

## Appendix A: Engagement Report

### Context

This engagement report forms part of a feasibility study undertaken by Bisset Adams. The feasibility study addresses the viability of relocating Beckenham Library from its current location in the Clockhouse area to the Public Hall. Bromley Council sought to engage with residents and stakeholders at a formative stage of the process.

***Please note that the two surveys are analysed in Appendices B to F. The findings of whole engagement, including the surveys, are then summarised in the Business Case.***

### Methodology: who we spoke to and how

A revised programme of qualitative engagement was implemented in response to government guidance on social distancing in response to the spread of the Covid-19 virus

- One to one telephone interviews or email submissions were offered to over 30 stakeholder groups as an alternative to the planned focus groups: nine stakeholders participated in telephone discussions with four residents supplying email responses
- Two drop-in sessions out of the three planned sessions took place; views of approximately 20 people were recorded either in note format or on survey questionnaire forms
- Baby Bounce session (parents)
- Ward Members briefing session
- Two staff briefing sessions
- One Design Your Library conference call with students from
- Two principal categories of engagement have been implemented as part of the feasibility study: quantitative engagement through two online surveys; and qualitative engagement through face to face to activities, one to one telephone interviews and written submissions
- The balance of quantitative v qualitative participation shifted significantly during the engagement period.
- The link to the online survey was publicised continuously throughout all communications with stakeholders, residents and library users, in addition to the publicity generated by Council officers and GLL

- The Children’s Survey has been circulated to a number of local schools and to ten local groups in addition to the publicity undertaken by the Council

A range of groups were invited to take part in phone interviews and or to send written submissions:

	<b>Stakeholder group/organisation name</b>
1	Advocacy First
2	The Beckenham Society
3	Beckenham U3A
4	Beckenham Rotary Club
5	Bromley and Lewisham Mind
6	Bromley Mindfulness
7	Bromley Well
8	Community Options CREDO
9	Bromley Rethink Mental Illness
10	Beckenham Business Association
11	Community Links Bromley
12	Age UK Bromley and Greenwich
13	Beckenham Arts Society
14	Beckenham Bridge Club
15	The Beckenham Bookshop
16	Beckenham Junior Choir and Youth Voices
17	Family Link
18	Beckenham and Bromley Historical Association
19	Theatre 62
20	Town Team
21	Copers Cope Residents Association
22	West Beckenham Residents Association
23	Central Beckenham Residents Association
24	Beckenham Churches Together
25	St George’s Church, Beckenham
26	Beckenham Baptist Church
27	Beckenham Marie Curie Foundation
28	Beckenham Town Junior Football Club
29	Bromley GP Alliance
30	Filmbox Community Cinema
31	Venue 28
32	Save Beckenham Library Campaign

We were again hampered by the Covid 19 crisis and lockdown. However, we received feedback from:

Beckenham Baptist Church; Beckenham Arts Society; Beckenham Bridge Club; Beckenham Society; Town Team; Copers Cope Residents' Association; West Beckenham Residents' Association; Central Beckenham Residents' Association, Streetwise Youth Centre, Beckenham Bookshop, Beckenham Heritage Group, Bromley and Beckenham Philatelic Association.

There were a further three email responses from local residents.

## Schools

The following local schools were contacted and requested information

- Harris Academy
- Harris Primary
- Balgowan Primary
- Marian Vian Primary School
- Worsley Bridge Primary
- Clare House Primary
- Bishop Justus School

Pupils from Marian Vian Primary School and Balgowan Primary School were the main respondents to the children's survey. Pupils from 12 other schools also completed the survey.

Two students, from Bishop Justus School, worked on a Design your Library project and sent in ideas on library design.

Unfortunately, the Covid-19 crisis and its effect on schools meant that there was no further engagement. There will be further opportunities to engage more fully with schools in the second phase of the project.

## Stakeholder Feedback

A lot of valuable information has been received from residents and stakeholders during this engagement process. For ease of navigation, and so that points are not lost, we have organised the feedback into seven broad themes

1. Housing provision: did people recognise the needs for more housing in the area?
2. Beckenham Library: current service provision: Thoughts on the current Beckenham Library
3. Beckenham Library: ideas and suggestions for future service provision
4. Public Hall usage: thought from those who currently used the Public Hall
5. Combining services in a refurbished public hall: how did people see it working?
6. Beckenham Town Centre considerations: location, access,
7. Comments on the engagement process

Notes from all of the meetings, group sessions, emails and phone calls are set out according to theme below. An analysis of key findings from this is included in the main Business Plan report.

### Theme 1: Housing Provision

#### Strong consensus: majority or complete agreement amongst stakeholders

- Recognition that housing generally and affordable housing specifically needs to be provided across the borough
- Alternative housing development area options available to the Council: Stumps Hill, Copers Cope Road, land to the rear of Churchfield waste disposal site, Bourne House, Brownfield sites, Link office, underused areas of Metropolitan land such as the Lower Sydenham area
- Would ruin the look and feel of the community hub; loss of library from 'the Beckenham Three' would have a negative impact on the Clockhouse area
- Potential loss of green space will impact on community activities and events, in addition to general health and wellbeing levels

#### Reasonable consensus: agreement by a number of stakeholders

- Not the right place to build new housing: a well-used community hub in a conversation area recently awarded a Purple Flag plaque for contribution to the night time economy
- Impractical proposal to build flats on the site of a purpose built library: e.g. 'it would constitute an act of vandalism to pull down a perfectly adequate and usable library in a conservation area'
- Concerns about the proposed (provisional) height of the block
- Not an ideal location for new housing: potential water and sewerage issues plus as well as a flooding risk at basement level
- Option of building flats on top of the library site or other options should also be considered

#### Individual comments

- Implications of the Council having signed a 15-year lease agreement for the building with Greenwich Leisure Limited in November 2017

- More permissions for affordable housing granted pro rata in Beckenham than other areas in the borough
- The Council previously refused planning permission for Carlton Court, 23 Beckenham Road to be developed into 30 flats (Planning Reference 17/02890). One of the grounds for refusal was that the proposed development would be harmful to the character and appearance of the surrounding area. If the Planning Authority is to be consistent it follows that there is no prospect of permission being granted to demolish the existing significant, purpose built Library building, which forms an essential element of a Conservation Area, to replace it with a five storey block of 45 flats.
- The proposed block of flats is far too high, and its L-shape encroaches onto the park behind, as well as on the Beckenham Road side. The height of the flats would give a very enclosed feel to the remaining park and would produce additional shading. There is a potential loss of mature trees from the park.
- The proposed design of the flats is cramped, lacks amenity, is an overdevelopment and is highly unattractive and functional. It lacks the elegance it should have in view of its surroundings and the conservation area. There is potential to build flats on the leisure centre / Venue 28 car park on the corner next to the Capita building instead.
- Beckenham Library and the park behind it is in the Elm Road Conservation Area. This adds to the care that is required when building on the current library site, as all the constraints applying to conservation areas apply. These also apply to the park, where there are a large number of trees that are deemed to be preserved as part of the conservation area. Many separate the library from the park, substantially hiding the library from the park when in leaf.
- Policy 4 of the borough's 2019 Local Plan requires all new housing developments to achieve a high standard of layout whilst enhancing the quality of local places and respect local character, spatial standards, physical context and density. The illustrations in Appendix C of the initial Feasibility Study do not demonstrate this, especially in a conservation area. The illustrations also ignore the requirement for private amenity land around developments and none is shown in the illustrations. Therefore, the assertion that there that there will be no net loss of open space may be challenged in this regard. However, it is noted that some flats would have balconies and that amenity space may be achieved by means of a communal roof garden.
- The entrance to the underground car park is where the entrance to the small library car park is, on a sweeping bend, and close to the entrance to the leisure centre car park on the other side of the road. There would be a substantial increase of use of the entrance to the underground car park compared with the current library car park.

- Water from springs rises on the other side of the park, resulting in a high water table, which would make building expensive, particularly with an underground car park. Flat occupants and visitors should not be allowed to have permits for the Turners Meadow Way Zone 4 Controlled Parking Zone, so it is not oversubscribed.

## Theme 2: Beckenham Library: current service provision

### Strong consensus: majority or complete agreement amongst stakeholders

- Integral part of the local community in an ideal location in a conservation area: more than just a library building
- Forms an important three-part community and social hub along with The Spa (leisure centre) and Venue 28 (renovated community space) and close to other local amenities, including Beckenham Baptist Church
- Many people using the library also use the park behind and beside it, The Spa Leisure Centre, Venue 28 and the shops in the Clock House parade
- It is well served by public transport: numerous bus routes, Clock House station and Beckenham Road tram stop
- A purpose-built library which has its own identity and a strong community feel; logical for it to stay in its current location
- Accessible to everyone; DDA compliant and spacious; largely a step free building
- A safe and secure space, particularly for children
- Free on-site car parking facilities, including disabled parking spaces
- Clockhouse is a quieter, more residential location close to green space and serving a child-focused demographic

### Reasonable consensus: agreement by a number of stakeholders

- Demolition of the current library is unnecessary as it is a perfectly good facility with natural lighting and generally fit for purpose
- Well used resource with generally good stock, study space and IT facilities
- Part of the heritage of Beckenham; a community landmark in a distinctive conservation area

- Within easy walking distance of the high street – a high percentage of current users walk to the library

### Individual comments

- Relocations of Orpington, Biggin Hill and Penge libraries were logical projects but this is not the case in this instance
- A perfectly good building with pleasing architecture; spacious with lots of natural light
- Children's area is particularly well used
- A lot of effort has been put in to developing the Clockhouse area as a community hub. In some cases, such as Biggin Hill and West Wickham, the Council has been keen to combine libraries with leisure centres. In the case of West Wickham, this means moving the library away from the town centre
- The historical value of the present library. When opened in 1939 it had a very real place in Beckenham's development and architecturally it is an example of late Art Deco as defined in pre-war styles. The architects, Gold and Aldridge also designed Purley library, considered valuable enough to be listed by Historical England.

### Theme3: Beckenham Library - future

#### Strong consensus: majority or complete agreement amongst stakeholders

- Population of Beckenham and the borough as a whole has increased and is projected to increase further in coming years; library service provision needs to address this increase

#### Reasonable consensus: agreement by a number of stakeholders

- Option to develop and expand the current library site as part of a more creative and ambitious scheme. More space for events and for teenagers would be welcome
- Recognition of the need to modernise libraries: the current library building is better suited for adaptation than is the case with the Public Hall
- More local history materials would be desirable
- Better balance between fiction and non-fiction stock

- Would benefit from better signposting and marketing
- Increasing self-service take up and volunteering opportunities could improve the library service
- Income could be generated through selling second-hand books and vinyl (has worked successfully in the past)
- The Council should analyse library catchment areas in the borough

#### Theme 4: Public Hall usage

##### Strong consensus: majority or complete agreement amongst stakeholders

- Affordable, accessible and convenient meeting space in a central location with kitchen facilities for community groups
- Well used despite lack of investment and limited marketing; heavily relied upon by local groups and for wedding functions

##### Reasonable consensus: agreement by a number of stakeholders

- Underused and poorly managed facility: programme of repairs required
- Recognition that the Public Hall would benefit from refurbishment and development but not by robbing Peter to pay Paul
- Take up could be increased through improved booking and marketing
- Disabled access is limited; the lift would need to be replaced and parking implications addressed

##### Individual comments

- The renewal of the lease of Public Hall space to a private club would not be desirable
- Final version of Equality Impact Assessment will need to address impact of the proposal on Public Hall users in addition to library users
- A heritage centre could be incorporated into the Public Hall



## Theme 5: Combining services in a refurbished Public Hall

### Strong consensus: majority or complete agreement amongst stakeholders

- Not a viable or desirable proposal for library or Public Hall users, based on the plans previously made available by the Council
- Unsuitability of the venue for an efficient library service; risk of providing a depleted library service; not enough capacity, accessible space or natural light sources
- Cramped space: taking something fit for purpose and cramming it into a smaller space would be detrimental to the provision of a good library service
- Health and safety concerns, including DDA compliance and heavy traffic on a very busy road
- Parking is better at the current site, St George's car park is always full

### Reasonable consensus: agreement by a number of stakeholders

- A wide range of activities currently take place at the library and at the Public Hall; doubtful that there will be enough space for these to continue in a dual-purpose building
- Using the Beckenham Public Hall as the library would reduce the hall accommodation and the library space would be smaller. It would also be difficult to provide catering for events such as weddings
- Cellular structure of the building imposes limitations and would not be an enhancement on the existing library building
- Movable/mobile shelving is likely to be impractical and potentially unsuitable for some library users
- Potential negative impact of reduced space on current users of the Public Hall; risk of losing an effective Public Hall function
- Appropriate kitchen facilities are essential

### Individual comments

- 'Would need to work like Doctor Who's Tardis given the available space'

- 'You don't need to be a rocket scientist to know that you can't put two feet into one boot'
- The Public Hall would need an enormous adaptation and still would not offer the facilities now available and would also deprive the present users of their accommodation: 'you can't put a quart into a pint pot'
- The building is not suited to the number of visits and activities that Beckenham Library currently experiences. There is nowhere to park multiple buggies, the rooms are disjointed so there is nowhere for valuables to be kept safe if users need to move between the Children's Library (downstairs) and the Adult library, there is no provision for books to be returned out of hours, nowhere to store bicycles and no parking. Anyone with a disability would find it difficult to get upstairs and for when there are events that include large numbers of people, there is not sufficient room for children's buggies, children's scooters (e.g. school holidays) as well as wheelchairs, mobility scooters etc. Where does someone park a mobility scooter safely to enter the building, or where do they park the scooter indoors if they are able to enter the building?
- The halls are used for activities that are available at hours throughout the week and weekend. Children's sports, children's parties, weddings, antique fairs and ad hoc meetings (business meetings or committee meetings etc) have nowhere else to go. A children's karate class cannot be taken in the library.
- If the proposal does progress further the only viable option would be for the library to occupy the whole of the ground floor of the building with the Public Hall occupying the first floor.
- Increasing traffic congestion in the centre of Beckenham will lead to a deterioration in air quality
- The cost of relocating is likely to be underestimated, and therefore moving the library would cost more than the repairs needed for the Public Hall. Consideration should be given to finding funds for repairing the Public Hall through other means, e.g. Lottery grants or crowdfunding.
- The increase of housing puts more strain on existing resources, so by reducing existing resources to add 46 more flats is detrimental to the community. There will be even less places for people in small accommodation to go to. Moving the public library means the loss of 2 meeting rooms and a loss of a wider range of facilities that currently exists at the library. The recent virus outbreak and subsequent 'lockdown' has highlighted the need for more outside space and the mental health campaigns highlight the need for community areas that involve meeting other people. It would be detrimental to mental health if the services of the library were cut over time. These are services that cannot be brought back.

- Careful consideration would need to be given to interim service provision for both sets of users should the proposal go ahead
- Now is not the time for a new development or to move Beckenham Library. With uncertainty in the economy, plus the expenditure by the council for moving the library would be better spent elsewhere in the face of the Covid-19 virus epidemic. Libraries may be closed for months; development sites may not be needed in a deep recession and a changing economy with Brexit.

#### Theme 6: Beckenham Town Centre considerations

##### Reasonable consensus: agreement by a number of stakeholders

- Central Beckenham runs from Public Hall to Clockhouse, rather than from Public Hall to the war memorial

##### Individual comments

- Beckenham is a large conurbation that has grown up organically; there is a weakness in the rationale of a town centre location for the library.
- Clockhouse area is developing well as part of Beckenham town centre: the three-part community hub has been integral to its success story: ripping out the library will have a negative impact on the area
- Kings London Sixth Form College (opposite the library) is reportedly increasing rapidly in terms of student numbers

#### Theme 7: Engagement

##### Reasonable consensus: agreement by a number of stakeholders

- Impact of Covid 19 on the effectiveness of the engagement process; the process should have been postponed until later in the year
- Engagement could have been publicised more widely

##### Individual comments

- Question 1 on the questionnaire could be interpreted as a leading question, making it difficult for some people to say no to the prospect of additional housing on the basis of the information supplied (two people made this comment)
- Community groups could have been offered the opportunity to test the questionnaire or feedback on a draft (two people made this comment)
- Inappropriate for voting history to be included on the independently produced questionnaire available on the Lewisham Conservatives website

## Summary of the key findings of the engagement

We have broken down the feedback gathered through the stakeholder engagement (including the surveys) into seven distinct themes, based on our lines of enquiry and the responses:

1. Housing provision: did people recognise the needs for more housing in the area?
2. Beckenham Library: current service provision: Thoughts on the current Beckenham Library
3. Beckenham Library: ideas and suggestions for future service provision
4. Public Hall usage: thought from those who currently used the Public Hall
5. Combining services in a refurbished public hall: how did people see it working?
6. Beckenham Town Centre considerations: location, access,
7. Comments on the engagement process

### *Theme 1: Housing provision in Beckenham and the proposed library redevelopment*

- The need for more housing was recognised, to address population growth and homelessness. Affordable housing was important.
- People felt that there were other options available for redevelopment as an alternative to the library site
- The impact of removing the library from the Conservation area and reducing green space was a major concern for the large majority of stakeholders
- A number of stakeholders were concerned about the impact on the Clock House area generally and compliance with planning policy and guidance

### *Theme 2: Beckenham Library: current service provision*

- The purpose-built nature of the building and its suitability for delivering library services was emphasised by the vast majority of stakeholders
- The library has a strong local identity and a strong community base
- Beckenham Library forms a community hub with The Spa and Venue 28 within a conservation area: many people using the library also use the park behind and beside it, the Leisure Centre, and the shops in the Clock House parade.

- The large majority of stakeholders referenced the bus routes, tram stop and railway station, all in close proximity to the library.
- Walking distance to the town centre was considered to be easily manageable
- The appreciation of a safe and secure space in a residential area was highlighted by a number of stakeholders A safe place for children and families: benefits of being part of the hub rather than on a busy high street. Concern about the busy road to cross to the Public Hall with children
- The current library is accessible for people of all ages and DDA compliant: largely on one floor with free parking facilities. Access to the mezzanine was not considered to be a significant issue
- Many respondents said that they visited Beckenham Library due to its location within a wider context of other buildings, including local shops and the leisure centre.

### *Theme 3: Beckenham Library: future service provision*

- There was a general expression of overall satisfaction with the current service, with no real sense of a need to make significant changes. Suggested improvements should all be achievable within existing resources. These included:
  - Longer opening hours
  - More computers
  - More and better stock
  - Improved self-service facilities
  - Volunteering opportunities
- A number of stakeholders emphasised the importance of planning ahead for increased take up of services as a result of population growth
- Some stakeholder recognised an opportunity to develop and expand the current library site as part of a more creative and ambitious scheme: they recognised the need to modernise libraries but felt that the current building is better suited for adaptation than the Public Hall
- A number of stakeholders expressed a preference for exploring options of expanding the existing site, including the possibility of building flats on top of the library
- More space for teenagers to study would be welcome, as well as dedicated space for events
- Library staff reflected that children's events often attract more than 30 children and this should be considered in plans

### *Theme 4: Public Hall usage*

- There was clear recognition of the potential for refurbishing a listed building and confirmation that a public hall function and role is still very much required in Beckenham. If it were made more attractive, it would attract more custom
- A number of stakeholders felt that the Hall is well used despite lack of investment and limited marketing; heavily relied upon by local groups and for wedding functions (although the booking information received indicates that there were only two

weddings booked in 2019). Bookings can be increased through a review of marketing and booking mechanisms

- The Public Hall currently provides highly valued and affordable meeting space in a central location for local community groups
- Current users fear that meeting space provision will be reduced or increase in price. The importance of affordable space was emphasised by several stakeholders
- There was concern that the private club lease should be reviewed

#### *Theme 5: Combining services in a refurbished Public Hall*

- The overwhelming perception is that the Public Hall space is simply not big enough to house an effective combined space and service. The majority of stakeholders felt that taking something currently fit for purpose and cramming it into a smaller space would be detrimental to the provision of a good library service
- Stakeholders emphasised the unsuitability of the venue for an efficient library service; risk of providing a depleted library service in a cramped space; not enough capacity, accessible space or natural light sources
- Parking is better at the current site, St George's car park is always full
- DDA and accessibility issues will need to be addressed in any redevelopment proposal
- A number of Public Hall users expressed concerns about the potential negative impact on them not having been explored in as much depth as the impact on library users
- Consideration should be given to including a Heritage Centre function in the Public Hall

#### *Theme 6: Beckenham Town Centre considerations*

- The majority of people who commented on this issue felt that the town centre extends from the Public Hall to Clock House station, rather than from the Public Hall to the War Memorial
- There was a strong consensus that transport links and easy walking distances outweighed the perceived benefits of a central location
- A number of stakeholders emphasised the positive development of the Clock House area in recent years and the negative impact that the removal of the library could entail. The Clock House area generally and local residents will potentially be negatively impacted by the removal of the library as part of the community hub
- Accessibility, parking and transport links were seen as more important than location, given that Beckenham is a relatively small town centre
- Some felt that increasing traffic congestion in the town centre is already having a detrimental impact on air quality: the relocation of the library would accentuate the problem

### *Theme 7: Engagement Process*

- There were a number of expressions of discontent with various aspects of the engagement process, many of which stemmed from the impact of Covid 19 measures on the process. The informal and formative elements of the process were reiterated to stakeholders and it was emphasised that there would be more consultation in the formal stage of the process.
- It was felt that the council should publish the social and financial rationale for this move so that people can see the facts and figures

**This information is summarised, along with the survey results, in the Business Case**

# Adult Survey – Statistical Breakdown Report

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Beckenham Library – Public Engagement

This document provides a statistical breakdown and analysis of the 757 responses received for the 20-question adult-focused public engagement survey that collected responses between 9th March and 12th April 2020.

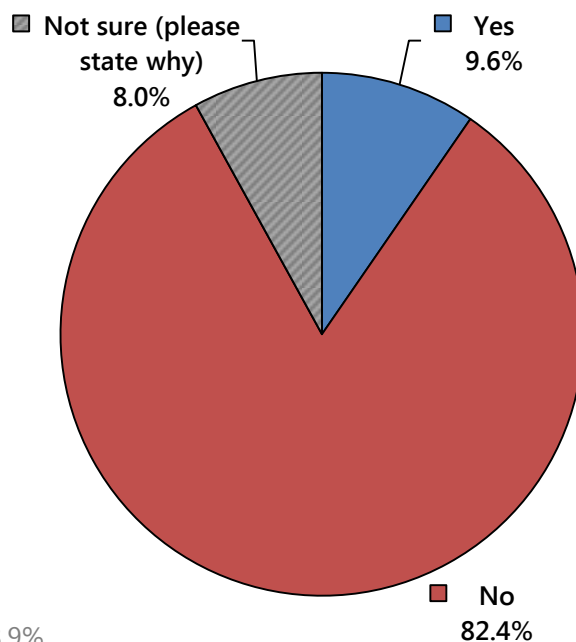


### Question 1:

Given the need for housing and the potential opportunity to develop the Beckenham Library Service, do you support the proposal in principle?

Answer Choices	Responses	
Yes	9.6%	72
No	82.4%	617
Not sure (please state why)	8.0%	60

**Answered** 749  
**Skipped** 8  
**Response Rate** 98.9%



Response Rate: 98.9%

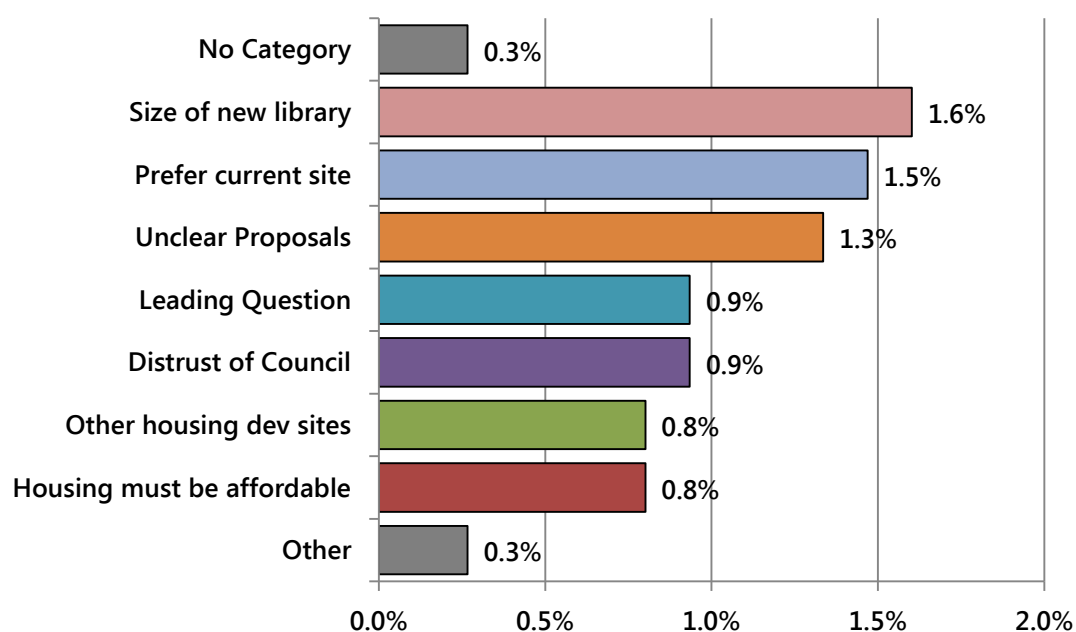
### Comments

This question has the highest response in the survey. Only 8 respondents of 757 total skipped the question.

The majority of respondents answered 'No' to supporting the proposal in principle at 82.4% of all answers.

### Free-text Answers given for 'Other (please state why)':

Categories	Responses	
Size of new library	1.6%	12
Prefer current site	1.5%	11
Unclear Proposals	1.3%	10
Distrust of Council	0.9%	7
Leading Question	0.9%	7
Housing must be affordable	0.8%	6
Other housing dev sites	0.8%	6
Other	0.3%	2
No Category	0.3%	2



### Free-Text Answer Comments

Primary reasons for respondents answering 'Not sure' were being unsure or unclear about aspects of the proposal, including concerns about the size and facilities that would be available at the new site.

Some respondents objected to the phrasing of the question or expressed distrust that the project would be completely satisfactory.

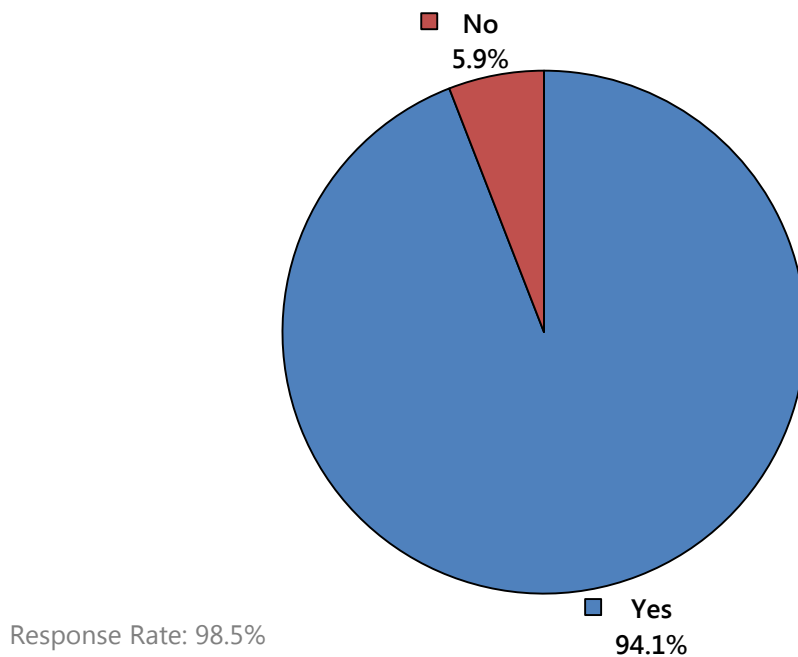
Others suggested other sites within Bromley would be better placed to develop housing, or emphasised the importance that the housing developed in this project should be affordable.

**Please see Appendix 1 for a full list of free text answers for Question 1**

**Question 2:**  
**Do you use Beckenham library?**

Answer Choices	Responses	
Yes	94.1%	702
No	5.9%	44

**Answered** 746  
**Skipped** 11  
**Response Rate** 98.5%



**Comments**

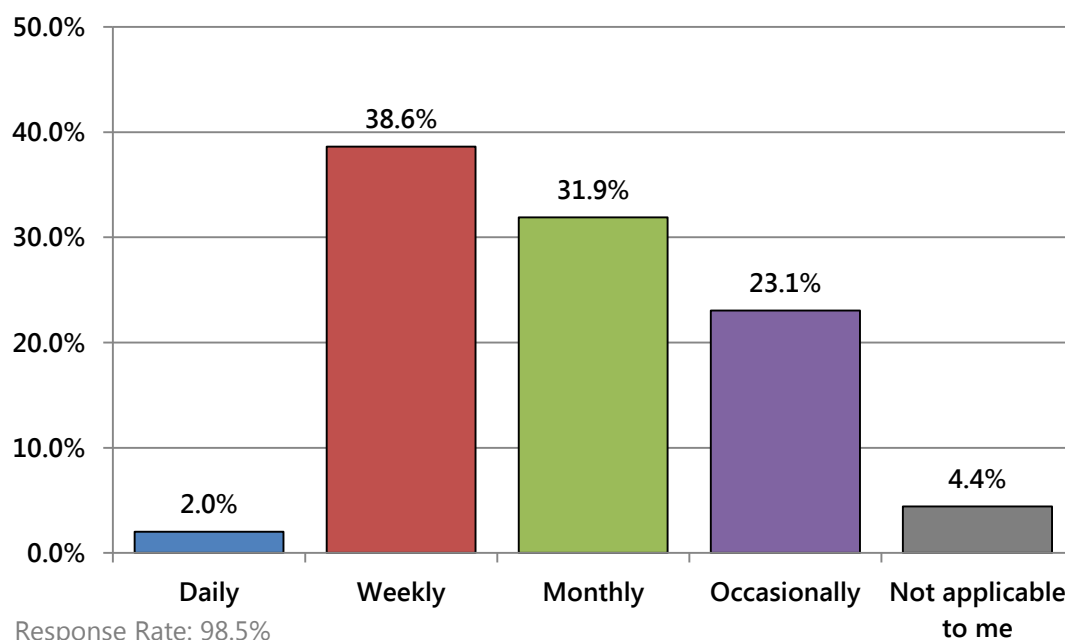
This question had a high response rate at 98.5%.

94.1% of respondents answered 'Yes' to using Beckenham Library. Frequency of use was asked in Question 3.

**Question 3:**  
**How often do you use Beckenham Library?**

Answer Choices	Responses	
Daily	2.0%	15
Weekly	38.6%	288
Monthly	31.9%	238
Occasionally	23.1%	172
Not applicable to me	4.4%	33

**Answered** 746  
**Skipped** 11  
**Response Rate** 98.5%



**Comments**

This question had an equal response rate to the previous question 'Do you use Beckenham Library?'.

11 respondents (1.5%) who answered 'No' to visiting Beckenham Library in Question 2 answered 'Occasionally' instead of 'Not applicable to me' or skipping this question.

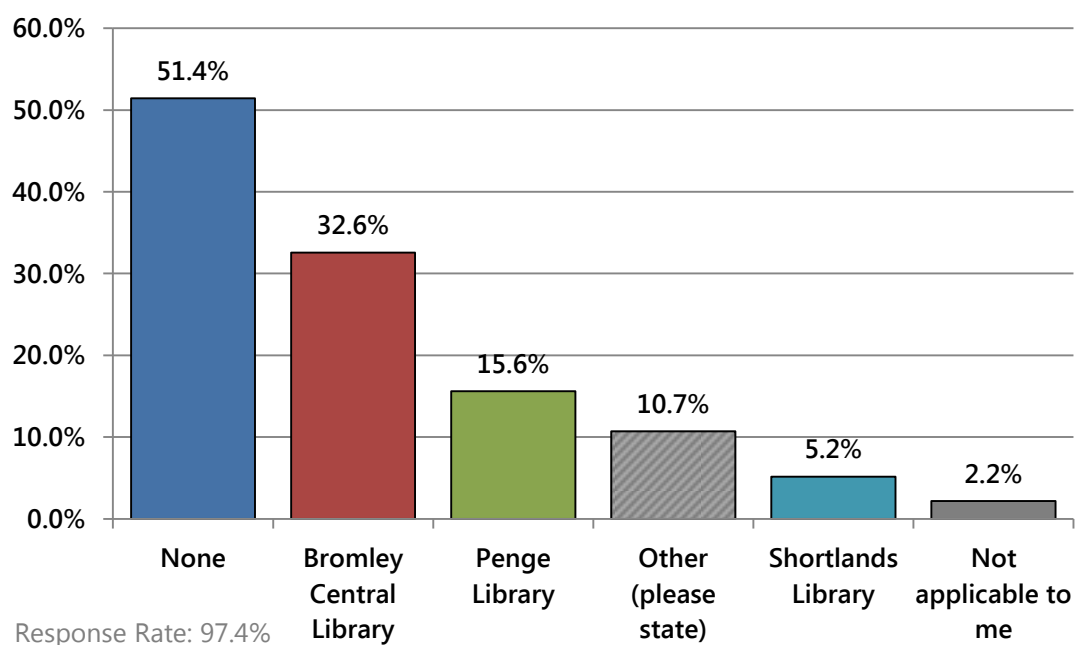
When the survey was conducted, Beckenham Library's opening hours were 5 days per week (Mon, Tue, Wed, Fri, Sat).

#### Question 4:

Which other libraries do you use? Please select all that apply:

Answer Choices	Responses	
None	51.4%	379
Bromley Central Library	32.6%	240
Penge Library	15.6%	115
Other (please state)	10.7%	79
Shortlands Library	5.2%	38
Not applicable to me	2.2%	16

**Answered** 737  
**Skipped** 20  
**Response Rate** 97.4%



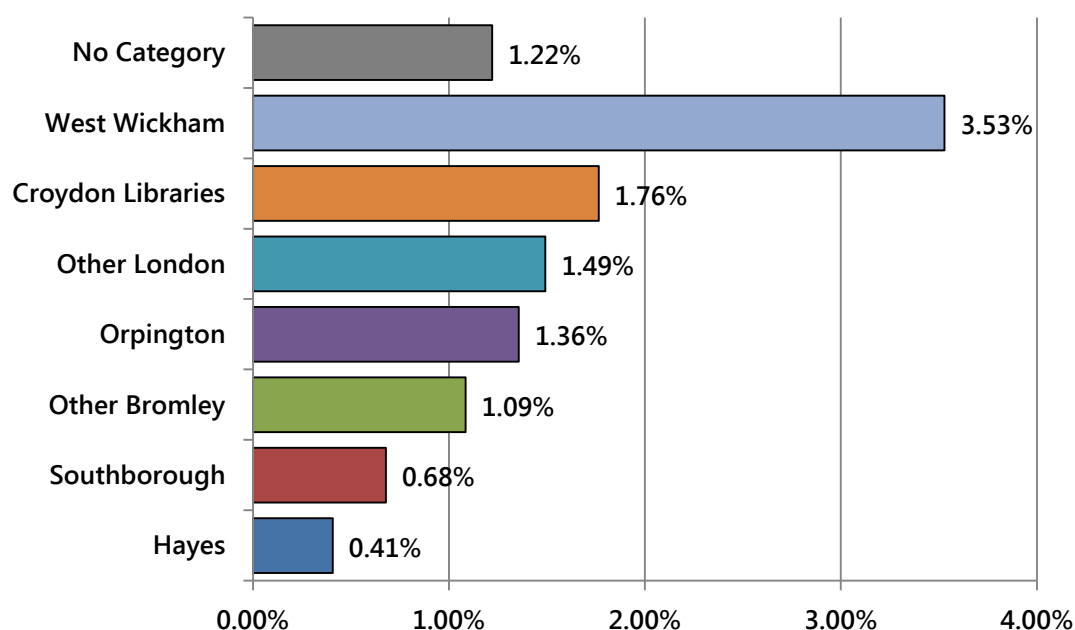
#### Comments

The majority of respondents (51.4%) do not visit any other library apart from Beckenham Library.

Of the 44 respondents who reported they did not visit Beckenham Library in Question 2, 28 reported they used other libraries.

### Free-text Answers given for 'Other (please state)':

Categories	Responses	
West Wickham	3.53%	26
Croydon Libraries	1.76%	13
Other London	1.49%	11
Orpington	1.36%	10
Other Bromley	1.09%	8
Southborough	0.68%	5
Hayes	0.41%	3
No Category	1.22%	9



### Free-Text Answer Comments

Following Shortlands Library, West Wickham Library was the next most used library by respondents, followed by various libraries within the Borough of Croydon.

'Other London' contains libraries in adjacent boroughs to Bromley including Bexley, Lewisham and Greenwich, as well as non-adjacent boroughs including Wandsworth and Tower Hamlets.

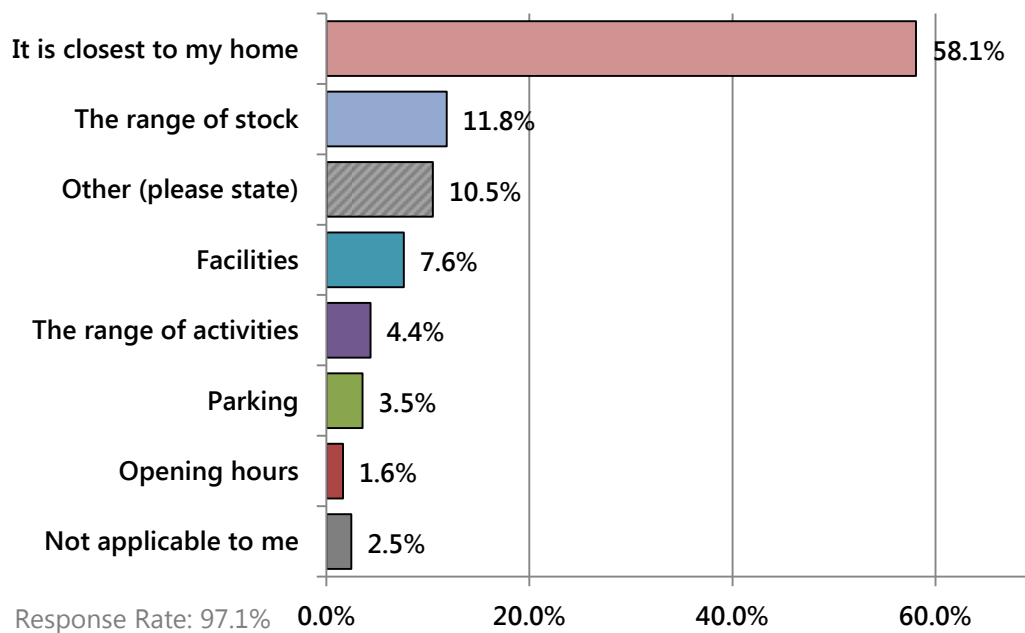
**Please see Appendix 2 for a full list of free text answers for Question 4**

### Question 5:

Please tick the main reason why you use the library you use the most:

Answer Choices	Responses	
It is closest to my home	58.1%	427
The range of stock	11.8%	87
Other (please state)	10.5%	77
Facilities	7.6%	56
The range of activities	4.4%	32
Parking	3.5%	26
Not applicable to me	2.5%	18
Opening hours	1.6%	12

**Answered** 735  
**Skipped** 22  
**Response Rate** 97.1%



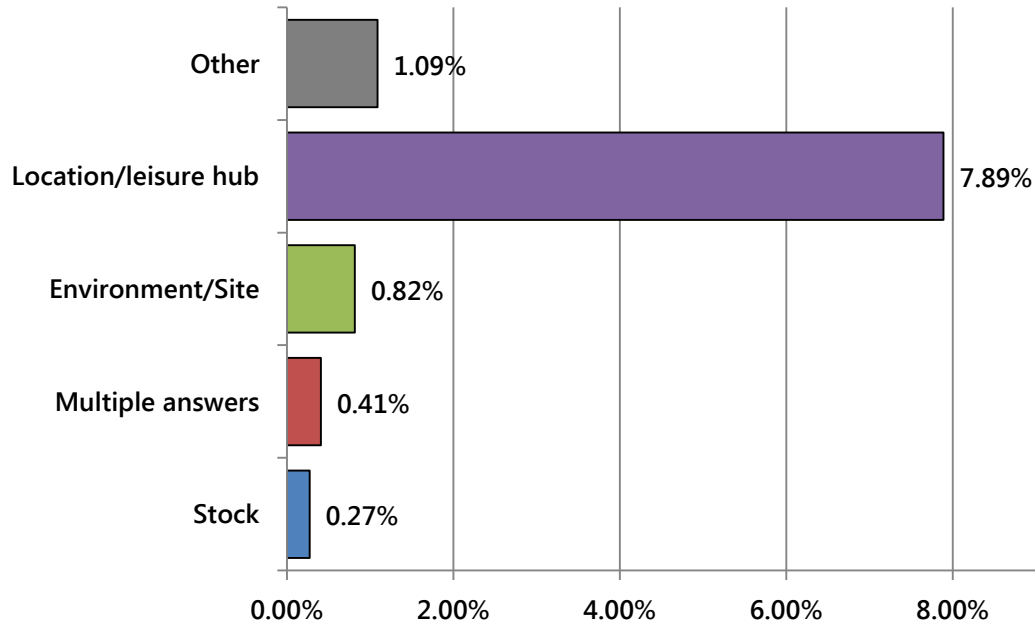
### Comments

The majority of respondents (58.4%) indicated the proximity of Beckenham Library to their home to be the main reason they visit.

Of the 44 respondents who reported they did not visit Beckenham Library in Question 2, 22 ticked a reason for using the library the most.

**Free-text Answers given for ‘Other (please state)’:**

Categories	Responses	
Location/leisure hub	7.89%	58
Environment/Site	0.82%	6
Multiple answers	0.41%	3
Stock	0.27%	2
Other	1.09%	8



**Free-Text Answer Comments**

Of the answers given to ‘Other (please state)’ most respondents expressed they visited Beckenham Library due to its location within a wider context of other buildings, including local shops and the leisure centre.

**Please see Appendix 3 for a full list of free text answers for Question 5**

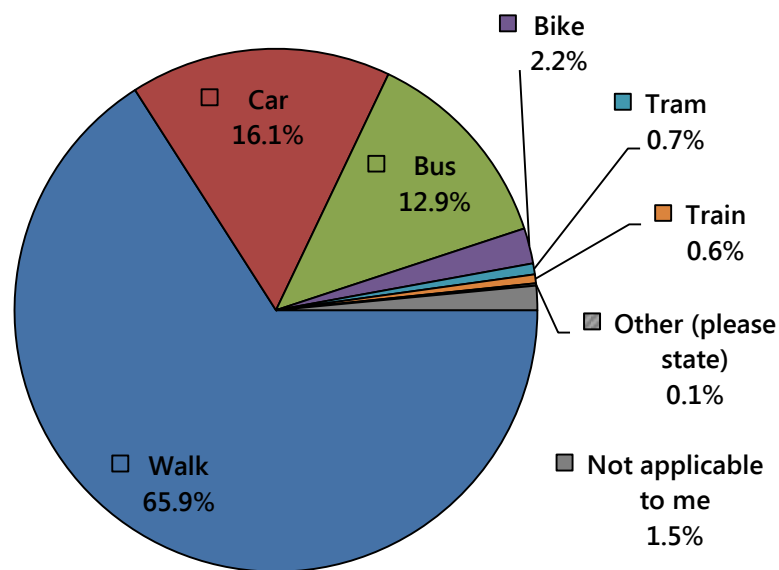


### Question 6:

How do you travel to the library? Please select one option - Your primary method of travel:

Answer Choices	Responses	
Walk	65.9%	482
Car	16.1%	118
Bus	12.9%	94
Bike	2.2%	16
Tram	0.7%	5
Train	0.6%	4
Other (please state)	0.1%	1
Not applicable to me	1.5%	11

Answered 731  
Skipped 26  
Response Rate 96.6%



Response Rate: 96.6%

### Comments

The majority of respondents (65.9%) indicate they primarily walk to Beckenham Library.

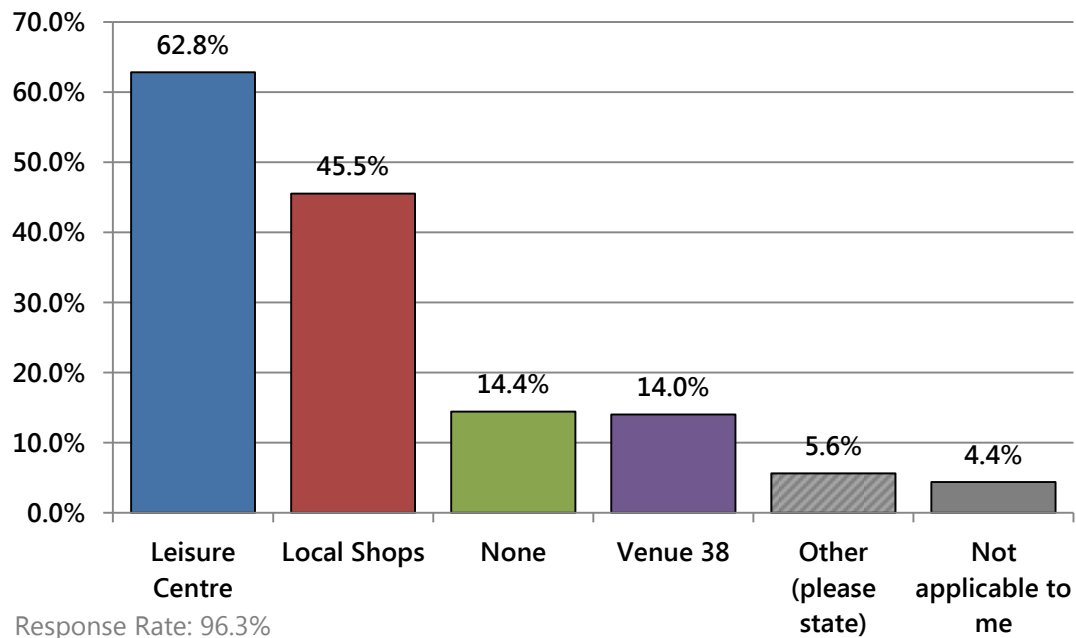
The sole answer to 'Other (please state)' response reads 'Walk + Bus'.

### Question 7:

Do you combine your visit to Beckenham Library with a visit to other local amenities? Please tick those which apply:

Answer Choices	Responses	
Leisure Centre	62.8%	458
Local Shops	45.5%	332
None	14.4%	105
Venue 38	14.0%	102
Other (please state)	5.6%	41
Not applicable to me	4.4%	32

**Answered** 729  
**Skipped** 28  
**Response Rate** 96.3%



### Comments

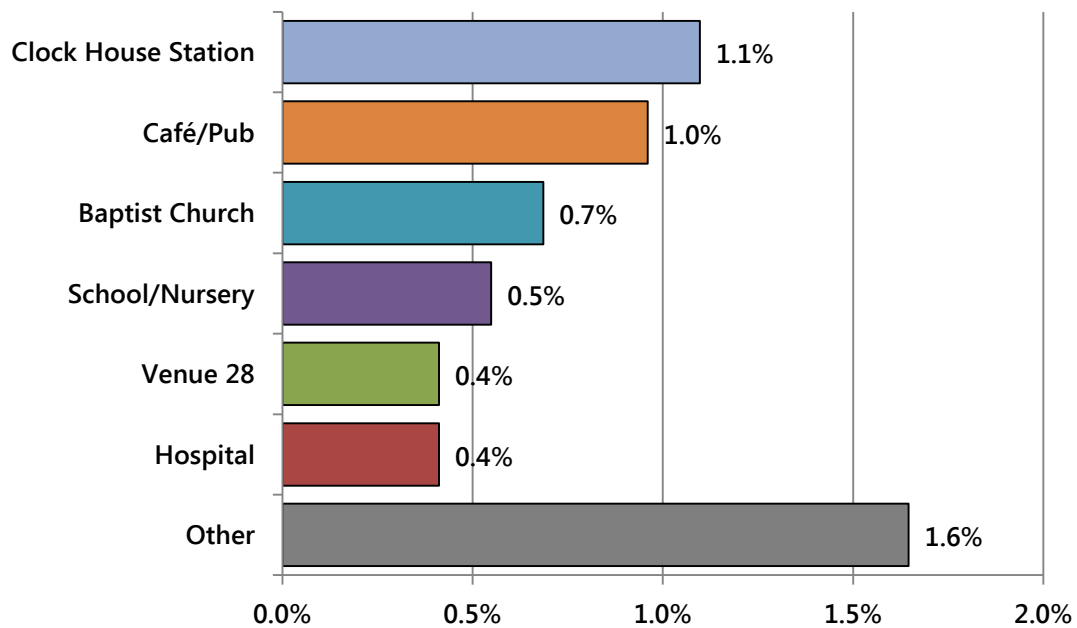
Few people skipped answering this question.

Over half of all respondents often combine their visit with the nearby Leisure Centre.

Less than 15% of respondents do not frequently combine their visit to Beckenham Library with another establishment.

**Free-text answers given for 'Other (please state)':**

Categories	'Other' Responses	
Other	1.6%	12
Hospital	0.4%	3
Venue 28	0.4%	3
School/Nursery	0.5%	4
Baptist Church	0.7%	5
Café/Pub	1.0%	7
Clock House Station	1.1%	8



Note: Respondents answering 'Venue 28' frequently pointed out the misspelling of the Venue in the original question.

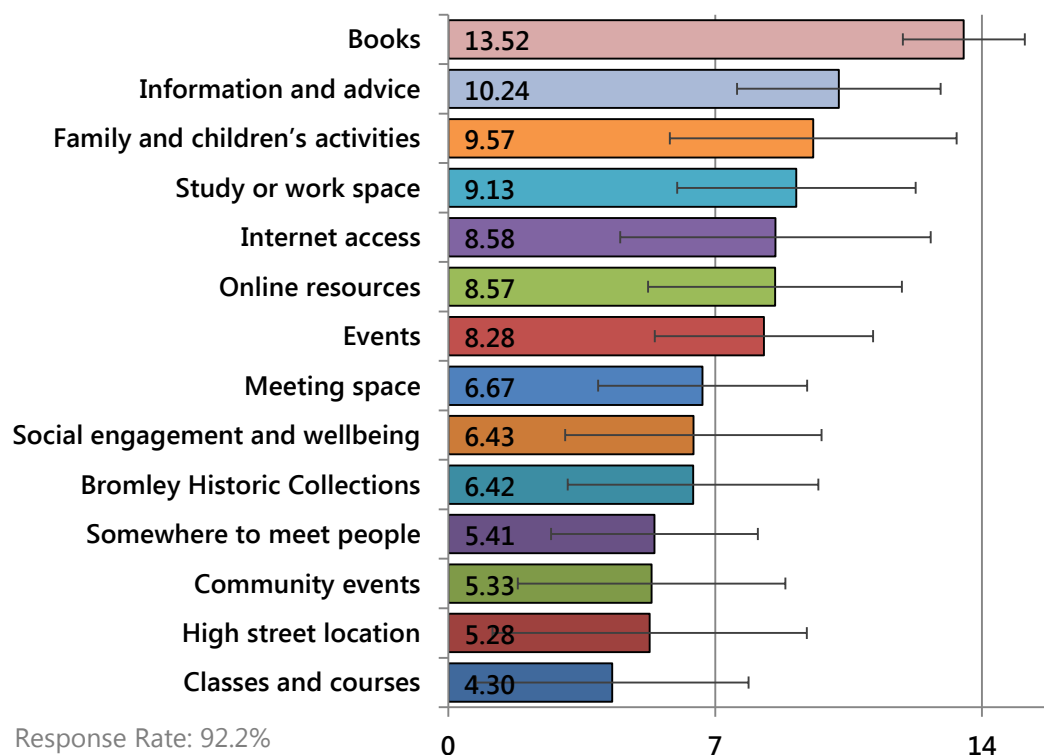
**Please see Appendix 4 for a full list of free text answers for Question 7**

### Question 8:

What is most important to you in a library? Please rate each in order of preference (1 is most important):

	Score	Responses	Standard Deviation
Books	13.52	678	1.60
Information and advice	10.24	612	2.67
Family and children's activities	9.57	596	3.76
Study or work space	9.13	602	3.13
Internet access	8.58	568	4.07
Online resources	8.57	574	3.33
Events	8.28	571	2.86
Meeting space	6.67	571	2.74
Social engagement and wellbeing	6.43	591	3.36
Bromley Historic Collections	6.42	583	3.29
Somewhere to meet people	5.41	566	2.71
Community events	5.33	589	3.51
High street location	5.28	595	4.12
Classes and courses	4.30	577	3.58

**Answered** 698  
**Skipped** 59  
**Response Rate** 92.2%



Error bars indicate 1 standard deviation,  $\sigma$  from the mean.

## Comments

This question presented the respondent with 14 categories to rank in order of importance to them, assigning each category a number between 1 and 14.

Respondents were not required to assign a number to every category. This is reflected in the number of responses given to each category.

The response rate for this question is 92.2%

The most ranked category 'Books' was ranked by 89.6% of all respondents.

The least ranked category 'Somewhere to meet people' was ranked by 74.8% of all respondents.

'Score' is a representation of rank, where a perfect score of 14 would indicate all respondents that category top. The lowest score possible is 1.

'Books', the highest ranked category overall, also had the smallest standard deviation (statistical measure of spread or variation) at 1.6, indicating a great consensus amongst respondents.

Conversely, 'Internet access' and 'High street location' had the largest standard deviations (4.07 and 4.12), indicating disagreement among respondents on the importance of these categories.

Following Question 8, response rate notably declines with all further questions falling below a 90% response rate.

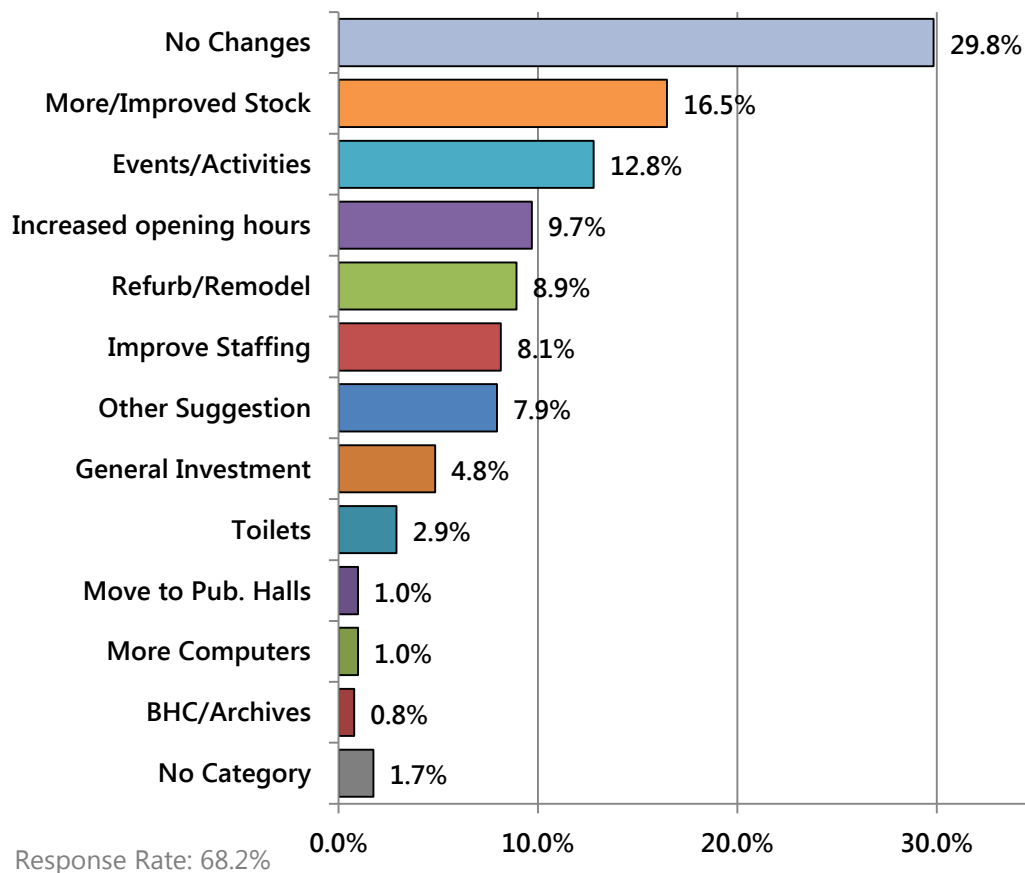
### Question 9:

How do you think library services in Beckenham could be improved?

Note: Response should not contain identifying personal data.

Answer Choices	Responses	
No Changes	29.8%	154
More/Improved Stock	16.5%	85
Events/Activities	12.8%	66
Increased opening hours	9.7%	50
Refurb/Remodel	8.9%	46
Improve Staffing	8.1%	42
Other Suggestion	7.9%	41
General Investment	4.8%	25
Toilets	2.9%	15
No Category	1.7%	9
More Computers	1.0%	5
Move to Pub. Halls	1.0%	5
BHC/Archives	0.8%	4

**Answered** 516  
**Skipped** 241  
**Response Rate** 68.2%



## **Comments**

This free-text question had a comparatively low response rate at 68.2%. Respondents who skipped the question may have had no answer to the question.

There were a wide range of responses with many answers indicating multiple categories for improvements. These answers were included in all applicable categories for analysis.

'No Changes' was the most written-about response, indicating respondents did not feel any improvements were required at Beckenham Library.

Further popular categories such as 'More/Improved Stock' and 'Event/Activities' had suggestions related to general service levels within the building, while other categories such as 'Refurb/Remodel' and 'Toilets' would involve structural or decorative works on the building.

**Please see Appendix 5 for a full list of free text answers for Question 9.**

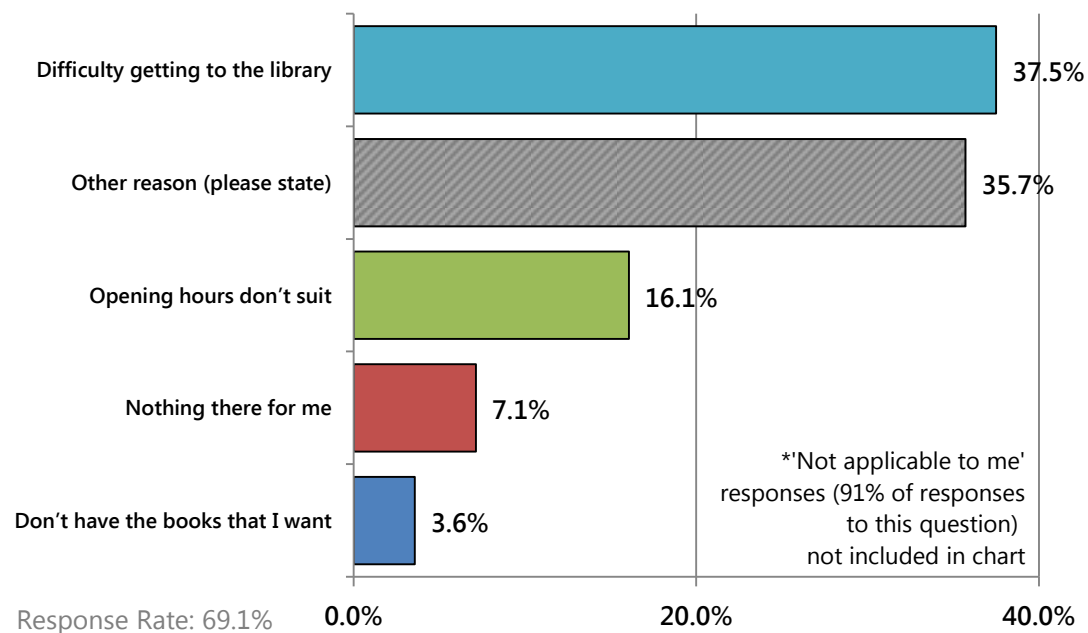
### Question 10:

If you don't use Bromley libraries, why not? Note: Response should not contain identifying personal data. Please tick those that apply:

Answer Choices	Responses	
Difficulty getting to the library	4.0%	21
Opening hours don't suit	1.7%	9
Nothing there for me	0.8%	4
Don't have the books that I want	0.4%	2
Other reason (please state)	3.8%	20
Not applicable to me	91.0%	476

**Answered** 523  
**Skipped** 234  
**Response Rate** 69.1%

*Note: The 476 'Not applicable to me' answers have been excluded from this graph as they represent 91% of all responses. Percentages listed on the graph indicate the percentage of the remaining 56 responses.*



### Comments

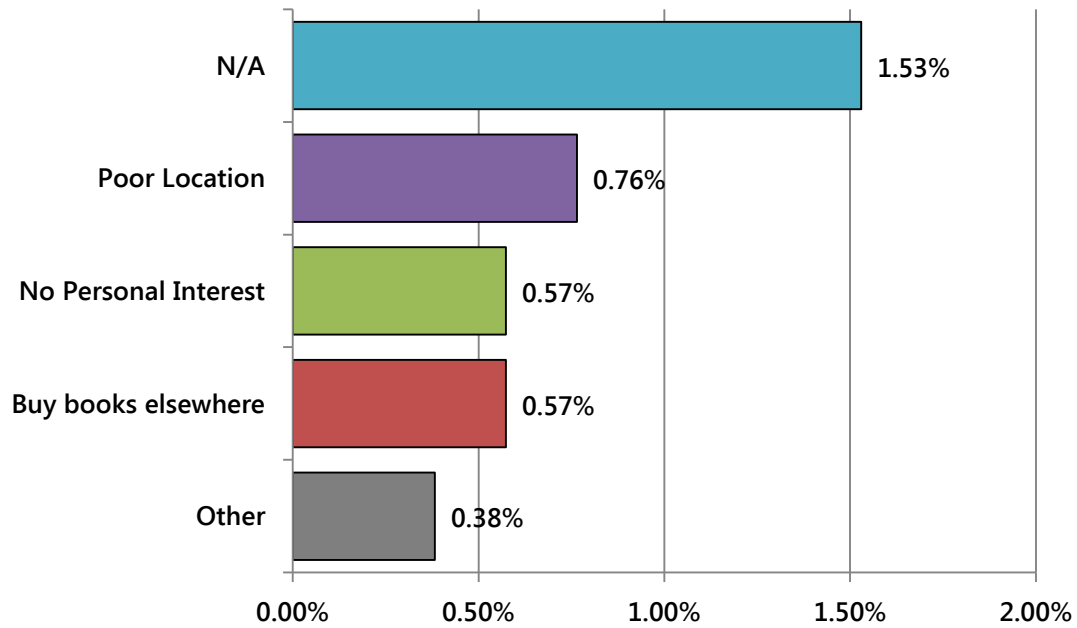
This free-text question also had a low response rate at 69.1%. Respondents who skipped the question may have not answered as they *do* use Bromley libraries.

'Not applicable to me' held over 90% of responses. In total, 56 respondents (8.99% of all respondents) ticked at least one answer to this question.



**Free-text Answers given for ‘Other reason (please state)’:**

Answer Choices	Responses	
N/A	1.53%	8
Poor Location	0.76%	4
Buy books elsewhere	0.57%	3
No Personal Interest	0.57%	3
Other	0.38%	2



**Free-Text Answer Comments**

8 respondents provided unclear answers in relation to the question and have been categorised as 'N/A'.

**Please see Appendix 6 for a full list of free text answers for Question 10**

### Question 11:

Across the UK, many libraries offer a wider range of services as well as the traditional books for loan, activities and study space. If you are already a library user what would you like to see more of in Bromley's libraries?

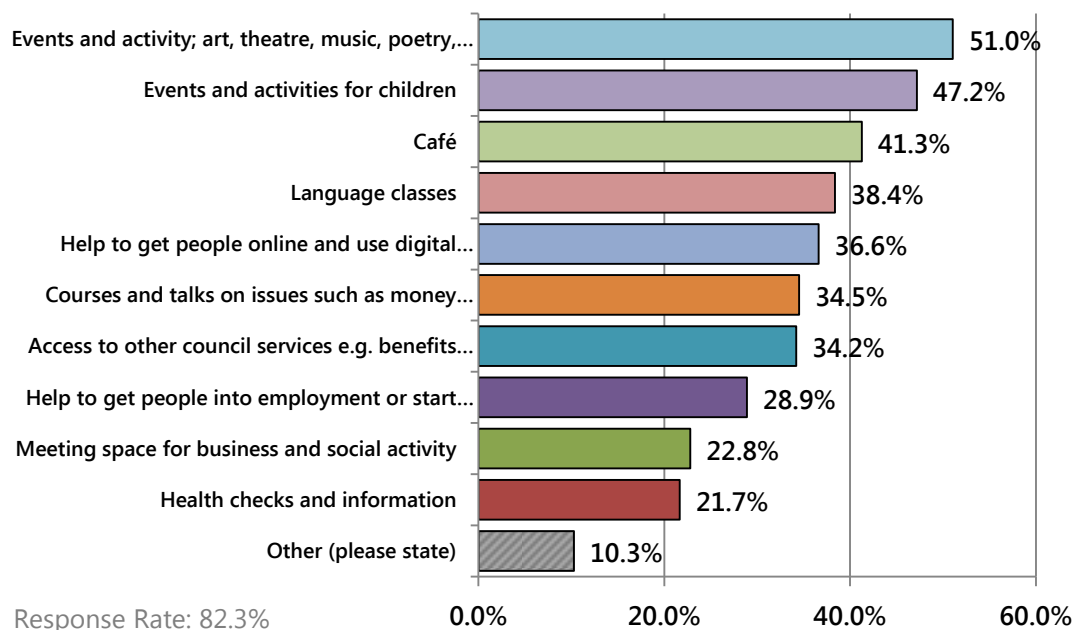
Which of these would make you want to use the library more?

If you don't currently do so, what would incentivise you to use the library?

Please feel free to tick more than one box:

Answer Choices	Responses	
Events and activity; art, theatre, music, poetry, yoga and gentle exercise, crafts	51.0%	318
Events and activities for children	47.2%	294
Café	41.3%	257
Language classes	38.4%	239
Help to get people online and use digital technology	36.6%	228
Courses and talks on issues such as money management, health and careers	34.5%	215
Access to other council services e.g. benefits advice	34.2%	213
Help to get people into employment or start their own business	28.9%	180
Meeting space for business and social activity	22.8%	142
Health checks and information	21.7%	135
Other (please state)	10.3%	64

**Answered** 623  
**Skipped** 134  
**Response Rate** 82.3%



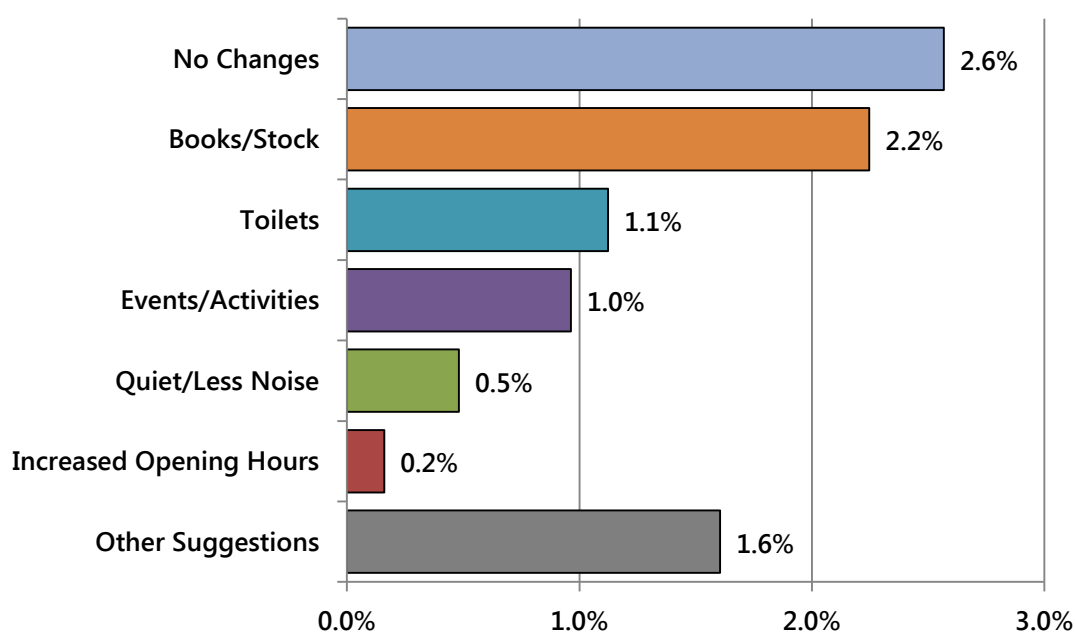
## Comments

Respondents were permitted to tick more than once category. On average, respondents ticked 3.7 categories.

The two categories related to events and activities were answered the most.

### Free-text Answers given for 'Other (please state)':

Answer Choices	Responses	
No Changes	2.6%	16
Books/Stock	2.2%	14
Toilets	1.1%	7
Events/Activities	1.0%	6
Quiet/Less Noise	0.5%	3
Increased Opening Hours	0.2%	1
Other Suggestions	1.6%	10



### Free-Text Answer Comments

2.6% of respondents indicated no changes were needed at Beckenham Library to encourage them to visit more.

Other categories included improving book or stock, installing toilets, or running specific events.

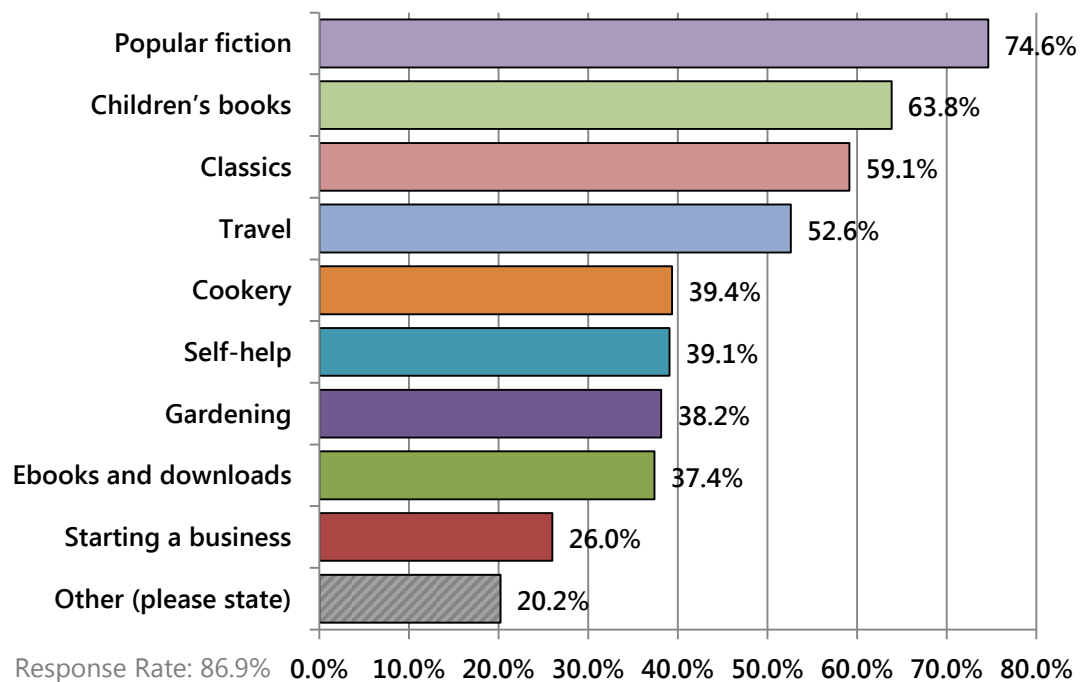
**Please see Appendix 7 for a full list of free text answers for Question 11**

### Question 12:

We want to make sure that we buy the books and online resources that people want to borrow. What would you like to see in your library?  
Please tick as many as you like:

Answer Choices	Responses	
Popular fiction	74.6%	491
Children's books	63.8%	420
Classics	59.1%	389
Travel	52.6%	346
Cookery	39.4%	259
Self-help	39.1%	257
Gardening	38.2%	251
Ebooks and downloads	37.4%	246
Starting a business	26.0%	171
Other (please state)	20.2%	133

**Answered** 658  
**Skipped** 99  
**Response Rate** 86.9%



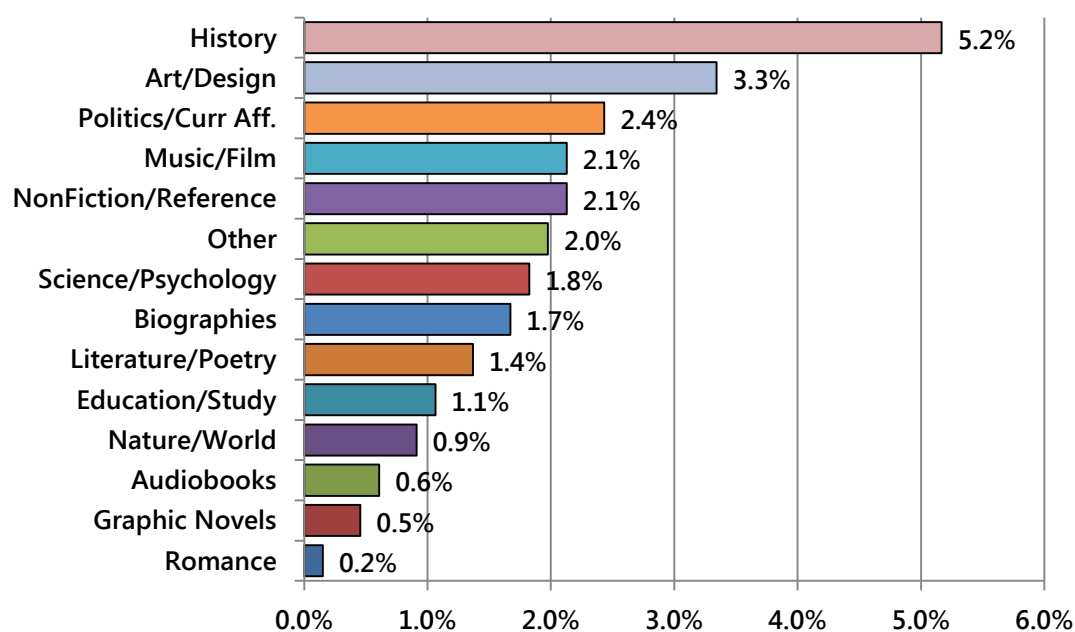
### Comments

Respondents were permitted to tick more than once category. On average, respondents ticked 4.5 categories.

This questions had a high number of 'Other (please state)' responses compared with other questions in this survey.

### Free-text Answers given for 'Other (please state)':

Categories	Responses	
History	5.2%	34
Art/Design	3.3%	22
Politics/Current Affairs	2.4%	16
Non-Fiction/Reference	2.1%	14
Music/Film	2.1%	14
Other	2.0%	13
Science/Psychology	1.8%	12
Biographies	1.7%	11
Literature/Poetry	1.4%	9
Education/Study	1.1%	7
Nature/World	0.9%	6
Audiobooks	0.6%	4
Graphic Novels	0.5%	3
Romance	0.2%	1



### Free-Text Answer Comments

A wide variety of custom responses were given. History and local history was the most suggested category of stock.

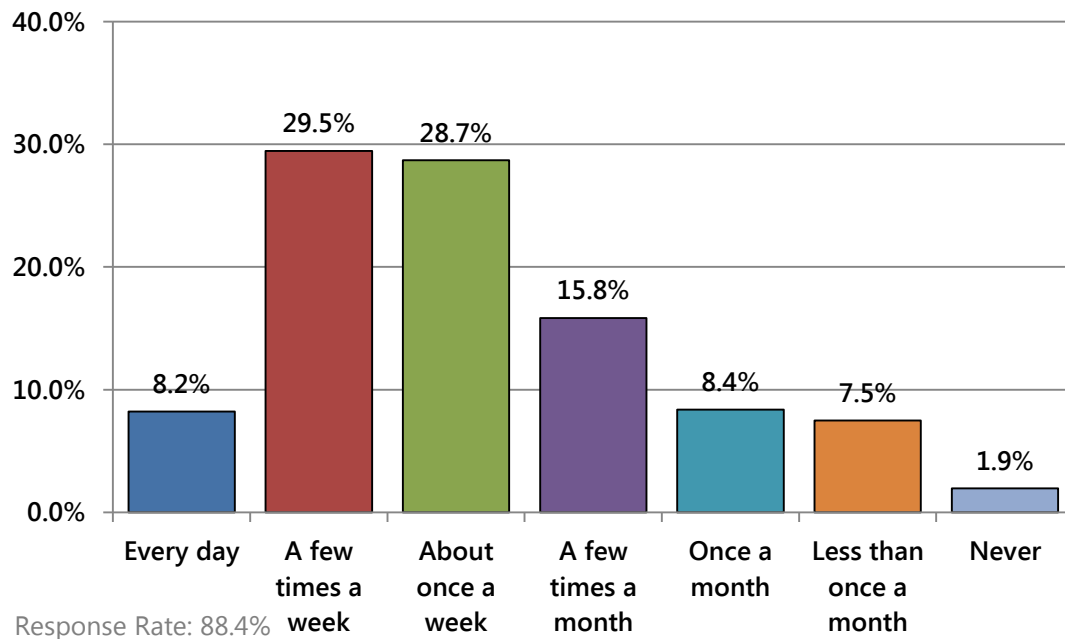
Within 'Politics/Current Affairs' many respondents suggested expanding the range of available newspapers.

**Please see Appendix 8 for a full list of free text answers for Question 12**

**Question 13:**  
**How often do you visit Beckenham Town Centre?**

Answer Choices	Responses	
Every day	8.2%	55
A few times a week	29.5%	197
About once a week	28.7%	192
A few times a month	15.8%	106
Once a month	8.4%	56
Less than once a month	7.5%	50
Never	1.9%	13

**Answered** 669  
**Skipped** 88  
**Response Rate** 88.4%



**Comments**

Over 65% (66.4%) of respondents reported they visit Beckenham Town Centre at least once per week.

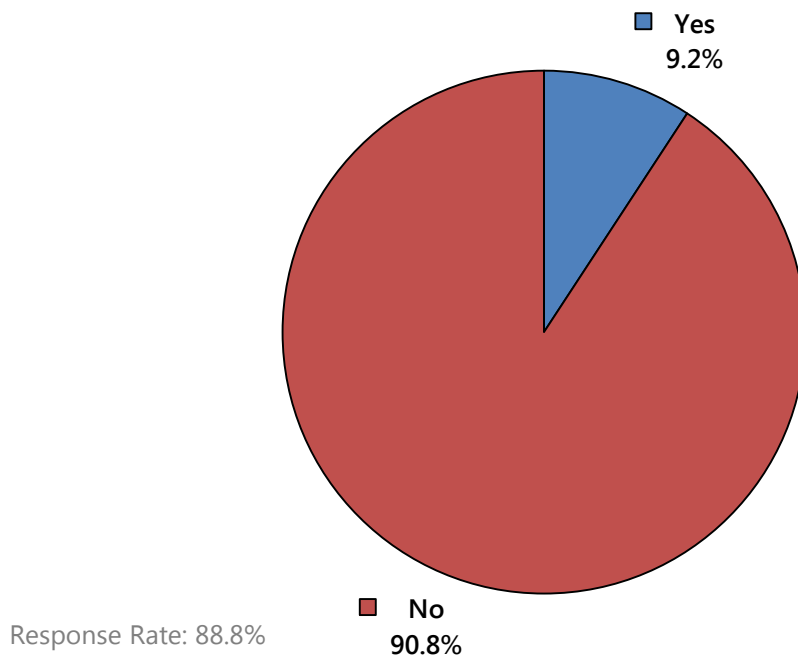
This compares with 40.6% of respondents in Question 3 answering that they visit Beckenham Library at least once per week.

**Question 14:**

**Do you currently attend any classes or activities at Beckenham Public Hall?**

Answer Choices	Responses	
Yes	9.2%	62
No	90.8%	610

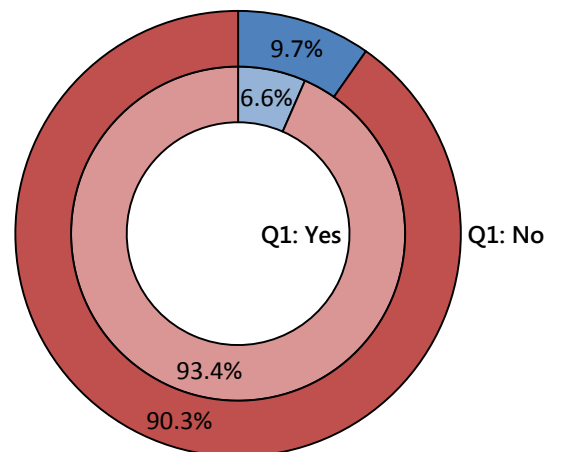
**Answered**                    **672**  
**Skipped**                    **85**  
**Response Rate**           **88.8%**



**Comments**

Over 90% of respondents indicated they do not currently attend classes or activities at Beckenham Public Hall.

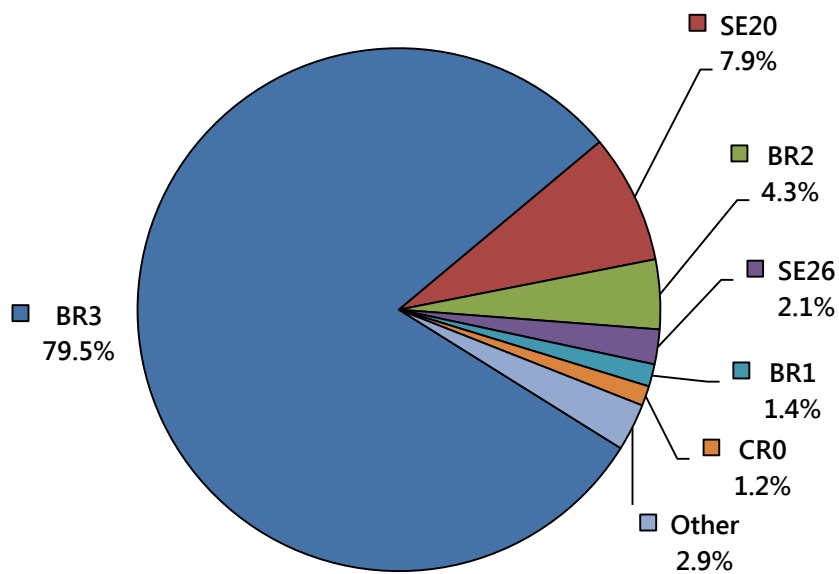
Breaking this further down by how respondents answered Q1 ('Do you support the proposal in principle?') shows that people who do not support the proposal are more likely than average to already attend a class or activity at Beckenham Public Hall (outer ring on graph on the right).



**Question 15:**  
**What is your postcode?**

Postcode Prefixes	Responses	
BR3	79.5%	521
SE20	7.9%	52
BR2	4.3%	28
SE26	2.1%	14
BR1	1.4%	9
CR0	1.2%	8
BR6	0.8%	5
SE19	0.5%	3
SE25	0.5%	3
BR4	0.5%	3
BR5	0.3%	2
CR2	0.2%	1
CR7	0.2%	1
SE22	0.2%	1
SE6	0.2%	1
SE7	0.2%	1
BR7	0.2%	1
N/A	0.2%	1

**Answered** 655  
**Skipped** 102  
**Response Rate** 86.5%



Response Rate: 86.5%

*Responses with less than 1% of the share have been consolidated into 'Other'*



## **Comments**

The postcode for Beckenham Library is BR3 4PE.  
The postcode for Beckenham Public Hall is BR3 5JE.

Of the two locations, Beckenham Public Hall lies more centrally within the BR3 area, with Beckenham Library residing closer to the western border with SE20.

The majority of respondents (79.5%) live within the same postcode prefix as Beckenham Library and Beckenham Public Hall (BR3).

**Please see Appendix 9 for a full list of free text answers for Question 15**

**Question 16:**

If you are representing a group or organization, please let us know which one:

<b>Answered</b>	<b>105</b>
<b>Skipped</b>	<b>652</b>
<b>Response Rate</b>	<b>13.9%</b>

Of the 105 responses to this question, 98 indicated they had no affiliation to a group or organization.

The remaining 7 responses are listed in full below:

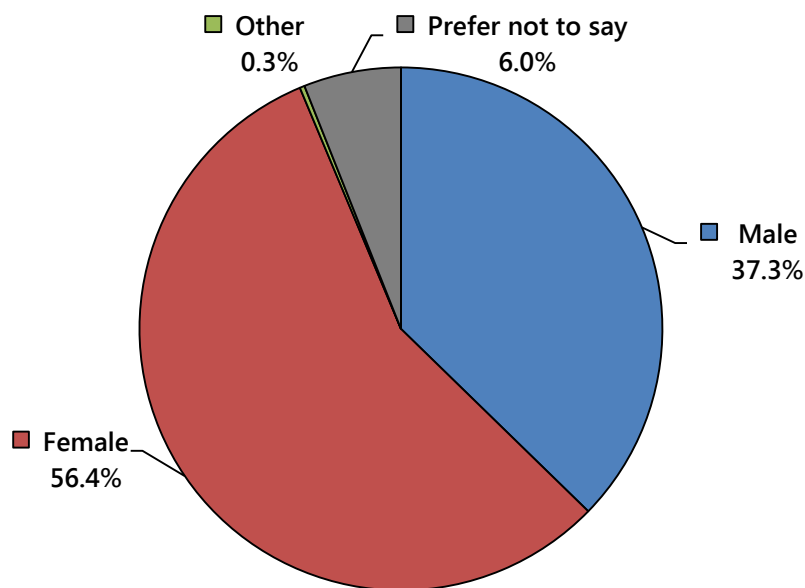
Respondent No.	Responses
1	Beckenham Bookshop
2	SEN parents and workforce
3	Social Distancing Appreciation Society (Sodas)
4	I am Vanessa Allen, Clock House Councillor
5	Home library
6	Beckenham Heritage Group
7	Bromley and Beckenham Philatelic Society

### Question 17:

Which of the following options best describes your gender identity?

Answer Choices	Responses	
Male	37.29%	248
Female	56.39%	375
Other	0.30%	2
Prefer not to say	6.02%	40

**Answered** 665  
**Skipped** 92  
**Response Rate** 87.8%



Response Rate: 87.8%

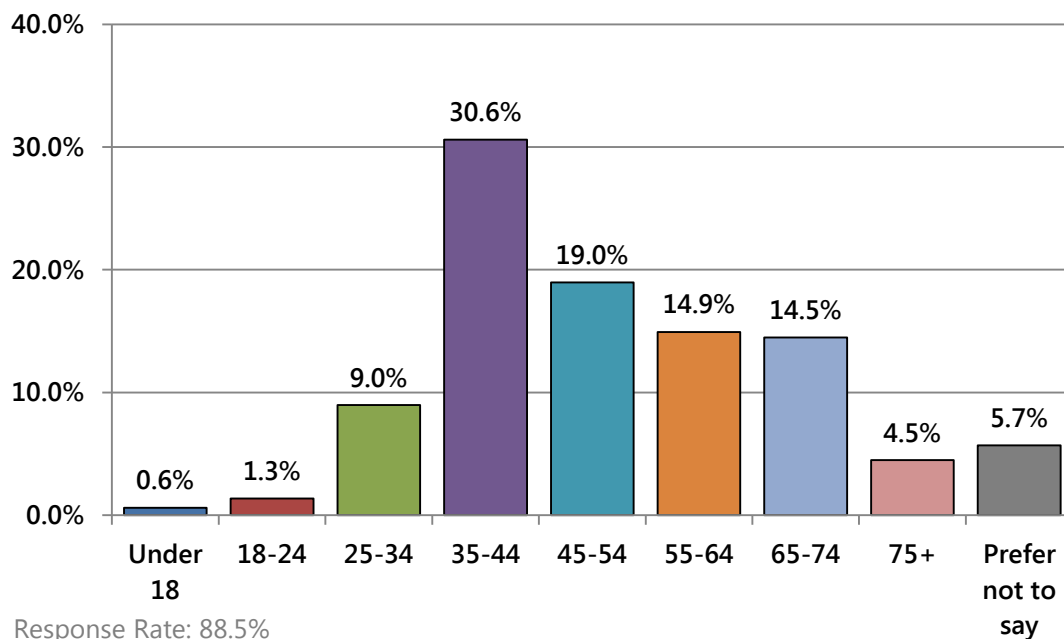
### Comments

The majority of respondents (56.4%) answered that they were Female, with 37.3% indicating they were Male.

**Question 18:**  
Please state your age category:

Answer Choices	Responses	
Under 18	0.6%	4
18-24	1.3%	9
25-34	9.0%	60
35-44	30.6%	205
45-54	19.0%	127
55-64	14.9%	100
65-74	14.5%	97
75+	4.5%	30
Prefer not to say	5.7%	38

**Answered** 670  
**Skipped** 87  
**Response Rate** 88.5%



**Comments**

Over half of respondents (52.9%) answered their age as 45 or above, while 41.5% answered 44 or below.

Please note the corresponding Children and Young People Survey was opened for responses after this Adult's Survey and targeted responses for under-18s. There were 52 responses total for the Children's Survey.

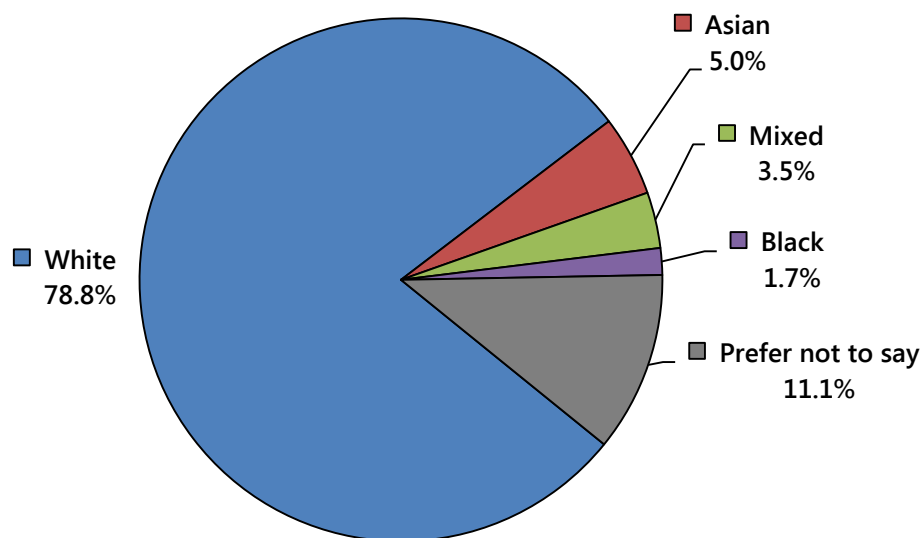
**Question 19:**

**Which of the following options best describes your race, ethnic or cultural origin?**

Answer Choices	Responses	
White English/Welsh/Scottish/Northern Irish/British	69.8%	464
White Irish	1.8%	12
White Gypsy or Irish Traveller	0.2%	1
Any other white background	7.1%	47
Asian / Asian British Indian	2.3%	15
Asian / Asian British Pakistani	0.0%	0
Asian / Asian British Bangladeshi	0.6%	4
Asian / Asian British Chinese	1.7%	11
Any other Asian background	0.5%	3
Mixed white and black Caribbean	0.5%	3
Mixed white and black African	0.5%	3
Mixed white and Asian	0.6%	4
Any other mixed ethnic background	2.0%	13
African	0.9%	6
Caribbean	0.5%	3
Any other black / African / Caribbean background	0.3%	2
Prefer not to say	11.1%	74

**Answered** 665  
**Skipped** 92  
**Response Rate** 87.8%

*Response categories have been consolidated in the graph below for presentation clarity.*



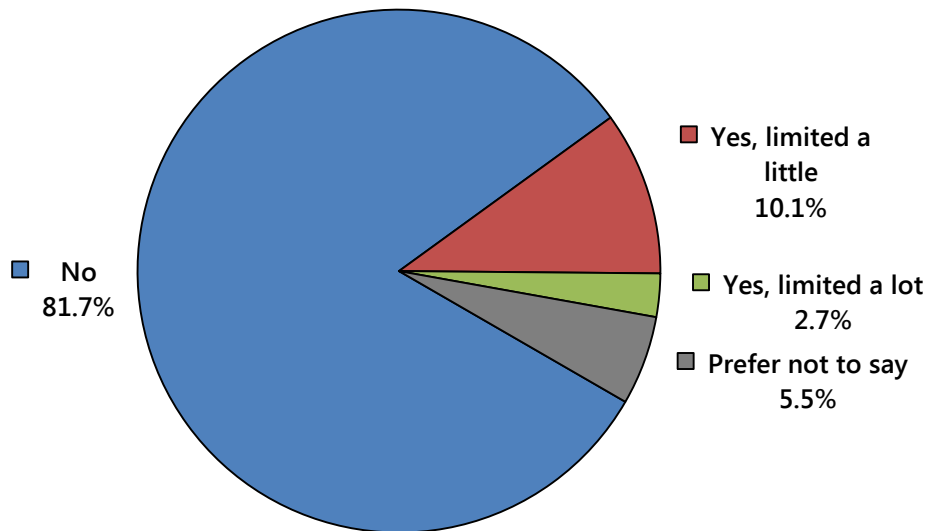
Response Rate: 87.8%

**Question 20:**

**Does your health or disability prevent you from doing things you want to, need to or have to?**

Answer Choices	Responses	
No	81.7%	548
Yes, limited a little	10.1%	68
Yes, limited a lot	2.7%	18
Prefer not to say	5.5%	37

**Answered** 671  
**Skipped** 86  
**Response Rate** 88.6%



Response Rate: 88.6%

**Comments**

Overall, 12.8% of respondents reported at least some limitation to their daily activities.

# Public Engagement - Beckenham Library: Survey Analysis

## Introduction

The London Borough of Bromley regularly considers opportunities to improve and enhance the Borough's library sites, to enable the library service to flourish, adapt, and be fit for the future and to provide an excellent community service. As part of this the Council is considering the viability of relocating the current Beckenham Library to the Beckenham Public Hall, approximately 1 mile away

The sale of the current Beckenham library site for housing, 50% of which would be affordable housing, would pay for a new, enhanced library service at the Beckenham Public Hall circa 1 mile away. The proposal would not only provide a new library service and cultural events space, but also much needed housing. As part of the feasibility study for this proposal an engagement programme delivered by the appointed Consultants for this project took place to capture the views and opinions of the Community on this high profile proposal.

The Council devised a survey to enable as many people as possible to feed in their opinions on this proposal. To increase the reach, the survey was posted online and paper copies of the survey were made available at Beckenham Library. The survey was promoted on both the Council's website and the GLL Better Libraries website.

The survey ran from 9th March and was initially due to close on 31<sup>st</sup> March but following the closure of all Bromley Libraries on Monday 23<sup>rd</sup> March due to government advice relating to COVID-19 the survey was extended until April 12th. Data analysis showed that 749 surveys had been completed online with 8 paper surveys completed.

The survey introduction acknowledged that the Council understood fully that not everybody will support this proposal but wanted to give all residents a platform for their views and opinions. The survey also provided clarification that the project suggested moving, not closing, Beckenham Library

The survey consisted of 20 questions ranging from establishing levels of support for the project to ideas for modernising libraries and building up a picture of use of the Beckenham Public Hall and frequency of visits to the Town Centre. Equalities questions were also included to measure impact. A full statistical analysis of all survey questions has been produced separately in the Statistical Breakdown Report. This includes postcode data and a full transcript of all comments and suggestions which are fully categorised. The key headlines of the survey are summarised below.

## **Findings**

### **Support for the proposal**

Of the responses to **Question 1** which asked "Given the need for housing and the potential opportunity to develop the Beckenham Library Service, do you support the proposal in principle?", 82.4% said they did not support the proposal, 9.6% were supportive, and 8.1% were not sure. Respondents answering 'not sure' were able to provide a free-text comment on their answer: see Statistical Breakdown Report.

### **Patterns of Library Use**

Responses to the answer choices for **Question 2**, "Do you use Beckenham Library?" showed that 94.1% answered Yes to using the Library, while 5.9% said No.

**Question 3** asked about frequency of library use: 38.6% visited the library on a weekly basis, followed by 31.9% monthly, 23.1% occasionally, 4.4% not applicable, and 2.0% daily.

**Question 4** asked respondents which other Libraries they used apart from Beckenham. The highest response rate was None at 51.4%, followed by Bromley Central at 32.6%, Penge at 15.6%, other not specified 10.7%, and Shortlands 5.2%.

**Question 5** asked respondents to tick the main reason why they used Beckenham Library the most, 58.0% answered because 'it is closest to my home' as their response. The other responses relating to use are detailed below and are significantly lower:

It is closest to my home	58.1%
The range of stock	11.8%
Other (please state)	10.5%
Facilities	7.6%
The range of activities	4.4%
Parking	3.5%
Not applicable to me	2.5%
Opening hours	1.6%

**Question 6** asked how you travel to the library. Respondents were asked to select one option which categorised their primary method of travel to Beckenham Library. 65.9% said they primarily walked to the library. The other response rates are detailed below.

Walk	65.9%
Car	16.1%
Bus	12.9%
Bike	2.2%
Tram	0.7%
Train	0.6%
Other (please state)	0.1%
Not applicable to me	1.5%



Responses to **Question 7** which asked “Do you combine your visit to Beckenham Library with a visit to other local amenities?” allowed respondents to tick all which applied from a list of choices. 62.8% of those surveyed said they combined their visit with Beckenham Library with a visit to the Spa Leisure Centre, 45.5% to local shops, 14.0% to Venue 28, 5.62% to other locations which included Clock House Station, and 14.4% did not combine their visit to the Library with visiting another facility. 4.4% indicated this question did not apply to them.

### **Improving and developing Libraries**

**Question 8** asked the following question “What is most important to you in a library?”. Respondents were asked to rate 14 categories in order of preference (1 being the most important), which is then converted to an overall score out of 14 - see the Statistical Breakdown Report for the list of responses and their ranking. ‘Books’ received the overall highest score at 13.5 out of 14, ranking it as the most important to respondents, followed by ‘Information and advice’ at 10.2 out of 14. At the other end of the scale, ‘Classes and courses’ were ranked as least important at 4.3 out of 14, and ‘high street location’ and ‘community events’ ranked both at 5.3 out of 14.

**Question 9** asked respondents for suggestions as to how they think library services in Beckenham could be improved. Many suggestions were put forward and all responses were categorised and have been fully transcribed in the Statistical Breakdown Report.

**Question 10** related to non-library use and those not using Beckenham Library or any other Bromley Libraries. Those who did not use libraries were asked to choose from a list of reasons. Of the 56 responses who indicated they didn’t use Bromley libraries the most common reason for not visiting the library was difficulty getting to the library at 37.5%.

Difficulty getting to the library	37.5%
Opening hours don’t suit	35.7%
Nothing there for me	16.1%
Don’t have the books that I want	7.1%
Other reason (please state)	3.6%

### **Focus of Libraries**

**Question 11** addresses the change in priorities for Libraries to increase their relevance in modern society. Respondents were asked the following question “Across the UK; many libraries offer a wider range of services as well as the traditional books for loan, activities and study space. If you are already a library user what would you like to see more of in Bromley’s libraries? Which of these would make you want to use the library more? If you don't currently do so, what would incentivise you to use the library?”. Respondents were encouraged to tick more than one box. The response rates are captured below.

The highest response at 51.0% related to events and activity; art, theatre, music, poetry, yoga and gentle exercise, crafts followed by events and activities for children at 47.2% and a café t 41.3%.

Events and activity; art, theatre, music, poetry, yoga and gentle exercise, crafts	51.0%
Events and activities for children	47.2%
Café	41.3%
Language classes	38.4%
Help to get people online and use digital technology	36.6%
Courses and talks on issues such as money management, health and careers	34.5%
Access to other council services e.g. benefits advice	34.2%
Help to get people into employment or start their own business	28.9%
Meeting space for business and social activity	22.8%
Health checks and information	21.7%
Other (please state)	10.3%

**Question 12** focuses on stock as Bromley Library Service wants to make sure that it buys the books and online resources that people want to borrow. Those completing the survey were asked what they would like to see in their library. Respondents could tick as many as they wanted and responses are summarized below. Popular fiction had the most responses at 74.6% followed by children's books with 63.8%.

Popular fiction	74.6%
Children's books	63.8%
Classics	59.1%
Travel	52.6%
Cookery	39.4%
Self-help	39.1%
Gardening	38.2%
Ebooks and downloads	37.4%
Starting a business	26.0%
Other (please state)	20.2%

### **Beckenham Town Centre and use of the Public Hall**

Due to the proposal to relocate the Library to the Beckenham Town Centre, **Question 13** related to the frequency of visits to the Town Centre. 29.5% responded with 'a few times a week', closely followed by 28.7% visiting about once a week. Just 1.9% of those completing the survey said they never visited Beckenham Town Centre.

Every day	8.2%
A few times a week	29.5%
About once a week	28.7%
A few times a month	15.8%
Once a month	8.4%
Less than once a month	7.5%
Never	1.9%

When asked in **Question 14** “Do you currently attend classes or activities at Beckenham Public Halls?”, 90.8% of respondents answered No with just 9.23% responding Yes .

### Postcode Analysis

**Question 15** asked respondents to give their postcode so that an analysis could be made to establish the distance travelled by respondents to Beckenham Library. 79.5% of respondents reported living in the BR3 postcode area. See the Statistical Breakdown Report for full details.

### Community Groups & Organisations

**Question 16** asked respondents if they were representing a group or organization and if so to indicate which one. Out of the responses given the following groups and organisations were named as Beckenham Book Shop, Bromley and Beckenham Philatelic Society, SEN parents and workforce, Beckenham Heritage Group and a Clock House Ward Councillor.

### Equalities data

The survey included questions about four of the ‘protected characteristics’ stemming from the 2010 Equality Act. These included in this survey included age, gender, disability and race. Respondents were given an option of ‘Prefer not to say’ to all of these questions.

**Question 17** asked respondents which of the following options best describes their gender identity. 56.4% responded that they were female, 37.3% male, 6.0% preferred not to say, and 0.3% other.

Respondents completing the survey gave the following responses to **Question 18** asking them to state their age category. The 35-44 age group was the most widely represented group at 30.6% amongst respondents, followed by 45-54 with 19.0%, 55-64 with 14.9%, and 65-74 with 14.5% of responses.

Under 18	0.6%
18-24	1.3%
25-34	9.0%
35-44	30.6%
45-54	19.0%
55-64	14.9%
65-74	14.5%
75+	4.5%
Prefer not to say	5.7%

**Question 19** asked respondents to choose an option which best describes their race, ethnic or cultural origin. 78.8% of those responding described themselves as White.

White	78.8%
Asian	5.0%
Mixed	3.5%
Black	1.7%
Prefer not to say	11.1%

**Question 20** captured information about whether respondents consider that their health or disability prevents them from doing things. 81.7% of those responding said they did not suffer from a disability.

No	81.7%
Yes, limited a little	10.1%
Yes, limited a lot	2.7%
Prefer not to say	5.5%

The remaining equalities groups of gender reassignment, pregnancy and maternity, religion and belief, sexual orientation and legal marriage or civil partnership status were consulted in other activities as part of this engagement programme.

# Appendices to Adult Survey – Statistical Breakdown Report

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## Appendix 1: Free-text answers to Question 1

“Given the need for housing and the potential opportunity to develop the Beckenham Library Service, do you support the proposal in principle?”

8.0% of responses included a free-text answer, listed below by primary category.

Response	Category 1	Category 2
Will the so-called "affordable" homes be available at social rent?	Distrust of Council	
I don't sufficiently trust the council to deal sympathetically with the current library site. The current library whilst not perhaps particularly attractive is actually quite a nice well made building and I would be against demolishing this though keeping it would almost certainly limit the use of the site for the intended housing build.	Distrust of Council	
More housing oh dear	Distrust of Council	
While I support the need for new housing the term affordable never really chimes true, these developers that build shoddy low quality buildings that always have problems (county house, Mark's square flats) too name 2 recent examples need to be carefully thought out as the profits seem to end up in these developers pockets and not the council ergo the community. So I think moving the library could be an unreasonable cost that is not recouped too the community who rely on these services. Personally I use the library to buy my recycling bags so it does become more inconvenient too me.	Distrust of Council	
Promises of affordable housing frequently go unfulfilled. y	Distrust of Council	
The proposed housing is not guaranteed. Purchasers and developers are yet to be found and planning permission sought. Revenue generated by proposed sale of library site will be subject to market forces an may not realise the funds required for the library project which itself has no confirmed cost.	Distrust of Council	
I don't trust the council to be transparent with its intentions.	Distrust of Council	
I understand the need for housing - affordable housing. I would only consider supporting the proposal if 100% of the new housing were to be affordable.	Housing must be affordable	
Should be 80% social housing	Housing must be affordable	
Do no believe there will be affordable social housing for the area.	Housing must be affordable	
We need 100% social housing noy 50% (un)affordable	Housing must be	

	affordable	
If social housing yes	Housing must be affordable	
Worried that the housing planned will not acne affordable, and that beckenham will not have the infrastructure in place to accommodate more people into the area	Housing must be affordable	
Loaded question	Leading Question	
This question is based in its phrasing and should be re-worded	Leading Question	
This is a very leading question. Whoever designed this needs a lesson in impartial question setting.	Leading Question	
This is an extraordinarily leading and loaded question. Not only are the separate issues of housing and the 'development' of the library being dangerously conflated but no valid opinion can be offered (in principle or otherwise) without a detailed understanding of the level and nature of the facilities which will be available at the proposed new venue for the library. This should be the main focus of the feasibility study which has been commissioned at a budgeted cost of £70,000. If the Council considers it needs that report before decisions are made, how can the public be expected to offer any valid opinion in the report's absence?	Leading Question	
Unfair and leading question. I do not support the demolition of the 1930s building as a fan of this period and have concerns about local infrastructure (schools, doctors etc) to deal with increased housing.	Leading Question	
Leading question	Leading Question	
I think those are two separate things and do not need to be linked	Leading Question	
Could the site not be used for library and housing in conjunction with the other recreational and cultral uses already in the area	No Category	
j	No Category	
Moving library is inconvenient to me, but social housing is needed and could be provided elsewhere	Other housing dev sites	
Other sites locally would be better	Other housing dev sites	
I feel there are other places in Bromley to build more houses	Other housing dev sites	
I am not sure there is a need to close the library to achieve the other goal	Other housing dev sites	
There are other places that can be developed. Across the road in Beckenham Road there is a block of flats where the majority are empty. It looks almost derelict. Why can't the council knock down this 2 story structure & replace with a 5 story block instead?	Other housing dev sites	
There must be better sites in this huge borough for more housing	Other housing dev	

	sites	
Practicality; parking, congestion etc.	Prefer current site	
I understood the current library building to be listed	Prefer current site	
Current location of the library is very convenient and also has a car park. Also the entrance it's not on a busy road	Prefer current site	
The location of the current library is good because of its proximity to the Spa and it depends on the design for Beckenham Public Hall	Prefer current site	
I do not support the proposal to move the location of the library and certainly do not think that it is justified by the modest amount of housing which could be built on the site.	Prefer current site	
I would be sorry to see the current building replaced by something less attractive.	Prefer current site	
because the three buildings around the central walking area is attractive and if you take away the library what is next - the Spa.	Prefer current site	
The co-location of the Library and the Swimming pool/sports center provides a strong focus for families, as with Orpington where the Library was relocated to be near the Swimming pool/Leisure center as well as the College and shops.	Prefer current site	
The current location creates a hub for families along with the spa and has parking	Prefer current site	
I recognise the need for more affordable housing but the library in its current location is a valuable space for the local community. The replacement library would not be so easily accessible to the same community.	Prefer current site	
The service can be developed at current site.	Prefer current site	
Insufficient information e.g. what size the new library would be	Size of new library	Unclear Proposals
There is no confirmation of the comparable size of the relocated library versus the current one.	Size of new library	
I think the new space will be far too small, inadequate parking & not so convenient to existing users. Why not have a library at the ground floor level of the proposed block of flats & thus keep everyone happy?	Size of new library	
it's not clear if the library will be made smaller	Size of new library	
Not enough information about whether the new site would be the same size and offer the same facilities	Size of new library	
The existing site is quite open and would not want to see a congested development in its place	Size of new library	
Depends whether the library size and facilities are being cut. Will it be a comparable service? Will the housing that is built be affordable?	Size of new library	
The new relocation looks a very busy venue. Will it have the same capacity as the present Beckenham library	Size of new library	
I would need to know what amenities would be lost at the Public Halls if the relocation took place.	Size of new library	
Will the proposed site be adequate	Size of new library	



It seems the new library will be smaller and lead to a loss of community space. But if the library retains the same square footage and number of books/services (rhymes for new parents, computers etc) then I support it	Size of new library	
I am worried that the library premises will be smaller and not accessible for me by bus from Eden Park	Size of new library	
Need to better understand the proposals.	Unclear Proposals	
because I am still to consider the arguments or see a plan for the relocated library. Not Sure yet.	Unclear Proposals	
I don't know enough about the proposal for the new site	Unclear Proposals	
The actual plans haven't been shared in detail. It's hard to make a decision	Unclear Proposals	
Need to read the proposal fist	Unclear Proposals	
Need more information on the consequences of development	Unclear Proposals	
I only support it if it is made certain that the library will be moved. I don't want the plan to go forward and then have the relocation/renovation plans suddenly withdrawn after the library property has already been sold off.	Unclear Proposals	
Not ready to say	Unclear Proposals	
Need more info	Unclear Proposals	

## Appendix 2: Free-text answers to Question 4

“Which other libraries do you use? Please select all that apply:”

10.7% of responses included a free-text answer, listed below by primary category.

Response	Category 1	Category 2
Upper Norwood Library Hub	Croydon Libraries	
Upper Norwood	Croydon Libraries	
Croydon Libraries	Croydon Libraries	
Croydon	Croydon Libraries	
Upper Norwood	Croydon Libraries	
Ashburton library Croydon	Croydon Libraries	
West Norwood	Croydon Libraries	
Sydenham	Croydon Libraries	
Sydenham	Croydon Libraries	
Upper Norwood Library	Croydon Libraries	
Upper Norwood	Croydon Libraries	
South Norwood	Croydon Libraries	
Croydon libraries	Croydon Libraries	
Hayes	Hayes	
west wickham & hayes	Hayes	West Wickham
Hayes, West Wickham	Hayes	West Wickham
Orpington	Orpington	
Orpington	Orpington	
Orpington	Orpington	
Orpington	Orpington	
Orpington, Biggin Hill	Orpington	
Orpington, West Wickham, Petts Wood	Orpington	
Orpington, Mottingham	Other Bromley	Orpington
Orpington, Petts Wood	Other Bromley	Orpington

Biggin Hill and Orpington Walnuts	Other Bromley	Orpington
Biggn Hill	Other Bromley	
Mottingham	Other Bromley	
Chislehurst	Other Bromley	
Burnt Ash library	Other Bromley	
Petts Wood	Other Bromley	
Westminster Music Library	Other London	
Greenwich	Other London	
Lewisham	Other London	
Canary Wharf (Tower Hamlets)	Other London	
Bexley	Other London	
London Library	Other London	
Wandsworth Library	Other London	
City University Library, British Library	Other London	
City business library	Other London	
Forest Hill Library	Other London	
Dulwich	Other London	
Southborough	Southborough	
Southborough	Southborough	
Southborough Lane	Southborough	
Southborough	Southborough	
Southborough	Southborough	
West Wickham	West Wickham	
Orpington, West Wickham	West Wickham	Orpington
West Wickham and Bromley Central	West Wickham	
West Wickham Library	West Wickham	
West Wickham	West Wickham	
West Wickham	West Wickham	
West Wickham	West Wickham	
West wickham	West Wickham	
West Wickham	West Wickham	

West Wickham	West Wickham	
West Wickham	West Wickham	
West Wickham	West Wickham	
West wickham	West Wickham	
West Wickham	West Wickham	
West Wickham	West Wickham	
West Wickham	West Wickham	
West Wickham	West Wickham	
West wickham	West Wickham	
West wickham	West Wickham	
West Wickham	West Wickham	
West Wickham	West Wickham	
west wickham library	West Wickham	
West Wickham	West Wickham	
west wickham	West Wickham	
S	No Category	
Online library	No Category	
Beckenham library	No Category	
Beckenham	No Category	
various professional and academic libraries	No Category	
I use the best library depending on my other activities	No Category	
ICAEW Library	No Category	
I use a university library not within the Borough	No Category	
College library	No Category	

### Appendix 3: Free-text answers to Question 5

“Please tick the main reason why you use the library you use the most:”

10.5% of responses included a free-text answer, listed below by category.

Response	Category
The range of newspapers and magazines and its size ( space). Penge is too crowded and noisy.	Environment/Site
availability of close parking & the layout of the library (adult books away from the kids section).	Environment/Site
I love the old building and have been coming here for over 40 years	Environment/Site
It is a nice place to spend time in.	Environment/Site
The site upon which is situated for convenience and ambiance	Environment/Site
The environment - historic building, feels like a library	Environment/Site
It is an important part of the community, social hub and vast range of knowledge	Location/leisure hub
I support this library and it's existence and want it to remain being there	Location/leisure hub
Can use leisure centre at the same time	Location/leisure hub
Location (next to the SPA)	Location/leisure hub
Proximity to other places I visit, and the lay out of the building	Location/leisure hub
A local and purpose built library safe and quiet, but near to many amenities with onsite parking and close to other hubs for children. What could be better?	Location/leisure hub
Ease of transport	Location/leisure hub
it's close to the SPA	Location/leisure hub
Proximity to Beckenham Spa	Location/leisure hub
It is part of a community hub	Location/leisure hub
It is closest to my comings and goings, and has available PC's & a loo.	Location/leisure hub
Near to leisure centre	Location/leisure hub
Accessible location	Location/leisure hub
Location	Location/leisure hub
It is my closest, range of activities, good for blue badge parking, opening hours, I could keep going	Location/leisure hub
Convenient location next to Beckenham Spa & Clock House station	Location/leisure hub
It's convenient location near the spa	Location/leisure hub

It is closest to my home AND it has parking	Location/leisure hub
Convenience of the location around other activities with my children eg swimming and dance	Location/leisure hub
I use it when it is open late & on a Saturday. It is also convenient to the Spa.	Location/leisure hub
Next to Spa	Location/leisure hub
Near Gym	Location/leisure hub
Proximity to Spa	Location/leisure hub
It's next to leisure centre. I work 5 days a week and travel by public transport so only have time for one journey on a Saturday and both library and leisure centre on same site allows me to use library.	Location/leisure hub
Close to my work	Location/leisure hub
My 5 year old niece loves going before swimming so I take her	Location/leisure hub
Location and accessibility.	Location/leisure hub
Convenience, stock, atmosphere, close to Spa so family can go swimming, parking, able to research activities for local Cub group weekly meets.	Location/leisure hub
I use it when I visit the Spa	Location/leisure hub
Beckenham Library is important architecturally and located conveniently close to the swimming pool, leisure centre and Venue 28 for combining visits.	Location/leisure hub
Can combine with a visit to the Spa	Location/leisure hub
It's convenient whilst children are at lessons/classes at Venue28 and/or Spa Leisure centre.	Location/leisure hub
Normally combined with a visit to the Spa or classes at Venue	Location/leisure hub
Combine it with visit to beckenham spa	Location/leisure hub
Proximity to Spa and other conveniences (transport)	Location/leisure hub
Next to the Spa	Location/leisure hub
Regularly use the Spa so convenient	Location/leisure hub
Location near the Spa	Location/leisure hub
It is useful to be able to use other facilities nearby at the same time as visiting the library. This facility is very useful for families which wouldn't be reciprocated if the library was moved to the public halis.	Location/leisure hub
It is great to be able to combine a visit to the library with a visit to the neighbouring Spa and Venue 28. It is well placed for public transport.	Location/leisure hub
Its location - proximity to Beckenham Spa makes this a great place to bring children; and it's close enough to home to be able to pop along without prior planning.	Location/leisure hub
Convenience	Location/leisure hub
It is closest to my home, but I use it because it is a crucial element of an important community asset for the Clock House area	Location/leisure hub

Convenient location	Location/leisure hub
Because it is next to the swimming pool	Location/leisure hub
I use whichever library I am closest to on the day.	Location/leisure hub
Its location near the spa	Location/leisure hub
Proximity to spa/venue 28 - shared visits	Location/leisure hub
It is next to the spa, so convenient to go there after using the spa	Location/leisure hub
I combine with a trip to the gym	Location/leisure hub
It is part of the community hub An important and vital service for all the community no matter what their age or background is.	Location/leisure hub
Next to the SPA leisure centre and venue 28	Location/leisure hub
Many library services but also the proximity to beckenham Spa and Venue 28	Location/leisure hub
It is conveniently located near to other leisure facilities my child's school and the station	Location/leisure hub
I use it when I go to the spa and the venue. I like that it has the other facilities around it.	Location/leisure hub
I use it when I also go to venue 28 and the spa	Location/leisure hub
Close to the leisure centre	Location/leisure hub
It is next to Beckenham spa where my children swim and my wife goes to the gym	Location/leisure hub
All of the above	Multiple answers
I cannot give a main reason. Reasons 1,2,4,5 and 6 are all important to me.	Multiple answers
All of the above	Multiple answers
Occasionally the book I wish for is only available there	Stock
Local Studies collection	Stock
Baby classes	No Category
I don't use one because there isn't one convenient to me	No Category
My nephews	No Category
De	No Category
Open Monday evening	No Category
w	No Category
Employee	No Category
Purchase of food recycling bags	No Category

## Appendix 4: Free-text answers to Question 7

“Do you combine your visit to Beckenham Library with a visit to other local amenities? Please tick those which apply:”

5.6% of responses included a free-text answer, listed below by primary category.

Response	Category 1	Category 2
Beckenham Baptist Church	Baptist Church	
Church	Baptist Church	
Going to Beckenham Baptist Church	Baptist Church	
Children’s classes at local church	Baptist Church	
Beckenham Baptist church	Baptist Church	
cafe	Café/Pub	
Restaurant	Café/Pub	
Three Hounds	Café/Pub	
Cafes	Café/Pub	
Three hounds bottle shop, Beckenham spa	Café/Pub	
Pub	Café/Pub	
Clock House Station	Clock House Station	
Clock house station	Clock House Station	
clockhouse station	Clock House Station	
Clock House station	Clock House Station	
The station or a cafe. Sometimes I just go to the library	Clock House Station	Café/Pub
On walk to Clock House station	Clock House Station	
Clock House station	Clock House Station	
Buses and trains	Clock House Station	
Hospital	Hospital	
Beckenham Beacon Hospital	Hospital	
Beckenham Beacon	Hospital	
Leisure Centre has refreshments and most importantly toilets!	Other	
Recycling bins	Other	



When out walking	Other	
meeting my former colleagues & friends	Other	
En route somewhere	Other	
Barclays Bank	Other	
Park	Other	
it's on my commute to work	Other	
Kings colleges	Other	
Cinema	Other	
Friends and local shops	Other	
Market	Other	
Kids school	School/Nursery	
School	School/Nursery	
Local nursery	School/Nursery	
Nursery	School/Nursery	
All of the above and it's venue 28	Venue 28	
Venue 28 (not 38!)	Venue 28	
It's venue 28?!	Venue 28	

## Appendix 5: Free-text answers to Question 9

“How do you think library services in Beckenham could be improved? Note: Response should not contain identifying personal data.”

This question only accepted free-text answers. 516 respondents (68.2% of total) provided a response. Answers frequently contained multiple categories.

Response	Category 1	Category 2	Category 3
More access to historical collections locally.	BHC/Archives		
Expand the historic collection to include Penge archive material (e.g. Council Minutes) formerly in Anerley library and supply the missing volumes in the Beckenham collection (mainly some Council & Education Committee minutes and Beckenham Journal years). This would provide a comprehensive historical collection for and in the north of the Borough and in a more accessible form for study than at the Central Library where most of the research material has been moved from open shelves to archives where it cannot be easily browsed.	BHC/Archives		
Archive section on ground floor	BHC/Archives		
Better displays of local history (e.g. info re Beckenham as a Borough) and wartime.	BHC/Archives		
Community engagement: too little effort to reach out to the local residents. Implement online ebook lending programs to replicate success of US style systems.	Events/Activities		
More community events and engagement. Better support for library staff It is an ideal setting at present	Events/Activities	Improve Staffing	
Bring back lego club.			
I love this library and it's location next to the spa. We go every Sat with our kids	Events/Activities		
Publicity about services you provide. Hiring of equipment, events, etc	Events/Activities		
We love the library and it's services. More kids activities would be great in the existing premises.	Events/Activities		
Remaining where they are but with more events for toddlers and pre-schoolers.	Events/Activities		
More activities for all ages	Events/Activities		
Run courses/activities especially for children with SEN	Events/Activities		
More engagement opportunities for the local community eg partnerships with local shops, to	Events/Activities		

proactively widen access to the library. Opportunity to establish it as a pillar of the Beckenham community			
More activities for 10-13 year olds	Events/Activities		
Library services could be promoted more. For example I have heard of events at Beckenham Library by seeing posters in the library, but people who don't already visit the library would not be aware of such things because they are not advertised.	Events/Activities		
More events and meetings	Events/Activities		
More events in the library would be good.	Events/Activities		
The library should be kept where it is with more children's events	Events/Activities		
Location could be used for community events such as q&a with Leader and cabinet of council. For example look at the "Better Together" events in Greenwich.	Events/Activities		
More computers for people to use			
More events for people to join in	Events/Activities		
More events could be organised. Other than that it is fine where it is and there is no need for it to be moved. There are several large office blocks being turned to flats further along the road and a rather large car park by the leisure centre. Why not build on that instead?	Events/Activities		
I think more community based local free space, theres not many places were people can interact with each other anymore for meeting and social events, unless you want to buy a over priced coffee and run a reading group out of a coffee chain. I especially think these spaces help the elderly and people suffering from loneliness etc aswell as families and children to study. I think this is really important for mental health and helps take pressure off the nhs, it's also great as a local hub for council based services.	Events/Activities		
There could be more classes for children afternoons and weekends. In the location by the Spa.	Events/Activities		
More children events	Events/Activities		
Have more events for the community	Events/Activities		
Possibly more author events	Events/Activities		
It could become a library of things, improve baby and children activity range and house even more community events	Events/Activities		
More events and activities for families	Events/Activities		
More family activities, assessible toilet for parents with babies and young children, better sitting areas for kids	Events/Activities	Toilets	

More inclusive and representative books for children.			
Storytelling activities at different times.			
Other cultural activities for children.	Events/Activities		
more interaction with local schools. Newer more up to date books. There doesn't seem to be as many children's activities as there were in the past	Events/Activities		
More books and libraries to be more accessible and bigger is they can host events and educational activities.	Events/Activities		
More community events	Events/Activities		
More children's and family activities	Events/Activities		
More book related events	Events/Activities		
More children events to encourage reading	Events/Activities		
Keeping things local with local speakers and events. community involvement. Schools involvement	Events/Activities		
More choice of books, more events for children and adults . More space for study. Coffee shop.	Events/Activities		
Have more activities. Keep the library in the location.	Events/Activities		
Provide safe access to children and elderly as close as possible to their homes or easy public travel access with crossing smallest number of main roads. Link library to other healthy and community activities such as leisure centre and venue 28	Events/Activities		
Leave in current purpose built spacious building and look to enhance literary events and activities run there	Events/Activities		
Expand the library flowers facilitate events & community use	Events/Activities		
better funding, more events eg reading groups, films	Events/Activities		
More events; more activities and spaces to make it more of a community hub.	Events/Activities		
Investment in the current site, including increased coordination of activities with the co-located Spa and Venue 28, making the overall area a hub for community activity.	Events/Activities		
Better areas for private work or study. More children's activities or clubs.	Events/Activities		
More events!	Events/Activities		
Retain purpose built library in current location; expand the selection of childrens books . Have greater opportunities for well being activities for variety of age groups .	Events/Activities		
More study support activities, more advice sessions, including legal, immigration, benefits	Events/Activities		

and well being			
Open for longer. A better space for events. Accessible for all.	Events/Activities	Increased opening hours	
Currently it is in a purpose built building with a great level of accessibility. I do not think physically it can be improved. However to encourage usage perhaps there should be more community events for adults.	Events/Activities		
More activities for multi c age children e.g. baby and pre school	Events/Activities		
Get hold of more stock in terms of books, even if it's only on demand, especially in foreign languages.			
Build more activities for families, especially around languages.	Events/Activities		
A dedicated building with dedicated, knowledgeable librarians, good selection of books and, most importantly, activities for the community.	Events/Activities	Improve Staffing	
More funding should be made available to enable more events and community engagement	Events/Activities		
The library could host author events/ book readings/ writing courses	Events/Activities		
although I believe there is room for improvement in the local activities linked to the spa and venue 28, none of the ways I can think would involve relocating the library. How can relocating the library be an improvement if it will be less easy to access for me and my family?	Events/Activities		
Events could be publicised on local social media more. Beckenham library is excellent and there are always people using it when I go there.	Events/Activities		
More events	Events/Activities		
I feel the current building,,location is perfect, the facilities offered for ALL ages, internet, information, layout of the library, children's activities,close to the .leisure centre	Events/Activities		
Evening courses such as life drawing	Events/Activities		
The library is a wonderful hub for the community and just needs more funding and a larger community remit.	General Investment		
Modernising and improving the services ON THE CURRENT SITE. This site is popular, well-used, community-based and orientated, linking easily for those using the Leisure Centre too. Most people seem to walk, and there is a high proportion of the local community, especially families and children	General Investment		
More investment in the current location.	General Investment		

By maintaining the current site - it is perfectly fit for purpose. The proposed area with Beckenham Public Halls will be smaller and not designed for the purpose of a library. We have what we need already!	General Investment		
Not investing in the current space	General Investment		
Invest in the current site	General Investment		
Improve current facilities in current location rather than move to other end of the high street that doesn't get the footfall of current location	General Investment		
More support for the purpose-built facility that forms a hub with the leisure centre	General Investment		
Expand the building to provide more resources for children.	General Investment		
Retain library in current location and improve services	General Investment		
More funding.	General Investment		
By investing in the current beckenham library	General Investment		
Listen to staff concerns and invest in them so they don't go on strike again and we get stuck with a bunch of idiots who don't know the library or its services.	General Investment	Improve Staffing	
By not movng it and giving it more resources	General Investment		
I think there should be more investment in the current library, the staff work so hard but better resources would be good. To me the Library is the heart of the community and works in sync with the other facilites near by such as the Spa and shops.	General Investment		
Invest in the existing purpose-built library which is of significant architectural quality	General Investment		
Library services in Beckenham could be improved by not demolishing them. They should also receive more funding.	General Investment		
Adequate funding to enable them to fulfil proper functions as public libraries and information centres staffed by knowledgeable and dedicated teams...and community hubs for people to meet, especially with regard to activities focused on young families and older people.	General Investment		

allow it to have the funding it needs and locals input. Stop always threatening it with closure	General Investment		
All library services should be better funded and brought back under council management	General Investment		
A purpose built library with a good children's section is important to me. Somewhere I am at already with my children	General Investment		
Additional funding	General Investment		
Investment in the current building. It has been neglected for so long, it has given the council an excuse to close it and move it elsewhere.	General Investment		
Treat the staff with more respect so they are more satisfied in their jobs.	Improve Staffing		
More staff, and more papers and magazines in reference section. But they are actually already very good. I have never gone in there and thought, this must improve.	Improve Staffing		
Keep in same location with more staff	Improve Staffing		
More personnel available for advice	Improve Staffing		
Friendlier staff	Improve Staffing		
Beckenham library is frequently under-staffed. Four staff in total are too few. More staff please! If the library is to be moved to Beckenham Halls it would be situated on two levels. This would necessitate an increase in staff.	Improve Staffing		
Paid staff not vokunteers	Improve Staffing		
Improve working conditions for the staff perhaps?	Improve Staffing		
More professionally qualified staff rather than volunteers and more focus on core library services around literacy rather than using the library as a "hub" for any and all other council services which are not the core purpose of a library service.	Improve Staffing		
Better resources for teenagers. More staff available. Cleaner childrens area and better use of space. More non fiction.	Improve Staffing		
Money for librarians and not contracted staff. They are professionals and temps won't do. I took my children as babies to engage them as I did as a girl, the events they put on are as important as the books! Not everything needs to be digital and tech heavy in emphasis.	Improve Staffing		
more support for the librarians	Improve Staffing		
Providing knowledgeable trained librarians.			
Increase the connections with early years and primary education for future generations.	Improve Staffing		

English classes for those wishing to improve spoken and/or written English allowing more people to access work			
Engaging more staff and maintenance of the building	Improve Staffing		
Decent stock. Staff.	Improve Staffing		
Keep the current location and pay the staff more	Improve Staffing		
Brought back in-house to the Council, and employ qualified librarians.	Improve Staffing		
More staff, more family events	Improve Staffing		
Increased range of books and trained library staff who can curate the collection of books. Increased display space for books so users can browse all available books. More parking available for people with limited mobility	Improve Staffing		
Free parking - more support for the library from local and national government. An appreciation of the vital work down by librarians	Improve Staffing		
Don't have a problem. Perhaps more staff	Improve Staffing		
More staff.	Improve Staffing		
Increase number of trained frontline staff, wider stock variety.	Improve Staffing		
Leaving them in their current site and location and investing more in the service especially librarians	Improve Staffing		
The library could be improved by ensuring the staff are paid, qualified librarians	Improve Staffing		
look after the building not cut staff	Improve Staffing		
Fund then with more money, pay the librarians properly, do not sell the existing building. The present building is close to other leisure facilities (something you amalgamated at promoted in Biggin Hill), is really accessible by the disabled and encourages the use of the full length of the High Street.	Improve Staffing		
Investment in library staff, recognising the key place libraries have within communities.	Improve Staffing		
Being opened all week (apart from Sunday)	Increased opening hours		
Improved accessibility and opening hours	Increased opening hours		
Increase the opening hours. Free parking for pensioners using the library. More newspapers and periodicals available	Increased opening hours		
Open longer hours, utilise the outdoor space for reading /study	Increased opening hours		



Could be open everyday, including weekends	Increased opening hours		
Opening every weekday. Some sectioning off, so work areas/storytime areas are divided. Gcse/alevel support drop ins.	Increased opening hours		
Increased opening hours	Increased opening hours		
Extend opening hours, including staying open on a Thursday.	Increased opening hours		
By keeping it open	Increased opening hours		
by keeping the existing location OPEN	Increased opening hours		
Actually I think they're fine. Maybe more opening hours or more parking.	Increased opening hours		
Yes with longer opening hours. No days closed	Increased opening hours		
Open on Sundays.	Increased opening hours		
If it was open on a Sunday. People spend time in the library to keep warm when they can't afford to heat there home. People without internet access or sufficient books use the library to study for exams. For some it is a safe place. Every cut to the service is a cut forever. They are so important to society.	Increased opening hours		
By opening on a Thursday	Increased opening hours		
open more hours; larger collection of books, magazines, DVDs	Increased opening hours		
Longer opening hours. More open days	Increased opening hours		
You could add an extension and toilet facilities. In what world should you close libraries? If anything open another library at the public halls, and trim the final salary pensions from the budget.	Increased opening hours	Toilets	
Later opening hours	Increased opening hours		

More opening times	Increased opening hours		
Keeping libraries open and investing in staff and resources.	Increased opening hours	Improve Staffing	
Extended opening hours	Increased opening hours		
Remove threat of re-location and expand on existing site, more books and terminals. Even bigger local history, reference section. Signpost Library FROM high street. Open every day.	Increased opening hours		
Longer opening hours would be good but I understand that staffing could be an issue.	Increased opening hours		
Later opening hours			
Keeping the large amount of study space	Increased opening hours		
Keep the current purpose built library on its site, open it 6 days a week and maintain a good range of resources.	Increased opening hours		
The opening hours need to be extended into the evenings and Sundays.	Increased opening hours		
Extended opening hours	Increased opening hours		
Longer opening hours	Increased opening hours		
Additional hours	Increased opening hours		
Open more evenings and on Sundays	Increased opening hours		
longer opening hours	Increased opening hours		
Evening opening hours	Increased opening hours		
Extended opening hours to daily	Increased opening hours		
Investing in extending the open hours at the current location.	Increased opening hours		

Opening Hours	Increased opening hours		
Longer opening hours	Increased opening hours		
Open on Sundays and Thursdays	Increased opening hours		
I would use it more often in its current location if it was open on Thursdays as this is the day I collect my kids from school	Increased opening hours		
Longer opening hours	Increased opening hours		
Enhanced opening hours	Increased opening hours		
Later opening hours & making the Library available for meetings - like the WI, book groups - but only if the Library is retained in its current space, with the popularity of O'Neills and various restaurants that end of the High Street can be quite unwelcoming late at night. Improve the study space. Also more books, always more books.	Increased opening hours		
Increase opening hours	Increased opening hours		
Open on Sundays	Increased opening hours		
More work friendly hours, being open 7 days a week	Increased opening hours		
Improved staffing & later opening hours.	Increased opening hours	Improve Staffing	
more computers	More Computers		
additional online computer units	More Computers		
More computers	More Computers		
More computers, in a separate area? More publication?	More Computers		
Maintain the existing library properly and modernise the IT equipment.	More Computers		
More new books to be made available	More/Improved Stock		
By retaining books which have diminished in number as computers have been installed, particularly recent removal of almost all of the biography section by "Better"	More/Improved Stock		

More advertising of events, restoration of music books (all now in Bromley)	More/Improved Stock	Events/Activities	
A better stock of good books - Literature, Poetry, Theatre Plays, Current Affairs - esp. new books!	More/Improved Stock		
More books available and to not have to pay to reserve books or have them moved between libraries. More books as soon as they are published instead of having to wait.	More/Improved Stock		
More stock	More/Improved Stock		
More films on DVD, although the selection is already good.	More/Improved Stock		
More money should be spent on books	More/Improved Stock		
The previous question did not allow for the importance of music resources to be given a score. This is most important to me as the service is the other revamped libraries is atrocious. Beckenham is the best of the lot!!	More/Improved Stock		
Better funding for experienced staff and refresh book stock.  Otherwise think is an excellent service.	More/Improved Stock	General Investment	Improve Staffing
More seating in book area  Increased opening hours  More newly published books	More/Improved Stock	Increased opening hours	
Larger stock of books	More/Improved Stock		
Being prepared to find books not in stock. Back in the day the library service was very good at this and, I think, justifiably proud of its ability to do this. Now it is not interested in this. It does it, but rather reluctantly and the cost is very high. Sadly the service has deteriorated in this regard.	More/Improved Stock		
More access to books, longer opening hours, prevention of antisocial parking on nearby residential streets e.g. The Knoll	More/Improved Stock	Increased opening hours	
Broader range of books	More/Improved Stock		
More books and a wider selection	More/Improved		

	Stock		
Increasing book collection, retaining well trained staff, maintaining quiet surroundings	More/Improved Stock	Improve Staffing	
More non fiction books, especially on politics and current affairs.	More/Improved Stock		
Less pot spoilers; better non-fiction. Better reference	More/Improved Stock		
More bookstock	More/Improved Stock		
Better layout, more books and resources, better parking	More/Improved Stock		
More newspapers, more space	More/Improved Stock		
more books, more seating. longer renewal time, more renewals allowed	More/Improved Stock		
The present building is too congested and the Library has outgrown its space. The heating system (oil-fired?) needs to be modernised. There is frequently a smell of oil. The staff area is cramped. The best thing about the library, after the wonderful selection of books, is the excellent car parking close by. The staff rank lower down the scale, apart from one or two.	More/Improved Stock		
Consider more small scale events/promotions for the community promoting various days eg World Book Day, Holocaust Memorial Day, Black History Month, major faith events etc	More/Improved Stock	Events/Activities	
The current library is wonderful. It does not need improving, beyond perhaps a few more books and computers, maybe a comfier reading space. It certainly doesn't need relocating, which would be a tragedy.	More/Improved Stock		
More selection of recently published books	More/Improved Stock		
Provide more quiet reading spaces and maintain current stock of books and periodicals	More/Improved Stock		
Even better range of books. More space to read / study	More/Improved Stock		
More music	More/Improved Stock		
Bigger variety of books! I go to discover new titles but often find a severe lack of choice in	More/Improved		

areas like travel and world history	Stock		
More activities for families, and events/activities focused around books and reading.	More/Improved Stock	Events/Activities	
More non-fiction books on shelves, not just popular level books. More choice of newspapers and magazines to read	More/Improved Stock		
Open on a Sunday, newer stock	More/Improved Stock	Events/Activities	
Extended hours, increased resources including books and qualified staff, refurbish and upgrade computing facilities, refurbish the buildings, install/replace public toilets.	More/Improved Stock	Events/Activities	Improve Staffing
More stock and open on a sunday.	More/Improved Stock	Increased opening hours	
Keep your books, stop selling them, keep your dvds. Put on more events	More/Improved Stock	Events/Activities	
Having a library in a convenient location, such as the High Street, would mean that I would actually be able to take advantage of all that the library has to offer whilst doing my shopping or meeting friends for lunch. At present the library is so inconvenient that I never use it, but I have always used libraries other places I've lived. I'm a keen reader.	More/Improved Stock		
there is always scope for widening the range of books, especially in areas such as classic works of foreign literature	More/Improved Stock		
More books and story CD's for teenagers	More/Improved Stock		
A better selection of children books and more regular children reading groups	More/Improved Stock		
More investment into books, IT facilities and staff training to run courses and events for all strata of the local community. Investment into buildings and fabric.	More/Improved Stock	Events/Activities	Improve Staffing
Good maintenance of existing library buildings, stocking current publications	More/Improved Stock		
More tables in reference library. More different magazines. More seating around library. Some of the reference stuff should be allowed to be borrowed for at least three days	More/Improved Stock		
Increasing further the range of stock, the number of staff and returning the library to proper local authority control	More/Improved Stock	Improve Staffing	
More stock for books, more activities to try and get more people to join ie families.	More/Improved Stock	Events/Activities	

More bookstock and study space	More/Improved Stock		
Work space area, community events to help elderly or lonely. See Bexley.	More/Improved Stock	Events/Activities	
By keeping the books.. Stop getting rid of the books. Libraries will be redundant if you do this. Maybe that's what you want? Almost everyone can access online resources on their phones, so the focus on computers is ridiculous.	More/Improved Stock		
More books for young teens	More/Improved Stock		
Update present building. Maintain and update books. Better publicity to engage more people of all ages. Reading is an essential part of life.	More/Improved Stock		
If it was refurbished like Bromley Central Library but the stock of books stayed the same. I'd really appreciate more staff with knowledge of the local area to help with my community group's research.	More/Improved Stock	Improve Staffing	
More recently published books	More/Improved Stock		
Book Groups	More/Improved Stock		
More new published books to be available	More/Improved Stock		
When I used it more regularly it often ran out of books that I liked. Am not sure if this is still a problem.	More/Improved Stock		
Increased range of books on the shelf	More/Improved Stock		
More books. Retain the current library	More/Improved Stock		
Wider selection	More/Improved Stock		
More stock.	More/Improved Stock		
Maybe some more current books	More/Improved Stock		
Greater selection of books including dual language. More toddler classes. More secure	More/Improved		

children's area. More secure front door for children.	Stock		
Book and magazine collections enhanced.	More/Improved Stock		
More investment in books and the locations.	More/Improved Stock		
Have more recent resources	More/Improved Stock		
Larger collection of books and CDs	More/Improved Stock		
Greater accessibility to books- more books on shelves - better shelving system to help browse through the books.	More/Improved Stock		
A greater range of large print books	More/Improved Stock		
More books with a better range on history especially ancient history. Also a better range of language CDs especially by Michel Thomas.	More/Improved Stock		
by supplying more books	More/Improved Stock		
The current building is fine, but it is noticeable that the stock of books available has diminished in recent months, both in quantity and quality. Therefore, the purchasing policy needs to be revised.	More/Improved Stock		
New books	More/Improved Stock		
I think the children's section could be expanded.	More/Improved Stock		
Keep library on existing site and provide funds for new books/resources and more/better paid staff.	More/Improved Stock	Improve Staffing	
Mental health section needed update when I last looked.	More/Improved Stock		
Larger range of books	More/Improved Stock		
More up to date books and films to rent	More/Improved Stock		
Moe books	More/Improved		



	Stock		
Better selection of books, all look very old	More/Improved Stock		
more investment in the present site to improve the state of the building and improve the stock of books	More/Improved Stock		
More for teenagers	More/Improved Stock		
More books	More/Improved Stock		
More investment in the books available. A programme of maintaining the existing building. More support for the library staff.	More/Improved Stock	Improve Staffing	
More ability to borrow books which Bromley libraries do not hold	More/Improved Stock		
Improve book collection	More/Improved Stock		
By moving to the new site and turning the old one into flats	Move to Pub. Halls		
MOVE TO THE BECKENHAM HALLS NEAR TO THE HIGH STREET, THE CHURCH, MARKS AND SPENCER AND WAITROSE. NISA. AT LEAST 2 SCHOOLS AND ALL THE COFFEE BARS AND RESTAURANTS IN THE HIGH STREET AND NEAR TO BECKENHAM GREEN - ALL MUCH MORE USED THAN THE SPA	Move to Pub. Halls		
Move it to the halls	Move to Pub. Halls		
Brilliant proposal	Move to Pub. Halls		
Yes. Move to central Beckenham not a secondary site as now	Move to Pub. Halls		
By moving it to the halls	Move to Pub. Halls		
no improvement required	No Changes		
Hard to say. I believe the service is already pretty good.	No Changes		
By not moving location and replacing it with council housing.	No Changes		

Aside from this I am very happy with they service provided and have been since I started using the library.			
We are happy with the existing service.	No Changes		
Keeping the library in its current historic location would probably be a good start. Followed by not asking the public for their opinion with a series of loaded questions. The opening question - really? And the last one - how many ways do you want to say social engagement, so that you can get them up in the rankings and propose somewhere as an alternative social hub to justify your housing plans? Be people led, not developer.	No Changes		
It is already good, with excellent staff. As long as this is maintained then I'll be pleased.	No Changes		
By not demolishing it for new build flats.	No Changes		
I think the current service is excellent	No Changes		
by investing in the present set-up and STOP ignoring the views of people local to the area . . . the arrogance of LBB is breathtaking. This 'loaded' survey is part of that . . .	No Changes		
do not sacrifice existing facility to squeeze in more cramped housing	No Changes		
I think this is a good service	No Changes		
Continue to invest in the service	No Changes		
Library is fine as it is, me s as nd my kids love it, it is our Saturday morning thing.	No Changes		
Happy with the current services	No Changes		
I think it's perfect as it is	No Changes		
It's marvellous please leave it alone.	No Changes		
Keep the library where it is	No Changes		
Nothing needs to change. Wheelchair access in a purpose-built building. Plenty of choice in books and music. Very helpful staff.	No Changes		
I'm very happy with the current services.	No Changes		
By not being moved away from a central place.	No Changes		
Very happy with current service	No Changes		
The current Beckenham Library provides all I need.	No Changes		
NOT by reducing the size of the premises and moving it to a noisy polluted area of Beckenham that would be much less safe for children.	No Changes		
Library services are good as they are with pleasant serene atmosphere conducive to reading/studying and pleasant helpful staff in a warm and welcoming location with easy accessibility	No Changes		

I think they are perfectly adequate being located where they currently are ... next to the leisure centre for families and elderly in particular to access both at the same time	No Changes		
Not sure, I think it provides an excellent service with a wide range of stock and nice staff	No Changes		
Do not close the library	No Changes		
No suggestions, OK for my occasional use.	No Changes		
Works well as it is.	No Changes		
It does everything I want it to do	No Changes		
By maintaining the present site and staff.	No Changes		
They should be left alone. They're good as they are	No Changes		
No - great service currently offered in current location, wheelchair accessible, good location,	No Changes		
Leave things as they are	No Changes		
Leave them as they are.	No Changes		
I'm happy with the facilities at the current location of the library	No Changes		
Continuing to use the current location & make further use of the space available.	No Changes		
They could be improved by retaining the library at its current site not by moving it to a site with significantly less square footage. Once that space is gone it will never be recovered. Attempting to shoehorn it into an inadequate existing space at Beckenham Halls is a disservice to the community. I'm surprised the current library building isn't listed.	No Changes		
I have been very comfortable with the service I have received at the library - don't use it quite as often I used to; however, I not think it should be demolished for housing - we have enough already	No Changes		
Keeping library in same place as a hub.,	No Changes		
Personally I believe the Beckenham  Library, purpose built and an icon Beckenham feature much loved is beyond improving.....its perfect as it offers ALL the requirement of a community meeting, services, for adults, seniors, children, internet, classes so much and location by the spa and car park etc ...perfect.	No Changes		
The current library is fine how it is.	No Changes		
Very happy with them as they are. Great library. Nice space to be in.	No Changes		
I am satisfied with it	No Changes		
NA	No Changes		
By keeping and showcasing the existing library rather than knocking it down.	No Changes		

Left as there are	No Changes		
Keeping Beckenham library in its current location	No Changes		
Little needed	No Changes		
The library should be kept where it is currently located. It is a lifeline for many elderly people who I see and speak with on a near daily basis. I have studied here from my SATs all the way through to my current PhD. Do not remove this resource and starve the local community, particularly the vulnerable, of its warmth.	No Changes		
Keep it where it is	No Changes		
Nothing to add	No Changes		
Retaining the services in their present location - a prominent location, next to other community services (eg the Spa)	No Changes		
Keep as it is. Beautiful old building. Disgrace Bromley is selling old Beckenham Borough heritage building in a Conservation Area	No Changes		
Abandon plans for relocation .	No Changes		
No suggestions for this.	No Changes		
I believe no improvements are needed for the Library	No Changes		
I am happy with them as they are.	No Changes		
I am happy with the service and the location	No Changes		
Keeping it at same location	No Changes		
it is an excellent library - much nicer than the Penge one- it has a thriving community that a number of vulnerable people rely on for social contact	No Changes		
By keeping the library in its current location, which is conveniently located close to other amenities and the entire building is dedicated to the library.	No Changes		
Dunno	No Changes		
Leave the library alone. It's lovely as it is	No Changes		
They're great as they are - just don't change them or move the library!	No Changes		
It's great as it is	No Changes		
Stay where it is1	No Changes		
I enjoy the service as is. It's a beautiful library with a great collection and a lovely atmosphere.	No Changes		
Don't know	No Changes		
None	No Changes		

It's fine the way it is.	No Changes		
I enjoy the service's as they are	No Changes		
I think the fact that the library is right by the leisure centre is great as you can combine a visit, this is a big draw plus the fact that more families live near the library in its current location. The library itself is well stocked with books and the building lovely it doesn't need updating and surely housing can be placed elsewhere, how is the road going to cope with the additional traffic? It's already very busy and the station is too, you cannot get a seat in rush hour	No Changes		
No improvement required	No Changes		
Keep things as they are. Don't move the library	No Changes		
keeping it a family hub, near leisure centre. And protecting local historic buildings like the current Beckenham Library site	No Changes		
It provides an excellent service in its current position where it allows people to access other Beckenham facilities.	No Changes		
I think it is already a great facility don't think it needs should to be improved	No Changes		
Excellent as it is	No Changes		
N/a	No Changes		
It's fine as it is. Great location.	No Changes		
The library should stay in its' current location	No Changes		
The current facilities are excellent - please do not move the library.	No Changes		
I do not think you can improve the library and it should stay on the same site. There is no free parking at the new site so more bus travel.	No Changes		
I think they are excellent!	No Changes		
I don't use the library regularly. My interest in this proposal is more to do with the proposed alternative of, possibly a congested site.	No Changes		
By not moving this library.	No Changes		
By not moving the library to an already crowded area at the Public Halls in Bromley Road where there is limited parking and no Spa. It is a lovely purpose built building with space for everyone, a real community centre, with lovely staff to help.	No Changes		
Don't move the library.	No Changes		
It's great as it is	No Changes		
By keeping Beckenham Library where it is	No Changes		
Great as it is.	No Changes		

I am satisfied with the library.	No Changes		
I think it's the character of beckenham library which is so special, it feels like a nice community library, just the right size	No Changes		
Stay in the current location	No Changes		
By staying where they are	No Changes		
No way	No Changes		
They are great just as they are	No Changes		
The existing library is a valuable community asset that was built for the purpose it serves. It needs no improvement other than to be maintained.	No Changes		
its perfect as it is, leave it where it is	No Changes		
Very happy with the Beckenham library.	No Changes		
Please do not relocate	No Changes		
The library service at its current location in Beckenham is perfectly adequate for my needs.	No Changes		
By keeping the library exactly where is and not squeezing it into a Public Hall!	No Changes		
By retaining the existing services. Rather than transferring Beckenham library, LBB could consider rebuilding the site with the library as part of the redevelopment, especially if 50% of the housing is to be affordable. Transferring the service to the Public Hall will remove much needed space for vital local activities.	No Changes		
I like it as it is. Its current location is excellent, and it has a good stock of the kind of literature that I enjoy.	No Changes		
Very good as it is. Location excellent, staff helpful, easy parking and good opening hours.	No Changes		
I think they are good	No Changes		
Service pretty good already. More space to advertise community events would be appreciated	No Changes		
Continued funding in its current location	No Changes		
It is perfect as it is	No Changes		
Ok as is	No Changes		
Keep the existing purpose built library! The range of events and something like the library of things like at Crystal Palace	No Changes		
Beckenham Library offers superb services	No Changes		
No comment	No Changes		
No suggestions, I think it's great already	No Changes		

Very happy with current set up and most importantly location.	No Changes		
Not by change of purpose as its location is well known to most residents and even Hitler couldn't destroy it!!!!	No Changes		
None	No Changes		
I'm unsure there needs any improvement	No Changes		
They are excellent as they are.	No Changes		
By not relocating the library.	No Changes		
It is already great and a key part of why it is great is that it is next to beckenham spa leisure centre and a trip to both is always combined	No Changes		
I think the service provided is absolutely fine	No Changes		
Keep library where it is	No Changes		
I don't think the library could be improved. The beckenham library is fantastic. It gives of everything I need and with the easy parking on site gives easy access to all my friends too including a wheelchair users	No Changes		
It is really good as it is	No Changes		
No need to change...works well as it is	No Changes		
By leaving this library where it is for the benefit of the community, environment and local area	No Changes		
Retaining the purpose built facilities.	No Changes		
They are fine as they are, where they are	No Changes		
Not sure	No Changes		
As they are	No Changes		
I'm happy with the library it fulfills all my needs	No Changes		
Dk	No Changes		
The current service is excellent.	No Changes		
The current library space is possibly the best in the Borough. It has a very good and varied collection, an excellent children's library, clubs and events, and a lovely work and study space. It's also a fantastic community hub being next to the Spa and Venue 28. It's difficult to see how it could be better, but could benefit from a bit of repair work to the building, which is beautiful and greatly contributes to the Elm House conservation area.	No Changes		
Beckenham Library services are just fine. Great location next to the leisure centre	No Changes		
By leaving it where it is	No Changes		
We love this library, not much could improve it	No Changes		

Remaining in the same building	No Changes		
I think Beckenham library is pretty good already, particularly the children's section. Always a great variety of books and plenty of space for children to move around. My kids love it there.	No Changes		
Our family is very happy with the current library facility.	No Changes		
I'm very happy with the service they provide.	No Changes		
<p>Improve the library in the existing library building.</p> <p>NOT by squeezing a 1/3 of it into a few rooms (that are forced to be multi functional - ie drunk wedding guests or partying kids throwing up on books) at the public hall, spread over 2 floors which is far less accessible, and also invisible to all passing pedestrians on the high street as it is on a road that very few people just stroll down unless they have to walk there.</p> <p>The library is an excellent library in its existing building</p> <p>The public Hall (if redecorated) is an excellent resource (in a beautiful building) for classes and clubs, large meetings, large events such as exhibitions, weddings, parties and performances. There is NOWHERE in beckenham that can provide this level of space to hire to the public for all these needs. By trying to ram the library into half of it, you are reducing the library hugely, and taking away a large amount of the much used and hireable space in the public hall</p> <p>It's a lose /lose situation</p> <p>Especially as us residents would be left without our precious library in its current historical, spacious and purpose built building, where it is surrounded by all manner of other wonderful amenities and a continuously improving and popular parade of shops</p> <p>We'd be forced to look at an obscenely ugly, monstrously huge block of flats, that looks more like a prison or a multi storey carpark. IN THE MIDDLE OF A CONSERVATION AREA? This would also mean the parking issues in the area would be highly increased by the amount of residents with cars and no parking place.</p>	No Changes		
Happy with the current provision and location	No Changes		
Unsure	No Changes		
I think the library services in Beckenham are great.	No Changes		



I think the current location is so well suited to all the residents of Beckenham. It's close to the Leisure centre and the railway station and various bus stops. People can easily access the leisure centre, venue 28 and library together in one place- which is ideal. I regularly use both leisure centre and library together with my children.	No Changes		
By ensuring none are ever closed down and securing their permanent status as essential public resource.	No Changes		
By keeping the library on the existing site	No Changes		
No need to improve them, but the Council should listen to local people and keep them in the current location where there is parking readily available and local amenities which would suffer if the facility was moved.	No Changes		
Keep the library at the current location in the historic building.	No Changes		
Good as it is	No Changes		
I think that the local ideal/square of Spa/Venue28 and library should be thought about in a more lateral sense.  I would have thought the Venue28 building is under used, but has been renovated. Can the space of the wonderful building not be shared with the activities of the library service? If this was done the smaller facilities of BECKENHAM Hall could be renovated for the likes of what that is used for at present. If Venue 28 was used for the library, the site of the current library could be developed and investment used accordingly. The BECKENHAM library stock/books would only have to be carried across the green, less than 100 metres and both the BECKENHAM sites could be improved. Simples! I would appreciate a reply to my proposal. I reiterate that I think Venue28 is under used and under valued. I don't know who owns it, but a venue like that would be ideal as a new library building.  Yours sincerely,  Stephen Street	Other Suggestion		
Add library of things and more events/classes to bring the Clock House community together. A more joined up approach with the leisure centre (literally perhaps with a walk way between the 2 buildings) shared cafe for example.	Other Suggestion		
Not having everything at the council office but in the community	Other Suggestion		
Bring back Anerley Library	Other Suggestion		
Would be lovely if, after the corona has subsided, a little coffee shop could open onsite and	Other Suggestion		

greater cooperation towards theatre and arts.			
stop charging borrower's fees	Other Suggestion		
Space for local business inside library for example coffee shop.	Other Suggestion		
More on line resources for young people	Other Suggestion		
Increased range of use of this public space, classes of all types	Other Suggestion		
Better online search and online loaning service	Other Suggestion		
Bigger selection of printed music.	Other Suggestion		
More courses	Other Suggestion		
More educational courses and resources	Other Suggestion		
Could develop full workspace facilities - photocopying, meeting space, refreshments etc	Other Suggestion		
Marketing to local schools to encourage use	Other Suggestion		
Paid for delivery service	Other Suggestion		
more general public awareness for items such as inter library loans so they dont need to travel miles to a different library	Other Suggestion		
Online book finder. Creation of comfort spaces as in Waterstones	Other Suggestion		
Online catalogue more reliable. Book collection more responsive to current trends. For example I recently reserved a book that had been the Book at Bedtime on BBC Radio 4 but it was already on reserve for 3 other people. A new copy was purchased for Penge Library about 4 weeks after my reservation but when it arrived the IT system did not identify that I had reserved it. (I ended up buying my own copy.)	Other Suggestion		
Adding a coffee shop and outdoor area to replace car park	Other Suggestion		
Protecting the existing library and more promotion of its services	Other Suggestion		
It could contain a desk staffed by a semi-retired police officer who could advise and help people with reporting crimes, anti-social behaviour, lost property etc.	Other Suggestion		
Given more scope to look after its own resources. Bromley Library is 'on the other side of the moon; the staff have no idea what goes on in Bromley, let alone in Beckenham.	Other Suggestion		
Maybe a cafe attached to them to help fund them	Other Suggestion		
Perhaps a self service hot drink machine.	Other Suggestion		
Free meeting spaces	Other Suggestion		
I think they should get rid of the ridiculous machines that check books in and out	Other Suggestion		
Easier access to books at other sites	Other Suggestion		
online renewal system could be made easier	Other Suggestion		

New books arriving in a more timely manner	Other Suggestion		
Use facilities to incorporate public services such as Citizen's advice, jobs advice, benefits advice so it is a community hub not just a library.	Other Suggestion		
I like what it does already, it would be nice if it had a few more small exhibitions for instance local artists, something that other libraries do.	Other Suggestion		
Better online access to renewals etc that allows parents' and children's accounts to be linked rather than logging in separately for each account	Other Suggestion		
Barrier on the carpark with 45 min free parking , £5 thereafter.	Other Suggestion		
Open more libraries	Other Suggestion		
By increasing the number of libraries and encourage younger generation to use the library.	Other Suggestion		
Plugs to allow people to use their own laptops	Other Suggestion		
putting the facilities somewhere where it can more accessible. ie attached to leisure centre	Other Suggestion		
Better parking facilities	Other Suggestion		
With the Spa, being a centre for leisure, education and resources	Other Suggestion		
Community meeting space for volunteer groups	Other Suggestion		
A brighter more modern library with more study space	Refurb/Remodel		
Upgrade existing libraries along the lines of Bromley Library	Refurb/Remodel		
The current library building requires long-overdue maintenance, and investment in a programme of refurbishment.	Refurb/Remodel		
The existing library could be updated eg repainted and tidied up but is fine where it is.	Refurb/Remodel		
Updated facilities	Refurb/Remodel		
It would help if the library was larger. It is a bit cramped at present.	Refurb/Remodel		
By re-developing the current site to provide modern facilities as well as accommodation in flats above	Refurb/Remodel		
Enlarge and modernise the currant site	Refurb/Remodel		
The layout of Beckenham Library could be improved as space wasted.	Refurb/Remodel		
Could be modernised, & updated	Refurb/Remodel		
Decor	Refurb/Remodel		
Better seating and nicer inviting atmosphere in the children's section	Refurb/Remodel		
The current facilities are well maintained to meet the needs of local residents. Better chairs for studying area upstairs	Refurb/Remodel		
By providing more space in terms of tables, and bringing a bit more brightness to the library.	Refurb/Remodel		

Nicer environment	Refurb/Remodel		
Be more welcoming	Refurb/Remodel		
Space needs a refurbishment	Refurb/Remodel		
Investment in refurbishing existing space, for example new shelving and additional seating in children's area.	Refurb/Remodel		
More study space potentially, but otherwise I don't think there's much that could be improved in the absence of unlimited public funds	Refurb/Remodel		
Bigger space	Refurb/Remodel		
The interior can a bit more up to date	Refurb/Remodel		
Re-vamp for current building in keeping with it's art deco style.	Refurb/Remodel		
Investment in the existing location - it can look quite tired.	Refurb/Remodel		
More study areas and some social engagement space for adults,	Refurb/Remodel		
Refurbishment	Refurb/Remodel		
I believe the current building is not fit for purpose any more	Refurb/Remodel		
Refurbish current building. Having the library, the Spa and all other facilities next to each other is so useful, especially when visiting with young children	Refurb/Remodel		
focus on welcome - Penge library is so dark and gloomy on outside it always looks closed. Beckenham has foreign DVD section.	Refurb/Remodel		
don't know I think Beckenham Library makes very good use of the space they have, I'd like a wider range of books but not at the expense of other facilities	Refurb/Remodel		
Clearer ordering of books and refurbishment	Refurb/Remodel		
Modernise existing library same site and add cafe	Refurb/Remodel		
Possibly quite outdated. Poor use of space	Refurb/Remodel		
Refurbish the current building, which is a fine example of 1830's civic architecture erected at a time when the community took pride in its environment, not just its finances	Refurb/Remodel		
A new purpose built building on the actual site	Refurb/Remodel		
Refurbishing the current building.	Refurb/Remodel		
More maintenance of existing buildings.	Refurb/Remodel		
Larger premises	Refurb/Remodel		
Update the current building and give original librarians back their jobs and give them creative input.	Refurb/Remodel	Improve Staffing	
Keep the library where it is and invest money in refurbishing and improving it. More staff.	Refurb/Remodel	General	Improve Staffing

		Investment	
Nicer building. Better facilities, more modern	Refurb/Remodel		
Refurbished library on the present site	Refurb/Remodel		
By making the environment more user friendly and providing adequate staffing	Refurb/Remodel	Improve Staffing	
They need a new building where it is now.	Refurb/Remodel		
Refurbished library	Refurb/Remodel		
Modernisation of the current site	Refurb/Remodel		
Repair and refresh the existing building.	Refurb/Remodel		
Toilet facilities, refurbishment, redecoration, more services, drop-in sessions by resource persons	Toilets		
<p>The library is a purpose built building on one level and is perfect for the current and potential future demands on the service it delivers; the library is in a good place, next to the leisure centre with excellent access to bus services and good parking.</p> <p>The proposal to move it to a building the council has underinvested in for many years is not a positive one, either for library users, potential library users who use the leisure centre as the favoured site for the council (which this survey's questions are engineered to garner support for) is not suitable as suitable for a library as the present site is. The Public Halls site is less accessible, both in terms the building and where it is with less bus services running close and parking further away.</p> <p>Closing a purpose built library which is more than adequate for the current library demand that has served the community for 50 years to move it to a different site and fill the space with a café - as though Beckenham town centre needs another café: there's many very close to the public halls so another one in the public halls would no doubt be loss making and close within a few months of opening. There are many places in Beckenham providing space</p>	Toilets		

for yoga classes, such as churches and the leisure centre, so not sure why that is added as an option except as another incentive to get the unwitting to tick yes and you can then say look people want non library services so we must move it to the public halls..by all means develop a community centre and renovate the public halls but leave the library where it is and where it works. If you want to develop Beckenham why not reopen the public toilets that have become a monument to neglect. s			
Providing toilet access	Toilets		
Onsite public hygiene facilities.	Toilets		
The library needs a bathroom, otherwise I think the facilities and services are good.	Toilets		
Add a toilet to the existing library	Toilets		
Access to an on site toilet. At the moment, users have access to the facilities at the Spa. But, if the move is approved, it is not clear where users could have access to toilets. Those at the station are too far away and, in any case, subject to vandalism, misuse etc.	Toilets		
Add public toilets.	Toilets		
Adding a toilet at the back of the library.	Toilets		
There needs to be toilets for customers	Toilets		
Public toilet facilities	Toilets		
Toilet facilities	Toilets		
Better selection of books toilet access for users on premises.	Toilets		
Beckenham	No Category		
-	No Category		
Stop trying to save money and do not demolish a 100 year old beautiful purpose built library to build more flats.	No Category		
By listening to the users and not making decisions about the moving of the library without proper consultation. The wording of the first question is leading and pushes people to answer in a certain way.	No Category		
stop building social housing on sites we are overcrowded city already	No Category		
Yes	No Category		
More children books	No Category		
Improved reading areas for children, better range of books	No Category		
Better layout	No Category		



## Appendix 6: Free-text answers to Question 10

“If you don’t use Bromley libraries, why not? Note: Response should not contain identifying personal data. Please tick those that apply:”

3.8% of all responses included a free-text answer, listed below by category.

Response	Category
I buy books, but if there are more services available then I don't know about them	Buy books elsewhere
I did when I had children but now buy books from charity shops then give them back there.	Buy books elsewhere
I used to go there for books but now I just get them online.	Buy books elsewhere
I have only used the library with family members e.g. my nephews. I don't read loads as I'm busy working full time and prefer outdoor activities rather than reading in my spare time. However I am from a family of bookworms and my mother, sister, brother in law and nephews are all regular users of Beckenham library	No Personal Interest
Just haven't had the need yet, but I do have kids who will and it would be nice to work from there when I need to get out of the house (I work from home occasionally).	No Personal Interest
i would use it more of it was linked to leisure centre that i do use. libraries by them selves are not an inviting place. mix use establishment would have more footfall.and encourage use esp from families	No Personal Interest
I access most information I need on a computer at home.	Other
Lack of onsite public hygiene facilities.	Other
Too far away, layout poor	Poor Location
Not in Bromley very often	Poor Location
In the middle of a rushed shopping area, not ideal to go with the children	Poor Location
Too far	Poor Location
Local libraries are essential	N/A
I do use the library	N/A
My use is currently limited due to my working hours, but I am due to go on mat leave shortly and am hoping I will then become a regular visitor. As a student (several years ago) I used the library several times a week.	N/A
Because I have my local beckenham library.	N/A
I wouldn't use Beckenham library if it moved. But otherwise I will continue to use the library.	N/A
I do use the library. It's invaluable.	N/A



Beckenham closer can walk	N/A
Not convenient if you relocate due to children's local classes	N/A

## Appendix 7: Free-text answers to Question 11

“Across the UK, many libraries offer a wider range of services as well as the traditional books for loan, activities and study space.

If you are already a library user what would you like to see more of in Bromley’s libraries?

Which of these would make you want to use the library more?

If you don't currently do so, what would incentivise you to use the library?

Please feel free to tick more than one box:”

10.3% of all responses included a free-text answer, listed below by category.

Response	Category 1	Category 2
I support there being other activities but believe books should be central	Books/Stock	
Books. Warm comfy spaces for reading books. Easy access for all users, including the elderly and disabled.	Books/Stock	
I would mainly like people in charge of the service to stop downgrading the value of books.. If they want to start a business/ do craft activities with their children/ learn yoga/ improve their health etc, there are books on that - unless they've been thrown away..	Books/Stock	
Books and maps are my sole use,	Books/Stock	
None of these. Just a well stocked standard library.	Books/Stock	
More books and reference facilities	Books/Stock	
Longer opening hours, more books, London Libraries Consortium access	Books/Stock	
I use a Library for getting books which Beckenham has a good range of dont htink a Library should become a Commity Centre - there are plenty of those around.	Books/Stock	
None, I like the library to be a quiet space to borrow books, study and find peace	Books/Stock	
More books and trained librarians please! Many of the above ideas ALREADY happen at the library. Opening hours are already good with late night on Wed and open Saturdays. Events and activity are already available at neighbouring buildings therefore not necessary at the library. Events and activities for children are already available. Cafe is available next door and across the road	Books/Stock	Increased Opening Hours
More spending on books, current buying policy means it is difficult to find anything good to read other than self help bookss	Books/Stock	

More books and not selling off the books they have	Books/Stock	
More books and staff.	Books/Stock	
Book related events, maybe visiting authors	Books/Stock	
Bookclub	Events/Activities	
Reading groups increased	Events/Activities	
Local author events and other readings	Events/Activities	
More and longer dementia friendly activities. Recent programme provided an event lasting about 90 minutes once a month. This is too infrequent to make much impact on sufferers and carers.	Events/Activities	
Book clubs	Events/Activities	
Poetry, literature and crafts, which Beckenham Library already offers to some extent	Events/Activities	
not applicable	No Changes	
Already use and am happy with how they are	No Changes	
But it is marvellous as it is	No Changes	
none of the above	No Changes	
Beckenham library offers all Of the above now!	No Changes	
Keep the library in it's current location. The spa has a coffee shop inside, a coffee shop is also opposite the library, local shops provide everything needed.	No Changes	
Not applicable. I'm content with the range of books and activities held at Beckenham library.	No Changes	
it is fine as it is	No Changes	
Has everything I need and want already	No Changes	
Beckenham library is great as it is	No Changes	
Keep current location	No Changes	
Happy with services currently offered	No Changes	
None of the above	No Changes	
Have used library for over 60 years	No Changes	
I'd like you to leave this library where it is, it's an invaluable resource for the community and to move it would have very considerable negative impact on the most vulnerable in our community. It would also have very negative impacts on our local environment	No Changes	
All the above could be provided in the current purpose built building	No Changes	
Hiring drills and equipment that I may need very occasionally	Other Suggestions	
Other lending, e.g. sustainable library of things	Other	

	Suggestions	
More local history material digitised and online	Other Suggestions	
Cafe staffed by special needs individuals. More community help, advice,	Other Suggestions	
The incredible Local History Collection to be better funded, eg digitising the bound volumes of the Beckenham Journal so they can be searchable digitally and the preservation and longevity of the fragile originals can be ensured. The history of the local area is all there. They are incredible. But local authority funding cuts mean that the Library Services as well as other LA Services integral to the health and wellbeing of the wider local community are increasingly being eroded. Stop wasting money on BS outsourcing companies such as Veola who seem to need 2, 3 even 4 call outs with accompanying charges to send the right personnel to fix Problem X, Y or Z when the nature of the problem (eg tree cutting, hard rubbish removal, etc) was clearly communicated in the first place. It's wasteful. And the cost is the slow erosion / reduction of important services such as the Libraries. The drive to sell off the land the existing Beckenham Library is on to developers for cash is short-sighted. Don't be so foolish. Once it is gone. It is gone. Save the Library in its current location.	Other Suggestions	
I have been looking for courses in IT and languages but the only courses are at Kentwood centre in Penge for us. When my boys were small you used to run courses in a range of topics, cartoon drawing for example. Do you do anything of that anymore. Also with the public halls, why not a Adult Education course in more advanced IT like I did before, on internet, computer settings, cookies, privacy etc. I am conscious of having missed out somewhere on the basics when we started using Sharepoint and Oracle at work that I was not as skilled as other colleagues.	Other Suggestions	
Desk manned by police staff.	Other Suggestions	
Above in foreign languages (French for me, but others apply)	Other Suggestions	
Facilities for club meetings, and storage of display stands.	Other Suggestions	
A community needs community assets to support it and give it a focus. If the assets are sold off, there will be no community.	Other Suggestions	
This is a library, it should be quiet. These other valuable activities should be elsewhere	Quiet/Less Noise	
I would like there to be a reserved quiet space - noise is increasing in libraries, such as Bromley Central, and this is off-putting.	Quiet/Less Noise	
Quiet and comfortable reading and study spaces	Quiet/Less Noise	
toilet	Toilets	
A toilet	Toilets	

toilets	Toilets	
Toilets, it's a disgrace that no facilities are available at Bromley & Beckenham especially if you are trying to cater for children, the elderly & students.	Toilets	
Onsite public hygiene facilities.	Toilets	
public toilets in the library building	Toilets	
Toilets	Toilets	
All of the above could, should and were provided by other services. Perhaps Bromley should re-examine its depleted Adult Education Service		
These options completely miss the point on what a library should provide.		
A library should be a library.		
More staff, who are well trained and respected by their employer		
safe environment for children/young people		
3		
Southwark and Lambeth libraries have offered many of the above services for years		
these are all great things to have and should be provided, but you do not need to make the library smaller and an after thought to do them		

## Appendix 8: Free-text answers to Question 12

“We want to make sure that we buy the books and online resources that people want to borrow. What would you like to see in your library?

Please tick as many as you like:”

20.2% of all responses included a free-text answer, listed below by category.

Other (please state)	Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5
Art, philosophy, politics, history, cinema, language learning	Art / Design	History	Politics / Curr Aff.		
Art Languages local history info and artefacts	Art / Design	History			
art & history books	Art / Design	History			
Science and the Arts	Art / Design	Science / Psychology			
Collecting (antiques etc)	Art / Design				
Crafts	Art / Design				
Home improvement, hobbies eg stamp collecting	Art / Design				
Hobbies and crafts	Art / Design				
Art books	Art / Design				
Crafts books	Art / Design				
The Arts	Art / Design				
art	Art / Design				
books on the arts	Art / Design				
Crafts	Art / Design				
Art and design, how to books for trades and work (building, hairdressing etc)	Art / Design				
Craft. Health. Wellbeing.	Art / Design				
Art and design	Art / Design				
Floristry	Art / Design				

Talking books	Audiobooks				
Audio books	Audiobooks				
audiobooks	Audiobooks				
Audiobooks	Audiobooks				
History, Biography,Literature, the Arts	Biographies	Art / Design	History	Literature / Poetry	
Biographies, Art, Home and Decoration	Biographies	Art / Design			
History and biographies	Biographies	History			
history, biography,	Biographies	History			
Interesting that no one even thought to mention history or biography	Biographies	History			
History, Biography, Local authors.	Biographies	History			
Biography, history.	Biographies	History			
Biography, literary fiction	Biographies	Literature / Poetry			
Exam guides GCSE / A Level / International Baccalaureate / Primary Education books	Education / Study				
Course books for gcse and a levels	Education / Study				
Academic study resources	Education / Study				
Education	Education / Study				
KS1,KS2 revision books and resources	Education / Study				
Educational material in new technologies	Education / Study				
Post A Level material and SF.	Education / Study				
Graphic novels	Graphic Novels				
Graphic novels	Graphic Novels				
Broader range of graphic novels	Graphic				

	Novels				
Historical & Geographic	History	Nature / World			
History, Politics, Archaeology	History	Politics / Curr Aff.			
Politics, history, books relevant to GCSEs and A levels	History	Politics / Curr Aff.			
Biography, Science, History, Plays, Poetry, General Reference such as directories, atlases, encyclopedias	History	Science / Psychology	Biographies	NonFiction / Reference	Literature / Poetry
World History / Memoirs / Psychology	History	Science / Psychology			
history, popular science	History	Science / Psychology			
Popular but properly researched history and science books	History	Science / Psychology			
History	History				
local history	History				
Local history	History				
history	History				
History	History				
Local history	History				
Digitising the Local History Archives eg Beckenham Journal. Books - Sport, History.	History				
History, mystery, science fiction	History				
History and current affairs	History				
Military history	History				
History Roman and Greek.	History				
Local history, transport	History				
History	History				
History and education	History				
More literary fiction and memoir. More graphic novels, graphic memoir and graphic medicine.	Literature / Poetry	Science / Psychology			



Philosophy, poetry, books on workers rights	Literature / Poetry				
literary fiction; quality nonfiction	Literature / Poetry				
poetry, art/design, titles by a diverse range of authors (BAME, LGBTQ+)	Literature / Poetry				
Literary fiction	Literature / Poetry				
Literature, History, Art, Needlecraft, Walking, Film and TV	Music / Film	Art / Design	History	Literature / Poetry	
History, music, art, philosophy	Music / Film	Art / Design	History		
I value the collectors/hobbies section - especially good for stamp catalogues. Also Biography, Sport, Music - the list of choices seems very limited.....	Music / Film	Biographies			
Latest biographies and books on classical music	Music / Film	Biographies			
All non fiction, study material for students of all ages, any published material for which there is a demand, plus cds, audio books.	Music / Film	NonFiction / Reference			
Music CDs	Music / Film				
DVDs (feature films)	Music / Film				
CDs and DVDs	Music / Film				
music and DVDs	Music / Film				
music Cds	Music / Film				
Music and Sport	Music / Film				
Music books and music cds	Music / Film				
Foreign language DVD's	Music / Film				
foreign language films and music	Music / Film				
Hlstory - Local, , social, national and world. Science, geography, politics and society	Nature / World	History	Politics / Curr Aff.	Science / Psychology	
Reference books - politics, geography, natural world	Nature / World	Politics / Curr Aff.	NonFiction / Reference		
Maps and local maps	Nature / World				
Natural world not well covered	Nature /				

	World				
Nature	Nature / World				
Popular science - accessible science and non fiction	NonFiction / Reference	Science / Psychology			
foreign language books fiction and non-fiction	NonFiction / Reference				
And Non fiction. Why no box for this?	NonFiction / Reference				
Popular non-fiction	NonFiction / Reference				
Non fiction books	NonFiction / Reference				
Classic adult and children's fiction and non fiction older than 10 years which has been thrown away.	NonFiction / Reference				
Non fiction	NonFiction / Reference				
Non fiction, autobiography	NonFiction / Reference				
Reference books	NonFiction / Reference				
General non fiction	NonFiction / Reference				
Online resources.	Other				
Sport	Other				
Local authors and self-published	Other				
Parenting	Other				
Health	Other				
Science Fiction	Other				
subscriptions to online journals/periodicals and other research databases	Other				
smaller less well known authors not just popular fiction	Other				
Less 'popular' fiction, more contemporary	Other				
Foreign translations	Other				

I can get loads of popular fiction and cookery books in charity shops. I expect to find less obvious choices in the library.	Other				
Above in foreign languages (French for me, but others apply)	Other				
Large print	Other				
Biographies/Autobiographies; History non fiction; Politics	Politics / Curr Aff.	History	NonFiction / Reference		
Society and politics, modern philosophy, modern economics	Politics / Curr Aff.				
Current affairs. we have just been through the massive upheaval of Brexit, but there were no books younger than 3 years	Politics / Curr Aff.				
newspapers	Politics / Curr Aff.				
up-to-date coverage of the current social/political/economic situation in European countries	Politics / Curr Aff.				
Crime	Politics / Curr Aff.				
Newspapers	Politics / Curr Aff.				
Crime	Politics / Curr Aff.				
Politics and current affairs	Politics / Curr Aff.				
Mental health law and practice	Politics / Curr Aff.				
Magazines and newspapers	Politics / Curr Aff.				
Romance Novels	Romance				
Health, diet, science	Science / Psychology				
Popular science and text books,	Science / Psychology				
IT	Science / Psychology				

IT Books	Science / Psychology				
All subjects					
Great					
You can never have too many books					
ALL categories! It's a library! Silly question!					
It is important that library stock is kept up to date by qualified and informed librarians and that the range suits all users					
All of the above					
Please note that Beckenham Library already stocks books in all these categories					
All kinds of books for everyone. Beckenham library has all of this.					
Books ordered by local librarians (ie not by distant library suppliers)					

## Appendix 9: Free-text answers to Question 15

### “What is your postcode?”

This question only accepted free-text answers. 655 respondents (86.5% of total) provided a response. Answers to the question below are sorted by postcode prefix:

Responses	Prefix
BR1	BR1
Br1	BR1
Br1 2eg	BR1
Br1 2rx	BR1
BR1 3RS	BR1
BR1 4HX	BR1
Br1 4qy	BR1
BR1 5AP	BR1
br12sw	BR1
BR2	BR2
BR2	BR2
Br2	BR2
BR2 0AU	BR2
Br2 0BX	BR2
BR2 0HA	BR2
BR2 0JU	BR2
BR2 0LL	BR2
BR2 0NY	BR2
BR2 0NY	BR2
Br2 0pb	BR2
BR2 0QW	BR2
BR2 0TT	BR2

Responses	Prefix
BR3 4HG	BR3
Br3 4hj	BR3
BR3 4HJ	BR3
BR3 4HJ	BR3
BR3 4HJ	BR3
BR3 4HL	BR3
BR3 4hp	BR3
BR3 4HP	BR3
BR3 4HP	BR3
BR3 4HQ	BR3
BR3 4HQ	BR3
BR3 4HR	BR3
Br3 4hr	BR3
BR3 4hs	BR3
br3 4hs	BR3
BR3 4HS	BR3
BR3 4hs	BR3
BR3 4HW	BR3
BR3 4HX	BR3
BR3 4JA	BR3
Br3 4ja	BR3
BR3 4JB	BR3

Responses	Prefix
Br31ll	BR3
BR31LN	BR3
BR31NY	BR3
BR31NZ	BR3
BR31QH	BR3
BR31SP	BR3
Br31su	BR3
BR33	BR3
BR33AB	BR3
BR33AR	BR3
Br33db	BR3
BR33dy	BR3
BR33GU	BR3
Br33hr	BR3
Br33jg	BR3
Br33jl	BR3
BR33LD	BR3
BR33NB	BR3
Br33nn	BR3
Br33nu	BR3
Br33pb	BR3
BR33PD	BR3





BR3	BR3
Br3	BR3
BR3 4SJ	BR3
BR3 1DE	BR3
BR3 1ds	BR3
BR3 1EE	BR3
Br3 1ee	BR3
BR3 1EE	BR3
Br3 1ef	BR3
BR3 1EG	BR3
BR3 1HA	BR3
BR3 1HA	BR3
BR3 1HD	BR3
BR3 1HD	BR3
BR3 1HD	BR3
BR3 1hd	BR3
Br3 1HD	BR3
BR3 1HE	BR3
BR3 1HF	BR3
BR3 1HF	BR3
BR3 1HL	BR3
Br3 1hr	BR3
BR3 1HU	BR3
BR3 1HX	BR3
BR3 1JA	BR3
BR3 1JE	BR3
BR3 1JE	BR3
BR3 1JE	BR3
BR3 1JF	BR3
Br3 1jf	BR3
BR3 1JQ	BR3

BR3 4PG	BR3
BR3 4PL	BR3
BR3 4PR	BR3
BR3 4PR	BR3
BR3 4PR	BR3
BR3 4PY	BR3
BR3 4PY	BR3
BR3 4QA	BR3
BR3 4QA	BR3
BR3 4qa	BR3
Br3 4qp	BR3
Br3 4qp	BR3
BR3 4QP	BR3
BR3 4QQ	BR3
BR3 4QU	BR3
Br3 4qw	BR3
BR3 4RE	BR3
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BR3 4RJ	BR3
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BR3 4RU	BR3
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BR3 4RU	BR3
BR3 4RU	BR3
BR3 4RY	BR3
BR3 4ry	BR3

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Br34sn	BR3
Br34sp	BR3
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BR35JP	BR3
Br35jp	BR3
BR35JQ	BR3
Br35nt	BR3
Br35tl	BR3
br35tx	BR3
Br35ug	BR3



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BR3 1LF	BR3
BR3 1LJ	BR3
Br3 1ll	BR3
BR3 1LN	BR3
BR3 1LN	BR3
BR3 1LR	BR3
BR3 1LY	BR3
BR3 1NA	BR3
BR3 1NA	BR3
BR3 1NA	BR3
BR3 1NA	BR3
BR3 1NA	BR3
BR3 1NA	BR3
Br3 1na	BR3
BR3 1NJ	BR3
BR3 1NN	BR3
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Br3 1PA	BR3
BR3 1PG	BR3
BR3 1PL	BR3
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BR3 1QN	BR3
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BR3 1RB	BR3
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BR3 1RB	BR3
BR3 1RG	BR3
BR3 1RJ	BR3
BR3 1TY	BR3
BR3 1UR	BR3
BR3 2DT	BR3

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BR3 4RZ	BR3
BR3 4SA	BR3
BR3 4SA	BR3
BR3 4SA	BR3
BR3 4SA	BR3
BR3 4se	BR3
Br3 4se	BR3
BR3 4SE	BR3
BR3 4SF	BR3
BR3 4SG	BR3
BR3 4SH	BR3
Br3 4sj	BR3
BR3 4SL	BR3
Br3 4sn	BR3
BR3 4SN	BR3
BR3 4SQ	BR3
BR3 4SQ	BR3
BR3 4SQ	BR3
BR3 4ST	BR3
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BR3 4TB	BR3
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BR3 4TP	BR3
BR3 4TR	BR3
BR3 4TU	BR3
BR3 4tu	BR3

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BR36NQ	BR3
br36px	BR3
Bre 5al	BR3
BrR6sd	BR3
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BR4 9DN	BR4
BR4 9PB	BR4
BR5 1HG	BR5
BR5 4JP	BR5
BR6	BR6
BR6 0TS	BR6
BR6 6LH	BR6
Br6 8ey	BR6
Br68ep	BR6
BR7 6TH	BR7
CR0 7QH	CR0
CR0 7SF	CR0
CR0 7SZ	CR0
CR0 7UP	CR0
CR0 7UW	CR0
CR0 7UW	CR0
cr0 ihg	CR0
cr07ln	CR0
CR2 6NE	CR2
CR78PH	CR7
SE19 2hj	SE19
SE19 2HS	SE19
SE19 2UH	SE19
Se20	SE20
SE20	SE20

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BR3 3AA	BR3
BR3 3AE	BR3
BR3 3AP	BR3
BR3 3BJ	BR3
Br3 3dh	BR3
BR3 3dh	BR3
BR3 3DU	BR3
BR3 3DY	BR3
BR3 3ED	BR3
Br3 3gl	BR3
BR3 3HF	BR3
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BR3 3JJ	BR3
BR3 3JL	BR3
Br3 3jr	BR3
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BR3 3NJ	BR3
br3 3nn	BR3
BR3 3NQ	BR3
BR3 3NQ	BR3
BR3 3NS	BR3
BR3 3NT	BR3
BR3 3PB	BR3

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Br3 4tz	BR3
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BR3 4XD	BR3
Br3 4xe	BR3
BR3 4XE	BR3
BR3 4XE	BR3
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BR3 5HF	BR3
BR3 5JE	BR3
BR3 5JJ	BR3
BR3 5JJ	BR3
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BR3 5LE	BR3
BR3 5LE	BR3

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Se20	SE20
se20	SE20
Se20	SE20
Se20	SE20
Se20	SE20
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SE20 7AT	SE20
SE20 7BT	SE20
SE20 7EL	SE20
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SE20 7RL	SE20
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SE20 7YB	SE20
SE20 7YG	SE20

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BR3 3QB	BR3
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BR3 5XF	BR3
BR3 5XL	BR3
Br3 5ya	BR3
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Br3 6nn	BR3
bR3 6nr	BR3
Br3 6nt	BR3
Br3 6pp	BR3
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BR3 6RB	BR3
Br3 6sn	BR3
BR3 6SP	BR3
BR3 6SP	BR3
BR3 6TH	BR3

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SE20 8DZ	SE20
SE20 8eu	SE20
SE20 8HQ	SE20
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SE207EZ	SE20
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Se207ql	SE20
Se207sw	SE20
Se207xq	SE20
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SE26	SE26
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Se26 5dt	SE26
SE26 5hx	SE26

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BR3 4HF	BR3
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BR3 4HF	BR3
BR3 4hg	BR3

Br3 6ts	BR3
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SE26 5NN	SE26
SE26 6NT	SE26
SE26 6QQ	SE26
SE26 6UN	SE26
Se265dt	SE26
Se266pf	SE26
SE6 3EQ	SE6
se77px	SE7
v	

# Children and Young People's Survey – Statistical Breakdown Report

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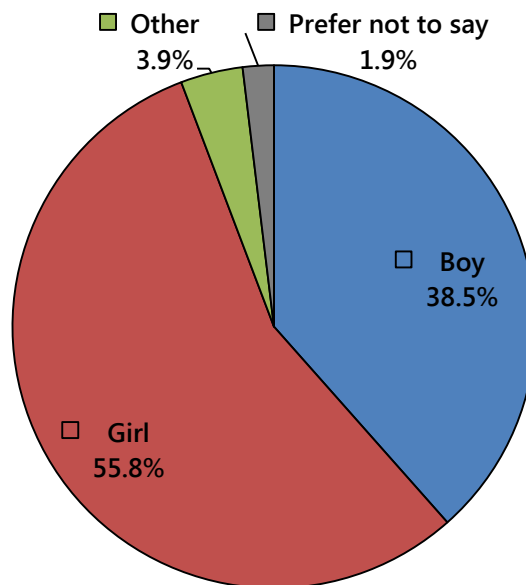
Beckenham Library – Public Engagement

This document provides a statistical breakdown and analysis of the 52 responses received for the 19-question young person-focused public engagement survey that collected responses between 2nd April and 12th April 2020.

**Question 1:**  
**Are you a...? (Please tick one)**

Answer Choices	Responses	
Boy	38.5%	20
Girl	55.8%	29
Other	3.9%	2
Prefer not to say	1.9%	1

**Answered** 52  
**Skipped** 0  
**Response Rate** 100%



Response Rate: 100%

**Comments**

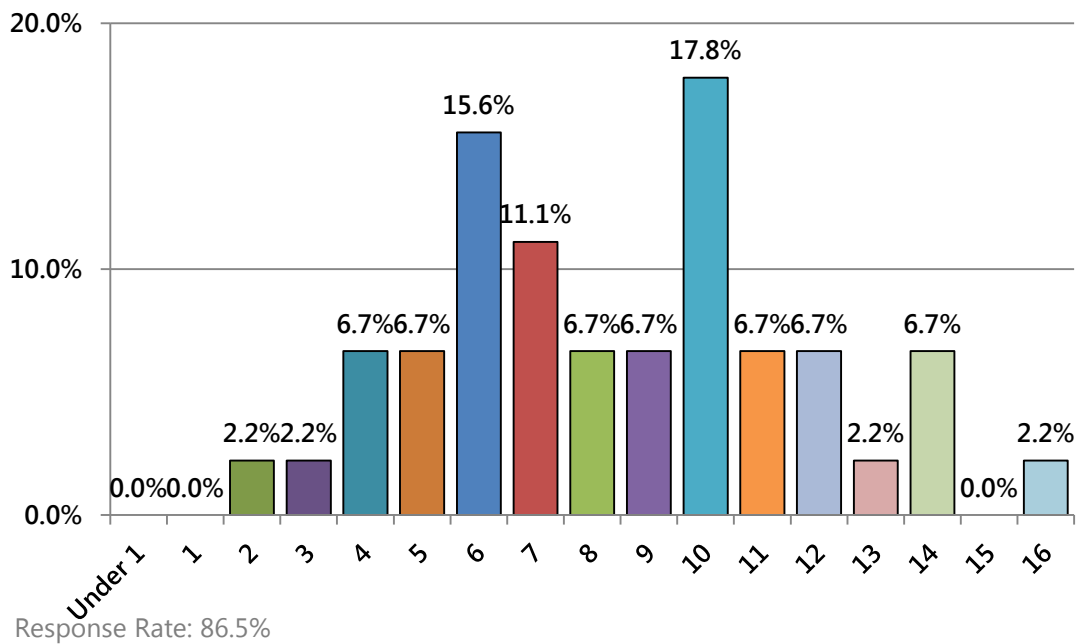
This question had a perfect response rate at 100%, indicating all 52 respondents who took the survey answered this question. Following Question 1, no other question had a response rate above 90%.

55.8% of respondents to the survey identified themselves as a girl, 38.5% as a boy, and 3.9% as other. 1.9% did not wish to indicate their gender identity.

**Question 2:**  
**How old are you? (Please tick one)**

Answer Choices	Responses	
Under 1	0.0%	0
1	0.0%	0
2	2.2%	1
3	2.2%	1
4	6.7%	3
5	6.7%	3
6	15.6%	7
7	11.1%	5
8	6.7%	3
9	6.7%	3
10	17.8%	8
11	6.7%	3
12	6.7%	3
13	2.2%	1
14	6.7%	3
15	0.0%	0
16	2.2%	1

**Answered** 45  
**Skipped** 7  
**Response Rate** 86.5%



## **Comments**

In terms of average age, the median age of respondents was 8 years old, while the mean age was 8.4. The distribution of ages exhibits a slight positive skew, indicating ages younger than the mean are more densely 'clustered'.

The survey did not ask respondents for which Key Stage they are a part of, so it is not possible to accurately determine in this question whether they attend pre-school, primary school, or secondary school. This is instead addressed in Question 3.





## Comments

35 of the 39 responses (89.7%) are Primary Schools, 2 responses (5.1%) are Secondary School. The remaining responses indicate playgroups and nurseries.

The distance by road from school to Beckenham Library for the top 3 schools are:

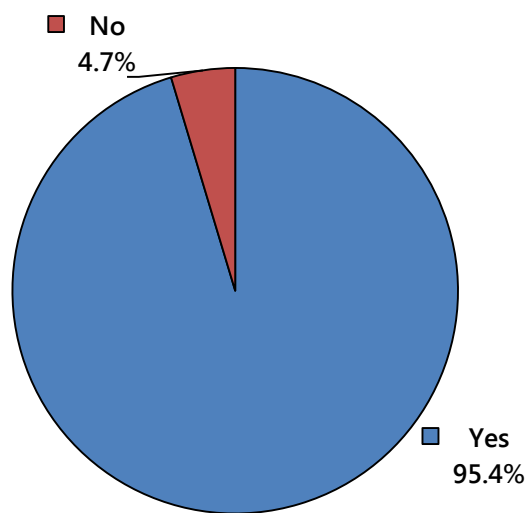
- From Marian Vian Primary – 1.5 miles
- From Balgowan Primary – 0.7 miles
- From Harris Primary – 1.2 miles

**Question 4:**

**Have you visited or used Beckenham Library this school year? (Please tick one)**

Answer Choices	Responses	
Yes	95.4%	41
No	4.7%	2

**Answered** 43  
**Skipped** 9  
**Response Rate** 82.7%



Response Rate: 82.7%

**Comments**

The vast majority of respondent (over 95%) indicated they had used Beckenham Library in the school year. Only 2 respondents had not.

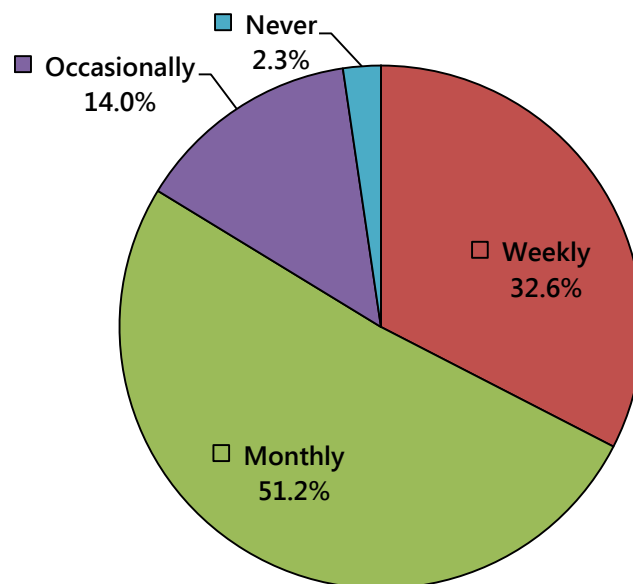
Please note the survey ran approximately half-way through the school year in early April.

### Question 5:

How often do you usually visit Beckenham Library? (Please tick one)

Answer Choices	Responses	
Daily	0.0%	0
Weekly	32.6%	14
Monthly	51.2%	22
Occasionally	14.0%	6
Never	2.3%	1

**Answered** 43  
**Skipped** 9  
**Response Rate** 82.7%



Response Rate: 82.7%

### Comments

No users indicated they visited Beckenham Library daily, about one third (32.6%) visited weekly, and over half (51.2%) visited monthly.

Only 1 respondent indicated they did not use Beckenham Library at all.

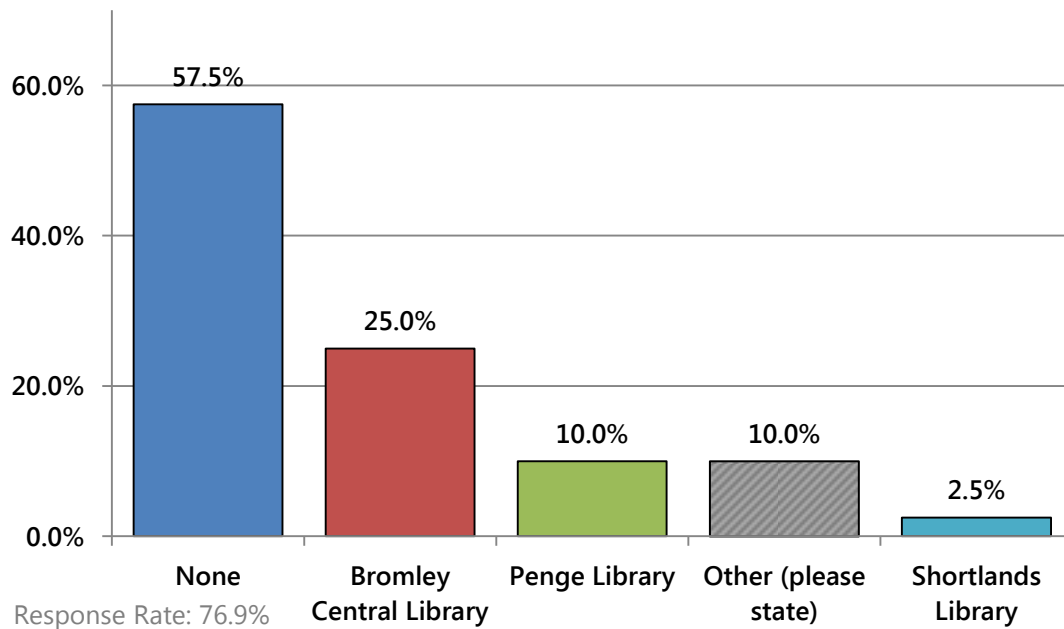
When the survey was conducted, all libraries had been closed following government advice due to COVID-19. However Beckenham Library's usual opening hours prior to this were 5 days per week (Mon, Tue, Wed, Fri, Sat).

### Question 6:

Which other libraries do you use? (Please tick all that you use)

Answer Choices	Responses	
None	57.5%	23
Bromley Central Library	25.0%	10
Penge Library	10.0%	4
Other (please state)	10.0%	4
Shortlands Library	2.5%	1
Not applicable to me	0.0%	0

**Answered** 40  
**Skipped** 12  
**Response Rate** 76.9%



### Comments

The majority of respondents (57.5%) do not visit any other library apart from Beckenham Library, and a quarter visit Bromley Central Library.

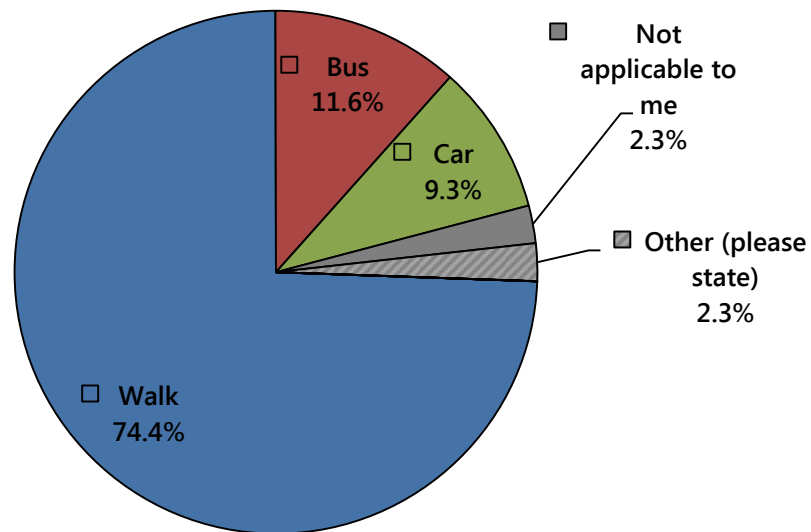
4 respondents indicated 'Other' libraries: 2 for Beckenham, 1 for West Wickham, and 1 for Biggin Hill.

### Question 7:

How do you travel to the library? (Please tick one - your primary method of travel)

Answer Choices	Responses	
Walk	74.4%	32
Bus	11.6%	5
Car	9.3%	4
Not applicable to me	2.3%	1
Other (please state)	2.3%	1
Bike	0.0%	0
Train	0.0%	0
Tram	0.0%	0

Answered 43  
Skipped 9  
Response Rate 82.7%



Response Rate: x.xx%

### Comments

Nearly three-quarters of respondents (74.4%) indicated they walk primarily to Beckenham Library, with the next two biggest shares being Bus (11.6%) and Car (9.3%).

1 respondent indicated 'Other' as their response, and wrote in 'Scooter' as their form of transport.

There were no responses for Bike, Train, or Tram.

## Questions 8 - 12:

Questions 8 to 12 asked respondents to rate a statement between 1 and 10 depending on how much they agreed with each statement, which 10 being 'agree' and 1 'disagree'.

Average ranking is described in the table and graph below.

**Rate the following sentences about Beckenham Library out of 10:**

Question	Average Rank	Standard Deviation	Responses	Response Rate
<b>Q8:</b> Beckenham Library is a safe place	9.43	1.05	42	80.8%
<b>Q9:</b> The staff at Beckenham Library are helpful	8.98	1.47	42	80.8%
<b>Q10:</b> Beckenham Library has all the books I need	8.54	1.56	41	78.8%
<b>Q11:</b> Beckenham Library is open when I want to use it	8.64	1.89	42	80.8%
<b>Q12:</b> I enjoy the activities I attend at Beckenham Library	8.31	1.96	32	61.5%



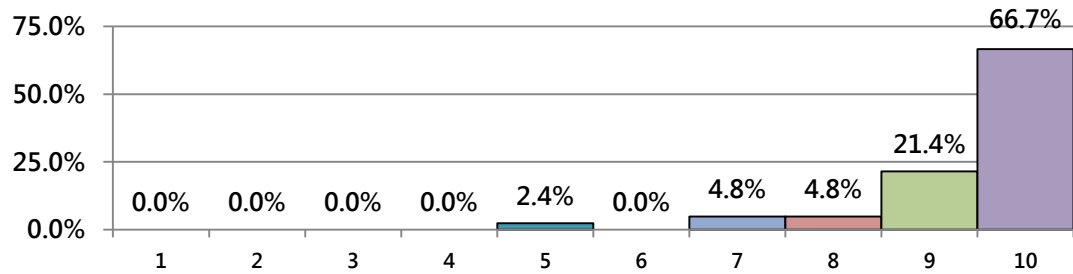
## Comments

All questions scored, on average, 8 out of 10 or higher, indicating general agreement with the statements and satisfaction with the library. 'Beckenham Library is a safe place' scored most highly of the 5 questions and also had the smallest standard deviation (measure of spread), indicating strong consensus between respondents.

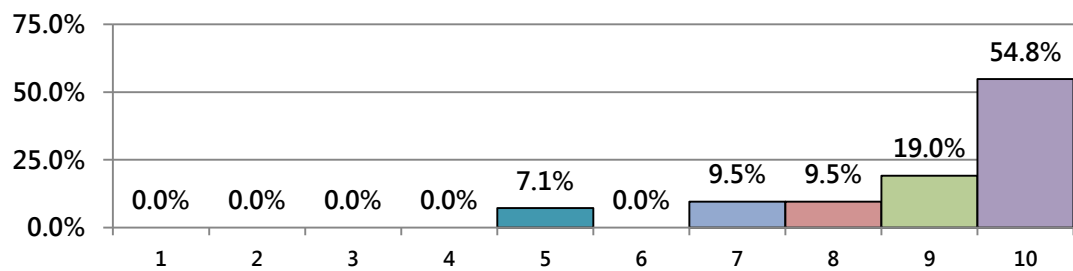
### Response Breakdown:

The below graphs demonstrate the spread of responses for each question.

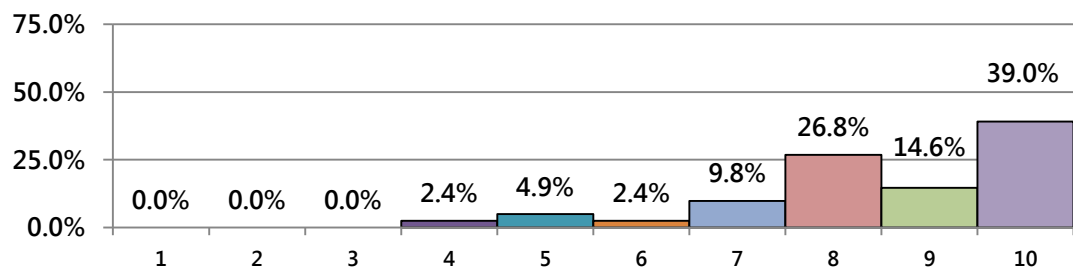
#### Q8: Beckenham Library is a safe place



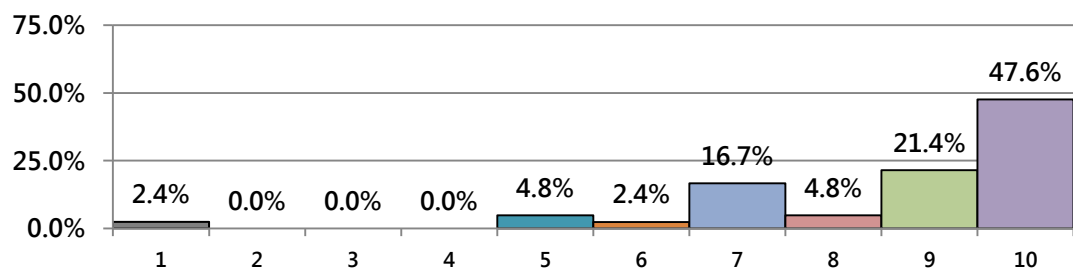
#### Q9: The staff at Beckenham Library are helpful



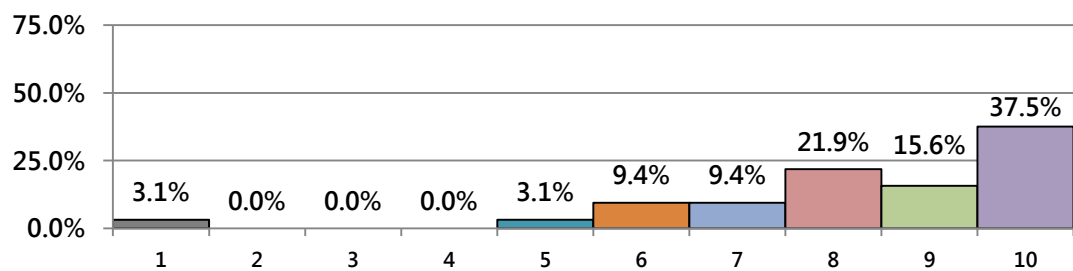
#### Q10: Beckenham Library has all the books I need



#### Q11: Beckenham Library is open when I want to use it



#### Q12: I enjoy the activities I attend at Beckenham Library



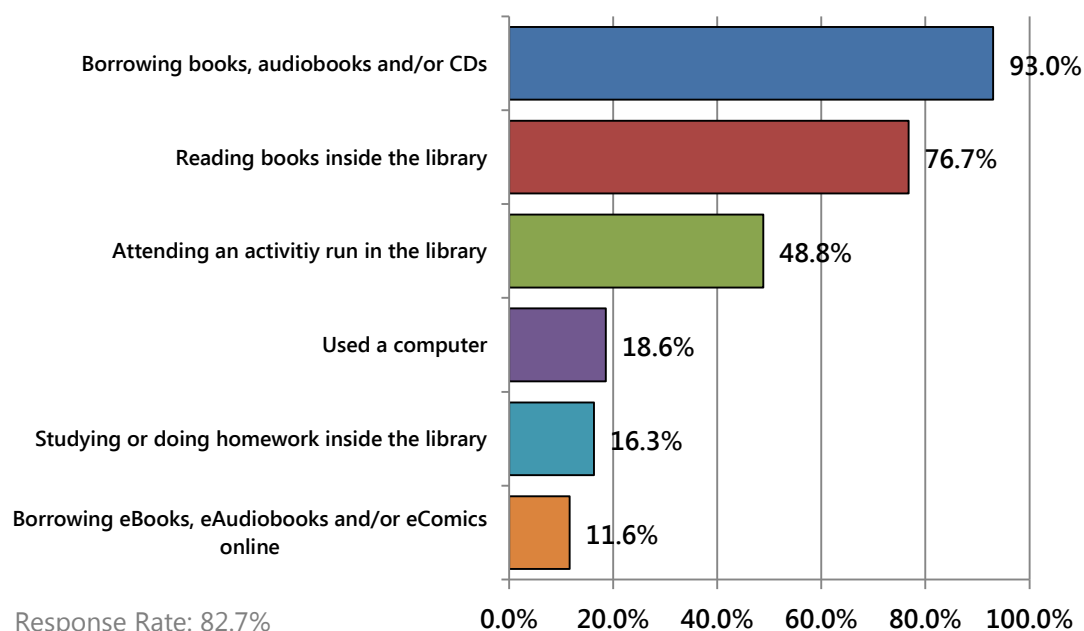


### Question 13:

Which of these have you used Beckenham Library for this school year?  
(Please tick all you have used)

Answer Choices	Responses	
Borrowing books, audiobooks and/or CDs	93.0%	40
Reading books inside the library	76.7%	33
Attending an activity run in the library	48.8%	21
Used a computer	18.6%	8
Studying or doing homework inside the library	16.3%	7
Borrowing eBooks, eAudiobooks and/or eComics online	11.6%	5

**Answered** 43  
**Skipped** 9  
**Response Rate** 82.7%



### Comments

The top 2 categories respondents ticked for the reasons they use Beckenham Library were related to the use of the library's stock with 'Borrowing books, audiobooks and/or CDs' at 93.0% and 'Reading books inside the library' at 76.6%.

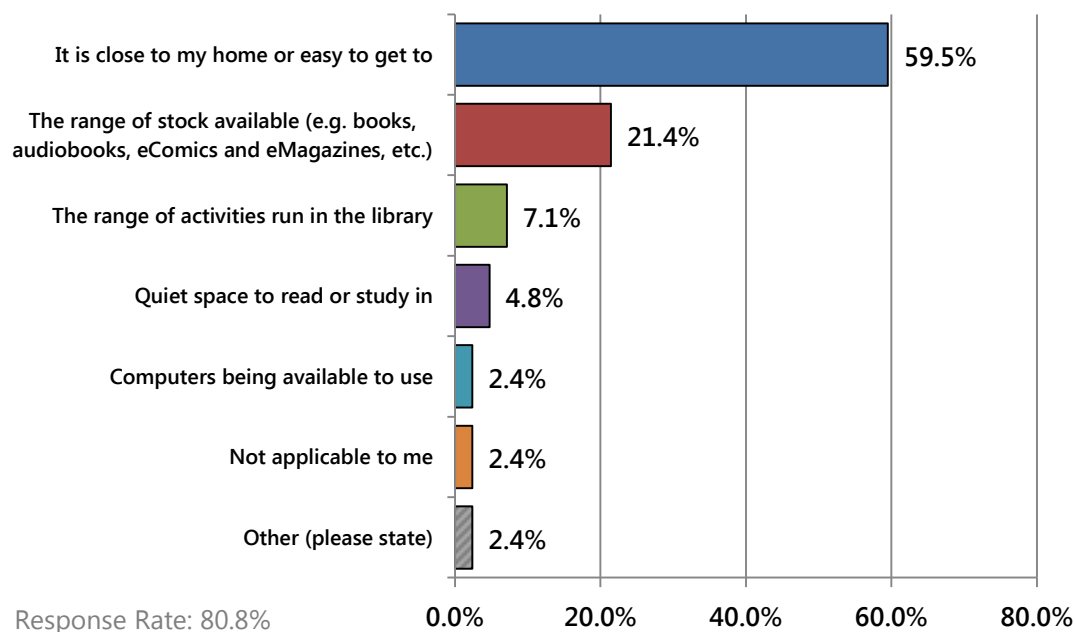
Options related to ICT and digital offer were less frequently ticked by children and young people, with 'Used a computer' being ticked by 18.6%, and 'Borrowing eBooks, eAudiobooks and/or eComics online' by 11.6% of respondents.

### Question 14:

What do you like most about Beckenham Library? (Please tick one)

Answer Choices	Responses	
It is close to my home or easy to get to	59.5%	25
The range of stock available (e.g. books, audiobooks, eComics and eMagazines, etc.)	21.4%	9
The range of activities run in the library	7.1%	3
Quiet space to read or study in	4.8%	2
Computers being available to use	2.4%	1
Not applicable to me	2.4%	1
Other (please state)	2.4%	1

**Answered** 42  
**Skipped** 10  
**Response Rate** 80.8%



### Comments

The majority of respondents (59.5%) indicated that the proximity of the library to their home was what they liked most about the library. The stock (21.4%) and activities (7.1%) followed.

1 respondent left a comment under 'Other' as follows:

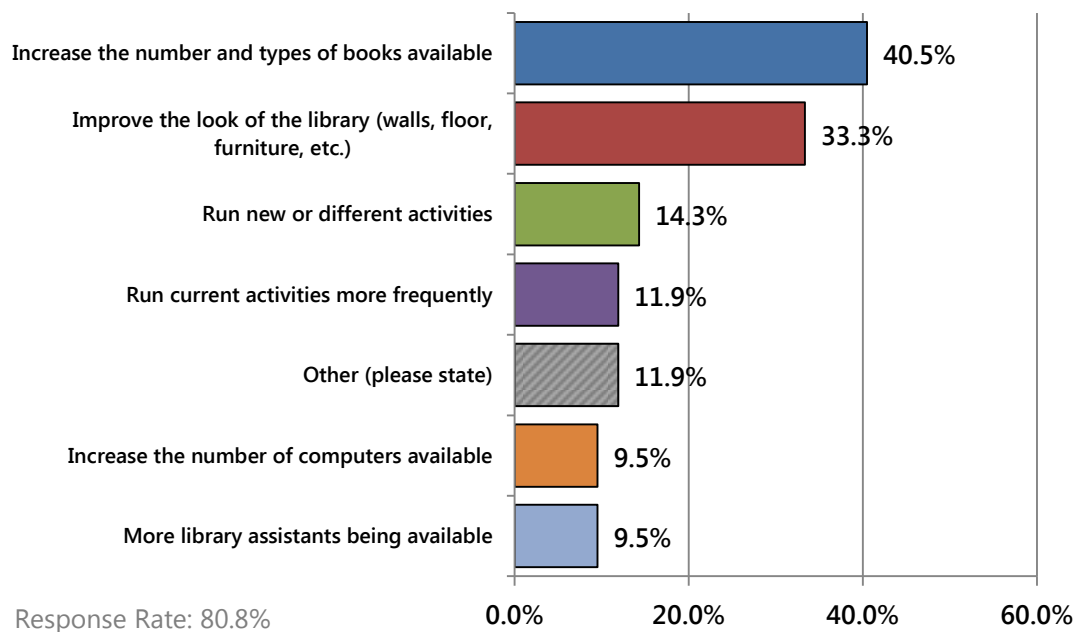
*"I go the Spa and go to the library at the same time."*

**Question 15:**

What do you think could be done to make the library better? (Please tick one)

Answer Choices	Responses	
Increase the number and types of books available	40.5%	17
Improve the look of the library (walls, floor, furniture, etc.)	33.3%	14
Run new or different activities	14.3%	6
Run current activities more frequently	11.9%	5
Other (please state)	11.9%	5
Increase the number of computers available	9.5%	4
More library assistants being available	9.5%	4

**Answered** 42  
**Skipped** 10  
**Response Rate** 80.8%



**Comments**

Popular responses for ways to improve the library concerned increasing the number and type of books available (40.5%) and improving the library aesthetically (33.3%).

Respondents were split fairly evenly among the remaining responses.

**Free-text answers given for 'Other (please state)':**

5 respondents provided a free-text answer to the question, detailed below in full:

Respondent	Other (please state)
1	toilets
2	none i love it
3	It's perfect just as it is.
4	Make it easier to find books on shelves
5	I don't know.

### Question 16:

Please share with us any other creative ideas that you may have for this project:

Respondent	Responses
1	Keep library under the flats and green space and mature trees outside
2	Leave the library where it is please.
3	I would like a seating area with bean bags and fairy lights to relax and read please and more variety of chapter books please
4	I would like to borrow other stuff from the library not just books - maybe computer games and DJ kit
5	better adverts for events for young people
6	Keep the library in the same place and build the flats on top
7	I think the library and sports centre and other place should join forces to make a sporty/socialable/learning hotspot
8	make some bunting?
9	More books with a bigger variety range
10	A book Jar to write down titles of books kids would like to read.x
11	Add a noise meter
12	Please don't move the library. It is perfect just as it is.
13	Ng
14	More space and computers for people to study.
15	Maintain the current library and do joint activities with the Spa and Venue 28.
16	Keep the library where it is, and make affordable housing at the other area where it would move
17	Coding club

**Answered** 17  
**Skipped** 35  
**Response Rate** 32.7%

### Comments

This question had a very low response rate, which may indicate respondents did not frequently have a creative idea to share.

Some of the responses are likely to have been written by parents of the children, including suggestions related specifically to the proposal.

There are a variety of other suggestions, including expanding the types of things available to be borrowed, suggestions on the environment of the library, and other forms of engagement with users through activities.

**Question 17:**

Please provide your consent by providing your relationship with the child: (Please tick one)

Answer Choices	Responses	
Parent	100.0%	41
Grandparent	0.0%	0
Other family member	0.0%	0
Carer	0.0%	0
Child-minder	0.0%	0
Other (please state)	0.0%	0

<b>Answered</b>	<b>41</b>
<b>Skipped</b>	<b>11</b>
<b>Response Rate</b>	<b>78.8%</b>

**Comments**

All respondents to this question indicated they were the parent of the child.

11 respondents skipped this question. It is possible older respondents filled out the survey on their own and so did not feel it necessary to provide a response to this question.

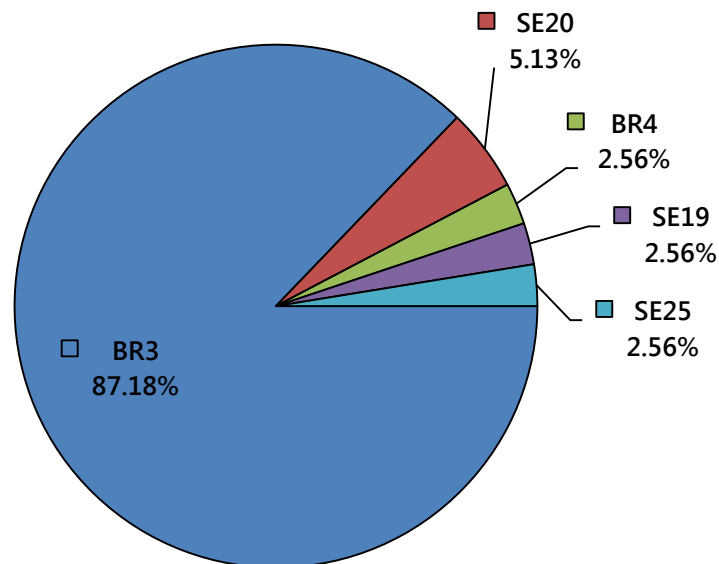
Please note this survey was conducted during COVID-19 related social distancing and lockdown measures. As such usual family arrangements, such as children being minded by other family members or carers, are likely to have been disrupted and will have affected answers provided to this question.

**Question 18:**  
**What is the child's usual postcode?**

*This question accepted free-text answers. Responses are summarised below:*

Postcode Prefix	Responses	
BR3	87.18%	34
SE20	5.13%	2
BR4	2.56%	1
SE19	2.56%	1
SE25	2.56%	1

**Answered** 39  
**Skipped** 13  
**Response Rate** 75.0%



Response Rate: 75.0%

**Comments**

The postcode for Beckenham Library is BR3 4PE.  
 The postcode for Beckenham Public Hall is BR3 5JE.

The majority of respondents indicated they live within the BR3 postcode area.  
 The remaining respondents live nearby in either BR or SE postcodes.

The full list of full postcodes are listed below:

**Free-text answers given for postcodes:**

Respondent	Responses
1	BR3 1PL
2	Br3 4jn
3	BR31SR
4	Br3 4hf
5	BR3 3NJ
6	Br3 3pq
7	br34nr
8	Se20 7pu
9	Br3 3sb
10	BR33QB
11	Br3 4hn
12	BR3 4HD
13	Br3 6LH
14	Se19 2hw
15	Br3 3 Da
16	BR3 4DS
17	BR3 4AB
18	BR33QP
19	BR33RQ
20	BR3 4JD

Respondent	Responses
21	Br3 1dt
22	BR3 4EY
23	BR3 3PU
24	BR34JU
25	BR3 4LP
26	BR3 4HA
27	BR 3
28	Se25 4bn
29	Br3 4he
30	BR3 1EE
31	Br3
32	BR3 1JE
33	Br34hh
34	Br3 4jb
35	Br34ld
36	Br34su
37	Br3 1hr
38	Se20
39	BR4 0EA

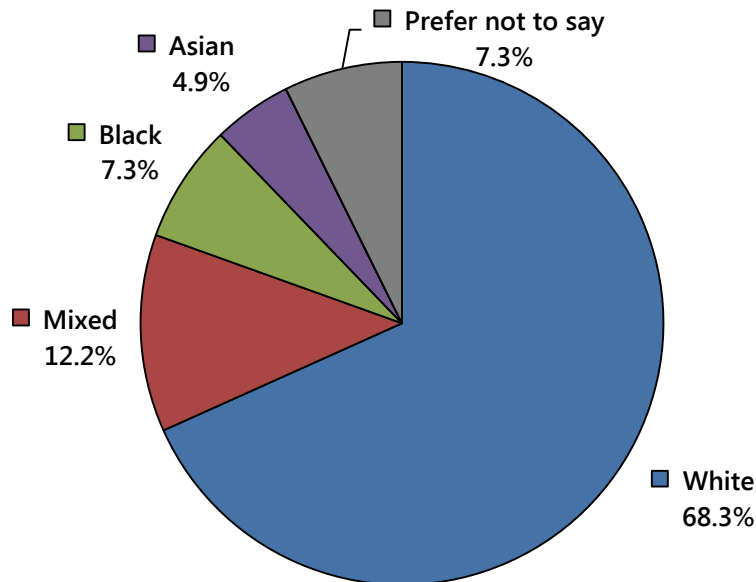


### Question 19:

What best describes the child's race, ethnic or cultural origin?

Answer Choices	Responses	
White	68.3%	28
Mixed	12.2%	5
Black	7.3%	3
Asian	4.9%	2
Other	0.0%	0
Prefer not to say	7.3%	3

Answered 41  
Skipped 11  
Response Rate 78.8%



Response Rate: 78.8%

### Comments

'White' was the most common response at 68.3% of respondents, followed by 'Mixed' at 12.2%, 'Black' at 7.3%, and 'Asian' at 4.9%.

7.3% of respondents indicated they would prefer not to say. An additional 11 respondents did not answer this question.

# Public Engagement - Beckenham Library: Children's Survey Analysis

## Introduction

The London Borough of Bromley regularly considers opportunities to improve and enhance their library sites, to enable the library service to flourish, adapt, and be fit for the future and to provide an excellent community service. As part of this the Council is considering the viability of relocating the current Beckenham Library to the Beckenham Public Hall, approximately 1 mile away. The sale of the current Beckenham Library site for housing, 50% of which would be affordable housing, would pay for a new, enhanced library service at the Beckenham Public Hall. The proposal would not only provide a new library service and cultural events space, but also much needed housing.

As part of the feasibility study for this proposal an engagement programme took place delivered by the appointed Consultants for this project. Children and young people were a key part of the engagement plan and plans had been put in place to engage with schools and key community groups including the youth council. Unfortunately these plans were curtailed due to the national response to COVID-19 which saw the closure of libraries, schools and other public meeting places. In order to reach as many children and young people as possible the Council widened its online survey for adults to include a bespoke survey for children

The survey ran from 2<sup>nd</sup> April and closed at 8pm on 12<sup>th</sup> April and was promoted on the Council's website and the GLL Better website. Due to the closure of libraries on 23<sup>rd</sup> March due to government advice relating to COVID-19 the survey ran online only. Data analysis showed that 52 surveys had been completed online by a number of children aged 0-16 and their parents and carers. Due to the unusual circumstances causing the survey to be run online-only, short run time of the survey and low number of responses, it is unlikely this survey represents a complete cross-section of Children and Young People local to Beckenham Library.

The survey introduction was formed of two parts with an introduction for parents helping their children to complete the survey and also a child-friendly introduction summary asking for their ideas to improve their library and make it even better.

The survey consisted of 19 questions ranging from ideas of what children would like to see in their libraries to building up a picture of use of Beckenham Library including the frequency of their visits and their primary method of travel to the library. Some equalities questions were also included to measure impact. A full statistical analysis of all survey questions has been produced in the Statistical Breakdown Report. This includes postcode data and a full transcript of all additional comments and

suggestions which are fully categorised. The key headlines of the survey are summarised below.

## **Survey Findings - Key headlines**

### **About You**

The survey started and ended with some equalities questions stemming from the 2010 Equality Act. Questions 1, 2 and 19 capture information about the gender, age, and ethnic backgrounds of the children and young people completing the survey.

The responses to **Question 1** relating to gender responses were as follows with girls being the biggest user group with 55.8% as detailed below:

Boy	38.5%
Girl	55.8%
Other	3.9%
Prefer not to say	1.9%

**Question 2** asked how old are you? A range of options for age groups between 0-16 were listed. The most popular age group of those completing the survey was age 10 with 17.8% followed by age 6 with 15.6% of responses. 6.7% of respondents were from each of the five following age groups: ages 4, 5, 11, 12 and 14. Response rates for all the age groups are detailed within the survey analysis report.

**Question 19** which was the final survey question asked children and young people What best describes your race, ethnic or cultural origin? White was the category with the highest number of responses at 68.3%.

White	68.3%
Mixed	12.2%
Black	7.3%
Asian	4.9%
Other	0.0%
Prefer not to say	7.3%

**Question 3** asked what is the name of the school you attend now? Marian Vian Primary School and Balgowan Primary school were the most-attended among respondents with a 33.3% and 25.6% share respectively. The data analysis report gives full details of all the schools and nurseries attended by those completing this question.

## Patterns of Library Use

**Question 4** asked children Have you visited or used Beckenham Library this school year? 95.4% answered Yes they had with 4.65% saying No they had they had not visited Beckenham Library this academic year.

**Question 5** asked How often do you usually visit Beckenham Library? The responses were as follows with Monthly having the most common response at 51.2% followed by Weekly with 32.6%

Daily	0.0%
Weekly	32.6%
Monthly	51.2%
Occasionally	14.0%
Never	2.3%

**Question 6** asked respondents which other Libraries they used apart from Beckenham. The highest response rate was None at 57%, followed by Bromley Central at 25%, Penge at 10%, Shortlands 2.5%, and Other libraries at 10%.

## Travel to the Library

**Question 7** related to how do you travel to the library? Those completing it were asked to tick a box indicating their primary method of travel. 74.4% walked to the library with 11.6% travelling by bus and 9.3% by car.

## What do you think of your Library?

Those answering the questions in this section were asked to rate the following sentences about Beckenham Library out of 10 with 1 being the lowest response rate indicating dissatisfaction with the service and 10 the highest indicating high satisfaction levels:

**Question 8** asked children and young people visiting Beckenham Library if they considered it to be a safe place. 66.7% gave a rating of 10 with a further 21.4% rating it a 9 out of 10. No respondents rated this question as 4 or under. See full survey analysis for further information.

**Question 9** asked children if The staff at Beckenham Library are helpful. The highest responses to this question 54.8% gave a score of 10 which is the highest satisfaction score followed by 19.0% giving a score of 9. There were no responses which gave a score of 4 or under.

**Question 10** asked children if Beckenham Library has all the books I need. The most popular responses were as follows: 39.0% gave a score of 10, 26.8% scored 8 and 14.6% gave a score of 9. 2.4% rated this question as 4 and under

Responses to **Question 11** Beckenham Library is open when I want to use it indicate satisfaction with current opening hours with 47.6% rating it 10 out of 10, followed by 9 out of 10 with 21.4%, and 8 with 4.8%. In contrast 2.4% rated the opening hours at 1, the lowest score.

**Question 12** related to activities and asked those completing the survey to rank how they enjoy the activities I attend at Beckenham Library. 37.5% ranked the activities as 10 the highest rating, 21.9% as 8 and 15.6% as 9. 3.1% gave a score of 1, the lowest rating.

All questions scored, on average, 8 out of 10 or higher, indicating general agreement with the statements and satisfaction with the library.

**Question 13** asked children and young people or their parents and carers Which of these have you used Beckenham Library for this school year? They could tick all the reasons that applied. Borrowing books, audiobooks or other library materials was the highest response at 93.0%, other response rates are detailed below:

Borrowing books, audiobooks and/or CDs	93.0%
Reading books inside the library	76.7%
Attending an activity run in the library	48.8%
Used a computer	18.6%
Studying or doing homework inside the library	16.3%
Borrowing eBooks, eAudiobooks and/or eComics online	11.6%

**Question 14** asked children and young people What do you like most about Beckenham Library? Respondents were asked to tick one response. 'It is close to my home or easy to get to' scored the highest with a response rate of 59.5% as detailed below:

It is close to my home or easy to get to	59.5%
The range of stock available (e.g. books, audiobooks, eComics and eMagazines, etc.)	21.4%
The range of activities run in the library	7.1%
Quiet space to read or study in	4.8%
Computers being available to use	2.4%
Not applicable to me	2.4%
Other (please state)	2.4%

**Question 15** *What do you think could be done to make the library better?* asked respondents to tick one response. 40.5% were interested in increasing book stock availability, and 33.3% wanted to increase the look of the library which included walls, floor, furniture, etc. Response rates are summarised below. Other reasons given are listed in the Statistical Breakdown Report.

Increase the number and types of books available	40.5%
Improve the look of the library (walls, floor, furniture, etc.)	33.3%
Run new or different activities	14.3%
Run current activities more frequently	11.9%
Other (please state)	11.9%
Increase the number of computers available	9.5%
More library assistants being available	9.5%

**Question 16** asked those completing the survey to *please share any other creative ideas that you they may have for this project.* 17 responses were received in total. Responses from children included:

“I would like a seating area with bean bags and fairy lights to relax and read please and more variety of chapter books please”

“I would like to borrow other stuff from the library not just books - maybe computer games and DJ kit.”

A full list of responses is detailed within the Statistical Breakdown Report. Several comments were made by parents completing the survey on behalf of their children related to leaving the library in its current location and building flats above it.

**Question 17** asked accompanying adults to *provide their consent by providing their relationship with the child.* 41 respondents answered this question, 100% of whom confirmed they were the parent of the child who was completing the survey.

When asked *what is the child's usual postcode* in **Question 18**, 87.2% entered a postcode beginning with BR3. See the Statistical Breakdown Report for a full list.