

Shaping the future of library services

'You said we did' report following the public consultation in 2023-24

1. Introduction

A 13-week public consultation took place between October 2023 and 26 January 2024 to help inform the future direction of library services in Suffolk before services are recommissioned for 6 plus 6 years. The results were presented to Suffolk County Council's Cabinet on 26 March 2024 alongside a [full report](#) on the methodology used for the consultation and analysis of who responded, and all the information received throughout the consultation process, including the pre-engagement phase, online questionnaire, focus groups, and written feedback.

This 'You said, we did' report summarises how the findings of the consultation are now reflected in the specification for the library procurement. It looks at every question asked in the online consultation and feedback from groups and sets out how the County Council expects the library service provider should take it into account. All the consultation information will be made available to providers to help support their decision making going forwards. Following discussions with the successful bidder an update on what will be delivered, will be published.

2. Services in Libraries

The following table considers the responses given to questions in Part 1 Services in Library Buildings in the public consultation questionnaire. The response to the first question, **How important do you think these aspects of the library service are?** was highly positive for all of the services currently offered so the "We did" section sets out how the specification for future service will ensure that these continue, reflecting local community needs. Where a particular age or protected characteristic group had significantly higher levels of need, this is noted and the expectation is that these needs will be addressed where identified at the local level.

Topic	You said	We did
How important do you think these aspects of the library service are?		
Most important aspect of library services	Over 95% responded free access to printed books & reference books were <i>very important/important</i> .	Borrowing of printed books without charge is a statutory requirement and the provider will be required to provide a wide range of book stock.
Least important aspect	68% responded access to financial support (e.g. Bank Pop-ups) were <i>very important/important</i> . This did not increase for those with rural postcodes or mobile library users.	The provider will be required to consider community needs as set out in the Shaping Libraries Needs Assessment.
Quality standard of information given by staff	95% responded <i>very important/important</i>	The provider will be expected to be and uphold the high standards of library services, ensuring staff are trained to deliver an effective library service, and provide accurate information.
Opportunities for learning (reading & literacy)	91% responded <i>very important/important</i>	Helping everyone to achieve their full potential is a required outcome for the library service which is included in the

		Library Service Specification . It is a requirement that library services will meet the needs of the community as set out in the Shaping Library Services Needs Assessment .
Free internet, Wi – Fi and IT equipment in a library building	90% responded <i>very important/important</i>	The provider will be required to provide free Wi Fi access and access to public computers and internet from libraries as per the Public Libraries and Museums Act 1964.
Activities for older people	89% responded <i>very important/important</i>	Healthier and happier lives, Culture and Creative Enrichment are both cited as outcomes required to be met within the Library Service Specification. Activities will be required to meet local community needs by using information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
Activities for toddlers and parents	89% responded <i>very important/important</i> Aged 34 and under responded 92% <i>very important/important</i> (of which 70% <i>Very important</i>)	Three library service outcomes, Helping everyone to achieve their full potential; Healthier and happier lives and cultural and creative enrichment. Are included in the specification with the aim of ensuring there is a range of activities for toddlers and parents.
Homework clubs and activities for children	89% responded <i>very important/important</i>	Helping everyone to achieve their full potential and Increased reading and literacy are required outcomes for the library service which are set out in the Library Services Specification.
Help with developing digital skills	85% responded <i>very important/important</i>	Improving digital access and literacy is a required outcome for the library service and set out in the Library Service Specification.
Response to specific local needs	85% responded <i>very important/important</i>	Stronger and more resilient communities is a required outcome for the library service and set out in the Library Service Specification . Activities will be required to meet local community needs by using information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
Activities that encourage wellness , mental health & physical activity	84% responded <i>very important/important</i>	Healthier and happier lives, Culture and Creative Enrichment are both cited as outcomes required to be met within the Library Service Specification.

		Activities will be required to meet local community needs by using information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
Printing and copying	83% responded <i>very important/important</i> , rising to nearly 90% for Age 34 and under.	The provider will be required to provide technology that helps support the developing needs of communities.
Free access to digital books, magazines and newspapers	82% responded <i>very important/important</i>	The provider will be required to provide digital books and to proactively seek opportunities to income generate to support the delivery and innovation of the service and any income will be reinvested back into the Suffolk library service. ⁱ
Culture and arts activities	82% responded <i>very important/important</i>	Cultural and creative enrichment is a required outcome for the library service, and is set out in the Library Service Specification. Activities will be required to meet local community needs by using information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
Activities that address wider social needs including job seeking, food banks	78% responded <i>very important/important</i> 89% for those aged under 34	Greater prosperity is a required outcome for the library service, and set out in the Library Service Specification . Activities will be required to meet local community needs by using information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
Other points raised in the free text	97 respondents valued the safe/neutral meeting place and provision of warm space	Healthier and happier lives and stronger and more resilient communities are required outcomes for the library service and set out in the Library Service Specification .
	72 respondents mentioned access to local/community information	
Which of the following areas are important for the library service to develop?		
Most Important to develop	Communications stands out with 90% responding <i>very important/important</i> . This included activities taking place in libraries, existence for the Home Library service and timings of the mobile library services.	The Library Specification requires various initiatives to be undertaken to effectively communicate the library's offer.

Least important	More services to workers and business was regarded as <i>important/very important</i> by 49% of all respondents. Few businesses responded and one organisation representing businesses suggested libraries should not try to do too much and should focus on community needs/community embedment.	Greater prosperity is a required outcome for the library service and set out in the Library Service Specification . Activities will be required to meet local community needs by using information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
More focus on evidenced local community needs	83% responded <i>very important/important</i>	Stronger and more resilient communities is a required outcome for the library service and set out in the Library Service Specification . Activities will be required to meet local community needs by using information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
Make more use of library buildings for activities	82% responded <i>very important/important</i> 25 Free text comments suggested share buildings with community groups/ charities (including credit unions)	The Library Specification requires consideration to be given to opportunities to make more use of library buildings in pursuing all the library service outcomes. Uses considered will be required to meet local community needs by using information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
Digital skills and using technology	80% responded <i>very important/important</i> Age 34 and under 72% Age 55 to 64 85% Age 65 – 74 84%	Improve digital access and literacy for people and helping everyone to achieve their full potential are required outcomes for the library service and set out in the Library Service Specification .
More services to preschool nurseries, schools and colleges	77% responded <i>very important/important</i> Aged 34 and under 84% responded <i>very important/important</i>	The Library Service Specification includes a library service ambition to work in partnership with schools, to support lifelong learning and supplement formal education by offering diverse learning opportunities and resources accessible to all residents, contributing to starting well, being well in mid-life and ageing well initiatives.
Providing other public services in library buildings	73% responded <i>very important/important</i>	Stronger and more resilient communities is a required outcome for the library service and set out in the Library Service Specification. The Library Service

		Specification also requires opportunities to deliver other public sector services from library buildings that meet local needs to be considered, having regard to information contained with the Needs Assessment and Shaping Places Library Service consultation documents.
More services available online (e.g. e-books)	69% responded <i>very important/important</i>	Improve digital access and literacy for people is a required outcome for the library service and set out in the Library Service Specification . It is a requirement that library services will meet the needs of the community as set out in the Shaping Library Services Needs Assessment .
Increase the number of places you can return books in the county (Drop Box)	53% responded <i>very important/important</i> . 59% of Mobile users respondents responded <i>very important/important</i>	The provider will asked to consider the results of the public consultation and how to meet the needs of the community within the confines of available budgetary resources.
Other points raised in focus groups and free text	Highest number of comments was that all included in the question were important (67 respondents) and Disabled respondents consistently rated all aspects higher.	The provider will be required to consider how the library outcomes can be achieved to meet community needs, within the confines of available budgetary resources.
Other ideas	Need more quiet space, more evening /weekend events for those that work, support for those who first language is not English, digital library card	The provider will have access to all the ideas raised within the consultation and will consider how the library outcomes can be achieved to meet community needs within the budget available.
Why are people satisfied/not satisfied?		
Reasons why they are satisfied Over 90% were <i>very satisfied/ satisfied</i>	Appreciated the wide ranging and inclusive service	The library service outcomes will require this to continue.
	Borrowing/reserving books for free	Borrowing printed books for free is a statutory requirement . The provider is expected to pursue income generating opportunities to support and enhance service delivery.
Main reasons why not satisfied 2% were <i>very dissatisfied/dissatisfied</i>	Not enough books/range of books	The provider will be required to maintain a wide range of book stock including large print, spoken books, children's and adults across a range of genres and to meet local community needs taking into account the population of Suffolk and historical book usage.
	Not enough publicity	The provider will be required to employ inclusive and innovative marketing

		strategies to reach diverse customer demographics, emphasising outreach to children, youth, vulnerable populations, the elderly and groups protected by the Equalities Act. The provider will also be required to undertake various initiatives to effectively communicate the library's offer.
	Longer opening hours	The provider will be able to consider staffed and unstaffed opening hour models to meet local needs. The provider will be required to consult on any changes to opening hours, where possible and feasible extend hours and synchronise library opening hours across nearby libraries.
	More activities especially for those of working age.	Cultural and creative enrichment is a required library service outcome, providing opportunities to spark imagination, creativity and fun so services meet community needs and take equality into account.
Additional things raised		
Over 2,000 respondents made additional comments, many repeating points already raised. Examples are included here	<p>People with ADHD /mental health issues find it difficult to manage books and not incur finds.</p> <p>Wasted space in libraries.</p> <p>Lack of toilets and need for keys to use</p> <p>Charges for overdue books/interlibrary loans too high</p> <p>Access to libraries for minority group meetings or 1 to 1s with Council staff.</p> <p>App to show busy periods in libraries.</p> <p>More staff training to help deaf customers and provision of hearing loops.</p> <p>Range of books and magazines for gender queer.</p> <p>Academic audio books</p> <p>Recycle damaged books in craft sessions.</p> <p>Creche desks.</p> <p>Administer C-cards so young people can get contraceptives.</p>	The provider will review all the points raised in the public consultation and seek solutions to address the points raised alongside the information contained within the needs assessment, consider affordability and how development of them could contribute to the library service outcomes.

	<p>Stronger links with Archive service.</p> <p>Swap shop.</p> <p>More opportunities to loan things.</p> <p>Information on citizenship.</p> <p>Local councillors use libraries for surgeries.</p> <p>Link mobiles to other activities meeting in village.</p>	
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3. Part 2 Outreach service

The current library outreach service is in 3 parts:

Mobile library service comprising 3 mobile library vehicles running 53 routes on a 4 week schedule making a total of 544 stops.

Home library service delivered by volunteer to vulnerable residents that find it difficult to access a library building.

Community funded Pop-up libraries, only available at Rushmere, Red Lodge and Shotley, operating for 3 or 4 hours a week from a community building offering browsing, pick up of reserved books and regular sessions for pre-school and older people.

The public consultation questions sought to find out what services were important to provide in outreach services. It also tested out if people wanted more services, staying longer in communities and if environmental sustainability in terms of moving to smaller mobile vehicles would be acceptable. Questions were also asked about Pop-ups to see if people would like to move to this service model providing more activities and away from mobile libraries that focus on the exchange of books. Views were also sought on the Home library and if there were any ways it could be enhanced.

Information has been included where subgroups of respondents had statistically significant views from all that chose to respond to these questions (which included people that had never used any of the outreach services), if they could have implications for service delivery.

Topic	You said	We did
How important is it that the following services are offered by library outreach services?		
Most important	98% responded borrowing books and the reservation service were <i>very important/important</i>	Borrowing and reservation of books will continue to be the core activity for the library service and the provider will be required to maintain the mobile and home library services.
Least important	Help with digital equipment and Activities for children and older people 79% responded <i>very important/important</i> 85% of over 75s responded <i>very important/important</i>	Improve digital access and literacy for people is a library service outcome that will require the provider to consider how the service will enable individuals and communities to develop learning skills, especially for the older age

	to get help with digital equipment.	groups across static and outreach services.
Home Library	95% responded <i>very important/important</i>	The provider will be required to explore opportunities to expand and enhance the home library service.
Information & guidance, signposting to other services	88% responded <i>very important/important</i>	Helping everyone achieve their full potential is a library service outcome within the specification that will require the provider to consider the scope and delivery of information and guidance in outreach services.
Partnership with other services e.g schools , GPS, NHS, banks	81% responded <i>very important/important</i> 90% of aged 34 and under responded <i>very important/important</i>	The provider will be required to develop appropriate relationships and service pathways with other key stakeholders across the Suffolk system, in particular those involved in family hubs schools, health visitors and local charities.
What other services could be offered by library outreach?		
Most mentioned	Linking with community services/shops/banking and council services (64 respondents) Befriending/easing isolation (60 respondents) Welfare checks and signposting to other services (28 respondents) People with disabilities thought there should be more service for them in rural areas.	Stronger and more resilient communities is a required library service outcome which will be achieved by library staff understanding their community's needs and responding where practicable and affordable. Deliverables will be negotiated with the provider.
Length of mobile library stops		
Length of mobile library stops	33% respondents 16-30 minutes 33% 31 – 60 minutes 7% for under 15 or more than 2 hours Mobile library users preference was 48% 16-31 minutes and 27% 31-60	The provider will be required to incorporate Consultation feedback on mobile library vehicles and stop durations into their decision-making process regarding mobile library operations.
Preference for smaller library vehicles (e.g 3.5 tonnes) or larger e.g. 7.5 tonnes		
Vehicle size preference	49% said smaller; 35% larger. Mobile library users 51% larger and 35% smaller	The provider will be required to prioritise the procurement of environmentally sustainable mobile library vehicles,

		considering factors such as fuel efficiency, emissions reduction technologies and alternative energy sources to minimise the carbon footprint of the fleet. The Provider shall ensure that the new mobile library fleet is designed to be accessible and inclusive for service users of all abilities and take into account the views provided through the consultation
	15% of all and mobile users said “Other” suggesting a mix of large and small vehicles.	The provider will be required to consider the views of respondents to the libraries consultation to inform their decision making.
Preference for a community funded pop-up library or Pop-up instead of a mobile library		
Interest in a Pop-up library	Only 27% of respondents Strongly agreed/ agreed 41 % neither <i>agreed or disagreed</i> 34% <i>strongly disagreed/ disagreed</i> 50% of Mobile users and 51% of respondents aged over 75 <i>strongly disagreed/ disagreed</i> Pop-up users 59 (67%) respondents Strongly agreed/ agreed	The provider will not be required to provide Pop-ups libraires but may do so where appropriate, sourcing external funding to support this outreach initiative.
Support for a Pop-up provided by external (e.g. community) funding in addition to existing services	39% of respondents Strongly agreed/ agreed 39% neither agreed or disagreed 23% <i>strongly disagreed/ disagreed</i>	The provider will not be required to provide Pop-ups libraires but may do so if community funding is secured.
Support for a Pop-up to replace mobile stops (Pop-up not funded by the community)	17% of respondents Strongly agreed/ agreed 35 % neither agreed or disagreed 47% <i>strongly disagreed/ disagreed</i>	The mobile library service will be required as part of the outreach service, stopping for the period of time appropriate for the number of users that wish to borrow books. The provider will not be required to replace any mobile stops with Pop-up services. The provider will not be required to provide Pop-ups libraires but may do so if community funding is secured.

Preference for time of day Pop- ups should be made available		
Preference for time of day: Morning, evening, After school , weekends , no preference	62% had no preference 12% morning	The provider will determine the appropriate time of day if Pop-up libraries are provided.
How could the Home library service be enhanced?		
Most frequent suggestions	47% of respondents suggested more promotion of the service. 41 individual respondents suggested it needed more volunteers. Other suggestions included linking up with care homes, services to prevent isolation, other items to borrow and Home Library users might not want to talk about health.	The Home Library service will be part of the library service offer in Suffolk . The Home Library service will extend the reach of the library services to individuals unable to access traditional library facilities. The provider will explore opportunities to expand and enhance the Home library service including the recruitment and training of additional volunteers. The provider will engage in targeted outreach efforts to raise awareness of the home library service amongst eligible individuals and their caregivers, ensuring equitable access and participation across all demographics and geographical areas within the county.
Anything else you would like us to consider when reviewing outreach services?		
Main comments received	104 individual respondents asked to ensure mobile library service/pop-ups continue. 38 individual respondents wanted better publicity of dates and routes of mobiles and what they offered. 37 individual respondents suggested more could be done to ease rural isolation. 21 individual respondents suggested do more for care homes. Under 35s wanted longer opening hours. Other suggestions team up with universities to help improve language, critical thinking and research skills.	The provider will be required to employ inclusive and innovative marketing strategies to reach diverse customer demographics, emphasising outreach to children, youth, vulnerable populations, the elderly and groups protected by the Equalities Act. The provider will be required to undertake various initiatives to effectively communicate the library's offer. The provider will be required to consider the responses made in the public consultation. Deliverables will be negotiated with the provider.

Topic	You said	We did
What would encourage a non library user to use library buildings in the future?		
Most frequent response	Nothing (88 respondents). If a branch was more local or mobile library stopped closer to where they live (73 respondents)	The provider will be responsible for the provision of library services in Suffolk, which will include 45 library locations and the maintenance and development of outreach services including mobile routes. (Nearly 90% of households are currently within 10 minutes' drive of a library and only 18 parishes are over 5 miles from a static library.)
Other responses - adult	Specific book events, more information about what is available, transport	The provider will be required to consider community needs.
Other responses - children	Quality of books available, opening hours and transport.	The provider will be required to consider community needs.

Protected Characteristics

It was possible to analysis the results of the questionnaire by the protected characteristic groups below. Comments were also collected in focus groups so these have been combined below and details can be found in the [Equality Impact Assessment](#). There were no gender, religion or marriage specific service needs raised so these are omitted below. Suffolk's protected characteristic for rurality has been covered under mobile library questions above.

Topic	You said	We did
Comments from groups with protected characteristics		
Disabilities	Consistently thought it <i>very important</i> to develop all library services with the exception of more services to preschools, schools and colleges.8% higher response level (<i>very important/ important</i>)to increasing the number of places you can return books. Need technology to help people with visual disabilities e.g. photophobia. People with ADHD and mental health issues find it difficult to manage books so not to incur fines. Someone with dyslexia takes longer to read books. Not able to	The provider will be required to consider the responses made in the public consultation and suggest how issues raised could be addressed with available funding. The provider will be required to take the points into account when considering how it will meet the need of Suffolk residents and the Suffolk County Council's ambition of a universal community hub. Services delivered should meet the diverse community needs experienced in Suffolk and find ways to help close the inequality gap by improving access to services through initiatives focused on health literacy and digital inclusion and advocating for improved accessibility

	take dogs into libraries. People with autism need quiet areas so they can concentrate. App to show when library busy so autistic people can avoid busy periods. More staff training so appropriate service given to deaf people.	across our providers and system partners.
Age (Children separate below)	Aged under 34 11% higher than all respondents for providing other services in library buildings and for address wider social need. 55% of this age group strongly agree/ agree with Pop-ups funded by the community.	The provider will be required to consider the responses made in the public consultation and consider community needs and suggest how issues could be addressed within existing funding. The provider will be required to work in partnership with other organisations involved in the family hub network, such as schools, health visitors and local charities and consider how Library buildings could support a wider offer of services for the Public which meet the local community's needs.
	35-54 age group preferred longer mobile stops (6% higher than all data) for 1 -2 hours. Also more supportive of Pop-ups funded by the community. Libraries regarded as important as a space to work that is not at home. Also mentioned closer working with universities.	The provider will be required to consider the responses made in the public consultation and suggest how issues could be addressed within existing funding.
	55-64 age group were more supportive of smaller mobile library vehicles. Also comments on warm safe space, free access to audio books and activities in rooms so not disturb computer users.	The provider will be required to consider the responses made in the public consultation and suggest how issues could be addressed within existing funding.
	65- 74 age group 5% more support than all data for 31 – 60 minute stops and for providing other public services in library buildings. 4% more supportive of developing services providing digital skills . Also	The provider will be required to consider the responses made in the public consultation and suggest how issues could be addressed within existing funding.

	wanted more online services and book clubs.	
	75+ age group 6% less support for free access to digital books and access to internet and WI-Fi in libraries. 12% more supportive of 16 – 30 minute mobile library stops and for larger vehicles. 62% of this age group disagreed with Pop-ups replacing mobile stops. Comments were received requesting more local information and timetables and larger selection of big print books.	The provider will be required to consider the responses made in the public consultation and suggest how issues could be addressed within existing funding.
Gender reassignment	Few books for gender queer or diversity, issues of bullying and harassment experienced in libraries.	The provider will be required to consider the responses made in the public consultation and consider a diverse range of book issues as part of their online and paper book collection. Any issues of bullying and harassment being experiences in libraries should be dealt with a clear anti bullying policy, safeguarding policies and necessary equipment to act as deterrents.
Sexual orientation	Would like more opportunities for sense of community e.g. LGBT+ book club or neurodivergent book club. More books on identity and discrimination law. Issues of bullying and harassment as stand out from what they wear.	The provider will be required to consider the responses made in the public consultation and suggest how issues could be addressed within existing funding to meet community needs.
Race	Libraries in more diverse areas should develop services to multilingual users. Information on how to claim benefits, links to CAB and SEND groups, UK cultural life, British citizenship, more books on other cultures, explain library policies clearly.	The provider will be required to consider the responses made in the public consultation and suggest how ideas could be addressed within existing funding to meet community needs. The Provider will be required to promote cultural engagement and language accessibility, offering universal services that foster collaborative activities and groups, thereby changing cultural attitudes towards library engagement. By ensuring that library services are welcoming and accessible to all, the

		provider can facilitate positive experiences for families and individuals from diverse backgrounds, fostering a sense of belonging and community cohesion.
Pregnancy/maternity	Have noisy area for children. Communicate permission to make noise. Use damaged books for arts and craft. Join up with other services in library buildings and advertise each others activities.	The provider will be required to consider the responses made in the public consultation and suggest how ideas could be addressed to meet community needs and within existing funding. The provider will be required to work in partnership with other organisations involved in the local community from a range of sectors and should not be limited to family hubs, schools, health visitors and local charities. The Provider may consider how library buildings will be utilised by a range of services who are also responding to local need.
Socio- economic disadvantage	In Ipswich need for support groups for people with health issues like diabetes, cancer, issues with getting a library card if not got an address. In Lowestoft cost of fines, need for lessons on computing and digital fraud avoidance.	Healthier and happier lives is a required library service outcome that includes presenting libraries as welcoming spaces and effective signposting and information to reduce health, social and economic inequalities. The provider will be required to consider how it delivers against the Public Health ambition to close the inequality gap by improving access to services through initiatives focused on health literacy and digital inclusion and advocating for improved accessibility across our providers and system partners.

Children

A separate questionnaire was devised based on the adult version but simplified and shortened to encourage an online response from children of all ages. It is important to note that of the 557 responses from, children received to the online questionnaire 40% had not used a library in the last 12 months (compared to 13% of adults responding to the adult questionnaire). A focus group was also held in a Lowestoft High School.

Children generally tended to rate all aspects of the current library service lower than adults but they were still high levels, with over 70% rating services *very important/important* (with the exception of help to use a computer and digital books for free). Hence services will be provided as per the responses for adults, to meet community needs.

Topic	You said	We did
How important do you think these parts of the library service are?		
Most important	Opportunities for learning to read and write and	Increasing reading and literacy is a library service outcome that

	Borrowing books for free were <i>very important/important</i> to over 80% of child respondents.	requires the provider to offer diverse and inclusive reading resources and support programmes and experiences for children and adults. It is a requirements within the library documentation that links with schools and school aged children is a priority.
Least important	Help to use computer Digital books for free were <i>very important/important</i> to 62% of child respondents.	Improving digital access and literacy is a required outcome for the library service so services to meet community needs will be provided.
Activities to keep mind and body healthy	80% of child respondents rated this as <i>very important/important</i> Noted that children rated this nearly as highly as adults.	Healthier and happier lives is a required library service outcome that requires libraries to promote healthy living, provide self-management support and engagement opportunities for children and adults to reduce health, social and economic inequalities. The provider will be required to prioritise activities that promote good mental health within the library setting.
Regular activities for toddlers and parents	77% of child respondents rated this as <i>very important/important</i>	A key objective for the contract is to empower families and communities to support children's health and wellbeing, fostering environments where individuals can achieve their full potential, as outlined in Public Health and Communities ambitions.
Free internet, Wi-Fi and equipment in library building	75% of child respondents rated this as <i>very important/important</i>	The provider will be required to provide free Wi Fi access and access to public computers and internet from libraries.
Useful information given by staff	75% of child respondents rated this as <i>very important/important</i>	The provider will be expected to be and uphold the high standards of library services, ensuring staff are trained to be able to deliver an effective library service, and accurate information.
Regular activities for older people (e.g. craft)	75% of child respondents rated this as <i>very important/important</i>	Healthier and happier lives is a required library service outcome, to promote healthy

		living, provide self-management support and engagement opportunities. Cultural and creative enrichment is also a required outcome to create opportunities spark creativity, fun and enable access to high quality arts and cultural activities.
Homework clubs and activities for children	75% of child respondents rated this as <i>very important/important</i>	Helping everyone to achieve their full potential and Increased reading and literacy are required outcomes for the library service so services to meet community needs will be provided.
Arts and cultural activities	71% of child respondents rated this as <i>very important/important</i>	Cultural and creative enrichment is a required library service outcome, where library services and buildings provide opportunities to spark imagination, creativity and fun, enabling access to high quality arts and cultural activities. Activities will enable new creative skills and talent to flourish, celebrate diversity, promote inclusivity, and encourage understanding and tolerance of one another.

How important is it for the library service to do the following?		
Most important Response higher than that of adults	Offer more services to preschool, nurseries and schools 80% of child respondents rated this as <i>very important/important</i>	It is a library service ambition to work in partnership with schools, to support lifelong learning and supplement formal education by offering diverse learning opportunities and resources accessible to all residents, contributing to starting well, being well in mid-life and ageing well initiatives.
Least important	Show people how to use a tablet, computer or phone 65% of child respondents rated this as <i>very important/important</i>	Improve digital access and literacy for people and helping everyone to achieve their full potential are required service outcomes and the provider will prioritise initially that enhance accessibility and promote continuous education within the community.

Tell people more about the services they offer	76% of child respondents rated this as <i>very important/important</i>	The provider will be required to employ inclusive and innovative marketing strategies to reach diverse customer demographics, emphasising outreach to children, youth, vulnerable populations, the elderly and groups protected by the Equalities Act. The provider will be required to undertake various initiatives to effectively communicate the library's offer.
Make more use of library buildings for activities	76% of child respondents rated this as <i>very important/important</i>	The provider will consider the opportunities to make more use of library buildings in pursuing all the library service outcomes and as part of the responsibilities for the operational delivery costs and upkeep and maintenance of 45 library buildings across the county. Uses will vary according to identified community needs and opportunities arising.
Provide more services online (e.g. e-books)	71% of child respondents rated this as <i>very important/important</i>	Improve digital access and literacy for people is a library service outcome that will require the provider to consider how libraries develop to enable individuals and communities to develop learning skills to find answers and to inform life choices. The provider will be expected to maintain and develop technology that helps to support service delivery and improves service outcomes over the term of the contract.
If you don't live near a library building, how important is it that you can:		
Most important Continue home library service where books are brought directly to those that find it difficult to walk.	79% of child respondents rated this as <i>very important/important</i>	The Home Library service will be maintained to extend the reach of the library services to individuals unable to access traditional library facilities. The provider will explore opportunities to expand and enhance the Home library service including the recruitment and training of additional volunteers, the implementation of new service

		<p>delivery models and the introduction of specialised programmes to meet the diverse needs of homebound individuals. The provider will engage in targeted outreach efforts to raise awareness of the home library service amongst eligible individuals and their caregivers, ensuring equitable access and participation across all demographics and geographical areas within the county.</p> <p>Deliverables will be negotiated with the provider.</p>
<p>Least important Provide weekly pop up</p>	<p>65% of child respondents rated this as <i>very important/important</i></p>	<p>The provider will not be required to provide Pop-ups libraires but may do so if community funding is secured.</p>
<p>Provide activities for children after school, in holidays or at weekends</p>	<p>74% of child respondents rated this as <i>very important/important</i></p>	<p>Starting well and ageing well are both Public Health and Communities Directorate priorities. Starting well wants every child in Suffolk to have the best environment to thrive in. In delivering the Healthier and happier lives and Cultural and creative enrichment required library service outcomes, the needs of children and adult will be addressed.</p> <p>Deliverables will be negotiated with the provider.</p>
<p>Borrow books from the library</p>	<p>72% of child respondents rated this as <i>very important/important</i></p>	<p>Borrowing of printed books is a statutory requirement and the provider will be required to provide a wide range of book stock including large print, spoken books, children and adults books across a range of genres.</p> <p>The provider will be required to consider how outreach services could better reach children using mobiles, visits to schools and the home library service.</p> <p>Deliverables will be negotiated with the provider.</p>

Get help with digital equipment (tablet, online library services etc	65% of child respondents rated this as <i>very important/important</i>	Improve digital access and literacy for people and helping everyone to achieve their full potential are required service outcomes and the provider will prioritise initially those that enhance accessibility and promote continuous education within the community.
What other services do you think the library could provide for children not living near a library?		
Most frequent responses	Book delivery/pick up service 27 individual child responses; More mobile library visits/pop-ups/visits to schools (43); Digital books/online library (25); Build more libraries (17); More activities/clubs/games (12); More book fairs/ book shop/book swap (10)	The provider will have access to all the ideas raised and will consider how the library outcomes can be achieved to meet children's needs within the budget available.
Other ideas (less than 10 individual child responses)	More special events; more books; listen to reading; reading clubs; access to online/digital content like YouTube, Facebook); Transport to nearest library; Donate books to them; longer loan periods; Free phones/ipads.	The provider will have access to all the ideas raised and will consider how the library outcomes can be achieved to meet children's needs within the budget available.
What else would you like to tell us about library services?		
Most frequent response	Praise for library/love visiting 62 individual child respondents	The provider is required to establish a systematic process for collecting, evaluation and utilising feedback from service users, including learning from complaints, compliments and comments and document them for inclusion in performance feedback.
Other comments	Encourage reading for children of all ages (15 respondents) More books needed (especially in a series) 11 respondents	The provider will have access to all the ideas raised and will consider how the library outcomes can be achieved to meet children's needs within the budget available. The provider will be expected to work closely with the National Literacy Trust (a programme of

		work already available within Suffolk)
Suggestions for improvements	Alphabetical stickers/label section/staff to help find books (6 comments); more advertising of libraries; staff help people with disabilities/ dyslexia; better Wi Fi; communicate more about clubs and activities; aesthetics should be nice so people want to go there; buildings should stand out more	The provider will have access to all the ideas raised and will consider how the library outcomes can be achieved to meet children's needs within the budget available.
Focus group comments	More books on other cultures; updated IT; opening hours that do not overlap with the school day	The provider will have access to all the ideas raised and will consider how the library outcomes can be achieved to meet children's needs within the budget available.

Topic	You said	We did
What would encourage a child non library user to use library buildings in the future?		
Most frequent responses	More /specific books/better looked after books/comics (77 individual respondents) More welcoming building (9 individual respondents)	Increasing reading and literacy is a library service outcome that requires the provider to offer diverse and inclusive reading resources and support programmes and experiences for children and adults.

Negative comments

Given that 5,425 people responded to the adult consultation some negative comments were received in the free text responses from individuals. These have been documented under the relevant questions in the [Libraries public consultation report Annex 4](#).

ⁱ Only material lent in a form which is readable without the use of any electronic or other apparatus needs to be free, according to the Public Libraries and Museums Act 1964, Section 8.