

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 | <input type="checkbox"/> |
| • in connection with your studies or learning | <input type="checkbox"/> |
| • to follow up interests | <input type="checkbox"/> |
| • for pleasure apart from following interests | <input type="checkbox"/> |
| • 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 | <input type="checkbox"/> |
| • borrow multimedia items (talking books, music CDs, DVDs, Blu Ray) | <input type="checkbox"/> |
| • read magazines or newspapers | <input type="checkbox"/> |
| • find something out / look for information | <input type="checkbox"/> |
| • research topics – e.g. local or family history | <input type="checkbox"/> |
| • study or homework facilities | <input type="checkbox"/> |
| • follow a computer-based learning course | <input type="checkbox"/> |
| • use the computer and internet facilities | <input type="checkbox"/> |
| • use wi-fi | <input type="checkbox"/> |
| • take children to Storytime or other activities | <input type="checkbox"/> |
| • attend a reading group or author talk | <input type="checkbox"/> |
| • attend an exhibition or community meeting | <input type="checkbox"/> |
| • attend an Engage (over-50's club) session | <input type="checkbox"/> |
| • 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 | <input type="checkbox"/> |
| • look for and request multimedia items (talking books, music CDs, DVDs, Blu Ray) | <input type="checkbox"/> |
| • renew books or multimedia items you have borrowed | <input type="checkbox"/> |
| • find something out / look for information | <input type="checkbox"/> |
| • research topics (e.g. in encyclopaedias, dictionaries or other online reference books, local and family history resources) | <input type="checkbox"/> |
| • read magazines and newspapers | <input type="checkbox"/> |
| • follow a computer-based learning course | <input type="checkbox"/> |
| • 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	<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	<input type="checkbox"/>

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	<input type="checkbox"/>
• lack of interest	<input type="checkbox"/>
• I find everything I need online or from other sources	<input type="checkbox"/>
• I buy my own books	<input type="checkbox"/>
• inconvenient opening hours	<input type="checkbox"/>
• poor choice of books	<input type="checkbox"/>
• overdue charges	<input type="checkbox"/>
• 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)	<input type="checkbox"/>
• nothing	<input type="checkbox"/>
• 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 | <input type="checkbox"/> |
| • increasing access to library buildings such as developing their use as community venues | <input type="checkbox"/> |
| • assisting with children's activities such as Storytimes | <input type="checkbox"/> |
| • assisting with older people's activities | <input type="checkbox"/> |
| • helping people to learn e.g. basic IT skills | <input type="checkbox"/> |
| • promotion and fundraising activities | <input type="checkbox"/> |
| • being a member of a Community Management Board (monitoring, decision making, advocacy) | <input type="checkbox"/> |
| • other activities: | <input type="checkbox"/> |

Contact details (optional)

Name:

Telephone/mobile:

Email:

Address:

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

Gender (Please tick one)

- | | |
|----------|--------------------------|
| • Male | <input type="checkbox"/> |
| • Female | <input type="checkbox"/> |

Age group (Please tick one)

- | | |
|--------------|--------------------------|
| • Under 5 | <input type="checkbox"/> |
| • 5 to 10 | <input type="checkbox"/> |
| • 11 to 14 | <input type="checkbox"/> |
| • 15 to 19 | <input type="checkbox"/> |
| • 20 to 24 | <input type="checkbox"/> |
| • 25 to 34 | <input type="checkbox"/> |
| • 35 to 44 | <input type="checkbox"/> |
| • 45 to 54 | <input type="checkbox"/> |
| • 55 to 64 | <input type="checkbox"/> |
| • 65 to 74 | <input type="checkbox"/> |
| • 75 to 84 | <input type="checkbox"/> |
| • 85 or over | <input type="checkbox"/> |

Home address (Please complete both if possible)

• Town/Village

• Postcode

Are you: (Please tick all that apply)

- | | |
|-------------------------------|--------------------------|
| • in full-time employment | <input type="checkbox"/> |
| • in part-time employment | <input type="checkbox"/> |
| • self-employed | <input type="checkbox"/> |
| • unemployed | <input type="checkbox"/> |
| • full-time student | <input type="checkbox"/> |
| • part-time student | <input type="checkbox"/> |
| • looking after home / family | <input type="checkbox"/> |
| • permanently sick / disabled | <input type="checkbox"/> |
| • under 5 | <input type="checkbox"/> |
| • retired | <input type="checkbox"/> |

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

- | | |
|------------------------|--------------------------|
| • under school age | <input type="checkbox"/> |
| • primary school age | <input type="checkbox"/> |
| • secondary school age | <input type="checkbox"/> |

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.