

Make Your Voice Heard

Independent Guidance for Completing ECC Survey

The Online consultation on the ECC Library Strategy is estimated to take 25 minutes to complete. Before doing so, check the “Draft Strategy”. You will find it helpful to prepare in advance your answers for Q9 (step 16) and the crucial Q19 (step 28) that ask for your written opinion as it may try to time out.

1) To complete the Survey first go to <https://libraries.essex.gov.uk/libraries-consultation/> which looks like this picture.

Check the “Draft Strategy” to see what the ECC say and then click on “Complete the Survey”.



- 2) A page comes up headed “Complete the Survey”. Click on the link called “survey”.
- 3) A library Strategy Consultation 2018 page is displayed. Click “Next”.
- 4) A GDPR page is displayed. Click “Next”.
- 5) Section 1 is displayed which is asking “About your use of Essex Library Service”. The first section asks if you are Under 16. If you are then select “Yes” and you will then be asked for your parents’ permission to fill in the survey. Otherwise select “No” and click “Next”.
- 6) “Q1. I am responding as” select as appropriate. This document assumes you select “Individual” or “A family with children under 11”. Click “Next”.
- 7) Q2 asks where you live. Select the Borough (for Benfleet this will be Castle Point).
- 8) Q3 asks if you have visited a library in the last 12 months. Enter as appropriate. If you enter “Yes” it will then ask for up to three libraries that you have used.
- 9) Q4 asks if you have used an Essex Library Card. Answer as appropriate.
- 10) Q5 asks how you get to the Library. You can select several answers, so answer as appropriate.
- 11) Q6 asks if you have access to the Internet. Answer as appropriate. Click “Next”.
- 12) Section 2 is about the “Strategy Proposals”. It displays a brief summary about the strategy. Read particularly the “Our Vision and Ambition” section before making your voice heard.
- 13) Q7 then asks if you agree with this Ambition. This is an important question in the feedback so select an option you agree with.
- 14) Then follows more information. Read especially the “Needs Based Approach”. These criteria have identified the libraries to close and those to remain open.
- 15) Q8 select your opinion of the evaluation criteria.
- 16) Q9 then asks for any further criteria to be used. Enter anything you think should be included. It is important to enter something here.
- 17) Then follows information about what the four Tiers mean. In Castle Point the Canvey Island Library is a Tier 1 and the Hadleigh, Tarpots, and South Benfleet libraries are Tier 3.
- 18) Q10 Asks you if you agree with this approach. Answer as you think appropriate.
- 19) Q11 Then asks if you have used any of the proposed Tier 4 libraries. You can select as many as you have used but there are no Tier 4 Libraries in Castle Point.

Make Your Voice Heard

Independent Guidance for Completing ECC Survey

- 20) Q12 and Q13 deal with how you would use libraries if the Tier 4s are closed. If you have selected any of them then answer these questions otherwise go to the Q14.
- 21) Q14 Asks if you agree that community groups should run Tier 3 libraries. Remember these groups will not have the use of the library buildings and will have to raise considerable funds to find new premises. Answer as appropriate.
- 22) Q15 Asks about making other library services available elsewhere. Answer as appropriate then click “Next”.
- 23) Then follows a briefing on opening hours and smart libraries. Please read carefully.
- 24) Q16 is complex but easy to use. It offers 6 options and asks you to put them in order by clicking buttons. Before leaving this question make certain you have selected an option in each column and row.
- 25) Q17 is about the ECC eLibrary and the features available. Select as many as you like and mark the appropriate columns for each item. Click “Next” when you have finished.
- 26) This page is headed “Getting Involved” with information about volunteering to help libraries, both existing opportunities and also asking for Community groups who want to start up new Tier 3 services.
- 27) Q18 is about existing volunteer options. This does not appear to be about supporting opening hours in Tier 1 and Tier 2 libraries, nor about setting up Community groups to run Tier 3 libraries such as Hadleigh, Tarpots, and South Benfleet. If you want to help existing volunteer activities then select as appropriate and give your contact details.
- 28) Q19 is the request for Ideas and Suggestions. From the viewpoint of your **opinions this is the most important question in the survey**. This is where you can put in any statement about the proposals for consideration. Where possible try to keep it factual. You have up to 3,000 characters, which is about 500 words. It will take a while as the entry box is a small letter box section so you cannot see what you have already written without scrolling up and down.
- Note:** If you type this directly the time taken to write it may result in a “Time Out” message. Do not panic. Press the “Back” button followed by the “Next” button and you can continue completing Q19.
- 29) When completed press “Next”.
- 30) The questions 20 to 25, which are Section 3, will be skipped over unless you are an organisation. You end up in Section 4 which is about you.
- 31) Q26 Enter your full Post Code. Entering this is essential if your survey answers are to be considered.
- 32) Q27 to Q35 are all **optional**. They are about measuring the consultation against the Equality Act. Answer any, some or none as you feel appropriate.
- 33) You can use the “Back” button to check your pages and come back using “Next. When you are happy then press the “Next” button on the last page for your opinion to be submitted.
- 34) You will then have a “Survey Completed” message displayed.

Thank You for completing this Survey.

**Rather than throwing this sheet away please give it back or
give it to somebody else so they can complete the Survey.**