



**Reading**  
Borough Council  
Working better with you

# Your Library Services. Your Say

**Consultation**

**2018**

**21 February - 21 March**

In 2016 we consulted on changes to the library service. Many of these changes were introduced from 2017 and enabled us to save £290,000 from the library service budget.

We are now launching a further consultation.

Please read this booklet or go to [www.reading.gov.uk/libraryreview2018](http://www.reading.gov.uk/libraryreview2018) for more information and to have your say.

Have your say at

[www.reading.gov.uk/libraryreview2018](http://www.reading.gov.uk/libraryreview2018)

## Why are we consulting?

We know that for people who use library services, they remain important. We also know that the way people use libraries is changing.

People used to rely on their local libraries to access books for information, today people have more choice, ranging from e-books to internet access. Users can even download e-books or order books without stepping foot in a library. Many of you make good use of the free IT and internet now provided at the Borough libraries. You have told us how much you value free events and activities which the Library Service offers, like Rhymetime for example which supports the development of early reading skills.

At the same time, every local Council is having to make major savings as a result of Government cuts in funding and increasing demands for services. We therefore need to prioritise the use of our limited resources across the Council, including those used to deliver library services in Reading. Due to the scale of savings required, these cannot be met through back-office efficiencies alone. The Council is therefore considering ways to save more money from both the universal services for everyone in the town, and specialist services that are targeted to the most vulnerable, including older people, residents with learning disabilities, and children who need our protection or are looked after by us.

We have already made major savings by making the library services more efficient through making better use of technology such as the self service kiosks and changing operating systems. Another way our libraries can contribute towards savings is to make the best possible use of available space and we have already consulted on some plans to bring libraries together with other services in new community centres or 'hubs'.



**Reading Borough Council needs to sustain an affordable but comprehensive library service. We want your feedback to help us achieve that. The proposals here in total would save £220,000 of the library budget, assuming that this would still enable the Council to meet its legal duties.**

# What you told us and what we did

in the previous consultation, you told us:

- You continue to value library services in Reading.
- More than half of you use more than one of the borough's libraries.
- Most of you used the library which was closest to your home, work or children's schools.
- More than half of you visit Central Library.

When considering how to find the savings needed, the most common suggestions were:

a) *reducing opening hours*

We reduced opening hours by 30% in April 2017

b) *asking for donations/charging for activities*

We introduced voluntary donations in 2017

c) *sharing space with other services or partner organisations*

Central library already hosts a range of complementary services on the third floor and in 2017 the Berkshire Family History Society also joined us which is a great fit with our Local History service. Last year we agreed to move library services in Southcote and Whitley into refurbished community facilities, co-located with other local services and offering access to toilets and refreshments facilities. We also entered into a partnership with Reading College to run Palmer Park Library, offering students a great opportunity to get work experience in a public service.

We have also reduced staffing levels, reflecting reduced workload through the introduction of new self-serve kiosks in every branch.

## Understanding community needs

The Council has also taken a close look at information we hold on visits to individual libraries, library catchment areas and what people are using libraries for. This helps us understand the individual needs of local communities.

We have reviewed changed patterns of use since the library opening hours were reduced in April 2017. Some of the things we found were:

- About **11%** of Reading residents currently borrow books from libraries in Reading. Around **5%** solely use computers. This means around 26,000 (**16%**) of the town's population either borrow or use IT every year. Many people also use libraries for other reasons - to study or to attend activities for instance.
- Visits and issues have gone down since the changes in 2017.
- Central Library remains the best used library.
- Central, Caversham and Battle are the top three most visited libraries. Whitley, Palmer Park and Southcote libraries were the least visited.
- Central, Caversham and Whitley Libraries serve the largest catchment areas. Southcote and Palmer Park serve the smallest populations.

# Proposals overview

The main changes proposed now are summarised below:

Proposal A	Retain Caversham Library, reduce opening hours	p9
Proposal B	Retain Palmer Park Library, reduce opening hours	p10
Proposal C	Retain Central Library, reduce opening hours	p11
Proposal D	Retain Tilehurst Library, reduce opening hours and share space	p12
Proposal E	Retain Battle Library, reduce opening hours and share space	p13
Proposal F	Retain Whitley Library, reduce opening hours	p14
Proposal G	Other proposals	p15

## How can I have my say?

- Respond to the online questionnaire at [www.reading.gov.uk/libraryreview2018](http://www.reading.gov.uk/libraryreview2018)
- or complete and return the questions included at the end of this consultation document to any Reading Library or the Civic Offices.
- Email: [libraryreview@reading.gov.uk](mailto:libraryreview@reading.gov.uk)
- Write to: Library Review  
Reading Borough Council  
Bridge Street  
Reading  
RG1 2LU

# What would the service look like if proposals were implemented?

Under the 1964 Public Libraries and Museums Act the Council must provide a ‘comprehensive and efficient’ library service for everyone who lives, works or studies within the borough.

No decisions as to the future of our library service have been taken. The outcome of this consultation will be taken into account when reaching any decisions about the future of the service. The desired level of savings may or may not be achievable, depending on the outcome of the consultation exercise, needs analysis and service review.

The Council presently considers that if the following proposals were to be implemented then local provision should continue to exceed the legal requirement of a ‘comprehensive and efficient’ library service, striking an appropriate balance between delivering savings whilst ensuring the provision needed across our communities.

The proposals would reduce opening hours at six sites but we consider that reasonable access for people with different lifestyles and availability should be maintained. No library branches would close.

These proposals will also be complemented by plans for continuing to develop the use of volunteers and exploring opportunities for creative partnerships in the future.

## Further information

For further information visit [www.reading.gov.uk/libraryreview2018](http://www.reading.gov.uk/libraryreview2018) where the following documentation is available:

- Information from previous review
- Updated prioritisation matrix information for the service
- Strategic Vision for the library service
- Full list of proposals for 2018/19
- Equality Impact Assessment for proposals for 2018/19

This information is also available in libraries.

## Further information: what will this tell me?

### 2015/16 Consultations: Results and Feedback - and prioritisation matrix

This document includes a detailed analysis of the consultation feedback received through the first phase of public consultation on the library service review. This particularly asked about how people use libraries, how they would like to use the service in the future and how they thought the Council should make savings required. This, together with the needs analysis, has informed the current service offer and future changes proposed, by creating a prioritisation matrix which has been updated with library usage and demography - included at page 7 in this document.

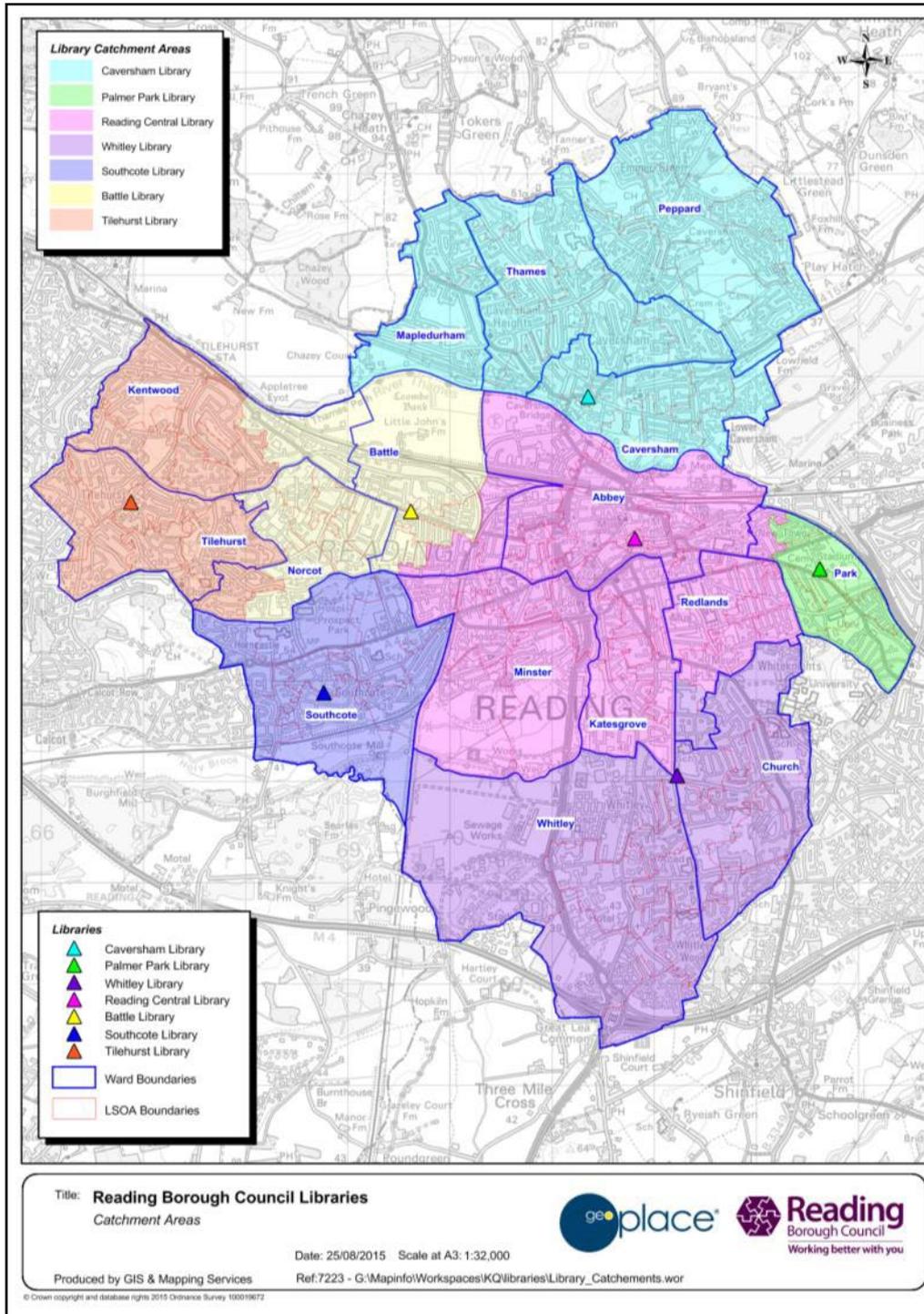
### Strategic Vision

A vision document has been developed which reflects the national agenda and Reading Borough Council’s strategic priorities. This provides an outline strategy and a blueprint for developing the Library Service in the future. The vision document underpins the proposed new service offer.

## Equality Impact Assessment updated for these proposals

In line with the Council's 'Equality Duty' (under the Equality Act 2010), a detailed Equality Impact Assessment has been completed in order to explore how these proposals might impact on groups differently, assuming that they were to be adopted which is presently unknown. The Equality Impact Assessment will be refined and developed in the light of feedback and any other evidence gathered through the consultation process and will be considered in appraising the options at the time decisions are taken.

## Reading Libraries



Prioritisation matrix - this was created for the 2016 review as a way of illustrating library usage data and demographic statistics in the borough.

Data has been updated with the latest available, including projections of library usage for 2017/18 following the changes to opening hours in April 2017.

The order of libraries in the matrix has not changed.

<b>Use ranking 2015</b>	<b>Need ranking 2015</b>	<b>Overall ranking 2015</b>
1. Central	1. Whitley	1. Central
2. Caversham	2. Central	2. Battle
3. Battle	3. Battle	3. Caversham
4. Tilehurst	4. Caversham	4. Whitley
5. Palmer Park	5. Tilehurst	5. Tilehurst
6. Southcote	6. Southcote	6. Southcote
7. Whitley	7. Palmer Park	7. Palmer Park

<b>Use ranking 2017</b>	<b>Need ranking 2017</b>	<b>Overall ranking 2017</b>
1. Central	1. Whitley	1. Central
2. Caversham	2. Central	2. Battle
3. Battle	3. Battle	3. Caversham
4. Tilehurst	4. Caversham	4. Whitley
5. Palmer Park	5. Tilehurst	5. Tilehurst
6. Southcote	6. Southcote	6. Southcote
7. Whitley	7. Palmer Park	7. Palmer Park

## **Changes made in 2017 to Reading Library Service**

As part of savings totalling £290,000, in 2017 Reading Libraries have

- a) reduced opening hours by around 30% across the 7 libraries
- b) introduced self service issue and return kiosks
- c) reduced staffing in the service establishment from 37 to around 28
- d) changed the library computer system to a better, cheaper alternative
- e) In year savings of £60,000 have also been made through further efficiencies.
- f) Leased part of Central library to an outside organisation for a rental income

Since these changes, usage and visits have gone down at all sites - with visits reducing by 14%, issues 11%, IT sessions by 10% and attendance at activities by 12%.

We estimate that the service will still have around 550,000 visits in 2017/18 and issue over 560,000 items, with circa 26,000 individuals using the service over a year.

	<b>Battle</b>	<b>Caversham</b>	<b>Central</b>	<b>Palmer Park</b>	<b>Southcote</b>	<b>Tilehurst</b>	<b>Whitley</b>
<b>Opening hours/week</b>	27	35	46	21	21	27	21
<b>Projected 2017/18 visits</b>	52,178	88,924	290,938	19,982	25,350	47,999	19,461
<b>Projected 2017/18 issues</b>	51,119	122,162	226,949	30,330	25,243	86,133	27,647
<b>Individuals borrowing</b>	1,371	3,101	9,662	792	882	2,286	1,095
<b>Computer and wifi hours used</b>	5,112	3,904	80,564	2,176	992	2,002	1,500

\* Issue and visit figures are projected for 2017/18

# Proposals in detail

## Proposal A

### Retain Caversham Library, reduce opening hours

Caversham Library occupies a central and prominent position within Caversham, opposite a supermarket and other local shops. The Grade 2 listed building has limited space for additional uses or activities.

We are proposing to retain Caversham library whilst reducing opening hours from 35 to 27 hours per week.

#### Why are we proposing to do this?

After Central Library, Caversham is the most actively used library in the network, and serves the largest catchment population as well as the greatest number of residents aged 65+ of all Reading's branch libraries. Opening hours would be longer than for any other neighbourhood branch in the service, reflecting local demand and volume of use.

Caversham Library is also relatively small and offers little opportunity for developing the site into a wider 'community hub'. Reducing opening times by 8 hours would deliver a saving of £9,000 a year, whilst maintaining local provision of library services in the North of the borough.

#### How could we deliver this?

A reduction in opening hours could be achieved through a combination of later opening and earlier closing or by removing a day of opening from the current timetable.

This is just an example of how the reduced hours could be achieved. As part of this consultation we want your feedback on future opening hours. Examples are designed to show how hours could work across a week and are illustrative.

#### What impact would it have?

Reducing opening hours would decrease the accessibility of library services for some users.

Increased use of volunteers would be likely to be required in order to run activities.

Day	Current (35)	Example A (27)	Example B (27)
Monday	Closed	Closed	Closed
Tuesday	0900-1700	0900-1700	0900-1700
Wednesday	0900-1700	Closed	0900-1300
Thursday	1300-1900	1300-1900	1300-1900
Friday	0900-1700	0900-1700	1300-1700
Saturday	1000-1500	1000-1500	1000-1500

#### How would we minimise negative impacts of this proposal?

Opening times would be scheduled to reflect feedback from the consultation and would ensure access for a range of different users, including school children and those that are working, with access Monday - Saturday.

#### What feedback do we want from you?

- What impact do you think this proposal would have?
- Do you have any comments on opening hours?
- What else could be done to minimise any negative impacts of this proposal, if adopted?
- Do you have any other ideas of how the Council might deliver savings?

Palmer Park Library, which is Reading’s smallest branch, is on the edge of the park, close to the local sports stadium. From April 2017, the library has been run in a partnership with Reading College to help provide experience for students with additional needs in the workplace. Hours were reduced to 21 per week. During evening, weekend and College holiday working, the library service provided two members of staff to run the service.

It is proposed that the Council reduces opening hours from 21 to 15 hours per week - the hours that the College are there to support staffing. These pattern of library opening would remain the same and the library would open through College holidays, with two members of library service staff providing cover.

**Why are we proposing to do this?**

On an objective assessment of Reading’s libraries on the basis of library use and demographic need, Palmer Park Library ranks bottom overall. Palmer Park serves the most geographically compact catchment population and a far smaller number of residents and vulnerable individuals than Reading’s other libraries (bar Southcote which is comparatively more deprived) when considered across the network.

Palmer Park has good transport links to the town centre and an equivalent proportion of catchment residents actively borrow from Central Library to those using Palmer Park. There are currently 267 ‘unique users’ of the library - less than any other branch.

Palmer Park is responsible for 4% of the network’s visits, borrowers, 2% of IT sessions and 5% of issues. 58% of users already use another library.

**How could we deliver this?**

Hours would change as follows:

Day	Current 21 hours per week	Proposed 15 hours per week
Monday	Closed	Closed
Tuesday	0900-1200; 1300-1900	0900-1200; 1300-1600
Wednesday	0900-1200	0900-1200
Thursday	0900-1200; 1300-1600	0900-1200; 1300-1600
Friday	Closed	Closed
Saturday	1000-1300	Closed

**What impact would it have?**

Reducing opening hours would decrease the accessibility of library services for some users.

**How would we minimise negative impacts of this proposal?**

We would need to ensure some visibility of library services in East Reading and could see if a local pickup/dropoff point could be established. We would need to heavily promote Central library’s availability.

**What feedback do we want from you?**

- What impact do you think this proposal would have?
- Do you have any comments on opening hours?
- What else could be done to minimise any negative impacts of this proposal, if adopted?
- Do you have any other ideas of how the Council might deliver savings?

Central Library is located on Abbey Square/Kings Road and serves the largest number of customers in the network.

We are proposing to retain Central library whilst reducing opening hours from 46 to 36 hours per week. This would deliver a saving of £45,000 per year subject to the outcome of the consultation process.

**Why are we proposing to do this?**

Central is the busiest library for visits and issues in the network, however, reduction of hours here means that the overall spread of hours across the network can be better retained - the size and staffing levels at Central library are also higher which means a reduction in hours here is equivalent to a much greater reduction for a branch library to deliver the same level of saving.

**How could we deliver this?**

A reduction in opening hours could be achieved through a combination of later opening and earlier closing or by removing a day of opening from the current timetable.

This is just an example of how the reduced hours could be achieved. As part of this consultation we want your feedback on future opening hours. Examples are designed to show how hours could work across a week and are illustrative. The aim is to provide a spread of hours to support daytime, after school and evening availability.

Day	Current 46 hours per week	Possible 36 hours per week
Monday	1000-1700	Closed
Tuesday	1000-1900	1000-1900
Wednesday	1000-1700	1000-1700
Thursday	1000-1900	1000-1700
Friday	1000-1700	1000-1700
Saturday	1000-1700	1000-1600

**What impact would it have?**

Reducing opening hours would decrease the accessibility of library services for some users.

**How would we minimise negative impacts of this proposal?**

We would aim to ensure a spread of opening hours across other libraries.

**What feedback do we want from you?**

- What impact do you think this proposal would have?
- Do you have any comments on opening hours?
- What else could be done to minimise any negative impacts of this proposal, if adopted?
- Do you have any other ideas of how the Council might deliver savings?

Tilehurst Library is located just along from the shops at the Triangle, next to a health clinic. The building is also the base of the mobile and home library service. Tilehurst is the 3rd busiest library for issues and 4th busiest library for visits in the library network.

We are proposing to retain Tilehurst library whilst reducing opening hours from 27 to 22 hours per week. This would deliver a saving of £3,500 per year subject to the outcome of the consultation process.

**Why are we proposing to do this?**

Tilehurst library is 5th of 7 libraries in the priority matrix. We will be reducing running costs by around £20,000 by sharing the office space with another organisation. Further saving is possible by reducing opening hours - opening would still be longer than smaller, less well used branches, reflecting levels of use.

**How could we deliver this?**

A reduction in opening hours could be achieved through a combination of later opening and earlier closing or by removing a day of opening from the current timetable.

This is just an example of how the reduced hours could be achieved. As part of this consultation we want your feedback on future opening hours. Examples are designed to show how hours could work across a week and are illustrative. The aim is to provide a spread of hours to support daytime, after school and evening availability.

Day	Current 27 hours per week	Proposed 22 hours per week
Monday	0900-1700	0900-1200
Tuesday	0900-1700	0900-1700
Wednesday	Closed	Closed
Thursday	1300-1900	1300-1900
Friday	Closed	Closed
Saturday	1000-1500	1000-1500

**What impact would it have?**

Reducing opening hours would decrease the accessibility of library services for some users.

**How would we minimise negative impacts of this proposal?**

We would aim to ensure a spread of opening between Battle and Tilehurst libraries to cover West Reading residents

**What feedback do we want from you?**

- What impact do you think this proposal would have?
- Do you have any comments on opening hours?
- What else could be done to minimise any negative impacts of this proposal, if adopted?
- Do you have any other ideas of how the Council might deliver savings?

Battle library is located along the Oxford Road, next to the modern Tesco supermarket and adjacent to the old Hospital site. Battle library is a Grade 2 listed building and is 2nd of 7 libraries in the priority matrix. It's the 4th busiest library for issues and 3rd busiest library for visits in the library network.

We are proposing to retain Battle library whilst reducing opening hours from 27 to 22 hours per week. This would deliver a saving of £3,500 per year subject to the outcome of the consultation process.

**Why are we proposing to do this?**

We will be reducing running costs by around £12,000 by sharing the new extended space with another organisation. Further saving is possible by reducing opening hours. Opening would still be longer than smaller, less well used branches, reflecting levels of use.

**How could we deliver this?**

A reduction in opening hours could be achieved through a combination of later opening and earlier closing or by removing a day of opening from the current timetable.

This is just an example of how the reduced hours could be achieved. As part of this consultation we want your feedback on future opening hours. Examples are designed to show how hours could work across a week and are illustrative.

Day	Current 27 hours per week	Proposed 22 hours per week
Monday	Closed	0900-1200
Tuesday	0900-1700	0900-1700
Wednesday	Closed	Closed
Thursday	1300-1900	1300-1900
Friday	0900-1700	Closed
Saturday	1000-1500	1000-1500

**What impact would it have?**

Reducing opening hours would decrease the accessibility of library services for some users.

**How would we minimise negative impacts of this proposal?**

We would aim to ensure a spread of opening between Battle and Tilehurst libraries to cover West Reading residents. It might be possible to extend opening hours through shared use of the space on a self serve basis.

**What feedback do we want from you?**

- What impact do you think this proposal would have?
- Do you have any comments on opening hours?
- What else could be done to minimise any negative impacts of this proposal, if adopted?
- Do you have any other ideas of how the Council might deliver savings?

Whitley library is currently located at the Buckland Road circle. It will be moving in June 2018 to occupy part of the South Reading Community Centre, further South along Northumberland Avenue. The library will be part of an extensively refurbished centre which includes a community café and Children’s Centre.

Whilst Whitley is the 6th busiest library in the network for visits, on an objective assessment of Reading’s libraries on the basis of library use and demographic need, the library ranks as 4th.

It is proposed that the Council reduces opening hours from 21 to 18 hours per week. This would deliver a saving of £2,000 subject to the outcome of the consultation process.

**Why are we proposing to do this?**

We anticipate that the new location will mean new library users as the library will be part of a range of services based in the Community Centre hub building. To maintain a spread of opening hours a very small reduction is proposed, not removing any after school opening.

The library is already planned to be single staffed and the structure in place reflects this.

**How could we deliver this?**

A reduction in opening hours could be achieved through a combination of later opening and earlier closing or by removing a day of opening from the current timetable.

This is just an example of how the reduced hours could be achieved. As part of this consultation we want your feedback on future opening hours. Examples are designed to show how hours could work across a week and are illustrative.

Day	Current 21 hours per week	Proposed 18 hours per week
Monday	Closed	Closed
Tuesday	0900-1200; 1300-1900	1300-1900
Wednesday	Closed	Closed
Thursday	0900-1200; 1300-1600	0900-1200; 1300-1600
Friday	0900-1200	0900-1200
Saturday	1000-1300	1000-1300

**What impact would it have?**

Reducing opening hours would decrease the accessibility of library services for some users

**How would we minimise negative impacts of this proposal?**

Once we are on site at Whitley, the possibility of running the library on an entirely self service basis could be explored.

**What feedback do we want from you?**

- What impact do you think this proposal would have?
- Do you have any comments on opening hours?
- What else could be done to minimise any negative impacts of this proposal, if adopted?
- Do you have any other ideas of how the Council might deliver savings?

Additional management changes proposed to deliver savings are detailed in the committee report.

These include a reduction in staffing, a reduction in the library service stock fund to reflect reduced use, and implementing other changes which have previously been consulted on but are yet to be implemented.

You can see the full list of proposals at [www.reading.gov.uk/libraryreview2018](http://www.reading.gov.uk/libraryreview2018) or they are available in full from your library if you do not have internet access.

### What feedback do we want from you?

- If you have any comments on these additional proposals these can be included in your consultation response.

## Consultation Questions

This Consultation Document includes a number of questions on the following topics:

- Proposals
- Any other comments
- Library Use
- About You

If you would like to provide feedback on only some of the proposals, questions on proposals can be found on the following pages:

Proposal A	Retain Caversham Library, reduce opening hours	p16
Proposal B	Retain Palmer Park Library, reduce opening hours	p17
Proposal C	Retain Central Library, reduce opening hours	p18
Proposal D	Retain Tilehurst Library, reduce opening hours and share space	p19
Proposal E	Retain Battle Library, reduce opening hours and share space	p20
Proposal F	Retain Whitley Library, reduce opening hours	p21
Proposal G	Other changes proposed	p22

**Proposal A - Retain Caversham library, reduce opening hours**

**1. Do you think this proposal will impact you and your family?**  
(please tick one of the following)

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Positive impact                        |
| <input type="checkbox"/> | Negative impact                        |
| <input type="checkbox"/> | No impact (please skip to question 3)  |
| <input type="checkbox"/> | Don't know (please skip to question 3) |

**2. What impact do you think this proposal will have on you and your family?**

**3. What can be done to minimise any negative impacts of this proposal?**

**4. Do you have any other comments about the opening hours?**

**5. Do you have any other ideas of how the Council might deliver savings  
*[in relation to Caversham Library]?***

**Proposal B - Retain Palmer Park library, reduce opening hours**

**6. Do you think this proposal will impact you and your family?**

(please tick one of the following)

- Positive impact
- Negative impact
- No impact (please skip to question 8)
- Don't know (please skip to question 8)

**7. What impact do you think this proposal will have on you and your family?**

**8. What can be done to minimise any negative impacts of this proposal?**

**9. Do you have any other comments about the opening hours?**

**10. Do you have any other ideas of how the Council might deliver savings  
*[in relation to Palmer Park Library]*?**

**Proposal C - Retain Central library, reduce opening hours**

**11. Do you think this proposal will impact you and your family?**

(please tick one of the following)

- Positive impact
- Negative impact
- No impact (please skip to question 13)
- Don't know (please skip to question 13)

**12. What impact do you think this proposal will have on you and your family?**

**13. What can be done to minimise any negative impacts of this proposal?**

**14. Do you have any other comments about the opening hours?**

**15. Do you have any other ideas of how the Council might deliver savings  
*[in relation to Central Library]?***

**Proposal D - Retain Tilehurst library, reduce opening hours**

**16. Do you think this proposal will impact you and your family?**

(please tick one of the following)

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Positive impact                         |
| <input type="checkbox"/> | Negative impact                         |
| <input type="checkbox"/> | No impact (please skip to question 18)  |
| <input type="checkbox"/> | Don't know (please skip to question 18) |

**17. What impact do you think this proposal will have on you and your family?**

**18. What can be done to minimise any negative impacts of this proposal?**

**19. Do you have any other comments about the opening hours?**

**20. Do you have any other ideas of how the Council might deliver savings  
*[in relation to Tilehurst Library]*?**

**Proposal E - Retain Battle library, reduce opening hours**

**21. Do you think this proposal will impact you and your family?**

(please tick one of the following)

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Positive impact                         |
| <input type="checkbox"/> | Negative impact                         |
| <input type="checkbox"/> | No impact (please skip to question 23)  |
| <input type="checkbox"/> | Don't know (please skip to question 23) |

**22. What impact do you think this proposal will have on you and your family?**

**23. What can be done to minimise any negative impacts of this proposal?**

**24. Do you have any other comments about the opening hours?**

**25. Do you have any other ideas of how the Council might deliver savings  
*[in relation to Battle Library]?***

**Proposal F - Retain Whitley library, reduce opening hours**

**26. Do you think this proposal will impact you and your family?**

(please tick one of the following)

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Positive impact                         |
| <input type="checkbox"/> | Negative impact                         |
| <input type="checkbox"/> | No impact (please skip to question 28)  |
| <input type="checkbox"/> | Don't know (please skip to question 28) |

**27. What impact do you think this proposal will have on you and your family?**

**28. What can be done to minimise any negative impacts of this proposal?**

**29. Do you have any other comments about the opening hours?**

**30. Do you have any other ideas of how the Council might deliver savings  
*[in relation to Whitley Library]?***

**Proposal G and Any other comments**

**31. We welcome comments about any element of this consultation and on any elements of the proposals that you have not covered so far.**

**Library use**

**32. Have you used a Reading library in the last 12 months?**

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

**33. Which library do you use most frequently? (please tick one of the following)**

<input type="checkbox"/>	None	<input type="checkbox"/>	Southcote Library
<input type="checkbox"/>	Central Library	<input type="checkbox"/>	Tilehurst Library
<input type="checkbox"/>	Battle Library	<input type="checkbox"/>	Whitley Library
<input type="checkbox"/>	Caversham Library	<input type="checkbox"/>	Mobile Library
<input type="checkbox"/>	Palmer Park Library	<input type="checkbox"/>	Other Library (please specify below)

**34. How frequently do you visit your preferred library?**

(please tick one of the following)

- More than once a week
- Weekly
- Fortnightly
- Monthly
- Less than monthly

**35. Please tick all other libraries used below.**

- |  |   |
|--|---|
| <input type="checkbox"/> None                | <input type="checkbox"/> Southcote Library                    |
| <input type="checkbox"/> Central Library     | <input type="checkbox"/> Tilehurst Library                    |
| <input type="checkbox"/> Battle Library      | <input type="checkbox"/> Whitley Library                      |
| <input type="checkbox"/> Caversham Library   | <input type="checkbox"/> Mobile Library                       |
| <input type="checkbox"/> Palmer Park Library | <input type="checkbox"/> Other Library (please specify below) |

**36. How frequently do you visit other libraries? (please tick one of the following)**

- More than once a week
- Weekly
- Fortnightly
- Monthly
- Less than monthly

**37. Do you visit the library with, or on behalf of, any of the following groups?**

(please tick all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Children aged 0-5       | <input type="checkbox"/> Older persons          |
| <input type="checkbox"/> Children aged 6-12      | <input type="checkbox"/> Disabled persons       |
| <input type="checkbox"/> Young people aged 13-18 | <input type="checkbox"/> Other (please specify) |

## About you

Please be assured that your personal details will be kept strictly confidential and that no individual or organisation will be identified in the reporting of results.

The Equality Act 2010 places an 'Equality Duty' on public bodies, to understand the effect of their policies and practices on equality. This involves looking at evidence, engaging with people, staff, service users and others and considering the effect of what they do on the whole community.

Information gathered through the following questions will therefore help us to find out how proposals may impact on groups differently.

### 1. What is your postcode?

### 2. Are you...?

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female

### 3. What age group do you belong to?

<input type="checkbox"/>	0-14	<input type="checkbox"/>	55-64
<input type="checkbox"/>	15-24	<input type="checkbox"/>	65-74
<input type="checkbox"/>	25-34	<input type="checkbox"/>	75-84
<input type="checkbox"/>	35-44	<input type="checkbox"/>	85 or over
<input type="checkbox"/>	45-54		

### 4. Please indicate if you consider yourself to have any of the following disabilities / conditions? (tick all that apply)

<input type="checkbox"/>	None / not applicable	<input type="checkbox"/>	Difficulties using hands/fingers
<input type="checkbox"/>	Mobility - getting around	<input type="checkbox"/>	Learning disability
<input type="checkbox"/>	Hearing	<input type="checkbox"/>	Mental health problem
<input type="checkbox"/>	Eyesight	<input type="checkbox"/>	Other, please state:

**5. What is your employment status? (please tick one of the following)**

<input type="checkbox"/>	Employed in a full-time job (30 hours plus per week)	<input type="checkbox"/>	Permanently sick / disabled
<input type="checkbox"/>	Employed in a part-time job (under 30 hours per week)	<input type="checkbox"/>	Wholly retired from work
<input type="checkbox"/>	Self-employed full or part-time	<input type="checkbox"/>	Looking after the home / family
<input type="checkbox"/>	In full-time education at school, college or university	<input type="checkbox"/>	Other (please specify)
<input type="checkbox"/>	Unemployed and available for work		

**6. What is your sexual orientation? (please tick one of the following)**

<input type="checkbox"/>	Heterosexual / Straight	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Gay or lesbian	<input type="checkbox"/>	Other (please specify below)
<input type="checkbox"/>	Bisexual		

**7. What is your religious belief? (please tick one of the following)**

<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Sikh
<input type="checkbox"/>	Christian	<input type="checkbox"/>	No religion
<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Other (please specify below)
<input type="checkbox"/>	Muslim		

8. What is your ethnicity? (please tick one of the following)

<b>White</b> <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background	<b>Asian or Asian British</b> <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background
<b>Mixed</b> <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other mixed / multiple background	<b>Black or Black British</b> <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black /African / Caribbean background
<b>Other Ethnic Group</b> <input type="checkbox"/> Arab <input type="checkbox"/> Any other ethnic group (please specify below)	<input type="checkbox"/> Prefer not to say

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Have your say at  
[www.reading.gov.uk/libraryreview2018](http://www.reading.gov.uk/libraryreview2018)

