

### 1. How important is the library service to your local community?

Very Important	734	76.9%
Important	174	18.2%
Not very important	23	2.4%
Not at all important	4	0.4%
No answer	19	2%
Grand Total	954	100%

### 2. Do you use your local library?

Yes	860	90.2%
No	77	8.1%
No answer	17	1.8%
Grand Total	954	100%

### 3. If you do not use your local library, please let us know why

Other	34
Lack of time	30
Library not open when you want to use it	10
Poor selection of stock	10
Library is too far from your home	7
Library in an inconvenient location	5

### Some other responses...

*"I am a 84 year old disabled widower, living alone partially sighted, hard of hearing"*

*"I'm moving in this area"*

*"I don't need it"*

*"Didn't realise there was one close by until now"*

*"I have two hundred books; I bought from charity shops, so I read well"*

*"Boring"*

*"I have never had the appropriate ID"*

### 4. What do you use your local library for?

To borrow or return books	690
To seek information	463
To access the Internet	317
To browse	304
For quiet study	261
To read newspapers and magazines	232

To borrow or return CD or DVDs	201
To see exhibitions and events	186
For photocopying	154
To meet friends	110
To look for jobs	98
No answer	84

## 5. How often do you use your local library?

Once a week or more	381
Once every 2 to 3 weeks	268
No answer	112
Once a month	83
Less than once a month	77
Not at all	33

## 6. What should the library service spend money on?

MORE		LESS	
New, better range of stock	622	New library buildings	386
Well-trained and friendly staff	499	Libraries which support our community to be fit and healthy	345
Library buildings which are well-maintained	457	Libraries which are attractive	316
Up to date IT facilities	412	Libraries which offer opportunities for volunteering	309
Libraries open at times when it suits you	402	More services under one roof	298
Libraries which support people to increase their skills	356	Most people living within a mile of their local public library	265
More services under one roof	238	Libraries open at times when it suits you	204
Most people living within a mile of their local public library	225	Libraries which support people to increase their skills	161
Libraries which support our community to be fit and healthy	191	Up to date IT facilities	143
Libraries which offer opportunities for volunteering	186	Library buildings which are well-maintained	114
Libraries which are attractive	179	Well-trained and friendly staff	96
Other	104	New, better range of stock	62
New library buildings	92	Other	48

**7. What type of additional services would you like to combine with library visits?**

Café	381
Opportunity to learn new skills/qualifications	361
Book Shop	262
Other council services for example, One Stop Shop	217
Job Shop	206
DVD Rentals	175
Gift Shop	160
Other	111

**8. Is there anything else that would make you want to visit your local library more regularly?**

**9. If you would like to part of our online consultation service...**

214 people would like to be

**10. Age**

40 - 60	297	31.1%
Over 60	245	25.7%
20 – 39	244	25.6%
Under 20	117	12.3%
No answer	51	5.3%
Grand Total	954	100%

**11. Gender**

Female	487	51%
Male	283	29.7%
No answer	184	19.3%
Grand Total	954	100%

**12. How would you describe yourself?**

White British	517	54.2%
African	144	15%
Other	102	10.7%
No answer	50	5.2%
Indian	29	3.0%
Caribbean	27	2.7%
Pakistani	27	2.7%
White Irish	17	1.8%

Bangladeshi	16	1.7%
Chinese	8	0.8%
White and Black African	6	0.6%
White and Asian	5	0.5%
White and Black Caribbean	4	0.4%
Romany	2	0.2%
Grand Total	954	100%

### 13. Do you consider yourself to have a disability?

Visual impairment	41
Speech impairment	7
Wheelchair user	10
Mental health issues	27
Hearing impairment	48
Restricted mobility	79
Learning difficulty	16
Other hidden impairment	37
No answer	755

### 14. What is your faith?

Christian	587	61.5%
No answer	162	17%
Other	96	10.1%
Muslim	69	7.2%
Hindu	18	1.9%
Jewish	8	0.8%
Sikh	8	0.8%
Buddhist	6	0.6%
Grand Total	954	100%

### 15. What is your sexual orientation?

Heterosexual	699	73.3%
No answer	189	19.8%
Other	46	4.8%
Gay man	9	0.9%
Bisexual	8	0.8%
Lesbian	3	0.3%
Grand Total	954	100%

# Library Consultation



## Results

# Library Consultation

The library consultation received 954 completed responses. Senior members of staff also attended meetings with community groups.

*Refugee Network Meeting LGBT Forum BAD Youth Forum Gurdwara  
Deaf Client Group Barking Muslim Social & Cultural Society Elderly Forum  
Disability Equality Forum etc...*

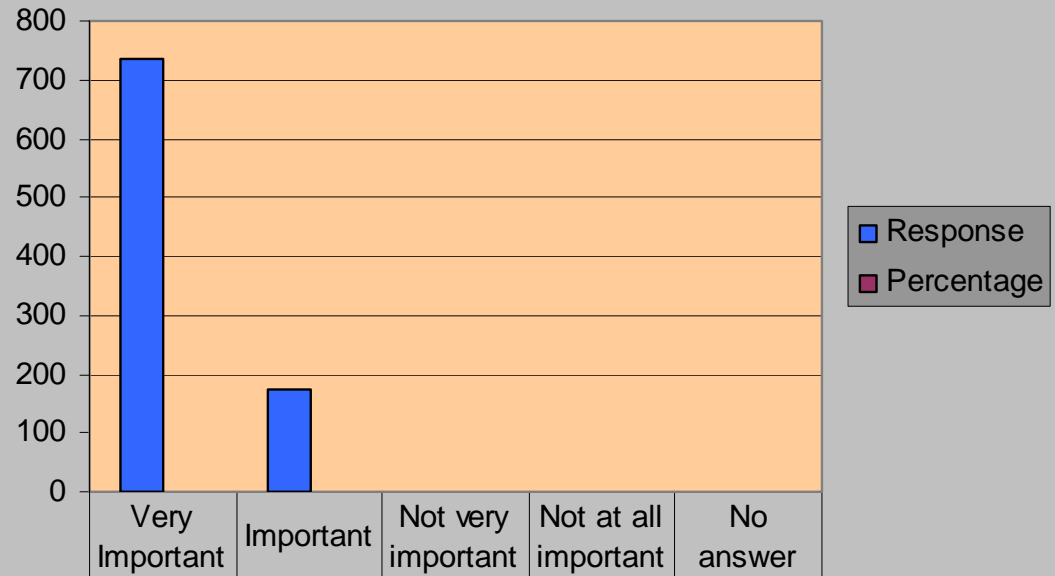
	%
Under 20	12
20 - 39	26
40 - 60	31
Over 60	26
(No answer)	5

	%
Male	30
Female	51
(No answer)	19

	%
Bisexual	1
Gay man	1
Heterosexual (straight)	73
Lesbian	0
Other (please state)	5
(No answer)	20

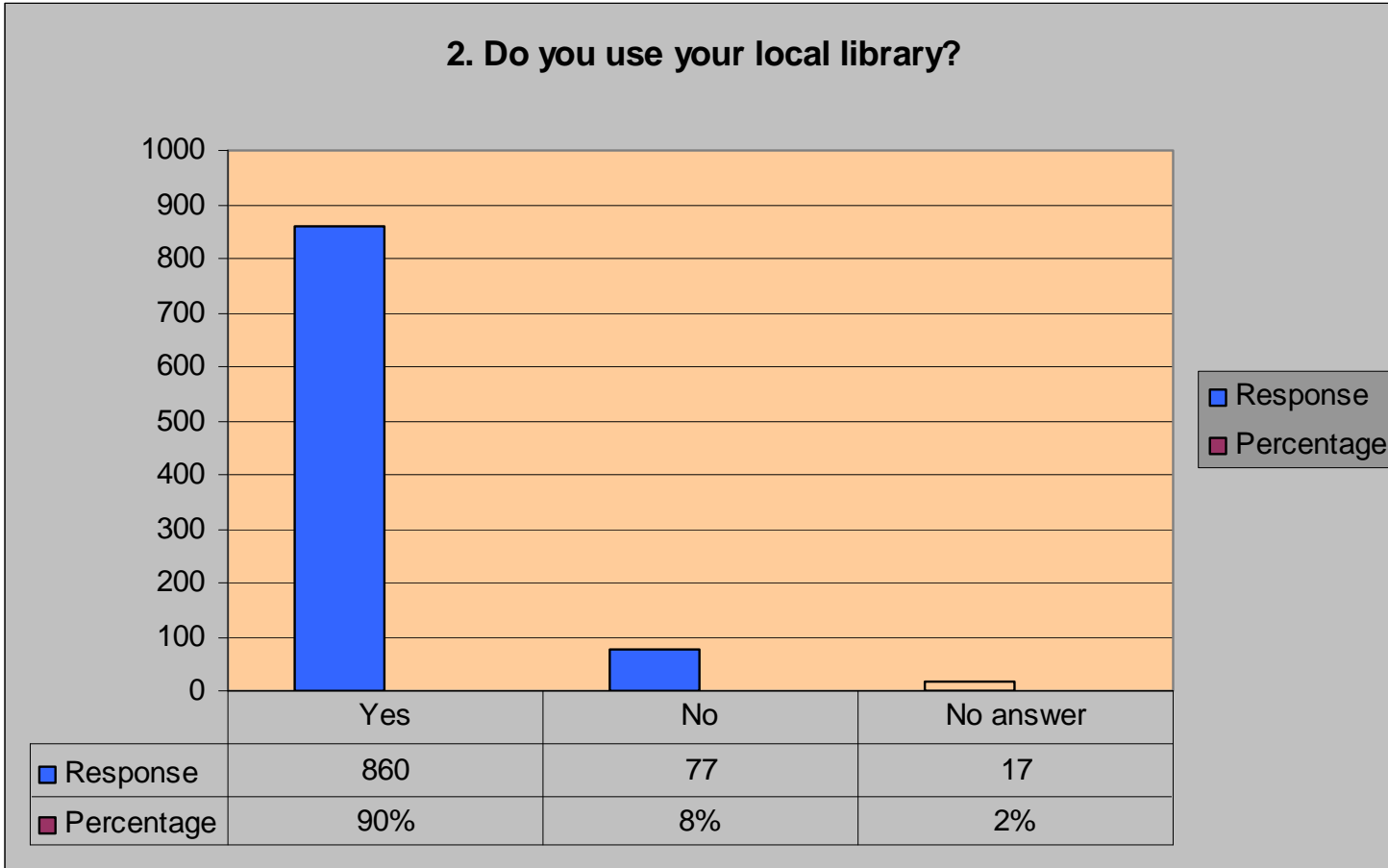
	%
African	15
Bangladeshi	2
Caribbean	3
Chinese	1
Indian	3
Other (please specify)	11
Pakistani	3
Romany	0
White and Asian	1
White and Black African	1
White and Black Caribbean	0
White British	54
White Irish	2
(No answer)	5

# 1. How important is the library service to your local community?

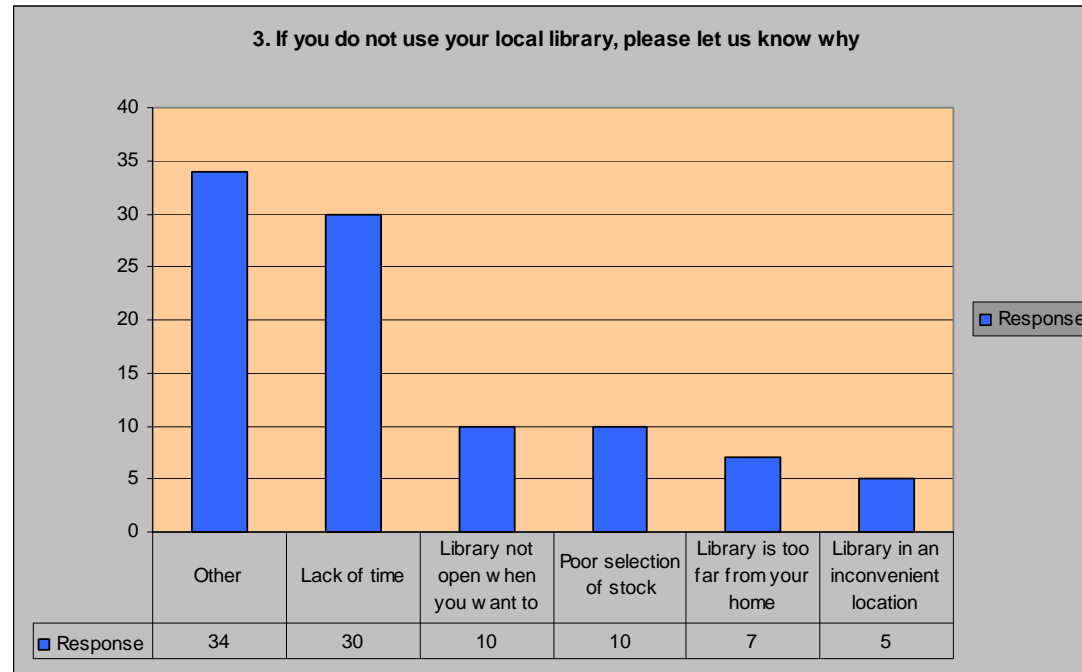


Response	734	174	23	4	19
Percentage	77%	18%	2%	0%	2%

## 2. Do you use your local library?



## Some other responses...



*"I am a 84 year old disabled widower, living alone partially sighted, hard of hearing"*

*"I'm moving in this area"*

*"I don't need it"*

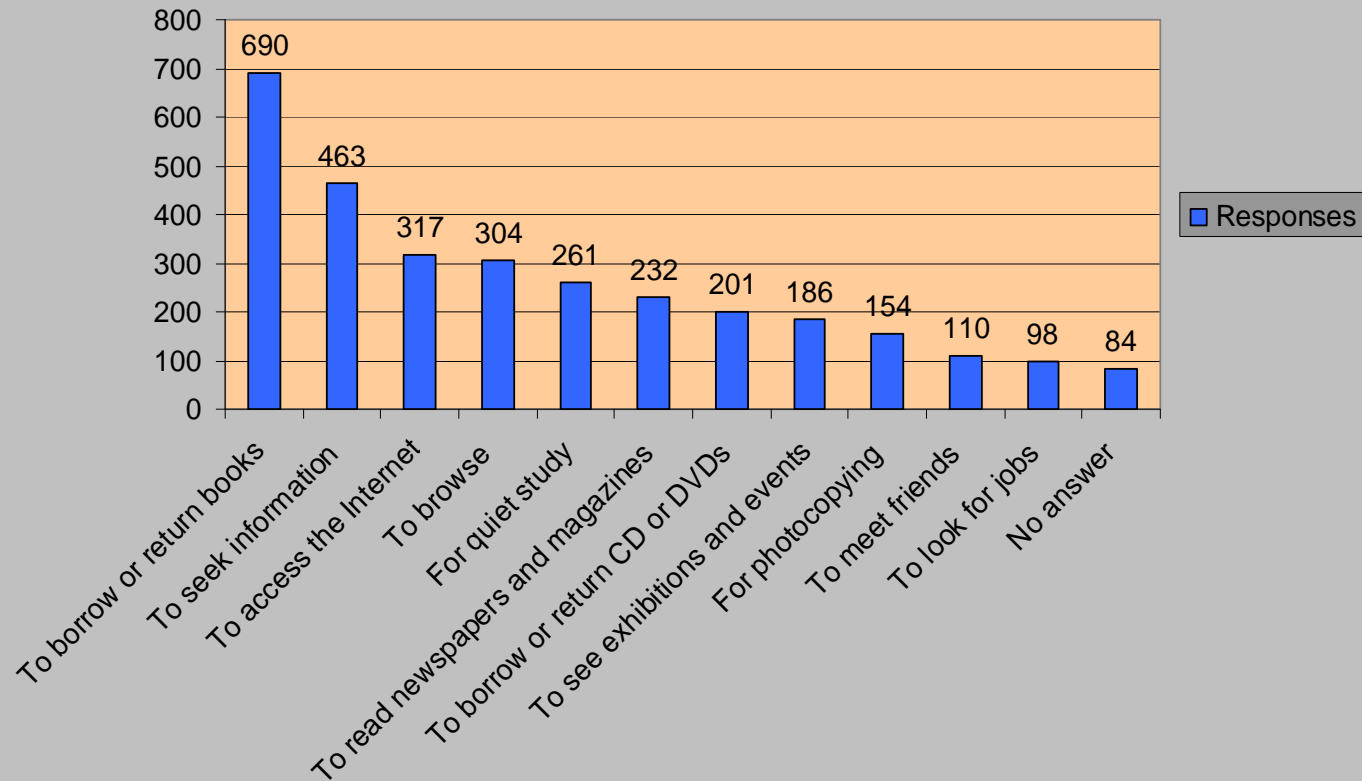
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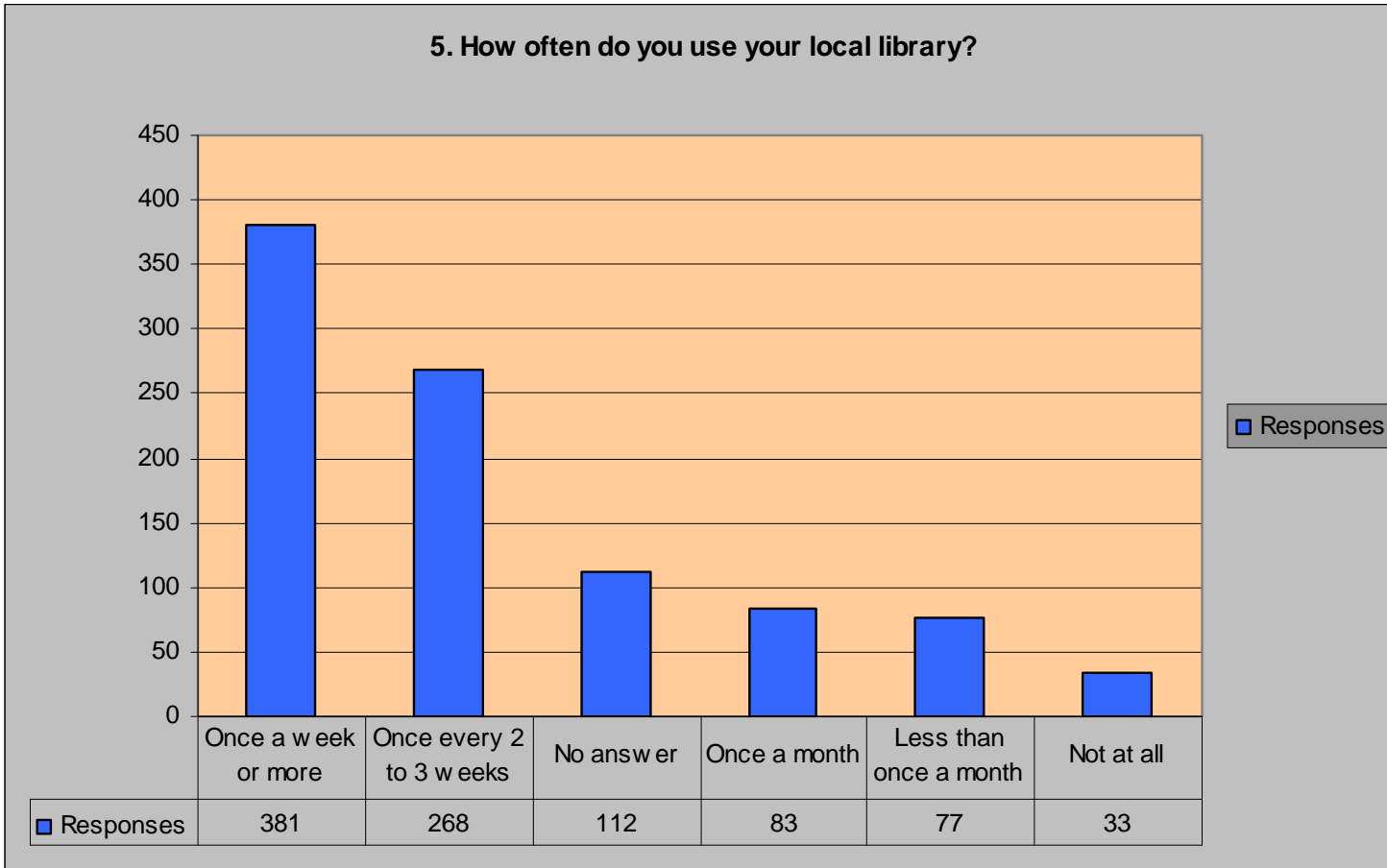
*"Boring"*

*"I have never had the appropriate ID"*

#### 4. What do you use your local library for?



5. How often do you use your local library?



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**6a. Which five services from the list below (if any), would you like to see us spend more on, even if it means spending less on another?**

All Responses	
New, better range of book stock	607
Well trained and friendly staff	484
Library buildings which are well-maintained	448
Up to date IT facilities	403
Libraries open at times when it suits you	388

**6a. Which five services from the list below (if any), would you like to see us spend more on, even if it means spending less on another?**

Under 20 years old	
New, better range of book stock	78
Up to date IT facilities	67
Library buildings which are well-maintained	57
Libraries open at times when it suits you	54
More services under one roof	50

40 - 60 years old	
New, better range of book stock	213
Well trained and friendly staff	173
Library buildings which are well-maintained	153
Up to date IT facilities	148
Libraries open at times when it suits you	136

20 - 39 years old	
New, better range of book stock	173
Up to date IT facilities	137
Well trained and friendly staff	128
Library buildings which are well-maintained	118
Libraries which support people to increase their skills	116

Over 60 years old	
New, better range of book stock	143
Well trained and friendly staff	138
Library buildings which are well-maintained	120
Libraries open at times when it suits you	83
Most people living within a mile of their local public library	80

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## 6b. Which five services (if any), would you be prepared for us to spend less on?

All Responses	
New Library Buildings	299
Libraries which support our community to be fit and healthy	274
Libraries which are attractive	255
Libraries which offer opportunities for volunteering	247
More services under one roof	233

## 6b. Which five services (if any), would you be prepared for us to spend less on?

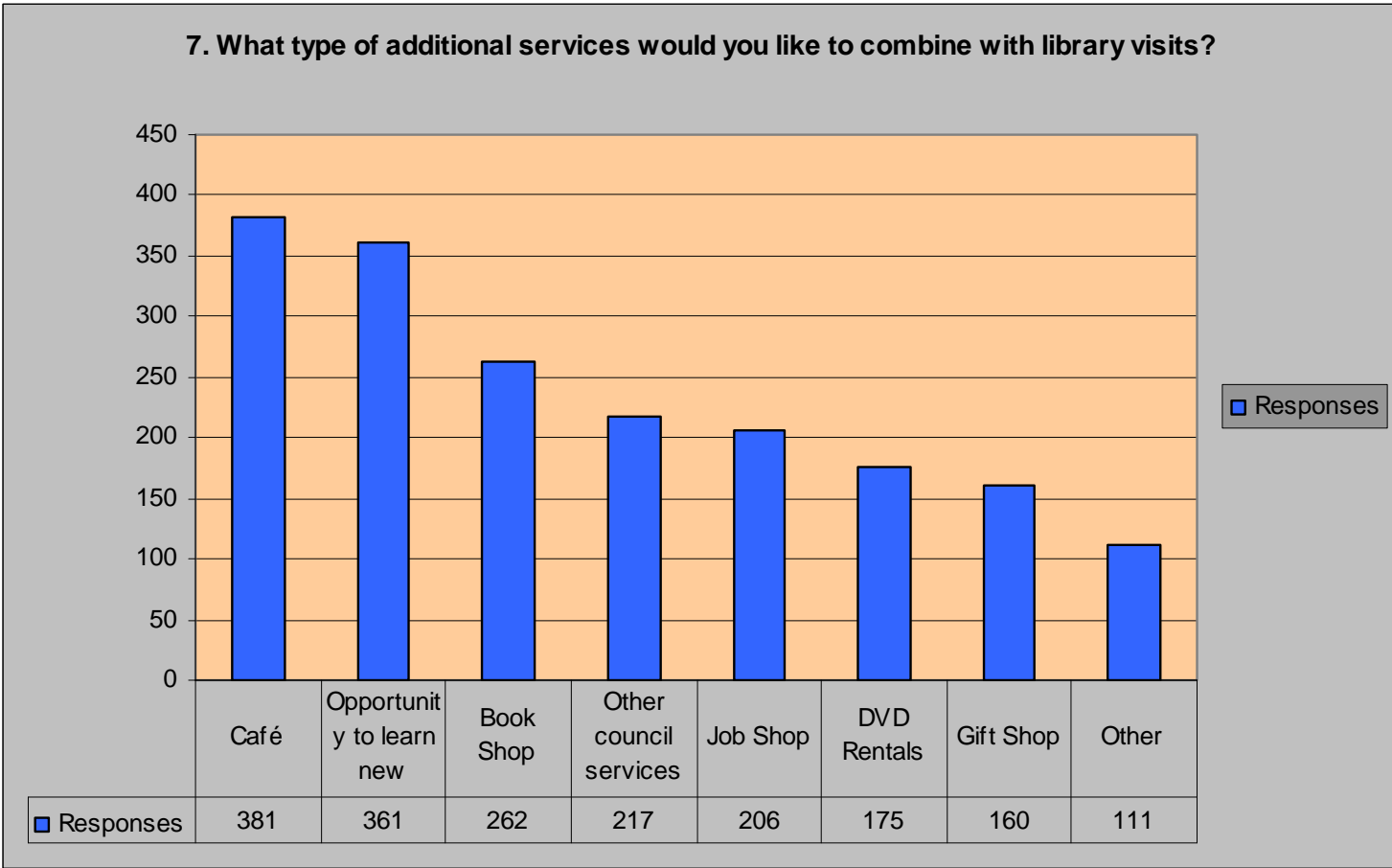
Under 20 years old	
Most people living within a mile of their local public library	49
New Library Buildings	47
Libraries which offer opportunities for volunteering	42
Libraries which support our community to be fit and healthy	41
Libraries which are attractive	34

40 - 60 years old	
Libraries which support our community to be fit and healthy	132
Libraries which offer opportunities for volunteering	118
New Library Buildings	118
More services under one roof	115
Libraries which are attractive	114

20 - 39 years old	
New Library Buildings	125
Libraries which are attractive	101
Libraries which support our community to be fit and healthy	92
Most people living within a mile of their local public library	88
Libraries which offer opportunities for volunteering	82

Over 60 years old	
Libraries which support our community to be fit and healthy	9
New Library Buildings	9
Libraries which are attractive	6
Libraries which support people to increase their skills	6
Libraries open at time when it you	5

7. What type of additional services would you like to combine with library visits?



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## 7a. Some other responses...

*“Toilet”*

*“Some form of E-book library”*

*“24 hour study service”*

*“Homework club”*

*“A TV News Room”*

*“Cinema”*

*“Recreational facilities like swimming/basketball”*

