Appendix 6: Library survey 2016 analysis of results
Type of decision: Executive Decision (Cabinet)
Title of report: Library review 2016 – future support arrangements for volunteer run libraries

Library survey 2016 analysis of results

1. Summary

There were 2136 surveys completed by library members, and by 107 people who are not library members. Surveys could be undertaken on the Council's survey site 'Citizen Space', with a link to this on the Library service webpage, or be completing a paper survey at any SCC library, Associate or Co-delivered libraries.

The survey shows that libraries as an important resource for library users, and they value their interactions with library staff or volunteers.   73% of surveyed users mostly use their nearest library and 52% of library users don't visit other libraries.

Book borrowing was the most common activity in libraries with 1482 respondents saying they frequently use this service.

It is also clear that the volunteer libraries have vastly increased volunteer opportunities throughout Sheffield, particularly in the outlying communities.

The majority of respondents to the survey are female (64.4%), White: English/Welsh/Scottish/British/Northern Irish (81.01%), though age range was more varied with the majority of those surveyed being between 35 – 75. 13.42% of the respondents said they are disabled. It is important to note that whilst the majority of the respondents are not people from minority ethnic backgrounds the 19% of respondents who are, is in line 2011 census figures.
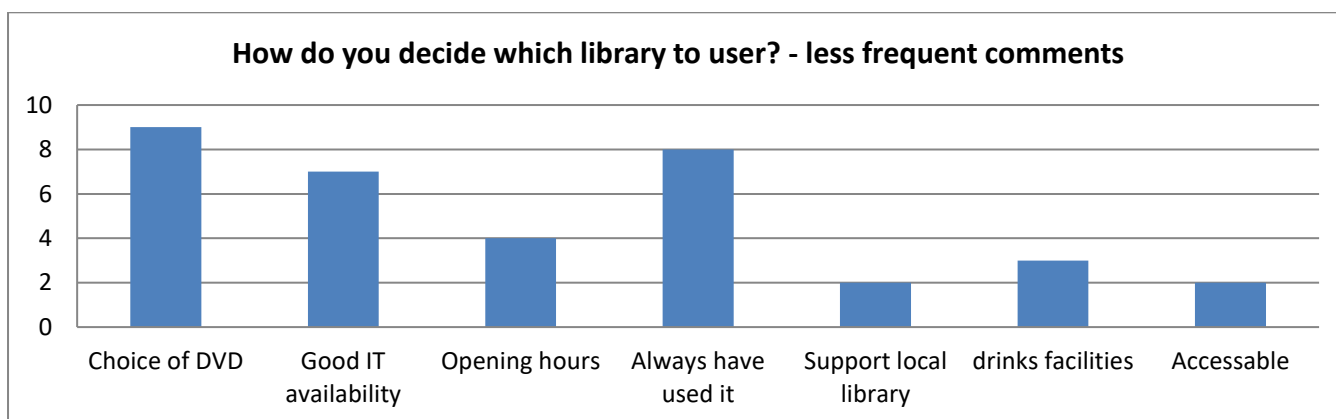
2. Library usage

95% of the respondents were registered library members.

The survey showed that 73% of library users visit their nearest library. Around half the respondents (52%) said they would not use any other libraries. Where library users also used another library Central Lending Library was the most popular with 27% of responses.

The three most important factors to library choice are proximity to home, choice of books and opening times

Chart: How do you decide which library to use
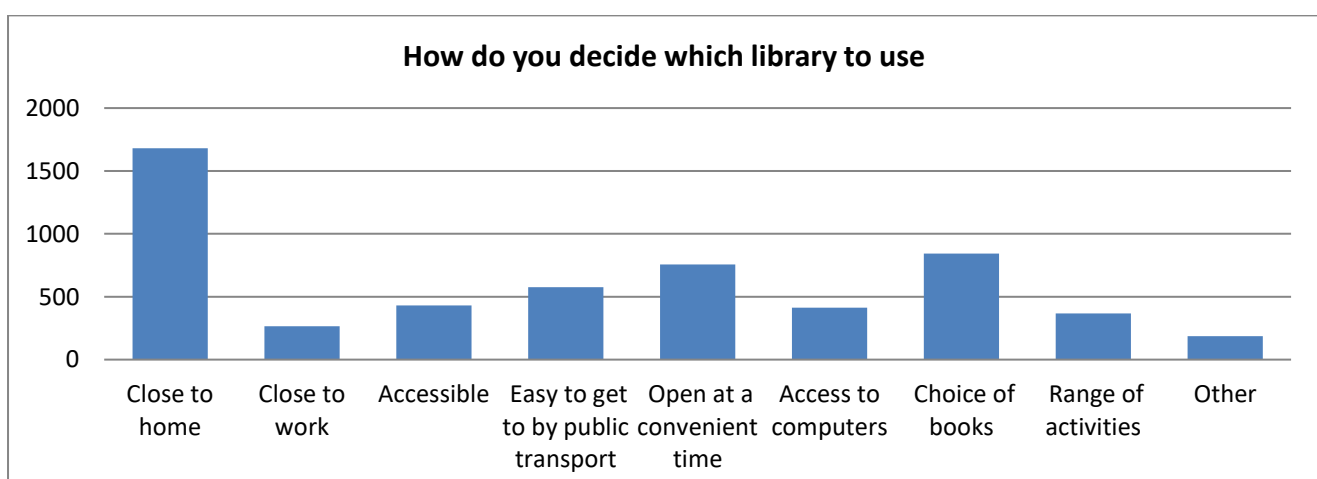
The level of customer service was highlighted as an important factor when deciding which library to use. Also important is the library being part of the local community, i.e. that it is close to other local amenities and facilities. Choice of books was the third most important factor.

How do you decide which library to use? - Most popular comments.

How do you decide which library to user? - less frequent comments
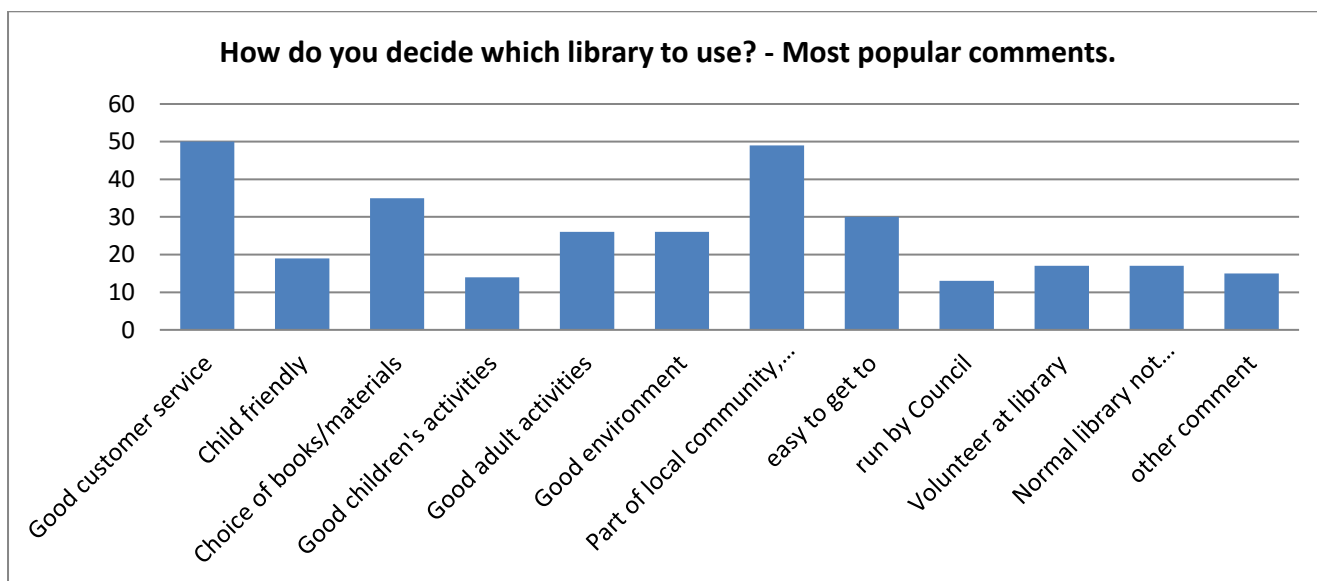
3. Views on library changes over last 2 years

The survey asked what changes library users have experienced in the last 2 years under the following categories: library appearance, customer service, opening times, variety of books and I.T. services. No significant change or service improvement were the predominant responses. In regards to the opening times there was a higher proportion of people who feel the service is not as good, although most respondents still indicate there has been no significant change.

What has changed over the past two years
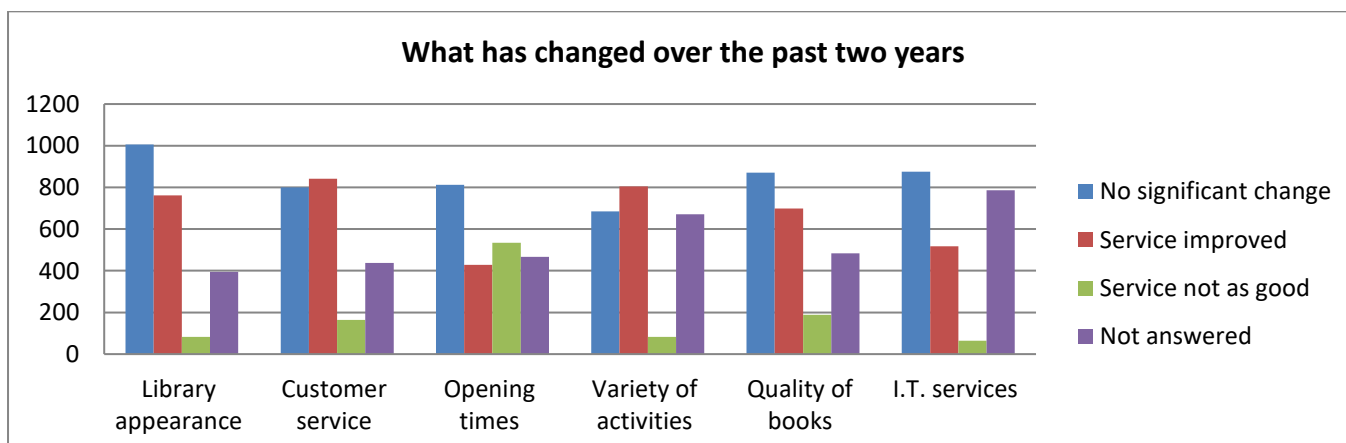
Changes to the library service over the past two years - most popular comments
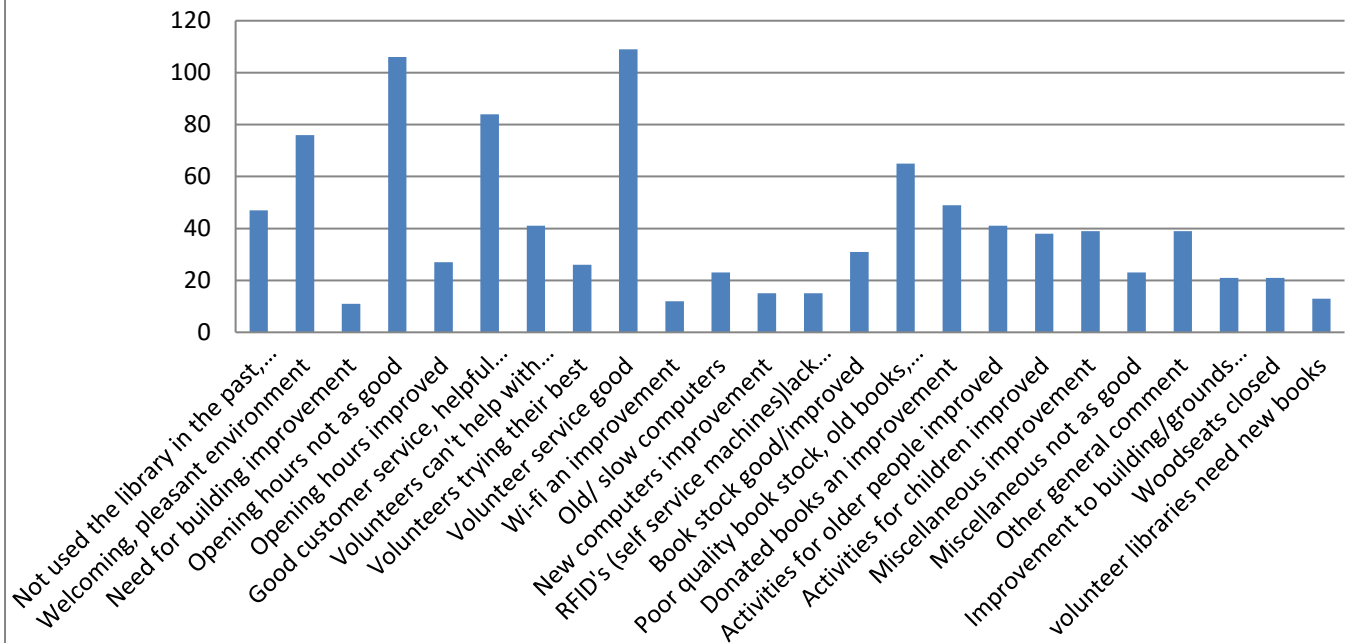
The survey showed that volunteers are generally viewed positively by library users, and there were over 100 positive comments with less than 10 negative comments. Other notable comments include "Opening hours not as good" (over 100 comments) and "Good customer service" (by staff), that libraries are welcoming and pleasant environments (this was particularly noticeable for the volunteer libraries) and the "Poor quality of books" (this response was similar between hubs and volunteer libraries). Also of note is that 40+ people commented that the donated books in volunteer libraries that were either to loan or buy were an improvement.

4. Library services accessed

The survey results show that book borrowing is the most frequently used service.

Most frequently used services
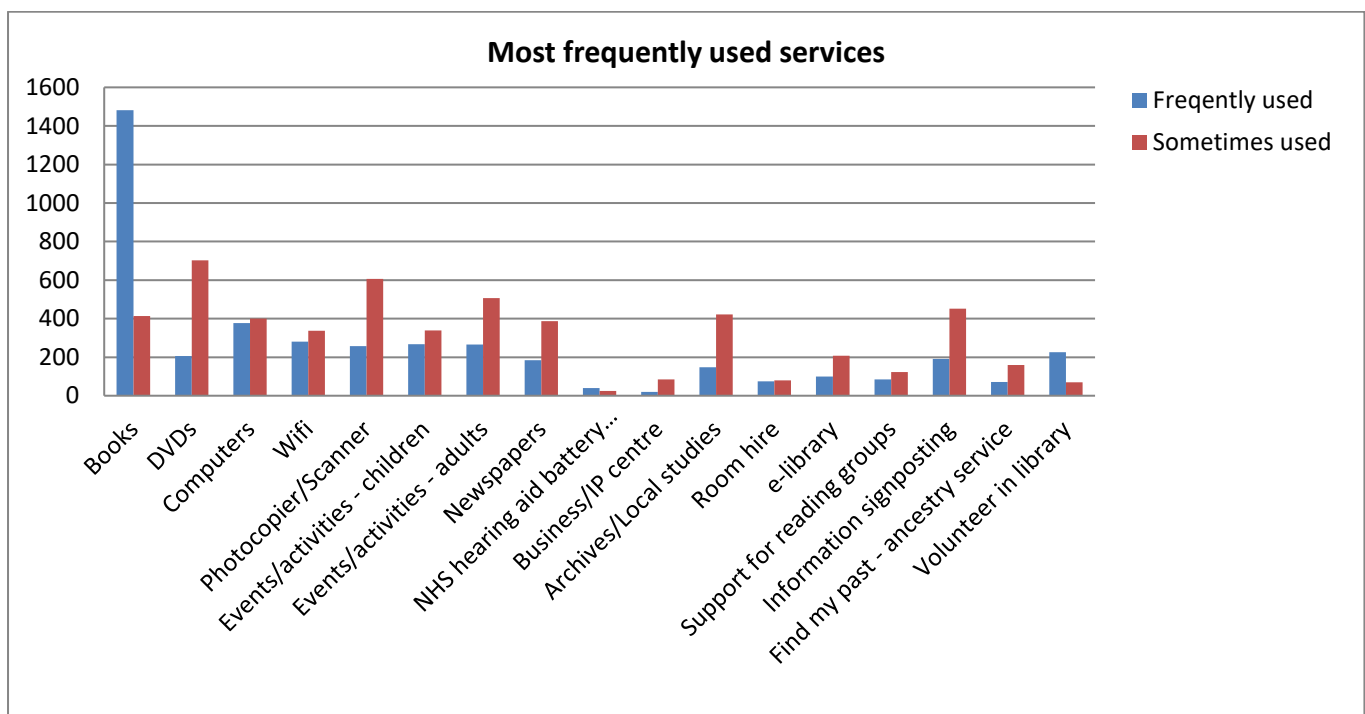
In regards to other services accessed from a library, the most popular single response was the use of a café and/or refreshments. Interacting with the staff, meeting people and making friends were also highlighted as services accessed from a library.

Other services accessed from the library - most popular comments

Category	Value
café/ refreshments	50
quiet place/area	13
Interaction with staff	12
meet new people, make friends	24
Book sales	14
Advertise local events, groups	22
Miscellaneous activities	63
Book ordering	20
Borrowing CDs	14
Audio books	14
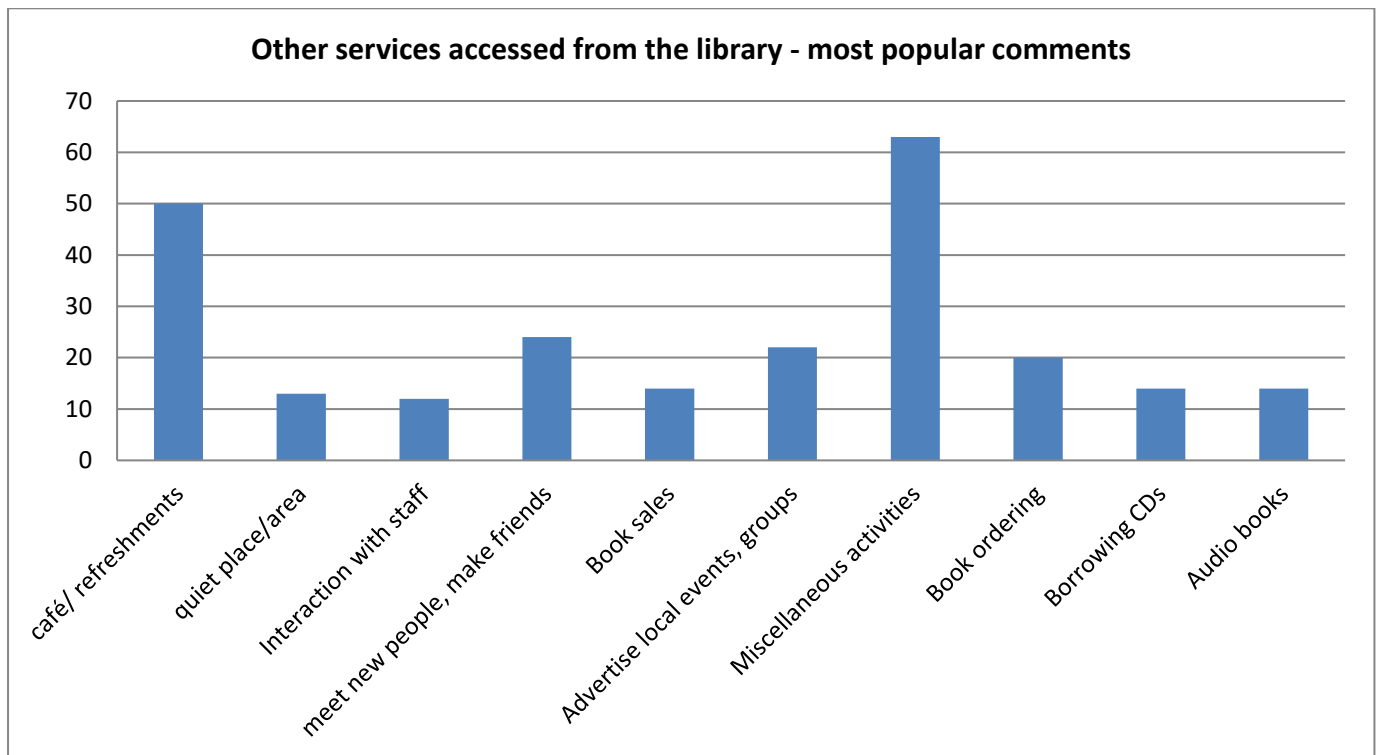
Other services accessed via a library include activities such as computer training, accessing books on the catalogue and access to a toilet and comfortable seating.

Other services accessed from the library - less frequent comments

Category	Value
Art Gallery	5
Comfortable seating	7
Gym/Swimming pool	2
Reading/book group	5
WI-FI	4
Printing	5
Book catalogue	7
OS maps	4
Toys & games	4
Jigsaws	5
Local studies	4
Magazines	7
Summer reading challenge	5
Bookstart	1
Computer training	9
Employment support	4
Cllr/MP surgeries	2
CAB	3
Health checks/GP visit	4
Language courses	3
Cinema	2
Book donations	4
School visits	3
photocopying	3
Public toilet	7

5. Benefits of using a library

The survey results show that libraries help people a lot with finding information and gaining knowledge.   There was also a strong positive response for libraries providing a place to feel safe and welcome.
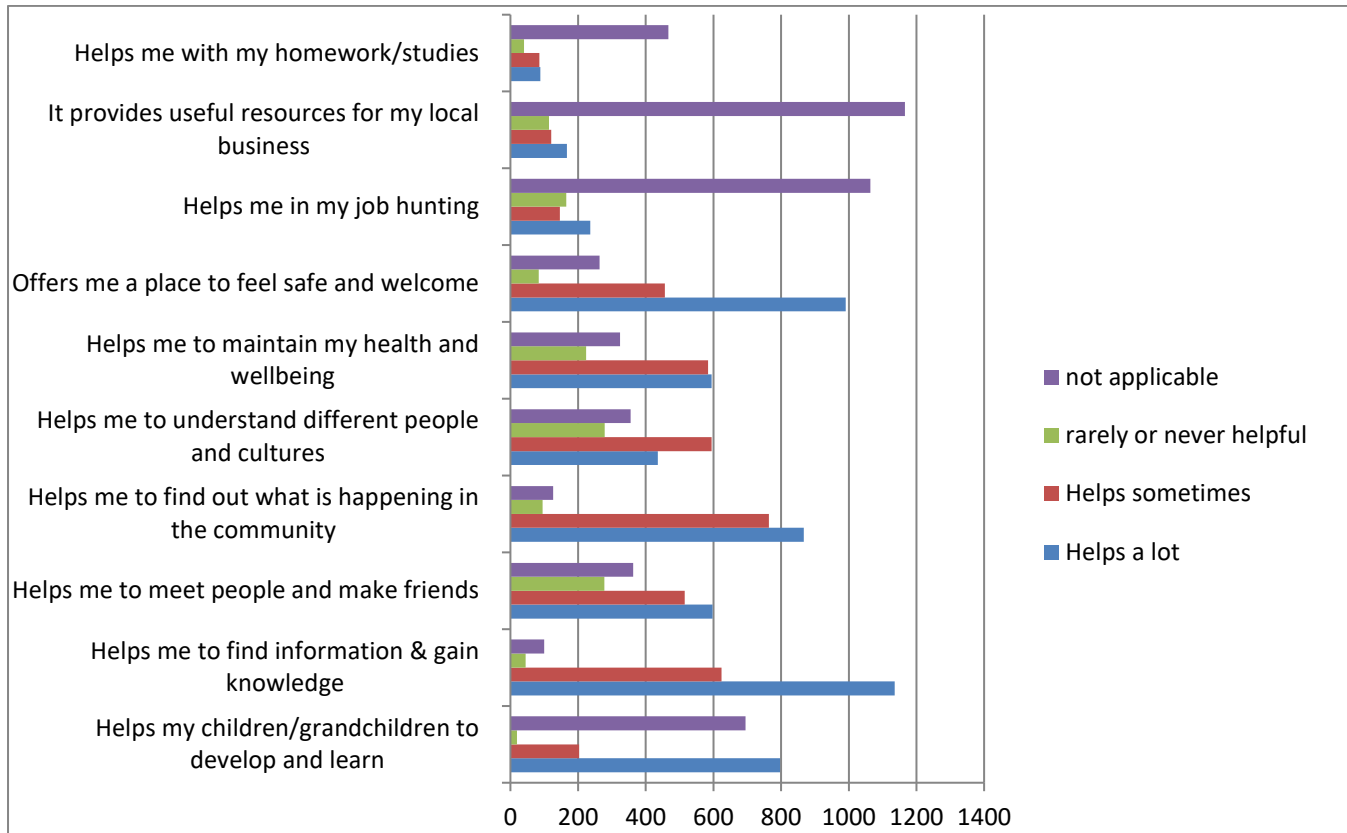
In any other comments, the benefit of libraries being used as community hubs for other events and activities was raised. Library users also highlight the enjoyment of reading books and this should also be regarded as a benefit.
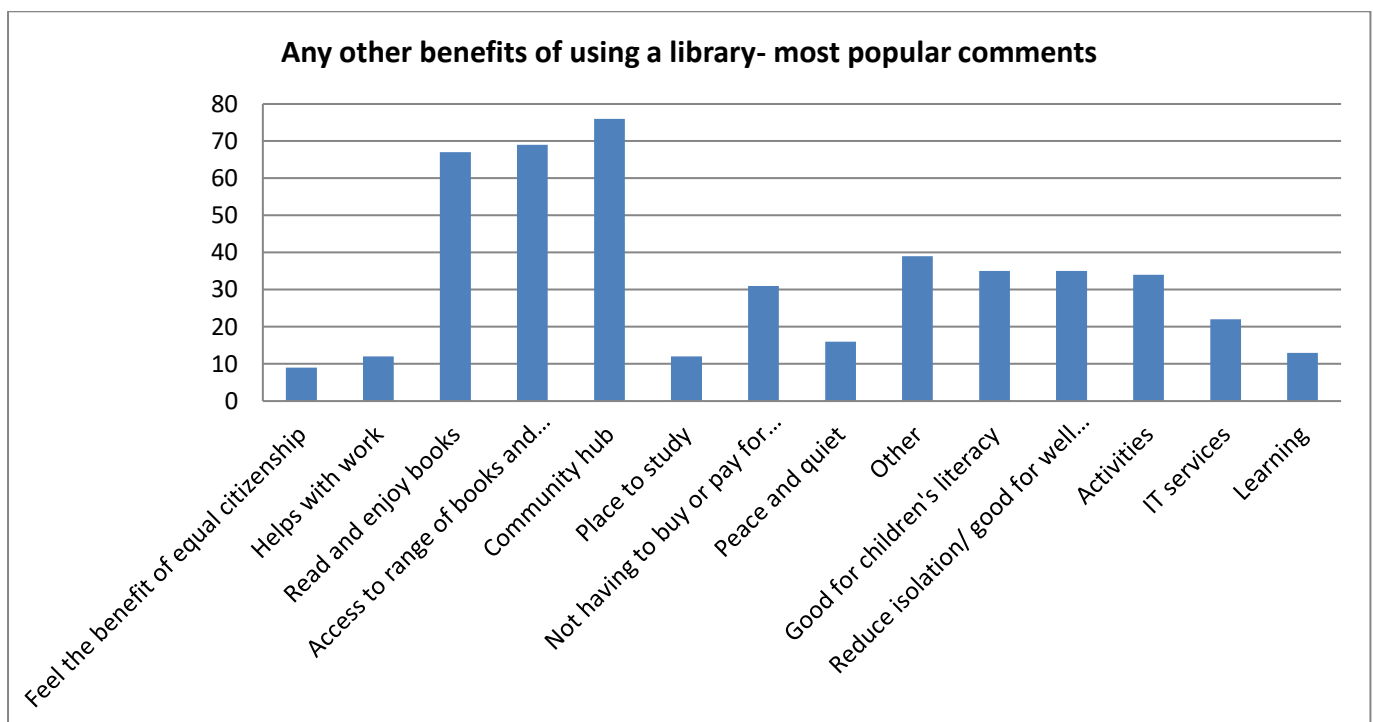
6. Services library users will consider using in the future

The survey asked library users and non users to indicate which services they don't currently use but may do so in the future. This showed a high response for people intending to use the Find my Past ancestry search tool, and also a high response for people who may want to volunteer in the future.

Services not used but may do in the future
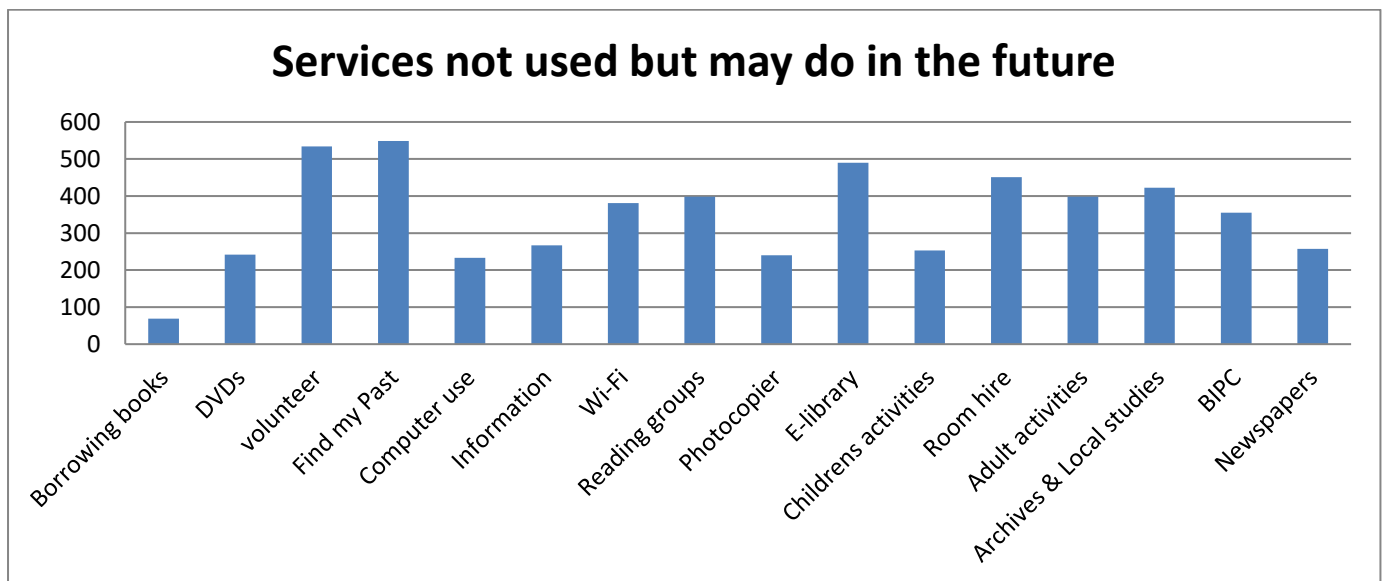
7. Services improvements library users would like in the future

The offer of refreshments/coffee shop/café by a library service was the most popular suggestion. Other popular responses include more children's activities, a general eating/talking area and more interest/hobby groups.

Other services that could be offered - most popular comments
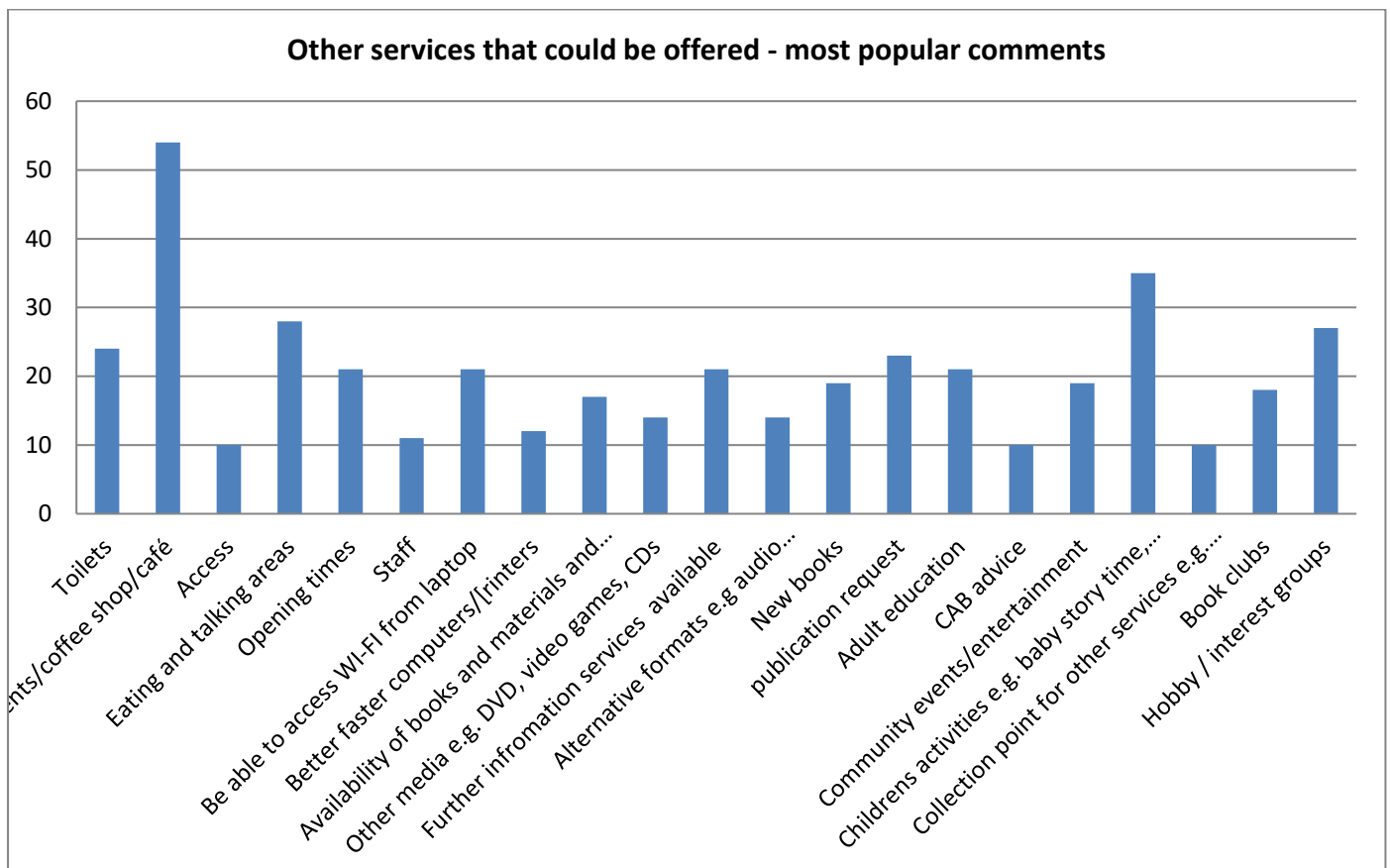
Other services that could be offered - less frequent comments

Category	Value
Quiet area	9
film show	7
Health support groups	7
Job clubs, employment advice	7
Mobile services/outreach	4
Fitness activities	4
SCC customer point	2
post office	6
Equipment loan/available e.g. DIY …	6
Buying books and DVDs, stationery etc	3
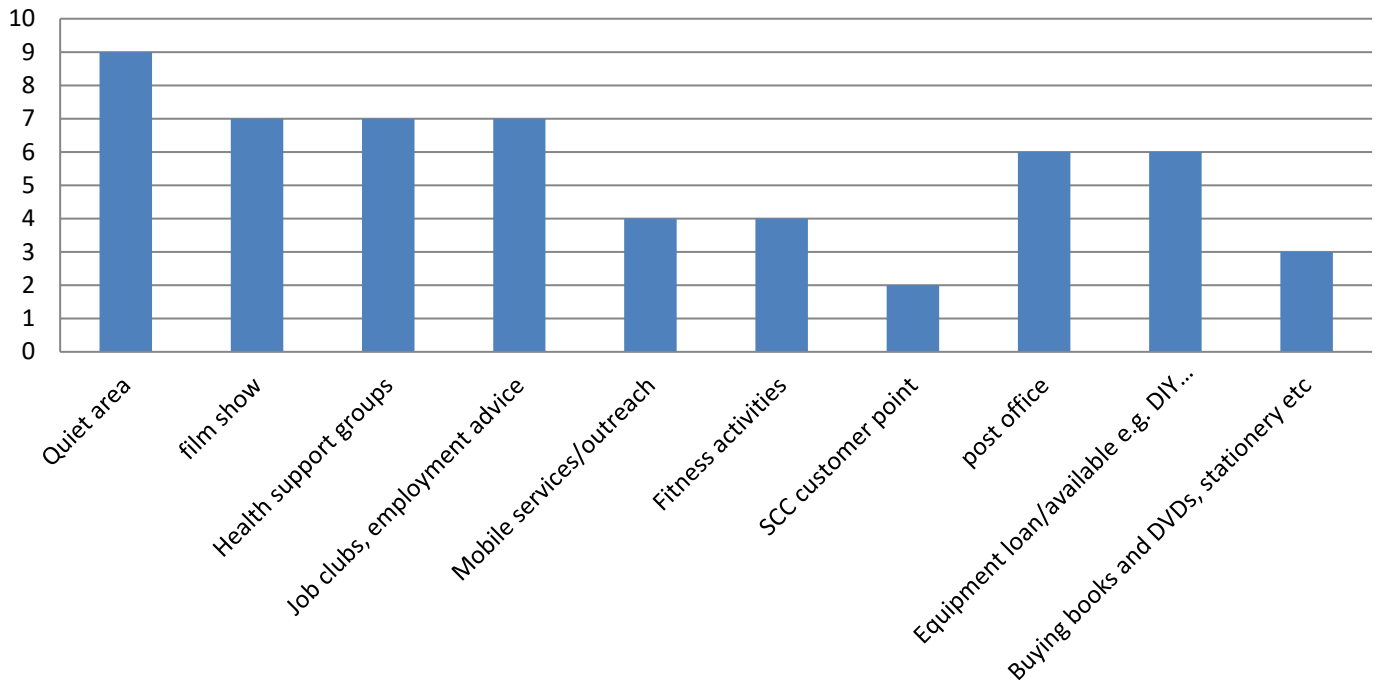
8. Meeting additional needs

The survey asked if library users asked if they (or someone they care for) is disabled or as additional needs, for them to highlight how libraries can better meet their needs.
Most comments (40+) suggest that the libraries used are accessible, however a number of comments suggest that disabled access to the main entrance should be improved and this is particularly relevant to the Central Library. 30+ people also commented that toilet facilities should be made more accessible.

How well do libraries meet addition needs - most popular comments

Category	Value
My library is accessible for me	48
Improve disabled access to main entrance	17
Improve Toilet facilities	31
Improve Disabled Parking	10
Books that are good for people with dyslexia	13
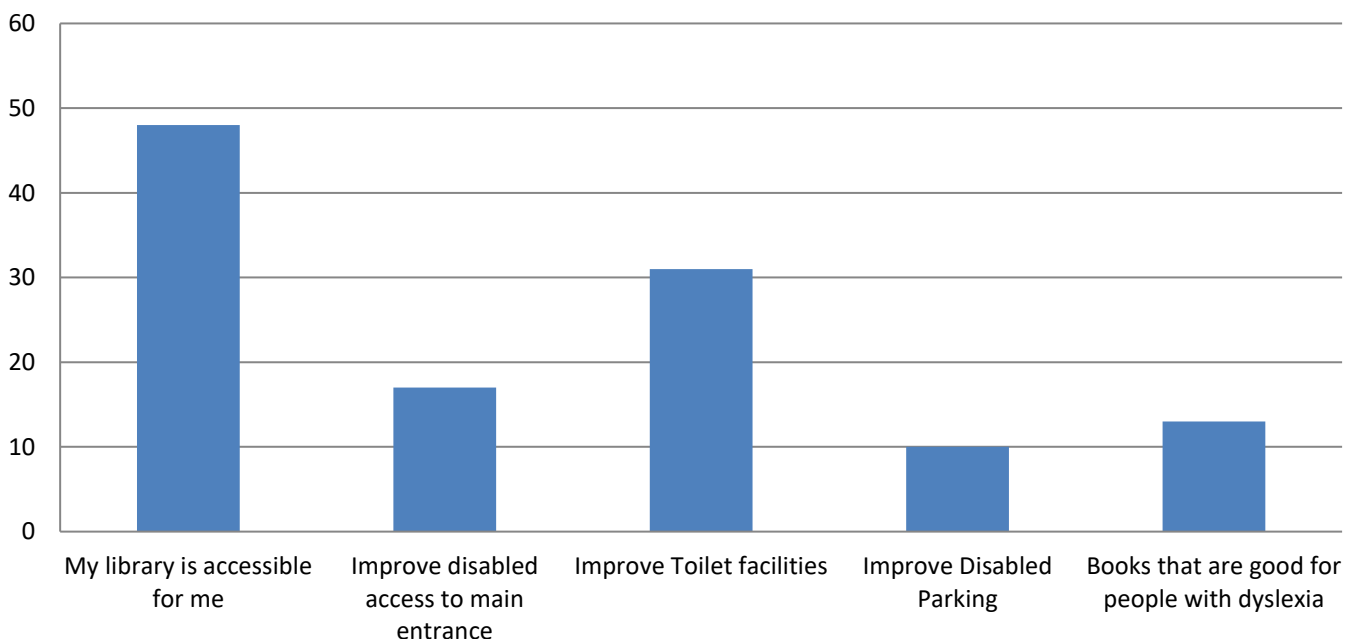
How well do libraries meet additional needs - less frequent comments

Bar chart with y-axis from 0 to 10. Categories and approximate values:

- My library provides a calm... : 9
- Improve children's entrance : 4
- Improved higher seating : 3
- Automatic doors needed : 7
- Improve selection of audio books : 4
- Need a quiet area : 5
- Mobile outreach services : 5
- better signage : 5
- Staff attitude & awareness training : 8
- Need more Books that are good for... : 2
- Need more large print books : 4
- Low light reading areas for people... : 2
- Not too quiet (Autism/hyperactivity,... : 2
- Leniency with returns being late... : 2
- Activities to welcome and upport... : 3
- Install lift : 4
- Set up of compuerts with fint size... : 2

9. Other comments

Survey participants were given the opportunity to give their views on any aspect of their library usage and experience in a section on any other comments. The comments that were most frequently made related to praise for volunteers, library services and staff. Comments highlight the need to keep libraries open and the importance of libraries to the community, especially the older and younger people.

Any other comments - most popular topics
(between 11-86) responses

Bar chart with y-axis from 0 to 100. Categories and approximate values:

- Prefer paid staff than volunteers : 11
- General praise for volunteers... : 86
- General praise for library staff... : 79
- Essential community hubs for... : 27
- Community resource - free to... : 14
- Community benefit e.g.... : 33
- Essential for older and younger... : 36
- Improve building/environment : 12
- Improve opening hours : 26
- Improve book stock or BS... : 18
- Continue support for volunteer... : 31
- Keep libraries open : 38
- Invest/resource council library... : 30
- Council library general... : 30

Any other comments - less frequent comments

Chart data (approximate values):

| Comment	Value
health benefit	7
Enjoy coming to the library with my family	10
Love the events	8
Pleasant/comfortable environment	10
Too noisy, want quiet time/area	3
Need public toilets	6
More events/activities	5
Dislike self service machines	2
Mores services than expected - need to advertise	8
I.t resources, equipment, help and courses	10
Improvement to internet peoples network	2
Like using reservations	5
Concerned about libraries being run by volunteers	5
Need new books	5
All libraries should be run by the council	9
I would like to volunteer	3
volunteer library general improvement suggested	9
libraries should be closed/libraries outdated	3

10. Responses relating to Hub and Volunteer run libraries

Responses to the survey vary depending on whether they are referring to their use of Hub libraries or Volunteer run libraries. The results should be noted with caution as the number of responses for hub libraries is 7% greater than the response for volunteer run libraries. There were 294 survey respondents who indicated that they frequently or sometimes volunteer in a library.

10.1 Choice of library

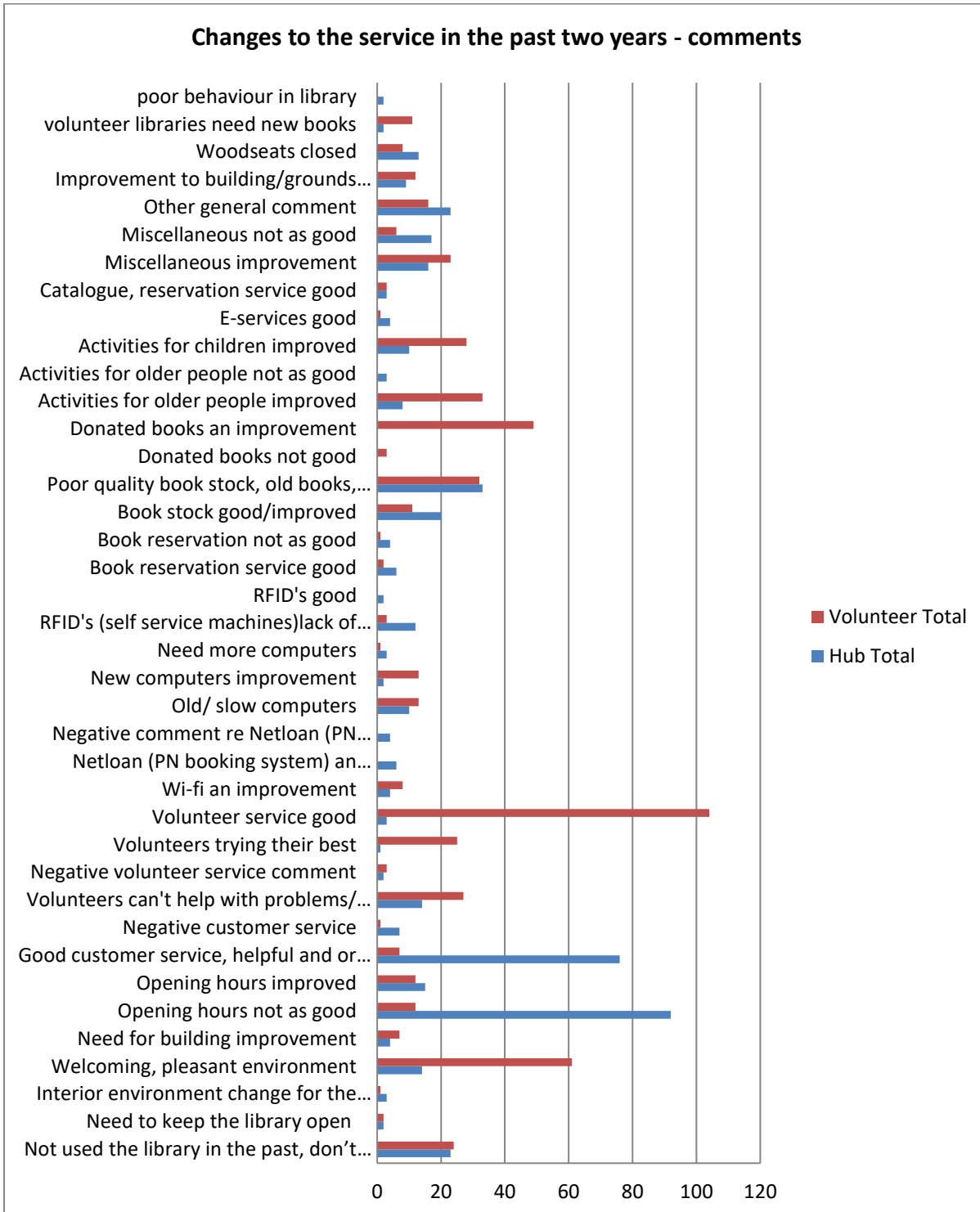The survey showed the factors involved when library users are choosing which library to visit are different between hub libraries and volunteer run libraries. The most important factor for volunteer run libraries is good customer service followed by a good environment, and for hub libraries it is being part of the community/closure to shops and facilities, followed by choice of books and materials.
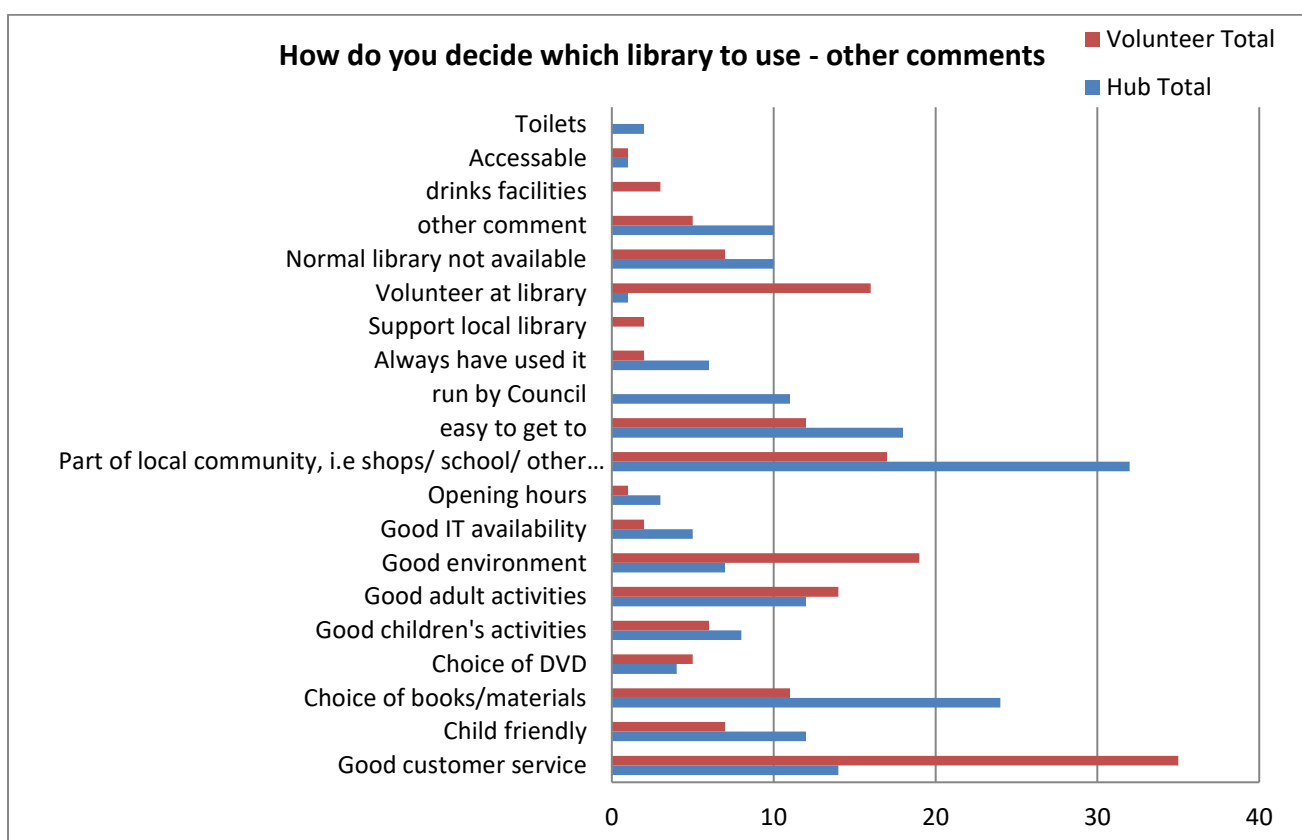
10.2 Changes to services in the past 2 years

For volunteer run libraries the most popular comments related to the volunteer service being good, the welcoming environment and donated books being an improvement. For Hub libraries the most frequent comment related to the opening hours not being as good, but had positive comments about good customer service. Comments were similar in a number of areas, whether they were relating to hub libraries or volunteer run libraries, such as comments relating to book stock being both good and poor, the performance of the computers.

Changes to the service in the past two years - comments

Legend:
- Volunteer Total (red)
- Hub Total (blue)

Categories (top to bottom):
- poor behaviour in library
- volunteer libraries need new books
- Woodseats closed
- Improvement to building/grounds…
- Other general comment
- Miscellaneous not as good
- Miscellaneous improvement
- Catalogue, reservation service good
- E-services good
- Activities for children improved
- Activities for older people not as good
- Activities for older people improved
- Donated books an improvement
- Donated books not good
- Poor quality book stock, old books,…
- Book stock good/improved
- Book reservation not as good
- Book reservation service good
- RFID's good
- RFID's (self service machines)lack of…
- Need more computers
- New computers improvement
- Old/ slow computers
- Negative comment re Netloan (PN…
- Netloan (PN booking system) an…
- Wi-fi an improvement
- Volunteer service good
- Volunteers trying their best
- Negative volunteer service comment
- Volunteers can't help with problems/…
- Negative customer service
- Good customer service, helpful and or…
- Opening hours improved
- Opening hours not as good
- Need for building improvement
- Welcoming, pleasant environment
- Interior environment change for the…
- Need to keep the library open
- Not used the library in the past, don't…

X-axis: 0, 20, 40, 60, 80, 100, 120

10.3 Any other benefits of using a library

The top comment for volunteer run libraries is the benefit of being a community hub, followed by reducing isolation and wellbeing. For Hub libraries the top benefit is access to books and information followed by reading and enjoying books. Comments were similar in a number of areas, such as activities and good for childrens literacy.

**Any other benefits of using a library - comments**
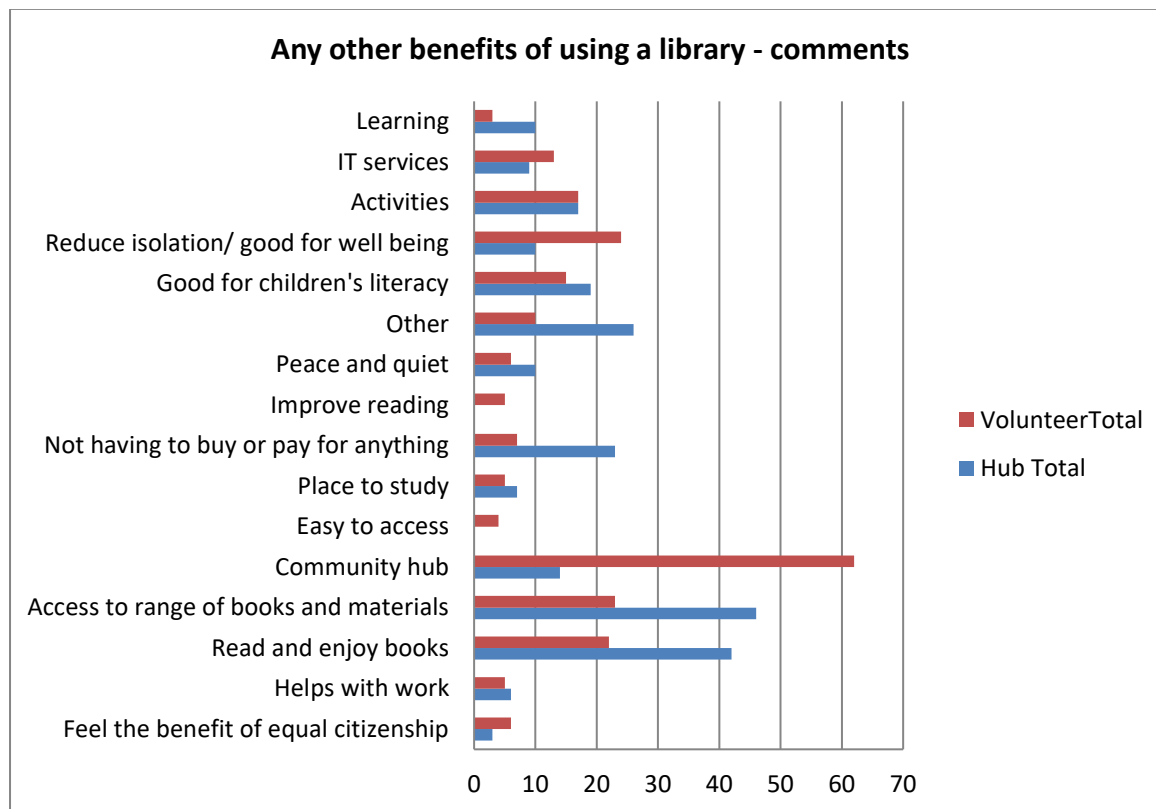
10.4 Other services accessed from the library

For both volunteer run libraries and Hub libraries, the top (additional) service accessed from a library was café/refreshments.   Other popular services accessed at volunteer run libraries are book sales and meeting new people and making friends.   Popular services accessed through Hub libraries were book ordering (and other materials), a quiet place/area and interactions with staff.

Other services access from the library
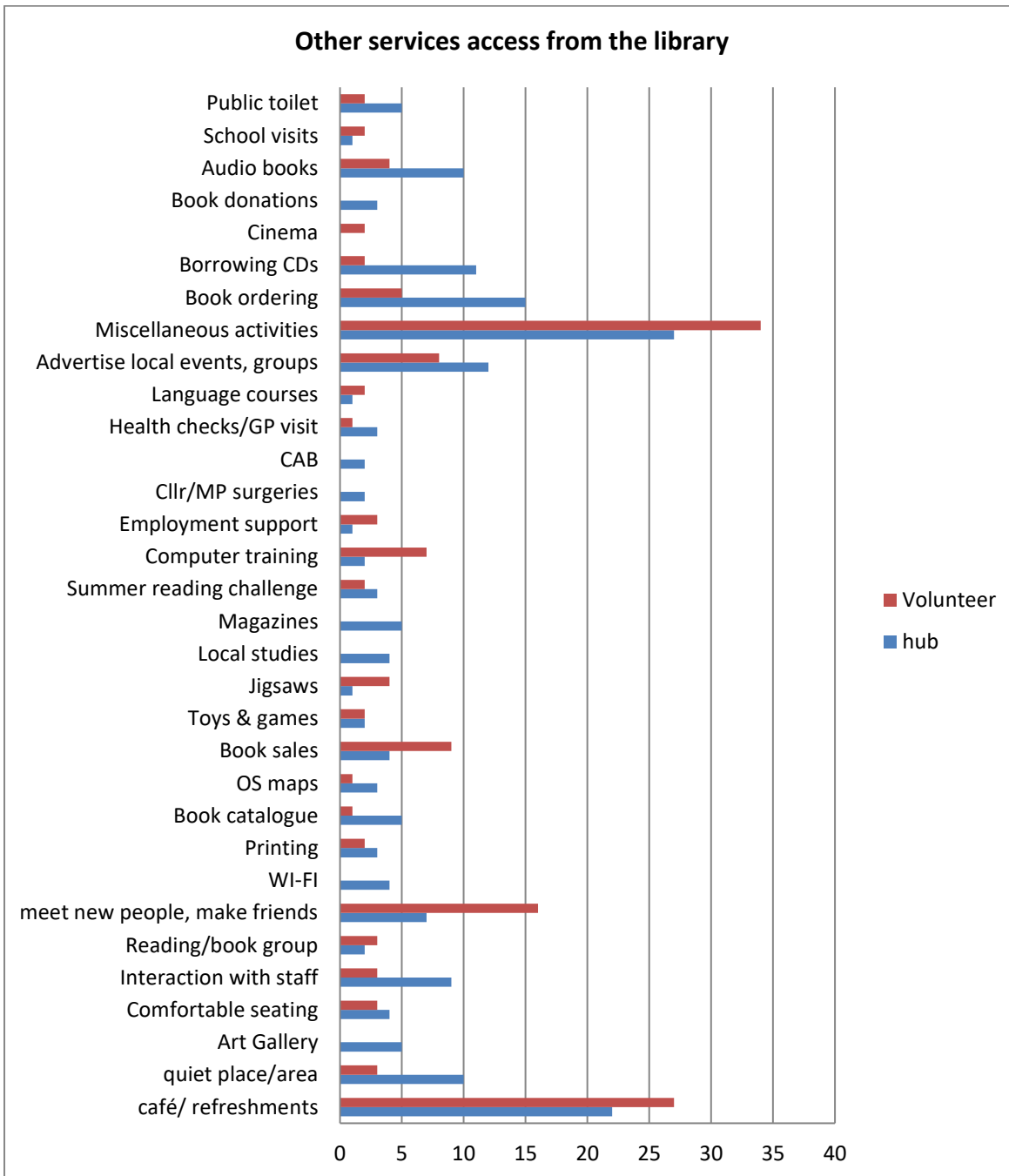
10.5 Other services that could be offered

There is little variation between volunteer run and hub libraries, on what services library users would like to be offered. For both Volunteer run libraries and Hub libraries the top response is to have café/refreshment facilities, followed by childrens activities. Access to other services was more popular for Hub libraries, such as CAB advice, job clubs, collection points, information services and adult education.

Other services that could be offered
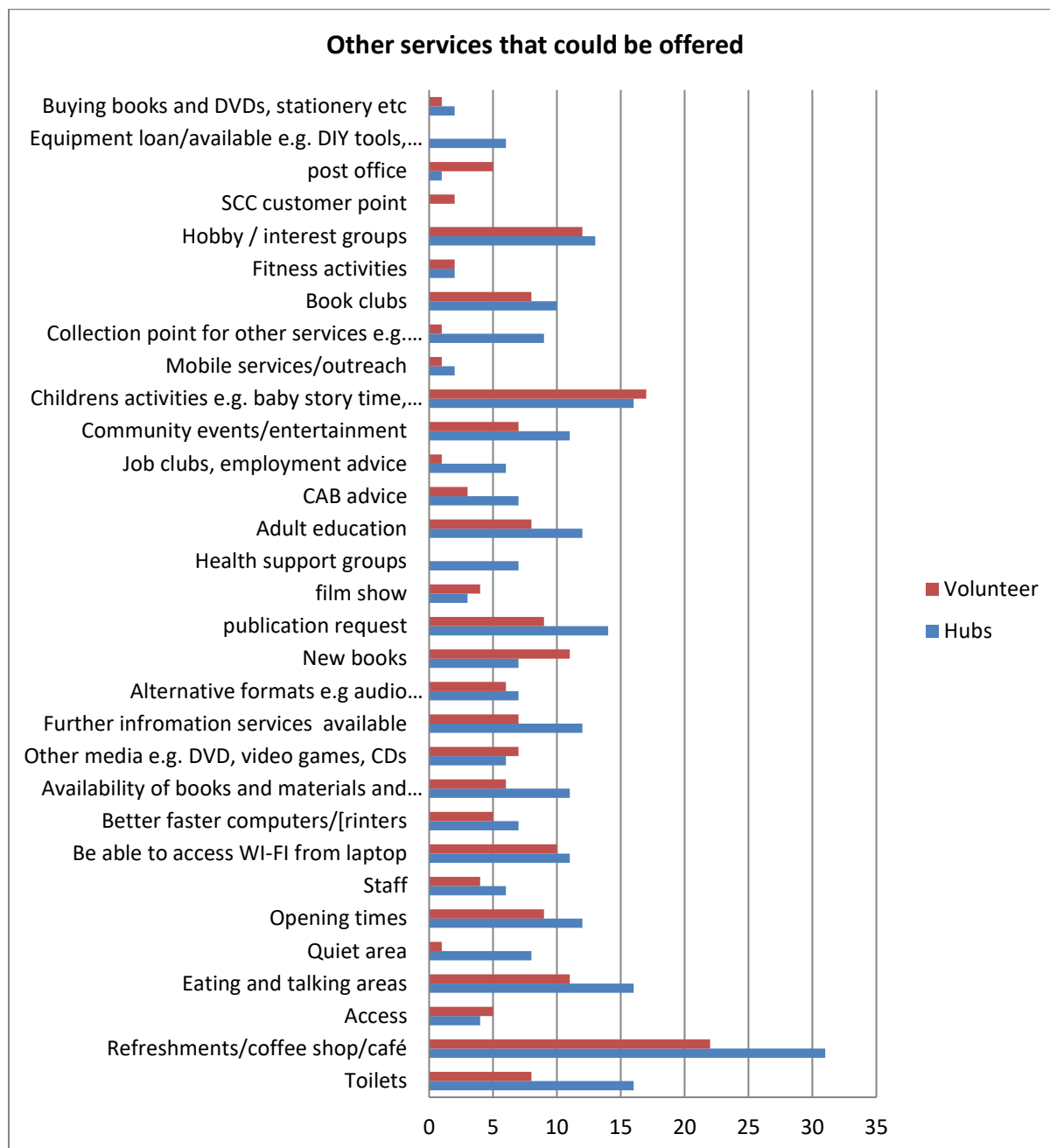
10.6 How well do we meet the needs of people with a disability?

The majority of survey respondents indicated that the library is accessible for them, whether this is a volunteer run library or a Hub library. In regards to services that could be improved, toilet facilities are a popular comment, and this is similar for both types of library. For volunteer run libraries disabled parking and automatic doors were the most popular improvements requested. For Hub libraries the most popular improvements requested are to the main entrance (principally Central library), and general improvement to the buildings making them more disability friendly.

Chart: How do we meet additional needs (Volunteer / Hubs)
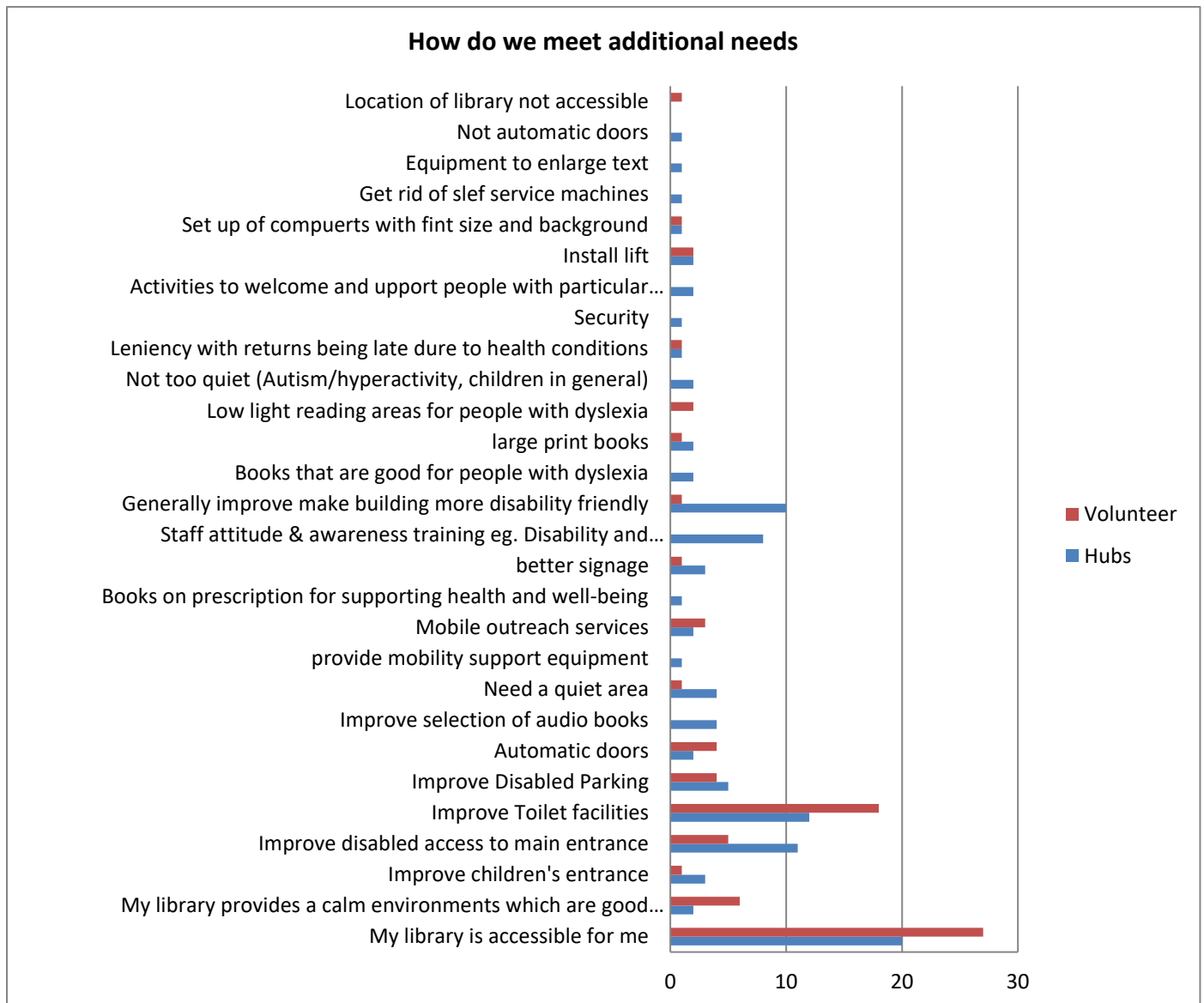
10.7 Any other comments

When referring to volunteer run libraries, the most popular comment was praise for the volunteers. When referring to Hub libraries, the most popular comment was praise for library staff. There were lots of comments from survey respondents hoping that support continues for the volunteer run libraries. There was a similar number of respondents who want investment and resourcing of Council run libraries.

Any other comments

■ Volunteer ■ Hubs

- libraries should be closed/libraries outdated
- question rather than comment
- I would like to volunteer
- investment/resourcing of council run libraries
- All libraries should be run by the council
- Hope support continiues for volunteer libraries/working…
- Concerned about libraries being run by volunteers
- Improve Book stock and book stock catagories
- I.t resources, equipment, help and courses
- Dislike self service machines
- More events/activities
- Need to digitise old newspaper archive
- Need public toilets
- Would like improved opening hours
- Need more comfortable furniture
- Love the events
- Enjoy coming to the library with my family
- Essential service for older people/young families
- Libraries are an important resource (i.e. for people who…
- Helpful library staff, praise for council libraries
- Would prefer to have paid staff rather than volunteers.

0   20   40   60   80   100