

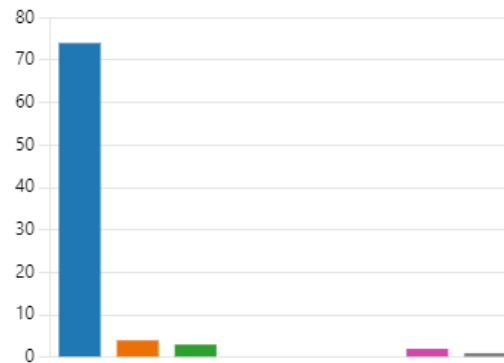
## Harlington Library Consultation 2023 results

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

[More Details](#)

[Insights](#)

● As a local resident	74
● On behalf of a local resident	4
● As a Harlington Community Sch...	3
● As a parent of a student at Harli...	0
● On behalf of a local business	0
● On behalf of a community or vo...	0
● As someone who works or stud...	2
● Other	1



2. If other capacity, please specify:

6 Responses

ID ↑	Name	Responses
1	anonymous	Local resident, parent and someone who also works in the borough
2	anonymous	My daughter love to visit this local library and its environment is so peaceful to study compare to botwell library. Staff is amazing and even I get books for myself too. It will be big time lose for my family if this library will be demolished.
3	anonymous	Harlington Teacher
4	anonymous	Comes there time to time
5	anonymous	Headteacher of Harlington School
6	anonymous	I live North of the Borough but Harlington is close to my place of work and therefore i am able to visit during my working day - i use this branch more so than the library near to home (Charville)

3. 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.

7 Responses

#### 4. Do you use Harlington library?

[More Details](#)

● Yes	84
● No	3



#### 5. How often do you visit Harlington library on average?

[More Details](#)

[Insights](#)

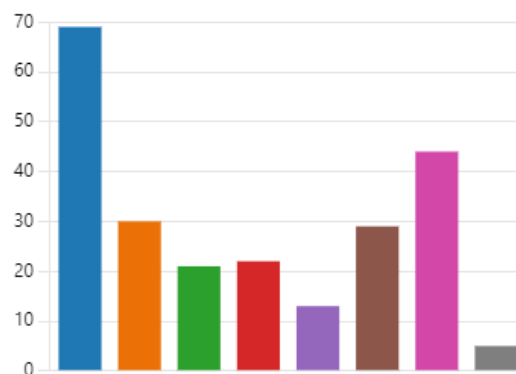
● Daily	11
● Once a week	27
● More than once a week	13
● Monthly	31



#### 6. What are the reasons you are most likely to visit Harlington library?

[More Details](#)

● Browsing and borrowing books	69
● Access WiFi, public computers a...	30
● Attending events and activities	21
● Accessing information, referenc...	22
● Accessing help and support	13
● Socialising or relaxing	29
● Picking up recycling bags, heari...	44
● Other	5

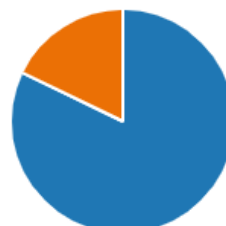


#### 7. Is Harlington library the only Hillingdon library you use?

[More Details](#)

[Insights](#)

● Yes, I only use Harlington library	69
● No, I use other Hillingdon librari...	15



8. If no, which other Hillingdon library/libraries do you use?

14 Responses

ID ↑	Name	Responses
1	anonymous	Botwell Green
2	anonymous	botswell
3	anonymous	Uxbridge, Botwell Green
4	anonymous	Botwell
5	anonymous	botwell Library
6	anonymous	Botwell library
7	anonymous	Botwell
8	anonymous	Botwell and Yeading
9	anonymous	Oak Farm
10	anonymous	Botwell
11	anonymous	charville library
12	anonymous	Uxbridge, Ruislip Manor
13	anonymous	Uxbridge Library
14	anonymous	Hayes

9. How would transferring the services from Harlington to Botwell and West Drayton libraries affect you? (Botwell library is 1 mile and West Drayton library is 1.6 miles from Harlington library) Please note, the school would provide a dedicated library for its students if the public library offer is transferred to Botwell Green and West Drayton libraries. Please share your comments below.

72 responses

ID	Name	Responses
1	anonymous	I would stop using the library as I have limited mobility and no car
2	anonymous	Issues such as Transport and transport cost, weather, health, the hassle of travelling with kids all the way into town to use an alternative library. We currently live 1min away from Harlington library. We dont have a computer or printer at home and Harlington library is very convenient to my whole family especially the kids and our local friends. Clubs would close events would no longer be available especially during the school half terms and summer. The local residents will go into depression including myself if the library closes. It's a place to get some peace and quite sit read a book quietly aswell as lot's of different

ID	Name	Responses
		activities for all ages. Free local newspaper magazines etc all available by foot to the locals rather than travelling into town to another library hayes has become a extremely busy town since 2 years the buses are always extremely packed and it will definitely put me of from going to another library. Just because the borrowing rate is low the library cannot be closed. There could be people who sit and read 10 book within the library and not take them home.
3	anonymous	It would put me off from going to the library as I'd have to take the bus each time
4	anonymous	It is very far from where I live. Harlington is walking distance.
5	anonymous	too far
6	anonymous	It would that I would use library services less, as Botwell Green is further away
7	anonymous	My children at Pinkwell School use the service every day.It help them to improve their knowledge and love for reading,it help them to be friends with book,a place where they socialise. By closing this place will effect the local community and specially young children.
8	anonymous	This is very nearest and for botwell i need make effort to go thr but harlington i can go while picking up child in school
9	anonymous	We want our own local library
10	anonymous	I prefer the harlington library to stay open as it is easy accessible for me
11	anonymous	We residents have old association with this library Its close to or residence, easy our kids and families
12	anonymous	This would greatly affect me as I use this service weekly for all different things. I am unable to travel to the other places and this would impact on my day t day living and I may not go out.
13	anonymous	This would impact on my well being. As a local elderly resident I enjoy the walking to and fro. The help I recieve with printing. Meeting different people of all ages. This library is vey important with easy access.
14	anonymous	I am 86 years old so this is a bit far for me
15	anonymous	I can walk to Harlington library but would have to get public transport to the others which isn't good.
16	anonymous	Harlington library is near our house, few minutes walk only ,we dont need to use buses to acces the other library
17	anonymous	they are far No parking busies and noisy

<b>ID</b>	<b>Name</b>	<b>Responses</b>
18	anonymous	The Harlington library was my favourite. However, the staff was so rude and grumpy that I moved to botwell. If staff changes, it will be used by the community. I have seen loads of children and family sitting there as it is a public space. People need it.
19	anonymous	We are an older and disabled couple who would have difficulty getting to Botwell to use their services.
20	anonymous	My mobility would make it difficult for me to use
21	anonymous	Harlington library is the closest to me and I find it easier to access than other local library's due to not having a car and having to pay for public transport , so I csn walkbto Harlington library.
22	anonymous	Bt
23	anonymous	I live just round the corner from the library and it's so handy especially when I work. So if they close it to the public then I won't go to another one.
24	anonymous	It's far from where I live
25	anonymous	I would not go to any other library
26	anonymous	It would be very hard to move to the other library's as Harlington Library is very convenient and has ample parking as well
27	anonymous	Botwell library
28	anonymous	harlington is a walk away, i would need to start taking the bus to get to the other locations which would be more time consuming
29	anonymous	This is local to me walking distance. My children love going to this library as it's local and easy to get too
30	anonymous	It won't affect me as Botwell library is closer to me
31	anonymous	I disagree with the move. The children in this area desperately need this library. The elderly need it it's easy to access so many people will be impacted negatively by this proposed move. Please don't do this
32	anonymous	This library has been and is an integral part of education and learning for all ages. As a parent I cannot emphasise more how important it is to have a local library just 5 minutes Walk from my house. A a registered childminder when I used to mind children we would use the story telling times and use the library to borrow books it was an enjoyable little visit just a short walk away. Please don't take this library away from us! It would be a sad day if you did.

<b>ID</b>	<b>Name</b>	<b>Responses</b>
33	anonymous	I would be very disappointed. Would have to take public transport. Why can't local residents still use the library if it is moved into the school.?
34	anonymous	Inconvenience, the library is currently at a walking distance
35	anonymous	Too far
36	anonymous	Harlington library is more peaceful and quite whereas Botwell is overly crowded and noisy. Harlington provides calm environment especially for small children and adults.
37	anonymous	I would not be going to other libraries as there are parking issues and Harlington Library is walking distance
38	anonymous	It's too far for me and as I don't drive therefore harlington library is closer to me
39	anonymous	I can accommodate
40	anonymous	I have been using the library for more than 10 years. All my kids have been taking part of many events and activities at the library. The staff are very friendly and helpful. I live locally so I find it very useful, especially during half term breaks. I hope it stays alive. I would not be using any other libraries if you closed it.
41	anonymous	It would limit my use of the library. I would have to pay bus fares to go to Botwell.
42	anonymous	It is very convenient as it is just in walking distance and staff in this library are very helpful and very friendly. The decision to move would be a huge loss to the local community. All local residents strongly object to any plans to close Harlington Library.
43	anonymous	I would have nowhere to work and study
44	anonymous	I wouldn't visit these libraries as I live very local to Harlington Library so am able to walk to it
45	anonymous	It would mean a whole overhaul of my life. Having a child that attends Harlington means that I can usually plan my research as well as socialising around picking up and dropping off my child and because it is in the same area this saves time. I am also thinking that if the Library closes, some residents with particular challenges getting around may struggle to use other Libraries further away. There are 2 schools and a children's centre as well as a local park across the road - this would provide a good case for allowing the Library to stay open as it is very convenient for the community to access and use the facilities while on way to and from school or after or before a session in the park. Instead of closing it down, the council should think about making it into a community hub or one stop shop for those who find it not as easy getting into Hayes Town or just want somewhere nearby closer to home, to use facilities.

<b>ID</b>	<b>Name</b>	<b>Responses</b>
46	anonymous	I don't find the peace and the study relaxing environment any where else. More spacious and bright than botwell library.
47	anonymous	Don't drive
48	anonymous	Travel time would be a big impact. I can walk easily to Harlington and know my eldest would not have far to travel to do homework. Botwell is a bus ride or a 30/35min walk.
49	anonymous	Less likely to visit, as the convenience for me would be lost
50	anonymous	I cannot travel to any other library.
51	anonymous	The students give this library life. There is a real community feeling which would be greatly missed.
52	anonymous	Library is near to my house and we'll organised if the library transfer from this location than its would be difficult for local people to access on a daily basis
53	anonymous	Not a good idea at all!
54	anonymous	Students use the library to socialise after school. Residents use the library as a drop in with your children.
55	anonymous	Will be inconvenienced...since this is near to home and useful for my purpose of convenience reading and learning and used to this library. Will not like to travel for the sake of browsing and reading. Thank you
56	anonymous	It's harder because harlington library is close to my house and after school I have to wait there for my parent
57	anonymous	would not affect me much as I do not use the library
58	anonymous	I wouldn't able to visit the library more often as it is more far away from me.The library is a huge support of education to me and I need it close to where I live.
59	anonymous	It's not a walking distance and will not be easy to access the library as frequent as I can visit harlington library
60	anonymous	I would be much less likely to visit the library, An important opportunity to reinforce a sense of community in the area would be lost.
61	anonymous	My kids' education will suffer if this library is closed. They both go to a school close to the library. Youngsters eagerly anticipate competitions in the library. Don't close it, please. This place has a valuable function. There won't be anywhere for young people to go. Even now, Hayes's side is largely unappreciated.

ID	Name	Responses
62	anonymous	Harlington Library is a stone throw away from my house. I always walk to the library. Both my children used the library when they were young and I think the library was one place that they learnt a lot. They're now in Grammar schools and in my opinion it was the library that helped them the most.
63	anonymous	No my kids really like to come here
64	anonymous	I disagree with mileage! I do not own or drive a car. I went to Botwell library once! Never again!! More than 1 mile!! I do not agree that West Drayton library is 1.6 miles from Harlington library, To get to West Drayton library, I would need to use THREE buses. U4 bottom of flyover, another bus to get to Harlington corner and get another bus, 222, to West Drayton. Travelling time approx 1 hour, sheer MADNESS.
65	anonymous	I do not have wifi access or computer at home so I will not be able to access information or services online including Hillingdon Council. I cannot travel to the other libraries you mention
66	anonymous	No impact we would have to develop the use of the current assigned space to our new School dedicated Library. However we are concerned with the additional costs the School will incur from this that have not been budgeted at this time.
67	anonymous	i would not be able to visit the named libraries above during a working day - would only be at weekends but then is not as convenient
68	anonymous	I can walk to Harlington Library from my place of work - I wouldn't visit Botwell Green and West Drayton
69	anonymous	Would be inconvenient for me as I don't drive so accessing Botwell & West Drayton library would be difficult via TFL
70	anonymous	Difficulty of getting to other library, extra time to get there, if I use my car - difficulty to park or cost. This is the second library you will close in hayes, remember the old library in Golden Cres, hayes. Before covid I used library more frequently. I would see more senior members of the community. I gues your statistic maybe based on last 6 months or so. During covid you would have had a low useage, during winter you will get a lower useage. The useage will further be lower recent economic issues and therefore travel costs. There is so much money spent and wasted on things in the borough. Plese dont pick on a library for saving costs there are plenty of other ways. Today it was in the news that fly tipping was costing millions accross London. I have reported such incidences and had recording on my CCVT but enviroment control said they need a copy to act on it, well I am not employed by illingdon council to do their work. They could put covert cameras ,especially where I reported it to them as fly tipping takes place at least 12 times a years. Do we really need to spend so much on bedding flowers along side of roads and having hanging baskets/troughs especially in these economic times - this costs money, watering cost, collection costs etc. As a council tax payer I rather have library than money wasted on things that are not



ID	Name	Responses
		necessary. The Harlington library is small, its rooms are used by school for teaching classes also, the schools needs the library. The school students ar not allowed to used the library during school times, however after school times the library has quite a few students using it. If it remains the public too can use it. I can go on but dont have the time.
71	anonymous	Staff there is very nice, helpful and polite. They go out of their way. Botwell there is parking problem and same at West Drayton.
72	anonymous	I have used it all my life and feel its loss would be detrimental to the cultural and community life of Harlington. I believe it to be a further erosion of the community facilities south of the railway. This area is already struggling to maintain a sense of community, partly due to the blight of possible airport expansion (and consequent turnover of residents it causes) and partly due to the rapid increase in population. It is a diverse community and I feel that the library is a safe place everyone in the community to use , whatever their background. It is important for new residents to be able to access local information to feel part of the community.

10. If services from Harlington library were transferred to Botwell or West Drayton, would you consider using the Mobile library in Pinkwell ward?

[More Details](#)

[Insights](#)

<span style="color: blue;">●</span> Yes	11
<span style="color: orange;">●</span> No	44
<span style="color: green;">●</span> Maybe	31



11. If you have answered no or maybe to the above question, please tell us why.

ID	Name	Responses
1	anonymous	I take my daughter to library and I go and read books there. And collect my household bin liners as well it's good information center for me.
2	anonymous	Harlington library is with in my area. Other Libraries are too far
3	anonymous	It's because of less choices ,the stall service is not very effective in education the children ,less motivation, waste of travelling time,parking issues, no place to socialise etc
4	anonymous	I love going thr staff is so helpful and guide you for when i need computer

<b>ID</b>	<b>Name</b>	<b>Responses</b>
5	anonymous	Since last many years we r using this library we don't want it to move or close down please
6	anonymous	As all the facilities available to me at harlington library will not be available in the mobile library
7	anonymous	The environment of existing library is more comfortable
8	anonymous	I wouldnt be able to spend as long as I wanted there and would be limited time.
9	anonymous	Will we be restricted to times of access? Were losing local banks all over where will it end for the elderly.
10	anonymous	It is chairobic's I go to
11	anonymous	i dont know
12	anonymous	coz it comes once a week/month and it will be difficult for my kids to read/find books.
13	anonymous	My mobility
14	anonymous	As i work it depends on when the mobile library is available, days and times and also where it would be situated.
15	anonymous	I didn't know there was a mobile one but even so it's only going to have a limited amount of books I'm not sure it would be worth it
16	anonymous	Because I am not sure whether I will used it or not
17	anonymous	I prefer to go to a proper library
18	anonymous	The service is good harlington library
19	anonymous	if it had access to a computer and printing services
20	anonymous	Because I love the experience of a library the children in there sections me in mine meeting at tables to sit together and read
21	anonymous	I would use Botwell
22	anonymous	It's not the same as a library
23	anonymous	The mobile library service can by no means fulfil what a proper built library can do. It is not accessible everyday. How do you access it with buggies or wheel chair? It is not ideal and not something me or my family would use.
24	anonymous	Surely a mobile library would not have the choice of books. Also how often would it be available?

<b>ID</b>	<b>Name</b>	<b>Responses</b>
25	anonymous	Will it have a large selection?
26	anonymous	Not a place to relax
27	anonymous	For borrowing books etc
28	anonymous	Because the mobile ward will not have all the services
29	anonymous	Will be having issues getting into the mobile library as gave back Issues
30	anonymous	I'll be fine at botwell
31	anonymous	A library is a library. It is a place where we can associate with others. It is a place where we can sit and enjoy the reading.
32	anonymous	How would I possibly be able to browse the full selection of books? I would have to use the mobile library when it was available, not at a time that suits me.
33	anonymous	It ia not easy to access for me
34	anonymous	I won't know the library ward's timing and if I can book the books I need and obviously won't have much variety of books and lack of kid's activities.
35	anonymous	The mobile library only has specific timings which I couldn't do as I also work part time.
36	anonymous	I don't know what the regularity of the mobile library would be and the chances are, aligning the mobile library availablity with my schedule is going to be difficult
37	anonymous	No as they wont provide all the services.
38	anonymous	I think the activity services are crucial for this community.
39	anonymous	Not enough facilities
40	anonymous	Convenience, I don't live locally.
41	anonymous	Since i like reading and learning will try to keep up and avoid boredom
42	anonymous	since I am not interested in libraries much
43	anonymous	I won't be able to use all the services and won't be accessible at all times.
44	anonymous	A mobile library might be ok for collecting and returning books, but the range of what the library would be able to offer would necessarily be severely limited.
45	anonymous	Physical location of library is paramount for kids to be engaged in education.

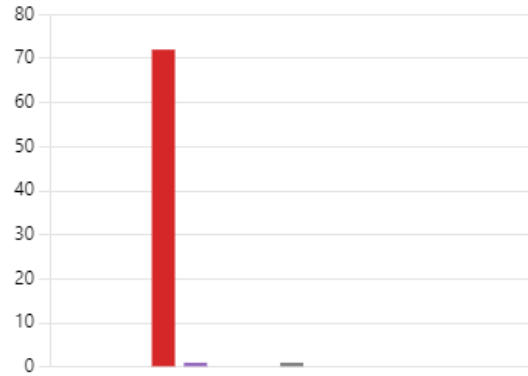
<b>ID</b>	<b>Name</b>	<b>Responses</b>
46	anonymous	I'll miss the computer facilities that were easily available at the library.
47	anonymous	Because we are so comfortable coming here
48	anonymous	I have been using this library for many years it would be sad to use another library
49	anonymous	A mobile library will not give a full library service to the community, residents, that they need and deserve. To discontinue the use of Harlington library, for residents, would be devastating for mental health and wellbeing. We have nothing else here. The council is here to serve us, not the other way around. I invite the council to think of the very wise words of our dear late Queen Elizabeth II "TO THINK VERY CAREFULLY"
50	anonymous	Will it have computers and wifi?
51	anonymous	not relevant to our needs
52	anonymous	it would not fit in with my working day - I tend to go last minute whilst out for a walk
53	anonymous	You would not have the range of books in the mobile library nor the sit down facility to read, check information from books etc. I would not go there due to confined spaces for catching cold, flues even covid. I use photocopying, printing, internet also, what facilities would you have in a mobile library.
54	anonymous	The little social contact will be lost. Mobile library is restricted to what you get there. Not very comfortable.
55	anonymous	They are able to shop mainly nearby in Hayes Town.
56	anonymous	I work full time and it would depend on the timing of the visits of the mobile library.

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

[More Details](#)

[Insights](#)

HA4	0
HA5	0
HA6	0
UB3	72
UB4	1
UB5	0
UB6	0
UB7	1
UB8	0
UB9	0
UB10	0
TW6	0
TW19	0
WD3	0
Other	0

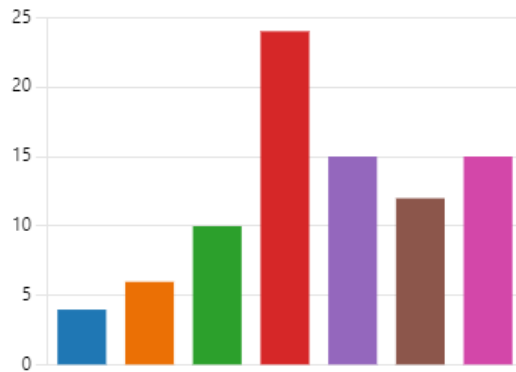


13. What is your age?

[More Details](#)

[Insights](#)

12-17	4
18-24	6
25-34	10
35-44	24
45-54	15
55-64	12
65+	15



14. 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.

[More Details](#)

[Insights](#)

● Yes	12
● No	72

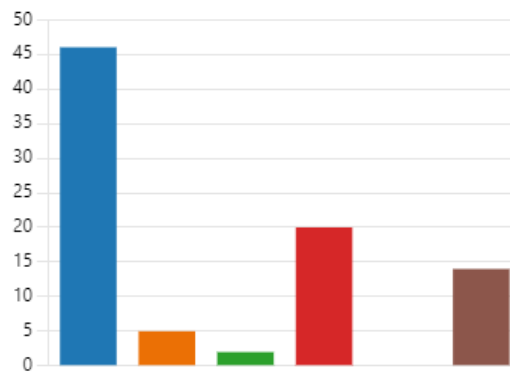


15. Which group best describes your ethnic background?

[More Details](#)

[Insights](#)

● Asian or Asian British ethnic gro...	46
● Black, Black British, Caribbean, o...	5
● Mixed or multiple ethnic group ...	2
● White group or background (En...	20
● Other ethnic group or backgrou...	0
● Prefer not to say	14

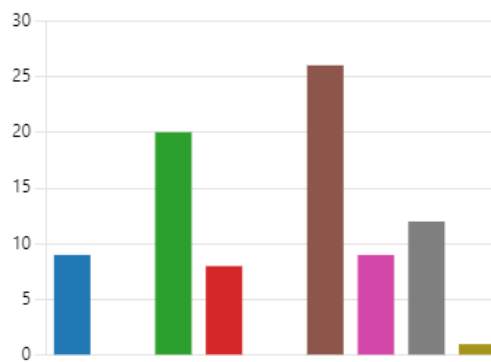


16. What is your religion?

[More Details](#)

[Insights](#)

● No religion	9
● Buddhist	0
● Christian (Catholic, Church of En...	20
● Hindu	8
● Jewish	0
● Muslim	26
● Sikh	9
● Prefer not to say	12
● Other	1



## 17. Gender

[More Details](#)

 Insights

<span style="color: blue;">●</span> Female	60
<span style="color: orange;">●</span> Male	22
<span style="color: green;">●</span> Prefer not to say	4
<span style="color: red;">●</span> Other	1

