

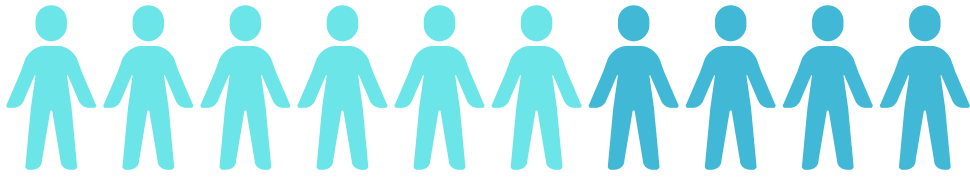
CAMBRIDGESHIRE LIBRARIES

IMPACT SURVEY

INITIAL FEEDBACK AND QUOTES

APPENDIX 3

MEMBERSHIP & VISITORS



Of the 601 customers surveyed, **94%** are already active members of Cambridgeshire Libraries. The remaining 6%, although not members, have used the service in other ways.



All 33 libraries were referenced within the survey, including mobile libraries and some Community Managed Libraries.



Over **53%** of those asked visit a library at least once a week, if not more.

INCREASED LITERACY

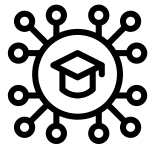
81% agreed visiting a library increased their literacy skills and love of life long reading.



“To see (my son) learn to read and discover new topics and interests that motivate him to keep reading is magical.”

“Sharing a love of English, language & reading with my 8 year old son.”

“A massive resource of reading material which I couldn't afford if I had to buy it all.”



LIFELONG LEARNING

31% of those surveyed attended classes, workshops or events within our libraries, focusing on developing new skills or learning something new.

“Fabulous facilities for the local community, whether it's for books, computers, advice, information, clubs and societies, learning new skills.”

“It is one of the few places you are welcome for free. You can sit and read, access vital technology resources, attend interesting events, learn new things - a vital place to study and relax.”



DIGITAL INCLUSION

Libraries continue to support our communities to become more resilient. The support our staff and volunteers provide to help upskill our communities to become digitally confident is vital.

“(The Library) is an extremely important place. I use the computer on an almost daily visit and use the printer as well on each visit. The staff are very helpful and friendly. I would feel almost lost if the library was not there and did not have the staff's help.”

“A place I can work to help enrich my prospects for the future”

“I use the online services, E-books got me through lockdown. Don't think I would of survived without it. I've recently started to explore audiobooks - another fantastic service provided by the library .”

ACCESS TO INFORMATION

Libraries are a trusted, neutral source of information, with over **37%** of those surveyed using our libraries to access information.

“The library is an invaluable third space, it is somewhere I can go as a family and enjoy time together. It is a place where i can explore new hobbies and access information.”

“A friendly, trusting space”.

“A place to work and study. Access to research papers. An oasis of calm.”



SOCIAL ISOLATION



37% of those surveyed, use libraries as a social space, to meet friends or make new ones, helping to tackle social isolation and loneliness.

“I came into the library when I was homeless and wanted a safe space to go. I wasn’t sure if I’d be welcome but No-one told me to go away and I could sit and study or spend time.”

“It's my safe place.”

“The place where my children took their first steps, learned to read and made friends.”

“The library has been fantastic for me establishing myself in a new community, my life would be much less full without it.”



CULTURAL ENRICHMENT

Public libraries as welcoming places where children and adults can immerse themselves in every form of art: and learn about art and culture through books and reading.

“Wonderful space , wonderful staff ! This Library is a absolute Hub of activity and is buzzing all day everyday . It is a wonderful asset to our towns and a really amazing service.”

“I would love to see different creative technologies be available. Such as podcast spaces or music spaces to encompass more cultural activities.”



HEALTH & WELLBEING

Libraries promote healthy living provide support and engagement opportunities for children and adults by welcoming spaces; effective signposting and information to reduce health, social and economic inequalities.

“Familiar staff promotes well being and community connections and conversations.”

36% of those surveyed said visiting a library helped their wellbeing.

“I feel at home in libraries”

SUSTAINABLE & GREEN



Public libraries are hubs of sustainability. Reusing and recycling books and providing information to communities to underpin their own climate action, is at the core to what we do.

33% said visiting a library helps save money, with **22%** surveyed agreed libraries helped their household be more green.

“A massive resource of reading material which I couldn't afford if I had to buy it all. Borrowing books is the best way to avoid waste whether that is actual physical books or ebooks.”

“We love reading and use the library regularly to borrow children's books. Using the library helps us to reduce consumerism in our households by reducing the amount we buy, and encourages us to be more green and use the library stock.”

***“My library means
everything,
I would be lost
without it”***