

You can return your completed survey to any Wirral library or One Stop Shop or by post to:
**Libraries Survey,
PO Box 2, Cleveland
Street, Birkenhead
Wirral, CH41 6BU**

Tell us what you want from your libraries

We're working on a long term vision for Wirral's libraries. The draft libraries strategy sets out how the service will be delivered in future. We'd like to know what you think of the strategy and if there is anything else that you would like to see in your local library.

Please read the strategy on the Council's website at www.wirral.gov.uk/librarystrategy before completing the following questionnaire. The results of the questionnaire will help us to make sure libraries are meeting the needs of local people.

This survey can also be completed online at www.wirral.gov.uk/librarystrategy

The closing date is Wednesday 29th February 2012.

- 1. The library strategy defines our libraries as: "A Wirral library is a friendly, accessible place that provides a safe, trusted and welcoming resource aimed at meeting the needs of the local community. Its focus is on providing information, knowledge and reading for self improvement and enjoyment."**

Do you agree with this definition of a library?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

- 2. At the heart of the library changes will be the link between libraries and One Stop Shops which will make both services available at all sites and will make more efficient use of buildings and staff.**

Do you agree with this initiative?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?



3. **All libraries will offer a basic One Stop Shop service as well as signposting for Council and a range of partner organisation services. Some libraries already share a building with a One Stop Shop which can offer an enhanced service and deal with more complex enquiries. This enhanced service will be introduced to other libraries where the need is identified. Do you agree with this proposal?**

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

4. **We propose that the library service will have the following clearly defined functions: Reading for pleasure; Information for study, research, self improvement and knowledge; The development of individual literacy; A source of local community information; A source of public service information.**

Do you agree with this proposals?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

5. **Is there anything not included in these proposals that you would like to see in your library?**

6. **We propose that only the four main libraries at West Kirby, Wallasey, Birkenhead and Bebington will maintain evening openings to allow for Wednesday openings across all libraries. Do you agree with this proposal?**

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

7. Bearing in mind that only the four central libraries (Birkenhead Central, Wallasey Central, West Kirby and Bebington Central) will be open in the evenings, and that there are staffing and accommodation costs to keeping a library open, how many evenings do you think these libraries should be open?

1

2

3

4

5

Are there any other comments you would like to make?

8. All library buildings will provide the following core facilities:

- A wide variety of books
- Internet access
- Free access to key websites such as ancestry.co.uk, Encyclopaedia Britannica online, knowuk.com and newsuk.co.uk
- Wifi provision
- Photocopying and faxing service
- Newspapers and magazines
- A library service for children and young people
- Activities and events
- Provision for learning

In addition, the Central Libraries will provide the following:

- Reference facilities
- Audio visual library
- Exhibition space
- Meeting space
- Study area
- Café area

Do you agree with these proposals?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

9. Is there anything not included in these lists that you would like to see in your library?

10. Do you agree that a café area would be a positive addition to libraries where space allows?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

11. We are planning to introduce self service machines (known as RFID) for checking books in and out and making library payments. This will free up staff to deal with more complex enquiries and manage activities, displays and promotions.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

12. In section 5.5 of the library strategy we have outlined what we plan to do to promote reading for pleasure. Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

13. In section 5.6 of the library strategy we have outlined what we plan to do to make a library a place to visit for information for study, research, self improvement and knowledge.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

14. In section 5.8 of the library strategy we have outlined what we plan to do to make a library a source of local community information.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

15. In section 5.9 of the library strategy we have outlined what we plan to do to make a library a source of public service information.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

16. In section 6.2 of the library strategy we have outlined what we plan to do to contribute to the Council's key objective to support families.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

17. In section 6.3 of the library strategy we have outlined what we plan to do to contribute to the Council's key objective to support vulnerable adults.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

18. In section 6.4 of the library strategy we have outlined what we plan to do to contribute to the Council's key objective to develop cohesive neighbourhoods.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

19. In section 6.5 of the library strategy we have outlined what we plan to do to contribute to the Council's key objective to increase employment in Wirral.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

20. In section 6.6 of the library strategy we have outlined what we plan to do to increase the involvement of the independent, voluntary, community and faith sectors in Council service delivery and transfer more power to neighbourhoods.

Do you agree with this proposal?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

21. Do you agree that this strategy fits Wirral's needs?

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Are there any other comments you would like to make?

22. If you are interested in being updated about our progress against this strategy, or in becoming more involved in the new service, please tick below and provide your contact details.

- I would like to receive email updates of your progress against the library strategy
- I would like to receive email updates about other Council services
- I am interested in becoming involved in the library user group
- I am interested in working as a volunteer in the new library service
- I work for an organisation that I feel can contribute to the library service

23. Please provide your name and email address. Wirral Council will not disclose your information to any unauthorised third party.

Name:

Email address:

24. If you don't have an email address please provide your postal address:

Address:

Postcode:

25. If you work for an organisation that you feel can contribute to the library service please tell us the name of your organisation and how you feel it could help:

About you

We want to ensure that all Wirral residents can access all of our services, and to ensure you all receive an appropriate and relevant service dependent upon your needs. We need your help in order for us to do that.

We are asking you to provide us with vital personal information, which will be anonymous and cannot be attached to your name or address. We need this information to build a picture of who uses our services. This will also help us to identify which local communities are not accessing our services and why.

26. Are you:

- Male Female Transgender Prefer not to say

27. If you consider yourself to be disabled please tick all boxes that describe your disability:

- Yes No Prefer not to say

28. Please tick all boxes that describe your disability:

- Physical Disability Learning Disability
 Sensory impairment Prefer not to say

29. Please tick the box which best describes your ethnicity:

- | | |
|---|---|
| <input type="checkbox"/> White English | <input type="checkbox"/> Asian or Asian British (Bangladeshi) |
| <input type="checkbox"/> White other British | <input type="checkbox"/> Asian or Asian British (Chinese) |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Any other Asian background
(please state below) |
| <input type="checkbox"/> Any other White background
(please state below) | <input type="checkbox"/> Black or Black British (Caribbean) |
| <input type="checkbox"/> Mixed White & Black Caribbean | <input type="checkbox"/> Black or Black British (African) |
| <input type="checkbox"/> Mixed White & Black African | <input type="checkbox"/> Any other Black background
(please state below) |
| <input type="checkbox"/> Mixed White & Asian | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Any other Mixed background
(please state below) | <input type="checkbox"/> Gypsy, Romany or Irish Traveller |
| <input type="checkbox"/> Asian or Asian British (Indian) | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Asian or Asian British (Pakistani) | |

Any other ethnicity:

30. What is your religion or belief?

- | | | | |
|---|--|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Christian (inc C of E, Catholic, Protestant & all other Christian denominations) | | | |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu | <input type="checkbox"/> Jewish | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Sikh | <input type="checkbox"/> Humanist | <input type="checkbox"/> Atheist | <input type="checkbox"/> Agnostic |
| <input type="checkbox"/> Pagan | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> None | |

31. What was your age on your last birthday?

- | | | | |
|---|--------------------------------|------------------------------|--|
| <input type="checkbox"/> Under 16 (please go to the end of this survey) | <input type="checkbox"/> 16-24 | | |
| <input type="checkbox"/> 25-44 | <input type="checkbox"/> 45-64 | <input type="checkbox"/> 65+ | <input type="checkbox"/> Prefer not to say |

32. What is your marital status?

- Married Civil Partnership Neither Prefer not to say

33. What is your sexual orientation?

- Heterosexual Lesbian Gay Bisexual
 Prefer not to say

34. Is your gender the same as when you were born?

- Yes No Prefer not to say

Thank you for taking the time to complete this survey.

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