

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:

| | Stakeholder group/organisation name |
|----|--|
| 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

Beckenham Library – Public Engagement

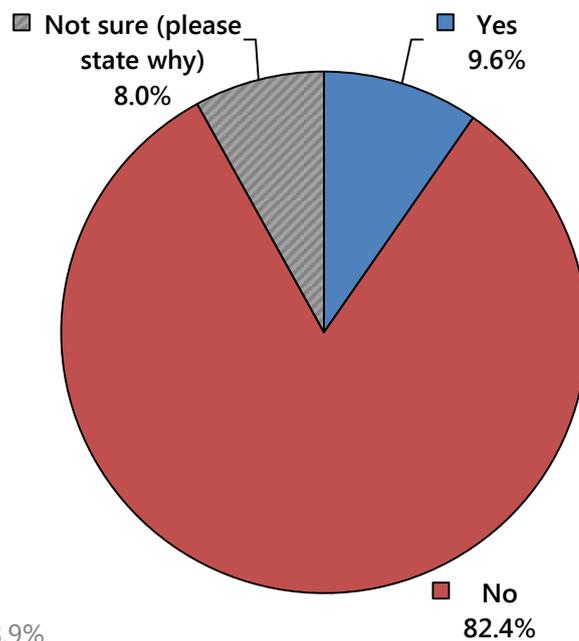
This document provides a statistical breakdown and analysis of the 757 responses received for the 20-question adult-focused public engagement survey that collected responses between 9th March and 12th April 2020.

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%



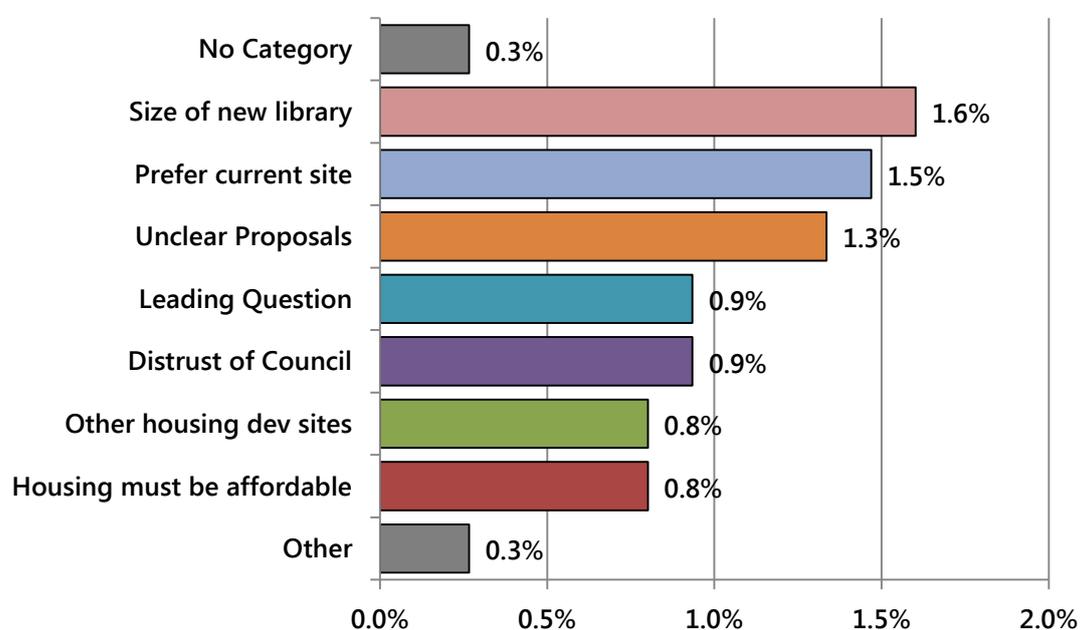
Comments

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.

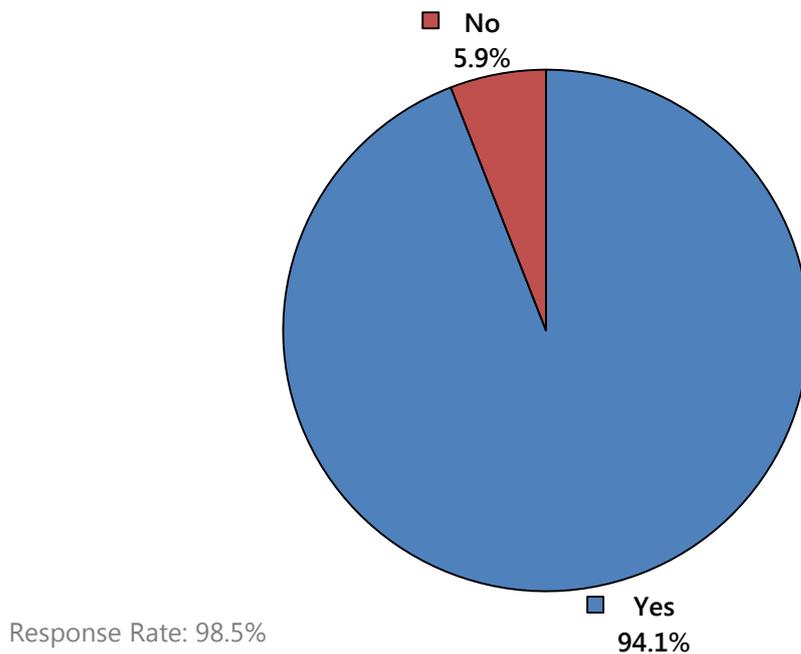
Others suggested other sites within Bromley would be better placed to develop housing, or emphasised the importance that the housing developed in this project should be affordable.

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

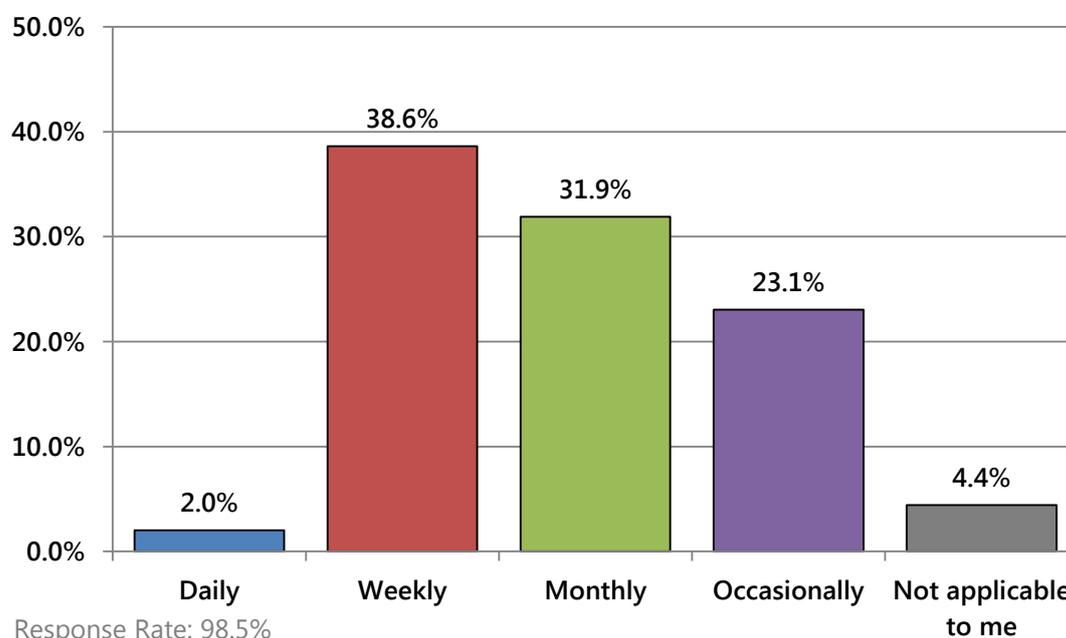
This question had a high response rate at 98.5%.

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.

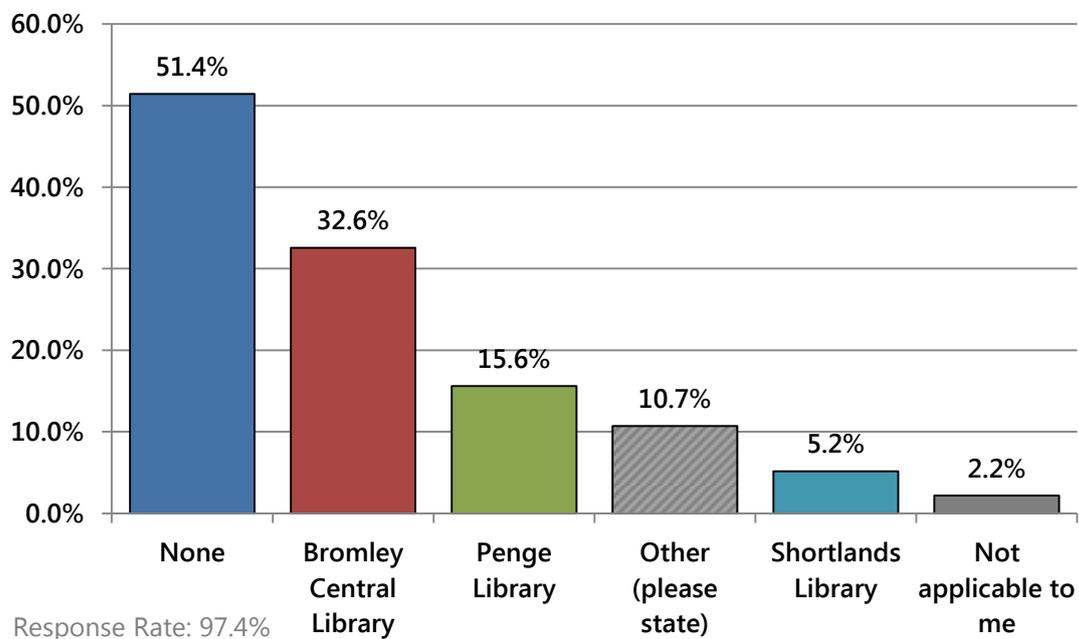
When the survey was conducted, Beckenham Library's opening hours were 5 days per week (Mon, Tue, Wed, Fri, Sat).

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%



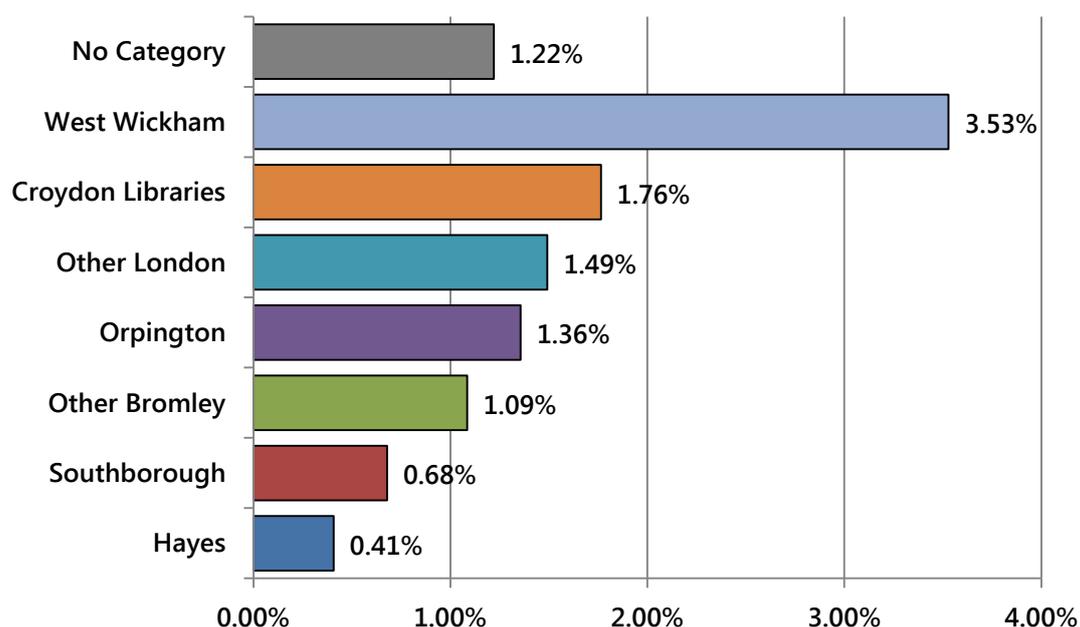
Comments

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.

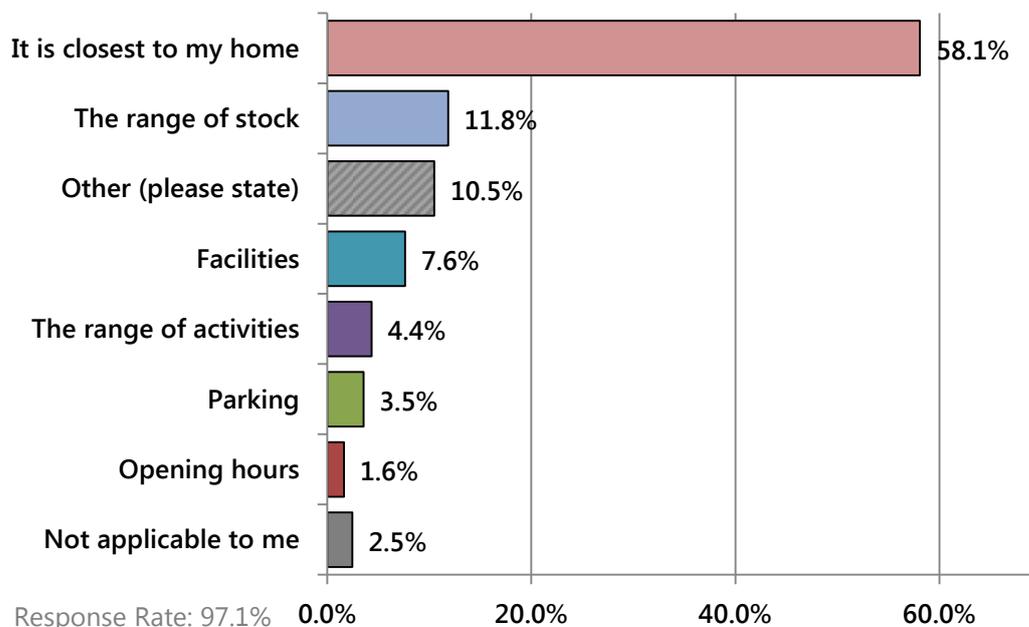
Please see Appendix 2 for a full list of free text answers for Question 4

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%



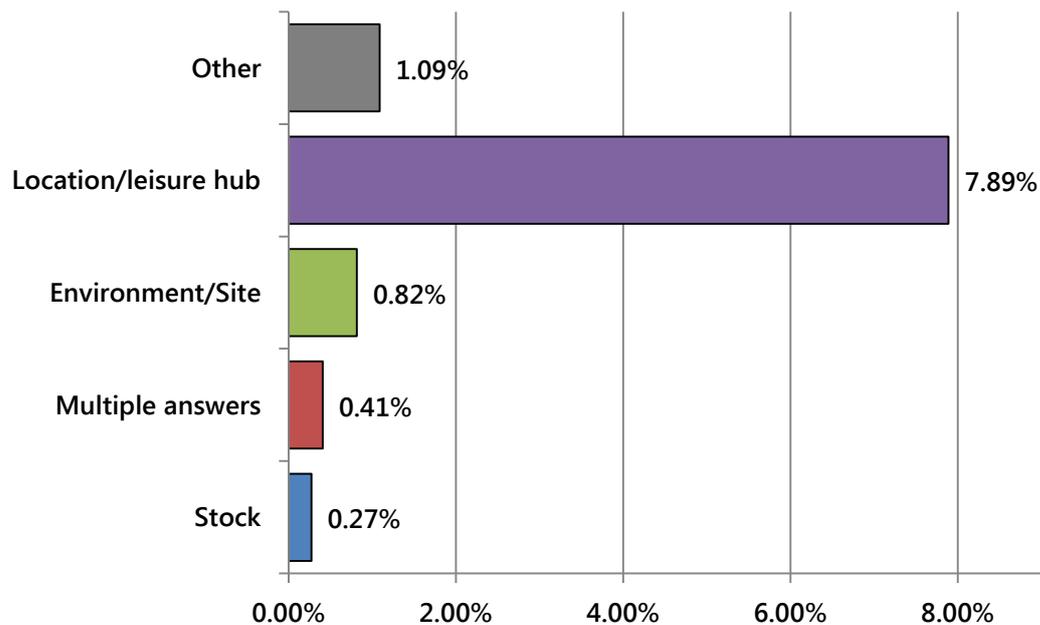
Comments

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.

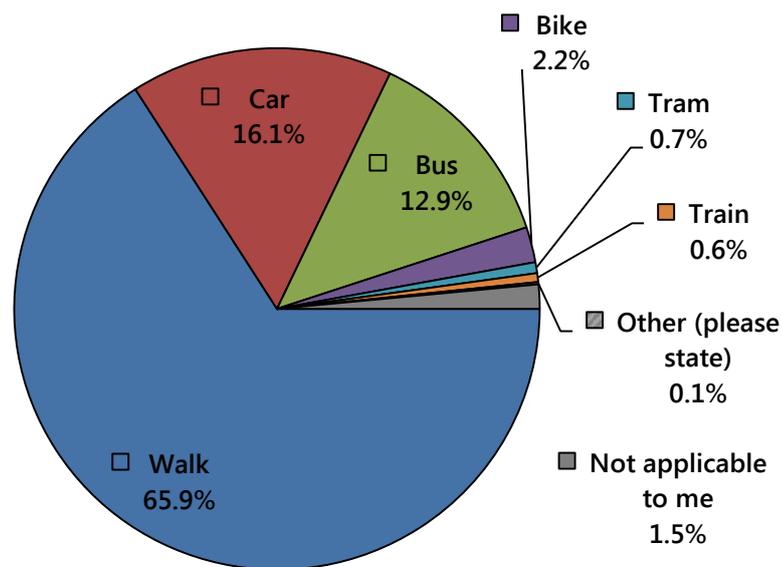
Please see Appendix 3 for a full list of free text answers for Question 5

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.

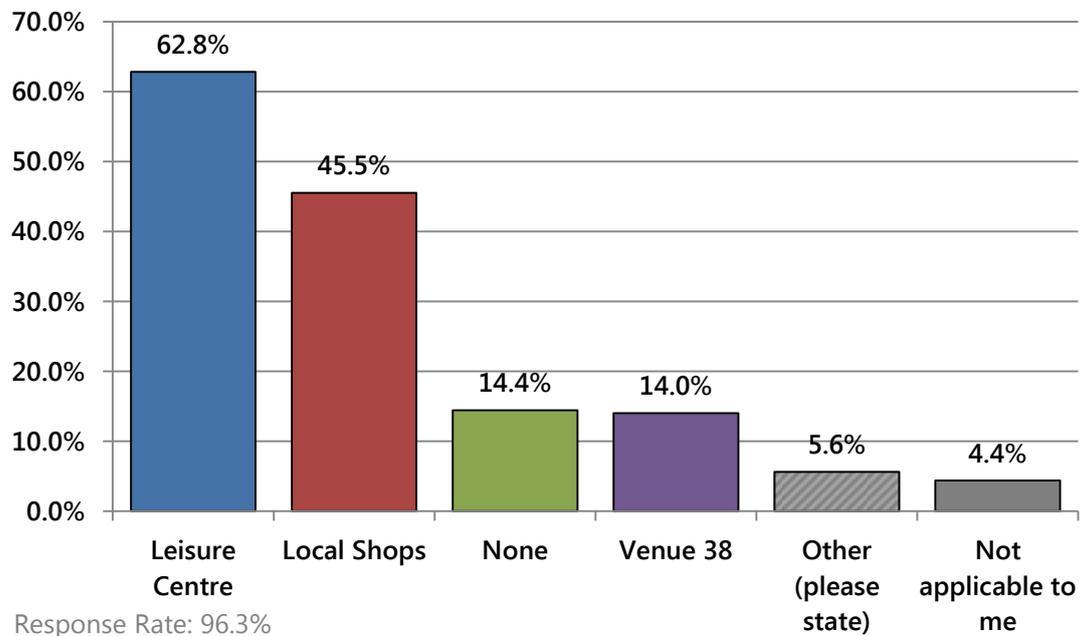
The sole answer to 'Other (please state)' response reads 'Walk + Bus'.

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

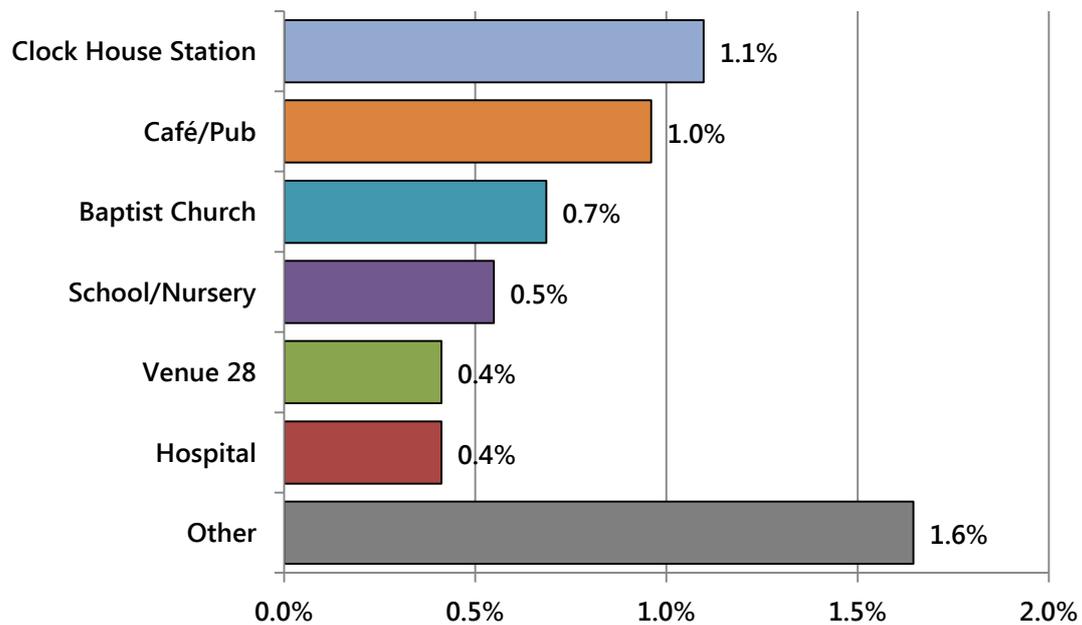
Few people skipped answering this question.

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.

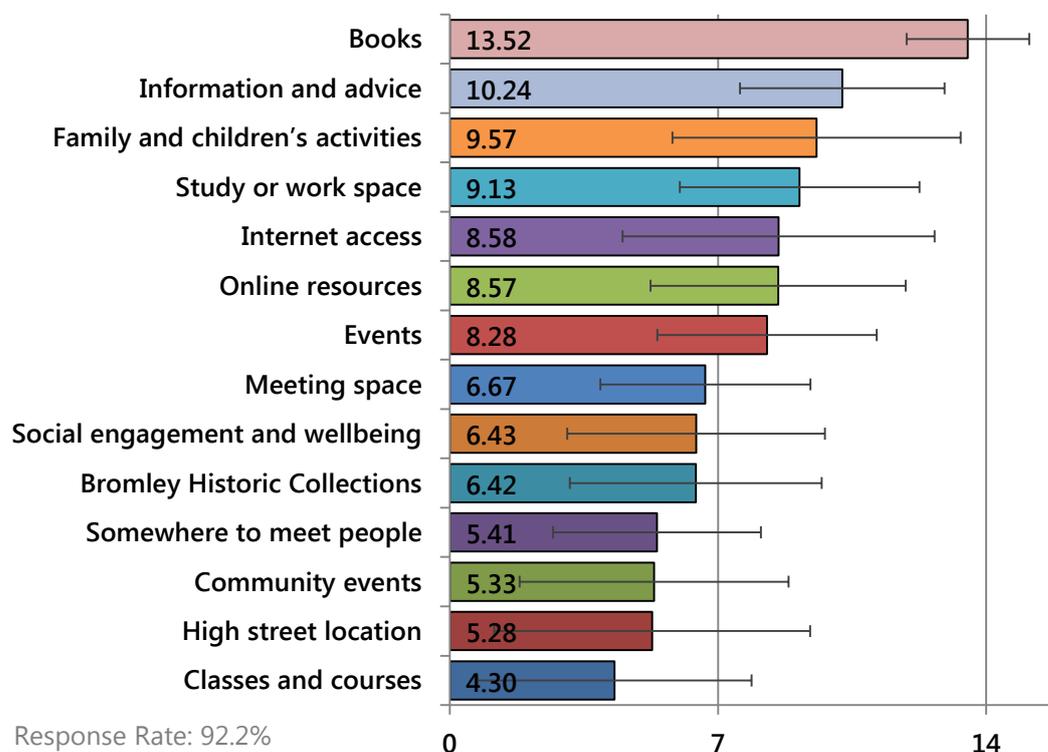
Please see Appendix 4 for a full list of free text answers for Question 7

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, σ 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.

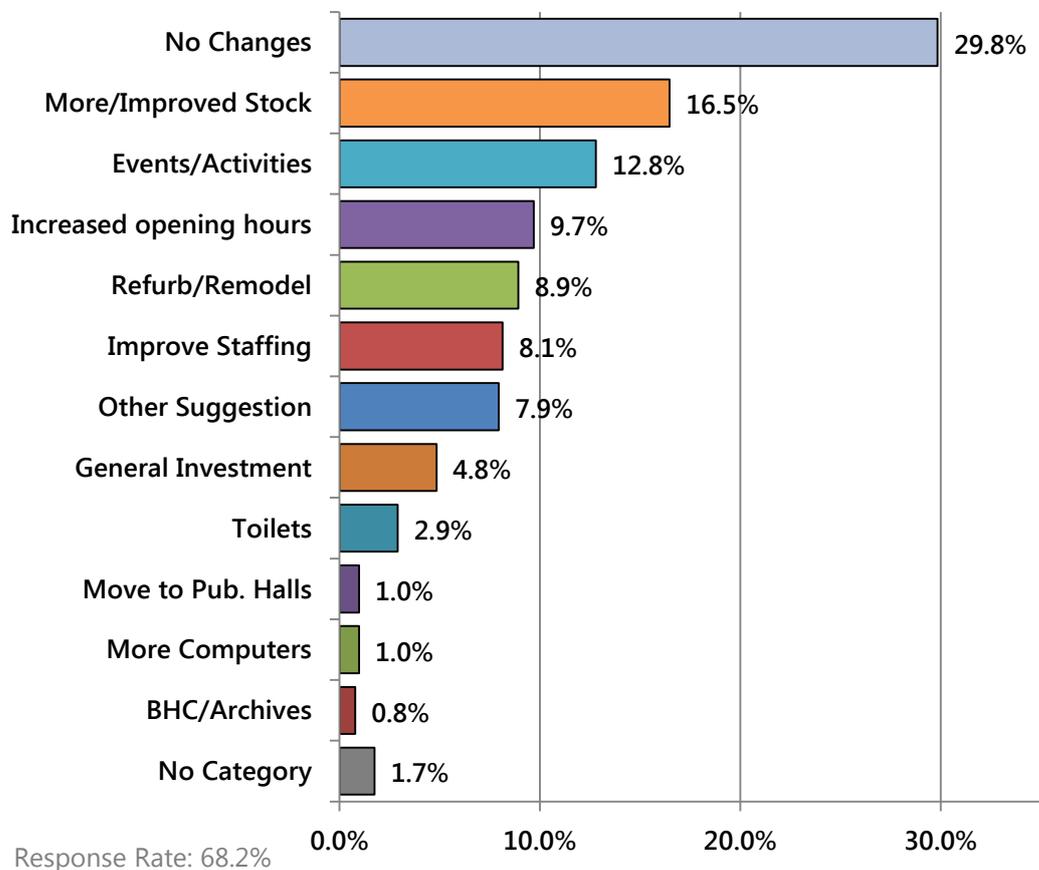
Question 9:

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.

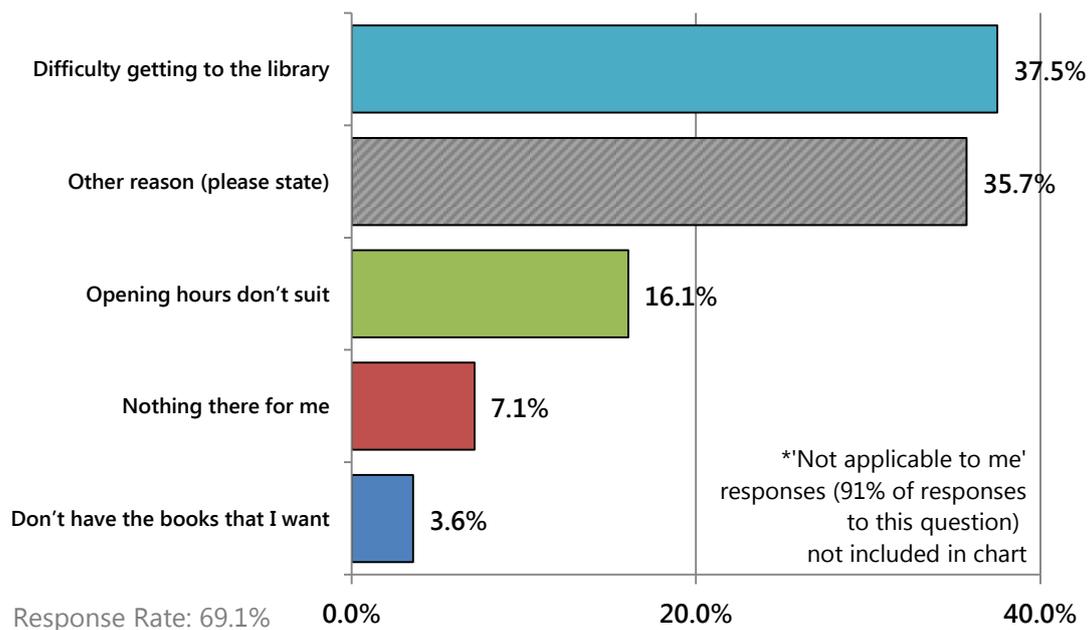
Question 10:

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.



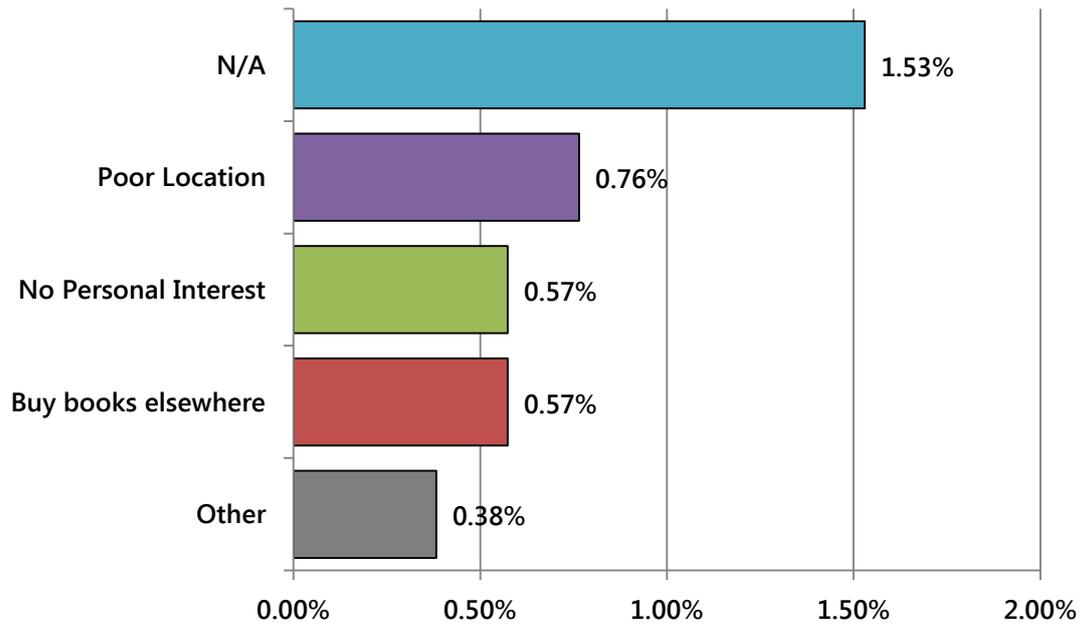
Comments

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?

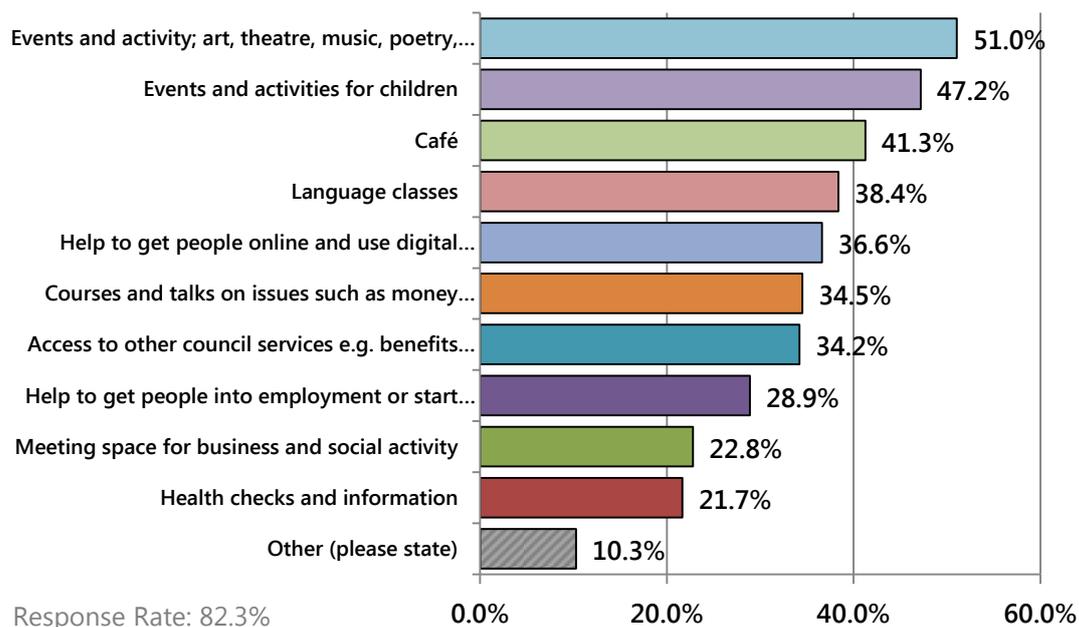
Which of these would make you want to use the library more?

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%



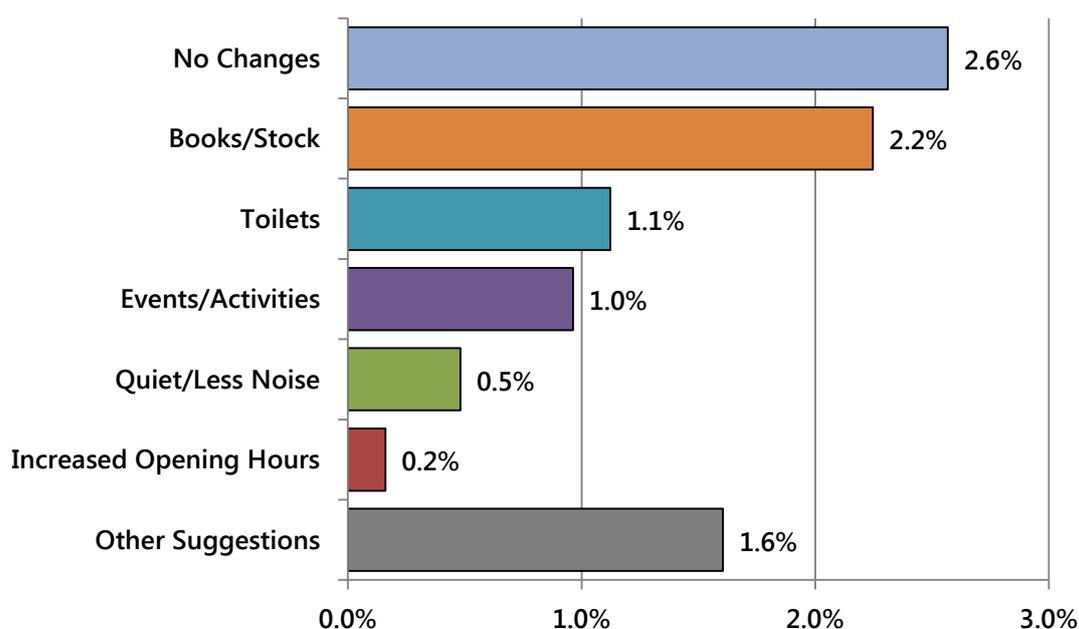
Comments

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.

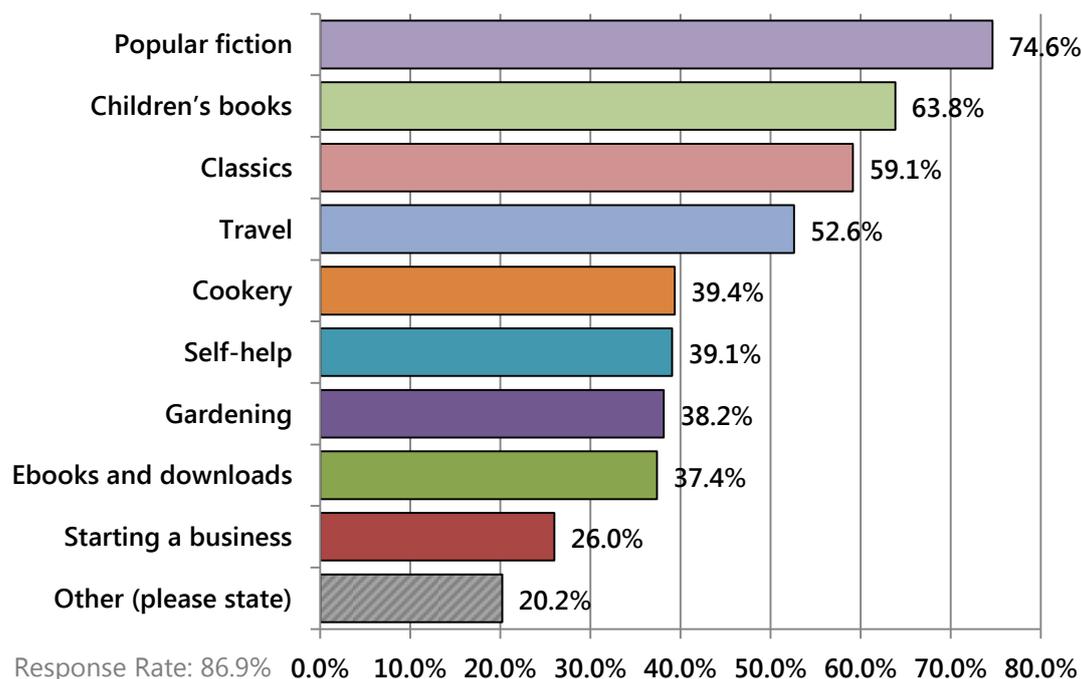
Please see Appendix 7 for a full list of free text answers for Question 11

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%



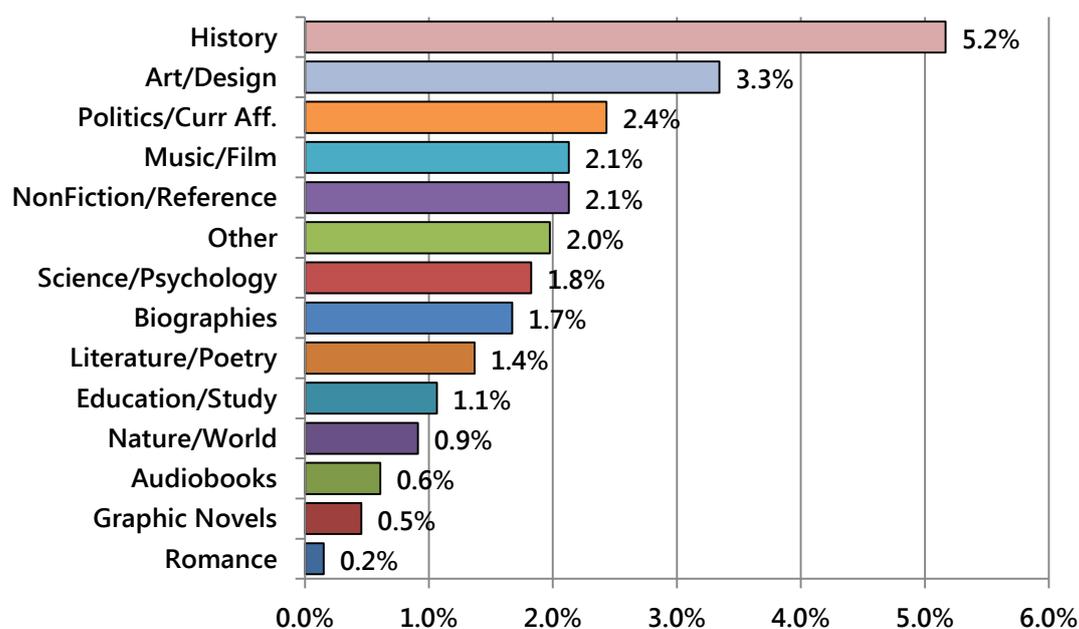
Comments

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.

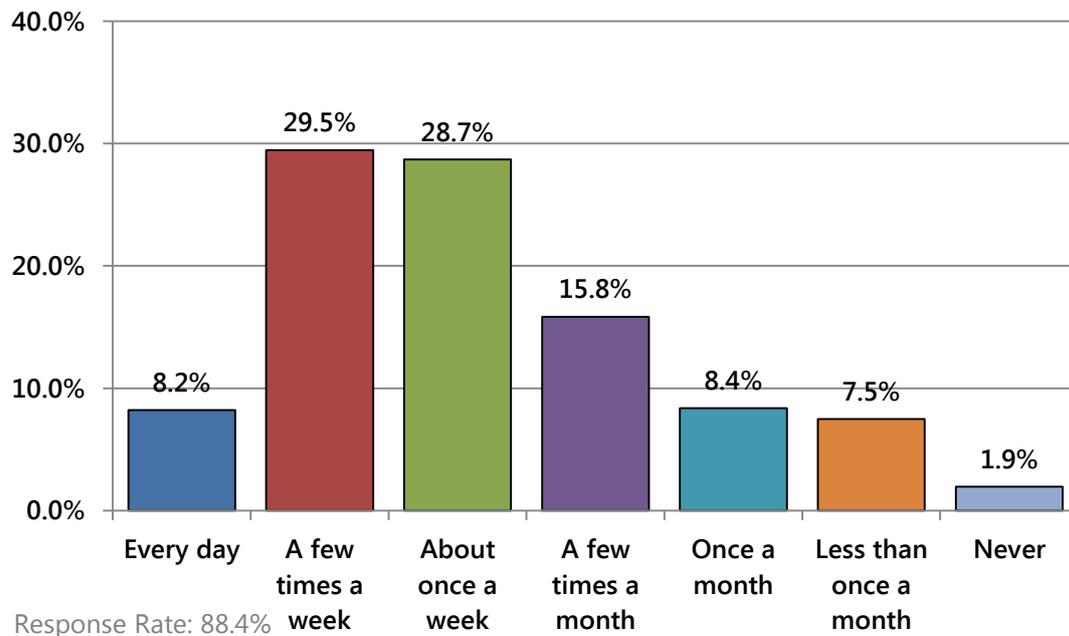
Within 'Politics/Current Affairs' many respondents suggested expanding the range of available newspapers.

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.

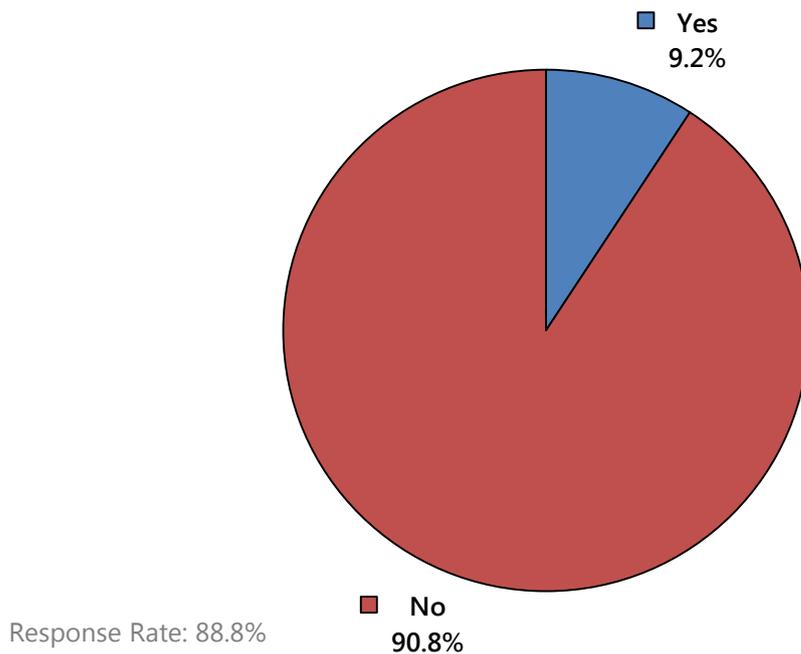
This compares with 40.6% of respondents in Question 3 answering that they visit Beckenham Library at least once per week.

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 |

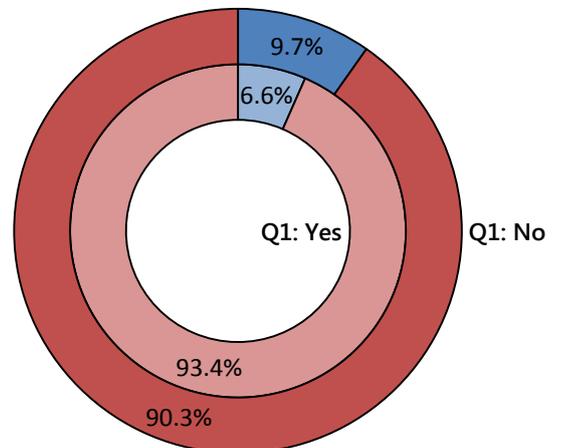
Answered **672**
Skipped **85**
Response Rate **88.8%**



Comments

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

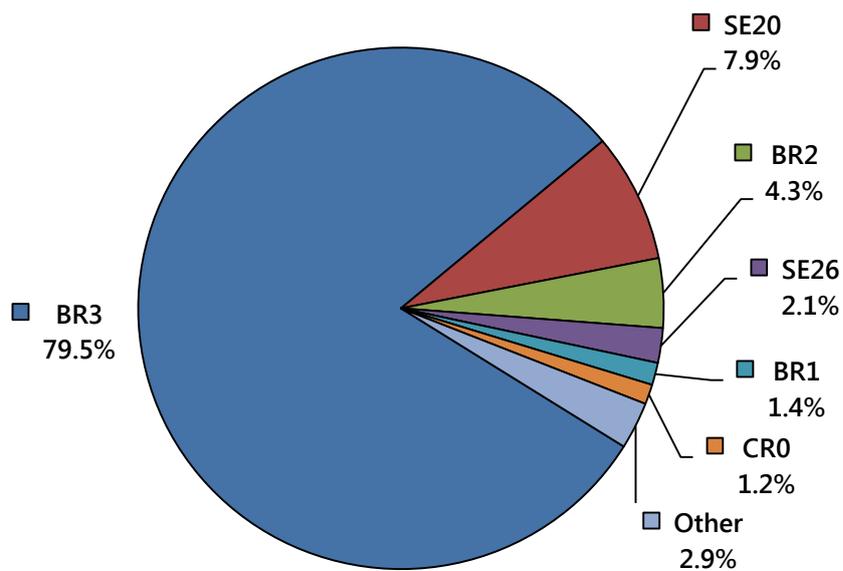
Breaking this further down by how respondents answered Q1 ('Do you support the proposal in principle?') shows that people who do not support the proposal are more likely than average to already attend a class or activity at Beckenham Public Hall (outer ring on graph on the right).



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:

| | |
|----------------------|--------------|
| Answered | 105 |
| Skipped | 652 |
| Response Rate | 13.9% |

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:

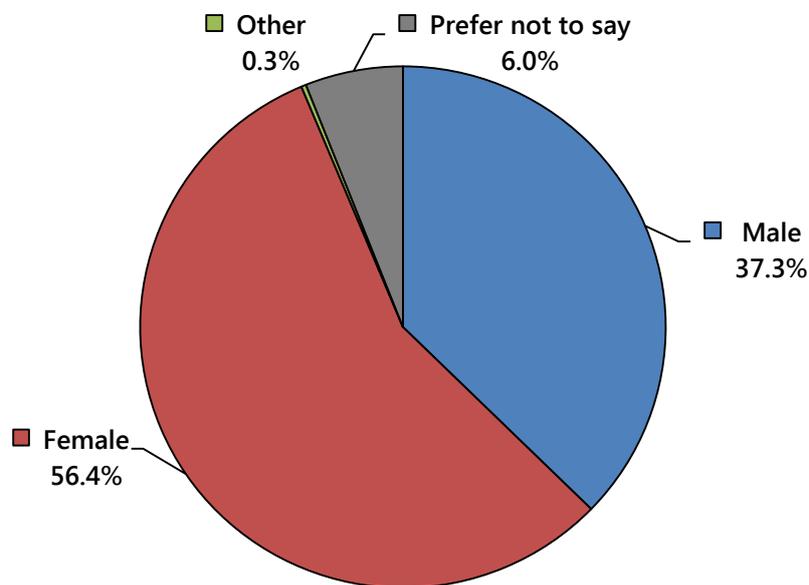
| Respondent No. | Responses |
|----------------|--|
| 1 | Beckenham Bookshop |
| 2 | SEN parents and workforce |
| 3 | Social Distancing Appreciation Society (Sodas) |
| 4 | I am Vanessa Allen, Clock House Councillor |
| 5 | Home library |
| 6 | Beckenham Heritage Group |
| 7 | Bromley and Beckenham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

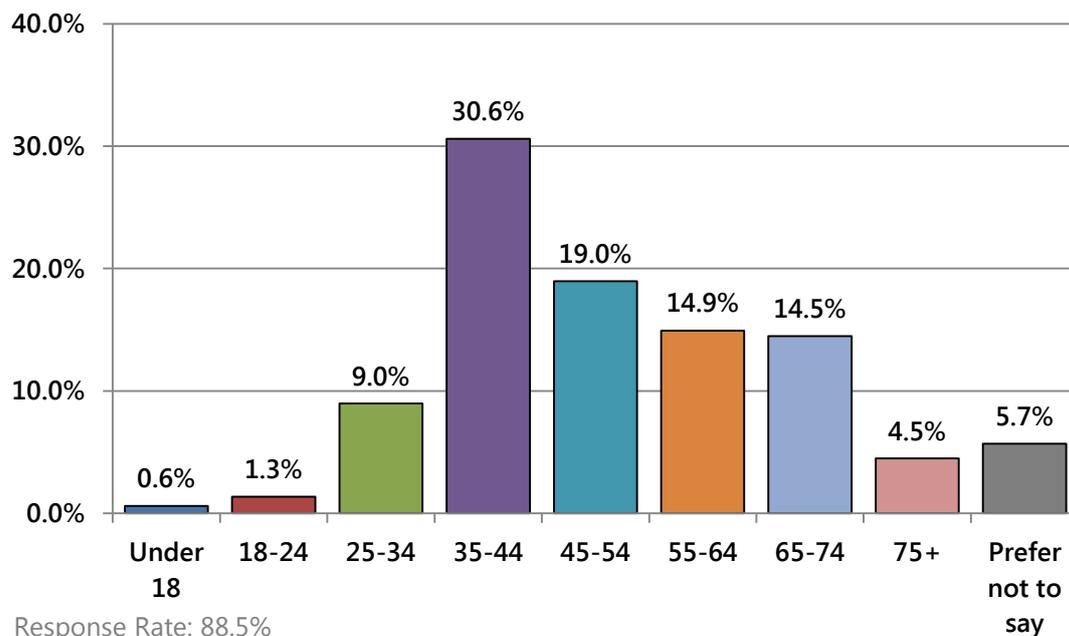
Comments

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.

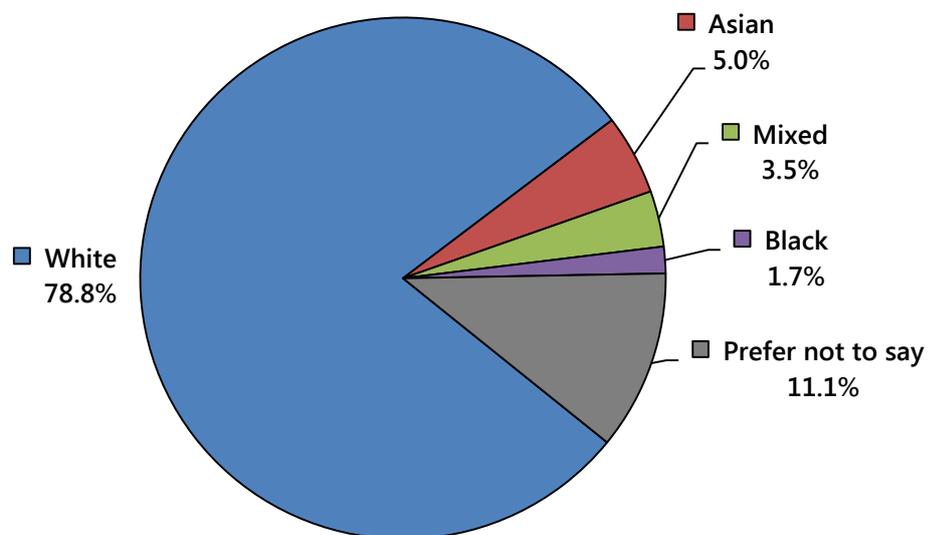
Question 19:

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.



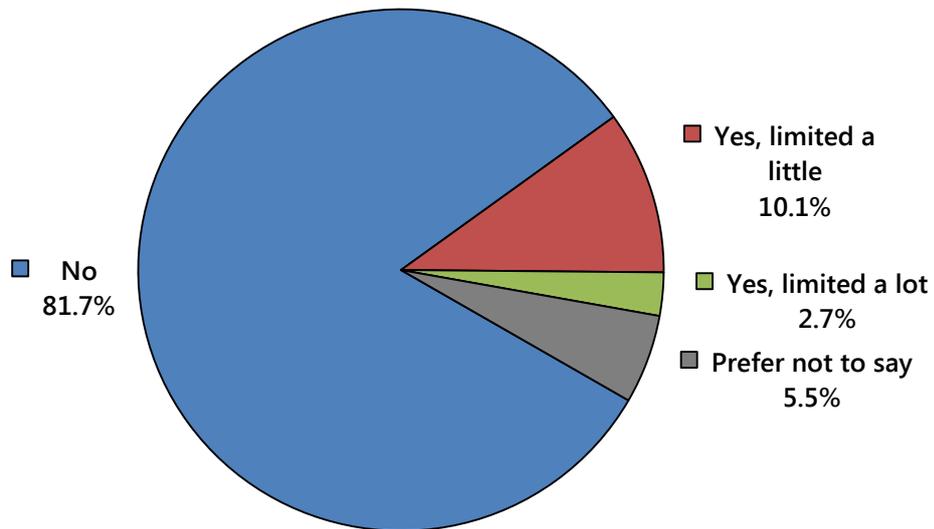
Response Rate: 87.8%

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 31st March but following the closure of all Bromley Libraries on Monday 23rd 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 at 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

Contents

- Appendix 1: Free-text answers to Question 12
- Appendix 2: Free-text answers to Question 46
- Appendix 3: Free-text answers to Question 59
- Appendix 4: Free-text answers to Question 712
- Appendix 5: Free-text answers to Question 914
- Appendix 6: Free-text answers to Question 1044
- Appendix 7: Free-text answers to Question 1146
- Appendix 8: Free-text answers to Question 1250
- Appendix 9: Free-text answers to Question 1557

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, 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 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 done 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 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 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 |

| | |
|---------|-----|
| br2 0xa | BR2 |
| BR2 0XF | BR2 |
| BR2 7DY | BR2 |
| BR2 8PN | BR2 |
| BR2 9JY | BR2 |
| BR2 9RQ | BR2 |
| BR2 9SD | BR2 |
| Br2 9sl | BR2 |
| Br20az | BR2 |
| Br20lh | BR2 |
| BR20IN | BR2 |
| BR20LY | BR2 |
| br27lt | BR2 |
| Br29QA | BR2 |
| Br29sn | BR2 |
| BR3 1HU | BR3 |
| Br3 1LJ | BR3 |
| Bee 4hy | BR3 |
| BR3 | BR3 |

| | |
|---------|-----|
| BR3 4JG | BR3 |
| Br3 4jg | BR3 |
| BR3 4JH | BR3 |
| BR3 4JJ | BR3 |
| BR3 4JL | BR3 |
| BR3 4JN | BR3 |
| Br3 4JN | BR3 |
| BR3 4JP | BR3 |
| BR3 4JS | BR3 |
| BR3 4JS | BR3 |
| Br3 4js | BR3 |
| BR3 4JU | BR3 |
| BR3 4JX | BR3 |
| BR3 4JX | BR3 |
| br3 4jx | BR3 |
| BR3 4JY | BR3 |
| BR3 4JY | BR3 |
| Br3 4jz | BR3 |
| BR3 4LA | BR3 |
| BR3 4la | BR3 |
| BR3 4LB | BR3 |
| BR3 4LB | BR3 |
| Br3 4ld | BR3 |
| BR3 4LF | BR3 |
| BR3 4LG | BR3 |
| Br3 4lg | BR3 |
| BR3 4LG | BR3 |

| | |
|--------|-----|
| BR33PE | BR3 |
| Br33pg | BR3 |
| Br33pj | BR3 |
| Br33qb | BR3 |
| Br33qe | BR3 |
| Br33qh | BR3 |
| Br33rw | BR3 |
| BR34DD | BR3 |
| BR34EJ | BR3 |
| BR34EU | BR3 |
| BR34EX | BR3 |
| Br34ey | BR3 |
| Br34ez | BR3 |
| BR34EZ | BR3 |
| BR34EZ | BR3 |
| BR34FD | BR3 |
| Br34gs | BR3 |
| Br34hb | BR3 |
| Br34hh | BR3 |
| BR34HJ | BR3 |
| BR34HN | BR3 |
| BR34HN | BR3 |
| BR34HQ | BR3 |
| BR34HT | BR3 |
| BR34hw | BR3 |
| BR34HW | BR3 |
| BR34HX | BR3 |
| br34hx | BR3 |
| BR34JB | BR3 |
| BR34JB | BR3 |
| BR34jl | 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 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 |
| Br3 4rg | BR3 |
| BR3 4rg | BR3 |
| BR3 4RJ | BR3 |
| Br3 4rp | BR3 |
| BR3 4RP | BR3 |
| BR3 4RQ | BR3 |
| Br3 4rq | BR3 |
| BR3 4RT | BR3 |
| BR3 4RU | BR3 |
| BR3 4RY | BR3 |
| BR3 4ry | BR3 |

| | |
|--------|-----|
| Br34rz | BR3 |
| BR34SB | BR3 |
| Br34sb | BR3 |
| Br34sb | BR3 |
| BR34SD | BR3 |
| Br34sj | BR3 |
| Br34sn | BR3 |
| Br34sp | BR3 |
| BR34ST | BR3 |
| Br34su | BR3 |
| Br34su | BR3 |
| Br34sw | BR3 |
| BR34TG | BR3 |
| BR34TP | BR3 |
| BR34TR | BR3 |
| Br34tr | BR3 |
| Br34ty | BR3 |
| BR35AU | BR3 |
| Br35ba | BR3 |
| BR35BA | BR3 |
| Br35gb | BR3 |
| Br35HN | BR3 |
| BR35HN | BR3 |
| Br35jf | BR3 |
| BR35JP | BR3 |
| Br35jp | BR3 |
| BR35JQ | BR3 |
| Br35nt | BR3 |
| Br35tl | BR3 |
| br35tx | BR3 |
| Br35ug | BR3 |

| | |
|---------|-----|
| Br3 1ju | BR3 |
| 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 1NJ | BR3 |
| BR3 1NN | BR3 |
| BR3 1NR | BR3 |
| Br3 1PA | BR3 |
| BR3 1PG | BR3 |
| BR3 1PL | BR3 |
| BR3 1QG | BR3 |
| BR3 1QN | BR3 |
| BR3 1RB | BR3 |
| BR3 1RG | BR3 |
| BR3 1RJ | BR3 |
| BR3 1TY | BR3 |
| BR3 1UR | BR3 |
| BR3 2DT | BR3 |

| | |
|---------|-----|
| BR3 4RY | BR3 |
| BR3 4RZ | 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 4ST | BR3 |
| br3 4st | BR3 |
| BR3 4TB | BR3 |
| BR3 4TB | BR3 |
| BR3 4te | BR3 |
| BR3 4TG | BR3 |
| Br3 4tg | BR3 |
| BR3 4TL | BR3 |
| Br3 4tp | BR3 |
| BR3 4TP | BR3 |
| BR3 4TR | BR3 |
| BR3 4TU | BR3 |
| BR3 4tu | BR3 |

| | |
|----------|------|
| Br36ne | BR3 |
| BR36NQ | BR3 |
| br36px | BR3 |
| Bre 5al | BR3 |
| BrR6sd | BR3 |
| br4 0eg | BR4 |
| 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 |

| | |
|---------|-----|
| BR3 3 | BR3 |
| 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 |
| BR3 3JA | BR3 |
| BR3 3JA | BR3 |
| br3 3jg | BR3 |
| BR3 3JJ | BR3 |
| BR3 3JL | BR3 |
| Br3 3jr | BR3 |
| br3 3jr | BR3 |
| Br3 3jt | BR3 |
| BR3 3LN | BR3 |
| BR3 3LP | BR3 |
| BR3 3LW | BR3 |
| BR3 3NH | BR3 |
| BR3 3NJ | BR3 |
| br3 3nn | BR3 |
| BR3 3NQ | BR3 |
| BR3 3NQ | BR3 |
| BR3 3NS | BR3 |
| BR3 3NT | BR3 |
| BR3 3PB | BR3 |

| | |
|---------|-----|
| Br3 4TY | BR3 |
| Br3 4tz | BR3 |
| BR3 4ue | BR3 |
| Br3 4xd | BR3 |
| BR3 4XD | BR3 |
| Br3 4xe | BR3 |
| BR3 4XP | BR3 |
| BR3 5AD | BR3 |
| BR3 5BE | BR3 |
| BR3 5BZ | BR3 |
| BR3 5DB | BR3 |
| BR3 5ED | BR3 |
| BR3 5EL | BR3 |
| BR3 5EL | BR3 |
| Br3 5el | BR3 |
| BR3 5er | BR3 |
| BR3 5ES | BR3 |
| BR3 5ES | BR3 |
| BR3 5EW | BR3 |
| BR3 5FG | BR3 |
| BR3 5HF | BR3 |
| BR3 5JE | BR3 |
| BR3 5JJ | BR3 |
| BR3 5JJ | BR3 |
| Br3 5jw | BR3 |
| br3 5jy | BR3 |
| BR3 5LE | BR3 |
| BR3 5LE | BR3 |

| | |
|----------|------|
| SE20 | SE20 |
| SE20 7AT | SE20 |
| SE20 7AT | SE20 |
| SE20 7BT | SE20 |
| SE20 7EL | SE20 |
| Se20 7hu | SE20 |
| Se20 7hw | SE20 |
| SE20 7jd | SE20 |
| SE20 7JE | SE20 |
| SE20 7JG | SE20 |
| SE20 7NR | SE20 |
| SE20 7PR | SE20 |
| SE20 7QG | SE20 |
| Se20 7qh | SE20 |
| SE20 7QJ | SE20 |
| Se20 7ql | SE20 |
| se20 7qq | SE20 |
| SE20 7RL | SE20 |
| SE20 7RL | SE20 |
| SE20 7RQ | SE20 |
| Se20 7sn | SE20 |
| se20 7sw | SE20 |
| SE20 7UA | SE20 |
| se20 7xe | SE20 |
| SE20 7YB | SE20 |
| SE20 7YG | SE20 |

| | |
|---------|-----|
| br3 3pb | BR3 |
| BR3 3PX | BR3 |
| BR3 3QA | BR3 |
| BR3 3QB | BR3 |
| BR3 3qd | BR3 |
| BR3 3QD | BR3 |
| BR3 3QH | BR3 |
| Br3 3qq | BR3 |
| BR3 3QU | BR3 |
| Br3 3re | BR3 |
| BR3 3RE | BR3 |
| BR3 3RF | BR3 |
| Br3 3rl | BR3 |
| BR3 3RQ | BR3 |
| BR3 3SB | BR3 |
| BR3 4AA | BR3 |
| BR3 4AB | BR3 |
| BR3 4AS | BR3 |
| BR3 4AZ | BR3 |
| BR3 4BG | BR3 |
| Br3 4db | BR3 |
| Br3 4dd | BR3 |
| BR3 4DJ | BR3 |
| BR3 4DL | BR3 |
| Br3 4Dy | BR3 |
| BR3 4eu | BR3 |
| Br3 4ey | BR3 |

| | |
|---------|-----|
| Br3 5ll | BR3 |
| Br3 5ll | BR3 |
| BR3 5LN | BR3 |
| Br3 5ln | BR3 |
| BR3 5LP | BR3 |
| BR3 5NT | BR3 |
| br3 5pa | BR3 |
| Br3 5pe | BR3 |
| BR3 5TL | BR3 |
| BR3 5TL | BR3 |
| BR3 5TX | BR3 |
| BR3 5UE | BR3 |
| Br3 5uh | BR3 |
| BR3 5XF | BR3 |
| BR3 5XL | BR3 |
| Br3 5ya | BR3 |
| Br3 5yb | BR3 |
| BR3 6 | BR3 |
| Br3 6lh | BR3 |
| BR3 6LX | BR3 |
| BR3 6NL | BR3 |
| Br3 6nn | BR3 |
| bR3 6nr | BR3 |
| Br3 6nt | BR3 |
| Br3 6pp | BR3 |
| BR3 6QW | BR3 |
| BR3 6RB | BR3 |
| Br3 6sn | BR3 |
| BR3 6SP | BR3 |
| BR3 6SP | BR3 |
| BR3 6TH | BR3 |

| | |
|----------|------|
| se20 7yh | SE20 |
| SE20 7YH | SE20 |
| Se20 7yh | SE20 |
| SE20 7YL | SE20 |
| SE20 8DR | SE20 |
| SE20 8DZ | SE20 |
| SE20 8eu | SE20 |
| SE20 8HQ | SE20 |
| SE20 8RB | SE20 |
| Se20 8ry | SE20 |
| se20 8tg | SE20 |
| SE207BL | SE20 |
| SE207EZ | SE20 |
| Se207je | SE20 |
| Se207ql | SE20 |
| Se207sw | SE20 |
| Se207xq | SE20 |
| SE207YL | SE20 |
| Se208jb | SE20 |
| SE22 | SE22 |
| SE25 4HN | SE25 |
| SE25 4SW | SE25 |
| SE25 5HW | SE25 |
| Se26 | SE26 |
| SE26 4BE | SE26 |
| Se26 5bg | SE26 |
| Se26 5dt | SE26 |
| SE26 5hx | SE26 |

| | |
|---------|-----|
| BR3 4EY | BR3 |
| Br3 4ey | BR3 |
| Br3 4ey | BR3 |
| BR3 4GT | BR3 |
| BR3 4HA | BR3 |
| Br3 4ha | BR3 |
| Br3 4ha | BR3 |
| BR3 4HF | BR3 |
| BR3 4HF | BR3 |
| BR3 4HF | BR3 |
| BR3 4hg | BR3 |

| | |
|----------|-----|
| Br3 6ts | BR3 |
| br3 6tw | BR3 |
| BR3 6XX | BR3 |
| Br3 IDY | BR3 |
| BR3, 5ld | BR3 |
| BR31EE | BR3 |
| BR31EG | BR3 |
| Br31gz | BR3 |
| br31hd | BR3 |
| BR31HD | BR3 |
| br31hz | BR3 |

| | |
|----------|------|
| 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

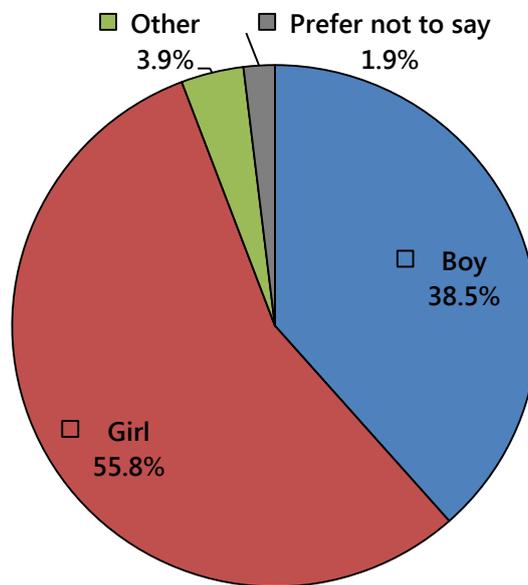
Beckenham Library – Public Engagement

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

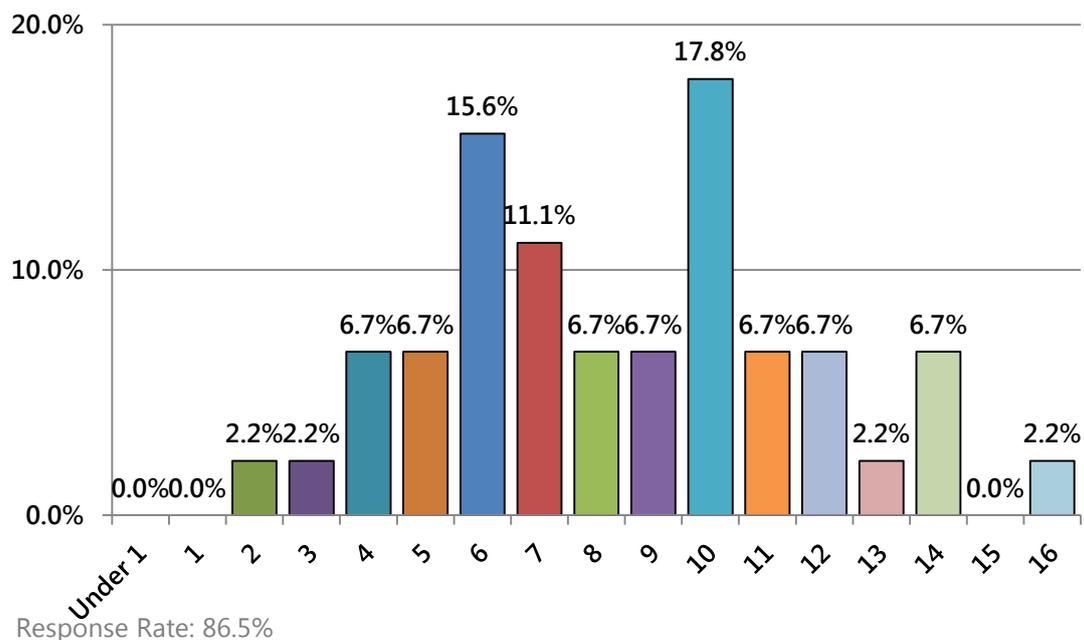
This question had a perfect response rate at 100%, indicating all 52 respondents who took the survey answered this question. Following Question 1, no other question had a response rate above 90%.

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'.

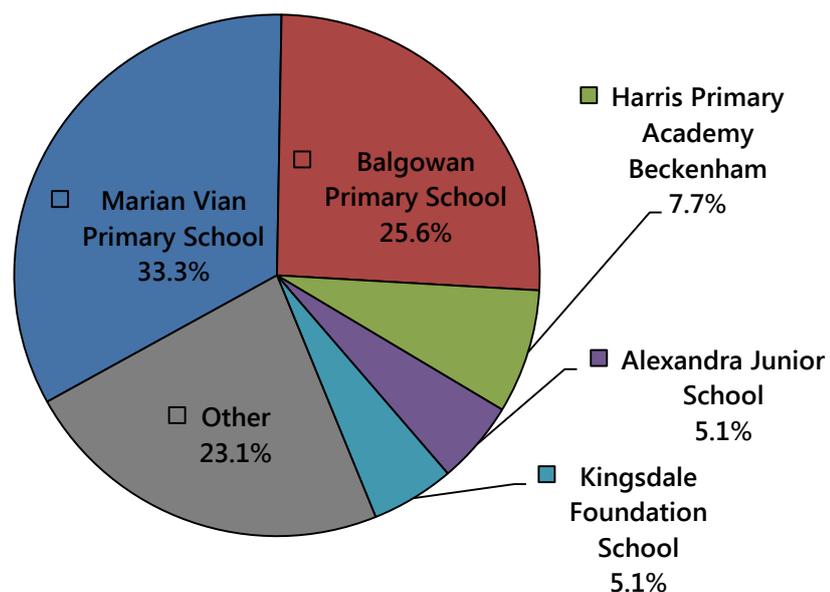
The survey did not ask respondents for which Key Stage they are a part of, so it is not possible to accurately determine in this question whether they attend pre-school, primary school, or secondary school. This is instead addressed in Question 3.

Question 3:
What is the name of the school you attend now?

All free-text answers for this question have been categorised in the table below:

| Category | Responses | |
|-----------------------------------|-----------|----|
| Marian Vian Primary School | 33.3% | 13 |
| Balgowan Primary School | 25.6% | 10 |
| Harris Primary Academy Beckenham | 7.7% | 3 |
| Alexandra Junior School | 5.1% | 2 |
| Kingsdale Foundation School | 5.1% | 2 |
| Clare House Primary School | 2.6% | 1 |
| Eden Park High School | 2.6% | 1 |
| Eltham College | 2.6% | 1 |
| Hayes Primary School | 2.6% | 1 |
| Oakfield Preparatory School | 2.6% | 1 |
| Pixie Day Nursery | 2.6% | 1 |
| Royston Playgroup | 2.6% | 1 |
| St Mary's Catholic Primary School | 2.6% | 1 |
| Worsley Bridge Primary School | 2.6% | 1 |

Answered 39
Skipped 13
Response Rate 75.0%



Response Rate: 75.0%

Schools with only one reply have been condensed into 'Other' in the chart above.

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:

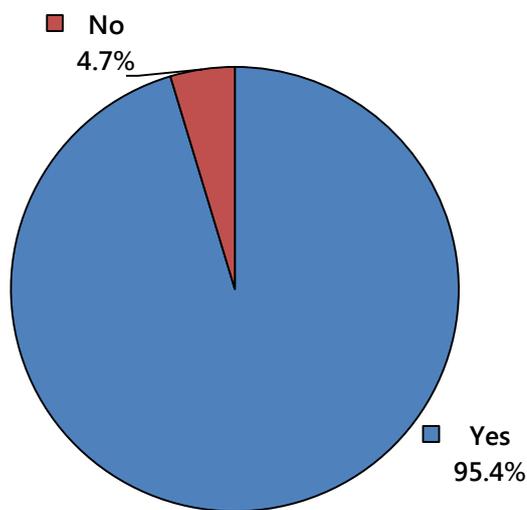
- From Marian Vian Primary – 1.5 miles
- From Balgowan Primary – 0.7 miles
- From Harris Primary – 1.2 miles

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.

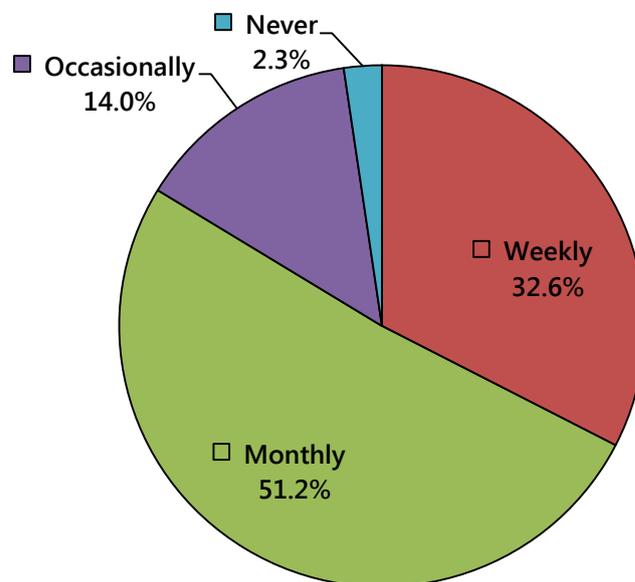
Please note the survey ran approximately half-way through the school year in early April.

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.

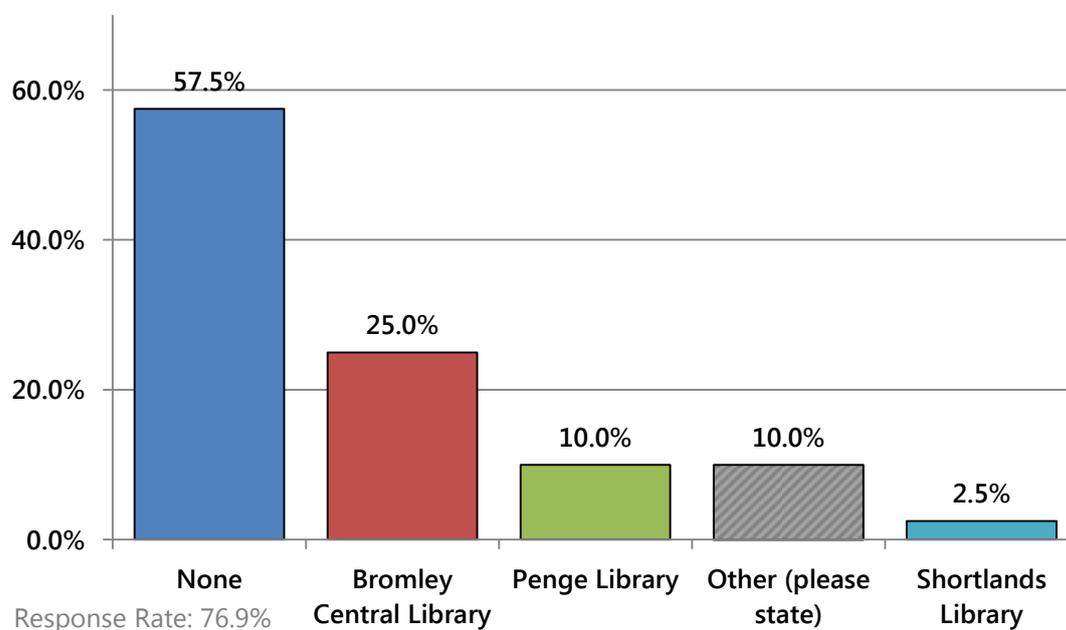
When the survey was conducted, all libraries had been closed following government advice due to COVID-19. However Beckenham Library's usual opening hours prior to this were 5 days per week (Mon, Tue, Wed, Fri, Sat).

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.

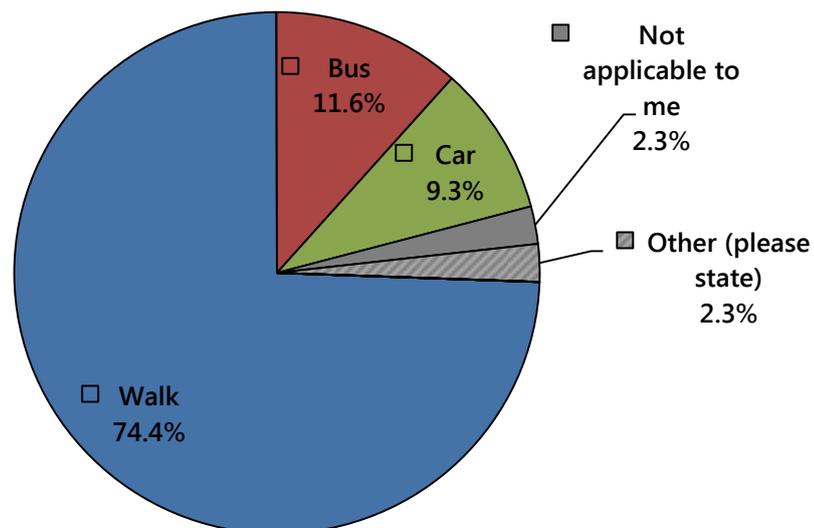
4 respondents indicated 'Other' libraries: 2 for Beckenham, 1 for West Wickham, and 1 for Biggin Hill.

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.

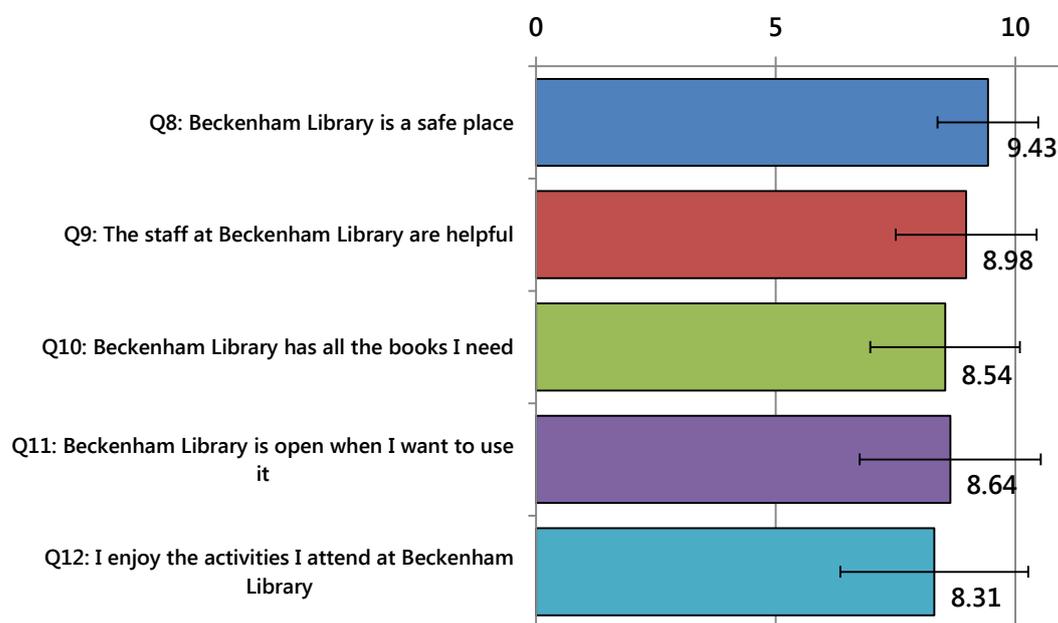
Questions 8 - 12:

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 |
|--|--------------|--------------------|-----------|---------------|
| Q8: Beckenham Library is a safe place | 9.43 | 1.05 | 42 | 80.8% |
| Q9: The staff at Beckenham Library are helpful | 8.98 | 1.47 | 42 | 80.8% |
| Q10: Beckenham Library has all the books I need | 8.54 | 1.56 | 41 | 78.8% |
| Q11: Beckenham Library is open when I want to use it | 8.64 | 1.89 | 42 | 80.8% |
| Q12: I enjoy the activities I attend at Beckenham Library | 8.31 | 1.96 | 32 | 61.5% |



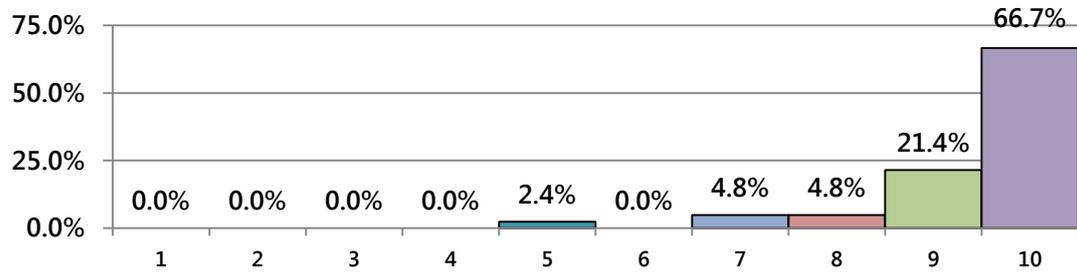
Comments

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.

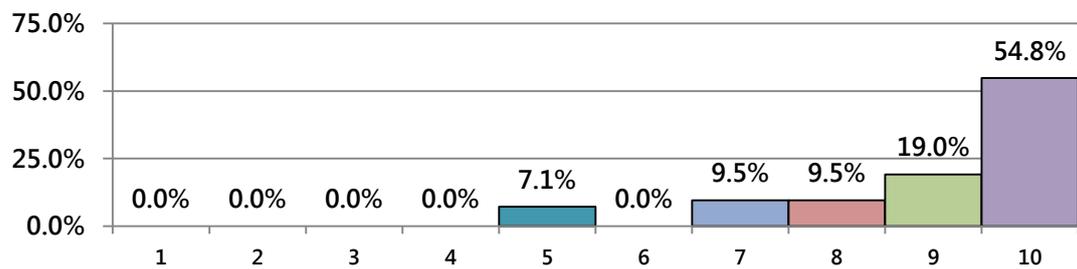
Response Breakdown:

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

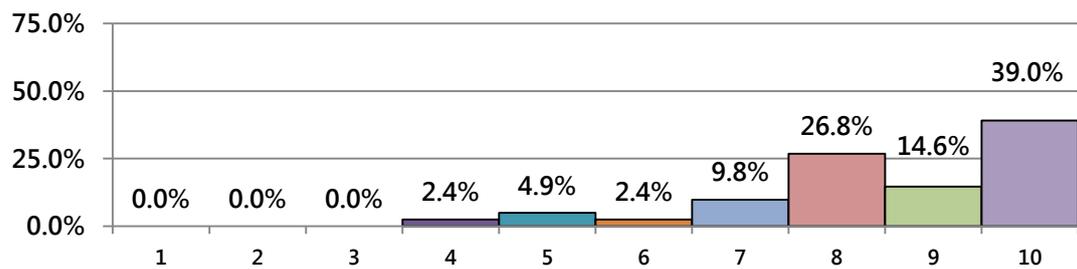
Q8: Beckenham Library is a safe place



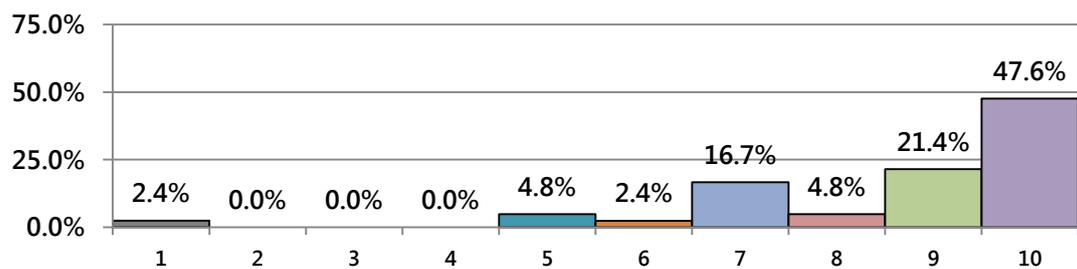
Q9: The staff at Beckenham Library are helpful



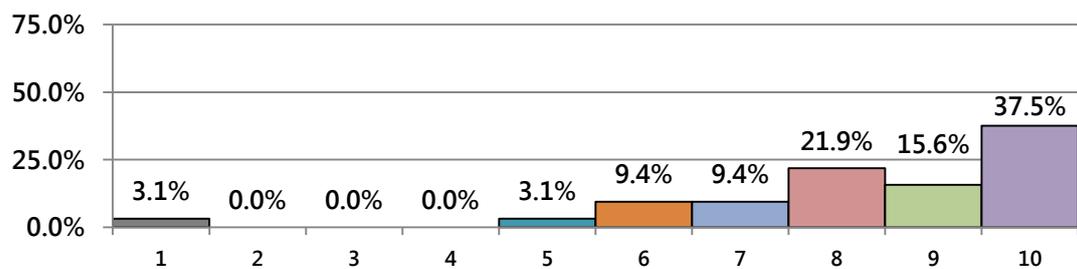
Q10: Beckenham Library has all the books I need



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



Q12: I enjoy the activities I attend at Beckenham Library

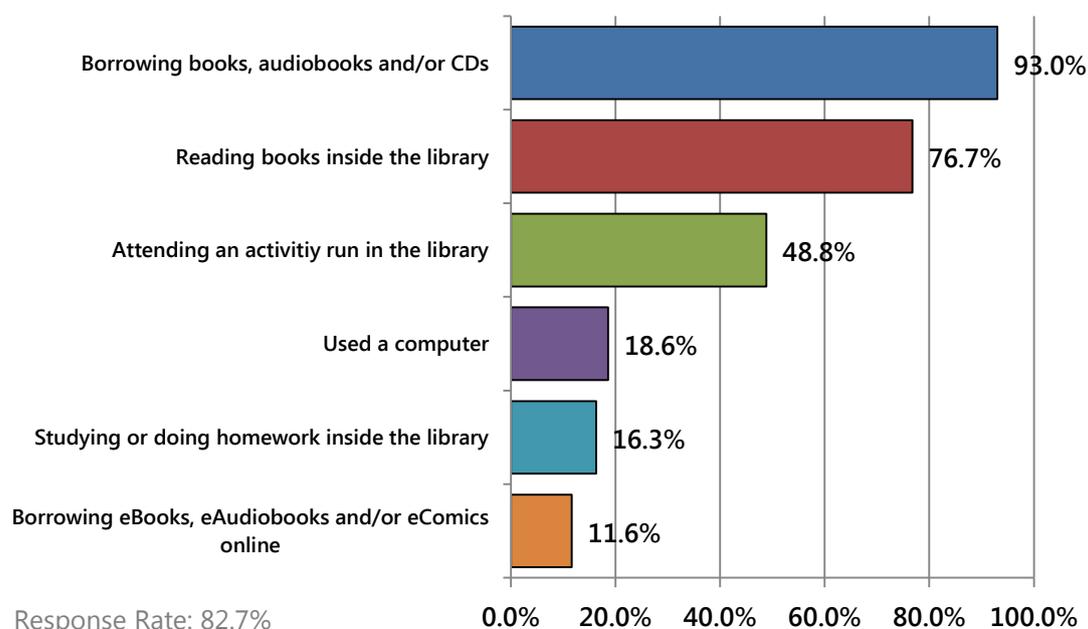


Question 13:

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%.

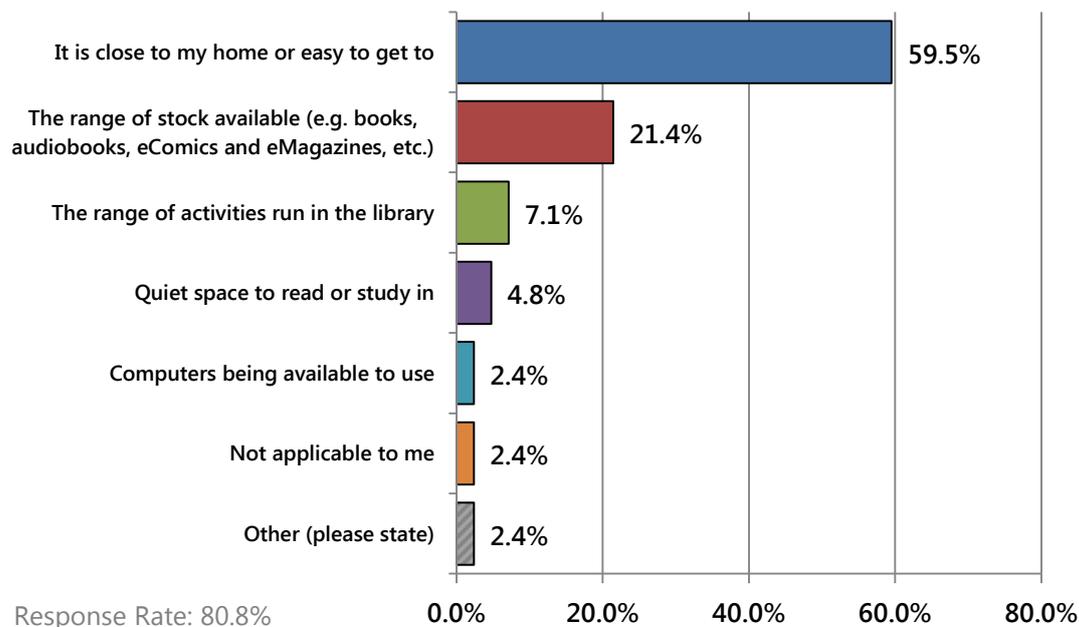
Options related to ICT and digital offer were less frequently ticked by children and young people, with 'Used a computer' being ticked by 18.6%, and 'Borrowing eBooks, eAudiobooks and/or eComics online' by 11.6% of respondents.

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:

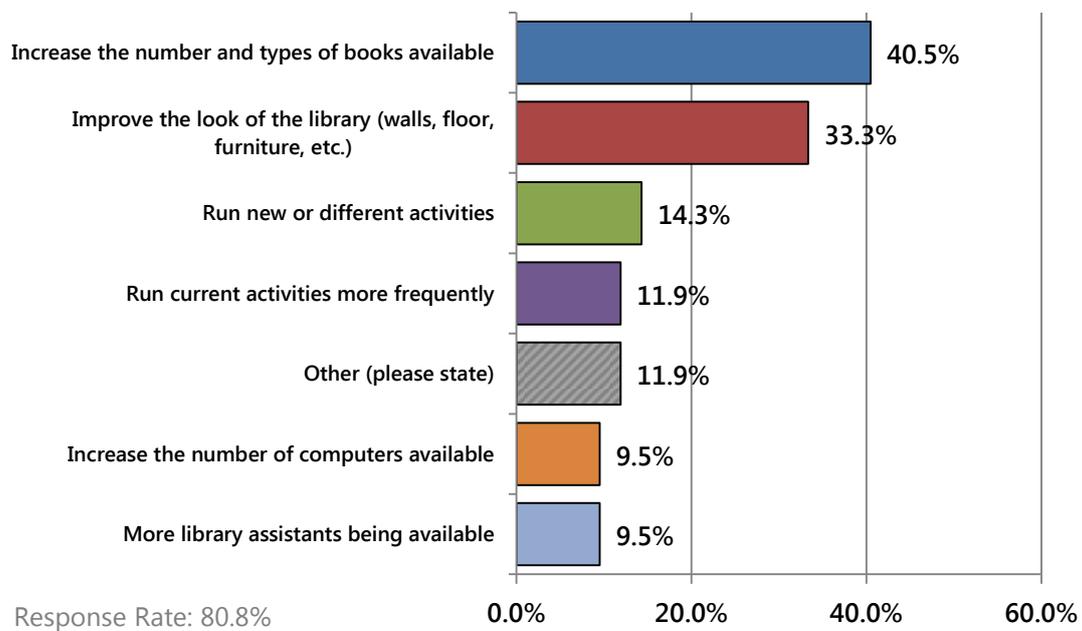
"I go the Spa and go to the library at the same time."

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 |

| | |
|----------------------|--------------|
| Answered | 41 |
| Skipped | 11 |
| Response Rate | 78.8% |

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.

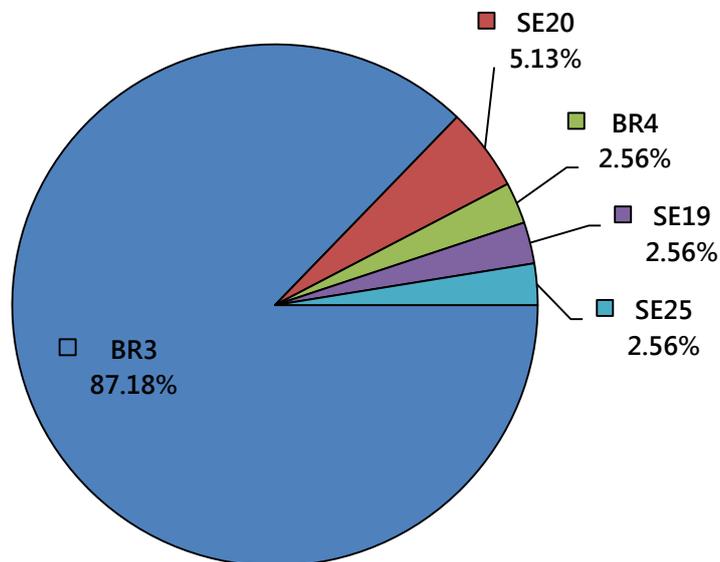
Please note this survey was conducted during COVID-19 related social distancing and lockdown measures. As such usual family arrangements, such as children being minded by other family members or carers, are likely to have been disrupted and will have affected answers provided to this question.

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 |

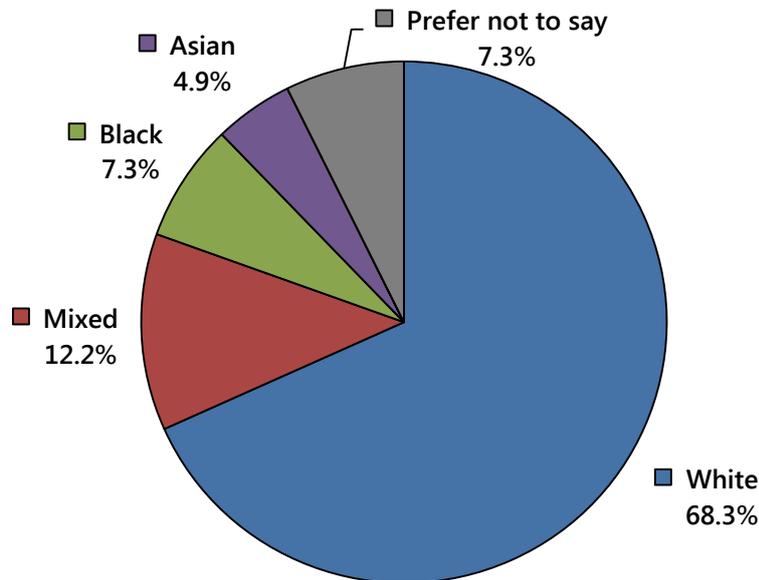
| Respondent | Responses |
|------------|-----------|
| 21 | Br3 1dt |
| 22 | BR3 4EY |
| 23 | BR3 3PU |
| 24 | BR34JU |
| 25 | BR3 4LP |
| 26 | BR3 4HA |
| 27 | BR 3 |
| 28 | Se25 4bn |
| 29 | Br3 4he |
| 30 | BR3 1EE |
| 31 | Br3 |
| 32 | BR3 1JE |
| 33 | Br34hh |
| 34 | Br3 4jb |
| 35 | Br34ld |
| 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 2nd April and closed at 8pm on 12th April and was promoted on the Council's website and the GLL Better website. Due to the closure of libraries on 23rd 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.