

Cheshire West & Chester Council

Elton Library Centre Public Consultation

Background

Library centres are currently used to serve some rural communities in Cheshire West and Chester, providing access to library services to those who would have to travel some distance to visit a library. They operate for a small number of hours each week, in rooms which are leased from a school, community centre or church.

Elton Library Centre is located in a community centre in the village of Elton. The two nearest libraries are Ellesmere Port (4.3 miles away) and Helsby Library (2.8 miles away), both with regular bus connections. There are two Mobile Library stops just over 2 miles away.

There are 608 customers with an Elton address on the Library Management System - 229 use Ellesmere Port Library and 261 use Helsby Library. Of the remaining 118 customers, 50 customers use Chester Library, 40 use Frodsham Library and the rest use various libraries across the borough. At a public consultation event in 2014, many residents said they used other libraries such as Ellesmere Port and Helsby as they were convenient and had a wider range of stock and services.

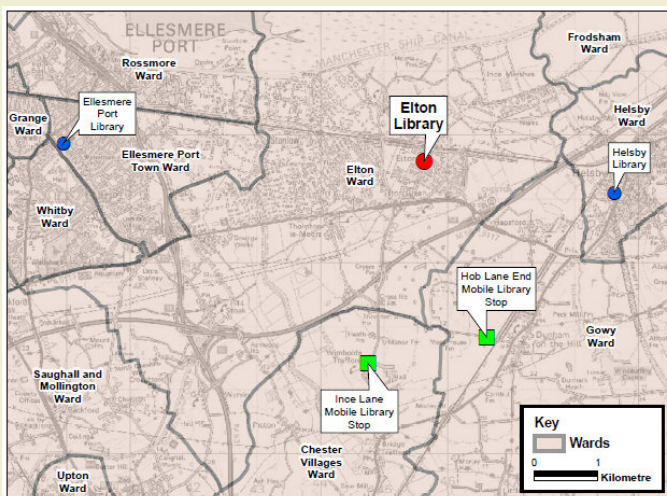
The Proposal

Following a service review in 2014, the proposal is to offer an improved service to the residents of Elton via a Mobile Library stop, rather than the current room within the community centre. The stock on the Mobile Library is current and wider ranging, offering customers a greater choice.

With internet connectivity and access to the web based Library Management System, customers would also have access to stock across the authority and would be able to make reservations and update their accounts. Mobile Library staff would provide online council information and an enquiry service.

Each week the Mobile Library would stop in the village for two hours or more, on different days each week, to enable accessibility to more customers. Any residents with restricted mobility, who were not able to access the mobile stop, would be entitled to the Home Library Service, delivering books to their home.

There is also free access for library members, to a wide range of online resources, including eBooks, via the Libraries' webpage.



Location of Elton Library. Alternative service points are Ellesmere Port and Helsby libraries, as well as Hob Lane End and Ince Lane mobile library stops.



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Produced by Strategic Intelligence (05 February 2016)



Services and activities

The library is currently open every Thursday, from 2.45-7pm, and provides a small selection of book stock for lending. The range of services and facilities is limited and there is no IT provision for staff or customers.

There are currently less than 10 customers who use Elton Library regularly.

To give us your views please complete this form by the closing date of 4 April 2016. You can return it to Elton Library, Helsby Library, Ellesmere Port Library, the Mobile Library Service or by post to Library Services Manager, Chester Library, Northgate Street, Chester, CH1 2EF. Alternatively, you can complete the form online.

If you would like any further information or have any questions, please send an email to libraries@cheshirewestandchester.gov.uk or contact your local library.

Please note if you are aged under 16 you will need the permission of a responsible adult to take part in this survey. A responsible adult could be a parent, guardian or teacher.

How to complete this questionnaire

- Please use a black or blue pen
- Please read each question carefully and follow the instructions by each question
- If you make a mistake, just shade in the box and put a cross in the one you want
- If there are any questions you do not wish to answer, please leave them blank
- Some questions will ask you to write in a box, please feel free to leave boxes blank if you do not wish to comment or do not have any comments to make

Completing the questionnaire is voluntary and all the information you provide will be treated in the strictest of confidence. No information will be released that could identify an individual or organisation.

SECTION 1 – Library Services

Q1. During the last twelve months how often have you used the library at Elton Community Centre? (please cross (X) one box only)

- | | | | |
|----------------------|--------------------------|----------------------------------|--------------------------|
| Weekly | <input type="checkbox"/> | About once in the last 12 months | <input type="checkbox"/> |
| About once a month | <input type="checkbox"/> | Never in the last 12 months | <input type="checkbox"/> |
| About every 6 months | <input type="checkbox"/> | | |

Q1b. If Elton Library closed to the public how would this affect your library use?

(please cross (X) one box only)

- | | | | |
|---|--------------------------|--|--------------------------|
| I would use the library service less | <input type="checkbox"/> | I would not use the library service at all | <input type="checkbox"/> |
| I would use the Home Library Service
(volunteer-run delivery service to people with mobility problems) | <input type="checkbox"/> | | |
| I would use the Mobile Library Service | <input type="checkbox"/> | | |

I would use another library (please specify which other library or libraries below)

Q2a. Would you visit the Mobile Library if it stopped in Elton? It is initially proposed that the Mobile Library would stop once a week for 2 hours or more. The stop would be sometime between the hours of 9.30am and 5pm. (please cross (X) one box only)

- | | | | | | |
|-----|--------------------------|----|--------------------------|------------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Don't Know | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|------------|--------------------------|

Q2b. Where do you think would be the best place for the Mobile Library to stop in Elton?

Definition of a stop - "a location which is safe and accessible for pedestrians".

Q7. **Are you?** (please cross (X) all that apply)

- | | | | |
|---|--------------------------|--|--------------------------|
| Local resident | <input type="checkbox"/> | A local business | <input type="checkbox"/> |
| An employee of Cheshire West and Chester Council | <input type="checkbox"/> | A member of a voluntary or community organisation | <input type="checkbox"/> |
| An Elected Member of Cheshire West and Chester Council | <input type="checkbox"/> | Other (please tell us in the box below) | <input type="checkbox"/> |
| An Elected Town or Parish Councillor of Cheshire West and Chester Council | <input type="checkbox"/> | <div style="background-color: #e0f0ff; height: 40px;"></div> | |

Q8. **Please tell us which age group you belong to** (please cross (X) one box only)

- | | | | | |
|----------|--------------------------|--|--|--|
| Under 16 | <input type="checkbox"/> | Signature of parent/guardian if under 16 | <div style="background-color: #e0f0ff; height: 20px;"></div> | |
| 16-24 | <input type="checkbox"/> | 25-44 | <input type="checkbox"/> | |
| 45-54 | <input type="checkbox"/> | 55-64 | <input type="checkbox"/> | |
| 65-74 | <input type="checkbox"/> | Over 75 | <input type="checkbox"/> | |

Q9. **Which gender are you?** (please cross (X) one box only)

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

Q10. **Please tell us if you find it difficult to use facilities like libraries because of any of the following** (please cross (X) all that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| Mobility (e.g. walking short distances or climbing stairs) | <input type="checkbox"/> | Learning difficulty (e.g dyslexia) | <input type="checkbox"/> |
| Carrying (e.g. carrying items home from the library) | <input type="checkbox"/> | Mental health problem (e.g depression) | <input type="checkbox"/> |
| Hearing (e.g. deafness or partial hearing) | <input type="checkbox"/> | None of the above | <input type="checkbox"/> |
| Eyesight (e.g. blindness or partial sight) | <input type="checkbox"/> | Other (please specify) | <input type="checkbox"/> |
| Dexterity (e.g lifting or reaching) | <input type="checkbox"/> | <div style="background-color: #e0f0ff; height: 60px;"></div> | |

Thank you for taking part in this survey. Please return it to Elton Library Centre, Helsby Library, Ellesmere Port Library, the Mobile Library Service or by post to Library Services Manager, Chester Library, Northgate Street, Chester, CH1 2EF by 4 April 2016.

Accessing Cheshire West and Chester Council information and services

Council information is also available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, in another language or require a BSL interpreter, please email us at equalities@cheshirewestandchester.gov.uk

Tel: 0300 123 8 123 **Textphone:** 18001 01606 867 670
email: equalities@cheshirewestandchester.gov.uk
web: www.cheshirewestandchester.gov.uk