



Easy
Read



Bristol City Council's plan for libraries

What do you think?

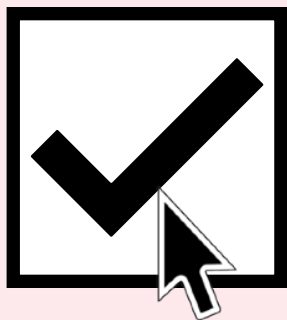


How to use this survey on a computer



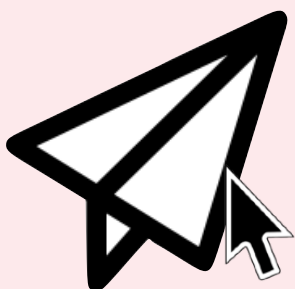
You can complete this survey on your computer.

First you will need to download it.



Then open the survey on your computer.

You will be able to click or write in the boxes.

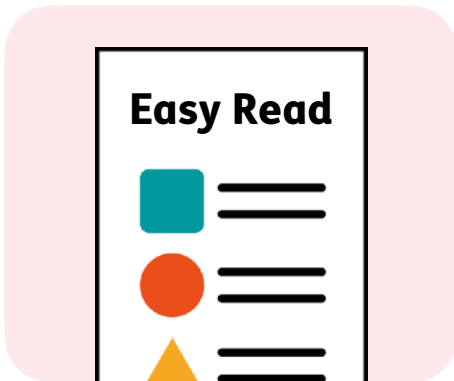


When you have finished the survey, save it to your computer.

Then email a copy to:

consultation@bristol.gov.uk

Easy Read

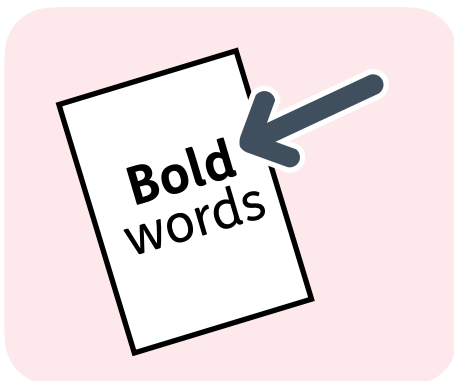


This is an Easy Read version of some information.

It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

What is in this booklet

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About this booklet



This booklet is a **survey** from Bristol City Council.



A **survey** is a set of questions for you to answer.



This survey will ask you what you think about the future of libraries and library services in Bristol.



Please read this booklet and answer the questions to share what you think.

About our libraries



We are writing a plan for our libraries and library services for the next 5 years.



We want to know what people in Bristol think to help us write our plan.



This will help us make sure that libraries and library services are what people in Bristol want.



We are planning to spend £5 million on libraries each year - this is called our **budget**.

We want to understand:



- How people use libraries now.



- What you think would make people want to use libraries more.



Thank you for answering our questions.



No one will know who has answered the questions.

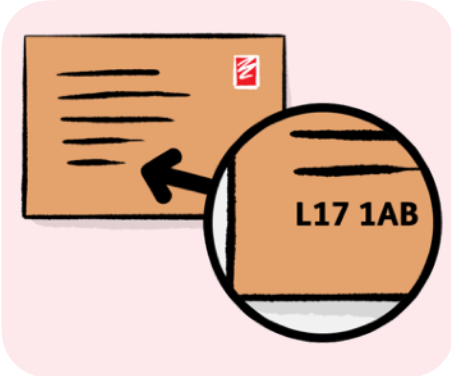
We want to:



- Understand if people in different parts of Bristol think differently.



- Make sure we have heard from people in all parts of Bristol.



Question 1: What is your postcode?

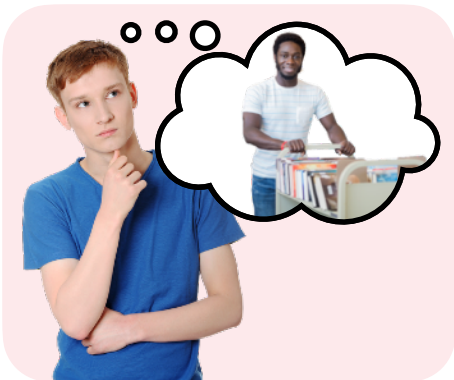
If you are answering for an organisation, please write their postcode.

Questions for you to answer

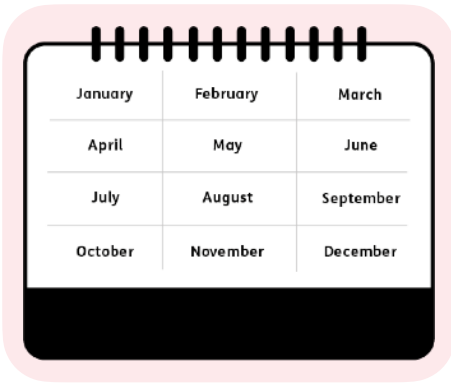


If there are any questions you do not want to answer, please leave them blank.

You and libraries



In this part of the survey, we want to understand what you think about libraries in Bristol.



Question 2: How often do you visit a Bristol City Council library?

Please tick 1 box.

Often - more than once a week

Regularly - once a week to once a month

Occasionally - every few months or once a year

Rarely - I have not visited for more than a year

Please go to question 7 on page 25

Never - I never visit -

Please go to question 7 on page 25



Question 3: Which Bristol City Council library do you visit most?

Please tick 1 box.

- Avonmouth
- Bedminster
- Bishopston
- Bishopsworth
- Central
- Clifton
- Filwood
- Fishponds
- Hartcliffe

There are more answers on the next page.

- Henbury
- Henleaze
- Hillfields
- Horfield
- Junction 3
- Knowle
- Lockleaze
- Marksbury Road
- Redland
- Sea Mills
- Shirehampton
- Southmead

There are more answers on the next page.

- St George
- St Pauls
- Stockwood
- Westbury
- Whitchurch
- Wick Road



Question 4: Which other Bristol libraries do you visit?

You can tick more than 1 box.

- Avonmouth
- Bedminster
- Bishopston
- Bishopsworth
- Central
- Clifton
- Filwood
- Fishponds
- Hartcliffe

There are more answers on the next page.

- Henbury
- Henleaze
- Hillfields
- Horfield
- Junction 3
- Knowle
- Lockleaze
- Marksbury Road
- Redland
- Sea Mills
- Shirehampton
- Southmead

There are more answers on the next page.

- St George
- St Pauls
- Stockwood
- Westbury
- Whitchurch
- Wick Road



We want to know how important different library services are to you.



Question 5a: How important are books, magazines, and other things to read?

Very important

Important

Neither

Not very important

Not important at all



Question 5b: How important are events and **cultural activities**?

Cultural activities are activities from different countries or groups of people.

Very important

Important

Neither

Not very important

Not important at all



Question 5c: How important is space to work or study?

Very important

Important

Neither

Not very important

Not important at all



Question 5d: How important is information and advice?

Very important

Important

Neither

Not very important

Not important at all



Question 5e: How important are activities for families?

Very important

Important

Neither

Not very important

Not important at all



Question 5f: How important is space for local groups?

Very important

Important

Neither

Not very important

Not important at all



Question 5g: How important are health and **wellbeing** services?

Wellbeing means feeling happy and healthy in your body and mind.

Very important

Important

Neither

Not very important

Not important at all



Question 5h: How important is support and information for businesses?

Very important

Important

Neither

Not very important

Not important at all



Question 5i: How important are computers, WiFi and online information?

Very important

Important

Neither

Not very important

Not important at all



Question 5j: How important is finding a warm place when the weather is very cold, or a cold place when the weather is very hot?

Very important

Important

Neither

Not very important

Not important at all



Question 5k: How important is having books delivered to your home?

Very important

Important

Neither

Not very important

Not important at all



Question 5l: How important is another service you have used at the library?

Very important

Important

Neither

Not very important

Not important at all



Question 5m: Please write what the other service is in this box:



Question 6: What family activities are you most interested in?

If you are not interested in family activities, you do not need to answer this question.

- Children's books and materials
- Rhymetime and Storytime
- Lego or Duplo
- Summer Reading Challenge
- Computer Code Clubs
- Maker workshops
- Arts and craft activities
- Wearable tech and gaming

There are more answers on the next page.

Children's library space

Other school holiday activities

Children's author events

Creative writing

Theatre



Question 7: If you do not visit Bristol City Council libraries, please tick the boxes to say why not.

You can tick more than 1 box.

- Too far to travel
- Too expensive to travel
- I do not know where my nearest library is
- I do not know when they are open
- I don't know what services I can get there
- They do not have the books or other things I want to read
- The library is not open at times when I can visit

There are more answers on the next page.

I want to, but I have not had the time

I can get the services or information I want from somewhere else, like a local bookshop

I can access the services or information I want online or using technology instead, like from Google or on a **Kindle** - this is an electronic book reader

I use a university library

I use a school library

I have not had a good experience at my local library

Another reason - please write it in this box:

Online services



Question 8a: If you have used **eBooks** from the library, what did you think of them?

eBooks are electronic books. You use an app or a special tablet to read them.

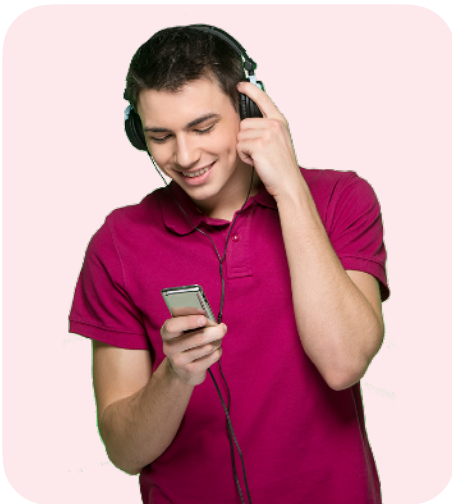
Very good

Good

Neither
good
nor bad

Bad

Very bad



Question 8b: If you have used **eAudiobooks** from the library, what did you think of them?

eAudiobooks are books you can listen to on your phone, tablet or computer.

Very good

Good

Neither
good
nor bad

Bad

Very bad



Question 8c: If you have used **digital newspapers** from the library, what did you think of them?

Digital newspapers are newspapers you read online.

Very good

Good

Neither
good
nor bad

Bad

Very bad



Question 8d: If you have used **digital magazines** from the library, what did you think of them?

Digital magazines are magazines you read online.

Very good

Good

Neither
good
nor bad

Bad

Very bad



Question 8e: If you have used family history information from the library, what did you think of this service?

Very good

Good

Neither
good
nor bad

Bad

Very bad



Question 8f: If you have looked up information at the library, what did you think of this service?

Very good

Good

Neither
good
nor bad

Bad

Very bad



Question 8g: If you have used the library to get information or support for a business, what did you think of this service?

Very good

Good

Neither
good
nor bad

Bad

Very bad



Question 8h: If you have used the **LibrariesWest app**, what did you think of it?

The **LibrariesWest app** lets you reserve and borrow books from 7 other library services.

Very good

Good

Neither
good
nor bad

Bad

Very bad



Question 9: What would make you want to use our online services more often?

- More eBooks
- More newspapers, magazines and other online publications
- More ways to read or find information
- More information about what is available
- Support to find what is available
- Something else - please write it in this box:



Question 10: If you have any other ideas for how to get more people to use library services, without us spending more money, please write them in this box:

A large, empty rectangular box with a red border, intended for writing answers to Question 10.

Using the library more often



In this part of the survey, we will ask what might make you want to use libraries in Bristol more often.



Question 11: What might make you want to use libraries in Bristol more often?

If they were in a different place

Different opening hours

There are more answers on the next page.

Extended Access, so I can use the library when I want with my library card, without staff there - this is only for people aged over 16

More information about library services and activities

More activities and events

More space to read, study and relax

It is fine as it is

Something else - please write it in this box:



Question 12: What time would you prefer to go to the library?

Please tick 1 box.

- Weekday mornings
- Weekday afternoons
- Weekday evenings
- Saturday mornings
- Saturday afternoons
- Sunday mornings
- Sunday afternoons



We have some ideas for how to make libraries better, without spending more than our budget.



The next questions are about how much you agree or disagree with our ideas.



Question 13a: Do you agree or disagree that we should buy more books and other things to read?

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot



Question 13b: Do you agree or disagree that we should make libraries look better inside?

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot





Question 13c: Do you agree or disagree that libraries should be open longer?

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot



Question 13d: Do you agree or disagree that there should be more health and wellbeing services at libraries?

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot





Question 13e: Do you agree or disagree that libraries should share buildings with other services in the local area?

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot



Question 13f: Do you agree or disagree that people should be able to use their library card to get in to libraries whenever they want, even if there are no staff there?

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot





Question 13g: Do you agree or disagree that there should be more events and activities at libraries?

Agree a lot



Agree



Neither



Disagree



Disagree a lot



Question 13h: Do you agree or disagree that we should spend money on bigger libraries with more space for events and other activities?

Agree a lot



Agree



Neither



Disagree



Disagree a lot





Question 13i: Do you agree or disagree that you would like a library close to you, even if it is not open very much?

Agree a lot



Agree



Neither



Disagree



Disagree a lot



Question 13j: Do you agree or disagree that we should use more **volunteers** to support library staff and help keep libraries open longer?

Volunteers are people who give their time to help without getting paid for it.

Agree a lot



Agree



Neither



Disagree



Disagree a lot





Question 13k: Do you agree or disagree that we should not have as many libraries, but they should be open longer and have more activities?

Agree a lot



Agree



Neither



Disagree



Disagree a lot



Question 13l: Do you agree or disagree that we should move some libraries to better buildings in better places?

Agree a lot



Agree



Neither



Disagree



Disagree a lot



Extended Access



In some libraries, you can get in with your library card, even when there are no staff.

This is called **Extended Access**.



At the moment, St George, Stockwood and Westbury libraries have Extended Access.



We could give more libraries Extended Access to keep them open longer.



Question 14: Would Extended Access make you want to use our libraries more?

- I would use Extended Access regularly
- I would use Extended Access sometimes
- I have used Extended Access but did not like it
- I would never use the library without staff there
- I would try Extended Access, but have some questions or worries

Volunteering and libraries



Volunteering means giving your time to help without getting paid for it.



Question 15: Do you volunteer in your local area at the moment?

Yes

No



Question 16: Would you volunteer at your local library?

Yes

No

Maybe, but I would need to know a bit more about it first



Question 17: What activities do you think volunteers could do in libraries?

- Welcoming and guiding visitors
- Helping visitors use computers and get online
- Leading activities for children
- Leading activities for adults
- Leading community events
- Supporting library staff generally

There are more answers on the next page.

Keeping libraries open longer

Something else - please write it in the box below:

Questions about you



Please answer these questions about yourself.



This will help Bristol City Council to understand what people from different areas and backgrounds think.



You can skip any questions you do not want to answer.



Bristol City Council will keep your information safe and private.



Question 18: How old are you?

I do not want to say



Question 19: Are you disabled?

Yes

No



Question 20: What is your ethnic group?

Your **ethnic group** means your race, background, or the country you or your family come from.

Please tick 1 box.

Asian or Asian British

Black, Black British,
Caribbean or African

Gypsy, Roma or Traveller

White British

Other white background

I do not want to say

Other ethnic background -
please describe your ethnic
background:



Question 21: What is your religion?

No religion

Buddhist

Christian

Hindu

Jewish

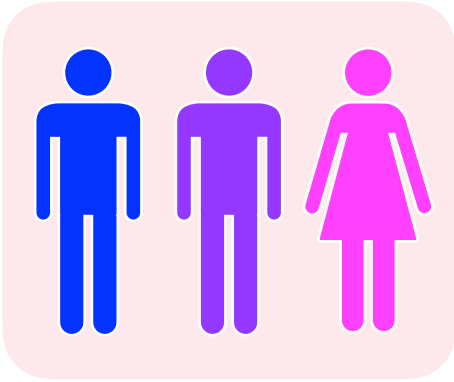
Muslim

Pagan

Sikh

I do not want to say

Other religion - please describe your religion:



Question 22: What is your sex?

Woman

Man

I do not want to say

Other - please describe
your sex:



Question 23: Is your **gender** different to the one you were given when you were born?

Gender is whether you are a man, a woman or use a different word to describe your gender.

Yes

No

I do not want to say

If you said 'yes', please say the word you use for your gender:



Question 24: Which of these answers best describes your **sexual orientation**?

Sexual orientation is who you are attracted to in a romantic way.

- I am bi or bisexual - I am attracted to both men and women
- I am gay or lesbian - I am attracted to people who are the same gender as me
- I am heterosexual or straight - I am attracted to people who are the opposite gender to me
- I do not want to say
- Other - please describe your sexual orientation:



Question 25: Are you pregnant or have you recently given birth?

Yes

No

I do not want to say



Question 26: Are you a carer?

Yes

No

I do not want to say



Question 27: Are you a refugee or asylum seeker?

A **refugee or asylum seeker** is someone who has left their own country and asks to live in a new country.

Yes

No

I do not want to say



Question 28: Do you think you will be affected by Bristol City Council's plan because of who you are, like your sex or ethnicity?

I would be affected in a very bad way

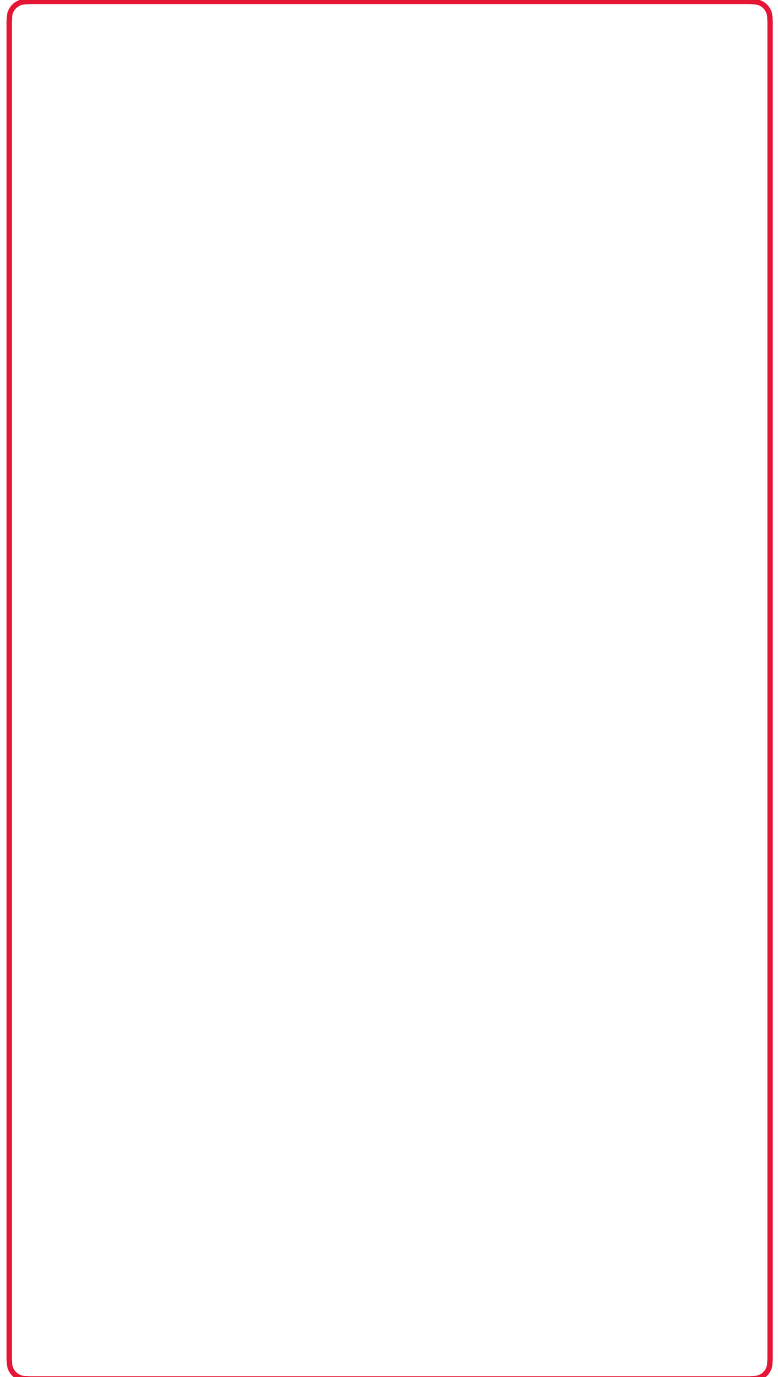
I would be affected in a bad way

I would not be affected

I would be affected in a good way

I would be affected in a very good way

Question 28a: If you think the changes would affect you because of who you are, please say how:



Make surveys better



Question 29: Do you agree or disagree that you have had enough information to answer the questions?

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot



Question 30: Do you agree or disagree that these questions have made it easy for you to say what you think?

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot





Question 31: Do you agree or disagree that this survey is **accessible**?

Accessible means it is easy to use and suitable for people with different needs.

Agree
a lot



Agree



Neither



Disagree



Disagree
a lot



If you have answered 'disagree' or 'disagree a lot' for any of these questions, please say why:

Thank you



Thank you for answering these questions.



Please see page 2 to find out how to send your answers to us.



What do you think about this Easy Read booklet?

Please fill in this survey to tell us what you think: www.easy-read-online.co.uk/easy-read-feedback-survey

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