



Transforming Warrington's Public Libraries

Our Strategy for 2019 - 2022

Before completing this questionnaire please refer to the draft Strategy at www.warrington.gov.uk/consultations or you can request a copy using the contact details below.

We estimate the whole questionnaire will take about 10-15 minutes to complete. The closing date for responses is Friday 8 March 2019.

We comply with all legislation governing the protection of personal information, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). Any personal information you supply will remain strictly confidential and anonymous and will be held and used in line with the Data Protection Act 2018.

The information you provide through this survey will be kept secure and analysed by Warrington Borough Council. To read our Privacy Notice see www.warrington.gov.uk

Online survey responses are stored on UK based servers by the online account service 'Smart Survey' – you can refer to their Privacy Policy at www.smartsurvey.co.uk

If you have any concerns or questions about the survey, require the questionnaire in another language or format including large print, Braille, audio or British Sign Language or simply require assistance in completing the form please call 01925 44 3921 and we will be happy to help.

Section 1 – About You

1. Have you visited a Warrington Library in the last 12 months?

- Yes
- No
- Not sure

2. Please let us know which Library you have visited. Please select all that apply.

- Birchwood Library
- Burtonwood Library
- Culcheth Library
- Great Sankey Neighbourhood Hub Library
- Lymm Library
- Orford Park Library
- Padgate Library
- Penketh Library
- Stockton Heath Library
- Warrington Library
- Westbrook Library
- Woolston Library

3. Are you a member of a Livewire Library?

- Yes
- No
- Not sure

4. Are you responding to this consultation as: Please select all that apply.

- A local resident who lives in Warrington
- A person who works in Warrington
- Friends of a Library Group
- Local Borough, Town or Parish Councillor
- Local Business owner/Manager
- Representative of a community group
- Visitor to Warrington
- Other (please specify):

5. Please tell us your postcode: For example WA1 2NH, WA13 TGH. Please write in the space below. We are asking you this as this will enable us to analyse the data by geographical areas to see if views differ

Section 2 - Our mission statement for Warrington Libraries

We have deliberately chosen an ambitious and wide ranging mission statement. Our statement draws directly on the feedback we received from library users, stakeholders and staff about the difference libraries make to their lives and the lives of our residents.

Mission statement

"Warrington libraries will make a meaningful, visible and measurable difference to the lives of people in Warrington; a place of enjoyment, reflection, calm, inclusion, safety, insight, inspiration, creativity and learning."

6. To what extent do you agree or disagree with Warrington Libraries mission statement? Please select one option.

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly Disagree

7. If you have any comments about the mission statement then please write in the space below.

Section 3 – Our Strategic aims

To help us achieve our mission we have six strategic aims. (SA1 - SA6). Our strategic aims capture the ethos and outcomes we want to achieve.

You can read about each of these strategic aims in by referring to section 3 in the draft Strategy.

8. To what extent do you agree or disagree with the following Strategic aims... Please select one option in each row.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
SA1 – Encourage enjoyment of learning, literature, creativity, culture, imagination and play.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SA2 - Provide children and young people with an engaging and relevant offer to support 'the best start in life'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SA3 – Embrace technology and digital formats, supporting greater inclusivity in accessing new media.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SA4 – Support positive health and wellbeing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SA5 – Enable access to up-to-date, accurate and trusted sources of information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SA6 – Provide attractive, welcoming and inclusive community spaces – a safe and social space for all.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If you would like to add further comments about the Strategic aims then please write in the space below.

Section 5 - What will success look like?

The delivery of this Strategy will be overseen by the Warrington Libraries Partnership Board.

Whilst we will continue to monitor key indicators, book issues should not be the only demonstration of success. The Warrington Libraries Partnership Board will also monitor the following objectives or project achievements:

We will have:

- ✓ Completed a programme of investment in library buildings and book stock by 2020.
- ✓ Where possible, realised opportunities for income and / or savings to increase sustainability of the library service.
- ✓ A vision and programme of activities for each library – personalised to reflect the local community and specialisms of staff.
- ✓ Maintained or increased library usage, measured through key performance indicators.
- ✓ An ongoing engagement process to monitor the difference libraries makes to people's lives and to generate ideas and opportunities for activities and events.
- ✓ Secure relationship with partners, focused on adding value to the library offer.
- ✓ Reviewed accessibility to libraries, and where appropriate made improvements. This might also include consideration of opening times, or online information about library facilities.

Objectives and project achievements

10. To what extent do you agree or disagree with the following list of objectives or project achievements? Please select one option in each row. You can read about these in more detail here or by referring to section 4 in the draft Strategy.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Completed a programme of investment in library buildings and book stock by 2020.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where possible, realised opportunities for income and / or savings to increase sustainability of the library service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A vision and programme of activities for each library – personalised to reflect the local community and specialisms of staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An ongoing engagement process to monitor the difference libraries makes to people's lives and to generate ideas and opportunities for activities and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure relationship with partners, focused on adding value to the library offer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reviewed accessibility to libraries, and where appropriate made improvements. This might also include consideration of opening times, or online information about library facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. If you feel there is anything missing from our objectives or project achievements then please write in the space below.

Key performance indicators

The Warrington Libraries Partnership Board will also monitor maintained or increased library usage, measured through key performance indicators.

Our key performance indicators will include:

- Book loans
- E-book issues
- Library visits
- Attendance at events and activities
- Library memberships
- People network PC usage

12. If you have any comments about these key performance indicators then please write in the space below.

13. Do you think you could help to deliver the aims within the strategy as a potential partner? If so, then please complete the below. Please describe in what capacity, for example becoming a friend of a Library Group.

Name

Email

Contact number

Capacity:

14. If you have any further comments, or thoughts about the overall draft strategy then please write in the space below.

About you

We are committed to ensuring our services are provided fairly and are accessible to those who need them. To help us meet this commitment, we ask all customers to complete an equality and diversity monitoring form.

The reason why we ask you these questions is so we can:

- Make our council services open to everyone in Warrington,
- Treat everyone fairly and appropriately when they use our services
- In consultations, make sure that we have views from all across Warrington.
- The Equality Act 2010 makes these aims part of our legal duties. Your answers help us check that we have met the law and help improve our services.

Data Protection and Confidentiality

We comply with all legislation governing the protection of personal information, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR)

Any personal information you supply will remain strictly confidential and anonymous and will be held and used in line with the Data Protection Act 2018. We will only use your personal information for the purpose for which it has been given.

These monitoring questions are optional. You do not need to answer any of the following questions if you do not wish to, and you will not be affected in any way if you choose not to answer any, or some, of the questions.

Please only complete this section if you are responding as an individual. Thank you for your time in completing this questionnaire.

15. Age

- Below 16 If below 16, please state age in the box below
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 or over
- Prefer not to say

Age, if under 16

16. Gender

- Male
- Female
- Other
- Prefer not to say

17. Is your gender identity the same as you were assigned at birth? Please select one option.

- Yes
- No
- Prefer not to say

18. How would you describe your ethnic origin? Please select one option

- White (go to a)
- Mixed/multiple ethnic groups (go to b)
- Black/African/Caribbean (go to c)
- Asian / Asian British (go to d)
- Other ethnic group (go to e)
- Prefer not to say (go to 21)

(a) White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other white background (please state)

(b) Mixed / Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background (please state)

(c) Black/African/Caribbean

- Caribbean African
- Any other Black/African/Caribbean background (please state)

(d) Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background (please state)

(e) Other ethnic group

- Arab
- Any other ethnic group (please state)

19. How would you describe yourself?

- Heterosexual/straight
- Lesbian/Gay woman
- Gay man
- Bisexual
- Other
- Prefer not to say

20. Your religion or belief. Which group below do you most identify with?

- No religion or belief
- Christian
- Buddhist
- Muslim
- Hindu
- Sikh
- Jewish
- Prefer not to say
- Other (please state)

21. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes a little (go to 22)
- Yes a lot (go to 22)
- No (do not answer the next question)
- Prefer not to say (do not answer the next question)

22. If you answered 'yes', please state the type of impairment. If you have more than one please tick all that apply.

- Physical Impairment
- Sensory Impairment
- Learning Disability/Difficulty
- Long-standing illness
- Mental Health condition
- Autistic Spectrum
- Other Developmental Condition
- Other (please state):

23. Are you a carer? A carer provides unpaid support to family or friends who are ill, frail, disabled or have mental health or substance misuse problems.

- Yes
- No
- Prefer not to say

24. If yes, do you care for a.....?

- Parent
- Partner/spouse
- Child with special needs
- Friend
- Other family member
- Other (please give details)

Thank you for completing the survey, please return to:

Warrington Borough Council, Strategic Partnerships and Commissioning Team, Warrington & Co. The Base, Dallam Lane, Warrington WA2 7NG.