



Cooperative libraries – have your say

We want to work with you to deliver a library service for Lambeth that is really excellent.

Our journey to becoming a cooperative council is about giving you the power to decide how things are run and who runs them. What we need to do now is get your feedback of what we need to do.

What to do with your completed questionnaire

When you have completed the questionnaire, you may return it to:

Freepost RSKJ-YSKA-AUSA
ACS Consultation
Lambeth Adults' and Community Services
Phoenix House
10 Wandsworth Road
London SW8 2LL

You can also leave it in the box provided in each Lambeth library.

The deadline for sending in your response is **Friday 20 April 2012**.

Further information

If you have any questions about this survey, please contact us on Freephone 0800 013 1497 or email CooperativeLibraries@lambeth.gov.uk

You can also access information from the council's website at www.lambeth.gov.uk/CooperativeLibraries and can complete this questionnaire online.

Thank you for your help.

1. Cooperative libraries

We have set out proposals for developing and managing libraries in Lambeth in partnership with residents and local communities. These proposals are intended to give greater control to communities around each existing library to develop their future library service in partnership with the council. This includes decisions on which location in the borough is a most appropriate place from which to run an accessible and effective library service, within available resources. More details of the proposals are on pages 21–27 of the consultation information booklet.

1a. How satisfied are you with these proposals?

PLEASE TICK ONE OPTION ONLY

Very
satisfied

Satisfied

Neither
satisfied
nor
unsatisfied

Unsatisfied

Very
unsatisfied

Don't know

1b. Please tell us why you have chosen this response.

1c. Is there anything else you think we should consider in relation to these proposals?

2. Management of the library service

We are proposing to transfer management of some library services, and/or some library buildings, to community-led organisations in each part of the borough, if people and organisations in the borough are able to take on this role. More details are on pages 21-27 of the consultation information booklet.

2a. How satisfied are you with these proposals?

PLEASE TICK ONE OPTION ONLY

Very satisfied	Satisfied	Neither satisfied nor unsatisfied	Unsatisfied	Very unsatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2b. Please tell us why you have chosen this response.

2c. Is there anything else you think we should consider in relation to these proposals?

2d. Are you personally interested in being involved in helping to develop and manage the library service in Lambeth?

PLEASE TICK ONE OPTION ONLY

Yes,
definitely

Yes,
possibly

Not sure

No,
definitely
not

Don't know

**2e. If yes, are there particular things you would be interested in doing to support the development and management of Lambeth libraries?
Please tell us.**

2f. We are proposing to explore opportunities for partnerships that bring more investment into the library service. We are also proposing that we will use a “contracting” method used by many organisations in both the public and private sector, sometimes called social franchising. Please tell us what you think of this suggestion (see page 4 of the consultation information booklet).

3. Allocation of resources

Lambeth has proposed a number of options for allocating resources to the library service in the borough. Please see pages 9-20 of the consultation information booklet for details. Please tell us what you think about each of the proposed options.

3a. Option 1 (please see page 17 in the consultation information booklet)

This option allocates the library service budget by:

- Taking account of the population and needs of each area
- Setting three geographical areas (**north, central and south**)
- Considering the number of visits per hour to libraries in each area

How fair do you think this option is?

PLEASE TICK ONE OPTION ONLY

Very fair	Fair	Neither fair nor unfair	Unfair	Very unfair	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Please tell us why you have said this.

3b. Option 2 (please see page 18 in the consultation information booklet)

This option allocates the budget by:

- Taking account of the population and needs of each area
- Setting five geographical areas (**north, central east, central west, south east and south west**)
- Considering the number of visits per hour to libraries in each area

How fair do you think this option is?

PLEASE TICK ONE OPTION ONLY

Very fair	Fair	Neither fair nor unfair	Unfair	Very unfair	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Please tell us why you have said this.

3c. Option 3 (please see page 19 in the consultation information booklet)

This option allocates the budget by:

- Taking account of the population and needs of each area
- Setting three geographical areas (**north, central and south**)
- Considering the average number of visits and issues per hour to libraries in each area

How fair do you think this option is?

PLEASE TICK ONE OPTION ONLY

Very fair	Fair	Neither fair nor unfair	Unfair	Very unfair	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Please tell us why you have said this.

3d. Option 4 (please see page 20 in the consultation information booklet)

This option allocates the budget by:

- Taking account of the population and needs of each area
- Setting five geographical areas (**north, central east, central west, south east and south west**)
- Considering the average number of visits and issues per hour in libraries in each area

How fair do you think this option is?

PLEASE TICK ONE OPTION ONLY

Very fair	Fair	Neither fair nor unfair	Unfair	Very unfair	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Please tell us why you have said this.

3e. Do you have other suggestions for how budgets should be allocated to the library service in Lambeth?

4. Community hubs

Part of the new development of the library service in Lambeth is for libraries to work more closely with other services in the community. Please tell us what you think of this proposal.

Are there particular services that you think libraries should work with? Are there services that you think libraries should not work with?

5. Services available from the library service

We have set out what services we think should be available from a library service in Lambeth. Please see the detail on pages 21-27 of the consultation information booklet.

5a. How satisfied are you with this proposal?

PLEASE TICK ONE OPTION ONLY

Very
satisfied

Satisfied

Neither
satisfied
nor
unsatisfied

Unsatisfied

Very
unsatisfied

Don't know

5b. Please tell us why you have chosen this response.

5c. If there are other services that you think should be part of the library service in Lambeth, please tell us.

6. New technology

We are proposing to modernise and invest in new technology, including the introduction of Wi-Fi, self-service technology, an enhanced e-book service, and improved online services. Please see details on pages 21-27 of the consultation information booklet.

6a. How satisfied are you with this proposal?

PLEASE TICK ONE OPTION ONLY

Very
satisfied

Satisfied

Neither
satisfied
nor
unsatisfied

Unsatisfied

Very
unsatisfied

Don't know

6b. Please tell us why you have chosen this response.

6c. Please tell us whether we should be considering something else to do with new technology in libraries?

7. Outreach service

Lambeth provides an outreach service to help people who are vulnerable to access Lambeth's library service. We plan to develop this service in partnership with local people. More information on the outreach service is on page 25 of the consultation information booklet.

7a. What is good about the current service that you think we should maintain?

7b. What could we remove from the current service?

7c. What could we introduce that would make the service even better?

8. Upper Norwood Joint Library

Currently Lambeth Council and Croydon Council jointly fund the Upper Norwood Joint Library, which is then managed independently from either council.

Details of the current arrangements are on pages 6 and 10 of the consultation information booklet. We propose to continue to fund a library service in the Upper Norwood area.

8a. Do you think we should:

Please TICK ONE OPTION ONLY

- Continue to fund the library as an independent service?
- Use the funding as part of the development of the new cooperative libraries alongside all others in Lambeth?
- Some other option (please tell us):

8b. Please tell us why you have chosen this option.

9. Staffing

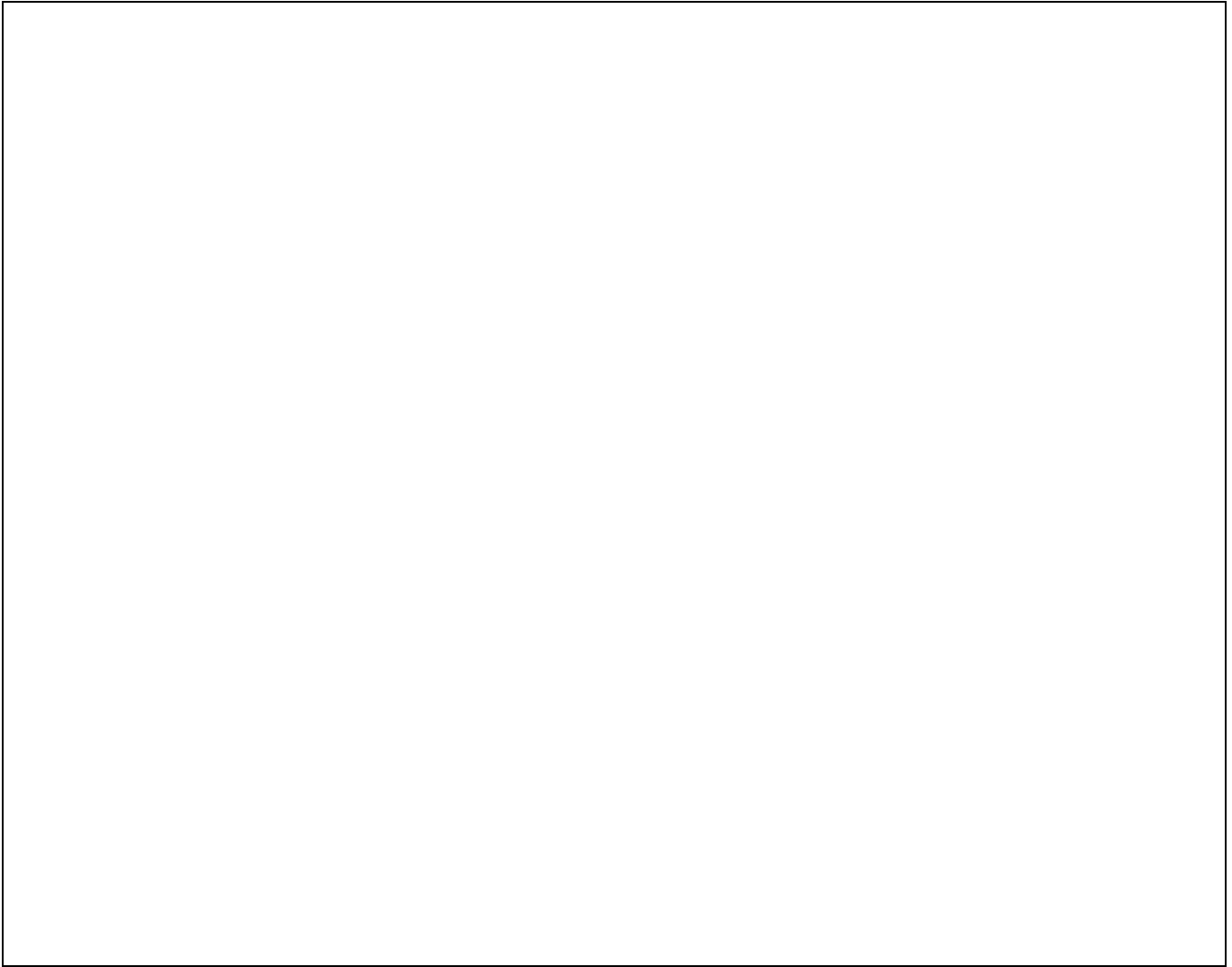
We plan to change our staffing structures and reduce management levels, alongside increased community involvement in libraries. Details are on pages 21-27 of the consultation information booklet.

Please tell us what you think of this proposal.

10. What do you think is best overall about these proposed changes to the library service in Lambeth?

11. What do you think is worst overall about these proposed changes to the library service in Lambeth?

12. Is there anything else you want to tell us about how the library service in Lambeth should develop in the future?



About you

To make sure that we are hearing from all residents, it is important that we ask you a few questions about yourself. As with all your questions, your answers will be completely confidential.

13. Please tell us, are you ... Please TICK ONE OPTION ONLY

A Lambeth **resident**

A representative of a **Lambeth organisation** – please tell us:
(please skip to page 21)

Other- please tell us:

14. Are you.....Please TICK ONE OPTION ONLY

Male

Female

Prefer not to say

15. How old are you? Please TICK ONE OPTION ONLY

Between 16 to 17 years

Between 55 to 64 years

Between 18 to 24 years

Between 65 to 74 years

Between 25 to 34 years

Between 75 to 84 years

Between 35 to 44 years

85 years and over

Between 45 to 54 years

Prefer not to say

16. What is your religion? Please TICK ONE OPTION ONLY

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

If "Other" please tell us:

17. To which of these groups do you consider you belong?

Please TICK ONE OPTION ONLY

- | | |
|--|---|
| <input type="checkbox"/> White (British, Irish, or any Other White background) | <input type="checkbox"/> Black or Black British (Caribbean, African or any Other Black background) |
| <input type="checkbox"/> Mixed (White and Black Caribbean, White and Black African, White and Asian, or any other mixed background) | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Asian or Asian British (Indian, Pakistani, Bangladeshi, or any Other Asian background) | <input type="checkbox"/> Prefer not to say |

- Any **Other** ethnic group - please tell us:

18. Which of these best describes your household or current accommodation situation? Please TICK ONE OPTION ONLY

- | | |
|--|---|
| <input type="checkbox"/> Owner occupied - owned outright | <input type="checkbox"/> Residential care/sheltered or Extra Care housing |
| <input type="checkbox"/> Owner occupied - buying on a mortgage | <input type="checkbox"/> Homeless (including temporary accommodation) |
| <input type="checkbox"/> Rent from housing association | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Rent from private landlord | <input type="checkbox"/> Other |
| <input type="checkbox"/> Rent from the council | |

If "Other" please tell us:

19. Do you have any of the following? Please TICK ALL THAT APPLY

- | | |
|--|--|
| <input type="checkbox"/> A physical impairment or disability | <input type="checkbox"/> A long standing illness |
| <input type="checkbox"/> Sight or hearing loss | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> A mental health problem or illness | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> A learning disability or difficulty | <input type="checkbox"/> Other |

If "Other", please tell us:

20. Which of these best describes your current situation?

Please TICK ONE OPTION ONLY

- | | |
|--|---|
| <input type="checkbox"/> I go to school/college/University | <input type="checkbox"/> I am not in education, employment or training |
| <input type="checkbox"/> Employed full time | <input type="checkbox"/> Unemployed/available for work |
| <input type="checkbox"/> Employed part time | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Self employed full time | <input type="checkbox"/> Permanently disabled/long term condition |
| <input type="checkbox"/> Self employed part time | <input type="checkbox"/> Carer - unpaid (for someone who has a long term condition or disability) |
| <input type="checkbox"/> Apprenticeship/training to work | <input type="checkbox"/> Prefer not to say |

21. How would you describe your sexuality?

Please TICK ONE OPTION ONLY

- Heterosexual
- Gay or lesbian
- Bisexual
- Other
- Prefer not to say

Thank you for your help.

If you have any queries about this consultation, please give us a call on Freephone 0800 013 1497 or email CooperativeLibraries@lambeth.gov.uk.

You can also go to the council's website to access further information from www.lambeth.gov.uk/CooperativeLibraries, and can complete the questionnaire online.

Would you be interested in being more involved in the future development of libraries?

You can register your interest in taking part in a group or meeting by completing the form over the next page.

Please note: this page will be detached from all completed questionnaires to ensure confidentiality.



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Would you be interested in being more involved in the future development of libraries?

If you would be interested in being more involved in the future development of libraries, please leave us your contact details below.

Please be assured that any personal details would be treated as strictly confidential.

Name	
Organisation or group (where relevant)	
Address	
Email	
Telephone number	

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