



Moray Council Budget 2024-25 - Libraries, Learning Centres & Heritage Services Engagement

Overview

Moray Council continues to explore options to achieve £15m of savings over the next two years through increased charges, reduction in services or changing how services are delivered in Moray.

This survey specifically relates to the Libraries, Learning Centres & Heritage service delivered by the Local Authority. The purpose of this survey is to gather information and views from the public on what they use our libraries for and how often, suggestions on how the service could be delivered differently and what impact a reduction in service would have on an individual/family.

Under the Equality Act 2010, the Moray Council has a duty to consider and address the impact of all its policies, procedures and practices.

To inform any decisions made regarding Council services, Integrated Impact Assessments have been completed. These assessments will consider what impact decisions made are likely to have in relation to inequalities. To more fully understand the impacts, some equality related questions are included throughout the survey which we would encourage you to complete.

The survey is open until until Friday 8 December 2023 @ 5pm and should take around 10-15 minutes to complete.



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About you

* Where in Moray do you live?

* What age group do you fit into?

* What is your sex?

* Are you an employee of Moray Council?



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How you currently use Library facilities - Physical visits

* Have you or any of your household physically visited any Moray libraries in the past 2 years?

☐ Yes

☐ No



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How you currently use Library facilities - Physical visits

* How many adults in your family visit library facilities?

* How many children in your family visit libraries?

In answering the following questions the term 'You' relates to you and your household

* Which libraries do you use? (Select one or more)

☐ Aberlour

☐ Dufftown

☐ Keith

☐ Buckie

☐ Elgin

☐ Lossiemouth

☐ Burghead

☐ Fochabers

☐ Tomintoul

☐ Cullen

☐ Forres

* Which Library do you use most often?

* How often do you visit a library?

☐ Daily

☐ Monthly

☐ More than once a week

☐ Every few months

☐ Once a week

☐ Less often

☐ More than once a month

* What do you use the library for? (Select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Borrow or look at books, magazines or newspapers | <input type="checkbox"/> Seek support to deal with a Council enquiry or national government scheme (such as bus passes) |
| <input type="checkbox"/> Use the computers, printer or Wi-Fi | <input type="checkbox"/> Access the NHS Near Me service |
| <input type="checkbox"/> Access our digital services (such as e-books, e-magazines) | <input type="checkbox"/> Access a support group/session (such as job club, help hub, adult & family learning session) |
| <input type="checkbox"/> Undertake an ICT course | <input type="checkbox"/> Attend a community group (e.g. knitting club) |
| <input type="checkbox"/> Access our heritage service (family trees, search archive materials) | <input type="checkbox"/> Be somewhere warm |
| <input type="checkbox"/> Attend events/activities for myself (book club, reading group, author event) | <input type="checkbox"/> Use the facility as a meeting space/delivery of a service |
| <input type="checkbox"/> Attend events/activities as a family/childrens event (lego club, digital learning session, story time session) | |
| <input type="checkbox"/> Other (please specify) | |

* What days do you most frequently visit libraries?

- ☐ Weekdays
- ☐ Weekends

* At what time do you most frequently visit libraries?

- ☐ Morning
- ☐ Afternoon
- ☐ Evening

* How long does it take you to travel to the library you use most often?

* Over time the library services have helped me....

☐ Learn new skills

☐ Apply for jobs

☐ Support my child

☐ Improve computer skills

☐ Access benefits

☐ Develop new interests, access
information

☐ Help me do things online

☐ None of these these options

☐ Improve reading skills

☐ Other (please specify)

* If you've experienced any barriers in accessing Libraries what are they? (Select all that apply)

☐ Opening times

☐ Accessibility into facility

☐ Transport

☐ I've not experienced any difficulties

☐ Other (please specify)



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Changing and Transforming library services

In this section, we seek to more fully understand feedback previously gathered. From the findings of the survey carried out in October 2023:

- 55% of people told us that were willing to see a reduction in libraries provision.
- 36% of people told us they were willing to see a moderate to significant reduction in Libraries provision.

In answering the following questions the term 'You' relates to you and your household

* If the library you visit most often were to close for a day or more, which day/s would you choose to close?

☐ Monday

☐ Thursday

☐ Tuesday

☐ Friday

☐ Wednesday

☐ Saturday

* Using the sliding scale, please indicate the impact a closure for one of more days would have for you and your family?

Limited impact Moderate impact Severe impact

☐

* If the library you visit most often were to close would you use an alternative library?

☐ Yes

☐ No



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Changing and Transforming services

In answering the following question the term 'You' relates to you and your household

* How long would you be prepared to travel to an alternative library?



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Non-user of library facilities

In answering the following question the term 'You' relates to you and your household

* Are there any reasons why you don't visit libraries? (Select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> No requirement to use a library | <input type="checkbox"/> Library opening times not convenient |
| <input type="checkbox"/> No library in my locality | <input type="checkbox"/> Lack of time |
| <input type="checkbox"/> No transport | |
| <input type="checkbox"/> Other (please specify) | |



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How you currently use Library facilities - Digital use

* Are you, or any of your household aware of the 'Digital Service' (such as e-books, e-magazines) provided by Moray libraries?

☐ Yes

☐ No



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How you currently use Library facilities - Digital

* Have you or any of your household used the Moray libraries 'Digital Service' in the past 2 years?

☐ Yes

☐ No



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How you currently use Library facilities - Digital

* How often do you, or your household use the 'Digital Service'?

- | | |
|--|--|
| <input type="radio"/> Daily | <input type="radio"/> Monthly |
| <input type="radio"/> More than once a week | <input type="radio"/> Every few months |
| <input type="radio"/> Once a week | <input type="radio"/> Less often |
| <input type="radio"/> More than once a month | |



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How changes may impact on you or your household

Our information so far tells us that the changes may affect some service users because of their **disability, caring responsibilities, old age, pregnancy and childcare** and **low income**. If any of these apply to you, please describe below how the change may affect you and/or your household.



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Future use of all library services

Thinking about the services libraries currently provide, what do you think about the services in the list below, should they **continue**, **be delivered differently** or are **no longer required**.

* Please make one choice for each row

	Continue delivery	Delivered differently	No longer required
Borrow or look at books, magazines or newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use the computers, printer or Wi-Fi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access our digital services (such as e-books, e-magazines)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undertake an ICT course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access our heritage service (family trees, search archive materials)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend events/activities for myself (book club, reading group, author event)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend events/activities as a family/childrens event (lego club, digital learning session, story time session)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Seek support to deal with a Council enquiry or national government scheme (such as bus passes)

☐☐☐

Access the NHS Near Me service

☐☐☐

Access a support group/session (such as job club, help hub, adult & family learning session)

☐☐☐

Attend a community group (ie knitting club)

☐☐☐

Be somewhere warm

☐☐☐

Use the facility as a meeting space/delivery of a service

☐☐☐

If you have selected the 'Different delivery' option for any of your answers above, please share your alternative suggestion.

Are there any services not currently provided by Moray libraries that you'd like to see? (Please provide a brief description)

What do you think is the most important role the library service plays in Moray and how do you see that continuing in the future given the financial challenges facing the council?

A large, empty rectangular box with a thin black border, intended for a written response. It occupies the upper half of the page below the question. There is a small, faint mark in the bottom right corner of the box.



Moray Council Budget 2024-25 - Libraries, Learning Centres & Heritage Services Engagement Equalities

Under the Equality Act 2010, it is unlawful to discriminate against someone because of a 'protected characteristics' when you are for example:

- at work
- when providing a public service
- when delivering goods or commercial services

These protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Moray Council have a duty to consider how its decisions affect people who are vulnerable because of these protected characteristics or because of socio-economic factors. The following **voluntary** questions will help the council to understand how these make it more or less difficult to access the library services. If you think that this does not apply to you, or you do not wish to give these details, you can skip the questions.

* Would you like to answer the set of questions?

☐ Yes

☐ No



Moray Council Budget 2024-25 - Libraries, Learning Centres & Heritage Services Engagement Equalities

Do you have any of the following, which have lasted, or are expected to last, at least 12 months? (Select all that apply)

- | | | |
|---|--|--|
| <input type="checkbox"/> Deafness or partial hearing loss | <input type="checkbox"/> Learning difficulty | <input type="checkbox"/> Long-term illness, disease or condition |
| <input type="checkbox"/> Blindness or partial sight loss | <input type="checkbox"/> Development disorder | <input type="checkbox"/> No Condition |
| <input type="checkbox"/> Full or partial loss of voice or difficulty speaking | <input type="checkbox"/> Mental health condition | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Physical disability | | |
| <input type="checkbox"/> Learning disability | | |
| <input type="checkbox"/> Other (please provide a brief description of any other condition not listed) | | |

Do you look after, or give any help or support to family members, friends, neighbours or others because of either:

- long-term physical / mental ill-health / disability; or
- problems related to old age?

(Do not count anything you do as part of your paid employment)

- | | |
|--|--|
| <input type="radio"/> No | <input type="radio"/> Yes, 35 to 49 hours a week |
| <input type="radio"/> Yes, 1 to 19 hours a week | <input type="radio"/> Yes, 50 or more hours a week |
| <input type="radio"/> Yes, 20 to 34 hours a week | |

Which of the following best describes your sexual orientation?

- ☐ Straight / Heterosexual
- ☐ Gay or Lesbian
- ☐ Bisexual
- ☐ Other sexual orientation (please specify)

Do you consider yourself to be trans, or have a trans history?

Only answer only if you are aged 16 or over

Trans is a term used to describe people whose gender is not the same as the sex they were registered at birth

- ☐ No
- ☐ Yes, please describe your trans status (for example, non-binary, trans man, trans woman)

What is your ethnic group

- ☐ White
- ☐ African, Scottish African or British African
- ☐ Mixed or multiple ethnic groups
- ☐ Caribbean or Black
- ☐ Asian, Scottish Asian or British Asian
- ☐ Other ethnic group (Please specify)

What religion, religious denomination or body do you belong to?

- | | |
|---|--------------------------------|
| <input type="radio"/> None | <input type="radio"/> Hindu |
| <input type="radio"/> Church of Scotland | <input type="radio"/> Buddhist |
| <input type="radio"/> Roman Catholic | <input type="radio"/> Sikh |
| <input type="radio"/> Other Christian | <input type="radio"/> Jewish |
| <input type="radio"/> Muslim | <input type="radio"/> Pagan |
| <input type="radio"/> Other religion or body (Please specify) | |

Are you pregnant or on maternity leave?

- ☐ Yes
- ☐ No



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Thank you.....

.....for taking the time completing this survey. Your views are important to us and will help inform future decision making.