

## Appendix One Consultation Process

- 1.1 The consultation process ran from 1<sup>st</sup> August and 30<sup>th</sup> September 2016. It consisted of:
  - 1.1.1 The wide advertisement of the consultation, through all Libraries and also through information provided to each household in the Borough, inviting people to respond either through an online survey or through a paper version, made available at Libraries or from the Council directly on request;
  - 1.1.2 Public information explaining the background to the need for changes in the way the Library service is delivered, and setting out a proposed strategy and delivery model on which views were sought, provided in paper form and electronically through the Council website;
  - 1.1.3 A series of drop-in sessions hosted in all Libraries to promote the consultation and to give local people an opportunity to ask questions about the proposals. In addition, Council officers undertook a programme of face-to-face interviews with local people using the same questionnaire as in the survey. An open public meeting was held on 6<sup>th</sup> September at which the Cabinet Member for Communities and Council officers met with residents and interested parties to present the proposed strategy, and respond to questions;
  - 1.1.4 A questionnaire survey, made available online and on paper, was developed in consultation between Council officers and independent advisers. People were invited to provide information about their use of the service, their priorities for its future, their views on the proposed strategy, and suggestions for other models the Council might usefully explore.
- 1.2 The data analysis and consultation report at Appendix 2 to the main report has been independently prepared. As with any exercise of this nature, the consultation report presents the views and perspectives of respondents, regardless of how well-informed or justified these opinions may be. All the data presented in this report is subject to a guarantee of confidentiality.