

Libraries, Registration and Archives Draft Strategy 2019-2022

Easy
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For consultation November 2018
kent.gov.uk/lrastrategy



LRA Strategy Consultation



Hello

We (Kent County Council) want to make some changes to a service called Libraries, Registration and Archives (or LRA).



We don't plan to close any libraries or stop any of these services, because we know how important they are to people in Kent.



But we need to make changes because we have to plan for the future and save money.



You can read about our plans in this booklet.

Before we make any decision on these plans we want to know what you think.



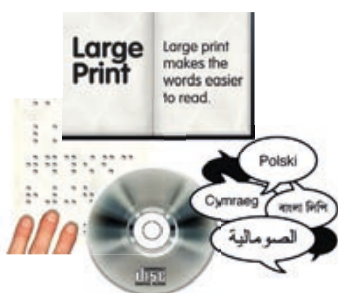
You can fill in the form at the end of this document to tell us what you think.



You need to tell us by Tuesday 29 January 2019.



If you need any help you can talk to the staff at our libraries.



If you would like to have this booklet in a different format or language please email alternativeformats@kent.gov.uk or call **03000 421553**.

The number goes to an answer machine, which is checked during office hours.

What do Libraries, Registration and Archives (LRA) do?



LRA is run by Kent County Council (KCC).



People often use LRA services at important times in their lives, like when they get married or have to register the birth of a baby.



People also use LRA services to learn about things, find information and meet people.



Library services

99 libraries across Kent

Over 1.5 million books to borrow

Five mobile libraries

Book delivery service for people who can't get to library buildings



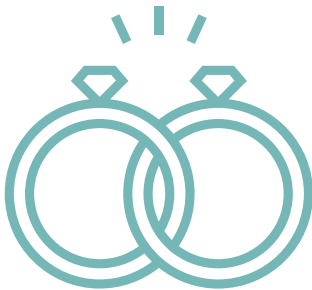
Digital services

Free-to-use computers and Wi-Fi

Library and archive services on the internet

Free-to-read newspapers and magazines

Help to use computers and the internet



Registration services in Kent and Bexley

6,649 wedding ceremonies

Six register offices

Birth and death registration at 28 libraries



Archive services

History you can touch and feel

Official papers and personal items such as letters and diaries

38 talks and exhibitions

Over 8.5 shelf miles of historic documents in one archive

Why does the LRA need to change?



Kent is changing. More and more people are coming to live here, all with different needs, likes and goals.



Technology is changing too. People expect to find what they need at any time or day of the week. But some people don't have computers or prefer to speak to someone face-to-face.



Many more people are living with learning and physical disabilities. And more people will have emotional problems and feel lonely.



LRA services are offered in our cities, towns and villages. That means we can help people who need us.

Why does LRA have to save money?



We want to keep providing LRA services but do need to look at how we can save money.

Over the last five years, LRA has found ways to save about six million pounds. We need to save another one million pounds.

3 YEAR PLAN

Our Three-Year Plan shows how we could do this without closing any libraries or stopping services.



We are looking to change the hours some libraries are open. That is because we know some of them are quiet at certain times of the day.



If we change the opening times it would save us money because we wouldn't be paying staff to be there.

See page 12 to find out more.

Our Three-Year Plan



We need to make sure our services meet people's needs now and in the future.

3 YEAR PLAN

There are five main things we want to do:



1. We want everyone to feel welcome
2. We want to make people's lives better
3. We want to help people live happily together
4. We want to keep thinking about the future
5. We want to help people feel happier and healthier

1. We want everyone to feel welcome

LRA is here to help everyone. We want people to know they can always trust LRA to give them advice, support and information to help make their lives better.

Lots of people don't know all the things LRA does, like helping people find jobs and delivering books to care homes. We want more people to know about all our services, so they can use them if they need to.

How will we do it?

- Advertise, so more people know what LRA does
- Make our buildings feel more welcoming
- Work together, so people get the services they need
- Listen to and understand what people need
- Be sensitive to people's feelings
- Improve our range of books, e-books and e-audio books
- Train our staff so they are even better at helping you find or do the things you need
- Find new ways to talk to our customers

2. We want to make people's lives better

LRA helps people do lots of important things like learn new skills, get married and find a job.

We want more people to use LRA services. But different people do things in different ways. So we need to offer our services in ways that suit everyone.

How will we do it?

We will help at important times by...

- Registering births, deaths, marriages and civil partnerships in lots of different places
- Offering more choice for weddings and civil partnerships
- Helping new residents to the UK feel welcome

We will help people by...

- Making sure they know how LRA can help them
- Giving everyone a safe, calm place to learn and study
- Arranging activities that people say they want to do
- Helping people to help each other

We will help businesses by...

- Offering more support
- Helping them be more successful
- Telling them all the ways we can help

And if you like computers, we will...

- Provide free-to-use computers and Wi-Fi at all libraries
- Teach and help people to use computers and get on the internet
- Put more books and archives on the internet

3. We want to help people live happily together

LRA services bring people together, which helps us all feel more supported and secure. We want to carry on doing this.

How will we do it?

We will make our libraries...

- Full of information that is easy to find
- Handy, with different services under one roof
- Good for lots of different activities, quiet and lively
- Places where people can help and be helped
- Useful and open for everyone

We will make our archive...

- Better than ever!
- Available to see on computers, laptops, tablets and mobile phones, so we can find, use and share the things we need more quickly and easily

We will bring people together by...

- Offering more courses and activities
- Letting groups and clubs use our buildings
- Allowing people to use or hire our buildings for events

4. We want to keep thinking about the future

Lots of people use LRA services. We want to make sure they still use our services in the future.

We also have to make sure we don't waste money by offering services people don't need or want any more. We must always think ahead, so we are giving people what they need.

How will we do it?

- Be helpful by giving people the services they need
- Be open at the times people want us to be
- Be generous with free-to-use computers and Wi-Fi
- Be encouraging and help people to make, learn and explore new things

Changes to our library opening times

We aren't closing any libraries. Your library will still be there for you to use. We have looked at the opening hours of all the libraries in Kent. We wanted to know how busy they are, and the times when people use them.

Opening libraries when people are not using them is a waste of money.

Now that we have collected this information we are planning to reduce the number of hours some of our libraries are open.

This would save KCC around one million pounds.

We are planning to open all libraries on Saturdays to improve access for people unable to visit their library Monday to Friday.

To do this in a fair way we have put libraries into groups depending on:

- How many people visit them
- How many books, DVDs, audio books they borrow
- How many people only visit one library
- How many people use the computers in our libraries
- How many people come to the events and activities in our libraries
- And the size of the library building

There are five groups:

Town Plus

Big libraries in busy towns with an excellent choice of books and activities

Town

Fairly big libraries with a good choice of books and activities

Community Plus

Medium-sized libraries outside main towns with smaller choice of books and activities

Community

Small libraries with much less choice of books and activities

Small Community

Small libraries with limited choice of books and activities

Here is a list of all the libraries in Kent. You can see the number of hours each one is open now, and the number of hours it will be open in the future if we go ahead with our plan.

Town Plus libraries	Open now	Planned new hours	Difference
Ashford	55	42	-13
Canterbury	55	42	-13
Dartford	57.5	42	-15.5
Deal*	59	48	-11
Gravesend	53	42	-11
Herne Bay	53	42	-11
Maidstone	55	42	-13
Margate	55	42	-13
Sevenoaks	55	42	-13
Sittingbourne	55	42	-13
Swanley	52	42	-10

Town libraries

Birchington	40	37	-3
Broadstairs	55	37	-18
Dover	55	37	-18
Edenbridge	49	37	-12
Faversham	53	37	-16
Folkestone*	61	43	-18
Hythe	53	37	-16
Larkfield	42	37	-5
Ramsgate	53	37	-16
Sheerness	53	37	-16
Tonbridge	55	37	-18
Whitstable*	59	43	-16

Community Plus libraries

Allington	40	28	-12
Bearsted	20	28	+ 8
Borough Green	40	28	-12
Cheriton	45	28	-17

	Open now	Planned new hours	Difference
Cliftonville	40	28	-12
Coldharbour	55	28	-27
Coxheath	40	28	-12
Cranbrook	42.5	28	-14.5
Fleetdown	32	28	-4
Greenhithe	12	28	+16
Higham	23	28	+5
Lenham	18	28	+10
Lyminge	22	28	+6
Madginford	40	28	-12
Marden	18	28	+10
Meopham	40	28	-12
Minster in Sheppey	40	28	-12
New Ash Green	40.5	28	-12.5
New Romney	45	28	-17
Sandwich	40	28	-12
Snodland	40	28	-12
Summer House Drive	26	28	+ 2
Tenterden	49.5	28	-21.5
Westerham	32.5	28	-4.5
Westgate	38	28	-10
Wye	19	28	+9

Community libraries

Ashen Drive	20	23	+ 3
Aylesham	30	23	-7
Charing	18	23	+ 5
East Peckham	17.5	23	+ 5.5
Hadlow	16	23	+ 7
Hartley	28	23	-5
Hawkhurst	23	23	0
Headcorn	18	23	+5
Hive House	17	23	+6

	Open now	Planned new hours	Difference
Kemsing	32	23	-9
Kings Farm	36	23	-13
Lydd	27	23	-4
Marling Cross	18	23	+5
Minster in Thanet	33	23	-10
Otford	24	23	-1
Paddock Wood	40	23	-17
Pembury	40	23	-17
River View Park	40	23	-17
Rusthall	26	23	-3
Shepway	23	23	0
St Margarets	12	23	+11
Staplehurst	42	23	-19
Sturry	40	23	-17
Sutton at Hone	24	23	-1
Swalecliffe	40	23	-17
Swan Valley	20	23	+3
Temple Hill	40	23	-17
Teynham	15	23	+8
Tonbridge North	25	23	-2
West Kingsdown	19	23	+4
West Malling	40	23	-17
Wood Avenue	36	23	-13
Yalding	12.5	23	+10.5

Small Community libraries

Ash	8	15	+7
Bockhanger	13	15	+2
Boughton	10	15	+5
Dashwood	19	15	-4
Hildenborough	23	15	-8
Longfield	22	15	-7
Newington	40	15	-25
Queenborough	19	15	-4

	Open now	Planned new hours	Difference
Riverhead	25	15	-10
Seal	16.5	15	-1.5
Sherwood	28	15	-13
Showfields	28	15	-13
Stanhope	23	15	-8
Vigo	8	15	+7

* have an extra 6 hours to open on a Sunday.

There are no changes currently planned for Tunbridge Wells, Southborough and Sandgate libraries.

We will ask people what times they want libraries to be open to suit their needs.

5. We want to help people feel happier and healthier

LRA services make people's lives better in lots of ways. We can help people to make friends and learn new skills. We can give support and advice. We will even bring our services to you, if you are very old or unwell.

We want everyone to be able to use our services.

How will we do it?

At the moment, we do all these things...

- Libraries and buildings you can visit across Kent
- Websites you can visit 24-hours a day
- Home delivery for people who cannot get to a library
- Audio books for people who are blind or almost blind
- iPads available to borrow, with help to use them
- Delivery for care homes and day centres

But we want to do them even better.



We would like to buy new mobile library vehicles that are more reliable and cost less to run.

We also want to make sure people know about these services so they can use them if they need to.



We want children and young people to love reading. So we let schools borrow lots of books at once. We also invite whole classes to visit our libraries together.

What happens next?

We want to make LRA services better for you, and better value for KCC.

We promise to keep looking carefully at LRA services so it is always giving you the things you need.

We will also check everything we do is working so money is not wasted.

Remember, this is not the final version of our LRA plan. Tell us what you think by filling in the questionnaire form which starts on the next page.

Libraries, Registration and Archives Draft Strategy 2019-2022 **Questionnaire**



Questions



Please use this form to tell us what you think.

When you have finished, put the form in an envelope and send it to:



Freepost LRA STRATEGY CONSULTATION

You must write the address exactly like this, including the capital letters. You won't need a stamp.



We need to receive it by Tuesday 29 January 2019.

If you need any help visit your local library and speak to a member of staff.



We are also holding events where you can speak to members of the team about our plans.

You can find details of these events on our website **kent.gov.uk/lrastrategy** or at your local library.



Privacy KCC will keep your personal information to help us give you the services you need. But there are laws about how we use your personal information, and we will always do as they say. You can read more about them on **kent.gov.uk/lrastrategy**

Questions



SECTION 1 – ABOUT YOU

1. Please tick a box if you are filling in this form

- For yourself
- As a Carer, relative or friend of someone who uses LRA services
- As a member of KCC staff
- As a KCC Member or Councillor
- For an educational establishment such as a school or college
- For a Parish/Town/Borough/District Council
- For a business
- For a charity, voluntary or community organisation
- For a local community group

Other (please tell us)



1(a) If you are filling in the form for an organisation please tell us its name.



Questions



2. What are the first five letters or numbers of your postcode?

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We don't need your whole postcode. We will use what you tell us to help us understand how people feel in different parts of Kent. We won't use it to find out who you are.

3. How did you find out about our plans for LRA services?

Tick as many boxes as you want.



In a newspaper



In an email



From a friend or relative



On social media (Facebook or Twitter)



At a Library, Register Office, Archive or Gateway



On a poster



On KCC's website

Other (please tell us)



Questions



4. Which of these LRA services in Kent have you used in the last twelve months?

Tick as many boxes as you want.

- A library
- A library online service (such as eBooks, eMagazines)
- The archive search room at the Kent History and Library Centre in Maidstone
- The archive service online (such as asking for a picture or file)
- Held or went to a wedding or citizenship ceremony at a Register Office
- Been married by a KCC registrar or celebrant at a venue of your choice in Kent
- Registered a birth or death
- None
- I don't know

Other (please tell us)



4 (a). If you have visited a Kent library in the past twelve months, which one did you visit?

You can list more than one library.



Questions



SECTION 2 – OUR PLAN

5. Was the LRA plan easy to understand?


Tick one box only.

Yes

No

Don't know

5(a). Please tell us why in this box.



6. What do you think about our plans for LRA services?

Tick one box only.



Very good

Good



Okay

Bad



Very bad


Do not know

Questions



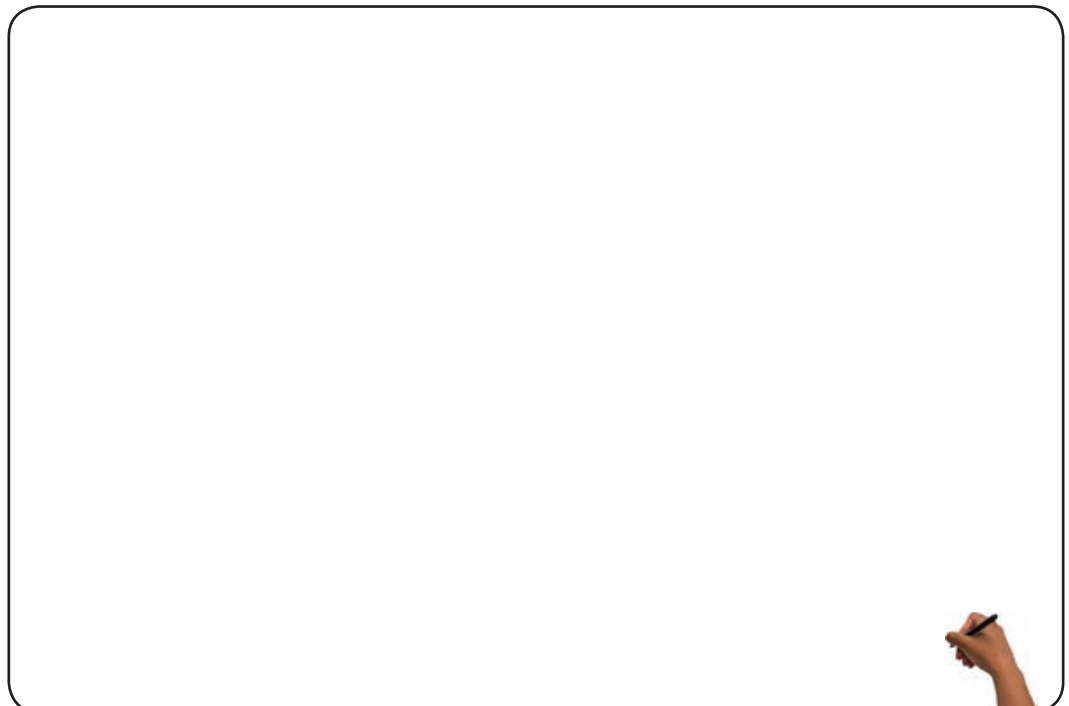
6 (a). Do you have anything you would like to say about our plan?

Please tell us in this box.



7. Do you have any other ideas you think we should think about?

Please tell us in this box.



Questions



8. What do you think about our plan to put all the libraries in Kent into groups, with each group having same number of opening hours? You can read about these groups on page 13.

Tick one box only.



Very good



Okay

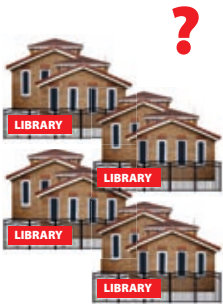


Very bad idea

Good idea

Bad idea

Do not know



9. Do you think we grouped the libraries in the right way? You can read about how we grouped the libraries on page 13.

Tick one box only.

Yes

No

Don't know



9 (a). Do you think there are other ways we should have grouped the libraries?

Please tell us in this box.



Questions



10. Please tell us what else you think about how we grouped the libraries, including any other names you think we should have used.

Please tell us in this box.

A large, empty rounded rectangular box intended for handwritten responses. In the bottom right corner, there is a small illustration of a hand holding a black pen, ready to write.

11. We have completed a draft Equality Impact Assessment about this. This means we have looked carefully to see if anyone will be unfairly disadvantaged. You can view it at your local library or on the internet:

www.kent.gov.uk/lrastrategy

You can tell us what you think here:

A large, empty rounded rectangular box intended for handwritten responses. In the bottom right corner, there is a small illustration of a hand holding a black pen, ready to write.

Questions



12. Is there anything else you would like to say about our LRA plan?

Please tell us in this box.

A large, empty rounded rectangular box with a thin black border, intended for the user to write their response to the question. In the bottom right corner of this box, there is a small illustration of a hand holding a pen, ready to write.

Questions

SECTION 3 – MORE ABOUT YOU

These questions are about you



You do not have to fill them in if you do not want to.

We want to make sure everyone is treated fairly and equally, and that no one is left out.



That is why we are asking you these extra questions.

We will only use this information for this consultation and only use it to make our services better.



13. Are you?

Tick one box only.

- Male
- Female
- I prefer not to say

14. Is your gender the same now as when you were born?

Tick one box only.

- Yes
- No
- I prefer not to say

Questions



15. How old are you?

Age:



I prefer not to say



16. Do you have a religion or belief?

Tick one box only.

Yes

No

I prefer not to say



16 (a). If you answered yes to the question above, which religion or belief is it?

Tick one box only.

Christian

Buddhist

Hindu

Questions

- Jewish
- Muslim
- Sikh
- I prefer not to say

Other (please tell us what it is)



17. Do you have a disability? A disability is if you have a problem or an illness to do with your mind or body that makes it difficult to do everyday things.

Tick one box only.

- Yes
- No
- I prefer not to say

Questions



17 (a). If you answered yes to the question above, please tell us the disability or impairment you have.

You can tick more than one box.

- Learning disability
- Physical impairment
- Sensory impairment (hearing, sight or both)
- Long-standing illness or health condition
- Mental health condition
- I prefer not to say
- Other (please tell us what it is)



18. Are you a Carer? A Carer is anyone who cares unpaid for a friend or family member who, due to illness, disability, mental health problem or addiction, cannot cope without their support.

Tick one box only.

- Yes
- No
- I prefer not to say

Questions



19. How would you describe yourself?

Tick one box only.

- White English
- White Scottish
- White Welsh
- White Northern Irish
- White Irish
- White Gypsy/Roma
- White Irish traveller
- White other*
- Asian or Asian British Indian
- Asian or Asian British Pakistani
- Asian or Asian British Bangladeshi
- Asian or Asian British other*
- Mixed white & black Caribbean
- Mixed white & black African
- Mixed white & Asian

Questions

- Mixed other*
- Black or Black British Caribbean
- Black or Black British African
- Black or Black British other*
- Arab
- Chinese
- I prefer not to say

* Please tell us in this box.



20. Are you?
Tick one box only.

- Heterosexual/Straight
- Bi/Bisexual
- Gay woman/Lesbian
- Gay man
- Other
- I prefer not to say

Thank you for taking the time to give us your views.

How we use your information

The information you provide on this form is collected and dealt with in compliance with the General Data Protection Regulation.

We are relying on the lawful bases of the 'performance of a public task in the public interest' to process your personal data for a specific purpose of facilitating a consultation.

We also rely on 'processing is necessary for reasons of substantial public interest' as the lawful basis on which we collect and use your special category data for the purposes of equalities monitoring.

Kent County Council will share your details with services within the Council who are responsible for management of this consultation. Responses will be shared with a third-party supplier who has been contracted to independently analyse the consultation responses. Any information given will not be used to identify you.

Responses will be held securely stored for the period of 6 years.

Photographic images taken from the Photosymbols image library

