



Hillingdon Library Service Consultation 2023

Your views are important to us.

Please complete the survey to have your day on the Council's Draft Strategy.

Each area of ambition has a set of priorities and we want your views on these, as it will help us shape the services we offer to you.

The survey will take about 8 minutes to complete and is anonymous.

Please post your completed form in the freepost envelope provided as soon as you are able and no later than 16 April 2023.

1. In what capacity do you wish to respond to this consultation:

As a local resident On behalf of a local resident

On behalf of a local business

On behalf of a community or voluntary group (please specify)

As someone who works or studies in the borough

Other (please specify) _____

If you are responding to this survey on behalf of a local business, community group or organisation and would like to be identified, please share the full name below.

2. If you are responding to this survey on behalf of a local business, community group or organisation and would like to be identified, please share the full name below.

3. Are you a member of Hillingdon library service?

Yes

No

4. If No, please tell us why?

5. How often do you visit a Hillingdon library on average?

Daily

Once a week

More than once a week

Monthly

Never

6. What are the two main reasons you are most likely to visit at Hillingdon library?

Browsing and borrowing books

Access WiFi, public computers and scanners

Attending events and activities

Accessing information, reference materials and study

Accessing help and support

Using a meeting room or community space

Socialising or relaxing

Picking up recycling bags, hearing aid batteries, parking, parking visitor vouchers

Other _____

7. We offer a free digital library online, providing e-books, newspapers, online reference and learning.

Do you use any of these services?

Yes

No

8. If yes, which resources have you used? E.g. BorrowBox, Theory Test Pro, Transparent Language or any other resources.

9. If No, please tell us why?

Ambition 1 - Reading, literacy and culture

The strategy aims to:

- support early language and literacy development to give every child the best start, through a rolling programme of activities in each library
- encourage children, young people and adults to enjoy reading for pleasure by providing a wide range of reading materials and an imaginative programme of activities and events
- provide an inclusive library service, meeting the diverse needs of all residents and library users
- remove barriers to borrowing items and using libraries
- facilitate access to cultural experiences
- provide access to an engaging and diverse range of reading materials.

10. Is our approach to this commitment in ambition 1 clear to you?

Yes No Partly

11. Have we missed anything you expected to see in ambition 1?

Yes No

12. If you have answered no or partly to question 10, yes to question 11, or would like to make any addition comments regarding ambition 1, please tell us below:

Ambition 2 – Health and Wellbeing

The strategy aims to:

- reduce loneliness and social isolation by providing the space for people in the community to interact with each other and try new things
- improve health and wellbeing, and support prevention agendas through socially inclusive activities and targeted promotions
- hold stock and information in all libraries that provides access to high quality and reliable advice/guidance to support mental health/social/emotional and physical health and wellbeing
- continue to develop resources that support people living with dementia, and their carers
- work with external and internal partners to deliver a robust programme of healthy initiatives across our libraries.

13. Is our approach to this commitment in ambition 2 clear to you?

Yes No Partly

14. Have we missed anything you expected to see in ambition 2?

Yes No

15. If you have answered no or partly to question 13, yes to question 14, or would like to make any addition comments regarding ambition 2, please tell us below:

Ambition 3 – Improving digital services and inclusion

The strategy aims to:

- invest in public IT to improve the customer experience
- support people developing their digital skills and confidence so they can make the most of the opportunities afforded by digital
- provide access to quality online resources for reading, information and learning for adults, young people and children
- explore digital solutions that enhance the customer experience both remotely and in libraries, including self service options and investment in online resources
- develop STEM and STREAM (STEM plus Reading and the Arts) provision, open to all through the development of the offer.

16. Is our approach to this commitment in ambition 3 clear to you?

Yes No Partly

17. Have we missed anything you expected to see in ambition 3?

Yes No

18. If you have answered no or partly to question 16, yes to question 17, or would like to make any addition comments regarding ambition 3, please tell us below:

Ambition 4 – Information and Learning

The strategy aims to:

- provide welcoming and accessible services for people with physical, learning and developmental disabilities
- create opportunities for people with SEND to develop workplace skills
- support and provide work experience and volunteering opportunities to enrich the lives of young people and support them to move successfully into adulthood and be ready for work.
- create adult volunteer profiles and opportunities for peer-led groups that enhance the services delivered by staff
- provide access to reliable/curated information
- facilitate and deliver opportunities for learning.

19. Is our approach to this commitment in ambition 4 clear to you?

Yes No Partly

20. Have we missed anything you expected to see in ambition 4?

Yes No

21. If you have answered no or partly to question 19, yes to question 20, or would like to make any addition comments regarding ambition 4, please tell us below:

Ambition 5 – Sustainable Service Delivery

The strategy aims to:

- deliver a core offer in all libraries comprising access to books, information, IT, and an early years activity. Enhanced offers will be built on community need and the tiers of libraries
- group libraries into four tiers to deliver the right level of offer based on demographics, busyness, size and location
- review use of all buildings to fully utilise assets – make the most of commercial opportunities, co-locating services within an existing library building, relocating a library to a new building, or remodelling a library to maximise its potential
- use budget and resources flexibly to set opening hours based on usage and demand
- retain home and mobile library services to reach isolated and housebound people in all parts of the borough
- have a responsive, trained and adaptive workforce across all libraries
- explore digital solutions to service delivery, increasing ways for residents to engage with the library service
- have closer partnerships with council services to improve access for residents
- review our processes and assets to reduce carbon emissions, and enable communities to respond to the challenge of the climate emergency.

22. Is our approach to this commitment in ambition 5 clear to you?

Yes No Partly

23. Have we missed anything you expected to see in ambition 5?

Yes No

24. If you have answered no or partly to question 22, yes to question 23, or would like to make any addition comments regarding ambition 5, please tell us below:

Your views on our priorities

The library service strategy sets out five areas of ambition for residents, based on what we have done to date and what we wish to prioritise in the future.

25. Please tell us how important they are to you					
	Very important	Important	Neither important or not important	Not important	Not at all important
Reading, Literacy and Culture. Reading material, early years offer and arts/culture events for all age ground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Wellbeing. Information and activities, dementia support, curated book stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving Digital Services and Inclusion. Online resources (ebooks and publication learning and reference), STEM activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and Learning. Reliable resources and signposting, informal learning, workplace skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sustainable Service Delivery. Deploying resources based on demand, fully utilise assets, commit to Home and Mobile library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. Please provide any comments about the draft strategy or the library service in general you think we should consider.

Proposed tiered libraries and opening hours

As part of the ambition for Sustainable Service Delivery, it is proposed to adopt a tiered approach to library opening hours, offering later evenings and lunchtime opening at the largest and busiest branches while retaining lunchtime closing and introducing one weekday closure at the libraries with lower recorded activity.

The majority of libraries would open at 10am and all but 4 branches would be open until 7pm at least once a week in order to extend access across the borough.

The tiers have been devised using data on footfall, book borrowing, stock collections and library size and well as their location in the borough.

Tier 1/Flagship libraries (3 libraries – Botwell Green, Ruislip Manor, Uxbridge): Mon 9-7, Tues 9-7, Weds 9-5, Thurs 9-7, Fri 9-5, Sat 9-5; Botwell and Uxbridge Sun 10-1

Tier 2 (5 libraries – Manor Farm, Northwood, Oak Farm, Yeading, Yiewsley): Mon 10-7, Tues 10-5, Weds 10-5, Thurs 10-7, Fri 10-5, Sat 10-4

Tier 3* (5 libraries – Eastcote, Harlington, Ickenham, Northwood Hills, South Ruislip): Closed either Mon or Weds; open 3 weekdays 10-1 and 2-5pm; 1 weekday 10am-1pm and 2pm-7pm; Sat 10-4

Tier 4 (4 libraries – Charville, Harefield, Hayes End, West Drayton): Closed either Mon or Weds; open 4 weekdays 10am-1pm and 2-5pm, Sat 10am-2pm

**Tier 3 includes Harlington library, subject to consultation about its future/decommissioning of service. Also includes Northwood Hills library, proposed to open throughout lunchtime pending rebuild.*

27. If you have any comments about the tiered approach, please tell us below?

28. Do you currently use the Mobile library service?

Yes

No

29. If no, please tell us why?

About you:

We want to make sure that the views from a wide range of people have been considered in the consultation about the library strategy. The following standard questions and responses you provide are anonymous and confidential. The information you provide will be used only for monitoring purposes.

30. Gender

Male

Female

Prefer not to say

Other _____

31. Which age range do you belong to?

Under 25

25-34

35-44

45- 54

55-64

65+

32. Which group best describes your ethnicity?

- Asian or Asian British ethnic group or background
(Indian, Pakistani, Bangladeshi, Chinese or any other Asian Background)
- Black, Black British, Caribbean, or African ethnic group or background
(Caribbean, African, any other Black, Black British, Caribbean or African background)
- Mixed or multiple ethnic group or background
(White and Black Caribbean, White and Black African, White and Asian, any other mixed or multiple background)
- White group or background
(English, Welsh, Scottish, Northern Irish or British Irish, Gypsy, Irish Traveller, Roma, any other Traveller background, any other White background).
- Other ethnic group or background (Arab, any other ethnic group)
- Prefer not to say

33. What is your postcode where you live, work or study in the borough?

- | | | | |
|-----|--------------------------|-------|--------------------------|
| HA4 | <input type="checkbox"/> | UB8 | <input type="checkbox"/> |
| HA5 | <input type="checkbox"/> | UB9 | <input type="checkbox"/> |
| HA6 | <input type="checkbox"/> | UB10 | <input type="checkbox"/> |
| UB3 | <input type="checkbox"/> | TW6 | <input type="checkbox"/> |
| UB4 | <input type="checkbox"/> | TW19 | <input type="checkbox"/> |
| UB5 | <input type="checkbox"/> | WD3 | <input type="checkbox"/> |
| UB6 | <input type="checkbox"/> | Other | _____ |
| UB7 | <input type="checkbox"/> | | |

34. Which of the following best describes your sexual orientation?

- | | | | |
|-------------------|--------------------------|------------------------|--------------------------|
| Bisexual | <input type="checkbox"/> | Gay | <input type="checkbox"/> |
| Lesbian | <input type="checkbox"/> | Straight/ Heterosexual | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> | Other | <input type="checkbox"/> |

35. What is your religion?

- | | | | |
|--|--------------------------|-------------------|--------------------------|
| No religion | <input type="checkbox"/> | Buddhist | <input type="checkbox"/> |
| Christian (Catholic, Church of England, Protestant, and all other Christian denominations) | <input type="checkbox"/> | Hindu | <input type="checkbox"/> |
| Jewish | <input type="checkbox"/> | Muslim | <input type="checkbox"/> |
| Sikh | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |

36. Do you have a disability? A physical or mental illness or condition that has a substantial and long-term effect on your ability to carry out normal day to day activities.

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

Thank you for taking the time to complete this survey, your views are important to us.