



Norfolk County Council



Your views on the future of our mobile library service



Some of the things in this paper are not easy to understand.

You may need some help from someone to read it.



Norfolk County Council does lots of things around Norfolk. We run things like the Fire and Rescue Service, the Library Service, Adult Social Care and maintain the roads. We keep providing vital services to support people in Norfolk.



To do this we spend over a billion pounds each year. We must be sure the money we spend matches the money we get in. This is difficult.



Norfolk County Council had decided they need to make around £60 Million of savings to balance our budget.



One way we have thought to save money is to look at how our mobile library service is run. Mobile libraries take books, DVDs and audiobooks all around Norfolk and deliver them to people who may not be able to get to a library on their own.



The Council are proposing to reduce the budget for the mobile library service by £200,000 – that is nearly half of the £422,000 which it currently costs to run the mobile library service.



Tough decisions have to be made about the future of the mobile library service. This may include the stopping of some routes.

A survey form titled 'Questions' with two speech bubbles containing question marks. The first question is '1. What do you think about it?'. Below the question are three checkboxes: 'Good', 'Bad', and 'Not sure'. The 'Not sure' checkbox is checked with a blue checkmark. A hand is shown holding a pen, ready to write.

This is why we are asking you the questions on the next pages, to find out how you use the mobile library service and what you think is important about it. We also want to hear your ideas about how we can run the service in the future.

About this survey



You do not have to answer all the questions, only the ones you want to.



The feedback to this survey will help us plan to meet everyone's needs.



Please send your response by **21ST September**



Please send your survey back to the address below. You do not have to put a stamp on the envelope.

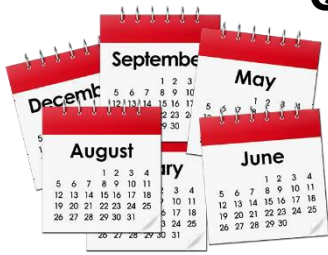
**Freepost Plus RTCL-XSTT-JZSK, Norfolk
County Council, Ground floor – south wing,
County Hall, Martineau Lane, NR1 2DH**



Alternatively you can tell us what you think via
our website: www.norfolk.gov.uk/libraries



Or you can send us an email to
haveyoursay@norfolk.gov.uk



Question 1. How often do you use your local mobile library service?

Every month (normally every 28 days)

☐

Every other visit (normally every 56 days)

☐

Sometimes

☐

Not sure

☐

Never

☐



Question 2. What is it that you like about our mobile library service? Please tick (✓) all that apply:

It is convenient

☐


I have no transport to visit a library

☐

It's a good way to get out and meet people

☐

Other, please write here:





Question 3. Which services do you use on the mobile library? Please tick (✓) all that apply:

Borrowing books, (including Large Print and Childrens)

☐

Borrowing audio books – cassettes or CDs

☐

Borrowing DVDs

☐

Help to access online magazines, newspapers, eBooks and eAudio

☐

Collect reservations of books and items from the wider library service

☐

Ask for information, help and advice

☐

Return items borrowed from other libraries in Norfolk

☐



Question 4. If the mobile library was not available how likely would you be to travel to another library for these services?



**Very
Unlikely**

☐

**Somewhat
Unlikely**

☐

**Not
sure**

☐


**Somewhat
Likely**

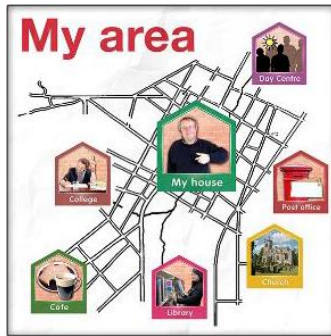
☐

**Very
Likely**

☐

Question 5. If you know it, please write your nearest mobile library stop here:





Question 6. Which places do you think are the most important to have library services?
Please tick (✓) **one** answer only:

Places without public transport like buses and trains

☐

Places that are not near other services such as library buildings, shops and doctors

☐

Near busy places such as supermarkets

☐

Near places such as community centres,
parks / play areas

☐

In a location with easy access via
car, public transport, cycling or walking

☐

Other, such as a place special to your local community.





Question 7. What do you think is most important when deciding how much time is allowed for mobile library visit? Please tick (✓) all that apply:

Time to choose books

☐

Time to collect book reservations

☐

Time to talk to other people and staff

☐

Time to research something online or complete an online transaction

☐

Time to read with children in dedicated space for families

☐

Other – please write here





Question 8. Would you, or people you know such as friends and neighbours, like to try accessing more information online if you were able to do one of the following? Please tick (✓) all that apply:

Borrowing a tablet (such as an ipad) or other device for reading

☐

Borrowing a laptop or tablet to help get you online at home

☐

Assistance and support to help you access online services

☐

Assistance with using your mobile phone or digital device

☐

Question 9. If we were to reduce the number of routes, how far would you travel to visit a mobile library? Please tick (✓) one answer only:



1-2 miles

☐

2-3 miles

☐

3-4 miles

☐

4-5 miles

☐

Over 5 miles

☐

No, I would choose to stop visiting any library
if I had to travel further

☐



Question 10. If your current local mobile library stop was unavailable, would you travel to your nearest local branch library?
Please tick (✓) one answer only:



Yes

☐


Maybe

☐


No

☐


Don't Know

☐


Priority List

<u>1</u>	<u>6</u>
<u>2</u>	<u>7</u>
<u>3</u>	<u>8</u>
<u>4</u>	<u>9</u>
<u>5</u>	

Question 11. If we were to cut down the number of mobile library routes, what should we think about when deciding which routes to keep providing? Please tick (✓) one answer only:

Reduce routes based which ones are used the least

☐

Reduce routes in the areas that are near other services, like ones in towns

☐

Reduce routes near areas that have good broadband and internet connection, so people can access our online services

☐

Other – please write here





Question 12. Would you consider visiting a stop further away from you if the length of time at the stop was a minimum of 30 minutes? Please tick (✓) one answer only:



Yes

☐

Maybe

☐

No





☐

Don't Know

☐



Question 13. How likely are you to use our digital and online services if we were to reduce the mobile service? Please tick (✓) one answer only:

				
Very Unlikely	Somewhat Unlikely	Not sure	Somewhat Likely	Very Likely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Question 14. Which, if any, of the following activities would interest you *if* services could be provided alongside the mobile library service? Please tick (✓) all that apply:

Basic health checks such as blood pressure or hearing aid checks	<input type="checkbox"/>
Information about managing your money or other life advice	<input type="checkbox"/>
Healthy eating and lifestyle choices	<input type="checkbox"/>
Shared Reading and / or other reading activity	<input type="checkbox"/>

Baby weigh facilities and early years support

☐

Share a cuppa and a chat with other customers

☐

Support with digital skills and online transactions

☐

Other - please specify



Question 15. Do you have any other groups that you would like to suggest we could work with to deliver services to rural locations?





Question 16. The Home Library Service is a service that delivers books to your door for those who are less able to get to a library. Would you be interested in using this service? You can visit

[www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-](http://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services/home-library)

[services/home-library](http://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services/home-library) to find out more



Yes

☐

Maybe

☐

No

☐

Don't Know

☐

Question 17. Is there anything else you want to tell us about the mobile library service that you think might be useful?



About you



Please answer these questions about yourself.
Your answers will help us to make sure that we are getting the views from all different communities of people.

Question 18. Are you...?



- ☐ Female
- ☐ Male
- ☐ Prefer not to say
- ☐ Other, please say

Question 19. What is your age?



- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64

- ☐ 65-74
- ☐ 75-84
- ☐ 85+
- ☐ Prefer not to say

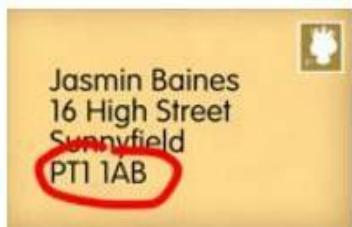


Question 20. What is your ethnic background?

- ☐ White
- ☐ Mixed / Multiple ethnicity
- ☐ Asian / Asian British
- ☐ Black / African / Caribbean / Black British
- ☐ Prefer not to say
- ☐ If other ethnic group, please say



Question 21. What is your postcode?



Thank you for telling us what you think

Please send this form in an envelope back to:
Freepost Plus RTCL-XSTT-JZSK, Norfolk County
Council, Ground floor, south wing, County Hall,
Martineau Lane, NORWICH, NR1 2DH. **You do
not need to use a stamp.**



If you have any queries about the survey, please
email haveyoursay@norfolk.gov.uk, call 0344
800 8020 or Text Relay on 18001 0344 800
8020 (textphone) and we will do our best to help.