

Draft Consultation Survey

Shropshire Library Strategy 2022 to 2027

April 2022

Introduction

Shropshire Library Service now operates through a network of twenty-one static libraries, a prison library, three mobile libraries, and digital and development services, which together provide access to library services in every market town and most parts of a very rural and sparsely populated county. Shropshire Library Service is a major force for community cohesion across the county, supported by dedicated, multi-disciplined staff and volunteers. However, the changing environment libraries operate within, influenced both locally and nationally, and the recent widespread impacts of the Covid-19 pandemic, means there is a need to review current provision and plan for the future.

The draft Library Strategy 2022-2027 describes the changes the Library Service will make to be at the forefront of the council's future relationship with its residents, and how the service will work in partnership with others to deliver the county's priorities. It provides the policy and local context, the service offer and the role libraries play in local communities. The strategy also sets out a vision, priorities for the coming years and key milestones including the development of a new approach to performance management and action to develop an implementation plan to ensure strategy delivery.

Before undertaking the next steps it is important to consult on the draft Library Strategy and obtain feedback from a wider range of stakeholders and members of the public. This forms the first stage of engagement with more focused community and individual library engagement proposed for the future.

A survey is provided as a way of collecting feedback. Find the survey link on the 'Get Involved' section of Shropshire Council's website. If you would like the survey in an alternative format, please use the email below to request a copy or telephone Shropshire Council's Customer Services on 0345 678 9000 and explain any support you need to allow you to respond.

You can also respond to this consultation in writing:

Email: TellUs@shropshire.gov.uk

Post: Feedback and Insight Team, Shropshire Council, Shirehall, Abbey Foregate, Shropshire SY2 6ND.

Survey questions

1. Which of the following best describes your main interest in library services in Shropshire?

Member of the public or library user	
Library member of staff or volunteer	
Interest in the mobile library service	
Interest in a school or university library	
Involved in the delivery of a community library (locally led)	
Interested in all libraries and policy	
Other	

2. Have you read the Draft Shropshire Library Strategy 2022-2027?

Yes, in full

Yes, in part

No

Vision: Our Vision is for library services in Shropshire to be at the heart of our communities making connections to improve people's lives.

Mission: Our Mission is to provide physical and digital library services and spaces that inspire people's learning, imagination and discovery, to connect and fulfil an individual's potential, health and well-being and articulate the value of library services to our communities.

3. What are your views on the draft vision and mission?

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know or no opinion
a	Vision						
b	Mission						

Do you have any comments on the vision and mission set out in the draft Strategy?

4. Please consider the draft Library Strategy 2022-2027 and the statements below. Please select the response that best reflects your opinion.

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know or no opinion
a	It is clear how the Draft Strategy fits into the wider policy context and links to national, regional and other local strategies.						
b	The draft Strategy clearly sets out the library locations and library services currently delivered in Shropshire.						
c	The role library services play within our communities is robustly described.						
d	The opportunities for library services to more effectively meet local needs are set out within the draft document.						
e	As a strategy the draft reflects the needs of a range of library users (current and future) including members of the public, children and families, businesses etc.						
f	The strategic opportunities for increasing income and reducing subsidy are robust.						

5. Please add any comments in the space below to explain your selections, particularly if you have selected 'strongly disagree' for any of the statements.

6. There are six priorities included in the draft Strategy. Please use the options below to select your one top priority and provide a view on each.

	Support	Neutral	Don't support	Your top priority
1. Improved opportunities for reading, literacy, culture and creativity				
2. Improved health and wellbeing of communities				
3. Promote economic recovery and growth				
4. Communities that are resilient and inclusive				
5. Library services that are more innovative and sustainable				
6. People are enabled to discover the digital world				

Please use the space below to add any other comments on the 6 priorities:

7. The draft Strategy includes the opportunity to extend our new technologies within libraries, including self-service facilities. Would you make use of self-service facilities if they were provided in your local library?

Yes	
Maybe	
No	
Don't know	

8. Please use the space below if you have any other comments or suggestions for new technology within libraries.

9. As set out in the strategy, the Local Government (LGA) has said libraries should be “Increasing impact, by working in partnership with other agencies in the public, private and voluntary sectors”. There are already examples within Shropshire of libraries with shared spaces and partnership approaches to delivering support to communities from library buildings. **Are there any activities or services you would like to see offered at your local library?**

10. The strategy sets out the rural nature of the county and access issues, core to the mobile library service model. Do you have any comments to make on mobile services?

11. It is more important than ever to consider new ways of delivering services to reduce costs and generate new sources of income. The strategy outlines the opportunities already considered, but do you have any suggestions that could lead to more sustainable services, cost reduction or income generation?

12. As described in the draft Strategy, Libraries are used for a range of reasons (education, research, information points, a place to build community networks, and more). How does your local library/or the library services you use make a difference to you?

13. Is there anything you particularly like about the Draft Library Strategy?

14. Are there any gaps, or anything you don't like about the Draft Library Strategy?

15. Shropshire Council undertakes Equality, Social Inclusion and Health Impact Assessments (ESHIA) for new strategies, plans and service changes. **If you have any comments on diversity, equality or social impact that you would like use to consider in the work on the Library Strategy, please describe below.**

16. Please use the space below for any other comments:

About you

17. Are you a member of Shropshire libraries?

- Yes
- No, but I am a member of a library out of county
- No, I am not a member of any library
- Don't know

18. How are you responding to this survey?

- As an individual/ member of the public (*Please skip questions 26 to 29*)
- On behalf of an organisation
- Both as an individual and organisational representative

Other, please describe:

The next questions are more personal and are about you. You do not have to complete this section if you don't want to (all questions are optional). We do not use this information to identify individuals but to make sure people of all different characteristics have been engaged in the survey and that the feedback we have is representative. We collect equality and social inclusion information to help us in our work to ensure we do not discriminate and are delivering services to all sections of our community.

19. Are you?

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Other (e.g. prefer to self-describe)	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

20. What age group are you?

Under 15 years old	
16 to 19	
20 to 29	
30 to 44	
45 to 59	
60 to 84	
85+	
Prefer not to say	

21. Do you have any long-standing illness or disability that limits your daily activity?

Yes	
No	
Prefer not to say	

22. What is your ethnic origin?

- White (British, Irish, Polish, Gypsy or Irish Traveller, Other White)
- Mixed (White and Black Caribbean, White and Black African, White and Asian, Other Mixed)
- Asian or Asian British (Indian, Pakistani, Bangladeshi, Chinese, Other Asian)
- Black or Black British (Caribbean, African, Other Black)
- Other Ethnic Group (Arab, Other)
- Prefer not to say

23. Which one of following best describes you?

- | | | | |
|---------------|--------------------------|----------------------------------|--------------------------|
| Employee | <input type="checkbox"/> | Looking after the home or family | <input type="checkbox"/> |
| Self employed | <input type="checkbox"/> | Long term sick or disabled | <input type="checkbox"/> |
| Retired | <input type="checkbox"/> | Full time student | <input type="checkbox"/> |
| Unemployed | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |

Other (please state)

24. Your postcode (this will be used for mapping where respondents to the survey are from and will not be used to identify you or for any other purpose).

25. If you are responding as a main stakeholder or organisation, which are you responding on behalf of?

- Member of a Library Friends Group
- Library volunteer
- Library services or Shropshire Council employee
- Representative of a business
- Councillor representative of a Shropshire Ward
- Representative of a Town or Parish Council
- Representative of a Voluntary Community Sector (VCS) organisation
- Representative of a local interest, community and faith group
- Provider of public services
- Organisations with strategic and cross boundary interests
- A local partnership body or network
- Other

Other please state _____

Organisation and stakeholder responses

26. If you are responding as an organisation and would like your response to be identified, please provide your organisation name below:

Name of organisation

Sometimes people like to provide written responses in addition to their survey form. This can be especially relevant to local organisations. If you have more information to add please email TellUs@shropshire.gov.uk and include the name Draft Library Strategy in the subject header.

27. Number of employees

Micro (1-9)	<input type="checkbox"/>
Small (10-49)	<input type="checkbox"/>
Medium (50-249)	<input type="checkbox"/>
Large (250+)	<input type="checkbox"/>

28. Business sector

Agriculture, forestry & fishing	<input type="checkbox"/>
Mining, quarrying & utilities	<input type="checkbox"/>
Manufacturing	<input type="checkbox"/>
Construction	<input type="checkbox"/>
Motor trades	<input type="checkbox"/>
Wholesale	<input type="checkbox"/>
Retail	<input type="checkbox"/>
Transport & storage (inc postal)	<input type="checkbox"/>
Accommodation & food services	<input type="checkbox"/>
Information & communication	<input type="checkbox"/>
Financial & insurance	<input type="checkbox"/>
Property	<input type="checkbox"/>
Professional, scientific & technical	<input type="checkbox"/>
Business administration & support services	<input type="checkbox"/>
Public administration & defence	<input type="checkbox"/>
Education	<input type="checkbox"/>
Health	<input type="checkbox"/>
Arts, entertainment, recreation & other services	<input type="checkbox"/>
Other	<input type="checkbox"/>

29. Postcode of organisation or business _____

(if you have multiple please use the postcode of your main location within Shropshire).

How we will use your information

This survey is anonymous, and we should not be able to identify you from your responses unless you have chosen to respond as an organisation and provided your organisation name. The information you have provided will be used by Shropshire Council in its work with Library Services and used to inform our partnership work for Leisure, Culture, Tourism and the wider economy. Your data will not be shared with any third parties. We will only publish anonymised responses, parts of responses, or a summarized version of responses and will ensure individual survey respondents cannot be identified. Your response will be stored and kept in line with Shropshire Council's Retention Schedule.

Your information may be shared within Shropshire Council with other Shropshire Council services. Your information will be held securely. We comply with data protection laws concerning the protection of personal information, including the General Data Protection Regulation (GDPR). For more information on how information is held by Shropshire Council and your rights to gain access to the information we hold on you please see our corporate privacy policy at www.shropshire.gov.uk/privacy

Thank you for taking the time to complete this survey

Please return paper surveys to your local library.