

Syston library self-access (Library Plus) survey

Consultation survey results

July 2017

Jo Miller

Strategic Business Intelligence Team Leader

Michelle Monamy

Research and Insight Officer

Strategic Business Intelligence Team
Strategy Business Intelligence Branch
Chief Executive's Department
Leicestershire County Council
County Hall, Glenfield
Leicester LE3 8RA

Tel 0116 305 7341

Email jo.miller@leics.gov.uk

Produced by the Strategic Business Intelligence Team at Leicestershire County Council

With support from:

- Communities and Wellbeing, Leicestershire County Council
- Transformation Unit, Leicestershire County Council

Whilst every effort has been made to ensure the accuracy of the information contained within this report, Leicestershire County Council cannot be held responsible for any errors or omission relating to the data contained within the report.

Contents

Chapter 1: Introduction & methodology	4
Background	4
Overview of the process	4
Communications and media activity	4
Responses and respondent profile	5
Analysis methodology.....	6
Chapter 2: Current library use	7
Frequency of use (Q3).....	7
Frequency of use of Syston library (Q4)	7
Chapter 3: Library Plus	9
Awareness of Library Plus self-access hours (Q5)	9
Joining the library to take advantage of Library Plus (Q6)	9
Ease of use (Q7)	9
Registration for Library Plus (Q8).....	11
Induction (Q9-10).....	12
Reasons for signing up for Library Plus (Q11).....	13
Use of library plus hours (Q12)	13
Rating of library plus (Q13)	14
What respondents like most about Library Plus (Q14)	15
Issues encountered with Library Plus (Q15)	16
Change in library use since introduction of Library Plus (Q16-17)	16
Reasons for non-use (Q18)	17
Future use (Q19)	18
Concerns (Q20)	19
Advantages of using Library Plus (Q21)	19
Suggestions to encourage use of Library Plus (Q22)	20
Impact of reduced staff hours (Q23-25)	21
Preference for staffed and Library Plus hours (Q25).....	24
Other comments (Q26).....	24
Appendix A: Questionnaire	26
Appendix B: Demographic profile of respondents	38

Chapter 1: Introduction & methodology

Background

In March 2017, the County Council introduced a three month pilot of SMART library technology at Syston Library, known as Library Plus. SMART library technology enables users to access the building outside of usual opening hours (unstaffed) with their library card in order to borrow, return and renew items or use the public computers, wi-fi and printing and copying facilities. During the three-month trial, library users have been able to take advantage of 30 additional opening hours per week, through the self-access scheme.

Smart Libraries are one element of the implementation of the Communities & Wellbeing Strategy (“Providing Less: Supporting More – Our Vision and Strategy for Communities & Wellbeing 2016-20”). The use of SMART library technology can reduce staff cost and increase public self-access to some library venues.

Syston library has been used to test out the technology, but also to find more out about how it might change the way that people use the library service. If the pilot is successful consideration will be given to rolling out of the scheme to other suitable libraries.

Overview of the process

Following the Syston library pilot, a survey was commissioned to gather views on self-access libraries, whether or not members have used Syston library during the Library Plus hours.

The survey was made available on the council website from 8th May 2017 and closed on 23rd June 2017.

The survey asked people for feedback on their use of the library service, their awareness and current use of Library Plus, and their likely use of the scheme in the future.

Communications and media activity

The council communicated the Syston Library Plus Survey in a number of ways, including:

- Email to all Syston library users (with a recorded email address)
- Publicity in Syston library
- Publicity during induction events for people signing up to use Library Plus

Communications activity was carried out as part of a wider communication plan about the pilot at Syston Library which has been ongoing since February 2017. This includes local television and press releases, library posters, e-blasts to a range of stakeholders, information on the County Council website and leaflet distribution to the local community. The survey was published online and a printed (offline) version was also made available. A freepost return address was provided for completed surveys to encourage responses.

Responses and respondent profile

Overview of responses

During the consultation period, 46 people responded to the survey. The majority (41) took part by completing an online survey, with the remainder returning a paper response (5).

Respondent profile

The questionnaire included a range of demographic questions on:

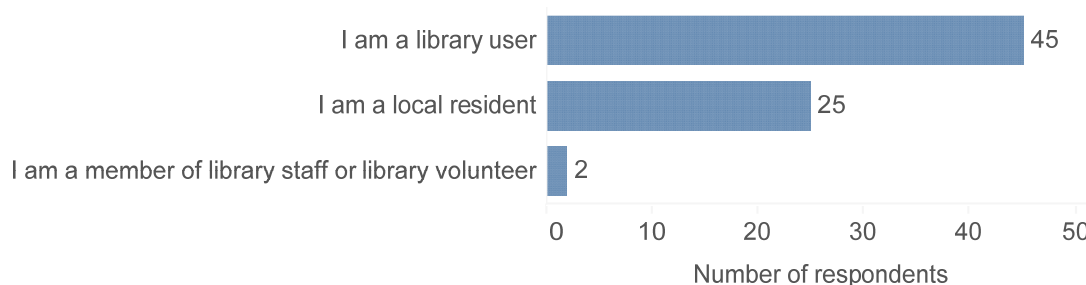
- Gender
- Gender identity
- Age
- Parent or carer of children
- Parent or carer of children (by age of children)
- Carer of an adult
- Long-term illness or disability
- Ethnicity
- Religion
- Number of cars in household
- Internet access
- Qualifications
- Economic status
- Council employee
- Sexual orientation

The sample size does not allow for statistical analysis of results across different demographic groups; however the demographic profile of those responding to the survey is reported in Appendix 2. The majority of respondents were aged over 45 years and of White ethnicity. 65% of respondents were female and 55% were wholly retired from work. 90% of respondents indicated that they had access to at least one car.

Most respondents were library users (41) and local residents (25) (Chart 1).

Chart 1 - Role in which responding (multiple choice) (Q1)

(Base=46)



Analysis methodology

Graphs and tables have been used to assist explanation and analysis. Question results have been reported based on those who provided a valid response, i.e. taking out the 'don't know' responses and no replies.

Demographic analysis

The questionnaire included a range of demographic questions. The counts and percentages of responses to these questions and a map to illustrate the geographic spread of respondents are reported in Appendix 2.

Analysis of open-ended comments

The survey contained thirteen open-ended questions. 314 comments were coded from the responses to these questions. For the purpose of analysis, coding frames were devised for each of the questions. All of the comments were read and coded by analysts. The Libraries Service will be given all comments in full for further consideration.

Chapter 2: Current library use

Respondents were asked two questions about their current use of the library service.

Frequency of use (Q3)

Respondents were asked how often, if at all, they had visited either Syston library or another library over the last 12 months.

Chart 2 shows that over half (27) of respondents visited Syston library at least once a fortnight. 5 respondents visited another library at least once a fortnight, with 10 respondents indicating that they had never visited another library.

Chart 2 – Frequency of use over the last 12 months (Q3) - number of responses (Base=46)

	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never used
Syston library	4	10	13	14	3	1		1
Another library	1	2	2	3	3	4	2	10

Frequency of use of Syston library (Q4)

Respondents were asked how often, if at all, they used a range of different services at Syston Library.

Chart 3 shows that the most popular activity was borrowing a book, followed by using the library to access information, use the public computers or use it for study / reference / education. Using the library to meet people received the lowest usage frequency amongst respondents, with 20 respondents indicating that they had never used the library for this purpose.

Chart 3 – Uses of Syston library service – number of responses (Q4)

(Base=45)

	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never used
Accessed information	3	1	4	5	3	4	1	11
Borrowed a book	3	5	9	17	6	2		2
Used the printing/photocopying services	2	1	2	1		7	4	16
Used the public computers	2	4	4	2	2	4	2	10
Used the library for study/reference/education	1	1	2	4	6	3	2	10
Hired a DVD		1	2	2	6	3	1	13
Used the library space to meet people		1	1	3	1		3	20

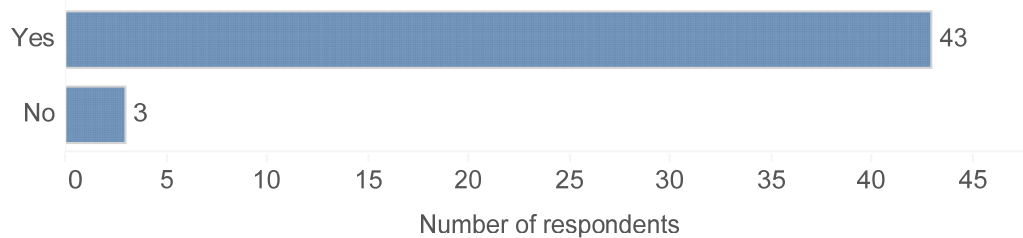
Chapter 3: Library Plus

Awareness of Library Plus self-access hours (Q5)

Respondents were asked if they had heard about the Library Plus self-access hours at Syston Library before receiving the survey. Chart 4 shows that the majority of respondents had heard about the Library Plus self-access hours before completing the survey, with just 3 respondents indicating that they had not heard about it beforehand.

Chart 4 – Awareness of Library Plus self-access hours (Q5)

(Base=46)

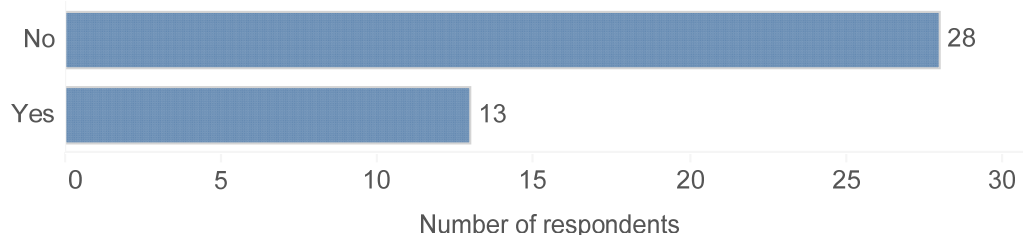


Joining the library to take advantage of Library Plus (Q6)

Respondents were asked if they had recently joined Syston library to take advantage of Library Plus and the extended opening hours. Chart 5 shows 13 respondents had recently joined for this reason.

Chart 5 – Joining the library to take advantage of Library Plus (Q6)

(Base=41)



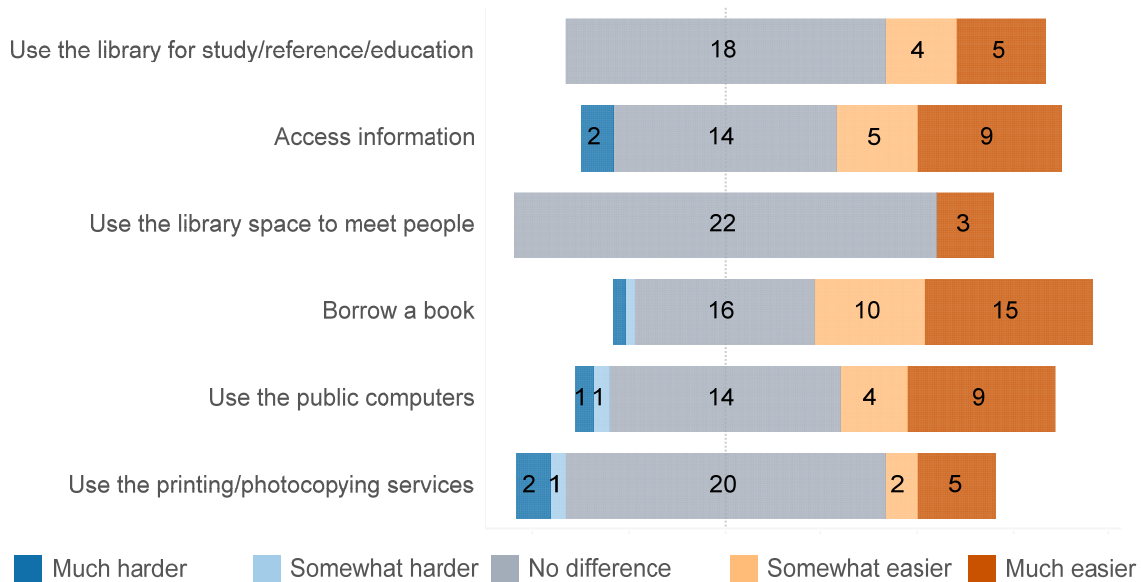
Ease of use (Q7)

Respondents were asked if the introduction of Library Plus had made it easier or harder to access various services at Syston library. As illustrated in chart 6, many respondents indicated that the introduction of Library Plus had made no difference to how easy or difficult it was to access certain services.

Over half of respondents indicated that borrowing a book was either somewhat easier (10) or much easier (15). Using the library to print/photocopy, access information, borrow a book and use the public computers received a few responses to indicate that these activities were harder.

Chart 6 – Ease of use (Q7)

(Base=41)

**Open comments**

Respondents were asked to provide comments for their answer to Q7. Chart 7 shows 19 respondents provided positive comments regarding Library Plus, with 13 respondents indicating that Library Plus fits in with their current circumstances / schedule. Concerns expressed by respondents include potential issues with equipment e.g. computers not working and comments highlighting a need for staff to be present, for example to provide additional help or services.

Indicative comments:

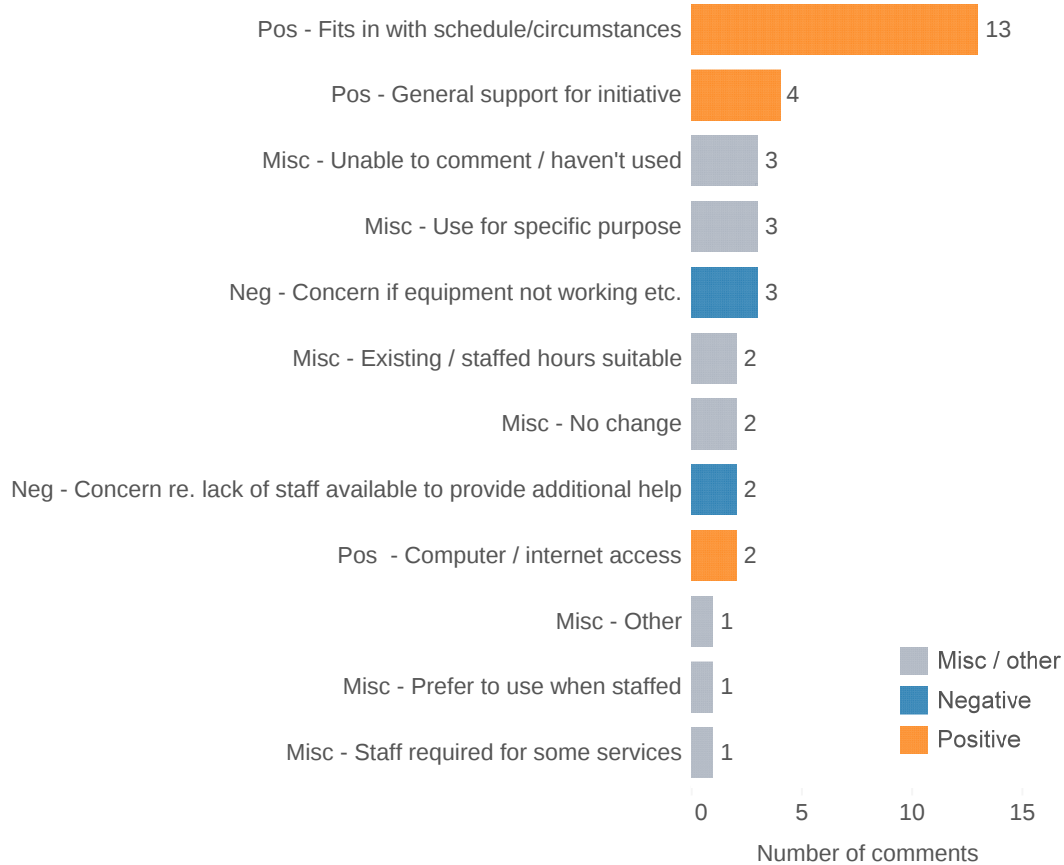
"In the past, I was never quite sure of opening times. Now the library is available at any normal shopping time"

"I can borrow books at a time convenient to me e.g. after shopping instead of having to wait for 10 a.m."

"Reducing staff hours would make it much harder for me. I love the friendly staff and I cannot print/photocopy without them. So people like me, who require help would lose this service."

Chart 7 – Open comments re. ease of use (Q7a)

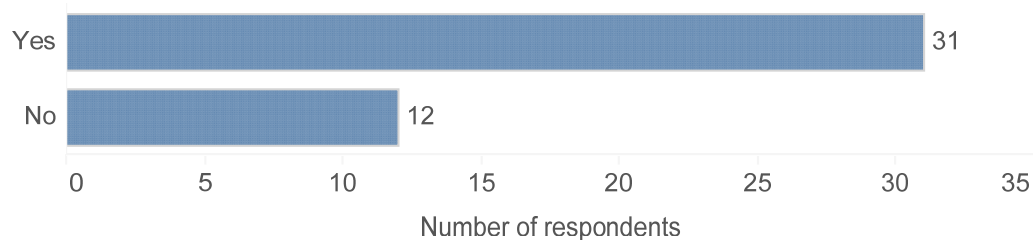
(Base=37)

**Registration for Library Plus (Q8)**

Respondents were asked if they had signed up to use Library Plus. 31 out of 46 respondents indicated that they had signed up (Chart 8).

Chart 8 – Registration for Library Plus (Q8)

(Base=43)

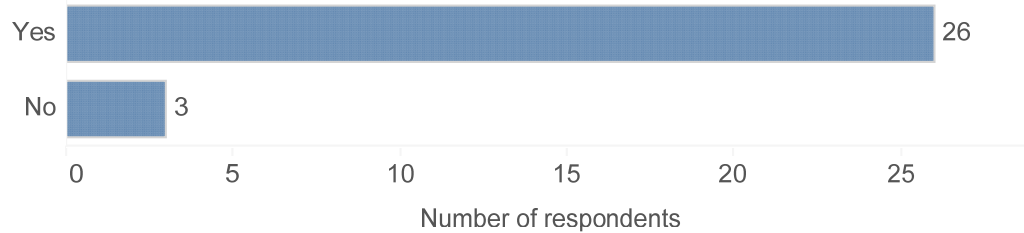


Induction (Q9-10)

Respondents who said 'Yes' to Q8 were then asked if they had been on the induction. 26 respondents indicated that they had been on the induction (Chart 9)

Chart 9 – Attendance at induction (Q9)

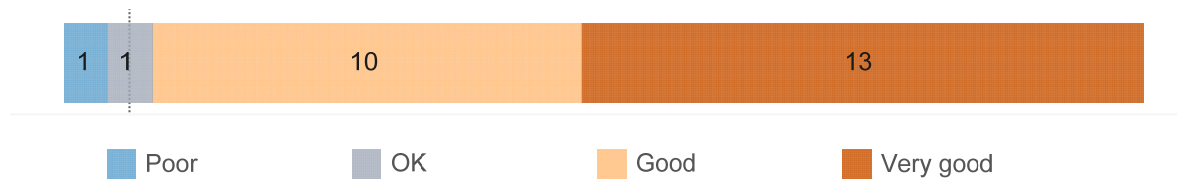
(Base=29)



Those who had been on the induction were asked to rate the induction process (Q10). Chart 10 shows the majority of respondents rated the induction process as 'good' or 'very good.'

Chart 10 – Induction process rating (Q10)

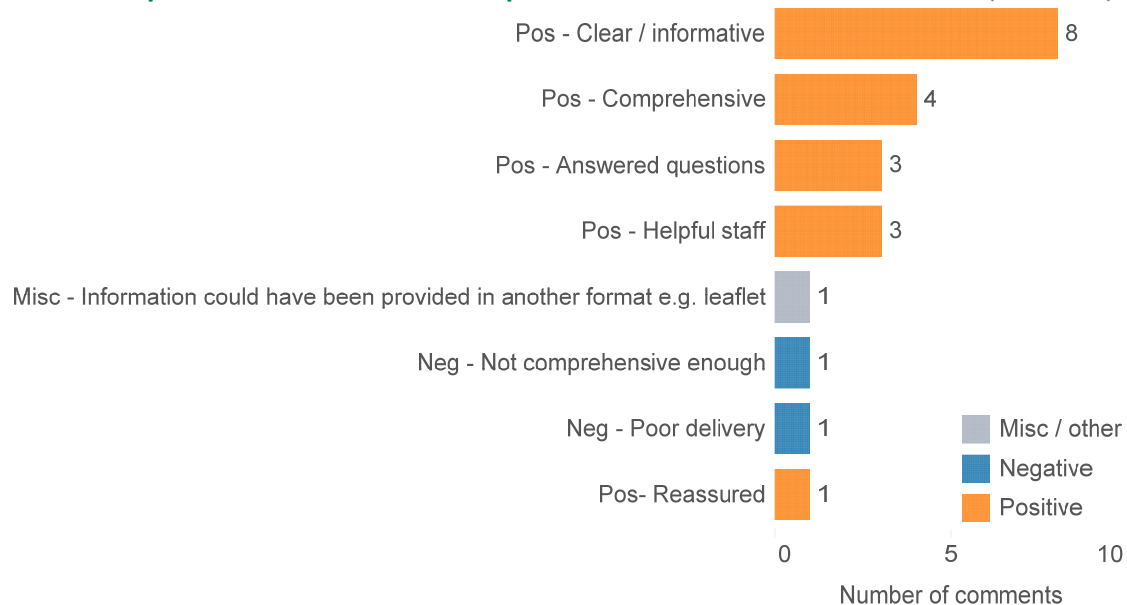
(Base=25)



Respondents were asked to provide comments for their answer to Q10. Chart 11 shows that the majority of comments were positive in nature. Many respondents indicated that the induction process was clear and informative, comprehensive and that staff were helpful. Just a couple of comments raised specific concerns regarding the induction process.

Chart 11 – Open comments re. induction process

(Base=22)

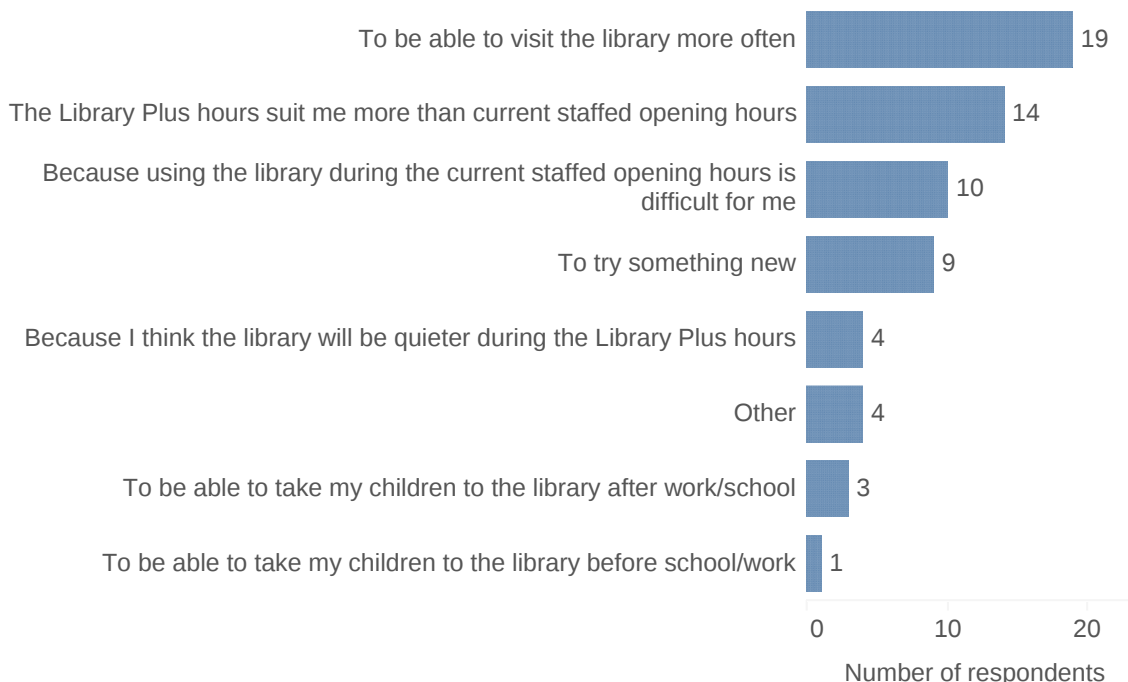


Reasons for signing up for Library Plus (Q11)

Respondents were asked why they had decided to sign up for Library Plus. Chart 12 shows the most popular reason was to be able to visit the library more often (19 responses). Other popular reasons included the fact that the Library Plus hours suited them more than the current staffed hours, and that using the library during staffed hours was more difficult for them. Other reasons for signing up included increased flexibility/choice, internet access, and staff suggestion.

Chart 12 – Reasons for signing up for Library Plus (Q11)

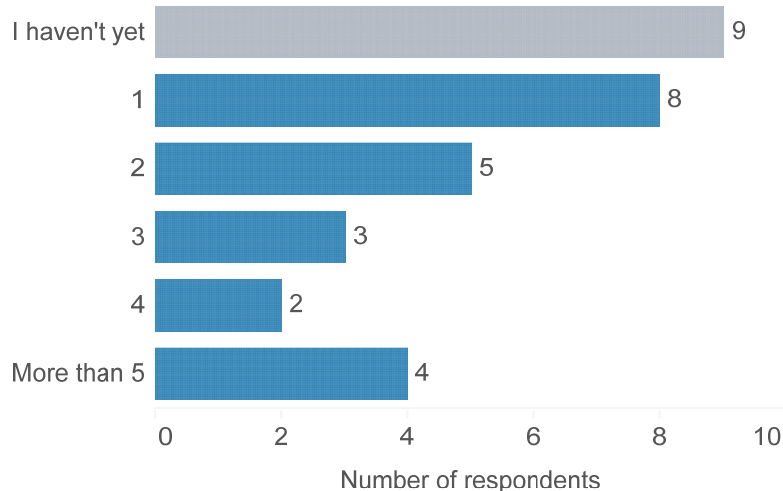
(Base=31)



Respondents were asked how many times they had used the library during Library Plus hours. As illustrated in chart 13, over half of respondents (22) had used the library during Library Plus hours at least once, with 4 respondents reporting that they had used it more than five times.

Chart 13 – Use of Library Plus hours (Q12)

(Base=31)



Rating of library plus (Q13)

Respondents were asked to rate their overall experience of using the library during Library Plus hours (Q13). Chart 14 shows that the majority of respondents to this question rated their overall experience as 'very good.' No respondents indicated that their overall experience was 'poor' or 'very poor'

Chart 14 – Rating of Library Plus hours (Q13)

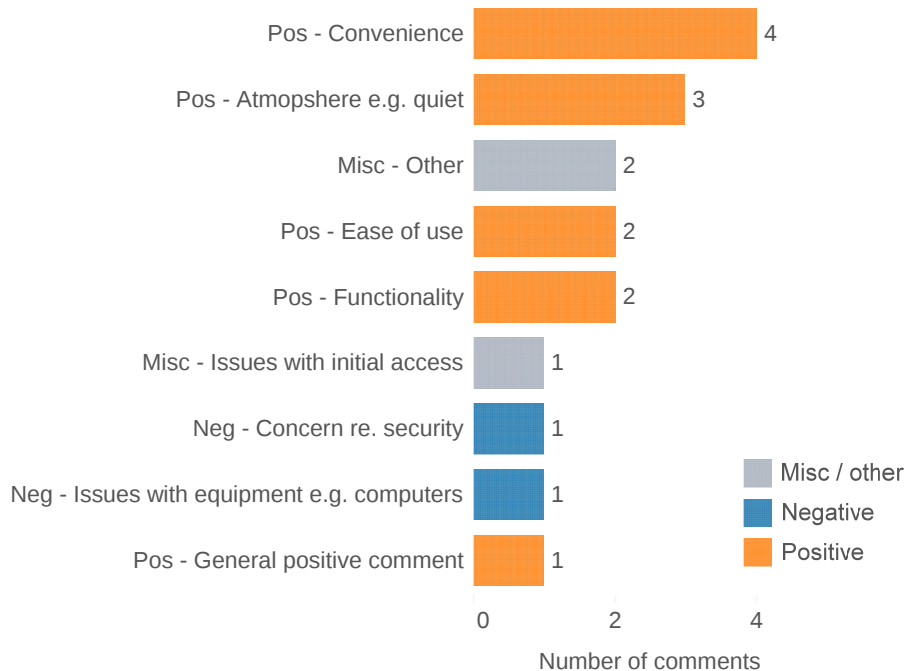
(Base=22)



Respondents were then asked to provide comments for their answers to Q13. 13 out of 18 comments provided were positive in nature, with the most common themes being convenience, atmosphere, and functionality. A couple of concerns were raised around security and potential issues with equipment e.g. computers.

Chart 15 – Open comments re. rating of Library Plus hours

(Base=17)



What respondents like most about Library Plus (Q14)

Q14 asked respondents what they liked most about the experience. The most popular themes amongst these comments were convenience and flexibility around accessing the library. Other respondents highlighted the atmosphere (e.g. quiet) and ease of use as positive aspects of their experience.

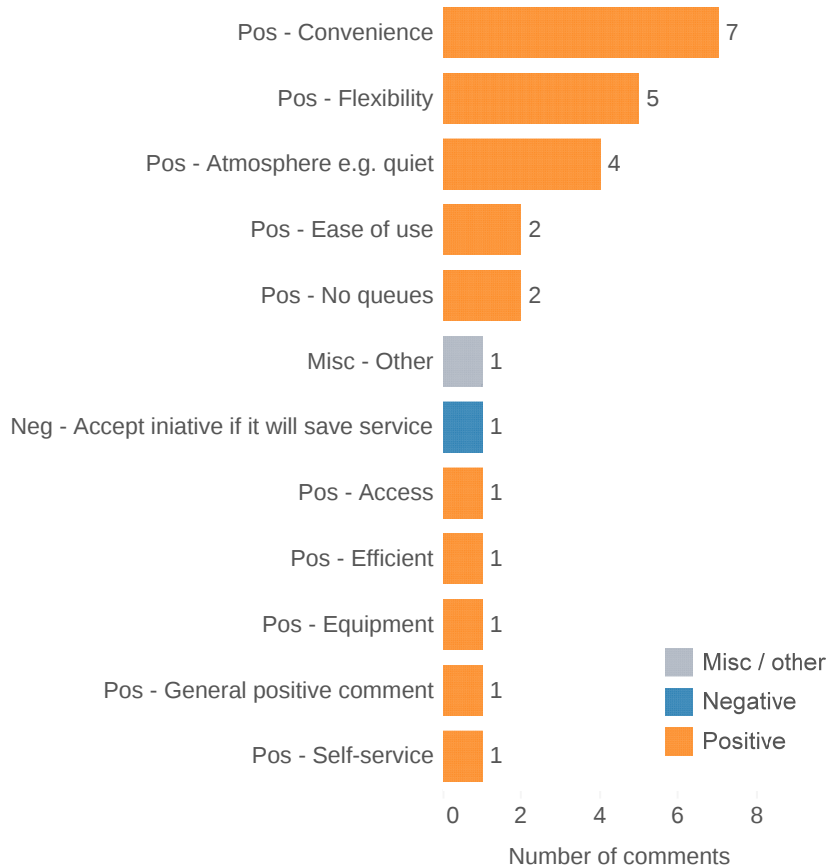
Indicative comments:

“Useful to have extra hours to access the library, I can fit my other activities in better”

“Being able to go to library at time to suit family - Saturday swimming lesson, then straight to library without having to go home.”

Chart 16 – What respondents like most about Library Plus (Q14)

(Base=27)

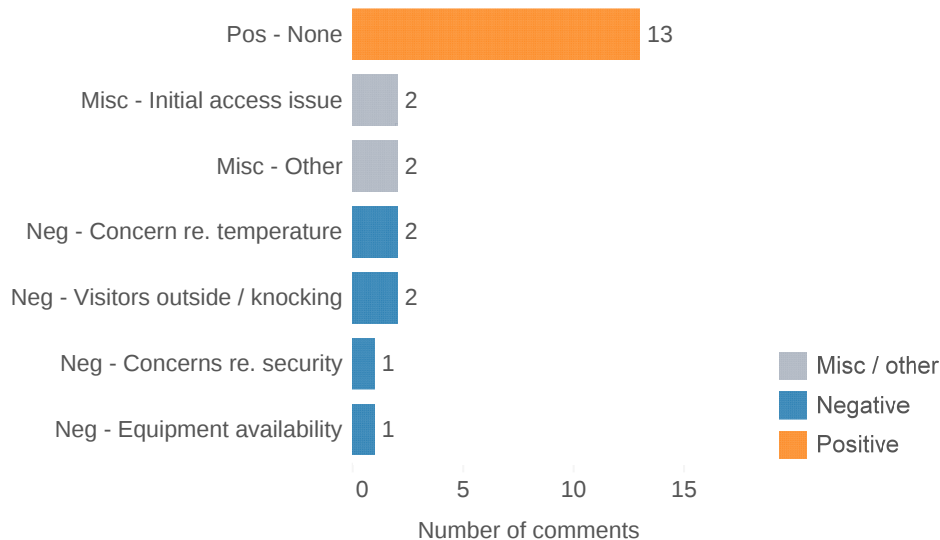


Issues encountered with Library Plus (Q15)

Respondents were asked to provide comments regarding any issues they had encountered (Q15). Chart 17 shows the majority of respondents who answered this question indicated that they not encountered any problems (13). Issues that were raised included security concerns, other people outside requesting access, initial access issues e.g. using card / pin and concerns regarding the temperature.

Chart 17 – Issues encountered with Library Plus (Q15)

(Base=23)

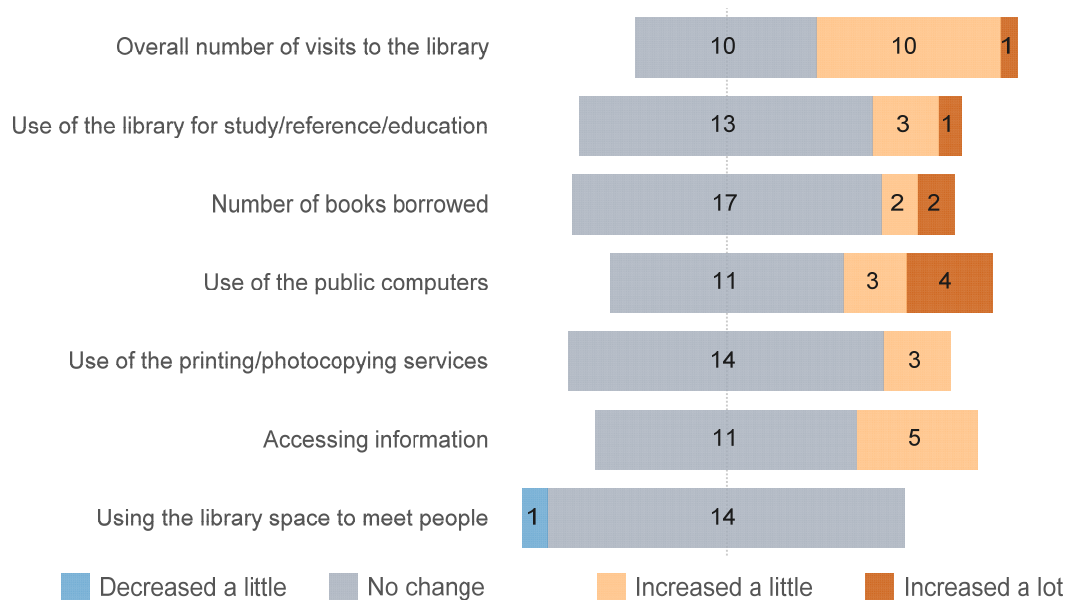


Change in library use since introduction of Library Plus (Q16-17)

Q16 asked respondents if their use of the library had changed since the introduction of Library Plus hours. As chart 18 shows, many respondents indicated that the introduction of Library Plus hours had made no change in their use of the library. 11 respondents indicated that the overall number of visits to the library had either increased a little or increased a lot and 7 respondents indicated that their use of the public computers had increased.

Chart 18 – Change in library use since introduction of Library Plus (Q16)

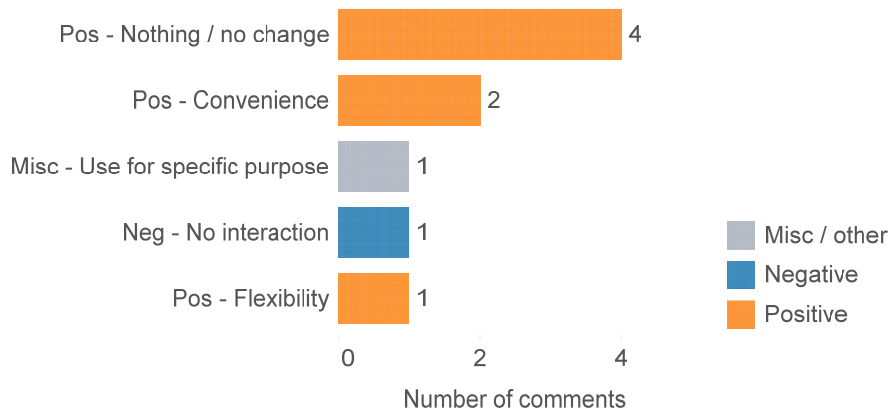
(Base=22)



Respondents were asked if anything else had changed about the way they used the library since the introduction of Library Plus hours (Q17). Of the nine comments received, four indicated that nothing else had changed. Two comments referenced the convenience of the hours and one respondent highlighted the lack of interaction with people.

Chart 19 – Open comments re. change in library use (Q17)

(Base=9)

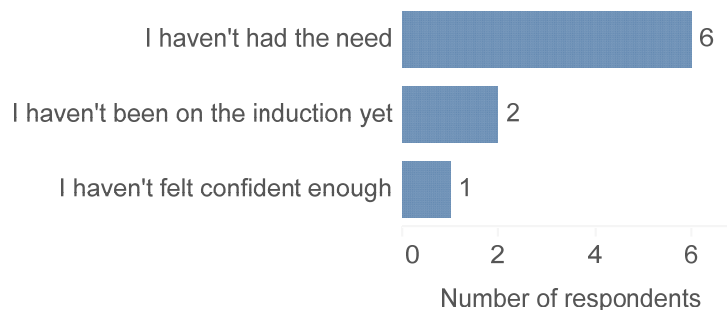


Reasons for non-use (Q18)

Q18 asked respondents who had not used the library during Library Plus hours why this was the case. Chart 20 shows the most popular reason was that they had not had the need to use the library during Library Plus hours. Two respondents had not been on the induction yet and one respondent did not feel confident enough.

Chart 20 – Reasons for non-use (multiple choice) (Q18)

(Base=8)

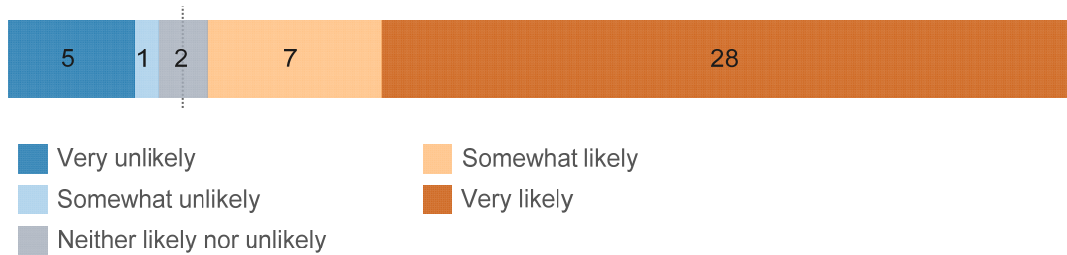


Future use (Q19)

Respondents were asked how likely they were to use the library during Library Plus hours in the future. Over half of respondents (28) selected 'very likely,' with 5 respondents indicating that they were 'very unlikely' to use the library during Library Plus hours in the future (chart 21).

Chart 21 – Likelihood of future use (Q19)

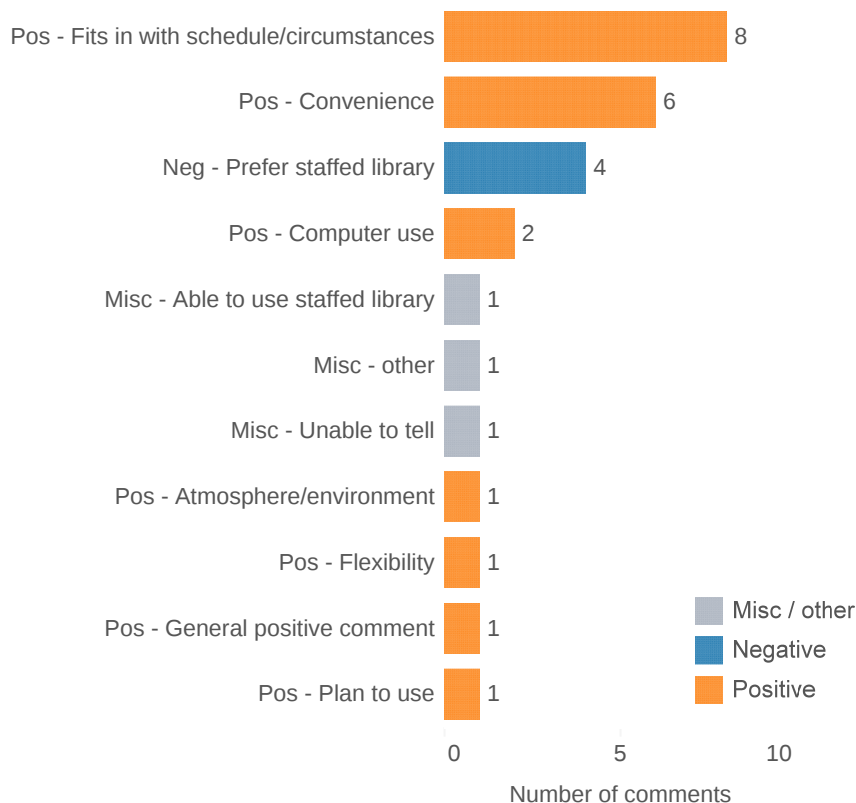
(Base=46)



Respondents were then asked to provide comments for their answer to Q19. Many comments referenced the fact that the hours fit in with personal circumstances/schedule and that the hours were convenient. Four comments highlighted a preference for visiting the library when staffed.

Chart 22 – Comments re. likelihood of future use

(Base=27)



Concerns (Q20)

Q20 asked respondents what, if any, concerns they had about using the library when it is not staffed. 42 respondents answered this question and although 13 comments indicated that they had no concerns, 9 comments highlighted concerns regarding being alone in the library with a further 8 comments referencing security concerns specifically. Other themes noted within the comments include concerns regarding potential issues with other members, lack of staff availability, issues with equipment and potential damage / vandalism.

Indicative comments:

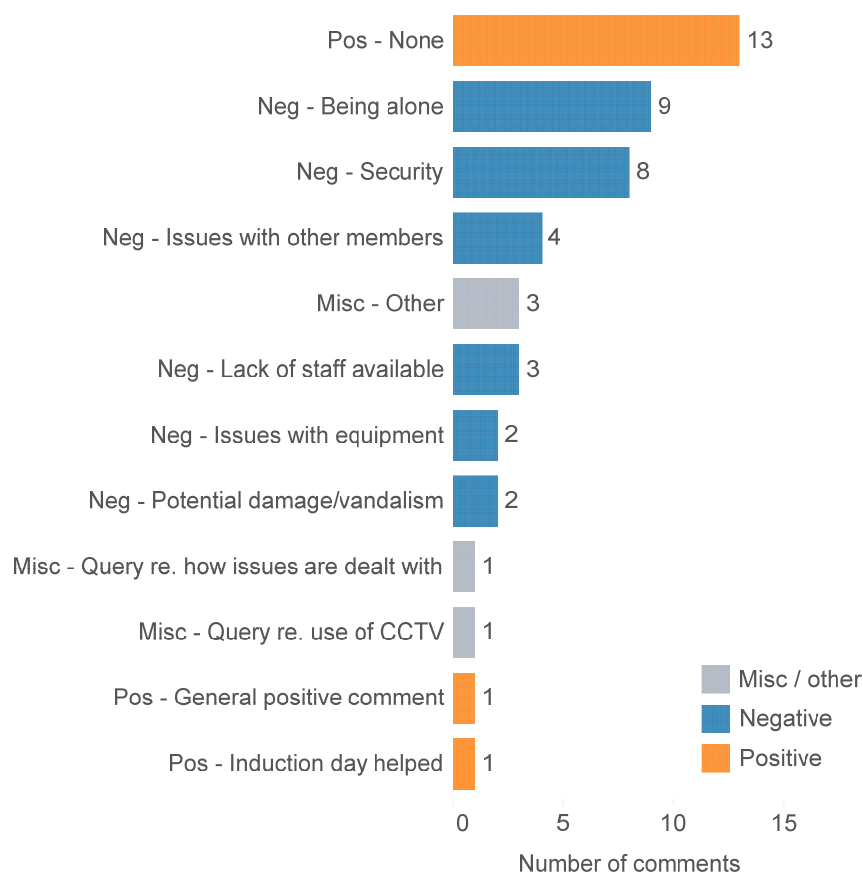
"Not sure I would feel happy if on my own"

"Security on dark nights"

"I am concerned about other users"

Chart 23 – Concerns (Q20)

(Base=48)

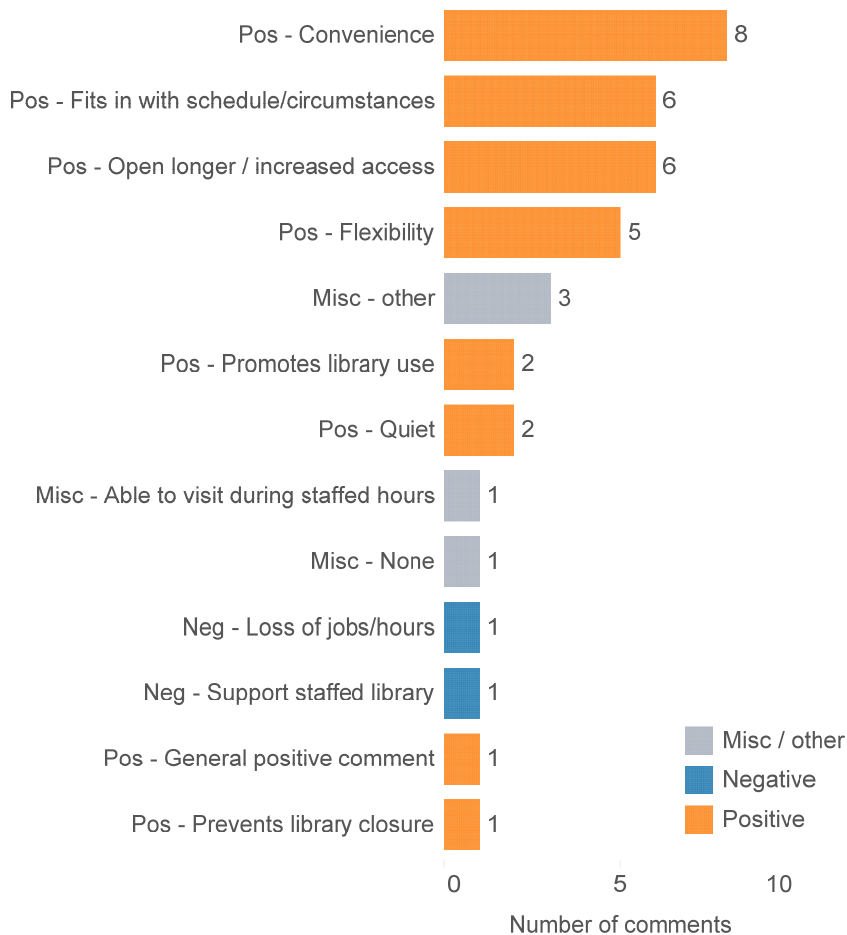


Advantages of using Library Plus (Q21)

When asked what advantages, if any, they saw of using the library during Library Plus hours, many respondents referenced the fact that it fits in with personal circumstances/schedule and that it was convenient. On a related note, 6 comments highlighted increased access or opening hours as an advantage of using the library during Library Plus hours and 5 comments referenced flexibility as an advantage. A couple of comments were of a negative nature, making reference to the loss of staff and supporting a staffed library.

Chart 24 – Advantages of using Library Plus (Q21)

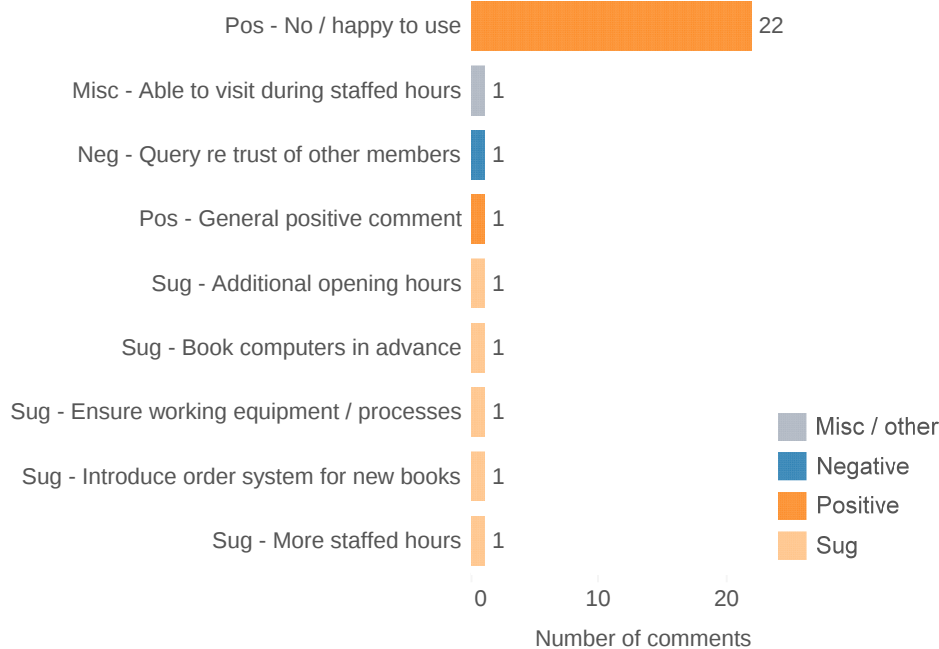
(Base=38)

*Indicative comments:**"More convenient for customers"**"Visiting the library can be fitted into my routine, rather than the other way round"**"More chance to pick up reserved books and to use the photocopier"***Suggestions to encourage use of Library Plus (Q22)**

Q22 asked respondents if there was anything else that could be done to make it more likely for them to use the library during Library Plus hours. The majority of comments indicated either that they were happy to use the library during Library Plus hours or that there was nothing else that could be done. Other comments were varied in nature but as chart 25 shows, suggestions included additional opening hours, the ability to book computers in advance, introducing an ordering system for new books, and ensuring that equipment / processes are working efficiently.

Chart 25 – Suggestions to encourage use of Library Plus (Q22)

(Base=30)

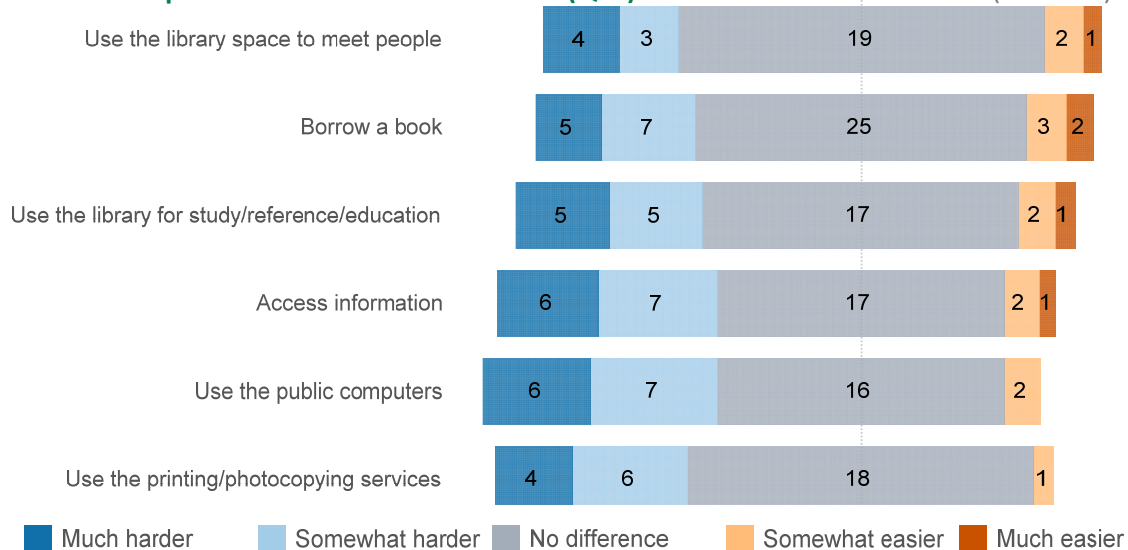
**Impact of reduced staff hours (Q23-25)**

The survey provided an explanation of current proposals under consideration regarding the introduction of Library Plus across the library network. This included a potential reduction in staffed opening hours.

Respondents were asked if a reduction in staffed opening hours to 3 hours a day and an increase in Library Plus hours would make it easier or harder for them to use the library to carry out certain activities (Q23). Chart 26 shows that many respondents indicated that it would make no difference to them. Activities which received more responses to indicate that they would be harder were accessing information and using the public computers (13 responded either 'somewhat harder' or 'much harder' to each of these activities).

Chart 26 – Impact of reduced staff hours Plus (Q23)

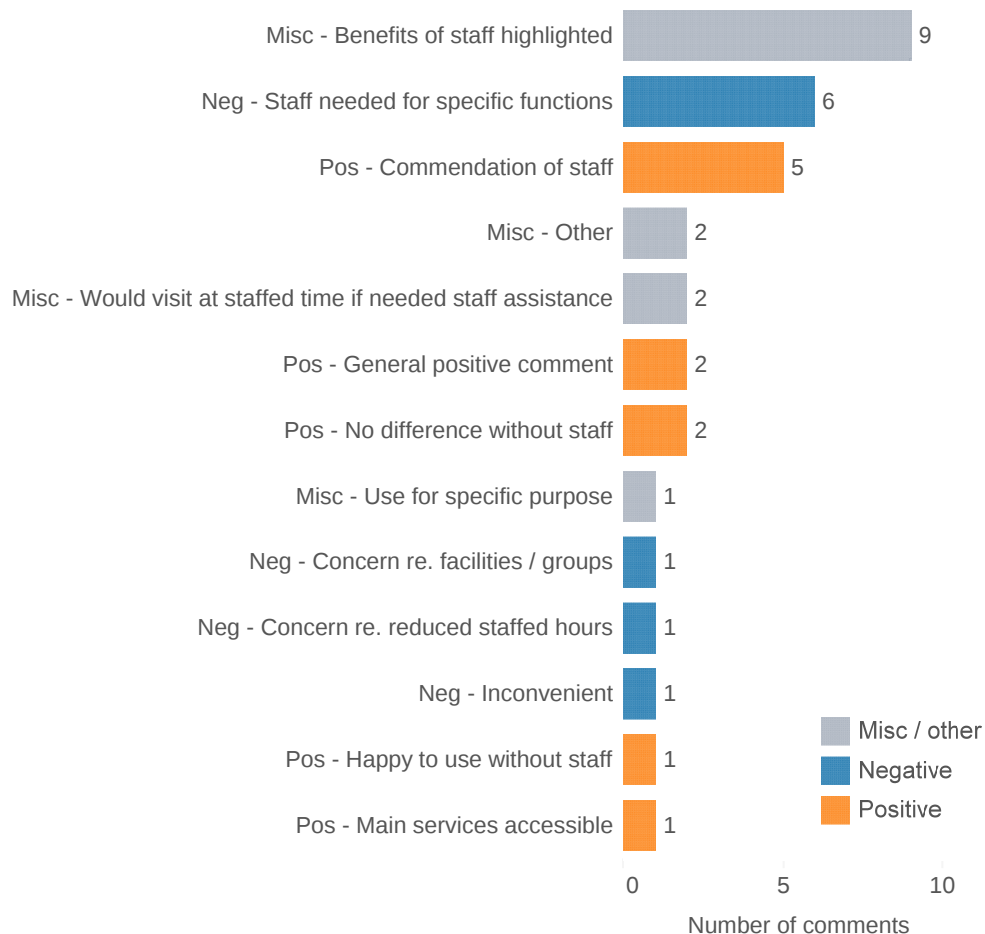
(Base=45)



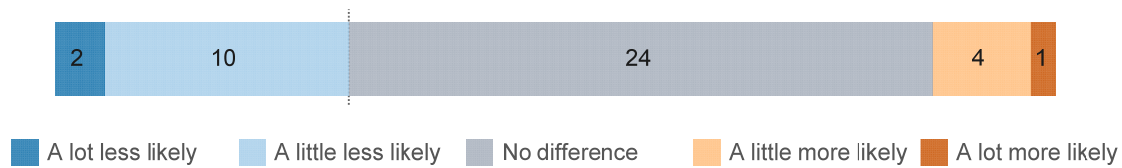
Respondents were then asked to provide comments for their answer to Q23. The most popular theme amongst responses referenced the benefits of staffed provision (9 comments), including the benefit of human input and the availability of trained/skilled staff. A need for staff to carry out specific functions was highlighted by 6 comments with a further two comments suggesting that they would visit the library during staffed hours if they needed assistance. Commendation of library staff was specifically referenced in 5 comments. Negative comments included concern regarding access for groups/facilities, general concern over reducing staffed hours, and inconvenience.

Chart 27 – Comments re. impact of reduced staff hours

(Base=34)



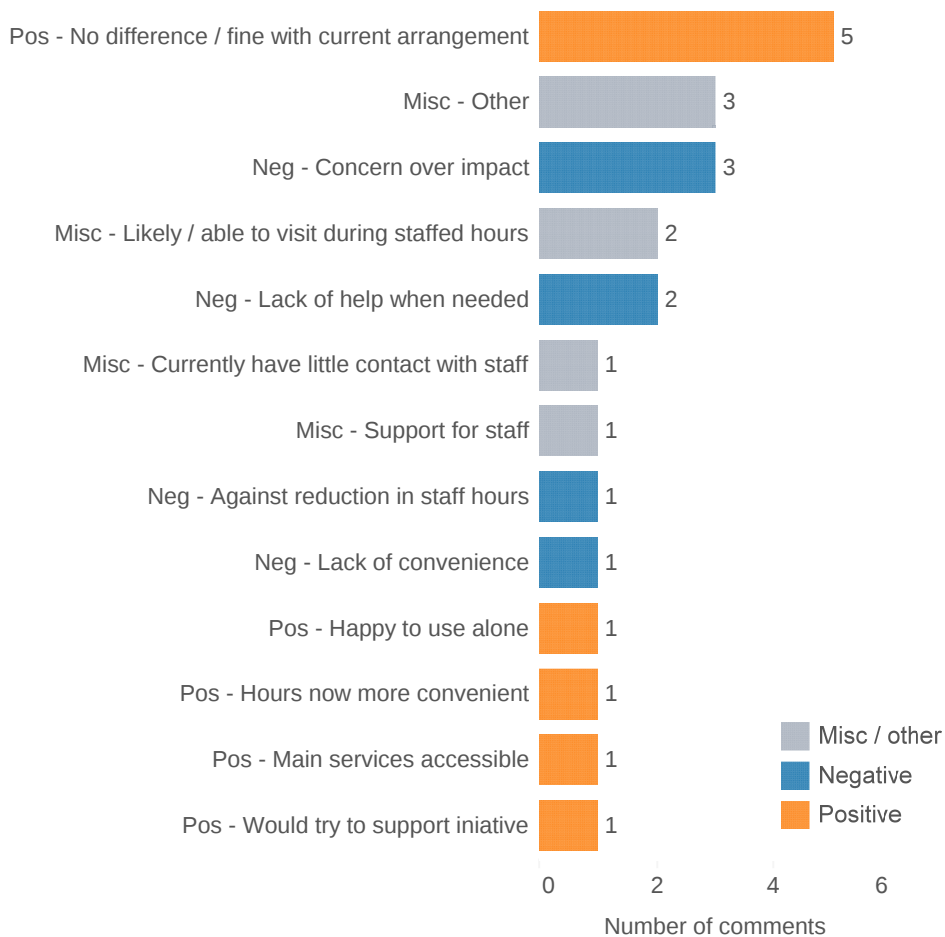
In response to Q24, over half of respondents (24) indicated that there would be no difference to their likelihood of using the library if staffed hours were reduced to 3 hours a day and Library Plus hours were increased. 12 respondents reported that they would either be 'a little less likely' or 'a lot less likely' to use the library in this scenario and 5 respondents indicated that they would be 'a little more likely' or 'a lot more likely to the library.'

Chart 28 – Impact of reduced staff hours and increased Library Plus hours (Q24) (Base=44)

The 22 comments that were provided to supplement answers to Q24 ranged in scope as illustrated in chart 29. Nine of these comments were of a positive nature in relation to Library Plus, with 5 respondents indicating that they would see no difference in their likely use, or that they were happy with the current arrangement at the library. Concerns were expressed around the impact of the proposed changes, including the potential staff workload during staffed hours and the impact on the value and atmosphere of the library. Two comments raised concerns around lack of available assistance from staff when required.

Chart 29 – Comments in response to Q24

(Base=23)



Preference for staffed and Library Plus hours (Q25)

Q25 asked respondents to indicate at what times they would like to the library to be staffed and what times in Library Plus mode or closed if staffed hours were reduced to 3 hours per day.

Respondents were asked to select up to 10 Library Plus hours and up to 3 staffed hours, however 1 respondent selected more than 10 Library Plus hours and 4 respondents selected more than 3 staffed hours. These responses have been excluded from the analysis of this question to enable comparable analysis.

The most popular times for staffed hours were between 10 am and midday. The most popular times for Library Plus hours were between 8am and 9am (22 responses) and 4pm to 5pm (22 responses). Other popular times amongst respondents included 9am to 10am, 1pm to 2pm and 5pm to 7pm. Many respondents felt that the library should be closed between 6am and 8am.

Chart 30 – Preference for staffed and Library Plus hours (Q25)

(Base=33)

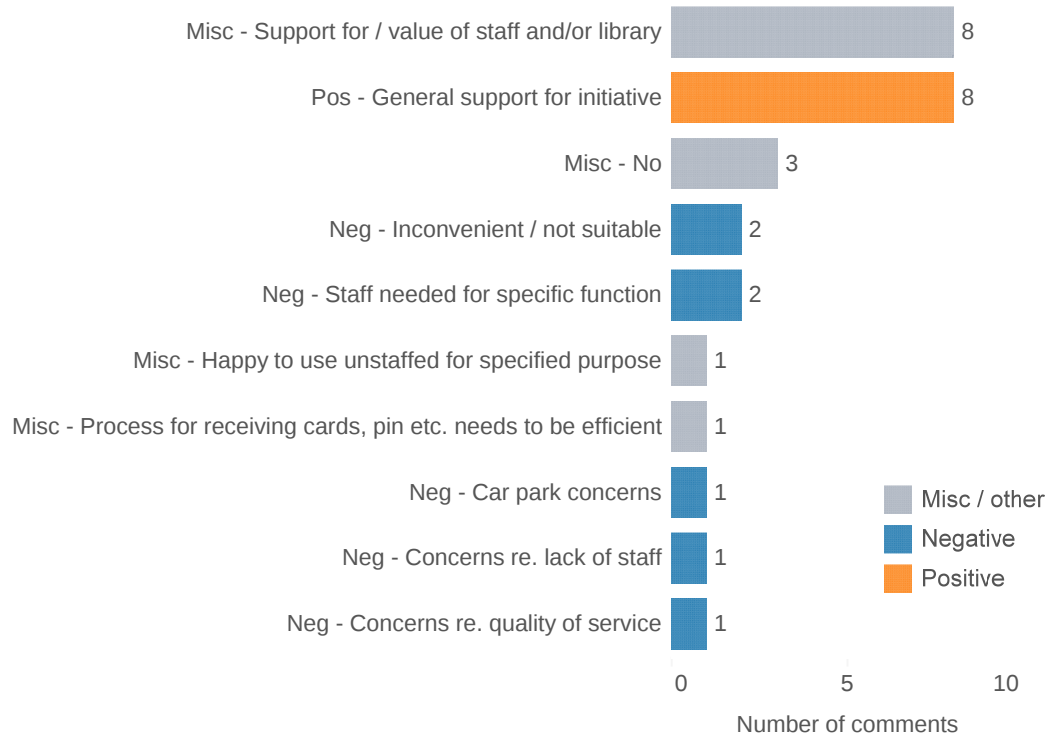
	06:00 - 07:00	07:00 - 08:00	08:00 - 09:00	09:00 - 10:00	10:00 - 11:00	11:00 - 12:00	12:00 - 13:00	13:00 - 14:00	14:00 - 15:00	15:00 - 16:00	16:00 - 17:00	17:00 - 18:00	18:00 - 19:00	19:00 - 20:00	20:00 - 22:00
Closed	20	17	3	1			1						1	7	12
Library Plus hours (tick up to 10)	2	7	22	21	15	11	13	20	17	17	22	21	21	16	5
Staffed hours (tick up to 3)				5	17	15	10	6	7	8	4	5	4	1	1

Other comments (Q26)

Finally, respondents were asked if they had any other comments. As shown in chart 31, 8 comments showed specific support for and value of the library and library staff. A further 8 comments reflected general support for the Library Plus initiative. Several concerns were raised and included the need for staff to carry out specific functions, the view that the initiative was inconvenient, a concern regarding misuse of the car park and concerns related to the lack of staff and quality of service.

Chart 31 – Other comments (Q26)

(Base=36)



Indicative comments:

"I would be very sad for such a huge reduction in staffing hours. Librarians hold a key community role, and are highly skilled in their job."

"We do not live in Syston but it is our nearest Library and we are very fortunate to have our own transport to be able to visit. Our library is really a life line especially during the winter months and we always have several books at a time both my husband and myself."

"3 hours per day is not suitable for the public or the staff."

"Thank you for thinking of innovative ways to keep the library open - would hate to lose the facility completely from Syston"

Appendix 1: Questionnaire



Syston library self-access (Library Plus) survey

Syston library members can now register to use new self-access technology. Library Plus allows users to take advantage of 30 additional opening hours per week.

During Library Plus self-access hours users can:

- Borrow, return and renew library books using the self-service kiosks
- Pick up and borrow reserved items awaiting collection
- Use public computers, photocopy, print and access WiFi
- Access the public library catalogue

When in Library Plus mode, there are no staff to help with the computers, answer enquiries about books/information, and young people under 16 are only able to access the library if they are accompanied by a responsible adult.

We are using Syston library to test out the technology, but also find more out about how it might change the way that you use the library service.

We are interested in your views on self-access libraries, whether or not you have used Syston library during the Library Plus hours.

We would appreciate it if you could spare 10-15 minutes to complete this survey.

Thank you for your assistance. Your views are important to us.

Please note: Your responses to the main part of the survey (Q1 to Q26, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Your library use

Q1 In what role are you responding to this survey? Please tick ALL applicable

- ☐ I am a library user
☐ I am a local resident
☐ I am a member of library staff or library volunteer
☐ I represent a stakeholder organisation or business
☐ Other (please specify)

Please specify 'Other'

Q2 If you indicated that you represent a stakeholder organisation or business, please provide your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Q3 Over the last 12 months, how often on average have you visited...? Please tick one per row

	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never used
Syston library	☐	☐	☐	☐	☐	☐	☐	☐
Another library	☐	☐	☐	☐	☐	☐	☐	☐

Q4 Over the last 12 months, how often on average have you done the following at Syston library...? Please tick one per row

	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less than once a year	Never used
Borrow a book	☐	☐	☐	☐	☐	☐	☐	☐
Hire a DVD	☐	☐	☐	☐	☐	☐	☐	☐
Use the public computers	☐	☐	☐	☐	☐	☐	☐	☐
Use the printing/photocopying services	☐	☐	☐	☐	☐	☐	☐	☐
Use the library for study/reference/education	☐	☐	☐	☐	☐	☐	☐	☐
Access information	☐	☐	☐	☐	☐	☐	☐	☐
Use the library space to meet people	☐	☐	☐	☐	☐	☐	☐	☐

Library Plus

Library Plus has added 30 additional opening hours per week. There have been no changes to the staffed hours. The opening hours for Syston Library are now as follows:

Syston library opening hours with Library Plus

	Library Plus	Staffed	Library Plus
Monday	8-10am	10am-5pm	5-7pm
Tuesday	8am-1pm	1-6pm	CLOSED
Wednesday	Library Plus 8am-7pm		
Thursday	8-10am	10am-5pm	5-7pm
Friday	8-10am	10am-5pm	5-7pm
Saturday	8-10am	10am-3pm	CLOSED
Sunday	CLOSED		

Q5 Before this survey, had you heard about Library Plus self-access hours at Syston library?

- ☐ Yes Go to Q6
☐ No Go to Q7
☐ Don't know Go to Q7

Q6 If yes, have you recently joined Syston library to take advantage of Library Plus and the extended opening hours?

- ☐ Yes
☐ No
☐ Don't know

Q7 Has the introduction of Library Plus hours made it easier or harder for you to...? Please tick one per row

	Much easier	Somewhat easier	No difference	Somewhat harder	Much harder	Don't know
Borrow a book	☐	☐	☐	☐	☐	☐
Use the public computers	☐	☐	☐	☐	☐	☐
Use the printing/photocopying services	☐	☐	☐	☐	☐	☐
Use the library for study/reference/education	☐	☐	☐	☐	☐	☐
Access information	☐	☐	☐	☐	☐	☐
Use the library space to meet people	☐	☐	☐	☐	☐	☐

Why do you say this?

Q8 Have you signed up to use Library Plus?

- ☐ Yes Go to Q9
☐ No Go to Q19
☐ Don't know Go to Q19

Q9 If yes, have you been on the induction yet?

- ☐ Yes Go to Q10
☐ No Go to Q11

Q10 How would you rate the induction process?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very good | Good | OK | Poor | Very poor | Don't know |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Why do you say this?

Q11 Why did you decide to sign up for Library Plus? Please tick ALL applicable

- ☐ To try something new
☐ To be able to visit the library more often
☐ Because using the library during the current staffed opening hours is difficult for me
☐ The Library Plus hours suit me more than current staffed opening hours
☐ Because I think the library will be quieter during the Library Plus hours
☐ To be able to take my children to the library before school/work
☐ To be able to take my children to the library after work/school
☐ Other (please specify)

Please specify 'Other'

Q12 How many times have you used the library during Library Plus hours?

- ☐ I haven't yet Go to Q18
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ More than 5
- ☐ Don't know

Q13 What has been your overall experience of using the library during Library Plus hours?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very good | Good | OK | Poor | Very poor | Don't know |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Why do you say this?

Q14 What do you like most about the experience?

Q15 What issues, if any, did you encounter?

Q16 How, if at all, has your use of the library changed since the introduction of the Library Plus hours?

	Increased a lot	Increased a little	No change	Decreased a little	Decreased a lot	Don't know
Overall number of visits to the library	☐	☐	☐	☐	☐	☐
Number of books borrowed	☐	☐	☐	☐	☐	☐
Use of the public computers	☐	☐	☐	☐	☐	☐
Use of the printing/photocopying services	☐	☐	☐	☐	☐	☐
Use of the library for study/reference/education	☐	☐	☐	☐	☐	☐
Accessing information	☐	☐	☐	☐	☐	☐
Using the library space to meet people	☐	☐	☐	☐	☐	☐

Q17 What else, if anything, has changed about the way you use the library since the introduction of the Library Plus hours?

Now go to Q19

Q18 If you haven't used the library during Library Plus hours, why is this?

- ☐ I haven't been on the induction yet
- ☐ I haven't had the time
- ☐ I haven't had the need
- ☐ The Library Plus opening times don't suit me
- ☐ I haven't felt confident enough
- ☐ I tried but couldn't get into the building
- ☐ Don't know
- ☐ Other (please specify)

Please specify 'Other'

Q19 How likely are you to use the library during Library Plus hours in the future?

- | | | | | | |
|--------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| Very likely | Somewhat likely | Neither likely nor unlikely | Somewhat unlikely | Very unlikely | Don't know |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Why do you say this?

Q20 What, if any, concerns do you have about using the library when it is not staffed?

Q21 What, if any, advantages do you see of using the library during Library Plus hours?

Q22 Is there anything that could be done to make it more likely for you to use the library during Library Plus hours?

Planned budget reductions mean that the council will need to think about how they provide library services in the future and help people access them in different ways. Introducing self-access libraries is one option for doing this. If a decision is made not to go ahead with self-access the council will need to look at other ways to achieve the savings target.

Although staffed opening hours will remain the same at Syston whilst the technology is being tested, if the technology was to be introduced across the library network, staffed opening hours would be reduced. This would save money whilst at the same time increasing opening hours.

There will still be staffed opening hours. For instance, a library of a similar size to Syston could be open Monday to Saturday from 8am to 8pm with, for example, three hours of staffed time on most of those days.

Q23 Would a reduction of staffed hours to 3 hours a day and an increase in Library Plus hours make it easier or harder for you to be able to...? Please tick one per row

	Much easier	Somewhat easier	No difference	Somewhat harder	Much harder	Don't know
Borrow a book	☐	☐	☐	☐	☐	☐
Use the public computers	☐	☐	☐	☐	☐	☐
Use the printing/photocopying services	☐	☐	☐	☐	☐	☐
Use the library for study/reference/education	☐	☐	☐	☐	☐	☐
Access information	☐	☐	☐	☐	☐	☐
Use the library space to meet people	☐	☐	☐	☐	☐	☐

Why do you say this?

Q24 If we reduced staffed hours to 3 hours a day and increased Library Plus hours, what impact, if any, would this have on the likelihood of you using the library?

A lot more likely	A little more likely	No difference	A little less likely	A lot less likely	Don't know
☐	☐	☐	☐	☐	☐

Why do you say this?

Q25 If staffed hours were reduced to 3 hours per day, at what times would you like the library to be staffed and what times in Library Plus mode or closed?

Please complete each row but select no more than 3 staffed hours and 10 Library Plus hours in total.

	Staffed hours (tick up to 3)	Library Plus hours (tick up to 10)	Closed
06:00 - 07:00	☐	☐	☐
07:00 - 08:00	☐	☐	☐
08:00 - 09:00	☐	☐	☐
09:00 - 10:00	☐	☐	☐
10:00 - 11:00	☐	☐	☐
11:00 - 12:00	☐	☐	☐
12:00 - 13:00	☐	☐	☐
13:00 - 14:00	☐	☐	☐
14:00 - 15:00	☐	☐	☐
15:00 - 16:00	☐	☐	☐
16:00 - 17:00	☐	☐	☐
17:00 - 18:00	☐	☐	☐
18:00 - 19:00	☐	☐	☐
19:00 - 20:00	☐	☐	☐
20:00 - 22:00	☐	☐	☐

Any other comments

Q26 Do you have any other comments?

About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q27 What is your gender identity?

- ☐ Male
☐ Female
☐ Other (e.g. pangender, non-binary etc.)

Q28 Is your gender identity the same as the gender you were assigned at birth?

- ☐ Yes
☐ No

Q29 What was your age on your last birthday? (Please enter your age in numbers not words)

Q30 What is your full postcode?

This will allow us to see how far people live from Syston library. It will not identify your house.

Q31 Are you a parent or carer of a young person aged 17 or under?

- ☐ Yes
☐ No

Q32 If yes, what are the ages of the children in your care? Please tick all applicable

- | | |
|-------------------------------|--------------------------------|
| ☐ 0-4 | ☐ 11-15 |
| ☐ 5-10 | ☐ 16-17 |

Q33 Are you a carer of a person aged 18 or over?

- ☐ Yes
☐ No

Q34 Do you have a long-standing illness, disability or infirmity?

- ☐ Yes
☐ No

Q35 What is your ethnic group? Please tick one box only.

- | | |
|---|---|
| ☐ White | ☐ Black or Black British |
| ☐ Mixed | ☐ Other ethnic group |
| ☐ Asian or Asian British | |

Q36 What is your religion?

- | | |
|--|---|
| ☐ No religion | ☐ Jewish |
| ☐ Christian (all denominations) | ☐ Muslim |
| ☐ Buddhist | ☐ Sikh |
| ☐ Hindu | ☐ Any other religion |

Q37 In total, how many cars or vans are owned or available for use by members of your household?

- | | |
|-------------------------------|---------------------------------------|
| ☐ None | ☐ Three |
| ☐ One | ☐ Four or more |
| ☐ Two | ☐ Don't know |

Q38 What is your highest level of qualification you have obtained?

- | | |
|---|--|
| ☐ No qualifications | ☐ Lower degree or PGCE (e.g. BA or BSc etc) |
| ☐ GCSEs/O-levels or equivalent | ☐ Higher degree (e.g. MSc, PhD etc) |
| ☐ A-levels or equivalent | ☐ Professional, vocational or work-related qualifications |
| ☐ Diploma in higher education | ☐ Other |

Q39 Which of these activities best describes what you are doing at present?

- | | |
|--|--|
| ☐ Employee in full-time job (30 hours plus per week) | ☐ Full-time education at school, college or university. |
| ☐ Employee in part-time job (less than 30 hours per week) | ☐ Unemployed and available for work |
| ☐ Self employed full or part-time | ☐ Permanently sick / disabled |
| ☐ On a government supported training programme - e.g. Modern Apprenticeship / Training for Work | ☐ Wholly retired from work |
| | ☐ Looking after the home |
| | ☐ Doing something else |

Q40 Are you an employee of Leicestershire County Council?

- ☐ Yes
☐ No

Q41 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation.

- | | |
|--|----------------------------------|
| ☐ Bi-sexual | ☐ Lesbian |
| ☐ Gay | ☐ Other |
| ☐ Heterosexual / straight | |

Thank you for your assistance. Your views are important to us.

When this evaluation closes on 3rd June, we will report the results back to the Council's Cabinet in summer 2017.

Please return your completed survey to:

Syston Library Plus Survey, Leicestershire County Council, Have Your Say, FREEPOST
 NAT18685, Leicester, LE3 8XR.

No stamp required.

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.

Appendix 2: Demographic profile of respondents

Wording	Response	Number of respondents	% of respondents
Are you male or female?	Female	30	65%
	Male	16	35%
Is your gender identity the same as the gender you were assigned at birth?	Yes	45	100%
What was your age on your last birthday?	15-24	3	7%
	25-44	7	16%
	45-64	11	25%
	65-84	22	50%
	87	1	2%
Are you a parent or carer of a young person aged 17 or under?	No	36	80%
	Yes	9	20%
If yes, what are the ages of the children in your care?	0-4	3	33%
	5-10	7	78%
	11-15	4	44%
	16-17	1	11%
Are you a carer of a person aged 18 or over?	No	40	91%
	Yes	4	9%

Wording	Response	Number of respondents	% of respondents
Do you have a long-standing illness, disability or infirmity?	No	37	84%
	Yes	7	16%
What is your ethnic group?	White	43	100%
What is your religion?	Christian (all denominations)	24	56%
	No religion	19	44%
In total, how many cars or vans are owned or available for use by members of your household?	None	4	10%
	One	19	45%
	Three	2	5%
	Two	17	40%
What is the highest level of qualification you have obtained?	A-levels or equivalent	3	7%
	Diploma in higher education	3	7%
	GCSEs/O-levels or equivalent	8	17%
	Higher degree (e.g. MSc, Phd etc)	12	26%
	Lower degree or PGCE (e.g. BA or BSc etc)	9	20%
	Other	1	2%
	Professional, vocational or work-related qualifications	10	22%

Wording	Response	Number of respondents	% of respondents
Which of these activities best describes what you are doing at present?	Doing something else	1	2%
	Employee in full-time job (30 hours plus per week)	8	18%
	Employee in part-time job (less than 30 hours per week)	5	11%
	Full-time education at school, college or university.	1	2%
	Permanently sick / disabled	1	2%
	Self employed full or part-time	3	7%
	Unemployed and available for work	1	2%
	Wholly retired from work	24	55%
Are you an employee of Leicestershire County Council?	No	43	93%
	Yes	3	7%
Sexual orientation	Heterosexual / straight	35	100%

Location of respondents





If you require information contained in this leaflet in another version e.g. large print, Braille, tape or alternative language please telephone: 0116 305 6803, Fax: 0116 305 7271 or Minicom: 0116 305 6160.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 6803 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા અવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 6803 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 6803 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں 0116 305 6803 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 6803，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 6803, a my Ci pomożemy.

Strategic Business Intelligence Team
Strategy and Business Intelligence Branch

Chief Executive's Department
Leicestershire County Council
County Hall
Glenfield
Leicester
LE3 8RA
ri@leics.gov.uk
www.lsr-online.org