



Help shape the Buckinghamshire Libraries' vision and strategy for 2023 to 2028

Open date: 18 November 2022

Close date: 15 January 2023

Name: Buckinghamshire Librarians

Phone: 0300 131 6000

Email: library@buckinghamshire.gov.uk

Overview

We are developing a five-year vision and strategy for Buckinghamshire Libraries and we want to hear your views.

Buckinghamshire Libraries have changed in recent years in response to a number of challenges and opportunities. As a result, more services are now on offer:

- Council Access Points (CAPs): providing information, signposting and access to council services
- Welcoming Spaces in Buckinghamshire: safe and inclusive library spaces, free of charge, to stay warm and enjoy a little company
- Support for residents throughout the pandemic: distributing PPE, making befriending phone calls and delivering prescriptions and food parcels
- Support for refugees: a welcome with information, advice and support
- Safe Places for vulnerable people: providing vulnerable people with a place to go if they are feeling lost, scared or confused when out in their local community

Buckinghamshire Libraries include those managed by Buckinghamshire Council and community libraries. Some community libraries are managed by local community organisations and volunteers, and some are managed by Buckinghamshire Council and delivered with the support of volunteers.

We worked with staff, volunteers and partners to create a draft purpose, vision and priorities for libraries in Buckinghamshire. Together, they set out why we have libraries and what we think they should look like in the future (as well as how we achieve this).

Our new vision and strategy will be for all Buckinghamshire libraries.

To help us further shape Buckinghamshire libraries, we also want to hear about:

- What you use libraries for
- How you find out about library services
- What would encourage you to use your library more

We want to hear your views whether you use a library, or not.

Draft purpose and vision

We have developed a draft purpose and vision for Buckinghamshire libraries:

- **Our purpose – ‘why the library service exists’**
Our purpose is to provide free and accessible resources to connect communities and support learning, culture and wellbeing in an inclusive and welcoming environment
- **Our vision – ‘what we are aiming for’**
Our vision is for all libraries to be welcoming and safe spaces for everyone in our communities to access services, information and tools they need to learn, imagine, discover and thrive

Draft priorities

We have looked at county-wide strategies in Buckinghamshire and identified the following priorities for the library service:

Access, information and inclusion

- Ensuring local access to council information and services by developing libraries as Council Access Points (CAPs) and supporting our customers by signposting to organisations such as Citizens Advice Bureau.
- Offering digital access, with an extensive range of online resources and providing free computer classes and gadget days to ensure that Buckinghamshire residents are not digitally excluded.
- Ensuring that we are an inclusive service by working in partnership with organisation such as Bucks Vision, Age Concern, Dementia Friendly, Autism UK and Bucks Disability Service and by identifying and addressing the different language needs of our communities.

Culture and learning

- Providing arts and cultural experiences in our libraries with author events, theatre performance, arts and crafts, poetry, writing workshops, exhibitions, music and so much more.
- The libraries culture and learning offer celebrates diversity, promotes inclusivity, values identity and contributes to an active local cultural economy.
- Promoting literacy and the enjoyment of reading with an extensive range of reading materials, early year activities (Bounce and Rhyme), reading schemes, book promotions, reading groups and project collections to support children in schools.
- With support for study, skills and employment by providing learning materials, study spaces, access to ICT, jobs clubs and information to support businesses.

Health and wellbeing

- Our libraries can make an important contribution to supporting the health and wellbeing of Buckinghamshire residents.
- We work in partnership with health organisations to provide services such as health checks and stop smoking sessions, and have extensive book collections to support healthy diets, exercise, and good health.
- We have a range of resources to support mental health (Reading Well) and reminiscence collections to support people living with dementia.
- Libraries provide pop-up events to signpost and provide information to reduce health, social and economic inequalities.
- Libraries are safe meeting places that provide social contact and emotional support to combat isolation and loneliness.

Stronger communities

- Buckinghamshire libraries are neutral, safe, welcoming spaces in the community, making them excellent venues for local activities which build cohesion, resilience, civic activity, and community safety.
- Two thirds of our libraries are already delivered in partnership with volunteers and third sector organisations. We will position libraries as local community hubs and build stronger links with and through local community boards.

We want to hear your views on the draft purpose, vision, and priorities for the Buckinghamshire Library service up to 2028.

For more information about how we will deliver our vision and strategy, please see the vision and strategy infographic at www.buckinghamshire.gov.uk/libraries-your-views

How to have your say

You can tell us your views in one of the following ways:

- Complete the online survey at www.buckinghamshire.gov.uk/libraries-your-views
- Complete, and return, the printed version of the survey below

If you have any questions about this activity, please email us at library@buckinghamshire.gov.uk or phone us on 0300 131 6000.

Please tell us your views by midnight on Sunday 15 January 2023.

What happens next

We will consider all the responses we receive. Your views and experiences will be used to help shape the Buckinghamshire Libraries Vision and Strategy for 2023 to 2028.

We will then present the draft strategy to Buckinghamshire Council's Cabinet (decision-makers) in March 2023 for review and adoption.

Once adopted, we will host future engagement opportunities to help further shape what the strategy means to each library in Buckinghamshire. You can sign up to receive emails about these opportunities at the end of the survey.

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](#).

3. If you have any comments about the draft purpose, vision or priorities for the Buckinghamshire Libraries Strategy for 2023 to 2028, please tell us them here:

If you think we need to consider any additional priorities in the strategy, please include them in your answer.

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.

4. Which of the following describe you?

Please tick (✓) all that apply

- I live in Buckinghamshire
- I work 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
- I work for Buckinghamshire Council
- Other (please give details below):

5. How did you find out about this activity?

Please tick (✓) all that apply

- Libraries Facebook
- Libraries Instagram
- Libraries Twitter
- Libraries blog

More answer options on the next page

- Email / newsletter from a Buckinghamshire library
- Visiting a Buckinghamshire library
- Local media (newspaper, radio or TV)
- Social media (Facebook, Instagram Twitter), but not directly from Buckinghamshire libraries' Facebook, Instagram or Twitter)
- Nextdoor
- Buckinghamshire Council website or Your Voice Bucks website
- Buckinghamshire Council newsletter
- From Buckinghamshire Council staff
- Through working at Buckinghamshire Council
- Poster / leaflet
- Word of mouth
- Local Community Board
- Local Councillor
- Local Parish / Town Council
- Other (please give details below):

6. Are you responding as an individual or on behalf of an organisation (e.g. a business or a voluntary group)?

Please tick (✓) one option

- As an individual (Go to question 8)
- On behalf of an organisation (Go to question 7)

On behalf of an organisation

7. Please provide the following details:

Name of organisation:

Your job title:

If you would like to receive emails about future engagement opportunities for the Buckinghamshire Libraries service, 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.

End of survey if responding on behalf of an organisation

About you and Buckinghamshire libraries

8. Where do you access to the internet?

Please tick (✓) all that apply

- I don't access the internet
- At home
- At an internet café
- At a library
- At work
- On my mobile
- Other (please give details below):

9. How do you find out about library services?

Please tick (✓) all that apply

- Libraries Facebook
- Libraries Instagram
- Libraries Twitter
- Libraries blog
- Social media, but not directly from Buckinghamshire libraries' Facebook, Instagram or Twitter)
- Email / newsletter from a Buckinghamshire library
- Visiting a Buckinghamshire library
- Word of mouth

More answer options on the next page

- Poster / leaflet
- Other (please give details below):

10. How do you use Buckinghamshire libraries?

Please tick (✓) one option

- In person only (Go to question 11)
- Online only (Go to question 19)
- Both in person and online (Go to question 11)
- Home Library and Library Buddy Services (Go to question 19)
- I don't use Buckinghamshire libraries (Go to question 16)

Buckinghamshire libraries

11. Which library is your main library?

Please tick (✓) one option

- | | |
|---|--|
| <input type="checkbox"/> I only use online library services | <input type="checkbox"/> Haddenham |
| <input type="checkbox"/> Amersham | <input type="checkbox"/> Hazlemere |
| <input type="checkbox"/> Aylesbury | <input type="checkbox"/> High Wycombe |
| <input type="checkbox"/> Beaconsfield | <input type="checkbox"/> Iver Heath |
| <input type="checkbox"/> Beacon Villages | <input type="checkbox"/> Little Chalfont |
| <input type="checkbox"/> Bourne End | <input type="checkbox"/> Long Crendon |
| <input type="checkbox"/> Buckingham | <input type="checkbox"/> Marlow |
| <input type="checkbox"/> Burnham | <input type="checkbox"/> Micklefield |
| <input type="checkbox"/> Castlefield | <input type="checkbox"/> Princes Risborough |
| <input type="checkbox"/> Chalfont St Giles | <input type="checkbox"/> Stokenchurch |
| <input type="checkbox"/> Chalfont St Peter | <input type="checkbox"/> Wendover |
| <input type="checkbox"/> Chesham | <input type="checkbox"/> West Wycombe |
| <input type="checkbox"/> Farnham Common | <input type="checkbox"/> Wing |
| <input type="checkbox"/> Flackwell Heath | <input type="checkbox"/> Winslow |
| <input type="checkbox"/> Gerrards Cross | <input type="checkbox"/> Other (please give details below) |
| <input type="checkbox"/> Great Missenden | |

If 'Other', please give details here:

12.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
- Not at all

13.Which library service(s) do you use?

Please tick (✓) all that apply

- 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):

--

14. What would lead to you using libraries more?

Please tell about any improvements to libraries, available services, or changes to opening days / times you would like to see.

15. If you have any other comments about Buckinghamshire libraries, please tell us them here:

Go to question 19

I don't use Buckinghamshire libraries

16. Do you want to use Buckinghamshire libraries?

Please tick (✓) one option

- Yes
- No

17. If 'Yes', please tell us what would lead to you using libraries:

Please tell us about any improvements to libraries, services offered, or changes to opening days / times you would like to see.

18.If 'No', please tell us why you don't want to use Buckinghamshire libraries:

About you

19.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.

20.What is your main language?

Why we ask this: We want to understand the experiences of people using different languages.

Please tick (✓) one option

- English
- Other, including British Sign Language (please give details below)
- Prefer not to say

Please give other details here:

21. 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

22. 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

23. 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

24. 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
- 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:

25. Are there any children aged under 18 in your household?

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

Please tick (✓) one option

- Yes
- No
- Prefer not to say

26. If you would like to receive emails about future engagement opportunities for the Buckinghamshire Libraries service, 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.

End of the survey

Thank you for taking the time to complete this survey.

Please return your completed survey by midnight on 15 January 2023. You can:

- Email it to library@buckinghamshire.gov.uk
- Post it to Buckinghamshire Libraries' vision and strategy, Buckinghamshire Libraries, Buckinghamshire Council, Walton Street, Aylesbury, HP20 1UA
- Take it to a Buckinghamshire library