following information (note: two people gave more than one answer so the total adds up to more than 70/100%):

<b>Library used</b>	<b>No. of responses</b>
Mobile library	46
Norfolk Libraries	6
Online	5
Diss	3
Cambridgeshire	3
All/any/most of the above	3
Ipswich Institute	2
Prison library	1
Suffolk Archives	1
Essex Libraries	1
Lakenheath Base	1

- Most popular answer with 46 responses (65.7%) was mobile library
- Second most popular with 6 responses (8.6%) was Norfolk libraries
- Third most popular with 5 responses (7.1%) was online

#### Q5. How important do you think these aspects of the library service are? Comments.

482 people chose to comment further and their responses are summarised below (note: some comments covered more than one theme so the total adds up to more than 482/100%):

Comment	No. of responses
Safe/neutral meeting space - also provision of warm spaces	97
Access to local/community information/advice (e.g. CAB, councils, social services) for all ages	72
Access to a wide range of materials including newspapers and magazines(especially for book clubs)	55
Should only deliver core library services (other orgs provide the other services)	49
All of the above	33
Banking/post office facilities/access to financial advice	24
Children's reading activities and links to schools/higher education/adult literacy	20
Services should vary based on needs of local community	19
Qualified/knowledgeable/experienced staff	19
Activities for those of working age without children	15
Quiet space to work/study	14
Other	13
Access to toilets/cafe or free refreshments	12
Activities to support those whose first language is not English	9
Access non-GP services e.g. eye tests., hearing tests, blood pressure checks	8
Access to mobile library is important especially in rural areas	8
Diversity and inclusion programmes (not just aimed at women)	7
Need to deliver services for those shielding or housebound	6
Negative comments about library services	6
Longer opening hours	3

- Most popular aspect was 'Safe/neutral meeting space - also provision of warm spaces' with 97 responses (20.1%)

Sample comments:

***'A library is a safe space. Its the one place where there isn't an expectation to spend money. It's warm, friendly, and a social hug. Libraries are so important to people's wellbeing.'***

***'Warm accessible public space, when you live on your own it's good to be able to share a serene space'***

***‘A place where you know you will be welcome, met with a smile, patience and offers of help’***

- Second most popular aspect was ‘Access to local/community information/advice (e.g. CAB, councils, social services) for all ages’ with 72 responses (14.9%)

Sample comments:

***‘It is a vital community hub to gain information, access to books, Internet, music, local history and a social meeting place. It is vital for our community.’***

***‘Access to other local information such as parish councillors, health professionals, social prescribers’***

***‘In absence of a Post Office it is crucial the public have somewhere to go for information. Developing access to multiple services is something that needs to be considered especially in a rural area with limited public transport.’***

- Third most popular aspect was ‘Access to a wide range of materials including newspapers and magazines (especially for book clubs)’ with 55 responses (11.4%)

Sample comments:

***‘Free services for book club members, very important’***

***‘Access to newspapers/magazines and journals’***

***‘Access to audiobooks and large print are very important. Access to range of books including graphic novels / graphic memoirs etc. very important.’***

- 13 comments (2.7%) were categorised as ‘Other’ as they covered a diverse range of topics and were made by only one person, including;
  - Provide training on use of mobile phones and apps
  - Baby classes are a vital resource
  - Support for local writers, artists etc through events
- The six negative comments (1.2%) are summarised as follows:
  - Children’s activities are too noisy
  - Three comments suggested libraires are not needed and the money should be saved and not spent on them
  - One comment wanted more films/DVDs that are less ‘woke’
  - One commented on the lack of privacy for those using library computers

#### **Q6. Which of the following areas do you think are important for the library service to develop? Comments**

270 people chose to comment further but 10 of these said ‘No’ or ‘N/a’ or gave no further details. The remaining 260 comments are summarised as follows (note: some people made comments covering more than one theme so the total adds up to more than 260/100%):

Comment	No. of responses
All are important/keep doing them	67
Still want a core library service e.g. more books	47
Share buildings with community groups/charities (including credit unions)	25
Other	19
Better publicity about events at individual branches	18
Warm spaces/safe meeting spaces/cafe/free tea & coffee	13
Need more quiet spaces (some activities too noisy)	12
More evening/weekend events/opening (for those who work/those in their 20s and 30s)	10
More connections with schools/colleges	10
More DVDs and audio books/greater variety of materials	8
Wellbeing support (for mental and physical health)	7
Support for those whose first language is not English	6
Access to more cultural activities	6
Access to mobile library/outreach for rural areas	4
Ability to return books to more locations (not just library branches)	4
Negative comments about library service	3
Encouraging parents to read to children	2
Library app and digital library card	2
Collective loans for book clubs	2

- Most popular comment with 67 responses (25.8%) was 'All are important/keep doing them'

Sample comments:

***'All the above are important- meeting the local needs, making the library the hub of village life, meeting local needs'***

***'I think developing community type services in the Library, as is being done, is very important for the community and the Library's future, i.e. story telling for children, book clubs, showing of films, exhibitions, Father Christmas, etc'***

***'Community needs can be hard to grasp, but I think it's good to have the power/skill to alter services in response to the public and local area need.'***

- Second most popular comment with 47 responses (18.1%) 'Still want a core library service e.g. more books'

Sample comments

***‘The emphasis these days seems to be away from the traditional library function of book lending and moving to the more social areas that do not necessarily have to be done by a library. Do wish books were important again. There used to be 3 floors of books, now the area for books amounts to less than 1 floor. (Ips Co Lib)’***

***‘As I have already stated my feeling is that a library needs to remain a library, not a daycare centre or training hub.’***

***‘I think that fundamentally a library should be a library and at its core have the best possible collection of serious books for public education.’***

- Third most popular comment with 25 responses (9.6%) was ‘Share buildings with community groups/charities (including credit unions)’

**Sample comments:**

***‘Develop connections with other services such as citizens advice, food banks, social support groups’***

***‘Again, I would ask you to consider the addition of credit unions as an example.’***

***‘Other public services could include sessions on benefits advice e.g. CAB/Social care’***

- 19 comments (7.3%) were categorised as ‘Other’ as they covered a diverse range of topics, including;
  - Provide digital learning skills for the elderly
  - Provide training to help with cooking and preparing meals
  - Use library branches for parcel collection and delivery
- Three negative comments (1.2%) are summarised as follows:
  - More places to return books would mean more would be lost or damaged
  - Libraries are not needed and should be closed to save money
  - A comment from a user with photophobia who asked for the use of free software to help with their condition but was refused

**Q8. Why do you say this? (In response to Q7. To what extent are you satisfied with the current library service in Suffolk?)**

4,094 people chose to answer this question but of these, 19 said 'N/a'. or did not provide any further information. The remaining 4,075 responses are summarised below (note: some made comments covering more than one theme so the total adds up to more than 4,075/100%):

<b>Comment</b>	<b>No. of responses</b>
Praise for library service/individual branches/mobile service	1,932
Service is wide-ranging and inclusive/serves all needs	569
Borrowing/reserving books and other materials -this service is excellent (and free)	488
Staff always helpful/friendly/knowledgeable	254
Could be improved/negative comments about library service	247
Not enough books available/need wider range of books for book clubs	140
Good for children of all ages	124
No opinion - don't use/don't use enough	88
Not sure what/who service is for/not enough publicity about what's on	48
Longer opening hours/more mobile stops/more libraries needed	41
Use online services only	37
Needs more funding	28
Better online/digital offer required	23
More activities needed (e.g. talks, book clubs) especially for those of working age	22
Duplication of services provided by other organisations not necessary	21
Cannot access services (due to health, disability or location)	12
Other	12

- By far the most popular comment with 1,932 responses (47.4%) came from those who used the opportunity to praise the library service

Sample comments:

***'We use the library with our children frequently. It enables us as parents to instil a love of reading into our children without the expense of having to purchase new books. When big things are happening in the world, we find books that can help our children understand the situation which we couldn't afford to do otherwise.'***

***'It is the best thing we get for our Council tax. While other services go down libraries are getting better.'***

***'I have a valid comparison. My mother lives in a town in the north west of England. Her library services offer very little and cut-backs each year see more services cease. Services***

***offered by Suffolk Libraries are, I think, excellent, easy to access and thoughtfully presented and carried out.'***

- Second most popular comment with 569 responses (14.0%) was that the 'Service is wide-ranging and inclusive/serves all needs'

Sample comments:

***'Our library has introduced many activities, groups and resources for our small village which are essential for the development of the community'***

***'From walking in the door, the services/events me and my family can access is so vast free, helpful and impactful on our wellbeing'***

***'Because libraries are the only free place available as a right to all people. They support learning, literacy, skills, citizenship:- They are the place of first and last resort for information, access to education, entertainment and a safe place to be.'***

- Third most popular comment with 488 responses (12.0%) was 'Borrowing/reserving books and other materials – this service is excellent (and free)'

Sample comments:

***'I love our library. And the website is brilliant. It always has up to date recommendations of new books, is so easy to use. I reserve books almost every week and they always have fantastic stock, new releases as well as classics. My children borrow audio books via borrow box with their library card every week, it's great that they have autonomy to choose what they want.'***

***'I can always get the books I want by ordering online if they are not in stock. I am informed by email when the book is available. The system works perfectly.'***

***'Free ordering service for books, does not disadvantage users of smaller libraries'***

- 12 comments (0.3%) were categorised as 'Other' as they covered a more diverse range of topics and were unique to one person, including:
  - SCC should take back control of Suffolk Libraries
  - Need more places to drop books
  - Regular technology courses in the library would be good

247 responses (6.1%) made comments that were categorised as 'Could be improved/negative comments about library service'. A large proportion of these were not specific – sample comments are:

***'There is always room for development to address the local needs that are changing and to adapt to changing societal needs.'***

***'My local experience is good but there is always room for more development of provision.'***

Some comments were about staff:

***'Lack of Chartered Librarians to consult. Watering down of professional services.'***

***'I have yet to find the library lacking in its services but feel that with more (possibly voluntary) staff there is more that could be done'***

***'There always seems to be a lack of staff to run activities and those that work there currently do everything and earn a poor wage in exchange. They are not rewarded or valued for the important job that they do in our communities.'***

The quality or quantity of materials available to borrow:

***'I am finding the Libby App for e-books increasingly frustrating to use as many of the (usually non-fiction) books I want to borrow are shown as 'Not in Your Library's Catalogue'.'***

***'Only thing that could be improved is to get rid of the old poor quality books. I tend not to borrow books as they are often dirty.'***

***'The reservation system for print books is a bit clunky - you can't easily manage your reservations like you can online'***

Other comments covered a wide range of topics including:

- Services/activities vary by branch
- Mobile library is too unreliable (breaks down, no way of knowing if not coming)
- Book reservations take too long to fulfil
- Libraries are too noisy (due to activities or other users)
- Lack of parking at branches
- Layout of books on shelves can be confusing
- Lack of tea/coffee facilities, toilets or seating areas for reading
- Library service not needed/is obsolete
- Comments about Mildenhall Library being 'a walk through corridor' and 'noisy & unwelcoming'

#### **Q9. Is there anything else you would like to tell us about library services?**

2,472 people answered this question, although 274 of these said either 'No' or commented that they had nothing further they wanted to add. The remaining 2,198 responses are summarised below (note: some made comments covering more than one theme so the total adds up to more than 2,198/100%):

<b>Comment</b>	<b>No. of responses</b>
Love/rate libraries very highly/praise for libraries	918
Libraries are a community hub/asset/safe & warm space	357
Good range of free services for all ages (borrowing books, access to magazines, children's activities)	201
Negative comment about libraries/suggestions for improvements	155
Better publicity needed around activities and to encourage use (especially children & young people)	106
Good service received from all staff (but should be paid more/should not rely on volunteers)	88
Need more/greater variety of books/materials/audio books	74
More money needed/should be better funded/should not be a charity	64
Should concentrate on core services only (especially borrowing books)	44
Value online/digital service (but not enough materials)	32
Other	29
Value mobile library	28
Inclusive and non-judgemental	21
Need more activities (especially crafts/ cultural/arts events)	21
Longer opening hours needed - including for mobiles (to suit people of working age)	16
Some activities can be too noisy/distracting for other users	15
Need more quiet workspaces/desks	11
Libraries should not be outsourced	11
Need more events in the evenings for those who work	9

- Most popular comment with 918 responses (37.1%) was from those who 'Love/rate libraries very highly/praise for libraries'

Sample comments:

***'I have only praise for the public library services. When times are hard, they form part of the local backbone that supports people.'***

***'It was vital to me as a mum with my son and it was, and still is, a part of our routine. Also important as no costs involved'***

***'The library service here in Suffolk is something we are and should be grateful and proud of when other counties have shut many libraries or are reliant on volunteer staff.'***

- Second most popular comment with 357 responses (14.4%) was from those who said 'Libraries are a community hub/asset/safe and warm space'

Sample comments:

***'is a hub of the community. provides excellent value for money. has brilliant friends groups'***

***'They are vital to the community, as a hub and place of safety '***

***'Libraries, in my experience, have been a safe, warm space. Either to simply borrow a book/s, study or take children along to early year activities. It provides a great source of community for everyone without discrimination.'***

- Third most popular comment with 201 responses (8.1%) was that there is a 'Good range of free services for all ages (borrowing books, access to magazines, children's activities)'

Sample comments:

***'I use the free digital access services all the time, it is important to me that we keep this'***

***'I love to be able to choose books that I'm unfamiliar with for free it expands my knowledge and breadth of reading if I had to buy the books I would only choose safe options'***

***'The library service is a life line to so many people living in rural areas. Economically it is so valuable to borrow books rather than having to buy them. I regularly go to talks and a book group, and volunteer regularly.'***

- 29 comments (1.2%) were categorised as 'Other' as they covered a more diverse range of topics and were unique to one person, including:
  - Would be prepared to pay to reserve books
  - Better or more seating is needed in mobile libraries
  - Libraries should visit schools on a regular basis
- 155 responses (6.13%) made comments that were categorised as 'Negative comment about libraries/suggestions for improvements'. A large proportion of these were unique to the individual who made them, although there were small numbers who expressed a specific concern, for example:
  - Criticism of Mildenhall Hub -

Sample comments:

***'Mildenhall Hub is a frustrating venue since the library does not have full autonomy around its offer'***

***'Mildenhall Library needs to think about children more .The Hub are only worried about the look '***

***'The layout of Mildenhall library in a newly built building is very poor, no thought given to design resulting in some library shelving being under stairs and away from new area.'***

Sample comments

***'Suffolk county council should not be spending public money on library services'  
'Money could be better spent on other things'***

***'Close them and save money'***

- Other comments covered a wide range of topics including:
  - Too much wasted space in library buildings which could be better used
  - Lack of facilities in some branches to make users feel welcome (tea/coffee/seating areas)
  - Would like loan period to be longer than three weeks (one person who said this is dyslexic and takes longer to read books)
  - Buildings need updating/are not modern (especially Ipswich County Library)
  - Comments that books are not arranged in a way that makes what you want easy to find
  - Charges for overdue books/interlibrary loans are too high
  - Lack of public toilets or requirement to ask staff for a key to toilets
  - Suffolk Libraries website seen as difficult to negotiate

**Q13. What other services do you think could be offered by library outreach?**

494 people completed this question and of these 70 were either blank or said 'No' or that they had nothing to add. The remaining 424 responses are summarised below (note: some made comments covering more than one theme so the total adds up to more than 424/100%):

<b>Comment</b>	<b>No. of responses</b>
Link with community services/shops/PO/banking/council services, fire service prevention etc	64
Befriending service/easing isolation (e.g. link with Rural Coffee Caravan)	60
Praise for mobile service/pop-up libraries	45
Welfare checks and signpost to other services ( e.g. foodbanks, CAB)	35
Should be just books due to lack of resources	34
Link with/visits to schools	27
Wasn't aware of outreach offer/needs more publicity	25
Other	23
Non-GP health services/wellbeing service/prescription deliveries/dementia cafes	22
Book clubs	15
More locations/times	13
More activities for those of working age/adults	13
Services for those with English as a second language/who need help with literacy	13
Access to printing/internet/photocopying	11
More for children of all ages	10

Materials in braille/audio books/other formats	9
Should provide the same services as static libraries	7
Links with hospital in-patients/care homes	6
Longer mobile library stops	4
Negative comments about the service	4
Link to social prescribing	2

- Most popular comment with 64 responses (13.0%) was 'Link with community services/shops/PO/banking/council services, fire service prevention etc'

Sample comments:

***'Perhaps mobile libraries, post office, banks, benefits agency etc could combine resources to offer their services from one vehicle for those in rural areas with limited access to transport to larger centres'***

***'Post office, those services that the charities won't bring to our villages because of client numbers. They say they won't cover an area because their isn't enough take up, so put them on the bus.'***

***'Fire service prevention work.'***

- Second most popular comment with 60 responses (12.1%) was 'Befriending service/easing isolation (e.g. link with Rural Coffee Caravan)'

Sample comments:

***'I feel that there could be lots more offered - perhaps linking up with the coffee caravan. The mobile library only stops for a short amount of time and could stop for longer to offer more of an opportunity for people to meet others or access some support.'***

***'Links to befriending services maybe/well being services- housebound help'***

***'Coffee/ cafe within mobile unit or coinciding with mobile library in local village hall to create local communities hub experiences. Or anything that reduces isolation and loneliness in the community'***

- Third most popular comment with 45 responses (9.1%) was 'Praise for mobile service/pop-up libraries'

Sample comments:

***'I am 90 and soon will not longer be able to drive as mist of my contemporise. So a mobile library in more villages would be very important for a lot of people with no transport'***

***'Mobile libraries were a godsend to me when I lived in an isolated place. I don't think you need more services, just make the ones you have excellent'***

***'I think the service is a fantastic provision for those in rural communities without vehicle access and those home bound'***

- 23 comments (4.7%) were categorised as 'Other' as they covered a more diverse range of topics and were unique to one person, including:

- Provide transport to libraries for those who live in rural areas with no bus service
- Provide free e-readers for those who cannot get to a library branch in person
- Have a delivery service to villages for those who can't wait for the mobile library to visit
- Four comments (0.8%) were categorised as negative all suggested closing the libraries/mobile service/outreach

***'None, close the service and put the money into something useful or reduce tax'***

***'Library outreach should be shut down, too costly'***

**Q15. Would you prefer smaller mobile library vehicles e.g. 3.5 tonnes or larger vehicles e.g. 7.5 tonnes? 'Other' responses**

233 people provided more information although two of these were found to be blank. The remaining 231 are summarised as follows (note: one person's response covered more than one comment so the total adds up to more than 231/100%):

<b>Comment</b>	<b>No. of responses</b>
Mixture of both for flexibility	63
No preference/don't know	44
Depends on route/weather	36
Smaller vehicle with access to community space/link to village schools	14
Needs to have adequate stock, whatever the size	12
Other	12
Needs to be accessible to those with mobility problems	9
Satisfied with current vans	8
Use electric/environmentally friendly vehicles	7
Negative comment don't need service	7
Prefer larger vehicle for longer visits but must still be able to access small villages	6
Don't have electric vehicle as lack of charging in rural areas	4
Don't currently have access to or use a mobile library	4
Smaller vehicles for more rural destinations	3
Negative comment about survey	2
Medium size	1

- Most popular comment with 63 responses (27.3%) was 'Mixture of both for flexibility'

Sample responses:

***'A mix would be the obvious solution and route them appropriately'***

***‘A combination of both types to provide maximum flexible options’***

***‘A mix of the two with alternating between them as well as mixing up the duration of visit and the services offered.’***

- Second most popular comment with 44 responses (19.0%) was ‘No preference/don't know’  
Sample responses:

***‘Have no strong view as either larger or smaller ..they just need to continue’***

***‘Don't mind - just don't stop them coming to villages’***

***‘Grateful for any vehicle, large or small’***

- Third most popular comment with 36 responses (15.6%) was ‘Depends on route/weather’

Sample comments:

***‘Mixture of both depending on the access roads and parking areas available where they are going.’***

***‘Surely there is a case for a mix of both - depending on the area. If a location is known to be affective to access then there is a case for smaller library van’***

***‘But alternating could be an idea... Weather limitations might force use of a smaller vehicle, but in good weather/access provide a greater selection’***

- 12 comments (5.2%) were categorised as ‘Other’ as they covered a more diverse range of topics and were unique to one person, including:
  - Have a pop-up service in a village hall instead where books can be dropped off and collected
  - Can't decide as this is a choice between the environment and providing a service
  - Have a ‘hub and spoke’ service instead using electric cargo bikes

### Q18. Do you have any thoughts on how the Home Library Service could be enhanced?

600 people answered this question but 198 of those made comments such as 'No' or 'Don't use the service' or 'Don't know enough to comment'. The remaining 402 comments are summarised below (note: some made comments covering more than one theme so the total adds up to more than 402/100%):

Comment	No. of responses
Promote more & in ways accessible to all (don't just use social media)	206
Praise for service	46
More volunteers needed	41
Link up with care homes/other orgs/the vulnerable in the community	24
Other	22
More funding to expand service/improve stock	21
More to prevent isolation	20
Must have internet access/help for people to access e-books	10
Make sure service is accessible to all	9
Better selection of books/more books especially children's/other items to borrow (e.g. toy library )	8
Need to use professional library staff not volunteers	7
More frequent visits/stops	6
Order online and have books posted to you	5
Delivery of other items e.g. shopping, medication	5
Negative comments	4

- Most common comment with 206 responses (47.%) was to 'Promote more and in ways accessible to all (don't just use social media)'

Sample comments:

***'It needs to be better advertised and recruited. More posters in GP surgeries?'***

***'Could it be more widely advertised, until receiving this questionnaire I hadn't heard of this, would be useful for regular library users during periods of illness, for instance if unable to return books already on loan, and would like to borrow additional books but unable to get to the library as usual.'***

***'How do residents find out about this service? I only found out by completing this survey and yet I use the library on a regular basis. How could I let someone know about it if I don't know it's available in the first place?'***

- Second most popular comment was 'Praise for the service' with 46 responses (11.4%)
- Sample comments:

***'It is valued by those who are most vulnerable'***

***'I used to volunteer for the home library service years ago. It is a great service and I greatly enjoyed choosing books for people and chatting to them. I made great friendships'***

***'My father used this service for several years. It was very important to him when he lacked mobility.'***

- Third most popular comment with 41 responses (10.2%) was 'More volunteers needed' Sample comments:

***'Recruit and support volunteers to extend access for older or disabled readers'***

***'A very important service & needs as many volunteers as possible, perhaps more publicity***

***To recruit more volunteers & advertise for more volunteers. I did not know this service existed.'***

- 22 comments (5.5%) were categorised as 'Other' as they covered a more diverse range of topics and were unique to one person, including:
  - Set goals for those using the service to transition to use a mobile library instead
  - Use the service to deliver other things to users, such as hearing aid batteries
  - Partner with visitor teams from churches

**Q19. Is there anything else you would like us to consider when reviewing outreach services?**

481 people answered this question, although 129 answered either 'No' or 'None' or had no comment to make. The remaining 352 comments are summarised below:

<b>Comment</b>	<b>No. of responses</b>
Ensure mobile service/pop-ups etc continue	104
Praise for mobiles/outreach	39
Better publicity of dates/routes of mobile libraries and what they offer	38
Do more to ease isolation (for all ages)	37
Other	30
Do more for care homes (to ease isolation of residents)/vulnerable communities	21
Mobile offer should mirror static library service (activities, variety of stock etc)	17
Shouldn't rely on volunteers/employ the right sort of staff (need paid staff)	10
Have longer hours/ both a daytime and an evening service/more stops	10
Pop-ups needed in small communities - to combine with shops/banks/ POs etc	9
Seek more funding from elsewhere (e.g. parish/district councils)	9
More focus on health and wellbeing	8
More support to access online services/better digital offer for users	7
Don't need mobile libraries/outreach	6
Prefer home delivery to mobile library	4
Loan period for books borrowed on mobiles /home library service is too long	3

- Most popular comment with 104 responses (29.5%) was a request to 'Ensure mobile service/pop-ups etc continue'

Sample comments:

***'Just to enable as many people as possible to access books'***

***'Keep the mobile libraries for the rural communities especially for the elderly as this may be their only interaction with people if they live on their own'***

***'With rural transport services being cut, the mobile library is a vital link for us. We look forward to its visit every month'***

- Second most popular comment with 39 responses (11.1%) was 'Praise for mobiles/outreach'

Sample comments:

***'The volunteer who provides my mobile library service is very knowledgeable and obliging. They recommend books I had not considered reading so have broadened my interests'***

***'The service provides a vital contribution to village life, especially for elderly folk who may find travel to a library branch difficult.'***

***'Public transport to rural areas is terrible. The mobile service is really important.'***

- Third most popular comment with 39 responses (10.8%) was 'Better publicity of dates/routes of mobile libraries and what they offer'

Sample comments:

***'Ensuring these services are widely known about so elements of the community who could benefit from them are able to find out.'***

***'Make people aware the services are out there. Remember not all can access services on line. Use GPs to get message out.'***

***'Better advertising of this service – I've never heard of it & my Mother is in a care home so are these covered by this service?'***

- 30 comments (8.5%) were categorised as 'Other' as they covered a more diverse range of topics and were unique to one person, including:
  - Would be happy to pay to attend children's activity sessions at outreach locations
  - Users need to be contacted if the mobile library isn't running for any reason
  - Pop-ups/outreach should not be used as an alternative to or replacement for a library branch

## Q21. How did you hear? Other responses.

479 completed this question, although one was found to be one of the options provided in the question so was added to that total. 17 provided no further information. The remaining 461 are categorised as follows:



How did you hear?	No. of responses
School/college email/newsletter	128
Work	38
Staff newsletter	37
Other	30
SCC website	23
Instagram	22
Local library	22
Family/friends	19
Budget consultation	19
WI	18
Parish/town council	16
Mobile library	12
Council officer	10
Local councillor (town/parish/district/borough/county)	8
Suffolk Libraries website	8
Village email/website	8
Whatsapp	6
Library friends group	6
SALC newsletter	5
Suffolk Libraries Newsletter	5
Community Action Suffolk	4
Online search	4
Diocese newsletter	4
CAB	3
Staff in the street	3
VAS email	3

- The highest number of responses with 128 (27.8%) heard via an email or newsletter from school or college
- Second highest was 38 responses (8.2%) who heard via their place of work
- Followed by 37 responses (8.0%) who heard via a staff newsletter.
- 30 comments (6.5%) were categorised as 'Other' as they mentioned a more diverse range of sources, including:
  - LinkedIn
  - Flyer from the Green Party
  - Local mayor
  - Village shop
  - GP waiting room
  - Over 60s club

# SHAPING THE FUTURE OF LIBRARY SERVICES 2023 - CHILDREN'S QUESTIONNAIRE

## Final Results









### 1. Have you used a library building in Suffolk within the last 12 months?

Answer Choices			Response Percent	Response Total
1	Yes		60.18%	331
2	No		39.82%	219
			answered	550
			skipped	7




























### 2. If you answered NO, can you tell us what would make you want to use library buildings?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	197
			answered	197
			skipped	360





### 3. If you answered YES can you tell us which library locations you usually use? Tick all boxes that apply to you.

Answer Choices			Response Percent	Response Total
1	Aldeburgh		0.00%	0
2	Beccles		4.13%	13
3	Brandon		0.32%	1
4	Broomhill, Ipswich		0.63%	2
5	Bungay		1.90%	6
6	Bury St Edmunds		5.08%	16
7	Capel St Mary		0.00%	0
8	Chantry, Ipswich		0.95%	3
9	Clare		0.00%	0
10	Debenham		0.32%	1
11	Elmswell		0.00%	0
12	Eye		0.95%	3

**3. If you answered YES can you tell us which library locations you usually use?**  
**Tick all boxes that apply to you.**

13	Felixstowe		0.32%	1
14	Framlingham		0.32%	1
15	Gainsborough, Ipswich		7.94%	25
16	Glemsford		0.32%	1
17	Great Cornard		4.13%	13
18	Hadleigh		2.86%	9
19	Halesworth		9.21%	29
20	Haverhill		0.95%	3
21	Ipswich County		3.17%	10
22	Ixworth		0.63%	2
23	Kedington		0.00%	0
24	Kesgrave		1.90%	6
25	Kessingland		2.54%	8
26	Lakenheath		0.32%	1
27	Lavenham		0.32%	1
28	Leiston		0.00%	0
29	Long Melford		1.27%	4
30	Lowestoft		23.81%	75
31	Mildenhall		3.49%	11
32	Moreton Hall		0.63%	2
33	Needham Market		0.00%	0
34	Newmarket		30.16%	95
35	Oulton Broad		6.03%	19
36	Red Lodge Pop-up (Suffolk Libraries Local)		0.32%	1
37	Rosehill, Ipswich		0.32%	1
38	Rushmere Pop-up (Suffolk Libraries Local)		0.00%	0
39	Saxmundham		0.32%	1
40	Shotley Pop-up (Suffolk Libraries Local)		0.63%	2
41	Southwold		1.27%	4
42	Stoke, Ipswich		0.32%	1
43	Stowmarket		3.17%	10

**3. If you answered YES can you tell us which library locations you usually use?**  
Tick all boxes that apply to you.

44	Stradbroke		0.32%	1
45	Sudbury		4.13%	13
46	Thurston		0.32%	1
47	Wickham Market		0.00%	0
48	Woodbridge		0.95%	3
			answered	315
			skipped	242

**4. How important do you think these parts of the library service are?**

Answer Choices	Very Important	Important	Neither important nor not important	Not important	Not important at all	Response Total
Borrowing books for free	49.09% 269	31.57% 173	14.60% 80	2.01% 11	2.74% 15	548
Digital books you can read for free on your computer, tablet or phone e.g. e-books, e-magazines, e-newspapers	25.88% 140	36.60% 198	26.06% 141	6.84% 37	4.62% 25	541
Free use of the internet, Wi-Fi and IT equipment in a library building	41.77% 226	33.09% 179	18.30% 99	3.51% 19	3.33% 18	541
Printing and copying services	28.62% 154	38.66% 208	21.56% 116	5.39% 29	5.76% 31	538
Opportunities for learning to read and write	56.64% 303	25.98% 139	12.15% 65	2.43% 13	2.80% 15	535
Help to use your computer, tablet or phone	29.98% 161	32.40% 174	24.95% 134	8.01% 43	4.66% 25	537
Regular activities for older people (e.g. craft)	35.90% 191	39.47% 210	18.23% 97	3.76% 20	2.63% 14	532
Regular activities for toddlers and parents	40.41% 215	36.47% 194	16.54% 88	3.01% 16	3.57% 19	532
Homework clubs and activities for children (e.g. Summer reading challenge, Lego club)	37.76% 202	37.01% 198	15.89% 85	4.11% 22	5.23% 28	535
Activities to keep your mind and body healthy	48.50% 258	31.39% 167	14.47% 77	2.44% 13	3.20% 17	532
Arts and cultural activities	34.77% 185	36.65% 195	18.98% 101	4.89% 26	4.70% 25	532
Useful information given by staff	41.68% 223	33.27% 178	19.07% 102	2.06% 11	3.93% 21	535






#### 4. How important do you think these parts of the library service are?

	answered	552
	skipped	5

#### 5. How important is it for the library service to do the following?

Answer Choices	Very Important	Important	Neither important nor not important	Not important	Not important at all	Response Total
Tell people more about the services they offer	33.65% 178	43.86% 232	17.39% 92	2.46% 13	2.65% 14	529
Provide more services online (e.g. e-books)	32.32% 170	38.59% 203	22.81% 120	3.99% 21	2.28% 12	526
Show people how to use a tablet, computer or phone	30.92% 162	34.54% 181	24.24% 127	6.87% 36	3.44% 18	524
Make more use of library buildings for activities	38.02% 200	37.64% 198	18.44% 97	4.37% 23	1.52% 8	526
Offer more services to preschool nurseries, schools and colleges	45.32% 237	34.99% 183	15.68% 82	2.10% 11	1.91% 10	523
					answered	535
					skipped	22




#### 6. Are you satisfied with the current library service in Suffolk?

Answer Choices			Response Percent	Response Total
1	Very Satisfied		32.35%	175
2	Satisfied		38.82%	210
3	Neither Satisfied nor Not Satisfied		23.29%	126
4	Not Satisfied		1.48%	8
5	Not Satisfied at all		4.07%	22
			answered	541
			skipped	16

## 7. Is there anything else you would like to tell us about library services?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	315
		answered	315
		skipped	242

## 8. Have you used any of these library services in the last 12 months? (Tick any boxes that apply to you).

Answer Choices			Response Percent	Response Total
1	Mobile library vans		24.04%	44
2	Home library service		55.19%	101
3	Pop-up libraries		32.79%	60
			answered	183
			skipped	374

## 9. : If you don't live near a library building, how important is it that you can:

Answer Choices	Very Important	Important	Neither important or not important	Not important	Not important at all	Response Total
Borrow books from the library	41.47% 180	30.88% 134	20.97% 91	3.46% 15	3.23% 14	434
Get help with digital equipment (tablet, online library services etc) from the library.	28.50% 122	36.68% 157	23.83% 102	6.78% 29	4.21% 18	428
For the library to provide activities for children after school, in holidays or at weekends?	34.73% 149	39.16% 168	18.65% 80	3.96% 17	3.50% 15	429
To continue the Home Library service where books are brought directly to those that find it difficult to walk.	44.99% 193	34.03% 146	16.08% 69	2.56% 11	2.33% 10	429
To provide a weekly pop-up library in your area	28.77% 122	36.08% 153	26.89% 114	5.19% 22	3.07% 13	424
					answered	438
					skipped	119





### 10. What other services do you think the library could provide for children not living near a library?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	326
		answered	326
		skipped	231




### 11. Can you please tell us your postcode?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	327
		answered	327
		skipped	230

### 12. Are you a.....?

Answer Choices			Response Percent	Response Total
1	Boy		40.71%	195
2	Girl		45.30%	217
3	Prefer not to say		6.05%	29
4	I describe myself as:		7.93%	38
			answered	479
			skipped	78

### 13. Which age group do you fit into? (Tick one box that applies to you.)

Answer Choices			Response Percent	Response Total
1	0 -11		46.28%	224
2	12 -15		48.35%	234
3	16 -24		5.37%	26
			answered	484
			skipped	73

## Annex 7 Analysis of free text responses from Childrens questionnaire

### Q2 . If you answered NO (to Q1. Have you used a library building in Suffolk with the last 12 months?), can you tell us what would make you want to use library buildings?

197 children and young people answered this question, although on investigation one was found to be blank and 60 either said 'Nothing' or 'Don't know'. Once these were removed, the remaining 136 were categorised as follows (note: some responses contained more than one comment so the total adds up to more than 136/100%):

Comment	No. of comments
More/specific books/better looked after books/comics/comic books	77
If building more welcoming/attractive/bigger	9
Have plenty of books at home	8
To use computers/printing facilities/wifi	8
Other	7
If went into town more	4
If library was nearer	4
If had more time	4
Quiet/comfortable space to read	4
Fewer people	3
To attend a specific event	3
Dedicated space in library for teenagers/older children/play area	3
More games	3
Praise for library	3
If books for sale	2

- Top answer with 77 comments (56.6%) was 'More/specific books/better looked after books/comics/comic books'

Sample comments:

***'for there to be more than one of the same book so everyone can get a chance to read the same book and dint have to wait.'***

***'More time to read the books without having to pay and books that are cared for better'***

***'comics books'***

- Second most popular answer with 9 responses (6.6%) was 'If building more welcoming/attractive/bigger'

Sample comments:

***'Make them more aesthetically pleasing and have a wider range of books'***

***‘more inviting looking’***

***‘im not sure probably there being 2 or 3 storeys’***

- Third most popular comment with 8 responses (5.9%) was ‘Have plenty of books at home’  
Sample comments:

***‘i would use the library if my dad didn't make books and get them for free for me’***

***‘I don't think much could make me go to a library as i have my own books at home that i read’***

***‘Reading is actually my favourite hobby and I finished reading the ones I had bought online’***

- Seven responses (5.1%) were categorised as ‘Other’ as they covered a range of more diverse topics unique to only a small number of responses:
  - Access to resources for teaching and studying
  - More promotion of what the library does
  - Food being available in the library

#### **Q7. Is there anything else you would like to tell us about library services?**

315 children and young people answered this question, although on investigation 175 either said ‘Nothing’ or ‘Don’t know’. Once these were removed, the remaining 140 were categorised as follows (note: some responses contained more than one comment so the total adds up to more than 140/100%):

<b>Comment</b>	<b>No. of responses</b>
Praise for library/love visiting library	62
Suggestions for improvements	22
Libraries encourage reading for children of all ages	15
Praise for library staff	15
More books needed (especially books in series)	11
Praise for activities	9
Negative comments	9

- The most popular comment with 62 responses (44.3%) was ‘Praise for library/love visiting library’  
Sample comments:

***'I just think it is amazing how reading and other activities can change you so much'***

***'Nice staff; Quiet place to read; No anger; Books for all ages; Opened to everyone'***

***'I think they're a great help to me and all the other people in my school (TGS), having a library like mine so near a school is extremely helpful- not just for homework, but for other fun experiences as well!'***

- Second most popular comment with 22 responses (15.7%) was 'Suggestions for improvements' Sample comments:

***'very good but we need more variety'***

***'A lot of books get vandalized so maybe get stricter in punishment for the offenders'***

***'there should be older books for older children and more seating areas as being in a library should be fun and colourful'***

- Joint third most popular comment with 15 responses (10.7%) were 'Libraries encourage reading for children of all ages' and 'Praise for library staff'

Sample comments – 'Libraries encourage reading for children of all ages'

***'I like the activities as if a reading challenge! It is fun and can make other children read more.'***

***'I love reading and would not be able to read as many books without the library. Books help me feel relaxed and happy and help me at school.'***

***'It offers good support for people such as reading clubs for parents and children'***

Sample comments – 'Praise for library staff'

***'There lovely people and are very nice and i dont feel worried or unconfertable to ask them about things or ask them about recommended books'***

***'The staff do amazing when faced with a lot of naughty and abusive children that parents just leave to the library to sort'***

***'The staff are nice and help me choose a book if I don't know what to read and they help me find the book I want.'***

**Q10. What other services do you think the library could provide for children not living near a library?**

326 children and young people answered this question. 85 of these said 'Nothing' or 'Don't know' or had no suggestions. The reaming 241 have been categorised as follows (note: one comment made tow suggestions so the total adds up to more than 241/100%):

<b>Comment</b>	<b>No. of responses</b>
Book delivery/pick up service	47
More mobile library visits/pop-ups/extended routes especially to schools	44
Digital books/online library	26
Other	22
Build more libraries	17
More activities/clubs/games	12
Book fairs/book shop/book swaps	10
More special events/clubs/parties/outdoor sessions	9
More books	9
Link with schools/school visits to libraries	8
Storytime/opportunity of being read to/listened to reading	7
Access to online/digital content (eg YouTube, Zoom Facebook, BBC Bitesize)	7
Book groups/reading clubs	7
Transport to the nearest library	6
Donate books to them	5
Free phones/ipads	3
Longer loan periods	3

- Most popular suggestion with 47 responses (19.5%) was 'Book delivery/pick up service'  
Sample comments:

***'books that could be sent straight to their door to help with reading'***

***'online book website, for books to be delivered to people who aren't near any.'***

***'Allow a delivery service of books. Like you go on an online app to book books you want to read then they send them to your house. The person/people would return it via delivery again. '***

- Second most popular suggestion with 44 responses (18.3%) was 'More mobile library visits/pop-ups/extended routes especially to schools'  
Sample comments:

***'vans that bring out books to children that struggle to get to the library and read.'***

***'Weekly/Monthly libraries in halls to help children to have access to books they will enjoy'***

***'maybe use extra space in community centres or indoor social clubs to have a little library'***

- Third most popular suggestion with 26 responses (10.8%) was 'Digital books/online library'

Sample comments:

***‘they can do it online like a Phone, Tablet or Computer.’***

***‘Online library card, so they can get online books without going far to a library’***

***‘Maybe make an online app or a channel where you can read to them’***

- 22 responses (9.1%) were categorised as ‘Other’ as they covered a range of more diverse topics unique to only a small number of responses, including:
  - Access to food and drink at the library
  - Libraries already offer a good service for everyone
  - They could try to find one closer to where they live