# Help us design a new delivery model for Buckinghamshire Libraries

**Open date:** 10 July 2024
**Close date:** 18 September 2024

**Name:** Buckinghamshire Libraries
**Phone:** 0300 131 6000
**Email:** library@buckinghamshire.gov.uk

## Overview

**We are asking you to help us design our services so that staff are available at the times when you need them most.**

Buckinghamshire libraries have transformed over recent years and offer a wide range of services and activities. A new vision and strategy for Buckinghamshire Libraries was agreed in 2023. Our vision is to provide welcoming and safe spaces for everyone to access reading, culture and the information and services they need to learn, discover, imagine, and thrive.

Buckinghamshire Council must save a total of £95.3 million over the next three years, with £41.3million to be saved in the current financial year (2024/25). The library service must make savings of £555,000 by April 2026.

To reduce costs and help ensure the library service remains resilient and sustainable, Cabinet agreed on 18 June 2024 to implement 'Library Flex' subject to consultation.

**Library Flex**
Library Flex means ensuring our staff are available at the times of greatest customer need and using self-operated technology to provide access to library services at quieter times.

This technology is already in use in 45 local authorities across England. It allows customers to use their membership card to access libraries during set times when staff are not present. During these times you can:
- take out and return books

- use wi-fi, public computers, loanable tablets and printers
- access a space for study, reading or socialising
- access the Council Access Point phone to get help with council enquiries such as council tax, benefits, waste and recycling

To do this, you will need to be at least 16 years old and to have completed an induction programme. Children will be able to use Library Flex when accompanied by a registered adult.

Customer safety is our priority. The self-operated technology includes automated control of doors and lighting. It will be linked to fire and intruder alarms and have monitored CCTV to keep library users safe.

We will also increase volunteer and community group activities in the library during Library Flex unstaffed hours to maintain a safe and welcoming space. We already have many volunteer and community-led activities taking place in our libraries, such as Knit and Natter, Bounce and Rhyme and reading groups. We want to be able to provide even more opportunities for community groups to use the library space.

Staff will still be available during the times when customers need them most. We have information about the most popular times for our customers, but it is important that we hear from you about the times when you would like staff to be available. We want to hear your views whether you currently use a library, or not.

Library Flex will also provide an opportunity to increase our opening hours, benefitting people who work, commuters and students. Many of our libraries open from 10am; with Library Flex they could open without staff from early in the morning until later in the evening, and for longer during exam times so that people can go there to study. We want to hear from you about when you would prefer to be able to visit the library.

We are planning to introduce Library Flex in the following libraries:
- Amersham
- Aylesbury
- Beaconsfield
- Buckingham
- Chesham

- Hazlemere
- Marlow
- Princes Risborough

## Partners, community groups and organisations

Library Flex will allow us to make better use of our buildings with more activities and services taking place. It will also provide opportunities for room hire for community groups outside of our current opening hours.

We want to hear from partners, community groups, volunteers and organisations that have an interest using library spaces outside of staffed times.

## High Wycombe Library

High Wycombe Library was not selected for Library Flex because of difficulties in adapting the building. Instead, we will be re-modelling the layout to deliver most library services from one floor and introducing new partner services in under-used areas.

We also want to review the opening times of High Wycombe Library to ensure that we are open at the right time for our customers.

## Current opening times

| Day | Opening times |
| --- | --- |
| Monday | Closed |
| Tuesday | 9:30am to 5pm |
| Wednesday | 9:30am to 5pm |
| Thursday | 9:30am to 7pm |
| Friday | 9:30am to 5pm |
| Saturday | 10am to 5pm |
| Sunday | 12pm to 4pm |

We are considering opening High Wycombe Library on Monday instead of Sunday. This would enable us to increase the total opening hours for the library and increase access to the Council Access Point. Initial feedback from room hirers, partners and some of our customers suggest that there is a demand for a Monday service at High Wycombe. High Wycombe Library would continue to be open six days of the week, including Saturday.

We want to hear your views on opening on Monday instead of Sunday at High Wycombe library.

**If you would like to see the plans for High Wycombe Library, these will be displayed in the library at 5 Eden Pl, High Wycombe HP11 2DH. They are also available to view under 'Related documents and links' below.**

**Burnham Library**
Burnham Library has not been selected for Library Flex due to the constraints of the building.

Instead, we will seek to make savings by increasing volunteer numbers or by reviewing opening hours.

Burnham Library is currently open longer than most other libraries in the county.

**Current opening times**

| Day | Opening times |
| --- | --- |
| Monday | Closed |
| Tuesday | 9:30am to 7pm |
| Wednesday | 9:30am to 5pm |
| Thursday | 9:30am to 5pm |
| Friday | 9:30am to 5pm |
| Saturday | 10am to 4pm |
| Sunday | Closed |

We want to know when you would be most likely to use Burnham Library.

If you are interested in volunteering at Burnham Library, please contact lib-bur@buckinghamshire.gov.uk.

**Related documents and links**
For more detailed information, please have a look at the following documents and links at yourvoicebucks.citizenspace.com:

- Library Flex: Library Service Transformation – Report to Cabinet
- Buckinghamshire Libraries – Developing a Vision and Strategy
- Plans for High Wycombe Library floor 1
- Library Flex frequently asked questions

**How to have your say**
You can tell us your views in one of the following ways:

- complete the online survey at yourvoicebucks.citizenspace.com
- complete, and return, a printed version of the survey below
- complete a printed version of the survey at a Buckinghamshire library

If you have any questions about this activity, please email us at library@buckinghamshire.gov.uk.

**Please tell us your views by 11:59pm on Wednesday 18 September 2024.**

**What happens next**
The responses we receive will inform the opening and staffed time at Library Flex libraries as well as the support we will provide to customers.

They will also inform the opening time of High Wycombe library and Burnham library.

Detailed proposals and an implementation plan for each library will be presented to Cabinet in November 2024.

**Privacy**
We will use the information you provide here only for this activity. We will store the information securely in line with data protection laws and will not share or publish any personal details. For more information about data and privacy, please see our Privacy Policy.

If you have questions about data and privacy, please email us on [dataprotection@buckinghamshire.gov.uk](mailto:dataprotection@buckinghamshire.gov.uk). Or write to our Data Protection Officer at Buckinghamshire Council, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF.

# Help us design a new delivery model for Buckinghamshire Libraries – Printed survey

**Amersham Library**

1. **What day(s) of the week would you prefer to use Amersham Library?**
   Please tick (✔) all that apply
   - ☐ Monday
   - ☐ Tuesday
   - ☐ Wednesday
   - ☐ Thursday
   - ☐ Friday
   - ☐ Saturday
   - ☐ Sunday
   - ☐ I don't know

2. **What time(s) of the day would you prefer to access Amersham Library?**
   We want to understand potential demand for increasing our opening hours. Self-operated technology provides an opportunity to increase our opening hours in the future.

   Please tick (✔) all that apply for each day of the week

|  | 6am to 8am | 8am to 10am | 10am to 12pm | 12pm to 2pm | 2pm to 4pm | 4pm to 6pm | 6pm to 8pm | 8pm to 10pm |
|---|---|---|---|---|---|---|---|---|
| Monday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Tuesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Wednesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Thursday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Friday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Saturday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sunday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

3.  **What time(s) of the day do you think are a priority for staff to be available at Amersham Library? You can select up to three options in no particular order.**
    We want to understand when it's most important to you for staff to be available to help us make our decisions.

Please tick (✓) one option per column

|  | 1 | 2 | 3 |
|---|---|---|---|
| 6am to 8am | ☐ | ☐ | ☐ |
| 8am to 10am | ☐ | ☐ | ☐ |
| 10am to 12pm | ☐ | ☐ | ☐ |
| 12pm to 2pm | ☐ | ☐ | ☐ |
| 2pm to 4pm | ☐ | ☐ | ☐ |
| 4pm to 6pm | ☐ | ☐ | ☐ |
| 6pm to 8pm | ☐ | ☐ | ☐ |
| 8pm to 10pm | ☐ | ☐ | ☐ |

Please tell us the reasons for your answers:

4. **What day(s) of the week would you prefer to use Aylesbury Library?**
Please tick (✓) all that apply
- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday
- ☐ I don't know

5. **What time(s) of the day would you prefer to access Aylesbury Library?**
We want to understand potential demand for increasing our opening hours. Self-operated technology provides an opportunity to increase our opening hours in the future.

Please tick (✓) all that apply for each day of the week

|  | 6am to 8am | 8am to 10am | 10am to 12pm | 12pm to 2pm | 2pm to 4pm | 4pm to 6pm | 6pm to 8pm | 8pm to 10pm |
|---|---|---|---|---|---|---|---|---|
| Monday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Tuesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Wednesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Thursday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Friday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Saturday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sunday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

6. **What time(s) of the day do you think are a priority for staff to be available at Aylesbury Library? You can select up to three options in no particular order.**
   We want to understand when it's most important to you for staff to be available to help us make our decisions.

Please tick (✓) one option per column

|  | 1 | 2 | 3 |
|---|---|---|---|
| 6am to 8am | ☐ | ☐ | ☐ |
| 8am to 10am | ☐ | ☐ | ☐ |
| 10am to 12pm | ☐ | ☐ | ☐ |
| 12pm to 2pm | ☐ | ☐ | ☐ |
| 2pm to 4pm | ☐ | ☐ | ☐ |
| 4pm to 6pm | ☐ | ☐ | ☐ |
| 6pm to 8pm | ☐ | ☐ | ☐ |
| 8pm to 10pm | ☐ | ☐ | ☐ |

Please tell us the reasons for your answers:

7. **What day(s) of the week would you prefer to use Beaconsfield Library?**
   Please tick (✔) all that apply
   - ☐ Monday
   - ☐ Tuesday
   - ☐ Wednesday
   - ☐ Thursday
   - ☐ Friday
   - ☐ Saturday
   - ☐ Sunday
   - ☐ I don't know

8. **What time(s) of the day would you prefer to access Beaconsfield Library?**
   We want to understand potential demand for increasing our opening hours. Self-operated technology provides an opportunity to increase our opening hours in the future.

   Please tick (✔) all that apply for each day of the week

| | 6am to 8am | 8am to 10am | 10am to 12pm | 12pm to 2pm | 2pm to 4pm | 4pm to 6pm | 6pm to 8pm | 8pm to 10pm |
|---|---|---|---|---|---|---|---|---|
| Monday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Tuesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Wednesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Thursday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Friday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Saturday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sunday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

9. **What time(s) of the day do you think are a priority for staff to be available at Beaconsfield Library? You can select up to three options in no particular order.**
   We want to understand when it's most important to you for staff to be available to help us make our decisions.

Please tick (✓) one option per column

|  | 1 | 2 | 3 |
|---|---|---|---|
| 6am to 8am | ☐ | ☐ | ☐ |
| 8am to 10am | ☐ | ☐ | ☐ |
| 10am to 12pm | ☐ | ☐ | ☐ |
| 12pm to 2pm | ☐ | ☐ | ☐ |
| 2pm to 4pm | ☐ | ☐ | ☐ |
| 4pm to 6pm | ☐ | ☐ | ☐ |
| 6pm to 8pm | ☐ | ☐ | ☐ |
| 8pm to 10pm | ☐ | ☐ | ☐ |

Please tell us the reasons for your answers:

10. **What day(s) of the week would you prefer to use Buckingham Library?**
    Please tick (✓) all that apply
    - ☐ Monday
    - ☐ Tuesday
    - ☐ Wednesday
    - ☐ Thursday
    - ☐ Friday
    - ☐ Saturday
    - ☐ Sunday
    - ☐ I don't know

11. **What time(s) of the day would you prefer to access Buckingham Library?**
    We want to understand potential demand for increasing our opening hours. Self-operated technology provides an opportunity to increase our opening hours in the future.

    Please tick (✓) all that apply for each day of the week

| | 6am to 8am | 8am to 10am | 10am to 12pm | 12pm to 2pm | 2pm to 4pm | 4pm to 6pm | 6pm to 8pm | 8pm to 10pm |
|---|---|---|---|---|---|---|---|---|
| Monday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Tuesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Wednesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Thursday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Friday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Saturday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sunday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**12. What time(s) of the day do you think are a priority for staff to be available at Buckingham Library? You can select up to three options in no particular order.**
We want to understand when it's most important to you for staff to be available to help us make our decisions.

Please tick (✓) one option per column

|  | 1 | 2 | 3 |
|---|---|---|---|
| 6am to 8am | ☐ | ☐ | ☐ |
| 8am to 10am | ☐ | ☐ | ☐ |
| 10am to 12pm | ☐ | ☐ | ☐ |
| 12pm to 2pm | ☐ | ☐ | ☐ |
| 2pm to 4pm | ☐ | ☐ | ☐ |
| 4pm to 6pm | ☐ | ☐ | ☐ |
| 6pm to 8pm | ☐ | ☐ | ☐ |
| 8pm to 10pm | ☐ | ☐ | ☐ |

Please tell us the reasons for your answers:

## Burnham Library

**13. When within the current opening times would you prefer to use Burnham Library?**

Please tick (✓) all that apply for each day of the week

**Tuesday**
☐ 9:30am to 1pm
☐ 1pm to 5pm
☐ 5pm to 7pm
☐ None of the above

**Wednesday**
☐ 9:30am to 1pm
☐ 1pm to 5pm
☐ None of the above

**Thursday**
☐ 9:30am to 1pm
☐ 1pm to 5pm
☐ None of the above

**Friday**
☐ 9:30am to 1pm
☐ 1pm to 5pm
☐ None of the above

**Saturday**
☐ 10am to 1pm
☐ 1pm to 4pm
☐ None of the above

Please tell us the reasons for your answers:

14. **What day(s) of the week would you prefer to use Chesham Library?**
    Please tick (✓) all that apply
    - ☐ Monday
    - ☐ Tuesday
    - ☐ Wednesday
    - ☐ Thursday
    - ☐ Friday
    - ☐ Saturday
    - ☐ Sunday
    - ☐ I don't know

15. **What time(s) of the day would you prefer to access Chesham Library?**
    We want to understand potential demand for increasing our opening hours. Self-operated technology provides an opportunity to increase our opening hours in the future.

    Please tick (✓) all that apply for each day of the week

|  | 6am to 8am | 8am to 10am | 10am to 12pm | 12pm to 2pm | 2pm to 4pm | 4pm to 6pm | 6pm to 8pm | 8pm to 10pm |
|---|---|---|---|---|---|---|---|---|
| Monday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Tuesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Wednesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Thursday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Friday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Saturday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sunday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

16. **What time(s) of the day do you think are a priority for staff to be available at Chesham Library? You can select up to three options in no particular order.**
   We want to understand when it's most important to you for staff to be available to help us make our decisions.

   Please tick (✓) one option per column

   |  | 1 | 2 | 3 |
   |---|---|---|---|
   | 6am to 8am | ☐ | ☐ | ☐ |
   | 8am to 10am | ☐ | ☐ | ☐ |
   | 10am to 12pm | ☐ | ☐ | ☐ |
   | 12pm to 2pm | ☐ | ☐ | ☐ |
   | 2pm to 4pm | ☐ | ☐ | ☐ |
   | 4pm to 6pm | ☐ | ☐ | ☐ |
   | 6pm to 8pm | ☐ | ☐ | ☐ |
   | 8pm to 10pm | ☐ | ☐ | ☐ |

Please tell us the reasons for your answers:

**17.What day(s) of the week would you prefer to use Hazlemere Library?**
Please tick (✓) all that apply
- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday
- ☐ I don't know

**18.What time(s) of the day would you prefer to access Hazlemere Library?**
We want to understand potential demand for increasing our opening hours. Self-operated technology provides an opportunity to increase our opening hours in the future.

Please tick (✓) all that apply for each day of the week

|  | 6am to 8am | 8am to 10am | 10am to 12pm | 12pm to 2pm | 2pm to 4pm | 4pm to 6pm | 6pm to 8pm | 8pm to 10pm |
|---|---|---|---|---|---|---|---|---|
| Monday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Tuesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Wednesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Thursday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Friday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Saturday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sunday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**19.What time(s) of the day do you think are a priority for staff to be available at Hazlemere Library? You can select up to three options in no particular order.**

We want to understand when it's most important to you for staff to be available to help us make our decisions.

Please tick (✓) one option per column

|  | 1 | 2 | 3 |
|---|---|---|---|
| 6am to 8am | ☐ | ☐ | ☐ |
| 8am to 10am | ☐ | ☐ | ☐ |
| 10am to 12pm | ☐ | ☐ | ☐ |
| 12pm to 2pm | ☐ | ☐ | ☐ |
| 2pm to 4pm | ☐ | ☐ | ☐ |
| 4pm to 6pm | ☐ | ☐ | ☐ |
| 6pm to 8pm | ☐ | ☐ | ☐ |
| 8pm to 10pm | ☐ | ☐ | ☐ |

Please tell us the reasons for your answers:

**High Wycombe Library**

**20.Do you agree or disagree with our proposal to close High Wycombe Library on a Sunday and open on a Monday?**

Please tick (✓) one option

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

☐ I don't know

Please tell us the reasons for your answer:

**21. What day(s) of the week would you prefer to use Marlow Library?**

Please tick (✓) all that apply

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday
- ☐ I don't know

**22. What time(s) of the day would you prefer to access Marlow Library?**

We want to understand potential demand for increasing our opening hours. Self-operated technology provides an opportunity to increase our opening hours in the future.

Please tick (✓) all that apply for each day of the week

|  | 6am to 8am | 8am to 10am | 10am to 12pm | 12pm to 2pm | 2pm to 4pm | 4pm to 6pm | 6pm to 8pm | 8pm to 10pm |
|---|---|---|---|---|---|---|---|---|
| Monday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Tuesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Wednesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Thursday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Friday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Saturday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sunday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**23. What time(s) of the day do you think are a priority for staff to be available at Marlow Library? You can select up to three options in no particular order.**

We want to understand when it's most important to you for staff to be available to help us make our decisions.

Please tick (✓) one option per column

|  | 1 | 2 | 3 |
|---|---|---|---|
| 6am to 8am | ☐ | ☐ | ☐ |
| 8am to 10am | ☐ | ☐ | ☐ |
| 10am to 12pm | ☐ | ☐ | ☐ |
| 12pm to 2pm | ☐ | ☐ | ☐ |
| 2pm to 4pm | ☐ | ☐ | ☐ |
| 4pm to 6pm | ☐ | ☐ | ☐ |
| 6pm to 8pm | ☐ | ☐ | ☐ |
| 8pm to 10pm | ☐ | ☐ | ☐ |

Please tell us the reasons for your answers:

24. **What day(s) of the week would you prefer to use Princes Risborough Library?**
Please tick (✓) all that apply
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Sunday
☐ I don't know

25. **What time(s) of the day would you prefer to access Princes Risborough Library?**
We want to understand potential demand for increasing our opening hours. Self-operated technology provides an opportunity to increase our opening hours in the future.

Please tick (✓) all that apply for each day of the week

|  | 6am to 8am | 8am to 10am | 10am to 12pm | 12pm to 2pm | 2pm to 4pm | 4pm to 6pm | 6pm to 8pm | 8pm to 10pm |
|---|---|---|---|---|---|---|---|---|
| Monday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Tuesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Wednesday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Thursday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Friday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Saturday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sunday | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**26.What time(s) of the day do you think are a priority for staff to be available at Princes Risborough library? You can select up to three options in no particular order.**
We want to understand when it's most important to you for staff to be available to help us make our decisions.

Please tick (✓) one option per column

|  | 1 | 2 | 3 |
|---|---|---|---|
| 6am to 8am | ☐ | ☐ | ☐ |
| 8am to 10am | ☐ | ☐ | ☐ |
| 10am to 12pm | ☐ | ☐ | ☐ |
| 12pm to 2pm | ☐ | ☐ | ☐ |
| 2pm to 4pm | ☐ | ☐ | ☐ |
| 4pm to 6pm | ☐ | ☐ | ☐ |
| 6pm to 8pm | ☐ | ☐ | ☐ |
| 8pm to 10pm | ☐ | ☐ | ☐ |

Please tell us the reasons for your answers:

## Library Flex and you

Although Library Flex hours are unstaffed, there may still be community organisations and volunteers running activities in the library during this time. During these times you can:

- take out and return books
- use wi-fi, public computers, loanable tablets and printers
- access a space for study, reading or socialising
- access the Council Access Point phone to get help with council enquiries such as council tax, benefits, waste and recycling

**27. How likely would you be to access a library during the unstaffed time?**

Please tick (✓) one option

☐ Very likely

☐ Likely

☐ Neither likely nor unlikely

☐ Unlikely

☐ Very unlikely

☐ I don't know

Please tell us the reasons for your answer:

**28. How would the changes affect your access to the library service?**

Please tick (✓) one option

☐ Very positively

☐ Positively

☐ Neither positively nor negatively

☐ Negatively

☐ Very negatively

☐ I don't know

Please tell us the reasons for your answer:

[ ]

**29. If you have any feedback on how we can make the library service more inclusive, safe and welcoming for everyone, please tell us here:**
We ask you not to identify yourself or anyone else within your response.

[ ]

## Hiring a room and/or running an activity in a library

**30. Would you or your organisation be interested in using library spaces during unstaffed hours?**
For example, to hire a room for meetings and/or to run an activity.
Please tick (✓) one option

- ☐ Yes
- ☐ No
- ☐ I don't know

**31. If 'Yes', please tell us how you would like to use the library during unstaffed hours:**



**32. If 'Yes', which Library Flex library or libraries would you be interested in using during unstaffed hours?**
Please tick (✓) all that apply

☐ Amersham

☐ Aylesbury

☐ Beaconsfield

☐ Buckingham

☐ Chesham

☐ Hazlemere

☐ Marlow

☐ Princes Risborough

**33. Please provide the following details:**

Name/name of organisation:



Your job title:



**34. If you would like to discuss how you or your organisation could make use of unstaffed, longer opening times in a library, please provide your email address:**
By providing us with your email address, you are consenting to us contacting you about future engagement opportunities for the Buckinghamshire Libraries service only.

## About you and Buckinghamshire libraries

**35. How often do you use a library?**
Please tick (✓) one option

- ☐ Several times a week
- ☐ At least once a week
- ☐ Several times a month
- ☐ At least once a month
- ☐ Several times a year
- ☐ At least once a year
- ☐ I don't use a library

**36. Which library is your main library?**
Please tick (✓) one option

- ☐ I don't use any library
- ☐ I only use online library services
- ☐ Amersham
- ☐ Aylesbury
- ☐ Beaconsfield
- ☐ Beacon Villages
- ☐ Bourne End
- ☐ Buckingham
- ☐ Burnham
- ☐ Castlefield
- ☐ Chalfont St Giles
- ☐ Chalfont St Peter
- ☐ Chesham
- ☐ Farnham Common
- ☐ Flackwell Heath
- ☐ Gerrards Cross
- ☐ Great Missenden
- ☐ Haddenham
- ☐ Hazlemere
- ☐ High Wycombe
- ☐ Iver Heath
- ☐ Little Chalfont
- ☐ Long Crendon
- ☐ Marlow
- ☐ Micklefield
- ☐ Princes Risborough
- ☐ Stokenchurch
- ☐ Wendover
- ☐ West Wycombe
- ☐ Wing
- ☐ Winslow
- ☐ Other (please give details below)

If 'Other', please give details here:

**37. Which library service(s) do you use?**
Please tick (✓) all that apply

☐ I don't use any library service(s)

☐ Borrowing physical books (including Audiobooks)

☐ Use of library public computers

☐ Use of library Wi-Fi

☐ Working and / or studying from the space

☐ Activities or events for children (please give details of events attended in the box below)

☐ Activities or events for adults (please give details of events attended in the box below)

☐ Computer / technology skills sessions

☐ General help and advice, including accessing a Council Access Point

☐ Borrowing e-books (including e-Audiobooks)

☐ Accessing online newspapers via PressReader

☐ Accessing online resources, such as Ancestry and Encyclopaedia Britannica

☐ Other (please give details below):

|  |
|---|
|  |

## About you

We will use the information you provide here only for the purpose of this activity. We will store the information securely in line with data protection laws and will not share or publish any personal details.

**38. Which of the following describe you?**
Please tick (✓) all that apply

☐ I live in Buckinghamshire

☐ I work in Buckinghamshire

☐ I study in Buckinghamshire

☐ I represent or own a business in Buckinghamshire

☐ I represent a community or voluntary group in Buckinghamshire

☐ I am an elected representative in Buckinghamshire

**More answer options on the next page**

☐ I represent a Parish / Town Council or Town Committee in Buckinghamshire

☐ I work for Buckinghamshire Council

☐ Other (please give details below):

[ ]

**39. How did you find out about this consultation?**

Please tick (✓) all that apply

☐ Libraries social media (e.g. Facebook, Instagram, Twitter/X)

☐ Libraries blog

☐ Email or newsletter from a Buckinghamshire library

☐ Visiting a Buckinghamshire library

☐ Local media (newspaper, radio, TV, website or newsfeed)

☐ Buckinghamshire Council Social media (Facebook, Twitter/X, Instagram, Nextdoor or LinkedIn)

☐ Buckinghamshire Council website or Your Voice Bucks website

☐ Email or newsletter from Buckinghamshire Council

☐ Buckinghamshire Council staff or other professionals

☐ Through working at Buckinghamshire Council

☐ Poster or leaflet

☐ Friend or family member

☐ Local community or special interest group

☐ Councillor, town/parish council or community board

☐ Other (please give details below):

[ ]

## More about you

We want to hear from as many people as possible to understand the views and needs across Buckinghamshire. The following questions help us see if the communities we serve have had the opportunity to be heard through this activity.

All questions are optional. You can skip any questions you do not wish to answer.

**40.What is your postcode?**

We want to understand the views of people living in different areas. You don't have to provide your postcode, but it helps us plan and make considered decisions.

<br>

**41.What is your age?**

**Why we ask this:** We want to understand the experiences and views of different age groups.

Please tick (✓) one option
- ☐ Under 16
- ☐ 16 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 to 84
- ☐ Over 85
- ☐ Prefer not to say

**42.Do you consider yourself to have a disability / disabilities, impairment(s) or long term health condition(s)?**

**Why we ask this:** We want to understand the experiences and views of disabled people, people with impairments and people with long term health conditions.

Please tick (✓) all that apply
- ☐ Disability / disabilities
- ☐ Impairment(s)
- ☐ Long term health condition(s)
- ☐ No
- ☐ Prefer not to say

**43. Are you:**

**Why we ask this:** We want to understand the experiences and views of different sexes.

Please tick (✓) one option
- ☐ Female
- ☐ Male
- ☐ Prefer not to say

**44. How would you describe your ethnicity?**

**Why we ask this:** We want to understand the experiences and views of different ethnicities.

Please tick (✓) one option
- ☐ Asian - British
- ☐ Asian - Bangladeshi
- ☐ Asian - Chinese
- ☐ Asian - Indian
- ☐ Asian - Pakistani
- ☐ Any other Asian background - Please give details below

- ☐ Black - African
- ☐ Black - British
- ☐ Black - Caribbean
- ☐ Any other Black, African or Caribbean background - Please give details below

- ☐ Mixed or multiple ethnic groups - White and Asian
- ☐ Mixed or multiple ethnic groups - White and Black African
- ☐ Mixed or multiple ethnic groups - White and Black British
- ☐ Mixed or multiple ethnic groups - White and Black Caribbean
- ☐ Mixed or multiple ethnic groups - Mixed or Multiple Ethnic backgrounds British
- ☐ Any other Mixed or Multiple ethnic background - Please give details below

- ☐ White - English, Welsh, Scottish, Northern Irish or British
- ☐ White - Irish

**More answer options on the next page**

- ☐ White - Gypsy or English traveller
- ☐ White - Irish Traveller
- ☐ White - European
- ☐ Any other White background - Please give details below
- ☐ Other ethnic group - Arab
- ☐ Other ethnic group - Arab British
- ☐ Other ethnic group - Please give details below
- ☐ Prefer not to say

Please give other details here:

| |
|---|
| |

## End of the survey

**Thank you for taking the time to complete this survey.**

Please return your completed survey by 11:59pm on 18 September 2024. You can:

- email it to [library@buckinghamshire.gov.uk](mailto:library@buckinghamshire.gov.uk)
- post it to Buckinghamshire Libraries, Library Reserve Store, Walton Street Offices, Walton Street, Aylesbury HP20 1UU
- take it to a Buckinghamshire library