Inspiring Libraries 2018 - 2021

Have your say on changes to the library

This is an easier to read version.

If you need help reading this and answering the questions, please ask someone you know.

www.hertfordshire.gov.uk/libraryconsultation
What is this about

The Council needs to spend less money on the library, but still wants to make it better for the people that use it.

We want to know what you think about some of the ways that we could spend less money but make the library better.

You can help the Council by reading this and answering the questions. What you say will help the Council to decide what is best for the library in a few months’ time.

What people said they want from the library

4 years ago we asked everyone in Hertfordshire what they want from the library and 15,000 people answered us.

- They told us it is important that the library does what local people need and want.

- They told us it is important that the library can be used on the internet and on computers.

- They told us that they want the library to be good at the things it has always done, like having books to borrow and helping people find things out.
What have we done

In the last 3 years we have done lots of things to give people what they want from the library.

• We have made the library buildings better places, in towns like Hemel Hempstead, Watford and Berkhamsted.

• We have put new computers, machines and tools in some libraries, that people can use to make things. This is called CreatorSpace.

• We have made the library website bigger, better and easier to use.

• 5 libraries in Hertfordshire are now run by people from the local area and more will be soon.

• The Home Library Service, which takes books to people who can’t get to the library very easily, now helps a lot more people.
What we want to do next

In the next 3 years, we want to do more things to make the library better for people that use it.

We want:

• To make more library buildings *better places*.

• To *open* the library for *longer*. This could be by letting people use the library on their own, when staff are not there.

• To do new things with *computers*, the *internet* and *machines*. This is so that more people can use the library in new ways and learn to do new things, like making their own videos.

• To do the good things we did before, like *borrowing books* and helping people to *learn* and *find things out*.

**QUESTION 1**

How do you feel about the things above, that we want to do next?  
(Please tick one box ☑️)

Happy ☐  The Same ☐  Sad ☐  Don’t Know ☐
QUESTION 2

Is there anything you want to say about the things we want to do next in the library or is there anything else you want the library to do for you? (Please write your answer in the box below.)
A different way of running the library

The Council needs to find a new way to spend less money but still make the library better for the people that use it.

To do this the Council is thinking about making the library independent. This means that the library will no longer be a part of the Council and run by somebody else for the Council.

The Council wants to do this because it thinks it can save money but still have the things in the library that people use, like the books or computers.

Why does the Council think this is a good idea

- The library might be able to get more money from other people or places who want to help the library, not just the Council.
- The library can spend less money on some things.
- The library could work together with other libraries outside of Hertfordshire. This could help save money by sharing the work.
- Local people could take part in helping to run the library.
- The library could be run more like a business, and earn money to make the library better.

If the Council does not change the way the library is run, it will have to find a different way of spending less on the library.
QUESTION 3
How do you feel about the library being run in a different way? (Please tick one box)

- Happy
- The Same
- Sad
- Don’t Know

QUESTION 4
Why do you feel this way? (Please write your answer in the box below.)
What are the different ways of running the library

There are 5 different ways of running the library. What is good and bad about each of them is written below.

A. Keeping the library as part of the Council.

<table>
<thead>
<tr>
<th>What is good about this?</th>
<th>It does not cost money to make the change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Council still runs the library</td>
</tr>
<tr>
<td>What is bad about this?</td>
<td>The things people use in the library will need to change to save money</td>
</tr>
<tr>
<td></td>
<td>No more money from other people or places</td>
</tr>
</tbody>
</table>

B. Making the Library part of a Local Authority Trading Company. This is a business which can earn money and is owned by the Council.

<table>
<thead>
<tr>
<th>What is good about this?</th>
<th>The Council still runs the library</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The library can earn money to make the library better</td>
</tr>
<tr>
<td>What is bad about this?</td>
<td>It costs money to make the change</td>
</tr>
<tr>
<td></td>
<td>No more money from other people or places</td>
</tr>
<tr>
<td></td>
<td>It is not as easy for local people to help run the library</td>
</tr>
<tr>
<td></td>
<td>We will need to spend less money on thing people use in the library</td>
</tr>
</tbody>
</table>
C. Making the library part of a Public Service Mutual. This means the library is not part of the Council. It can earn money, but any money it makes must be spent on making the library better.

| What is good about this? | • Local people can take part  
• The library might get money from other people or places, not just the Council  
• The library can spend less money on some things  
• The library can work with other libraries outside of Hertfordshire |
|--------------------------|----------------------------------------------------------------------------------|
| What is bad about this?  | • It costs money to make the change  
• Parts of the library are shared with the Council, and it will be difficult to change this. |

D. Outsourced to a Third Party. A business will run the library and the Council pays the business to do this.

| What is good about this? | • Some people in the business might know how to do things better  
• The library might be able to spend less money on some things |
|--------------------------|------------------------------------------------------------------|
| What is bad about this?  | • The library might not be as good  
• Money that the library makes will go to the business  
• Parts of the library are shared with the Council, and it will be difficult to change this  
• It is not as easy for the local people to help run the library |
E. Running the library in a joint venture. This Council runs the library with the help of another business

<table>
<thead>
<tr>
<th>What is good about this?</th>
<th>• This could be any of the good things about the other ways in A, B, C or D.</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is bad about this?</td>
<td>• This could be any of the bad things about the other ways in A, B, C or D.</td>
</tr>
</tbody>
</table>

**QUESTION 5**
If you are happy for the library to be run in a different way, which of the different ways written above do you think is the best:
(please tick one box ☐)

A. Local Authority Trading Company  ☐

B. Public Service Mutual  ☐

C. Outsourced to a third party  ☐

D. Joint Venture  ☐

E. No preference  ☐
QUESTION 6
Why do you think this way is the best?
(Please write your answer in the box below.)

QUESTION 7
Have you completed this questionnaire for yourself or for a group you are part of, work for or volunteer for? (please tick one box)

☐ For myself

☐ For a group

What is the name of your group:

Please return your completed questionnaire to your local library by Sunday 18 February 2018
About You

You do not need to answer any the questions in this section if you do not want to. No one will know what you have answered. It will help us to make decisions fairly.

What is your home postcode?  

How old are you?  (Please write your age in years)

Are you Female or Male or another gender?  (Tick one box)

Female  Male  Other

What is your ethnic origin or race?  (Tick one box)

White  Asian or Asian British
Black or Black British  Mixed
Prefer not to say  Gypsy or Irish Traveller
Other, please state:

Do you think you have a disability?  (Tick one box)

Yes  No  Prefer not to say

Are you a carer for an adult and/or a child with a disability?  (Tick one box)

Yes  No

Is English your first language?  (Tick one box)

Yes  No  Prefer not to say