

Library Service Review Questionnaire

The Library Service in Cambridgeshire is facing tough budget pressures and we are consulting on a range of ideas to transform the service and make the savings required. This consultation will take place over the summer, for decisions to be made in autumn, ready for implementation starting in 2011. The purpose of the consultation is to find out:

- what people want and need from their library service for the future
- whether services should be targeted at certain groups in particular (remembering that by law the Library Service has to be available to all who wish to use it)
- which services have potential to generate more income
- how far information technology can be used to deliver services
- how services can be delivered or made accessible outside library buildings
- the extent to which communities can become involved in managing and running local libraries

Please help by taking a few minutes to answer the following questions.

If you would like a copy of this questionnaire in large print, Braille, audio tape or another language please call Dawn Coleman on 0345 045 5225.

Your use of the library service

1. How often have you visited a public library in the last year? (Please tick one)

- | | |
|---|--------------------------|
| • at least once a week | <input type="checkbox"/> |
| • at least once a month | <input type="checkbox"/> |
| • at least once every three months | <input type="checkbox"/> |
| • less often than once every three months | <input type="checkbox"/> |
| • never (skip to Question 5) | <input type="checkbox"/> |

2. Which library/libraries do you use?

3. If you use public library services, do you do this: (Please tick all that apply)

- in connection with your work
 - in connection with your studies or learning
 - to follow up interests
 - for pleasure apart from following interests
 - for other reason(s) (please specify):
-

4. If you visit a public library, which services do you use? (Please tick all that apply)

- borrow books
 - borrow multimedia items (talking books, music CDs, DVDs, Blu Ray)
 - read magazines or newspapers
 - find something out / look for information
 - research topics – e.g. local or family history
 - study or homework facilities
 - follow a computer-based learning course
 - use the computer and internet facilities
 - use wi-fi
 - take children to Storytime or other activities
 - attend a reading group or author talk
 - attend an exhibition or community meeting
 - attend an Engage (over-50's club) session
 - other services or facilities (please specify):
-

5. Do you use any of the following public library services online? (Please tick all that apply)

- look for and request books
 - look for and request multimedia items (talking books, music CDs, DVDs, Blu Ray)
 - renew books or multimedia items you have borrowed
 - find something out / look for information
 - research topics (e.g. in encyclopaedias, dictionaries or other online reference books, local and family history resources)
 - read magazines and newspapers
 - follow a computer-based learning course
 - other services or facilities (please specify):
-

6. How often do you use public library services online from home, workplace or college?

- at least once a week
- at least once a month
- at least once every three months
- less often than once every three months
- never

7. If you don't visit or use public library services, what stops you from doing so? (Please tick all that apply)

- lack of time
- lack of interest
- I find everything I need online or from other sources
- I buy my own books
- inconvenient opening hours
- poor choice of books
- overdue charges
- other reason(s) (please specify):

8. If you don't visit or use library services, what would entice you to do so?

- any of the services listed in questions 4 and 5 above (please specify)
- nothing
- something else (please specify):

Your views about the future of the library service

**9. Which of the following services would you be prepared to pay a reasonable charge to use?
(Please tick one box for each service)**

	Would use for a reasonable charge	Might use for a reasonable charge	Would not use if charged
• use of computers and the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• use of wi-fi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• children's events and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• events and activities for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• posting books to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• posting multimedia items to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. Now, please rank the services in the order in which you would be prepared to pay for them.
(1 = most likely to pay to use; 6 = least likely to pay to use)**

	1	2	3	4	5	6
• use of computers and the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• use of wi-fi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• children's events and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• events and activities for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• posting books to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• posting multimedia items to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11. Given we will have less money to run the library service in future, do you think we should target certain groups in particular (whilst continuing to meet the requirement to be available to everyone)?
(Please tick all that apply)**

• older people	<input type="checkbox"/>
• children and young people	<input type="checkbox"/>
• unemployed people	<input type="checkbox"/>
• other groups (please specify):	

**12. Thinking about library services in 5-10 years time, which of the following scenarios most appeal to you?
(Please tick all that apply)**

• fewer, bigger better libraries	<input type="checkbox"/>
• library services mostly digital - e.g.	
• downloadable e-books	<input type="checkbox"/>
• downloadable e-audio books	<input type="checkbox"/>
• more information online	<input type="checkbox"/>
• library buildings also used as community meeting places - for community groups, exhibitions and other activities	<input type="checkbox"/>
• other public services sharing library buildings	<input type="checkbox"/>
• collections of books for loan in local public places e.g. doctor's surgeries, community centres or pubs	<input type="checkbox"/>
• information kiosks for access to library services and resources in local public places e.g. doctor's surgeries or pubs	<input type="checkbox"/>

13. We are proposing to put self-service machines into all our libraries, reducing the number of paid staff, and recruiting volunteers to help deliver the service. This way of working has the potential to save money without closing any libraries. Do you think:

• this is a good idea if it prevents library closures	<input type="checkbox"/>
• you would rather see fewer libraries but fully run by paid staff	<input type="checkbox"/>
• other comments:	

14. Would you be willing to support your local library by volunteering to help in any of the following types of activity: (If yes, please supply your contact details below)

- general volunteering, e.g. assisting customers, shelving books
- increasing access to library buildings such as developing their use as community venues
- assisting with children's activities such as Storytimes
- assisting with older people's activities
- helping people to learn e.g. basic IT skills
- promotion and fundraising activities
- being a member of a Community Management Board (monitoring, decision making, advocacy)
- other activities:

Contact details (optional)

Name:

Telephone/mobile:

Email:

Address:

About you (or the person on whose behalf you are answering):

Gender (Please tick one)

- Male
- Female

Age group (Please tick one)

- Under 5
- 5 to 10
- 11 to 14
- 15 to 19
- 20 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over

Home address (Please complete both if possible)

• Town/Village

• Postcode

Are you: (Please tick all that apply)

- in full-time employment
- in part-time employment
- self-employed
- unemployed
- full-time student
- part-time student
- looking after home / family
- permanently sick / disabled
- under 5
- retired

Do you have children: (Please tick all that apply)

- under school age
- primary school age
- secondary school age

Please feel free to use this space to add any other comments you may have.

Thank you, please return this form to your local library, or to Dawn Coleman at CC1111, Castle Court, Shire Hall, Castle Hill, Cambridge, CB3 0AP by 30th September 2010.