Draft Public Engagement: Phase 1 Initial Engagement Questionnaire

Let's Talk Libraries

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Introduction

Library services in Bridgend are well used and well valued by people and communities, but as the world is changing, with more of us making use of digital technology, and more of us looking for local access to a range of services, there is an opportunity to review how libraries and other related services work together in Bridgend. We need to make sure we are operationally as efficient as possible and bring services together where we can. As part of this effort, the Council, in partnership with AWEN Trust and other partners, is focusing on developing a new library strategy with a community-centric, evidence-based approach.

We hope this strategy will centre around a vision of expanding community hubs. This has been successfully implemented in a number of Life Centres across Bridgend County including Bridgend, Pyle and the Ogmore and Garw Valleys where leisure and library services are collocated. By creating these hubs, the Council hopes to enhance accessibility and bring a wider range of services and partners to the community through libraries.

Our approach to developing a new library and community hub strategy will be community led, evidence based, and partnership focused. Strong engagement and consultation with our communities involving residents, partners, businesses, and stakeholders will inform the co-design of a new library strategy for Bridgend County Borough. We are developing this library strategy based on two phases of public consultation.

To shape this new library strategy, a two-phase consultation, "Let's Talk Libraries," is planned:

Phase One: Initial Engagement

The first phase will take place in Spring 2025 and invites open discussions with the community, partners, and stakeholders, aimed at understanding what library patrons value, what might attract new users, and exploring collaborative opportunities. Surveys and workshops will play a central role in reaching diverse voices, especially those from traditionally underrepresented groups. These efforts will provide insights into the barriers people face in accessing library services, guiding the co-creation of a draft library strategy.

Phase Two: Refinement and Prioritisation

In the Summer 2025 the draft strategy will be shared in phase two of the consultation, seeking further feedback from the public, businesses, and other stakeholders. Through workshops and embedded consultation questions within the strategy, the Council will gather insights to prioritise and refine the proposed action plans. This phase aims to collaboratively design actionable delivery plans with community input.

The final strategy, incorporating feedback from both phases, will be submitted for review by the Council's Cabinet in Autum 2025. This community-led process underscores Bridgend's commitment to building a sustainable library service that meets the evolving needs of its residents, all while balancing the realities of the Council's financial situation.

Initial Engagement Questionnaire: Exploring a Hub Model

Section 1: Library Usage

Are you a current user of Bridgend library services?

☐ Yes

☐ No, please go to **Section 3: Potential Changes and Impacts**

Which library location do you visit most frequently?

☐ Aberkenfig

☐ Betws

☐ Bridgend

☐ Garw

☐ Maesteg

☐ Ogmore

☐ Pencoed

☐ Porthcawl

☐ Pyle

☐ Sarn

☐ Digital

☐ Other (please specify):

Which day(s) and time(s) are most important to you for library usage?

(*Tick all that apply*)

Day	Morning	Lunchtime	Afternoon	Evening
Monday	☐	☐	☐	☐
Tuesday	☐	☐	☐	☐
Wednesday	☐	☐	☐	☐
Thursday	☐	☐	☐	☐
Friday	☐	☐	☐	☐
Saturday	☐	☐	☐	☐
Sunday	☐	☐	☐	☐

How often do you use the library?

☐ Daily

☐ Weekly

☐ Monthly

☐ Rarely

☐ Never

Section 2: Current Services and Community Hub Concept

Which of the following library services do you use? *(Tick all that apply)*

☐ Borrowing books/audiobooks
☐ Attending children's events or workshops
☐ Attending adult events or workshops

☐ Using public computers/Wi-Fi

☐ Accessing digital resources (eBooks/audiobooks)

☐ Study/workspace

☐ Warm space

☐ Community meetings and activities

☐ Assistance with council services (e.g., forms, benefits)

☐ Other (please specify):

[   ]

A community hub model would bring together library services with additional community support services (e.g., council services, social events, workshops). How appealing do you find this concept?

☐ Very appealing

☐ Somewhat appealing

☐ Neutral

☐ Not appealing

Section 3: Potential Changes and Impacts

If some smaller libraries were to close to create centralised community hub library locations, how would this affect your access to library services?

☐ Major impact

☐ Minor impact

☐ No impact

Would you support increased opening hours, including lunchtime and evening access, to accommodate a wider range of visitors?

☐ Yes

☐ No

☐ No opinion

What time(s) would be most convenient for you to visit a community hub library?

(*Tick all that apply*)

Day	Morning	Lunchtime	Afternoon	Evening
Monday	☐	☐	☐	☐
Tuesday	☐	☐	☐	☐
Wednesday	☐	☐	☐	☐
Thursday	☐	☐	☐	☐
Friday	☐	☐	☐	☐
Saturday	☐	☐	☐	☐
Sunday	☐	☐	☐	☐

Section 4: Books on Wheels and Outreach Services

Do you or a household member use the Books on Wheels service?

☐ Yes

☐ No; please go to **Section 5: Additional feedback**

How would you feel about expanding the books on wheels outreach services to maintain access in communities without a nearby community hub?

☐ Supportive

☐ Neutral

☐ Opposed

Section 5: Additional Feedback

What features or services should a community hub include to best serve the community?

(*Tick all that apply*)

☐ Community meeting spaces

☐ Cafés or refreshment areas

☐ Study and quiet zones

☐ Technology and digital learning hubs

☐ Arts and cultural exhibitions

☐ Children's play and learning areas

☐ Fitness and wellbeing classes

☐ Workshops and training facilities

☐ Book lending and reservations

☐ Digital resources (eBooks, audiobooks, databases)

☐ Local history and genealogy resources

☐ Public access computers and Wi-Fi

☐ Printing, scanning, and photocopying

☐ Help with form-filling (e.g., housing, benefits)

☐ Information on local services and resources

☐ Support for digital access to council services

☐ Community advice and referral services

☐ Health Checks/Screening (e.g. blood pressure check, footcare, women's health)

How would you feel if there were charges for non-library service activities within libraries or hubs (e.g. activities such as sewing, bounce and rhyme or educational talks) to support the sustainability of the service?

☐ Supportive

☐ Neutral

☐ Opposed

What concerns or suggestions do you have regarding the proposed changes to library services?

 (*Tick all that apply*)

☐ Accessibility for those with limited mobility

☐ Availability of parking and public transport

☐ Suitability for different age groups

☐ Inclusion of Welsh language services

☐ Support for digital inclusion

☐ Retention of essential library resources (books, research materials)

☐ Maintaining community events and programs

Do you use or intend to use any of these community buildings/Community Hubs?

(*Tick all that apply*)

☐ Awel-y-mor

☐ Betws Life Centre

☐ Blaengarw Workmen's Hall

☐ Bryngarw House (including Y Nyth)

☐ Grand Pavillion

- ☐ Maesteg Town Hall

- ☐ Richard price centre

- ☐ Bridgend life centre

- ☐ Garw Valley life centre

- ☐ Ogmore Valley life centre

- ☐ Pyle life centre

- ☐ Other (please specify):

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For what purpose do you visit these building?

- ☐ Cafés or refreshment areas

- ☐ Arts and cultural events (e.g. theatre/movie nights)

- ☐ Children's play groups or events

- ☐ Fitness and wellbeing classes

- ☐ Creative workshops or classes

- ☐ Accessing the outdoor space (e.g. park area)

- ☐ Workshops and training events

- ☐ Parties or social events (e.g. music events or dinners)

- ☐ Other (please specify):

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Which area of Bridgend do you live in?

☐ Bridgend town

☐ Maesteg

☐ Porthcawl

☐ Pencoed

☐ Pyle

☐ Ogmore Valley

☐ Garw Valley

☐ Llynfi Valley

☐ Other (please specify):

Equalities Monitoring

Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people because they may have characteristics. This question is optional.

How would these proposals affect you because of your:

Gender, Age, Ethnicity, Disability, Sexuality, Religion / belief, Gender identity, Relationship status, Pregnancy, Preferred language?

We would like to know your views on the effects that the proposals would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.

What effects do you think there would be?
How could positive effects be increased, or negative effects be mitigated?

Please also explain how you believe the proposals could be formulated or changed so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language, and on treating the Welsh language no less favourably than the English language and ensure there are no adverse effects on opportunities for people to use the Welsh language.

To help us ensure that we are providing services fairly to everyone who needs them, we would be grateful if you could answer a few more questions about yourself.
The information you supply will be kept confidentially and will only be used for the purposes of equalities monitoring.
Completion of these questions is not required as part of the questionnaire. You do not have to answer any of the questions if you do not wish to do so.
Alternatively, you can choose to answer some and not others by selecting the 'prefer not to say' options

Are you happy to answer a few more questions about yourself? *(Tick one option)*
- ☐ Yes
- ☐ No

Do you consider yourself as disabled? *(Tick one option)*
- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Please select your age category: *(Tick one option)*

☐ Under 18	☐ 35 – 44	☐ 65 - 74
☐ 18 – 24	☐ 45 – 54	☐ 75 +
☐ 25 – 34	☐ 55 – 64	☐ Prefer not to say

How would you describe your nationality? *(Tick one option)*

☐ Welsh	☐ Scottish	☐ English
☐ Northern Irish	☐ Prefer not to say	
☐ Other (please specify):		

What is your ethnic group? *(Tick one option)*

☐ White	☐ Asian/ Asian British
☐ Black/African Caribbean/Black British	☐ Prefer not to say
☐ Mixed/Multiple ethnic groups	
☐ Other (please specify):	

What is your religion or belief? *(Tick one option)*

☐ No religion ☐ Hindu ☐ Jewish

☐ Christian ☐ Muslim ☐ Prefer not to say

☐ Buddhist ☐ Sikh

☐ Other (please specify):

How do you describe your gender? *(Tick one option)*

☐ Male

☐ Female

☐ Prefer not to say

☐ In another way (please specify):

Are you pregnant? *(Tick one option)*

☐ Yes

☐ No

☐ Prefer not to say

Have you given birth in past 26 weeks? *(Tick one option)*

☐ Yes

☐ No

☐ Prefer not to say

What is your sexual orientation? *(Tick one option)*

☐ Heterosexual/Straight ☐ Gay man ☐ Bisexual

☐ Gay woman/Lesbian ☐ Prefer not to say

☐ Other (please specify):

What is your marital status? *(Tick one option)*

☐ Single ☐ Divorced

☐ Partnered ☐ Widowed

☐ Married/Civil Partnered ☐ Prefer not to say

Are you able to? *(Tick all that apply)*

	Not at all	**A little**	**Fairly well**	**Fluently**	**Prefer not to say**
Speak Welsh	☐	☐	☐	☐	☐
Read Welsh	☐	☐	☐	☐	☐
Write Welsh	☐	☐	☐	☐	☐