

A community library for Northolt

Ealing Council invite your views on how we can improve and develop Northolt Library, on the junction of Church Road and Bengarth Road. We are planning to refurbish the Library during 2008 and are keen to involve the local residents in the design and development of the building and the services provided.

We hope to increase the range of activities we provide here and hope that more people in Northolt will enjoy visiting the Library as a result. If you use Northolt Library we want to know what you like and what you don't like about it. If you don't use the Library, we want to know what services we could offer that would interest you.

The consultation will take place from 5 February to 23 February 2007. The deadline for returning completed questionnaires will be Friday 23 February.

If you would like an opportunity to discuss your ideas and suggestions with the library staff involved in this project, they will be available in the library at the following times to talk to you:

Tuesday 13 February 2pm - 4pm
Friday 16 February 10am - 1pm

Please take a few moments to complete the questionnaire and hand it in to a member of staff at the library or post it to Libraries, Information and Adult Learning, Perceval House 4NE, 14-16 Uxbridge Road, Ealing, London W5 2HL using the pre-paid envelope. Further copies of the questionnaire are available at Northolt Library for other members of family or friends. Alternatively, the questionnaire can be filled in online at www.ealing.gov.uk/services/council/consultation.

Thank you for your interest in this project.

All completed forms received by 23 February 2007 will be entered into a prize draw with the chance to win high street shopping vouchers worth £25. To be included in the draw please remember to provide your contact details at the end of the survey.

Any information collected through this survey will be treated as confidential and will not be passed on to third parties. Ealing Council will use the information you have provided as part of this public consultation to help us understand your interests and concerns so that we can plan and develop a service that meets the needs of the community. Reports produced from this consultation will not disclose any personal information.



A community library for Northolt

Please use this opportunity to give us your views to help us shape and develop the services at the redeveloped Northolt Library. Complete this survey and return it in the pre-paid envelope by **23 February 2007**. To be eligible for the prize draw please provide your contact details at the end of the survey.

Q1 Do you use Northolt Library? Please select one response.

Yes (proceed to Q2)

No (proceed to Q4)

Q2 What do you like **MOST** about Northolt Library? Please enter your response in the space below.

Q3 What do you like **LEAST** about Northolt Library? Please enter your response in the space below.

Q4 What could be done to encourage you to use Northolt Library or to use it more often? Please enter your response in the space below.

PROCEED



Q5 How important is it to you that the following services are provided in the refurbished Northolt Library? Please tick one box on each line.

	<i>Important</i>	<i>Unimportant</i>	<i>I don't know</i>
A family friendly children's area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Popular magazines for loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up-to-date books for loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Books for reference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DVDs for hire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfortable seating for relaxed reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dedicated space for 11-17 year olds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More PCs with internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for research and study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self service facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Author events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refreshments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 We hope to be able to offer the chance to enjoy other activities and learn new skills. How interested would you be in the following? Please tick one box on each line.

	<i>Interested</i>	<i>Not interested</i>	<i>I don't know</i>
Help with finding a job (e.g, CV writing and interview skills)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Careers advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help with reading, writing and maths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercise and weight watching sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and wellbeing advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding out how to become a volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fun activities with your baby, such as baby massage and music making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting other parents and developing your parenting skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping your children with reading, writing and maths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking part in a reading or poetry group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking part in a writing group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting friends for a chat over coffee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting neighbours to discuss local issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to your local Councillor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing a hobby with other like-minded people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display space for local artists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q7 Are there any special courses you would be interested in, for example signing for the deaf, learning a new language etc? Please enter your response in the space below.

We would like to develop our outdoor space behind the library. How do you think we should use this space? Please tick all the options you like in Q8 and Q9.

Q8 Build a conservatory and provide additional space for:

	Yes
Relaxed reading	<input type="checkbox"/>
More PCs	<input type="checkbox"/>
Studying	<input type="checkbox"/>

Q9 Keep the outdoor space and provide:

	Yes
Tables and chairs/picnic benches for outdoor refreshments	<input type="checkbox"/>
Children's play/activity area	<input type="checkbox"/>
A 'sensory' garden with fragrant plants and colourful flowers	<input type="checkbox"/>

Q10 Do you have any other suggestions for the development of the outdoor space behind the library? Please enter your response in the space below.

Q11 Would you be interested in taking part in further consultations about library facilities and services? Please select one response.

Yes No

There will be a focus group to discuss these schemes on Thursday 15 February at 6pm. If you would like to attend please phone 020 8825 7994.

Q12 If you have answered yes to the previous question or would like to be entered in the prize draw for £25 worth of shopping vouchers please enter your contact information below.

Title	<input type="text"/>
First name	<input type="text"/>
Surname	<input type="text"/>
Address	<input type="text"/>
Post code	<input type="text"/>
Telephone	<input type="text"/>
Email	<input type="text"/>

BACKGROUND INFORMATION (OPTIONAL)

We will not give your personal information to anyone else. The information we receive helps us to see if the people who fill in our questionnaires reflect the different groups of people who live in the borough. Monitoring age, gender, ethnicity and disability helps us to meet the needs of our diverse community and improve ways of making our consultations and services accessible to all. Part of our commitment to the Race Equality Scheme, for example, includes monitoring how many people from different ethnic groups use our services. Under the Data protection Act 1998 the information we are asking you is "sensitive" and we need your consent to process it. When you fill in the boxes below, you are giving your consent.

Q13 **Gender** Please select one response

Female

Male

Q14 **Age** please select one response

under 16

16 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65+

Q15 **Ethnic Background** Please select one response.

WHITE- British

BLACK- British

ASIAN- Indian

MIXED- White and Black Caribbean

MIXED- White and any other mixed background

WHITE- Irish

BLACK- Caribbean

ASIAN- Pakistani

MIXED- White and Black African

Chinese

WHITE- Polish

BLACK- African

ASIAN- Bangladeshi

MIXED- White and Asian

Any other ethnic group

WHITE- Any other White background

BLACK- Any other Black background

ASIAN- Any other Asian background

If you chose an Other option please specify below

Q16 **Disability**

The Disability Discrimination Act 1995 defines a person as having a disability if s/he 'has a long term physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities'.

Yes

No

Do you consider yourself to have a disability? please tick one response

THE END

Thank you for taking part in this consultation. Please return you completed survey in the pre-paid envelope. Your views are important in the decision making process and will be used in planning the refurbishment of Northolt Library. This survey is issued by the Libraries, Information and Adult Learning Service of Ealing Council. If you have any questions about this survey please contact the Research & Consultation Team on 020 8825 7638 or email research@ealing.gov.uk