



Essex County Council

# Our library service

## What do you think?



easy  
read



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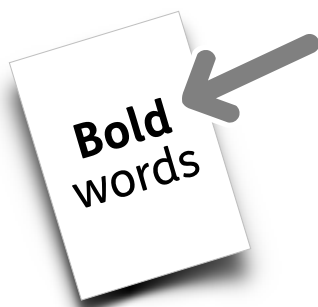
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In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

# Introduction



This document is from Essex County Council.



We are looking at our library service.

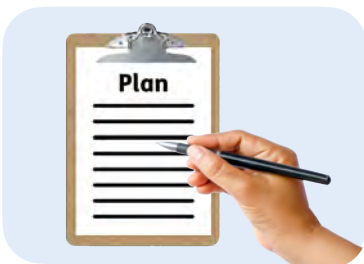


The world has changed over the last few years, so our library service should change too.

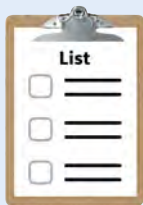


We want to make sure Essex libraries are:

- modern.
- lively.
- able to last.



We are going to write a plan for libraries.



## Our 3 aims

An **aim** is something we want to do.

We have 3 aims:

1. Improve library services and help people with reading and writing.
2. Improve library buildings, computers and the way we talk with customers.
3. Help our communities and give everyone a fair chance.



Before we write our plan we want to know what you think.

Please tell us what you think by answering the questions in this questionnaire. There are 23 questions to answer.



We need your answers by Friday 21 January 2022.

# What we would like our plan to do

We want our plan to help us:



ABC

- support children and adults to improve their reading and writing.



- get people to enjoy reading.



- have more books and information available online.



- put on more exciting events and activities.



- get more **volunteers** so that we can offer more services.

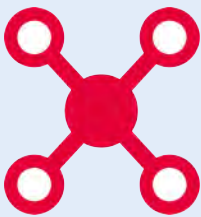
**Volunteers** are people who do work without getting paid for it.



- improve our library buildings.



- use our computers to make things better for our customers.



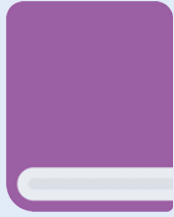
- work with other organisations so that we can provide better services.



- support families and communities.



- give people the support and skills they need to achieve what they want to in life.



- do more to encourage people to read, like putting on Essex's Year of Reading.



- use the information we collect to help us understand how people use libraries.



- make sure we advertise our services well on websites like Instagram.



- use our library services to teach people about important world issues, like **climate change**.

**Climate change** is big changes in the weather. For example, storms getting worse than they used to be. Or having less rain in some places.



- talk to local people about how we can change our service and advertise local events.

# About you



**Question 1:** Who are you answering these questions for?

☐

Yourself

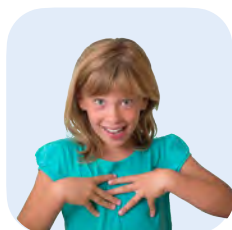
☐

For a group or organisation



There is a separate online questionnaire for organisations. You can find it here:

[consultations.essex.gov.uk/rci/library-survey-groups](https://consultations.essex.gov.uk/rci/library-survey-groups)



## Under age 11

If you are under the age of 11, your parent or carer needs to sign to say you have permission to answer these questions.



Your parent or carer's name:



Signature



# Using library services



**Question 2:** Have you used any Essex library services?

- ☐ Yes, in the last 6 months
- ☐ Yes, in the last year
- ☐ Yes, in the last 2 years
- ☐ No, not for at least 2 years



**Question 3:** Do you know about any of these library services? *Please tick all that apply.*

- ☐ Borrowing books
- ☐ Borrowing DVDs, CDs, or Audio Books
- ☐ My Library App
- ☐ E-resources like Find My Past, Ancestry, Driving Test Theory Pro
- ☐ Special collections, like the jazz archives or local history
- ☐ Mobile library

- ☐ Home library service
- ☐ Reading newspapers
- ☐ Computers that anyone can use
- ☐ Printing
- ☐ The Wifi in the library for your own computer or phone
- ☐ Health and wellbeing services
- ☐ Activities for babies, toddlers or other children - with their parents
- ☐ Community activities
- ☐ Social activities, like book groups or a Knit and Natter group
- ☐ Applying for jobs
- ☐ Applying for benefits
- ☐ Space for working
- ☐ Space for studying
- ☐ Recycling services



**Question 4:** Have you ever used the library services for any of these? *Please tick all that apply.*

- ☐ Borrowing books
- ☐ Borrowing DVDs, CDs, or Audio Books
- ☐ My Library App
- ☐ E-resources like Find My Past, Ancestry, Driving Test Theory Pro
- ☐ Special collections, like the jazz archives or local history
- ☐ Mobile library
- ☐ Home library service
- ☐ Reading newspapers
- ☐ Computers that anyone can use
- ☐ Printing
- ☐ The Wifi in the library for your own computer or phone
- ☐ Health and wellbeing services

- ☐ Activities for babies, toddlers or other children - with their parents
- ☐ Community activities
- ☐ Social activities, like book groups or a Knit and Natter group
- ☐ Applying for jobs
- ☐ Applying for benefits
- ☐ Space for working
- ☐ Space for studying
- ☐ Recycling services
- ☐ Other - please say





**Question 5:** If you haven't used Essex library services in the last 2 years, please say why not. *Please tick all that apply.*

- ☐ I don't need the library service
- ☐ I don't have time
- ☐ I have a health problem or disability
- ☐ I don't feel safe in libraries because of COVID-19
- ☐ They are difficult to get to
- ☐ I don't know what is available
- ☐ I would feel out of place
- ☐ The services do not meet my needs
- ☐ The opening hours are not good for me
- ☐ None of these
- ☐ Other - please say



**Question 6:** How has the library service affected your life?

# Our 3 aims

## Aim 1: Improve library services and help people with reading and writing



**Question 7:** Do you agree or disagree with these ideas? *Please tick one face for each idea.*

**A:** Supporting children to be ready for school and helping them to read.

I  
strongly  
agree



I agree



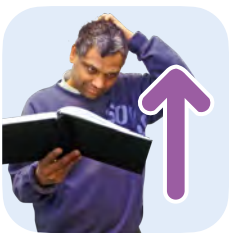
I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



**B:** Helping adults to improve their reading for everyday life.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree





C: Running exciting events and activities.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



D: Keeping up to date with the new ways that people want to find information and entertainment.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



E: Keeping our books, information and equipment up to date.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree







F: Involving local people in saying what services we should provide.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



G: Making sure our staff are trained.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



H: Looking at how volunteers could help.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree





I: Looking for new ways the libraries could earn money.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



**Question 8:** Do you have any other comments about Aim 1?

## Aim 2: Improve library buildings, computers and the way we talk with customers



**Question 9:** Do you agree or disagree with these ideas to improve our buildings and computers? *Please tick one face for each service.*



A: Making improvements to our buildings.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



B: Making our buildings better for the environment and the planet.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree





C: Using the mobile library service to involve more people in the community.

I strongly agree	I agree	I don't disagree or agree	I disagree	I strongly disagree



D: Setting up a new way for people to use the library from their computers or phones.

I strongly agree	I agree	I don't disagree or agree	I disagree	I strongly disagree



E: Getting new, easier ways to print out documents at the library.

I strongly agree	I agree	I don't disagree or agree	I disagree	I strongly disagree



F: Getting better computers and phones for library staff and volunteers.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



G: Improving the way we talk to customers and involving more people using computer programmes, phones and the internet.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



H: Improving the way we communicate with volunteers and staff.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree





**Question 10:** Do you have any other comments about Aim 2?

## Aim 3: Help our communities and give everyone a fair chance



**Question 11:** Do you agree or disagree with these ideas to improve how we work with communities and people? *Please tick one face for each idea.*



**A:** Taking more library services out to people in their own communities.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



**B:** Helping people to learn what they need to get a job.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree





C: Help people to improve their health and wellbeing.

I strongly agree



I agree



I don't disagree or agree



I disagree



I strongly disagree



D: Helping more people to know how to use computers, phones and the internet.

I strongly agree



I agree



I don't disagree or agree



I disagree



I strongly disagree



E: Helping local people to find the services they need.

I strongly agree



I agree



I don't disagree or agree



I disagree



I strongly disagree







F: Providing more services by having some you can pay for as well as the free services we already offer.

I  
strongly  
agree



I agree



I don't  
disagree  
or agree



I  
disagree



I  
strongly  
disagree



**Question 12:** As well as the free services we already offer, what services that you would have to pay for would you like to see?



**Question 13:** Do you have any other comments about Aim 3?



**Question 14:** Do you have any other comments about Essex libraries?



**Question 15:** What would you like to see from Essex libraries in the future?

# More about you



Please answer these questions about yourself. We need this information to check we are hearing from all the different communities in Essex.



We will keep this information private.



**Question 16:** Which part of Essex do you live in?

- ☐ Basildon
- ☐ Braintree
- ☐ Brentwood
- ☐ Castle Point
- ☐ Chelmsford
- ☐ Colchester
- ☐ Epping Forest
- ☐ Harlow

- ☐ Maldon
- ☐ Rochford
- ☐ Tendring
- ☐ Uttlesford
- ☐ Southend
- ☐ Thurrock
- ☐ Another county - please say

- ☐ Somewhere else - please say

- ☐ Prefer not to say



**Question 17: How old are you?**

- ☐ Under 16
- ☐ 16 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 and over
- ☐ Prefer not to say



**Question 18: Are you...**

- ☐ Male
- ☐ Female
- ☐ Non-binary - neither male nor female
- ☐ I prefer to use a different word - please say

- ☐ Prefer not to say



**Question 19: Are you...**

- ☐ White British
- ☐ White Irish
- ☐ Other White background
- ☐ Gypsy or Roma
- ☐ Irish Traveller
- ☐ Black or Black British - African
- ☐ Black or Black British - Caribbean
- ☐ mixed - White and Black African
- ☐ mixed - White and Black Caribbean
- ☐ other Black background
- ☐ Asian or British Asian - Pakistani
- ☐ Asian or British Asian - Indian
- ☐ other Asian or British Asian background
- ☐ mixed - White and Asian
- ☐ other Asian
- ☐ Chinese
- ☐ any other mixed background
- ☐ don't know
- ☐ prefer not to say
- ☐ any other background - please say



**Question 20:** Are you disabled or do you have a health condition? *Please tick all that apply.*

- ☐ No disability or health condition
- ☐ Deaf or hearing impaired
- ☐ Blind or sight impaired
- ☐ Deafblind
- ☐ Mental health condition
- ☐ Addicted to drugs or alcohol
- ☐ Physical disability
- ☐ Learning disability
- ☐ Autism
- ☐ Prefer not to say
- ☐ Other - please say





**Question 21: Are you...**

*Tick all that apply.*

- ☐ in a full time job
- ☐ in a part time job
- ☐ working for yourself
- ☐ on a zero hours contract
- ☐ at school or college
- ☐ unemployed
- ☐ volunteering
- ☐ retired
- ☐ prefer not to say
- ☐ other - please say



**Question 22:** Are you a parent or carer of children under age 18, or under age 25 if they have special educational needs?

☐

Yes

☐

No

☐

Prefer not to say



**Question 23:** Are you a carer for an adult?

☐

Yes

☐

No

☐

Prefer not to say

# Thank you



Thank you for your answers.



Please now post your answers back to us in the envelope we have given to you.



We need your answers by Friday 21 January 2022.

# For more information

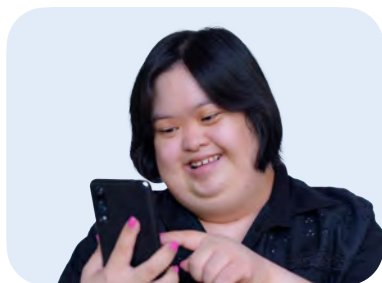


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